



Release Notes for Cisco Agent Desktop 7.2(1) Service Release 1

Revised: November 10, 2008

These release notes describe the issues corrected by Cisco Agent Desktop 7.2(1) Service Release 1.

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Introduction

This document describes changes and caveats for Cisco Agent Desktop 7.2(1) Service Release 1.

This document is a supplement to the Release Notes for Cisco Agent Desktop 7.2(1), which are available at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html

Use these Release Notes in conjunction with the above Release Notes.

Installation

You must install Cisco Agent Desktop 7.2(1) Service Release 1 on all CAD 7.2(1) servers and clients.



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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:

- the base release of CAD 7.2(1) must be installed on server and client computers.
- you must run CAD Configuration Setup (postinstall.exe) on the servers.
- you must log into the CAD servers as an administrator.

Installing the SR on CAD Servers

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- Step 1** Download the CAD 7.2(1) 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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Note

If you are running CAD in a replicated system, and the replication is not working, after installing the SR you must shut down replication and then re-establish replication to resolve the issue.

Installing the SR on CAD Clients

If automated updates are enabled in your system (see the *Cisco CAD Installation Guide* for more information), follow these 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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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 will not be able to remove or repair the service release or reinstall it. 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** CAD Configuration Setup appears. Click **Cancel** to close the application.
 - Step 5** The srRollbackRepair.exe DOS window closes automatically.
 - Step 6** Your computer automatically reboots. After the computer restarts, the system will be back to its base level software state.
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Complete the additional following steps to uninstall the service release on a CAD server.

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- Step 1** Complete all of the steps in the uninstallation procedure above.
 - Step 2** 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.
 - Step 3** Launch CAD Configuration Setup by double-clicking **PostInstall.exe**, located in the folder `..\Cisco\desktop\bin`.
 - Step 4** Continue to advance through the windows using the forward arrow until you have displayed every window and the Save button is enabled.
 - Step 5** Click **Save** and then close CAD Configuration Setup.
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Limitations

Desktop Clients do not update automatically under Microsoft Vista

Behavior: Desktop clients that are running on a Microsoft Vista system do not update automatically.

Scope: Client machines running Microsoft Vista

Cause: Automated updates are not supported with Microsoft Vista.

Effect on system: After you upgrade the CAD services, you must upgrade desktop clients manually.

Installer response: For instructions about installing the SR on CAD clients, see “[Installing the SR on CAD Clients](#)” section on page 2.

Internet Explorer does not display the latest web installation page

Behavior: Internet Explorer displays a cached version of the CAD Installation webpage, not the most recent.

Scope: Client machines

Cause: The CAD Installation webpage was accessed before by the user and cached by Internet Explorer. When the webpage is accessed again, the cached version of the page is displayed, not the new version.

Effect on system: The wrong installation program is accessed.

Installer response: In Internet Explorer, choose **Tools > Internet Options** and select the **General** tab. In the Temporary Internet Files section, click **Settings** and ensure that the **Every visit to the page** option is selected.

New Features

Configuring the Mobile Agent Mode

The Agent Desktop Agent Login window contains three fields: login name or ID, password, and extension. Depending on the CTI OS connection profile configuration, the login window can also include the Mobile Agent Mode check box. The registry value ShowFieldBit Mask indicates which fields are displayed in the login window. For more information, see “Defining Connection Profiles” in the CTI OS Configuration chapter of the *CTI OS System Manager's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions*.

Support for Microsoft Windows XP Service Pack 3

CAD 7.2(1) Service Release 1 now supports Microsoft Windows XP Service Pack 3 on client desktops.

Resolved Caveats

The following issues have been resolved in CAD 7.2(1) SR 1. 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 1

Identifier	Severity	Headline
CSCsi82820	1	SMC causes Tomcat to CPU spike on PGs
CSCsk65148	1	Excel opened in Internet explorer causes Agents to freeze
CSCso47554	1	CAD Manual Sync Fails
CSCsq75968	1	Monitoring and recording do not work with extension mobility.
CSCsk33317	2	DTMF tones are not sent when typed on keyboard
CSCsq78174	2	Cad-be hangs after login from Firefox on XP sp1
CSCsq78276	2	CAD-BE properties file does not generate logs in Linux
CSCsq86302	2	SPCD.sys driver crashes and causes blue screen
CSCsj11354	3	Agent doesnt pass reason code description
CSCsj18327	3	Socket messages from BIPPA to CAD-BE get mixed up
CSCsj18337	3	Raw2wav does not convert both side of the conversation
CSCsk31134	3	Enterprise server does not disconnect from cti srvr 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 Numbers
CSCsl28876	3	ACMI fails to connect to ICM if TTL is greater than 10
CSCsm26142	3	Supervisor crashes when integrated browser closed by javascript
CSCsq32136	3	Enterprise data not populated on ringing from int call
CSCsq34016	3	Cad does not distinguish between fail over of pim for CCM or IVR
CSCsq60232	3	IPPA Service Memory Leak in CAD 7.2.1
CSCsq75652	3	GetCallLog if no calls returned from server, client does not zero out results list
CSCsq75826	3	Hide the mobile agent check box in Agent login screen
CSCsq75855	3	Agent appears in Team Agent State Report but not in Team Agent Statistics Report
CSCsq75885	3	Apply button enabled on Replication Setup screen
CSCsq78091	3	On closing CAD-BE window without logging out; Agent state not updated
CSCsq78190	3	Task Button/Alt key issue
CSCsq78275	3	Action Supervisor Workflow Audio Off doesn't turn off audible alert
CSCsq78326	3	Supervisor : Freezes on clicking on Restore Default layout
CSCsq78329	3	IPPA Stats are not aligned
CSCsq78331	3	CAD-BE does not work correctly using Firefox
CSCsq78354	3	Agent crashes while veiwing at reports
CSCsq78367	3	SupervisorRTDisplays:Col width of first col is not preserve if it change

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

Identifier	Severity	Headline
CSCsq78389	3	Cad-be: Integrated browser still shows even if disabled .
CSCsq78458	3	CAD-BE does not work correctly using Firefox
CSCsq86444	3	WebPage script errors displayed in CAD IB stop CAD execution
CSCsr12345	3	CAD Supervisor unable to Extend Recording Lifetime
CSCsr15560	3	agent desktops will show a call that has already cleared
CSCsr41827	3	Rascal removes only first recording when performing automatic purge
CSCsr81862	3	Agent desktops will show a call that has already cleared
CSCsj68975	4	SL: CAD: window.close causes embedded browser to hang
CSCsk46606	4	Integrated browser does not redraw after javascript alert
CSCsq75783	4	Ent Data Field to be Set in Set Ent Data Action - fields that are arrays are displayed incorrectly

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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