# Release Notes for Cisco Agent Desktop Release 9.0

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These release notes describe all versions of Cisco Agent Desktop Release 9.0.

To view the release notes for previous versions of Cisco Agent Desktop, go to:

www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html

To access the latest software upgrades for all versions of Cisco Agent Desktop, go to:

www.cisco.com/cisco/software/release.html?mdfid=273556285&flowid=5220&softwareid=280840589&release=8.5%282%29a&relind=AVAILABLE&rellifecycle=&reltype=latest

# Contents

# Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Agent Desktop Release 9.0. These release notes are updated for every maintenance release but not for service releases or engineering specials.

Before you install Cisco Agent Desktop, we recommend that you review this document for information about issues that may affect your system.

# System Requirements

Cisco Agent Desktop Release 9.0 is supported with Cisco Unified Contact Center Enterprise and Hosted Edition Release 9.0. For the latest information on compatible software, see the *Compatibility Matrix for Unified CCE* at:

http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE

# Related Documentation

See the product documentation at:

www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html

# New and Changed Information

Cisco Agent Desktop Release 9.0 introduces the following features:

## Release 9.0(1a):

- Support for Cisco AnyConnect Secure Mobility Client Release 3.0
- Support for JRE 1.6.0 Update 31
- Support for Microsoft SQL Server 2008 R2 (64-bit)
- Support for Precision Queues

## Release 9.0(3):

- Support for Call Manager 9.1(1)
- Support for CUPS 9.1(1)
- New guidance on data store alternatives
- Bug fixes

# Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco CAD Installation Guide for Release 9.0.* To view this document, go to:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cad_enterprise/cad enterprise9_0/installation/guide/cad90cceig.pdf

## Release 9.0(1) Superceded by Release 9.0(1a)

Release 9.0(1) has been superceded by Release 9.0(1a). If Release 9.0(1) has been installed, it must be uninstalled from the server and clients before you install 9.0(1a).

## Selecting the Appropriate Data Store for Release 9.0(3)

Prior implementations of CAD 8.0, 8.5, and 9.0 supported the use of flat files or Microsoft SQL Server as the data store. As a matter of policy, effective immediately with release 9.0(3), all customers with new deployments of any version of Cisco Agent Desktop must use SQL Server as the data store, and not flat files. The rationale behind this policy is that deployments with a fully replicated SQL Server database experience a more complete feature set and better performance and stability.

Customers who are upgrading to CAD 9.0(3) from a previous version of CAD that was run on Windows Server 2003 (CAD 7.5, 7.6, 8.0, 8.5(1), and 8.5(2a)) must migrate to SQL Server 2008 R2 as the data store.

Customers who used flat files with CAD 8.5(4) and CAD 9.0(1a) running on Windows Server 2008 R2 can continue to use flat files when upgrading to CAD 9.0(3), but are also encouraged to migrate to SQL Server 2008 R2. CAD documentation outlines the caveats associated with the use of flat files, including loss of functionality during fail over situations that might be cause by several reasons, network issues being the most common. Cisco Support and TAC reserves the right to request a migration to SQL Server 2008 R2 as a resolution plan.

**Note**   If you are installing CAD 9.0(3) as a new deployment or if you are upgrading to CAD 9.0(3) from a version of CAD prior to 9.0, you must install CAD 9.0(1a) first and then install 9.0(3).

For more information, see the *Cisco CAD Installation Guide for Release 9.0.*

# Limitations and Restrictions

### Supervisor work flow does not trigger after an upgrade

**Symptom:** After an upgrade, supervisor work flows do not work.

**Workaround:** In Supervisor Desktop, add the skill group(s) to the work flow again. For more information, refer to the Creating Supervisor Work Flows section of the *Cisco Supervisor Desktop User Guide*.

### Enterprise service is active on both nodes after LRM service fails over

**Symptom:** In an high availability system, when the Licensing and Resource Management (LRM) service fails over from Side A to Side B, Enterprise service should follow and fail over to Side B as well. However, Enterprise service remains active on Side A while simultaneously becoming active on Side B.

**Description:** During a failover, Enterprise service becomes active on Side B but does not become inactive on Side A because LRM service does not send a demotion message to Enterprise service.

**Workaround:** Restart the Enterprise service on the side where LRM service is inactive.

### Agent Desktop freezes upon state change with hyperlink dialing enabled

**Symptom:** Agent Desktop freezes when an agent changes from a Ready state to a Not Ready state or vice versa when hyperlink dialing is enabled by the administrator.

**Description:** A slow response API call into the integrated browser causes the event processor to delay.

**Workaround:** Disable hyperlink dialing in Desktop Administrator for the affected agents.

### Recording & Statistics database replication logs are not written to the expected folder

**Symptom:** Replication logs are not in the expected location of <installation folder>\Desktop\log\ReplLogs.

**Description:** CAD was installed to the default location on a Windows 2008 Server or newer system. The replication logs are written to the drive root (for example, C:\).

**Workaround:** Install CAD to a location that is not locked down (like Program Files (x86)). Or modify the default permissions of Program Files to allow processes from other locations (such as SQL Server) to write logs to the CAD install directory.

### Using Help fails to launch in Desktop Work Flow Administrator

**Symptom:** Desktop Work Flow Administrator displays the message, "Failed to launch help." when Using Help is selected from the Help menu.

**Description:** This issue occurs because Desktop Work Flow Administrator uses an older Help component, WinHlp32.exe, to display Using Help content. Because Windows Vista, Windows 7, Windows Server 2008, and Windows Server 2008 R2 do not include WinHlp32.exe, you must install this component to open the .hlp files.

Help content is still accessible by choosing Help Topics or Search from the Help menu.

**Workaround:** To display the Using Help content you must download the Windows Help program that corresponds to your operating system. You can find more information here:

http://support.microsoft.com/kb/917607

### CDBRTool restore operation fails

**Symptom:** CDBRTool displays the message, "Some errors occurred. See log/dbg file for details." during a restore operation.

**Cause:** During a CDBRTool /R /L operation (a load of an LDAP backup, for instance), CDBRTool sometimes fails to delete the required data from LDAP and the operation fails.

In the CDBRTool.log file, you might see lines like the following:

    2010-02-26 14:57:37:046 ERROR   UpdateLCC failed.

2010-02-26 14:57:37:046 ERROR   CleanupLCCFromLdap failed.

2010-02-26 14:57:37:046 ERROR CDBR CleanupLCCFromLdap failed.

In the CDBRTool.dbg file, you might see lines like the following:

2010-02-26 14:57:35:000 DEBUG [0x428] LCLDAP.cpp[982]
ldap_client::LCLDAP::DeleteSubTree: Entry parent does not exist.

ldap_client::LdapClientLogger::LC0001: An exception occurred in
<ldap_client::LCLDAP::DeleteSubTree()> while deleting LDAP sub tree.

**Workaround**: Contact technical support for assistance.

## Slapd slowly leaks handles

**Symptom:** In Task Manager, it appears that the number of handles used by the slapd.exe process is always increasing. This causes the slapd.exe process to reach the maximum handle limit. Once the maximum handle limit is reached new information cannot be written to LDAP.

**Description:** Currently, because of the slow leaking of handles, the slapd.exe process takes approximately 400 days to reach the maximum handle limit and for failure to occur.

**Workaround:** To reset the handle count, manually stop LDAP Monitor service. Wait for slapd.exe to close. Restart LDAP Monitor service.

## Upgrade hangs on log files

**Symptom:** During an upgrade to CAD 9.0(1a), the following error message is displayed: "Error 1306. Another application has exclusive access to the file C:\Program Files (x86)\Cisco\Desktop\log\<log file>.log. Please shut down all other applications, then click Retry."

**Description:** During an upgrade, as the services of the older version of CAD are being removed, the upgrade hangs on log files that are locked.

**Workaround:** Wait one to two minutes, and then click Retry. The upgrade continues.

## During an upgrade, the Peripheral ID field displays 5000

**Symptom:** During an upgrade to CAD 9.0(1a), on the CTI Server (Unified CM) node of the CAD Configuration Setup utility, the Peripheral ID field displays 5000, even though it was different on the system from which you are upgrading.

**Description:** The first time the CAD Configuration Setup utility is run during an installation or an upgrade, the peripheral ID field defaults to 5000.

**Workaround:** Open the CAD Configuration Setup utility (Postinstall.exe) again. Verify the Peripheral ID field is correct. If it is not, enter the correct Peripheral ID, and click Apply to save your changes.

## Skill Group and Skill Name columns are empty in Supervisor Desktop Real Time Displays

**Symptom:** In Supervisor Desktop, the Skill Group and Skill Name columns under Skill Agent Display and Agent State Display are blank.

**Description:** If agents are part of a precision queue and not part of a skill group, then no skill group data is displayed.

**Workaround:** This is expected behavior.

### Upgrade of the Recording & Statistics database from SQL Server 2005 is not supported

**Symptom:** The Recording & Statistics database that existed on SQL Server 2005 (32 bits) cannot be upgraded to SQL Server 2008 R2.

**Description:** There is no upgrade path for the database from SQL Server2005 to SQL Server 2008 R2.

**Workaround:** None available. The database holds seven days' worth of data, and the new database will fill up day by day as it used in CAD 9.0.

# Caveats

# Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity levels 1, 2, 3, 4, 5, and 6 open and closed bugs
- All severity level 1, 2, 3, 4, 5, and 6 resolved bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

**Before You Begin**

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

**Procedure**

Step 1    To access the Bug Toolkit, go to
http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

Step 2    Log in with your Cisco.com user ID and password.

Step 3    To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

The caveats in Table 1 describe possible unexpected behavior in the latest Cisco Agent Desktop release. These caveats may also be open in previous releases. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

*Table 1*  ***Open Caveats for Cisco Agent Desktop 9.0***

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtx98072 | 6 | agent desktop | When dialing IVRs, CAD wont enable touchtone/dialpad for DTMF inputs |

## Closed Caveats

Table 2 contains information about the known limitations in the latest Cisco Agent Desktop release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

- The software functions as designed.
- The issue cannot be resolved.

Note    There are no closed caveats at this time.

*Table 2*  ***Closed Caveats for Cisco Agent Desktop 9.0***

| Identifier | Severity | Component | Headline |
|---|---|---|---|
|  |  |  |  |

## Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the "Using Bug Toolkit" section on page 6).

The following sections list caveats that are resolved in Cisco Agent Desktop but that may have been open in previous releases:

- Release 9.0(3), page 7
- Release 9.0(1a), page 8

### Release 9.0(3)

Table 3 lists the caveats that were resolved in Release 9.0(3).

*Table 3*      *Resolved in Release 9.0(3)*

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtq08178 | 2 | enterprise server | openldap.log file continuously grows when replication is not running. |
| CSCtw82076 | 2 | agent desktop | CAD agents are not able to login into CUPC |
| CSCty39567 | 2 | agent desktop | All agents cannot login due to CAD version mismatch (postinstall) |
| CSCud46381 | 2 | enterprise server | SQL/Flat File Reversion in CAD |
| CSCue36513 | 2 | ip phone agent server | UCCE: IPPA crashes and generates core dump under race condition |
| CSCue38051 | 2 | documentation | CAD must be at the same version of PG and CTIOS |
| CSCue48605 | 2 | voip monitor server | Hold/unhold from remote phone breaks Recording and Monitoring |
| CSCua36369 | 3 | directory server | Cisco Sync Service in stopping state after reboot |
| CSCuc55944 | 3 | supervisor desktop | Supervisor Workflow Color Thresholds not working |
| CSCuc56627 | 3 | agent desktop | Skill stats is not updating after CTI OS server fails over |
| CSCuc61827 | 3 | agent desktop | Not Ready reason codes are not popping up after Work Not Ready |
| CSCud39721 | 3 | ip phone agent server | Enterprise Data CDATA not pushed to IPPA phones during ringing |
| CSCud78323 | 3 | aw tools | CSD Built-in browser pops up blank page |
| CSCud90099 | 3 | agent desktop | Dial-pad second click in recent call list causes run time error |
| CSCue44674 | 3 | ip phone agent server | Enterprise Data fails for IPPA users after failover |
| CSCue89589 | 3 | agent desktop | IPC Action Setup does not release the UDP Connection |
| CSCuf17113 | 3 | agent desktop | CAD intermittently gets stuck in TALKING status when Macro is run |
| CSCuf17278 | 3 | directory server | LdapLogCheck/Recover don't work if CAD installed in non-default location |
| CSCud38507 | 4 | documentation | Agent will not be moved to Logged out state |
| CSCue62014 | 4 | documentation | CAD - Skill Group ID 0 is reserved |
| CSCud03249 | 6 | licensing | Change to Licensing URL requires either a workaround or a patch |

## Release 9.0(1a)

Table 4 lists the caveats that were resolved in Release 9.0(1a).

*Table 4*      *Resolved in Release 9.0(1a)*

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtz37936 | 1 | agent desktop | CAD does not work with CUPS 8.6 |
| CSCtz37993 | 1 | agent desktop | CAD does not work with CUPS 9.0 |
| CSCtz38278 | 1 | voip monitor server | Fix for previous defect caused thread safety issues in SPAN environment |

*Table 4*        *Resolved in Release 9.0(1a) (continued)*

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtz38419 | 1 | voip monitor server | CAD—SPAN recording/monitoring fails with simultaneous sessions |
| CSCtz86279 | 1 | directory server | Re-establish Directory Services Replication on HA crashes, corrupts LDAP |
| CSCto12953 | 1 | agent desktop | CAD and CSD are showing calls from 7 days prior in current day call logs |
| CSCts20472 | 2 | install | CAD 8.5.1 Swedish install gives Could Not Find CTI Type in LDAP error |
| CSCts81796 | 2 | agent desktop | Description field in CAD client with Cyrillic letters is shown garbled |
| CSCtw82076 | 2 | agent desktop | CAD users fail to log into Unified Presence |
| CSCty84265 | 2 | supervisor desktop | Stop monitoring event not handled correctly |
| CSCty89160 | 2 | agent desktop | Rec&Stats client cause BIPPA service to crash on shutdown |
| CSCty89177 | 2 | agent desktop | SPAN monitoring implementation will process all rec/mon streams twice |
| CSCty98418 | 2 | agent desktop | CAD receives and transfers a recorded call, next call unable to record |
| CSCty98446 | 2 | agent desktop | Supervisor workflow does not work on threshold current oldest |
| CSCty98467 | 2 | agent desktop | Two AgentMonitorSingleton instances created in CAD on startup |
| CSCtz38039 | 2 | ras | Rec&Stats client deadlock prevents BIPPA service from becoming active |
| CSCua79093 | 2 | documentation | CAD doc should match ICM doc on same version |
| CSCub00142 | 2 | supervisor desktop | CSD Skill Groups statistics are not shown for Agents in PQs |
| CSCub77630 | 2 | licensing | LRM fails over faster than originally designed, causing severe stability |
| CSCuc01519 | 2 | enterprise server | CAD freezes to reserved state while taking the call |
| CSCsw45339 | 3 | desktop admin | Variable Length Dial String gets reset to NA Dial String in CDA |
| CSCsy27202 | 3 | supervisor desktop | Logout Reason codes display for 1 second and then change to 0 |
| CSCti57032 | 3 | agent desktop | Failover of PGAG returns "unable to Login" message for the CAD agents |
| CSCti89712 | 3 | ip phone agent server | After CAD installation, IPPA Agents receives 404 not found message |
| CSCtk09136 | 3 | agent desktop | CDBRTool does not connect to side B when side A is down |
| CSCtk10517 | 3 | documentation | CSD Chat window closes after sending chat message to multiple agents |
| CSCtr28190 | 3 | desktop admin | Able to set up replication when second system is down; should get error |
| CSCtr65555 | 3 | directory server | Error received when setting up Directory Services replication |
| CSCtr81931 | 3 | documentation | CAD Install Guide says /R/P is deprecated but to use it for upgrades |
| CSCts53466 | 3 | licensing | Licenseadmin.exe fails to generate "Computer ID" |
| CSCts80160 | 3 | supervisor desktop | CSD Supervisor Record Viewer Agent column showing Agent ID |
| CSCtt12997 | 3 | install | CAD Postinstall SNMP gets locked out |
| CSCtt96281 | 3 | agent desktop | Callback fails with CAD and SIP dialer |
| CSCtu05787 | 3 | install | CAD Postinstall: Dialogue box after AW auth change misleading |
| CSCtw50161 | 3 | remote supervisor | UCCE: Second Rmon session interrupts the first session |
| CSCtw56234 | 3 | agent desktop | CAD cancel rsvn button remains grayed out when SIP dialer calls agent |
| CSCtx42730 | 3 | documentation | CAD Installation Guide — "Permit application routing" setting missing |
| CSCtx80956 | 3 | enterprise server | Slapd process on CAD server shows excessive TCP handles |

*Table 4* **Resolved in Release 9.0(1a) (continued)**

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtx87303 | 3 | agent desktop | serverLogin call not handled properly during a failed login attempt |
| CSCty04487 | 3 | documentation | Incorrect user permissions defined on CDS at install time |
| CSCty30078 | 3 | voip monitor server | CAD desktop recording fails with 24KB recorded calls |
| CSCty85929 | 3 | voip monitor server | Open H323 Wrapper project has broken logging |
| CSCty88533 | 3 | cad phonebook | Russian CAD, phonebook interface corruption |
| CSCty89303 | 3 | agent desktop | If determineAgentMonitoringType() fails, defaults to non-working rec/mon |
| CSCty89342 | 3 | agent desktop | Configuring SNMP trap destination in Postinstall cannot navigate back to SNMP Configuration screen |
| CSCty95912 | 3 | install | After upgrade, TUP fails for Agent Desktops |
| CSCty95931 | 3 | agent desktop | Two invalid login attempts causes MS C++ runtime error and lockup |
| CSCtz04603 | 3 | agent desktop | Workflow timer for state change is not overridden by manual state change |
| CSCtz17926 | 3 | desktop admin | Cisco Desktop Administrator throws HTTP 404 error |
| CSCtz81011 | 3 | agent desktop | CAD client crashes when Ctrl + Tab is pressed on keyboard |
| CSCtz86214 | 3 | ras server | Rec&Stats service account using CADSQLAdminUser |
| CSCtz86368 | 3 | documentation | Shutting Down Replication is required during an upgrade |
| CSCtz86463 | 3 | directory server | Cancel button in PostInstall does not cancel |
| CSCtz86469 | 3 | documentation | 8.5.1 Upgrade --> 8.5.2a upgrade flat files replication fails |
| CSCua23766 | 3 | install | spcd.sys installed in wrong location on 64-bit Windows systems |
| CSCua36482 | 3 | cad | Password shown in clear text in Agent debug file |
| CSCub00018 | 3 | documentation | SOAP AXEL user not explicit and JTAPI login ID need more specifics |
| CSCub00106 | 3 | install | Post upgrade, the primary CTI Server and CTIOS server name were lost |
| CSCub35078 | 3 | documentation | CAD Post Install SQL Replication DB Default directory is incorrect |
| CSCub35120 | 3 | cad | CAD Agent Desktop not connecting to B side |
| CSCub65957 | 3 | agent desktop | Headers not transported from CAD browser properly using HTTP POST |
| CSCub66026 | 3 | desktop-admin | Desktop Administrator freezes if TEST button is selected for HTTP POST |
| CSCtf19232 | 4 | desktop admin | CAD: JPN: Accelerator keys do not work in Wrap-up Data window |
| CSCtk57414 | 4 | documentation | CSD displays events out of order in the Agent ACD State log |
| CSCtn86220 | 4 | desktop admin | Phonebook import/export does not work for multi-byte languages |
| CSCto53429 | 4 | documentation | Agent does not go to wrapup when configured per CDA 7.5 doc |
| CSCtr18442 | 4 | agent desktop | CAD browser tab hot key Ctrl+Shift+B and Ctrl+tab+number not working |
| CSCtu26590 | 4 | documentation | Using "AND" "Equal to" condition in Timer action on dropped event |
| CSCtx71264 | 4 | supervisor desktop | CSD Workflow Service Level Coloring does not change |
| CSCty85513 | 4 | agent desktop | If FCHooker stop_hook fails, error message is not returned |
| CSCty89319 | 4 | agent desktop | After clicking OK in CSD Preferences Integrated Browser becomes active |
| CSCty97759 | 4 | documentation | CAD 8.5 on W2K8R2 Raw2wav.exe is generating 1KB wave file |
| CSCub00183 | 4 | documentation | Install Guide link is incorrect for Upgrading Replicated Systems |

**Table 4** **Resolved in Release 9.0(1a) (continued)**

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCub43016 | 4 | documentation | Installation guide needs clarification on user to install with. |
| CSCtc89194 | 5 | desktop admin | Disabling the phone hyperlink option should be provided |
| CSCtf19368 | 5 | ip phone agent server | CAD: JPN: There are unnecessary "\n" symbols in the Japanese translation |
| CSCua99953 | 6 | documentation | Missing screen shots for SQL install option |
| CSCub00058 | 6 | install | 8.5(2) to 9.0(1) upgrade, default layout lost ECC variables. |

# Troubleshooting

See the *Cisco CAD Troubleshooting Guide* for troubleshooting information.

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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