Release Notes for Cisco Collaboration Server Release 5.0
May 2006

Updated Information in this Document

This document updates the Cisco Collaboration Server 5.0 Service Release 3 with the following changes:

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Introduction

This document provides the latest information about the Cisco Collaboration Server Release 5.0.

Please review this document before installing and using Collaboration Server.
Product Name Change

With Release 5.0, Cisco Collaboration Server is part of ICM software, and is referred to as the Cisco Web Collaboration Option. If you are searching for product information about Collaboration Server on Cisco.com, look under ICM Software, Cisco Web Collaboration Option. However, this name change is not reflected in the Release 5.0 Collaboration Server documentation.

New Features

The following list details the features new to Collaboration Server 5.0:
Integration with both IPCC and legacy ACD solutions

The Collaboration Server 5.0 release supports both ACD and IPCC configurations. Customers can choose to integrate CCS with IPCC, a legacy ACD, or both a legacy ACD and IPCC. The ability to integrate with IPCC and with a legacy ACD allows customers to transition slowly from one configuration to the other.

ICM Features that Enhance Collaboration Server

While these features are accessible only through ICM software, they offer many benefits to contact centers using Collaboration Server.

- **Enterprise Skill Groups**: Using ICM configuration tools, an ICM administrator can link related skill groups on multiple Collaboration Servers together for routing and reporting purposes. For example, Boston_Sales and Seattle_Sales on separate Collaboration Servers can be combined into a Sales enterprise skill group.

- **Integrated Reporting**: The ICM provides reports that integrate Collaboration Server information with information from other applications. ICM administrators can access WebView, which provides more detailed and customized information than standard Collaboration Server 5.0 reports. WebView can generate real-time and historical reports, and allows administrators to schedule, export, and print reports. WebView also provides improved reporting on Blended Collaboration sessions; the activity during these sessions is reported clearly and accurately. While WebView offers more customized information, Collaboration Server administrators can run local Collaboration Server reports for application-specific information, such as shared pages and chat messages.

- **Routing Scripts**: ICM software allows administrators to design routing scripts. These scripts can be highly customized to produce the most efficient routing. A single ICM routing script can be used to route requests to multiple Collaboration Servers. ICM administrators can schedule routing scripts to run during specific time periods. For example, one routing script can run during normal working hours and another script can run after hours.

- **Track Service Level**: ICM software allows administrators to track the service level of the contact center. This feature allows ICM administrators to ensure that agents are responding to callers in a timely manner.
ICM routing

In the Collaboration Server 5.0 release, ICM routing scripts can be used to route Web requests. ICM routing scripts provide a solution for routing Web requests to and between multi-site contact centers. These routing scripts are highly efficient, as they evaluate data from the Web request, agent availability, and agents' state across all media in order to determine the best agent for each request.

The Trailhead functionality of previous releases has been subsumed into a new ICM queue. Web requests can now wait in the ICM queue until an appropriate agent in any contact center location becomes available.

Common agents

Collaboration Server 5.0 introduces the concept of common agents. In ICM-integrated configurations, all agents are common agents. These agents have a common set of properties across ICM-integrated applications as well as properties specific to each application. When an administrator creates an agent on the Collaboration Server, the agent is automatically created on the ICM. Administrators also can enable agents from other applications, including the ICM and Cisco Email Manager (CEM), to work on Collaboration Server.

Collaboration Server updates the ICM database when an administrator modifies a common agent. If an administrator uses CEM or ICM to modify a common agent, Collaboration Server updates the agent information locally either when the agent logs in or when an administrator views the agent's detailed information.

ICM integration wizard

A new wizard guides Collaboration Server administrators through the process of integrating Collaboration Server with ICM. Administrators easily update the application instance, create ICM Distributor Administration Workstation and Cisco Media Blender (CMB) connections, and enable Media Routing Domains (MRDs) and peripherals.
Media Blender Connectivity Improvements

In the Collaboration Server 5.0 release, the connection between Collaboration Server and the Cisco Media Blender (CMB) has been improved and stabilized. RMI (Remote Method Invocation) drivers are now used to communicate across the firewall. A Collaboration Server administrator can set up the two-way RMI connections to the CMB from the Collaboration Server Administration desktop.

Server Setup

The Collaboration Server 5.0 Administration desktop allows for ease of server setup. From the Administration desktop, Collaboration Server administrators can configure the Collaboration Server application instance and ACD queue. Administrators can also configure Cisco Media Blender (CMB) connections.

Database Administration

Database administration has been improved. A new wizard guides a Collaboration Server administrator through database creation. The wizard offers other enhancements to database setup, including the ability to verify entered information. Also, a Purge Database feature has been added. This feature allows administrators to remove agent, skill group, and historical information from the database.

Roles

Each agent and administrator belongs to a Role in the Collaboration Server 5.0 release. Roles determine desktop feature availability and permission for agents and administrators. This information was configured through property files in prior releases, and is now set up from the Collaboration Server Administration desktop. Collaboration Server provides six default roles for standard types of agents and administrators. Roles enhance internal Collaboration Server security by allowing the Collaboration Server administrator to create various levels of privileges for different Collaboration Server agents and administrators.
Reporting

Reporting has been enhanced. In addition to running Collaboration, Caller, Browser Identification, and Browse with Me reports, administrators now can run reports on logically deleted skill groups and agents, Web callback and delayed callback requests, multiple skill groups, and transferred sessions. Each report lists the selection material used to generate the report.

The amount of information in Session reports has been increased; these reports now display shared URLs, chat messages, whiteboarding, application share, and time spent in Wrap Up. Reports on Callers contain a link to Session reports, allowing for easier access to complete session information for each caller.

Callback

Callback and delayed callback have been improved. The callback functionality has been moved from Trailhead, where it was located in previous releases, to Collaboration Server. Collaboration Server administrators can now monitor and report on these requests. Fault tolerance has been added for delayed callback requests. Callers make regular callback requests when they want to receive an immediate phone call from an agent. Callers make delayed callback requests when they want the callback to be delayed for a specific period of time.

Agent Administration

In the Collaboration Server 5.0 release, agent administration has been improved. Agents are now easier to create and modify. In ICM-integrated configurations, a wizard guides Collaboration Server administrators through the process of creating and modifying agents. In standalone and Media Blender configurations, administrators use a tabbed dialog box to create and modify agents. Agent ACD and Cisco Media Blender (CMB) information has been included in the agent create process. Administrators can also temporarily deny the login of agents who, for example, are on vacation.
Multiple Administrators Can Change Agents and Skill Groups Concurrently

Multiple Collaboration Server administrators can make changes on the same agent or skill group without unintentionally overwriting each other's changes. Each item has a change-stamp that is compared before updates are applied. If the change-stamp does not match when the administrator attempts to apply the changes, the administrator is required to get the updated information before the changes will be accepted.

ScriptBuilder

The Collaboration Server 5.0 release contains many changes and enhancements to ScriptBuilder. ScriptBuilder has been divided into script viewing and script building. All of the script building functionality that was located in the agent desktop in previous releases has been moved to the Collaboration Server Administration desktop. Two new roles are introduced:

- Script authors
- Script administrator

These roles govern the degree of script building, authorship, and control available through the administration desktop.

Agents can now only view and share scripts from the agent desktop. A wizard guides script authors through the process of creating, assigning, uploading content to, and arranging scripts. A new script content type, URL comparison, has been added. In URL comparisons, two Web pages are uploaded and display side-by-side in the caller's browser when shared. Administrators also can upload user-defined scripts for agent use. User-defined scripts are scripts that an administrator creates manually from JavaScript functions and HTML.

Agent Desktop

Several additions have been made to the agent desktop in the Collaboration Server 5.0 release. Multi-session agents can change their passwords and set their external view startup preference from the agent desktop. Single-session agents now can also change their passwords through the desktop. The Wrap Up feature has been
added to the single-session and multi-session agent desktops. This feature allows agents to Wrap Up at the end of a Collaboration session. During Wrap Up, a page opens in which agents can finish work relating to a completed session. The Collaboration Server administrator configures the content of this Wrap Up page. The availability and/or behavior of each of these new features is determined through Roles.

**Client-side Application Programming Interface**

The Collaboration Server 5.0 release introduces a Client-side Application Programming Interface (API). This Client-side API allows Cisco partners to use Collaboration features on their agent desktops.

For all Collaboration Server configurations, the Client-side API provides JavaScript functions and Java applets in order to perform the following:

- Connect and engage in single-session Chat and Blended Collaboration sessions
- Log in and log out
- Wrap Up
- View session participants
- Page Share
- Form Share
- Follow Me browsing
- Send Chat
- Remote Control
- Disconnect sessions
- Use Collaboration Server skill group-based routing in push mode for standalone and Media Blender configurations
- Start and stop event polling

For ICM integrated configurations, the Client-side API also provides the ability to perform the following:

- Share agent properties, such as first and last name and password, with all applications
New Features

- Run ICM routing scripts
- Run real-time and historical multi-channel reports

Monitoring

The Collaboration Server 5.0 release offers increased monitoring capabilities. In addition to monitoring skill groups, queues, and agents, administrators can now monitor connections, such as ARM connections to peripheral gateways (PGs), MRI connections to Media Routing Peripheral Gateways (MR PGs), and BAPI connections to CTI Server.

Additionally, administrators are also able to monitor the AW connection to the ICM Distributor Administration Workstation.

Seamless request routing between Collaboration Servers

The Collaboration Server 5.0 release allows requests to be routed seamlessly between Collaboration Servers. If a request is routed from a queue on one Collaboration Server to an agent on another Collaboration Server, the Caller Control Panel on the caller's screen masks the routing and any time spent in the ICM queue.

While the request is being routed to an agent, the agent receives the caller's name. The agent can view the caller's information and the Web page from which the request originated, and send the caller chat messages and Web pages. Once the Caller Control Panel has connected to the server, the caller views the messages and/or Web pages.

Message and Ad Display in the Caller Control Panel

In the Collaboration Server 5.0 release, a Collaboration Server administrator can configure the Caller Control Panel to display ads, messages, and Web pages. A Collaboration Server administrator determines what information displays and whether these ads, messages, and/or Web pages appear as a banner within the Caller Control Panel or in a full-size browser window. This information displays
while the caller is waiting to join a session and while a caller is being routed between servers. Administrators must perform setup in both the Collaboration Server and the ICM software.

**Improved Support for Multiple ACDs per Collaboration Server**

Previously, every Blended Collaboration agent required unique voice extensions, even if agents were on separate ACDs.

With Collaboration Server release 5.0, the Agent’s MeetMe ID (formerly known as the "permanent extension") and Agent ID (for voice) have been de-coupled. The MeetMe ID is now used only for MeetMe requests. The Voice Agent ID is now its own entity. The enhancement allows for two or more Collaboration Server agents to have the same Voice Agent ID, assuming the agents are logging into different ACDs.

**Multiple PIMs per PG**

Collaboration Server release 5.0 supports the enabling of up to 32 PIMs (Peripheral Interface Manager), which is the ICM limit, in a single PG (Peripheral Gateway) using the same Agent Reporting and Management (ARM) client connection to the CTI server.

**Verify and Sync**

The Verify and Sync utilities attempt to resolve inconsistencies that may occur between the ICM and Collaboration Server databases. Normally, the databases stay in sync, but there are some instances when the two databases can become out of sync, for example, a Collaboration Administrator may fail to complete the Skill Group: Create wizard or the Skill Group” view/change wizard, resulting in values present in ICM, but not in Collaboration Server.

The Verify utility checks the two databases to make certain they are correctly in sync. After the utility is run a report is provided showing any inconsistencies.

The Sync utility attempts to automatically resolve any inconsistencies. If the Sync utility cannot automatically fix inconsistencies, then detail information is provided by the utility as to how a user can manually fix the problem.
The Verify and Sync utilities are run from the Collaboration Server Administration Desktop by selecting **Collaboration Server > Server Setup > Database > Verify and Sync.**

**Denial of Service Defenses**

A Denial of Service attack occurs when an individual makes illegitimate callbacks or Blended Collaboration requests to the Collaboration Server. These illegitimate requests consume resources so that the Collaboration Server denies service to legitimate requests.

The Denial of Service defense detects and filters out these illegitimate requests. Denial of Service defense protects against illegitimate requests made by individuals who provide false phone numbers or IP addresses and bulk requests made by a single user.

If your enterprise uses multiple Collaboration Servers, each Collaboration Server maintains its own Denial of Service policies and list of blocked phone numbers and IP addresses. Collaboration Servers do not share information regarding blocked IP addresses, blocked phone numbers, or policies.

If a phone number or IP address is blocked then the Collaboration Server does not allow callbacks to be made to the phone number on the blocked phone number list, or phone numbers entered by a user having an IP address in the blocked IP address list.
Documentation Updates

The Documentation folder on this CD contains up-to-date information about installing and administering Collaboration Server, as well as online help for the Agent and Administration desktops.

To access documentation before you install Collaboration Server

The documentation index is in the top-level “Documentation” folder of this CD and is named index.html. This index lists all documentation and online help available for Collaboration Server 5.0. Use this link to access your Collaboration Server 5.0 Installation Guide.

Although our documentation is designed for online use, we provide PDF reproductions of the documentation to serve your printing needs. You must have Adobe Acrobat Reader to read the PDF versions of the documentation. You can go to the Adobe Web site (http://www.adobe.com) to download the Acrobat Reader.

Accessing documentation after installation

After you install the product, you can access documentation using the <servername>/doc alias. The resulting page links to Collaboration agent and administration online books and online help.

Cisco ICM 5.0 Multichannel Software Overview Documentation

High-level documentation that provides an overview of the Cisco Customer Contact Suite of products (including Collaboration Server) is available on this CD. You can find the overview documentation in the “CCCS Overview” folder at the top-level of this CD.

The overview can be accessed in HTML or PDF versions by opening the following files:

- HTML Version - Cisco ICM 5.0 Multichannel Software Overview/CCCS_Overview.htm
PDF Version - Cisco ICM 5.0 Multichannel Software Overview/CCCS_overview.pdf

Documentation path for the integrated product

If you are installing Collaboration Server as part of a larger ICM-integrated contact center solution:

**Step 1**
Start with the Implementation Map, which outlines the path you should follow if you are installing Collaboration Server as part of an ICM-integrated solution.

The Implementation Map can be found in the “Implementation Map” folder at the top level of this CD. This online guide (StartMap.htm) provides an overview of the components that make up the integrated configuration.

The map was designed for online use; you can, however, print a PDF version (CCCS_Map.pdf) if you wish.

**Step 2**
Refer to individual product/documentation CDs to obtain installation documentation for the individual products:

<table>
<thead>
<tr>
<th>Product</th>
<th>Install Documentation</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Collaboration Server</td>
<td>Cisco Collaboration Server Installation Guide</td>
<td>Documentation Folder of this CD</td>
</tr>
<tr>
<td>Cisco Intelligent Contact Management (ICM)</td>
<td>ICM Configuration Guide, Chapter 3, Configuring ICM software for integrated applications.</td>
<td>The Cisco ICM Documentation CD</td>
</tr>
<tr>
<td>Cisco Media Blender</td>
<td>The Cisco Media Blender Installation Guide</td>
<td>Cisco Media Blender Product CD</td>
</tr>
<tr>
<td>Cisco eMail Manager</td>
<td>The Cisco eMail Manager Installation Guide</td>
<td>Cisco eMail Manager Product CD</td>
</tr>
</tbody>
</table>
Network Interface Card Settings

Network Interface Card (NIC) settings have to be made Full Duplex for optimal performance. NIC settings must be applied to servers and are not required for agent/client desktops.

Please follow the steps mentioned to set the NIC settings to Full Duplex mode.

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**Step 1**
Go to **Start -> Settings -> Network and Dial-up Connections -> Local Area Connection**.

**Step 2**
Right Click on **Local Area Connection -> Properties**.

**Step 3**
A pop up will appear. In the pop up screen select **General tab -> Configure**.

**Step 4**
Go to the Advanced tab and select the property **Link Speed & Duplex**.

**Step 5**
Set the corresponding value to 100 Mbps Full or the highest value that is supported by the NIC and the switch.

For Cisco Collaboration Server deployment, it is suggested that all the NICs be configured with the speed explicitly set to maximum speed supported (for example, 100Mbps on the 10/100 Card) than to the Auto mode. When you set speed explicitly on the NIC and the switch port, you must set the speed on the NIC and the switch port to the same value. Failure to do so may hinder and perhaps disable Layer 2 connectivity, as well as delay overall performance.

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**Note**
Cisco Collaboration Server does not support NIC Teaming.

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Installation

Installations and Upgrades should use the *Cisco Collaboration Server Installation Guide* to install the product. The *Installation Guide* can be accessed from the documentation index in the Documentation folder at the top level of this CD.
Localization

Collaboration Server Release 5.0 supports localization of the administration desktop, single-session agent, multi-session agent, and caller interfaces in the following languages:

- US English (default)
- German
- Spanish
- French
- Korean
- Simplified Chinese

Configuring Collaboration Server Administration for Another Language

Follow these steps to configure your installation of Collaboration Server to use a localized Administration Desktop:

1. Install Collaboration Server according to the instructions in the Collaboration Server Installation Guide. The installation process installs the English version of the Administration Desktop.
2. Stop Collaboration Server if you have started it.
3. Navigate to the CCS50_LanguageKit folder on this CD. Within the CCS50_LanguageKit are the following sub-folders. Open the sub-folder for the language that you want to install:

<table>
<thead>
<tr>
<th>Language</th>
<th>Sub-folder</th>
</tr>
</thead>
<tbody>
<tr>
<td>German</td>
<td>de_DE</td>
</tr>
<tr>
<td>Spanish</td>
<td>es_ES</td>
</tr>
<tr>
<td>French</td>
<td>fr_FR</td>
</tr>
<tr>
<td>Korean</td>
<td>ko_KR</td>
</tr>
<tr>
<td>Simplified Chinese</td>
<td>zh_CN</td>
</tr>
</tbody>
</table>
4. Copy the sub directories (pub and servlet) contained in the language sub-folder into the CCS_HOME directory. By default, CCS_HOME is C:\Cisco_CS.

5. Click 'Yes to All' in the 'Confirm Folder Replace' window.

6. Copy the license file into CCS_HOME\license directory (if you have not already done so).


8. Run the Collaboration Administration Desktop at http://<CCS_HOST>/admin. The pages should now be localized for the language that you selected.
Known Limitations

This section contains information about the known limitations of this version of Collaboration Server. Many of these limitations have been entered as defects. For these defects, it was determined that the software functions as designed and the defects have been closed.

**Defect Number:** CSCma10022  
**Severity:** 3  
**Component:** admin  
**Headline:** Netscape (all) - much too slow doing admin functions  
**Symptom:** Administration pages load slow when using Netscape on Windows 2000.  
**Workaround:** None. Netscape is not supported on Windows 2000 for the administration desktop.

**Defect Number:** CSCma14043  
**Severity:** 3  
**Component:** applet-caller  
**Headline:** Permission errors when utilizing SSL Encryption offload device.  
**Symptom:** When utilizing the Intel Netstructure Encryption device for offloading SSL, the caller gets permission errors after downloading the applet. We also get browser messages stating it's viewing secure and non-secure content. CCS with the same configuration works properly with standard SSL.  
**Workaround:** Configure client browsers to connect directly to CCS, (bypassing the accelerator), or use SSL accelerator cards which are used directly by the web server. These cards cause no change to the HTTPS request, and should cause no change in CCS' behavior.

**Defect Number:** CSCma18391  
**Severity:** 3
Known Limitations

Component: caller

Headline: Caller request disconnect fails with IE 4.0 SP2 on Windows 95
Symptom: A caller using Internet Explorer 4.01 SP2 still appears in session with the agent after manually closing ("X"ing out) their caller control panel. The agent will not know the caller has left.
Condition: The agent and caller appear in session together when the caller has left the session.
Workaround: The agent should disconnect the caller if they believe they are no longer in session with them.

Defect Number: CSCma18608
Severity: 3

Component: Chat

Headline: When agent opens chat for the first time, chat is not in focus.
Symptom: When agent opens chat for first time or when the caller initiates chat, the chat window is not brought to the foreground on the agent desktop, for SSC or BC.
Condition: This problem has been seen intermittently on Win2K SP2 using IE 5.01 SP2. This problem has been seen consistently on some machines using Win2K SP3, IE 5.50 SP2.
Workaround: To bring the window to the foreground, the agent must click the Chat button twice. Or after the caller initiates chat, the agent must click the Chat button to bring the window to the foreground.

Defect Number: CSCma19258
Severity: 3

Component: international

Headline: Timestamp is GMT in log
Symptom: CCS and CMB logs show GMT time instead of local time.
Condition: The call to java.util.TimeZone.getDefault() always returns GMT under IIS and ServletExec on Windows with Java 1.4 when the "automatically adjust for daylight savings" setting is enabled in Windows. The Java system property for "user.timezone" is correct, but the TimeZone Java class will not accept it and it always defaults to GMT.

Workaround: The workaround is to turn off "automatically adjust for daylight savings time" in the date/time settings in Windows, and restart the IIS web server. On systems in country codes that do not offer this setting the following registry key can be used:

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\TimeZoneInformation]"DisableAutoDaylightTimeSet"=dword:00000001

Note: The workaround for this bug is the exact opposite for the workaround for CSCma23364 (In the Known Issues section). During normal operation we suggest that you leave the "automatically adjust for daylight savings time" checked, and only uncheck it when doing server maintenance that requires the use of the logs.

Defect Number: CSCma19595
Severity: 3
Component: installation
Headline: Bogus error message when running upgrade with a non-admin user.
Symptom: A user executes the CCS 4.0 to 5.0 Upgrade self-extracting archive. Once the archive extracts, the user sees a dialog box containing only a red X icon and an OK button. The user clicks OK and the upgrade terminates without performing the upgrade.
Condition: This happens when a user executes the CCS 4.0 to 5.0 upgrade on Windows 2000 as a user who does not have administrative privileges.
Workaround: Execute the CCS 4.0 to 5.0 upgrade as a user who has administrative privileges.

Defect Number: CSCma22262
Resolved Caveats

Severity: 3
Component: installation
Headline: Install hangs on Windows 2000 with CPU pegged at 100%
Symptom: Install hangs on Windows 2000 with CPU pegged at 100%
Condition: With certain video cards the CCS install will appear to hang with the CPU running at 100%. The installation gets to the point where it is about to launch the Java Installer using javaw which pops up a new window to display the steps the installer is going through. The CPU usage shows 100% when the javaw process is trying to launch a new window. The problem is an interaction between javaw and certain video cards.
Workaround: If you observe this problem change the display setting from 1024x768 (True Color - 32bit) to 1024x768(256 Color). Re-run the install and it should complete without any issues. You may then restore the display settings back to their original setting.
The problem is known to happen on at least the following (It may happen with other video cards as well):

- Plug & Play Monitor on ATI Technologies Inc.
- Rage XL PCI
- True Color [32 bit].

Resolved Caveats

This section contains a list of the severity 1, severity 2, and severity 3 defects that existed in the previous release of Collaboration Server, but have been resolved in this release. Defects are listed by severity and then by component.

For more information on these and other resolved defects, you can go to the Bug Toolkit found at www.cisco.com/support/bugtools/Bug_root.html.

Table 3 Resolved Severity 1 Caveats

<table>
<thead>
<tr>
<th>Defect Number</th>
<th>Component</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>There were no unresolved Severity 1 Caveats in the previous release.</td>
</tr>
</tbody>
</table>
### Resolved Caveats

#### Table 4  Resolved Severity 2 Caveats

<table>
<thead>
<tr>
<th>Defect Number</th>
<th>Component</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCma05349</td>
<td>caller</td>
<td>Caller behind proxy (using page caching) will not receive Agent chat.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> Some proxy servers were caching chat pages. Caller would not receive chat messages from agent until the caller clicks the Post button. Additionally, some chat messages from agent never appeared for caller. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma05640</td>
<td>server-request-mg</td>
<td>Primary skill agent not receiving all skill requests when available.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> Skill-based requests did not always route to an agent possessing the skill as a secondary skill even though an agent was available possessing the skill as a primary skill. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma07247</td>
<td>servlet-exec</td>
<td>ServletExec is not configured during Collaboration install.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> During CCS 4.0 install, ServletExec was not always fully configured. The CCS Servlet, VM, Classpath, and Rules setting were not always correctly configured. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma08179</td>
<td>app-share</td>
<td>Appsharing does not work properly with CCS Server running iPlanet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> In some cases, Appsharing did not always function properly for Collaboration Servers (release 4.0) running under iPlanet 4.7. iPlanet version 4.5 is the supported version for Collaboration Server running under Solaris, not iPlanet 4.7. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma08222</td>
<td>ms-agent-gui</td>
<td>Intermittently, agent chat text non-existent with initial question.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> Intermittently, the agent chat test remained blank throughout a session that had <code>askQuestionsOnStartup=true</code> in the MSCcaller.properties file. This issue is resolved.</td>
</tr>
</tbody>
</table>
## Resolved Caveats

### Table 4  Resolved Severity 2 Caveats (continued)

<table>
<thead>
<tr>
<th>Defect Number</th>
<th>Component</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCma10380</td>
<td>chat</td>
<td>Caller chat takes 20 seconds to appear either to agent or caller.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> This error occurred with Single-session users on CCS 4.0. The caller connected into a session and each screen took up to 20 seconds to load. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma12375</td>
<td>applet-agent</td>
<td>F12 key disabled on 3rd party applications after locking workstation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> Previously, if logged in as an Agent, locking then unlocking a workstation disabled the F12 key on 3rd party applications. This issue has been resolved.</td>
</tr>
<tr>
<td>CSCma13381</td>
<td>caller</td>
<td>When resizing caller browser in single frame mode, ends session</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> Previously, resizing the caller browser when in single frame mode ended the current session. This issue is resolved.</td>
</tr>
<tr>
<td>CSCan02947</td>
<td>applet-agent</td>
<td>Hit refresh on agent browser, previous agent becomes current agent.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> Previously, in some instances, if Agent A logged into Single-session desktop then logged out, then Agent B attempted to log into the same desktop, but hit refresh after logged in, then Agent B was put into Agent A's desktop. This issue is resolved.</td>
</tr>
</tbody>
</table>
### Resolved Severity 3 Caveats

<table>
<thead>
<tr>
<th>Defect Number</th>
<th>Component</th>
<th>Headline</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCma05268</td>
<td>installation</td>
<td>Cannot uninstall CCS4.0 if upgraded from CCS 3.02</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> If you installed the 4.0 NT/IIS upgrade over version 3.02 the uninstall did not work. It appears that the uninstall started and finished but the directory and all CCS files were still there. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma02823</td>
<td>applet-agent</td>
<td>Many warnings in iPlanet error log about missing class files</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> The single and multi-session agents generated requests for classes which did not exist. The missing classes caused HTTP 404 errors to be recorded in the error logs of both IIS and iPlanet. The errors did not appear in the agent's browser. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma01493</td>
<td>chat</td>
<td>Agent typed chat message with &lt; can be truncated on caller side</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> When an agent typed a chat message that contains a &lt; character followed immediately by another character, the character was interpreted on the caller side as an html tag. If the agent typed a valid html tag it was displayed appropriately on the caller side. However, if the characters following the &lt; did not form a valid html tag, the remainder of the chat message was truncated on the caller side. This issue is resolved.</td>
</tr>
<tr>
<td>CSCma03187</td>
<td>app-demo-display</td>
<td>118N: Callers cannot input Japanese into AppShare apps</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Summary:</strong> When an agent and a caller were in an AppShare session and they were sharing an editor, in some cases callers could not input Japanese into the editor. This issue depended on the state of IME. This issue is resolved.</td>
</tr>
</tbody>
</table>
Known Caveats

This section contains a list of known defects for this version of Collaboration Server. The list contains the defect number, severity, component and description.

Defect Number: CSCma23571
Severity: 2
Component: aw.config.explorer
Headline: Default Voice Skill Group not created on adding a CallManager PIM
Symptom: The default Voice Skill Group is not created when adding a CallManager PIM when the Client type for the PG is selected as "PG Generic". Adding a PG of Client type "CallManager/SoftACD" and then adding a CallManager PIM normally creates a default voice skill group.

"PG Generic" is selected as per the IPCC Lab Guide, since you need to add a CallManager PIM and a VRU PIM. However when you add a PG of Client type "PG Generic" and add a CallManager PIM the default voice skill group is not created.

Blended Collaboration requires this default voice skill group to function.
Condition: ICM-integrated Collaboration Server with CallManager (IPCC)
Workaround: (Use one of the methods below)
- For Blended Collaboration to function, you must create a voice skill group in ICM and assign it to Agents.
- **When Creating the PG/Peripheral**: Add a PG of Client type "CallManager/SoftACD" and add CallManager PIM. This creates the default voice skill group.
  Now change the PG Client type to "PG Generic"

Defect Number: CSCma16580
Severity: 3
Component: admin-roles
**Known Caveats**

**Headline:** Role name does not trim leading/trailing spaces; cant assign to agent

**Symptom:** If leading or trailing spaces are entered into the name for a role, then that role cannot be assigned to an agent. In other forms the item name is “trimmed” and any leading or trailing spaces are removed. That is not the case with role names.

**Condition:** Cisco Collaboration Server 5.0

**Workaround:** Edit the role and remove any trailing or leading spaces in the role name. Save the role and you can then assign the role to an agent.

**Defect Number:** CSCma23364

**Severity:** 3

**Component:** reports

**Headline:** CCS reports duration/time wait field all incorrect by same amount

**Symptom:** In CCS Reporting (both Session and Caller), the 'duration' field and the 'Wait time' field are all incorrect by the same duration. example: Durations for all reports are all 9 hours off.

**Condition:** Collaboration Server, Windows 2000

**Workaround:** Within the Time Zone tab of the Date/Time properties on the CCS server, 'Automatically adjust clock for daylight savings changes' must be checked.

**Defect Number:** CSCma21966

**Severity:** 3

**Component:** admin-roles

**Headline:** buttons on Role: show page dont work if special chars in role description.

**Symptom:** Special characters, such as the Tab character

**Condition:** Both integrated and standalone version of Collaboration Server.

**Workaround:** Refrain from entering Tabs or special characters (by copying and pasting them) into the role description field.
Defect Number: CSCma22085
Severity: 3
Component: server
Headline: Server complains at startup about missing VSLogConfiguration.props
Symptom: During Collaboration Server startup, the server complains about a missing file: VSLogConfiguration.properties. Even though the file is there and has appropriate permissions.
Condition: Collaboration Server Version 5.0
Workaround: None at this time. The reported error does not appear to cause any problems.

Defect Number: CSCma22266
Severity: 3
Component: applet-agent
Headline: Clicking the View All Skills icon on the Queue tab freezes applet
Symptom: The single-session agent applet may freeze in some customized versions of Internet Explorer 6.0. The applet will appear to be working slower, until it gets to the point where it appears frozen.
Condition: IE 6.0 SP1 (customized)
Workaround: Minimizing then maximizing the browser window causes the applet to work normally again.

Defect Number: CSCma22481
Severity: 3
Component: reports
Headline: Time filter does not work on IE 5.01 SP2 when doing reports
Symptom: Attempting to filter by time in a session report (Reports->Sessions) does not work correctly. A complete days worth of Session reports are reported instead of only the select times. Only appears to be present in IE 5.01 - SP2
Condition: IE 5.01(SP2)
**Known Caveats**

**Defect Number:** CSCma22597  
**Severity:** 3  
**Component:** caller  
**Headline:** Netscape 7 callers with caller app share enabled dont load plug-in.  
**Symptom:** Submit a MeetMe caller to an agent, making sure that caller app share is enabled. The caller goes into session but the caller control panel says: "Please wait a moment. Locating App Share Plugin". Caller waits for at least 30 minutes and no change.  
**Condition:** Stand-alone Collaboration Server Release 5.0 (no DCA integration)  
**Workaround:** None at this time.

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**Defect Number:** CSCma22694  
**Severity:** 3  
**Component:** serversetup-que  
**Headline:** Unable to add/modify Queue description if all blender connections used.  
**Symptom:** If an ACD and an ICM queue share the same connection, then you can change the description of the ACD queue.  
**Condition:** ICM-Integrated Cisco Collaboration Server, Cisco Media Blender  
**Workaround:** None at this time.
Known Caveats

Condition: Integrated Collaboration Server Release 5.0
Workaround: None at this time.

Defect Number: CSCma23354
Severity: 3
Component: international
Headline: If ICM/CCS languages don’t match, then you cannot put a space in the agent or skill description field.
Symptom: If you are running an integrated version of Collaboration Server, and the language for that system is different than the language for the ICM system, then you cannot create or view/change Agents or Skills that contain a space in the Description field.
Condition: ICM-integrated Collaboration Server 5.0
Workaround: To resolve this problem: Use underscores instead of spaces. You can also modify the agent description from the ICM agent tool.

Defect Number: CSCma19493
Severity: 4
Component: installation
Headline: Upgrade program asks to create directory
Symptom: When running the upgrade tool, If you specify a directory for Collaboration Server that does not exist, the install program asks if you want to create that directory. This behavior is not consistent with an upgrade tool.
Condition: Collaboration Server Release 5.0 Upgrade
Workaround: Specify a directory which contains an existing Collaboration Server Release 4+ installation

Defect Number: CSCma21466
Severity: 4
Component: documentation
Headline: Browser back button should not function during the wizard
Symptom: Using the browser’s back button during a administration wizard causes problems. Sometimes using the back button works as expected, other times it causes the current wizard to fail.
Condition: Collaboration Server Release 5.0
Workaround: Never use the browser’s back button when completing an administration wizard.

Defect Number: CSCma21839
Severity: 4
Component: admin-skills
Headline: If you rush through the Agent or Skill Group Wizard, you receive error.
Symptom: If you rush through either the Skill Group or Agent create wizard via Collaboration Server Administration Desktop (if you click the first two 'Next' buttons in rapid succession), then you hit Apply, you receive the error 'Collaboration Server could not understand your request. Try again.' At this point, the UI's back button will also not work but bring you back to the error message.
Condition: Collaboration Server Release 5.0
Workaround: The workaround is to click on Agents: Create node, and re-create agent, this time letting each page load fully.

Defect Number: CSCma22281
Severity: 4
Component: database-oracle
Headline: Drop tables and indexes sql leaves EVENT_TYPE table.
Symptom: The three sql scripts which drop tables and indexes from the Collaboration Server Release 5.0 database do not delete the EVENT_TYPE table. This remains in the database when the scripts to recreate the database are run.
Condition: Collaboration Server Release 5.0 using Oracle
**Known Caveats**

**Workaround:** None at this time.

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**Defect Number:** CSCma14705  
**Severity:** 5  
**Component:** server  
**Headline:** WWW Shutdown errors in DBMON  
**Symptom:** Errors may appear in the ServletExec DBMON window during shutdown. These error do not appear to cause problems with Collaboration Server  
**Condition:** Collaboration Server Release 5.0 using Oracle  
**Workaround:** None at this time.

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**Defect Number:** CSCma23353  
**Severity:** 5  
**Component:** international  
**Headline:** Error when including spaces in description field (create agents/skills)  
**Symptom:** On rare occasions you may receive the error “Invalid international characters...” when including spaces in the Description filed during the agent/skill creation process.  
**Condition:** ICM-integrated Collaboration Server 5.0  
**Workaround:** Restart IIS on the Collaboration Server to resolve this problem.

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**Defect Number:** CSCma23409  
**Severity:** 3  
**Component:** chat  
**Headline:** Collaboration Agent fails when Sun’s JAVA plug-in is used with IE.  
**Symptom:** When a Cisco Collaboration Server 4.0 agent receives a chat message they will be disconnected from the server. The following message shows in the agent control panel:  
"Unable to recover from network error. Please close the browser and try again.”
**Condition:** Java 1.3.1_02, Java 1.3.1_05, IE5 SP3. This issue may occur on additional versions of Sun’s Java plugin (JVM) and with different versions of IE.

**Workaround:** Changing the browser to use Microsoft’s Java Virtual Machine (JVM) will avoid this issue.

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**Obtaining Technical Assistance**

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

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http://www.cisco.com
Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://www.cisco.com/tac/caseopen

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:


P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
• P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.
Obtaining Technical Assistance