



Release Notes for Cisco Agent Desktop 7.2(1) Service Release 2

December 31, 2008

These release notes describe the issues corrected by Cisco Agent Desktop 7.2(1) Service Release 2.

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Introduction

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

Use this document in conjunction with the above release notes.



Note

The most up-to-date version of these release notes is available on the web at:
http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html



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Installation

You must install Cisco Agent Desktop 7.2(1) Service Release 2 on all CAD 7.2(1) servers and clients.

Before you install this service release:

- The base release of CAD 7.2(1) must be installed on server and client computers.
- CAD Configuration Setup (postinstall.exe) must have been run to completion on the CAD servers.

**Note**

It is recommended that you install this maintenance release during a maintenance window, because the procedure involves restarting the CAD services.

CAD's MSI-based desktop application installations can be deployed ("pushed") via automated package distribution tools that make use of the Microsoft Windows Installer service. For more information about using automated package distribution tools, see the *Cisco CAD Installation Guide*.

Installing the SR on a CAD Server

- Step 1** Log into the CAD server as an administrator.
- Step 2** Download the CAD 7.2(1) service release executable file to your CAD server. Make a note of the location where you saved the downloaded file.
- Step 3** Double-click the downloaded file.
- Step 4** Follow the on-screen instructions. The maintenance release begins installing and will replace files and restart services. When the installation is finished, a window appears telling you that the installation is complete.

**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 a CAD Client

If automated updates are enabled in your system, complete the following steps on each client computer. For more information about automated updates, see the *Cisco CAD Installation Guide*.

- Step 1** After the maintenance release has been installed on the CAD server, start the desktop application on the CAD client. A prompt appears, stating that an updated version of the application is available and will be installed.
- Step 2** Follow the on-screen prompts.
The service release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.

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.
- 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



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).

To uninstall the service release on a CAD client computer, complete the following steps.

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- Step 1** Log into the computer as an administrator.
- Step 2** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 3** Select the program you want to uninstall.
- Step 4** Click **Change/Remove**.
- During the uninstall process, a DOS window named **srRollbackRepair.exe** appears. Do not close this window.
- Step 5** CAD Configuration Setup is launched. Click **Cancel** to close the application.
- The srRollbackRepair.exe DOS window closes automatically. Your computer automatically reboots. After the computer restarts, the system will be back to its base level software state.
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To uninstall the service release on a CAD server, complete the following additional steps.

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- Step 1** Complete all of the steps in the uninstallation procedure above on the CAD server.
- 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 2** Launch CAD Configuration Setup by double-clicking **PostInstall.exe**, located in the folder `..\Cisco\desktop\bin`.
- Step 3** Advance through all of 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

Installing a second desktop application after an SR has been applied appears to downgrade the first desktop application

Behavior: Installing a second desktop application after an SR has been applied appears to downgrade the first desktop application.

Scope: Client machines

Cause: Applying an SR on a client computer only upgrades files for the desktop application that is currently installed on the client. Installing a second desktop application after an SR has been applied might overwrite upgraded files and revert them back to the base release.

Effect on system: If you want to install a second desktop application on a client computer after you have applied an SR, you need to uninstall and reinstall the SR after you install the second application, to ensure that files for both applications are upgraded.

Installer response: For instructions about installing the SR on CAD clients, see the “[Installing the SR on a CAD Client](#)” 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.

Resolved Caveats

The following issues have been resolved in CAD 7.2(1) 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
CSCsw44891	2	True Update does not run on Vista
CSCsv54487	3	CSD does not show reason code from RONA
CSCsv64738	3	Supervisor Workflow (SWF) does not get triggered if global and ocig thresholds are same
CSCsv69266	3	Sync service doesn't disconnect from CTIOS on failover
CSCsw17744	3	CAD Supervisor displays wrong agent statistics after installing SR1
CSCsw44936	3	Task button 6 does not appear on CAD desktop
CSCsw44976	3	Call History keeps on increasing during predictive OO calls
CSCsw45339	3	Variable Length Dial String gets reset to NA Dial String in CDA
CSCsw45400	3	Browser window does not close automatically
CSCsw45447	3	CAD Integrated browser popup windows are opened outside CAD.
CSCsw80158	3	After uninstalling an SR or repairing the base client on Vista True Update
CSCsq84153	4	If CAD Supervisor Desktop monitors agent, Windows WAV volume is set to half
CSCsr84426	4	IPPA dynamic stats are not being updated while agent is on a call or in the Ready state

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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We appreciate your comments.

