



# Release Notes for Cisco Workforce Optimization Quality Management 2.6(1)

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October 21, 2009

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## Introduction

These release notes describe the new features for Cisco Workforce Optimization Quality Management version 2.6(1).

Use these release notes in conjunction with the Quality Management 2.6 documentation.



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# System Requirements

Quality Management 2.6(1) is compatible with Cisco Unified Contact Center Express Releases 7.0.

## New and Changed Information

Quality Management 2.6 has the following new features:

- Recording supported for remote agents, thin client agents, and agents who use phones without PCs
- Recording supported for PCs with Microsoft Windows Vista
- Support for dual-monitor recording
- QM Desktop recordings tab/playback optimized for the 4:3 and 16:9 aspect ratios
- Voice and screen recordings can now be exported in Windows Media Video (WMV) format
- Voice recordings can now be exported in Windows Media Audio (WMA) format in addition to WAV format
- Supervisor evaluation approval
- Save in-progress evaluations
- Support for the G.722 codec
- Session timeouts for desktop clients and reports
- Archiving at the team level
- Login authentication using Active Directory 2008
- Playback of all segments of a call that is transferred through the contact center
- APIs for the following:
  - Export a recording based on its ID or metadata
  - Search for a recording
  - Edit metadata associated with a recording
  - Delete a recording
  - Pause voice and screen recordings
  - Client-side recording controls

## Limitations and Workarounds

### Able to Link AD User and ACD User After Creating Same AD User as a QM Knowledge Worker

**Symptom:** When using Active Directory (AD) authentication, an administrator is able to link the same AD user to both a knowledge worker (user created within QM) and an ACD user (an agent synced from the ACD). If the user is linked as both a knowledge worker and an ACD user, recordings might be attributed to the wrong agent (which agent is undefined).

**Description:** Validation that would normally occur when linking AD users does not occur if one user is a knowledge worker and the other is an ACD agent. If an administrator attempts to link two ACD agents or two knowledge workers to the same AD user, validation works as expected and an error message appears.

**Workaround:** Avoid linking an AD user to both an ACD agent and a knowledge worker. If this occurs, delete the knowledge worker that had been linked.

### Scroll Bars Disappear When Video Recording is Clicked in Playback Window

**Symptom.** When playing back a video recording in 1:1 aspect mode, if you click in the playback window, the scroll bars disappear.

**Description.** This issue appears to be a third party limitation of the EZJCom JNI software used for the Proxy COM object in Java.

**Workaround.** Click Fit to Window or Fit 1 to 1 to restore the scroll bars.

### Unable to Configure SNMP Settings

**Symptom.** In Administrator > Enterprise > Site Configuration > Monitoring and Notification, the SNMP Configuration button is enabled but nothing happens when it is clicked. Also, If Use SNMP Notification is checked, the Save button is not active.

**Description.** The Save and Use SNMP Notification validation does not work when not run from the Base Server. The SNMP Configuration is stored only on the Base Server and is not accessible through the Administrator application.

**Workaround.** Use PostInstall.exe from the QM Base server(s) to configure SNMP settings.

### Uploads Fail if Hostname is Used for Voice/screen Server

**Symptom:** Recording files are left in staging folders. No recordings are uploaded. This affects both endpoint and server-based recording.

**Description:** The hostname specified when configuring the voice/screen server cannot be matched with the IP specified when selecting which NIC card to use for network traffic. FTS fails to initialize and uploads cannot be completed.

**Workaround:** Use the IP address when configuring the voice/screen server. Run QM Configuration Setup (bin/PostInstall.exe) on the Voice/Screen server(s). Choose Tools > Set Recording Home Directory and change the hostname to the IP address. This IP address must match the IP address specified for “IP Address for Local QM Services” (first message box when starting QM Configuration Setup).

## Open Caveats

The following issues are open in Cisco Quality Management 2.6(1).



#### 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](http://www.cisco.com/support/bugtools/Bug_root.html)

**Table 1** Open caveats in release 2.6(1)

Identifier	Severity	Headline
<a href="#">CSCsu37421</a>	3	Able to link AD user to ACD after creating same AD user as a QM Knowledge Worker

## Resolved Caveats

The following issues have been resolved in Cisco Quality Management 2.6(1).


**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](http://www.cisco.com/support/bugtools/Bug_root.html)

**Table 2** Caveats resolved in release 2.6(1)

Identifier	Severity	Headline
<a href="#">CSCsk93327</a>	3	QM - CTI Service stops sending events
<a href="#">CSCsl03373</a>	3	Reports fail to initialize on startup
<a href="#">CSCsl03387</a>	3	No Windows Firewall exclusions for Tomcat SSL
<a href="#">CSCsl04468</a>	3	Teams are deactivated if Sync Server fails
<a href="#">CSCsm51249</a>	3	WFO/QM considerations for 07/08 Australia DST changes

## Documentation Updates

This section provides documentation updates made after the initial release of QM 2.6 in September 2008.

## Quality Management Troubleshooting Guide

Change date: May 7, 2009

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The following troubleshooting item is added:

**Problem:** After an upgrade from QM 2.5 to QM 2.7, the settings configured for enabling managers and/or supervisors to evaluate recordings are lost.

**Solution:** In QM 2.5, manager and supervisor evaluation permission is enabled on a global level. In QM 2.7, these permissions are enabled on the form level. As a result, these settings revert to the default configuration (not enabled) after an upgrade. You must re-enable permissions after the upgrade. In the Evaluation Form Administration window, select the Properties tab and configure manager and supervisor evaluation as desired.

Change date: October 21, 2009

In the section, “Moving the Recording Storage Location,” in the procedure, “To move the voice and/or screen recording storage location”, change Step 2 to read as follows:

2. Stop the QM Uploader Controller service. This prevents recordings from being uploaded while the storage location is moved, and provides time to test if recordings can be retrieved from the new location.

The procedure, “To verify that the moved recordings can be played back”, is amended as follows:

1. Start QM Desktop and play back at least one QM recording (if applicable) and one archive recording (if applicable).
2. If the playbacks are successful, restart the QM Upload Controller.

## Quality Management Installation Guide

Change date: July 15, 2009

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The first paragraph and two bullet points of the section, “Install Microsoft SQL Server 2005” are replaced with the following text:

Install Microsoft SQL Server 2005 and the following components as per the SQL Server documentation:

- SQL Server Database Services (on the Components to Install window)
- Management Tools (on the Features window, accessed by clicking Advanced on the Components to Install window)
- Mixed Mode option (selected on the Authentication Mode window)

Change date: July 24, 2009

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Add the following to the section, “Services”:

### **PROXY Pro Gateway Service**

The PROXY Pro Gateway service enables screen recording.

## 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.