



Cisco CTI OS 7.1(5) Release Notes

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About this Document

This document provides installation instructions for CTI OS 7.1(5). It also contains a list of CTI OS issues resolved by this maintenance release. Please review all sections in this document pertaining to installation before installing the product. Failure to install this maintenance release as described may result in inconsistent CTI OS behavior.

This document contains these sections:

- [Signup to Receive Email Notification of New Field Notices](#)
- [About Cisco CTI OS \(and CTI OS Maintenance Releases\)](#)
- [CTI OS Compatibility and Support Specifications](#)
- [CTI OS Maintenance Release Installation Planning](#)
- [Installing CTI OS7.1\(5\)](#)
- [Obtaining Documentation](#)
- [Obtaining Technical Assistance](#)

Signup to Receive Email Notification of New Field Notices

The [Product Alert Tool](#) offers you the ability to set up one or more profiles that will enable you to receive email notification of new Field Notices, Product Alerts or End of Sale information for the products that you have selected.

The [Product Alert Tool](#) is available at: <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

About CTI OS Release 7.1(5)

As of CTI OS Release 7.1(1), service releases are being renamed as maintenance releases. Cisco CTI OS Release 7.1(5) is the fourth maintenance release built on CTI OS Release 7.1(1).

Release 7.1(5) is a cumulative update to Release 7.1(4). As a result, applying Release 7.1(5) installs all the functionality of Release 7.1(4), as well as the new Release 7.1(5) content. Due to this, ensure you read the CTI OS 7.1(4) Release Notes prior to installing CTI OS Release 7.1(5).

CTI OS Release 7.1(5) can be installed over CTI OS 7.1(4), CTIOS 7.1(3), CTI OS 7.1(2), CTI OS 7.1(1) or CTI OS 7.0(0) SR0-SR2. The maintenance release is available on CD and as downloadable installers from cisco.com.

For additional information on the Cisco software support methodology, refer to the *ICM/IPCC Enterprise Maintenance Support Strategy*, available at: <http://www.cisco.com/kobayashi/sw-center/telephony/icm/icm-planner.shtml> (requires login).

CTI OS 7.0(0) must be installed prior to installing Release 7.1(5). For an explanation of the specifications for ICM/IPCC Enterprise & Hosted Edition Release 7.0(0), see the *Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.0(0) and 7.1(1) Hardware and System Software Specifications (Bill of Materials)*, accessible from: http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1626/ccmigration_09186a00804d7607.pdf.

For a detailed list of language localizations implemented for different portions of this release, refer to the Cisco Unified ICM/Contact Center Product and System Localization Matrix available at:

http://www.cisco.com/application/vnd.ms-excel/en/us/guest/products/ps1846/c1225/ccmigration_09186a008068770f.xls

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/ps1001/prod_release_notes_list.html

System Requirements

For hardware and third-party software specifications for Release 7.1(5), refer to the *Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.0(0), 7.1(1), 7.1(2), 7.1(3) and 7.1(4) Hardware and System Software Specifications (Bill of Materials)*.

This document is available at:

http://www.cisco.com/application/pdf/en/us/guest/products/ps1001/c1626/ccmigration_09186a00804d7607.pdf

CTI OS 7.1(5) Compatibility and Support Specifications

This section provides information to help you understand on which CTI OS components CTI OS 7.1(5) can and should be installed. It contains these subsections:

- CTI OS Version Support
- CTI OS Component Support
- OS Environment Support
- Network Environment Support
- Cisco Security Agent

For overall information and restrictions on the product, the customer must also refer to the base Release Notes for Cisco CTI OS version 7.0(0), available at:

<http://www.cisco.com/univercd/cc/td/doc/product/icm/icmentpr/icm70doc/ctidoc7/ctios7d/cti70rln.pdf>

CTI OS Version Support

CTI OS 7.1(5) must only be installed on systems running Cisco CTI OS Release 7.0(0) including those nodes where Cisco CTI OS Release 7.0(0) is co-located with Cisco ICM Peripheral Gateways.

CTI OS 7.1(5) has been tested and verified to be compatible with the interoperability criteria for CTI OS Release 7.0(0), 7.1(4). Additional CTI OS 7.0(0) interoperability support information is available from these sources:

CTI OS 7.0(0) support information for other Cisco products is listed in the *Cisco IP Contact Center Enterprise Edition Software Compatibility Guide*, available at: http://www.cisco.com/univercd/cc/td/doc/product/icm/ipccente/ipctt_cg.pdf

CTI OS 7.0(0), ICM, CRM and Operating System interoperability is described in the *CTI Compatibility Matrix*, available at:

<http://www.cisco.com/univercd/cc/td/doc/product/icm/ctimatrix.zip>

CTI OS 7.0(0) third-party platform support information is listed in the *Cisco ICM/IPCC Enterprise & Hosted Editions Release 7.0(0) Hardware and System Software Specifications (Bill of Materials)*, available at:

<http://www.cisco.com/univercd/cc/td/doc/product/icm/ccubom/icm70bom.pdf>

Cisco Security Agent (CSA) for CTI OS, if used, must be the correct version. Support information is available at:

http://www.cisco.com/kobayashi/sw-center/contact_center/csa/

CTI OS 7.1(5) was tested per the Bill of Materials, and with the latest Microsoft Security Patches installed.

CTI OS Component Support

A CTI OS 7.1(5) maintenance release installs files that resolve caveats on different CTI OS 7.1(5) components. The installation program automatically detects the components installed on a machine and installs only those files specific to those components.

This section lists the CTI OS components on which this release can be installed, and those on which it cannot.

Supported CTI OS Components

CTI OS 7.1(5) is compatible with and should be installed on these CTI OS components:

- CTI OS Server
- CTI OS Desktops (Agent and IPCC Supervisor)
- CTI OS Driver for Siebel 7.x
- CTI OS Data Store (Used only in conjunction with CTI OS Driver for Siebel 7.x)
- CTI OS Software Development Kit (SDK)
 - Client Interface Library for C++ (C++ CIL)
 - Client Interface Library for COM (COM CIL)
 - Client Interface Library for Java™ (Java CIL)

- Client Interface Library for .Net™ (.Net CIL)
- CTI OS ActiveX Controls
- Samples

Note: CTI OS 7.1(5) must be installed on all of the components listed above. Installing this release on only some of these components in a CTI OS system can result in inconsistent behavior in the CTI OS software.

OS Environment Support

There are no OS-specific instructions for this release.

Network Environment Support

CTI OS Silent Monitor Does Not Work With All NIC Cards

If agents use supported IP hard phones with their desktops connected to the second port of the phone and if the network is configured to use a VLAN for voice traffic, the network card and driver in the agent desktop PC need to be capable of capturing packets on a different VLAN in order for Silent Monitor to work. This restriction does not apply if the network is not configured for VLANs.

Cisco testing has determined that several NIC cards manufactured by Intel are not capable of capturing packets from a different VLAN. No workaround exists for the Intel 825x-based PCI Ethernet Adapter cards. A workaround is available for the Intel Pro/1000 and Intel Pro/100 NIC cards; see the following Intel website for information:

<http://support.intel.com/support/network/sb/cs-005897-prd38.htm>

For NIC cards from other manufacturers, there are procedures you can run to determine if your NIC card can capture packets on a different VLAN. If you have Cisco CallManager installed, perform the procedure listed in *the CTI OS Troubleshooting Guide for Cisco ICM/IPCC Enterprise & Hosted Editions, Release 7.0(0)*, Chapter 1, section “Silent Monitor Problems”, symptom “A supervisor has clicked the silent monitor start button, the session seems active (monitored indicator in the agent real-time status window for voice), but after a while the following message box appears”. Ensure that the PC is connected to the second port of the hard phone when you perform this procedure.

CTI OS Silent Monitor Does Not Work With Network Address Translation (NAT)

Cisco CTI OS Silent Monitor is not supported on network environments where more than one disjoint network is interconnected using Network Address Translation.

Not All Call Flows Can Be Monitored When Silent Monitoring Mobile Agents

When the silent monitor server is used to silent monitor mobile agents, traffic that does not leave the agent gateway cannot be silent monitored. For example, agent-to-agent and consultation calls between mobile agents that share the same gateway cannot be silent monitored. In most cases, the only calls that can be reliably silent monitored are calls between agents and customers.

Cisco Security Agent

A standalone Cisco Security Agent for CTI OS Server Software Component is supported with CTI OS/IPCC 7.1(5). The standalone Cisco Security Agent provides intrusion detection and prevention for Cisco CTI OS Server Software Component. Cisco Security Agent removes potential known and unknown ("Day Zero") security risks that threaten enterprise networks and applications. It dramatically reduces downtime, widespread attack propagation and clean-up costs. The Agent is provided free of charge by Cisco Systems for use with release 7.1(5) of the Cisco CTI OS Server Software Component. While Cisco highly recommends its installation, it is optional. The "CTI OS Server Software Component" protected by the Cisco Security Agent includes Cisco CTI OS Server (but not the CTI OS Desktops), ICM Enterprise and Hosted Edition 7.1(5), Cisco IP Customer Contact (IPCC) Enterprise and Hosted Edition 7.1(5), Cisco Outbound Option (formerly Blended Agent) 7.1(5), Cisco E-Mail Manager 5.0(0), Cisco Web Collaboration Option 5.0(0) [Cisco Collaboration Server 5.0(0), Cisco Dynamic Content Adapter (DCA) 2.0(1), Cisco Media Blender 5.0(0)], Cisco CTI Object Server (CTI OS) 7.1(5), and Cisco Remote Monitoring Suite (RMS) 2.0(0). The standalone Cisco Security Agent for CTI OS/IPCC, the Installation Guide and the Cisco Security Agent release specific Readme document can be downloaded from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/csa10-crypto>

The Cisco Security Agent Installation Guide and the Read Me document must be read before installing.

In addition to being specifically tuned for Cisco CTI OS Server Software Component, the standalone Cisco Security Agent for Cisco CTI OS Server Software Component provides support for a select number of Cisco approved third-party applications. These are listed in the 7.0(0) *Bill of Materials*. **No other third-party applications are supported.**

Cisco Security Agent requires that any software installed on a CTI OS server, whether Cisco Software, or third-party applications, must be installed into the default directories presented during the installation process. If customers are upgrading and have not installed in default directories (and do not wish to de-install and re-install using the default directories), or if new customers do not want to install in default directories, they should not use Cisco Security Agent.

New Features

If you use a third-party software application that is not Cisco-approved, you should purchase and install the Management Center for Cisco Security Agents, because you will then need to modify and maintain your own application-server security policy—something that is not possible with the standalone Agent.

Note: Using Cisco Security Agent for CTI OS Server Software Component has the potential for adversely impacting your system if not used appropriately. For a discussion of issues and

troubleshooting tips see the document just mentioned. For additional information on Cisco Security Agent, see the Management Center for Cisco Security Agent documentation set at: http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html

CTI OS Maintenance Release Installation Planning

This section provides information to help you understand when to install a CTI OS service release and the tasks it involves. It contains the following subsections:

- [When to Install a CTI OS Release](#)
- [Installation Order for CTI OS Components](#)
- [CTI OS Release Installation Checklist](#)

When to Install a CTI OS Release

Installing a CTI OS release requires temporarily stopping all CTI OS services and CTI OS Client Applications. Therefore, to limit impact to a live CTI OS system, schedule and install CTI OS releases during a maintenance period when your CTI OS system is out of production.

Installation Order for CTI OS Components

CTI OS releases need to be installed first on the server platform (Side A and B), then on the client components in order to avoid a temporary situation of mismatched components.

CTI OS Release Installation Checklists

Deploying a CTI OS Release requires the following general tasks:

CTI OS Server Installation Checklist

- **Schedule a maintenance period for installation:** Because CTI OS release installation requires bringing down a CTI OS system, schedule release installation for a maintenance period when your CTI OS system is out of production.
- **Determine which CTI OS components require release installation:**
- Consult the *CTI OS 7.1(5) Compatibility and Support Specifications* section of this document to determine on which CTI OS components this release should be installed.
- **Inventory CTI OS nodes targeted for release installation:** Take an inventory of all CTI OS nodes on which this release will be installed.
- **Install the release on CTI OS nodes:** Install the release on each Peripheral Gateway in your system where CTI OS is co-located. Consult the *How to Install CTI OS 7.1(5)*

section of this document for step-by-step instructions on installing this release. This step also applies to environments where CTI OS is installed not co-located with a Peripheral Gateway (CTI OS Server in its own server host).

- **Test and troubleshoot the installation:** After installation, test your CTI OS system to ensure that it is working properly.

CTI OS Desktops Installation Checklist

- **Schedule a maintenance period for installation:** Because CTI OS release installation requires bringing down the CTI OS Agent/IPCC Supervisor Desktop, schedule release installation for a maintenance period when your agents are inactive.
- **Determine which CTI OS components require release installation:** Consult the *CTI OS 7.1(5) Compatibility and Support Specifications* section of this document to determine on which CTI OS components this release should be installed.
- **Inventory CTI OS desktops targeted for release installation:** Take an inventory of all CTI OS desktops on which this release will be installed.
- **Install the release on CTI OS desktops:** Install the release on each Agent/IPCC Supervisor desktop system where a CTI OS desktop is loaded. Consult the *How to Install CTI OS 7.1(5)* section of this document for step-by-step instructions on installing this release.
- **Test and troubleshoot the installation:** After installation, test your CTI OS Desktop to ensure that it is working properly.

CTI OS Driver for Siebel7.x Installation Checklist

- **Schedule a maintenance period for installation:** Because CTI OS release installation requires closing down the Siebel Client running at an agent's desktop or browser, schedule release installation for a maintenance period when your CTI OS system is out of production.
- **Determine which CTI OS components require release installation:** Consult the *CTI OS 7.1(5) Compatibility and Support Specifications* section of this document to determine on which CTI OS components this release should be installed.
- **Inventory the call centers in the Siebel configuration database targeted for release installation:** Take an inventory of all call centers defined in the Siebel configuration database that will use this CTI OS Driver release.
- **Install the release on the Siebel Communications Server host:** Install the CTI OS Driver release on each Siebel Communications Server where the CTI OS Driver is loaded. Consult the *How to Install CTI OS 7.1(5)* section of this document for step-by-step instructions on installing this release.
- **Test and troubleshoot the installation:** After installation, test your CTI OS Driver to ensure that it is working properly.

CTI OS Data Store Installation Checklist

- **Schedule a maintenance period for installation:** Because CTI OS release installation requires closing down CTI OS Data Store, schedule release installation for a maintenance period when your CTI OS system is out of production.

- **Determine which CTI OS components require release installation:** Consult the *CTI OS 7.1(5) Compatibility and Support Specifications* section of this document to determine on which CTI OS components this release should be installed.
- **Inventory the CTI OS Data Stores in a Siebel Environment targeted for release installation:** Take an inventory of all CTI OS Data Stores used by the CTI OS Driver for Siebel 7.x that will use this release.
- **Install the release on the CTI OS Data Store Server host:** Install the CTI OS Data Store release on each host where the CTI OS Data Store is loaded. Consult the *How to Install CTI OS 7.1(5)* section of this document for step-by- step instructions on installing this release.
- **Test and troubleshoot the installation:** After installation, test your CTI OS Driver and CTI OS Data Store together to ensure that they are working properly.

CTI OS SDK Installation Checklist

- **Schedule a maintenance period for installation:** Because CTI OS release installation requires bringing down the developer's programming environment and may require rebooting the workstation, schedule release installation for a maintenance period when your developer is off hours.
- **Determine which CTI OS components require release installation:** Consult the *CTI OS 7.1(5) Compatibility and Support Specifications* section of this document to determine on which CTI OS components this release should be installed.
- **Inventory developer's workstations targeted for release installation:** Take an inventory of all developer's workstations on which this release will be installed.
- **Install the release on developer's workstations:** Install the release on each developer's workstation where CTI OS SDK is loaded. Consult the *How to Install CTI OS 7.1(5)* section of this document for step-by-step instructions on installing this release.
- **Test and troubleshoot the installation:** After installation, test your CTI OS SDK to ensure that it is working properly.

Installing CTI OS 7.1(5)

This section provides instructions on how to install CTI OS 7.1(5) and how to troubleshoot the installation. It contains these subsections:

- [Deploying CTI OS Releases](#)
- [How to Install CTI OS 7.1\(5\)](#)

Deploying CTI OS Releases

CTI OS Server Deployment

If you are installing this release on multiple CTI OS systems, you must install CTI OS releases on each host one at a time.

1. Logout all the agents from both servers (Side A and B).
2. Stop all CTI OS and Cisco Security Agent (CSA) services on each peer (Side A and B).
3. Install the release on Side A, following the steps described in [How to Install](#)

[CTI OS 7.1\(5\)](#).

4. Restart CTI OS services on Side A. Ensure the newly patched system is running with no errors and comes back on-line.
5. Once you have confirmed that Side A is working correctly, install the Release on Side B, following the steps described in [How to Install CTI OS 7.1\(5\)](#).
6. Restart CTI OS services on Side B. Ensure the newly patched system is running with no errors and comes back on-line.
7. Restart CSA on both sides.
8. Repeat procedure for other CTI OS systems.

CTI OS Desktops Deployment

This section describes how to install the CTI OS Desktop Release.

Caution: The release installer package CAN NOT be used or replaced by any silent installation tool.

Caution: Component update must be performed only using the installer package provided with the Release. You may not simply copy files from one client system to another as a way of avoiding running the installer package at each system.

1. Logout all the agents and close the client at each host desktop.
2. Install the release on host desktop following the steps described in [How to Install CTI OS 7.1\(5\)](#).
3. Restart the CTI OS Desktop. Ensure the newly patched CTI OS Phone is running with no errors by logging in a call center agent and perform call and agent state control.
4. Repeat procedure for other host desktops.

CTI OS Driver for Siebel 7.x Deployment

Installing this release on multiple Siebel Communications Servers can be done Simultaneously.

Caution: The release installer package CAN NOT be used or replaced by any silent installation tool.

1. Logout all the agents using a Siebel CTI client and close the browser or Siebel application at each host desktop.
2. Install the release on the Siebel Communications Server following the steps described in [How to Install CTI OS 7.1\(5\)](#).
3. Restart the Siebel client. Ensure the newly patched CTI OS Driver for Siebel is running with no errors by logging in a call center agent and performing call and agent state control.
4. Repeat procedure for other host desktops.

CTI OS Data Store Deployment

If you are installing this release on multiple CTI OS Data Store hosts, you must install CTI OS releases on each host one at a time.

1. Stop all CTI OS and Cisco Security Agent (CSA) services on each host.
2. Install the release following the steps described in [How to Install CTI OS 7.1\(5\)](#).
3. Restart CTI OS Data Store service. Ensure the newly patched system is running with no errors and comes back on-line.
4. Restart CSA.
5. Repeat procedure for other CTI OS systems.

CTI OS SDK Deployment

Caution: The release installer package CAN NOT be used or replaced by any silent installation tool.

1. Close all programming environments and any client applications using any of the components in the CTI OS SDK.
2. Install the release on a developer workstation following the steps described in [How to Install CTI OS 7.1\(5\)](#).
3. Restart the programming environment or application. Ensure the newly patched CTI OS SDK works appropriately by building one of the examples included in the SDK and logging in a call center agent and performing call and agent state control.
4. Repeat procedure for other developer workstations.

How to Install CTI OS 7.1(5)

Follow these steps on each CTI OS component on which you install this release.

1. Log into the CTI OS node under an account with administrator privileges for the local machine.
2. If upgrading a CTI OS Server or CTI OS Data Store host, use the ICM Service Control utility to stop all CTI OS services running on the node and then close the ICM Service Control utility.
3. If upgrading CTI OS Desktops, stop all phones running at the host desktop.
4. If upgrading CTI OS Driver for Siebel, stop all Siebel clients.
5. If upgrading CTI OS SDK, stop all the programming environments.
6. If installed, stop the Cisco Security Agent (CSA) service.
7. Start the release installation by running `CTIOS7.1(5).exe`.

Note: Upon startup, the CTI OS Release installer may disappear from the screen for approximately one minute. When it returns there may be a grey screen displayed for approximately ninety seconds. During these periods, the system displays no other visual indicators that the installer is running. *This is normal behavior and does not signify a "hung" installer.* Therefore, allow at least three minutes before suspecting a hung installer. If after this period you do suspect that the installation has hung, use Windows Task Manager to check its status and if necessary end the process. Do not launch a new instance of the installer before ending the previous one. Doing so could result in a faulty installation. If you mistakenly launch multiple concurrent instances of the Release installer, close all instances and then start the process again.

8. If prompted during the installation, click **Yes** to allow the installer to replace files as necessary.
9. When prompted, click **Finish** to complete the installation.
10. After installation is complete, restart the CSA service.
11. If you installed CTI OS Server or CTI OS Data Store use the CTI OS Service Control

utility to restart all CTI OS services.

12. If the host is part of a duplexed CTI OS system, do not perform this step. Instead, restart CTI OS services in the order indicated in the *How to Deploy CTI OS Service Releases* section of this document.

13. If you installed CTI OS Desktops, restart the desktops.

14. If you installed CTI OS Driver for Siebel restart the Siebel clients.

15. If you reinstalled CTI OS SDK, restart the programming environment.

Uninstalling CTI OS 7.1(5)

If desired, you can uninstall CTI OS 7.1(5) from any CTI OS host on which it is installed.

Note: Because removing a CTI OS release requires stopping CTI OS services and CTI OS clients, it should be done during a maintenance period when your CTI OS system is out of production.

To function properly CTI OS 7.1(5) must be installed on all the CTI OS components it supports. Therefore, if you remove it from one node in a system and do not plan to reinstall it, remove it from all other hosts as well.

How to Uninstall CTI OS 7.1(5)

To uninstall CTI OS 7.1(5), perform the following on each CTI OS host it is installed on:

1. Log into the CTI OS host under an account that has administrator privileges for the machine.
2. If installed, stop the CSA service.
3. If uninstalling CTI OS Server or CTI OS Data Store, using the CTI OS Service Control utility, stop all CTI OS services running on the host.
4. Select **Start > Settings > Control Panel > Add Remove Programs**.
5. Select and Uninstall any Engineering Specials on this Release
6. Select **Cisco Release 7.1(5)**.
7. Click **Change/Remove**.
8. Restart all CTI OS services and clients on each host.
9. If installed, restart the CSA service.

Enhancements in 7.1(5)

CTI OS 7.1(5) only includes fixes to defects found in CTI OS 7.1(4) and prior. There are no enhancements.

Caveats in CTI OS 7.1(5)

Resolved Caveats in CTI OS 7.1(5)

This section lists caveats specifically resolved by CTI OS 7.1(5).

Index of New Resolved Caveats

Caveats in this section are ordered by CTI OS component, severity, and then identifier.

Identifier	Severity	Component	Headline
CSCsa65256	2	ctios.server	Possible Memory Leak in CtiosServerNode
CSCsd99414	3	cti.commonitor	When agt logs off softphone incorrectly, stay in not ready and logged in
CSCse33335	3	ctios.ctidriver	CTIOS Driver - Same InvokelD for seperate items
CSCse81291	3	ctios.server	Generic CTI OS Server to CTI OS Client connection layer problem
CSCsf27528	3	ctios.server	When not ready reason required force agent log does not work.
CSCsg55728	2	ctios.softphone	Wrapup Timer and CTIOS desktop issue.
CSCsg55838	3	ctios.ctidriver	Bad Object message warnings observed in ctios server log
CSCsg58686	2	ctios.server	LogWrapper exception found in ctios-server for 0xA0F trace level
CSCsg58743	2	ctios.server	CRITICAL: Exception in ServiceBroker::ProcessEvent(eSnapshotCallConf
CSCSg63591	3	ctios.server	Agent desktop greys out in a SingleStep Blind Conference Scenario in G3
CSCsh34925	3	pg.ars.gw.avaya	Agent unable to go to Not Ready state while on a call (ARS)
CSCsh34929	3	pg.ars.gw.avaya	Wrapup Data pop-up not displayed to Agent after handling call with ARS
CSCsi06859	3	security	Unable to enable CTIOS Security on Client Machine.
CSCsi39470	6	ctios-server	CTIOS Server not tracing the conflict in registry key for peripheralid

Open Caveats in CTI OS 7.1(5)

This section lists caveats currently pending in CTI OS 7.1(5).

Index of Open Caveats

Caveats in this section are ordered by CTI OS component, severity, and then identifier.

Identifier	Severity	Component	Headline
CSCsh30367	3	seibel-driver	Driver Crashing Due to Invalid Paramaters From Siebel
CSCsi90626	3	documentation	Need to State What Mobile Agent Calls Cannot be Silent Monitored
CSCsi77264	3	ctios-server	Siemens CTIOS Desktop shows Invalid Calltype After Completing Conference.

Note: You can view more information on and track individual CTI OS defects using the Cisco Bug Toolkit located at:

http://www.cisco.com/support/bugtools/Bug_root.html

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Market Place: http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store: <http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408-526-7208 or, in North America, by calling 800-553-NETS(6387).

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Attn Document Resource Connection
Cisco Systems, Inc.

170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

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To access Cisco.com, go to: <http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website: <http://www.cisco.com/tac>

P3 and P4 level problems are defined as follows:

- P3--Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4--You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

<http://www.cisco.com/register/>

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website: <http://www.cisco.com/tac/caseopen>

Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1--Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2--Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.