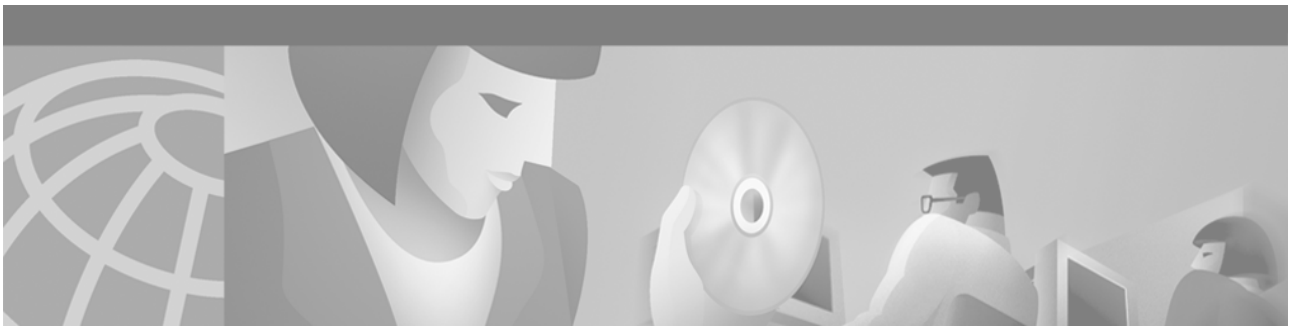

IP Communications Systems Test Release 2.0

IPCC Release Notes

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1 Overview

This document comprises the IP Communications (IPC) Systems Test release notes for voice systems built upon CallManager 3.3(3) and ICM 5.0. It is standard methodology for Cisco to perform systems wide testing of IP Communications, supplementing the systems test performed on each IPC product.

A major deliverable of the IPC Systems test is a recommendation of compatible software releases, verified through the test. Customers that have deployed or are planning to deploy multiple voice application and voice infrastructure products in their network can adopt these recommendations. These recommendations are not exclusive, and are in addition to inter-operability recommendations for each of the individual voice application or voice infrastructure products.

The primary focus in this document — and in the companion document *Solution Architecture Reference Manual for IPCC: IP Communications Systems Test Release 2.0* — is on the IP Contact Center (IPCC) component of these IP Communication systems. IP Telephony (IPT) components have also been tested. For IPT, please refer to *IP Communications Systems Test Release 2.0: IPT Release Notes* and *Solution Architecture Reference Manual for IPT: IP Communications Systems Test Release 2.0*.

The tested systems comprise a suite of IPC solutions containing a validated software set of the following components: Cisco CallManager, Intelligent Contact Manager, Cisco IP IVR, Cisco Internet Service Node, Cisco CTI Object Server, Cisco Agent Desktop, Cisco Voice Gateways, Cisco Catalyst Voice Gateways, Cisco routers, and Cisco Catalyst switches.

Access the documentation suite for voice products at:

http://www.cisco.com/univercd/cc/td/doc/product/voice/

Access the documentation suite for customer contact products at:

http://www.cisco.com/univercd/cc/td/doc/product/icm/index.htm

Access the latest software upgrades and release notes for Cisco CallManager 3.3(3)SR4a[1] and Cisco IP IVR 3.1(2)SR2 [Cisco Customer Response Solutions 3.1(2)SR2] at:

http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml

Access the latest software upgrades and release notes for Cisco Intelligent Contact Manager 5.0 at:

http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm50-planner.shtml

[1] Cisco CallManager 3.3(3)SR4 rebuilt due to CSCed45596.

Access the latest software upgrades and release notes for Cisco Agent Desktop 4.4.1 at:

http://209.46.83.138/sws/WebLicensingInitial/InitialLicensePage.html

Access the latest software upgrades and release notes for Cisco Internet Service Node 2.0 at:

http://www.cisco.com/cgi-bin/tablebuild.pl/isn20?sort=filename

Access the latest software upgrades and release notes for IOS Routers and Gateways on Cisco Connection Online (CCO) at:

http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml

Access the latest software upgrades and release notes for Catalyst Switches on Cisco Connection Online (CCO) at:

http://www.cisco.com/kobayashi/sw-center/sw-lan.shtml

2 System Requirements / Install and Upgrade Documentation

The components of this solution, including the platforms tested, are discussed in the *Solution Architecture Reference Manual for IPCC: IP Communications Systems Test Release 2.0*. In particular, the specific versions of the components tested, as well as links to relevant documentation, are found in Chapter 2 ("Component Configuration") of that manual.

For additional information on specific hardware recommendations or bills of material for each product, refer to the links to product documentation mentioned above.

Note: Cisco Unity integration with IPCC was not tested as part of IP Communications Systems Test Release 2.0. However, Unity integration **was** tested as part of the IP Telephony components testing.

3 Software Version Matrix

Table 3.1 lists the recommended software releases of the system components.

Table 3.1: Software recommendations for the IP Communications Systems Release 2.0 - IPCC

Component	Release Version
CallManager	3.3(3) SR4a[1]
7960/7940 (Phone Sets)	P00305000400
Intelligent Contact Manager (ICM)	5.0 SR4 with ES11
CTI OS	5.1
CAD	4.4.1.12 with HF1
IP IVR (CRS)	3.1(2) SR2
ISN	2.0 with HF11
CS3745 (Gateway)	12.2(15)T9
CS3660 (Gateway)	12.2(15)T9
CS3660 (Gatekeeper)	12.2(15)T9
CS3660 (Gatekeeper for ISN 2.0)	12.2(11)T8
CS3660 (Gateway for ISN 2.0)	12.2(13)T8
CS3640A (Gateway for ISN 2.0)	12.2(13)T8
AS5400HPX (Gateway for ISN 2.0)	12.2(13)T8
AS5350 (Gateway for ISN 2.0)	12.2(13)T8
CAT6000 IOS - MSFC	12.1(19)E1
CAT6K CMM T1 (Gateway)	12.2(13)ZP1
CAT3524 (Core Switch)	12.0(5)WC5
CAT6506 (Core Switch)	8.1(1)/12.1(19)E1
CAT6509 (Core/Access Switch)	8.1(1)/12.1(19)E1
CAT6608 (Gateway)	D00404000006
CS7206 (Core Router)	12.2(15)T9
CS3725 (Core Router)	12.2(15)T9
CS2691(Core Router)	12.2(15)T9
JTAPI	1.4(3.19)

[1] Cisco CallManager 3.3(3)SR4 rebuilt due to CSCed45596.

4 Limitations

4.1 Open Caveats for IP Communications Systems Release 2.0 - IPCC

Open caveats related to the testing of the IP Communications Systems Release 2.0 – IPCC, that were not resolved at the time of this recommendation, are listed below. The list is ordered first by Severity, and then by Component.

Tip: If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, go to http://www.cisco.com/pcgi-bin/Support/Bugtool/launch_bugtool.pl.

Defect Number: CSCma26358
Component: ctios.ctiosclient
Severity: 1
Headline: AllAgents, AllCalls, Agent and Supervisor desktop leak memory

Symptom: AllCalls and AllAgents monitoring tools, Agent and IPCC Supervisor desktops, as well as any applications using the COM layer, have a client side memory leak.

Condition: This problem exists in Cisco CTIOS Products 4.7 SR1, 4.7 SR2, 5.0, and 5.1.

Workaround: Restart AllAgents and AllCalls monitoring tools, Agent and IPCC Supervisor desktops, and any applications using the COM layer.

For more information on the resolution of this defect, use Bug Toolkit to access CSCma26358. A fix is available in CTI OS 5.1 SR1, but this has not been tested or verified in IP Communications Systems Test Release 2.0.

Defect Number: CSCma25368
Component: aw
Severity: 2
Headline: UpdateAW restarted attempting to schedule 11 scripts to the CT mgr

Symptom: All UpdateAW's on the system restarted attempting to add scripts to the Schedules Tab of the Call Type Manager.

Condition: Eleven scripts were added to the Call Type Manager's Schedule Tab.

Workaround: Reschedule one at a time.

Defect Number: CSCma27156
Component: aw.config.list
Severity: 2
Headline: Agent Explorer shows error on AK2Person when adding Agent

Symptom: Cannot add or change an agent via the AgentList tool.

Condition: ICM Central Controller was out of sync when user attempted to add an agent. The request failed due to the out of sync condition. Once the out of sync condition is corrected, the following error is displayed: "Cannot insert duplicate key in object t_Person."

Workaround: Manually compare A and B side databases and correct any inconsistencies within SQL.

Defect Number: CSCec42745
Component: ba.import
Severity: 2
Headline: The number of records in the Dialing_List is incremented by 10 times

Symptom: Query Rule clauses which contain logical OR's on large numbers of contact records (> 100000) cause replications in the Dialing List. This can be observed by performing a select against the dialing list (example: select count(*) from Dialing_List where CampaignID=xxxx and QueryRuleID=xxxx). If there are more records in this select than expected and a logical OR is included in one of the query rules, this could cause the replicated records.

Condition: Query Rule clauses which contain logical 'OR's when the contact table has a large number of records (> 10000). For example, 'Income<100000 or Incoming>50000'.

Workaround: Enter all query rules within parentheses. Using the example above, the query rule clause should be entered as '(Income<10000 or Income>50000)'.

Defect Number: CSCed31103
Component: cp-supplementaryservices
Severity: 2
Headline: Hairpinned call to PSTN with CFx fails with overlap sending

Symptom: Hairpinned call from PSTN to PSTN via CFx with overlap sending fails

Condition: CCM configured for Overlap sending

Workaround: - use en-bloc - add '#' to the CFx number

Defect Number: CSCed26619
Component: cp-system
Severity: 2
Headline: CFwdALL operations from phone fail during high periods of SsDbChange

Symptom: Phones display CallForward All information however the calls are not forwarded to the CFwdALL destination. Likewise CFwdALL can't be turned off.

Condition: This has been observed with CallManager version 3.3(3)SR3. The condition exists when there is a SsDbChange storm taking place, i.e., a restart of a lot of devices.

Workaround: Use CCMUser pages to set the forwarding options.

Defect Number: CSCma26775
Component: documentation
Severity: 2
Headline: Document Router Requery is not supported with CM PG or IP IVR

Symptom: About 99.8% of calls result in RCD records with RouterErrorCode 448, though a valid Label exists in the same RCD records. The ultimate result is the Call_Type_Half_Hour data is skewed. The following is an example of one Call_Type, though all Call Types are showing the same symptoms...
CallsOfferedHalf = 1283
CallsHandledHalf = 1130
RouterCallsAbandQHalf = 1265
ShortCallsHalf = 20
OverflowOutHalf = 19
IncompleteCallsHalf = 13
ICRDefaultRoutedToHalf = 0
ErrorCountHalf = 1 (note, this count does not reflect the large number of RouterErrorCode values that exist for the RCD records)
This RouterCallsAbandQHalf value is not possible, if so many calls are actually counted in CallsHandledHalf (and other fields).

Condition: ICM 5.0, SR2

Workaround: Do not use the Router Requery script feature in scripts for IPCC systems. This feature, the Router Requery script feature, implemented using the Label, Queue, Route Select, and Select nodes, is not supported for IPCC systems.

Defect Number: CSCma26810
Component: documentation
Severity: 2
Headline: Transfer to IVR featurette documentation does not mention MTP

Symptom: The Transfer to IVR featurette documentation for Outbound Option is missing a critical step when using ISN as a type 2 IVR - "MTP" must be enabled on the voice browser gateway configuration. When configuring the Voice Browser as an H.323 gateway, this option is enabled by checking the "Media Termination Point Required" checkbox. Also, a footnote should be added that indicates that this checkbox will increase the load on the CallManager significantly so proper sizing of the solution should be done.

Condition: ICM Outbound Option with the "Transfer to IVR" featurette.

Workaround: Configure MTP on the voice browser H.323 gateway configuration.

Defect Number: CSCed31607
Component: ip_phone_service
Severity: 2
Headline: FastDial can not validate user, login in not sent to AD

Symptom: User selects Services from the IP phone and receives a list of Services, they select FastDials then receive the following error:
Error -7ffbffcf: User (XXXXX) was unable to validated. (49)
It does not look as if the CallManager/IIS is passing the authentication data to the AD server.

Conditions: CallManager: 3.3(3)ES20
Active Directory Integrated

Workaround: None

Defect Number: CSCma26942
Component: pg.eapim
Severity: 2
Headline: Agent Desktop Statistics are not resetting at end of day

Symptom: Agent Desktop statistics are not resetting at end of day. They continue to increment until PG is rebooted or an exit_opc is done.

Condition: ICM 5.0 SR2 CTIOS 5.1 IPCC

Workaround: Reboot PG every day or do an exit_opc.

For more information on the resolution of this defect, use Bug Toolkit to access CSCma26942.

Defect Number: CSCma27428
Component: pg.eapim.jtapigw
Severity: 2
Headline: JTAPI GW does not clear pre-existing calls when agent logs in

Symptom:
Agents see active calls on their desktop when they just logged in and have no active calls on their IP phones, and go to talking state.

Condition:
This seems to be caused by a CallManager Network failure. In this case, JtapiGW doesn't remove callObserver on the agent devices, hence JTAPI Client and JtapiGW still had call information even those calls were dropped from hardphones. JTAPI and JtapiGW would not get call events due to CallManager WAN outage.

Workaround:
Use 'jclearcall' command to kill the call from procmon, or clear the phantom calls by pushing 'Clear' button.

For more information on the resolution of this defect, use Bug Toolkit to access CSCma27428.

Defect Number: CSCma28032
Component: pg.eapim.jtapigw
Severity: 2
Headline: Agent does not see call on desk top for a blind conference condition

Symptom: Agent phone rings, but no appearance in the desk top. Router will see agent as available until that call ends on the phone.

Condition: IPCC - ICM 5.0 CM 3.3(3)SR3 Customer calls Agent A1 Agent A1 consults a skill group for conference No agents available so consult call is queued Agent completes the conference at the same time as conference completion occurs, call is dequeued for an agent. Phone rings, but agent does not see the call on desk top. Reservation time out occurs, and Router sees agent as available for another call.

Workaround: Call can be answered from the hard phone.

For more information on the resolution of this defect, use Bug Toolkit to access CSCma28032.

Defect Number: CSCma26946
Component: setup.aw
Severity: 2
Headline: WebView DB not installed when using IP Addr/Saving reports fails

Symptoms: When trying to save a WebView report, user receives the following error: "ERROR: report not saved"

Conditions: User entered an IP address as input for the WebView database host name when installing the Distributor AW.

Workaround: Rerun AW setup on the distributor and enter a host name into the WebView database host name field rather than an IP Address.

Additional Information: This cannot be corrected by creating the DB in ICMBDA; that results in the error: "You may not create any more databases for Distributor"

4.2 Important Notes

See the "Recommendations for High Availability/Call Rates" section in the *Solution Architecture Reference Manual for IPCC: IP Communications Systems Test Release 2.0*.