



Release Notes for Cisco Media Blender, Version 5.0

Introduction

This document provides the latest release notes for Cisco Media Blender (CMB). Please read this document before installing and using Media Blender.

Cisco Media Blender, Version 5.0, is designed for Web and computer telephony integration (CTI). Unique in this version of Media Blender is its capability to work in two separate configurations:

- **Basic Media Blender**—In the basic configuration, Media Blender is integrated with the Cisco Collaboration Server software and an automatic call distributor (ACD) using the Aspect or ASAI driver. This configuration works in a similar way to that of Media Blender, Version 3.0.
- **Media Blender with ICM**—As part of the Cisco ICM 5.0 Multichannel Software, Media Blender works with Collaboration Server to provide Web callback and blended collaboration. It also provides a firewall gateway service to allow communication between Collaboration Server, which resides outside the firewall, and ICM PGs inside the firewall. Media Blender supports the Cisco Internet Protocol Contact Center (IPCC) and legacy ACDs using the Cisco CTI driver. This configuration works in a similar way to that of Media



Blender, Version 4.0 (ICM Web Option). A good place to begin if you are using Media Blender with ICM is the *Cisco ICM 5.0 Multichannel Software Implementation Map*. See the Related Documentation section.

These release notes document known issues pertinent to Cisco Media Blender 5.0. For more information about Media Blender, see the documentation installed with the system.

New Features

New in Version 5.0 of Media Blender are the features described in the following sections. See the *Cisco Media Blender Administration Guide* for details about these new features.

Firewall Gateway Service

A firewall gateway service has been added to support the Cisco ICM 5.0 Multichannel Software. This service allows Collaboration Server, which resides outside the firewall, to communicate with an Intelligent Contact Management (ICM) peripheral gateway that resides inside the firewall. Three new property files are required for this service:

- `<ConnectionName>.properties`,
- `Service.fwgw.properties`
- `FirewallGateway.properties`

CMB/CCS Connection

The connection between Media Blender and Collaboration Server must be configured on the Collaboration Server Administration desktop. The `Collaboration.properties` file is automatically created on Collaboration Server when you or the Collaboration Server administrator configures the connection to Media Blender. After configuring the connection, you must move the file to Media Blender. If you are using Media Blender with ICM, you must also transfer the `<ConnectionName>.properties` file to Media Blender.

User Interface

Two new Web pages have been added to the Media Blender Administration user interface.

- The **Media Blender : Services : Firewall Gateway : Start/Stop** page allows you to start and stop the firewall gateway stubs.
- The **Media Blender : Services : Firewall Gateway : Monitor** page provides a way for you to monitor the firewall gateway stubs and messages.

These pages are only visible after the firewall gateway service has been enabled by activating the `service1` property in the `blender.properties` file.

Hyperlinked Alert Messages

Alert messages are now hyperlinked to resolutions. A red Alert icon appears on the Media Blender Administration user interface when a problem occurs. If you click the red Alert icon and then click the hyperlinked alert message, the resolution for the problem appears.

If Media Blender has been localized, clicking on the alert will bring up the online Help page for the alert with the description and resolution in the local language.

Phone Home Services

Support for phone home services has been added. This is an optional feature. The Standalone Distributed Diagnostics and Service Network (SDDSN) system provides phone home services, which send general information and Media Blender alerts to the Customer Support Technical Assistance Center (TAC). At the TAC, these alerts are monitored using the ICM AlarmTracker system and provide a way for the TAC staff to respond quickly to problems. Two new property files have been added to support phone home services—`logManager.properties` and `logOutputAdapter.properties`.



Note

Cisco Media Blender does not create SNMP traps for alerts sent to the SDDSN system.

Windows Messaging

Windows messaging of log files is now an option. You can choose to configure Media Blender to log errors to the Windows application event log. By using the Windows log, you can view errors for all applications on your system at the same time. You can still view these messages on the Latest Log page of the Media Blender Administration user interface as well.

Rockwell Spectrum with ICM

The Rockwell Spectrum ACD is now supported by ICM software. It requires a mapping file in Media Blender. A new property file, `agentmapping.properties`, has been added. If you are using the Rockwell Spectrum ACD with the ICM-integrated configuration, use the mapping table in this file to convert agent extensions into agent logical IDs. A new property, `agentsfile`, in the `ACD.ciscocti.properties` file has as a default value the `agentmapping.properties` file. Be sure this property remains uncommented if you are using the Rockwell Spectrum ACD.

For the Rockwell Spectrum ACD, a reasoncode is used to logout the agent. A new property, `peripheral.agentlogoutreasoncode`, has been added to the `ACD.ciscocti.properties` file. The optional `peripheral.agentlogoutreasoncode` property in `ACD.Ciscocti.properties` file can be used to set any other desired value from 1 to 6.

Following are the valid values for logout reason codes:

- 1—Break
- 2—Lunch
- 3—End Duty
- 4—Personal
- 5—Meeting
- 6—Training

Blender uses 3 as a default value.

Updated Properties

New properties have been added to some Media Blender property files and old, obsolete properties have been removed from some property files.

Localization

The Media Blender Administration user interface software has been localized to support the following languages:

- Chinese
- English
- French
- German
- Korean
- Spanish



Note

Log messages appear in English; they are not localized.

Product Changes

The following sections describe the product changes with Media Blender, Version 5.0.

FLEXIm License Key



Note

The FLEXIm license file instructions in the *Cisco Media Blender Installation Guide* are incorrect. Please follow the instructions printed here.

A new method of licensing the Media Blender software is provided. Instead of entering a license key during the installation of Media Blender, you install the FLEXlm license after you install Media Blender by getting the license file from the top level of the Cisco Media Blender CD. Copy the `CMB.lic` file to the `\CiscoMB\license\` directory.

Trailhead Removed

Routing functions that were performed by Cisco Trailhead with Version 4.0 of Media Blender, are now handled by the Cisco Collaboration Server. See the *Cisco Collaboration Server Administration Guide* for details. The Media Blender Trailhead medium, which was part of CMB Versions 3.1 and 4.0, no longer exists.

JDK Installed with Media Blender

You no longer have to install the Java Development Kit (JDK) before you install Media Blender. The JDK 1.4.1 is automatically installed during the Media Blender installation process. However, the order of uninstalling previous versions of Media Blender and ServletExec is now important. You should uninstall Servlet Exec first before uninstalling Media Blender. ServletExec will not uninstall if you do not follow that sequence. If you inadvertently uninstall Media Blender first, run the Media Blender `setup.exe` file again. Click OK at the prompt “Do you want to uninstall ServletExec?” This will remove ServletExec and exit the setup. Then you can run the Media Blender `setup.exe` file again. After uninstalling Media Blender, delete the CiscoMB directory structure manually.

Increased Default Restart Time

The default time before Media Blender restarts has increased to 15 seconds in the ICM-integrated configuration. This is to allow enough time for the firewall gateway stubs to stop and restart again. You can change the time by setting the `restartwaitseconds` property in the `blender.properties` file. For example, you could change the restart time to 10 seconds by setting `restartwaitseconds=10`. In the basic Media Blender configuration, the default time before Media Blender restarts is 2 seconds.

Call Class Replaces Call Type

The term “call type” has been replaced by “call class,” so there is now a Call Class Table, and the former `calltypetable` and `calltypefield` properties in the `ACD.xxx.properties` files are now called `callclasstable` and `callclassfield`.

Agent Configuration

Real agents are now configured on the Collaboration Server Administration desktop. The Media Blender `agents.properties` and `passwords.properties` files have been deprecated. Use the new `phantomagents.properties` and `phantompasswords.properties` files only for specifying logical agent IDs and passwords for phantoms that need to be logged in during Media Blender startup, such as phantom phones on the Aspect ACD. These new property files are not to be used for specifying logical IDs and passwords for actual agents to whom calls are routed. That information should be configured only on the Collaboration Server Administration desktop.

Java Package Names

Java package names have changed in the `ACD.xxx.properties` files. Previous references to `Com.Webline.Blender` are now replaced with `com.cisco.ics.blender`.

Known Limitations

This section contains information about the known limitations of this version of Media Blender. These limitations have not been entered as defects.

Documentation

Intermittently, the HTML versions of the online Help and the online books do not load correctly in a Netscape browser. To correct this situation, click the link you used to bring up the Help page once again to reload the documentation.

Media Blender Administration

The following issues pertain to the Media Blender Administration user interface:

- **Minimum resolution**

To best view the Media Blender Administration interface, we recommend that you set your display resolution to a minimum of 1024 x 768 pixels. The interface can be viewed and used at a lower resolution (800 X 600 pixels); however, this setting will cause truncation of the **Refresh** button.

- **Alerts**

When a problem occurs, a red Alert icon appears on the Media Blender Administration menu. After clicking the Alert, you might experience a 60-second delay before the alert message appears.

Although the text of Alerts appears in English on the Media Blender user interface, clicking on the Alert hyperlink displays a description and resolution for the problem in the local language.

- **Events page**

The **Media Blender : Media : Events** page of the CMB Administration user interface does not reliably show the correct number of assign, drop, and signoff events. Also, transfers may show up as addparticipant or removeparticipant events on the Events page.

ACD Issues

The following issues are related to Automatic Call Distributors (ACDs):

- If you are using Media Blender with the Cisco ICM 5.0 multichannel software and the Nortel Meridian 1 switch, note that virtual phantoms are not supported in this release.
- When using Media Blender with the Cisco ICM 5.0 multichannel software, logouts from the Aspect CallCenter ACD might not blend.

Resolved Caveats

This section contains a list of the Severity 1, 2, and 3 defects that were resolved after release 4.0 of Media Blender. For each defect, the list contains the number, severity, headline, and a summary.

For more information on these and other resolved defects, you can go to the Bug Toolkit found at

www.cisco.com/support/bugtools/Bug_root.html

Defect Number: CSCma00572

Severity Level: 2

Headline: Call can be lost when switch network is interrupted.

Summary: If the network connection between Media Blender and the CTI server is interrupted at certain times during processing, the caller will not receive a callback. This problem was resolved during the implementation of Media Blender fault tolerance; however, there might still be cases where the customer is not called back.

Defect Number: CSCma00415

Severity Level: 3

Headline: Script error on admin page when restart chosen.

Summary: When the browser window of the Media Blender Administration is resized, clicking on the menu buttons on the left frame of the page results in the error "Object doesn't support this property or method." This problem is resolved in release 5.0 of Media Blender.

Defect Number: CSCdt34082

Severity Level: 3

Headline: Blender internal state can be corrupted if shut down during startup.

Summary: Under rare circumstances, if Media Blender is shut down while in the process of starting up, the internal state of the Media Blender server might be corrupted. This problem is resolved in release 5.0 of Media Blender.

Closed Caveats

This section contains a list of closed Severity 1, 2, and 3 defects for this version of Media Blender. For each defect, the list contains the number, severity, headline, symptom, conditions, and workaround.

Defect Number: CSCwl01524

Severity Level: 3

Headline: After call work mode not functioning properly.

Summary: If an agent is set up to go into after call work mode and more than one call is queued, his phone or station will not go in to the after call mode until the last call in the queue is answered.

Conditions: This problem occurred with an earlier version of Media Blender when an ACD that worked with CT Connect was used. The property `postcallstate` in the `ACD.ctc.properties` file was set to "W."

Workaround: Do not use the `postcallstate` property. Instead, program the ACD to set the desired post call state. Note that Media Blender 5.0 does not support CT Connect.

Defect Number: CSCma19311

Severity Level: 3

Headline: CMB UI and logs show GMT time instead of local time.

Symptom: Cisco Media Blender (CMB) admin UI and logs show GMT time instead of local time.

Condition: CMB 5.0 (using Java 1.4) running on Windows with the “automatically adjust for daylight savings” setting enabled.

Workaround: Turn off “automatically adjust for daylight savings time” in the date/time settings in Windows, and restart the IIS Web server.

or

Double-click the `daylight_disable.reg` file in the `<installDir>\bin` directory where `<installDir>` is the name of the CMB install directory and restart the IIS web server.

Defect Number: CSCma20193

Severity Level: 3

Headline: Help button brings up English Online Help on localized CMB

Symptom: Clicking on the help button in the CMB UI brings up Online Help in English even on a localized CMB.

Condition: Online Help is available only in English and is not localized.

Workaround: None

Known Caveats

This section contains a list of known Severity 1, 2, and 3 defects for this version of Media Blender. For each defect, the list contains the number, severity, headline, symptom, conditions, and workaround.

Defect Number: CSCma17491

Severity Level: 3

Headline: End of wrap-up does not blend if wrap-up ended on phone.

Symptom: When an agent leaves wrapup on IPCC (voice) after a blended collaboration session, he or she might remain in wrapup on Cisco Collaboration Server (CCS). This problem is intermittent.

Condition: Agent using blended collaboration with IPCC or SoftACD.

Workaround: The agent must hit the wrapup button on his or her collaboration agent applet to leave wrapup.

Defect Number: CSCma22100

Severity Level: 3

Headline: Alerts get default filtered in SDDSN.

Symptom: Media Blender Startup and Shutdown alerts are default filtered by SDDSN. They do not show up in the Listener.

Condition: This happens in both the basic and ICM-integrated Media Blender configurations.

Workaround: None.

Defect Number: CSCma22245

Severity Level: 3

Headline: Callback request stays queued on CMB startup.

Symptom: If a callback request is placed when the CMB connected to the agent PG is down, it stays queued and the callback is not placed even after CMB starts up again. The sessions page on the admin UI shows a queued request.

Condition: This happens when using a legacy ACD in an ICM integrated configuration with a routing CMB and an agent CMB. When the callback request is placed, it gets routed to the CMB that is down. When it starts up, the agent CMB sees the request but does not place the callback.

Workaround: None. The queued request in CMB will time out.

Defect Number: CSCma22910

Severity Level: 3

Headline: Blender Conference call does not get cleared on Symposium switch.

Symptom: Conference call does not get cleared when caller hangs up from CCS after a Blender Conference call is established. When the caller hangs up his or her collaboration session, the first agent is dropped from the call. However, the caller remains on the call with the second agent.

Condition: CMB 5.0 integrated with ICM 5.0 on a Symposium ACD.

Workaround: Release the call from the second agent's phone.

Defect Number: CSCma23375

Severity Level: 3

Headline: Assigned call stays queued on CMB when using Predictive strategy.

Symptom: Caller and agent are connected on the phone but are not connected in a collaboration session. The Sessions page in CMB Admin incorrectly shows that the call is in the Queued state.

Conditions: This occurs intermittently when CMB is configured to use the Predictive strategy in an ICM 5.0 integrated setup using the Avaya G3 switch.

Workaround: None

Defect Number: CSCma22897

Severity Level: 3

Headline: Broken links with Admin online Help.

Symptom: Links to the *Cisco Media Blender Administration Guide* from two topics in the Media Blender Administration online Help do not work.

Conditions: CMB 5.0.

Workaround: The *Cisco Media Blender Administration Guide* can be found at the top of the Media Blender CD.

Defect Number: CSCma23570

Severity Level: 3

Headline: CTIServerPlugin used by ARM stub does not start if PortB is blank.

Symptom: The Agent Reporting and Management (ARM) connection says LINK_DOWN and will not start even though everything is configured correctly.

Conditions: In the `FirewallGateway.properties` file, the value for the `FirewallGateway.ARM.plugin.param.backupCtiServerPort` property is either blank or is not a number.

Workaround: If you are not using a backup ARM connection, then comment out the `FirewallGateway.ARM.plugin.param.backupCTIServerHostname` and `FirewallGateway.ARM.plugin.param.backupCtiServerPort` lines.

Defect Number: CSCma23619

Severity Level: 3

Headline: Cannot configure CMB to log errors, alerts to Windows Event Viewer.

Symptom: Cisco Media Blender (CMB) cannot be configured to log alerts and error messages to Windows Event Viewer.

Conditions: Two files required for this configuration, `WindowsEventMessages.dll` and `WindowsEventWrapper.dll` are missing from the `<installDir>\bin` directory.

Workaround: CMB alerts, error, and trace messages can be viewed on the Latest Log page of the Cisco Media Blender Administration user interface. CMB log files are located in the `<installDir>\logs` directory.

A patch is available for this problem. Please contact a Cisco Technical Assistance Center (TAC) representative to obtain this patch.

Related Documentation

In addition to these release notes, you need the following documentation, which is located at the top of the Media Blender CD. Open the `GetStart.htm` file to access this documentation:

- *Cisco Media Blender Installation Guide*
- *Cisco Media Blender Administration Guide*
- *Cisco Media Blender Administration Online Help*
- *Cisco Media Blender Switch Administration Guide*
- *Cisco ICM 5.0 Multichannel Software Overview*
- *Cisco ICM 5.0 Multichannel Software Implementation Map*

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provide immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

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Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following Web site:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC Web site is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Web Site

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC Web site:

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC Web site to quickly find answers to your questions.

To register for Cisco.com, go to the following Web site:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following Web site:

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

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following Web site:

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

