



Release Notes for Cisco Agent Desktop 7.1(2) Service Release 2

Revised: September 22, 2008

These release notes describe the issues corrected by Cisco Agent Desktop 7.1(2) Service Release 2.

Installation

Cisco Agent Desktop 7.1(2) Service Release 2 must be installed on all CAD 7.1(2) servers and clients.

It is recommended that you apply this service release during a maintenance window because the procedure requires that the CAD services be restarted.

Before you install this service release:

- verify that either the base release of CAD 7.1(2) or the Service Release 1 of CAD 7.1(2) is installed on server and client computers.
- verify that CAD Configuration Setup (postinstall.exe) is completed successfully on the servers.
- log into the CAD servers as an administrator.

Installing the SR on CAD Servers

- Step 1** Download the CAD 7.1(2) service release executable file to your CAD server(s). Make a note of the location where you saved the downloaded file.
- Step 2** Double-click the downloaded file.
- Step 3** Follow the on-screen instructions. The service release begins installing and will replace files and restart services.
- Step 4** When the installation is finished, a window appears telling you that the installation is complete.
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Installing the SR on CAD Clients

If automated updates are enabled in your system (see the *Cisco CAD Installation Guide* for more information), complete the following steps.

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- Step 1** The next time a client application starts after the service release is installed, the user sees a prompt that an updated version of the application is available and will be installed.
 - Step 2** Follow the on-screen prompts.
 - Step 3** The service release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.
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If automated updates are not enabled in your system, follow these steps on each client computer.

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- Step 1** After the service release has been installed on the CAD servers, browse to the following address from the client computer:

http://<your CAD server IP address>:8088/TUP/CAD/SR.htm
 - Step 2** Follow the instructions on the page to download and install the service release.
 - Step 3** The service release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.
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Note

If you install a CAD client application on a client computer after installing the service release, you must repair the service release from the Add/Remove Programs window.

Uninstallation

To uninstall the service release, you must be logged in as an administrator.



Note

If you cancel the uninstallation process while it is running, the service release might continue to be listed in the Add/Remove Programs window, and you might not be able to remove or repair the service release or reinstall it. If this occurs, contact Cisco TAC for assistance (see [“Obtaining Documentation, Obtaining Support, and Security Guidelines”](#) for contact information).

Complete the following steps to uninstall the service release from a CAD client computer.

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- Step 1** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
 - Step 2** Select the program you want to uninstall.
 - Step 3** Click **Change/Remove**.

During the uninstall process, a DOS window named **srRollbackRepair.exe** appears. Do not close this window.
 - Step 4** The **srRollbackRepair.exe** window closes automatically.

- Step 5** Your computer automatically reboots. After your computer reboots, a DOS window named **ResetClientInstalls** appears. Do not close this window. This window automatically closes when the utility has finished running.
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Complete the additional following steps to uninstall the service release on a CAD server.

- Step 1** Complete all of the steps in the uninstallation procedure above.
- Step 2** Launch CAD Configuration Setup by double-clicking **PostInstall.exe**, located in the ...Cisco\desktop\bin folder.
- Step 3** Continue to advance through the windows using the forward arrow until you have displayed every window and the Save button is enabled.
- Step 4** Click **Save** and then close CAD Configuration Setup.
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Limitations

Service release cannot be repaired

Behavior: The service release is listed in the Add/Remove Programs window, but it cannot be repaired or removed.

Scope: Client computers

Cause: The uninstallation process is canceled while it is running.

Effect on system: The service release cannot be installed.

Installer response: From the Add/Remove Programs dialog box prompting you to locate the program to be repaired, browse to `%SystemRoot%\Installer\`, select the file **CAD Clients Service Release.msi**, and then click OK. The current repair operation and subsequent repair operations should complete successfully.

`%SystemRoot%` is a Microsoft Windows environment variable that defines the system root path. You can determine its value using any of the following methods.

- In a command window, type the command **echo %SystemRoot%**
- In a command window, type the command **set** and look for the path associated with **SystemRoot**
- In the Registry Editor, locate the value of the entry named **SystemRoot** for the key named `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion`.

Resolved Caveats

The following issues have been resolved in CAD 7.1(2) SR2. For a list of caveats that have been resolved in earlier service releases, see the release notes for that service release.


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 *Caveats resolved in Service Release 2*

Identifier	Severity	Headline
CSCsi82820	1	SMC causes Tomcat to CPU spike on PGs
CSCsk65148	1	Excel opened in Internet explorer causes Agents to freeze
CSCsk33317	2	DTMF tones are not sent when typed on keyboard
CSCsm64718	2	Consult call fails to clear from CAD desktop after it is transferred
CSCsr15512	2	Rascal removes only first recording
CSCsg74724	2	IPPA 7.1 stats not updating properly.
CSCsk31134	3	Enterprise server does not disconnect from cti svr on Peripheral Offline
CSCsk69900	3	SystemData for Workflow Actions may not work for some languages
CSCsl28692	3	Broken collation when doing replication
CSCsl28786	3	Install of Client fails using Win 2K3 server
CSCsl28827	3	VoIPMonClientRec.dll login causes all recordings to stop.
CSCsl28863	3	URL starts Dialing a Hyperlinked Phone Number
CSCsl28876	3	ACMI fails to connect to ICM if TTL is greater than 10
CSCsl53900	3	Launch External Application Action with parameter is not working
CSCsq60232	3	IPPA Service Memory Leak
CSCsq75652	3	GetCallLog if no calls returned from server, client does not zero out re
CSCsq75855	3	Agent appears in Team Agent State Report but not in Team Agent Statistic
CSCsq78091	3	On closing CAD-BE window without logging out Agent state is not updated
CSCsq78354	3	Agent crashes while viewing reports
CSCsq78367	3	SupervisorRTDisplays:Col width of first col is not preserved if it is changed
CSCsq86444	3	WebPage script errors displayed in CAD IB stop CAD execution
CSCsr11651	3	Dutch and Danish show uppercase U's for the hours
CSCsr12345	3	CAD Supervisor unable to Extend Recording Lifetime
CSCsr20764	3	Supervisor Workflow only works for calls with priority 1
CSCsk46606	4	Integrated browser does not redraw after javascript alert
CSCsq84153	4	If CAD Supervisor Desktop monitors agent, Windows WAV volume is set to half
CSCsr80597	4	SWF - Checking for action type before setting it

Table 1 *Caveats resolved in Service Release 2 (continued)*

Identifier	Severity	Headline
CSCsr84426	4	IPPA dynamic stats are not being updated while on a call or ready

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>

Documentation Feedback

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