



Release Notes for Cisco Unified Workforce Optimization Quality Management 2.7(3)

December 28, 2010

Contents

These release notes discuss the following topics:

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Limitations and Workarounds, page 2](#)
- [Resolved Caveats, page 5](#)
- [Documentation Updates, page 6](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 10](#)
- [Documentation Feedback, page 10](#)

Introduction

These release notes describe the new features for Cisco Unified Workforce Optimization Quality Management version 2.7(3).

Use these release notes in conjunction with the Quality Management 2.7(3) documentation.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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System Requirements

Quality Management 2.7(3) is compatible with Cisco Unified Contact Center Express Release 7.0 and Cisco Unified Communications Manager (CM) Release 7.x or 6.x.

QM works with any official Cisco maintenance release version of Unified CM displayed above. See the *Cisco Unified Contact Center Express (Cisco Unified CCX) Software and Hardware Compatibility Guide* for a complete list of supported combinations at the following website.

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_compatibility/matrix/crscomtx.pdf

New and Changed Information

This release of QM 2.7(3) has no new features. It contains bug fixes only.

Limitations and Workarounds

QM Desktop receives Launch4j error at login

Symptom: When starting QM Desktop, a dialog box entitled “Launch4j” appears, stating, “An error occurred starting the application.”

Description: When Microsoft SQL Server 2005 is installed on the Database Services server, Microsoft Visual Studio is also installed and configured as the default debugger on that server. The default debugger should be Dr. Watson.

Workaround: Reconfigure QM so that Dr. Watson is the default debugger. See “Setting the Default Debugger” in the *Quality Management Troubleshooting Guide* for more information.

bars.exe fails with an “Access Denied” error

Symptom. The bars.exe fails with an “Access Denied” error when both LDAP and DB are backed up or restored with the -d option.

Description. The database backup requires a file name to be used for the -d option, and LDAP requires a folder name. This makes a single command for both impossible.

Workaround. There are two options that can be used to work around this issue.

- Split the backup and restore of LDAP and DB into two separate commands:

```
bars.exe -BL -d=c:\backups
```

```
bars.exe -BD -d=c:\backups\qmdbbackup.dat
```

- Do not use the -d option so it uses the default path and filenames:

```
bars.exe -BL -BD
```

QM Desktop runs repair mode after upgrading from 2.7(1)

Symptom: With automated updates enabled and both QM Administrator and QM Desktop installed, a computer is upgraded from 2.7(1) to 2.7(3). After a successful upgrade and reboot, QM Administrator launches successfully. Launching QM Desktop initiates repair mode and then automatically reboots the computer again.

Description: A Java font triggers the repair mode.

Workaround: The issue is self-correcting. After the second reboot, QM Desktop launches normally.

VoIP Devices table not updated when new DN added to phone

Symptom: A phone extension is configured as a VoIP device. In Unified CM, a second DN is added to the phone. In QM Administrator, the second DN is displayed in search results and is selected already as a device for recording. However, that extension is not displayed in the VoIP Devices table after saving the devices.

Description: QM Administrator does not show updates to extensions for devices/phones configured for SPAN. An extension that is changed (added/removed) in Unified CM Administration does not show up in QM Administrator, even after clicking the Synchronize button. Extensions are listed in Administrator only for ease of configuration. This problem only affects the Administrator display and does not affect recording (or inclusion lists, workflows, etc.).

Workaround: If the QM Administrator UI needs to be updated, remove the device from the Enabled Devices and re-add it. This will reload the extensions associated with the device. You can then reconfigure the device.

Screen recording fails on desktop client

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

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

Workaround: 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.

Running QM Configuration Setup multiple times before the first run key is set to one (1) causes duplicate archive workflows

Symptom: After an upgrade, multiple archive workflows named “Default” appear in QM Administrator.

Description: Archive workflows are created during the upgrade process. This process creates a default archive workflow and assigns the teams that were configured as archive teams to the workflow. If QM Configuration Setup is run multiple times in Initial Mode, a new archive workflow is created each time it is run and the archive teams are added to the workflow.

Workaround: Delete the duplicate archive workflow(s) in QM Administrator. Verify that the remaining archive workflow is correct and has the correct teams assigned to it, and that the classifier will record all calls for archiving. (Note: This workflow can be changed for future recordings).

Multiple-part names that include spaces do not display correctly

Symptom: Names that have multiple parts separated by spaces (for example, Mary Jane Smith or Harvey de la Cruz) display only the first element of the multiple-part name (in this example, Mary Smith or Harvey de).

Description: This is a problem within the third-party application from which agent names are imported (for example, Active Directory) and is not within Quality Management’s control.

Workaround: Consult the third-party application documentation for strategies for working with multiple-part names, such as using underscores instead of spaces.

Screen portion of a recording file is missing but voice is there for VPN client

Symptom: The screen portion of a recording file is missing but the voice portion is present for a client desktop behind a VPN. Screen recording might take up to 5 minutes to begin after the VPN connection is established.

Description: When the PC is connected to the VPN, its IP address must change. This IP address change must be communicated to the server and the server must update its configuration before recording can begin. This process might take up to 5 minutes.

Workaround: None.

On an interleaved call, screen recording fails on the second call

Symptom: A 1K file is seen for the screen recording of the second call in an interleaved call scenario.

Description: On an interleaved call, the screen recording on the second call results in a 1K file. The screen recording portion is not captured.

Workaround: None.

Silent install of QM Desktop Recording service reboots PC without notification after upgrade is complete

Symptom: The client desktop reboots without notification after the QM Desktop Recording service is upgraded via the automated update feature.

Description: If a client desktop is upgraded using the automated update feature, and if the QM Desktop Recording service is the application that initiates the automatic update, the client desktop will reboot without notification to the user. If either QM Administrator or QM Desktop is the application that initiates the automatic update, then the user will receive notification of a required reboot. Depending on the number of client desktops being upgraded simultaneously, system configuration, and the number of applications being upgraded, the reboot can occur up to 30 minutes after the upgrade process is initiated.

Workaround: To avoid reboot without notification, disable the automated update feature and upgrade the desktop clients manually.

Resolved Caveats

The following issues are resolved in Cisco Quality Management 2.7(3).



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 Caveats resolved in release 2.7(3)

Identifier	Severity	Headline
CSCta03494	3	Clients unable to update DB: Endpoint timezone Pakistan Standard Time
CSCta43176	3	No AD accounts can be used to log in to QM Desktop
CSCta55036	3	Uploads continue after unchecking WF StartScreenRecording button
CSCta55058	3	AgentScoredReport only shows sections with section comments
CSCta56638	3	Recording files are left in daily and staging folder on Record server
CSCta56663	3	MANA does not process CDR report correctly
CSCta57102	3	SPAN recordings fail if call is longer than 8 minutes
CSCta73761	3	MANA CDR report not processing Conference Calls properly
CSCtb23622	3	Proxy Host service not responding to disconnect from recording client

Documentation Updates

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

Cisco Unified Workforce Optimization Quality Management Installation Guide

Date: March 24, 2010

Page: 20

Table 5 is amended to include a new column that indicates if the third-party software must be purchased separately or if it is included in the QM installation. The revised table is as follows:

Table 5. Required third party applications

Application	Included in QM Install?	Installed Where	Use
Microsoft SQL Server 2005 Standard Edition	No, purchase and install separately	QM Database server or offboard server	Database
Microsoft Internet Explorer 6 or 7	No, purchase and install separately	QM Desktop	HTML-based reports
Adobe Reader 6.0 or later	No, download free application at adobe.com and install separately	QM Desktop	PDF-based reports and QM user documentation.
Apache Tomcat 6.0.18	Yes	QM Base server QM Voice and Screen server	Reports, recording uploads, licensing
Java Runtime Environment (JRE) 1.5.0 update 20 with timezone update tzdata2009k applied	Yes	All QM components	Provides an environment in which Java applications can be executed
Proxy Networks Proxy/Screen Recording 6.0	Yes	QM Desktops	Screen recording

Date: April 23, 2010

Page: 16

Bullet is amended to state support for Service Pack 2. The revised text is as follows:

- Microsoft SQL Server 2005 Standard Edition (Processor Licensing) Service Pack 2.

Page: 18

Added a footnote to Windows 2003 Server in Table 3. The footnote states:

Cisco does not support the installation of QM on a machine running Cisco OEM Windows Server 2003.

Page: 42

The definition for Synchronize users with ACD in Table 15 is amended to correctly state the behavior of the check box. The revised text is as follows:

Field	Description
Synchronize users with ACD	<p>Select this check box to synchronize ACD (Automatic Call Distributor) agents, teams, and supervisors with QM and to enable the other fields in the window. By default, this check box is selected and indicates that an ACD is available.</p> <p>This check box must be selected for Unified CCX. When selected, QM connects to Unified CCX Administration and imports the license. The license is retrieved from Unified CCX Licensing.</p>

Date: May 18, 2010

Page: 21

Added information on Cisco IP Communicator considerations. The information states:

When configuring phone names for Cisco IP Communicator, verify that 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 QM Administrator.

When using Cisco IP Communicator, the MAC address on the client machine's NIC should be the same as the configured device name specified in Cisco Unified CM.

Date: August 6, 2010

Page: 18

Added a footnote to Windows 2003 Server in Table 3. The footnote states:

- Cisco only supports the English locale on the server's operating system.
- Cisco only supports the 32-bit version of Windows 2003 Server SP 2 and VMware ESX Server.

Calabrio Quality Management Troubleshooting Guide

Date: August 6, 2010

Page: 36

Added the following issue:

Record servers do not reconnect after restarting the base server

Problem: The recording servers do not reconnect to the QM Base Services server after you restart it.

Cause: Restarting the Base Services server in a multiple record server environment can cause race conditions within the recording servers as they disconnect and reconnect to the Base Services server. As a result, a recording server might fail.

Solution: When restarting the QM Base Services server, perform the following task.

1. Schedule the QM Base Services server for maintenance when agents are not recording calls.
2. Stop the QM Network Recording service on all recording servers.
3. Stop the QM Monitor service on all monitor servers.
4. From the QM Base Services server, choose Start, then select Restart from the Shut Down Windows dialog box, and click OK.
5. Log into the QM Base Services server and verify the services are running.
6. Start the QM Monitor service on all monitor servers.
7. Start the QM Network Recording services on all recording servers.
8. Log in as a test user and record some calls. Repeat this test for each recording server in your environment.
9. Log into QM Desktop, and verify the recordings are available and playable.

Date: August 6, 2010

Page:36

Added the following issue:

Audio and screen portion of recording file is missing for VPN client

Symptom: The audio and screen portion of a contact recording file is missing for a client desktop running IP communicator behind a VPN. Audio and screen recording might take up to 10 minutes to begin after you establish a VPN connection.

Cause: When the PC connects to the VPN, its IP address must change. This IP address change must be communicated to the server and the server must update its configuration before recording can begin. This process might take up to 10 minutes, depending on network traffic.

Solution: None.

Page:39

Added the following issue:

Reports do not open in Microsoft Internet Explorer 7

Problem: Reports in CSV, PDF, and XLS format do not open in Microsoft Internet Explorer 7.

Symptom: A dialog box to save the report opens but closes again very quickly.

Solution: Choose one of the following solutions.

- Clear the Confirm open after download check box for the CSV, PDF, and XLS file types. To do this, follow these steps for each file type.
 1. Double-click My Computer.
 2. On the Tools menu, choose Folder Options.
 3. Select the File Types tab.
 4. Under Registered File Types, select the file type, and then click Advanced.
 5. Clear the Confirm open after download check box, and then click OK.



Note Clear the Confirm open after download check box, and then click OK.

- Enable automatic prompting for downloads in Microsoft Internet Explorer.
 1. In Microsoft Internet Explorer, choose Tools > Internet Options. The Internet Options dialog box appears.
 2. Click the Security tab, and then click Custom level. The Security Settings - Internet Zone dialog box appears.
 3. Scroll down to Downloads and click the Enable option for Automatic prompting for file downloads.
 4. Click OK to save your changes.
 5. Click OK to dismiss the Internet Options dialog box.

Date: December 28, 2010

Page: 19

Step is amended to reference the *Quality Management Installation Guide* instead of the *Quality Management Administrator User Guide*. The revised text is as follows:

3. Back up the QM database and LDAP for disaster recovery purposes. See the section, “Backup and Restore” in the *Quality Management Installation Guide*.

Cisco Unified Workforce Optimization Quality Management Administrator User Guide

Date: May 18, 2010

Page: 69

Bullet under “Manager” is amended to remove reference to HR. The revised text is as follows:

- Designate contacts for retention as Training contacts

Added bullet under “Evaluators.” The revised text is as follows:

- Designate contacts for retention as Training or HR contacts

Date: August 6, 2010

Page: 32

Added the following note to Session Timeout Options:



Note

When you change the Session Timeout value for Cisco Monitoring and Recording Administrator, you must restart Cisco Monitoring and Recording Administrator before the changes can take effect.

Page: 85

Added the following information to step 2 under “To create a QM team:”

The team’s name must conform to the following rules.

- The team’s name must be unique.
- A team’s name cannot be longer than 32 characters.

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

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