



# Release Notes for Cisco Unified Workforce Optimization Quality Management Release 8.5(1)

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**Revised: July 22, 2011**

These release notes describe all versions of Cisco Unified Workforce Optimization Quality Management 8.5(1).

To view the release notes for previous versions of Quality Management, go to:  
[http://www.cisco.com/en/US/products/ps8293/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps8293/prod_release_notes_list.html).

To access the latest software upgrades for all versions of Quality Management, go to  
<http://www.cisco.com/cisco/software/type.html?mdfid=281160976&catid=null>.

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

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## Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Unified Workforce Optimization Quality Management 8.5(1). These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Cisco Quality Management, we recommend that you review this document for information about issues that may affect your system.

## System Requirements

Quality Management 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 8.5(1) SU1 or later	8.5(1) or later

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

## Related Documentation

- *Cisco Unified Workforce Optimization Installation Guide*
- *Cisco Unified Workforce Optimization Application User Guide*
- *Cisco Unified Workforce Optimization Administrator User Guide*
- *Cisco Unified Workforce Optimization CAD Integration Guide*
- *Cisco Unified Workforce Optimization Error Code Dictionary*
- *Cisco Unified Workforce Optimization Troubleshooting Guide*

## New and Changed Information

Cisco Unified Workforce Optimization Quality Management 8.5(1) introduces the following features:

- Support for Unified CCX 8.5
- Support for Cisco Unified Computing Platform C series C210 and C200
- Support for Windows Vista Service Pack 2
- Support for SQL Server 2005 Service Pack 2
- Support for SQL Server 2008 Service Pack 2

# Installation Notes

For step-by-step installation and upgrade instructions, see the *Installation Guide for Cisco Unified Workforce Optimization Quality Management 8.5*.

## Limitations and Restrictions

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

Network Recording and Monitoring (NRM) 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.

Quality Management 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 Quality Management. 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

For 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.

## Localized Help for Cisco Unified Workforce Optimization was not Updated for Version 8.5

Cisco Unified Workforce Optimization uses the same localized help files provided with Quality Management 8.0(2). Refer to the *Cisco Unified Workforce Optimization Quality Management Application User Guide Version 8.5* for the latest information.

## 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 Quality Management Administrator.

## Users cannot evaluate contact recording using a localized evaluation form

When a user who 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 Quality Management 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.

## If AD user password has a space in it the OK button will be disabled

When you type an Active Directory password that includes a space in the User Password field on the Domain Information window, the OK button is disabled.

To work around this problem, remove the space from the password and try again.

## Unable to record screen for an ACD agent with a resource login ID which contains multibyte characters

When the resource login ID for an ACD agent contains multibyte characters, Quality Management cannot record the agent's screen. Also, a user cannot play back a recording when the agent's resource login ID uses multibyte characters. The following message appears in Cisco Unified Workforce Optimization:

Error while connecting to screen server. Media Player will play the voice recording.

To work around this problem:

- User—If you encounter this error while trying to play back a screen recording, log out of Cisco Unified Workforce Optimization, and then log in again.
- Administrator—Choose one of the following options:
  - Use a resource login ID that does not contain multibyte characters or create a knowledge worker in Quality Management Administrator.
  - If the ResourceLoginID contains multibyte characters, the machine (either the Recording server or the Desktop Recording client) that records the call must run the same operating system

## Accented characters do not appear in PDF reports

When you generate a report containing accented characters, the accented characters are missing from the PDF.

To work around this problem, run the report in HTML format.

## Asian characters are garbled when you open a report in CSV in MSEXcel

When you open a report containing Asian characters in CSV format in Microsoft Excel, the Asian characters are garbled.

To work around this problem, open the CSV report in Notepad.

## Caveats

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 8](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

All severity level 1, 2, and 3, open and closed bugs

Significant severity level 4 open and closed bugs

All severity level 1, 2, 3, 4, 5, and 6 resolved bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

### Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

### Procedure

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- |               |  |
|---------------|--|
| <b>Step 1</b> | To access the Bug Toolkit, go to <a href="http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs">http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs</a> . |
| <b>Step 2</b> | Log in with your Cisco.com user ID and password.   |
| <b>Step 3</b> | To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click <b>Go</b> .   |
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

The caveats in [Table 1](#) describe possible unexpected behavior in the latest Cisco Unified Workforce Optimization Quality Management 8.5(1) SR1 release. These caveats may also be open in previous releases. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

**Table 2** *Open Caveats for Cisco Unified Workforce Optimization Quality Management 8.5(1) SR1*

Identifier	Severity	Component	Headline
CSCth15873	3	qm	SNMP Notification does not work for MANA
CSCth15886	3	qm	Users cannot evaluate contact recording using a localized evaluation form
CSCth19023	3	qm	Cisco IP Communicator phone names must begin with SEP
CSCth19030	3	qm	Error msg on login page shows credentials are invalid when svcs are down
CSCth19039	3	qm	Using SSL to access download pages (see summary) might corrupt MSI
CSCtj88764	3	qm	Format errors appear in the form and section comments for the Agent Scored Evaluation Report
CSCtj95149	3	qm	Unable to record screen for an ACD agent with a resource login ID which contains multibyte characters
CSCtk00582	3	qm	Accented characters do not appear in PDF reports
CSCtj88769	4	qm	If AD user password has a space in it the OK button will be disabled

## Closed Caveats

[Table 3](#) contains information about the known limitations in the latest Cisco Unified Workforce Optimization Quality Management release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

The software functions as designed.

The issue cannot be resolved.

**Table 3** *Closed Caveats for Cisco Unified Workforce Optimization Quality Management*

Identifier	Severity	Component	Headline
CSCtk00556	3	qm	Asian characters do not appear in PDF reports
CSCtk00616	3	qm	Accented characters are garbled when you open a report in CSV in MSExcel

## Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the “Using Bug Toolkit” section on page 6).

The following sections list caveats that are resolved in Cisco Unified Workforce Optimization Quality Management but that may have been open in previous releases:

- [Release 8.5\(1\), page 8](#)

### Release 8.5(1)

Table 4 lists the caveats that were resolved in Release 8.5(1).

**Table 4** Resolved in Release 8.5(1)

Identifier	Severity	Component	Headline
CSCth15859	3	qm	Record Server stops listening on port 59102

## Troubleshooting

See the *Cisco Unified Workforce Optimization Quality Management Troubleshooting Guide* for troubleshooting information.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, 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>

(Click **Obtaining Additional Information.**)

### Obtaining Upgrade Media

If you are upgrading, use the [Product Upgrade Tool \(PUT\)](#) or the [PUT for registered customers only](#) to obtain a media kit and license or purchase the upgrade from Cisco Sales.

To use the PUT, you must enter your Cisco contract number (Example: Smartnet, SASU, or ESW) and request the CD/DVD set. If you do not have a valid contract, you must purchase the upgrade from Cisco Sales. It is the contract that validates your entitlement to updates through the Cisco Product Upgrade Tool (PUT).

## Documentation Feedback

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

[ccbu\\_docfeedback@cisco.com](mailto:ccbu_docfeedback@cisco.com)

We appreciate your comments.

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