



Release Notes for Cisco CTI OS, Release 7.5(1)

April 13, 2011

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Introduction

These release notes describe the new features and caveats for Cisco CTI OS release 7.5(1).



Note

To view the release notes for previous versions of Cisco CTI OS, go to:
<http://www.cisco.com/univercd/cc/td/doc/product/icm/icmentpr/>

Before you install Cisco CTI OS, Cisco recommends that you review the section [Important Notes, page 17](#) for information about issues that may affect your system.

For a list of the open and resolved caveats for Cisco CTI OS Release 7.5(1), see the [Resolved Caveats in the CTI OS 7.5\(1\) Release, page 17](#) and the [Open Caveats in CTI OS 7.5\(1\) Release, page 20](#). Updates for these release notes occur with every maintenance release and major release.



Note

While CTI OS Release 7.5(1) supports updates from previous releases, Release 7.5(1) requires a full installation/setup. No rollback is available.

The CTI OS software Release 7.5(1) supports:

- ICM Enterprise Edition [Unified Intelligent Contact Management Enterprise (ICME)]
- ICM Hosted Edition [Unified Intelligent Contact Management Hosted (ICMH)]
- IPCC Enterprise Edition [Unified Contact Center Enterprise (CCE)]
 - System IPCC Enterprise Edition [Unified System Contact Center Enterprise (SCCE)]
- IPCC Hosted Edition [Unified Contact Center Hosted (CCH)]

Additional information on new features, and on many of the product changes, is available in the relevant end-user documentation.

Release Notes for Cisco IPCC/ICM Enterprise & Hosted Editions Release 7.5(1), Cisco Agent Desktop, Cisco E-Mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender) are available separately and are not included as part of these Release Notes.



Note

For the most up-to-date version of these release notes, as well as all other CTI OS, ICM/ IP Contact Center documentation, go to the Cisco Web page: <http://www.cisco.com>

System Requirements

For hardware and third-party software specifications for Release 7.5(1), refer to the *Cisco Intelligent Contact Management Software Release 7.5(1) Bill of Materials*, which is accessible from:
http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html

Related Documentation

Documentation for Cisco CTI Object Server (CTI OS), as well as most related documentation, is accessible from:

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

Related documentation includes the documentation sets for IPCC/ICM Enterprise & Hosted Editions, Cisco Agent Desktop (CAD), Cisco E-mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender), Cisco Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).

Also related is the documentation for Cisco CallManager.

New and Changed Information

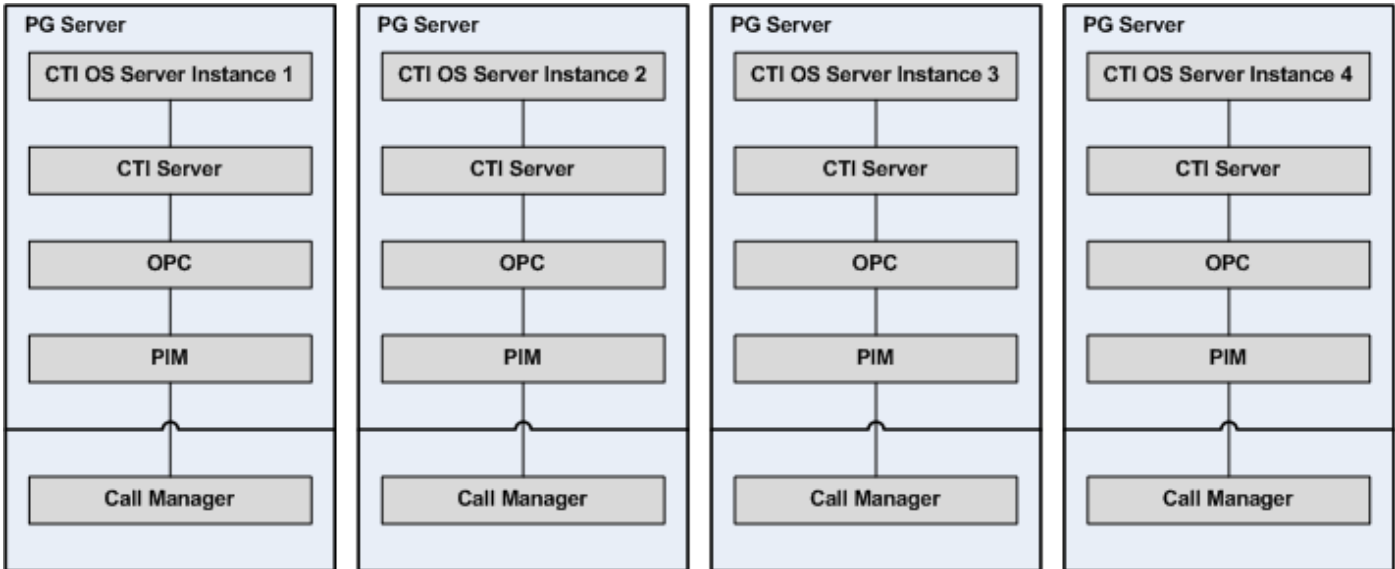
This section discusses in somewhat more detail the new features in Release 7.5(1) of Cisco's Computer Telephony Integration Object Server product.

- [CTI OS Multi-Server Modifications](#)
- [CTI OS Setup Changes](#)
- [Registry Information](#)
- [CTI OS Toolkit 7.5\(1\) Enhancements](#)
- [Microsoft Windows Vista Support](#)
- [Sun JDK/JRE 1.6_05](#)
- [RedHat Linux Enterprise Workstation 5.0](#)
- [Citrix 4.5 Support](#)
- [CTI OS Serviceability](#)

CTI OS Multi-Server Modifications

In the past, when ICM was deployed for multiple small customers, each small customer required its own PG running on its own server (see [Figure 1](#)).

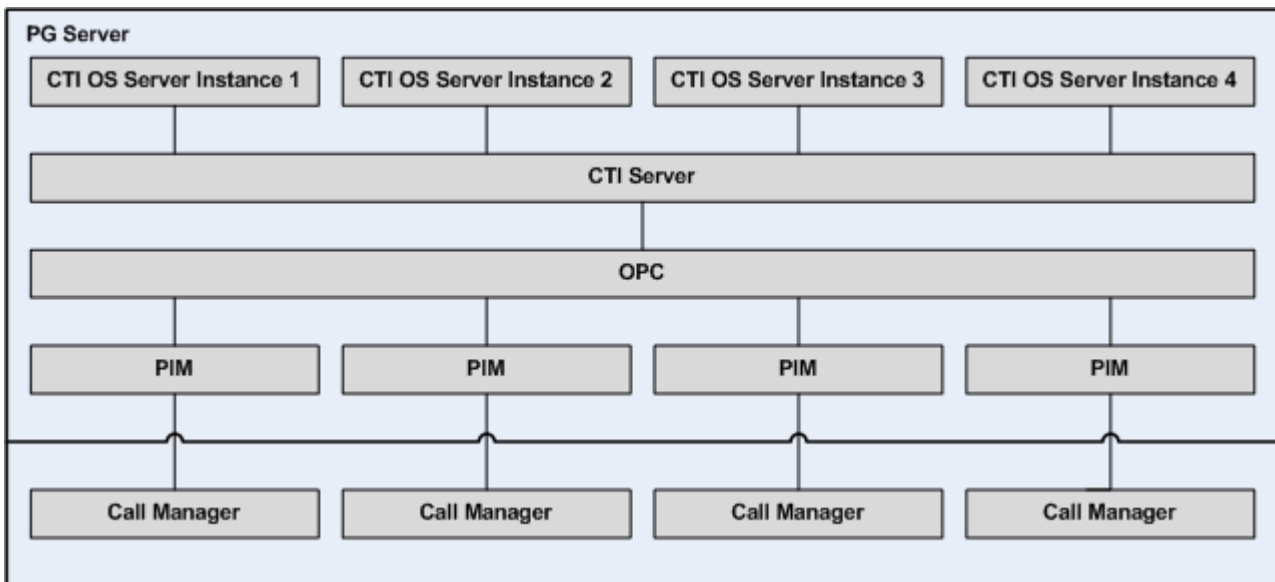
Figure 1 Multi-Instance IPCC Deployment



While it was already possible to configure multiple PIMs to connect to a single OPC, CTI OS Server setup restricted you to one CTI OS Server per instance. In order to simplify this deployment and reduce box count, the PG is now deployed with multiple PIMs connecting to the same OPC process.

Similarly, multiple CTI OS Servers can be deployed connecting to the same CTI Server. [Figure 2](#) illustrates the new configuration. There is a 1:1 relationship between the CTI OS Server and The PIM.

Figure 2 Multi-Server Deployment



CTI OS Server setup now allows ten (10) CTI OS Servers per instance.

This deployment provides the following benefits:

- It is simplified because multiple CTI OS Servers can be configured to use the same CTI Server.
- This deployment model allows many small sites to use a single PG with multiple PIMs rather than each requiring its own PG.
- This reduces box count because all of the PG processes, including the PIM and CTI OS Server processes, are running on the same box.

Because the motivation for this new deployment model is to reduce box count, CTI OS Servers are required to be collocated with the rest of the PG processes.

This deployment has the following restrictions:

- Each PG can only be configured for one peripheral type.
- ARS and ERS peripheral types are not supported for this deployment model.
- In a multi-instance deployment of CTI OS Server, you can only have one CTI OS Server per ICM instance on a server.
- Siebel is not supported for multi-server configurations.

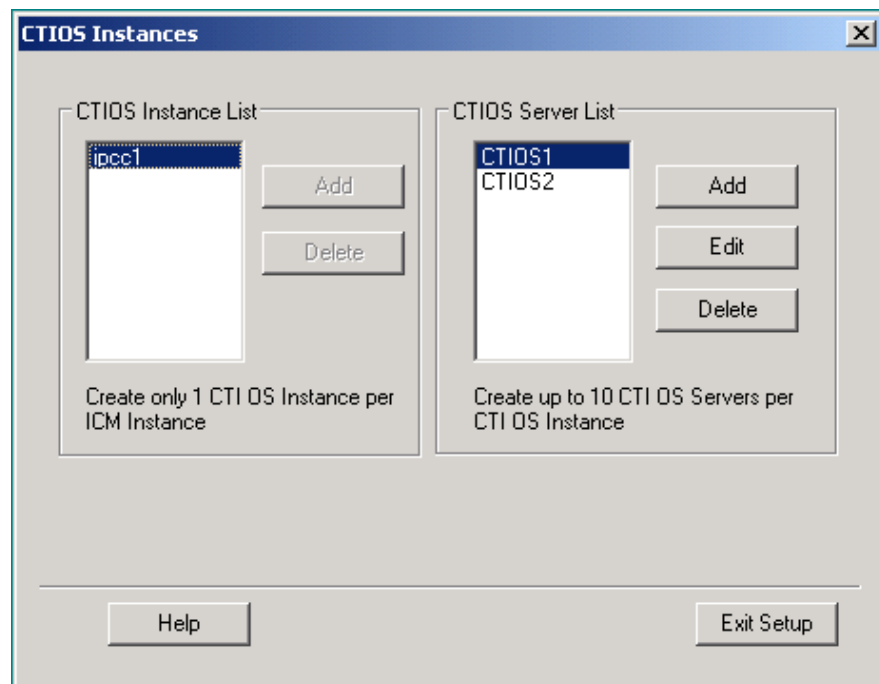
CTI OS Setup Changes

The following sections describe how the CTI OS Server Setup program has changed to allow multiple CTI OS Servers per CTI OS instance.

CTI OS Instance Dialog

CTI OS Instance dialog allows you to add CTI OS Servers to a configured instance of CTI OS.

Figure 3 CTI OS Instance Dialog



CTI OS Instance List Group

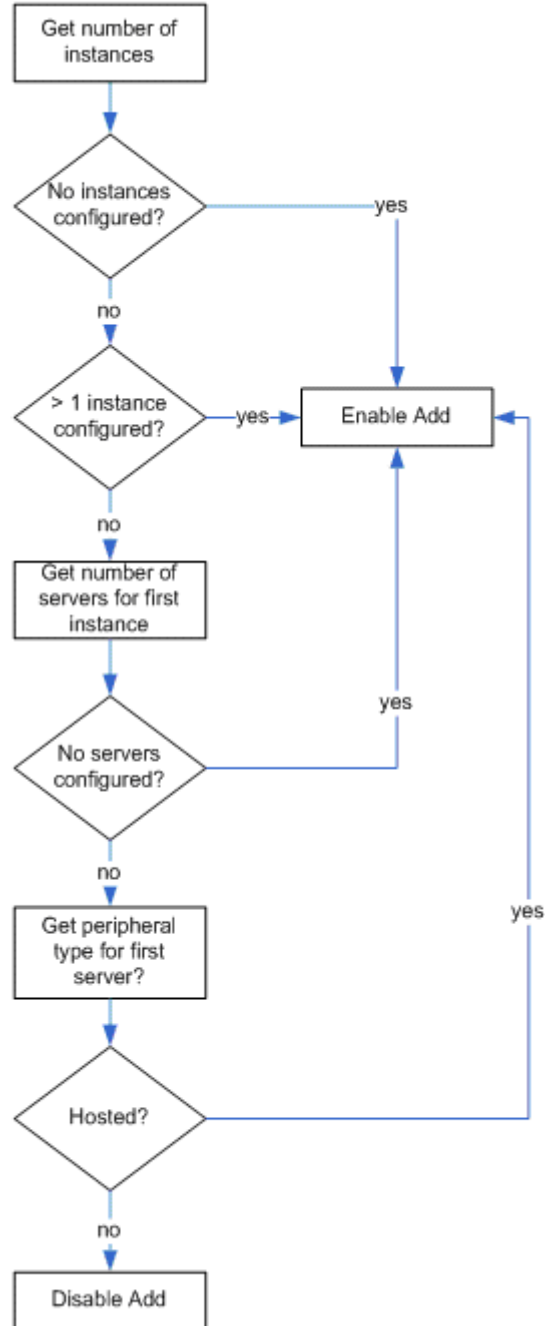
The CTIOS Instance List group contains two buttons: **Add** and **Delete**. These buttons operate in the following manner.

Add is enabled under the following conditions:

- No existing instances of CTI OS
- One instance of CTI OS with no servers configured
- A multi-instance configuration is detected. A multi-instance configuration has 1 to 10 instances of CTI OS with one configured CTI OS Server per instance using a Hosted IPCC peripheral type.

The following flow chart shows the logic used to enable **Add**. This logic runs every time an instance is added or deleted; and every time a server is added, deleted, or edited.

Figure 4 *Adding an Instance*



Delete enables when an instance of CTI OS is selected.

CTI OS Server List Group

The CTI OS Server List group contains three buttons: **Add**, **Edit**, and **Delete**. These buttons operate in the following manner.

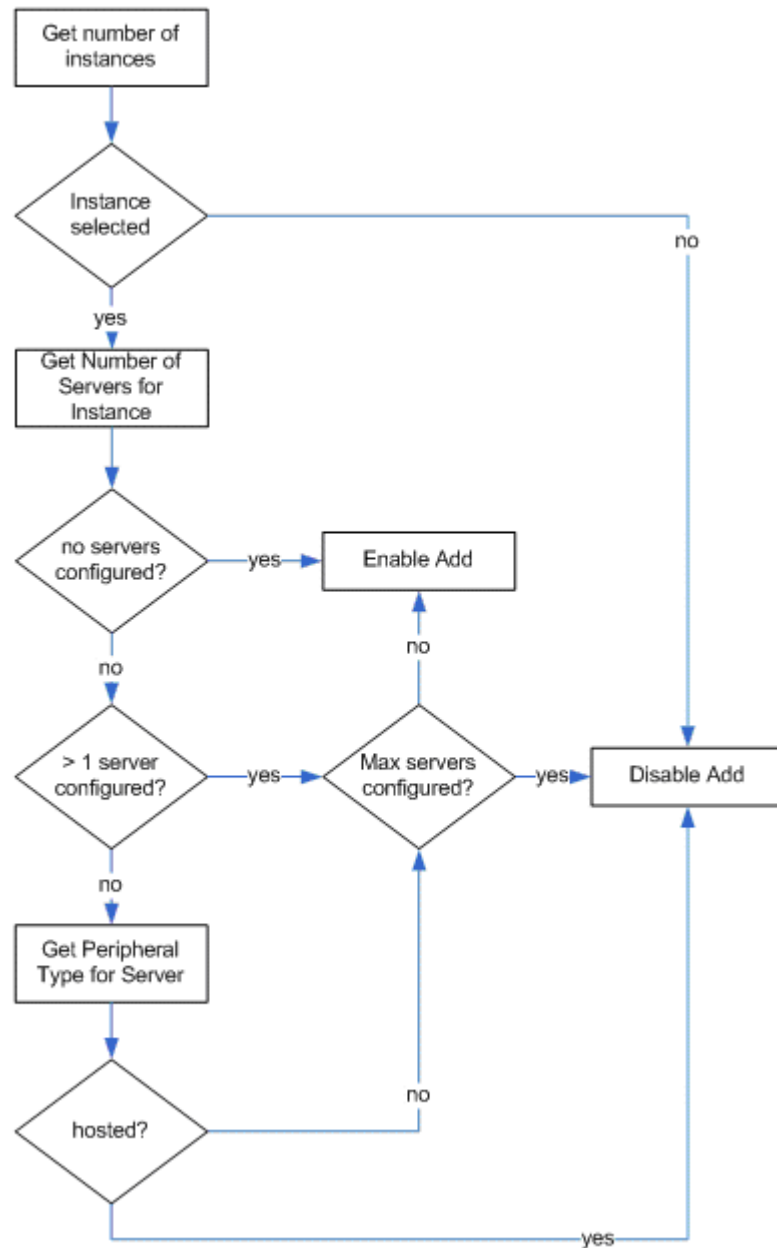
Add is enabled under the following conditions:

- There is one instance of CTI OS with no CTI OS Servers.

- There is one instance of CTI OS with less than 10 CTI OS Servers configured. Each CTI OS Server is configured for any peripheral type except Hosted IPCC.
- There are multiple instances of CTI OS. Each instance has one CTI OS Server using a Hosted IPCC peripheral type. The currently selected instance has no CTI OS Server configured.

The following diagram shows the logic used to enable **Add**. This logic runs every time an instance is added or deleted; and every time a server is added, deleted, or edited.

Figure 5 Adding a Server



There are additional considerations when configuring the peripheral type for a server. These considerations are addressed in the [Peripheral Identifier Dialog, page 11](#).

The maximum number of CTI OS Servers per instance is configured using the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\MaxServersPerInstance

When the first CTI OS Server instance is installed, this key (of the type DWORD) is added and set to 10.

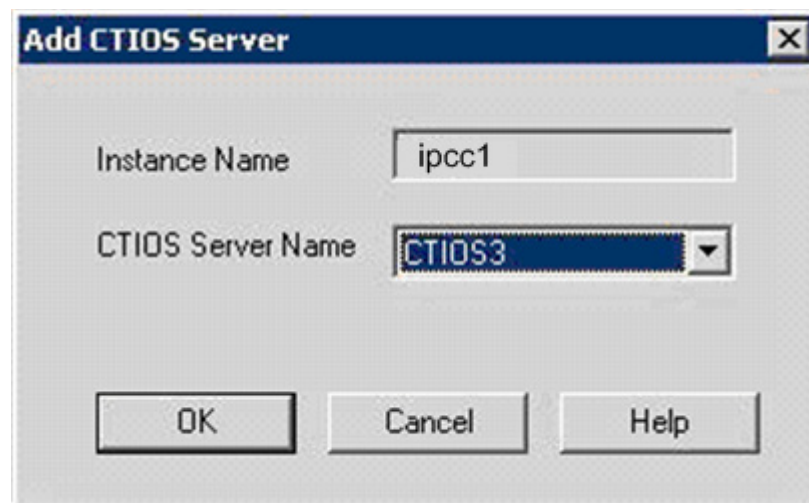
Edit and **Delete** are enabled whenever a server is selected.

The **Help** has been updated and explains when 10 CTI OS Servers can be created.

Add CTI OS Server Dialog

When Add is selected, the CTI OS Server Name is filled in with the string “CTIOS” followed by the next available index for a CTI OS Server. In the example dialog below, two CTI OS Servers have already been installed, so the string is “CTIOS3”. If a CTI OS Server has been deleted, the CTI OS Server Name string is filled in with the index that was deleted.

Figure 6 Add CTI OS Server Dialog



CTI Server Information Dialog

If the CTI Server has been configured for a previous CTI OS server, the Name or IP Address field is pre-populated with the CTI Server previously configured.

Figure 7 CTI Server Information Dialog

The screenshot shows a Windows-style dialog box titled "CTI Server Information". The dialog is divided into several sections. On the left side, there is a decorative graphic consisting of a teal square at the top, a white square in the middle with a grayscale image of a hand holding a telephone receiver, and another teal square at the bottom. To the right of this graphic are several input fields. At the top, there is a field for "Instance Name" containing the text "ipcc1". Below that is a field for "CTIOS Server Name" containing "CTIOS3". There are two sections for configuring systems, labeled "System A" and "System B". Each system section contains two fields: "Name or IP Address" and "Port". For System A, the Name or IP Address is "CTIServerA" and the Port is "42027". For System B, the Name or IP Address is "CTIServerB" and the Port is "43027". At the bottom of the dialog, there are four buttons: "Help", "< Back", "Next >", and "Cancel".

Peripheral Identifier Dialog

If the peripheral is configured for a previous CTI OS server, the Peripheral Type field is pre-populated with the peripheral type configured for that previous CTI OS Server.

Figure 8 Peripheral Identifier Dialog

Peripheral Identifier

Peripheral ID and Peripheral Type as configured in the CTI Server are required:

Instance Name:

CTIOS Server Name:

Logical Name:

Peripheral ID:

Peripheral Type:

Login By:

Agent ID

Login Name

Enable Mobile Agent

Mobile agent mode:

Help < Back Next > Cancel

Since multi-instance does not support multiple servers, any server configured as part of an instance that has other servers does not list *IPCC Hosted* in the Peripheral Type field. ARS and ERS peripheral types are not listed as well since they are not supported for multiple servers.

Since multiple servers can not be supported with multiple instances, the Peripheral Type drop-down only contains *IPCC Hosted* when a server is added to a system with multiple instances already configured.

Registry Information

When multiple CTI OS Servers are configured for an instance, each server's configuration is stored in the CTI OS Instance's folder. The folder for each server's configuration has the name given to the server in the CTIOS Server Name field in the Add CTIOS Server dialog.

The following are examples of the registry entries when two CTI OS Servers have been configured for a given instance:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_ipcc1\CTIOS1
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\Ctios\CTIOS_ipcc1\CTIOS2
```

CTI OS Trace information is stored in a similar fashion. However, in this case, trace information is stored in the ICM folder:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\ipcc1\CTIOS1
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\ipcc1\CTIOS2
```

CTI OS Toolkit 7.5(1) Enhancements

This section describes in detail, the functional enhancements implemented into CTI OS 7.5(1) Toolkit.

Microsoft Visual Studio .NET 2005 Support

Visual Studio 2005 represents one of the most significant developer tools releases since the introduction of Visual Studio. It offers a wider spectrum of development possibilities and an advanced design experience. In addition, with Service Pack 1 it also provides:

- Windows Vista, native application development
- Microsoft .NET Framework 2.0 & 3.0 application development
- New processor support (for example, Core Duo) for code generation and profiling
- Additional support for project file based Web applications
- Secure C++ application development

Visual C++ 2005 Improvements

In Visual Studio 2005, several important enhancements were made to the C++ compiler. These enhancements improve the security, reliability, and ease of deployment of applications as follows:

- All Visual C++ executables have a manifest that refers to their dependence on Active Template Library (ATL), Microsoft Foundation Classes (MFC), and C Run-Time Libraries (CRT). This prevents a C++ program from loading the wrong system libraries.
- The standard C++ Library, and the ATL, MFC, and CRT are side-by-side shared assemblies with manifests.
- The compiler and linker settings now default to manifest generation.
- Security-Enhanced Versions of CRT functions have been added. These functions handle errors in a better way and enforce stricter controls on buffers to help avoid common security flaws.
- Versions of the *printf*, *strcpy* family of functions that allow you to specify the order in which the arguments are used [for example: *sprintf_s(const char * format, [argument],...)* *strcpy(char * strDestination, size_t numberOfElements, const char * strSource)*].
- Many existing functions now validate their parameters and invoke the invalid parameter handler when an invalid parameter is passed.
- The CRT now supports setting the locale on a per thread basis.
- Locale-dependent functions now have versions which take the locale as a parameter rather than using the current locale.

- Increased compliance to the ANSI C/C++99 Standard.

Microsoft .NET Framework 2.0

The Microsoft .NET Framework 2.0, extends the .NET Framework 1.1 and is the core and foundation of Microsoft .NET 3.0, included in Vista. The .NET Framework 2.0 Software Development Kit and CLR are included in VS.2005.

Figure 9 .NET Framework 2.0 Architecture



The changes in .NET Framework 2.0 make certain applications and development scenarios behave differently from the version 1.0 and 1.1. These are not necessarily changes that were found to be breaking an application; rather, these are changes in behavior that could potentially impact an application. The known changes in the .NET Framework 2.0 were made to adhere to new standards, bug fixes and increase correctness. For example:

1. The ISO tag for Kyrgyzstan was updated from KZ to KG.
2. Floating point precision was increased in certain class methods.
3. Incorporated new updates made to the Common Language Infrastructure (CLI) specification.

Microsoft .NET Framework 3.0

Microsoft's .NET Framework 3.0 is the new managed code programming model for Vista. It combines the power of the .NET Framework 2.0 with four new technologies (refer to [Figure 10](#)):

- **Windows Presentation Foundation (WPF)**

The Microsoft Windows Presentation Foundation provides the foundation for building applications and high quality experience in Vista. It blends together application UI, documents, and media content. The functionality extends to the support for Tablet and other forms of input, a modern imaging and printing device, accessibility and UI automation infrastructure, data driven UI and visualization.

- **Windows Communication Foundation (WCF)**

Windows Communication Foundation is a set of .NET technologies for building and running connected systems. It is a new type of communications infrastructure built around the Web services architecture. WCF provides secure, reliable, and transacted messaging along with interoperability. The service-oriented programming model of WCF is built on top of the Microsoft .NET Framework. WCF unifies capabilities of distributed systems, in a composable and extensible architecture, spanning transports, security systems, messaging patterns, encodings, network topologies, and hosting models. WCF is available for Vista, XP and Win 2k3.

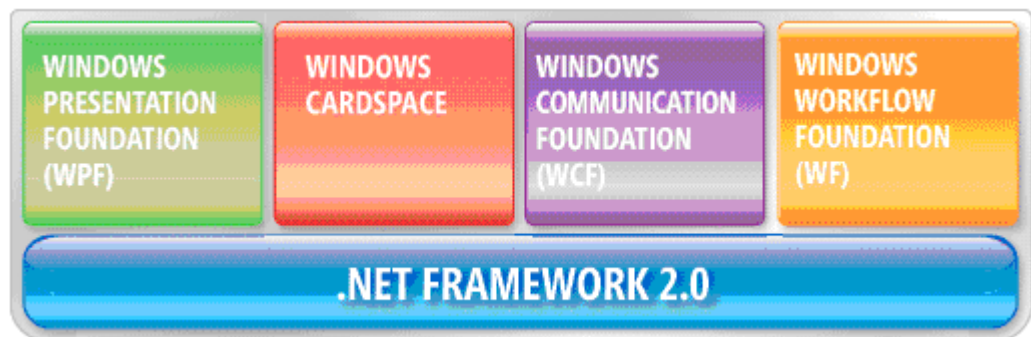
- **Windows Workflow Foundation (WF)**

Windows Workflow Foundation is the programming model, engine and tools for quickly building workflow enabled applications on Windows. It consists of a .NET Framework version 3.0 namespace, an in-process workflow engine, and designers for Visual Studio 2005. Windows

Workflow Foundation is available for both client and server versions of Windows. Windows Workflow Foundation includes support for both system workflow and human workflow across a wide range of scenarios including:

- Workflow within line of business applications
 - User interface page-flow
 - Document-centric workflow
 - Human workflow
 - Composite workflow for service oriented applications
 - Business rule driven workflow
 - Workflow for systems management
- **Windows CardSpace™**
- Windows CardSpace is a component that provides the consistent user experience required by an identity meta-system. It is specifically hardened against tampering and spoofing to protect the end user's digital identities and maintain end-user control.

Figure 10 .NET Framework 3.0



.NET Framework 3.0 is used to build applications that have visually compelling user experiences, seamless communication across technology boundaries, the ability to support a wide range of business processes, and an easier way to manage personal information online. .NET Framework 3.0 takes advantage of the new functionality in Vista, however the same features are available in XP Pro and Windows Server 2003 (Win 2k3).

Specifications to Support Visual Studio 2005

The CTI OS Toolkit 7.5(1) was created using the new compilers included in Visual Studio 2005. The binary code generated by the C++, VB.NET and C# compilers is compatible with neither Visual Studio 2003 nor Visual Studio 6.0. Therefore, C++ CIL 7.5(1) and .NET CIL 7.5(1) only work in Visual Studio 2005 or in similar development environments.

Specifications to Support Visual C++ 2005

The features listed in [Visual C++ 2005 Improvements, page 12](#) are some of the features expected of Visual Studio 2005 and Vista enabled applications. Therefore, for the 7.5(1) C++ CIL, COM CIL, CTI OS ActiveX controls and CTI OS Toolkit Win 32 Samples, the following features were implemented:

- Added new ANSI C/C++ 99 enhancements to the source code.
- Migrated build projects (*.vcproj) to support Visual Studio 2005.

- Added the use of secure CRT and ATL functions to the source code.
- Generated *.PDB files for postmortem debugging.
- Build targets (DLLs, EXEs) include built-in manifest information.
- Samples build error free on a development environment in which VS.2005 is installed on either Vista or Windows XP Professional.

Incorporating these features fulfills the requirement derived from VS.2005 and Vista.

Specifications to Support .NET Framework 2.0

Based on the functional features described in [Microsoft .NET Framework 2.0, page 13](#), the .7.5(1) NET CIL assemblies and the .NET Toolkit Samples were enhanced such that the following features have been implemented:

- Added new CIL enhancements to the source code.
- Migrated build projects (*.vbproj, *.csproj) to support VS.2005.
- Added new enhancements to the code, to make it compatible with CLR 2.0.
- Build targets (DLLs, EXEs) included built-in manifest information.
- Samples build error free on a development environment in which VS.2005 is installed on either Vista or Windows XP Professional.

Incorporating these features fulfills the requirement derived from VS.2005, Vista, and .NET Framework 2.0.

Specifications to Support .NET Framework 3.0

Based on the definition provided, in [Microsoft .NET Framework 3.0, page 13](#), for .NET CIL has only to support .NET Framework 2.0 to be compatible with applications targeting .NET Framework 3.0.



Note Providing a .NET Toolkit Sample that demonstrates how to use .NET CIL 7.5(1) in a .NET Framework 3.0 client application is not within the scope of CTI OS 7.5(1).

Microsoft Windows Vista Support

The Windows Vista products and technologies renews Microsoft's focus on enabling the development of modern applications, whether they are existing applications written to Win32, the unmanaged programming model for the Microsoft Windows operating system, or new applications taking full advantage of .NET Framework 3.0 (formerly WinFX), the managed programming model for Microsoft Windows Vista.

Specifications to Support Vista

Vista redefines the way desktop computing is understood. The adoption of Vista in the contact center space reflects a commitment to productivity as well as security.

Taking in consideration the requirements that derive from Vista's new features, the CTI OS Toolkit 7.5(1) focuses on satisfying Vista's fundamentals technical pillar as follows:

1. C++/COM/.NET CIL, CTI OS ActiveX Controls, build targets (DLLs, EXEs) include built-in manifest information.
2. C++/COM/.NET CIL, CTI OS ActiveX Controls, build targets (DLLs, EXEs) include Cisco's digital signature & Certificate.

3. Generates *.PDB files for postmortem debugging for any of the following components C++/COM/.NET CIL, CTI OS ActiveX.
4. C++/COM CIL, CTI OS ActiveX Controls, use secure CRT and ATL functions to increase code security and reduce memory overrun vulnerabilities.
5. .NET CIL 7.5(1) is implemented as a set of native .NET Framework 2.0 assemblies.
6. .NET CIL incorporates the new specification in CLI .2005 and CLR 2.0.
7. The new installer program for CTI OS Toolkit 7.5(1) includes following features:
 - Detection of .NET Framework 2.0 CLR and installation on demand if required.
 - Secure Installation of Production Ready CTI OS Desktops and auto configuration.
 - Set appropriate run-time and access rights to configuration areas used by Production Ready CTI OS Desktops such that only authorized users can launch application based on the logon authorization level.
 - Silent Install/Uninstall to support unattended software setup.
 - Use Vista's Side-by-Side (SxS) paradigm to install system library dependencies.
8. Implement a new MR/ES installation mechanism using the Native Patch Manager Framework
9. NET CIL is registered at the target computer's .NET Framework 2.0 Global Assembly Cache (GAC).

Sun JDK/JRE 1.6_05

CTI OS Java CIL 7.5(1) was updated to compile and run with the latest version of JDK/JRE.

RedHat Linux Enterprise Workstation 5.0

The CTI OS Java Test Phone was updated and compiled with CTI OS Java CIL 7.5(1) using the JDK/JRE 1.6_05 for Linux and was functionally tested on Red hat Linux Enterprise 5.0.

Citrix 4.5 Support

CTI OS 7.5(1) supports Citrix 4.5.

CTI OS Serviceability

In addition to the platform enhancements mentioned above, CTI OS Server 7.5(1) has been improved to provide better event and alert and event notifications that can be processed by the Microsoft Windows Event Viewer and a SMNP Manger (Management Station). CTI OS Server was enhanced to generate Window's events and SNMP traps.

CTI OS server uses EMS and MDS to log messages and events. In addition the ICM MD file was enhanced to include the new set of Windows Events and SNMP traps that CTI OS Server generates.

Important Notes

The following section contain important information that may have been unavailable upon the initial release of documentation for Release 7.5(1).

Remote Desktop Not Supported for Installation or Upgrade

Remote Desktop must not be used to install or upgrade CTI OS.

Remote Desktop can be used for remote administration.

CTI OS

This section contains CTI Release 7.5(1) information for CTI OS.

- [Supported ACDs](#)

Supported ACDs

For information about the Automatic Call Distributors (ACDs) that are supported by the CTI OS Release 7.5(1) refer to the *Cisco Compatibility Matrix* which is accessible from http://www.cisco.com/en/US/products/sw/custcosw/ps14/prod_technical_reference_list.html

Resolved Caveats in the CTI OS 7.5(1) Release

This section contains a list of defects resolved in CTI OS Release 7.5(1). Defects are listed by component and then by identifier. For a keyword search of the CTI OS defects using the Bug Toolkit, select the product Cisco Computer Telephony Integration Option.

Table 1 Resolved Caveats for Cisco CTI OS Release 7.5(1)

| Identifier | Component | Sev | Headline |
|----------------------------|-------------------|-----|--|
| CSCsh22530 | accessibility | 3 | Accessibility User Scenarios : |
| CSCsh22555 | accessibility | 2 | Accessibility User Scenarios: Call by Extension - Callee release |
| CSCsh22601 | accessibility | 3 | Accessibility User Scenarios: Make Agent Ready |
| CSCsl70270 | client-libs | 3 | CTIOS Cils have no enums for forced Logout and Not Ready RONA |
| CSCsm22249 | client-libs | 3 | standalone SilentMonitorCtl monitor sometimes fails |
| CSCso53569 | cpcil | 1 | Desktop keeps connecting to unreachable Silent Monitor Svr forever. |
| CSCsi62659 | cti-toolkit-agent | 3 | IPCC Error 10148 Third Party Request Already Outstanding |
| CSCsl58591 | cti-toolkit-agent | 2 | CTIOS Desktop asserts while Initiating conference and transfer |
| CSCsq27353 | cti-toolkit-agent | 3 | agent desktop hangs on log out when Silent Monitor service unreachable |
| CSCsd99414 | cti.commonitor | 3 | When agt logs off softphone incorrectly, stay in not ready and logged in |
| CSCsh22524 | cti.commonitor | 2 | Accessibility User Scenarios: Inactive Button treatment |

Table 1 Resolved Caveats for Cisco CTI OS Release 7.5(1)

| | | | |
|----------------------------|-------------------|---|--|
| CSCsb94203 | cti.international | 2 | CHN: Call appearance grid does not display properly in Chinese |
| CSCsg43181 | cti.sample-code | 3 | C++ samples do not handle ENABLE_NOTREADY_WITH_REASON |
| CSCsi77092 | ctios-server | 2 | Personal Callback time mismatch with CTI desktop |
| CSCsi84124 | ctios-server | 3 | Skill Group Name appears as [?] on CTI OS Agent and Supervisor Desktops |
| CSCsj19918 | ctios-server | 3 | MeasuredCallQTime value calculated incorrectly in CTIOS Server Log . . |
| CSCsj95793 | ctios-server | 1 | [SYSTEM] CRITICAL: Exception in [ServiceBrokerQ-PostThread:1] . |
| CSCsl01209 | ctios-server | 1 | ctios has asserted several times over the last 2 weeks |
| CSCsl54511 | ctios-server | 2 | CTIOS Server assertion around AgentTeamConfig event |
| CSCsl59150 | ctios-server | 3 | BAdesktop displays Predictive mode instead of Progressive mode |
| CSCsl88747 | ctios-server | 2 | Ref count issue leads to exceptions in CTIOS Server log |
| CSCsm36195 | ctios-server | 3 | Intercept button is not enabled when agent make a call to PSTN |
| CSCsm55494 | ctios-server | 2 | After doing a blind transfer, call does not go away from CTI grid |
| CSCsm97346 | ctios-server | 3 | CTIOS svr exception when updating supervisors with agent state change |
| CSCso26387 | ctios-server | 3 | Exception in CallConnectionAdapter on processing EndCall |
| CSCsd64778 | ctios.api | 3 | Java and .NET CIL: Incorrect data format for CALL variables and ECC |
| CSCse29629 | ctios.api | 3 | Agent goes to not ready state in G3 after logging in Auto-In mode |
| CSCsg55838 | ctios.ctidriver | 3 | Bad Object message warnings observed in ctios server log |
| CSCsg65792 | ctios.ctiosclient | 3 | Internationalization Kit Cannot Build Due to Read-Only Files |
| CSCsg76311 | ctios.ctiosclient | 3 | Agent stuck in wrapup on call transfer |
| CSCsa65256 | ctios.server | 2 | Possible Memory Leak in CtiosServerNode |
| CSCsf27528 | ctios.server | 3 | When not ready reason required force agent log does not work. |
| CSCsg21506 | ctios.server | 3 | AgentPreCall event missing in agent desktop |
| CSCsg44410 | ctios.server | 2 | Exception in CTIOSServer: CServiceBroker::CCreatedDriverKey |
| CSCsg58686 | ctios.server | 2 | LogWrapper exception found in ctios-server for 0xA0F trace level |
| CSCsg96445 | ctios.server | 3 | AgentPreCall and AgentPreCallAbort Events do not decode Pro9 correctly |
| CSCse33761 | ctios.setup | 3 | CTIOS Client full install does not create TraceFileName correctly |
| CSCsg55728 | ctios.softphone | 2 | Wrapup Timer and CTIOS desktop issue. |
| CSCsg66226 | documentation | 3 | Internationalization kit *.mc file requires saving with Unicode encoding |
| CSCsj33139 | documentation | 3 | CTIOS Agent Desktop does not switch to sideA - Thus fails to login Agent |
| CSCsj60586 | documentation | 3 | Document project settings for C++ console app |
| CSCsk10353 | documentation | 3 | Doc says StartSilentMonitorRequest args rqr MonitoringIPAddress |
| CSCsk17118 | documentation | 3 | CTIOS SMGS has wrong information on msvbvm60d.dll |
| CSCsl01250 | documentation | 3 | SMG: More Detail Needed for Configuring Second Silent Monitor Profile . |
| CSCsl56964 | documentation | 3 | IPCC Mobile Agent is not supported with Siebel. |
| CSCso09550 | documentation | 3 | CTIOS SM Guide Table 10-3 needs IPCC on DEQUEUED |
| CSCsq39264 | documentation | 3 | Chapter 2 Release 7.0(0) CTI OS Server Installation |
| CSCsq90417 | documentation | 3 | Can't make New Call when in ACW mode (workready / wrapup). |

Table 1 Resolved Caveats for Cisco CTI OS Release 7.5(1)

| | | | |
|----------------------------|----------------|---|--|
| CSCsr23496 | documentation | 3 | SetIPPhoneInfo and GetIPPhoneInfo usage example and when to use |
| CSCsj67213 | dotnetcil | 2 | The ability to get skill groups from Agent doesn't work in .NET CIL |
| CSCsl45883 | dotnetcil | 3 | Call remains in reserved state- Dotnet CIL unpack arg error . |
| CSCsj73772 | i18n-l10n | 3 | Localization: Accelerator keys needs to be translated |
| CSCsk12599 | i18n-l10n | 3 | Toolkit Desktop Localization Additions and Updates |
| CSCsk36967 | i18n-l10n | 3 | Japanese characters are not displayed correctly on W2K Professional |
| CSCsk98054 | i18n-l10n | 2 | JPN:CTIOS 7.1(5) Common Language Runtime Debugging msg on Agent |
| CSCsg92660 | patch | 3 | patch on CTIOS 7.0 SR2 .net message is given when no .net changes in pch |
| CSCsj58750 | sample-code | 3 | calldatagrid configuration error using C# combo desktop sample |
| CSCsj99476 | sample-code | 3 | Include CTIOS Agent Silent Monitor sample in toolkit |
| CSCsj36371 | setup | 3 | For Cad agent agent statistics need to disabled by default |
| CSCsk22785 | setup | 3 | Silent monitor service not installed after upgrade |
| CSCsm97813 | setup | 2 | Errors pops up while trying to add second CTIOS instance |
| CSCsq10365 | setup | 2 | CTIOS Server Failover under load issue w/ missing peer registry config |
| CSCsh30367 | siebel-driver | 3 | Driver Crashing Due to Invalid Paramaters From Siebel |
| CSCsm05812 | siebel-driver | 3 | Memory Leak related to CTIOS in CtiDriver for Siebel. |
| CSCsm98306 | siebel-driver | 2 | CTIOS Siebel client does not failover |
| CSCso78761 | siebel-driver | 2 | Memory leak on straight calls with Siebel Driver |
| CSCsq50367 | siebel-driver | 2 | Memory leak on straight calls with Siebel Driver |
| CSCsj13049 | silent-monitor | 3 | Silent Monitor has not been qualified with WinpCap 4.0 |
| CSCsk37671 | silent-monitor | 3 | Silent Monitor Service Hangs Detecting NIC Cards |
| CSCsk44895 | silent-monitor | 3 | Supervisor able to silent monitor agent on non-acd call |

Using Bug Toolkit

To access Bug Toolkit, you need the following items:

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



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

To use the Software Bug Toolkit, follow these steps:

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 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 in CTI OS 7.5(1) Release

This section contains a list of defects that are currently pending in CTI OS Release 7.5(1). Defects are listed by component and then by identifier. For a keyword search of the CTI OS defects using the Bug Toolkit, select the product Cisco Computer Telephony Integration Option.

Table 2 Open Caveats for Cisco CTI OS Release 7.5(1)

| Identifier | Component | Headline |
|------------|-----------|----------|
| None. | N/A | N/A |

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:

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