



# *Release Notes for Cisco CTI OS, Release 8.0(1)*

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November, 2010

## Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 2](#)
- [New and Changed Information, page 2](#)
- [Important Notes, page 4](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 5](#)
- [Documentation Feedback, page 5](#)

## Introduction

These release notes describe the new features and caveats for Cisco CTI OS release 8.0(1).



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To view the release notes for previous versions of Cisco CTI OS, go to:  
[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html)

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Before you install Cisco CTI OS, Cisco recommends that you review the section [Important Notes, page 4](#) for information about issues that may affect your system.

For a list of the open and resolved caveats for Cisco CTI OS Release 8.0(1), see the [Important Notes, page 4](#) and the [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 5](#). Updates for these release notes occur with every maintenance release and major release.

While CTI OS Release 8.0(1) supports updates from previous releases, Release 8.0(1) requires a full installation/setup. No rollback is available.

The CTI OS software Release 8.0(1) supports Unified Contact Center Enterprise (Unified CCE):



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Unified CCE consists of the following software:

- Unified Intelligent Contact Management Enterprise (Unified ICME)
- Unified Intelligent Contact Management Hosted (Unified ICMH)
- Unified Contact Center Hosted (Unified CCH)

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

Release Notes for Unified CCE, Release 8.0(1), Cisco Agent Desktop, Cisco Unified E-Mail Manager (Unified EIM), and Cisco Unified Web Interaction Manager (Unified WIM) 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, Unified ICM/ Contact Center documentation, go to the Cisco Web page: <http://www.cisco.com>

## Software Name Changes

For detailed information on software name changes, see the Release Notes for Cisco Unified Contact Center Enterprise, Release 8.0(1) which is accessible from:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html)

## System Requirements

For hardware and third-party software specifications for Release 8.0(1), refer to the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 8.0(1)*, which is accessible from:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products\\_user\\_guide\\_list.html](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/ps1001/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html)

Related documentation includes the documentation sets for Cisco Unified ICM/Contact Center Enterprise & Hosted, Cisco Agent Desktop (CAD), Unified EIM, Unified WIM, Cisco Customer Voice Portal (CVP), Cisco IP IVR, and Cisco Support Tools.

Also related is the documentation for Cisco Unified Communications Manager.

## New and Changed Information

This section discusses in somewhat more detail the new features in Release 8.0(1) of Cisco's Computer Telephony Integration Object Server product.

- [CTI OS Serviceability](#)

- [CTI OS Silent Monitoring](#)
- [Multi-line Support](#)
- [Windows 7 Support](#)

## CTI OS Serviceability

CTI OS Server 8.0(1) is enhanced to:

- Provide better alarm, and tracing mechanisms.
- Improve the default trace level.

The CTI OS Perfmon Counter is enhanced to track information in the server to diagnose issues or predict possible server health problems and generate alarms.

The heartbeat mechanism is improved to generate heartbeats at the proper intervals and eliminate redundantly.

## CTI OS Silent Monitoring

All forms of CTI OS Silent Monitoring are supported, including Unified CM Silent Monitoring, CTI OS Desktop Silent Monitoring, and CTI OS Spanport Silent Monitoring.

## Multi-line Support

Multi-line feature is supported for 8.0(1). Multi-line is enabled through configuration for the peripheral. It applies to all agents who log into that peripheral.

When Multi-line mode is enabled on a peripheral, if a CTI client connects with an protocol revision older than 14, an alarm is raised.

Siebel and Mobile Agent do not support Multi-line feature, Unified CCE 8.0 (1) requires Single line configuration for both Siebel and Mobile Agent CTI port devices.

## Windows 7 Support

Windows 7 is supported for CTI OS Clients (CTI OS Agent and Supervisor, CTI OS Toolkit including CTI OS Patch Installer).

**Note:**

- Any customizations to the CTIOS Toolkit must be compiled under the development environment supported in release 7.5(1) (Visual Studio 2005) on a supported platform, and then deployed on Windows 7. Existing customized CTI OS desktops can be moved to Windows 7 without recompilation.
- Visual Studio 2008 is not supported.

See the [Hardware and System Software Specification \(Bill of Materials\) for Cisco Unified ICM / Contact Center Enterprise & Hosted](#), for additional information.

# Important Notes

## Performing a Technology Refresh Upgrade of CTI OS Server and Changing Drives

If the source CTI OS Server machine has CTI OS Server installed on the C: drive and you want to perform a Technology Refresh upgrade and install CTI OS Server on the destination machine on the E: drive (for example), you must perform an additional manual step. After importing the ICM Registry on the destination machine and before running CTI OS Server Setup, manually change the drive letter in the **InstallDir** registry key at **HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTI OS Server**. For example, change **C:\ICM\CTIOS\_bin** to **E:\ICM\CTIOS\_bin**.



**Note**

The sub-skill group feature is not supported in CTI OS 8.0(1) release. New sub-skill groups cannot be added, but the existing sub-skill groups (created in older versions) are supported/retained in CTIOS 8.0(1) release.

## Using Bug Toolkit

A list of open and resolved caveats for CTI OS Release 8.0(1) is available in the 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

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- 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**.

Alternatively, under “Select Product Category,” select **Voice and Unified Communications**; or, under “Select Products,” select **Cisco Unified Communications - Enterprise** and then select the “Software Version” you are interested in.

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

# 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

## Documentation Feedback

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

[mailto:ccbu\\_docfeedback@cisco.com](mailto:ccbu_docfeedback@cisco.com)

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