



Release Notes for Cisco Agent Desktop 8.0(1a)

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Contents

These release notes discuss the following topics:

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Installing CAD 8.0\(1a\), page 2](#)
- [Limitations and Workarounds, page 4](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 6](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 8](#)

Introduction

Cisco has issued Cisco Agent Desktop 8.0(1a) software, which addresses defects found in the Cisco Agent Desktop 8.0(1) software. These release notes describes the defect fixes and how to install CAD 8.0(1a).

Use these release notes in conjunction with the Cisco Agent Desktop 8.0 documentation available on the Cisco website (www.cisco.com).



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System Requirements

Cisco Agent Desktop 8.0(1a) is supported with Cisco Unified Contact Center Enterprise and Hosted Edition, Release 8.0.

New and Changed Information

In the CAD 8.0(1) release, the CAD LDAP service is susceptible to glue nodes, which corrupt the directory and can result in agents being unable to log into the ACD. In addition, a CAD LDAP service with glue nodes cannot be backed up and restored, impairing upgrades to later CAD releases.

CAD 8.0(1a) corrects this problem by providing a replacement CAD LDAP service. This replacement CAD LDAP service can only be safely applied within the context of a full CAD build, rather than a simple maintenance release.

Installing CAD 8.0(1a)

CAD 8.0(1a) can be installed as a new deployment or as an upgrade. Consult Table 9, “CAD Upgrade Paths” in the *Cisco CAD Installation Guide* for the supported upgrade paths from earlier versions of CAD to CAD 8.0(1a).

**Note**

To preserve recordings made in your older version of CAD, it is recommended that you use the RAW to WAV utility to convert the recordings to a format that is playable in any recording player.

To verify which version of CAD is installed in your system, use the Add/Remove Programs utility in Control Panel, select a CAD service or desktop application, and click [Click here](#) for support information.

New Deployments

In an environment with no existing CAD installation, CAD 8.0(1a) is installed according to the procedure in the *Cisco CAD Installation Guide* for CAD 8.0.

Upgrades

Upgrading from CAD 8.0(1)

CAD 8.0(1a) must be applied in advance of any future CAD 8.0 maintenance releases. For this reason, we strongly recommend existing CAD 8.0(1) customers upgrade to CAD 8.0(1a).

In an environment with an existing CAD 8.0(1) deployment, CAD 8.0(1a) should be applied as an over-the-top upgrade on both the servers and client desktops. Since this release contains fixes for both the services and client applications, it is recommended that the upgrade be performed during a maintenance window in the contact center.

**Note**

Failure to upgrade the services and client desktops at the same time might result in agents being unable to log in to the ACD.

If upgrading a High Availability (HA) system, you must upgrade the primary CAD server first. The upgrade process requires knowing the IP addresses of both the primary and secondary CAD servers. You can verify these IP addresses by running CAD Configuration Setup (postinstall.exe) on a CAD server; the initial window in this utility identifies the primary and secondary server IP addresses.

The CAD server upgrade process analyzes the existing CAD LDAP service and determines its current state. When this utility detects a glue node condition within LDAP, it attempts to repair the LDAP service so that it can be successfully upgraded.

**Note**

In the event that your deployment of CAD 8.0(1) cannot be repaired by CAD 8.0(1a), contact TAC and have the log located at C:\Documents and Settings\\Local Settings\temp\GlueNodeReportTool\ available.

Upgrading from CAD 7.6, 7.5, and 7.2

In an environment with an existing CAD 7.6, 7.5, and 7.2 deployment, CAD 8.0(1a) can be applied as an over-the-top upgrade on both CAD servers and client desktops according to the procedures in the *Cisco CAD Installation Guide* for CAD 8.0. No new or additional steps are required as part of this upgrade.

Upgrading from CAD 7.1 and 7.0

In an environment with an existing CAD 7.1 or 7.0 deployment, you must first upgrade to CAD 7.2 and then upgrade from CAD 7.2 to CAD 8.0(1a). Both of these upgrades can be over-the-top upgrades on both servers and client desktops.

Upgrading from CAD 6.x and Earlier

In an environment with an existing CAD 6.x or earlier deployment, you must first upgrade to CAD 7.2 and then upgrade from CAD 7.2 to CAD 8.0(1a) on both servers and client desktops. The upgrade to CAD 7.2 must be a manual upgrade, and the upgrade from CAD 7.2 to CAD 8.0(1a) can be an over-the-top upgrade on both servers and client desktops.

Upgrading from CAD 8.0(1) to CAD 8.5 and Later Releases

Customers who fail to upgrade their CAD 8.0(1) deployment to CAD 8.0(1a) might be unable to upgrade to a CAD 8.5 or newer release if the CAD 8.0(1) LDAP service has glue nodes. This is because the CAD 8.5 upgrade program will not be able to successfully back up the CAD 8.0(1) LDAP service, causing the upgrade to fail.

For this reason, customers should upgrade CAD 8.0(1) to CAD 8.0(1a) and only then upgrade to CAD 8.5 or later. The CAD 8.0(1a) upgrade will repair the glue node conditions and enable a successful upgrade to CAD 8.5 or later.

**Note**

If you are upgrading to CAD 8.0(1a) and then to CAD 8.5 or later during the same maintenance window, it is not necessary to upgrade the CAD client desktops to CAD 8.0(1a). CAD 8.5 or later clients can be installed over the top of CAD 8.0(1) client desktops.

Limitations and Workarounds

Pressing the Close or Exit button on Series 8900 and 9900 Cisco IP phones does not close IP Phone Agent

Symptom: Pressing the Close or Exit button does not exit IP Phone Agent.

Description: The underlying interface on Cisco IP Phone series 8900 and 9900 is different from other Cisco IP phones.

Workaround: To exit and close IP Phone Agent, press the Settings button, and then select Running Applications > Close App.

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.

First Unified Outbound Dialer call on a dialer port results in Agent Desktop becoming stuck in the Hold state

Symptom: The first Unified Outbound Dialer call on a dialer port results in Agent Desktop becoming stuck in the Hold state, and all the Outbound Dialer toolbar buttons becoming disabled.

Description: This occurs when the CTI OS service does not send all the necessary data to the Cisco Desktop Enterprise service.

Workaround: Answer the call manually. If Agent Desktop does not start working, restart it.

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.

Newer CAD version does not run in older Unified CCE environment

Symptom: CAD agents unable to log in.

Description: CAD 8.0 is running in an environment that includes an earlier version of Unified CCE.

Workaround: CAD 8.0 cannot run correctly in a mixed environment when components of that environment are at an older version. Upgrade Unified CCE to 8.0 or roll back CAD to a matching version.

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.

-
- 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.

Open Caveats

The following issues are open in Cisco Agent Desktop 8.0(1a).



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 Open caveats in release 8.0(1a)

Identifier	Severity	Headline
CSCte86108	3	Call appearance in CAD after failover and call ended
CSCtf19232	4	CAD: JPN: Accelerator keys do not work in Wrap-up Data window
CSCtn86220	4	Cyrillic chars become garbled when phonebook is exported from CDA
CSCto72177	4	IP Phone Agent cannot force logout a CAD Agent
CSCto72190	4	Misleading error message received in CAD to CAD force logout

Resolved Caveats

The following issues have been resolved in Cisco Agent Desktop 8.0(1a).



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 2 Caveats resolved in release 8.0(1a)

Identifier	Severity	Headline
CSCte25770	1	In OB Dialer Dir Preview toolbar, some buttons disabled on call hold
CSCth53042	1	SMC causes slow increase in Tomcat memory usage
CSCtj85388	1	Agent call statistics are calculated incorrectly
CSCsv69266	2	Sync service does not disconnect from CTI OS on failover
CSCtd66814	2	High FCVoIPMonServer CPU usage when monitoring mobile agents.
CSCti20560	2	LDAP is broken when CAD services are restarted
CSCtj85229	2	When supervisors re-skill, CTI OS can crash
CSCtk63241	2	CSD cannot monitor agents
CSCtn63908	2	CAD crashes when Not Ready reason code set for second time
CSCto08370	2	IPPASvr leaks memory for every page pull
CSCto08450	2	RAW to WAV conversion using raw2wav.exe results in 1kb file
CSCto08475	2	Supervisor crashes when agent is logged in with ext > 10 digits
CSCto08594	2	CAD agent.exe does not close/exit normally in thin client environment
CSCto10650	2	Base repair fails if an MR but no ES is installed
CSCto12953	2	CAD & CSD show previous days in current day's call log
CSCsz70779	3	Mobile Agent Mode check box cannot be removed from CAD-BE client
CSCte45907	3	Agent cannot complete a consult transfer/conference
CSCti47126	3	Call and ECC variables not displayed in Agent Desktop
CSCti68602	3	Replication jobs are installed as domain admin not local user
CSCtj19817	3	CTIStorageServer.exe gets into bad state using high CPU trace on DEBUG
CSCtj44025	3	Sync and License services crash shortly after installing CAD 8.0.1
CSCtj50295	3	ECC variables missing after upgrade to 8.0 when using custom layout
CSCtj80239	3	Inconsistent casing of "retCode" can lead to replication setup failure
CSCtj80255	3	CSD monitoring doesn't restart on a new call within 5 seconds
CSCtj85210	3	Phonebooks containing comma in phone number cause restore to fail
CSCtk09136	3	CDBRTool does not connect to side B when side A is down
CSCtk10517	3	CSD Chat window closes after sending chat message to multiple agents
CSCtl06493	3	Failover does not occur after prolonged service failure
CSCtl06504	3	No procedure for uninstalling CAD in an HA environment in docs
CSCtl09086	3	Rows jump when sorted skill stats display is autorefreshed
CSCtl85307	3	Recordings fail immediately after startup if disk space check isn't done
CSCtl85319	3	Recording threads may be deleted while still running causing crash
CSCtn53818	3	Enterprise layout fields revert to default configuration after reboot
CSCtn61118	3	IPPA service fails to start after CAD replication due to IPv6 lookup
CSCtn99413	3	CAD displays wrong enterprise data for transferred OB Dialer call

Table 2 *Caveats resolved in release 8.0(1a) (continued)*

Identifier	Severity	Headline
CSCto08319	3	Tab name shows “no title” in CAD integrated browser
CSCto08320	3	When PG failover done via TaskManager, CAD cannot log in
CSCto08379	3	CAD integrated browser opens empty new tab when link clicked
CSCto08394	3	Recording playback stops on codec change
CSCto08411	3	Supervisor workflow fails when run against large pool of CSQs
CSCto08461	3	XML parse error in IPPA with Canadian French localization
CSCto08516	3	RPServer doesn't purge the recording
CSCto10234	3	In CSD, recorded calls not available for playback after a day
CSCto10280	3	CSD recording filter - filters by day but not by date
CSCto10408	3	Cannot reply to chat message from user not in contact list
CSCto10460	3	CAD recording - More than one RTP stream sent to a single port
CSCto10500	3	After NM failover, no status for CUPS
CSCto10714	3	Presence integration LDAP query contains no filters
CSCto11077	3	CAD hangs on login for a few seconds
CSCto11089	3	Incorrect version number shown in Cisco Agent Desktop Help/About
CSCto11093	3	CSD Record Viewer crashes when Play and Save is clicked
CSCto11130	3	Page refreshing in non-visible browser tab steals focus
CSCtc99337	4	CAD Citrix support for W2K3 SP2
CSCtf19273	4	Duplicate accelerator key on Browser Setup tab; key does not work
CSCtf19323	4	Incorrect tooltip displayed for Intervention menu in CSD
CSCtf19338	4	Alt+A accelerator key in Preferences window does not work
CSCtj18283	4	Agent status shows as “Unknown” in Chat window for mobile agents
CSCto08540	4	Standard License user interface errors
CSCto08552	4	Sorting by empty column makes entries jump around
CSCtf10181	5	CSD overlays same agent in Team Agent Statistics Display multiple times
CSCti68557	5	Document the requirements for SQL user for NT authentication
CSCto10203	6	Backport feature to enable pop-up windows for integrated browser

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>

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