



Release Notes for Cisco Agent Desktop 7.0(2) Service Release 3

Revised: December 21, 2011

These release notes describe the issues corrected by Cisco Agent Desktop 7.0(2) Service Release 3.

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 3 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.



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

© 2008 Cisco Systems, Inc. All rights reserved.

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

**Note**

If you are running CAD in a replicated system, and the replication is not working, after installing the SR you must shut down replication and then re-establish replication to resolve the issue.

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, follow these 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 [“Obtaining Documentation, Obtaining Support, and Security Guidelines”](#) 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 folder `..\Cisco\desktop\bin`.
- 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) SR3. For a list of caveats that have been resolved in an earlier service release, see the release notes for that service release.


Note

You can view more information and track individual CAD defects using the Cisco Bug Toolkit located at: <http://tools.cisco.com/Support/BugToolKit>.

Table 1 Caveats resolved in Service Release 3

Identifier	Severity	Headline
CSCsd13729	3	While sending team message to group agent maximizes screen app crashes
CSCse08479	3	When CAD is in stealth mode, icon is not visible in the system tray.
CSCsf04703	3	slurpd use excessive CPU when its lock file is corrupted
CSCsh58033	3	The Enterprise Service terminates unexpectedly.
CSCsh58045	3	The LDAP service terminates unexpectedly.
CSCsh76695	3	LRM server freezes and accepts connections but doesn't respond to client
CSCsi35914	3	HTTP - Post Method not working
CSCsi73585	3	ASA stats do not show up correctly – RASCAL doesn't clear string
CSCsi74184	3	Enterprise Server does not connect to local cti server if remote cti ser
CSCsj68975	3	SL: CAD: window.close causes embedded browser to hang
CSCsk69900	3	SystemData for Workflow Actions may not work for some languages
CSCsl28692	3	Broken collation when doing replication
CSCsl28786	3	Install of client fails using Win 2K3 server
CSCsl28827	3	VoIPMonClientRec.dll login causes all recordings to stop
CSCsl28863	3	URL starts Dialing a Hyperlinked Phone Numbers
CSCsl28876	3	ACMI fails to connect to ICM if TTL is greater than 10
CSCsl57336	3	FCRasSvr transaction log growing out of control

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, 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>

Documentation Feedback

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

ccbu_docfeedback@cisco.com

We appreciate your comments.

