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Version, SR, and ES Identification of Cisco Customer Response Solutions

Document ID: 64056

Introduction

Prerequisites

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Version, SR, and ES Identification

Identify the Version

Identify the Service Release

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Related Information

Introduction

This document describes how to identify the version, Service Release (SR), and Engineering Special (ES) of Cisco Customer Response Solutions (CRS). This data is useful when you troubleshoot CRS in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco CRS

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager
- Cisco CRS

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Version, SR, and ES Identification

This section identifies methods you can use to determine the version, SR, and ES of your Cisco CRS.

Identify the Version

Complete these steps to identify the running version:

1. Log in to the Customer Response Applications Administration.
2. Click **Help** and select **About** from the drop down list (see Figure 1).

Figure 1 Customer Response Applications Administration



3. Click **Details**.

The CRS Version table is displayed and shows the File, Version, Data and Size (see Figure 2).

Figure 2 CRS Version

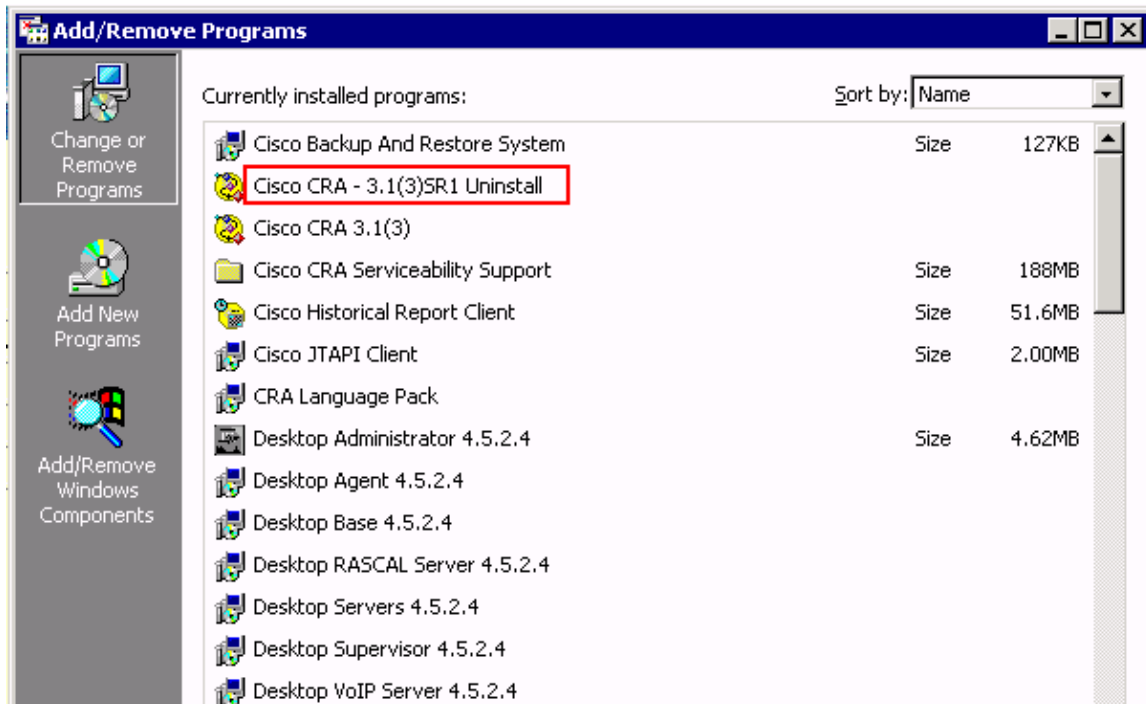
File	Version	Date	Size
WFEngineService.exe	3.1(3)	3/26/04 12:32:54 PM CST	40960
WFCCNEditor.exe	3.1(3)	3/26/04 12:32:54 PM CST	290816
INSTTOOLS.DLL	3.1(0.140)	3/26/04 11:24:10 AM CST	86016
JTAPI	Cisco JTAPI version 1.4(3.19) Release	-	-

Identify the Service Release

Select **Start > Settings Control Panel > Add/Remove Programs** to identify the SR.

The Add/Remove Programs window is displayed and shows the current SR (see the red rectangle in Figure 3).

Figure 3 Add/Remove Programs



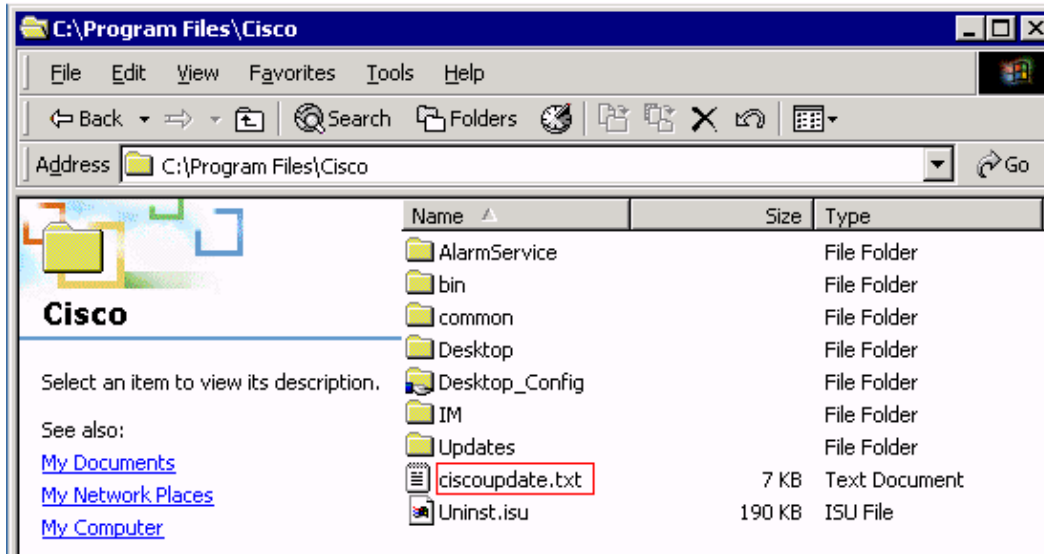
Identify the Engineering Special

You can use the Identify the Service Release procedure to identify ES information. Figure 3 shows that no ES is installed. If ES is installed, the Add/Remove Programs window displays an entry similar to Cisco CRA - 3.1(1) ES19 Uninstall.

CRS Installation History

The ciscoupdate.txt file is located in the C:\Programs File\Cisco directory (see Figure 4) and contains a complete CRS installation history. Attach the ciscoupdate.txt file when you open an SR.

Figure 4 Installation History File



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NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Technical Support & Documentation – Cisco Systems**

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Updated: Jun 26, 2006

Document ID: 64056