Release Notes for Cisco Hosted Collaboration Solution for Contact Center Solution, Release 11.0(3)

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Introduction to Cisco Hosted Collaboration Solution for Contact Center Solution 11.0(3)

Release Notes for Contact Center Solutions

Release 11.0 introduced release note compilations for each of the contact center solutions. The compilations contain all of the release notes for one solution type and the components that you can use with that contact center. See the release note compilations for the contact center solutions at the following links:

- *Release Notes for Cisco Packaged Contact Center Enterprise Solution* at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-release-notes-list.html

- *Release Notes for Cisco Unified Contact Center Enterprise Solution* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html

- *Release Notes for Cisco Hosted Collaboration Solution for Contact Center* at https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/products-release-notes-list.html

Cisco Security Advisories

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at https://tools.cisco.com/security/center/publicationListing.x.

Customer Documentation Updates for This Release

Updated documents are also listed under Customer Collaboration in *What's New in Cisco Product Documentation* at:

http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html .

This service lists new and revised Cisco documentation since the last release of this monthly publication.

You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader: http://www.cisco.com/cdc_content_elements/rss/whats_new/

Cisco HCS for Contact Center

New Features

TLS Versions Support

Hosted Collaboration Solution for Contact Center, Release 11.0(3) supports TLS 1.0, TLS 1.1 and TLS 1.2.

> **Note** TLS v1.2 support is added in this release.

All VOS based components such as Finesse, Unified Intelligence Center, Live Data and SocialMiner support TLS 1.0 and TLS 1.1.

> **Note**
>
> In case there are third party applications integrated with CCE VMs that are impacted when the older versions of TLS/SSL are disabled, re-enable the required TLS/SSL versions. For more information, see Microsoft documentation about enabling TLS/SSL for Schannel security provider.
>
> Similarly, third party applications must use TLS v1.2 while creating connections to CCE VMs or CCE database.

Use the Transport Layer Security CLI commands to view or change the TLS minimum version for inbound or outbound connections.

For Live Data, CUIC, and Cisco IdS to interoperate with older versions of Hosted Collaboration Solution for Contact Center, run the **set tls client min-version** command to set the minimum TLS version to v1.0 or v1.1 as required.

Updated Features

Java Version Update

This release supports Java JRE version 1.8 (32-bit) Update 121 or later versions.

The Hosted Collaboration Solution for Contact Center installation process installs Java JRE version 1.8 (32-bit) Update 121. Do not remove any previous versions of Java that may be necessary for components like CVP, VVB, and CUIC, after ensuring that Java JRE version 1.8 (32-bit) Update 121 is installed on the server.

> **Note**
>
> In case the Java JRE version running on the system before upgrading to Release 11.0(3) is later than version 1.8 Update 121, the Java JRE version is not upgraded during the upgrade to Release 11.0(3).

For more information and compatible versions of Java for components such as CVP, VVB, and CUIC, see the *Compatibility Information* for Hosted Collaboration Solution for Contact Center, Release 11.0.

You can apply newer Java security updates after the upgrade.

Other Software Upgrades

The following softwares are upgraded in this release:

- Perl—Upgraded to version 5.24.1.1.

- Apache Tomcat—Upgraded to version 7.0.75.

- OpenSSL—Upgraded to version openssl-1.0.2k.

- Microsoft .Net framework—Upgraded to version 4.5.2.

- Apache Struts—Upgraded to version 2.3.34.

Microsoft .NET Manual Upgrade Support

This release supports manually upgrading Microsoft .NET to version 4.7.

Important Notes

Maintenance Release Installation

Do not run the installer remotely. Download the Maintenance Release Installer to a local machine for installation.

☞

Important   You need not uninstall the Engineering Specials installed on the systems before you upgrade to Hosted Collaboration Solution for Contact Center, 11.0(3).

Consider the following for the Maintenance Release Installation:

1 Plan and schedule the maintenance period.

2 Review all applicable documentation.

3 Download the Maintenance Release Installer.

4 Stop all ICM services.

5 Double-click the Maintenance Release Installer to begin the installation.

Caveats Resolved in This Release

The following defects are resolved in this release:

Identifier	Severity	Component	Headline
CSCux34589	2	router	Evaluation of icm for Java_December_2015
CSCux48658	2	pg.opc	OPC crash in ResetAppPathSessionIDs when CTISVR goes down
CSCux54252	2	pg.opc	Removing Voice Skill Group Makes Agent ICM Available Unexpectedly
CSCux62990	2	scripteditor	Skillgroup associated with Department ID is not listing in Script editor
CSCux63199	2	scripteditor	Internet Script editor(ISE) is not validating ISE user domain.

CSCux73064	2	scripteditor	ISE users are able to see agents/services of all departments.
CSCux98366	2	pg.cucm	Interrupted wrap-up state makes agent ready for millisecond
CSCuy56098	2	pg.vru	Abandon call not counted for IP IVR - type 2 or type 9
CSCuz01870	2	pg.cucm	Finesse Stuck in Off-hook state during Transfer to CTI Routepoint
CSCuz19803	2	router	User Variable Floatvalue is truncated to 6 digits after decimal point
CSCuz42998	2	cg.ctiserver	PG does not remove dropped party from conference
CSCuz68560	2	pg.acmi	Changes made on the child are not reflected at the parent configuration.
CSCuz76465	2	pg.opc	Agent closed Finesse browser move to ready state after a phone call.
CSCuz85841	2	db.HDS	Index reorg with Enterprise Edition will fail on some tables
CSCva01038	2	pg.tdm	OPC-tdm crash observed intermittently during blind transfer calls
CSCva02922	2	install	Tomcat service set to disabled after upgrade with 11.5 patch reinstall
CSCva28691	2	ctios.server	CTIOS is crashing while creating a connection
CSCva35830	2	router	Error "Delete of SkillGroupMember failed" when reskilling agent
CSCva42431	2	pg.opc	OPC cap clean up failing
CSCvb04397	2	pg.opc	VRU PG opc mini dump - Peripheral::SendCallEventReport+53
CSCvb18184	2	router	DBW doesn't reconnect after external SQL restart
CSCvb32081	2	web.setup	Unable to add new Network Gateway components in Websetup

CSCvb36355	2	pg.opc	ICM 11 OPC Capture purge job Bug
CSCvb68481	2	pg.opc	high InternalCallsTime value in SGI and ASGI tables
CSCvb71641	2	security	Sadlib getICMFacilityList(...) api call takes too long, need to use Global Catalog
CSCvc39115	2	router	Deleting scheduled admin script causes Router assertion
CSCvc41264	2	router	DBworker does not load special characters properly
CSCvc96258	2	scripteditor	Script Editor Mouse Pop-ups / Tool Tips not working
CSCvd36601	2	web.setup	Cannot add Instance via websetup which has same facility and instance name
CSCvd36996	2	ctios.server	OpenSSL for CTIOS should be Upgrade to 1.0.2k
CSCvd46940	2	aw.tools	ISE does not consider Departments when making SkillGroups available in the QueueToSkill
CSCvd51210	2	web.setup	Evaluation of icm for struts2-jakarta
CSCvd93592	2	install	Patch installer not backing up some files
CSCve15193	2	web.setup	Unable to add or edit NIC through websetup after upgrade to 11.6 build
CSCve24502	2	outbound	Campaign Manager crash if entered callback date out of range
CSCve41205	2	aw.tools	Domain user with ICM_Config and ICM_Setup membership unable to login to cceadmin
CSCve42497	2	web.setup	Websetup allows to create AW-HDS-DDS even though HDS DB not present
CSCvf38254	2	aw.tools	Unable to create new agents from Agent Explorer
CSCvf78757	2	pg.cucm	CUCM PG (EAPIM) crash during Network Blind Transfer call flow

CSCvf86098	2	web.setup	Evaluation of ICM for Struts2 Sep-17 Vulnerabilities
CSCvf90385	2	pg.vru	ICM VRU PIM Encounter Unexpected Crash with ProcessDialogFail
CSCvg11151	2	pg.opc	PG unable to establish connection with Router after network issue
CSCvg24826	2	pg.cucm	Agent Login attempt errors out after 60 secs
CSCvg33401	2	aw.tools	ICM domain manager and Websetup not accessible
CSCvg36906	2	pg.cucm	Unable to login all the 4000 SSO agents during 4k run and intermittently seen in 2k run
CSCvh09991	2	outbound	UCCE DIALER_DETAIL records show wrong time after DST change
CSCuj56929	3	serviceability.snmp	MIB OID reporting zero whenever SNMP service is started prior to ICM
CSCum90322	3	outbound	BaImport does not import new files
CSCur96785	3	reporting	CUIC Agent Login Logout Historical Report Fails Due to Boolean Agent Attribute
CSCus51537	3	cg.ctiserver	CTISvr process asserts intermittently when mds disconnects
CSCuu75122	3	router	DST change causes loss of CallType and Skill Group Historical Data for last hour of the day
CSCuv75904	3	scripteditor	Script Editor crashes with Microsoft hot fixes
CSCux38070	3	db.logger	ET: Logger RCV Crash: BCP exhaust with persistent variable
CSCux56363	3	cg.ctiserver	CCE: Force Agent Logout from READY state doesn't work for NEW Supervisor
CSCux57776	3	scripteditor	Script Editor crashes when Date Range is selected

CSCux69505	3	serviceability.snmp	Diagnostic Framework stops providing Cisco performance counters
CSCux80614	3	db.logger	Isolated / Enabled RouterB writes Out of Range Keys Breaks Replication (HDS Key Jump)
CSCux99791	3	ctios.server	CTIOS Memory leak - Setting ECC Variables from CTIOS clients
CSCuy05782	3	scripteditor	Custom Function Editor in Script Editor is not Accepting any Parameters
CSCuy11898	3	outbound	ECC,BA variables are not present when CallingdeviceID is >=20 characters
CSCuy30311	3	pg.opc	State Transfer performance and reliability impacted by large state sets
CSCuy60115	3	security	Error finding User or Group: -2147016661 in SADLib (AD internal library)
CSCuy77349	3	pg.cucm.jtapi	Agent goes disassociated from device after shared line out of service
CSCuy81659	3	outbound	PersonalCallback record stuck in A state for specific agent
CSCuy85339	3	pg.acmi	Translation route from Router to parent PG drops one digit in Var1 field
CSCuy91645	3	pg.cucm	Agent receives DID call but not placed in NOT READY state
CSCuz10082	3	scripteditor	Script Editor occasionally asserts in monitor mode
CSCuz15565	3	aw.tools	Same AD user account has different permission experience with CCE tools
CSCuz30038	3	pg.cucm	CUCM Routing Client: Agent goes to NOT READY when call drops
CSCuz62105	3	router	RONA Calls pegged as both CallsRoutedToAgent and RouterError
CSCuz73211	3	pg.cucm.jtapi	Call control Gadget is not coming up. Agent hung in Talking State

CSCuz85864	3	serviceability.snmp	MIB OID reports incorrect value for "cccaRouterAgentsLoggedOn" count.
CSCva05672	3	aw.tools	Agent Peripheral ID not getting auto generated in Config Manager
CSCva07327	3	pg.cucm.jtapi	Finesse agents frozen for 60 seconds waiting on response
CSCva14352	3	tools	Dumplog is showing incorrect time after DST
CSCva20474	3	pg.cucm	Agent stuck in reserve, when Mobile Agent PSTN number is wrong
CSCva49399	3	reporting	Logon Duration in Agent Historical All Fields is calculated wrongly
CSCva90046	3	pg.cucm	Logout Non-Activity timer on ADS doesn't take effect after RONA call
CSCvb10128	3	cg.ctiserver	Old participants from Conferences are still showing up
CSCvb27801	3	pg.opc	agent stuck in talking state in opc after call failure from CUCM.
CSCvb47475	3	reporting	CUIC Several Historical Report Missing Relative Date Range filter
CSCvb58937	3	cg.ctiserver	Blind Transfer between agents doesn't display call variables
CSCvb59117	3	db.logger	Agent_interval and Agent_Skill_Group_Interval stops replicating
CSCvb71407	3	pg.opc	There is no active call for the request. error message after Garbage Collector runs
CSCvc18605	3	pg.cucm.jtapi	PG Failover does not put the agents in the correct state
CSCvc28963	3	outbound	SIP Outbound Dialer missing OnCallClearEvent(), Causing missing call record in DialerDetailed table.
CSCvc32000	3	scripteditor	Script editors (both ISE and Full Edition) crash whilst editing scripts

CSCvc39368	3	install	Unexpected Patch Installation completed with error(s) message occurs failing automated upgrades
CSCvc41262	3	pg.cucm	Agent State is moving to Ready after Agent receives an extension call/dials a call post RNA
CSCvc53089	3	cg.ctiserver	Finesse API - GET respose intermittently includes dual calls
CSCvc67372	3	scripteditor	ISE error when creating new custom function with existing definition
CSCvc98215	3	tools	ICMDBA sets the recovery model for AWDB to "Bulk-logged"
CSCvd10539	3	reporting	CUIC TR Agent Historical reports double counting Calls Handled
CSCvd43582	3	pg.opc	Snapshot call request failure for ALTERING calls
CSCvd52914	3	install	Installer logs shows incorrect information about Apache tomcat service
CSCvd62227	3	router	Router does not trace resumption of call execution after wait node
CSCvd76299	3	web.setup	Not able to login into Websetup because of Multiple OU found in Domain
CSCvd85721	3	outbound	SIP Outbound Dialer removes CallID from hash, causing record stuck A in DL table
CSCve35964	3	pg.cucm	Nailed connection drop reason code not set to 50042
CSCve62955	3	outbound	CPA record option in SIP dialer is not working
CSCve75922	3	pg.cucm	Agents not sent to wrapup after device failure with LOAD 1
CSCve78658	3	scripteditor	ICM Script Editor white script nodes connectors not visible in Windows coloring scheme

CSCve87181	3	install	Patch installer fails to update Tomcat files & doesn't notify end user, leaving CCE web apps broken
CSCvf03807	3	pg.opc	Utility to dump hst file not working
CSCvf05089	3	install	ICM patch installer deploying Tomcat web apps and files twice during install
CSCvf42849	3	pg.opc	DISPHIST tool cannot proper decode TCD hst files.
CSCvf46458	3	reporting	Call counts (handled, Held, etc) are multiplied in Agent Team Historical All Fields report
CSCvf59905	3	pg.cucm.jtapi	Finesse agents frozen for 60 seconds waiting on response for Clear Connection request
CSCvf65180	3	pg.cucm	EAPIM not handling PQ Agent Login timeout scenario.
CSCvf99578	3	pg.cucm	Call grid stays on finesse agent desktop in reverse transfer scenario
CSCvg07223	3	reporting	Duplicate lines in Agent Not Ready Detail report
CSCvg16312	3	install	Older Java update installed on a system where a newer update is already installed
CSCvg29276	3	cg.ctiserver	Finesse displaying AgentB instument number after AgentB is dropped from the conf call
CSCvg33142	3	aw.tools	UCCE - ES install changes ICM directory permissions
CSCvg37428	3	pg.cucm	Agent stuck talking for agent joining two inbound calls
CSCvg68770	3	router	23:30 interval data missing from CallTypeHalfHour and CallTypeSkillGroupHalfHour
CSCvh04969	3	pg.cucm	EAPIM does not remove dynamic conf party from list after party drops out of call

CSCvh22195	3	tools	DISPHIST tool dumps half hour table fields instead of interval table fields for few historical table
CSCvh48726	3	documentation	Router cannot be started after applying 11.0(3) MR patch due to MR uninstall failure
CSCvh61081	3	install	MR 11.0(3) Patch installer doesn't check for minimum disk space required.
CSCvh66201	3	documentation	Unable to connect CTIOS C++ client(with security enabled) after downgrade from 11.0(3) to 11.0(2)
CSCuz44716	4	install	ICM 11.5.1 patch installer does not report folder failures as errors
CSCuz44743	4	install	ICM 11.5(1) patch installer leave tomcat disabled until install complete
CSCvb23622	4	scripteditor	Mouse scroll is not scrolling the script list to right side
CSCuw75550	6	install	Sadlib does not support Global Catalog
CSCux10479	6	scripteditor	Find Nodes Search Function refreshes in Script Editor

Note   Global Catalog is supported in this release to resolve CSCuw75550.

Re-generate the self signed security certificates for CTI Client to reconnect to the CTI Server after uninstallation of Release 11.0(3) to resolve CSCvh66201.

Deprecated Features

Deprecated features are fully supported. However, there is no additional development for Deprecated features. These features may be scheduled to be removed in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

Please review the applicable notes for details about exceptions or other qualifiers.

Deprecated Feature	Announced in Release	Replacement	Notes
"Sprawler" deployment	10.0(1)	A Packaged CCE deployment	A "Sprawler" was a Progger with an Administration & Data Server on a single box. It was used for lab deployments.

Removed and Unsupported Features

The following features are no longer available:

Feature	Effective from Release	Replacement
Cisco Agent Desktop (CAD)	11.0(1)	Cisco Finesse
Cisco Supervisor Desktop	11.0(1)	Cisco Finesse

Third Party Software Impacts

Documentation Feedback

You can provide comments about this document by sending an email to the following address:
mailto:contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Maintenance Release Installation

Procedure

Step 1   Plan and schedule the maintenance period.

Step 2   Review all applicable documentation.

Step 3   Download the maintenance release from the Unified Contact Center Enterprise Download Software page. You can find the page at https://software.cisco.com/download/release.html?mdfid=268439622&flowid=46046&softwareid=280840583&release=11.0(1)&relind=AVAILABLE&rellifecycle=&reltype=latest

Step 4   Stop all ICM services.

Step 5   Uninstall any ES that are installed on the servers.

Step 6   Double-click the maintenance release file to begin the installation.

Step 7   Follow the on-screen instructions to complete the installation.

Caveats

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search tool to find caveats of any severity for any release. Access the Bug Search tool at https://www.cisco.com/cisco/psn/bssprt/bss. Enter the bug identifier in the search box, and press return or click **Search**.

To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

You can also choose your own filters and criteria in the tool to see a specific subset of caveats, as described in the following table.

If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting or Fixed in these Releases OR Affecting these Releases	Open	Any caveat in an open state for the release or releases you select.
Fixed in these Releases	Fixed	Any caveat in any release with the fix applied to the specific release or releases you select.
Affecting or Fixed in these Releases	Fixed	Any caveat that is either fixed or occurs in the specific release or releases you select.

If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting these Releases	Fixed	Any caveat that occurs in the release or releases you select.

Severity 3 or Higher Caveats for Release 11.0(2)

Use the following link to the Bug Search Tool to view a list of Severity 3 or higher caveats for the current release:

https://tools.cisco.com/bugsearch/
search?kw=*&pf=prdNm&pfVal=268439622&rls=11.0(2)&sb=anfr&svr=3nH&srtBy=byRel&bt=custV

You can focus the result set by setting more filters in the tool.

Note   If the list of caveats does not automatically appear when you open the browser, refresh the browser.

C H A P T E R 3

Cisco Enterprise Chat and Email

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In This Release

There are no release notes for this component.

Cisco Unified Customer Voice Portal

In This Release

There are no release notes for this component.

C H A P T E R 5

Cisco Unified Virtualized Voice Browser

In This Release

There are no release notes for this component.

CHAPTER **6**

Cisco Finesse

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In This Release

There are no release notes for this component.

Cisco Unified Intelligence Center

In This Release

There are no release notes for this component.

CHAPTER 8

Cisco Remote Expert Mobile

In This Release

There are no release notes for this component.

CHAPTER **9**

Cisco Social Miner

In This Release

There are no release notes for this component.

C H A P T E R **10**

Caveats

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Caveat Queries by Product

Bug Search Tool

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To access a list of open caveats and resolved caveats (rather than an individual caveat) for a particular product or component, see the relevant sections later in these notes.

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If you choose this in Releases	And you choose this in Status	A list of the following caveats appears
Affecting or Fixed in these Releases OR Affecting these Releases	Open	Any caveat in an open state for the release or releases you select.
Fixed in these Releases	Fixed	Any caveat in any release with the fix applied to the specific release or releases you select.
Affecting or Fixed in these Releases	Fixed	Any caveat that is either fixed or occurs in the specific release or releases you select.
Affecting these Releases	Fixed	Any caveat that occurs in the release or releases you select.

Severity 3 or Higher Caveats for Release 11.0(3)

Use the following links to the Bug Search Tool to view a list of Severity 3 or higher caveats for each product or component for the current release. You can filter the result by setting the filter values in the tool.

Note If the list of caveats does not automatically appear when you open the browser, refresh the browser.

Cisco Packaged Contact Center Enterprise

https://bst.cloudapps.cisco.com/bugsearch/
search?kw=*&pf=prdNm&pfVal=284360381&rls=11.0(3)&sb=anfr&svr=3nH&bt=custV

Cisco Hosted Collaboration Solution for Contact Center

https://bst.cloudapps.cisco.com/bugsearch/
search?kw=*&pf=prdNm&pfVal=284526699&rls=11.0(3)&sb=anfr&svr=3nH&bt=custV

Cisco Unified Contact Center Enterprise

https://bst.cloudapps.cisco.com/bugsearch/
search?kw=*&pf=prdNm&pfVal=268439622&rls=11.0(3)&sb=anfr&svr=3nH&bt=custV