



Release Notes for Cisco Agent Desktop 7.5(1)

Revised: August 12, 2009

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Introduction

These release notes describe the new features for Cisco Agent Desktop version 7.5(1). 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 August 2008.

Use these release notes in conjunction with the Cisco Agent Desktop 7.5 documentation provided on the installation CD.



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System Requirements

Cisco Agent Desktop 7.5(1) is supported with Cisco Unified Contact Center Enterprise and Hosted Edition, Release 7.5(1).

New and Changed Information

General

- Discontinuation of support for Microsoft Windows 2000 Professional on PCs running desktop applications (Agent Desktop, Supervisor Desktop, and Desktop Administrator)
- Integration with Cisco Unified Presence
- Support for Microsoft SQL Server 2005
- Enhanced accessibility through additional shortcut keys
- Additional localization in French Canadian and Norwegian
- Support for automated updates with Windows Vista

Cisco Agent Desktop

- Agent Desktop now requires either Microsoft Windows XP Service Pack 2, Microsoft Windows Vista, Citrix MetaFrame Presentation Server, or Microsoft Terminal Server for Windows
- Integration with Cisco Unified Presence, giving chat access to non-agent users

Cisco Supervisor Desktop

- Supervisor Desktop (CSD) now requires either Microsoft Windows XP Service Pack 2 or Microsoft Windows Vista
- Integration with Cisco Unified Presence, giving chat access to non-agent users
- Support for up to 10 tabs in the Supervisor Desktop integrated browser

Cisco Desktop Administrator

- Desktop Administrator (CDA) now requires either Microsoft Windows XP Service Pack 2 or Microsoft Windows Vista
- Administration of integrated Unified Presence feature through a new browser-based interface named Cisco Desktop Presence Administrator

Limitations and Workarounds

Supervisor Experiences Inconsistent Behavior When Trying to Monitor/Record An Agent

Symptom: Supervisor can sometimes monitor/record an agent, at other times the supervisor cannot monitor/record an agent.

Description: The agent's phone is using G.722 codec.

Workaround: Disable "Advertise G 722 Codec" on the Agent phone. CAD does not support G.722 codec.

Open Caveats

The following issues are open in Cisco Agent Desktop 7.5(1).



Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: http://www.cisco.com/support/bugtools/Bug_root.html

Table 1 Open caveats in release 7.5(1)

Identifier	Severity	Headline
CSCsg45013	2	Japanese IPPA screens are garbled in SIP phones.
CSCsg72084	3	Occasionally unable to enter text in CAD-BE dialogs on Linux.
CSCsq75855	3	Agent appears in Team Agent State Report but not in the Team Agent Statistics Report.

Resolved Caveats

The following issues have been resolved in Cisco Agent Desktop 7.5(1).



Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: http://www.cisco.com/support/bugtools/Bug_root.html.

Table 2 Caveats resolved in release 7.5(1)

Identifier	Severity	Headline
CSCsi82820	1	SMC causes Tomcat to CPU spike on PGs
CSCso11804	2	CAD agent crashes when sliding dates in Agent Call Log display
CSCso19321	2	JPN:Chat messages are garbled or not sent to SIP address name
CSCso19602	2	JPN:CAD can not receive chat messages from CUPC
CSCsq07243	2	Install with Domain Admin causes failure. Postinstall resets auth.
CSCsg72033	3	CAD-BE agents in work states never get logged out if they close browser.

Table 2 Caveats resolved in release 7.5(1) (continued)

Identifier	Severity	Headline
CSCsg72048	3	Voice contact workflow rules are disabled after restoring backup data.
CSCsg72063	3	Restore from backup does not restore extended life recordings.
CSCsg72076	3	Restore from backup does not restore supervisor report preferences.
CSCsg89368	3	Reserved reason codes are restored as English on non-English system.
CSCsi84699	3	The CAD SMC shows that SQL Agent is down when it is not.
CSCsl65186	3	Supervisor Report Column Not Visible
CSCsm85615	3	CAD/CSD Considerations for 07/08 Australia DST Changes
CSCsm85858	3	Global mode set in CAD server not in affect at Desktop
CSCso16801	3	CAD:Status messages were overlapped by SIP address names in chat window.
CSCso40595	3	Not able to logout mobile agent from CAD desktop.
CSCso42661	3	Invalid Error message while logging in an agent
CSCso42681	3	Invalid auto recovery message while logging in an agent after stopping C
CSCso78161	3	CAD services can be installed with Domain Admin causing RASCAL problems
CSCsq18636	3	CAD Voip-Mon does not accept Phone Mac address free form
CSCsb44712	3	Supervisor password gets reset or supervisor gets login error - bad PW.
CSCsj68975	4	SL: CAD: window.close causes embedded browser to hang
CSCsl39492	4	CAD Install Guide 'Standard' feature levels unclear
CSCso02659	4	Keyboard shortcuts for agent login not working
CSCso78219	4	What Users are created by CAD
CSCsq84153	4	If CAD Supervisor Desktop monitors agent Windows WAV volume is set half.
CSCsq95323	4	CalabrioCAD installation guide mistaken in workflow support for Standard
CSCsr32135	5	Show/Hide contact and browser buttons are disabled when Agent maximized
CSCsm82953	6	CAD can not display URL with script errors

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Agent Desktop release 7.5 documentation suite was released.

The following table lists the documents that are affected, the page(s) of the document on which the change appears, and the revision date.

Document name	Page(s)	Change type	Revision date
<i>Cisco CAD Troubleshooting Guide</i>	42	update	12 Aug 2009
	61	update	30 Apr 2009
	39	update	20 Oct 2008
	103	omission	31 Jul 2008
<i>Cisco CAD Installation Guide</i>	19	correction	30 Apr 2009
	87	omission	20 Oct 2008
	92	correction	18 Aug 2008
<i>Cisco Supervisor Desktop User Guidei</i>	44	correction	15 Sep 2008

Cisco CAD Troubleshooting Guide

This section contains troubleshooting information and information about a new utility that the *Cisco CAD Troubleshooting Guide* does not provide.

The following troubleshooting item is new.

Problem: The Agent ACD State Log Display lists two contradictory agent states, such as Talking and Hold, at the same second and in the wrong order.

Solution: This situation can arise when two events occur in the same second. This is a known issue. No workaround is available.

The following troubleshooting item is new.

Problem: The SQL replication subscription and REPL-Merge job disappear and the publisher database cannot replicate to the subscriber database.

Solution: If the publisher database is unable to replicate to the subscriber database for 4 days, the SQL job “Expired subscription clean up” will run and remove the replication subscription (and subsequently delete the REPL-Merge job).

If the subscriber server is powered off for the duration, the jobs will not clean up. The cleanup only occurs when the publisher is able to access the subscriber server but is unable to synchronize (for example, if the SQL Server engine is stopped on the subscriber).

The default timing within SQL Server for the expired subscription cleanup job is 14 days. Recording & Statistics service replication setup changed that timer to 4 days as there should only be 7 days of data, and it was determined that if you hadn't replicated properly in 4 days, you need to recreate replication manually.

ShowLicenseUsage Utility


Note

This utility has not been tested thoroughly; it is provided on an as-is basis only

The ShowLicenseUsage utility can be run to view the IP addresses of clients that are consuming desktop seats or are running Cisco Desktop Administrator or Cisco Workflow Administrator.

For IP Phone Agent and CAD–BE seats, the IP address is the IP address of the active Browser and IP Phone Agent (BIPPA) service. For web-based Cisco Desktop Administrator, the IP address is the IP address of the CAD server.

To use the ShowLicenseUsage utility, complete the following steps.

- Step 1** On the server hosting the CAD services, open Windows Explorer.
- Step 2** Navigate to the C:\Program Files\Cisco\Desktop\bin folder.
- Step 3** Double-click ShowLicenseUsage.exe to run the utility. A command window opens and displays the results ([Figure 1](#)).

Figure 1 ShowLicenseUsage utility results

```

C:\WINDOWS\system32\cmd.exe
C:\Program Files\Cisco\Desktop\bin>ShowLicenseUsage
admin - desktop:
admin - enterprise:
    10.192.252.55
admin - personnel:
admin - cti config:
seat:
    2216 <10.10.10.202>
    bendicm <10.10.10.60>
    bendicm <10.10.10.60>
    lathrop <10.10.51.83>
C:\Program Files\Cisco\Desktop\bin>_
  
```

Entries in the command window are described in the following table.

Result Heading	Description
admin - desktop	Not used in this version.
admin - enterprise	Lists users of Cisco Work Flow Administrator and Cisco Desktop Administrator.
admin - personnel	Not used in this version.
admin - cti config	Not used in this version.
seat	Lists users of Cisco Agent Desktop, Cisco Agent Desktop—Browser Edition, Cisco IP Phone Agent, and Cisco Supervisor Desktop.

On page 42, under the heading, “Out of Sync Directory Services Databases,” revise Step 11 to read as follows:

11. Copy the following files from the old_database folder to the database folder:

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

Cisco CAD Installation Guide

This section contains missing information about upgrading from CAD 7.0 or higher to CAD 7.5 and corrected information about the BackupDB utility that the *Cisco CAD Installation Guide* does not provide.

Upgrading from CAD 6.0(2) to CAD 7.5

The *Cisco CAD Installation Guide* currently contains a procedure for upgrading from CAD 6.0(2) to CAD 7.5, starting on page 85. This procedure is missing one final step on page 86. The last step in the procedure should be as follows.

Step 11 After the upgrade on both servers is done, restart the Cisco LDAP Monitor Service on both servers.

Upgrading from CAD 7.0 or higher to CAD 7.5

The *Cisco CAD Installation Guide* currently contains a procedure for upgrading from CAD 7.0 to CAD 7.5, starting on page 86. This procedure is missing one final step on page 87. The last step in the procedure should be as follows.

Step 7 After the upgrade on both servers is done, restart the Cisco LDAP Monitor Service on both servers.

BackupDB Utility

To preserve the Recording and Statistics service database, use the BackupDB utility (BackupDB.bat). This utility backs up the recording metadata in the database. Recording metadata is the information saved about a recording—time and date of recording, the agent recorded, and so on. The recordings themselves are preserved using the CDBRTool utility. See "CDBRTool Utility" on page 93 for more information.



Note

If you are running Cisco Security Agent (CSA) on your CAD base services server, shut it down before running BackupDB on the server. If CSA is running when you launch BackupDB, the backup will fail.

To run BackupDB, complete the following steps.

Step 1 Log in to the server hosting the Recording and Statistics service.




Note On a redundant system, do this on the Side A server. You can obtain the IP address of the Side A server by running CAD Configuration Setup and noting the IP addresses in the Replication Setup window.

Step 2 In a command window, navigate to C:\Program Files\Cisco\Desktop\db. This is the default location for the BackupDB utility.

Step 3 At the prompt, run the following command.

```
BackupDB <dbUser> <dbPassword> <server> "<dir>"
```

Use the following values:

<dbUser>	Any value may be used.
<dbPassword>	Any value may be used.
<server>	The hostname of the server on which the database is located, or the local loopback IP address of 127.0.0.1.
<dir>	The absolute path for the directory in which the backup file is to be saved. <dir> must be a local drive. The quotation marks are necessary only if the path has spaces in it.
	 <p>Note The directory must exist before you run this command or it will fail.</p>

Step 4 Press Enter. The utility backs up the database to a file named Cadbkp.dat in the directory you specified. The results of running the utility are written to a log file named db.backup.fcassvr.sql.log in C:\temp.

The note on page 19 is revised to read as follows:



Note The VoIP Monitor Service is not used with Unified CM-based monitoring. However, it must be installed and enabled.

Cisco Supervisor Desktop User Guide

This section contains corrected information about the size of audio files for audible alert work flow actions that the *Cisco Supervisor Desktop User Guide* does not provide.

Creating Supervisor Work Flows: Work Flow Actions: Audible Alerts

The *Cisco Supervisor Desktop User Guide* currently contains the following note on page 44.



Note Any *.wav file you select must be 300K or smaller.

This information is incorrect. The correct version of this note is as follows.

**Note**

Any *.wav file you select must be 50K or smaller.

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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