



Release Notes for *Cisco Unified CRM Connector for SAP* Release 1.0(2)

February 26, 2010

These release notes describe the Release 1.0(2) of Cisco Unified CRM Connector for SAP.

To view the release notes for previous releases of Cisco Unified CRM Connector for SAP, go to http://www.cisco.com/en/US/products/ps9117/prod_release_notes_list.html

To access the latest software upgrades for all releases of Cisco Unified CRM Connector for SAP, go to <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=281454906>



Tip

You need an account with Cisco.com (CDC) to access the software upgrade page.

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Introduction

This is the second release of the Cisco Unified CRM Connector for SAP. The Cisco Unified CRM Connector for SAP integrates the SAP CRM application with Cisco Unified Contact Center Enterprise and Hosted (Unified CCE/CCH). The rest of this document discusses the features, technical information and caveats associated with Cisco Unified CRM Connector for SAP, Release 1.0(2).

Supported Features

- Cisco Unified Contact Center Enterprise (Unified CCE)
- Cisco Unified Contact Center Hosted (Unified CCH)
- Agent login via the SAP Interaction Center Web Client (ICWC)
- Mapping SAP work modes to Unified CCE/CCH Not Ready reason codes
- On an incoming call Unified CCE/CCH call variables can be transferred to SAP as item attached data. As default behavior, SAP uses the designated ANI field as part of the item attached data to show customer information on the SAP GUI. Cisco Unified CRM Connector for SAP is also able to send other data like Caller Entered Digits or DNIS to SAP using Unified CCE/CCH call variables. However, to interpret these values, customization of the SAP lookup is necessary. ECC variables cannot be used to send data from Cisco Unified CRM Connector for SAP to SAP.
- Inbound Calls
- Outgoing Calls (manual outbound dialing)
- Silent Call Transfers
- Consult Call Transfer
- Consult Conference Calls
- Cisco Unified Communications Manager (Unified CM)-based silent monitoring (restrictions apply)
- DTMF
- Encryption and security of SAP Integrated Communications Interface (ICI) via TLS/SSL
- Cisco Agent Name Login
- SAP call attached data can be transferred for call transfers and conferences across multiple Unified CCE/UCC peripherals by using the external Cisco Unified CRM Connector DataStore.
- A maximum of 10 SAP Web Application Servers communicating simultaneously with one single Cisco Unified CRM Connector for SAP

Unsupported Features and Restrictions

- Cisco Unified System Contact Center Enterprise (Unified SCCE)
- Cisco Unified Intelligent Contact Management (Unified ICM)
- Unified Contact Center Express (Unified CCX)
- Cisco Mobile Agent
- Cisco Outbound Option (automated outbound dialing)
- Agent Logout Reason Codes
- Desktop or SPAN-based silent monitoring
- Non-voice channels (e.g. Chat, E-Mail and Action Item Routing)
- SAPphone interface (RFC)
- Button enablement on the SAP GUI is not controlled by Cisco Unified CRM Connector for SAP
- Configuration synchronization between Unified CCE/CCH and SAP
- Multiple calls for the same agent (call waiting feature on Unified CM must be disabled for the SAP agent phones)
- SAP ICI does not support automated failover between two Cisco Unified CRM Connectors for SAP.
- Supervisor features on SAP frontend. CTI OS supervisor desktop can be used to supervise.
- ECC Arrays
- Statistical data upload from Unified CCE/CCH to SAP
- SAP IC Manager Dashboard
- Queue and Agent Presence Information

System Requirements

For hardware and third-party software specifications, refer to the *Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 7.5(x)*, which is accessible from:

http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html

As operating system, an English version of Microsoft Windows 2003 Server with at least Service Pack 2 installed is required.

For compatibility information please refer to the *Cisco CTI Compatibility Matrix*, which is accessible from:

http://www.cisco.com/en/US/products/sw/custcosw/ps14/products_device_support_tables_list.html

or 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

SAP Registration Tool requires the Microsoft .NET Framework version 2.0 or later must be installed. The latest version can be downloaded from

<http://msdn.microsoft.com/en-us/netframework/aa569263.aspx>

Related Documentation

- Documentation for Cisco Unified CRM Connector is accessible from http://www.cisco.com/en/US/products/ps9117/tsd_products_support_series_home.html
- For additional information on Unified CCE, see http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html
- For additional information on Unified CCH, see http://www.cisco.com/en/US/products/sw/custcosw/ps5053/prod_technical_reference_list.html
- Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>
- The Product Alert tool can be accessed through <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

New and Changed Information

The following sections describe new features and changes that are pertinent to this release.

- [CTI Protocol Version 11, page 4](#)
- [SAP Registration Tool, page 4](#)
- [TLS/SSL, page 5](#)
- [Agent Login Type, page 5](#)
- [Idle Reason Required, page 6](#)
- [Installation and Configuration of the external Cisco Unified CRM Connector DataStore, page 6](#)
- [Capacity Numbers, page 6](#)

CTI Protocol Version 11

As of Release 1.0(2), the Cisco Unified CRM Connector for SAP connects to the ctisvr process on the Unified CCE/CCH PG using CTI protocol version 11. Previous CTI protocol versions are no longer supported.

SAP Registration Tool

SAP requires that the Cisco Unified CRM Connector for SAP is registered as a SAP Software Solution Provider (SSP) component in SAP's System Landscape Directory (SLD). This is done automatically via a utility that is started by the Cisco Unified CRM Connector for SAP setup program after the installation of the Cisco Unified CRM Connector for SAP is finished. This registration utility will upload an XML file containing the registration data to the SAP SLD. A connection to the Internet is required for successful registration. If the upload fails, the registration utility will create a registration tool package that can be used to redo the registration at a later time independently of the setup program. The SAP Registration Tool requires that the Microsoft .NET Framework version 2.0 or later be installed on the server prior to running the setup.

- Select Install button on the last setup dialog of the Cisco Unified CRM Connector for SAP installation program

- After the installation is complete, the SAP Registration Tool starts automatically
- Select the Register button to upload the registration data to the SAP System Landscape Directory
- The SAP Registration Tool displays the result of the upload
- If the SAP SLD cannot be accessed, an error message appears and you are prompted for a location to create the registration tool package
- You can try the upload again by selecting the Try Again button or close the application and use the registration tool package to do the registration at a later time

TLS/SSL

Encryption and security of SAP ICI via TLS/SSL is now supported in this release. This feature allows the secure communication between the Cisco Unified CRM Connector for SAP and the SAP servers. Refer to the *Cisco Unified CRM Connector for SAP Installation Guide* for detailed information about this feature.

Agent Login Type

As of Release 1.0(2), the Cisco Unified CRM Connector for SAP allows agent login using an agent's login name instead of the agent ID. A new registry setting has been added that controls the type of login:

HKLM\SOFTWARE\Cisco Systems, Inc.\CRMConnectorSAP\SAP1\CTIData
\<InstanceName>\Config\AgentLoginType

Agent Login Type 0

The agent logs in to the SAP frontend and is then prompted to enter agent ID, password and extension in the SAP workcenter dialog. Please note that in this mode the agentID must be a numerical value.

Agent Login Type 1

Agent is logged in to Unified CCE/CCH using the SAP username as agent name. Password and extension are entered by the agent in the SAP workcenter dialog.

In this mode, the Unified CCE/CCH login name must match the SAP username.



Note

Mode 1 is the suggested Agent Login Type



Note

The lengths of the login parameters (agentID, password, extension) correspond to the Cisco CTI Server protocol limitations. Furthermore, the workcenter ID input field of the ICWC is limited to 54 characters by SAP CRM.

Idle Reason Required

If the “Idle reason required”-setting, within the Unified CCE/CCH Agent Desk Settings is activated, the setting “CtiRequiredNotReadyReasonCodeDefaultValue” in the registry of the Cisco Unified CRM Connector for SAP has to be set other than 0. A Not Ready-state with a NotReadyReasonCode 0, reported by SAP, will be replaced by the preset value by the Cisco Unified CRM Connector for SAP before forwarding it to Unified CCE/CCH.

Installation and Configuration of the external Cisco Unified CRM Connector DataStore

To install the external Cisco Unified CRM Connector DataStore Release 1.0(2), no other release of this product must be installed on the target system. Furthermore, Cisco Unified CRM Connector DataStore has to be installed on a dedicated server. See *Cisco Unified CRM Connector for SAP Installation and Configuration Guide*, Chapter „Cisco Unified CRM Connector DataStore“ for more information on how to install the external Cisco Unified CRM Connector DataStore using the installation wizard.

If Cisco Unified CRM Connector for SAP has already been installed, the following registry keys need to be adjusted to connect the Cisco Unified CRM Connector for SAP to an external Cisco Unified CRM Connector DataStore:

Table 1 External Cisco Unified CRM Connector DataStore settings

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CRMConnectorSAP\SAP1\CTIData\CTIgw1\Config	
Key	Description
DataStoreHostA	Enter the IP-address or the hostname of the server where the external Cisco Unified CRM Connector DataStore is located.
DataStoreHostB	If a second external Cisco Unified CRM Connector DataStore is used, enter the IP-address or the hostname of the server where the second external Cisco Unified CRM Connector DataStore is located.
DataStorePortA	Enter the listening port number of the first external Cisco Unified CRM Connector DataStore.
DataStorePortB	Enter the listening port number of the second external Cisco Unified CRM Connector DataStore.
DataStoreUniqueApplicationId	If multiple Cisco Unified CRM Connector for SAP are connected to the same Cisco Unified CRM Connector DataStore, each Cisco Unified CRM Connector for SAP must have a unique Application ID.

Capacity Numbers

This section provides capacity details for the following systems:

- [Cisco Unified CRM Connector for SAP, page 7](#)
- [Cisco Unified CRM Connector DataStore, page 7](#)

Cisco Unified CRM Connector for SAP

- Cisco Unified CRM Connector for SAP can be deployed as either a co-located solution (along with other Unified CCE/CCH components) or as a dedicated server (standalone)
- If co-located with Unified CCE/CCH, a single server can only contain one Unified CCE/CCH PG and it's corresponding Cisco Unified CRM Connector for SAP
- Only one Cisco Unified CRM Connector for SAP can be supported on a dedicated server
- CTI OS Supervisor Desktop should be used for supervisory features. This will require CTI OS Server installed on the Unified CCE/CCH PG

Table 2 *Cisco Unified CRM Connector for SAP Capacity Numbers*

Server Class	*Capacity (agents)	Call Rate (calls/sec)	Hardware, software requirements and remarks
MCS-30-004-Class	250	2	Standalone Deployment with IPSec/SSL
MCS-40-005-Class	500	4	Standalone Deployment with IPSec/SSL
MCS-30-004-Class	750	6	Standalone Deployment with no IPSec/SSL
MCS-40-005-Class	1000	8	Standalone Deployment with no IPSec/SSL
MCS-30-004-Class	Not Supported	0	Co-located Deployment with IPSec/SSL
MCS-40-005-Class	250	2	Co-located Deployment with IPSec/SSL
MCS-30-004-Class	500	4	Co-located Deployment with no IPSec/SSL
MCS-40-005-Class	750	6	Co-located Deployment with no IPSec/SSL

* The above guidelines and parameters were obtained in a lab testing environment. The actual quality of service (delays, responsiveness, etc.) experienced by contact center agents may vary based on structure/size of the CRM database, overall level of the CRM tuning, intensity of the contact processing workflow(s), as well as other CRM configuration and topology variables outside of the scope of the Cisco Unified CRM Connector for SAP. Plan an in-house load test early in your deployment project to make sure that the total quality of service under your load is satisfactory.

Cisco Unified CRM Connector DataStore

The Cisco Unified CRM Connector DataStore runs as a separate application on a dedicated server used by the Cisco Unified CRM Connector for SAP to temporarily store call data when a call is transferred between two different Unified CCE/CCH peripherals

- Server Class: MCS-30-004-Class
- Maximum 10 Cisco Unified CRM Connectors for SAP to 1 Cisco Unified CRM Connector DataStore
- Maximum 30kB SAP Call Attached Data transferred
- Maximum number of concurrent existing data objects: 10000

User Documentation

This section briefly describes the Cisco Unified CRM Connector for SAP documentation set.

- *Cisco Unified CRM Connector for SAP Installation and Configuration Guide* — provides all of the information necessary to install and configure Cisco Unified CRM Connector for SAP.
- *Cisco Unified CRM Connector for SAP Troubleshooting Guide* — provides information about troubleshooting Cisco Unified CRM Connector for SAP.

Important Notes

The following sections contain important information, restrictions and requirements that apply to Cisco Unified CRM Connector for SAP, Release 1.0(2).

- [Format of Phone Numbers, page 8](#)
- [Unified CM Silent Monitoring, page 8](#)
- [Storing SAP ICI Call ID in Unified CCE/CCH Call Variable, page 9](#)
- [Unified CCE/CCH Agent Desk Settings, page 9](#)
- [SAP Call Attached Data on Incoming Call, page 10](#)
- [Transfer SAP Call Attached Data in a Conference Call, page 10](#)
- [Login Parameter Restrictions, page 10](#)

Format of Phone Numbers

The SAP ICI, which is the interface that the Cisco Unified CRM Connector for SAP is using to communicate with SAP, stipulates the format for a telephone as follows:

+CountryCode AreaCode SubscriberNumber (without any delimiter characters).

An example of a valid number would be the following: +496227747474.

It is a requirement of the SAP ICI interface that all telephone numbers begin with the “+” symbol. Therefore, it is not possible to change the format of the telephone numbers within the Cisco Unified CRM Connector for SAP. It is recommended to adjust the search routine within SAP to search for the telephone number beginning with the “+” symbol. However, regardless of how the dialing scheme is configured, the “+” symbol will always be the first character being sent from the Cisco Unified CRM Connector for SAP.

Unified CM Silent Monitoring

Unified CM silent monitoring is supported for the following releases:

- Unified CM Release 6.0 or higher
- Unified CCE Release 7.2(1) or higher
- Supervisor Desktop: CTI OS Supervisor Desktop Application Release 7.2 (1)
- Agent Phone Device: Type 79x1 or later Cisco IP Phone (7941, 7961, or 7971 or later)

- Cisco IP Communicator: 7.0 or higher (requires Unified CM Release 6.1.3 or later).

Refer to the following guides to get more detail information on Unified CM silent monitoring configuration and troubleshooting:

- CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted
- CTI OS Supervisor Desktop User Guide for Cisco Unified Contact Center Enterprise & Hosted
- CTI OS Developer's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted
- CTI OS Troubleshooting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted

Storing SAP ICI Call ID in Unified CCE/CCH Call Variable

The SAP ICI call ID can be stored in a Unified CCE/CCH call variable of your choice via the registry key CtiTpiCallReferenceType. If this registry entry contains the name of an existing Unified CCE/CCH call variable, the ICI call ID will be stored in this call variable.

For outgoing calls, the call ID of the calling agent is stored. For incoming calls the call ID of the agent that will receive the call is stored. If an agent calls another agent directly, the call ID of the outgoing call will be overwritten by the call ID of the agent receiving the call.

Unified CCE/CCH Agent Desk Settings

The Unified CCE/CCH Agent Desk Settings configured for SAP agents must contain the following settings

- Work mode on incoming = Required
- Work mode on outgoing = Required
- Wrapup Time = 7200 seconds

These work mode settings assure that the agent states are in sync between Unified CCE/CCH and the ICWC.

The customer data remains on the ICWC until the End button is selected or the data is replaced with the data of a new call. An inadvertent overwriting of the data can only be guaranteed if the wrapup timer is set to the maximum (7200 seconds), the two work mode settings are set to "required" and no direct calls are sent to the agent phone. The wrapup timer must be set to the maximum to prevent the agent from going into a ready state after the timeout and hence possibly receive a routed call. If a direct call is sent, the wrapup call will be terminated on the Unified CCE/CCH side with this new call and thereby the customer data of the wrapup call will be overwritten on the ICWC. After the direct call is ended, the overwritten customer data that has not been saved is no longer available, neither on the SAP nor on the Unified CCE/CCH side.

If an agent, registered on the Unified CCE/CCH, places a direct call to another agent registered on the Unified CCE/CCH and this call is ended, the first agent will not enter wrapup status, because the wrapup can only be related to one end of the call. The same applies for a consult call from one agent to another.

If a consult call from an agent, registered on the Unified CCE/CCH, is placed to a phone not registered on the Unified CCE/CCH, the call will enter wrapup status on the agent. However, SAP cannot be notified of this wrapup status, because the termination of this wrapup call on the ICWC would also delete the original call.

An SAP agent can leave wrapup status only by selecting the End button on the ICWC because only the End button actually ends the call. Thereby the customer data on the ICWC will disappear. Selecting Ready or NotReady allows the agent to enter the desired state.

The call waiting feature on Unified CM must be disabled for the SAP agent phones.

SAP Call Attached Data on Incoming Call

ECC variables can only be used to send data from Cisco Unified CRM Connector for SAP to Unified CCE/CCH. Therefore, they cannot be used with an incoming call to transfer call attached data to SAP. Only Unified CCE/CCH call variables can be used in this case.

Transfer SAP Call Attached Data in a Conference Call

Transferring SAP call attached data in a conference call is currently not supported. In a conference scenario, only the agent which establishes the conference has the SAP call attached data available. If this agent leaves the conference and the remaining agent transfers the customer to a third agent, SAP call attached data will not be transferred.

Login Parameter Restrictions

The lengths of the login parameters (agent ID, password, extension) correspond to the Cisco CTI Server protocol limitations. Furthermore, the workcenter ID input field of the ICWC is limited to 54 characters by SAP CRM.

Caveats

- [Using Bug Toolkit, page 10](#)
- [Open Caveats, page 11](#)
- [Resolved Caveats, page 12](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1, 2, and 3 bugs
- Significant severity level 4 bugs

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

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

Procedure

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com (CDC) user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field then, click **Go**.
-

For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** in the Bug Toolkit window.

Open Caveats

This section contains a list of defects that are currently pending in Cisco Unified CRM Connector for SAP, Release 1.0(2). Defects are listed by component and then by identifier.



Note

Because defect status continually changes, be aware that the following table reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access Bug Toolkit and follow the instructions as described in [Using Bug Toolkit, page 10](#).

Table 3 *Open in Release 1.0(2)*

Identifier	Severity	Component	Headline
CSCte43446	3	connector	Double login of same SAP-User with call on agent 1 not handled correctly.
CSCte43448	4	connector	Relogin after crashed GUI causes "HTTP/1.0 401 Unauthorized" in SAP
CSCte43428	4	connector	Silent monitoring not always properly cleaned up after start up
CSCte43426	3	3rdparty.sap	Agent grayed out after a while with a recovered call
CSCte43433	4	connector	Logout by supervisor works only every 2 time
CSCte43430	4	connector	Invalid Userid/password causes error messages in logfile (in addition to the warning message)
CSCte43435	3	setup	Installer (upgrade) overwrites installer log file of basic installation
CSCte43440	4	3rdparty.sap	Error Messages not displayed on ICWC
CSCte43438	4	3rdparty.sap	Unexpected error message in SAP CRM 7.0 when an agent receives a consult call
CSCte43424	3	connector	Agent states gets out of sync at failover PIM and conference call
CSCte43421	4	connector	Recovery of Transfer Call after Fail-Over PIM (Cisco Service Control / Taskmanager) fails
CSCte43413	4	connector	Recovery of Conference Call (1 customer, 3 agents, 1 agent on Hold) fails
CSCte43442	4	3rdparty.sap	Different behavior of outgoing call depending on preceding call
CSCtb46574	3	connector	Conference/blind transfer to agent 2 fails with wrapup
CSCsz84156	4	3rdparty.sap	Conference then consult transfer from conferenced to other agents fails
CSCte70135	4	connector	On hardphone interrupted consultation call

CSCte52852	3	connector	Blind Transfer - customer hangs up while call is ringing at agent 2 fails on UCCE 7.5
CSCte43415	4	connector	No validation for CTIServer-Addresses
CSCte70140	4	connector	Startup 3-way conference (customer + 3 agents)

Resolved Caveats

In general, you can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tips

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

To access the Bug Toolkit, log onto

<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the “[Using Bug Toolkit](#)” section on page 10).

The following sections list caveats that are resolved in Cisco Unified CRM Connector for SAP but that may have been open in previous releases:

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Table 4 Resolved in Release 1.0(2)

Identifier	Severity	Component	Headline
CSCte43485	4	connector	Missing DTMF tone capabilities
CSCte06489	3	connector	Defense code related to possible exceptions in webservice interface
CSCte02965	3	connector	SAP End Call During WrapUp Fails To Set Agent To Ready
CSCtd75052	1	connector	Connector crashes
CSCtb64424	3	connector	Missing Attached Data while consult transfer
CSCtb55266	4	connector	Consult/Transfer button is enabled while having a call on "hold"
CSCtb44015	3	connector	short CallHandle in phonecallChanged Event by SetAttachedData in Consult Transfer
CSCtc66413	3	connector	Agent stucks after toggling from a consultation call to customer and dropping both calls
CSCtc04357	3	connector	Agent is always logged in after close SAP GUI
CSCtc04318	3	connector	Login problem by used device
CSCtc66093	3	connector	Crash by SapIci_SetAttachedData longer than 8000 bytes
CSCtb64424	3	connector	Missing Attached Data while consult transfer
CSCtb55266	4	connector	Consult/Transfer button is enabled while having a call on "hold"
CSCtb32275	2	connector	SAP GUI grayed out after ending WrapUp call, which has changed NotReadyReasonCode while WrapUp
CSCtb01694	3	connector	Not ready reason code not sent from SAP Connector to ICM
CSCtb00534	3	connector	Incoming call with unknown or suppressed ANI are not shown on SAP agent frontend
CSCte70129	3	connector	END button during wrap up is not working after blind transfer
CSCsy90207	3	setup	Service is not removed after complete uninstallation
CSCsy62226	1	connector	Wrapup mode not working after agent leaves conference
CSCsy47950	2	connector	SAP doesn't receive a SOAP message
CSCsy47935	3	connector	no calls with this call id
CSCsy47867	3	connector	Agent remains Ready after RONA
CSCsy47854	3	connector	Going from Wrap-up to NotReady causes Ready and NotReady buttons to grey out on SAP ICWC
CSCsy15868	3	connector	GUID created by CRM connector not unique
CSCsy23724	3	connector	When agent initiate an outbound call from ready state the SAP CRM connector is no longer functional
CSCsu36015	3	connector	Agents not always logged out from crm connector
CSCtd25934	3	connector	AttachedData is not passed forward at the second consult transfer
CSCsz84091	4	connector	ICM Callvariables 1-10 are not always correctly sent to SAP
CSCsz84294	4	connector	Missing CallReference by outgoing call from phone
CSCsv12993	3	connector	Memory corruption by telnet interface
CSCsv13000	4	connector	Missing status page in SAP

Table 4 *Resolved in Release 1.0(2)*

CSCsv12965	4	connector	Application Error during ConnectSapIciCSvc.exe shutdown
CSCsz61242	4	connector	Bad state on sap gui after cleared call by customer
CSCte43444	3	connector	Conferences with UCCE 7.5 - Hangup by Agent 1: Agent 1 blocked on ICWC until last agent ends the call
CSCte43408	3	connector	Invalid entry in TpiEmptyPhoneNumberLabel causes strange behavior
CSCte03002	4	connector	WrapUp End Press With No Call Present Raises Exception In The Connector Logs

Troubleshooting

For the latest versions of the Cisco Unified CRM Connector for SAP Troubleshooting Guide, go to http://www.cisco.com/en/US/products/ps9117/prod_troubleshooting_guides_list.html.

Documentation Updates

For the latest versions of all Cisco Unified CRM Connector for SAP documentation, go to http://www.cisco.com/en/US/products/ps9117/tsd_products_support_series_home.html.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, 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>

This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

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