



Release Notes for *Cisco Agent Desktop*

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Release: 10.0

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Introduction

These release notes describe new features, requirements, restrictions, and caveats for Cisco Agent Desktop Release 10.0. These release notes are updated for every maintenance release but not for service releases or engineering specials.

Before you install Cisco Agent Desktop, we recommend that you review this document for information about issues that may affect your system.

These release notes describe all versions of Cisco Agent Desktop Release 10.0.

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

www.cisco.com/en/US/products/sw/custcosw/ps427/prod_release_notes_list.html

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



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

www.cisco.com/cisco/software/release.html?mdfid=273556285&flowid=5220&softwareid=280840589&release=8.5%282%29a&releind=AVAILABLE&rellifecycle=&reltype=latest

System Requirements

Cisco Agent Desktop Release 10.0 is supported with Cisco Unified Contact Center Enterprise and Hosted Edition Release 10.0. For the latest information on compatible software, see the *Compatibility Matrix for Unified CCE* at:

http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE

New and Changed Information

Cisco Agent Desktop Release 10.0 introduces the following features:

Release 10.0(1)

- Support for Cisco Unified Communications Manager 9.1(1) and 10.0(1)
- Support for Cisco Unified Presence Server 9.1(1) and 10.0(1)
- Support for Microsoft Internet Explorer 9
- Cisco Agent Desktop–Browser Edition no longer supported
- Support for additional phones as documented in the Unified CCE Compatibility Matrix, available here:

http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE

Release 10.0(1a)

- Support for Cisco Unified Contact Center Enterprise 10.5(1)
- Support for Cisco Unified Communications Manager 9.1(2) and 10.5(1)
- Support for Cisco Unified Presence Server 10.5(1)
- Support for Microsoft Internet Explorer 11
- Support for Microsoft Windows 8.1 (64-bit) running in 32-bit mode
- Support for Cisco Jabber 9.7(2) with Video
- Support for Cisco AnyConnect VPN 3.1.05160

Release 10.0(1b)

- Bug fixes

Release 10.0(2)

- Bug fixes

Installation Notes

For step-by-step installation and upgrade instructions, see the *Cisco CAD Installation Guide for Release 10.0*. To view this document, go to:

http://www.cisco.com/en/US/products/sw/custcosw/ps427/prod_installation_guides_list.html

Release 10.0(1a) Superseded by Release 10.0(1b)

Release 10.0(1a) has been superseded by Release 10.0(1b).

Data Store for CAD 10.0

Prior implementations of CAD 8.0, 8.5, and 9.0 supported the use of flat files or Microsoft SQL Server as the data store. Flat files are no longer supported with CAD 10.0. Customers who are upgrading to CAD 10.0 from a previous version of CAD using flat files must migrate to SQL Server 2008 R2 as the data store.

For more information, see the *Cisco CAD Installation Guide for Release 10.0*.

NT Authentication Now Called Windows Authentication

NT Authentication has been renamed to Windows Authentication. The change is in name only and was done to conform with industry terminology.

Macros After Upgrading to CAD 10.0

In CAD 10.0, improvements were made to shortcut keys. After an upgrade, it is recommended that you check any shortcut keys that might appear in your macros against the shortcut keys listed in the desktop client user guides, as they might have changed. Update your macros accordingly.

Limitations and Restrictions

Slapd slowly leaks handles

Symptom: In Task Manager, it appears that the number of handles used by the slapd.exe process is always increasing. This causes the slapd.exe process to reach the maximum handle limit. Once the maximum handle limit is reached new information cannot be written to LDAP.

Description: Currently, because of the slow leaking of handles, the slapd.exe process takes approximately 400 days of heavy load to reach the maximum handle limit and for failure to occur.

Workaround: To reset the handle count, manually stop LDAP Monitor service. Wait for slapd.exe to close. Restart LDAP Monitor service.

Cisco Agent Desktop becomes unresponsive after Unified Communications Manager restart

Symptom: Cisco Agent Desktop becomes unresponsive and agents cannot log in after the Unified Communications Manager fails and then restarts.

Description: This is an issue with the Unified Communications Manager (see CSCuo91401).

Workaround: Shut down Cisco Agent Desktop, restart it, and log in as usual.

Agent unable to change state after network failure

Symptom: After the network fails and then is reestablished, an agent is logged back into Agent Desktop. However, the agent cannot change agent state to Ready, close Agent Desktop, or log out.

Description: This is caused by a media termination problem with ICM (see CSCuo91539).

Workaround: Use Task Manager to shut down Cisco Agent Desktop, then restart it and log in as usual.

Integrated browser does not support web sites that use cross-domain Adobe Flash

Symptom: Agent Desktop and Supervisor Desktop crash when the integrated browser accesses a web site that uses cross-domain Adobe Flash.

Description: This occurs on desktops using Windows 8.1 and Adobe Flash versions 13.0.0.182 through 13.0.0.214.

Workaround: Uninstall Windows Updates for Flash starting with KB2942844 (Flash 13.0.0.182) through KB2961887 (Flash 13.0.0.214). The issue can also be resolved by installing Windows Update KB2966072.

Integrated browser uses Internet Explorer 9 Compatibility Mode if the agent desktop has a newer version of Internet Explorer installed

Symptom: The agent's Agent Desktop integrated browser appears like Internet Explorer 9.

Description: The agent's desktop has Internet Explorer 10 or 11 installed.

Workaround: None. CAD forces Microsoft WebBrowser Control to use Internet Explorer 9 compatibility mode no matter if the desktop has a newer version of Internet Explorer installed.

Caveats

- [Open Caveats, page 5](#)
- [Resolved Caveats, page 5](#)

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 in Release 10.0x*

Identifier	Severity	Headline



Note

There are no open caveats in Release 10.0x at this time.

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 Cisco Bug Search Tool (see the [“Obtaining Documentation and Submitting a Service Request”](#) section on page 9).

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

- [Release 10.0\(1\)](#), page 5
- [Release 10.0\(1a\)](#), page 7
- [Release 10.0\(1b\)](#), page 8
- [Release 10.0\(2\)](#), page 8

Release 10.0(1)

[Table 2](#) lists the caveats that were resolved in Release 10.0(1).

Table 2 *Resolved in Release 10.0(1)*

Identifier	Severity	Headline
CSCtw82076	2	CAD agents are not able to login into CUPC
CSCty39567	2	All agents cannot login due to CAD version mismatch (postinstall)
CSCub77630	2	LRM fails over faster than originally designed, causing severe stability
CSCud46381	2	SQL/Flat File Reversion in CAD
CSCue36513	2	UCCE: IPPA crashes and generates core dump under race condition
CSCue38051	2	CAD must be at the same version of PG and CTIOS.
CSCuh08223	2	Agents unable to login due to no response from LRM
CSCuh30529	2	SPAN: simultaneous recordings break due to bad mobile agent flag
CSCui02635	2	SPAN: Recording/Monitoring fails on non-ACD lines
CSCui02682	2	BIPPA recordings fail after conference

Table 2 *Resolved in Release 10.0(1) (continued)*

Identifier	Severity	Headline
CSCui37992	2	Unable to Login mobile agent using CAD client
CSCtq08178	3	openldap.log file continuously grows when replication is not running
CSCua36369	3	Cisco Sync Service in stopping state after reboot
CSCua81986	3	CAD's Desktop Monitoring Console requirements conflict with ICM SNMP.
CSCub65957	3	Headers not transported from CAD to Browser properly using HTTP POST
CSCuc00006	3	Clarification for "Preparing User Accounts and Permissions" section
CSCuc26465	3	PostInstall Initial Install Help does not open
CSCuc56627	3	Skill stats is not updating after CTI OS server fails over
CSCuc61827	3	Not Ready reason codes are not popping up after Work Not Ready
CSCuc72570	3	CAD doesn't handle Type=39(PLAY_AGENT_GREETING)
CSCud39721	3	Enterprise Data CDATA not pushed to IPPA phones during ringing
CSCud78323	3	CSD Built-in browser pops up blank page
CSCue44674	3	Enterprise Data fails for IPPA users after failover
CSCue48605	3	Hold/unhold from remote phone breaks Recording and Monitoring
CSCue69062	3	Accept button in CAD is greyed out
CSCue89589	3	IPC Action Setup does not release the UDP Connection
CSCue95447	3	Cyrillic characters sent in MBCS format are not rendered properly in CAD
CSCuf17113	3	CAD intermittently gets stuck in TALKING status when Macro is run
CSCuf17278	3	LdapLogCheck/Recover don't work if CAD installed in nondefault location
CSCug67011	3	ASA Data not populated in Cisco Agent Supervisor
CSCuh10665	3	Enterprise Data fails for IPPA users after failback to primary
CSCuh35649	3	CAD and CDA Not Appending CUPS Domain to User URI
CSCuh84051	3	CAD freezes due to macro lockup.
CSCui13630	3	CAD desktop consult call drops if primary call is disconnected.
CSCui14904	3	Enterprise Data not saved on Ringing event when ANI present in CTI data
CSCui44814	3	Skill Stats doesn't work for IPPA users after failback
CSCui76962	3	Skills with ID 0 not showing skill stats
CSCuj23373	3	CAD always on top feature stops working if supervisor send team message
CSCuj42551	3	Precision Queue not sync'd
CSCuj48557	3	Agents disappear from CSD when they do not authenticate successfully.
CSCuj58930	3	CAD is not compatible with AltGr key
CSCuj60888	3	CAD Crashes while in Phone book Editor
CSCuj62224	3	Enterprise Data fails for IPPA users after reboot
CSCuj93397	3	Process FCCServer memory leak and high CPU during the load run in 10.0
CSCtu68528	4	CSD RealTime statistics refresh rate reset to Manual

Table 2 *Resolved in Release 10.0(1) (continued)*

Identifier	Severity	Headline
CSCtx98072	4	When dialing IVRs, CAD wont enable touchtone/DialPad for DTMF inputs
CSCub33875	4	CAD fails over when pgagent asserts
CSCuc55944	4	Supervisor Workflow Color Thresholds not working
CSCud14682	4	Customer Number is incorrect for callback
CSCud38507	4	Agent will not be moved to Logged out state
CSCue62014	4	CAD - Skill Group ID 0 is reserved
CSCug20059	4	CSD does not keep the order selection once moving between teams
CSCuh22695	4	Agent appears in Team Agent State Report but not in Team Agent Statistic
CSCui02611	4	CSD showing CAD and BIPPA agents in incorrect order
CSCui04633	4	Predefined Enterprise field Display name reverts to default
CSCui40886	4	CAD freezes on PG failover
CSCui56159	4	Show license usage screenshot in 8.x and above documentation is wrong.
CSCud03249	6	Change to Licencing URL requires either a workaround or a patch
CSCug79562	6	CAD Replication does not work with domain accounts
CSCug82179	6	Java 6 update 45 creates issue with untrusted components.
CSCuj37173	6	Called# displays shows -1 for outbound call.

Release 10.0(1a)

Table 3 lists the caveats that were resolved in Release 10.0(1a).

Table 3 *Resolved in Release 10.0(1a)*

Identifier	Severity	Headline
CSCuo38800	2	CAD LDAP sync failed due to unexpected file
CSCuj62224	3	Enterprise data fails for IPPA users after reboot
CSCul13901	3	Can't hide contact management pane in CAD
CSCul86371	3	After CTI fails over to Side B, first IPPA agent to try to log in fails
CSCul92411	3	CAD monitor notification not working for CUCM-based monitoring
CSCum03776	3	CAD client freezes after reconnecting with server
CSCum68827	3	Forced login in IPPA does not work
CSCum68905	3	CAD chat looks only at agent name not agent ID when loading teams
CSCum69016	3	CAD not clearing calls from the GUI during failover
CSCum82503	3	CSD, CAD not responding after attempting to barge in
CSCum96192	3	ASA values not appearing in CSD for precision queues
CSCun00644	3	Illegal characters present for ICM variables field
CSCun16690	3	CAD 9.x RASCAL database fails to create when password contains "="
CSCun37230	3	CAD phone book import fails with same name
CSCun40454	3	Doc: Install using backup and restore method incorrect

Table 3 Resolved in Release 10.0(1a) (continued)

Identifier	Severity	Headline
CSCuo32410	3	3–5 second delay answering calls after applying 8.5(4) ES 7 ET35571 b1
CSCuo72367	3	CSD will only accept domain suffixes of three or fewer characters
CSCun76539	4	Supervisor has to log in again in order to see the new skill group name
CSCuj82348	5	Show/hide contact management makes CAD lock up if window is resized

Release 10.0(1b)

Table 4 lists the caveats that were resolved in Release 10.0(1b).

Table 4 Resolved in Release 10.0(1b)

Identifier	Severity	Headline
CSCuq61336	1	Cisco Desktop Tomcat service does not get installed co-resident with ICM

Release 10.0(2)

Table 5 lists the caveats that were resolved in Release 10.0(2).

Table 5 Resolved in Release 10.0(2)

Identifier	Severity	Headline
CSCuq61336	2	Cisco Desktop Tomcat service does not get installed co-resident with ICM
CSCus42910	2	January 2015 OpenSSL vulnerabilities
CSCut21966	2	When the agent cancels a transfer attempt then update variable fails
CSCut60119	2	CAD and CTISvr do not fail over with public network outage
CSCuv44544	2	Incorrect customer number found on callback properties window
CSCtx27306	3	UCCX CAD popups always open in a new window instead of tabs
CSCuh84051	3	CAD freezes due to macro lockup
CSCup24189	3	Multiple vulnerabilities in OpenSSL - June 2014
CSCuq53498	3	PostInstall configuration will create Distributor registry key
CSCuq61520	3	CAD does not display text for Reason Code in Work Not Ready
CSCuq71420	3	CAD Enterprise Server disconnects from CTISvr every 5 min
CSCuq88282	3	BA variables are missing in Workflow configuration
CSCus12763	3	CUPS PE high CPI usage due to CAD
CSCus12780	3	CUPS contacts with hyphens in the name do not work
CSCus13064	3	IPPA login, post failover, delayed due to recovery thread running twice
CSCus13105	3	CSD Voice CSQs Team Summary's Current Oldest column sorting issue
CSCus13178	3	When receiving new calls, if CAD window maximized, CAD resizes
CSCus69879	3	Enterprise Service cannot connect to CTI when the VRU peripheral offline
CSCus79135	3	CAD Auto-update process disconnects the AnyConnect client running on PC
CSCus95355	3	CAD Timer Actions not triggering as expected
CSCut18562	3	CAD Postinstall unable to restore Recording and Statistics database

Table 5 *Resolved in Release 10.0(2) (continued)*

Identifier	Severity	Headline
CSCuu20627	3	CAD not staying Always on Top with External Application Action
CSCuu26504	3	CAD with Presence integration has problems chatting across contact lists
CSCum68857	4	HTTP POST does not send data when testing in CDA
CSCuq70700	4	Exclude CAD install directory on PG Server in Anti-Virus
CSCut57962	4	DirSync connection to CTIOS needs to be documented
CSCus66889	6	Wrapup restore fails OpenLDAP can import max characters
CSCus31456	7	Oct 2014 OpenSSL vulnerabilities
CSCut45827	7	March 2015 OpenSSL vulnerabilities

Related Documentation

See the product documentation at:

www.cisco.com/en/US/products/sw/custcosw/ps427/tsd_products_support_series_home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see What's New in Cisco Product Documentation at:

<http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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