



Cisco: Contact Center Enterprise PowerPack Release Notes

Version 103

Overview

Version 103 of the " Cisco: Contact Center Enterprise" PowerPack updates the PowerPack and all Dynamic Applications to support Python 3.11 , adds a new credential example, and addresses an issue that caused snippet errors during discovery.

- **Minimum Required SL1 Version:** 12.3.0

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Before You Install or Upgrade

Ensure that you are running version 12.3.0 or later of SL1 before installing the " Cisco: Contact Center Enterprise" PowerPack.

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

Installing or Upgrading the PowerPack

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.

To install this PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the [ScienceLogic Support Site](#).
2. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).
3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.
5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPack Manager** page.

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.

For more information about using the PowerPack, see the [Monitoring Windows Systems with PowerShell](#) manual.

Features

This release 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 this release:

- Updated the PowerPack and all Dynamic Applications to support Python 3.11.
- Added the new "Cisco: CCE" universal credential template to use when creating REST credentials.
- Updated the REST credential to a universal credential and added the new "Cisco: CCE Credential Example" credential, which has the "Cisco: CCE UCF" subtype.
- Removed support for the Basic/Snippet credential from the PowerPack.
- Added the new "Cisco: Contact Center Enterprise v103" execution environment.

<p>NOTE: Due to the updates to credentials in version 103 of the PowerPack, you need to update the credentials for any REST-based Dynamic Applications.</p>
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- Addressed an issue with the "Cisco: ICM Version Discovery" snippet in the "Cisco: CCE Enhanced Performance Caching" Dynamic Application that caused snippet errors to occur during discovery. As part of this fix for this issue, a 10 second connection timeout was added. (Case: 00347600)

Known Issues and Limitations

This release has no known issues.

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

International: +1-703-354-1010