



NICE Uptivity External Release Notes

18.1.1 and 18.1.2

TOC

- Release notes for NICE Uptivity 18.1.2 1
 - Release Build Information 1
 - Obtaining the Release Software 1
- Release Notes for NICE Uptivity 18.1.1 2
 - Release Build Information 2
 - Obtaining the Release Software 2
- Customer Site Requirement Changes for the 18.1.2 patch 3
 - Server Hardware 3
 - Server Software 3
 - User Workstation/PC 3
 - Database Changes 3
 - Licensing 3
 - Security 3
- Customer Site Requirement Changes for the 18.1.1 patch 4
 - Server Hardware 4
 - Server Software 4
 - User Workstation/PC 4
 - Database Changes 4
 - Licensing 4
 - Security 4
- Major Features and Enhancements in the 18.1.2 patch 5
 - Blackouts 5
 - Optimized Transcoder 2 Performance 5
 - Media Export Options: .MP3, .WAV, and Audio-Only .WebM 5
 - Screen Capture Client Resiliency 5
 - Historical Speech Analytics Tag Reprocessing 6
 - Transcoder Delay 6
 - New Retranscode Tool Command for Smaller WebM Files 6
 - VP9 Codec 7
 - Transcoder 2 Video Threads 7

Major Features and Enhancements in the 18.1.1 patch	8
Blackouts	8
CXone: Multi-site Support for Media Playback	8
Speech Analytics: Multi-site	8
Speech Analytics: Phonetic Index Retention	9
Screen Recording: Retention Management	9
Screen Recording: Mouse Pointer Capture	9
Transcoder 2 Setting	9
Technical Documentation Enhancements with 18.1.2	10
Help Site	10
Release Notes	10
Installation Guides	10
Technical Documentation Enhancements with 18.1.1	11
Help Site	11
End-User Issues Resolved in the 18.1.2 patch	12
End-User Issues Resolved in the 18.1.1 patch	13

NICE Uptivity External Release Notes

- **Version** – 18.1.1 and 18.1.2
- **Release Date** – July 2019
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Release notes for NICE Uptivity 18.1.2

This guide introduces the changes to Uptivity in the 18.1.2 patch.

Version 18.1.2 is a patch to version 18.1.1 intended to optimize transcoder performance, reintroduce media format export options, introduce a new media format export option, and support new versions of Microsoft SQL Server and RabbitMQ.

Release Build Information

Release Date – July 2019

Obtaining the Release Software

Uptivity software must be obtained and installed through the Uptivity Installation team. Software and services are only available to customers who have a current maintenance contract.

To learn more about upgrading to this release, contact your Uptivity Account Manager.

Release Notes for NICE Uptivity 18.1.1

This guide introduces the changes to Uptivity in the 18.1.1 patch.

Release 18.1.1 is a patch to Release 18.1 intended to address critical issues, restore several screen capture features present in previous releases, and address several high priority screen recording and speech analytics enhancements.

Release Build Information

Initial Build Version – 18.11.0824.27

Release Date – August 31, 2018

Obtaining the Release Software

Uptivity software must be obtained and installed through the Uptivity Installation team. Software and services are only available to customers who have a current maintenance contract.

To learn more about upgrading to this release, contact your Uptivity Account Manager.

Customer Site Requirement Changes for the 18.1.2 patch

Note:

This section discusses **only** those site requirements that have changed in this patch of NICE Uptivity. For complete information regarding site requirements, see the appropriate customer site requirements guide for your deployment model and the appropriate customer guide(s) for recording integrations, workforce management integrations, or both.

Server Hardware

There were no server hardware changes in 18.1.2.

Server Software

The 18.1.2 patch supports RabbitMQ 3.7.8 and Erlang 21.0.1. Upgrading these services is recommended. Existing versions of RabbitMQ and Erlang will need to be uninstalled prior to installing the new versions.

Support for Microsoft SQL Server 2017 Enterprise, Standard, and Express has been added.

The supported version of Nexidia is v3.1.19.

SQL 2012 is currently still supported, but is expected to be removed in a future release.

User Workstation/PC

Support for Firefox 60 ESR has been added.

Internet Explorer is still supported for playback (excluding Live Monitor); however, users may see increased load times and seek times for recordings. Users can expect a superior experience when using Mozilla Firefox or Google Chrome.

Database Changes

There were no database changes in 18.1.2.

Licensing

There were no licensing changes in 18.1.2.

Security

There were no security changes in 18.1.2.

Customer Site Requirement Changes for the 18.1.1 patch

Note:

This section discusses **only** those site requirements that have changed in this patch of NICE Uptivity. For complete information regarding site requirements, see the appropriate customer site requirements guide for your deployment model and the appropriate customer guide(s) for recording integrations, workforce management integrations, or both.

Server Hardware

There were no server hardware changes in 18.1.1.

Server Software

Web servers hosting the NICE Uptivity Web Portal require .NET framework v4.7.2.

User Workstation/PC

User workstations must use .NET 4.7.2.

Database Changes

There were no database changes in 18.1.1.

Licensing

There were no licensing changes in 18.1.1.

Security

There were no security changes in 18.1.1.

Major Features and Enhancements in the 18.1.2 patch

For additional information, see the technical documentation references cited for each feature or ask your NICE Uptivity representative.

Blackouts

Real-Time Blackouts is the only supported blackout method within NICE Uptivity going forward. This blackout method provides the highest level of security because it prevents sensitive information from ever being recorded. For integrations that provide a completed recording to Uptivity, such as ShoreTel TAPI-WAV, Post-Call Blackouts are still acceptable. In this scenario, the audio is transcoded just to apply the blackout.

All [API Server Commands](#) continue to be supported; however, due to Real-Time Blackouts being the only supported method of blackouts, any value specified for OFFSET in an API command is no longer used as they were specific to Post-Call Blackouts.

Optimized Transcoder 2 Performance

For recordings with video (screen recordings), the total time to transcode has been reduced, on average, by 50% when compared to the previous version running on identical hardware. These improvements make recordings with video more quickly available for playback.

Customers on versions 18.1 or 181.1 can expect better performance with no increase to hardware requirements. Customers upgrading from 17.3 or earlier who desire near real-time playback of recordings with screen may need to re-evaluate their hardware resources used for transcoding. A NICE inContact Sales Engineer can assist with designing a solution that meets this need. Audio transcoding performance and playback availability remains unchanged from previous releases.

Media Export Options: .MP3, .WAV, and Audio-Only .WebM

Call recordings can be exported in MP3, WAV, and Audio-Only WebM file formats. NICE Uptivity continues to support exporting to WebM (audio and video combined).

For more information about exporting recordings, see [Export Recordings](#).

Screen Capture Client Resiliency

Screen Capture Client supports connections to multiple RabbitMQ nodes in a RabbitMQ cluster for high availability and redundancy. If the primary RabbitMQ node becomes unavailable, Screen Capture Client automatically connects to a secondary RabbitMQ node in the cluster and continues normal service.

Although not required, the latest version of the Screen Capture Client is recommended for 18.1.2 to take advantage of the latest features and bug fixes. Customers may deploy this at any time.

For more information about Screen Capture Client resiliency, see [Screen Recording Overview](#).

Historical Speech Analytics Tag Reprocessing

When creating an analytics tag, NICE Uptivity Speech Analytics can reprocess historical calls whose phonetic index files (PATs, or phonetic access tracks) were created before the date that the analytics tag is created. Phonetic index files, or PATs, are created during the original processing of the recording, are searched for words and phrases in order to tag calls and are then retained for the timeframe specified in Analytics configuration. Reprocessing of historical calls is performed when a new tag is created with an **Effective Start Date** prior to the current date.

You might want to reprocess historical calls if you want to search for a term or phrase in recent interactions, from the past week, for example.

In the Uptivity Web Portal, when you are creating a new analytics tag, the **Earliest PAT Creation Time** field indicates the earliest date of historical calls that can be reprocessed.

The reprocessing job begins when you save the new analytics tag. When the new analytics tag is saved, the reprocessing job cannot be paused or stopped. Reprocessing jobs can recover from an interruption that may unintentionally stop the reprocessing job before the job is completed, such as a server reboot for example.

To monitor the status of a reprocessing job, you can monitor start and complete events in the Analytics Manager log file.

For more information, see [NICE Uptivity Speech Analytics Tags Overview](#) and [Create an Analytic Tag](#).

For installation information, see the section "Notable Updates to the Installation Guide for Versions 18.1, 18.1.1, and 18.1.2" in the NICE Uptivity Installation Guide.

Transcoder Delay

The Transcoder Delay setting has been deprecated and the queuing behavior has been enhanced in its place. Transcoding attempts will no longer be made until after files have finished moving from their temp locations to the schedule location. This results in fewer failed Transcoding attempts.

For more information, see [Transcoder Service Settings](#).

New Retranscode Tool Command for Smaller WebM Files

With the 18.1 release, some customers were affected by an issue that resulted in .webms being created with significantly larger file size than was expected. This issue has already been addressed with a patch to the Transcoder 2 service, so new recordings are created at the expected file size.

With 18.1.2, affected customers can use the Retranscode tool to reprocess large WebM files created before the Transcoder 2 patch into smaller WebM files. This is done by running the new Retranscode Tool command *retranscodelargewebm*. This only needs to be done once for the existing large files.

For more information, see [Use the Retranscode Tool](#).

VP9 Codec

NICE Uptivity Screen Recording now uses the VP9 format for video transcoding. This codec offers better performance for Transcoding and more efficient file size for recordings. Users can expect their playback experience to match what was offered in 18.1 and 18.1.1 when using a supported browser. Internet Explorer 11 continues to be supported but users can expect a superior playback experience when using Google Chrome or Mozilla Firefox.

Transcoder 2 Video Threads

The maximum number of threads that can be used for video transcoding has been increased to 8; however, the number of threads specified in this setting should not meet or exceed the number of CPU cores.

This change allows customers to run more Transcoder 2 threads on fewer, more powerful servers rather than needing to provide multiple servers.

For more information, see [Transcoder 2 Service Settings](#).

Major Features and Enhancements in the 18.1.1 patch

For additional information, see the technical documentation references cited for each feature or ask your NICE Uptivity representative.

Blackouts

Real-Time Blackouts is the only supported blackout method within NICE Uptivity going forward. This blackout method provides the highest level of security because it prevents sensitive information from ever being recorded. For integrations that provide a completed recording to Uptivity, such as ShoreTel TAPI-WAV, Post-Call Blackouts are still acceptable. In this scenario, the audio is transcoded just to apply the blackout.

All [API Server Commands](#) continue to be supported; however, due to Real-Time Blackouts being the only supported method of blackouts, any value specified for OFFSET in an API command is no longer used as they were specific to Post-Call Blackouts.

CXone: Multi-site Support for Media Playback

The initial release of the Uptivity-CXone WFO Pro integration supported media playback from a single media archive only. For version 18.1.1, the Uptivity-CXone integration now supports multiple media archives that are distributed across separate sites. (A site is a physical location where media is archived.)

Multi-site support eliminates media file "round-tripping" for users that are playing back media in the same location that the media is stored. By eliminating media file round-tripping, less network bandwidth is used, which optimizes system performance.

Note:

"Round-tripping" is when a file is routed across a network to a non-local site (for some function or service) and is then re-routed back to its local site. Round-tripping usually occurs in some form of a centralized system.

Documentation with further details and instructions is in progress and will be available, linked from here, by the release date.

Speech Analytics: Multi-site

NICE Uptivity supports the coordination of multiple Speech Analytics servers located across geographically-separate sites. An advantage of this capability is that media files can be processed locally, eliminating the need to send large media files across a WAN to be processed at a different site.

Speech Analytics: Phonetic Index Retention

Each call processed by Uptivity Speech Analytics creates a phonetic index - a file that is stored on the analytics server and managed by Nexidia. The phonetic index is kept to facilitate anticipated functionality that will allow searching for calls that have previously gone through analytics processing.

18.1.1 includes a process to delete indexes after a configurable number of days for disk space management. The **PAT Retention Days** setting on the Analytics Module Configuration page in the Web Portal determines, in days, how long a PAT is kept. If the multi-site analytics feature described previously is being used, this value affects all analytics processing servers.

Screen Recording: Retention Management

In version 18.1, the recording storage standard changed from using separate files for the audio and video of a recording to using an industry-standard media container file (WebM) that stores audio and video together. This new file format reduced the amount of space needed for archiving recordings by an average of 80%, facilitated responsive and resource friendly playback in web browsers without use of plug-ins such as Silverlight, and also enabled the Uptivity to CXone WFO Pro integration.

Because WebM is a combined file format, 18.1 was missing the historical Uptivity feature known as archive actions. Archive actions allow video to be removed from an audio + video recording. This capability has been restored in the 18.1.1 release, and is configured with the same archive actions used in 17.3 and earlier releases. For customers upgrading from 17.3 to 18.1.1, existing archive actions will continue to work without any change.

Screen Recording: Mouse Pointer Capture

In 18.1, screen recordings did not include the user's mouse pointer. Screen recordings in 18.1.1 add the mouse pointer back to each frame used to create the video. The inclusion of the mouse pointer is not configurable. There is no animation of the mouse pointer as it moves across the screen.

For customers migrating from 17.3 or earlier releases to 18.1.1, the retranscoding of existing videos will keep the mouse pointer.

Transcoder 2 Setting

There is a new setting in the Transcoder 2 service INI file. The setting configures the number of concurrent video transcoding threads that the system can process.

Technical Documentation Enhancements with 18.1.2

This topic introduces the changes, additions, and improvements to technical documentation for NICE Uptivity since the release of the previous version.

Help Site

- Search categories have been implemented so it is possible to search for information in specific content categories. To utilize this feature, click the filter icon in the search bar, select the content category that you want to search in, then enter your search term(s).
- Glossary term links have been implemented. If a term has a definition assigned to it, the first mention of that term on a page is colored blue and displays a pop-up with the definition when you hover over it.
- The Administrators, Supervisors, and Agents level of the menu each link to a Getting Started page for that audience.
- Publish dates have been added to the bottom of the home page so that you know how current the information on the help site is. The site is updated every 2 weeks.

Release Notes

There is now a cumulative version of the customer-facing release notes.

This document begins with Uptivity version 18.1 and continues through the latest version, replacing the Cumulative Change Guide. Versions prior to 18.1 can still be found in the Cumulative Change Guide, but that document will no longer be updated with new versions.

Installation Guides

The format for the installation guides has changed. The previous installation guides were split up based on Windows and SQL Server versions. Because so many versions of Windows and SQL are supported and they are all compatible with each other, this resulted in needing at least 6 different PDF guides to cover all combinations of versions. To avoid that confusion, the guide has been split in two. Now, there is one guide containing install information and instructions for all Windows Server versions and all SQL Server versions and one guide containing install information and instructions for the Uptivity database, product, and services.

Reach out to your Uptivity documentation expert with any questions or concerns.

Technical Documentation Enhancements with 18.1.1

This topic introduces the changes, additions, and improvements to technical documentation for NICE Uptivity since the release of the previous version.

Help Site

- A brand new, modern design has been implemented site-wide.
- The menu options have been rearranged so that each topic falls under the user role who would need the information - Administrator, Supervisor, or Agent.

End-User Issues Resolved in the 18.1.2 patch

The primary purpose of this patch was to further improve performance of the Transcoder 2 and Screen Recording.

The following table provides a summary of issues reported by customers that have been resolved in this release. The issue summary column describes the resolved state of the issue.

Salesforce ID	Issue Summary
1197255	Various issues with FR-CA Printable reports have been solved.
1160640	The End Date on the date range of the Survey Summary by Question Report is functioning as expected.
1192147	The NICE Uptivity Web Portal does not have issues loading the license.
XXXXXX	Encrypted video transcodes as expected on a retranscode event when using the Transcoder 2.
XXXXXX	NICE Uptivity Web Portal supports API for TLS 1.2 for exporting recordings.

End-User Issues Resolved in the 18.1.1 patch

The primary purpose of the 18.1.1 patch is to resolve issues with the Transcoder and Screen Recording in Uptivity version 18.1, which included:

- Timing and communication issues with the Post Interaction Manager (PIM).
- Suboptimal Transcoder 2 performance at scale.
- A memory leak that stemmed from a change in the method of Transcoder 2 processing.

Uptivity version 18.1.1 was improved to resolve the issues listed above:

- PIM workflows were updated to manage a larger number of screen recordings. This fix improved messaging throughput for the PIM.
- The method used for transcoding was changed resulting in improved transcoding performance.
- The cause of the memory leak was identified, the solution was tested at scale, and the fix was implemented.

The following table provides a summary of issues reported by customers that have been resolved in this release.

Salesforce ID	Issue Summary
1021884	Call Data Collector - Idle time did not always reset after a call ended.
1010514	Occasionally, when the PIM was backed up, SLA violations occurred before the PIM closed out a completed Saga.
1011024	Calls were being tagged multiple times in Nexidia Speech Analytics.
985401	In version 16.2.0, the printable Calibration Evaluator Comparison Report would not run.
998702	In version 16.2.0, the Recorded Interactions List setting "Perform Evaluation in New Window" was not working.
1007160	In version 16.2.0, the validation for start / end times when creating a non-expiring schedule is incorrect.
1019704	Call direction, ANI, DNIS were incorrectly updated on original call after conference events.

Salesforce ID	Issue Summary
953364	A Cisco TAPI Metric Widget was unable to be edited in the PM Portal Dashboard.
1003490	In version 16.2.0, the OnDemand web portal displayed all buttons as grayed-out, making the system unusable.
1022801	Links opened from tickers did not open in the user's default browser.
1029480	An agent changing their Aux state before taking a call causes the agent to get stuck in the ON CALL state.
1029480	When two phones are attached to a user, there was an exception for updating agent status.
1039683	Call state was not changing on a conference call.
1025698	Occasionally, Survey would not free channels and then would stop working.
1030116	In version 16.2.0, QA Bonus Questions were not scoring, displaying, or reporting properly.
973683	In a stand-alone PM Portal, adding a chart would produce a Logi error.
1025023	VPI - the SQL generated from the "Questions Summary and Trend" report was conditional based on filters used in the report.
903077	The PM Portal installer updated the path for tickers incorrectly in IIS.
964258	CTICore - there was no RTP on warm transfer calls.