



Release Notes for Cisco Customer Response Solutions 4.5(1) and 4.5(1) SR1

April 7, 2006

These release notes describe new features, important information, and caveats for Cisco Customer Response Solutions (Cisco CRS) Release 4.5(1), Cisco CRS Release 4.5(1) SR1, and Cisco CallManager Extended Services.

These release notes may be updated occasionally with new information. For the latest version of these release notes, and for other Cisco CRS documentation, go to this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_4_5/index.htm

Before you install Cisco CRS, review the [“Important Notes” section on page 5](#).

For a list of the open and closed caveats for Cisco CRS 4.5(1) SR1, see the [“Caveats” section on page 14](#).



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Introduction

The Cisco CRS platform provides a multimedia (voice, data, and web), IP-enabled customer-care application environment that enhances the efficiency of contact centers by simplifying business integration, easing agent administration, increasing agent flexibility, and enhancing network hosting.

Cisco CRS 4.5(1) and Cisco CRS4.5(1)SR1 provide a variety of new features and functions, including:

- Compatibility with Cisco CallManager 5.0(1).
- Support for up to 300 agents, 32 supervisors, and 300 IVR ports
- Support for SIP agent and SIP supervisor phones
- Enhancements to serviceability
- Support for Secure VNC

Related Documentation

[Table 1](#) provides references to related documentation. In addition, you can obtain online help from the Cisco CRS Administration web pages, the Cisco CRS Editor, the Cisco Agent Desktop, the Cisco Supervisor Desktop, the Cisco Desktop Administrator, and the Cisco CRS Historical Reports client interface.



Note

If a Cisco CRS document is not updated from a previous release of Cisco CRS, that document remains valid for the current release.

Table 1 **Related Documentation**

Related Information and Software	Document or URL
Cisco CRS documentation overview	<i>Cisco Customer Response Applications 4.5 Resources Card</i> in your Cisco CRS product package
Cisco CRS documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_4_5/index.htm
<i>Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/crsmatrix.pdf
Cisco voice products documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm
Operating system documentation and Virtual Network Computing (VNC) documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm
Cisco MCS hardware specifications	http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html
<i>Cisco IP Telephony BIOS and Operating System Roadmap</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
<i>Cisco CallManager Compatibility Matrix</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
Cisco CallManager documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm
Backup and restore documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm
Service releases	http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml
Related Cisco IP telephony application documentation	http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm
Cisco CallManager Extended Services, including Cisco CallManager Extension Mobility and Cisco CallManager AutoAttendant	http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/ext_serv/index.htm
Cisco ICM Software and Cisco IPCC documentation	http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm

Important Notes

This section provides important information that might have been unavailable upon the initial release of documentation for Cisco CRS 4.5(1) SR1.

- **Support for new install only**—Cisco CRS 4.5(1) supports a new installation only. It does not support upgrading from a previous version of Cisco CRS.
- **Third-party software might affect performance and support**—Adding third-party software to a Cisco CRS system may affect how Cisco CRS functions and may affect Cisco's support for Cisco CRS. Such third-party software includes Microsoft critical security updates, anti-virus software, and other non-required third-party software. For information about Cisco's policy regarding third-party software, refer to this URL:

http://www.cisco.com/application/pdf/en/us/guest/products/ps3651/c1037/ccmigration_09186a0080207fb9.pdf

In addition, make sure to read and accept the license agreement that comes with a third-party product.

- **Password aging restrictions**—Password aging is a Microsoft Active Directory feature that you can enable when Cisco CallManager is integrated with Active Directory. Do not enable this feature for any of the "system" Cisco CallManager user accounts, including the JTAPI provider user, the RMJTAPI provider user, or the telecaster user that is associated with the Cisco Desktop IP Phone Agent service. If you enable this feature but do not change the password for one of these Cisco CallManager users before the password expires, the following issues will occur:
 - JTAPI provider user—Calls to Cisco CRS route points will not be processed
 - RMJTAPI provider user—Agents will not be able to login to the Cisco Agent Desktop or the Cisco IP Phone Agent
 - Cisco IP Phone Agent user—Agents will be unable to use the Cisco IP Phone Agent
- **Cold standby support**—Cisco CRS 4.5 supports the use of a cold standby server. For additional information, including set up and configuration instructions, refer to *Cisco IPCC Express Solution Reference Network Design*, which is available at this URL:

www.cisco.com/go/srnd

- **Historical reports might not run when using a proxy service**—If you are using a proxy service in Internet Explorer on the CRS Historical Reports client system, historical reports might not run and you might see this message in the CiscoSch.log file: [CRA_DATABASE] entry not found in the properties file followed by failed to validate user OR get MaxConnections of database value. If this situation occurs but you can run the report directly from the CRS Historical Reports client system, follow these steps:
 - a. From Internet Explorer on the Historical Reports client system, choose **Tools > Internet Options**.
 - b. Click **Connections**.
 - c. Click **LAN Settings**.
The Use a Proxy Service check box will be checked if you are using a proxy server.
 - d. Click **Advanced**.
 - e. In the Do not use proxy server for addresses beginning with field, enter the IP address of the Cisco CRS server that the Historical Reports client system logs in to.
 - f. Click **OK** as needed to save your changes.
- **“Administrator” is required Windows account username**—The only supported username for the Windows account on a server that is running Cisco CRS is Administrator. If you use another user name, the CRSAdminUtil.exe tool might not work properly.
- **Microsoft DTC requirements**—The Microsoft Distribution Transaction Coordinator (DTC) requires that your system be able to resolve computer names by NetBIOS or DNS. You can test whether NetBIOS can resolve the names by using ping and the server name. The client computer must be able to resolve the name of the server and the server must be able to resolve the name of the client. If NetBIOS cannot resolve the names, you can add entries to the LMHOSTS files on the computers.

For additional information, refer to article number 250367 in the Microsoft online help and support knowledge base.
- **Cisco CallManager hardening procedure causes Cisco CRS configuration failure**—CRS configuration fails if you perform the Cisco CallManager operating system hardening procedure using the scripts provided in the C:\utils\SecurityTemplate folder. This situation occurs

because the scripts disable IIS and Tomcat services on Cisco CallManager subscribers, which affects the subscribers on which CTIManager is running. (These subscribers are designated by the IP address input for the JTAPI provider.)

To workaroud this situation, reenable these services on the subscribers.

- **ASR/TTS provide becomes IN-SERVICE prematurely**—If you delete an ASR/TTS provider and all of its associated servers, and then create a new ASR/TTS provider, its status might become IN_SERVICE immediately, even before you create any servers for it. In this situation, click **Refresh** for that ASR/TTS provide, or click **Refresh All**. These actions change the status of the ASR/TTS provider to OUT_OF_SERVICE.
- **Custom report fails with the “Invalid name” error**—Attempting to generate a scheduled custom report fails with the error “Invalid name” when the showUserNameOnReport parameter is set to 1 in the Historical Reports hrcConfig.ini file. To work around this problem, add the label @\$UserName to the .rpt report file that you create with Crystal Reports. To determine where to place this attribute, look at the definition file for any of the Cisco-provided historical reports.
- **Historical Reports Client version must match Cisco CRS version**—If you are using Cisco CRS Historical Reports client software, it must be the same version as the version of Cisco CRS that you are running.
- **High CPU use on MCS-7835 3.4 Ghz IBM and MCS-7845 3.4 Ghz IBM servers**—To help conserve CPU resources on an MCS-7835 3.4 Ghz IBM server or an MCS-7845 3.4 Ghz IBM server, rename the following processes:
 - Pegasus Provider
 - pegsunprv

In addition, disable the service IBM director support program and reboot the server.

- **Upgrading Cisco CRS Database to MS SQL Server 2000**—To upgrade the Cisco CRS database type from MSDE 2000 to MS SQL Server 2000, refer to the *MS SQL Server 2000 for Cisco CRS* Resources Card. User data that is stored in the Cisco CRS database is preserved when you upgrade the database type.

Unsupported Configurations for Cisco CRS

Cisco CRS 4.5(1) SR1 does not support the following configurations:

- Shared lines for CTI ports and for CTI route points.
- High availability servers.
- Expansion servers, except for optional automatic speech recognition (ASR) or text-to-speech (TTS), which must be separate, dedicated servers.

Unsupported and Supported Actions for Cisco IPCC Express Agents

This section outlines the unsupported and supported actions for agents using the Cisco Agent Desktop or the Cisco IP Phone Agent Service. Agents can access similar information in the Cisco Agent Desktop online help.

Unsupported Actions for Cisco IPCC Express Agents

Use of the following softkeys on a Cisco IP Phone is not supported:

- **Barge**
- **cBarge**
- **DirTrfr**
- **GPickup**
- **iDivert**
- **Join**
- **MeetMe**
- **Pickup**

Supported Configurations for Agent Phones

To determine the phone devices that supported by the Cisco Agent Desktop and for use by Cisco IP Phone Agents, refer to *Cisco Customer Response Solutions (CRS) Software and Hardware Compatibility Guide*, which is available at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/crsmatrix.pdf

- An IPCC Express extension configured on a single device (but not on multiple devices).
- An IPCC Express extension configured in a single device profile (but not in multiple device profiles).
- Multiple agents sharing the same IPCC Express extension, which you can set up as follows:
 - a. Configure the IPCC Express extension on a single phone (not in a device profile).
 - b. Associate that phone with each agent who will use that extension.
 - c. Select the appropriate directory number (DN) as the IPCC Express extension for each agent.

In this configuration, only one agent at a time can be logged in.



Note

All agents that currently have the IPCC Express extension to be shared must log out before you can configure additional agents to share that extension.

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 IPCC Express extension assigned to multiple devices.

- Configuring the same IPCC Express extension in more than one device profile, or configuring the same IPCC Express extension in any combination of device profiles and devices. (Configuring an IPCC Express extension in a single device profile is supported.)
- In the Cisco CallManager Administration Directory Number Configuration web page for each IPCC Express line, setting Maximum Number of Calls to a value other than 2.
- In the Cisco CallManager Administration Directory Number Configuration web page for each IPCC Express line, setting Busy Trigger to a value other than 1.
- Configuring a Cisco IP Phone with Secure Real-Time Protocol (SRTP) on.
- No Cisco Call Manager device can be forwarded to the IPCC Express extension of an agent.
- The IPCC Express extension of an agent cannot be configured to forward to a Cisco CRS route point.
- Use of characters other than the numerals 0–9 in the IPCC Express extension of an agent.

Unsupported Features in Cisco CallManager

The following Cisco CallManager features are not supported by Cisco CRS 4.5(1) SR1. These features are disabled by default and should not be enabled for Cisco CRS. For more information about these features, refer to the Cisco CallManager documentation.

- Block External to External Transfer.
- Drop Adhoc Conference When Creator Leaves.
- Q Signalling (QSIG) Path Replacement (PR).

This feature must be disabled when Cisco CRS is deployed. To disable this feature, set the Cisco CallManager service parameters Path Replacement Enabled and Path Replacement on Tromboned Calls to False.

- Forced Authorization Code and Client Matter Code.

Because these feature can be enabled per route pattern, they should be turned off for all route patterns in the Cisco CallManager cluster that Cisco CRS might use. Enabling these features for route patterns that Cisco CRS does not use will not affect Cisco CRS.

- Multilevel precedence and preemption (MLPP).

You can enable this feature for devices in the Cisco CallManager cluster that do not interact with Cisco CRS.

In addition, do not use Cisco CallManager Administration to add or change CTI ports or route points that are used by Cisco CRS.

Contact Dispositions in Cisco CRS Real-Time Reports and Historical Reports

The following notes help clarify information regarding contact dispositions on various Cisco CRS real-time reports and historical reports.

- Many real-time and historical reports show the disposition of a call. The Contact Service Queue Activity Report (by CSQ or by Interval) shows calls as Handled, Abandoned, and Dequeued. The Contact Service Queue Activity Report shows calls as Handled, Abandoned, Dequeued, and Handled by Other.
- A contact that is queued and answered by an agent shows as handled in real-time and in historical reports.
- A contact that is queued but abandoned before it is answered by an agent is shown as handled in the Overall IPCC Express Stats real-time report if a SetContactInfo step in the workflow marks the call as handled. The call is shown as abandoned otherwise. The CSQ IPCC Express Stats real-time report shows the call as abandoned in both cases because it does not consider the SetContactInfo step.
- The historical CSQ reports take into account whether a contact is marked as handled by the SetContactInfo step to determine if a contact is dequeued. The CSQ IP IPCC Express Stats report does not consider the SetContactInfo step. Therefore, if a call is queued, then marked as handled, and then disconnects, the historical CSQ reports shows the call as dequeued on the CSQ Activity

Report (by CSQ or by Interval) or as Handled by Other (handled by workflow script) on the CSQ Activity Report. The real-time CSQ IPCC Express Stats report shows it as abandoned.

- If the Dequeue step is used, the CSQ historical reports shows a contact as dequeued on the CSQ Activity Report (by CSQ or by Interval) or as Handled by Other (handled by another CSQ, in this case) on CSQ Activity Report, but only if the contact is marked as handled. If a call is dequeued (by the Dequeue step), and then disconnects without being marked handled, the CSQ historical reports shows the contact as abandoned.
- If a call is dequeued using the Dequeue step and the caller drops, the CSQ IPCC Express Stats real-time report shows the call as dequeued. If a call is dequeued from CSQ1 and is eventually handled by CSQ2, the CSQ IPCC Express Stats report shows the call as dequeued for CSQ1 and handled for CSQ2. If a call is queued on multiple CSQs and is eventually handled by CSQ1, the CSQ IPCC Express Stats report shows the call as handled for CSQ1 and dequeued for all other CSQs.

Adding a 15-Minute Interval Length to a Cisco CRS Historical Report Filter Parameter

The following Cisco CRS historical reports provide filter parameters that let you display information for 30-minute intervals or for 60 minute intervals within the report period.

- Contact Service Queue Activity Report (by CSQ)
- Contact Service Queue Activity Report (by Interval)
- Agent State Summary Report (by Agent)
- Agent State Summary Report (by Interval)
- Common Skill Contact Service Queue Activity Report (by Interval)

You can add a filter parameter that lets you display information for 15-minute intervals during the report period. To do so, follow these steps:

Procedure

- Step 1** Locate the report definition file for the report that you want to update and make a backup copy of this file.

Report definition files have descriptive names and are located in the following folder under the folder in which you installed the Cisco CRS Historical Report client system. (By default, the client system installs in the Program Files directory.)

Cisco CRS Historical Reports\ReportTemplates\Language

For example, the report definition file for the U.S. English version of the Contact Service Queue Activity Report (by Interval) report is named:

ICD_Contact_Service_Queue_Activity_by_Interval_en_us.xml

By default, this file is located in this directory:

C:\Program Files\Cisco CRS Historical Reports\ReportTemplates\EN_us

- Step 2** Use a Windows text editor to open the report definition file for the report that you want to update.

- Step 3** In the report definition file, locate this line:

```
<ListOption OptionSelected="True" OptionValue="0">Entire report range</ListOption>
```

- Step 4** Insert this line immediately after the line that you located:

```
<ListOption OptionSelected="False" OptionValue="15">Fifteen (15) minutes</ListOption>
```

Now there is a series of lines in the file that looks like this:

```
<ListOption OptionSelected="True" OptionValue="0">Entire report range</ListOption>
<ListOption OptionSelected="False" OptionValue="15">Fifteen (15) minutes</ListOption>
<ListOption OptionSelected="False" OptionValue="30">Thirty (30) minutes</ListOption>
<ListOption OptionSelected="False" OptionValue="60">Sixty (60) minutes</ListOption>
```

Step 5 Save your changes and exit the text editor.

A new option for the Interval Length filter parameter is available for the report that you updated. The new option lets you designate a 15-minute interval for the report.

Caveats

This section includes the following topics:

- [Using Bug Toolkit, page 14](#)
- [Saving Bug Toolkit Queries, page 16](#)
- [Open Caveats, page 18](#)
- [Closed Caveats, page 21](#)

Using Bug Toolkit

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for Cisco CRS by using Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using Bug Toolkit, you can find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than this document provides.

To access Bug Toolkit, you need:

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

To use Bug Toolkit, follow these steps:

Procedure

-
- Step 1** Go to this URL to access the Bug Toolkit:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** If you are looking for information about a specific caveat, enter the ID number in the Enter known bug ID: field.
- To view all caveats for Cisco CRS, go to the Search for bugs in other Cisco software and hardware products section, and enter **Cisco Customer Response Solution Software** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Customer Response Solution Software**.
- Step 5** Click **Next**. The Cisco Customer Response Solution Software search window appears.
- Step 6** Choose the filters to query for caveats. You can choose any or all of the available options:
- a. Choose the Cisco Customer Response Solution Software version:
 - Choose the major version for the major releases.
 A major release may contains significant new features, enhancements, architectural changes, and defect fixes.
 - Choose the revision for more specific information. For example, choosing major version 4.5 and revision version 1 queries for release 4.5(1) SR1 caveats.
 A revision release primarily contains defect fixes to address specific problems, but it may also include new features and enhancements.
 - b. Choose the Features or Components to query.
 Make your selection from the Available list and click **Add** to place your selection in the Limit search to list.
 To query for all Cisco CRS caveats for a specified release, choose **All Features** in the left window pane.



Note The default value specifies “All Features” and includes all of the items in the left window pane.

- c. Enter keywords to search for a caveat title and description, if desired.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- d. Choose the Set Advanced Options, including the following items:

- Bug Severity level
- Bug Status Group
- Release Note Enclosure.

- e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
- You can save your query for future use. See the [“Saving Bug Toolkit Queries” section on page 16](#).



Tip

For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

Procedure

-
- Step 1** Perform your search for caveats, as described in the [“Using Bug Toolkit” section on page 14](#).
- Step 2** In the search result window, click the **This Search Criteria** button at the bottom of the window.
- A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
 - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



Note This bug group contains the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
 - **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include:

- **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
- **Weekly summaries**—Bug Toolkit provides weekly summary updates.
- **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.

Step 6 To save your changes, click **Save**.

A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches. You can also edit the search criteria.

Open Caveats

[Table 2](#) lists Severity 1, 2, and 3 defects that are open in this release of Cisco CRS.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on page 14.

Table 2 *Open Caveats*

Identifier	Summary and Bug Toolkit Link
CSCeg65794	en_US must populate default directory prompts, grammars, documents http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg65794
CSCsa75270	Color code in historical reporting in not translated in specific languages http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa75270
CSCsa83464	Non-SSML non-ASCII characters not played correctly http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa83464

Table 2 *Open Caveats (continued)*

Identifier	Summary and Bug Toolkit Link
CSCsa93396	LDAPs in cluster are out of synch after repair operation http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa93396
CSCsb28663	Agent logged in even when requests to cancel login http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb28663
CSCsb85383	CRS Application Administration errors in handling certain localized characters http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb85383
CSCsc32075	Desktop monitoring / recording sessions should not stop if Voice over IP Monitor server goes down http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc32075
CSCsc54555	ICM SNMP is disabled when a 7.0 PG is installed on a CRS server. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc54555
CSCsc65438	Unable to change from G.729 to G.711 by reinstalling http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc65438
CSCsc73551	JTAPI synch did not synch group that has multiple device pools correctly http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc73551
CSCsc74546	Change Agent state to Not Ready if x transfers to this agent fails http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc74546
CSCsc74580	Cannot hang up consult call from Cisco Agent Desktop after completextfer fails http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc74580
CSCsc74588	Do not dismiss Reason code dialog auto if agent is trying to logoff http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc74588
CSCsc75730	Workflow cannot pop up URL in Embedded browser if datafield has no parameter http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc75730
CSCsc79495	Cisco Agent Desktop receives error message when agent cancels a conference call http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc79495

Table 2 *Open Caveats (continued)*

Identifier	Summary and Bug Toolkit Link
CSCsc85283	JCUpdateInstall displays: The account name field cannot be left blank http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc85283
CSCsc90176	IVR languages are not updated after reinstall http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc90176
CSCsc94921	Misleading license upload message with invalid license http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc94921
CSCsc97172	Error message incorrect when Cisco Agent Desktop logs in with line/device restricted http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc97172
CSCsc97488	Historical report (Agent Not Ready) has English and formatting errors in French http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc97488
CSCsd00066	Historical report (Agent Not Ready) has English and formatting errors in Italian http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd00066
CSCsd10114	check the DB Edition in the beginning of the recovery & pop-up the error http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10114
CSCsd10575	Call Stuck in queue, agent in reserved, provider out of service—in service http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd10575
CSCsd12948	RTR displays incorrect error message on clicking Reset All Stats http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd12948
CSCsd13864	CTI port creation must check and use existing DN, if some exist already http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd13864
CSCsd15986	HISTORICAL_DB_WRITE_FAILED, cannot insert duplicate key in object Agent http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd15986
CSCsd17277	Issues found during Cisco Agent Desktop and Cisco Desktop Administration localization testing http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17277

Table 2 *Open Caveats (continued)*

Identifier	Summary and Bug Toolkit Link
CSCsd17681	Unable to upgrade to build 4.5(1)—cluster lock error http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17681
CSCsd17759	Inadequate feedback to administrator when LDAP mutex lock fails http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd17759
CSCsd18349	CRS Administration login fails due to unhandled AXL Exception in login page http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd18349
CSCsd18435	Editor: Need the ability to trigger an application from a script http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd18435
CSCsd23280	application.MIVR.properties is not created in LDAP cluster profile http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd23280
CSCsd25661	VOIP Monitor and JTAPI Subsystems do not send Module RunTimeFailure traps http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd25661
CSCsd26855	Historical Reporting Client login will fail with a bad user ID/password http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd26855
CSCsd28113	CRS 4.5(1) mutex failure when adding CTI ports http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd28113
CSCsd30475	JVM.log > 4 GB crashes IP-IVR http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30475
CSCsd30669	CRS 4.5—ASR calls aborted with speech too early exception http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd30669

Closed Caveats

Table 3 lists Severity 1, 2, and 3 defects that are closed in this release of Cisco CRS.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 3](#) reflects a snapshot of the defects that were closed at the time this report was compiled. For an updated view of closed defects, access Bug Toolkit as described in the “[Using Bug Toolkit](#)” section on page 14.

Table 3 ***Closed Caveats***

Identifier	Headline and Bug Toolkit Link
CSCea90780	Supervisor cannot stop recording an agent call—specific scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCea90780
CSCeg36638	Cluster time synch fails if time difference is greater than 1000 seconds http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg36638
CSCsa94199	After failover, Agent A is displayed with a conference icon (Outbound) http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsa94199
CSCsb15899	Remove LDAP logging references from CRS logs http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb15899
CSCsb20378	Spanish Historical Reporting client date selection shows Today, must be translated http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb20378
CSCsb76338	AAR upload: CRS Application Administration will return error if the application exists http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb76338
CSCsb84230	Add more checking as part of CRS Installer logic http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsb84230
CSCsc13145	Reports cannot print in colors http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc13145
CSCsc13618	Historical Reporting Client Startup menu is in English and should be localized http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc13618

Table 3 *Closed Caveats (continued)*

Identifier	Headline and Bug Toolkit Link
CSCsc14521	Historical Reporting Client Chinese text truncated http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc14521
CSCsc14568	Historical Reporting German: Miscellaneous cosmetics issues on Historical Reporting Client Main Screen http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc14568
CSCsc14580	Historical Reporting German: Historical Reporting Client Open File dialog box not localized http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc14580
CSCsc14863	German localization: Miscellaneous translation issues on Scheduled Report Page http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc14863
CSCsc67557	CRS Application Administration blanks out (page not found) when deleting CTI port group http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc67557
CSCsc91317	Historical Reporting system test with aborted/rejected calls http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsc91317

Documentation Updates

The following sections provide documentation changes that were unavailable when the Cisco CRS 4.5(1) SR1 documentation was released:

- [Documentation Updates for Cisco CRS Historical Reports User Guide, page 24](#)
- [Documentation Updates for Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide, page 24](#)
- [Documentation Updates for Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts, page 25](#)
- [Documentation Updates for Cisco CRS Scripting and Development Series: Volume 2, Editor Step Reference, page 25](#)

Documentation Updates for *Cisco CRS Historical Reports User Guide*

The following change applies to the “The hrcConfig.ini Configuration File” section in *Cisco CRS Historical Reports User Guide*:

To change the defaultExportPath parameter in the hrcConfig.ini configuration file for the Cisco CRS Historical Reports Client, follow these guidelines:

- Make sure that the new directory exists on the shared drive.
- Enclose the new path in quotation marks. For example:

```
defaultExportPath="\209.165.200.225\F$\CRS_REPORTS"
```

Documentation Updates for *Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide*

The following updates apply to *Cisco Customer Response Solutions Historical Reporting Administrator and Developer Guide*:

- The description of the Total Incoming Calls field in the “Traffic Analysis Report” section in the “Historical Reports Query Designs” chapter should say:

For each day, count the number of CCD records with a unique sessionID with the contactType field set to any value.

- The following change applies to the “Frequently Asked Questions” section in *Cisco CRS Historical Reports User Guide*:

In the following scenarios, more than one record can have the same Node ID, Session ID, and Sequence No:

- A call is conferenced to a CTI route point
- A call goes RNA (ring no answer) to an agent.

Documentation Updates for *Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts*

Cisco CRS Scripting and Development Series: Volume 1, Getting Started with Scripts describes the “com.cisco.dtmf.termlength” property. However, Cisco CRS does not support this property.

The following update applies to the “Built-in Type Implementation” section in the “VoiceXML Implementation for Cisco Voice Browser” appendix in *Cisco Customer Response Solutions Getting Started with Scripts, Release 4.5(1)*:

The statement that parameterization of built-in types is not implemented is not correct. Parameterization of built-in types is implemented.

Documentation Updates for *Cisco CRS Scripting and Development Series: Volume 2, Editor Step Reference*

The following update applies to the description of the Start Monitor Step in *Cisco CRS Scripting and Development Series: Volume 2, Editor Step Reference*:

After you select the CSQs to be monitored by a supervisor, log in to the CRS Supervision page as the Remote Monitoring Supervisor. Click the **View CSQs** link to display list of CSQs that are being monitored by this supervisor. The CSQ ID column shows the ID value that you should enter for the CSQ that you selected in the Start Monitor Step.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:
http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and

Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

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

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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