



Release Notes for Cisco Unified Expert Advisor Release 7.6(1)

First Released: June 1, 2009
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These release notes describe the first version of Cisco Unified Expert Advisor (Unified Expert Advisor), Release 7.6(1).

To access the latest software upgrades for Unified Expert Advisor, go to <http://www.cisco.com/go/ea>.

Before you install, we recommend that you review the release notes (this document) for information about issues that may affect your system.

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

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Introduction

Cisco Unified Expert Advisor is an optional feature for Cisco Unified Contact Center. It extends the contact center so that expert advisors can handle certain incoming calls. For example, there might be a call for which the contact center agent and the caller require a discussion with, or advice from, a specialist who is not employed by the contact center—but who agrees to be “on call” to provide services as a consultant. That person is the expert advisor.

Expert advisors establish their presence and availability to take a call by the presence state of their instant messaging (IM) Client—for example: Available or Away. The expert advisor IM Client effectively serves as the “agent desktop” for experts, who establish their willingness to take a call by responding to a message (for example, Are you available to handle this contact?).

Once an expert's availability and acceptance of the message request are confirmed, the call is routed to the expert. The contact center agent can also conference the expert into a customer call.

System Requirements

For hardware and third-party software specifications for Unified Expert Advisor, Release 7.6(1), refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco ICM/IPCC Enterprise & Hosted Editions, Release 7.5(x)*, which is accessible from http://cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/compatibility_matrix/guide/ipcc75compat.pdf.

Compatibility Information

For a list of supported platform compatibility information for Unified Expert Advisor, Release 7.6(1), refer to the *Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide*, which is accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_device_support_tables_list.html

Related Documentation

The latest Cisco Unified Expert Advisor, Release 7.6(1), documentation set is available at http://www.cisco.com/en/US/products/ps9675/tsd_products_support_series_home.html and includes the following documents:

- *Release Notes for Cisco Unified Expert Advisor* (this document)
- *Cisco Unified Expert Advisor Quick Reference*
- *Installation Guide for Cisco Unified Expert Advisor*
- *Administration and Configuration Guide for Cisco Unified Expert Advisor*
- *Cisco Unified Operating System Administration Guide for Cisco Unified Expert Advisor*
- *Cisco Unified Serviceability Administration Guide for Cisco Unified Expert Advisor*
- *Disaster Recovery System Administration Guide for Cisco Unified Expert Advisor*
- *Real Time Monitoring Tool Administration Guide for Cisco Unified Expert Advisor*
- *Reporting Guide for Cisco Unified Expert Advisor*

- *Troubleshooting Guide for Cisco Unified Expert Advisor*

**Note**

The *Cisco Unified Contact Center Enterprise 7.x Solution Reference Network Design* guide includes network design for Unified Expert Advisor and is available at:
http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html.

Localization Notes

Unified Expert Advisor, Release 7.6(1), contains the following localized content:

- System Default message set (for IM). Available from the Operations Console: **Daily Management** > **Message Sets** (Default Locale). See the *Administration and Configuration Guide for Cisco Unified Expert Advisor* for more information.
- Reports (see the “Reporting Templates” section on page 4)
 - Crystal Reports templates (only)
 - Unified IS-based reporting templates and online help
- Agent Quick Reference Guide. The localized documents are available at the following website:
http://www.cisco.com/en/US/products/ps9675/tsd_products_support_translated_end_user_guides_list.html.

The localized Unified Expert Advisor content is available in the following languages:

- Arabic (Saudi Arabia)
- Chinese (Simplified, Taiwan)
- Chinese (Traditional, China)
- Danish (Denmark)
- Dutch (Netherlands)
- English (United States)
- French (France)
- German (Germany)
- Italian (Italy)
- Japanese (Japan)
- Korean (South Korea)
- Portuguese (Brazil)
- Russian (Russia)
- Spanish (Spain)
- Swedish (Sweden)

Installation Notes

- [Cisco Unified Expert Advisor Licensing, page 4](#)
- [Cisco Unified Presence SIP Proxy Server — Record Route Header, page 4](#)
- [Upgrades and Patching, page 4](#)
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Cisco Unified Expert Advisor Licensing

A Unified Expert Advisor license is required for production deployments of the system.

You can obtain a license from the cisco web site at: <http://www.cisco.com/go/license>

The Unified Expert Advisor system allows the operation of five “seats” without a license. This is useful for testing and demo purposes. The evaluation “seats” do not expire; however, you are limited to having only five expert advisors enabled in the system.

Licenses are only required to be installed on the primary runtime server. The high availability and reporting servers obtain their licensing information from primary runtime server.

Licenses are installed after installation from the operations console, either by using the Initial Configuration Wizard, or by going to **System Management > License**.

Cisco Unified Presence SIP Proxy Server — Record Route Header

The default setting of the Add Record Route Header service parameter for the Cisco Unified Presence Proxy Service has varied from one release of Cisco Unified Presence to another. It should be set to OFF.

Upgrades and Patching

Patching and upgrades work the same way in Cisco Unified Expert Advisor. If applying a patch, follow the instructions in Chapter 7, “Software Upgrades” of the *Cisco Unified Operating System Administration Guide for Cisco Unified Expert Advisor*.

You can also apply a patch while installing a system. For instructions on applying a patch while installing a system see the *Installation Guide for Cisco Unified Expert Advisor*.



Warning

Do not issue the CLI command `utils system switch-version` during an upgrade. Issuing the command during an incomplete or pending upgrade causes all transaction IDs in the database to be reset. This results in all existing assignment queues, skills, translation route targets, and reporting server users not being edited and no new ones being added.

Reporting Templates

Unified Expert Advisor, Release 7.6(1) provides two options to run reporting templates: one for Crystal Reports and one for Cisco Unified Intelligence Suite (Unified IS), Release 7.5(2) or later. Both options provide the same functionality. For more information, see the [Reporting Guide for Cisco Unified Expert Advisor](#).

**Tip**

To run the Expert Advisor reporting templates from the Cisco Unified Intelligence Center (Unified IC) reporting application that is part of Unified IS, you must install Unified IS, Release 7.5(2) and then apply the Unified IS Engineering Special (the ES version bundled with the template).

The Unified Expert Advisor reporting templates from Unified IC are available in several languages. The Unified IS software, the downloadable .zip files containing the localized templates, and the corresponding online help for each language can be accessed from Cisco.com when they become available.

Procedure to Download Unified IS, Release 7.5(2)

**Tip**

This procedure is only required if you use the Unified IS reporting template option. It is not required if you use the Crystal Reports reporting template option.

To download Unified IS, Release 7.5(2), follow this procedure:

- Step 1** Go to the following website: <http://www.cisco.com/en/US/products/ps9755/index.html>.
- Step 2** In the Cisco Unified Intelligence Suite Introduction page, click **Download Software** (appears under the Support box on the right side).
- Step 3** Log in using your Cisco credentials. Accept the Security Alert to enter the website.
- Step 4** In the Tools and Resources Download Software page, navigate to the executable file for Release 7.5(2).
- Step 5** Click **Download**.
- Step 6** Click **Agree** to accept the download rules.
- Step 7** Click **Save** and browse to the location(s) where you want to save the installer file.
- Step 8** Run the installation and configuration for Unified IC Release 7.5(2), as documented in the *Cisco Unified Intelligence Suite Intelligence Center User Guide*.

**Note**

The installation procedure for Unified IS instructs you to select Latin1_General_BIN collation during the SQL Server installation.

For other languages use one of the following collation selections:

- To view Japanese templates, select the Japanese SQL Collation designator.
- To view Chinese Simplified, select Chinese_PRC.
- To view Chinese Traditional, select Chinese_Taiwan_Stroke.
- To view Korean, select Korean_Wansung.
- To view Russian, select Cyrillic_General.
- To view Arabic, select Arabic. Arabic text will be displayed left-to-right in Unified IS, Release 7.5(x).

Procedure to Download Unified IS ES, Reporting Templates, and Online Help


Tip

This procedure is only required if you use the Unified IS reporting template option. It is not required if you use the Crystal Reports reporting template option.

The Engineering Special (ES)¹ for Unified IS Release 7.5(2), the Unified IC templates for Expert Advisor, and the corresponding template online help are all contained in a single zip file. To download and extract that zip file, follow this procedure:

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- Step 1** Go to the following website: <http://www.cisco.com/en/US/products/ps9755/index.html>.
- Step 2** In the Cisco Unified Intelligence Suite Introduction page, click **Download Software** (appears under the Support box on the right side).
- Step 3** Log in using your Cisco credentials and accept the Security Alert.
- Step 4** In the Tools and Resources Download Software page, navigate to the EA761_CUIC_templates.zip file.
- Step 5** Click **Download**.
- Step 6** Click **Agree** to accept the download rules.
- Step 7** Click **Save** the downloaded zip file to your Unified Intelligence Center server.
- Step 8** Extract the zip file, which creates a folder named *EA761_CUIC_templates*. This folder has a directory named *EA* that contains the CUIS7.5.2_ES*.exe, a report templates folder for each language, and a help folder.
- Step 9** Open the EA folder, locate CUIS7.5.2_ES*.exe, and move it to the root of C:\.
- Step 10** Install the ES as follows:
- From the Unified IC Webserver, select **Administrative Tools > Services > IIS Admin Service > Stop**.
 - Double-click CUIS7.5.2_ES*.exe to run the CUIS7.5.2 ES* Patch installer.
 - When the installation completes, restart the machine.
- Step 11** Move the EA folder to C:\Cisco\CUIS\CuisWeb\InitialSetupReports.
- Follow the instructions in the Reporting Guide for Cisco Unified Expert Advisor, Part 1, Chapter 3, to import and deploy the templates. See [CSCsy76485](#) for the latest information on Time range restriction syntax for Informix connectors.
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Important Notes

The following section contains limitations, restrictions, and important notes that apply to Unified Expert Advisor Release 7.6(1):

- [Expert Advisor 7.6\(1\) SR3+ and Cisco Unified Presence 8.x Limitation, page 7](#)
- [Deploying Unified Expert Advisor with Unified CCE, Release 7.2, page 7](#)
- [Redundant Unified Presence Servers Not Supported, page 8](#)

1. Each ES is identified by a release number. This release number is indicated by an asterisk (*) in this document. CUIS7.5.2_ES* refers to the applicable ES version bundled with the templates in the downloadable .zip file.

- [Reporting May Not Be Precise for Expert Advisors Configured to Auto Accept Requests and Error is Encountered](#), page 8
- [Upgrade Status May Display Complete Even Though Upgrade Process Still Running](#), page 8
- [Status Bar in Operations Console Does Not Complete Updating using Internet Explorer 7](#), page 8
- [Expert Advisors in idle Presence State are Still Routed Requests](#), page 8
- [In Deployments Not Using Unified CVP, Issue When No Expert Advisor Accepts the Call](#), page 9
- [Uniqueness of Configuration Object Names in Multi-byte Languages](#), page 9
- [Changing a User ID \(Presence ID\) of a Cisco Unified Personal Communicator User While that User is Logged-in Is not Supported](#), page 9
- [Some SNMP MIB Counters Not Supported In This Release](#), page 9
- [TLS connections for SIP are not Supported](#), page 10
- [Unified Expert Advisor and Ringback Tones](#), page 10
- [Unified Expert Advisor Calls that Pass Through H.323 Interconnect Fail](#), page 11
- [Unacknowledged PRACK Request from Unified CVP SIP Subsystem](#), page 11
- [SQL Statement Length](#), page 11

Expert Advisor 7.6(1) SR3+ and Cisco Unified Presence 8.x Limitation

There is a limitation when using Expert Advisor 7.6(1) SR3 (or later) and Cisco Unified Presence 8.x. The Cisco Unified Presence Primary/Preferred number feature is not supported in conjunction with the “select, s, or 3” response from the IM windows. In previous versions of Unified Expert Advisor an agent could type either “select”, “s”, or “3” as a response to a contact request and the system would respond with the primary and preferred numbers assigned to the agent. This feature is no longer supported and the system does not respond with a list of numbers.

Deploying Unified Expert Advisor with Unified CCE, Release 7.2

All Unified ICM/Unified CCE agents are formal (contact center) agents, and all Unified Expert Advisor agents (experts) are informal (contact center) agents. Unified Expert Advisor requires Unified ICM, but does not require any formal agents. In a contact center environment, it is generally possible to deploy both formal and informal agents. In Unified CCE, Release 7.2, this particular configuration is not possible due to a Unified CM incompatibility issue. See the [“Compatibility Information”](#) section on [page 2](#).



Note

You can still deploy Unified Expert Advisor together with Unified ICM and non-Unified CM agents (for example, agents on an Avaya ACD). This configuration is not affected.

Redundant Unified Presence Servers Not Supported

The initial release of Unified Expert Advisor does not support redundant Cisco Unified Presence (Unified Presence) servers. Although it is possible to configure two Unified Presence servers within the Unified Expert Advisor operations console, only one should be configured. Even in that case, the system does not correctly failover if the backup Unified Presence server is offline during the Unified Expert Advisor runtime server failover.

This issue is actively being addressed. Please contact your Cisco representative for the latest details.

Reporting May Not Be Precise for Expert Advisors Configured to Auto Accept Requests and Error is Encountered

For expert advisors who have been configured to automatically accept task requests, some connection failures, such as busy or hardware related connection failures, are displayed as “Task Cancelled”. However, specific messages are shown for Ring No Answer (RNA) errors.

Upgrade Status May Display Complete Even Though Upgrade Process Still Running

When upgrading, the upgrade status bar may stop and a status may display that the upgrade is complete. However, if you click Software Upgrade again a message is displayed that an upgrade is currently in progress. You are provided the option to “assume control” of the upgrade and complete the upgrade with no issues.

Status Bar in Operations Console Does Not Complete Updating using Internet Explorer 7

On some screens, when a user is completing a task, a status bar animation is shown. The status bar may continue animating even though the operation completed successfully. This is a cosmetic issue only. If the page is refreshed (either automatically or manually) then the actions the user took are displayed accordingly (such as deleting a Client State Mapping).

Expert Advisors in *idle* Presence State are Still Routed Requests

By default, the Idle presence state is mapped to the “Active” Expert Advisor state.

If an expert advisor stops using his/her workstation, the IM Client may automatically place him/her in the *idle* state (this is an end-user configurable option in many IM clients).

The *idle* state does not prevent the expert advisor from receiving call offers if the expert advisor meets the criteria of the system to be sent a request. This may result in experts receiving requests even though they are not currently at their workstations.

You can change the mapping of the Idle state from “Active” to “Inactive” in **Daily Management > Presence Client State Map**.

In Deployments Not Using Unified CVP, Issue When No Expert Advisor Accepts the Call

In deployments that are not using Cisco Unified CVP, if a call is routed by Unified ICM to Unified Expert Advisor, but no expert advisor accepts the call, then the caller hears either ringing or silence until the caller hangs up the phone.

Uniqueness of Configuration Object Names in Multi-byte Languages

For strings that are required to be unique, Unified Expert Advisor checks for uniqueness within the first 85 bytes of a string. For languages such as English this is not an issue since the max length of a string is 85 characters. However, in multi-byte languages 85 characters may exceed 85 bytes and therefore uniqueness is only checked against be on the first 85bytes. It is possible that long strings that are identical for the first 85 bytes, but different at the end of the string may be identified as identical by the database and, if uniqueness is required, the field being entered may be rejected as not being unique.

Changing a User ID (Presence ID) of a Cisco Unified Personal Communicator User While that User is Logged-in Is not Supported

Currently, if a Cisco Unified Personal Communicator user is logged in and an administrator changes the Presence ID, then the behavior in Unified Expert Advisor remains unknown and may cause issues with routing to that expert advisor. Changing the Presence ID of an expert advisor while the expert advisor is logged in is not supported. The change takes effect when the expert advisor logs out.

Some SNMP MIB Counters Not Supported In This Release

The following SNMP MIB counters are not supported in this release of Unified Expert Advisor. The values of the MIB objects should not be interpreted as they are invalid.

In `cmmcaClusterInfoTable`:

- `cmmcaClusterStatus`

In `cmmcaNextNodeTable`

- `cmmcaNextNodeStatus`

In `cmmcaLicenseInfo`

- `cmmcaLicRtExAdvConfig`

In `cmmcaWaTable`:

- `cmmcaWaRtAssignmentQueCount`
- `cmmcaWaRtAssignmentQueCount`
- `cmmcaWaRtAttributeDefCount`
- `cmmcaWaRtSelectionStrategyCount`

- cmmcaWaRtSkillCount
- cmmcaWaAggTotalConfigErrors
- cmmcaWaAggResourceRequestReceived
- cmmcaWaAggCancelWorkRequestReceived
- cmmcaWaAggResyncResourceResponseAckSent
- cmmcaWaAggResyncResourceResponseReceived
- cmmcaWaAggResyncResourceSent
- cmmcaWaAggQueueEventSent
- cmmcaWaAggWRIFailureResponseSent
- cmmcaWaAggRRIFailureResponseSent
- cmmcaWaAggResourceResponseCanceledSent
- cmmcaWaAggCancelQueueEventSent
- cmmcaWaRtResourceCriteriaCount
- cmmcaWaRtSelectionStrategyAttrCount
- cmmcaWaRtAttributeCriteriaCount
- cmmcaWaRtAttributeValueCount

In cmmcaRsTable (the counters will display a value of zero (0) when queried):

- cmmcaRsAggTotalAssignmentQueDetailRecords Counter64
- cmmcaRsAggTotalAssignmentQueAttribRecords Counter64
- cmmcaRsIntAssignmentQueDetailRecords Gauge32
- cmmcaRsIntAssignmentQueAttribRecords Gauge32

TLS connections for SIP are not Supported

TLS SIP connections between the Unified Expert Advisor servers and the Unified Presence servers are not supported in the initial release. The user interface and documentation reference TLS connections, however, use of TLS is not supported.

Unified Expert Advisor and Ringback Tones

Unified Expert Advisor does not implement the SIP Reliable Delivery Protocol. Reliable Delivery involves an exchange of acknowledgements between SIP peers when a 100-level message is sent by either side. For example, the “180 Ringing” message is an indication from a destination user agent to a calling user agent that the destination phone is ringing, and it is time for the calling phone to provide ringback to the caller.

The ringback tone is needed in order to provide some audible progress indication to the caller during the potentially lengthy period when Unified Expert Advisor is searching for an expert who will accept the call.

Unified CVP always plays an artificial ringback tone to the caller automatically, so there is no need for Unified Expert Advisor to provide a ringback tone back to the caller. However, there are two call flows which may result in no ringback tone being sent to the caller during the time Unified Expert Advisor is searching for an expert:

1. Callflows in which Unified IP-IVR (or other supported third-party Service Control VRU) is used for queueing. There is no way to provide ringback tone to the caller in this situation.
2. Callflows in which control is being managed in the PSTN through a Unified ICM NIC. In this case, the call arrives to Unified Expert Advisor directly from an IOS gateway. It is possible to mitigate the problem in these flows to have the gateway manufacture ringback by writing a TCL script to run on the inbound dial-peer.

Unified Expert Advisor Calls that Pass Through H.323 Interconnect Fail

Calls fail when Unified Communication Manager receives or places calls on an H.323 intercluster trunk which terminates via a SIP trunk to Unified CVP/Unified Expert Advisor.

Unacknowledged PRACK Request from Unified CVP SIP Subsystem

The Unified CVP SIP subsystem receives an incoming call containing a 100-rel header. Unified CVP “forwards” this incoming call to Unified Expert Advisor. Unified Expert Advisor propagates the request to an agent via Cisco Unified Communications Manager (Unified CM). Unified CM sends a 18x message with 100-rel required header back toward Unified CVP. Unified CM then expects that a PRACK message will be sent from Unified CVP upon receipt of the 18x message. Failure to send the PRACK message breaks the call flow model and the call cannot be completed (CSCsz59230). Users cannot disable this setting (server wide) as it is required by other applications.

SQL Statement Length

When running Unified Expert Advisor reporting templates with either Crystal Reports or Unified IC, be aware that you can add up to 500 items (Resource Names, Assignment Queue Names, and so forth) to your selection list.

Identifying Release Version Numbers

Unified Expert Advisor follows the integrated system release process and uses version numbers based on the Unified CM system builds. These version numbers are identified in the Unified Expert Advisor Welcome screen as follows:

Table 1 Mapping for Integrated System Release Versions

| Product | Release Version |
|------------------------------------|------------------------------|
| Unified Expert Advisor Application | 7.6(1) |
| Unified CM System | 7.0.2.11103-200 ¹ |

1. Displayed as “007.000(002.11103.200)” in the Bug Toolkit (see the “[Obtaining Documentation and Submitting a Service Request](#)” section on page 13 for more information on the Bug Toolkit).

Caveats

- [Using Bug Toolkit](#)
- [Open Caveats](#)

Using Bug Toolkit

You can also find the listed caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password


Tip

You need an account with Cisco.com to use the Bug Toolkit to find open and resolved caveats of any severity for any release.

Procedure

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- Step 1** Access the Bug Toolkit by going to the following website:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.
- To view all caveats for Cisco ICM/IPCC Enterprise and Hosted Editions, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco Unified Intelligent Contact Management Enterprise** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified Intelligent Contact Management Enterprise**.
- Step 5** Click **Next**. The Cisco Unified Intelligent Contact Management Enterprise search window displays.
- Step 6** Choose the filters to query for caveats. You can choose any or all of the available options:
- Select the Cisco Unified Intelligent Contact Management Enterprise Version:
 - Choose the major version for the major releases.
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
 - Choose the revision for more specific information.
A revision release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
 - Choose the Features or Components to query; make your selection from the “Available” list and click **Add** to place your selection in the “Limit search to” list.
To query for all caveats for a specified release, choose “All Features” in the left window pane.



Note The default value specifies “All Features” and includes all of the items in the left window pane.

- c. Enter keywords to search for a caveat title and description, if desired.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- d. Choose the Set Advanced Options, including the following items:
 - Bug Severity level—The default specifies 1-3.
 - Bug Status Group—Check the Fixed check box for resolved caveats.
 - Release Note Enclosure—The default specifies Valid Release Note Enclosure.
- e. Click **Next**.

Step 7 Bug Toolkit returns the list of caveats on the basis of your query. You can modify your results by submitting another query and using different criteria.

Open Caveats

This section contains a list of currently-pending defects in Unified Expert Advisor Release 7.6(1).

Table 2 *Open Caveats for Unified Expert Advisor, Release 7.6(1)*

| Identifier | Component | Headline |
|----------------------------|-----------|--|
| CSCso42857 | oamp | Customers cannot view/change an attributes agent associations |
| CSCsq26281 | mpa | SIP traces display attribute values in clear text in log files |
| CSCsx76530 | install | NullPointerException reported in Install Log |
| CSCsy76485 | ui_server | Time range restriction syntax not correct for Informix connector |
| CSCsz28877 | esp | Core with EA load due to race where scb modified when ready to deleted |
| CSCta13698 | oamp | MOC “on-the-phone” presence state not handled |

Troubleshooting

The latest troubleshooting information for Unified Expert Advisor, Release 7.6(1) is available at http://www.cisco.com/en/US/products/ps9675/prod_troubleshooting_guides_list.html.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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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