



# Release Notes for Cisco Customer Response Applications 3.0(2)

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These release notes are for use with Cisco Customer Response Applications (Cisco CRA) Release 3.0(2) and Cisco CallManager Extended Services.

These Release Notes may be updated occasionally with new information. For the latest version of these Release Notes, refer to this URL:

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## Note

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Effective with Release 3.0, Cisco Customer Response Applications (CRA) has been renamed Cisco Customer Response Solutions (CRS). The Cisco website and packaging materials have been updated to reflect the new name, but the user interface and documentation has not.

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## **What's New in Cisco CRA Release 3.0(2)**

Cisco CRA Release 3.0(2) includes the following new features:

- **Improved Administration**—Provides an interface with the same “look and feel” as Cisco CallManager Administrator. The Cisco CRA 3.0(2) interface includes a menu bar that appears on all CRA web pages, a variety of enhancements to improve navigation, and enhanced management for prompts, scripts, and applications.

- **ICD Skills-Based Agents**—Allows an agent to be independent of a particular resource group. You can route a caller with specific needs to a resource (an agent) with the skills needed to handle the call. With Skills-Based Routing (SBR), skill levels are based on an agent's knowledge of a particular subject. You can assign multiple skills to each resource.
- **Enhanced Reporting**—Real-Time Reporting provides detailed information about contacts, applications, tasks, sessions and database usage. Historical Reporting provides detailed information about the call activities of your Cisco CRA system. With Historical Reporting, you can access historical data, view, print, save, sort and filter reports, send scheduled reports to a file or printer, and export reports in a variety of formats, including PDF, RTF, and XLS.
- **Nuance Automated Speech Recognition (ASR)**—Allows callers to move through menus and to select menu options by speaking words or phrases instead of pressing keys on a touch-tone telephone.
- **Nuance Text-to-Speech (TTS)**—Converts plain text (UNICODE) files through the Nuance TTS engine to speech prompts.
- **Support for Internationalization**—Allows the Cisco CRA system to be tailored to the requirements of different languages through localization. Prompts can be played back in different languages and can be generated based on syntax requirements, currency and date conventions, and other language-specific requirements and rules.
- **Voice eXtensible Markup Language (VXML)**—Integrated VXML makes it possible to create audio dialogs that feature synthesized speech, digitized audio, recognition of spoken and DTMF key input, recording of spoken input, telephony, and mixed-initiative conversations.
- **Improved Media Usage**—More ports per Cisco CRA server are available. In addition, three choices for media types are available:
  - Cisco Media Termination (CMT)—DTMF digits input.
  - Nuance Automatic Speech Recognition (ASR)—Spoken input and DTMF digits.
  - Media-less calls—Applications that require neither DTMF nor spoken input, such as e911 calls and simple queueing.
- **Grammars**—Allows matching of input from callers (spoken words or DTMF digits) with a set of predefined rules.

- Contact Neutrality—Scripts can be written to generically handle multiple functions so that the same scripts can be used for calls, e-mails, and HTTP contacts.
- Enhanced Steps and Prompting—Several new and enhanced steps are available.
- Enhanced Variables and Expressions—Greater support for variables and expressions.
- Improved Script Interruption—A script can now be interrupted between steps. In addition, media steps can be configured to be interruptible while they are playing. Subflows can also be marked to disable interruptions, thus providing an uninterruptible sequence of operations.
- Session Management—Sessions track contacts and related information as the contacts move through the Cisco CRA system.
- Improved Error Handling—Errors in an application can be handled on various levels: error branches, exceptions, or default scripts.
- Converting Existing Scripts to CRA 3.0(2)—Scripts created prior to Cisco CRA 3.0 will continue to function without the need for conversion when executed by the CRA 3.0(2) Engine. If you wish to enhance existing scripts, you will have the option to convert them, if required, when loading them in the CRA Editor.
- Wallboard Support—Cisco CRA provides support for the following third-party wallboard displays:
  - DirectControl from INOVA Corporation
  - Spectrum Ultra-Link II with Front End from Spectrum Corporation

Wallboards can display the real-time reporting status of a call center, including such information as available agents in CSQs, call volumes, talk times, wait times, and number of handled calls.

You must purchase a wallboard separately from Cisco CRA products. The wallboard hardware is configured and controlled by the wallboard software, both of which are supported by the third-party wallboard vendors, not by Cisco.

- New Historical Reports—Five new ICD historical reports are available in Cisco CRA 3.0(2): Agent State Summary (by Agent), Agent State Summary (by Time), Call Custom Variables, Contact Service Queue Activity (by CSQ), and Contact Service Queue Activity (by Time). For more information, refer to *Cisco Customer Response Applications Historical Reports User Guide*.
- Support for Multiple DC Directory Servers—Cisco CRA now lets you configure multiple DC Directory servers, in order of priority, to be used if a failover occurs. For more information, refer to the “Configuring Directory Information” section in *Getting Started with Cisco Customer Response Applications*.
- Dedicated Recording and Voice Monitoring Server—Cisco CRA 3.0(2) supports a dedicated server for handling recording and voice monitoring.

## Features Enabled With Each Product Key

Table Table 1 lists the Cisco CRA features that are enabled by each Cisco CRA product key.

**Table 1** Features Enabled by Each Product Key

Feature	IP IVR <sup>1</sup>	IP ICD <sup>2</sup> Standard	IP ICD Enhanced	IP ICD Enhanced/CTI <sup>3</sup> Option	IP-QM <sup>4</sup>	Extended Services
Telephony Apps	X	X <sup>5</sup>	X <sup>5</sup>	X <sup>5</sup>	X <sup>6</sup>	
ICD <sup>7</sup>		X	X	X		
Queue Manager	X				X	
Extension Mobility	X <sup>8</sup>			X <sup>8</sup>		X
Auto Attendant	X <sup>8</sup>			X <sup>8</sup>		X
Multiple Language Support	X	X	X	X	X	
JTAPI <sup>9</sup>	X	X	X	X	X	X
HTTP <sup>10</sup>	X			X		
Email	X			X		

**Table 1 Features Enabled by Each Product Key (continued)**

Feature	IP IVR <sup>1</sup>	IP ICD <sup>2</sup> Standard	IP ICD Enhanced	IP ICD Enhanced/ CTI <sup>3</sup> Option	IP-QM <sup>4</sup>	Extended Services
Database	X			X		
Cisco Media Termination	X	X	X	X	X	X
ASR <sup>11</sup>	X <sup>12</sup>		X <sup>12</sup>	X <sup>12</sup>	X <sup>12</sup>	
TTS <sup>13</sup>	X <sup>12</sup>		X <sup>12</sup>	X <sup>12</sup>	X <sup>12</sup>	
Voice Browser	X <sup>14</sup>		X <sup>14</sup>	X <sup>14</sup>	X <sup>14</sup>	
Real-Time Reporting	X	X	X	X	X	X
Historical Reporting	X <sup>15</sup>	X <sup>16</sup>	X <sup>17</sup>	X <sup>17</sup>	X <sup>15</sup>	
Editor	X <sup>18</sup>	X <sup>19</sup>	X <sup>20</sup>	X <sup>21</sup>	X <sup>22</sup>	

1. IP IVR = Cisco IP Interactive Voice Response
2. IP ICD = Cisco IP Integrated Content Distribution
3. CTI = Computer Telephony Interface
4. IP-QM = IP Queue Manager
5. Cisco Intelligent Contact Manager (ICM) (Translation routes and Post-routes can not be configured)
6. Only ICM (Translation routes and Post-routes), Busy, and Ring-No-Answer (RNA) applications can be configured
7. ICD = Integrated Contact Distribution
8. Sample Scripts Included
9. JTAPI = Java Telephony Application Programming Interface
10. For Extended Services, the HTTP subsystem and the ability to configure HTTP triggers is included for use with Extension Mobility.
11. ASR = Automatic Speech Recognition
12. Add-on Feature
13. TTS = Text-To-Speech
14. Only available if ASR option is purchased
15. Only IVR Reports
16. ICD Standard Historical Reporting Client can be purchased
17. ICD Enhanced Historical Reporting Client can be purchased
18. ICD Steps not included
19. Email, Http, DB, ICM and Java steps not included, and the Set Priority step is not included

20. Email, Http, DB, ICM and Java steps not included
21. ICM Steps not included
22. Email, Http, DB, User and ICD steps not included

## Documentation Roadmap

For information about the Cisco Customer Response Platform documentation, refer to *Documentation Overview for Cisco Customer Response Applications*.

For information about Cisco CallManager, refer to this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_2/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/index.htm)

For information about Cisco CallManager Extended Services, refer to *Cisco CallManager Extended Services Administrator's Guide*. This manual provides information about administering Cisco CallManager Extension Mobility and Cisco CallManager AutoAttendant. This manual is available at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/serv\\_fea/ext\\_serv/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/ext_serv/index.htm)

## Additional Information Online

You can access information about Cisco CRA and related voice products online:

- Cisco Voice product documentation is available in online help and on the web at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm>

- Cisco CRA Release 3.0(2) information is available at this URL:

<http://www.cisco.com/en/US/products/sw/custcosw/ps1846/ps4829/index.html>

- Online help is available from the Cisco CRA Administration web pages, the Cisco CRA Editor, Cisco Agent Desktop, Cisco Supervisor Desktop, Cisco Desktop Administrator, and Cisco CRA Historical Reports.

# Notes

- To upgrade from Cisco CRA 3.0(1) to CRA 3.0(2), you must use the Cisco CRA 3.0(2) CDs. Because of its size, the CRA 3.0(2) software upgrade is not available to download from Cisco Customer Connection (CCO).
- Installing Cisco CRA through a terminal service session is not supported.
- If the Cisco Agent Desktop, Cisco Supervisor desktop, or Cisco Desktop Administrator are running on the Cisco CRA server, you must exit these programs before upgrading Cisco CRA.
- It is recommended that you disable virus scanning on a server before installing or upgrading to Cisco CRA 3.0(2).
- If you are upgrading to Cisco CRA 3.0(2) and one or more Cisco Desktop services or the Cisco Desktop Administrator do not install, run the Cisco CRA 3.0(2) installation program again.
- If you activate tracing on the Cisco CRA server, make sure to monitor CPU usage and available disk space on the server. CPU usage near 100% or a full disk can cause your system to shutdown unexpectedly.
- The Adobe Acrobat Reader is not installed by the Cisco CRA installation program. To use Adobe Acrobat Reader to access CRA documentation in PDF format, you must install this program. The Adobe Acrobat Reader installation program is stored on the Cisco CRA server in the folder C:\Program Files\Cisco\Desktop\_Config\Desktop\Docs\Acrobat.
- Cisco Agent Desktop and Cisco Supervisor Desktop work across most VPN configurations so you can place and receive calls wherever you are, even across the Internet. (Note that, in most cases, quality of service cannot be guaranteed over the Internet.)
- Media terminated Cisco Agent Desktop is not supported behind Cisco VPN client if a proxy server is configured. In this case, there will be one-way audio and the media terminated Cisco Agent Desktop will not be usable.
- If an agent using Cisco IP Softphone as the agent device is logged out while one or more calls are active for that device, the agent should not log back in to the Cisco Agent Desktop until all the active calls are disconnected.
- If you are installing or upgrading Cisco CRA Historical Reports version 3.0(2) or higher, make sure that the computer on which you are installing includes the following software:

- Microsoft Internet Explorer version to 5.5 or higher.
- Microsoft Data Access Component (MDAC) version 2.7 or higher.
- Microsoft Windows 2000 Service Pack 2 or higher (if installing on a computer running Microsoft Windows 2000).
- The following changes have been made in real-time ICD reports:
  - “In-session” now appears as “Talking”
  - “Unavailable” now appears as “Not Ready”
  - “Available now” appears as Ready
- If you make changes that affect agent details, such as deleting an agent from Cisco CallManager or changing an agent's ICD extension, from Cisco CRA Administration, choose **Subsystems > ICD** and then click the **Resources** hyperlink to cause your changes to take effect. In addition, if you change the ICD extension of an agent, the agent must log off then log back on.
- If you make dynamic configuration changes that affect the order in which agents receive ICD calls, such as adding new agents to a CSQ or changing the resource selection criteria, the new order may not take effect immediately.
- Whenever you upgrade Cisco CRA, agents and supervisors must upgrade their Cisco Agent Desktops.
- When you configure a supervisor on the Cisco CRA User Maintenance web page, you are configuring supervisors who can access the Cisco CRA Supervisor web pages. You are not configuring or creating a supervisor for Cisco ICD, even though the term “Supervisor” is used in both cases.
- Cisco CRA will not install properly if the Windows administrator password or the SA account password is the space character.
- When supervisors record the calls of agents, each minute of recording takes approximately 1 MB of disk space on the CRA server.
- Cisco provides two real-time reporting tools, Real-Time Reports run from the Cisco CRA Tools menu and Real-Time Reports run from the Cisco Agent Desktop or Cisco Supervisor Desktop. These tools employ different methods for calculating and displaying real-time statistics. This means that, at any given time, the two reports may not show the same information for a given statistic. It is recommended that you standardize on one of these real-time reporting tools and not use both simultaneously.

- If a media terminated Cisco Agent Desktop user is logged out while on a call (for example, because of a failover), the user should complete the call, close the Cisco Agent Desktop, and then restart and log back in to the Cisco Agent Desktop when possible.

## Unsupported and Supported Actions with the ICD Agent Desktop

This section outlines the unsupported and supported actions for agents using the Cisco IP Integrated Contact Distribution (ICD) Agent Desktop. Agents can access similar information in the Cisco IP ICD Agent Desktop online help.

### Unsupported Actions for Cisco IP ICD Agents

The following actions are not supported:

- Arbitrary transfer or conference—Agent A receives a Cisco IP ICD call, places the call on hold, and initiates another call to another agent or user. Agent A then merges the two calls into a conference by making a new call and pressing the **Transfer** or the **Conference** button twice. Either of these actions will cause some information in certain historical reports to be inaccurate.

The agent can avoid this problem by initiating the transfer or conference using the appropriate feature button on the Cisco Agent Desktop or Cisco IP Phone.

- Transferring a conference call—This action will cause some information in certain historical reports to be inaccurate.
- Using the **MeetMe**, **Pickup**, and **GPickup** soft keys.

### Supported Configurations for Agent Phones

The following phones are supported by the Cisco IP ICD Agent Desktop:

- Cisco IP Phone models 7960, 7940, and 7910
- Cisco IP SoftPhone

## Unsupported Configurations for Agent Phones

The following configurations are not supported for agent phones:

- Two lines on an agent's phone that have the same extension but exist in different partitions.
- An ICD extension assigned to multiple devices. (Configuring an ICD extension in a device profile is supported.)
- Call forwarding on an ICD line.
- Call waiting enabled on an ICD line.

## Text to Speech Language Fallback

Nuance Text to Speech (TTS) uses the following fallback mechanism if a specified language is not available. This mechanism can cause the language specified for a TTS request to differ from the language used by TTS.

- If the specified language is US English or Canadian English and if US English is available, US English will be used as the fallback language. If US English is not available, and only UK English is available, UK English will be used as the fallback language.
- If the specified language is UK English or Australian English and if UK English is available, UK English will be used as the fallback language. If UK English is not available, and only US English is available, US English will be used as the fallback language.
- If the specified language is any other version of English, if any one English is available, it will be used as the fallback language. If both US English and UK English are available, US English will be used as the fallback language.
- If the desired language is any oath language, the European continental version will be used as the fallback language, if it is available. If it is not available, an error will occur.

# Truncating Database Transaction Log Files on the Cisco CRA Server

The `db_cra_log.ldf` and `db_cra_ccdr_log.ldf` database transaction log files, which exist in the `C:\MSQL7\Data` directory on the Cisco CRA server, can grow large.

The Cisco CRA command line tool named **runTruncateHistDBLogs** can truncate either or both of these files to the size you specify. You can run this command from a Microsoft Windows command window.

The process of truncating transaction log files can take up to 10 minutes.



## Note

The **runTruncateHistDBLogs** command will spend up to five minutes per database log file performing the truncation. If you are substantially truncating a log file, this time limit may not allow the command to truncate the log file to the size that you specified. In this case, rerun the **runTruncateHistDBLogs** command to truncate the log file to the desired size.

To ensure that the truncated log file is updated with current information, a complete backup of the Cisco CRA databases and log files must be performed after the **runTruncateHistDBLogs** command is executed.

The syntax for the **runTruncateHistDBLogs** command is:

```
runTruncateHistDBLogs "dbUserName" "dbPassword" {"db_cra" | "db_cra_ccdr" | "db_cra_all"} size
```

Table 1 lists the options and parameters for the **runTruncateHistDBLogs** command:

**Table 1** Options and Parameters for **runTruncateHistDBLogs**

Option or Parameter	Description
<code>"dbUserName"</code>	User name of the database.
<code>"dbPassword"</code>	User password for the user name.
<code>"db_cra"</code>	Truncates the <code>db_cra_log.LDF</code> database transaction log file.
<code>"db_cra_ccdr"</code>	Truncates the <code>db_cra_ccdr_log.LDF</code> database transaction log file.

**Table 1** Options and Parameters for runTruncateHistDBLogs (continued)

Option or Parameter	Description
<b>“db_cra_all”</b>	Truncates the db_cra_log.LDF and the db_cra_ccdr_log.LDF database transaction log files.
<i>size</i>	Size in MB that the file or files will be truncated to  <b>Note</b> It is recommended that, for the ldb_cra_log.ldf file, you specify a size no less than one-fourth the size of the ldb_cra.mdf database. It is recommended that, for the db_cra_ccdr_log.ldf log file, you specify a size no less than one-fourth the size of the db_cra_ccdr.mdf database.

**Examples**

The following command will truncate the db\_cra\_log.ldf database transaction log file 250 MB:

```
runTruncateHistDBLogs "sa" "sa_password" "db_cra" 250
```

The following command will truncate the db\_cra\_log.ldf and the db\_cra\_ccdr\_log.ldf database transaction log files 300 MB:

```
runTruncateHistDBLogs "sa" "sa_password" "db_cra_all" 300
```

## Increasing the Number of Users Displayed on the Cisco CRA User Management Web Page

If there are more than 1,000 records of users in your corporate directory, the Cisco CRA User Management web page may not display all of the records. This situation occurs because the default number of records that an Active Directory search returns is 1,000.

You can increase the number of users displayed by increasing the default Active Directory search limit (if you have access to the Active Directory environment) or by adding users to an LDAP entry.

To increase the default Active Directory search limit, follow these steps:

## Procedure

---

- Step 1** Log into the Active Directory server using an administrator account and open a command prompt.
- Step 2** At the command prompt, type **ntdsutil** and press the **Enter** key.  
The command prompt changes to `ntdsutil:`.
- Step 3** Type **LDAP Policies** and press the **Enter** key.  
The command prompt changes to `ldap policy:`.
- Step 4** Type **connections** and press the **Enter** key.  
The command prompt changes to `server connections:`.
- Step 5** Type the following command, where *name* is the DNS name of the Active Directory server on which you are entering the command:  
**connect to server %name%**  
Press the **Enter** key to bind to the Active Directory server.
- Step 6** Press **q** and press the **Enter** key.  
The command prompt changes to `ldap policy:`.
- Step 7** Type **Show Values**, press the **Enter** key, and determine the current setting for MaxPageSize.
- Step 8** Type the following command and press the **Enter** key to increase the MaxPageSize limit, where *limit* is the new limit to set:  
**Set MaxPageSize to limit**
- Step 9** Type **Commit Changes** and press the **Enter** key.
- Step 10** Type **Show Values**, press the **Enter** key, and confirm the change to the MaxPageSize setting.
- Step 11** Type **q** and press the **Enter** key until the original Windows command prompt appears.
- Step 12** Stop and then restart the CiscoCRSServletEngine service.
- 

To add users to an LDAP entry, follow these steps:

### Procedure

- 
- Step 1** Use a tool such as ADSI Edit to modify the following LDAP entry:  
Cisco-> CCN Apps->Configurations->usergroup.xxxxxxx/users?array
- Step 2** Add users to the property CiscoCCNatConfigInfoCESValue in this LDAP entry.  
Enter users in the following format, where (1) specifies administrator access and (2) specifies Supervisor access:  
*userID(1) or userID(2)*
- 

## Upgrading From Cisco CRA 2.x

If you are upgrading from Cisco CRA Release 2.x to Cisco CRA Release 3.0(2), perform the following steps.



### Caution

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Upgrading from Cisco CRA Release 2.2(4) or higher to CRA Release 3.0(1) is not supported. Upgrading from CRA Release 2.2(4) or higher to CRA Release 3.0(2) or higher is supported.

---

### Procedure

- 
- Step 1** Upgrade the operating system on your Cisco CRA server using the OS Upgrade CD included with your CRA system.  
For instructions, refer to this URL:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_2/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/install/upgrade/index.htm)
- Step 2** Upgrade your Cisco CallManager software to Cisco CallManager Release 3.2.  
For instructions, refer to this URL:  
[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_2/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/install/upgrade/index.htm)

- Step 3** Install Cisco CRA Release 3.0(2) on your CRA Server.  
For instructions, refer to the “Installing Cisco CRA 3.0” section in the “Installing Cisco CRA” chapter in *Getting Started with Cisco Customer Response Applications*.
- Step 4** If you want to maintain existing profile information, use the LDAP conversion tool to convert configuration and Repository profiles.  
For instructions, refer to the “Cisco CRA 2.x to 3.0(2) Profile Conversion” appendix in *Getting Started with Cisco Customer Response Applications*.
- 

## Upgrading the Cisco CallManager Attendant Console

If you are using the Cisco CallManager Attendant Console with Cisco CallManager 3.2(2c), you must upgrade to the latest version of this application. If you are not using this application, you must disable the Cisco Telephony Call Dispatcher service on each Cisco CallManager server.

To perform this upgrade, follow these steps on each server on which the Cisco CallManager server is running:

### Procedure

---

- Step 1** Go to this URL:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr-31>
- Step 2** In the Select a File to Download table, click the following link:  
[ciscocmac-fmu.1-1-2a.exe](#)
- Step 3** Follow the on-screen instructions to download and install this file.

- Step 4** Go to this URL and follow the steps to configure the Cisco CallManager Attendant Console:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call\\_att/ccmac111.htm#xtocid2](http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/ccmac111.htm#xtocid2)

## Bugs Fixed for this Release

Table 2 lists the bugs that were fixed for Cisco Customer Response Applications version 3.0(2).

**Table 2** *Bugs Fixed in Release 3.0(2)*

DDTS Number	Summary
CSCdv04372	Configuring a Cisco Script Application fails.
CSCdv38726	The migration of JSP Pages in CRA 3.0(2) is not supported.
CSCdx43820	The Cisco Agent Desktop logs an agent out and displays an error message even though the Cisco CallManager is not off line.
CSCdx44389	An Agent remains in Talking state or a call remains in queue.
CSCdx46287	A call becomes stuck in queue.
CSCdx46599	A call transferred from an agent using Softphone to another agent is not treated as a Cisco ICD call.
CSCdx46616	An agent cannot go to Ready state after a fallback.
CSCdx51913	When an agent is transferred to an ICD script, some information is not recorded in the Cisco CRA database.
CSCdx54176	Some historical reports show incorrect log in durations for certain agents.
CSCdx59653	CiscoWorks 2000 does not receive SNMP information.
CSCdx59816	After installing the Cisco CRA system, the Cisco IP Phone Agent is not automatically available.
CSCdx63226	An inaccurate message appears when you click <b>Associate CTI Ports</b> on the Cisco CRA Administration JTAPI Call Control Group Configuration web page.
CSCdx66989	The Cisco CRA Engine may become briefly unresponsive.

**Table 2** *Bugs Fixed in Release 3.0(2) (continued)*

<b>DDTS Number</b>	<b>Summary</b>
CSCdx70804	An message indicating that you have selected an existing configuration appears when you install the Cisco Desktop Administrator.
CSCdx72781	ICD does not function with Extension Mobility.
CSCdx76886	After a network failure, JTAPI subsystem is in partial service and callers hear a fast busy tone when calling a CTI route point.
CSCdx77518	Columns in the Cisco Agent Desktop Enterprise Data window are minimized.
CSCdx77677	Cisco CRA Administration does not allow you to associate more than 278 CTI ports with a CTI port group.
CSCdx77742	Cisco Supervisor Desktop displays multiple simultaneous calls for a single agent.
CSCdx80139	A script that includes a Call Subflow step may cause an error.
CSCdx80274	A CTI port becomes unavailable.
CSCdx83194	A message regarding memory requirements appears during installation.
CSCdx83646	Default values in the CRA Administration Directory Setup web page are incorrect.
CSCdx83747	The FlushInputBuffer flag in media steps is ignored.
CSCdx87076	An agent receives an error message when trying to log in to the Cisco Agent Desktop.
CSCdx87425	When you try to install more than one language as a language's group default (for example, es_US and en_GB), the user prompt directory of one language overwrites the user prompt directory of the other.
CSCdx88983	The Cisco Agent Desktop Enterprise Data window displays incorrect call information.
CSCdx89158	The ASR subsystem is out of service.
CSCdx90378	Silent monitoring and recording may not work with Extension Mobility.
CSCdx91030	Users cannot log in to the Cisco Agent Desktop or Cisco Supervisor Desktop under Windows XP.
CSCdx91579	The Called Number field is blank in the Called Number Summary Activity Report.
CSCdx91725	A caller does not hear the expected prompt when using ASR.
CSCdx92721	Cannot change agent state when using Extension Mobility.
CSCdx93748	Error message appears when starting Cisco Agent Desktop or the Cisco Supervisor Desktop

**Table 2** Bugs Fixed in Release 3.0(2) (continued)

DDTS Number	Summary
CSCdx93788	An incorrect version number appears in the About Cisco CRA Historical Reports window.
CSCdx94029	The oldest contact in queue is not correct in the Cisco Supervisor Desktop supervisor report.
CSCdy00910	A timeout in the DBRead step takes longer than specified if the database server is down.
CSCdy05580	ICD configuration data cannot be accessed after it is restored using the Cisco CRA Backup and Restore utility.
CSCdy07533	The Cisco CRA Engine does not restart when a co-resident Cisco CRA server reboots.
CSCdy13291	Cisco Agent Desktop shows calls in queue when there are no calls in queue.
CSCdy24491	Cisco CRA databases grow larger than 256 MB.

## Known Problems

Known problems are unexpected behaviors or defects in Cisco software releases. They are graded according to severity level. These Release Notes contain information for most severity levels 1, 2, and 3, and for some severity levels 4, 5, and 6.

You can search for known problems on the Cisco bug tracking system tool, called Bug Navigator II.

To access Bug Navigator II, perform one of the following actions:

- Enter the following URL in your web browser:  
<http://www.cisco.com/support/bugtools>
- Log in to Cisco Connection Online (CCO) and select **Service & Support > Technical Assistance Center > Tools > Software Bug Toolkit Bug Navigator II**

For information about issues relating to VoiceXML implementation, refer to Appendix B, “VoiceXML Implementation for Cisco Voice Browser,” in *Cisco Customer Response Applications Developer Guide*.

The following sections cover these problems:

- Automatic Speech Recognition (ASR) Known Problems, page 32
- Cisco CRA Administration Known Problems, page 34
- Cisco Automated Attendant Known Problems, page 40
- Cisco CRA Editor Known Problems, page 41
- Cisco CRA Engine Known Problems, page 42
- Cisco CRA Historical Reports Known Problems, page 44
- Cisco CRA Installation Known Problems, page 45
- Cisco CRA Upgrade Known Problems, page 46
- Cisco Integrated Contact Distribution (ICD) Known Problems, page 47
- Text to Speech (TTS) Known Problems, page 57
- VoiceXML Known Problems, page 59

## Automatic Speech Recognition (ASR) Known Problems

**Table 3** ASR Known Problems

Bug ID	Summary	Explanation
CSCdv22497	The Nuance subsystem takes a long time to go into service.	<p>The following factors can cause the Nuance subsystem to take a long time to go into service. In this case, the system is working as expected.</p> <ul style="list-style-type: none"> <li>• Multiple languages installed for ASR.</li> <li>• A large Cisco CallManager user directory.</li> </ul> <p>You can configure the JTAPI triggers with a secondary Cisco Media Termination (CMT) media group (non-ASR) to allow calls to be received as CMT only until the ASR channels go into service.</p>

Table 3 ASR Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx39585	A prompt exception appears in the Cisco CRA Engine log file.	<p>A prompt exception containing the text <code>open port failed</code> appears in the Cisco CRA Engine log file. This error is generally caused when the Cisco CRA Engine is incorrectly shut down (for example, from the Windows Task Manager) while there are RTP ports in use.</p> <p>If this prompt exception appears, it is recommended that you reboot your Cisco CRA server.</p> <p>To prevent this problem, to stop the Cisco CRA Engine, choose <b>System &gt; Engine</b> from the CRA Administration menu bar and then click <b>Stop Engine</b>. Alternatively, you can use the Windows services console to stop the Cisco CRA Engine.</p>
CSCdx84527	The title of the Nuance Subsystem ASR Subsystem help web page is incorrect.	The title of the Nuance Subsystem ASR Subsystem help web page appears as “Provisioning the Subsystem.” This title should appear as “Provisioning Nuance ASR.” The contents of the help web page are correct.
CSCdy35922	Creating more ASR channels than licensed does not work.	<p>If you attempt to configure more ASR channels in one or more Nuance Dialog Control Groups than the number of licensed ASR channels on your system, the system will not create the ASR channels that exceed the number specified in the license. The system will create the ASR channels, up to the licensed limit, based on the order in which the system creates the Nuance Dialog Control Groups. The system will not notify you that the excess ASR channels were not created.</p> <p>To prevent this problem, ensure that the total number of ASR channels that you create across all Nuance Dialog Control Groups does not exceed the number of ASR channels than are licensed.</p>

**Table 3** ASR Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy64671	First name and last name information does not produce the expected results for Chinese, Japanese, and Korean.	In the Cisco CRA User Options Alternate Pronunciations web page, entering information in the First Name and Last Name fields does not produce the expected results for Chinese, Japanese, and Korean.  To work around this problem, enter the give name in the First Name field, and enter the family name in the Last Name Field.

## Cisco CRA Administration Known Problems

**Table 4** Cisco CRA Administration Known Problems

Bug ID	Summary	Explanation
CSCdv26511	The Database subsystem is in partial service when the Cisco CRA system is configured to use a Sybase database.	If the Sybase datasource name that you enter in the Cisco CRA Administration Enterprise Database Subsystem Configuration web page does not match exactly the datasource name in the Windows ODBC DSN configuration window, the database connection will fail. As a result, the database will go into partial service.
CSCdv48311	A script variable loses its value when it is renamed.	If you change the name of a variable in a script, upload the modified script to the repository, and then refresh the Cisco CRA Engine, the variable will loose its value.  To work around this problem, set the modified variable to its previous value and click <b>Update</b> in the Application Configuration web page.
CSCdw68252	Some calls to the Cisco CRA system are aborted in an unspecified manner.	If the RTP start port is not 32256, calls to the Cisco CRA system can be aborted in an unspecified manner.  To work around this problem, from CRA Administration, choose <b>System &gt; System Parameters</b> . Enter 32256 in the RTP Start Port field, click <b>Update</b> , and then stop and then restart the CRA Engine.

**Table 4** *Cisco CRA Administration Known Problems (continued)*

<b>Bug ID</b>	<b>Summary</b>	<b>Explanation</b>
CSCdx72115	The <b>ICD Extension</b> radio button on the Cisco CallManager User Device Association web page is unavailable.	When Cisco CRA is first installed, the <b>ICD Extension</b> radio button on the CallManager User Device Association web page is not available.  To work around this problem, restart the IIS service on the Cisco CallManager server.
CSCdx92618	A user cannot log in to Cisco CRA web pages after CRA Administration times out.	If you try to download a scrip but Cisco CRA Administration has timed out, the CRA Authentication Web Page appears but you will not be able to log back in.  To work around this problem, exit your web browser, then start it again and reconnect to the Cisco CRA web pages.
CSCdy00748	Refreshing a subflow script does not update its parent scripts.	If a script is referenced in other scripts refreshing a subflow script does not update its parent scripts.  To work around this problem, manually refresh all parent scripts.

Table 4 Cisco CRA Administration Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy23825	A user who is deleted from Cisco CallManager cannot log in to Cisco CRA.	<p>If only one user is configured as Administrator in Cisco CallManager and that user is deleted from Cisco CallManager, that user will not be able to log in to Cisco CRA.</p> <p>You can work around this problem in either of the following ways:</p> <ul style="list-style-type: none"> <li>• Add the user in Cisco CallManager with the same username and password that the user has in CRA. The user should then be able to log in to CRA.</li> <li>• Follow these steps: <ul style="list-style-type: none"> <li>– Log in to DC Directory and browse to Directory &gt; cisco.com &gt; CCN Apps &gt; configurations &gt; usergroup.</li> <li>– Click <b>users?array</b> in the right pane.</li> <li>– Right-click <b>users?array</b> and choose <b>Properties</b>.</li> <li>– In the Properties window, click the value in the Value area and then click <b>Modify</b>.</li> <li>– Click <b>Remove</b> and then click <b>OK</b>.</li> <li>– The user will then be able to log in to CRA using the “Administrator” ID.</li> </ul> </li> </ul>
CSCdy62904	The Cisco CRA Supervisor web page cannot be viewed from the Cisco CRA server.	<p>If the Cisco CRA Supervisor is running on a computer with the language set to Simplified Chinese, you cannot view the Cisco CRA Supervisor web page from the Cisco CRA server .</p> <p>To work around this problem, use a client computer to view Cisco CRA Supervisor web page.</p>

**Table 4** Cisco CRA Administration Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy83860	The INOVA DirectControl software loses connection to the database or does not update the wallboard correctly.	<p>The INOVA DirectControl software has the following limitations:</p> <ul style="list-style-type: none"> <li>• If the INOVA DirectControl software loses connectivity to the Cisco CRA database (for example, because of a system or network problem), a connection will not be reestablished automatically when the CRA database becomes available again.</li> </ul> <p>To reestablish a connection, exit the INOVA DirectControl Wallboard software and then restart it.</p> <ul style="list-style-type: none"> <li>• The INOVA DirectControl software may lose connection to the wallboard or the DirectControl software may not update the wallboard correctly when the following conditions exist: <ul style="list-style-type: none"> <li>– The CRA system is under heavy load.</li> <li>– Network traffic is high</li> <li>– The DirectControl software CRA database polling interval is 14 seconds and the communication speed between the DirectControl software and the wallboard is “High.”</li> </ul> </li> </ul> <p>If the DirectControl software and the wallboard lose connection, restart the DirectControl software with its communication speed set to “Low.”</p> <p>If the data on the wallboard does not update correctly, it may appear correctly when the wallboard is next refreshed.</p>

Table 4 Cisco CRA Administration Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy83972	The database subsystem goes out of service when using untested databases.	<p>If you use a database other than Microsoft SQL Server, Oracle, Sybase, and DB2 on a Microsoft Windows system, the Database subsystem may go out of service. This problem can occur because an other database may return an unexpected value SQLState value to the Database subsystem.</p> <p>To work around this problem, follow these steps:</p> <ol style="list-style-type: none"> <li data-bbox="606 545 1193 634">1. In Cisco CRA, enable Debugging for the SS_DB subfacility in the Trace Configuration area in the Engine web page.</li> <li data-bbox="606 654 1217 979">2. Look in the trace files for a message in the following format, where <i>state</i> is the SQLState returned by your database:  <pre>%MIVR-SS_DB-7-UNK:Database subsystem Polling SQLState: state. If the database subsystem is OUT_OF_SERVICE please ensure that Polling SQLState exists in the list of values for the property com.cisco.wf.subsystems.edbs.SQLState= HY000  Polling_SQLState_value  in the file wfavvid\SubsystemEDBS.properties.</pre> </li> <li data-bbox="606 998 1217 1133">3. Use a text editor to open the following file (which resides by default in the Program Files directory on the computer on which you installed Cisco CRA): SubsystemEDBS.properties file</li> <li data-bbox="606 1153 1217 1258">4. Add the SQLState (<i>state</i>) returned by your database to the list in this file in the following format:  <pre>com.cisco.wf.subsystems.edbs.SQLState= HY000 state </pre> </li> </ol>

Table 4 Cisco CRA Administration Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz08096	Some database table fields used by a wallboard store data in milliseconds instead of in HH:MM:SS.	<p>The avgTalkDuration, avgWaitDuration, longestTalkDuration, longestWaitDuration, and oldestContact database table fields in the RtCSQsSummary and the RtICDStatistics database tables store data in milliseconds.</p> <p>If you want to include information described by these fields on your wallboard, use the following fields, which store the same information but use the HH:MM:SS format:</p> <ul style="list-style-type: none"> <li>• Instead of avgTalkDuration, use convAvgTalkDuration.</li> <li>• Instead of avgWaitDuration, use convAvgWaitDuration.</li> <li>• Instead of longestTalkDuration, use convLongestTalkDuration.</li> <li>• Instead of longestWaitDuration, use convLongestWaitDuration.</li> <li>• Instead of oldestContact, use convOldestContact.</li> </ul>
CSCdz08558	All users do not appear on the User Management page.	<p>If there are more than 1,000 records of users in your Corporate directory, the User Management Page may not display all of the records.</p> <p>For more information and instructions for working around this problem, see the “Increasing the Number of Users Displayed on the Cisco CRA User Management Web Page” section on page 25.</p>
CSCdz31550	A prompt file larger than 1 MB cannot be uploaded from the CRA Prompt Management web page.	<p>Prompt files larger than 1 MB cannot be uploaded from the CRA Prompt Management web page.</p> <p>To work around this problem, use Windows Explorer to copy prompt files larger than 1 MB to the appropriate folder.</p>

Table 4 Cisco CRA Administration Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz35675	The explanation of the Automatic Work field in <i>Cisco Customer Response Applications Administrator Guide</i> is incorrect.	In <i>Cisco Customer Response Applications Administrator Guide</i> , the explanation of the Automatic Work field should state that the choices for this field are <b>Enabled</b> and <b>Disabled</b> . <b>Enabled</b> causes an agent who answers a call presented through the CSQ will automatically go to Work state when the call ends. <b>Disabled</b> causes the agent to go to Ready or Not Ready state after the call, depending on the Automatic Available setting for the agent.

## Cisco Automated Attendant Known Problems

Table 5 Cisco Automated Attendant Known Problems

Bug ID	Summary	Explanation
CSCdv41060	The Name To User step does not support non-English characters.	The Name To User step only supports the 26 character English alphabet.  As a result, the Cisco Automated Attendant Dial-by-Name feature (and other applications that use the Name to User Step) accepts only English alphabet characters when using CMT.

## Cisco CRA Editor Known Problems

*Table 6 Cisco CRA Editor Known Problems*

Bug ID	Summary	Explanation
CSCdv02936	The Search option throws an exception.	<p>If you are using the Cisco CRA Editor on a CRA server, click <b>Search</b>, receive a security warning regarding the jvm7.tmp file, and then click <b>No</b>, the system throws an exception.</p> <p>To work around this problem, click <b>Yes</b> in response to the security warning.</p>
CSCdx22344	A Grammar step unexpectedly goes to the Unsuccessful branch in a script.	<p>If you specify a Grammar tag with incorrect case in a Grammar step, the script will go to the Unsuccessful branch when it reaches this step. The Validate function will not detect this case mismatch.</p> <p>To avoid this problem, make sure to use the proper case in every instance.</p>
CSCdx71057	A new help web page does not appear when a help page is open.	<p>If you choose <b>Help</b> from a Step's Properties window and a help web page is already open, the newly-selected help web page will not appear.</p> <p>To work around this problem, close the existing help web page before opening a new one.</p>
CSCdz45922	An error occurs when using the Reactive Debugging tool.	<p>Using the CRA Editor Reactive Debugging tool on a translation routed call can cause an error.</p> <p>To work around this problem, from the ICM Configuration Manager, choose <b>Tools &gt; List Tools &gt; Network VRU Script List</b> and temporarily increase the value in the Timeout field for the script.</p>

## Cisco CRA Engine Known Problems

*Table 7 Cisco CRA Engine Known Problems*

Bug ID	Summary	Explanation
CSCdv09530	The Generated Prompt step does not accept a three-digit value.	<p>In some cases, application developers expect that the year format will be a three-digit number that is added to 1900. This behavior is consistent with the outmoded Date class, but the Generated Prompt step does not accept a three-digit value. The step follows the behavior defined by the java.util.Calendar class in the Java language and accepts the year in its full representation. For example, it expects 2002, not 102.</p> <p>To work around this problem, always use the four-digit year. If the year is derived from a format that provides a three-digit value, add it to 1900 before using it in the Generate Prompt step.</p>
CSCdv11598	The Generate Prompt step unexpectedly outputs 4:00 P.M.	<p>If the Generate Prompt step encounters an invalid time, it will output 4:00 P.M.</p> <p>To avoid this problem, specify a valid time between 0000 and 2400.</p>
CSCdw83058	Changing the host name or IP address causes problems.	<p>If you change the host name or IP address in the Application Engine Hostname field in the Cisco CRA Administration Engine web page, you must stop and then restart the CRA Engine. If you do not restart the CRA Engine after making this change, the CRA system may experience various problems.</p> <p><b>Note:</b> You should only change the host name or IP address if the host name or the IP address of the CRA server changes.</p>

Table 7 Cisco CRA Engine Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx41660	The Cisco CRA Engine does not start when another process is using port 1099.	<p>If another process is using the Cisco CRA Engine default port, 1099, the CRA Engine will not start and the trace file will show <code>Port already in use</code>.</p> <p>To work around this problem, from the CRA Administration web page, choose <b>System &gt; Engine &gt; Engine Configuration</b> and enter a different port in the RMI Port Number field. Then stop and then restart the CRA Engine.</p>
CSCdx58495	The spoken name of a deleted user is associated with a new user.	<p>If you add a new user in Cisco CallManager with the same user ID as a deleted user, and if you do not upload a spoken name for the new user, the spoken name of the deleted user will be associated with the new user.</p> <p>To work around this problem, upload spoken name information for the new user from the Cisco CRA Spoken Name Upload menu.</p>
CSCdy81602	The Database Subsystem goes out of service while executing the DbWrite step.	<p>If the Database subsystem encounters an error while executing the DbWrite step and you have a limited number of connections to your database, the Database subsystem might not be able to reestablish all connections and it may go out of service.</p> <p>To work around this problem, make sure that the SQL statement specified in the database step is correct and that the database step executes without errors.</p>
CSCdz09333	The Application subsystem is in partial service and the Application Tasks real-time report shows an application running for an unexpectedly long time.	<p>If an application does not receive a disconnect signal after a call, and the application does not have an error handling mechanism to detect that the call has ended, the Application subsystem may go into partial service. In addition, Application Tasks real-time report may show an application running for an unexpectedly long time.</p> <p>To avoid this problem, make sure that the application script includes error handling that prevents infinite retries if a call is no longer present.</p>

## Cisco CRA Historical Reports Known Problems

*Table 8 Cisco CRA Historical Reports Known Problems*

Bug ID	Summary	Explanation
CSCdv83022	The Scheduler icon does not appear in the Windows status bar under a terminal service session.	This situation is normal. If you need to access features from the Schedule icon, you must do so from the computer on which the Scheduler is installed.
CSCdv83312	When printing a historical report on a computer running Windows98, the Print dialog box displays an incorrect printer.	This problem occurs when you have changed the default printer while Cisco CRA Historical Reports is running and have not exited and restarted Cisco CRA Historical Reports.  To solve this problem, exit and restart Cisco CRA Historical Reports.
CSCdy86959	A default export file name does not appear in the Export dialog box.	If you click the <b>Export Report</b> tool in the Report Viewer on a Cisco CRA Historical Reports client computer on which the language is set to Simplified Chinese, the Export dialog box will not contain a default export file name.
CSCdy88593	The Export dialog box does not appear.	On a Cisco CRA Historical Reports client computer on which the language is set to Simplified Chinese, the Export dialog box does not appear when exporting reports in Simplified Chinese.
CSCdz06335	Charts in reports appear garbled when generated on a client computer on which the language is set to Simplified Chinese or Japanese.	If you generate or schedule historical reports on a Cisco CRA Historical Reports client on which the language is set to Simplified Chinese or Japanese, the charts for these reports may appear garbled if you change the client language and then view the reports. To work around this problem, change the client language back to Simplified Chinese or Japanese before viewing the reports.  To avoid this problem, do not choose <b>Include charts in reports</b> if you plan to change the language of the client before the reports are generated.

## Cisco CRA Installation Known Problems

**Table 9** Cisco CRA Installation Known Problems

Bug ID	Summary	Explanation
CSCdv34333	An error message appears when you are installing the Cisco CRA Editor or the ICD Agent Desktop.	The message <code>Authenticode signature not found</code> appears when you are installing the Cisco CRA Editor or the ICD Agent Desktop. This message does not affect the installation and can be ignored.
CSCdx70798	Cannot install Cisco CRA on a computer on which Active Directory is running.	Installation of Cisco CRA on a computer running Active Directory will fail.  To work around this problem, move Active Directory to another computer.
CSCdz21110	Cisco ICD data is not restored correctly on a co-resident server.	If a server on which both Cisco CRA and Cisco CallManager are installed contains version 3.4.x or earlier of the Cisco IP Telephony Applications Server Backup Utility, this utility must be upgraded to version 3.5.x or higher.  To upgrade the backup utility, follow these steps: <ol style="list-style-type: none"> <li>1. From the Windows Add/Remove Programs window, remove the existing backup utility.</li> <li>2. Go to the following URL and click the <b>MCSbackup-3-5-x.exe</b> hyperlink: <a href="http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des">http://www.cisco.com/cgi-bin/tablebuild.pl/cmva-3des</a></li> <li>3. Follow the prompts to download the backup utility to your Windows desktop.</li> <li>4. Double click the backup utility's installation program icon on your Windows desktop and follow the prompts to install the backup utility.</li> </ol>

Table 9 Cisco CRA Installation Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz24819	The installation program fails.	<p>Occasionally, a corrupt CD-ROM or various files in the Windows temporary directory (that is, %temp%) can cause the CRA installation program to fail and the following InstallShield message to appear when you exit the installation program: Please insert disk 0 that contains the file data3.cab.</p> <p>To work around this problem, make sure that you are using clean, unscratched CD-ROMs. Also, delete any files in the Windows temporary directory. Then run the installation program again.</p>

## Cisco CRA Upgrade Known Problems

Table 10 Cisco CRA Upgrade Known Problems

Bug ID	Summary	Explanation
CSCdw63489	A Cisco Script application does not have an application ID.	<p>You have used the Conversion tool to convert a 2.x Cisco Script application to Cisco CRA 3.0 and the application ID does not exist in the 2.x script. If an application does not have an ID, the application will run, but you will not be able to make changes to the application.</p> <p>To work around this problem, enter a unique ID for the application in the ID field in the Cisco Script Application web page and click <b>Update</b>.</p>
CSCdx72712	The Cisco CRA Engine must be restarted after converting scripts.	If you upgrade from Cisco CRA release 2.x to Cisco CRA Release 3.0(2) and use the convert tool to upgrade configuration and repository profiles in the LDAP directory, you must stop and then restart the Cisco CRA Engine so that the converted scripts work properly.

Table 10 Cisco CRA Upgrade Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz24293	The installation program fails during an upgrade.	<p>When upgrading from Cisco CRA 2.2(x) or 3.0(1) to 3.0(2), the following message will appear if the Cisco IP telephony Applications Backup utility cannot upgrade from version 3.4 to version V3.5: <code>Customer Response Applications failed to install (see C:\WINNT\stiSetup.log)</code>.</p> <p>To work around this problem, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Exit the installation program.</li> <li>2. From the Windows Add/Remove Programs window, remove the Cisco IP telephony Applications Backup utility that is currently installed.</li> <li>3. Reboot the computer.</li> <li>4. Install version 3.5(x) of the Cisco IP telephony Applications Backup utility. You can obtain this utility from CCO.</li> <li>5. Rerun the Cisco CRA installation program to upgrade CRA.</li> </ol>

## Cisco Integrated Contact Distribution (ICD) Known Problems

Table 11 Cisco ICD Known Problems

Bug ID	Summary	Explanation
CSCdw29924	After failover, the Cisco Agent Desktop displays an error.	<p>On a media terminated Cisco Agent Desktop, the message <code>Unable to start Media termination</code> appears when you log in after failover from one Cisco CallManager server to another.</p> <p>If this situation occurs, you must wait until the Cisco CallManager falls back to the original server.</p>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdw86071	The Cisco Agent Desktop or Cisco Supervisor Desktop can not find the file JVM.dll.	<p>Installing the Cisco Agent Desktop or Cisco Supervisor Desktop on a CRA server is not supported.</p> <p>If the Cisco Agent Desktop or Cisco Supervisor Desktop is installed on a Cisco CRA server with ICD, the Cisco Agent Desktop may not be able to find the file JVM.dll.</p>
CSCdw90047	The Cisco Enhanced Supervisor Desktop generates an error when it starts.	<p>Installing the Cisco Agent Desktop or Cisco Supervisor Desktop on a Cisco CRA server is not supported.</p> <p>If you try to install the Cisco Enhanced Supervisor Desktop on a CRA server, the following message will appear in the Installation web page: Could not read license file \\servername\desktop_cfg\license\enhanceds\LicenseFile.</p>
CSCdx14354	Incorrect talk information appears in the Cisco Agent Desktop Enterprise Data window during conference calls.	If Agent A conferences an ICD call with Agent B, an entry for Agent B will not appear in the right pane of Agent A's Cisco Agent Desktop Enterprise Data window. In addition, the talk duration for Agent A will stop increasing in Agent B's Enterprise Data window when the conference begins.
CSCdx17842	Files containing recorded calls are stored in a shared folder.	<p>Files containing a supervisors' recordings of an agents' calls are stored in the Audio Files folder in the shared location on the CRA server.</p> <p>Anyone with access rights to this folder (agents and supervisors) can access the files, listen to them, or delete them.</p>
CSCdx20809	Caller ID information in the Cisco Agent Desktop Enterprise Data window is garbled.	<p>Occasionally, after a call is conferenced, caller ID information in the Cisco Agent Desktop Enterprise Data window appears garbled.</p> <p>The correct Caller ID information will appear for the following call.</p>

**Table 11** Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx24353	An agent cannot log in to the Cisco Agent Desktop after upgrading Cisco CRA.	<p>After upgrading from Cisco CRA 2.x to 3.0(2) and converting CRA 2.x profiles using the LDAP conversion tool, and agent may receive the following message when trying to log in to the Cisco Agent Desktop: <code>Error: Monitoring device extension: n. User cannot login from here.</code></p> <p>To work around this problem, from the Cisco CallManager Administration web pages, make sure the phone device used by the agent is assigned to the agent and enable CTI Application Use.</p>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz34000	An agent cannot log in to the Cisco Agent Desktop with Media Termination	<p>After installing or upgrading the Cisco Agent Desktop with the Media Termination option, an agent receives the following message when attempting to log in to the Cisco Agent Desktop: Unable to connect to any CallManager, Primary or Secondary. Please close the softphone, check configuration and see that the CallManagers are running, then restart the phone.</p> <p>This problem occurs when Cisco CallManager service is not running on the Cisco CallManager Publisher (entered as the Cisco CallManager Database location when Cisco CRA is installed).</p> <p>To work around this problem, follow these steps:</p> <ol style="list-style-type: none"> <li>1. Verify that all of the Cisco CallManager servers listed in the media-terminated device's CallManager Group are running the Cisco CallManager service.</li> <li>2. From the agent's computer: <ul style="list-style-type: none"> <li>– Open the file CTIMedia.cfg. (By default, this file is stored in the folder C:\Program Files\GeoTel\CTI Desktop\IPMedia.)</li> <li>– Change the value in the IPAddress field to the IP address of the primary Cisco CallManager server for the Cisco CallManager group of the media-terminated Cisco Agent Desktop.</li> <li>– Save the CTIMedia.cfg file, and then stop and restart the Cisco Agent Desktop.</li> </ul> </li> </ol>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx34615	The Get Reporting Statistic step computes an incorrect Expected Wait Time.	<p>In the following situations, when you use the Get Reporting Statistic step to retrieve data from the Expected Wait Time field, the system cannot compute an accurate value for the Expected Wait Time, and the step will set the Statistic variable to -1:</p> <ul style="list-style-type: none"> <li>• Immediately after the system starts and when no ICD calls have been processed by the CSQ specified in the step.</li> <li>• When no agents in the specified CSQ are in Reserved, Talking, or Work state.</li> </ul> <p>To work around this problem, a script should test for the value of -1 and only play the result to a caller if the step returns a value other than -1.</p>
CSCdx37386	An agent stays in the Reserved state for five seconds after a call is disconnected.	When a caller routed to an agent is disconnected while the agent's phone is ringing, the agent stays in the Reserved state for five seconds after the phone stops ringing. The agent then goes back to Ready or Not Ready state, depending on the auto available setting for the agent.

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx46617	An agent goes into an incorrect state and some statistics for a call are incorrect when a call is redirected to an ICD route point.	<p>When a call is redirected to an ICD route point from a script, an agent's states do not change as normal. In addition, the real-time statistics for the call are incorrect. The overall ICD statistics consider this call to be abandoned. The Contact Service Queue statistics consider it to be dequeued. The agent statistics consider the call to be presented to the agent but not handled.</p> <p>You can work around this problem in either of the following ways:</p> <ul style="list-style-type: none"> <li>• Introduce a delay of at least five seconds in the ICD script used at the ICD route point to which the call is redirected. This delay should be introduced before the ICD script reaches the <code>SelectResourceStep</code>, and can be implemented with a Delay step, play prompts, or another technique that will cause the delay.</li> <li>• Add a Set Contact Info step in the Successful branch of the Redirect step of the first script. In the Set Contact Info step, set the contact to <code>Handled</code>.</li> </ul>
CSCdx55612	The Cisco Agent Desktop runs slowly for a short time.	The Cisco Agent Desktop can run slowly if the Cisco Agent Desktop logging is turned on and the log file is configured to be very large. When the log file reaches its maximum size, the system automatically copies it to a backup file. The system runs slowly during this copy operation, which may cause problems. For example, if the system is programmed to answer calls automatically, it may not answer a call.
CSCdx71820	Using the <b>Avvid_Save</b> , <b>Cleandsa</b> , and <b>Avvid_Restore</b> commands do not restore ICD data.	<p>Pertinent LDAP configuration information in the DC Directory is not restored when you use the now outmoded <b>Avvid_save</b>, <b>Cleandsa</b>, and <b>Avvid_restore</b> commands.</p> <p>To save and restore the DC Directory, use the <b>avvid_migrate_save</b> and <b>avvid_migrate_restore</b> commands.</p>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx89938	When using third-party directory services, the full name (first and last name) of an agent does not appear in the CRA Administration ICD Resource web page.	<p>When a Cisco CallManager user is created with a third-party tool such as Active Directory or Netscape Directory Console and is updated from the Cisco CallManager Administrator web pages, the full name of the agent does not appear on the Cisco CRA Administration Resource web page. Also, agents do not appear properly on the Cisco Desktop Administrator.</p> <p>To work around this problem, populate the ciscoCCNatProfileOwner attribute in the ccn-profile object with the user Naming attribute. Alternatively, you can create the user from the Cisco CallManager Administrator web pages.</p>
CSCdx90332	Updating a network interface card driver disables silent monitoring and recording.	<p>Occasionally, after you update a network interface card driver, the Cisco Agent Desktop and Cisco Supervisor Desktop Silent Monitoring and Recording features no longer work.</p> <p>To work around this problem, reinstall the Cisco Agent Desktop VoIP Monitor server.</p>
CSCdy17720	Agents remain in Talking state after a chain of transfers.	<p>An agent can remain in Talking state in a situation such as the following:</p> <p>Agent A receives an ICD call and answers it. Agent A initiates a transfer of the call to Agent B. Agent B answers the call and initiates a transfer of the call to Agent C. Agent C answers the call. Agent A completes the transfer. Then Agent B completes the transfer. Finally, Agent C and the caller disconnect. In this case, Agents B and C may remain in Talking State.</p> <p>If this problem occurs, an agent can get out of Talking state by exiting their Cisco Agent Desktops and then logging back in.</p>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy35520	Silent Monitoring and Recording does not work when an agent is using a Cisco IP Softphone.	<p>When an agent is using a Cisco IP Softphone as the agent device, Silent Monitoring and Recording does not work.</p> <p>To work around this problem, in the Cisco CallManager Administration web page for the Softphone CTI port, configure the CTI port Device Name to be “SEP” followed by the MAC address of the Softphone PC. The MAC address must be in capital letters.</p>
CSCdy52631	IP ICD statistics show a call as queued even though it is not queued.	<p>In the following situation, the CSQ IP ICD statistics will show a call as queued even though it is no longer in queue:</p> <p>Agent A is logged in, calls into an ICD application, and is routed to Agent B. Agent A then initiates a conference call to the ICD application and completes the conference while the call is queued. Agent A then disconnects from the conference call. The call is then routed to agent C, who handles the call and then disconnects.</p>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdy65255	An ICD call is routed to an agent who is already on or receiving an ICD call.	<p>A call is routed to an agent. While the agent is in Reserved state, the agent exits the Cisco Agent Desktop. The agent then restarts and logs back in to the Cisco Agent Desktop. The agent goes to Not Ready state. If the clicks the <b>Ready</b> button and goes to Ready state, another ICD call waiting in queue can be routed to the agent. At the same time, the system routes the original ICD call to the agent (as specified by the Connect step in the Selected branch).</p> <p>This situation can occur if the application uses a script that meet the following criteria, which can keep the agent in Reserved state for some time:</p> <ul style="list-style-type: none"> <li>• Includes Select Resource step with the Connect option set to No.</li> <li>• Uses a a Delay step, or any other step, or multiple steps in the Selected branch.</li> <li>• Includes a Connect step in the Selected branch.</li> </ul> <p>To avoid this problem, an agent should not exit the Cisco Agent Desktop while in Reserved state.</p>
CSCdz05436	An IP Phone agent's device does remains in an incorrect state if the Cisco CRA Engine stops.	<p>If the Cisco CRA Engine stops when an IP phone agent is logged in, the IP phone agent's device does not indicate that the agent has been logged out. Instead, the device displays the state of the agent at the time the CRA Engine stopped.</p> <p>To work around this problem, the agent should to attempt to change the state that appears in the device. The following message will appear: <code>Press 1 to resynchronize the agent state.</code> The agent should then press 1 and log back in.</p>

Table 11 Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz16812	Some class files do not self-register when installing Media Terminated Cisco Agent Desktop.	<p data-bbox="599 297 1217 448">During an installation of Media Terminated Cisco Agent Desktop on a computer running the Windows NT operating system, an error message indicating that some class files failed to self register may appear.</p> <p data-bbox="599 467 1143 495">To work around this problem, follow these steps:</p> <ol data-bbox="606 513 1188 889" style="list-style-type: none"> <li data-bbox="606 513 1188 618">1. Uninstall the Cisco Agent Desktop. You may see same error message that appeared during installation.</li> <li data-bbox="606 636 1188 727">2. Go to the share from which the Cisco Agent Desktop was installed and copy the folder DXMedia to your computer's desktop.</li> <li data-bbox="606 745 1188 850">3. On your computer, double-click the batch file DXMediaInst.bat in the DXMedia folder. This action will install DXMedia.</li> <li data-bbox="606 868 1040 889">4. Reinstall the Cisco Agent Desktop.</li> </ol>
CSCdz20172	An agent goes from Talking state to Ready state while on a call.	If a non-agent conferences a call to an ICD route point and completes the conference before the call starts ringing at an agent's device, the agent who answers the call goes from Talking state to Ready state while on the call.
CSCdz22798	A call is dropped when it is transferred to an ICD route point.	Occasionally, when an ICD agent transfers a call to an ICD route point and the CRA server redirects the call to another CRA server, the call is dropped.

**Table 11** Cisco ICD Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz32455	An agent using the media-terminated Cisco Agent Desktop is unable to log in after the Cisco CallManager fails over	<p>If the primary Cisco CallManager in a media-terminated device's Cisco CallManager Group is not the same as the Cisco CallManager Publisher, an agent using the media-terminated Cisco Agent Desktop may be unable to log in after the Cisco CallManager fails over. The agent will see the following message: Unable to connect to any CallManager, Primary or Secondary. Please close the softphone, check configuration and see that the CallManagers are running, then restart the phone.</p> <p>To avoid this problem, put all devices associated with a media-terminated Cisco Agent Desktop in a Device Pool with a Cisco CallManager Group that has the Cisco CallManager Publisher as the primary Cisco CallManager.</p>

## Text to Speech (TTS) Known Problems

**Table 12** Cisco CRA TTS Known Problems

Bug ID	Summary	Explanation
CSCdw80955	Text playback using TTS causes unexpected results.	<p>The current TTS technology requires that you be aware of how a prompt text is processed. If you do not implement TTS correctly, you may experience unexpected results. When implementing TTS, make sure to follow the guidelines in the Nuance Vocalizer Developer's Guide, which you can find in the following directory on your speech server:</p> <p>C:\Program Files\Nuance\Vocalizer\doc</p>

Table 12 Cisco CRA TTS Known Problems (continued)

Bug ID	Summary	Explanation
CSCdx05558	Response time may slow under heavy loads.	<p>Occasionally TTS prompts may respond slowly. The problem generally occurs when the Nuance speech server, the Cisco CRA server, the Gateway, or the network is operating under heavy load.</p> <p>To work around this problem, identify and correct any network problems. In addition, if you are using VoiceXML, you can work around this problem as follows:</p> <ul style="list-style-type: none"> <li>• Reduce the complexity of the grammars used in the VoiceXML application.</li> <li>• Remove the reference to Document Type Definition (DTD) in the VoiceXML application.</li> <li>• Use local .wav, grammar, and VoiceXML files instead of files on another server.</li> </ul>
CSCdx53796	Long TTS prompts consume significant memory on the Cisco CRA server.	<p>Long text files will increase memory usage on the Cisco CRA server. For example, a 5 KB text file requires a 2.5 MB audio file. On a system with 40 TTS ports, the scenario consumed approximately 120MB of memory. If you will be using long text files for TTS, make sure to provision your system appropriately.</p>
CSCdz11381	A TTS server appears on the CRA Nuance TTS Server Configuration web page even though the language that is used is not installed.	<p>If you upgrade TTS and do not reinstall a language that was installed before the upgrade, the TTS server or servers that were configured with that language will continue to appear on the CRA Nuance TTS Server Configuration web page. However, the TTS subsystem will disregard this language, and you will not be able to enable use of this language.</p> <p>To work around this problem, from the CRA Nuance TTS Server Configuration web page, delete server entries for languages that are not reinstalled after upgrading TTS.</p>

**Table 12** Cisco CRA TTS Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz26219	The Nuance TTS subsystem does not come in service.	The Nuance TTS subsystem will not come in service if Nuance ASR is not licensed.  To work around this problem, install the Cisco CRA Support Patch ccrs.3-0-2-spA.exe. Refer to the Readme file <i>Customer Response Applications Support Patch A</i> for instructions.

## VoiceXML Known Problems

**Table 13** VoiceXML Known Problems

Bug ID	Summary	Explanation
CSCdz21408	The Voice Browser handler routine is not called as expected.	Occasionally, the Voice Browser handler routine for the telephone.disconnect.hang-up event is not called.  To work around this problem, install the Cisco CRA Support Patch ccrs.3-0-2-spA.exe. Refer to the Readme file <i>Customer Response Applications Support Patch A</i> for instructions.

## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems  
 Attn: Document Resource Connection  
 170 West Tasman Drive  
 San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
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If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

### Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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