



Release Notes for Cisco Agent Desktop 6.0(2)

Revised: October 20, 2008

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Introduction

These release notes describe the new features for Cisco Agent Desktop version 6.0(2). These release notes also provide information that was unavailable at the time of release, including documentation changes and an additional open caveat found after the release in November 2004.

Use these release notes in conjunction with the Cisco Agent Desktop 6.0 documentation provided on the installation CD.

System Requirements

Cisco Agent Desktop 6.0(2) is supported with Cisco IP Contact Center (IPCC) Enterprise Edition 6.0.



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New and Changed Information

Localization

CAD 6.0(2) support the following languages:

- Chinese (Simplified)
- English
- French
- German
- Italian
- Japanese (Kanji)
- Korean
- Spanish

CAD 6.0(2) is supplied on two installation CDs: one for Western languages and one for Eastern languages. They are divided as follows:

- Western: English, French, German, Italian, and Spanish
- Eastern: Chinese, Japanese, and Korean

Localization Details

- CAD services must be installed on machines using a US English operating system. CAD desktop applications can be installed on machines using a localized operating system.
- Install Manager, the installation program, is in English for all language versions except for Japanese.
- Cisco Agent Desktop and Cisco Supervisor Desktop have been localized for all languages.
- The Cisco Desktop Administrator interface is in English only, but can be installed on a machine with a localized operating system to support data entry in that language.
- Help for Cisco Agent Desktop and Cisco Supervisor Desktop has been localized for all languages.
- Help for CAD Configuration Setup has been localized only for Japanese.
- Quick Reference Cards have been localized for all languages.
- Desktop application user guides, the Installation Guide, and the Service Information manual are in English only.
- Cisco IP Phone Agent has been localized for all languages except Chinese and Korean. The Japanese version uses single byte Katakana.

Limitations and Workarounds

Installation

Installing Desktop Applications on Japanese OS Machines

If Cisco Desktop Administrator is installed on a machine with a Japanese operating system before Cisco Agent Desktop or Cisco Supervisor Desktop is installed on that machine, then the CAD Configuration Setup tool will be the English version. However, if Cisco Agent Desktop or Cisco Supervisor Desktop is installed first and then Cisco Desktop Administrator is installed, then the CAD Configuration Setup tool will be the Japanese version.

Installing Desktop Applications on Platforms Running Windows XP Service Pack 2

Windows XP Service Pack 2 has increased security features, including a firewall that is automatically enabled.

If you install CAD desktop applications on a machine running Windows XP with Service Pack 2, Install Manager must tell the firewall to allow the desktop applications to run without interference.

Install Manager automatically unblocks the following applications:

Application Name	Executable
Cisco Agent Desktop	agent.exe
Media Termination	MediaClient.exe
Cisco Supervisor Desktop	supervisor.exe
Supervisor Record Viewer	supervisor log viewer.exe
Cisco Desktop Administrator	Administrator.exe
	IPCCAdmin.exe
	Personnel.exe
	SplkView.exe
	TSSPAdm.exe

Silent Monitoring

Desktop monitoring does not function with some NIC cards. The Intel PRO/100 and PRO/1000 NIC card series are unable to detect both voice packets and data packets in a multiple VLAN environment, which prevents desktop monitoring from functioning properly. These NIC cards do not fully support NDIS Promiscuous Mode settings.

A workaround solution is available from the Intel Technical Support website (Solution ID: CS-005897). Other solutions include:

- Using another type of NIC cards that is fully NDIS compliant. A procedure for testing if a NIC card is fully NDIS compliant is available at this URL:
www.cisco.com/en/US/customer/products/sw/custcosw/ps427/prod_tech_notes_list.html
- Monitoring agents via a VoIP Monitor server.

Enterprise Data

Enterprise Data cannot correctly display data passed to it by ICM that contains the pipe (|) character. ICM allows this character; Enterprise Data does not. The enterprise data may be truncated, or may not appear at all.

Cisco IP Phone Agent

Cisco IP Phone Agent does not support Cisco Outbound Option.

Cisco IP Phone Agent is localized only for single byte Katakana, not double byte Kanji. As a result, enterprise data, reason codes, and wrapup data, which are configured in Cisco Desktop Administrator (on a localized OS) using Kanji will not display correctly on the IP phone.

A possible workaround is to configure the enterprise data, reason codes, and wrapup data in English.

CAD and ICM Upgrades

CAD 6.0(2) works only with Cisco IPCC Enterprise Edition 6.0. To stage an upgrade, you may run CAD 4.4.1 or 4.6 while upgrading to IPCC Enterprise Edition 6.0, and then, when a stable system is verified, upgrade CAD to 6.0(2). Running previous versions of CAD with IPCC Enterprise Edition 6.0 is recommended only while staging upgrades.

CAD Services

CAD services are not supported on servers that run non-US English language operating systems. They must be installed on servers with US English language operating systems.

Open Caveats

The following issues are open in Cisco Agent Desktop 6.0(2).



Note

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

Table 1 Open caveats for Cisco Agent Desktop 6.0(2)

Identifier	Severity	Headline
CSCee81343	3	Incorrect agent login error when agent is not in any team
CSCee96040	3	Incorrect value listed for ANI on Agent Desktop
CSCee96071	3	Incorrect value of Customer Number in Callback Screen on Agt. Desktop
CSCsa20595	3	CAD does not show on the task bar after starting.
CSCsa20596	3	Slider bar in CAD for media termination volume does not work.
CSCsa20597	3	The database backup script does not work with long filenames.

Table 1 Open caveats for Cisco Agent Desktop 6.0(2)

Identifier	Severity	Headline
CSCsa31732	3	JPN: Order of own and family name should be configurable
CSCsa31740	3	JPN: Japanese characters become corrupted when entering directly
CSCsa36984	3	Symptom: In some cases, CAD may not be able to reconnect to the CTI OS server after a failure occurs. Workaround: Restart CAD instead of retrying the login.
CSCsa36988	3	Symptom: During a CAD/CSD installation, the reboot may not complete automatically when the OS is Windows NT Workstation. Workaround: Manually restart (or cold boot if PC does not respond to restart). The install will complete successfully after the PC restarts.
CSCsa36992	3	Silent monitoring and recording do not work with agents using VPN.
CSCsa37141	3	Agents lose phonebook and report settings after agent id change in ICM.
CSCsj18349	3	Task Button/Alt key issue

Resolved Caveats

The following issues have been resolved in Cisco Agent Desktop 6.0(2).



Note

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

Table 2 Resolved caveats for Cisco Agent Desktop 6.0(2)

Identifier	Severity	Headline
CSCma23690	6	Memory usage with MSDE for CAD is not capped.
CSCsa20593	3	RASCAL DB inserts may fail if data contains quote marks.
CSCsa30678	3	Upgrading product bundle does not upgrade recording license.
CSCsa33219	3	Two supervisors cannot listen to recordings at the same time.

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Agent Desktop release 6.0 documentation suite was released.

The following table lists the document that is affected, the pages of the document on which the changes appear, and the revision date.

Document name	Page(s)	Change type	Revision date
<i>Service Information</i>	6-14, 5-10, 5-75, 5-76	correction, correction	20 Oct 2008, 12 Nov 2007

Service Information

Troubleshooting (Chapter 6)

Chapter 6 contains a procedure that describes how to recover the Directory Services database. This procedure is missing a step.

The incorrect version of the procedure is as follows.

To recover the Directory Services database (Method 2):

-
- Step 1** On the PC hosting the database, stop the Cisco LDAP Monitor service.
 - Step 2** Open a command window.
 - Step 3** Change directories to ...Cisco\Desktop\bin (the drive and exact location of this directory depends on where the services were installed).
 - Step 4** In the ...Cisco\Desktop\bin directory, type the command:
`slapcat -f slapd.conf -l backup.ldif -c`
 and press **Enter**.
 - Step 5** Rename the existing folder ...Cisco\Desktop\database to ...Cisco\Desktop\old_database.
 - Step 6** Create a new folder called Cisco\Desktop\database.
 - Step 7** Copy **DB_CONFIG** and all files with a **.dat** extension from the old_database folder to the database folder.
 - Step 8** Open a command window.
 - Step 9** Change directories to ...Cisco\Desktop\bin (the drive and exact location of this directory depends on where the services were installed).
 - Step 10** In the ...Cisco\Desktop\bin directory, type the command:
`slapadd -f slapd.conf -l backup.ldif -c`
 and press **Enter**.
 - Step 11** Type **exit** and press **Enter** to close the DOS window.
 - Step 12** Restart the Cisco LDAP Monitor service.
-

The correct version of the procedure is as follows.

To recover the Directory Services database (Method 2):

-
- Step 1** On the PC hosting the database, stop the Cisco LDAP Monitor service.
 - Step 2** Open a command window.
 - Step 3** Change directories to ...Cisco\Desktop\bin (the drive and exact location of this directory depends on where the services were installed).
 - Step 4** In the ...Cisco\Desktop\bin directory, type the command:
`slapcat -f slapd.conf -l backup.ldif -c`
 and press **Enter**.
 - Step 5** Rename the existing folder ...Cisco\Desktop\database to ...Cisco\Desktop\old_database.
 - Step 6** Create a new folder called Cisco\Desktop\database.

- Step 7** Copy **DB_CONFIG** and all files with a **.dat** extension from the `old_database` folder to the database folder.
- Step 8** In the database folder, create an empty file called **rep.log**.
- Step 9** Open a command window.
- Step 10** Change directories to `...Cisco\Desktop\bin` (the drive and exact location of this directory depends on where the services were installed).
- Step 11** In the `...Cisco\Desktop\bin` directory, type the command:
`slapadd -f slapd.conf -l backup.ldif -c`
 and press **Enter**.
- Step 12** Type **exit** and press **Enter** to close the DOS window.
- Step 13** Restart the Cisco LDAP Monitor service.
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Error Codes (Chapter 5)

Chapter 5 contains three error code descriptions that refer to DSBrowser, which is no longer available in CAD as of release 6.0(1). The two tables below list the original and corrected error code descriptions.

[Table 3](#) lists the original descriptions of the three error codes.

Table 3 *Original error code descriptions*

Error No.	Description
ASL10002	<p>Text: The state [state] was not found in the transition map.</p> <p>Type: Informational</p> <p>Description: The state [state] was not found in an internal map.</p> <p>Action: Using DSBrowser, check whether the state is defined in LDAP under Application Data, Supported States and Application Data, Transition [state]. There could be some setup errors in LDAP.</p>

Table 3 *Original error code descriptions*

Error No.	Description
LA0003	<p>Text: Could not open license file [filename] [error description].</p> <p>Type: Informational</p> <p>Description: The specified license file could not be opened.</p> <p>Action: Check that the file exists and can be reached.</p> <p>If the error description says “checksum error,” copy the LicenseFile.If from another subdirectory over the problem one and relicense that item.</p> <p>If the error description says the license file is missing:</p> <p>Check the config root path key in logical_contact_center/App Data via DSBrowser. It should have the configuration path entered during Desktop Administrator installation.</p> <p>Check that the config root path can be reached from the client PC (via Windows Explorer) and the user has permission to read/write to the LicenseFile.If file.</p> <p>Check whether the IP address or host name is used in the config root path. The client PC must have it mapped using the same method, IP address or host name.</p> <p>If the config root path is local to the Administration PC, check whether the PC’s network identifier is valid.</p> <p>Check that the agent has read/write access to LicenseFile.If.</p> <p>Check that the agent can create and delete files in the directory where LicenseFile.If resides.</p>
LA0006	<p>Text: The license file has been moved.</p> <p>Type: Informational</p> <p>Description: The license file has been moved from where it was when the product was licensed.</p> <p>Action: Check the config root path key in [logical contact center]/App Data via DSBrowser. It should have the configuration path entered during the installation of Administrator. Note that if a second instance of Administrator was installed and used a different configuration path and did not set the license again, it will cause this error.</p> <p>Under the configuration path should be a license directory with subdirectories for each license type. Each of them should have a LicenseFile.If, which is writable. Relicensing via License Administrator fixes this problem.</p>

Table 4 lists the corrected descriptions of the three error codes.

Table 4 *Corrected error code descriptions*

Error No.	Description
ASL10002	<p>Text: The state [state] was not found in the transition map.</p> <p>Type: Informational</p> <p>Description: The state [state] was not found in an internal map.</p> <p>Action: LDAP may have setup errors. The specific state may not be defined in LDAP under Application Data, Supported States or Application Data, Transition [state].</p>
LA0003	<p>Text: Could not open license file [filename] [error description].</p> <p>Type: Informational</p> <p>Description: The specified license file could not be opened.</p> <p>Action: Verify that the license file exists and that it can be reached.</p> <p>If the error description indicates a checksum error, replace the corrupted license file with a copy of LicenseFile.lf from another directory, then relicense the item.</p> <p>If the error description indicates that the license file is missing, complete the following steps.</p> <ol style="list-style-type: none"> 1. Verify that LDAP has the correct config root path key in logical_contact_center/App Data. The key should have the configuration path that was entered during Desktop Administrator installation. 2. Verify that the config root path can be reached from the client PC (via Windows Explorer). 3. Verify that the same type of identification (IP address or host name) was used in the config root path and client PC mapping. 4. If the config root path is local to the Administration PC, verify that the PC's network identifier is valid. 5. Verify that the agent has read/write access to LicenseFile.lf. 6. Verify that the agent can create and delete files in the directory that contains LicenseFile.lf.

Table 4 *Corrected error code descriptions*

Error No.	Description
LA0006	<p>Text: The license file has been moved.</p> <p>Type: Informational</p> <p>Description: The license file has been moved from its location when the product was licensed.</p> <p>Action: Verify that LDAP has the correct config root path key in logical_contact_center/App Data. The key should have the configuration path that was entered during Desktop Administrator installation. If a second instance of Desktop Administrator was installed with a different configuration path without setting the license again, this error will result.</p> <p> The configuration path should contain a license directory with subdirectories for each license type. Each subdirectory should contain a writable copy of LicenseFile.lf. Relicensing via License Administrator fixes this problem.</p>

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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