



# Release Notes for Cisco Customer Response Solutions 4.0(4)

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**January 11, 2007**

These release notes describe new features, important information, and caveats for Cisco Customer Response Solutions (Cisco CRS) Release 4.0(4) and Cisco CallManager Extended Services.

These release notes may be updated occasionally with new information. For the latest version of these release notes, and for other Cisco CRS documentation, go to this URL:

[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_release_notes_list.html)

Before you install Cisco CRS, review the “[Important Notes](#)” section on page 10.

For a list of the open and closed caveats for Cisco CRS 4.0(4), see the “[Caveats](#)” section on page 30.

## Contents

- [Introduction](#), page 3
- [Related Documentation](#), page 9



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- [Installation Notes, page 5](#)
  - [Upgrading from Cisco CRS 3.5\(x\) if You have a SASU Service, page 6](#)
  - [Running the Pre-Upgrade Tool when Upgrading to Cisco CRS 4.0\(x\), page 7](#)
  - [Upgrading from CRS 3.x when CTI Ports Belong to More than One Device Pool, page 8](#)
  - [Correcting CRS 3.x to Cisco CRS 4.0\(4\) Upgrade Error Caused by Incomplete Uninstallation of CRS 3.x, page 8](#)
- [Important Notes, page 10](#)
- [Unsupported Configurations for Cisco CRS, page 18](#)
- [Unsupported and Supported Actions for Cisco IPCC Express Agents, page 19](#)
  - [Unsupported Actions for Cisco IPCC Express Agents, page 19](#)
  - [Supported Configurations for Agent Phones, page 19](#)
  - [Unsupported Configurations for Agent Phones, page 20](#)
- [Unsupported Features in Cisco CallManager, page 21](#)
- [Contact Dispositions in Cisco CRS Real-Time Reports and Historical Reports, page 22](#)
- [Cisco CRS Database Changes that affect Custom Historical Reports, page 23](#)
- [Adding a 15-Minute Interval Length to a Cisco CRS Historical Report Filter Parameter, page 28](#)
- [Caveats, page 30](#)
  - [Using Bug Toolkit, page 30](#)
  - [Saving Bug Toolkit Queries, page 32](#)
  - [Resolved Caveats, page 34](#)
  - [Open Caveats, page 43](#)
  - [Closed Caveats, page 50](#)
- [Documentation Updates, page 52](#)
  - [Documentation Updates for Cisco CRS Administration Guide, page 53](#)
  - [Documentation Updates for Cisco CRS Installation Guide, page 55](#)

- Documentation Updates for Cisco CRS Historical Reports User Guide, page 58
- Documentation Updates for Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide, page 59
- Documentation Updates for Cisco CRS Scripting and Development Series, page 71
- Documentation Updates for Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts, page 72
- Obtaining Documentation, page 72
- Documentation Feedback, page 73
- Cisco Product Security Overview, page 74
- Product Alerts and Field Notices, page 75
- Obtaining Technical Assistance, page 75
- Obtaining Additional Publications and Information, page 78

## Introduction

The Cisco CRS platform provides a multimedia (voice, data, and web), IP-enabled customer-care application environment that enhances the efficiency of contact centers by simplifying business integration, easing agent administration, increasing agent flexibility, and enhancing network hosting.

Cisco CRS 4.0(4) provides resolutions to important issues. It also provides enhancements to the 3.x to 4.0(4) upgrade procedure, support for Citrix, and these updated documents:

- *Cisco IPCC Express Edition Solution Reference Network Design*
- *Cisco CRS Installation Guide 4.0(4)*

Cisco CRS 4.0(3) provides resolutions to important issues. It also provides:

- Embedded browser for the Cisco Agent Desktop
- Cisco IP Phone Agent support for these Cisco IP Phone models:
  - Cisco IP Phone 7911
  - Cisco IP Phone 7920 (for additional information about using this phone model, refer to *Cisco IPCC Express 4.0 Solution Reference Network Design (SRND)*)
  - Cisco IP Phone 7941
  - Cisco IP Phone 7961
- Cisco Agent Desktop and Cisco Supervisor Desktop support for these Cisco IP Phone models:
  - Cisco IP Phone 7911
  - Cisco IP Phone 7920 (for additional information about using this phone model, refer to *Cisco IPCC Express 4.0 Solution Reference Network Design (SRND)*)
  - Cisco IP Phone 7941
  - Cisco IP Phone 7961
  - Cisco IP Phone 7985
- The following updated documents:
  - *Cisco CAD Installation Guide 6.1(1)*
  - *Cisco CAD Service Information 6.1(1)*
  - *Cisco Agent Desktop User's Guide 6.1(1)*
  - *Cisco Desktop Administrator User's Guide 6.1(1)*
  - *Cisco IP Phone Agent User's Guide 6.1(1)*
  - *Cisco Supervisor Desktop User's Guide 6.1(1)*
  - *Cisco CRS Servicing and Troubleshooting Guide 4.0(1)*
  - *Cisco IPCC Express 4.0 Solution Reference Network Design (SRND)*
  - *Cisco CRS Installation Guide 4.0(4)*

You can access these updated documents at this URL:

[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/tsd_products_support_series_home.html)

Cisco CRS 4.0(2) provides resolutions to important issues.

Cisco CRS 4.0(1) provides a variety of new and enhanced features, including:

- Cluster-based architecture
- Enhanced installation procedure
- Enhanced administration and serviceability
- Optional high availability with automatic failover
- Increased maximum number of agents to 300
- Integration into Cisco Customer Interaction Network
- New ACD routing and related features
- Support for Cisco IP Phone 7970
- Support for Cisco Communicator
- Enhancements to the look and feel of the Cisco Agent Desktop and the Cisco Supervisor Desktop
- New and enhanced historical reports
- New automatic speech recognition (ASR) and text-to-speech (TTS) model

## Installation Notes

This section includes these topics:

- [Upgrading from Cisco CRS 3.5\(x\) if You have a SASU Service, page 6](#)
- [Running the Pre-Upgrade Tool when Upgrading to Cisco CRS 4.0\(x\), page 7](#)
- [Upgrading from CRS 3.x when CTI Ports Belong to More than One Device Pool, page 8](#)
- [Correcting CRS 3.x to Cisco CRS 4.0\(4\) Upgrade Error Caused by Incomplete Uninstallation of CRS 3.x, page 8](#)

## Upgrading from Cisco CRS 3.5(x) if You have a SASU Service

If you are upgrading to Cisco CRS 4.0(4) from Cisco CRS 3.5(x) and if you have a Cisco Software Application Support Plus Upgrades (SASU) service, follow the steps in this section to generate your Cisco CRS 4.0(4) licenses.

**Note**

A new license is not required if you are upgrading from Cisco CRS 4.0(x) to 4.0(4).

**Procedure**

- Step 1** Access the Product Upgrade Tool (PUT), which is available to registered Cisco.com users at this URL:
- <http://tools.cisco.com/gct/Upgrade/jsp/index.jsp>
- Step 2** Follow the prompts in the PUT to obtain a Product Activation Key (PAK). Cisco e-mails you the PAK and sends you the CRS 4.0(4) upgrade package, which includes a disk that contains the CRS 3.5 to 4.0 Upgrade License Conversion Tool.
- Step 3** When you receive the PAK, take these actions:
- If you are a registered Cisco Connection Online user, go to this URL:  
<https://tools.cisco.com/SWIFT/Licensing/PrivateRegistrationServlet>  
If you are not a registered Cisco Connection Online user, go to this URL:  
<https://tools.cisco.com/SWIFT/Licensing/RegistrationServlet>
  - Enter your PAK in the **Enter PAK or Software Serial Number** field and click **Submit**.  
Cisco validates your order and e-mails the 4.0(4) upgrade license file to you.
  - Save this file on a Cisco CRS 3.5(x) server.  
Do not save it in the same directory as the Cisco 3.5(x) license files.
- Step 4** On your Cisco CRS 3.5(x) server, insert the CD that contains the CRS 3.5 to 4.0 Upgrade License Conversion Tool.  
The CRS 3.5 to 4.0 Upgrade License Conversion Tool starts.  
If this tool does not start automatically, navigate to the Upgrade directory on the CD and click **upgrade.bat**.

- Step 5** In the 3.5 to 4.0 License Converter window:
- a. In the 3.5 License Path field, enter the directory that contains your CRS 3.5(x) license files.  
The default directory is C:\CRALicense.
  - b. In the Upgrade License File field, enter the name of the CRS 4.0(4) upgrade license file.
  - c. In the Destination Path field, enter the directory in which the Cisco CRS 4.0(4) license files will be saved when they are generated.  
Make sure that the 4.0(4) upgrade license file does not exist in the directory that you specify.  
If the directory does not exist, the tool will create it. The default directory is C:\CRSLicense\_40.
  - d. Click **Convert**.  
The tool creates the CRS 4.0(4) license files and saves them in the directory that you specified.
  - e. In the pop-up window that indicates that the license converted successfully, click **OK**.
- 

## Running the Pre-Upgrade Tool when Upgrading to Cisco CRS 4.0(x)

The Cisco CRS 4.0 Pre-Upgrade tool checks for configuration inconsistencies in your server (for example, BARS, hard disk space). Run this tool if you perform any of these upgrade procedures:

- Upgrading from Cisco CRS 3.x to 4.0(x)
- Upgrading from Cisco CRS 4.0(1) to 4.0(4)
- Upgrading from Cisco CRS 4.0(2) to 4.0(4)
- Upgrading from Cisco CRS 4.0(3) to 4.0(4)

To use this tool, go to the following URL, scroll to the 4.0 section, and click **4.0 Pre-upgrade Check Read Me**:

[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod\\_how\\_to\\_order.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_how_to_order.html)

## Upgrading from CRS 3.x when CTI Ports Belong to More than One Device Pool

If you are upgrading from Cisco CRS 3.x and the CTI ports in any CTI port group belong to more than one device pool, make sure to add all of the device pools in the CRS 4.0(4) Data Migration page during the upgrade procedure.

## Correcting CRS 3.x to Cisco CRS 4.0(4) Upgrade Error Caused by Incomplete Uninstallation of CRS 3.x

If you encounter an error when upgrading from Cisco CRS 3.x to CRS 4.0(4) and you determine that the error was caused by an incomplete uninstallation of the 3.x software (because, for example, you omitted an upgrade step or provided an incorrect response to a prompt), perform the following steps. This procedure assumes that you have successfully performed Step 1 through Step 16 in the “Upgrading the Cisco CRS Software” section in the “Upgrading Cisco CRS 3.x to Cisco CRS 4.0(4)” chapter in Cisco Customer Response Solutions 4.0(4) Installation Guide. In this case, you should have a backup file that is saved in a location other than the CRS server.

1. On the CRS server that is having the upgrade problem, re-install the operating system and re-image the operating system partitions.
2. Configure the re-imaged server with the same host name and IP address that it had originally.
3. Follow the procedure in “Replacing the Cisco CRS Server” section in the “Upgrading the Cisco CRS Software”, starting from Step 2.



# Related Documentation

[Table 1](#) provides references to related documentation. In addition, you can obtain online help from the Cisco CRS Administration web pages, the Cisco CRS Editor, the Cisco Agent Desktop, the Cisco Supervisor Desktop, the Cisco Desktop Administrator, and the Cisco CRS Historical Reports client interface.



## Note

If a Cisco CRS document is not updated from a previous release of Cisco CRS, that document remains valid for the current release.

**Table 1**      **Related Documentation**

Related Information and Software	Document or URL
Cisco CRS documentation overview	<i>Cisco Customer Response Applications 4.0 Resources Card</i> in your Cisco CRS product package
Cisco CRS documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_4_0/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_4_0/index.htm</a>
<i>Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide</i>	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
Cisco voice products documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm</a>
Operating system documentation and Virtual Network Computing (VNC) documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm</a>
Cisco MCS hardware specifications	<a href="http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html">http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html</a>
Cisco IP Telephony BIOS and Operating System Information	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm</a> <a href="http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_installation_guides_list.html</a>
<i>Cisco CallManager Compatibility Matrix</i>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm</a>

**Table 1**      **Related Documentation (continued)**

Related Information and Software	Document or URL
Cisco CallManager documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm</a>
Backup and restore documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm</a>
Service releases	<a href="http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml">http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml</a>
Related Cisco IP telephony application documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm</a>
Cisco CallManager Extended Services, including Cisco CallManager Extension Mobility and Cisco CallManager AutoAttendant	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/extendsv/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/extendsv/index.htm</a>
Cisco ICM Software and Cisco IPCC documentation	<a href="http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm</a>

## Important Notes

This section provides important information that might have been unavailable upon the initial release of documentation for Cisco CRS 4.0(4).

- **Supported products**—For current information about supported products for Cisco CRS, refer to *Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide*, which is available at this URL:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/crscomtx.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/crscomtx.pdf)
- **Additional upgrade, restore, and patch steps when BARS is coresident with Cisco CRS**—If you perform an upgrade, restore, or patch procedure using a BARS server that is installed on the same machine as the CRS server that is being upgraded, restored, or patched, perform these steps after the server reboots for the last time during the procedure:
  - a. Log into Windows as the administrator.
  - b. Launch and log in to the BARS Administration application.

- c. Click **Reset Status** if you see a page with this prompt: A backup or restore process is in progress, please try again after some time. If the BARS server was rebooted while it was in the middle of a backup or restore process click the "Reset Status" button now.
- d. Click **OK** if you see this prompt: Resetting status while restoring may cause the system to malfunction.
- e. Click **OK** when you see this prompt: Resetting status while restoring a server may cause the system to malfunction.
- f. Select **Restore**, and go through the four steps in the BARS Restore Wizard.

Choose the same archive file as before as you did earlier in the upgrade, restore, or patch procedure.

The BARS extracts the archive.

- g. When you see the prompt to override or exit, click **Override**.

Now you can continue with the procedure as documented.

- **Upgrading Client Applications when Upgrading Cisco CRS**—When you upgrade from Cisco CRS 3.x to Cisco CRS 4.0(4), you also must upgrade Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco CRS Historical Reporting applications, if you are using these applications. To do so, you must have administrator privileges that allow you to install applications and suspend virus and intrusion detection software on the servers on which these applications are running. For additional information, refer to *Cisco CAD Installation Guide* and to *Cisco Customer Response Historical Reports User Guide*.
- **Third-party software might affect performance and support**—Adding third-party software to a Cisco CRS system may affect how Cisco CRS functions and may affect Cisco's support for Cisco CRS. Such third-party software includes Microsoft critical security updates, anti-virus software, and other non-required third-party software. For information about Cisco's policy regarding third-party software, refer to this URL:

[http://www.cisco.com/application/pdf/en/us/guest/products/ps3651/c1037/ccmigration\\_09186a0080207fb9.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps3651/c1037/ccmigration_09186a0080207fb9.pdf)

In addition, make sure to read and accept the license agreement that comes with a third-party product.

- **Active Directory integration might affect performance**—If you are integrating Cisco CRS with Active Directory, refer to the caveat CSCsb20774 for details about how you might be affected and for workarounds. To access this caveat, see the “Using Bug Toolkit” section on page 30.
- **Deployment on MCS-7835-I1, MCS-7845-I1, or IBM xSeries-346 server**—If you are deploying an MCS-7835-I1, MCS-7845-I1, or IBM xSeries-346 server, refer to the field notice Some Cisco Media Convergence Server (MCS) Encounter Network Interface Card (NIC) Numbering Reversal, which is available at this URL:  
[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products\\_field\\_notice09186a0080415411.shtml](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_field_notice09186a0080415411.shtml)

- **Moving a node to another subnet might affect performance**—If you move Cisco CRS nodes to another subnet, you may experience the following issues:
  - You cannot configure resource, skills, and so on
  - The MADM error log contains the message [Microsoft][ODBC SQL Server Driver][SQL Server][OLE/DB provider returned message: New transaction cannot enlist in the specified transaction coordinator.]

To work around this situation, check network connectivity, and add names to the hosts file.

- **Password aging restrictions**—Password aging is a Microsoft Active Directory feature that you can enable when Cisco CallManager is integrated with Active Directory. Do not enable this feature for any of the “system” Cisco CallManager user accounts, including the JTAPI provider user, the RMJTAPI provider user, or the telecaster user that is associated with the Cisco Desktop IP Phone Agent service. If you enable this feature but do not change the password for one of these Cisco CallManager users before the password expires, the following issues will occur:
  - JTAPI provider user—Calls to Cisco CRS route points will not be processed
  - RMJTAPI provider user—Agents will not be able to login to the Cisco Agent Desktop or the Cisco IP Phone Agent
  - Cisco IP Phone Agent user—Agents will be unable to use the Cisco IP Phone Agent

- **Scheduled historical reports might not run when using a proxy service**—If you are using a proxy service in Internet Explorer on the CRS Historical Reports client system, scheduled historical reports might not run and you might see this message in the CiscoSch.log file: `[CRA_DATABASE] entry not found in the properties file followed by failed to validate user OR get MaxConnections of database value`. If this situation occurs but you can run the report directly from the CRS Historical Reports client system, follow these steps:
  - a. From Internet Explorer on the Historical Reports client system, choose **Tools > Internet Options**.
  - b. Click **Connections**.
  - c. Click **LAN Settings**.  
The Use a Proxy Service check box will be checked if you are using a proxy server.
  - d. Click **Advanced**.
  - e. In the Do not use proxy server for addresses beginning with field, enter the IP address of the Cisco CRS server that the Historical Reports client system logs in to.
  - f. Click **OK** as needed to save your changes.
- **“Administrator” is required Windows account username**—The only supported username for the Windows account on a server that is running Cisco CRS is Administrator. If you use another user name, the CRSAdminUtil.exe tool might not work properly.
- **Microsoft DTC requirements**—The Microsoft Distribution Transaction Coordinator (DTC) requires that your system be able to resolve computer names by NetBIOS or DNS. You can test whether NetBIOS can resolve the names by using ping and the server name. The client computer must be able to resolve the name of the server and the server must be able to resolve the name of the client. If NetBIOS cannot resolve the names, you can add entries to the LMHOSTS files on the computers.  
  
For additional information, refer to article number 250367 in the Microsoft online help and support knowledge base.
- **Cisco CallManager hardening procedure causes Cisco CRS configuration failure**—CRS configuration fails if you perform the Cisco CallManager operating system hardening procedure using the scripts provided in the C:\utils\SecurityTemplate folder. This situation occurs

because the scripts disable IIS and Tomcat services on Cisco CallManager subscribers, which affects the subscribers on which CTIManager is running. (These subscribers are designated by the IP address input for the JTAPI provider.)

To workaroud this situation, reenable these services on the subscribers.

- **Updating JTAPI and RMJTAPI users**—To update JTAPI and RMJTAPI users in Microsoft Active Directory, perform the procedure that is described in the “Setting the Access Control Lists for Active Directory” section in *Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 4.1(3)*. This document is available at this URL: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_1/install/plugins/plugin413.htm#wp54764](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/install/plugins/plugin413.htm#wp54764)

Perform this procedure on all servers that are specified in the Cisco CRS Administration JTAPI Provider list. In this way, Cisco CRS is able to communicate with Microsoft Active Directory via the AVVID XML Layer (AXL) interface.

- **ASR/TTS provider becomes IN-SERVICE prematurely**—If you delete an ASR/TTS provider and all of its associated servers, and then create a new ASR/TTS provider, its status might become IN\_SERVICE immediately, even before you create any servers for it. In this situation, click **Refresh** for that ASR/TTS provider, or click **Refresh All**. These actions change the status of the ASR/TTS provider to OUT\_OF\_SERVICE.
- **Agent not deleted automatically when not in LDAP**—An agent is no longer automatically deleted from the Cisco CRS database when Cisco CRS detects that the agent no longer exists in LDAP. Instead, the Cisco CRS Administration Resources page includes a new link called **Inactive Agents**. When you click this link, Cisco CRS displays a list of agents that do not exist in LDAP but that do exist in the CRS database. In this case, you can select certain agents to delete from Cisco CRS by checking the check box next to each agent, or you can select all agents for deletion by clicking **Check All**. Then click **Delete** to remove the selected agents from the Cisco CRS database. Until you follow this procedure, agents that no longer exist in LDAP continue to appear in the list of agents in Resources page, but they are unable to log in because the LDAP authentication is not successful. For more information, refer to *Cisco CRS Administration Guide*.

**Note**

If LDAP errors or errors connecting to the LDAP server occur when you display the list of inactive agents, this list might not be accurate. When the errors are resolved, click **Inactive Agents** again to see an accurate list.

- **Custom report fails with the “Invalid name” error**—Attempting to generate a scheduled custom report fails with the error “Invalid name” when the showUserNameOnReport parameter is set to 1 in the Historical Reports hrcConfig.ini file. To work around this problem, add the label @\$UserName to the .rpt report file that you create with Crystal Reports. To determine where to place this attribute, look at the definition file for any of the Cisco-provided historical reports.
- **Historical Reports Client version must match Cisco CRS version**—If you are using Cisco CRS Historical Reports client software, it must be the same version as the version of Cisco CRS that you are running.
- **Cisco CallManager Publisher should be the first entry in the list of LDAP servers**—Before you upgrade from Cisco CRS 3.x or 4.0(x) to Cisco CRS 4.0(4), make sure that the Cisco CallManager Publisher is the first entry in the list of LDAP servers in the Cisco CRS Administration Directory Configuration page, as described in the “Installation and Upgrade Notes” section in *Cisco CRS Installation Guide*.

To designate the list of LDAP servers for Cisco CRS 3.x, choose **System > Configuration and Repository** from Cisco CRS Administration to display the Directory Setup page. Click the **Configuration** link on the Directory Setup page and make any necessary changes. Then click the **Repository** link on the Directory Setup page and make any necessary changes. For more information, refer to Cisco CRS Administration Guide.

To designate the list of LDAP servers for Cisco CRS 4.0(x), choose **System > LDAP Information** from Cisco CRS Administration to display the CRS LDAP Server Information page. For more information, refer to *Cisco CRS Administration Guide*.

In addition, when you perform the upgrade, make sure that the IP address or the host name of the Cisco CallManager Publisher appears as the first entry in the “Enter LDAP server host name, IP address, or AD domain” field in the LDAP Server Information window. If the IP address or the host name of the Cisco CallManager Publisher does not appear as the first entry in this field, correct it manually.

- **ECC variable names should begin with “user”**—To ensure that variable data is handled properly, make sure that every user-defined Expanded Call Context (ECC) variable name begins with “user.”.
- **Making configuration changes after failover**—If a node goes down in a high-availability Cisco CRS deployment, you cannot make configuration changes in Cisco CRS Administration. To work around this issue, take these actions:
  - Make sure the active node is the publisher. If it is not, use Cisco CRS Administration to make it the publisher for all datastores.
  - From the Component Activation page in Cisco CRS Administration, deactivate the Config Datastore and the Historical Datastore for the inactive node.
- **Configuring Cisco IP Communicator**—For information about configuring Cisco IP Communicator for use with Cisco CRS, refer to the following documents:
  - Cisco IP Communicator Administration Guide (2.0)  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products\\_administration\\_guide\\_book09186a00805f06b5.html](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_administration_guide_book09186a00805f06b5.html)
  - Install and Configure IP Communicator with CallManager 4.x  
[http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products\\_tech\\_note09186a008026d36f.shtml](http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_tech_note09186a008026d36f.shtml)
- **Size of Repository Datastore**—The Repository Datastore (named database db\_cra\_repository) stores user prompts, grammars, and documents files. The maximum total size of all files and folders that are stored in the Repository Datastore on a MCS with a 72 GB hard disk is 1.5 GB. This limitation applies even though the size of the Repository Datastore on a server with a 72 GB hard disk is 3 GB.
- **Using the CAD with Citrix or Microsoft Terminal Services**—IPCC Express 4.0(4) supports the running of the Cisco Agent Desktop (CAD) within a Citrix or Microsoft Terminal Services environment. For more information, refer to:
  - *Cisco IPCC Express Edition Solution Reference Network Design*, which is available at <http://www.cisco.com/warp/public/779/largeent/it/ese/unifiedCommunications.html>.



- *Integrating CAD into a Citrix MetaFrame Presentation Server or Microsoft Terminal Services Environment*, which is available at [http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1676/ccmigration\\_09186a00805fd93c.pdf](http://www.cisco.com/application/pdf/en/us/guest/products/ps427/c1676/ccmigration_09186a00805fd93c.pdf).
- **AAR manifest file**—The AAR manifest file must be in UTF-8 format.
- **Activating a second Cisco CRS Engine Component**—To activate a second server on which you installed the Cisco CRS Engine component in a deployment in which Cisco CallManager is integrated with Microsoft Active Directory, perform the following steps.

(If you are attempting to activate the component using the Cisco CRS server setup procedure, you can ignore this message that appears on the Component Activation Results page: JTAPI information is not created properly, please use JTAPI Resynchronize option in JTAPI pages to fix the issues. Perform the following steps after you complete the server setup procedure.)

- a. From the Cisco CRS Administration application, choose **System > Control Center**, and make a note of the ID of the server on which you are activating the component.
  - b. Choose **Subsystems > JTAPI > JTAPI Provider** and make a note of the User Prefix.
  - c. Create a new user in Microsoft Active directory.  
 The user name should be *JTAPI-user-prefix\_node-id*. Replace *JTAPI-user-prefix* and *node-id* with the values that you noted.  
 The password should be the same as the JTAPI user on the existing Cisco CRS Server.
  - d. From the Cisco CRS Administration application, choose **Subsystems > JTAPI > Resynchronize**, and then click **Synchronize**.
- **SQL with Mixed Mode Authentication**—Cisco CRS does not support the use of Mixed Mode authentication for internal SQL with MSDE or SQL 2000.
  - **MSDE or MS SQL 2000 Use**—If your Cisco CRS system will handle a high volume of calls, use the Cisco IPCC Express and IP IVR Configuration and Ordering Tools, available at the following URL, to determine whether MSDE or MS SQL 2000 is the suitable database for your installation.

[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod\\_how\\_to\\_order.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_how_to_order.html)

- **Guidelines for entries in JTAPI CTI Port Group Migration page**—Entries in the following fields in the JTAPI CTI Port Group Migration page in Cisco CRS Administration must follow the guidelines for the corresponding fields in Cisco CallManager Administration. For information about these guidelines, refer to the Cisco CallManager documentation.
  - Description
  - Display
  - External Phone Number Mask
- **CRS 3.x system workflows not migrated**—Workflows that were installed by Cisco CRS 3.x serve a variety of purposes. Some, such as rm.aef and cm.aef, are required for system functionality. Others, such as aa.aef and icd.aef, provide examples of system capabilities. If you modify any system workflow for your use, make sure to save it under a different name. Sample scripts are not propagated when you upgrade Cisco CRS. If you do not rename a script, you will lose your changes when you perform an upgrade.
- **Changing LDAP**—If you change the LDAP for your installation (for example, if you change from DC-Directory to Microsoft Active Directory), you must use Cisco CRS Application Administration to reconfigure your Cisco CRS data.
- **Limit on built-in digit grammar**—The limit on the built-in digit grammar that is used in the Cisco CRS Step Editor is determined by the recognition software that you obtain from your MRCP vendor. To determine this limit, refer to your MRCP documentation.
- **CRS Editor is not backward compatible**—You cannot edit a workflow with a version of the Cisco CRS Editor that is older than the version that you used to create the workflow.

## Unsupported Configurations for Cisco CRS

Cisco CRS 4.0(4) does not support the following configurations:

- Shared lines for CTI ports and for CTI route points.
- Enabling the multilevel precedence and preemption (MLPP) flag in Cisco CallManager Administration.

# Unsupported and Supported Actions for Cisco IPCC Express Agents

This section outlines the unsupported and supported actions for agents using the Cisco Agent Desktop or the Cisco IP Phone Agent Service. Agents can access similar information in the Cisco Agent Desktop online help.

## Unsupported Actions for Cisco IPCC Express Agents

Use of the following softkeys on a Cisco IP Phone is not supported:

- **Barge**
- **cBarge**
- **DirTrfr**
- **GPickup**
- **iDivert**
- **Join**
- **MeetMe**
- **Pickup**

## Supported Configurations for Agent Phones

To determine the phone devices that are supported by the Cisco Agent Desktop and for use by Cisco IP Phone Agents, refer to *Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide*, which is available at this URL:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products\\_documentation\\_roadmaps\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html)

- An IPCC Express extension configured on a single device (but not on multiple devices).
- An IPCC Express extension configured in a single device profile (but not in multiple device profiles).

- Multiple agents sharing the same IPCC Express extension, which you can set up as follows:
  - a. Configure the IPCC Express extension on a single phone (not in a device profile).
  - b. Associate that phone with each agent who will use that extension.
  - c. Select the appropriate directory number (DN) as the IPCC Express extension for each agent.

In this configuration, only one agent at a time can be logged in.

**Note**

All agents that currently have the IPCC Express extension to be shared must log out before you can configure additional agents to share that extension.

## Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent's phone that have the same extension but exist in different partitions.
- An IPCC Express extension assigned to multiple devices.
- Configuring the same IPCC Express extension in more than one device profile, or configuring the same IPCC Express extension in any combination of device profiles and devices. (Configuring an IPCC Express extension in a single device profile is supported.)
- In the Cisco CallManager Administration Directory Number Configuration web page for each IPCC Express line, setting Maximum Number of Calls to a value other than 2.
- In the Cisco CallManager Administration Directory Number Configuration web page for each IPCC Express line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco IP Phone with Secure Real-Time Protocol (SRTP) on.
- No Cisco Call Manager device can be forwarded to the IPCC Express extension of an agent.

- The IPCC Express extension of an agent cannot be configured to forward to a Cisco CRS route point.
- Use of characters other than the numerals 0–9 in the IPCC Express extension of an agent.

## Unsupported Features in Cisco CallManager

The following Cisco CallManager features are not supported by Cisco CRS 4.0(4). These features are disabled by default and should not be enabled for Cisco CRS. For more information about these features, refer to the Cisco CallManager documentation.

- Block External to External Transfer.
- Drop Adhoc Conference When Creator Leaves.
- Q Signalling (QSIG) Path Replacement (PR).

This feature must be disabled when Cisco CRS is deployed. To disable this feature, set the Cisco CallManager service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.

- Forced Authorization Code and Client Matter Code.

Because these feature can be enabled per route pattern, they should be turned off for all route patterns in the Cisco CallManager cluster that Cisco CRS might use. Enabling these features for route patterns that Cisco CRS does not use will not affect Cisco CRS.

In addition, do not use Cisco CallManager Administration to add or change CTI ports or route points that are used by Cisco CRS.

# Contact Dispositions in Cisco CRS Real-Time Reports and Historical Reports

The following notes help clarify information regarding contact dispositions on various Cisco CRS real-time reports and historical reports.

- Many real-time and historical reports show the disposition of a call. The Contact Service Queue Activity Report (by CSQ or by Interval) shows calls as Handled, Abandoned, and Dequeued. The Contact Service Queue Activity Report shows calls as Handled, Abandoned, Dequeued, and Handled by Other.
- A contact that is queued and answered by an agent shows as handled in real-time and in historical reports.
- A contact that is queued but abandoned before it is answered by an agent is shown as handled in the Overall IPCC Express Stats real-time report if a SetContactInfo step in the workflow marks the call as handled. The call is shown as abandoned otherwise. The CSQ IPCC Express Stats real-time report shows the call as abandoned in both cases because it does not consider the SetContactInfo step.

For more information about the SetContactInfo step, refer to *Cisco CRS Scripting and Development Series: Volume 2, Editor Step Reference Guide*.

- The historical CSQ reports take into account whether a contact is marked as handled by the SetContactInfo step to determine if a contact is dequeued. The CSQ IP IPCC Express Stats report does not consider the SetContactInfo step. Therefore, if a call is queued, then marked as handled, and then disconnects, the historical CSQ reports shows the call as dequeued on the CSQ Activity Report (by CSQ or by Interval) or as Handled by Other (handled by workflow script) on the CSQ Activity Report. The real-time CSQ IPCC Express Stats report shows it as abandoned.
- If the Dequeue step is used, the CSQ historical reports show a contact as dequeued on the CSQ Activity Report (by CSQ or by Interval) or as Handled by Other (handled by another CSQ, in this case) on the CSQ Activity Report, but only if the contact is marked as handled. If a call is dequeued (by the Dequeue step), and then disconnects without being marked handled, the CSQ historical reports show the contact as abandoned.

- If a call is dequeued using the Dequeue step and the caller drops, the CSQ IPCC Express Stats real-time report shows the call as dequeued. If a call is dequeued from CSQ1 and is eventually handled by CSQ2, the CSQ IPCC Express Stats report shows the call as dequeued for CSQ1 and handled for CSQ2. If a call is queued on multiple CSQs and is eventually handled by CSQ1, the CSQ IPCC Express Stats report shows the call as handled for CSQ1 and dequeued for all other CSQs.

## Cisco CRS Database Changes that affect Custom Historical Reports

This section describes changes that were made to the CRS database tables for CRS 4.0(x). It includes information that you should review if you have created custom reports in CRS 3.x and you want to continue using these reports after you upgrade to CRS 4.0(x).

This section uses the following abbreviations for database tables:

- CCD—for ContactCallDetail
- CRD—for ContactRoutingDetail
- CQD—for ContactQueueDetail
- ACD—for AgentConnectionDetail
- CSQ—for ContactServiceQueue

Changes to database tables for CRS 4.0(x) include:

- ContactCallDetail table moved from the db\_cra\_ccdr database to the db\_cra database.
- ContactQueueDetail table added to store individual contact service queue (CSQ) information. Now information for more than three CSQs can be stored.
- ContactRoutingDetail table no longer stores individual CSQ information. It now stores overall queuing information. Information for individual CSQs moved to CQD.
- NodeID added to CCD, CRD, CQD, and ACD.
- CRD, CQD, and ACD tables now include qIndex. Corresponding records should be joined on qIndex for conference to route point.

[Table 2](#) provides information that you should review if you have created custom historical reports that you want to continue using after you upgrade Cisco CRS.

**Table 2**      *Information for Custom CRS Historical Reports*

Activity	Comments	Cisco CRS 3.x Usage Notes	Cisco CRS 4.0 Usage Notes
Using the ContactCallDetail (CCD) table in a custom report.	Cisco CRS 3.x stores the CCD table in the db_cra_ccdr database.  Cisco CRS 4.0(x) stores it in the db_cra database.	Use either of these statements:  select * from db_cra_ccdr..ContactCallDetail  or  select * from db_cra_ccdr.dbo.ContactCallDetail	Use this statement  select * from db_cra.dbo.ContactCallDetail



**Table 2**     *Information for Custom CRS Historical Reports*

<b>Activity</b>	<b>Comments</b>	<b>Cisco CRS 3.x Usage Notes</b>	<b>Cisco CRS 4.0 Usage Notes</b>
Using the ContactRoutingDetail (CRD) table in a report to show CSQ information.	<p>Cisco CRS 3.x stores queue information for up to 3 CSQs in the CRD table.</p> <p>CRS 4.0(x) stores overall queue information in the (CRD) table, and stores information for an unlimited number of individual CSQs in a new table called ContactQueueDetail (CQD).</p>	<p>Calls presented:</p> <p>CSQ recordID is stored in CRD.primaryCSD, CRD.CSD1, CRD.CSD2, or CRD.CSD3.</p> <p>CRD.primaryCSD is the CSQ that handled the call. The other fields indicate the CSQs to which the call was presented, but not handled.</p> <p>For example:</p> <p>CRD.primaryCSD = 1</p> <p>CRD.CSD1 = 2</p> <p>CRD.CSD2 = 3</p> <p>CRD.CSD3 = 4</p> <p>The call is presented to CSQs with recordIDs of 1, 2, 3, and 4. It is handled by the CSQ with recordID 1.</p>	<p>CSQ recordID is stored in CQD.targetID, where CQD.targetType = 0.</p> <p>For total calls presented to each CSQ recordID, use:</p> <pre>select targetID, count(*)from ContactQueueDetail where targetType = 0 group by targetID</pre>

**Table 2**     *Information for Custom CRS Historical Reports*

Activity	Comments	Cisco CRS 3.x Usage Notes	Cisco CRS 4.0 Usage Notes
Using the ContactRoutingDetail (CRD) table in a report to show CSQ information ( <i>continued</i> ).		<p>Calls handled:</p> <p>The CSQ recordID that handled the call is stored in CRD.primaryCSD. If the value of this recordID is -1, no CSQ handled the call.</p>	<p>For total calls handled by each CSQ, use:</p> <pre>select targetID, count(*) from ContactQueueDetail where targetType = 0 and disposition = 2 group by targetID.</pre> <p>You can also join CQD with CCD to check that CCD.contactDisposition = 2, and you can join CQD with ACD to check that ACD.talkTime is non-zero.</p>
		<p>Calls abandoned:</p> <p>The CSQ recordID from which the call is abandoned is stored in CRD.CSD1, CRD.CSD2, or CRD.CSD3. CCD.contactDisposition should be 1.</p>	<p>For total calls abandoned from each CSQ:</p> <pre>select targetID, count(*) from ContactQueueDetail where targetType = 0 and disposition = 1 group by targetID</pre>

**Table 2** Information for Custom CRS Historical Reports

Activity	Comments	Cisco CRS 3.x Usage Notes	Cisco CRS 4.0 Usage Notes
Using the ContactRoutingDetail (CRD) table in a report to show CSQ information ( <i>continued</i> ).		<p>Calls dequeued:</p> <p><b>Scenario 1:</b> Call is handled by a script and dequeued from all CSQs that it was queued for.</p> <p>The CSQ recordID is stored in CRD.CSD1, CRD.CSD2, or CRD.CSD3.</p> <p>CRD.primaryCSD should be -1, and CCD.contactDisposition should be 2 (handled). ACD should not be present, or ACD.talkTime = 0 (ring-no-answer).</p> <p><b>Scenario 2:</b> Call is handled by one of the CSQs and dequeued from all the others.</p> <p>The CSQ recordID is stored in CRD.CSD1, CRD.CSD2, or CRD.CSD3.</p> <p>CRD.primaryCSD is the recordID of the CSQ that handled the call. ACD should be present, with talkTime not equal to zero</p>	<p>For total calls dequeued from each CSQ:</p> <p>select targetID, count(*) from ContactQueueDetail where targetType = 0 and disposition in (3, 4, 5) group by targetID</p>

**Table 2**      *Information for Custom CRS Historical Reports*

Activity	Comments	Cisco CRS 3.x Usage Notes	Cisco CRS 4.0 Usage Notes
Joining CCD, CRD, ACD on sessionID, sessionSeqNum, and profileID.	For CRS 4.0(x) multi node deployments, you must to join the tables on nodeID.	Use this statement:  select * from CCD, CRD where CCD.sessionID = CRD.sessionID and CCD.sessionSeqNum = CRD.sessionSeqNum and CCD.profileID = CRD.profileID	Use this statement:  select * from CCD, CRD where CCD.sessionID = CRD.sessionID and CCD.sessionSeqNum = CRD.sessionSeqNum and CCD.profileID = CRD.profileID and CCD.nodeID = CRD.nodeID
Joining CRD and ACD to display CSQ and agent information.	In CRS 4.0(x), a new table called ContactQueueDetail is created to store CSQ information for individual CSQs. In addition, CQD and ACD join on qIndex to identify the agent that handled a call when the call is conferenced to a route point.	Use this statement:  select * from CRD, ACD where CRD.sessionID = ACD.sessionID and CRD.sessionSeqNum = ACD.sessionSeqNum and CRD.profileID = ACD.profileID	Use this statement:  select * from CQD, ACD where CQD.sessionID = ACD.sessionID and CQD.sessionSeqNum = ACD.sessionSeqNum and CQD.profileID = ACD.profileID and CQD.nodeID = ACD.nodeID and CQD.qIndex = ACD.qIndex

## Adding a 15-Minute Interval Length to a Cisco CRS Historical Report Filter Parameter

The following Cisco CRS historical reports provide filter parameters that let you display information for 30-minute intervals or for 60 minute intervals within the report period.

- Contact Service Queue Activity Report (by CSQ)
- Contact Service Queue Activity Report (by Interval)

- Agent State Summary Report (by Agent)
- Agent State Summary Report (by Interval)
- Common Skill Contact Service Queue Activity Report (by Interval)

You can add a filter parameter that lets you display information for 15-minute intervals during the report period. To do so, follow these steps:

## Procedure

**Step 1** Locate the report definition file for the report that you want to update and make a backup copy of this file.

Report definition files have descriptive names and are located in the following folder under the folder in which you installed the Cisco CRS Historical Report client system (by default, the client system installs in the Program Files directory):

Cisco CRS Historical Reports\ReportTemplates\Language

For example, the report definition file for the U.S. English version of the Contact Service Queue Activity Report (by Interval) report is named:

ICD\_Contact\_Service\_Queue\_Activity\_by\_Interval\_en\_us.xml

By default, this file is located in this directory:

C:\Program Files\Cisco CRS Historical Reports\ReportTemplates\EN\_us

**Step 2** Use a Windows text editor to open the report definition file for the report that you want to update.

**Step 3** In the report definition file, locate this line:

```
<ListOption OptionSelected="True" OptionValue="0">Entire report range</ListOption>
```

**Step 4** Insert this line immediately after the line that you located:

```
<ListOption OptionSelected="False" OptionValue="15">Fifteen (15) minutes</ListOption>
```

Now there is a series of lines in the file that looks like this:

```
<ListOption OptionSelected="True" OptionValue="0">Entire report range</ListOption>
<ListOption OptionSelected="False" OptionValue="15">Fifteen (15) minutes</ListOption>
<ListOption OptionSelected="False" OptionValue="30">Thirty (30) minutes</ListOption>
<ListOption OptionSelected="False" OptionValue="60">Sixty (60) minutes</ListOption>
```

**Step 5** Save your changes and exit the text editor.

A new option for the Interval Length filter parameter is available for the report that you updated. The new option lets you designate a 15-minute interval for the report.

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## Caveats

This section includes the following topics:

- [Using Bug Toolkit, page 30](#)
- [Saving Bug Toolkit Queries, page 32](#)
- [Open Caveats, page 43](#)
- [Closed Caveats, page 50](#)

## Using Bug Toolkit

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for Cisco CRS by using Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using Bug Toolkit, you can find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than this document provides.

To access Bug Toolkit, you need:

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

To use Bug Toolkit, follow these steps:

### Procedure

- 
- Step 1** Go to this URL to access the Bug Toolkit:  
[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl)
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** If you are looking for information about a specific caveat, enter the ID number in the Enter known bug ID: field.
- To view all caveats for Cisco CRS, go to the Search for bugs in other Cisco software and hardware products section, and enter **Cisco Customer Response Solution Software** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Customer Response Solution Software**.
- Step 5** Click **Next**. The Cisco Customer Response Solution Software search window appears.
- Step 6** Choose the filters to query for caveats. You can choose any or all of the available options:
- Choose the Cisco Customer Response Solution Software version:
    - Choose the major version for the major releases.  
A major release may contains significant new features, enhancements, architectural changes, and defect fixes.
    - Choose the revision for more specific information. For example, choosing major version 4.0 and revision version 4 queries for release 4.0(4) caveats.  
A revision release primarily contains defect fixes to address specific problems, but it may also include new features and enhancements.
  - Choose the Features or Components to query.  
Make your selection from the Available list and click **Add** to place your selection in the Limit search to list.  
To query for all Cisco CRS caveats for a specified release, choose **All Features** in the left window pane.



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**Note** The default value specifies “All Features” and includes all of the items in the left window pane.

---

- c. Enter keywords to search for a caveat title and description, if desired.



---

**Note** To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

---

- d. Choose the Set Advanced Options, including the following items:

- Bug Severity level
- Bug Status Group
- Release Note Enclosure.

- e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
- You can save your query for future use. See the [“Saving Bug Toolkit Queries” section on page 32](#).



**Tip**

---

For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

---

## Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.



Follow this procedure to save your Bug Toolkit queries.

### Procedure

- 
- Step 1** Perform your search for caveats, as described in the [“Using Bug Toolkit” section on page 30](#).
- Step 2** In the search result window, click the **This Search Criteria** button at the bottom of the window.
- A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
  - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



---

**Note** This bug group contains the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

---

Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

**Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:

- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
- **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include:
  - **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
  - **Weekly summaries**—Bug Toolkit provides weekly summary updates.
- **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.

**Step 6** To save your changes, click **Save**.

A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches. You can also edit the search criteria.

---

## Resolved Caveats

[Table 3](#) lists Severity 1, 2, and 3 defects that are resolved in this release of Cisco CRS.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit” section on page 30](#).

**Table 3**     **Resolved Caveats**

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCea79727</a>	Get Reporting Stats steps does not refresh in HTTP triggered applications <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea79727">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea79727</a>
<a href="#">CSCeg90118</a>	Help page for Real-Time Reporting does not work <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg90118">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg90118</a>
<a href="#">CSCsb33443</a>	Unable to create JTAPI Trigger or CTI Port Groups with AD integration <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb33443">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb33443</a>
<a href="#">CSCsc11262</a>	CSQ Activity report: Average Speed of Answer includes Ring Time twice <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc11262">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc11262</a>
<a href="#">CSCsc21787</a>	RmCm stuck in Initializing due to LDAP inconsistencies <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCsc21787">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCsc21787</a>
<a href="#">CSCsc26205</a>	Reinstalling patch option does not work <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc26205">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc26205</a>
<a href="#">CSCsc27461</a>	Database connection throwing errors because of a connection timeout <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc27461">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc27461</a>
<a href="#">CSCsc28546</a>	BARS restore failed because Internet Explorer cannot load applet <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc28546">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc28546</a>
<a href="#">CSCsc32186</a>	Invalid licenses entered cause loading additional ones to fail <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc32186">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc32186</a>
<a href="#">CSCsc45182</a>	When 3.x is upgraded to 4.0, the Historical Reporting license and recording count are reset to 0 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc45182">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc45182</a>
<a href="#">CSCsc50631</a>	4.x fresh install and upgrade, the Historical Reporting license and recording count are incorrect <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc50631">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc50631</a>
<a href="#">CSCsc51776</a>	CAD should not send login before RmCm is done reading agent conference <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc51776">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc51776</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsc57921	Cisco Application Administration started at wrong time after restart <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc57921">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc57921</a>
CSCsc57948	Recording step resetting wave file to zero on exception <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc57948">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc57948</a>
CSCsc60188	SLICAD crashes when integrated browser tries to open new window <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc60188">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc60188</a>
CSCsc62132	Cannot delete more than one inactive agent at one time <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc62132">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc62132</a>
CSCsc63193	CAD timeout for login request should be longer than underlying AXL query <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc63193">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc63193</a>
CSCsc64066	CRA 4.0 touch-tones entered from CAD Transfer and Conference window not recognized <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc64066">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc64066</a>
CSCsc69150	MADM/MIVR ArchiveListener not notifying recovery events to listeners <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc69150">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc69150</a>
CSCsc75179	Timing of storing archive.properties file causes subsystems not to start <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc75179">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc75179</a>
CSCsc80061	CAD should not run TrueUpdate when running in a Citrix environment <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc80061">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc80061</a>
CSCsc83157	Deadlock between Cisco CRS and Cisco CallManager cause redirect failure CTIERR_TIMEOUT <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc83157">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc83157</a>
CSCsc88234	Abnormal Cisco IP Communicator exit blocks CAD functions <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc88234">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc88234</a>
CSCsc91417	CRA 4.0 Upgrade BARS migration dialog box ambiguous <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc91417">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc91417</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsc95549	CRS 3.5(3) upgrade to 4.0(2) fails due to missing AudioFiles directory <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc95549">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc95549</a>
CSCsd00579	3.x upgrade to 4.0(3) states publisher datastore already exists <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd00579">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd00579</a>
CSCsd03299	Handle exceptions when destroying database connections <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03299">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03299</a>
CSCsd04812	RMI port is not migrated during 3.x upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd04812">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd04812</a>
CSCsd05625	Database error during CRS upgrade from 4.0(2) to 4.0(3) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd05625">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd05625</a>
CSCsd06633	Upgrade can fail if RMI port is not migrated before 4.0 process runs <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd06633">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd06633</a>
CSCsd08444	RPserver memory rises to approximately 290 MB due to disk being slow <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08444">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08444</a>
CSCsd08467	Serviceability tool must provide easy way to change critical system settings <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08467">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08467</a>
CSCsd08499	NodeManager is to reduce the default failure count used to disable a service <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08499">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd08499</a>
CSCsd09716	Display Cisco CallManager authentication failure during JTAPI migration for upgrades. <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09716">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd09716</a>
CSCsd11202	JTAPI migration fails with blank screen when CTI port group has more than 40 ports <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd11202">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd11202</a>
CSCsd12166	When running JTAPI Client Update utility, CRS Node Manager is not restarted <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12166">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12166</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsd12948</a>	Real-Time Reporting displays incorrect error message on clicking Reset All Stats <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12948">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12948</a>
<a href="#">CSCsd13553</a>	Mutex lock errors / missing lock entry in LDAP <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13553">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13553</a>
<a href="#">CSCsd13940</a>	Ability to use an existing user in CRS Application Administration JTAPI migration from 3.x <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13940">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13940</a>
<a href="#">CSCsd13972</a>	Remove delete option from Application Administration JTAPI migration page (port group definition) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13972">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13972</a>
<a href="#">CSCsd14660</a>	Prompt Templates not working <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd14660">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd14660</a>
<a href="#">CSCsd15010</a>	During 3x upgrade, when restore fails, it pops up misleading message <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd15010">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd15010</a>
<a href="#">CSCsd15986</a>	HISTORICAL_DB_WRITE_FAILED, cannot insert duplicate key in object Agent <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd15986">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd15986</a>
<a href="#">CSCsd17726</a>	Inadequate feedback to administrator when LDAP mutex lock fails <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17726">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17726</a>
<a href="#">CSCsd17759</a>	Inadequate feedback to administrator when LDAP mutex lock fails <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17759">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17759</a>
<a href="#">CSCsd20383</a>	More specific exceptions are needed in ClusterMutex API <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20383">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20383</a>
<a href="#">CSCsd20909</a>	3.x to 4.0 upgrade failure in Agent LDAP restore from backup <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20909">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20909</a>
<a href="#">CSCsd22030</a>	Outbound calls are written as Internal in the CCCR table <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd22030">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd22030</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsd23280	application.MIVR.properties is not created in LDAP cluster profile <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23280">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23280</a>
CSCsd23296	CRS 4 installer does not provide enough information about licenses during upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23296">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23296</a>
CSCsd23685	Time of day step object corrupted after 3.1 upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23685">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23685</a>
CSCsd24091	RMI port value is propagated for use by Editor <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24091">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24091</a>
CSCsd24299	3.x to 4.0 upgrade failure in restore to open LDAP from backup <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24299">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd24299</a>
CSCsd25863	Backup failure should clear archive flags from bootstrap <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd25863">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd25863</a>
CSCsd29316	Changing profile during install causes Update Tool error <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd29316">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd29316</a>
CSCsd29772	Problem recording after hold followed by resuming conversation <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd29772">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd29772</a>
CSCsd30475	JVM.log grater than 4 GB crashes IP IVR <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30475">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30475</a>
CSCsd30888	Unexpected Behavior with HTTP post from a CRS script <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30888">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30888</a>
CSCsd31591	Aborted call due to unhold fails when caller completes the transfer to contact service queue <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd31591">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd31591</a>
CSCsd36648	Consult Transfer to IVR Problems <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd31591">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd31591</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsd39464	Database version gets rest if BARS staging directory was deleted incorrectly <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39464">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39464</a>
CSCsd39670	Clarify the suspend message in BARS admin that tells user to run the CRS Installer <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39670">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd39670</a>
CSCsd42605	User disappears from CRS Administrator and CMUsers list boxes <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd42605">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd42605</a>
CSCsd46895	Supervisor login failure error was received from the LDAP server <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd46895">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd46895</a>
CSCsd48651	Restore on multi-node Cisco CRS cluster fails due to CDBRTool error <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd48651">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd48651</a>
CSCsd50411	Unexpected reboot during upgrade from 4.5(1)SR1 to 4.5(2.015) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd50411">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd50411</a>
CSCsd54769	CRS Application Administration process shut down <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd54769">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd54769</a>
CSCsd58332	CRS 4.0(x) Historical Reporting incorrect call count for modified agent <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58332">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58332</a>
CSCsd58862	CRS 4.0.3 build 80 several instances of ping.exe crash the server <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58862">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58862</a>
CSCsd58938	Historical Reporting not counting all handled calls, fields do not add up <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58938">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58938</a>
CSCsd61447	Upgrade fails from 4.x to 4.0(3)—ClusterProfile <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd61447">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd61447</a>
CSCsd61951	CRS Application Administration shows blank page after component activation in node 2 server setup <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd61951">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd61951</a>



**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsd65746	CSQ Service Level Priority Summary report shows more calls <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65746">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65746</a>
CSCsd65828	Do not delete the 3.x JTAPI Provider during 3.x to 4.x upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65828">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65828</a>
CSCsd65860	Restore process needs to be less stringent in comparing JTAPI versions <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65860">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd65860</a>
CSCsd66320	Historical Reporting Agent Summary report shows 0 calls but average talk times <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66320">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66320</a>
CSCsd67848	Selecting default value for call pickup group in 3.0 affects 4.0(4) migration <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67848">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67848</a>
CSCsd67855	Triggers are not migrated if there are no call control groups to migrate <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67855">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67855</a>
CSCsd67920	Java.lang.NumberFormat Exception thrown during system parameters migration phase <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67920">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd67920</a>
CSCsd68954	CQDR disposition is zero for conference to route point followed by transfer to route point <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd68954">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd68954</a>
CSCsd73411	Backup / restore fails with ObjectAlreadyExistException LDAP error <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd73411">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd73411</a>
CSCsd73624	Add reminder messages for JTAPI Migration after 3.x upgrade to 4.0 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd73624">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd73624</a>
CSCsd74688	Port AD/ND related JTAPI provider changes to Cisco CRS Administration <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd74688">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd74688</a>
CSCsd76712	CRS 4.0 Historical Reporting—Incorrect Average Speed to Answer value if Deque step used <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd76712">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd76712</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsd77489</a>	RmCm subsystem in partial service after IVR upgrade from CRS 3.5 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd77489">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd77489</a>
<a href="#">CSCsd78244</a>	Unexpected pop-up Cisco Unified IP while navigating to Data Migration page <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd78244">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd78244</a>
<a href="#">CSCsd78732</a>	Disable writing of records to workflowtask table <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd78732">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd78732</a>
<a href="#">CSCsd80192</a>	Error when uploading new script to CRS <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd80192">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd80192</a>
<a href="#">CSCsd80588</a>	Not able to view JTAPI Call Control Group Information page on an expansion server with the database component or the recording and monitoring components <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd80588">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd80588</a>
<a href="#">CSCsd85811</a>	After applying SR01, node level version field not updated <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd85811">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd85811</a>
<a href="#">CSCsd86631</a>	Specify in upgrade popup message that DSNs to be created are system DSNs <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86631">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86631</a>
<a href="#">CSCsd89238</a>	License conversion tool does not account for mixed package licenses <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89238">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89238</a>
<a href="#">CSCsd89327</a>	Add starting message to 3.5 to 4.0 license converter tool <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89327">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89327</a>
<a href="#">CSCsd89653</a>	3.x upgrade JTAPI Migration: 3.x JTAPI user was not deleted and CTI ports not associated with 4.0 JTAPI user <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89653">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89653</a>
<a href="#">CSCsd89664</a>	The invalid license should not generate to 4.0 license path folder <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89664">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89664</a>
<a href="#">CSCsd89670</a>	Conversion tool: wrong message when converted IP_IVR 0 seats <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89670">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd89670</a>

**Table 3**     *Resolved Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsd90418	3.5 Nuance ASR dialog group not migrated on upgrade to 4.0(4) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90418">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90418</a>
CSCsd90568	Mixed license conversion does not yield correct results <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90568">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90568</a>
CSCsd90646	Provide a mechanism to recover gracefully from JTAPI migration errors <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90646">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90646</a>
CSCsd90685	License conversion tool should follow the highest base type (not add-ons) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90685">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90685</a>
CSCsd90690	Preupgrade tool should work on CRS 4.0(x) to CRS 4.0(x) interim upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90690">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90690</a>
CSCsd90703	License conversion tool should have a version number <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90703">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90703</a>
CSCsd90874	Pre-upgrade does not function properly on CRS 4.0(4) build 120 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90874">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90874</a>
CSCsd90900	Restore failed due to LDAP missing some properties files <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90900">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90900</a>
CSCsd91054	Incorrect license generated when ICD Standard + premium add on <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd91054">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd91054</a>
CSCse38244	Upgrade fails due to SLCfgArchiveComponent <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse38244">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse38244</a>

## Open Caveats

Table 4 lists Severity 1, 2, and 3 defects that are open in this release of Cisco CRS.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 4](#) 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 as described in the “[Using Bug Toolkit](#)” section on page 30.

**Table 4**     **Open Caveats**

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsa66677</a>	Startup of remote editor when not connected to a network is too slow <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa66677">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa66677</a>
<a href="#">CSCsa88391</a>	Real-time report stops updating and does not respond if kept open for a few hours <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa88391">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa88391</a>
<a href="#">CSCsa98554</a>	Update Tool fails to extract if the archive path contains spaces <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa98554">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa98554</a>
<a href="#">CSCsb27477</a>	Product Code need to be changed for consecutive SR builds <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb27477">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb27477</a>
<a href="#">CSCsb49016</a>	During restore, CRS Application Administration must not allow any config changes <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb49016">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb49016</a>
<a href="#">CSCsb84525</a>	Real-Time Reporting—Engine Task does not display values with application running <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb84525">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb84525</a>
<a href="#">CSCsb99637</a>	Update utility unable to connect to database message upon reboot <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb99637">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb99637</a>
<a href="#">CSCsc10395</a>	Call stuck on CAD in Offering state <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc10395">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc10395</a>
<a href="#">CSCsc13137</a>	Missing text in CSQ Activity real-time report <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc13137">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc13137</a>
<a href="#">CSCsc20275</a>	Got default treatment after RefreshAll providers in ASR <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc20275">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc20275</a>

**Table 4**     *Open Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsc21532	Remove incorrect warning messages from SQL error logs <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc21532">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc21532</a>
CSCsc23543	Ability to handle other document types like XML documents needs to be added <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc23543">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc23543</a>
CSCsc24540	Wrong reason code in German <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc24540">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc24540</a>
CSCsc35426	CRSAdminUtil fails change CRSAdministrator password <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc35426">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc35426</a>
CSCsc37707	Exception while processing QUERY_AGENT_STATE_CONF <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc37707">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc37707</a>
CSCsc45549	ACMI client decoding throws exception on # <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc45549">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc45549</a>
CSCsc46697	Trailing spaces in the agent DN that CRS is getting from LDAP <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc46697">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc46697</a>
CSCsc47804	Call Stuck in Offering state on CAD <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc47804">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc47804</a>
CSCsc50462	CTI exceptions in mivr logs when CTI port group was removed <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc50462">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc50462</a>
CSCsc51919	Missing MRCP ASR and TTS traps <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc51919">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc51919</a>
CSCsc52284	CRS Update Tool warning about CSA and virus scan must appear sooner <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc52284">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc52284</a>
CSCsc52936	Timing issue causes ACDR not to be written <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc52936">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc52936</a>
CSCsc56769	CRS changes reason code when an agent is in Not Ready state <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56769">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc56769</a>

**Table 4**     *Open Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsc63563	Upload doc step does not log error when upload fails <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc63563">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc63563</a>
CSCsc68445	Steps should not be allowed to be added to script during debug <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68445">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68445</a>
CSCsc68616	JTAPI trigger page displays blank page <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68616">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc68616</a>
CSCsc71110	Too much speech in ASR aborts call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc71110">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc71110</a>
CSCsc71714	Timing issue causes priority of 0 in historical reports <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc71714">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc71714</a>
CSCsc72942	SQL Utility is invoked every time on restarting the Cisco CRS machines <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc72942">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc72942</a>
CSCsc74399	Java.Lang.RuntimeException thrown on uploading licence with general error <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc74399">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc74399</a>
CSCsc75161	Cannot handle override request from the same ArchiveID <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc75161">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc75161</a>
CSCsc76412	Deleting a variable with Delete key also deletes a step <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc76412">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc76412</a>
CSCsc80744	IPCCX load abandoned and aborted calls after 5 minutes <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc80744">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc80744</a>
CSCsc83390	Cache Doc step creates 2 URL sessions <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc83390">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc83390</a>
CSCsc86777	Updating JTAPI groups or triggers in CRS returns errors <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc86777">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc86777</a>
CSCsc87397	Name grammar generator GUI current status always IDLE <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc87397">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc87397</a>

**Table 4**     *Open Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsc90316	DTMF voice browser loses trailing digits if barge-in occurs <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc90316">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc90316</a>
CSCsc93438	LaunchHRC application should impersonate Crystal Report .exe for custom reports <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc93438">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc93438</a>
CSCsc94921	Misleading license upload message with invalid license <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc94921">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc94921</a>
CSCsc97761	Stuck call; race condition <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=</a>
CSCsd03041	Historical Reports—sometimes the called number is not displayed <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03041">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03041</a>
CSCsd03529	CRA 4.0 Remote File Manager out of service in single node and co-resident systems <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03529">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd03529</a>
CSCsd10297	Call Stuck in queue <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10297">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10297</a>
CSCsd12980	Error on page while modifying DB Subsystem parameters <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12980">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12980</a>
CSCsd13984	Change port group UI in CRS Application Administration JTAPI page <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13984">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13984</a>
CSCsd17437	VXML built-in field types should allow parameters <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17437">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17437</a>
CSCsd17459	VXML <value> element is not supported in <say-as> element <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17459">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17459</a>
CSCsd17490	Voice Browser accesses some dynamic pages twice <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17490">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17490</a>

**Table 4**     *Open Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsd17618</a>	Recording count cannot be set to 0 in CRS Application Administration System Parameters page <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17618">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17618</a>
<a href="#">CSCsd18726</a>	ASR/TTS subsystems do not send traps to reflect their status <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd18726">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd18726</a>
<a href="#">CSCsd19739</a>	Missing ISO header prevents the grammar from compiling—AD with accents <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd19739">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd19739</a>
<a href="#">CSCsd20665</a>	Column in Common SKill CSQ Activity historical report illegible <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20665">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd20665</a>
<a href="#">CSCsd30105</a>	Name to user step terminates prematurely—Active Directory <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30105">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30105</a>
<a href="#">CSCsd30669</a>	ASR Calls aborted with Speech too early exception <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30669">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30669</a>
<a href="#">CSCsd34139</a>	Agent leaves Talking state after CTI port drops out <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd34139">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd34139</a>
<a href="#">CSCsd36626</a>	Transfer softkey shown when initiating conference with CAD <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd36626">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd36626</a>
<a href="#">CSCsd36648</a>	Consult transfer to IVR problems <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd36648">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd36648</a>
<a href="#">CSCsd38512</a>	ACDR with no matching Ccdr for out of system then back in transfer <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd38512">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd38512</a>
<a href="#">CSCsd38839</a>	Application exception if agent picks up just when RNA timer expires <a href="#">CSCsd38839</a>
<a href="#">CSCsd45733</a>	Editor should not tell user whether authorization code is correct <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCsd45733">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=SCsd45733</a>
<a href="#">CSCsd48156</a>	LDAPMonSvr.exe should not leak handles <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd48156">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd48156</a>



**Table 4**     *Open Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCsd48645</a>	Sync server running while CDBRTTool running in backup and restore <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd48645">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd48645</a>
<a href="#">CSCsd49327</a>	Remove ping if ACMI client is on the same box <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd49327">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd49327</a>
<a href="#">CSCsd49923</a>	CRSInstallUtils.dll to be bundled in Historical Reporting Client installer <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd49923">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd49923</a>
<a href="#">CSCsd50939</a>	IPCC Express agents are available, but calls are not being presented <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd50939">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd50939</a>
<a href="#">CSCsd54210</a>	CRA 4.0 call stuck in queue using Call Consult Transfer step <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd54210">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd54210</a>
<a href="#">CSCsd57770</a>	Disable XDEBUG5 tracing of the ARCHIVE_MGR in system.MCVD.properties <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd57770">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd57770</a>
<a href="#">CSCsd57950</a>	Historical Reports—Issue in AgentStateDetail table <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd57950">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd57950</a>
<a href="#">CSCsd58820</a>	Duration in Same state not updated when using the GetReportingStatistic <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58820">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd58820</a>
<a href="#">CSCsd63079</a>	Start Monitor: Remote monitoring is only supported in IPCC Express Premium Edition <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd63079">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd63079</a>
<a href="#">CSCsd64329</a>	Call stuck in CSQ IP ICD statistics, showing 1[0:00:00] <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd64329">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd64329</a>
<a href="#">CSCsd66132</a>	SQL Server replication snapshot of large tables fails after restore <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66132">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66132</a>
<a href="#">CSCsd66230</a>	When restore failed, temporary folders for restore are not cleaned up <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66230">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66230</a>

**Table 4**     *Open Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsd66368	Cluster Exception after component activation on node 2 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66368">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66368</a>
CSCsd66445	In CRS 4.0(4), after logout, user and supervisor can still access the page <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66445">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66445</a>
CSCsd66694	CRS Admin Utility, Serviceability utility error, empty node <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66694">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd66694</a>
CSCsd70895	Nodes becomes invalid after upgrade of CRS3.1(3)sr5-rc04 to CRS 4.0(4) <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd70895">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd70895</a>
CSCsd92109	Killing LDAP Monitor service results in CPU spike and possible blue screen <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd92109">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd92109</a>
CSCse01600	Restore failed to restore configuration done from Cisco Desktop Administrator with special character <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse01600">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse01600</a>

## Closed Caveats

[Table 5](#) lists Severity 1, 2, and 3 defects that are closed in this release of Cisco CRS.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 5](#) reflects a snapshot of the defects that were closed at the time this report was compiled. For an updated view of closed defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on page 30.

**Table 5**      **Closed Caveats**

Identifier	Headline and Bug Toolkit Link
<a href="#">CSCed81680</a>	Cisco Agent Desktop GUI disappears and reappears when receiving call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed81680">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed81680</a>
<a href="#">CSCed90600</a>	Agents can login even if device is out of service <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed90600">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed90600</a>
<a href="#">CSCed95966</a>	Installation of Cisco Agent Desktop failed if 1st partition of hard disk is not C <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed95966">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed95966</a>
<a href="#">CSCee05028</a>	Enterprise Data shows an agent twice in call history if agent logs out and in on call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee05028">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee05028</a>
<a href="#">CSCee20166</a>	Editor crashes when the new window count reaches near 600 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee20166">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee20166</a>
<a href="#">CSCee41439</a>	noinput event not thrown while recording in IR1015 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee41439">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee41439</a>
<a href="#">CSCee54745</a>	If disable the monitoring component, monitoring is still possible <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee54745">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee54745</a>
<a href="#">CSCef25200</a>	Cisco Agent Desktop transfer keypad disappeared on a Cisco CRS failover <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef25200">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef25200</a>
<a href="#">CSCef67362</a>	Applet page closed due to automation error in BARS DCOM layer <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef67362">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef67362</a>
<a href="#">CSCef91551</a>	Applet error during restore <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef91551">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef91551</a>
<a href="#">CSCeg11060</a>	No warning msg when agent is associated with 26 CSQs <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11060">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg11060</a>
<a href="#">CSCeg29273</a>	Detailed Call, CSQ, Agent report on coresident system slows down CPU <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg29273">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg29273</a>

**Table 5**     *Closed Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCeg36638	Cluster time synch fails if time difference is greater than 1,000 seconds <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg36638">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg36638</a>
CSCsa61442	CRS Engine pauses during higher load and high I/O <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa61442">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa61442</a>
CSCsa64564	Cisco Agent Desktop Reporting screen <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa64564">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa64564</a>
CSCsa69623	Call getting stuck on the Cisco Agent Desktop screen <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa69623">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa69623</a>
CSCsa88395	Enterprise and VoIP subsystems out of service after upgrading one node, do a reelect master <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa88395">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa88395</a>
CSCsd86588	CSQ SLA report chart bar has percentage greater than 100 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86588">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd86588</a>

## Documentation Updates

The following sections provide documentation changes that were unavailable when the Cisco CRS 4.0(4) documentation was released:

- [Documentation Updates for Cisco CRS Administration Guide, page 53](#)
- [Documentation Updates for Cisco CRS Installation Guide, page 55](#)
- [Documentation Updates for Cisco CRS Historical Reports User Guide, page 58](#)
- [Documentation Updates for Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide, page 59](#)
- [Documentation Updates for Cisco CRS Scripting and Development Series, page 71](#)
- [Documentation Updates for Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts, page 72](#)

## Documentation Updates for *Cisco CRS Administration Guide*

This section includes these updates to *Cisco CRS Administration Guide*:

- Updates to the “Managing the Cisco CRS System” Chapter, page 53
- Updates to the “The Tools Menu” Chapter, page 53

### Updates to the “Managing the Cisco CRS System” Chapter

The following update applies to the procedure in the “Migrating to a Different LDAP Directory” section in the “Managing the Cisco CRS System Chapter”:

- Insert this new step immediately after Step 3:

Run the plug-in for the required directory in the Cisco CallManager Administration web page.

See the *Installing the Cisco Customer Directory Configuration Plug-in for Cisco CallManager Release 4.1(3)* procedure at the following website:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_installation\\_guide09186a00803f5c06.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guide09186a00803f5c06.html).

This website describes the Cisco CallManager migration process for DCD, AD, and ND.

- Remove Step 12.

### Updates to the “The Tools Menu” Chapter

The following procedure replaces the wallboard set up procedure that is described in the “The Real-time Snapshot Config Menu Option” section in the “The Tools Menu” chapter:

#### Procedure

- 
- Step 1** On the wallboard client desktop, use the standard Windows Computer Management feature to create a new Windows NT account or a new local user, called CiscoWbUsr.

Make a note of the password for the new CiscoWbUsr account.

- Step 2** On the Cisco CRS server, change the password for the CiscoWbUsr account to be the same as the password on the wallboard client desktop.
- Step 3** From the wallboard client desktop, log in as CiscoWbUsr.
- Step 4** Install the wallboard software on the wallboard client desktop.
- Step 5** Create a system DSN on your Windows 2000 Professional or Windows 2000 server by choosing **Start> Programs > Administrative Tools > Data Sources (ODBC)**.  
The ODBC Data Source Administrator window opens.
- Step 6** Click the **System DSN** tab and click **Add**.  
The Create New Data Source window opens.
- Step 7** In the Create New Data Source window, choose a SQL Server driver and click **Finish**.  
The first Create a New Data Source to SQL Server window opens.
- Step 8** In the first Create a New Data Source to SQL Server window, perform the following tasks:
- a. In the Name field, specify a name for this DSN (for example, Wallboard.)
  - b. In the Description field, enter a descriptive name.
  - c. In the Which SQL Server field, enter the CRS server IP address or system name followed by \CRSSQL  
For example, MyCRS\CRSSQL.
- Step 9** Click **Finish**.  
The second Create a New Data Source to SQL Server window opens.
- Step 10** In the second Create a New Data Source to SQL Server window, click the **Windows NT server authentication** radio button.
- Step 11** Click **Next**.  
The third Create a New Data Source to SQL Server window opens.
- Step 12** In the third Create a New Data Source to SQL Server window, change the default database to db\_cra and click **Next**.  
The fourth Create a New Data Source to SQL Server window opens.
- Step 13** In the fourth Create a New Data Source to SQL Server window, click **Finish**.  
The ODBC Microsoft SQL Server window opens.

- Step 14** In the ODBC Microsoft SQL Server window, click **Test Data Source**.  
If the phrase `Test completed successfully` is returned, click **OK**.  
If the test is unsuccessful, return to the configuration sequence and fix any errors.
- 

## Documentation Updates for *Cisco CRS Installation Guide*

This section includes these updates to *Cisco CRS Administration Guide*:

- [General Updates, page 55](#)
- [Updates to “Installation and Upgrade Requirements, Prerequisites, and Related Procedures” chapter, page 56](#)
- [Updates to “Upgrading Cisco CRS” Chapters, page 56](#)
- [Update to “Changing Your Cisco CRS Deployment” Chapter, page 57](#)
- [Updates to Patching Cisco CRS Chapter, page 58](#)

### General Updates

Several sections in *Cisco CRS Installation Guided* state that you should use BARS 4.0(9). However, instead of using that version, you must use a version of BARS that is listed in *Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide*, which is available at this URL:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod\\_technical\\_reference\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_technical_reference_list.html)

## Updates to “Installation and Upgrade Requirements, Prerequisites, and Related Procedures” chapter

The following updated notes apply to the “Installation and Upgrade Notes” section in the “Installation and Upgrade Requirements, Prerequisites, and Related Procedures” chapter:

- If the server on which you will install or upgrade Cisco CRS is in a Microsoft Active Directory domain, move the server from the domain to a local workgroup and reboot the server before you begin the installation or upgrade. You can move the server back to the domain after you complete the installation or upgrade.
- Even though only one server in the Cisco CRS 4.0(4) cluster is configured as the data source server, all nodes in the cluster must be configured as backup targets.

## Updates to “Upgrading Cisco CRS” Chapters

The following updates apply to the “Upgrading Cisco CRS” chapters in *Cisco CRS Installation Guide*:

- Upgrading some, but not all, servers in a cluster is not a supported upgrade activity.
- The extraction of the TAR files can take up to 30 minutes. If the BARS Current Status page does not automatically switch to the BARS CRS Upgrade Wizard page after the extraction completes and the message “Opening session for restore on xx.xx.xx.xx” appears, you should manually change the focus to the BARS CRS Upgrade Wizard page soon after this message appears. Otherwise, the BARS may time out and the restore process will stop if Internet Explorer displays any pop-up windows that require a response. In addition, if any Internet Explorer pop-up windows appear, you must respond to them in a timely manner.
- The following information applies when you enter information in the **Enter LDAP server host name, IP address, or AD Domain** field in the LDAP Server Information window during an installation or upgrade procedure:

If you enter a host name or IP address for one server, that server must be the publisher. If you are using DC Directory, you can enter information for more than one server. In this case, enter the IP address or the host name of the publisher first and separate each entry with a comma (,) or a space.



- The following statement in the “Upgrading the Cisco CRS Software” section in the “Upgrading Cisco CRS 3.x to Cisco CRS 4.0(4)” chapter does not apply: Make sure that the publisher server is running when you perform an upgrade.
- The following changes apply to the “Migrating Cisco CRS 3.x Data” section in the “Upgrading Cisco CRS 3.x to Cisco CRS 4.0(4)”:
  - Change Step 1e to the following:  
Make a note of the value in the Maximum AXL Writes Allowed per Minute field, then enter **999** in this field.  
  
You should make this temporary configuration change so that Cisco Unified CallManager can more quickly process AXL requests that Cisco CRS issues when it creates call control groups. You will change the value back to its original value at the end of this procedure.
  - Change Step 10e to the following:  
In the Maximum AXL Writes Allowed per Minute field, enter the value that you noted before you changed it to **999**, as described in Step 1e.

## Update to “Changing Your Cisco CRS Deployment” Chapter

The following update applies to the “Changing from a Single-Server Deployment to a Multiple-Server Deployment” section in the “Changing Your Cisco CRS Deployment” chapter:

- To change from a single-server deployment (in which Cisco CRS components and Cisco CallManager reside on the same server) to a multiple-server deployment (in which Cisco CRS components and Cisco CallManager reside on separate servers), you must uninstall Cisco CRS from the single server and then install Cisco CRS on all servers in the deployment.

For more information, see Chapter 5, “Installing Cisco CRS” and see Chapter 11, “Uninstalling Cisco CRS.”

The following information applies to the “Uninstalling a Patch” section in the “Patching Cisco CRS: chapter:

- If you are uninstalling a patch that involved installing a corresponding service releases for the Cisco Agent Desktop and the Cisco Supervisor Desktop, you must also uninstall that service release from each client machine. For instructions, refer to *Cisco CAD Installation Guide*.

## Updates to Patching Cisco CRS Chapter

The following note should be added to the “Before you Begin” section:

- Determine the host name or the IP address of the server on which the Cisco CRS datastores are activated as publisher. You will need to enter this information when you install the patch.

To identify this server from the Cisco CRS Administration application, choose **System > Datastore Control Center**, click the **Publisher Activation** link, and find the server for which **Publication Snapshot Agent** appears as the replication type.

The following statement should be added to Sep 2 in the “Obtaining a Patch” section”

- Make sure that the path to the archive file does not contain any spaces.

In the “Installing a Patch” section, Step 7a should be updated as follows:

- **Step 7a** In the **Data Destination Server** field, enter the host name or the IP address of the server on which the Cisco CRS datastore components are activated as publisher.

## Documentation Updates for *Cisco CRS Historical Reports User Guide*

- The following change applies to the “The hrcConfig.ini Configuration File” section:

To change the defaultExportPath parameter in the hrcConfig.ini configuration file for the Cisco CRS Historical Reports Client, follow these guidelines:

- Make sure that the new directory exists on the shared drive.
- Enclose the new path in quotation marks. For example:

```
defaultExportPath="\209.165.200.225\F$\CRS_REPORTS"
```

- The following change applies to the “Specifying a Filter Parameter” section:

In Step 5, the operators AND and OR are dimmed and are not available for selection. These operators are legacy choices from Cisco CRS 3.5 and are no longer needed.

# Documentation Updates for *Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide*

This section includes these updates to *Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide*:

- [Updates to “Historical Reports Query Designs” Chapter, page 59](#)
- [Updates to “Creating Custom Historical Reports for Cisco Customer Response Solutions” Chapter, page 59](#)
- [Updates “Frequently Asked Questions” Chapter, page 71](#)

## Updates to “Historical Reports Query Designs” Chapter

The description of the Total Incoming Calls field in the “Traffic Analysis Report” section in the “Historical Reports Query Designs” chapter should say:

For each day, count the number of CCD records with a unique sessionID with the contactType field set to any value.

## Updates to “Creating Custom Historical Reports for Cisco Customer Response Solutions” Chapter

The following changes apply to the “Creating Custom Historical Reports for Cisco Customer Response Solutions” chapter:

- [New Section: “Before you Begin”, page 60](#)—This new subsection should be the first one in the “Creating a Report” section
- [Revised Section: “Creating a Report using Crystal Reports Version 8.5”, page 61](#)—This new subsection and “Creating a Report using Crystal Reports Version 10” replace the “Creating a Report” section.
- [Revised Section: “Creating a Report using Crystal Reports Version 10”, page 66](#)—This new subsection and “Creating a Report using Crystal Reports Version 8.5” replace the “Creating a Report” section.

## New Section: “Before you Begin”

**This new sub-section should be the first one in the “Creating a Report” section.**

Before you create a new report, perform these steps:

- Write a SQL stored procedure to join database tables and calculate the data that the report requires. Refer to *Cisco Customer Response Solutions Database Schema* for information about the Cisco CRS database tables.
- Copy the following files from the Cisco CRS Historical Reports folder on the Cisco CRS Historical Reports client system to the C:\Program Files\Seagate Software\Crystal Reports 85 or to the C:\Program Files\Crystal Decisions\Crystal Reports 10 folder:
  - Cal.dll
  - Cal.ini
  - CiscoAppsReports\_\*.dll
  - hrcConfig.ini
  - launchHRC.exe
- Create a shortcut to crw32.exe. The crw32.exe file resides in the same folder to which you copied the files above. Then right-click the shortcut, choose **Properties**, and enter the following text in the Target field. (Make sure to include the quotation marks.)
  - For Crystal Reports version 8.5: “C:\Program Files\Seagate Software\Crystal Reports\launchHRC.exe” crw32.exe
  - For Crystal Reports version 10: “C:\Program Files\Crystal Decisions\Crystal Reports 10\launchHRC.exe” crw32.exe

You must use this shortcut when you start Crystal Reports as described in the “Creating a Report using Crystal Reports Version 8.5” section.

- From the Windows Control Panel:
  - a. Choose **Administrative Tools > Data Sources (ODBC)**.
  - b. In the ODBC Data Source Administrator window, click the **System DSN** tab, and then click **Add**.
  - c. In the Create New Data Source window, choose **SQL Server** from the Name list and click **Finish**.

- d. In the Create New Data Source to SQL Server window:
  - In the Name field, enter a name for the data source.
  - In the Server field, enter the host name or the IP address of the server that stores the reporting data and the reporting stored procedures. You must append the named instance to the server name. For example, if the server name is CRAHRSRV, and the named instance is \CRSSQL, enter CRAHRSRV\CRSSQL in this field.
  - Click **Next**.
- e. In the Create a New Data Source to SQL Server window, make sure that the **With Windows NT authentication using the network login ID** radio button is selected, and then click **Client Configuration**.
- f. In the Add Network Library Configuration window:
  - In the Network libraries pane, click the **TCP/IP** radio button.
  - In the Connection parameters pane, uncheck the Dynamically determine port check box.
  - In the Port number field, enter **4433**.
  - Click **OK**.
- g. In the Create a New Data Source to SQL Server window:
  - Uncheck this check box: Connect to SQL Server to obtain default settings for the additional configuration options.
  - Click **Next**.
- h. Click **Next** and **Finish** as needed to exit the windows.

**Note**


---

If you choose to test the data source, the system will display an error message.

---

## Revised Section: “Creating a Report using Crystal Reports Version 8.5”

### Refer to this section if you are creating a new report using Crystal Reports version 8.5

This section describes how to create a new report using Crystal Reports version 8.5 For instructions about how to create a report using Crystal reports version 10, see the “Creating a Report Using Crystal Reports Version 10” section.

To create a new report, use Crystal Reports version 8.5 Professional or Developer Edition, a generally available third-party application, to create two versions of the report. The versions should be identical, except that one version should contain charts.

**Tip**

Build the report with charts first and save it with the appropriate name for a report with charts as explained in [Step 12](#). Then, delete the charts and save the modified report with the appropriate name for a report without charts as explained in [Step 12](#).

For more information about creating reports with Crystal Reports, refer to your Crystal Reports documentation. For information about the tables and records in the Cisco CRS database, refer to *Cisco Customer Response Solutions Database Schema*.

To create a new report using Crystal Reports version 8.5, perform the following procedure. Make sure to follow the steps that are described in the “Before you Begin” section before you perform this procedure.

**Procedure**

- 
- Step 1** Use the shortcut that you created as described in the “Before you Begin” section to start Crystal Reports, and then choose **File > New**.  
The Welcome to Crystal Reports window appears.
- Step 2** In the Welcome to Crystal Reports window, click the **Using the Report Expert** radio button and then click **OK**.  
The Crystal Reports Gallery window appears.
- Step 3** In the Crystal Reports Gallery window make sure that **Standard** is highlighted in the Choose an Expert area, and then click **OK**.  
The Standard Report Expert window appears.
- Step 4** In the Standard Report Expert window:
- Click **Database** in the Data tab.
  - Click **Next**.
- The Data Explorer window appear.

**Step 5** In the Data Explorer window:

- a. Expand More Data Sources.
- b. Expand Active Data.
- c. Click **Active Data (ADO)**.
- d. Click **Add**.

The Select Data Source window appears.

**Step 6** In the Select Data Source window:

- a. Click the **ODBC (ADO)** radio button.
- b. From the ODBC (ADO) drop-down list, choose the name of the data source (DSN) that you created as described in the “Before you Begin” section.
- c. Click **OK**.

The Data Explorer window appears.

**Step 7** In the Data Explorer window:

- a. Click **ado** under the name of the data source (DSN) that you created.
- b. Click **Add**.

The Select Recordset window appears.

**Step 8** In the Select Recordset window:

- a. Click the **SQL** radio button.
- b. Enter the command to execute the stored procedure that you created as described in the “Before you Begin” section.
- c. Click **OK**.

**Step 9** In Data Explorer window, click **Close**.

**Step 10** In the Standard Report Expert window, click the **Fields** tab and verify that the fields written by your stored procedure appear in the Available Fields list.

**Step 11** Follow the directions in your Crystal Reports documentation to complete setting up the report.

- Step 12** Save the report in the following directory under the directory in which you installed the client system. (By default, the client system installs in the Program Files directory.) Replace *Language* with the name of the appropriate language directory.

Cisco CRS Historical Reports\ Report Templates\*Language*

Name the report as follows:

*Category\_ReportDisplayName\_ReportFormat\_Locale.rpt*

Replace *Category*, *ReportDisplayName*, *ReportFormat*, and *Locale* with appropriate values as explained in [Table 6](#).

**Table 6**     **File Name Components**

Component	Explanation	Valid Values
Category	Cisco CRS application package with which to associate this report. Users with access to this package will be able to generate this report.	<b>CCR</b> —IPCC Express Enhanced or IPCC Express Premium <b>ICD</b> —IPCC Express Standard <b>IVR</b> —IP IVR
ReportDisplayName	You can use any name. This name will be replaced with the name specified by vFileName in the reports catalog file line that you add for this report.  If a name has more than one word, separate each word with an underscore.	—



**Table 6**     *File Name Components (continued)*

Component	Explanation	Valid Values
ReportFormat	Whether the report includes charts.	<b>Chart</b> —Report includes charts <b>Table</b> —Report does not include charts
Locale	Locale ISO string. Specifies the language in which you created the field names, headings, and other static items in the report. Consists of an ISO language code followed by an underscore (_) and then an ISO country code.	Languages installed on the Cisco CRS Historical Reports client system. For example: <b>en_US</b> —English <b>de_DE</b> —German <b>es_ES</b> —Spanish <b>fr_FR</b> —French <b>it_IT</b> —Italian <b>ja_JP</b> —Japanese <b>zh_CN</b> —Simplified Chinese  To see the languages installed on the client system, look at the folder names in the Cisco CRS Historical Reports\Report Templates directory.

The following is an example of a report name:

CCR\_My\_New\_Report\_Chart\_en\_us.rpt

In this example:

- Users who have access to the Cisco IPCC Express Enhanced application package will be able to generate this report.
- The report will appear as My New Report in the Report Type drop-down list on the Cisco CRS Historical Reports main window.
- The report includes one or more charts.

- The report is designed to run on a system with a system locale of English.
- The extension .rpt indicates that this file is a report file.

Now you are ready to create a report definition file as described the “Creating a Report Definition File” section.

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## Revised Section: “Creating a Report using Crystal Reports Version 10”

### Refer to this section if you are creating a new report using Crystal Reports version 10

This section describes how to create a new report using Crystal Reports version 10. For instructions about how to create a report using Crystal Reports version 8.5, see the “Creating a Report using Crystal Reports Version 8.5” section.

To create a new report, use Crystal Reports version 10 Professional or Developer Edition, a generally available third-party application, to create two versions of the report. The versions should be identical, except that one version should contain charts.



#### Tip

Build the report with charts first and save it with the appropriate name for a report with charts as explained in [Step 14](#). Then, delete the charts and save the modified report with the appropriate name for a report without charts as explained in [Step 14](#).

---

For more information about creating reports with Crystal Reports, refer to your Crystal Reports documentation. For information about the tables and records in the Cisco CRS database, refer to *Cisco Customer Response Solutions Database Schema*.

To create a new report using Crystal Reports version 10, perform the following procedure. Make sure to follow the steps that are described in the “Before you Begin” section before you perform this procedure.

### Procedure

---

- Step 1** Use the shortcut that you created as described in the “Before you Begin” section to start Crystal Reports and choose **File > New**.

The Welcome to Crystal Reports window appears.

**Step 2** In the Welcome to Crystal Reports window, click the **Using the Report Wizard** radio button and then click **OK**.

The Crystal Reports Gallery window appears.

**Step 3** In the Crystal Reports Gallery window make sure that **Standard** is highlighted in the Choose a Wizard area, and then click **OK**.

The Standard Report Creation Wizard window appears.

**Step 4** In the Standard Report Creation Wizard available Data Sources pane, take either of these actions:

- If Crystal Reports is installed on a computer that belongs to a domain, expand Create New Connection, and then click **ODBC (RDO)**.

The Data Source Selection window appears.

Continue to [Step 5](#).

- If Crystal Reports is installed on a computer that belongs to a workgroup, go to [Step 7](#).

**Step 5** In the Data Source Selection window:

- a. From the Data Source Name list, chose the data source that you created as described in the “Before you Begin” section.
- b. Click **Next**.

The Connection Information window appears.

**Step 6** In the Connection Information window:

- a. Check the Trusted Connection check box.
- b. Click **Finish**.

**Step 7** In the Standard Report Creation Wizard Data window, expand **OLE DB (ADO)**. The OLE DB (ADO) window for selecting an OLD DB Provider window appears.

**Step 8** In the OLE DB (ADO) window for selecting an OLD DB Provider:

- a. Click **Microsoft OLE DB Provider for SQL Server** to highlight it.
- b. Click **Next**.

- Step 9** In the OLE DB (ADO) window for providing connection information:
- In the Server field, enter the host name or the IP address of the server that stores the reporting data and the reporting stored procedures.  
  
You must append the named instance to the server name. For example, if the server name is CRAHRSRV, and the named instance is \CRSSQL, enter CRAHRSRV\CRSSQL in this field.
  - In the Database field, choose the database that contains the reporting stored procedures.
  - Check the **Integrated Security** check box.
  - Click **Next**.
- Step 10** In the OLE DB (ADO) window for providing advanced information:
- Change values, if needed.  
  
Refer to your Crystal Reports documentation for more information.
  - Click **Finish**.
- Step 11** In the Standard Report Creation Data window for choosing data:
- In the Available Data Sources pane, navigate to and expand the Stored Procedures for the database that you created as described in the “Before you Begin” section.
  - Click the stored procedure that you want to use.
  - Click **Next**.
- Step 12** In the Enter Parameter Values window:
- Specifying the input parameter values that you want.
  - Click **OK**.
- Step 13** Follow the directions provided by the Crystal Reports wizard to complete setting up the report.  
  
Refer to your Crystal Reports documentation for more information.
- Step 14** Save the report in the following directory under the directory in which you installed the client system. (By default, the client system installs in the Program Files directory.) Replace *Language* with the name of the appropriate language directory.

Cisco CRS Historical Reports\ Report Templates\Language

Name the report as follows:

*Category\_ReportDisplayName\_ReportFormat\_Locale.rpt*

Replace *Category*, *ReportDisplayName*, *ReportFormat*, and *Locale* with appropriate values as explained in [Table 7](#).

**Table 7      File Name Components**

Component	Explanation	Valid Values
Category	Cisco CRS application package with which to associate this report. Users with access to this package will be able to generate this report.	<b>CCR</b> —IPCC Express Enhanced or IPCC Express Premium <b>ICD</b> —IPCC Express Standard <b>IVR</b> —IP IVR
ReportDisplayName	You can use any name. This name will be replaced with the name specified by vFileName in the reports catalog file line that you add for this report.  If a name has more than one word, separate each word with an underscore.	—

**Table 7**     *File Name Components (continued)*

Component	Explanation	Valid Values
ReportFormat	Whether the report includes charts.	<b>Chart</b> —Report includes charts <b>Table</b> —Report does not include charts
Locale	Locale ISO string. Specifies the language in which you created the field names, headings, and other static items in the report. Consists of an ISO language code followed by an underscore (_) and then an ISO country code.	Languages installed on the Cisco CRS Historical Reports client system. For example:  <b>en_US</b> —English <b>de_DE</b> —German <b>es_ES</b> —Spanish <b>fr_FR</b> —French <b>it_IT</b> —Italian <b>ja_JP</b> —Japanese <b>zh_CN</b> —Simplified Chinese  To see the languages installed on the client system, look at the folder names in the Cisco CRS Historical Reports\ Report Templates directory.

The following is an example of a report name:

CCR\_My\_New\_Report\_Chart\_en\_us.rpt

In this example:

- Users who have access to the Cisco IPCC Express Enhanced application package will be able to generate this report.
- The report will appear as My New Report in the Report Type drop-down list on the Cisco CRS Historical Reports main window.
- The report includes one or more charts.
- The report is designed to run on a system with a system locale of English.

- The extension .rpt indicates that this file is a report file.

Now you are ready to create a report definition file as described the “Creating a Report Definition File” section.

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## Updates “Frequently Asked Questions” Chapter

The following changes apply to the “Frequently Asked Questions” chapter in *Cisco CRS Historical Reports User Guide*:

- In the following scenarios, more than one record can have the same Node ID, Session ID, and Sequence No:
  - A call is conferenced to a CTI route point
  - A call goes RNA (ring no answer) to an agent.
- The following steps replace the current Step 4 through Step 8 in the answer to “Is there a way to report on menu choices?”:

New Step 4: Define a Menu step that has three branches and place a Set Enterprise Call Info step in each branch.

New Step 5: In the General tab of the Set Enterprise Call Info step, click **Add**.

New Step 6: In the branch for caller-choice 1, enter **1** in the Value field, and choose **Call.PeripheralVariable1** from the Name drop-down list.

New Step 7: In the branch for caller-choice 2, enter **2** in the Value field, and choose **Call.PeripheralVariable2** from the Name drop-down list.

New Step 8: In the branch for caller-choice 3, enter **3** in the Value field, and choose **Call.PeripheralVariable3** from the Name drop-down list.

## Documentation Updates for *Cisco CRS Scripting and Development Series*

The following information applies to *Cisco CRS Scripting and Development Series* documents:

### About Expressions and Java Licensing

In CRS 4.x, Java expressions are validated against installed licenses to make sure that they do not violate license agreements. This validation is performed by the CRS Engine whenever a script is loaded or whenever a prompt template or grammar template is accessed and evaluated.

In IP IVR, IP Queue Manager, IPCC Express Enhanced, and IPCC Express Premium, you can enter both simple and complex expressions.

However, in IPCC Express Standard, you can enter only simple expressions unless you also have a Java license. You automatically have a Java license with the other four CRS products.

An example of a TTS feature is a TTS prompt complex literal. A Java feature is a complex expression block, a Java-like statement, method, constructor invocation expression, or a field access expression.

Any license violation will be recorded in the logs and prevent the scripts from being loaded in memory.

## Documentation Updates for *Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts*

*Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts* describes the “com.cisco.dtmf.termlength” property. However, Cisco CRS does not support this property.

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>



You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

## Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — [security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — [psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL:

<http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid

Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



### Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the

**Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtunecd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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