Release Notes for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9)

July 6, 2010

Contents

Introduction

These release notes describe the new information and caveats for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9).

Note To view the release notes for previous versions of Cisco Unified ICM/Contact Center Enterprise & Hosted, go to:
http://tools.cisco.com/support/downloads/go/PlatformList.x?sftType=Cisco+Unified+Intelligent+Cont act+Management+Software+Releases&mdfid=268439622&treeName=Voice+and+Unified+Communic ations&mdfLevel=Software%20Family&url=null&modelName=Cisco+Unified+Contact+Center+Ente rprise&isPlatform=N&treeMdfId=278875240&modifmdfid=null&imname=&hybrid=Y&imst=N

Before you install Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9), Cisco recommends that you review the section Important Notes, page 7 for information about issues that may affect your system.

For a list of the open and resolved caveats for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9), see the Resolved Caveats in This Release, page 7 and the Open Caveats in This Release, page 10. Updates for these release notes occur with every maintenance release, minor release, and major release.

Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9) supports:

- ICM Enterprise Edition [Unified Intelligent Contact Management Enterprise (ICME)]
- ICM Hosted Edition [Unified Intelligent Contact Management Hosted (ICMH)]
- IPCC Enterprise Edition [Unified Contact Center Enterprise (CCE)]
  - System IPCC Enterprise Edition [Unified System Contact Center Enterprise (SCCE)]
- IPCC Hosted Edition [Unified Contact Center Hosted (CCH)]

Additional information on new features, and on many of the product changes, is available in the relevant end-user documentation.

Note
- Unified Contact Center Management Portal (CCMP) is supported with System IPCC Enterprise for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9).

- Cisco Web Collaboration Option 5.0 and Cisco E-Mail Manager Option 5.0 are supported by IPCC/ICM Release 7.5(9). However, Cisco Web Collaboration Option 5.0 and Cisco E-Mail Manager Option 5.0 are not supported with System IPCC Enterprise deployment, or the IPCC System PG, and therefore are not supported for the parent/child relationship established by the IPCC Enterprise Gateway PG.

- Cisco Unified E-Mail Interaction Manager (Unified EIM) and Cisco Unified Web Interaction Manager (Unified WIM) 4.3.1 is supported for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9). System PG support is also available.

- Release Notes for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop, Cisco Support Tools, Cisco E-Mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender) and Cisco Unified Intelligence Suite (CUIS) are separate documents and are not included as part of these Release Notes.

- For additional information on the Cisco software support methodology, see the *Software Release and Support Methodology: ICM/IPCC*, available at: http://www.cisco.com/en/US/partner/prod/collateral/voicesw/custcosw/ps5693/ps1001/prod_bulletin0900aecd806743bd_ps1844_Products_Bulletin.html.

- The most up-to-date version of these release notes is available on the Web at: http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html

A Note about Product Naming

Cisco IPCC Enterprise Edition is being renamed Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE)

Cisco System IPCC Enterprise Edition is being renamed Cisco Unified System Contact Center Enterprise (abbreviated as Unified SCCE)

Cisco IPCC Hosted Edition is being renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco Intelligent Contact Management (ICM) Enterprise Edition is being renamed Cisco Unified Intelligent Contact Management Enterprise (Unified ICME).

Cisco Intelligent Contact Management (ICM) Hosted Edition is being renamed Cisco Unified Intelligent Contact Management Hosted (Unified ICMH).

Cisco CallManager/Cisco Unified CallManager is being renamed Cisco Unified Communications Manager.

These new names appear in this release for Agent and Supervisor product opening-screens, but they do not yet appear throughout the user interface or documentation. These release notes generally use the previous naming convention.

About Cisco ICM and ICM Maintenance Releases

Cisco ICM software is a component of Cisco IPCC Enterprise, Cisco ICM Enterprise, Cisco ICM Hosted Edition and System IPCC Enterprise deployments. ICM maintenance releases deliver code updates that resolve issues in ICM software. They are made available as part of the ICM software maintenance strategy.

As of Release 7.1(1), service releases are being renamed as maintenance releases. Cisco ICM/Contact Center (ICM/CC) Release 7.5(9) is the eighth maintenance release built on ICM/CC Release 7.5(1).

Maintenance releases for particular ICM versions are cumulative; they include code updates present in earlier minor, maintenance and service releases for their respective version. Due to this, ensure that you read the previous ICM 7.5(x) Release Notes prior to installing Release 7.5(9).

Cisco Unified Contact Center Management Portal (CCMP) is also cumulative. See the 7.5(1) release notes for previous changes (http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_7_5/release/notes/icm75rlsnts.pdf).

ICM Maintenance Release 7.5(9) incorporates the following minor, maintenance, and service releases:

- ICM 7.5(2)

- ICM 7.5(3)

- ICM 7.5(4)

- ICM 7.5(5)

- ICM 7.5(6)

- ICM 7.5(7)

- ICM 7.5(8)

ICM/CC Release 7.5(9) can be installed over all previous ICM/CC 7.5(x) releases. The release is available on CD and as downloadable installers from cisco.com.

ICM/CCE Release 7.5(1) must be installed prior to installing ICM/CCE Release 7.5(9).

Localization

ICM/CCE 7.5(9) comes with LanguagePack 7.5(9), which is available on cisco.com.

LanguagePack 7.5(9) is used only if you want to change Webview or Script Editor to a different language after you have applied ICM/CCE 7.5(9). English customers do not need to run LanguagePack.

If you have installed LanguagePack 7.5(1) on top of ICM/CCE 7.5(1), you do not need to run LanguagePack as the ICM/CCE 7.5(9) Patch Installer automatically updates the localized files on your system.

Please see the *Cisco Unified ICM/Contact Center Product and System Localization Matrix* available at: http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/localiz ation_matrix/guide/G11nMap.xls

for:

- A detailed list of language localizations implemented for different portions of this release

- Notes regarding product-specific limitations in supporting international character data

System Requirements

For hardware and third-party software specifications for this release, see the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted*, which is accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html

Related Documentation

Documentation for Cisco Unified ICM/Contact Center (IPCC) Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at http://www.cisco.com/web/psa/products/index.html

- The most current version of this document, *Release Notes for Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(8)*, can be accessed from http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).
For documentation for these Cisco Unified Contact Center Products, go to

> http://www.cisco.com/web/psa/products/index.html
>
> click on **Voice and Unified Communications**, then click on **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, then click on the product/option you are interested in.

- Also related is the documentation for Cisco Unified Communications Manager, which can also be accessed from
  http://www.cisco.com/web/psa/products/index.html.

- Technical Support documentation and tools can be accessed from
  http://www.cisco.com/en/US/support/index.html

- The Cisco Notification Service can be accessed through (login required)
  http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice

Installation Notes

Before you install Cisco Unified ICM/Contact Center Enterprise & Hosted or System IPCC Release 7.5(9), Cisco recommends that you review the section Important Notes, page 7 for information about issues that may affect your system.

System IPCC

For System IPCC, any servers with the following roles must use the same release of software, for example Release 7.5(9):

- Central Controller
- Administration and WebView Reporting
- Outbound Controller

For example, if you upgrade your Central Controller servers to Release 7.5(9), then you must upgrade your Administration & WebView Reporting servers and Outbound Controller servers to Release 7.5(9) as well. We also strongly encourage customers to keep their machines with "Agent/IVR Controller" roles (these servers have the IPCC System PG, CTI OS Server and CTI Server) at the same version as the Central Controller if they are on a separate server, and to keep their "Multichannel Controller" machine at the same version as the Central Controller.

Also, after installing Release 7.5(9) if you decide to roll back to an earlier 7.x(y) Release, you do not need to delete any System IPCC machines from the database (using the Web Administration tool under System Management > Machine Management > Machines) unless you intend to uninstall Release 7.0(0) as well.

See the *Installation and Configuration Guide for Cisco Unified System Contact Center Enterprise, Release 7.5(1) and the Installation and Configuration Guide for Cisco Unified Contact Center Enterprise, Release 7.5(1)* for information on the installation and uninstallation of System IPCC and IPCC.

Maintenance Release Installation

To Install this MR:

- Plan and schedule the maintenance period.
- Review all applicable documentation.
- Download the MR.
- Perform the MR installation by double-clicking the downloaded MR file.

Note
- ICM and CTI OS MRs are separate installers and must be installed individually.
- Installation and uninstall of an ICM MR requires temporarily stopping all ICM services and processes on your ICM components.
- ICM 7.5(9) also contains functionality delivered in Engineering Specials (ESs) built on ICM 7.5.(1), 7.5(2), 7.5(3), 7.5(4), 7.5(5), 7.5(6), 7.5(7) and 7.5(8) at least 60 days prior to the release date of 7.5(9).
- If your system has an ES installed which is not included in 7.5(9), the installer displays a warning prior to performing any modifications to the system. If you see a warning, you must uninstall the specific ES before proceeding with the 7.5(9) installation.

Uninstall Notes

You can uninstall 7.5(9) from the Windows Control Panel > Add or Remove Programs.

New and Changed Information

Avaya PIM Universal Call ID (UCID) Implementation

Starting with ICM 7.5(9), the Avaya PIM is enhanced to use UCID information from the Avaya Switch to clear stale calls in the Avaya PIM. For additional configuration related information, see the Cisco Unified ICM ACD Supplement for Avaya Communications Manager (ACM).

Note Defects, enhancements and features are cumulative and apply both to the current maintenance version and to previous maintenance versions, unless otherwise noted.

Support for four digit Application IDs and Call Control Tables (CCT) with Aspect 9.3

ICM 7.5(9) and later releases support four digit Application IDs and CCTs with Aspect version 9.3 (Contact Server/Call Server) and later releases.

Important Notes

The following sections contain important information that may have been unavailable upon the initial release of documentation for this release.

- None.

Resolved Caveats in This Release

This section contains a list of defects resolved in this release. Defects are listed by component and then by identifier. For a keyword search of the ICM defects using the Bug Toolkit, select the product Cisco ICM/Contact Center, Enterprise & Hosted.

Note Defects, enhancements and features are cumulative and apply both to the current maintenance version and to previous maintenance versions, unless otherwise noted.

Table 1   Resolved Caveats for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9)

Identifier	Component	Sev	Headline
CSCtf72674	aw.config	2	Dialed Number Plan can't be entered with ARS PG in ICM 7.2
CSCte35694	ba.dialer	2	Dialer Not detecting the Termination Tone for AMD calls
CSCte40060	ba.dialer	2	Outbound Dialer not cleaning up ports
CSCte67840	ba.dialer	2	Callback calls are not always presented to a ready agent at the due time
CSCte67880	ba.dialer	2	Agent PREVIEW_DIRECT Calls resulting in BUSY do not hear tones.
CSCtg87092	ba.dialer	2	Reservation call is not cleared on Outbound agent desktop
CSCtg92994	ba.dialer	2	Predictive mode,for a regular callback two reservation requests are made
CSCte35501	cg.ctiserver	2	CTISvr crashes while processing CallDataUpdate message
CSCtg50537	cg.ctiserver	2	CTISvr crashed while processing Call Cleared event
CSCta75605	nic.crsp	2	CRSP NIC rare reloads during network consult callflow load test scenario
CSCtf04080	pg.acmi	2	ACMIPIM finds Agent for Dynamic device and Schedules AgentStateDeayTimer
CSCtf25415	pg.acmi	2	ACMI PIM crash if Peripheral Montior table gets above 9999 devices.
CSCtf64471	pg.acmi	2	Express Gateway auto configuration Issue
CSCtg17122	pg.definity	2	Stale calls in Avaya PIM during C2C in predictive scenario
CSCtg39024	pg.definity	2	Avaya PIM crash
CSCte39007	pg.eapim	2	Agent stuck in HOLD state followed by Consult call failure
CSCte52832	pg.eapim	2	Incorrect Agent state after CTI OS failover
CSCte93581	pg.eapim	2	PIM Fake Calls created to assist with Post Routing cause reporting issue
CSCtf36442	pg.eapim	2	Eapim reloads during mixed load when instrument is reset.
CSCtd88018	pg.eapim.jtapigw	2	IVR message is clipped during conference (to IVR) as agent answers call
CSCth05424	pg.eapim.jtapigw	2	Jgw process goes offline when any changes made to appliactn user on CM
CSCte93057	pg.opc	2	Call disappears on the agent desktop in 4 party conference scenario
CSCtf17250	pg.opc	2	Email Average Handle Time discrepancy
CSCtf19958	pg.opc	2	CTI desktop client grayed out after single step transfer
CSCtf28581	pg.opc	2	real time reports mismatch between parent and child
CSCtf39619	pg.opc	2	OPC crash while processing clear during Network Blind Transfer
CSCtf51461	pg.opc	2	OPC asserts during Network Consultative Transfer Load test.
CSCtf55386	pg.opc	2	OPC crash when a new request is received with a stale CTIInvokeID
CSCtg26008	pg.opc	2	After PG Cycles, Wrong Skillgroup Assignments to Agents
CSCtg60094	pg.opc	2	OPC memory leak after transfer of call from IVR to Agent on CCM
CSCtg66040	pg.opc	2	OPC crash while clearing Old(Stale) call due to trunk reuse
CSCtg84381	pg.opc	2	Stale call seen in OPC after NCT scenario.

Table 1   *Resolved Caveats for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9)*

CSCtc37037	router	2	Router crash while a config change is made in Database Lookup Explorer
CSCtd46374	aw.conapi	3	AAS client application down - Cms jserver receives AAS client down event
CSCte35658	aw.conapi	3	ConApi Provisioning - Call Type Map
CSCtg45899	ba.campaignmgr	3	Max-Attempt not updated when the count is decreased from the Cmg
CSCtf49967	ba.dialer	3	Callback time lost when dialer flushes active regular callback records
CSCtf20881	ba.dialer.ipcc	3	Premature Termination tone detection in AMD
CSCtg88136	cg.ctiserver	3	CTIsvr crash when call transferred betn split PG's using loopback trunks
CSCtd87838	db.logger.failover.recovery	3	Data Holes after Recovery in Post Upgrade
CSCtf42427	doc.ipcccompmatrix	3	Compatibility matrix does not show CAD / CTI OS version dependencies
CSCtf51166	documentation	3	Release Notes of ICM 7.5.1 to be updated with OS support for WebView
CSCtf56645	documentation	3	PIM sendsthe IRC to OPC irrespective of the'TPUpdateOPCOnRetry' settings
CSCte78372	nic.inrcengine	3	Agent Desktop Grays out during chain NCT scenario
CSCtg52431	nic.inrcengine	3	Incorrect call clear event during chain transfer and conference in NCT
CSCtc84313	on-line-help	3	Error details for 5 NICs are missing in ICM Master Help.
CSCsz91100	pg.acmi	3	Missing data in TCD table at the parent during RONA
CSCte07280	pg.definity	3	pg not correctly identifying CVLan links offline
CSCte65521	pg.definity	3	ReturnDestination doesn't work when agent recording device is used.
CSCte92496	pg.definity	3	PIM Crashes while finding agent in hash table
CSCtf00401	pg.definity	3	Unable to hold the call on the agent desktop after SSC
CSCtf44858	pg.definity	3	Avaya PIM crash when C_TRANSFERRED Event is received from Avaya
CSCtf84106	pg.definity	3	ECSPIM stops processing Route Reuqests after getting bulk load messages
CSCtg17092	pg.definity	3	Avaya PIM crash while parsing the m_AgentCFGHashTable hash table
CSCtg89878	pg.definity	3	UCID Implementataion for clean up of stale call in Avaya PIM
CSCtb03480	pg.eapim	3	Agent fails to drop the call from CTIOS desktop after PG failover.
CSCtb89536	pg.eapim	3	CVP SIP RNA time out causes call failed pop up on desk top
CSCte66105	pg.eapim	3	EAPIM - CTIOS Supervisor shouldn't wrap-up after silent monitor
CSCte81288	pg.eapim	3	MA login on invalid PSTN Number throws misleading error about LCP OOS
CSCte86128	pg.eapim	3	CCE Peripheral Activation needs to do a CallDataUpdateComplete
CSCtf03466	pg.eapim	3	For Agent, PIM sends Talking state to OPC after transfer terminated.
CSCtf11545	pg.eapim	3	eagtpim crash
CSCtg48679	pg.eapim	3	PIM Crash because not null terminated string for agent extension
CSCte41497	pg.eapim.jtapigw	3	CallVariable set by agent not getting passed while transfer intermittent
CSCtf39462	pg.eapim.jtapigw	3	Agent desktop grays out when conference IVR with wrap
CSCtf84315	pg.mrpim	3	MR PIM should check NULL activity id in NEW TASK message
CSCtd21373	pg.opc	3	NCT scenario results in incorrect PeripheralCallType.
CSCte45830	pg.opc	3	OPC call objects not freed up for conf calls over trunk
CSCte67177	pg.opc	3	"Connection Identifier is invalid" errror received for conference
CSCte76436	pg.opc	3	Incorrect CallDisposition tagged when OB call Transferred/Conferenced
CSCte81417	pg.opc	3	Predictive Outbound calls resulting in CallDisp=27 breaks handle time.
CSCte83450	pg.opc	3	CallsInProgress field Populating incorrectly during NBT scenario.
CSCtf03405	pg.opc	3	OPC memory leak after transferring incoming call to a conference call
CSCtf03900	pg.opc	3	Calls with minutes of talk time shows TCD CallDisposition 19 (RONA)
CSCtf04501	pg.opc	3	IncomingCallsOnHoldTimeToHalf increased on a reservation call
CSCtf14463	pg.opc	3	Incorrect Call Disposition Flag for CVP RNA Timeout
CSCtf27593	pg.opc	3	Sum agent state times sometimes 1 second different than LoggedOnTime
CSCtf45222	pg.opc	3	Reserved Time discrepency seen in case of multiple interrupts.
CSCtf60387	pg.opc	3	OPC crashes when deleting the configuration while there are active calls
CSCtg04098	pg.opc	3	Memory corruption due to stale calls causing OPC crashes
CSCtg36105	pg.opc	3	CED field is not passed from Child to Parent in DNP
CSCtg54948	pg.opc	3	Incorrect TCDs seen at child ICM DB.
CSCtf34857	pg.symp	3	Inaccurate transfer report from TCD between announced and blin transfer
CSCte44985	pg.vru	3	'CallsOfferedToday' is counted twice for each call in service realtime
CSCtf13833	reporting.webview	3	'Calls offered' not getting incremented in Perskg28 realtime webview rpt
CSCtg12987	reporting.webview	3	Incorrect Caltyp33 Webview report total Interval formula

Table 1   *Resolved Caveats for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9)*

CSCsz11983	router	3	AbandonHoldCallsOut field is not populated correctly in database
CSCsz72565	router	3	UUI data ignored by Router
CSCte15558	router	3	Router may assert while handling Abandon event report for re-queried Cal
CSCtf86977	router	3	Router assert when processing call from Call Tracer with Indirect Routes
CSCtc16825	aw.conapi	4	AAS process on the Nortel PG remains idle after cycling AW processes
CSCtf56330	bom	4	Incorrect Data seen in Hardware and System Software Specification 7.5(x)
CSCtg19984	documentation	4	add new calltypes found in 7.5(4) to CTI messagin Protocol document
CSCtg33297	pg.acmi	4	Transroute from Router to Parent PG Drops One Digit in Var1 Field
CSCte25703	pg.eapim.jtapigw	4	The Java Runtime Option max heap to be increased t0 512 MB.
CSCtf04399	pg.opc	4	Calls in wrapup prior to jtapi failover should show WorkTime in TCD
CSCtf44631	reporting.webview	5	Webview Report - Caltyp33 has column with no heading and incorrect shadi
CSCtg06371	reporting.webview	5	trkgrp04 report - data alignment issue in French Language
CSCtf44628	pg.aspect	6	Support for 4 digit CCT on Aspect PIM
CSCtf44633	pg.aspect	6	Support for 4 digit App ID on Aspect PIM
CSCth08360	pg.definity	2	ECSPIM asserts during avaya 4k call load.
CSCth19505	pg.eapim	2	PIM crash because Null pointer during conference call
CSCth27887	pg.opc	3	Stale call observed in opc afte reverse conf&Trans scenario with G3.

Using Bug Toolkit

In general, you can find the latest caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

Tips   You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

To access the Bug Toolkit, log onto
http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

To use the Software Bug Toolkit, follow these steps:

Step 1   To access the Bug Toolkit, go to
http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs

Step 2   Log in with your Cisco.com user ID and password.

Step 3   To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field then, click **Go**.
Alternatively, under "Select Product Category", choose Voice and Unified Communications; or, under "Select Products" choose Cisco Unified Intelligent Contact Management Enterprise and then choose the "Software Version" you are interested in.

For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

Open Caveats in This Release

This section contains a list of defects that are currently pending in ICM/Contact Center, Enterprise & Hosted, for this release. Defects are listed by component and then by identifier. For a keyword search of the ICM defects using the Bug Toolkit, select the product Cisco ICM/Contact Center, Enterprise & Hosted.

Note Because defect status continually changes, be aware that the following table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in Using Bug Toolkit, page 9.

Table 2 *Open Caveats for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(9)*

Identifier	Component	Sev	Headline
CSCtg82110	pg.eapim.jtapigw	2	JGW sending events in wrong order.
CSCtg02605	pg.opc	2	Agent gets Reserved for an Abandoned call at the IVR
CSCtg10356	pg.eapim	3	Double Precalls sent to agents going busy then available during routing.
CSCtg84967	pg.eapim	3	Call Disposition 6 and 14 Written Incorrectly In Parent TCD
CSCtf45693	pg.opc	3	Historical Logger crashes complaining about the invalid datetime in TCD
CSCth02475	pg.opc	3	Agent desktop grayout during certain 4 party conference scenario wit G3
CSCth54069	ba.dialer	3	Dialer does not dial during 12:30 am - 1 am IST.
CSCth53070	db.logger	3	Temp Tables not getting cleared during ECC Varable call Load
CSCth02475	pg.opc	3	Agent desktop grayout during certain 4 party conference scenario wit G3
CSCth26522	pg.opc	3	Agent desktop gets grayed out during conference call.
CSCth45526	pg.opc	3	OPC Memory leak seen after the call is transferred from IVR to Agent
CSCth37486	pg.opc	2	Base Skillgroup Real-time data lost after PG fail over
CSCtg47876	cg.ctiserver	3	Wrap up data not getting displayed in grid after conference with UM
CSCth06048	cg.ctiserver	3	CTIServer Memory Leak under low bandwidth with large SkillGroup config
CSCth34530	nic.stentor	3	ICM Stentor NIC process assertion under rare circumstance
CSCth21405	pg.definity	3	CTI Softphone Requests are rejected by Avaya PG
CSCth13625	pg.opc	3	Incorrect call dispositions for AMD transferred calls
CSCth35526	pg.opc	3	WorkTime in TCD is 0 when transferring to agent on different PG
CSCth39511	pg.symp	3	Symposium PIM assertion due to stale call

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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We appreciate your comments.