



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

Revised: December 28, 2010

Introduction

These release notes describe the issues corrected in Cisco Unified Workforce Optimization Quality Management 2.7(3) Service Release 3.

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

New and Changed Information

QM 2.7(3) SR3 supports duplicate packet filtering for Server recording (SPAN).

QM MANA Notifications 2004, 2005, and 2006 now include user information as well as machine information.

Installation

All QM software must be upgraded to Build 2.7.3.12 before this service release is applied. Apply the service release to your system in this order:

1. All QM servers
2. All QM client desktops



Note

If you are upgrading from QM 2.4 and you are running Cisco Unified CCX 6.0, follow the instructions in *Quality Management Installation Guide*.



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Installation on a QM Server

To install the service release on a QM server:

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- Step 1** Log into the QM server as an administrator.
 - Step 2** Run setup_QM_273_SR300.exe.
 - Step 3** Follow the instructions in the InstallShield wizard.
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Installation on a QM Client Desktop

If automated software updates are enabled, the service release is automatically installed the next time the user starts QM client desktop. If the client desktop has only QM Desktop Recording installed, the installation is silent.

The following instructions describe how to manually install the service release on a QM client desktop.

To install the service release on a QM client desktop:

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- Step 1** Open the client's web browser and access the following address:
http://<QM base services IP address>:8088/TUP/QM/SR.htm



Note This address is case sensitive.

- Step 2** Follow the instructions on the web page to install the service release.

Restoring the Previous Release

To restore the machines to the previous release:

1. Clear the Enable automatic updates for all QM clients check box on the Enterprise Settings window in QM Administrator.
2. Uninstall the service release from all QM client desktops.
3. Uninstall the service release from all QM servers.



Note

If you cancel the uninstallation process while it is running, the service release might continue to be listed in the Add or Remove Programs window, and you will not be able to remove or repair the service release or reinstall it. Contact Cisco TAC for assistance (see [“Obtaining Documentation, Obtaining Support, and Security Guidelines”](#) for contact information).

To restore the previous release on a QM client desktop:

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- Step 1** Log into the QM client desktop as an administrator.
 - Step 2** Choose Start > Settings > Control Panel > Add or Remove Programs.

Step 3 Select Cisco Unified WFO QM Service Release.

Step 4 Click Change/Remove.

During the uninstall process, a command window named srRollbackRepair.exe appears. Do not close this window—it closes automatically.



Note

If removing the service release from a Vista machine, you will receive a message that the Quality Management Recording Service should be closed before proceeding with the uninstall. Select the “Automatically close applications and attempt to restart them after setup is complete” option and click OK to continue.

The client desktop reboots, and then the system will be back to its base level software state.

To restore the previous release on a QM server:

Step 1 Log into the QM server as an administrator.

Step 2 Choose Start > Settings > Control Panel > Add or Remove Programs.

Step 3 Select Cisco Unified WFO QM Service Release.

Step 4 Click Change/Remove.

During the uninstall process, a command window named srRollbackRepair.exe appears. Do not close this window—it closes automatically.

Step 5 After the SR is uninstalled, your system will reboot automatically.

Step 6 When your system restarts, navigate to C:\Program Files\Cisco\WFO_QM\bin and double-click PostInstall.exe to start QM Configuration Setup.

Step 7 Click through each window and then click Save.

Step 8 Close QM Configuration Setup.

The system will be back to its base level software state.

Open Caveats

The following issues are open in QM 2.7(3) SR3.



Note

You can view more information and track individual QM defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

Table 1 Open caveats in release 2.7(3) SR3

Identifier	Severity	Headline
CSCtg94416	3	Evaluation questions may not display completely in Desktop
CSCth01307	3	MANA debug reports calls as missed that can be found in the database w/
CSCti25400	3	Runtime error occurs when stopping the Network Recording service

Resolved Caveats

The following issues were corrected in QM 2.7(3) SR3.



Note

You can view more information and track individual QM defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

Table 2 Resolved caveats in release 2.7(3) SR3

Identifier	Severity	Headline
CSCti25444	3	Audio and screen portion of recording file is missing for VPN client
CSCti57196	2	In SPAN recording voice and screen recording may fail to record
CSCtk75422	3	If no voice was recorded the call is still marked for quality and can be chosen for RANDOM calls
CSCtk75454	2	Call recording fails, endpoint only due to timing issue
CSCtk75463	3	Timing issue with immediate uploads on calls transferred
CSCtk75485	2	Proxy Pro host service stopped screen recording (new MANA message)
CSCtk75509	2	Record Server hangs due to logging issue
CSCtk84120	3	Insertion of metadata into DB can be inefficient causing bottlenecks on the server
CSCtk84137	3	CDR does not report any missed calls when it should

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>

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