



**Aspect® Unified IP ® 7.4
Advanced List Management 7.4**

Product Release Notes

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1. Introduction

This release note provides an overview of this release and a snapshot of the current product status, including any resolved or known issues that may exist. It also provides a list of the documentation and links to the training and support information for this product.

To view any available updates to this document, see Documentation Set section later in this release note.

1.1 Scope

This document describes the Unified IP and Advanced List Management 7.4 release.

2. Features

2.1 New and Modified Features

Unified IP	
Feature	Description and Usage
SQL Server 2017 Support	The 7.4 release for UIP and ALM will provide support for SQL Server 2017 Enterprise and Standard Editions. Any previous versions will not be supported
Short Cut Keys	The ability to disable short cut keys will be available so customers can choose to disable any that conflict with other applications and avoid accidental call disconnects
Chat Client and Interface Upgrade	The chat interface has been upgraded and is optional for installation. The old interface will remain for compatibility with previous deployments
UMS to CentOS 7	The Unified Media Server has been updated to the CentOS 7 Operating System
Third Party Software Updates	Several third-party software updates to match the most current versions of those applications. These are listed in the Third Party Changes section of this document
UMS 19	The Unified Media Server version has been decoupled from the Unified IP release and will now release separately. UMS 19 is supported across all supported Unified IP releases.

Advanced List Management	
Feature	Description and Usage
Consent and Channel Preference Routing	<p>Advanced List Management now supports two additional Consent Routing values that can be used to force all attempts against a Record/Phone value into a specific mode. An “RP” consent value will force all attempts for a particular Record / Phone Number into Preview Mode. An “RT” consent value will force all attempts for a particular Record/Phone Number to be sent as an SMS instead of a voice call. This assumes that a target SMS Service has been provisioned.</p> <p>These consent values override template level settings.</p>
Outbound Personal Greetings	<p>Outbound Personal Greetings have been improved to better support use cases such as playing outbound mini-Miranda messages for collections in the connected agent’s own voice while the agent is reviewing the customer’s record.</p> <p>Since the recording is in the connected agent’s own voice, the customer experiences a smoother transition from recording to live agent while still insuring the compliance that a pre-recorded message provides.</p> <p>Building on top of supporting an increased Personal Greeting length delivered in Unified IP 7.3 SP6, this release now allows the editing of Personal Greeting Schedules in UCC Admin for Unified IP Services driven by Advanced List Management.</p>
ALM Admin User Privilege templates	<p>Advanced List Management (ALM) Admin User Templates have been added allowing you to define a set of User Privilege values that can be assigned to ALM Admin users via a template as an alternative to selecting individual privileges to assign to each separate user.</p>
Exclusion Handling and Switch Number rules added to Disposition Plan Override section	<p>The Exclusion Handling, exclusion duration rules, and switch number rules are being added to the Disposition Plan in the Override section allowing you to set unique rules for each Disposition/Phone Number (or Number Type) combination. Rules defined on a Disposition Plan will override List Template settings. The exclusion reason code can now also be set on the Disposition Plan entry.</p>

Advanced List Management	
Feature	Description and Usage
Callback Exclusion Override enhancement	<p>In Advanced List Management 7.4 we have changed how Callbacks check or do not check for Exclusions. This change has been made to increase rule precision allowing you to define your rules to better match your business requirements.</p> <p>Before Advanced List Management 7.4, the option “Check Callbacks for Exclusions” was provided on the Callbacks/Center Params tab. This setting allowed Administrators to determine whether or not all types of Exclusions would be checked for scheduled callbacks scoped to an entire tenant on an Advanced List Management system. This provided some control, but it was a broad stroke that often forced a trade-off decision. Beginning with Advanced List Management 7.4, we have made two changes that increase the configuration options to allow increased rule precision.</p> <ul style="list-style-type: none"> • We moved the check from the Center Params tab to the Campaign Params tab so that the decision can be made on a List by List basis. • We split the single “Check Callbacks for Exclusions” into four options: Check Exclusions, Check Convenient Call Time, Check Attempt Tracker, and Check Message Tracker. This change allows you to select the specific checks that you want applied for each List.
SMS Templates Support sending text over 160 characters	<p>SMS Templates will now support a maximum text length of 765 characters inclusive of the merge fields which after text merge insertions could result in a text message that exceeds 765 characters. Overall, Advanced List Management and Unified IP will support a maximum post text merge insertion length of up to 912 characters which after headers would be up to 6 separate but related texts that will be tracked internally as a single SMS text message.</p> <p>Whether the recipient will receive multiple or a single text will depend on their carrier’s support.</p>

2.2 Deprecated Features

Feature	Description and Usage
Native Call Recording and Screen Capture	This has been replaced by AQM and will no longer be supported in future releases. The legacy capability will remain but will no longer be updated or enhanced

Feature	Description and Usage
Native List Management	This has been replaced by ALM and will no longer be supported in future releases. The legacy capability will remain but will no longer be updated or enhanced
DCP/TMS	Unified Media Server (UMS) will be the only supported media server from 7.4 forward. The DCP and TMS hardware is no longer supported

2.3 Discontinued Features

This table describes capabilities whose functionality has been discontinued in this release.

Features	Changes in this Release
LYRICall Agent desktop / Agent OCX	Support for the LYRICall Agent desktop interface has been deprecated. In addition, the Agent OCX is deprecated for agent desktop integration, replaced by the Agent SDK and Unified Agent Desktop Web Service API.
Windows Server 2008 and 2012	With the 7.4 version of Unified IP and Advanced List Management, these 2 products only supports Windows Server 2012 R2 and 2016 OS. There is no support for Windows 2008 and 2012.
SQL Server 2012	With the 7.4 version of Unified IP and Advanced List Management, these 2 products only support SQL Server Server 2017. There is no support for SQL Server 2012.
Dialogic base Advanced Voice Portal (AVP)	The Advanced Voice Portal offering pre AVP 14 which has been long depreciated is now discontinued and not supported with Unified IP 7.4. The replacement technology AVP 19 is currently available and fully supported

Changed Features

This table describes those features whose functionality has changed in this release.

Features	Changes in this Release
Tariff Tone Updates	Unified IP is enhanced to include updated tariff tone notification across TMS, UMS, and Aspect Quality Management including 2-party and configurable tone interval.

Features	Changes in this Release
Staged Upgrades and Mixed Version Deployments	<p>Upgrading to 7.4 from prior releases will require that Unified IP, Unified Command Control, Unified IP, Unified Command Control – Real Time Reporting, Unified Resource Manager and Advanced List Management components first be upgraded to 7.4 and then the Unified IP 7.4 upgrade software can be applied. Refer to the planning guide and install/upgrade guide for information on additional details required to support mixed 7.3 / 7.4 deployments.</p> <p>Staged upgrade functionality has been enhanced to allow for selection of which sites will be upgraded to 7.4 during a multi-site Enterprise upgrade.</p>
Russian Time Zone Handling	Incorporated latest updates from Microsoft regarding time zone handling for Russian locales.
Custom UCC-Admin SDK Applications	Customers upgrading from Unified IP v7.2 should learn about the Schema changes between Unified IP 7.2 and 7.3/7.4. Customers having any custom applications built using the UCC-Admin SDK will need to rebuild/ recompile.
Proposed Change. Non-case sensitive searches in Advanced List Management	FUTURE CHANGE, no change in this release. In a future release, searches (e.g. Lists, Filters, etc.) in Advanced List Management will be non-case sensitive whereas searches are currently case sensitive

3. About This Release

Aspect® Unified IP® 7.4 is the latest release of Aspect's comprehensive, Omni-channel customer engagement platform for managing service experiences, collections and sales. Aspect Unified IP provides inbound, outbound and blended Omni-channel capabilities across voice, email, web chat, and SMS text. The platform utilizes innovative technologies to provide maximum investment value with advanced functionality for self-service, automation, recording and quality management, administration, and reporting across multiple sites and solutions.

Aspect® Unified IP® 7.4 builds on the foundation of advanced routing, proactive contact, and agent empowerment capabilities available with our 7.x releases to deliver a highly available platform that scales from 10 to thousands of contact center seats. It also offers flexibility with support for differentiated contact strategies in both traditional voice and voice over internet protocol (VoIP) environments.

The latest release of Aspect® Unified IP® 7.4 (delivers the following key customer benefits):

- Meets the needs of mobile, empowered, and social consumers expecting proactive engagement
- Achieves compliance with outbound dialing regulations such as TCPA and CFBP
- Eliminates risk and compliance exposure from outdated systems and operating environments
- Reduces IT overhead and TCO with flexible premise and managed services options

Aspect Unified IP delivers advanced customer engagement strategies that drive profitability and customer loyalty by integrating over 40 years of customer engagement experience and business insights. When brought together with unified communications and collaboration platforms such as Dynamics CRM and effective people management, organizations gain a versatile foundation for new levels of cost savings, productivity and business efficiencies that grow customer value and foster long-term loyalty.

3.1 Product Compatibility

This product has been tested on the following platforms or with the following products:

Unified IP	
Aspect Product Name	Releases Supported
Aspect® Unified IP Advanced List Management	7.4 Aspect® Unified IP Advanced List Management is the enterprise software component relative to Aspect® Unified IP and is backward compatible to earlier versions of Aspect® Unified IP and as such Aspect® Unified IP Advanced List Management must always be updated first.
Aspect® Quality Management	19, 18.2, 18.1, 8.3
Aspect® Workforce Management	19, 18.2, 18.1, 8.3
Aspect® Performance Management	19, 18.2, 18.1, 8.3
Aspect® Quality Management	19, 18.2, 18.1, 8.3
Aspect® CXP	18.2.0.3972 GA-p302
Aspect® SIP Phone	4.5.0.3_81280
SIP endpoint - Microsoft Skype for Business Client Aspect SIP Phone	Skype for Business 2015 Client 5.x
CTI Blend - Cisco	Cisco UCCE 8.5 / 9.0 / 10.5/11.5/11.6

Unified IP	
Aspect Product Name	Releases Supported
CTI Blend - Avaya	<p>Avaya Aura Communication Manager (CM) 7.1 Avaya Aura Application Enablement Server (AES) 7.1 Avaya Director Enabled Management (DEM) 6.0 (AVAYA Deprecated)</p> <p>Avaya Aura Communication Manager (CM) 6.3, Avaya Aura Application Enablement Server (AES) 6.3, Avaya Directory Enabled Management (DEM) 6.0</p> <p>Avaya Aura Contact Center 8.0 for TSAPI and CVLAN</p> <p>Avaya Aura Contact Center 7.1 for TSAPI and CVLAN</p> <p>Avaya Aura Contact Center 6.4 for TSAPI and CVLAN</p>
CTI Routing - GENESYS	8.x
CTI Routing - Cisco ICM	10.5/11.5/11.6
CTI-Afiniti	5.1.3
Microsoft Lync Server	<p>2013</p> <p>Note: for agents using Ask an Expert/Casual IM/Inbound IM in Unified Agent Desktop, agents must use the Lync 2013 server and Client.5.1.3</p>
Microsoft Exchange™ Server and Outlook Client 32 bit	<p><u>Exchange Server</u> Microsoft Exchange Server 2013 Microsoft Exchange Server 2016 Office 365 Exchange Server - Enterprise E3</p> <p><u>Outlook Client</u> Microsoft Office Plus 2016 Outlook Client 32-bit Professional Plus Microsoft Office 2013 Outlook Client 32-bit (Office professional Plus) Outlook Client for Office 365 – 32-bit</p>

3.2 Third Party Changes

This table describes the release's compatibility with common Third-Party software.

Component	Supported Versions
Microsoft Windows Server	2012 R2 - Standard or Datacenter Editions – All servers 2016 - Standard or Datacenter Editions – All servers
Microsoft SQL Server	2017 Enterprise Edition ALM – 2017 Standard Edition or 2017 Enterprise Edition if customer wants to implement Transparent Data Encryption (TDE).
Microsoft Windows	Windows 7, 8.1 Professional, Windows 10
Internet Browsers	Internet Explorer 11
Microsoft .NET	4.7.2 .NET (runtime Installation Only)
Java (Linux)	jdk-8u221
Java (Windows)	Jdk-8u221 (1.8.0_221)
Tomcat (Linux)	7.0.94
Tomcat (Windows)	7.0.94
CentOS (UMS)	7.6
OpenSSL (Windows & Linux)	1.1.1b
Microsoft Hyper-V	2012 R2 and 2016 (full or core installations of hypervisor). See Virtualization Guide for details.
VMware vSphere (ESX)	6.x
Citrix XenApp	6.x, 7.x
Citrix XenDesktop	7.x, Last tested version – 7.17
VMware Horizon View	7.x, Last tested version – 7.4
ALM-Tomcat	apache-tomcat-8.0.33
ALM-OpenSSL	OpenSSL (Windows) - v1.1.1b

Component	Supported Versions
ALM – IronPython	2.7.5
ALM – PHP	7.1.10
ALM- SAP Business Object – Web Intelligence – Windows Server	4.2 SP6
Tanuki Java Service Wrapper	3.5.37
Apache Struts	2.5.17
Spring Core and Spring Security Library	4.2.8
.NET	4.7.2 Runtime only (No changes to project files to target this version)
PowerSNMP upgrade used by Alert Server	4.10.0.1
PHP	7.2.20
Flash	32.0.0.207
Visual Basic	VB6.0
Citrix VDI	7.18.0

3.3 Product Life Cycle Implications

Aspect® Unified IP®		
Release	Status	Explanation
Aspect® Unified IP® 7.4	<ul style="list-style-type: none"> All new sales Fully supported 	The latest GA release is the standard release for all new sales and upgrades. Customers should always consider available updates from Aspect to stay current on security and third party updates

Aspect® Unified IP®		
Release	Status	Explanation
Aspect® Unified IP® 7.3 SP6	<ul style="list-style-type: none"> • Add-on sales only* • Fully supported 	<p>The latest GA release is the standard release for all new sales and upgrades. 7.3 SP6 is the fully supported until Aspect announces end of support life.</p> <p>Customers should always consider available updates from Aspect to stay current on security and third party updates</p> <p>* Aspect has provided a grace period of 180 days from the GA date of 7.4 to allow customer to purchase add-on Unified IP 7.3 SP6. The capacity expansion or the addition of a feature to an existing system is allowed.</p>

Aspect® Advanced List Management		
Release	Status	Explanation
Aspect® Advanced List Management® 7.4	<ul style="list-style-type: none"> • All new sales • Fully supported 	<p>The latest GA release is the standard release for all new sales and upgrades.</p> <p>Customers should always consider available updates from Aspect to stay current on security and third party updates</p>

Aspect® Advanced List Management		
Release	Status	Explanation
Advanced List Management 7.3 SP6	<ul style="list-style-type: none"> • Add-on sales only* • Fully supported 	<p>The latest GA release is the standard release for all new sales and upgrades. 7.3 SP6 is the fully supported until Aspect announces end of support life.</p> <p>Customers should always consider available updates from Aspect to stay current on security and third party updates.</p> <p>* Aspect has provided a grace period of 180 days from the GA date of 7.4 to allow customer to purchase add-on Unified IP 7.3 SP6. The capacity expansion or the addition of a feature to an existing system is allowed.</p> <p>The capacity expansion or the addition of a feature to an existing system is allowed.</p>

Media Servers		
Unified Media Server (UMS)	<ul style="list-style-type: none"> • All new sales • Fully Supported 	The version UMS 19 release is the standard release for all new sales for all supported versions of Unified IP.

4. Upgrades

Planning & Scheduling

The scheduling of this upgrade will be managed through Aspect's Implementation Group including Aspect Professional Services or Aspect Customer Care depending on the type of upgrade (see below for additional information). Contacts from this group will:

- Schedule an evaluation of the existing hardware profile
- Review environment and IT readiness (new OS requirements and security options)
- Supply revised baseline implementation document (BID)
- Create customer specific statement of work (SOW) reflecting desired functionality
- Supply the customer with an upgrade preparation checklist
- Work with the customer / APS Project Manager to establish an upgrade date
- Schedule the resources to perform the upgrade
- Trigger a support audit of the customer's system (to verify all current software releases/patches on the system) before the upgrade

Executing the upgrade

Upgrades to Unified IP 7.4 are supported from Unified IP 7.2, and all 7.3 SP3 or higher versions.

Upgrading to Unified IP 7.4 from a -7.2 Unified IP Release

The supported stepwise upgrade paths from pre-7.3 SP3 Unified IP releases, and the times required for these upgrades are shown in the following table. Note that these estimates do not include any pre-requisite preparation or post upgrade testing activities. Also note that the system will be out of service during the time required for the upgrade.

The customer is responsible for making backups of all servers and data before the upgrade.

Upgrade Type	Time to Complete
7.2 to 7.4	5 – 9 Hours

- For information about upgrading to Unified IP 7.3 from 7.2, see the Aspect Unified IP 7.4 Upgrade Guide.
- The estimated time to upgrade is directly dependent on the type of upgrade pursued and the amount of data in the production system database.

Upgrading from Unified IP 7.3/7.2 to a 7.4

Customers on an older release of Unified IP like versions 7.2 or 7.3 are entitled to the 7.4 version under their active maintenance contracts but will need Professional Services to migrate them. They must contact their sales representative to start the process. Same process applies to partner. In all cases 7.4 Media Order process along side Statement of Work should be created.

○ **Fallback Strategy**

In the event of a failure in the upgrade process, the customer's backups (server backups + database dumps or system images (Ghosts)) will be used to restore the system to the state immediately preceding the upgrade.

Warning: If no backups are available, Aspect® will work with The Customer's IT staff to perform a complete restage of the system. Restaging and reloading of customer data will likely take several days to complete.

5. Product Issues

This section contains the resolved and open issues that currently exist for this product release.

5.1 Defects Fixed in this Release

This release includes fixes for issues reported by Aspect customers against previous Aspect® Unified IP® software releases. A listing of resolved issues for the 7.4 release can be reviewed by accessing Knowledge Base article 7862 "7.4 Customer Fix Defect List" in the Aspect Customer Care Center.

5.2 Known Limitations

This table describes possible unexpected behavior with this release and provides any known workaround for the issues.

Unified IP		
Defect ID	Functional Area	Description/Comments
316517	Install	During install if "database node failed to join failover cluster due to network firewall restriction error is observed for Windows 2016 OS for servers" then servers with Windows 2016 OS are missing latest Microsoft updates. (Ensure latest Microsoft Windows 2016 Server OS updates are applied)
316534	Install	If the parameters for Geographic location, Site short Name and Site name are changed in Deployment Wizard during 7.3 SP6 upgrade then UCC Admin shows the Target system as offline. (In order to overcome this error wait till upgrade is finished, change Adapter Cluster Name in UCCAdapter.config.xml on both the UCM servers. Requires Restart of the core server)
317965	Install	Email OCX Client>>Unified IP Agent Assist>>Error Message - "429 - Activex component can't create object" when click on Unified IP Agent Assist
317934	Install	The conf/context.xml file needs a change for the old tomcat chat WebChatDemo folder to delete.

Unified IP		
Defect ID	Functional Area	Description/Comments
317690	Install	Install screen for below "msi" file is not updated with new aspect logo. UADClient MSI does not use new branding
317689	Install	Re-branding is not done in D folder of CORE machine
316884 315883	Install	Pre-req checks are at times failing on new install due to account not being a member of local group admin. Resolution is to make sure the account used for installation is part of the Local Administrators group on 7.3 SP5 and 7.3 SP6. Slowness issues for upgrade from 7.2 SP 2 to 7.3 SP 5. This appears to be related to install login permissions, but this is being researched.
317724	Install	When we are trying to search any modules in Windows 10 OS Machines, Modules displaying with Old Aspect branding(For all Modules)
317645	Install	UIP7.4B500: All the desktop shortcut icons are not in similar shape
317261	Install	Installation of MSSQL instance 'MSSQLSERVER' Failed on all DB servers(PDB, BDB, Core, Corred and ALM) with an Error "VS Shell installation has failed with exit code 1638"
316357	Enterprise Monitor/ Data Views	User may experience unable to Login to Enterprise Monitor and or Data Views for the very first time post the fresh install or upgrade to 7.3 SP6 for setup with Windows 10 client desktop OS. (Run the Enterprise Monitor and or Data Views as administrator for first time post install or upgrade)
316145	Data Views	Scheduling Report is not getting counted in calculation of idle time out for Data Views application. (User will need to relogin to data views to schedule the reports in case idle time out occurs)
317653	Data Views	Data Views- 'Help' button under EXPORT popup window is not working
315797	UD-Director	When user of UD Director attempts to play additional recording after closing the existing playback IE browser window. User may experience hung IE window (Resolution is to not close the play back window when selecting the subsequent recordings to play)
316557	Email	Exchange 2016 Server does not show up in drop down list of Server configurator. (Please select any one of the listed versions of Exchange Server from the server configurator drop down list to

Unified IP		
Defect ID	Functional Area	Description/Comments
		be used as a proxy version for configuring Microsoft Exchange 2016.)
317361	Email	Agent Cannot see an Inline attachment in Agent-live-assist
316022	CS Adapter	CS Configuration page changes cannot be saved to the xml configuration file .User gets the error message "Access to the path is denied" (Disable the ASP.NET Impersonation for IIS CSAdapterConfig web service and save)
310975	CenterCord	Arbiter CenterCord and Notification ports are duplicated when new tenant is added
315314	CenterCord	New Pre Requisite Check required for Locale compare with XML and Windows OS (CenterCord is not honoring service schedules correctly)
317917	CenterCord	Ehub experienced Exception Code C0000005 ACCESS_VIOLATION on CenterCordDLL.dll
315917	UCC-Admin	Auto refresh is not supported on the Disabled User Detail Screen. (After enabling any user from the Disabled User Detail screen, the user has to come out of this screen and come back to see the updated list of disabled users)
317919 316884	UCC-Admin	Recovery time for WAN disconnect is taking 45 minutes needs to be reduced to 20 minutes. Only related to multi node UCC Admin Enterprise deployments and resolved by HotFix 317899 Pre-req checks are at times failing on new install due to account not being a member of local group admin on 7.3 SP5 and 7.3 SP6.
317931 317919	UCC-Admin	UCCAdminDiagnosticsClient > Get UIP Deployment Configuration,Change Management Audit tab ,Decode Modularis functionalities throws "Exception" and "Returned null" error pop up window.Recovery time for WAN disconnect is taking 45 minutes needs to be reduced to 20 minutes
317098 317931	UCC-Admin	Checkbox "Keep agents on services after flow" is visible even after "Next Service" value is selected none in OB servicesUCCAdminDiagnosticsClient > Get UIP Deployment Configuration,Change Management Audit tab ,Decode Modularis functionalities throws "Exception" and "Returned null" error pop up window.

Unified IP		
Defect ID	Functional Area	Description/Comments
317948 317098	UIP Suite	Microsoft Windows Server Registry Key Configuration Missing (ADV190013)Checkbox "Keep agents on services after flow" is visible even after "Next Service" value is selected none in OB services
317937 317948	UIP Suite	Server Configurator cannot perform Servers-> Umssrv service Start/Stop/Restart on UMS running CentOS 7Microsoft Windows Server Registry Key Configuration Missing (ADV190013)
317929 317937	UIP Suite	HTTP Status 500 – Internal Server Error - When click on status page in Tasks tabServer Configurator cannot perform Servers-> Umssrv service Start/Stop/Restart on UMS running CentOS 7
317871 317929	UIP Suite	HTTP Status 500 error when attempting to modify a scheduled export in Director.HTTP Status 500 – Internal Server Error - When click on status page in Tasks tab
317871	UIP Suite	HTTP Status 500 error when attempting to modify a scheduled export in Director.
317922	UIP Suite	Intermittent Security Warning popup message during the ALM list call and inbound calls
317794	UCC-RTR	RTR configuration related files are reverted while upgrading packages in the hosted system
317884	Telephony Subsystem	UMS spontaneously rebooted during overnight load test
317865	Telephony Subsystem	The stat_log statement has too many %d's for the amount of variables it is trying to print
317660	Telephony Subsystem	Porting back fix from VIA-14751 to UIP
317879	Documentation	Server Configurator Active Learning page and Help document needs to be updated with new Aspect Branding and 7.3 references needs to be removed.
317751	M3	Hostcon Tool in M3 Designer is not updated with Aspect new branding

Advanced List Management		
Defect ID	Functional Area	Description/Comments
316883	General	BOE Agent Productivity by List Reports Agents Prompt filter not functioning on Multi-tenant setup
317214	Database	Historical Data rp_system_info table has fields not large enough to handle large data values.
302684	Performance	When dialing a large number of lists (>400) on a large number of services spread across many dialers, ALM can experience very high CPU utilization. ALM does remain responsive to user controls through the User Interface and via Automation scripts. However, ALM can fail to meet its specified 100 Calls/seconds specification during this scenario. Aspect recommends limiting the total list and service count as much as possible and using 4 or less dialers to avoid this situation.
302150	Performance	Performance- GUI is timing out trying to connect to Contact list for up to 3 minutes after Contact List completes a failover recovery
306194	General	Daylight Saving Time changes are impacting the scheduled purge times for data governed by the data retention settings. Workaround: ALM restart solves problem, or data retention settings must be edited to another value and back as an alternative.

5.3 Hot Fixes

The following mandatory hotfixes required on Unified IP 7.4 installations

Defect ID	Summary	Comments
317904	Manual Hotfix- [Staging Patch] UMS installer getting timed out waiting for reboot complete. Getting please retry message, though we tried multiple times	This should be installed before pushing 7.4 GA build
317953	<p>317925: Old version PDF file(7.3 SP6) for Server configurator module in 7.4 Build 700</p> <p>317745: Server Configurator cannot perform System Restart on UMS running CentOS 7</p> <p>317953: Server Configurator AspectControl logs prints the password</p> <p>317948: Vulnerabilities Level4 : Microsoft Windows Server Registry Key Configuration Missing</p>	Cumulative Hot Fix which includes 4 defect fixes

Defect ID	Summary	Comments
317860	Previously deployed WebChatDemo folder is not deleted and FQDN didn't auto populate in Chat Setup	
317964	Hotfix install on UMS with CentOS7 failed	Known Issue: This HotFix will give Error while installing from ServerConfig, A "Retry" it should succeed on 1st Retry attempt.
317912	Data View Unable to run both Custom and standard 'Agent Not Ready /Park' report(it displayed Run time Error '3265')	
317929	Internal Server Error When click on status page in Tasks tab	

6. Competitive Differentiators

Features available in UIP

- Multi-tenant for Application Service Provider (ASP) environments
- Social Media integration
- CRM Connectors
- Advanced Call Handling Capabilities (CTI)
- Quality Agent and System Monitoring
- Inbound Functionality
- Outbound Functionality
- Chat Functionality
- Instant Message Functionality
- MultiMedia Functionality
- Email Functionality
- Outbound SMS Functionality
- Knowledge Base Functionality
- Processing and display of User-to-User (UUI) information
- Recording Management
- Time Management
- Real-Time and Enterprise Historical Reporting
- Alert Management
- Voice Over Internet Protocol (VoIP)
- Interactive Voice Response (IVR) -
- Voice Portal.
- Enterprise Intelligent Routing
- Advanced Dynamic Routing
- Unified Communications
- Built-In Redundancy
- Security and Authentication
- Live Monitoring of Agent Audio using Aspect Quality Management
- Citrix integration
- Multiple third-party integrations
- Multi session engagement (chat/IM, email, workflow)
- Social agent activity & reporting w/ Unified Agent Desktop

- Self-service with integration with Aspect CXP
- Increased flexibility and visibility for defining workflow business rules
- Skill Group enhanced dynamic routing
- Enhanced Enterprise Routing with Aspect CXP

7. Documentation, Training, and Support

This section provides a list of the documentation provided with this release, where to find updates to the documentation, and links to training and support resources available for this product.

Note: Internet Explorer is not a supported browser in the Aspect Customer Center. Customers are encouraged to use Google Chrome, Mozilla Firefox, Microsoft Edge (Windows 10 only), or Apple Safari.

7.1 Documentation Set

NOTE: For the Unified IP 7.4 release, all documents have been rebranded. Documentation available include:

- 7.4 Aspect® Unified IP® Hardware/Software Guide
- 7.4 Aspect® Unified IP® Installation Guide
- 7.4 Aspect® Unified IP® Planning Guide
- 7.4 Aspect® Unified IP® Unified Agent Desktop User Guide
- 7.4 Aspect® Unified IP® Upgrade Guide
- 7.4 Aspect® Unified IP® System Configuration Guide
- 7.4 Aspect® Unified IP® Unified Resource Manager System Administrator Guide
- 7.4 Aspect® Unified IP® Integration Guide
- 7.4 Aspect® Unified IP® Enterprise Routing System Administrator Guide
- 7.4 Aspect® Unified IP® Advanced List Management Installation Guide
- 7.4 Aspect® Unified IP® CTI Portal EDK Guide
- 7.4 Aspect® Unified IP® Server Configurator User Guide
- 7.4 Aspect® Unified IP® M3 User Guide
- 7.4 Aspect® Unified IP® Advanced List Management Administrator User Guide
- 7.4 Aspect® Unified IP® Troubleshooting Guide
- 7.4 Unified Command and Control – Real-Time Reporting Reports Guide
- 7.4 Unified Command and Control – Real-Time Reporting Data Model Guide
- 7.4 Aspect® Unified IP® DataViews Historical Reports Guide
- 7.4 Aspect® Unified IP® DataViews User Guide
- 7.4 Aspect® Unified IP® Historical Data Model Guide
- 7.4 Aspect® Unified IP® Enterprise Reporting Reports Guide
- 7.4 Aspect® Unified IP® Enterprise Reporting Data Model Guide
- 7.4 Aspect® Unified IP® Voice Portal Installation Guide
- 7.4 Aspect® Unified IP® Voice Portal SCI User Guide

- 7.4 Aspect® Unified IP® Voice Portal Speech Options User Guide
- 7.4 Aspect® Unified IP® Disaster Recovery Guide
- 7.4 Aspect® Unified IP® Ports List
- 7.4 Aspect® Unified IP® OSMS API Guide
- 7.4 Aspect® Unified IP® Agent OCX API Guide
- 7.4 Aspect® Unified IP® Agent API Guide
- 7.4 Aspect® Unified IP® AOD Feed API Guide
- 7.4 Aspect® Unified IP® Workflow API Guide
- 7.4 Aspect® Unified IP® Social Service API Guide
- 7.4 Aspect® Unified IP® SMS Interface API Guide
- 7.4 Aspect® Unified IP® Security Guide
- 7.4 Aspect® Unified IP® External Call Logger Developer Guide
- 7.4 Aspect® Unified IP® Unified Director User Guide
- 3.0 Virtualization Guide
- 2.0 Network Preparation Guide
- 2.0 Citrix XenDesktop VDI Solution Installation and Configuration Guide
- UMS Regulatory Guide
- 7.4 Unified Command and Control - Administration System Administrator Guide
- 7.4 Unified Command and Control - Administration SDK Guide
- 7.4 Aspect® Unified IP® Advanced List Management Planning Guide

7.1.1 Accessing Documentation Updates

For access to the latest documentation, you must have a valid Aspect support contract to log in to the site. To access materials from the Product Documentation Library, do the following:

For Customers,

1. Go to <https://aspect.force.com/community/Home>. If you do not have a login, click the **Register now** link.
2. Enter the username you received from Aspect.
3. Enter the password associated with the username.
4. Click **Log in**.
5. Click the **Documentation** icon.
6. Click the **Product Documentation Portal** banner.
7. From the left-hand navigation bar, click **Knowledge Library**.
8. Navigate to **Product Documentation > (Unified IP or Advanced List Management)**

For Partners,

1. Go to <https://aspect.force.com/CustomerCenter/> If you do not have a login, click the **Register now** link.

2. In the **Username** field, enter the username you received from Aspect.
3. In the **Password** field, enter the password associated with the username.
4. Click **Log in**.
5. From the left-hand navigation bar, click the **Product Documentation** link.
6. From the left-hand navigation bar, click **Knowledge Library**.
7. Navigate to **Product Documentation > (Unified IP or Advanced List Management)**

7.2 Training Courses

For access to the latest training courses, you must have a valid Aspect support contract to log in to the site. To access product training from the Aspect Active Learning portal, do the following:

For Customers,

1. Go to <https://aspect.force.com/community/Home>. If you do not have a login, click the **Register now** link.
2. Enter the username you received from Aspect.
3. Enter the password associated with the username.
4. Click **Log in**.
5. Click the **Active Learning** icon.
6. Click the **Open Aspect Active Learning** banner.
7. Under the **My Info** tile, click **Learning**.
8. Click the **Browse all courses** link on the **Find Learning** tile. OR, click the **Product Training** tab to select your job role and access the curricula for the products that are subscribed to your company.

For Partners,

1. Go to <https://aspect.force.com/CustomerCenter/> If you do not have a login, click the **Register now** link.
2. In the **Username** field, enter the username you received from Aspect.
3. In the **Password** field, enter the password associated with the username.
4. Click **Log in**.
5. From the left-hand navigation bar, click the **Technical Training (Aspect Active Learning)** link.
6. On the CPO-AES CPC Page, click the Aspect Active Learning (AAL) link.
7. Click the **Browse all courses** link on the **Find Learning** tile or use the Search box to search the training using keywords. OR, click the **Product Training** tab to select your job role and access the curricula for the products that are subscribed to by your company.

Course Number	Description
UIP_OVE_001	Aspect Unified IP Introduction
UIP_AGT_002	Agent Desktop Fundamentals
UIP_ADM_002	Defining Workforce

Course Number	Description
UIP_ADM_002V	Defining Workforce
UIP_ADM_004	Service Dependent Entities
UIP_ADM_003	Create an Inbound Voice Service
UIP_ADM_016V	Service Dependent Entities, Create an Inbound Voice Service
UIP_ADM_001	Creating a Dynamic Inbound Voice Service
UIP_ADM_001V	Creating a Dynamic Inbound Voice Service
UIP_ADM_017V	Service Dependent Entities 1, Service Dependent Entities 2, Creating an Outbound Voice Service
UIP_IMP_007	Remote Monitoring Essentials
UIP_IMP_008	Voice Mail Essentials
UIP_ADM_009	Recording Manager Essentials
UIP_ADM_010	Agent Scoring Essentials
UIP_ADM_011	Enterprise Monitor Tool Essentials
UIP_ADM_014	Chat Fundamentals
UIP_ADM_012	Email Fundamentals
UIP_IMP_002	System Architecture
UIP_IMP_009V	Configuring Telephony Components Using Unified Resource Manager, Numbering Plan
UIP_IMP_004	Voice Over IP
UIP_TRO_001	Troubleshooting Fundamentals
UIP_DEV_001	M3 Designer Script Essentials
UIP_REP_002	Creating Standard and Custom Reports with DataViews
UIP_REP_005V	Understanding Unified IP Business Data, Summary Data
RTR_REP_006V	Designing Canvases (Basic, Intermediate, Advanced)
RTR_REP_005	Working with Real-Time-Reporting Server

Course Number	Description
UIP_IMP_006	Aspect Unified IP Installation and Configuration
UIP_SRT_007	Aspect Unified IP SP5 Upgrade Essentials
UIP_SRT_008	Aspect Unified IP SP6 Upgrade Essentials

7.3 Commenting on the Documentation or Help

If you find an error in the documentation or eLearning module, or have comments and suggestions as to how to improve the provided information, send email to the Technical Publications department at technical.publications@aspect.com.

Please include the following information in your e-mail:

- Title of the document or on-line help
- Page number or Topic name related to suggestion
- Your comment or suggestion

7.4 Support

Aspect Software provides technical support under the Aspect Software Customer Service Agreement. If you have a question or problem that you are unable to resolve by reading the manual or online Help, contact [Aspect Customer Care](#) for further guidance.

Before you call, gather the following information:

- Your name and company name.
- Your Aspect site ID.
- Your Asset ID (if applicable).
- The name and version number of the Aspect Software application you are using.
- The names and version numbers of any optional third-party software you are using.
- A brief description of the problem, including any error messages that appeared and a brief description of the actions that you were taking when you encountered the problem.

If you have a valid support contract, for additional help, you can Contact Aspect Technical Services

1. Customers should go to <http://www.aspect.com> and from the top menu, choose **Customers** > [Customer Care Login](#).
2. Partners should go to <http://www.aspect.com> and from the top menu, choose **Partners** > [Channel Partner Community](#) (CPC).
3. Enter a valid **User Name** and **Password**, and click **Log in**.

8. Partners

In order to deliver the best experience for our Partners and their customers, it is critical for Aspect Customer Care to be aware of our Partner implementations and upgrades. This will ensure we are aware and prepared to

give Partners the best support thru the entire process, especially at go live. The process to proactively inform Aspect Customer Care is documented in Knowledge Article 3786: Channel Partner - Asset Transition to Aspect Customer Care (ACC).