



NICE Uptivity External Release Notes

TOC

- Introduction 1
 - Release Build Information 1
 - Obtaining the Release Software 1
- Customer Site Requirement Changes in 21.1 2
 - Server Hardware 2
 - Server Software 2
 - User Workstation/PC 2
 - Database Changes 2
 - Licensing 2
 - Security 2
- Major Features and Enhancements in 21.1 3
 - Media Download from CXone 3
 - Connect Uptivity and CXone through a Proxy Server 3
 - File Encryption with Physical Key No Longer Supported 3
 - Avaya DMCC Recording Integrations Support Stereo Recording 3
 - Screen Capture Client Supports Multiple Locations 3
 - SSO with Third-Party Providers 3
- Technical Documentation Enhancements with 21.1 4
 - Help Site 4
- Uptivity Product End of Support /End of Life Schedule 5

NICE Uptivity External Release Notes

- **Version** — 21.1
- **Release Date** — May 2021
- **Copyright** — © 2021 NICE inContact
- **Disclaimer** — inContact reserves the right to update or append this document, as needed.

Introduction

This guide introduces the changes to Uptivity in version 21.1.

Release Build Information

Initial Build Version — 21.1.0414.8

Release Date — May 2021

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 in 21.1

Note

This page discusses **only** the site requirements that have changed since the previous version of NICE Uptivity. For complete information regarding site requirements, see the site requirements 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 21.1.

Server Software

SQL Server 2014 is no longer supported.

Windows Server 2022 and SQL Server 2022 are now supported.

The supported version of RabbitMQ is 3.9.7.

The supported version of Erlang is 24.1.

User Workstation/PC

Google Chrome versions 89+ are supported.

Windows 11 is supported.

Mozilla Firefox is no longer supported.

Microsoft Edge is no longer supported.

Database Changes

SQL Server 2014 is no longer supported.

Windows Server 2022 and SQL Server 2022 are now supported.

Licensing

There were no licensing changes in 21.1.

Security

If you are using Windows Server 2016, 2019, or 2022, you must make a change to the *web.config* file.

Major Features and Enhancements in 21.1

For additional information, ask your NICE Uptivity representative.

Media Download from CXone

When playing back a call in CXone, you can download the file in WEBM format.

Connect Uptivity and CXone through a Proxy Server

You can now connect Uptivity and CXone through a proxy server. You may need to configure environment variables within Uptivity or your proxy solution to route traffic correctly.

File Encryption with Physical Key No Longer Supported

The creation and use of physical keys for encryption is no longer supported. The commands for creating physical keys in *cc_crypt.exe* have been deprecated. If you currently use physical keys, you can continue to use them until you upgrade to Uptivity 21.1. During the upgrade, you'll need switch to using database keys.

Avaya DMCC Recording Integrations Support Stereo Recording

Avaya DMCC recording integrations now support stereo recording. This allows users of Avaya MR recording to use CXone Interaction Analytics. Support for other Avaya recording solutions will be added with a later release. You must be running Avaya TSAPI 8 to use this feature.

Screen Capture Client Supports Multiple Locations

The Screen Capture Client now offers support for redundant screen recording and better failover. The client can work with multiple screen recording servers located in multiple physical locations. The Screen Capture Client can connect to up to 3 instances of RabbitMQ, SCAPI servers, and Screen Capture Servers at each location. This feature is available for Uptivity 18.12, 20.1, and 21.1.

SSO with Third-Party Providers

The Single-Sign On (SSO) experience with SAML has improved to include the third-party authentication applications Okta, Azure, and Google. If you plan to use this feature, you will need to configure the NICE Uptivity Web Portal settings for SAML accordingly. This feature is available for Uptivity 20.1 and 21.1.

Technical Documentation Enhancements with 21.1

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

Help Site

All recording integrations are available in online help format. This method will always contain the latest information and should be preferred over the use of PDFs.

The help site look and feel has been updated slightly to provide a more stylistically modern experience.

Uptivity Product End of Support /End of Life Schedule

Customers on legacy versions of Uptivity can upgrade to CXone WFO or the latest version of Uptivity.

VERSION	INITIAL RELEASE DATE	END OF SUPPORT - STANDARD	END OF SUPPORT - EXTENDED	END OF LIFE
17.3	12/4/2017	12/04/2019	12/04/2020	12/04/2020
18.1.1	09/01/2018	09/01/2020	09/01/2021	09/01/2021
18.1.2	07/31/2019	07/31/2021	07/31/2022	07/31/2022
20.1	06/30/2020	06/30/2022	06/30/2023	06/30/2023
21.1	05/14/2021	05/14/2023	05/14/2024	05/14/2024
CXone WFO Hybrid	09/01/2018	N/A*	N/A*	N/A*

* CXone WFO Hybrid is on a continuous release cycle. You need to have the latest version of Uptivity to use CXone WFO Hybrid.