



CAD 6.4 Documentation Release Notes

Revised: August 11, 2009

Introduction

These release notes describe the changes made to CAD 6.4 documentation after its release in December 2007.

Documentation Revisions

Cisco CAD Service Information Manual

Date Revised:	February 4, 2008
Page Number:	179
Original Text:	Windows 2000: In the Control Panel, double-click System. In the System Properties dialog, select the Advanced tab. Click the Environment Variable button and then Add to add OMNIORB_USERHOSTNAME and the IP address to the System Variable list.
Updated Text:	Windows 2000: In the Control Panel, double-click System. In the System Properties dialog, select the Advanced tab. Click the Environment Variable button and then Add to add OMNIORB_USEHOSTNAME and the IP address to the System Variable list.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Date Revised: August 11, 2009
 Page Number: 152
 Change: Revise Step 11 to read as follows:
 To remove the secondary LDAP database, delete all files except the following files from the ...\\Cisco\\Desktop\\database folder:

- case.dat
- cmbcl.dat
- comp.dat
- ctype.dat
- decomp.dat
- kdecomp.dat
- DB_CONFIG

Cisco Agent Desktop User Guide

Date Revised: March 25, 2008
 Page Number: CM Version: 49
 CME Version: 40
 Original Text: The Agent Statistics report for the current day is displayed. The information is refreshed automatically every 30 seconds.
 Updated Text: The Agent Statistics report for the current day is displayed. The information is refreshed automatically every 30 seconds. The Refresh button is disabled, so this report cannot be manually refreshed.

Page Number: CM Version: 50
 CME Version: 41
 Original Text: The Skills Statistics report for the current day is displayed. The information is refreshed automatically every 10 seconds.
 Updated Text: The Skills Statistics report for the current day is displayed. The information is refreshed automatically every 10 seconds. The Refresh button is disabled, so this report cannot be manually refreshed.

Cisco Supervisor Desktop User Guide

Date Revised: September 16, 2008
 Page Number: CM Version: 27, 29
 CME Version: 27, 29
 Original Text: Calls Handled (field name)
 Updated Text: Calls Completed (field name)

Date Revised: June 5, 2009
 Updated Text: The following note is added to the descriptions of the Team Skill Statistics and Skill Summary Statistics Real Time Displays:

NOTE: Even though you can configure the refresh rate, it is still dependent on how often the Enterprise service queries the CTI service (every 10 seconds). If the refresh rate is changed to a shorter time interval, the display will be refreshed at that interval, but the statistics might not change until the Enterprise service receives the updated information from the CTI service.

Cisco CAD Installation Guide

Date Revised: September 30, 2008
Page Number: CM Version: 33
CME Version: 33
Updated Text: New section added to Chapter 3.

Upgrade Notes

If you upgrade from CAD 6.4(1) to CAD 6.4(2), you will lose all supervisor work flow data. You will have to re-enter it manually after you upgrade, or apply CAD 6.4(1) SR2 before you upgrade.

Date Revised: August 3, 2009
Page Number: CM Version: 41
CME Version: 40
Updated Text: Add the following new procedure.

Changing the Primary and/or Secondary Directory Services IP Address

If you change the IP address of the primary and/or secondary Directory Services server using CAD Configuration Setup, you must perform these additional steps after you complete the procedure, "To modify configuration data."

You must perform this procedure on both the primary and secondary Directory Services server.

- Step 1. In a text editor, open the file
C:/Program Files/Cisco/Desktop/bin/slapd.conf.
- Step 2. Search for the string **replica host=**. This string is followed by the IP address of the peer. On the primary server, this is the IP address of the secondary server. On the secondary server, this is the IP address of the primary server.
- Step 3. Change the IP address from the old IP address to the new IP address.
- Step 4. Save and then close the file.
- Step 5. Restart the Directory Services servers and all desktops for the changes to go into effect.

