



Release Notes for Cisco Agent Desktop 7.5(3) Maintenance Release

December 2, 2008

These release notes describe the changes and fixes in the Cisco Agent Desktop 7.5(3) maintenance release.

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Introduction

This document is a supplement to the release notes for Cisco Agent Desktop 7.5(1) available at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html

Use this document in conjunction with the above release notes.



Note

The most up-to-date version of these release notes is available on the web at: http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html



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About Release 7.5(3)

Cisco Agent Desktop 7.5(3) is a maintenance release built on Cisco Agent Desktop 7.5(1). For information about the issues fixed in this release, see the [“Resolved Caveats” section on page 5](#). For information about other changes in this release, see the [“New Features” section on page 5](#).

A maintenance release is an incremental release of software that provides fixes for defects, including all fixes contained in previous maintenance releases.

**Note**

In CAD releases prior to CAD 7.5, maintenance releases were referred to as service releases.

Installation

You must install the Cisco Agent Desktop 7.5(3) maintenance release on all CAD 7.5(1) servers and clients.

Before you install this maintenance release:

- The base release of CAD 7.5(1) must be installed on server and client computers.
- CAD Configuration Setup (postinstall.exe) must have been run to completion on the CAD servers.
- You must log into the CAD servers as an administrator.

**Note**

It is recommended that you install this maintenance release during a maintenance window, because the procedure involves restarting the CAD services.

CAD's MSI-based desktop application installations can be deployed (“pushed”) via automated package distribution tools that make use of the Microsoft Windows Installer service. For more information about using automated package distribution tools, see the *Cisco CAD Installation Guide*.

Installing the MR on a CAD Server

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|---------------|--|
| Step 1 | Log into the CAD server as an administrator. |
| Step 2 | Download the CAD 7.5(3) maintenance release executable file to your CAD server. Make a note of the location where you saved the downloaded file. |
| Step 3 | Double-click the downloaded file. |
| Step 4 | Follow the on-screen instructions. The maintenance release begins installing and will replace files and restart services. When the installation is finished, a window appears telling you that the installation is complete. |
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Installing the MR on a CAD Client

If automated updates are enabled in your system, complete the following steps on each client computer. For more information about automated updates, see the *Cisco CAD Installation Guide*.

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- Step 1** After the maintenance release has been installed on the CAD server, start the desktop application on the CAD client. A prompt appears, stating that an updated version of the application is available and will be installed.
- Step 2** Follow the on-screen prompts.
- The maintenance release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.
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If automated updates are not enabled in your system, complete the following steps on each client computer.

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- Step 1** After the maintenance release has been installed on the CAD server, browse to the following address from the client computer:
- http://<your CAD server IP address>:8088/TUP/CAD/MR.htm
- Step 2** Follow the instructions on the page to download and install the maintenance release.
- The maintenance release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.
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Uninstallation

To uninstall the maintenance release, you must be logged in as an administrator.



Note

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

To uninstall the maintenance release on a CAD client computer, complete the following steps.

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- Step 1** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 2** Select the program you want to uninstall.
- Step 3** Click **Change/Remove**.
- During the uninstall process, a DOS window named **srRollbackRepair.exe** appears. Do not close this window.
- Step 4** CAD Configuration Setup is launched. Click **Cancel** to close the application.
- The srRollbackRepair.exe DOS window closes automatically. Your computer automatically reboots. After the computer restarts, the system will be back to its base level software state.
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To uninstall the maintenance release on a CAD server, complete the following additional steps.

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- Step 1** Complete all of the steps in the uninstallation procedure above.
- After your computer reboots, a DOS window named **ResetClientInstalls** may appear. Do not close this window. This window automatically closes when the utility has finished running.
- Step 2** Launch CAD Configuration Setup by double-clicking **PostInstall.exe**, located in the folder `..\Cisco\desktop\bin`.
- Step 3** Advance through all of the windows using the forward arrow, until you have displayed every window and the Save button is enabled.
- Step 4** Click **Save** and then close CAD Configuration Setup.

Limitations

Installing a second desktop application after an MR has been applied appears to downgrade the first desktop application

Behavior: Installing a second desktop application after an MR has been applied appears to downgrade the first desktop application.

Scope: Client machines

Cause: Applying an MR on a client computer only upgrades files for the desktop application that is currently installed on the client. Installing a second desktop application after an MR has been applied might overwrite upgraded files and revert them back to the base release.

Effect on system: If you want to install a second desktop application on a client computer after you have applied an MR, you need to uninstall and reinstall the MR after you install the second application, to ensure that files for both applications are upgraded.

Installer response: For instructions about installing the MR on CAD clients, see the [“Installing the MR on a CAD Client” section on page 2](#).

Internet Explorer does not display the latest web installation page

Behavior: Internet Explorer displays a cached version of the CAD Installation webpage, not the most recent.

Scope: Client machines

Cause: The CAD Installation webpage was accessed before by the user and cached by Internet Explorer. When the webpage is accessed again, the cached version of the page is displayed, not the new version.

Effect on system: The wrong installation program is accessed.

Installer response: In Internet Explorer, choose **Tools > Internet Options** and select the **General** tab. In the Temporary Internet Files section, click **Settings** and ensure that the **Every visit to the page** option is selected.

New Features

Desktop Monitoring Console

The Desktop Monitoring Console is a Java application that allows you to monitor the status of the CAD services and the LDAP Directory Services. In release 7.5(3), the Desktop Monitoring Console has been enhanced so that in redundant systems it displays the letter M next to the name of the master (or active) server and the letter S next to the name of the standby server.

For more information about the Desktop Monitoring Console, see the *Cisco CAD Installation Guide*.

ShowLicenseUsage Utility



Note

This utility has not been tested thoroughly; it is provided on an as-is basis only

The ShowLicenseUsage utility can be run to view the IP addresses of clients that are consuming desktop seats or are running Cisco Desktop Administrator or Cisco Workflow Administrator.

For IP Phone Agent and CAD-BE seats, the IP address is the IP address of the active Browser and IP Phone Agent (BIPPA) service. For Cisco Desktop Presence Administrator, the IP address is the IP address of the CAD server.

ShowLicenseUsage.exe is run from the folder C:\Program Files\Cisco\Desktop\bin on the CAD server.

To use the ShowLicenseUsage utility, complete the following steps.

- Step 1** On the server hosting the CAD services, open a command window.
- Step 2** Navigate to the folder C:\Program Files\Cisco\Desktop\bin.
- Step 3** Type showlicenseusage.exe at the prompt and press Enter. The results appear in the command window. Entries in the results are described in the following table.

Table 1 **ShowLicenseUsage result headings**

Result Heading	Description
admin - desktop	Not used in this version.
admin - enterprise	Lists users of Cisco Work Flow Administrator and Cisco Desktop Administrator.
admin - personnel	Not used in this version.
admin - cti config	Not used in this version.
seat	Lists user IDs and IP addresses of users logged into Cisco Agent Desktop, Cisco Agent Desktop—Browser Edition, Cisco IP Phone Agent, and Cisco Supervisor Desktop.

Resolved Caveats

The following issues have been resolved in CAD 7.5(3).

**Note**

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

Table 2 *Caveats resolved in 7.5(3)*

Identifier	Severity	Headline
CSCsv16510	2	Remove direct BDB calls to satisfy licensing requirements
CSCsv16518	2	When setting up replication, occasionally side1 can't read IOR
CSCsv16522	2	CSD hangs and crashes when being exited by another supervisor
CSCsv54440	2	Can not reply to initial incoming IPPM chat
CSCsv54464	2	Initiating chat with user of unknown state sends CUPC format
CSCsq75855	3	Agent appears in Team Agent State Report but not in Team Agent Statistics Report
CSCsr41827	3	Rascal removes only first recording when performing automatic purge
CSCsr55985	3	Trace Tool not working for CAD 7.5
CSCsv17801	3	WebAdmin: Nodes are not seen in webAdmin when connecting from side B
CSCsv54487	3	CSD does not show reason code from RONA
CSCsv54533	3	Chatting between OCS - CUP integration does not work
CSCsv54580	3	CDA workflow for email alert action doesn't work with quotes in address
CSCsv64705	3	Blank edit fields for BA callback Dialog while in work state
CSCsv64738	3	SWF does not get triggered if global and ociq thresholds are same
CSCsv64772	3	RPServer uses up system non-paged memory during stress test
CSCsv64945	3	ShowLicenseUsage.exe hangs
CSCsr84426	4	IPPA dynamic stats are not being updated while on a call or ready
CSCsv16515	4	Cannot send mails to multiple email addresses
CSCso78261	6	Need quick way to determine which sides the CAD components are active on

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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