

Table of Contents

<u>Version, SR, and ES Identification of Cisco E-Mail Manager Option</u>	1
<u>Document ID: 64103</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	1
<u>Cisco E-Mail Option Version 4.x</u>	2
<u>Cisco E-Mail Option Version 5.x</u>	3
<u>NetPro Discussion Forums – Featured Conversations</u>	4
<u>Related Information</u>	4

Version, SR, and ES Identification of Cisco E-Mail Manager Option

Document ID: 64103

Introduction

Prerequisites

Requirements

Components Used

Conventions

Cisco E-Mail Option Version 4.x

Cisco E-Mail Option Version 5.x

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document describes how to identify the version, Service Release (SR), and Engineering Special (ES) of Cisco E-Mail Manager Option. This data is useful when you troubleshoot Cisco E-Mail Manager Option in a Cisco Intelligent Contact Management (ICM) Enterprise environment.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco ICM
- Cisco E-Mail Manager Option

Components Used

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

- Cisco E-Mail Manager Option version 4
- Cisco E-Mail Manager Option version 5

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 the Cisco Technical Tips Conventions for more information on document conventions.

Cisco E-Mail Option Version 4.x

Complete these steps to obtain the version and patch data for Cisco E-Mail Manager Option version 4.x:

1. Start an Internet Explore (IE) session.
2. Type **http://<hostName>8088** in the IE Address field.
3. Click the IE **Go** button or press **Enter** on your keyboard.

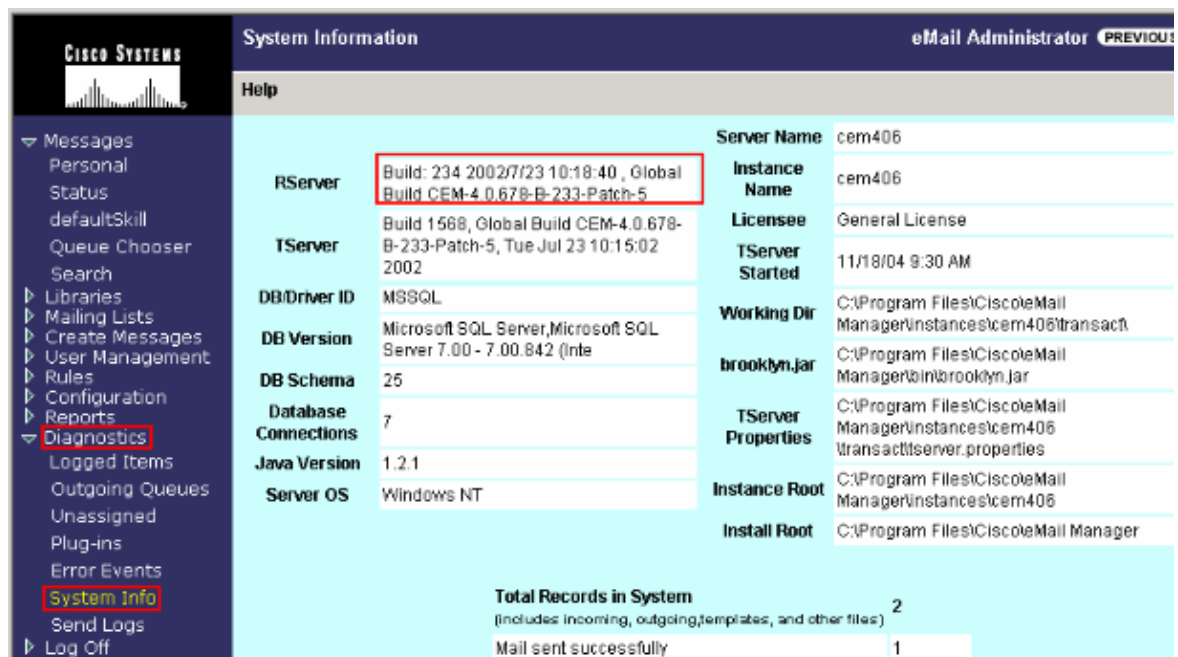
The System Information screen is displayed.

4. Choose one of these methods to display the version, build, and patch data:

- ◆ Click **Diagnostics > System Info** in the left pane.

The System Information window is displayed:

Figure 1 System Information – Diagnostics



The RServer field shows the current version, build, and patch version 4.0.678, Build 233 and patch 5.

- ◆ Access the **C:\Programs Files\Cisco\Email Manager\instances\<cust_inst>\log** directory to open an RServer log file.

A Notepad window displays the version, build, and patch data version 4.0.678, Build 233 and patch 5 (see the outlined text in Figure 2):

Figure 2 Content of RServer Log

```

rserver_041112_152514 - Notepad
File Edit Format Help
[11/12 15:11:02 #04A8] ** Last LOG file renamed to C:\Program Files\Cisco\E-Mail Manager\instances\cem406\
[11/12 15:11:02 #04A8] Couldn't open c:/TEMP as "TEMPDIR", using c:/temp.
[11/12 15:11:02 #04A8] rserver T2 is CST6CDT
[11/12 15:11:02 #04A8] default UI time zone is us/Central
[11/12 15:11:03 #04A8] Running with exception handler installed
[11/12 15:11:03 #04A8]
cisco eMail Manager-NT:v4.0 build: 234 2002/7/23 10:18:40 , Global Build CEM-4.0.678-B-233-Patch-5
200 users allowed, 200 sessions allowed
Started: (CST6CDT) Fri Nov 12 15:11:03 2004

Log options:ERROR
Run options:CACHE_AR GARBOFF KAOFF
RServer thread timeout:600 seconds, HTTPD session timeout:3600 seconds

```

Cisco E-Mail Option Version 5.x

Complete these steps to obtain the version and build data for Cisco E-Mail Manager Option version 5.x:

Note: This procedure displays version and build data only.

1. Start an Internet Explore (IE) session.
2. Type **http://<hostName>8088** in the IE Address field.
3. Click the IE **Go** button or press **Enter** on your keyboard.

The System Information screen is displayed.

4. Click **Diagnostics > System Info** in the left pane.

The System Information is displayed:

Figure 3 System Information – Diagnostics

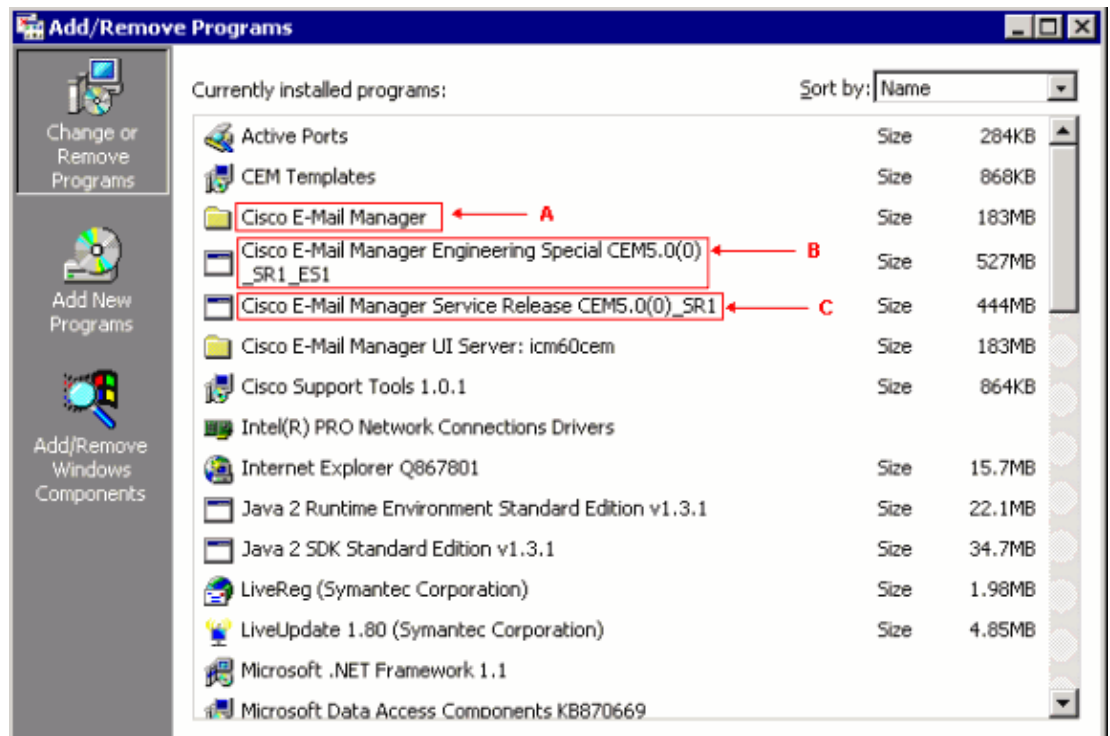
System Information		Default Administrator	
Help			
RServer	Build: CEM-5.0.0701-B-701 on 2004/10/29 13:54:50	Server Name	hpicccem
TServer	Build 0, Global Build CEM-5.0.0695-B-695, Wed Sep 8 12:52:45 2004	Instance Name	icm60cem
DB/Driver ID	MSSQLINET	Licensee	General License
DB Version	Microsoft SQL Server, 8.0.760	TServer Started	2/17/05 1:13 PM
DB Schema	31	Working Dir	C:\Program Files\Cisco\E-Mail Manager\instances\icm60cem\transact
Database Connections	7	brooklyn.jar	C:\Program Files\Cisco\E-Mail Manager\bin\brooklyn.jar
In Use Connections	0	TServer Properties	C:\Program Files\Cisco\E-Mail Manager\instances\icm60cem\transact\server.properties
Java Version	1.3.1	Instance Root	C:\Program Files\Cisco\E-Mail Manager\instances\icm60cem
Server OS	Windows 2000	Install Root	C:\Program Files\Cisco\E-Mail Manager
ICM Integration	Yes	Media Routing Domain	cem_mrd1
		Socket Connections	100

The RServer field displays the version and build data only version 5.0.0701, Build 701 (see Figure 3).

5. Complete these steps to obtain the service release and engineering special data:
 - a. Select **Start > Settings Control Panel > Add/Remove Programs**.

The Add/Remove Programs window is displayed:

Figure 4 Add/Remove Programs



- b. Navigate the **Add/Remove Programs** list to locate programs which are related to Cisco E-Mail Manager Option.

The **Add/Remove Programs** list identifies the following data relating to Cisco E-Mail Manager Option in Figure 4:

- ◇ Cisco E-Mail Manager Option base installation (see arrow A). Combined with the RServer information in Figure 3, the base installation is Cisco E-Mail Manager Option version 5.0.0701, Build 701.
- ◇ The current Engineering Special for Cisco E-Mail Manager Option (see arrow B);
- ◇ The current Service Release for Cisco E-Mail Manager Option (see arrow C);

NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

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

