



Release Notes for Cisco Media Blender - Release 7.1(3)

October 2011

Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 2](#)
- [Installation Notes, page 2](#)
- [New and Changed Information, page 8](#)
- [Limitations, page 10](#)
- [Administration User Interface, page 11](#)
- [Resolved Caveats in this Release, page 13](#)
- [Open Caveats in This Release, page 15](#)
- [Obtaining Documentation, Support, and Security Guidelines, page 16](#)

Introduction

Cisco Media Blender (CMB) Release 7.1(3) is delivered as a Maintenance Release (MR) along with Cisco Unified Interaction Manager MR 4.4(1). CMB 7.1(3) should be installed on top of the CMB 7.1(2) MR. The CMB Release 7.1(2) can only be installed on a CMB Base Release 7.1.

These release notes describe the new information and caveats for CMB Release 7.1(3). The CMB Release 7.1(3) is the second MR for the base release 7.1.

For a list of the open and resolved caveats in this release, see [Resolved Caveats in this Release, page 13](#) and [Open Caveats in This Release, page 15](#). Updates for these release notes occur with every maintenance, minor, and major release.



System Requirements

Hardware Requirements

There are no specific hardware requirements for CMB Release 7.1(3) as it is installed on the same server where CMB Release 7.1(2) is installed. Ensure that the hard drive where CMB Release 7.1(2) is installed has sufficient (minimum of 500 Megabytes) free disk space.

Software Requirements

There are no new software changes.

Related Documentation

For more information on Cisco Media Blender Base 7.1 & 7.1(2) Releases, see the following installation and administration guides.

- Cisco Media Blender Installation Guide for Cisco Unified Contact Center Enterprise & Hosted Editions version 7.1
- Cisco Media Blender Administration Guide for Cisco Unified Contact Center Enterprise & Hosted Editions version 7.1
- Cisco Media Blender Administration Guide for Cisco Unified Contact Center Enterprise & Hosted Editions version 7.1(2)

Installation Notes



Note

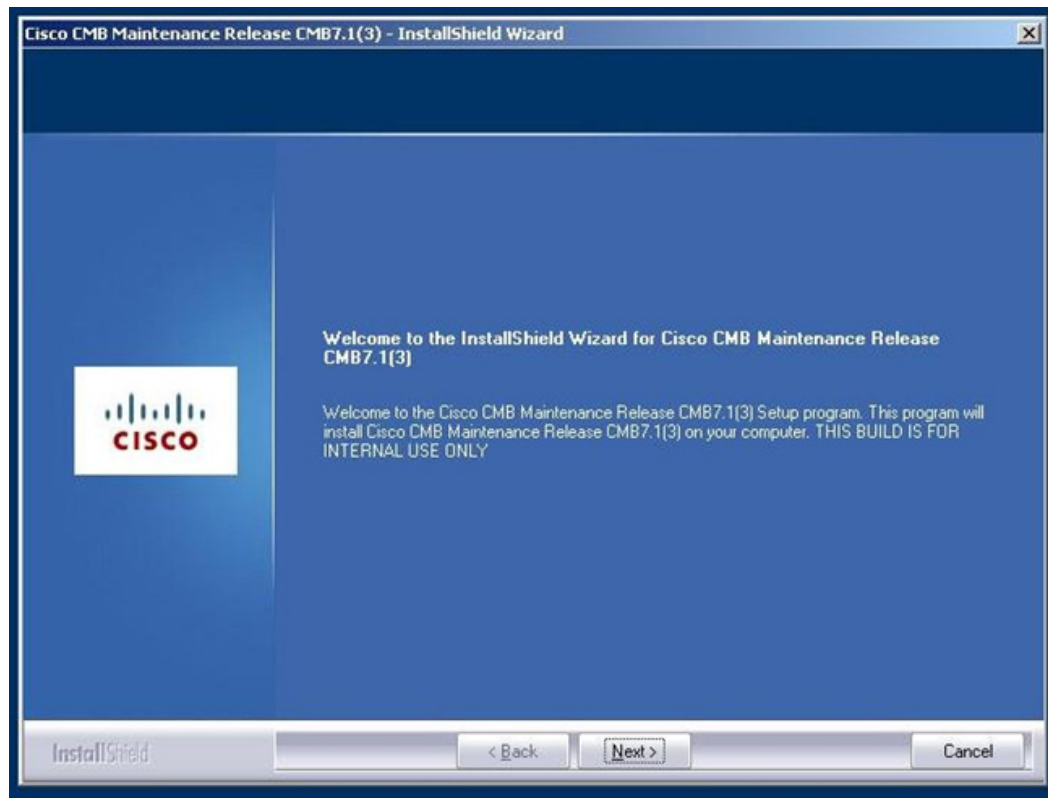
Cisco Media Blender is not supported when installed on a PG system.

Installing Cisco CMB 7.1(3) MR

Follow these steps to install the Cisco CMB 7.1(3) MR.

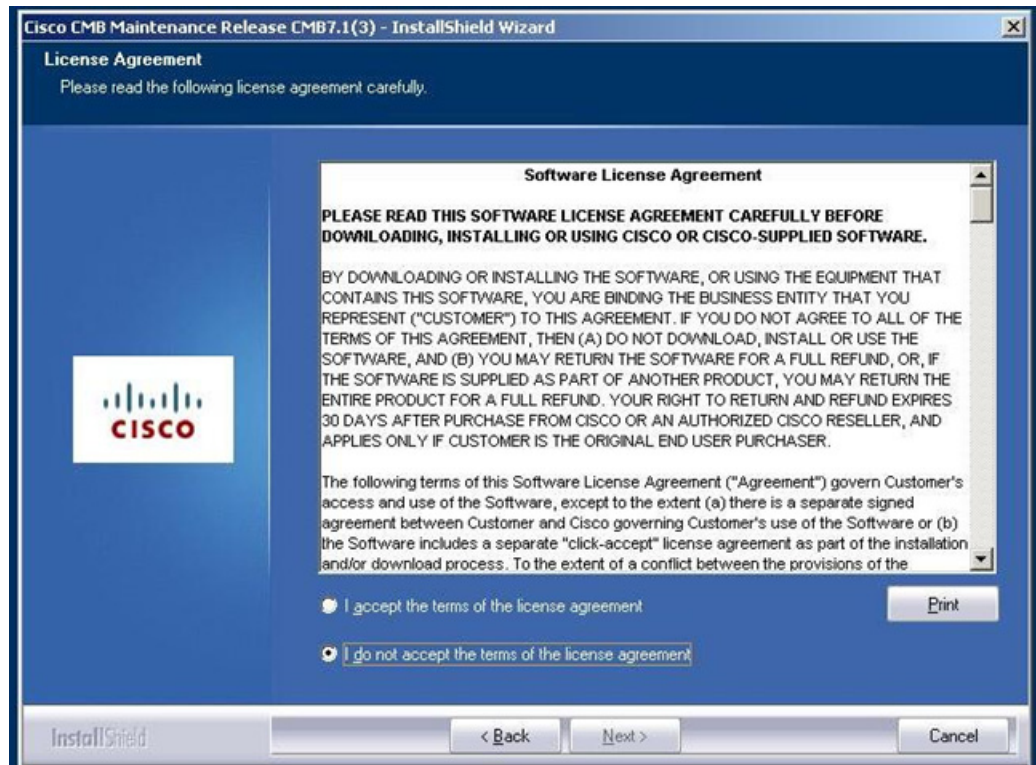
-
- Step 1** Copy the CMB 7.1(3) MR from CIM 4.4(1) media to a local directory in the CMB server. (You can also download the CMB 7.1(3) MR from Cisco.com.)
 - Step 2** Double-click the CMB MR installer exe file to begin the installation. The welcome screen appears.

Figure 1 *Welcome Screen*



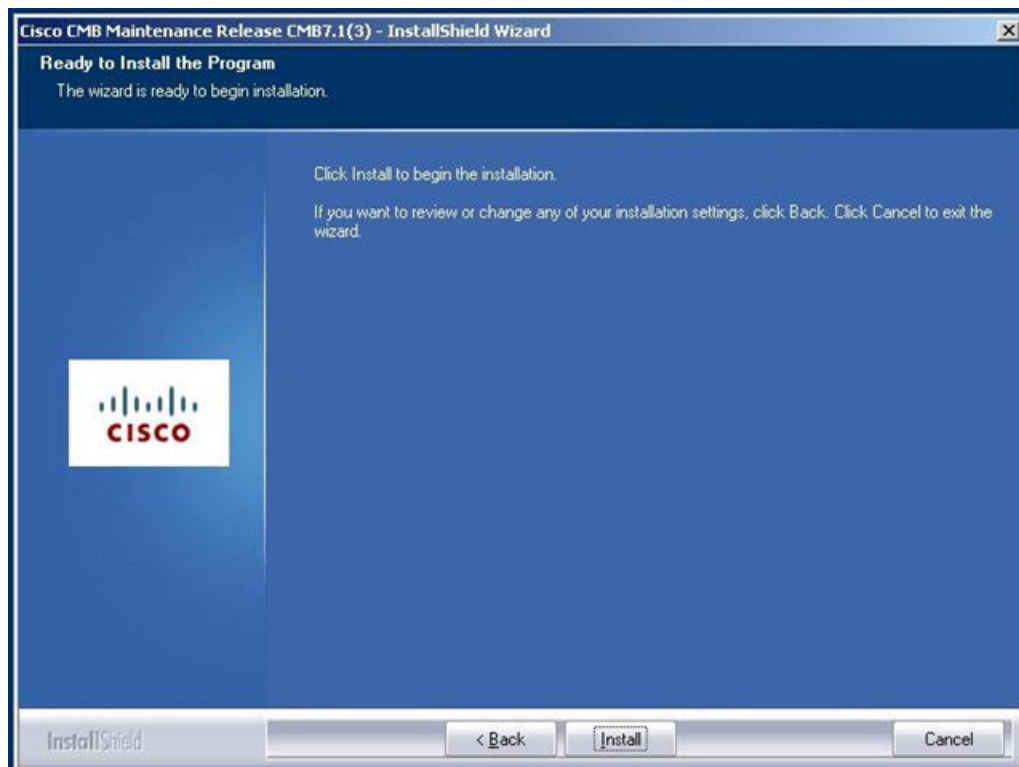
Step 3 Click **Next**. The License Agreement screen appears.

Figure 2 License Agreement



- Step 4** Read the software license agreement and select **I accept the terms of license agreement**.
- Step 5** Click **Next**. The Ready to Install the Program screen appears.

Figure 3 Ready to Install the Program



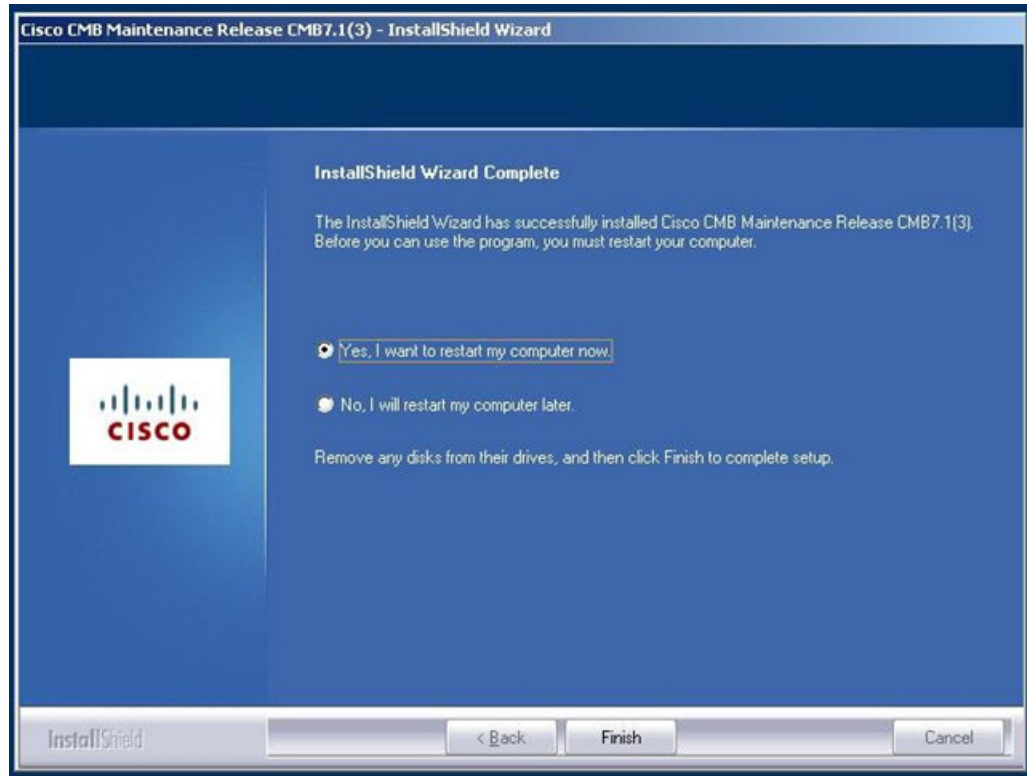
Step 6 Click **Install** to begin the installation. The Choose Folder window appears.

Figure 4 Converting the Properties Files to xml File



Step 7 The Installer converts the CMB 7.1(2) properties files to CMB 7.1(3) xml files. A corresponding log named ConvertToXMLUtility.log will be available in c:\temp.

Figure 5 CMB Installation Wizard Complete



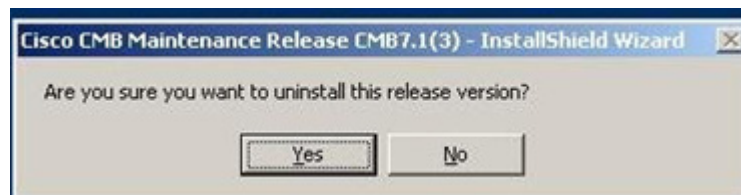
- Step 8 Choose an appropriate option on this page and click **Finish** to complete the installation.

Uninstalling Cisco CMB 7.1(3) MR

Follow these steps to uninstall Cisco CMB 7.1(3) MR.

- Step 1 Choose **Start > Control Panel > Add or Remove Programs**.
- Step 2 Select "Cisco CMB Maintenance Release CMB 7.1(3)" and click **Remove**. You are prompted to confirm the un-installation.

Figure 6 Cisco CMB Maintenance Release CMB 7.1(3): Un installation Screen 1



- Step 3** An alert message appears before the un-installation starts. Configuration changes which are made in CMB 7.1(3) will not be ported back to CMB 7.1(2) properties files. If required, you can backup the five xml files to retain the CMB 7.1(3) changes.

All the XML files exist in this location

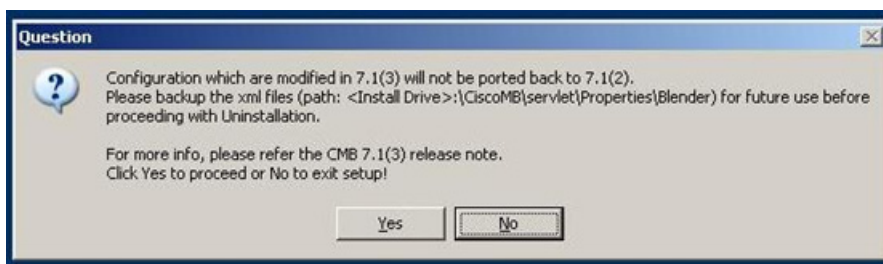
<install-drive>:\CiscoMB\servlet\Properties\Blender.

If CMB 7.1(3) is re-installed in future, then these files can be restored to the same location to restore the changes.

**Note**

CMB 7.1(3) changes are not ported back to CMB 7.1(2) properties files automatically; the changes have to be made manually.

Figure 7 Cisco CMB Maintenance Release CMB 7.1(3): Uninstallation Screen 2



- Step 4** Click **Yes** to start the un-installation process. After the un-installation is complete, the Uninstall Complete screen appears.

Figure 8 *Uninstall Complete*



Step 5 Click **Finish** to complete the uninstall.

New and Changed Information

This section discusses the new information for this release.

- CMB Support for Join Across Lines/Direct Transfer Across Line features with Round Table and Round Table Lite phones.
- Dynamic configuration changes through CMB administration user interface.

CMB Support for Join Across Lines/Direct Transfer Across Line features with Round Table and Round Table Lite phones

Cisco Media Blender provides web callback and blended collaboration services in a Cisco multichannel Contact Center environment where agents use phones with single lines. However, the UCM and Phone teams require that all CTI applications support Join Across Lines (JAL) and Direct Transfer Across Line (DTAL) features along with multi-line phones. This enhancement lets CMB support JAL and DTAL features for RT/RT lite phones which can handle multiple lines.

With this enhancement in CMB, the agents can use RT/RT lite phones to handle callback and blended collaboration requests with no changes to the customer experience.

Dynamic configuration changes through CMB administration user interface

In releases prior to CMB 7.1(3), the Cisco MB administrators could only monitor the system; they could not make dynamic configuration changes. If a configuration change was required, the administrator had to edit the properties manually in the properties file(s) and restart Cisco MB for the changes to take effect. A restart of the Cisco MB was required because all the properties had to be reloaded again from the configuration files.

Restarting Cisco MB service for minor configuration changes is not advisable for production systems which run 24/7. Manually changing the properties can often result in errors or incorrect modification to the properties.

To overcome this limitation, CMB 7.1(3) introduces a GUI-based configuration tool. With a GUI-based approach, Cisco MB administrators can make configuration changes dynamically through a graphical user interface without restarting Cisco MB (a restart is only required for a few critical properties which are highlighted in the user interface).

Property Name	Property Value
Auto Start	TRUE *
Maximum Thread Count	1000 **
Minimum Thread Count	800 **
Start Alert Poll Seconds	120 **
Verbose	10
Email Notification	FALSE
SMTP Server	
From Address	
To Address	
Email Subject	
Notify Timeout Minutes	1:40
Email Header	
Email Footer	

* - Property change will be reflected on re-start of CMB service

Save

The GUI-based configuration tool provides the following benefits:

- Eliminates the misconfiguration introduced by human errors. A validation at the client side (IE) eliminates all errors from being propagated to the CMB server.
- Eliminates the need for restarting Cisco MB service (except few critical properties) because the configuration changes are dynamically updated in the in-memory data structures as well as saved permanently.
- Supports editing properties once without editing multiple properties files.

Limitations

Web session not established for blended collaboration with Avaya ACD

Symptom:

For blended collaboration activities under heavy load conditions (600 agents handling 10 blended collaboration sessions per hour), the voice path between the customer and agent is established, but the collaboration (web chat) session between the agent and customer is not established. This symptom is observed for less than 1 percentage of the total blended collaboration activities handled by the system and is normally in the range of 0.001 - 0.003 percent.

Detailed Description:

A blended collaboration activity is a combination of a web callback and a web collaboration. The customer "talks" to a customer service agent and simultaneously collaborates with the same agent through the web. In Avaya based Unified CCE deployments (integrated with CIM), the blended collaboration activity is initiated by CIM through the Media Routing interface. Unified CCE performs the routing of the blended collaboration activity to an available agent.

The voice path is initiated by the CMB and the call is connected through the Avaya ACD (ACD selects an available ACD agent and connects the caller with the selected agent). After the voice path is established, CMB sends a session assigned event to CIM. CIM connects the caller and the selected agent over the web collaboration medium. Under heavy and persistent load conditions, it is observed that for a few blended collaboration activities, the assignment of web session fails and, as a result, the customer and agent will never collaborate over the web medium. Also, in a few intermittent cases, it is observed that the session assigned event is sent by CMB with an incorrect peripheral number (which also results in the failure of a web collaboration session).

Impact:

The blended collaboration activity is affected since the web session is not established. However, the voice path between the agent and the customer remains unaffected. The customer is connected to the agent over the voice path but the collaboration is not initiated through the web interface. Since CIM never receives the session assigned event for the selected agent, CIM does not synchronize the agent's browser with the customer and the agent remains logged in without getting connected to the customer over the web.

If the symptom is observed and the agent is connected ONLY on the voice path with the customer, the agent is not routed to another BC activity since the ACD finds the agent in "TALKING" state. The agent recovers from such a symptom by dropping the voice call and is "AVAILABLE" again for routing.

This issue only impacts the Predictive CTI call strategy, it does not impact blended collaboration sessions which use other CTI call strategies like PhantomWaitRelease, PhantomWaitNoRelease, etc. There is no impact to web callback since there is no collaboration involved and callback is a voice-only activity. Also, there is no impact to Blended collaboration activities in IPCC based deployments where Cisco Unified Call Manager is deployed as the peripheral.

Workaround:

There are no workarounds for this issue. If the symptom of session assignment failure is observed, the customer and agent can continue "talking" over the voice path or end the blended collaboration session by dropping the voice call.

Impact to Reporting:

In Avaya-based deployments, there is no impact of BC activity to CCE reports. Because BC activities do not get assigned to the agent (the voice path is always established before the Chat session assignment failure), the "Abandoned" report is only updated in the CIM reports.

Administration User Interface

The CMB Release 7.1(3) administration user interface is similar to the CMB Release 7.1(2) release except for few changes.

You can access the CMB Release 7.1(3) administration pages using the URL:
<http://<hostname>:8080/cmb>.



Note

Ensure that the Apache tomcat service is started and running before accessing the URL (<http://<hostname>:8080/cmb>). After the Tomcat service is initiated, wait for approximately four minutes to allow the Apache Tomcat to start and deploy the CMB application before accessing the CMB administration console.

Sample screens for the CMB Release 7.1(3) administration user interface are shown below.

Figure 9 *Welcome to Media Blender Administration page*



Figure 10 Cisco Media Blender Administration and Online Help Page

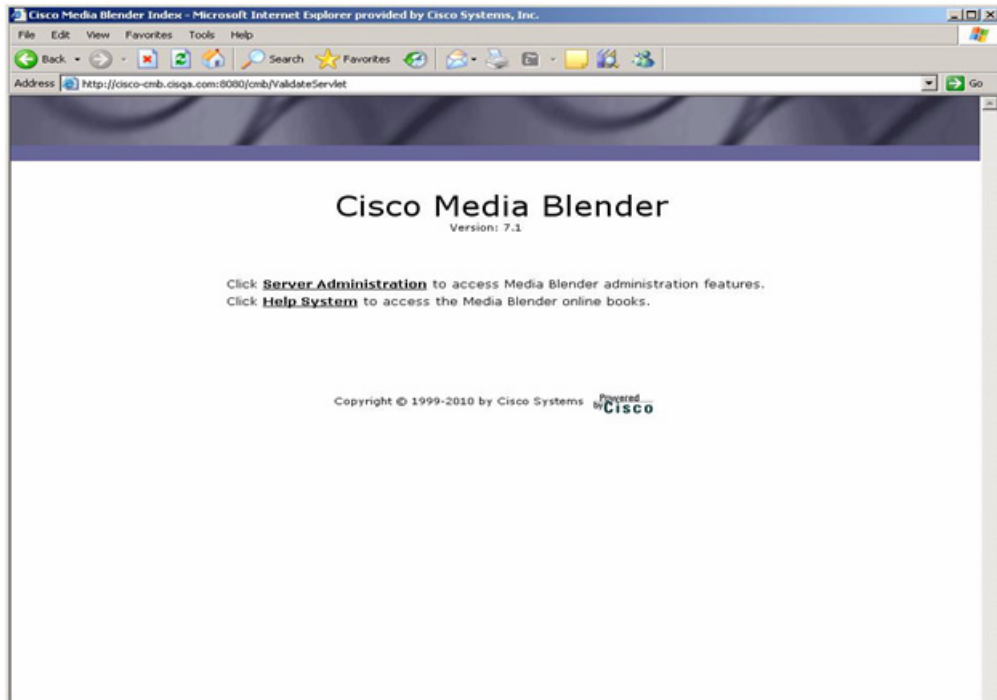


Figure 11 Cisco Media Blender Administration Welcome Page

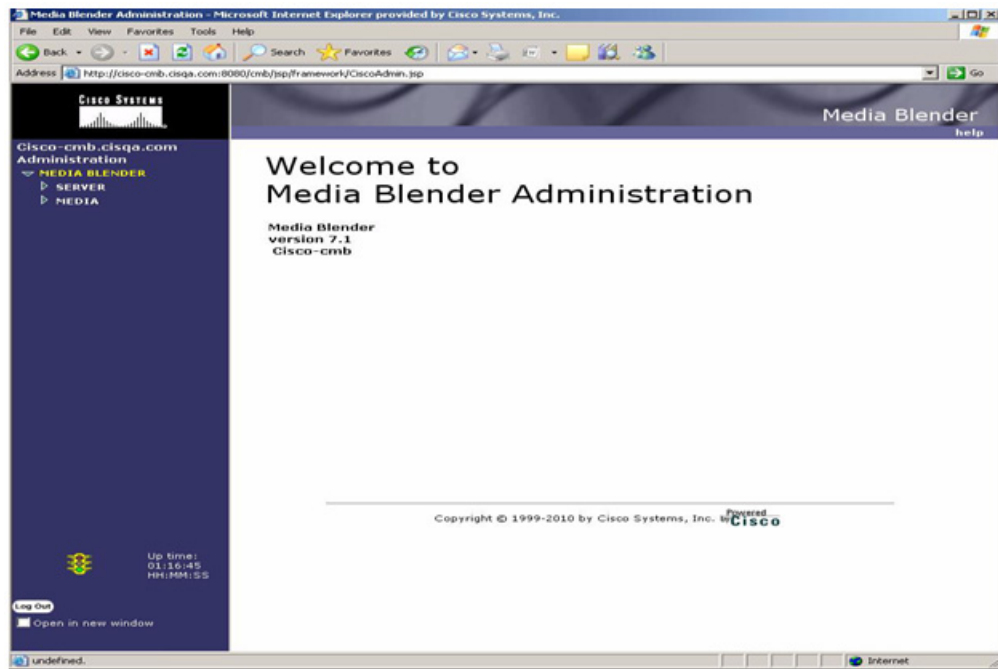
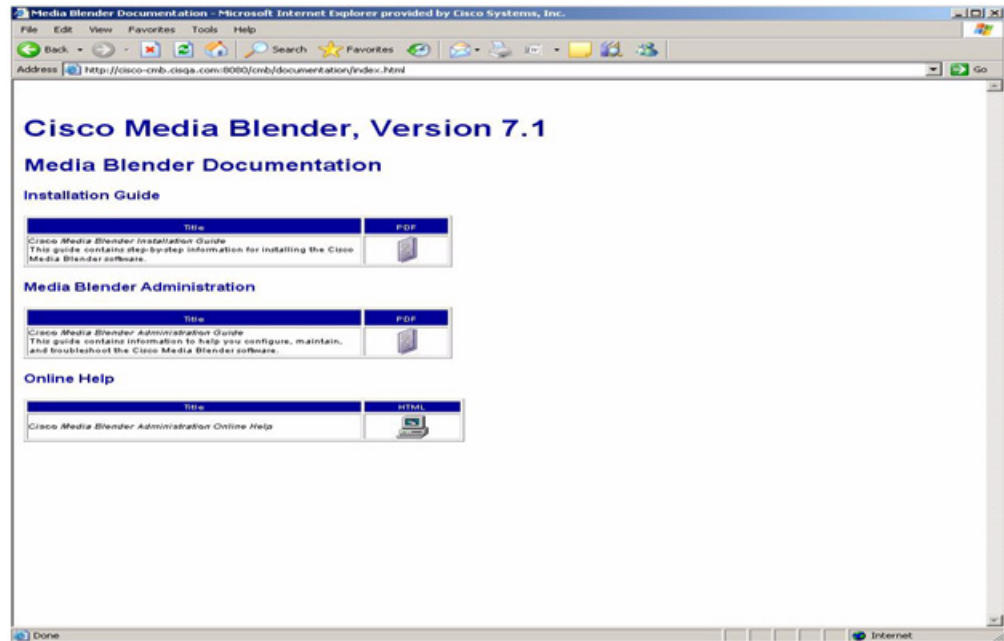


Figure 12 Cisco Media Blender Administration Online Help



Resolved Caveats in this Release

This section contains a list of defects resolved in this release.



Note

Defects, enhancements, and features are cumulative and apply both to the current maintenance version and to previous maintenance versions - unless otherwise noted.

Table 1 Resolved Caveats

Identifier	Severity	Component	Headline
CSCtr27712	1	acd-ipcc	Thread starvation occurred in CMB for BC-IPCC load
CSCto02292	2	patch	Issue with CMB 7.1(3) upgrade
CSCtr61988	2	patch	Changes done in CMB7.1(3) are not retained after downgrading CMB to 7.1(2)
CSCts15388	2	installation	CMB configurations are not retained after installing CMB 7.1.3
CSCto10959	3	fault tolerance	CMB is not connecting to side B of agent PG
CSCto11028	3	admin-ui	CMB is sending alert every minute when there is agent pg failover
CSCto11235	3	admin-ui	"Peripheral Alert on Named Var Error" field is not retaining true value

Table 1 Resolved Caveats

Identifier	Severity	Component	Headline
CSCto14149	3	admin-ui	Pop-up is occurring repeatedly while inserting multiple rows in property
CSCto24067	3	admin-ui	Default type for the field "Keystore type" is incorrect in UI
CSCto53200	3	acd-ipcc	After DTAL, voice is not ending after ending chat
CSCto73932	3	admin-ui	"Permitted phone number length" field is not accepting negative values
CSCtr06312	3	acd-ipcc	Auto Answer feature is getting enabled for IPCC
CSCtr48636	3	acd-ipcc	Ignore Area Code not accepting more than 3 digits in the CMB UI
CSCto04651	4	admin-ui	Pop-up message is not correct when changes are made to max thread count
CSCto08453	4	patch	Header and Footer fields are accepting various kinds of file types
CSCto10949	4	admin-ui	2 fields in CTI properties page is accepting invalid inputs
CSCto14175	4	admin-ui	Notification is required while selecting CTI strategy for callback
CSCto73890	4	admin-ui	Exception messages are displayed which is not user friendly
CSCtr06991	4	installation	Need to document the steps for increase the heap size in tomcat5.5
CSCto08176	5	admin-ui	Getting improper pop-up while entering negative value
CSCto24053	5	documentation	Help is provided for the fields which are not present in the CMB UI
CSCtl69624	6	admin-ui	Cisco Media Blender administration user interface re-vamp
CSCto08444	6	patch	Browse button should be present to specify the header and footer file
CSCto36480	6	admin-ui	Redundant fields are seen in phantom tab of CMB UI
CSCtl69640	6	drv-icm-ipcc	Round Table/RT lite phone support for JAL/DAL features for CMB

Using Bug Toolkit

In general, you can find the latest caveat information through the Bug Toolkit, which is an online tool that is available for customers to query defects.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, logon to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

To access the Bug Toolkit, you need the following items:

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

Procedure

To use the Software Bug Toolkit, follow these steps:

-
- Step 1** 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** 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 window.

Open Caveats in This Release

This section contains a list of defects that are currently pending in CMB for this release.



Note

Because defect status continually changes, be aware that the following table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access the Bug Toolkit and follow the instructions as described in [Using Bug Toolkit, page 14](#).

Table 2 Open Caveats

Identifier	Severity	Component	Headline
CSCto08331	6	patch	No pop-up is seen warning about unsaved data while navigating
CSCtq12709	6	admin-ui	Localization has to be done for cmb7.1(3) release changes
CSCts28692	3	admin-ui	Incorrect copyright shown in the CMB admin UI
CSCtr08643	3	aas	Consult Transfer fails for a callback activity with ICM route point
CSCtr48388	3	cg.ctiserver	CTI server sending REGISTER_VARIABLE_CONF even though IGNORE_CONF is set



Note

CSCtr48388 : A false alert is generated when the CMB is restarted after the "Peripheral Alert on Named VarError" property is set as true in CTI webpage in CMB GUI. This alert appears in the CMB GUI even after the ECC variable registers successfully. This defect is fixed in the CTI server in the ICM 8.5(3) release.

Obtaining Documentation, Support, and Security Guidelines

See the Monthly What's New in Cisco Product Documentation for information on obtaining documentation, support, and security guidelines. This document also lists all new and revised Cisco technical documentation and can be accessed at:

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

Subscribe to the What's New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.