# Release Notes for Cisco Agent Desktop Release 8.5

**Revised:** January 9, 2012

These release notes describe all versions of Cisco Agent Desktop Release 8.5.

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

http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html

To access the latest software upgrades for all versions of Cisco Agent Desktop, go to:

http://www.cisco.com/cisco/software/release.html?mdfid=273556285&catid=278875240&softwareid=280840589&release=7.6%283%29&relind=AVAILABLE&rellifecycle=&reltype=latest

# Contents

# Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Agent Desktop Release 8.5. These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Cisco Agent Desktop, we recommend that you review this document for information about issues that may affect your system.

# System Requirements

Cisco Agent Desktop Release 8.5 is supported with Cisco Unified Contact Center Enterprise and Hosted Edition Release 8.5. See the *Cisco Unified Contact Center Enterprise (CCE) Software Compatibility Guide* at:

> http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ipcc_enterprise/compatibility_matrix/ipcccompat.pdf

# Related Documentation

See the product documentation at:

> http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html

# New and Changed Information

Cisco Agent Desktop Release 8.5 introduces the following features:

Release 8.5(1):

- Display and control of non-ACD calls for phones with multiple phone lines

- Improved support for Freedom Scientific JAWS 11 (screen reader)

- Improved accessibility options and toolbar navigation through keyboard shortcuts

- Single-step transfer and single-step conference

- The integrated browser in Agent Desktop now supports popups as new tabs or as an Internet Explorer popup window

- HTTPS support for Desktop Administrator

- Enhanced LDAP Monitor Service to automatically make nightly backups of the LDAP database and to ensure backup validity before archiving

- Improved phone device search in the Cisco Desktop Administrator VoIP Monitor Device page

- Support for Microsoft Internet Explorer 8 and Mozilla Firefox 3.6

- Support for Redhat Linux 4.0 and 5.0 for CAD-BE

- Support for JRE 1.6.0, build 20 or later for Agent Desktop and CAD-BE

- Support for 32-bit Microsoft Windows 7 Professional, Enterprise, and Ultimate

- Support for 64-bit Microsoft Windows 7 running the Windows 32-bit on Windows 64-bit (WoW64) emulation layer

- Desktop Monitoring and Recording on Agent Desktop with Windows 7 64-bit operating system running in compatibility mode (WoW64)
- Localization in Finnish

Release 8.5(2a):

- Cisco Desktop Administrator enhanced to enable/disable supervisor's ability to send chat messages and team messages
- Support for CAD services running on Windows Server 2008 r2

# Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco CAD Installation Guide for Release 8.5.* To view this document, go to:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/cad_enterprise/cadenterprise8_5/installation/guide/cad85cceig.pdf

## Selecting the Appropriate Data Store

It is strongly recommended that you review Chapter 6, "CAD Data Stores" in the *Cisco CAD Installation Guide* before you install CAD for guidance on choosing the appropriate type of data store for your environment.

## Release 8.5(2) Superceded by Release 8.5(2a)

Release 8.5(2) has been superceded and replaced by Release 8.5(2a). If Release 8.5(2) has been applied, it must be uninstalled from the server and clients before installing 8.5(2a).

## Installing CAD 8.5 in a Swedish Environment

When installing CAD 8.5 in a Swedish environment, the following steps must be performed.

**Step 1**   Install the CAD 8.5(1) services.

**Step 2**   When CAD Configuration Setup launches automatically after the installation is finished, close it without completing any configuration steps.

**Step 3**   Install the CAD 8.5(2a) services.

**Step 4**   Launch CAD Configuration Setup manually and complete the configuration steps as described in the *Cisco CAD Installation Guide*.

# Limitations and Restrictions

## Possible loss of data if flat files are used as the CAD data store in a High Availability environment

Some historical data is stored in a data store on the CAD server. This data provides the content for the Agent State Log and Agent Call Log, as well as the metadata displayed in the Supervisor Record Viewer. CAD can use either of two types of data stores, flat files (the default) or Microsoft SQL Server 2005. The most significant difference between the two types of data stores is how data is maintained during a failover in a high availability (HA) environment. There is the possibility that, in limited circumstances, some data loss might occur during failover if flat files are used.

For more information on choosing the appropriate data store in your environment, refer to the chapter "CAD Data Stores" in the *Cisco CAD Installation Guide*.

## Monitoring is not stopped automatically when supervisor switches from monitoring one agent to another

**Symptom**: If a supervisor is monitoring Agent A, and then selects Agent B, the only button available is Stop Voice Monitor. If the supervisor clicks Stop Voice Monitor and then clicks Start Voice Monitor, the supervisor will hear both Agent A's and Agent B's calls simultaneously.

**Description**: Supervisor Desktop tried to apply the Stop Voice Monitor action to the selected Agent B, not to Agent A, so Agent A's monitoring session was not stopped when the monitoring session was started with Agent B.

**Workaround**: Click Stop Voice Monitor while Agent A is still selected, and only then select Agent B and start monitoring.

## Error message received when setting up Directory Services replication in CAD Configuration Setup

**Symptom**: When attempting to set up Directory Services replication in CAD Configuration Setup, the error message "Error replicating Directory Services" is received.

**Description**: The replication process was unable to delete a team Recording & Statistics flat file database folder. Every team has such a subfolder located under the database folder.

**Workaround**: To enable Directory Services replication, perform the following steps.

Step 1    On the server where you want to establish replication, navigate to the C:\Program Files\Cisco\Desktop\database\ folder.

Step 2    Cut all subfolders under the database folder and copy them to another location.

Step 3    In CAD Configuration Setup, set up Directory Services replication again.

Step 4    Once replication has been successfully established, replace the team subfolders under the database folder.

## Recording & Statistics data is not restored from CAD Configuration Setup in initial mode

**Symptom**: Backed-up Recording & Statistics data was restored after upgrading to CAD 8.5(1). No recordings were visible in Supervisor Record Viewer.

**Description**: CAD Configuration Setup failed to restore the database in initial mode.

**Workaround**: Run CAD Configuration Setup again and restore the Recording & Statistics data again. The restore works when you click the Apply button in CAD Configuration Setup.

### Recording & Statistics database replication logs are not written to the expected folder

**Symptom**: Replication logs are not in the expected location of <installation folder>/Desktop/logs/ReplLogs.

**Description**: CAD was installed to a custom location on a 64-bit Windows 2008 Server system. The replication logs are written to the default installation location of C:\Program Files\Cisco\Desktop\log\ReplLogs.

**Workaround**: Go to the default location to view the Recording & Statistics database replication logs.

### After upgrade, supervisor cannot see any new recordings in Supervisor Record Viewer or agent state and agent call logs

**Symptom**: In a system that uses flat files, after an over-the-top upgrade from CAD 8.0(1a) to CAD 8.5(1), the supervisor cannot see any recordings made after the upgrade in Supervisor Record Viewer. The supervisor also cannot view agent state and agent call log data.

**Description**: The backup files made during the upgrade are not placed in the correct folder.

**Workaround**: In an over-the-top upgrade from 8.0(1a) to 8.5(1), if you have flat files, you must manually copy the files from the backup folder to the live folder.

**Step 1**   Navigate to C:\Program Files\Common Files\CAD\database_backup.

**Step 2**   Copy the contents of the database_backup folder to C:\Program Files\Cisco\Desktop\database.

### Supervisor cannot see any recording after system migrates from flat files to SQL Server

**Symptom**: After upgrading a flat file system and then switching to SQL Server, supervisors cannot see any recordings made before switching to SQL Server.

**Description**: Running the FCRasDBMigrationTool to convert flat files to SQL Server works, except that the tool does not convert recording metadata. All other data is converted. As a result, the recordings can no longer be accessed through Supervisor Record Viewer.

**Workaround**: Use the Raw2Wav utility to convert the actual recordings to WAV format, which then can be played in any media player.

### Incorrect error message displays when setting up replication after migrating from flat files to SQL Server

**Symptom**: An error message is displayed indicating that Recording and Statistics replication did not succeed after it is enabled in CAD Configuration Setup.

**Description**: CAD is switched from flat files to SQL Server. Immediately after that is accomplished, CAD Configuration Setup is run and Recording and Statistics replication is enabled by selecting the On option on the Replication step. This generates an error message indicating that replication failed, although in reality replication has been successfully established.

**Workaround**: Disable replication in CAD Configuration Setup and then enable it again. A success message will be displayed.

### CAD-BE login fails and incorrect error message is displayed

**Symptom**: CAD-BE login fails, and the error message, "Your request to change your agent state failed. Try again." is displayed.

**Description**: The agent's multi-line phone is configured with more than the supported number of lines. The correct error message to be displayed in this situation is, "The number of configured extensions for the agent device exceeds the maximum allowed."

**Workaround**: In Cisco Unified Communications Manager, find the agent device and reconfigure it so that it has no more than 1 ACD and 3 non-ACD lines. The agent then will be able to log in to CAD-BE.

### Agent Desktop Login Dialog not completely visible when screen font size changed to 150%

**Symptom**: The Agent Desktop login dialog box is not completely visible the screen font size is changed to 150% on a computer running Windows 7.

**Description**: This problem occurs because the dynamic nature of the login dialog box.

**Workaround**: Do one of the following to work around this problem:

- Use 125% screen font size
- Use the Tab key to move through all fields and buttons in the dialog box
- Use key equivalents for buttons that are covered by the fields

### No data available for the Last Queue Time enterprise variable

**Symptom**: The Last Queue Time enterprise variable is included in a macro action, but no data is ever displayed for it.

**Description**: No data is available for the Last Queue Time variable from ICM.

**Workaround**: The variable has been removed from CAD since it is not used.

### CAD Configuration Setup entries overwritten after data restored

**Symptom**: Agents cannot log in to CAD.

**Description**: An older CAD system is backed up. A newer CAD system is installed on different servers, and the data from the older CAD system is restored via CAD Configuration Setup. When CAD Configuration Setup is run again, it is noted that the data from the previous CAD system has overwritten the information that was entered for the new CAD system, so that IP addresses, passwords, and so on are incorrect for the new system.

**Workaround**: Re-enter the information for the new CAD system in CAD Configuration Setup.

### CDBRTool restore operation fails

**Symptom:** CDBRTool displays the message, "Some errors occurred. See log/dbg file for details." during a restore operation.

**Problem**: During a CDBRTool /R /L operation (a load of an LDAP backup, for instance), CDBRTool sometimes fails to delete the required data from LDAP and the operation fails.

In the CDBRTool.log file, you might see lines like the following:

2010-02-26 14:57:37:046 ERROR   UpdateLCC failed.

2010-02-26 14:57:37:046 ERROR   CleanupLCCFromLdap failed.

2010-02-26 14:57:37:046 ERROR CDBR CleanupLCCFromLdap failed.

In the CDBRTool dbg file, you might see lines like the following:

2010-02-26 14:57:35:000 DEBUG [0x428] LCLDAP.cpp[982]
ldap_client::LCLDAP::DeleteSubTree: Entry parent does not exist.

ldap_client::LdapClientLogger::LC0001: An exception occurred in
<ldap_client::LCLDAP::DeleteSubTree()> while deleting LDAP sub tree.

**Workaround**: Take the following steps to work around this problem.

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**Step 1**    Stop slapd (typically by stopping the LDAP Monitor service).

**Step 2**    Export the existing slapd database. In a command window, enter the following commands:

      cd \program files\cisco\desktop\bin

      slapcat –f slapd.conf > slapcat.out

**Step 3**    Remove the database files from the database. In a command window, enter the following commands:

      cd \program files\cisco\desktop\db

      erase alock

      erase __db*.*

      erase *.bdb

      erase *.log

**Step 4**    Load data back into LDAP. In a command window, enter the following commands:

      cd \program files\cisco\desktop\bin

      slapadd –f slapd.conf –l slapcat.out

**Step 5**    Start slapd (typically by starting the LDAP Monitor service).

**Step 6**    Restart the CDBRTool restore operation.

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### Automatic LDAP backup not overwriting old LDAP backup file as configured in LDAPMonSvr.cfg

**Symptom**: During the LDAP automatic backup, a new backup file is created instead of overwriting old backup files.

**Problem**: This occurs during the nightly automatic LDAP database backup.

**Workaround**: Delete the old LDAP backup files manually.

# Caveats

# 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**

**Step 1**   To access the Bug Toolkit, go to
http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

**Step 2**   Log in with your Cisco.com user ID and password.

**Step 3**   To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click **Go**.

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 Agent Desktop 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 1*        *Open Caveats for Cisco Agent Desktop*

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtr54214 | 3 | install | Rec & Stats data is not restored from Postinstall initial mode |
| CSCtr65555 | 3 | directory server | Error received when setting up Directory Services replication |
| CSCtf19232 | 4 | desktop admin | CAD: JPN: Accelerator keys do not work in Wrap-up Data window |

## Closed Caveats

Table 2 contains information about the known limitations in the latest Cisco Agent Desktop 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.

**Note**   There are no closed caveats at this time.

*Table 2*      ***Closed Caveats for Cisco Agent Desktop***

| Identifier | Severity | Component | Headline |
|---|---|---|---|
|  |  |  |  |

# 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 7).

The following sections list caveats that are resolved in Cisco Agent Desktop but that may have been open in previous releases:

- Release 8.5(2a), page 9
- Release 8.5(1), page 12

## Release 8.5(2a)

Table 3 lists the caveats that were resolved in Release 8.5(2a).

*Table 3*      **Table 3 in Release 8.5(2a)**

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCth53042 | 1 | install | SMC causes slow increase in Tomcat memory usage |
| CSCtj85388 | 1 | agent desktop | Agent call statistics are calculated incorrectly |
| CSCtr25721 | 1 | cad-be | CAD-BE is unable to launch |
| CSCts26131 | 1 | agent desktop | CAD agent.exe does not launch after upgrade to 8.5(2) |
| CSCts33268 | 1 | agent desktop | Agent unable to start due to phonedev.dll dependency issue |
| CSCtd66814 | 2 | voip monitor server | High FCVoIPMonServer CPU when monitoring mobile agents |
| CSCtk63241 | 2 | supervisor desktop | Monitoring does not work with standard license |
| CSCtn63908 | 2 | agent desktop | CAD crashes when Not Ready reason code set for the second time |
| CSCtr18661 | 2 | supervisor desktop | CAD reason code maintains the text but changes the number |
| CSCtr25615 | 2 | supervisor desktop | Unified CM-based monitoring does not work properly |
| CSCtr25626 | 2 | supervisor desktop | Supervisor WF Admin and Record Log Viewer do not work |
| CSCtr25672 | 2 | ras server | Subscription on side B is not set up for Rec. & Stats. DB replication |
| CSCtr25709 | 2 | install | In upgrade (8.5.1 to 8.5.2) unable to launch CAD due to missing DLL |
| CSCtr25730 | 2 | enterprise server | Enterprise data is not populated in CAD |
| CSCtr25741 | 2 | agent desktop | Mobile agent node is missing in WebAdmin |
| CSCtr25750 | 2 | install | On setting up directory services replication, Postinstall crashes |
| CSCtr25792 | 2 | supervisor desktop | View preferences do not persist on CSD logout/login |

| *Table 3* | *Table 3 in Release 8.5(2a) (continued)* | | |
|---|---|---|---|
| **Identifier** | **Severity** | **Component** | **Headline** |
| CSCtr28299 | 2 | desktop admin | Cannot restart IPPA service after upgrade from 8.0.1a to 8.5 |
| CSCtr28320 | 2 | voip monitor server | Monitoring/recording for mobile agents does not work |
| CSCtr28347 | 2 | voip monitor server | CSD playback of recordings can drop out causing one-way audio |
| CSCtr30937 | 2 | agent desktop | CAD agent.exe does not close/exit normally in thin client environment |
| CSCtr31000 | 2 | supervisor desktop | In CSD, recorded calls not available for playback after a day |
| CSCtr31114 | 2 | agent desktop | Memory leak in BIPPA caused by Rec &Stats client initialization deadlock |
| CSCtr34468 | 2 | voip monitor server | Monitoring fails when agent is monitored before call is made |
| CSCtr34493 | 2 | voip monitor server | Recording stops after retrieving a held call that is being recorded |
| CSCtr34504 | 2 | voip monitor server | Work flow-initiated recording is blank |
| CSCtr37692 | 2 | voip monitor server | Desktop monitoring fails after upgrading to CAD 8.5.1 |
| CSCts20512 | 2 | agent desktop | Swedish CAD client 8.5 gives "could not be found AgentResDLL.dll" error |
| CSCts26142 | 2 | agent desktop | CAD 8.5(2) failed to start application not initialized properly |
| CCStr31074 | 3 | IPPA server | After upgrading to 8.5(1) IP Phone Agent service will not connect |
| CSCse09930 | 3 | directory server | DirAccessSyncSvr debug log shows login and password to Unified CM |
| CSCte78181 | 3 | ras server | CAD server goes to 100% cpu usage on load |
| CSCti73503 | 3 | IPPA server | IPPA fails to recover after CTISvr queue limit exceeded |
| CSCtj19817 | 3 | enterprise server | CTIStorageServer.exe uses high CPU resources in DEBUG trace |
| CSCtj80255 | 3 | agent desktop | CSD monitoring doesn't restart on a new call within 5 seconds |
| CSCtj96684 | 3 | agent desktop | LicenseAdmin does not exit on closing, prevents upgrade from continuing |
| CSCtk02091 | 3 | IPPA server | Cannot run more than 300 IPPA agents in load test |
| CSCtk02098 | 3 | agent desktop | Automatic LDAP backup not picking up LDAPMon config file settings |
| CSCtk15055 | 3 | enterprise server | Enterprise server delays returning data for non-queued calls |
| CSCtl09086 | 3 | supervisor desktop | Rows jump when sorted skill stats display is autorefreshed |
| CSCtl10694 | 3 | agent desktop | Slow CAD Agent login process |
| CSCtl85307 | 3 | ras server | Recordings may fail immediately after startup if disk space check isn't done |
| CSCtl85319 | 3 | ras server | Recording threads may be deleted while still running causing crash |
| CSCtn53818 | 3 | desktop admin | Enterprise layout fields revert to default configuration after reboot |
| CSCtn61118 | 3 | IPPA server | IPPA service fails to start after CAD replication due to IPv6 lookup |
| CSCtn99413 | 3 | enterprise server | CAD displays wrong enterprise data for transferred OB Dialer call |
| CSCto08461 | 3 | IPPA server | XML parse error in IPPA with Canadian French localization |
| CSCto11077 | 3 | agent desktop | CAD hangs on login for a few seconds |
| CSCto77141 | 3 | IPPA server | IPPASvr.exe gets stuck and uses all CPU resources |
| CSCtq08178 | 3 | enterprise server | openldap.log file continuously grows when replication is not running |
| CSCtq54331 | 3 | enterprise server | ICM variable (var.1–10) updated in CAD but not in ICM TCD table |
| CSCtq91806 | 3 | documentation | CAD 8.5 Install Guide: database file path registry value nonexistent |
| CSCtr028303 | 3 | documentation | Help page for Supervisor Chat and Team Message in Webadmin missing |
| CSCtr25615 | 3 | desktop admin | Unable to play back recordings in Enhanced bundle |

*Table 3* **Table 3 in Release 8.5(2a) (continued)**

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCtr25633 | 3 | desktop admin | HTTP Get/Post action not working in Enhanced bundle |
| CSCtr25646 | 3 | cad-be | Integrated browser is not working for CAD-BE in Enhanced bundle |
| CSCtr25651 | 3 | supervisor desktop | After barge-in, if agent drops call, other parties are dropped too |
| CSCtr25665 | 3 | desktop admin | Unable to play back recordings in Enhanced bundle |
| CSCtr25687 | 3 | ras server | DB scripts contain errors requiring obscure user input to work |
| CSCtr25694 | 3 | desktop admin | Cannot log in to CAD-BE after the upgrade from 8.0.1a to 8.5 |
| CSCtr25703 | 3 | agent desktop | CAD shows agents as connected instead of conferenced when in conf |
| CSCtr25757 | 3 | agent desktop | With CAD 8.5, agents are not able to log in to CUPS |
| CSCtr25773 | 3 | directory server | In Work Group workflow, CAD agent UI "Show Data Fields" not present |
| CSCtr25783 | 3 | desktop admin | CDA version mismatch after automatic update runs successfully |
| CSCtr25803 | 3 | IPPA server | IPPA enterprise data screen is not always visible after answering call |
| CSCtr25810 | 3 | install | CAD-BE fails to install JRE went launched on a desktop without JRE |
| CSCtr25819 | 3 | install | Tomcat service points to wrong executable in upgrade from 7.6.2 |
| CSCtr25834 | 3 | agent desktop | Monitoring and recording on the non-ACD line does not work |
| CSCtr25842 | 3 | voip monitor server | Recordings made with one side silent causes entire playback to fail |
| CSCtr28154 | 3 | desktop admin | RPTest not upgraded to work with the new recording design |
| CSCtr28226 | 3 | documentation | Supported features table for standard license incorrect |
| CSCtr28241 | 3 | documentation | Supported feature table incorrect re: ent. data thresholds in std license |
| CSCtr28299 | 3 | desktop admin | Cannot log in CAD-BE after the upgrade from 8.0.1a to 8.5 |
| CSCtr30952 | 3 | agent desktop | Page refreshing in non-visible browser tab steals focus |
| CSCtr30969 | 3 | supervisor desktop | CSD Record Viewer crashes when Play/Save button is clicked |
| CSCtr31020 | 3 | voip monitor server | Record/Playback service does not purge recordings |
| CSCtr31038 | 3 | agent desktop | CSD Record Log Viewer filters by day of week instead of specific date |
| CSCtr31053 | 3 | supervisor desktop | Next generation Java plugin does not work with email CSQ enabled |
| CSCtr31080 | 3 | agent desktop | Add Cisco Unified Presence 8.5 to WebAdmin drop-down list |
| CSCtr31089 | 3 | voip monitor server | SPAN-based mon & rec stop working after a call lasts over 2 hours |
| CSCtr34517 | 3 | agent desktop | Logging out of CAD and logging back in breaks monitoring/recording |
| CSCtr38442 | 3 | voip monitor server | SPAN-based monitoring has problems if sniffer session does not start |
| CSCtr43349 | 3 | install | If first SQL instance is not used, Rec & Stats service does not work |
| CSCtr43370 | 3 | ras server | Rec & Stats service fails to work with SQL instances NOT named CADSQL |
| CSCsz70779 | 4 | agent desktop | Mobile Agent Mode check box cannot be removed from CAD-BE client |
| CSCtf19323 | 4 | supervisor desktop | Incorrect tooltip displayed for Intervention menu in CSD |
| CSCtj50295 | 4 | directory server | ECC variables missing after upgrade to 8.0 when using custom layout |
| CSCtn86220 | 4 | desktop admin | Phonebook import/export does not work for multi-byte languages |
| CSCto08540 | 4 | agent desktop | Standard license user interface errors |
| CSCto62345 | 4 | agent desktop | Shortcut key for "show/hide integrated browser" is not working in CAD |
| CSCtq30151 | 4 | documentation | Document if licenses persist in upgrades |

| Table 3 | | Table 3 in Release 8.5(2a) (continued) | |
|---|---|---|---|
| **Identifier** | **Severity** | **Component** | **Headline** |
| CSCtq91888 | 4 | documentation | CAD 8.5 Install Guide: Specify which PG registry to alter |
| CSCtq92023 | 4 | documentation | CAD 8.5 Install Guide: reorder pre-installation steps for DB |
| CSCtr28278 | 4 | IPPA server | BIPPA does not start logging early enough |
| CSCtr30927 | 4 | supervisor desktop | Sorting by empty column makes entries jump around |
| CSCtr34508 | 4 | voip monitor server | Playback service attempts to read past EOF and posts an error message |
| CSCtf10181 | 5 | supervisor desktop | CSD overlays agent in Team Agent Statistics display multiple times |
| CSCti68557 | 5 | documentation | Document the requirements for SQL user for NT authentication |
| CSCtf25656 | 6 | desktop admin | Add new IPC actions |
| CSCtj50295 | 6 | directory server | ECC variables missing after upgrade to 8.0 when using custom layout |
| CSCto69593 | 6 | IPPA server | Improve performance on IP Phone Agent skill group statistics |
| CSCtr28208 | 6 | desktop admin | Two Ready reason code popups when auto state changes enabled |
| CSCtr37640 | 6 | agent desktop | Allow admins to disable supervisor chat and team messages |

## 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** |
| CSCti20560 | 2 | install | LDAP is broken when we restart of the CAD services |
| CSCti77103 | 2 | directory services | After upgrade CAD does not recognize local IP addresses |
| CSCti68602 | 3 | enterprise server | Replication jobs are installed as domain admin not local user |
| CSCti76969 | 3 | install | Upgrade does not prompt for install directory, installs to default |
| CSCtj00834 | 4 | agent desktop | QoS RSVP service must be enabled on agent PC for monitoring to work |
| CSCtj18283 | 4 | agent desktop | Agent status shows as Unknown in Chat window for mobile agents |

# Troubleshooting

See the *Cisco CAD 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).

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

ccbu_docfeedback@cisco.com

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