



Release Notes for Cisco *E-Mail Manager* Release 5.0

May 2006

Updated Information in this Document

This document updates the Cisco E-Mail Manager 5.0 Service Release 4 with the following changes:

| Topic | Page | Notes |
|---------------------------------|------|--|
| Network Interface Card Settings | 13 | Section added in the DocumentationUpdates. |

Introduction

This document provides the latest information about the Cisco E-Mail Manager Release 5.0.

Please review this document before installing and using E-Mail Manager.



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Product Name Change

With Release 5.0, Cisco E-Mail Manager is part of ICM software, and is referred to as the Cisco E-Mail Manager Option. If you are searching for information about E-Mail Manager on the Cisco Web site, look under ICM software. However, this name change is not reflected in the Release 5.0 E-Mail Manager documentation.

New Features

The following list details features new to Cisco E-Mail Manager 5.0.

Integration with ICM Software

Cisco E-Mail Manager is integrated with Cisco ICM software. In an integration environment, ICM software can route e-mail messages, as well as telephone calls to agents that are common across the different applications. Through this integration, your contact center can achieve more efficient routing and enhance

agent productivity. Furthermore, because agents are common across the different applications, you can monitor and report on agent activity across multiple channels.

**Note**

For information on configuring Cisco E-Mail Manager for integration with ICM software, see the *Cisco E-Mail Manager Installation and Configuration Guide*.

**Note**

For information on administering Cisco E-Mail Manager in an integration environment, see the *Cisco E-Mail Manager Administration Guide*.

New Agent Desktop

Cisco E-Mail Manager has separate desktops for administrators and agents. The Administration Desktop is based on the framework used in Release 4.0. The new Agent Desktop, which agents use to read and respond to messages, as well as work with templates, is built on a new framework that allows for greater performance and scalability. The Agent Desktop is also the basis for the Cisco E-Mail Manager API.

**Note**

For information about installing and configuring the Agent Desktop, see the *Cisco E-Mail Manager Installation and Configuration Guide*.

**Note**

For information on tasks performed through the Agent Desktop, see the *Cisco E-Mail Manager Agent Guide*.

New UI Architecture

Cisco E-Mail Manager release 5.0 employs a new Web-based architecture that improves scalability in high load installations. It allows multiple UI servers to be installed on separate computers, which distributes the load. E-Mail Manager utilizes standard Web server platforms.

API

A new Client-side API allows Cisco PSO and Cisco partners to develop custom user interfaces for responding to and processing customer e-mail. The Cisco E-Mail Manager API supports the new UI architecture and allows end customers to design their own UI front-end to the e-mail application. The API is implemented as an XML interface over HTTP or socket connections.

**Note**

For information on the API, see the *Cisco E-Mail Manager Application Programming Interface Guide*.

Attachments

Cisco E-Mail Manager now enables administrators to add and register attachments by browsing their desktop and network directories.

**Note**

For information on loading attachments, see the online help for the Administration Desktop.

JavaScript Customization

The Cisco E-Mail Manager Agent Desktop supports a customization feature based on JavaScript. You can add JavaScript to the Status, List Mail, Read, Response and Wrap screens of the Agent Desktop. The agent customization feature supports interfaces to get the page data and the ability to add menu items to the command (top) menu. The Roles function determines the use of this feature, and a sample script is included.

**Note**

For information on using JavaScript with the Agent Desktop, see the *Cisco E-Mail Manager Implementation and Customization Guide*.

Private Branding Support

Cisco E-Mail Manager now supports rebranding. You can add your company's logo and name to the Agent and Administration desktops. The following areas of E-Mail Manager can be customized to support rebranding:

- The title of application
- The Cisco logo in the upper left corner
- The copyright statement
- The About box

A “powered by Cisco” logo is also included.

**Note**

For information on rebranding, see the *Cisco E-Mail Manager Implementation and Customization Guide*.

Common Look and Feel

In an effort to create a common look and feel across Cisco integrated products, the following changes have been made for release 5.0:

- New color scheme that is also used by Cisco Collaboration Server
- Same lexicons as other CCBU products
- Log Out and Help moved to title bar (Agent Desktop only)
- Ready/Not Ready control on Read, Response, and Wrap screens (in common with Cisco Collaboration Server and Softphone)
- Common terminology

Spell-checking

Cisco E-Mail Manager provides the following spell-checker enhancements for release 5.0:

- Allows the spell-checker to automatically run when sending mail

- Allows the spell-checker to automatically run when saving templates to the template libraries
- The spell-checker adjusts to the language of the e-mail
- Controlled by a new role flag

Push Agents for E-Mail

Push routing has been enhanced in release 5.0, allowing agents three different push modes to work in:

- **Push**- When e-mail arrives, E-Mail Manager checks to see if an agent is available.
- **Working**- An agent can use his or her personal queue and other features permitted by their role.
- **Not Ready**- The agent is logged on but not available to receive e-mail. This new format provides agent control over push mode and allows the agent to leave push mode to go on break or work on other items. Previously viewed messages in the personal queue are no longer pushed, unless that agent has never viewed them. A role flag controls the push routing feature.

Multi-byte and Internationalization Support

Cisco E-Mail Manager release 5.0 enables support for multi-byte languages and countries to address international requirements. The UI is also localized into five languages, and handles non-Latin 1 character sets.

Modifications include:

- Conforming to the ICM data restrictions



Note

See the *Release Notes for ICM Software Release 5.0* for more information on ICM data restrictions.

- Handling encodings specified in incoming e-mail headers
- Generating proper outgoing mail encodings in e-mail headers

- Modifying the spell-check function to support non-ideographic languages
- Unicode support
- Languages supported:
 - English
 - French
 - German
 - Spanish
 - Korean
 - Chinese (simplified)

E-Mail Manager offers the following localized features:

- For User Interfaces: Agent, Admin, WebView, Report Templates
- For Online Help: Agent Help, Admin Help, WebView (French and German only)

**Note**

E-Mail Manager documentation is only localized for Online Help, not for the guides.

**Note**

Japanese is not supported at this time.

**Note**

Bi-directional languages such as Hebrew and Arabic are not supported.

Agent Disabling

This new Cisco E-Mail Manager feature allows administrators to disable agents from logging in, both locally and throughout the enterprise. This feature is useful for customers with seasonal agents.

Real-Time Statistics Displays

Cisco E-Mail Manager release 5.0 provides additional real-time statistics to agents. These statistics are controlled by a new role flag. They enable agents to view their individual metrics from the mail processing screens (Status, List Mail, Read, Response, Wrap). Statistics available for viewing are: number of active messages in a queue, number of messages answered, longest waiting time of messages the Agent is responsible for, and total time logged into the system.

LAMBDA

The LAMBDA (Load Adaptive Message-Base Data Archive) service moves messages marked for archive from the primary CEM database to a secondary (LAMBDA) database. Since an overabundance of messages marked to be archived may negatively affect the overall application performance, moving these messages to the LAMBDA database enhances the performance of Cisco E-Mail Manager. The LAMBDA processor runs automatically, according to configurable threshold values that you set in the Cisco E-Mail Manager Configuration Utility.

**Note**

For more information on configuring LAMBDA, see the *Cisco E-Mail Manager Installation and Configuration Guide*.

New Reporting Architecture and Tools

The CIR (Cisco Independent Reporting) is a database used strictly for reporting. The simplified schema enables customers to easily create and customize reports. The CIR database can be created either on the same database server as the other E-Mail Manager databases, or on a different database server. WebView is now the standard E-Mail Manager reporting application. The WebView reporting tool is packaged as part of E-Mail Manager and a new standard set of reports, based on customer requirements, is delivered out-of-the-box. Customers can also use third party reporting tools to create custom reports and report templates if the standard reports do not meet their requirements.



Note See the *Cisco E-Mail Manager Installation and Configuration Guide* for more information.

New Supportability Utility

Cisco E-Mail Manager now offers component monitoring, performed periodically by a separate tool from other Windows computers. (This tool is referred to as CEMWatcher in the Cisco E-Mail Manager documentation.) CEMWatcher is designed to monitor Cisco E-Mail Manager operations and report conditions that cause system downtime.

If CEMWatcher detects a situation where E-Mail Manager's conditions or mail response time deviate beyond the parameters you set, it sends an e-mail message or NT message to specified contacts.

CEMWatcher includes:

- Round trip total system integrity monitor (diagnostic mail loop)
- Polling the POP3 Mailbox for functionality
- Polling the SMTP Mail gateway for functionality
- Agent UI server, database functionality
- Polls E-Mail Manager through a non-login HTTP session

Required Software

Cisco E-Mail Manager requires the following software.

Server side:

- Windows 2000 Server with Service Pack 3, with IIS 5.0.
- For databases, you need one of the following:
 - Microsoft SQL Server 2000 with Service Pack 2.
 - Oracle 8.1.7.

Client side:

- Internet Explorer 5.5 with Service Pack 2 or Internet Explorer 6.0, with the Microsoft Java VM, on Windows 2000 (Server or Professional).



Note

See the *Cisco E-Mail Manager Installation and Configuration Guide* for more details.

Unsupported and Obsolete Features

The following features are not supported in Cisco E-Mail Manager release 5.0:

- Netscape Navigator (for the client side)
- Upgrades from release 4.x to release 5.0
- Upgrades from standalone to integrated instances

The following features have been obsoleted in the new release of Cisco E-Mail Manager:

- ReportBuilder (replaced by WebView)
- Data Pruner (replaced by LAMBDA)
- Previous Queue functionality and therefore the button from the Status Screen

Documentation Updates

ICM software WebView for E-Mail Manager Online Help inaccuracy (CSCma22731)

The description of the “% Responded To” data field in the skill_group_performance page of the online help is inaccurate. The description should read: “ The percentage of non-overdue messages in this skill group that were responded to during the specified time window.”

Installation Information (CSCma22279)

If you use the “Run Later” option when creating databases during the E-Mail Manager installation, you must resave the configuration settings in the Configuration Utility after creating the databases.

Database Backups

When performing database backups, you need to synchronize the backups across all three databases. You should set the database backups to run simultaneously to ensure that you can restore all three to the same point, if necessary.

External Data Access

The *Cisco E-Mail Manager External Data Access Guide* states the following in the “Java Classes Called from E-Mail Manager” section of the Understanding Java Classes chapter:

You should read the comments in the file **EDAQueens.java** to understand how they use the Persistence Layer to access external data. Following is a checklist of things to remember when defining a class with which to access external data:

- The class must implement the class:
Com.WebLine.brooklyn.flatbush.EDAInterface.
- The class must import the following other classes:
 - All Persistence Layer classes (**Com.WebLine.persist.***)

The package names in this section are incorrect.

- The first bullet should read:
 - The class must implement the class
com.cisco.ics.cem.tserver.EDAInterface.
- The third bullet should read:
 - All Persistence Layer classes (**com.cisco.ics.persist.*;**)

API Data Encoding

The API Server returns all data to client applications using UTF-8 encoding. Therefore, client applications must transform this data to a Unicode string. Furthermore, client applications must handle data associated with an e-mail message, returned in the MailImmutableData, in the following ways:

- The body parameter, when the Content-Type is text/plain, must be converted into a byte array using the ISO-8859-1 encoding.

Notes:

- ISO-8859-1 is an 8-bit, one octet encoding; each high-order octet of the characters produced by undoing the UTF-8 encoding - above - should be x00 and thus ignored in producing the byte array.
- The client application should decode any content-transfer-encoding.
- The client application should produce a Unicode string using the bodyEncoding parameter of the MailImmutableData struct.
- The headers parameter should follow the rules of RFC 2047. Any non-US-ASCII characters are encoded according to the rules in that RFC. For example: **Subject: =?utf-8?Q?abc=E2=80=9Cabc?=.**
- The following parameters in the MailImmutableData struct are decoded from the RFC 2047 encoding by E-Mail Manager and are stored in the database as UCS-2 characters, which is essentially the same as Unicode. After the client application undoes the UTF-8 encoding of the data sent by the API Server, the data should match that stored in the database.
 - fromRaw
 - MToRaw
 - MSubject
 - fromEaten
 - MReplyTo

Help File Links

In the *Cisco E-Mail Manager Agent Guide*, the following links within the documentation either do not work or are incorrect:

- For the **About Agent Workflows** chapter, the link to “For (role): require push routing” in the Pick Mode section does not work.
- The “Message screen” link in the “How to Open Archived Messages” section should point to the “What is a Message Screen” section of the **Reading Messages** chapter.
- The “search messages” link of the “How to Open Archived Messages” section should point to the “How to Search for Messages” section of the **Retrieving Messages** chapter.
- The “Response screen” link in the “Opening Messages” section of the Working with Messages in the Queue chapter should point to the **Responding to Messages** chapter.
- For the “Menu Commands” section of the **Reading Messages** chapter, the Actions link should point to the “Actions Menu Options” section of the **Menus and Icons**.

Network Interface Card Settings

Network Interface Card (NIC) settings have to be made Full Duplex for optimal performance. NIC settings must be applied to servers and are not required for agent/client desktops.

Please follow the steps mentioned to set the NIC settings to Full Duplex mode.

- Step 1** Go to **Start -> Settings -> Network and Dial-up Connections -> Local Area Connection**.
- Step 2** Right Click on **Local Area Connection -> Properties**.
- Step 3** A pop up will appear. In the pop up screen select **General tab -> Configure**.
- Step 4** Go to the Advanced tab and select the property **Link Speed & Duplex**.
- Step 5** Set the corresponding value to 100 Mbps Full or the highest value that is supported by the NIC and the switch.

For Cisco E-Mail Manager deployment, it is suggested that all the NICs be configured with the speed explicitly set to maximum speed supported (for example, 100Mbps on the 10/100 Card) than to the Auto mode. When you set

speed explicitly on the NIC and the switch port, you must set the speed on the NIC and the switch port to the same value. Failure to do so may hinder and perhaps disable Layer 2 connectivity, as well as delay overall performance.

**Note**

Cisco E-mail Manager does not support NIC Teaming.

Additional Copyrights

Apop.java

Pop3.java

PopStatus.java

Apop.java, pop3.java, popStatus.java Copyright (c) 1996 John Thomas jthomas@cruzio.com All Rights Reserved. Permission to use, copy, modify, and distribute this software and its documentation for commercial or non-commercial purposes is hereby granted provided that this copyright notice appears in all copies. Note: apop.java uses the MD5 and MessageDigest classes from SUN that have more restrictive Copyright statements but these routines are only used for APOP support which may not be required for some uses. Boost Regex Package

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Dr John Maddock

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Sun Microsystems

@(#)MessageDigest.java 1.1 95/04/02

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03/15/96 John Thomas

Slight modifications made to this class to get it to run with Java 1.0 so it could be used with the pop3 class and the MD5 class.

- Remove reference to java.crypt
- Replace use of OutputStreamBuffer with ByteArrayOutputStreamomment out some print statements in toString method
- - Modify toString to return lowercase hex (c4 instead of C4)

@(#)MD5.java 1.8 95/04/02

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The MD5 class is used to compute an MD5 message digest over a given buffer of bytes. It is an implementation of the RSA Data Security Inc MD5 algorithm as described in internet RFC 1321.

@version 02 Apr 1995, 1.8

@author Chuck McManis

Known Limitations

This section contains information about the known limitations of this version of E-Mail Manager. These limitations have been entered as defects. Cisco has evaluated these each of these defects and closed them. For each defect, we have determined that either of the following is true:

- The software functions as designed.
- The issue cannot be resolved

For more information on defects, use the Bug Toolkit found at: www.cisco.com/support/bugtools/Bug_root.html

Defect Number: CSCma19041

Severity: 3

Component: RServer

Headline: Error in regular expression matching

Symptom: The regular expression does not match the character ranges [a-z] or [A-Z]

Condition: In any rules, regular expression matching using character ranges, for example, [a-z] or [A-Z], no longer work as they did in the previous releases.

Workaround: To match lower case characters, you can use the character class format, [[:lower:]], and similarly, [[:upper:]] for upper case.

Defect Number: CSCma13824

Severity: 3

Component: Supportability

Headline: No message is given to a user when Cisco E-Mail Manager runs out of disk space.

Symptom: No warning appears when E-Mail Manager starts to run out of space.

Condition: When the server that E-Mail Manager is running on runs out of disk space on the drives that E-Mail Manager uses, the instance(s) stop operating properly, since they cannot save state or log information.

Workaround: This is a hardware issue, and you should monitor disk quotas and alerts with either DiskWatcher or Windows 2000.

Defect Number: CSCma18762

Severity: 3

Component: TServer

Headline: Failed to create some agents during a bulk create

Symptom: Some bulk agents are not created during a bulk create operation in an integrated instance.

Condition: The failure to create the agents during the bulk operation indicates that another user submitted a transaction on the same AW at the same time.

Workaround: Make another attempt to create the agents through the bulk create option. The second attempt should be successful.

Known Caveats

This section contains a list of known defects for this version of E-Mail Manager.

Defect Number: CSCma23599

Severity: 3

Component: Installation

Headline: WLConfig: Spurious Conapi Connection in the maintenance mode

Symptom: TServer stoppage in an integrated instance. The TServer log file indicates a failure to connect to the ICM. Known Caveats

Condition: This condition occurs if you use a different connection name than the default in the ICM Administration connection name field in the ICM settings tab when working with the configuration utility of E-Mail Manager. Opening the configuration utility later and saving other, non-ICM tab settings creates a useless connection name.

Workarounds: Select the default “ConnName” for the ICM Administration connection name field. You can also select “ConnName1” from the menu, and select the “<delete displayed entry>” and save your settings when working in maintenance mode in the Configuration Manager.

Defect Number: CSCma06116

Severity: 3

Component: Installation

Headline: Problems selecting database driver in the Configuration Utility

Symptom: Placement of the Oracle driver during installation

Condition: If you place a new Oracle driver in the same directory as your older Oracle drivers, the configuration utility won't distinguish the new driver from the older ones.

Workaround: During install, make sure that if you add a new Oracle driver, you place it in a separate directory from the older Oracle drivers, as the configuration utility does not distinguish between older and newer drivers.

Defect Number: CSCma16398

Severity: 4

Component: Installation

Headline: Error condition creating database does not clear if the error is fixed

Symptom: Receiving conflicting messages after running the database creation script

Condition: In the Configuration Manager, if the database creation script fails the first time, a user can use the “back” button to retry creating the script. However, this elicits both a message congratulating a successful database script creation and another message claiming the script did not run successfully. The unsuccessful script message is merely a function of the previous failure; a message confirming a successful script run signifies a creation of the database.

Defect Number: CSCma08749

Severity: 3

Component: Installation

Headline: Uninstall of a previous version

Symptom: Uninstalling the Core Server

Condition: If you leave a services window open while uninstalling Cisco E-Mail Manager, the Core Server is not properly uninstalled.

Workaround: When uninstalling Cisco E-Mail Manager, make sure you close the services window.

Defect Number: CSCma14810

Severity: 3

Component: Installation

Headline: Uninstall fails to remove NT services

Symptom: Uninstalling Cisco E-Mail Manager does not remove NT services

Condition: When uninstalling Cisco E-Mail Manager, the NT services created during the installation are not removed. You need to remove these services manually.

Defect Number: CSCma23232

Severity: 3

Component: LAMBDA

Headline: LAMBDA does not process some things

Symptom: The LAMBDA feature does not follow certain items

Condition: The LAMBDA feature does not process:

- Internal messages (and their responses) if the internal message has been marked for archiving
- The mess_metadata table (the API msgCreateNewStub command which creates an internal message) optionally creates rows in the mess_metadata table

The “internal sent outgoing” message that remains when an incoming message is created to get sent through the rules

Defect Number: CSCma22812

Severity: 3

Component: Reports

Headline: For Oracle, the data transfer in distributed CIR is slower than in localized.

Symptom: Data transfer when the primary transaction database is on a separate database than the CIR database.

Condition: It takes longer to move record from the primary transaction database to the CIR database when CIR is running on a separate database than the primary transaction database.

Defect Number: CSCma22786

Severity: 3

Component: Reports

Headline: Database extends too small in load test.

Symptom: CIR database logs under heavy load.

Condition: Under a heavy load, the CIR database logs may show an error that states “unable to allocate extent...”

Workaround: Increase the extent size from 56K to 128K.

Defect Number: CSCma22380

Severity: 3

Component: Reports

Headline: Timestamps on CEM WebView reports are not in the same format

Symptom: Timestamp irregularities

Condition: WebView reports contain three time fields that utilize a 24 hour time system and one based on a 12 hour time system.

Defect Number: CSCma21938

Severity: 3

Component: RServer

Headline: Wait for Log File: Mutex timed out error slows rserver

Symptom: Rserver slow down

Condition: Occasionally, when performing bulk configuration tasks, RServer slows and eventually stops.

Workaround: Disable the InBasket when working with a large number of agents or skill groups.

Defect Number: CSCma21097

Severity: 3

Component: RServer

Headline: Distribution rule description shows ID, not name

Symptom: Distribution rule description

Condition: If you are viewing another agents profile, the distribution rule description displays the template and user ID.

Defect Number: CSCma22179

Severity: 3

Component: RServer

Headline: Outgoing mailtrack message has subject as: [no subject]

Symptom: Outgoing mail subject

Condition: For an automatically generated mailtrack message, the subject of the message appears as (no subject) in the mailtrack sent queue.

Defect Number: CSCma13323

Severity: 3

Component: RServer

Headline: AutoResponse message with a corrupt attachment

Symptom: AutoResponse template with an attachment

Condition: An AutoResponse sent with an attachment can contain a corrupted message body.

Defect Number: CSCma14406

Severity: 3

Component: RServer

Headline: Character set of the reply to mailtrack message is sometimes not correct.

Symptom: Replying with non-ASCII characters

Condition: If a Mailtrack agent replies to a message that was processed through rules with non-ASCII characters, the sender receives a corrupted message. This is because the character set is US-ASCII.

Defect Number: CSCma14720

Severity: 3

Component: RServer

Headline: The HTTP link to respond to this message in the rules links to Admin UI

Symptom: Notice Body Customization section

Condition: In the Edit rule screen, the “include and HTTP link to respond” field under the Notice Body Customization section links to the Admin UI rather than the Agent UI.

Defect Number: CSCma15002

Severity: 3

Component: RServer

Headline: Character set is not correctly detected if the message has an attachment from Netscape

Symptom: Message attachment text

Condition: If a message with no body text is sent with an attachment, the text of the attachment appears in the message body. If the attachment contains non-ASCII characters, the attachment text improperly displays.

Defect Number: CSCma15009

Severity: 3

Component: RServer

Headline: Charset is not correctly detected if message has an attachment from Netscape

Symptom: Improper display of the euro sign

Condition: If a message is sent from either Netscape Messenger and Eudora with a euro sign in the subject or body and an attachment, the euro sign displays improperly. If there is no message attachment, the euro sign only displays improperly in the subject of the message.

Defect Number: CSCma17663

Severity: 3

Component: RServer

Headline: Linking of rules in Low Level Rule editor does not work

Symptom: Linking a low level rule from the edit rule screen Known Caveats

Condition: You cannot link a rule in the low level edit rule screen.

Defect Number: CSCma18380

Severity: 3

Component: RServer

Headline: Language detected by Euclid for Chinese does not agree with the Java string

Symptom: Incoming Chinese-text mail

Condition: If a sender utilizes the “html” option in Microsoft Outlook to send an incoming Chinese-text message with an attachment, Cisco E-Mail Manager may set the default reply language as English.

Defect Number: CSCma23241

Severity: 3

Component: RServer

Headline: RServer: Wait for Log file Mutex timed out

Symptom: RServer threads

Condition: Occasionally, when two RServer threads compete for the log mutex, RServer may slow and stop responding.

Defect Number: CSCma20845

Severity: 3

Component: RServer

Headline: Getting MROW lock [write] timed out 30 times.

Symptom: RServer time out

Condition: If there is a high load of messages in Cisco E-Mail Manager and you are running a limited number of database connections with TServer, then the connection that RServer communicates to TServer with times out.

Workaround: Either raise the number of TServer connections, or lengthen the TServer connection timeout.

Defect Number: CSCma18033

Severity: 3

Component: RServer

Headline: With a large number of agents on the agent UI, RServer stops

Symptom: RServer stops

Condition: During a heavy agent and e-mail load, RServer may restart after several hours. If this occurs, RServer restarts automatically.

Defect Number: CSCma20829

Severity: 3

Component: RServer

Headline: The last MT> line is not localized correctly for certain languages

Symptom: Last line of mailtrack displayed incorrectly for certain languages
Condition: For messages processed by rules to a mailtrack agent, the last line in mailtrack displays incorrectly for Chinese, Korean, French and German languages.

Defect Number: CSCma22973

Severity: 3

Component: TServer

Headline: Sometimes it takes too long to establish the conAPI connection

Symptom: Re-establishing connection with TServer

Condition: Closing the TServer window manually can result in a loss of communication between the ICM and the TServer when the TServer restarts.

Workaround: Shut down the CEM Core Server and E-Mail Manager instance service and wait three to five minutes before restarting them.

Defect Number: CSCma08211

Severity: 3

Component: TServer

Headline: Archived broadcast message does not show up when you search by the type field

Symptom: You can't retrieve and archived broadcast message by searching for the type field

Condition: Running a message search for an archived broadcast message using the "subject" field yields a message return, while searching for the "type" field does not.

Defect Number: CSCma11419

Severity: 3

Component: TServer

Headline: The attachments connected to a response are never shown

Symptom: Viewing a Response with an attachment

Condition: If you view a response that has already been sent, you cannot determine if an attachment was sent with the response.

Defect Number: CSCma23381

Severity: 3

Component: TServer

Headline: Integrated CEM: Some messages are left in the ICM Routing skill group

Symptom: Integrated routing messages left in the ICM Routing skill group

Condition: In an integrated instance, if the MRPGs are down when messages enter Cisco E-Mail Manager, those messages gets assigned to the ICM Routing skill group. However, when the MRPG connection is re-established, those messages remain in the ICM Skill Group rather than being routed to available E-Mail Manager agents who belong to that ICM Skill Group.

Defect Number: CSCma19870

Severity: 3

Component: TServer

Headline: UI Error Under Load

Symptom: Error message received when an agent is in push mode.

Condition: When about 300 agents are logged into an integrated instance of Cisco E-Mail Manager and an agent enters push mode, he or she may receive an error message. After clicking the agent enters push mode.

Workaround: Click **OK** on the message to enter push mode. Also, if you exit and then enter push mode again, error messages are not initially pushed to you.

Defect Number: CSCma22956

Severity: 3

Component: UI

Headline: URL fields in rules should be able to start with a >.

Symptom: Using the “>” character in the Agent UI URL field.

Condition: You cannot use the “>” character when entering a URL into the Agent UI URL field. Putting a “>” character before the URL prevents Rserver from “wrapping” the URL.

Resolved Caveats

The following issues, previously listed in the release notes for Cisco E-Mail Manager Release 4.0.5, have been addressed and no longer appear in Release 5.0. Headlines, tracking number, and summaries are provided for severity 1 and severity 2 defects. Headlines and defect numbers are provided for severity 3 defects.



Note

Each defect has an identifier that starts with “CSC”, followed by a 2-letter code, then a 5-digit number. Some defects in the following list have a non-standard identifier. These defects were documented in earlier releases of E-Mail Manager that did not conform to all Cisco standards. They continue to be identified in this way in this document for consistency with earlier defect listings. These defects are not available through Bug Navigator.

Resizing Netscape Browsers (2069, 01175)- If you used Netscape and resized the browser while using eMail Manager, the browser behaved unexpectedly. The screen sometimes displayed incorrectly until refreshed, or the browser closed. Netscape is no longer supported for Release 5.0, and this is no longer an issue.

Opening Sender History or Tracking History from the Message Response Screen (3906)- If you opened the Sender History screen or the Tracking History screen from the Response screen several times, the browser stopped processing JavaScript, and you could not perform tasks in eMail Manager. In this situation, you closed and reopened your browser. This issue has been resolved for Release 5.0.

Long Classpath with Multiple Database Types (02065)- Deleting a subroutine could cause the RServer to stop if that subroutine was part of a rule. This issue has been resolved, and you can now delete subroutines indiscriminately.

Invalid Address in the CC Field of a Response (3300) - If you entered an invalid e-mail address in the CC field of a response, and the invalid e-mail address was local to the SMTP server, the response was not sent to the e-mail address in the To field, even if that address was valid. You could view the unsent message by selecting Outgoing Queues from the Diagnostics menu, then selecting Waiting in the dialog box; however, from this queue, you could not modify the invalid e-mail address. This issue has been resolved, and no longer occurs.

Overdue Messages in Reports (CSCma02269)- Overdue messages did not appear in a User Performance Report run for an agent. Report Builder is obsolete for Cisco E-Mail Manager 5.0, and thus this issue no longer occurs.

Error Message After Spell-Checking a Response (3805)- In certain situations when the eMail Manager instance is under heavy load, after you dismissed the confirmation message stating that spell-checking is complete, you received a message stating that there was a fatal error. This message no longer appears in Release 5.0.

Database Disconnections (CSCma02734)-The Cisco eMail Manager database access eventually stopped functioning and users could not access any messages.

Every time you restarted the eMail Manager services, the problem ceased, and the errors stopped for a while. This issue no longer occurs.

Registry Keys Remain After Failed Migration (CSCma01500)

Pruner Migration Script (CSCma01741)

Cancelling a New Instance (CSCma02217)

Creating a Pruner Database for Oracle (CSCma02338)

Uninstalling eMail Manager on Windows 2000 (3765)

Error Message When Creating a Database During Installation (4267)

UUencoded Attachments (2560)

Sending Attachments to eMail Manager Users from Within eMail Manager (3094)

Non-Alphanumeric Characters Cause Database Errors When Searching for Messages (3366)

Running Reports After Restarting the Database (4208)

- Starting the Database Services in eMail Manager and Running Reports (4279)**
- MailTrack Messages Not Shown as Archived (CSCma02470)**
- MailTrack Messages with Attachments from Netscape Messenger in Plain Text Format (3001)**
- Adding Long Notes to MailTrack Messages (3518)**
- Mailing List Members with Special Characters (CSCma01711)**
- Adding a Member of the Opt-Out List to a Mailing List (2286)**
- Adding Members to Mailing Lists (02245)**
- Reply to Address Added to Mailing List (02570)**
- Message Preview Size (CSCma01742)**
- Response Screen Size (CSCma01874)**
- Viewing Message Notes and Actions from an Outgoing Queue (CSCma02750)**
- Opening Archived Messages (CSCma02717, CSCma01996)**
- Unarchiving a Message (CSCma02715)**
- Push Routing Limitations (CSCma02700)**
- SkillGroup Not Associated with New Message When Tracking Number Split (CSCma02682)**
- Special Characters in Outgoing Messages (CSCma02567)**
- Escalated Messages Not Shown as in the Default Skillgroup (CSCma02412)**
- Changing Message Preview Setting (CSCma02466)**
- Adding a Second Note to a Message (CSCma02442)**
- Command Menus in Response Screen Not Disabled By Reassign Message Dialog Box (CSCma02347)**
- To Field Formatting Problems with Broadcast Messages (CSCan00974)**
- Signature Added when Using Contact Admin (2419)**
- Error Messages When Deleting Saved Message Searches (3497)**
- Running Saved Message Searches from a Solaris Client (3507)**
- Reassigning Messages Retrieved by a Search (3799)**
- Multiple Users Editing a Message (3899)**

Sending a Broadcast Message After Reading Messages (4352)
Response Screen and Screen Resolution (00986)
Indication of Truncated Messages (01098)
Broadcast Message in Personal Queue (01198)
Moving Messages to Other Queues and the Navigation Menu (01846)
Opening Archived Messages (01985)
POP3 Mailbox Locking with Large Attachments or Large Number of Messages (01413)
Replies to Contact Admin Messages (01204)
Working with Archived Messages (02290)
Round Robin to Original Skill (02378)
Displayed Messages in Default Skillgroup Queue (CSCma01898)
Viewing Real-time Agent and Queue Displays with Many Users (CSCma02846)
Selecting Last Month During January (CSCma02142)
Agent and Queue Status Screens Do Not Log Off User After Inactivity (01425)
Modifying Rules When Out of Disk Space (CSCma02719)
Validity of Rules Not Checked When Services Started (CSCma02720)
Expired Personal Distribution Rule Deleting Words (CSCma02221)
Reporting Mixed-Case Words as Misspellings (3785)
Deleting Misspelled Words (3865)
Case-Sensitivity (3973)
Deleting Libraries with Templates (CSCma02400)
Modifying Templates from a Deleted Library (CSCma02401)
Searching for Templates (2788)
Searching for Templates by Owner (2144)
Pasting Text from Microsoft Word Documents into Templates (3133)
Daylight Savings Time in Australia/Sydney (4269)

Time Zones with Different Standards for Daylight Savings Time (4278)
Adjusting the Date Between Time Zones (4339)
Adding Multiple Users to Groups (CSCma01436)
Creating Multiple Users with a Tab-separated List (CSCma02463)
Logging in Multiple Times as the Same User, with the Same Browser (3264)
Users and the Default Skill Group (02412)
Incorrect Message Return (04385)
Sending Logs (CSCma00897)
Message Utilities Screen With No Active Message (CSCma01699)
Multiple Users on the Message Utilities Screen (CSCma01700)
Java Ports (CSCma02059)
Database Performance (CSCma02725)
Java Memory Settings (CSCma02187)
Searching for Messages While Editing Rules or Roles (CSCma02237)
Opening Links in New Windows (3517)
Arrows in Navigation Menu (00857)
Long startup times with Configuration (0379)
HTTPD Browser Error when Updating Users and Rules Using Command Menus Before the Response Screen is Fully Loaded (CSCma02303)
Testing Multiple Rules in Multiple Windows (CSCma02752)
Pointer Becomes an Hourglass After You Reply to a Message (CSCma02080)
Internet Explorer and Differences Between the Server and Client Times (2236)
Logging in with Internet Explorer 5.0 (3393)
Disabling Cookies with Internet Explorer 5.0 and Windows NT 4.0 (3402)
Sound Files with Internet Explorer and Media Player (3491)
Displaying Attachments of Type message/rfc822 (3940)
Viewing JPG Attachments (1271)
Netscape Performance Over Time (02481)

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

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To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your performance is degraded. Functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

<http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production environment is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production environment is severely degraded, affecting significant aspects of your business operations. No workaround is available.