



Release Notes for Cisco Unified Workforce Optimization Monitoring and Recording Services 8.0(2)

May 14, 2012

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Introduction

These release notes describe the new features for Cisco Workforce Optimization Monitoring and Recording Services version 8.0(2).

Use these release notes in conjunction with the Cisco Monitoring and Recording 8.0(2) documentation.



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System Requirements

Quality Management 8.0(2) is integrated into the following Cisco Unified Contact Center Express (Unified CCX) environments:

Table 1. Supported Cisco Unified CCX environments

ACD	Cisco Unified Communications Manager (CM)
Unified CCX 8.0(2) or later	8.0(x)

Cisco Monitoring and Recording works with any official Cisco maintenance release version of Unified CCX and Unified CM displayed in [Table 1](#).

New and Changed Information

Cisco Monitoring and Recording 8.0 includes these new changes and features.

- Support for Active Directory 2008 SSL signon
- In evaluation forms, both Yes/No and 0–5 questions can be included within a section
- Ability to adjust the weight of a question
- Evaluation forms now have a 100 question per form limit, with no limit on the number of questions per section
- Allow evaluators to change the evaluation form
- Free-form text, such as scoring criteria, can be accessed via a blue “i” button next to evaluation form questions
- Edit non-score-based evaluation form data
- Ability to copy forms to a new name
- Remove maximum day restrictions on new employee and performance recording
- Archived recordings can be tagged for evaluation
- Support for Windows Server 2008 for Cisco Monitoring and Recording server
- Support for Windows 7 Professional and Ultimate for client desktops
- Addition of Network Recording to supported recording methods

Network Recording uses the Cisco Unified CM Recording functionality to capture voice for recording and the built-in bridge (BIB) functionality of capable IP phones to send voice streams from the device being recorded to the Network Recording service. The advantage of the Network Recording method is that it does not require you to configure SPAN ports for capturing voice traffic.

- Voice silent monitoring
- Optional beep tones when recording and monitoring using network recording
- Support syncing with Unified CCX 8.0(2) or later
- Support for the CAD and CSD integrated browser

Limitations and Workarounds

Network Recording and Monitoring does not support Secure Real-time Transport Protocol (SRTP)

Network Recording and Monitoring (NRAM) does not support SIP trunks that have encryption of signaling enabled. In Cisco Unified Communications Manager Administration, the SIP Trunk Security Profile that is associated with the Recording Server SIP Trunk should have the Device Security Mode set to Non Secure.

Multi-line devices must use the same Network Recording service for each extension

When configuring extensions on a single device for network recording, any extensions that are enabled for network recording must use the same Network Recording service.

Monitoring and Recording Administrator associates a device with a recording service, so it cannot assign individual extension with a separate recording service.

Screen recordings of extra-wide screens fail when exported as WMV

Screen recordings of monitors with a screen resolution greater than 2,048 pixels in width (for example, dual monitors side by side) play back as expected in Cisco Monitoring and Recording. However, when these recordings are exported to WMV format, the screen recording portion of the recording appears as a narrow band of static when played.

To resolve this problem, set the screen resolution of the recorded monitor to a width less than 2,048 pixels if you will be exporting the recording.

Restarting the Network Recording service while performing network recording might cause poor quality audio

Calls that are active when the Network Recording service is stopped and are still active when the service is restarted might result in recordings that have poor-sounding audio.

To work around this problem, do not restart the Network Recording service while calls are active. Symptoms will persist until all the calls that were active when the Network Recording service was stopped have been disconnected.

Screen recording fails on desktop client

or individual client desktops, the screen portion of a recording is missing. The voice recording portion is unaffected. The situation is rare and intermittent.

The screen recording service stops responding on individual client desktops. This is not a system-wide occurrence.

Contact TAC for troubleshooting steps to take to correct this situation. Note:

- Several changes have been made in this release to prevent such occurrences. If the client desktop uses desktop recording, the system will detect the condition, go into recovery mode, and restart the screen recording service on the client desktop. Some recordings will be missing the screen component.
- If the client desktop uses server (SPAN) recording, manual intervention is needed to correct the situation.
- If MANA is enabled, you will be notified (message 2013: Screen recording not responding on PC) if this situation occurs.

Japanese version of the Cisco Unified Workforce Optimization Online Help contains no index

There is no index available for the Japanese localized help for Cisco Unified Workforce Optimization. There is no work around for this issue.

Date and time appears in English format for all locales

The date and time appears in English format regardless of locale. For example, if your locale is French, your date and time appears in English format. There is no work around for this issue.

Garbled characters seen for some Asian locales

Text might appear garbled for some Asian locales. There is no work around for this issue.

Recording server stops listening on port 59102

The recording server stops listening on port 59102. The following message appears:

Mana failed to connect to Quality Management Recording Server (<server name>): REFUSED

Verify the Network Recording service is running. If the service is not running, restart the Network Recording service.

SNMP Notifications do not work for Mana

Configuring the Monitoring and Notification window in Site Configuration Setup to send SNMP notifications does not work.

Choose another notification method from the Monitoring and Notification window. Your options are:

- Use Event Viewer—Choose this check box to display notification messages in the Event Viewer.
- Use Email Notification— Choose this check box to send notification messages by email.

Cisco IP Communicator phone names must begin with SEP

When configuring phone names for Cisco IP Communicator, verify all phone names begin with SEP. If the phone names do not begin with SEP, you will not be able to find them when you search for devices from the VoIP Devices window in Monitoring and Recording Administrator.

Users cannot evaluate contact recording using a localized evaluation form

When a user is assigned to a localized workflow using a localized evaluation form tries to evaluate a contact recording a message appears indicating the user is not authorized to evaluate the contact recording.

To work around this problem, do not assign a name to an evaluation form using special localized characters. Alternatively, select the Allow Evaluators to Change Form check box from the Workflow Administration window in Monitoring and Recording Administrator.

Using SSL to access download pages (see summary) might corrupt MSI

Downloading an MSI from the Admin.htm, Desktop.htm, or Recording.htm using SSL might corrupt the MSI and cause installation errors.

To work around this problem, use a standard http URL. Do not use an https URL.

Open Caveats

The following issues are open in Cisco Unified Workforce Optimization Monitoring and Recording 8.0(2).



Note

You can view more information and track individual QM defects using the Cisco Bug Toolkit located at: http://www.cisco.com/support/bugtools/Bug_root.html

Table 1 Open caveats in release 8.0(2)

Identifier	Severity	Headline
CSCth15859	3	Record Server stops listening on port 59102
CSCth15873	3	SNMP Notification does not work for MANA
CSCth15886	3	Users cannot evaluate contact recording using a localized evaluation form
CSCth19023	3	Cisco IP Communicator phone names must begin with SEP
CSCth19030	3	Error msg on login page shows credentials are invalid when svcs are down
CSCth19039	3	Using SSL to access download pages (see summary) might corrupt MSI

Resolved Caveats

There are no resolved issues in Cisco Unified Workforce Optimization Monitoring and Recording 8.0(2).

Documentation Updates

This section describes changes made to the QM documentation after its release in September 2009.

Cisco Unified Workforce Optimization Monitoring and Recording Services Administrator User Guide

Date: October 8, 2010

Page: 74

Added the following topic to VoIP Devices:

Guidelines for Configuring VoIP Devices

Consider the following when you configure a VoIP devices for Server Recording or Network Recording.

- The VoIP Devices window only allows 64 characters in the fields. This effects the number of extensions you can configure for a VoIP devices. For example, you can configure up to 12 extensions of 4 digits each for a VoIP devices and not exceed the 64 character limitation.

5555, 5556, 5557, 5558, 5559, 5560, 5561, 5562, 5563, 5564,
5565, 5566

Cisco Unified Workforce Optimization Monitoring and Recording Services CAD Integration Guide

Date: October 8, 2010

Page: 19

Changed port 59001 to port 65001 in the following statement:

- Port number for the agent's PC—The Desktop Recording service running on the agent's desktop listens on port 65001 for incoming recording commands.

Monitoring and Recording Installation Guide

Date: October 12, 2010

Page: 42

Updated the following statement:

- Configure the SQL Server instance to be case insensitive and accent sensitive (SQL collation name Latin1_General_CP1_CI_AS, which is the default setting). See <http://msdn.microsoft.com/en-us/library/ms180175.aspx> for more information.

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Updated the following note:

**Note**

If you do not disable UAC in Microsoft Windows Server 2008, you will receive a message indicating Monitoring and Recording Services was unable to save the MSI file when you try to install Monitoring and Recording Services.

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Updated the following statement:

Microsoft SQL Server 2005 disables remote connections by default. (This is enabled by default in Microsoft SQL 2008.) Microsoft SQL Server 2005 only allows connections from the same server by default. Monitoring and Recording Services requires remote connections for Monitoring and Recording Services Administrator, Site Configuration Setup, Reporting, and Monitoring and Recording Monitoring and Notification Service. Use the following task to enable remote connections in Microsoft SQL Server 2005.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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

Documentation Feedback

You can provide comments about this document by sending email to the following address:

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We appreciate your comments.

