Release Notes for Cisco Agent Desktop 7.0(2) Service Release 2

December 21, 2011

These release notes describe the issue corrected by Cisco Agent Desktop 7.0(2) Service Release 2.

System Requirements

Cisco Agent Desktop 7.0(2) is compatible with Cisco IP Contact Center (IPCC) Enterprise Edition and IPCC Hosted Edition, Release 7.0(1).

Installation

Cisco Agent Desktop 7.0(2) Service Release 2 must be installed on all CAD 7.0(2) servers and clients.

It is recommended that you apply this service release during a maintenance window because the procedure requires that the CAD services be restarted.

Before you install this service release:

- the base release of CAD 7.0(2) must be installed on server and client computers.
- you must log into the CAD servers as an administrator.

Installing the SR on CAD Servers

Step 1 Download the CAD 7.0(2) service release executable file to your CAD server(s). Make a note of the location where you saved the downloaded file.

Step 2 Double-click the downloaded file.

Step 3 Follow the on-screen instructions. The service release begins installing and will replace files and restart services.

Step 4   When the installation is finished, a window appears telling you that the installation is complete.

Installing the SR on CAD Clients

If automated updates are enabled in your system (see the *Cisco CAD Installation Guide* for more information), follow these steps.

Step 1   The next time a client application starts after the service release is installed, the user sees a prompt that an updated version of the application is available and will be installed.

Step 2   Follow the on-screen prompts.

Step 3   The service release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.

If automated updates are not enabled in your system, complete the following steps on each client computer.

Step 1   After the service release has been installed on the CAD servers, browse to the following address from the client computer:

http://<Your CAD server IP address>:8088/TUP/CAD/SR.htm

Step 2   Follow the instructions on the page to download and install the service release.

Step 3   The service release installs, replacing files as needed. When the installation is finished, a window appears telling you that the installation is complete.

Uninstallation

To uninstall the service release, you must be logged in as an administrator.

Note   If you cancel the uninstallation process while it is running, the service release might continue to be listed in the Add/Remove Programs window, and you will not be able to remove or repair the service release or reinstall it. Contact Cisco TAC for assistance (see "Submitting a Service Request" for contact information).

Complete the following steps to uninstall the service release from a CAD client computer.

Step 1   Choose **Start > Settings > Control Panel > Add/Remove Programs**.

Step 2   Select the program you want to uninstall.

Step 3   Click **Change/Remove**.

During the uninstall process, a DOS window named **srRollbackRepair.exe** appears. Do not close this window.

Step 4   CAD Configuration Setup appears. Click **Cancel** to close the application.

Step 5   The srRollbackRepair.exe DOS window closes automatically.

Step 6   Your computer automatically reboots. After the computer restarts, the system will be back to its base level software state.

Complete the additional following steps to uninstall the service release on a CAD server.

Step 1   Complete all of the steps in the uninstallation procedure above.

Step 2   After your computer reboots, a DOS window named **ResetClientInstalls** appears. Do not close this window. This window automatically closes when the utility has finished running.

Step 3   Launch CAD Configuration Setup by double-clicking **PostInstall.exe**, located in the …Cisco\desktop\bin folder.

Step 4   Advance through the windows using the forward arrow, accepting all the default values in each window, until you come to the Recording and Statistics Service Database window.

Step 5   In the Recording and Statistics Service Database window, reenter the NT authentication password.

Step 6   Continue to advance through the windows using the forward arrow you have displayed each window, and the Save button is enabled.

Step 7   Click **Save** and then close CAD Configuration Setup.

Limitations

Internet Explorer does not display the latest web installation page

Behavior: Internet Explorer displays a cached version of the CAD Installation webpage, not the most recent.

Scope: Client machines

Cause: The CAD Installation webpage was accessed before by the user and cached by Internet Explorer. When the webpage is accessed again, the cached version of the page is displayed, not the new version.

Effect on system: The wrong installation program is accessed.

Installer response: In Internet Explorer, choose **Tools > Internet Options** and select the **General** tab. In the Temporary Internet Files section, click **Settings** and ensure that the **Every visit to the page** option is selected.

Resolved Caveats

The following issues have been resolved in CAD 7.0(2) SR2.

> **Note** You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: http://www.cisco.com/support/bugtools/Bug_root.html

Table 1   Caveats resolved in Service Release 2

Identifier	Severity	Headline
CSCse73377	3	CAD client agent.exe goes to 100% CPU utilization
CSCsg02860	3	Cisco Agent Desktop not staying in stealth mode

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

http://www.cisco.com/techsupport

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

http://www.cisco.com/go/marketplace/

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

http://www.cisco.com/go/marketplace/

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation 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.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

http://www.cisco.com/go/psirt

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only — security-alert@cisco.com

  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Tip We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.*x* through 9.*x*.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

Note Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command

output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations 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.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—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 Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

  http://www.cisco.com/go/guide

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

  or view the digital edition at this URL:

  http://ciscoiq.texterity.com/ciscoiq/sample/

- *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/ipj

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

  http://www.cisco.com/en/US/products/index.html

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

  http://www.cisco.com/discuss/networking

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html