



Release Notes for *Cisco Customer Response Solutions, Release 4.0(4) SR1*

Cisco Unified CCX and Cisco Unified IP IVR

June 05, 2009

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Introduction

These release notes describe the caveats resolved in Cisco CRS Release 4.0(4) SR1. For a list of the resolved caveats, see the [Resolved Caveats, page 4](#).



Note

To view the release notes for previous versions of Cisco CRS, go to:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html

System Requirements

For current information about supported products for Cisco CRS, refer to *Cisco Unified CCX Software and Hardware Compatibility Guide*, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

Related Documentation

Documentation for Cisco CRS is accessible from Cisco.com at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Installation Notes



Note

Cisco Customer Response Solutions (CRS) Service Release, ccrs.4-0-4-sr1.exe, should only be installed with Cisco CRS 4.0(4).

SR Installation

To install or uninstall this service release, refer to the “Patching Cisco CRS” chapter in Cisco Customer Response Solutions 4.0(1) Installation Guide, available at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_installation_guides_list.html

To install this SR:

- Plan and schedule the maintenance period.
- Review all applicable documentation.
- Download the SR file (ccrs.4-0-4-sr1.exe).
- Perform the SR installation by double-clicking the downloaded SR file.

New and Changed Information

Cisco CRS 4.0(4) SR1 provides resolutions to the defects listed in [Resolved Caveats, page 4](#)

Caveats

This section includes the following topics:

- [Using Bug Toolkit, page 3](#)
- [Known Limitations, page 4](#)
- [Resolved Caveats, page 4](#)

Using Bug Toolkit

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for Cisco CRS by using Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using Bug Toolkit, you can find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than this document provides.

To access Bug Toolkit, you need:

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

To use Bug Toolkit, follow these steps:

Procedure

- Step 1** Go to this URL to access the Bug Toolkit:
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** To access Cisco CRS caveats, take either of these actions:
- To access a particular caveat when you know its identifier, enter the identifier in the Search for Bug ID field and click **Go**.
 - To access all caveats, follow these steps:
 - a. From the Select Product Category list, choose **Voice and Unified Communications**.
 - b. From the Select Product list, choose **Cisco Unified Contact Center Express**.
 - c. From the Software Versions drop-down list, choose the desired Cisco CRS release.
 - d. Click the desired Advanced Options radio button
If you choose custom settings, enter appropriate custom information.
 - e. Click **Search**.

A list of caveats that match your search criteria appear. To see details about any caveat, click its Bug ID number or click its **Info** link.

Known Limitations

Limitations	Defect Id	Headline
Limitation 1, page 4	CSCsz58742	Need to prevent scripts from being loaded when mem too high

Limitation 1

Identifier	Headline
CSCsz58742	Need to prevent scripts from being loaded when mem too high.

Problem

When there are a large number of applications configured, the engine runs out memory at or soon after startup. This is likely when there is a configuration such as the same script being used with many different applications, each with a separate trigger. This is due to the script being loaded into memory for each application configured.

Workaround

It is recommended that if such a scenario exists, the scripting features of reading application parameters from a common store, such as an XML file are used to configure a single application with that script, and associate multiple triggers to that single application. This will cause the script to only be loaded into memory once, greatly reducing memory usage.

For details, refer to the online record for the defect, *CSCsz58742*, using Bug Toolkit. This issue will be resolved in a future release or SR. Also, refer to *CSCsz57525* for more information on script and application configuration guidelines.

Resolved Caveats

[Table 1](#) lists defects that are Resolved in this release of Cisco CRS.

A Resolved (R) caveat indicates that the bug is fixed. The assigned engineer moves the bug to this state when testing is complete.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 1](#) reflects a snapshot of the defects that were closed at the time this report was compiled. For an updated view of closed defects, access Bug Toolkit as described in the [Using Bug Toolkit, page 3](#).

Table 1 Resolved Caveats

CSCsa66677	Startup of remote editor when not connected to a network is too slow
CSCsa98554	Update Tool fails to extract if the archive path contains spaces

Table 1 Resolved Caveats

CSCsb23583	Italian Historical Reporting feedback from linguistic testing: action needed
CSCsb23589	Spanish Historical Reporting feedback from linguistic testing: action needed
CSCsb32710	Exceptions caused by trace in workflow
CSCsb84525	RTR: Engine Task does not display values with application running
CSCsb99637	Update Utility unable to connect to database message upon reboot
CSCsc10395	Call stuck on CAD in Offering state
CSCsc13137	Missing text in ICD CSQ Activity
CSCsc20275	Default treatment after RefreshAll providers in ASR
CSCsc21532	Remove incorrect warning messages from SQL error logs
CSCsc23543	Ability to handle other document types like XML docs needs to be added
CSCsc24540	Wrong reason code in German
CSCsc35426	CRSAdminUtil fails to change the NM password and restart if it is started
CSCsc37707	Exception while processing QUERY_AGENT_STATE_CONF
CSCsc45549	ACMI client decoding throws exception on #
CSCsc46697	Trailing spaces in the ICD DN that Cisco CRS is getting from LDAP
CSCsc47804	Call Stuck in Offering state on CAD
CSCsc50462	ICD CTI exceptions in mivr logs when CTI port group was removed
CSCsc51919	Missing MRCP ASR and TTS traps
CSCsc52284	CRS Update Tool message box warning about CSA and virus scan must appear sooner
CSCsc52936	Timing Issue causes ACDR not to be written
CSCsc56769	CRS changes reason code when an agent is in not ready state
CSCsc68445	Steps should not be allowed to be added to workflow during debug
CSCsc71110	Too much Speech in ASR aborts call
CSCsc71714	Timing issue causes priority of 0 in Historical Reports
CSCsc74399	Java.Lang.RuntimeException thrown on uploading license with general error
CSCsc75161	Cannot handle override request from the same ArchiveID
CSCsc76412	Delete a variable with Delete key also deletes a step
CSCsc80744	IPCCX load abandoned and aborted calls after 5 minutes
CSCsc83390	Cache doc step creates 2 URL sessions
CSCsc87397	Name Grammar Generator GUI current status always IDLE
CSCsc90316	DTMF voice browser loses trailing digits if barge-in occurs
CSCsc93438	LaunchHRC application should impersonate Crystal Report EXE for custom reports
CSCsc94921	Misleading license upload message with invalid license
CSCsc97761	Stuck call; race condition
CSCsd03041	Historical Reports: sometimes the Called Number is not displayed
CSCsd03529	CRA 4.0 Remote File Manager out of service in single node and collocated systems

Table 1 Resolved Caveats

CSCsd10297	Call Stuck in queue
CSCsd13984	Change port group UI in Cisco CRS Application Administration JTAPI page
CSCsd17437	VXML built in field types should allow parameters
CSCsd17459	VXML <value> element is not supported in <say-as> element
CSCsd17490	Voice Browser accesses some dynamic pages twice
CSCsd17618	Recording count cannot be set to 0 in Cisco CRS Application Administration System Parameters page
CSCsd18726	ASR/TTS subsystems do not send traps to reflect their status
CSCsd19739	Missing ISO header prevents the grammar from compiling: AD with accents
CSCsd20665	Column in Common Skill CSQ Activity Historical Report illegible
CSCsd26855	Historical Reporting Client login will fail with a bad userID/password
CSCsd30105	Name to user step terminates prematurely: Active Directory
CSCsd30669	CRS 4.5: ASR Calls aborted with Speech too early exception
CSCsd34139	Agent leaves Talking state after CTI port drops out
CSCsd38512	ACDR with no matching Ccdr for out of system then back in transfer
CSCsd38839	Application exception if agent picks up just when RNA timer expires
CSCsd39878	If ICD extension is 2147483648 or greater, agent is unable to login to CAD/IPPA
CSCsd44298	GetRptStats: oldest in Q for overall reports do not get updated
CSCsd45733	Editor should not tell user whether authorization code is correct
CSCsd48156	LDAPMonSvr.exe shouldn't leak handles
CSCsd49327	Remove ping if acmi client is on the same box
CSCsd49923	CRSInstallUtils.dll to be bundled in Historical Reporting client installer
CSCsd50939	IPCC Express Agents are available, but calls are not being presented
CSCsd57770	Disable XDEBUG5 tracing of the ARCHIVE_MGR in system.MCVD.properties
CSCsd57950	Historical Reports : issue in AgentStateDetail table
CSCsd58820	Duration in Same state not updated when using the GetReportingStatistic
CSCsd63079	Start Monitor: Remote monitoring is only supported in IPCC Express Premium
CSCsd76172	Add UserManager to the Engine
CSCsd77279	Missing Enterprise Data for same caller after transfer to route point
CSCsd79734	Call to a route point, transferred to a route point = stuck in queue
CSCsd81370	CAD stealth mode malfunction when call transferred via IPPhone softkey
CSCsd83415	Issue with Conference to Route Point
CSCsd84783	CRS server based monitoring fails
CSCsd88827	Agent able to receive ICD call though not part of CSQ
CSCsd89175	Cannot create CTI PG with same ID when one attempt has failed
CSCsd92109	Killing LDAP Mon service results in CPU spike and possible blue-screen
CSCsd93456	NPE for tracing does not print out data for IP QM or IVR

Table 1 Resolved Caveats

CSCsd94938	VoIP Monitor Sub System should show in IPCC Express Premium only
CSCsd95742	Wrongly pegging some handled calls as dequeued
CSCsd95816	Failed restore lead to leaving its ArchiveInfo astray in bootstrap repos
CSCsd99506	Unable to create RMJTAPI provider with AD during fresh install
CSCsd99696	CAD doc should state that sharing line with Cisco CallManager Attendant Console is not supported
CSCse00991	Supervisor Desktop reports IP phone agent outbound call as inbound call
CSCse01240	Contacts are getting stuck in contacts report after routed through Cisco Unity
CSCse01926	Publisher activation page not displayed during server set up
CSCse02507	Blind transfer from Cisco Unity / agents to IPCC Express failing
CSCse05064	ASR VoiceBrowser step only works in English
CSCse08889	Exception thrown in IF step if left-hand-side of expression evaluates to null
CSCse18183	Engine Crashing: java.lang.OutOfMemoryError
CSCse19093	Restart of engines needed for real-time reports not to show logged off deleted agents
CSCse22496	CRA Doc variables set as parameters are not updated properly in application configuration
CSCse23870	French and German language characters not shown correctly on CAD
CSCse29621	Delay with transfers when using CAD call transfer feature
CSCse31783	Launch SR.exe per language installed on node
CSCse33494	CRS Editor does not Run on CRS machine after 4.0(4)SR1 path install
CSCse37313	LDAP exception is causing the sync to remove the supervisors from Cisco CRS Administration
CSCse54104	Doc: Employee Phone Book removed after upgrade
CSCse59828	Error message (Error DownLoading Service Release) on launching CAD
CSCse62296	Call not reaching the Agent
CSCse67988	CRS: Cleanup code does not remove calls from CSQ IP ICD Stats real-time report
CSCsc32656	Unable to Print from historical reporting client in CRS 4.0

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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

Obtaining Troubleshooting Assistance

For the most current troubleshooting information and tips, visit the following URL:

<http://www.cisco.com/en/US/support/index.html>

For assistance with identifying and troubleshooting common problems, access the Cisco TAC Case Collection Tool (TCCT) at the following URL:

http://www.cisco.com/kobayashi/support/tac/tsa/launch_tsa.html

From the Tools and Utilities page, select the Voice technology link, and search for a solution using a free text query or a guided search.

Documentation Feedback

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