



Release Notes for Cisco Agent Desktop 7.0 (1)

December 12, 2005

These release notes describe the new features for Cisco Agent Desktop version 7.0(1).

Use these release notes in conjunction with the Cisco Agent Desktop 7.0(1) documentation, provided on the installation CD.

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System Requirements

Cisco Agent Desktop 7.0(1) is compatible with Cisco IP Contact Center (IPCC) Enterprise Edition and IPCC Hosted Edition, Release 7.0(0).



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New and Changed Information

CAD 7.0(1) includes the following changes:

- **Localization.** CAD has been localized in French, German, Italian, Spanish, Simplified Chinese, Japanese (Kanji), and Korean. The localized applications are Cisco Agent Desktop, Cisco Supervisor Desktop, and the Cisco IP Phone Agent service (all languages except Simplified Chinese and Korean; Japanese is displayed as single-byte kana). The localized documentation includes the online help for Cisco Agent Desktop and Cisco Supervisor Desktop, and Quick Reference Cards for Cisco Agent Desktop, Cisco Supervisor Desktop, and Cisco IP Phone Agent.
- **Citrix/Terminal Services.** CAD is now supported in a Citrix/Microsoft Terminal Services environment.
- **Accessibility.** The CAD application GUIs have been improved to increase accessibility.
- **Automated Distribution.** Cisco Agent Desktop and Cisco Supervisor Desktop can now be installed or upgraded (“pushed”) on multiple desktops through the use of an automated package distribution tool.

Open Caveats

Table 1 Open caveats for CAD 7.0(1)

DDTS Number	Explanation
CSCsa99800	<p>Symptom: An agent cannot log in after his or her ID is changed.</p> <p>Conditions: This problem occurs after an agent’s ID has been changed.</p> <p>Workaround: Cycle the IPCC Enterprise services for the ID change to take effect.</p>
CSCsb18387	<p>Symptom: Agents cannot log in with IDs longer than 12 characters.</p> <p>Conditions: This problem occurs when the agent’s ID is more than 12 characters long.</p> <p>Workaround: Avoid using IDs more than 12 characters long.</p>
CSCsb44712	<p>Symptom: The supervisor is unable to log in due to a password failure. The password entered is correct.</p> <p>Conditions: The supervisor's password may be reset to the default (empty/blank) password when information tied to the supervisor's agent is changed in the IPCC admin tools, such as the agent's name and skill groups associated with the agent.</p> <p>Workaround: Attempt to log the supervisor in using a blank password. If successful, the supervisor can then change their password back to the desired password.</p>

Table 1 Open caveats for CAD 7.0(1) (continued)

DDTS Number	Explanation
cSCsc46525	<p>Symptom: When an ECC variable (for example, ICM Call Variable 1) from a CAD desktop is populated with data that is greater than the permitted CTI OS desktop variable length (greater than 39 characters) none of the CAD desktop ECC variables are transferred to the CTI OS desktop. ECC variables within the CTI OS ECC variable length limit (less than 39 characters) are transferred.</p> <p>Conditions: Call Scenario: a CAD agent transfers a call to a CTI OS agent with ECC variables.</p> <p>Workaround: Limit the ECC variables to less than or equal to 39 characters.</p>
CSCsc47302	<p>Symptom: When a CAD Agent receives a PSTN call and wants to consult transfer the call to another agent, the Transfer button on the “Transfer A Call” window goes to grayed-out (inactive) if the CAD agent waits over 15 seconds to perform a consult transfer. The Transfer A Call window reflects the “Consult call failed” message in the bottom left-side corner. If the CAD Agent A selects the Transfer button before 15 seconds expire then the consult transfer is successful.</p> <p>Conditions: Occurs when an agent wants to transfer a caller to another agent. The agent performs a consult transfer and waits more than 15 seconds before completing the transfer.</p> <p>Workaround: The CAD Agent A can use the Alternate feature on the Transfer a Call window.</p>
CSCsc77053	<p>Symptom: No data or the normal error message appears when an administrator tries to access the Enterprise Configuration, IPCC Configuration, or Personnel nodes in Desktop Administrator when they are being accessed by another user.</p> <p>Conditions: Desktop Administrator is loaded on a PC running Windows 2000 Professional.</p> <p>Workaround: None. It is normal for the administrator to not be able to access these nodes if another user has them open, but no error message appears the way it should.</p>

Resolved Caveats

Table 2 Resolved caveats for CAD 7.0(1)

DDTS Number	Explanation
CSCsb34949	Voice Contact: work flows do not execute.
CSCsb54112	Error while trying to configure NT authentication for Logger/AW access.
CSCsb54231	IPPA service and Enterprise service cannot connect to CTI service.
CSCsb73423	Incorrect name for backup tool in Cisco CAD Installation Guide 7.0(0).
CSCsb77005	CDBRTool switches.Incomplete list of switch options.

Table 2 *Resolved caveats for CAD 7.0(1) (continued)*

DDTS Number	Explanation
CSCsb88135	CAD Directory Server does not install on PG/WIN2k3.
CSCsb92281	Install—Spawn and Wait error. The system cannot find the file specified.
CSCsc44092	Desktop Monitor Console not functioning when no internet access.
CSCsc51990	Supervisor desktop uses old version of components.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

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

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
 Attn: Customer Document Ordering
 170 West Tasman Drive
 San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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