



Cisco: Contact Center Enterprise PowerPack Release Notes

Version 102

Overview

Version 102 of the *Cisco: Contact Center Enterprise PowerPack* includes security updates and updates to Dynamic Applications.

- **Minimum Required Platform Version:** 10.2.0

This document includes the following topics:

<i>Before You Install or Upgrade</i>	2
<i>Installing or Upgrading the PowerPack</i>	3
<i>Features</i>	3
<i>Enhancements and Issues Addressed</i>	4
<i>Known Issues and Limitations</i>	4

Before You Install or Upgrade

Ensure that you are running version 10.2.0 or later of SL1 before installing *Cisco: Contact Center Enterprise* version 102.

NOTE: For details on upgrading SL1, see the appropriate [Release Notes](#).

Installing or Upgrading the PowerPack

To install or upgrade the *Cisco: Contact Center Enterprise* PowerPack, perform the following steps:

1. Familiarize yourself with the [Known Issues](#) for this release.
2. See the [Before You Install or Upgrade](#) section. If you have not done so already, upgrade your system to the 10.2.0 or later release.
3. Download *Cisco: Contact Center Enterprise* version 102 from the Support Site to a local computer.
4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the Actions menu and choose *Import PowerPack*. When prompted, import *Cisco: Contact Center Enterprise* version 102.
5. Click the Install button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.

TIP: By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

NOTE: If you are currently using the Dynamic Applications in this PowerPack to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during an upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

For more information about using the PowerPack, see the **Monitoring Cisco: Contact Center Enterprise** manual.

Features

Version 102 of the *Cisco: Contact Center Enterprise* PowerPack includes the following features:

- Dynamic Applications to discover and monitor Cisco Unified Contact Center Enterprise (UCCE) devices
- Device classes for each type of UCCE device that SL1 monitors
- Event policies and corresponding alerts that are triggered when UCCE devices meet certain status criteria
- A sample credential you can use as a template to create your own credentials to monitor UCCE devices

Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 102 of the *Cisco: Contact Center Enterprise PowerPack*:

- The "Cisco: CVP Licensing Statistics" Dynamic Application was updated to add a new "Discovery" collection object that will indicate that the call server "SIP1" is present.
- All Dynamic Applications in the PowerPack were updated to have the **Collector Affinity** field set to *Root device collector*.
- Snippet logging was updated in the "Cisco: CUCF Finesse Service Status" Dynamic Application to ensure that usernames, passwords, API keys, or authorization tokens are hidden.

Known Issues and Limitations

Version 102 of the *Cisco: Contact Center Enterprise PowerPack* does not have any known issues.

© 2003 - 2021, ScienceLogic, Inc.

All rights reserved.

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGIC™ AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and ™ symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other

If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.

In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com



800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010