



Release Notes for Cisco Agent Desktop 7.6(1)

Revised: January 26, 2011

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Introduction

These release notes describe the new features for Cisco Agent Desktop (CAD) version 7.6(1). Use these release notes in conjunction with the CAD 7.6 documentation available for download on <http://www.cisco.com>.



Note

CAD 7.6(1) is a minor release. See the *Cisco CAD Installation Guide* for information on installing and rolling back this version of CAD.



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Important Notice

Customers who install CAD 7.6(1) should immediately upgrade to the CAD 7.6(2) maintenance release in order to correct an issue. This issue is described in CSCth45984.

System Requirements

CAD 7.6(1) is supported with Cisco Unified Contact Center Enterprise and Hosted Edition, Release 7.5(x).

New and Changed Information

CAD 7.6(1) includes the following new features:

- Support for JRE 1.6.0_17 and later 1.6 updates
- Support for 32-bit Microsoft Windows 7 Business, Professional, and Ultimate
- Support for 64-bit Microsoft Windows 7 running the 32-bit Windows on 64-bit Windows (WoW64) emulation layer

Limitations and Workarounds

Desktop-based monitoring and recording is not supported on 64-bit Windows 7 running WoW64. However, Unified CM-based monitoring and SPAN-based monitoring and recording are supported on 64-bit Windows 7 running WoW64.

Open Caveats

CAD 7.6(1) has no open issues.

Resolved Caveats

The following issues have been resolved in CAD 7.6(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 Caveats resolved in release 7.6(1)

Identifier	Severity	Headline
CSCte25770	1	OB dialer with preview, BA accept button is grey out
CSCtc91755	2	Over the top upgrade to 7.5(1) does not retain LDAP data

Table 1 **Caveats resolved in release 7.6(1) (continued)**

Identifier	Severity	Headline
CSCtd07195	2	Multiple Agent.exe instances created causing CAD Agent to disappear
CSCtd18881	2	CAD Mobile agents stuck in state and can't make calls until PG reboot
CSCte44712	2	Agent desktop skill statistics showing zero
CSCtf13454	2	CAD Skill statistics not showing right data after Dynamic reskilling
CSCtf17177	2	UCCE: LRM engine crashes with crafted LRM packet
CSCte40098	3	Takes 10 Seconds for Cancel Reservation action to complete
CSCte45907	3	Agent can not complete consult transfer/ conference
CSCte50969	3	CAD restore fails due to file size larger than 27KB
CSCte67046	3	[CAD for CUCCE/IPCC] Wrong Start Time in real time display for CAD
CSCtg01200	3	CAD 7.5(8) reports wrong version on all of it's splash screens
CSCtg34527	3	CAD Skill Variable column on the Contact Appearance Pane not available
CSCtf10181	5	CSD overlays same agent in "Team Agent Statistics Display" multiple time
CSCtf72438	6	In OO Preview mode buttons should gray out when accept is clicked

Documentation Updates

Cisco CAD Troubleshooting Guide

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Add the following troubleshooting item to the section, "Recording, Monitoring, and Playback Problems".

Problem: Desktop monitoring fails for agents who use Agent Desktop on their local LAN and also need to connect to another LAN via VPN.

Description: Desktop monitoring fails if a VPN connection is active. CAD assumes that if the VPN connection is active, then Agent Desktop is using it. As a result, CAD looks for RTP packets from the VPN connection rather than from the IP phone.

Solution: Use SPAN-based monitoring for agents who must use VPN in addition to Agent Desktop.

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>

(Click **Obtaining Additional Information.**)

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