



Release Notes for Cisco Agent Desktop 7.6(3) Maintenance Release

Revised June 20, 2011

These release notes describe the changes and fixes in the Cisco Agent Desktop 7.6(3) maintenance release.

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Introduction

This document is a supplement to the release notes for Cisco Agent Desktop 7.6(1) available at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html

Use this document in conjunction with the above release notes.



Note

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/ps427/prod_release_notes_list.html



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About Release 7.6(3)

Cisco Agent Desktop 7.6(3) is a maintenance release built on Cisco Agent Desktop 7.6(1). For information about the issues fixed in this release, see the [“Resolved Caveats” section on page 7](#). For information about other changes in this release, see the [“New Features” section on page 5](#).

A maintenance release is an incremental release of software that provides fixes for defects, including all fixes contained in previous maintenance releases.

Installation

You must install the Cisco Agent Desktop 7.6(3) maintenance release on all CAD 7.6(1) servers and clients.

Before you install this maintenance release:

- The base release of CAD 7.6(1) must be installed on server and client computers.
- CAD Configuration Setup (postinstall.exe) must have been run to completion on the CAD servers.
- You must log into the CAD servers as an administrator.

**Note**

It is recommended that you install this maintenance release during a maintenance window, because the procedure involves restarting the CAD services.

CAD’s MSI-based desktop application installations can be deployed (“pushed”) via automated package distribution tools that make use of the Microsoft Windows Installer service. For more information about using automated package distribution tools, see the *Cisco CAD Installation Guide*.

Installing the MR on a CAD Server

-
- Step 1** Log into the CAD server as an administrator.
 - Step 2** Download the CAD 7.6(3) maintenance release executable file to your CAD server. Make a note of the location where you saved the downloaded file.
 - Step 3** Double-click the downloaded file.
 - Step 4** Follow the on-screen instructions. The maintenance release begins installing and will replace files and restart services. When the installation is finished, a window appears telling you that the installation is complete.
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Installing the MR on a CAD Client

If automated updates are enabled in your system, complete the following steps on each client computer. For more information about automated updates, see the *Cisco CAD Installation Guide*.

-
- Step 1** After the maintenance release has been installed on the CAD server, start the desktop application on the CAD client. A prompt appears, stating that an updated version of the application is available and will be installed.
- Step 2** Follow the on-screen prompts.
- The maintenance release is installed, replacing files as needed. When the installation is finished, a window appears telling you that the upgrade was successful, and that you must reboot your PC.
- Step 3** Reboot the PC to complete the installation.
-

If automated updates are not enabled in your system, complete the following steps on each client computer.

-
- Step 1** After the maintenance release has been installed on the CAD server, browse to the following address from the client computer:
- `http://<your CAD server IP address>:8088/TUP/CAD/MR.htm`
- Step 2** Follow the instructions on the page to download and install the maintenance release.
- The maintenance release is installed, replacing files as needed. When the installation is finished, a window appears telling you that the upgrade was successful and that you must reboot your PC.
- Step 3** Reboot the PC to complete the installation.
-

Uninstallation

To uninstall the maintenance release, you must be logged in as an administrator.



Note

If you cancel the uninstallation process while it is running, the maintenance release might continue to be listed in the Add/Remove Programs window, and you will not be able to remove or repair the maintenance release or reinstall it. Contact Cisco TAC for assistance (see [“Obtaining Documentation, Obtaining Support, and Security Guidelines”](#) for contact information).

To uninstall the maintenance release on a CAD client computer, complete the following steps.

-
- Step 1** Choose Start > Settings > Control Panel > Add/Remove Programs.
- Step 2** Select the program you want to uninstall.
- Step 3** Click Change/Remove.
- During the uninstall process, a message appears: “To successfully complete the removal of the service release, the installation program will reboot this machine. Save any unfinished work before proceeding.”
- Step 4** Click OK. A DOS window named srRollbackRepair.exe appears. Do not close this window.
- The srRollbackRepair.exe DOS window closes automatically. Your computer automatically reboots. After the computer restarts, the system will be back to its base level software state.
-

To uninstall the maintenance release on a CAD server, complete the following additional steps.



Note

If you are running replication, stop (tear down) replication before you uninstall the maintenance release.

Step 1 Complete all of the steps in the uninstallation procedure above.



Note

It might take the server up to 15 minutes to reboot.

After your computer reboots, a DOS window named ResetClientInstalls may appear. Do not close this window. This window automatically closes when the utility has finished running.

Step 2 Launch CAD Configuration Setup by double-clicking PostInstall.exe, located in the folder ..\Cisco\desktop\bin.

Step 3 Advance through all of the windows using the forward arrow, until you have displayed every window and the Save button is enabled.

Step 4 Click Save and then close CAD Configuration Setup.

Step 5 If you have a replicated system, complete steps 1-4 on the replicated system, and then reestablish replication.

Limitations

Installing a second desktop application after an MR has been applied appears to downgrade the first desktop application

Behavior: Installing a second desktop application after an MR has been applied appears to downgrade the first desktop application.

Scope: Client machines

Cause: Applying an MR on a client computer only upgrades files for the desktop application that is currently installed on the client. Installing a second desktop application after an MR has been applied might overwrite upgraded files and revert them back to the base release.

Effect on system: If you want to install a second desktop application on a client computer after you have applied an MR, you need to uninstall and reinstall the MR after you install the second application, to ensure that files for both applications are upgraded.

Installer response: For instructions about installing the MR on CAD clients, see the [“Installing the MR on a CAD Client”](#) section on page 2.

Internet Explorer does not display the latest web installation page

Behavior: Internet Explorer displays a cached version of the CAD Installation webpage, not the most recent.

Scope: Client machines

Cause: The CAD Installation webpage was accessed before by the user and cached by Internet Explorer. When the webpage is accessed again, the cached version of the page is displayed, not the new version.

Effect on system: The wrong installation program is accessed.

Installer response: In Internet Explorer, choose **Tools > Internet Options** and select the **General** tab. In the Temporary Internet Files section, click **Settings** and ensure that the **Every visit to the page** option is selected.

New Features

The following features are new in CAD 7.6(3).

IPC Receive Event Actions

The IPC Receive Event feature allows a third party application to initiate an action in Cisco Agent Desktop by sending a UPD message. In Cisco Agent Desktop 7.6(3), four IPC Receive Event actions have been added:

- IPC Blind Transfer
- IPC Supervised Transfer
- IPC Blind Conference
- IPC Supervised Conference

Previously, these transfer and conference call control actions could be initiated only by assignment to a Cisco Agent Desktop Task Button or via a configured Work Flow. They can now be initiated by a third party application using the IPC Receive Event.

Consult the *Cisco Desktop Administrator User Guide* for complete information on IPC Receive Event actions.

IPC Blind Transfer

The IPC Blind Transfer action transfers the active call directly to the phone number defined in the IPC message string. The call is transferred to the defined number and the agent is no longer connected to the call. The Dial Pad is not presented to the agent.

The IPC Blind Transfer message sent to Agent Desktop must conform to the following XML format. Bold text indicates a variable that must be replaced with the telephone number to be dialed and the delay value. The delay value is expressed in milliseconds.

```
<?xml version="1.0"?>
<!-- IPC Receive Event Message -->
<IPCActions>
<IPCBlindTransferAction>
<ActionName>IPC Blind Transfer Action</ActionName>
<PhoneNumber>7868765961</PhoneNumber>
<Delay>0</Delay>
<DisplayError>true</DisplayError>
</IPCBlindTransferAction>
</IPCActions>
```

IPC Supervised Transfer

The IPC Supervised Transfer action initiates a transfer of the active call to the phone number defined in the IPC message string and presents the Transfer Dial Pad to the agent for all further call control. The agent can use the Transfer Dial Pad to alternate between parties, cancel, or complete the call transfer.

The IPC Supervised Transfer message sent to Agent Desktop must conform to the following XML format. Bold text indicates a variable that must be replaced with the telephone number to be dialed.

```
<?xml version="1.0"?>
<!-- IPC Receive Event Message -->
<IPCActions>
<IPCSupervisedTransferAction>
<ActionName>IPC Supervised Transfer Action</ActionName>
<PhoneNumber>7868765961</PhoneNumber>
<DisplayError>>true</DisplayError>
</IPCSupervisedTransferAction>
</IPCActions>
```

IPC Blind Conference

The IPC Blind Conference action conferences the active call directly to the phone number defined in the IPC message string. The call is conferenced directly with the defined number and the agent remains connected to the call. The Conference Dial Pad is not presented to the agent.

The IPC Blind Conference message sent to Agent Desktop must conform to the following XML format. Bold text indicates a variable that must be replaced with the telephone number to be dialed.

```
<?xml version="1.0"?>
<!-- IPC Receive Event Message -->
<IPCActions>
<IPCBlindConferenceAction>
<ActionName>IPC Blind Conference Action</ActionName>
<PhoneNumber>7868765961</PhoneNumber>
<DisplayError>>true</DisplayError>
</IPCBlindConferenceAction>
</IPCActions>
```

IPC Supervised Conference

The IPC Supervised Conference action initiates a supervised conference of the active call to the phone number defined in the IPC message string and presents the Conference Dial Pad to the agent for all further call control. The agent can use the Conference Dial Pad to alternate between parties, cancel or complete the conference transfer.

The IPC Supervised Conference message sent to Agent Desktop must conform to the following XML format. Bold text indicates a variable that must be replaced with the telephone number to be dialed.

```
<?xml version="1.0"?>
<!-- IPC Receive Event Message -->
<IPCActions>
<IPCSupervisedConferenceAction>
<ActionName>IPC Supervised Conference Action</ActionName>
<PhoneNumber>7868765961</PhoneNumber>
<DisplayError>>true</DisplayError>
```

```
</IPCSupervisedConferenceAction>
</IPCActions>
```

IPC Transfer and Conference Action Conditions

For the four new IPC call control actions to be successful, the following conditions must be met.

- The agent must be on an active call appearance in the Agent Desktop
- The agent must be in a "Talking" state. The agent may not have the active call in a "Hold" state.

If the IPC message string is submitted to the Agent Desktop when these conditions are not met, the Agent Desktop will present a generic error dialog stating that the agent requested action failed.

Open Caveats

There are no open caveats in CAD 7.6(3).

Resolved Caveats

The following issues have been resolved in CAD 7.6(3).



Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

Table 1 Caveats resolved in 7.6(3)

Identifier	Severity	Headline
CSCth53042	1	SMC causes slow increase in Tomcat memory usage
CSCtj85388	1	Agent cll statistics are calculated incorrectly
CSCtj72156	2	After upgrade to CAD 7.6(2) Agents not able to login to CAD-BE
CSCtj80156	2	CSD crashes when Columns--Graphical displays/current oldest selected
CSCtj85229	2	When supervisors re-skill, CTI OS can crash
CSCtk14010	2	Unable to launch Postinstall from client systems
CSCsw45339	3	Variable Length Dial String gets reset to NA Dial String in CDA
CSCsx80002	3	CAD sim agents go to Not Ready and an error message is displayed
CSCti73503	3	IPPA fails to recover after CTISvr queue limit exceeded
CSCtj02924	3	CAD LRM log with DEBUG enabled is overly verbose
CSCtj19817	3	CTIStorageServer.exe gets in bad state using high CPU trace on DEBUG
CSCtj21997	3	CAD should not depend on AXL requests when CM-based monitoring used
CSCtj34441	3	IPPASvr leaks memory for every page push
CSCtj80255	3	CSD monitoring doesn't restart on a new call within 5 seconds
CSCtj85210	3	Phonebooks containing comma in phone number cause restore to fail

Table 1 *Caveats resolved in 7.6(3) (continued)*

Identifier	Severity	Headline
CSCtj85416	3	Supervisor workflow fails when run against large pool of CSQs
CSCtk00858	3	CAD click to dial feature is not working in certain web pages
CSCtk09136	3	CDBRTool does not connect to side B when side A is down
CSCti09086	3	Rows jump when sorted skill stats display is autorefreshed
CSCti51448	3	Agent cfg shows incorrect path in Microsoft Terminal Service installation
CSCtn78534	3	Variables not populating correct values in CAD
CSCtn99413	3	CAD displays wrong enterprise data for transferred OB Dialer calls
CSCto11077	3	CAD hangs on login for a few seconds
CSCto11093	3	CSD Record Viewer crashes when Play and Save is clicked
CSCtq54438	3	Recording playback stops on codec change
CSCtq59168	3	After blind conference agent hangs on Windows 7 desktop
CSCtq90908	3	CSD recording filter filters by day but not by date
CSCtq90942	3	Page refreshing in non-visible browser tab steals focus
CSCtq90959	3	When PG failover is done via TaskManager, CAD cannot log in
CSCsy23534	4	Reserved reason codes causing errors in event viewer
CSCsz70779	4	Mobile Agent Mode check box cannot be removed from CAD-BE client
CSCtc99337	4	CAD-Thin Client doc does not show CAD Citrix support for W2003 SP2
CSCtj18283	4	Agent status shows as “Unknown” in Chat window for mobile agents
CSCtj43935	4	CDET missing from resolved caveats in CAD 7.6(1) release notes
CSCtk57414	4	CSD displays events out of order in the Agent ACD State Log
CSCti21724	4	CAD backup and restore fails during restoration
CSCtn86220	4	Phonebook import/export does not work for non-English languages
CSCtq90970	4	Sorting by empty column makes entries jump around
CSCth86819	5	UCCE CDA 7.5, 7.6, 8.0 has no possibility in product to reset CDA password
CSCtq59158	5	Recording icon is always large version for non-English languages
CSCtq71788	5	Agents get 2nd Not Ready reason code when auto state changes enabled
CSCtq71805	5	Add new IPC actions for supervised conf/transfer and blind conf/transfer

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, 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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