



Release Notes for Cisco Dynamic Content Adapter 2.01 Service Release 1

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Introduction

These release notes contain late breaking information about the Solaris version of the Cisco Collaboration Server Dynamic Content Adapter (DCA), version 2.01, SR1. Review this document before installing and using the DCA.



Note For Installation instructions, see the DCA documentation set provided at the top level of the DCA CD inside a folder called “Documentation”.



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**Note**

You will not be able to access the `getstart.htm` file using: `http://<DCAservername>/dca-doc`. However, if you have local access to the DCA server, you will be able to open this file (`getstart.htm`) from the DCA root directory.

Supported Platforms

This release of the Solaris version of DCA 2.01 supports the following platforms. For information on additional platform support, consult your Cisco representative or subsequent DCA documentation.

**Note**

This release for DCA 2.01 SR1 is meant for Solaris platform only.

Server Platform

Server Type	OS	Web Server	Servlet Engine
Solaris	Solaris 2.8 with the 'recommended patches' cluster. Note that at any time, you can download the Solaris 8 with the then recommended patches through the Sun Solve Program of Sun Microsystems.	Sun ONE Web Server 6.0 with service pack 6 or greater	Sun ONE Web Server 6.0

**Note**

Although Solaris 2.8 ships with the Java Development Kit (JDK) 1.2.2_10 and Java Runtime Environment (JRE) 1.1.8 for Solaris Platforms by default, for better performance, it is recommended that you install JDK1.3.1 before you install Sun ONE and this release of DCA 2.01 SR1.

**Note**

Cisco also recommends that you install Sun ONE -SP6, or the latest version of Sun ONE along with all recommended Solaris 8 patches for Sun ONE in production environment.

Collaboration Server Versions

The DCA 2.01 supports Cisco Collaboration Server (CCS) version 5.0 and Cisco Collaboration Server (CCS) version 5.0 SR1 (on Solaris). Both multi-session agent and single-session agent configurations are supported.

Server Agent and Caller Browsers

The DCA 2.01 supports the following browser versions for agents and callers. These are identical to the browsers supported by CCS 5.0 with the following exceptions: Netscape 4.x browsers are not supported on Windows 2000 operating systems; Netscape Navigator 6.2.3 and Netscape Navigator 7.0 caller browsers are not supported.



Note

In all Internet Explorer supported browser versions, use Microsoft Java Virtual Machine (MS JVM) and not Sun Java Virtual Machine.

Agent Desktop	Internet Explorer: 5.01 SP2 to 6.0 Netscape Navigator: 4.76 Note: Netscape 4.x versions are not supported by Windows 2000.
Caller Desktop	America OnLine: 6.0 and 7.0 Internet Explorer: 4.01 SP2 to 6.0 SP1 Netscape Navigator: 4.76, 4.78 Note: Netscape 4.x versions are not supported by Windows 2000.



Note

CCS and DCA do not support browsers for agents or callers on Macintosh Operating Systems.

New Features

The Solaris version of the DCA 2.01 includes these features:

- **Collaboration Toolbar:** The Collaboration Toolbar is a set of content sharing controls that integrates with the Cisco Collaboration Server Agent and Caller desktops. It significantly extends content sharing capability for both Single-Session and Multi-Session CCS users.
- **Popup Window Collaboration:** Popup Window Collaboration lets DCA users collaborate on the contents of popup windows opened through JavaScript. If desired, you can turn off popup window sharing, or target only specific popups.
- **Automatic Form Sharing:** Automatic Form Sharing allows DCA users to share information entered in online form fields as it is being entered.
- **Elimination of Security Warnings to Callers:** Standalone Collaboration Server requires users to download a Java applet in order to share complex Web content. By eliminating the need for the applet, the DCA 2.01 also eliminates the security warnings CCS callers receive as it downloads.
- **Configurable Parser:** The DCA 2.01 includes a customizable HTML parser, that allows complete control over the DCA's page parsing and modification process. Many SPLIT content Collaboration issues that in the past might have required modification to a Web site can now be remedied through parser configuration.

- **Browser Mapping:** The DCA 2.01's browser mapping feature allows you to map different browsers to a single browser type/version that represents a highest common denominator for those browsers. This ensures that the Web content delivered during a session is compatible with all of the browsers in use by session participants.
- **Remote Monitoring:** The DCA 2.01 includes an API that can be used to send events (for example, exceptions, requests served) to a third-party monitoring tool. This can allow you to determine the health of the DCA and even provide troubleshooting and correction before users experience poor performance.
- **Localization and Multi-Byte Character Support:** The DCA Admin Tool and Collaboration Toolbar interfaces can be localized into any supported language. Out of the box, the DCA 2.01 includes Admin Tool and Collaboration Toolbar localization for English, French, Spanish, German, Korean, and Chinese (Simplified). The DCA 2.01 parser supports parsing of multi-byte character documents.
- **Integrated DCA/CCS Sessions:** In DCA 2.01, each DCA session is linked automatically with a specific CCS session ID. Multi-session chat agents can switch seamlessly back and forth between concurrent CCS/DCA sessions. Terminating a CCS session automatically terminates its corresponding DCA session.
- **Integrated DCA/CCS Reporting:** The DCA maintains a communication channel that allows tracking of DCA session activity (i.e., page shares) for inclusion in CCS reports.

Administration and Configuration Guidance



Note

All directory structures or paths mentioned in the Administration and Configuration Guide in your document set with ‘\’ is applicable for Windows. However, for Solaris, remember to replace all ‘\’s to ‘/’.

For example, if you see a description for Windows that says that the DCA property files are located at:

```
<DCARootdirectory>\webapp\WEB-INF\Cisco\properties\
```

On Solaris, the same DCA property files would be located at:

```
<DCARootdirectory>/webapp/WEB-INF/Cisco/properties/
```

Starting and Stopping DCA

As a DCA administrator, to start and stop the DCA on Solaris, use the same instructions as those mentioned in the DCA 2.01 Installation Guide.

Changing Virtual Machine Memory

As a DCA Administrator, to change Virtual Machine memory for Solaris Platform:

In the Sun ONE configuration, in the file `/usr/iplanet/servers/https<servername>/config/jvm12.conf`, uncomment the earlier property and place a new line for the `jvm.minHeapSize` to change the `minHeapSize` property. Likewise, you might want to change the `maxHeapSize` too, depending on your requirements.

Example:

```
#jvm.minHeapSize=1048576  
jvm.maxHeapSize=536870912
```

After changing the Virtual Machine memory file, you need to restart the Sun ONE server.

Other Administrator Privileges

As a DCA administrator you have additional privileges. As a DCA Administrator, you can do the following:

- Check the Server Status (For example, you can check the number of hits the DCA Server has received)
- Know who are the participants, i.e., agents and callers against a particular session id
- The number of participants in a session
- Handle Certificate management between callers and agents
- Handle DCA Configuration where you can configure DCA related property files (like setting DCA Proxy properties, mapping browsers to capabilities, setting hostnames for SSL connections etc.)
- Handle logging (view logs, set log levels, etc)

Other Information

To verify your server's IP address from the command line of your Solaris server, type:

```
ifconfig -a
```

To verify your server's DNS entry on a Solaris server, from your shell prompt, type:

```
nslookup <your server's IP address>
```

For example:

```
nslookup 161.44.160.9
```

Upgrade Guidance

DCA 2.01 SR1 is not simply an update to DCA 1.0 on Solaris -- it is a separate application based on an entirely new architecture. DCA 2.01 SR1 uses different mechanisms for session creation, page sharing, and other core functionality.

Due to DCA 2.01's more advanced feature set, its hardware requirements and performance specifications are different than those for DCA 1.0. You cannot install DCA 2.01 over DCA 1.0. Consult the DCA 2.01 Installation and Integration Guide for more information on upgrading from DCA 1.0 to DCA 2.01. These upgrades from DCA 1.0 to DCA 2.01 on Windows applies to the Solaris version as well.

Caveats Resolved in this Release

This section contains a list of significant defects that were resolved in the DCA 2.01 SR1 release. Defects are listed by severity.

For more information on defects, use the Bug Toolkit found at:
www.cisco.com/support/bugtools/Bug_root.html

Defect Number: CSCma25338

Component: popup-window

Severity: 2

Headline: Popup window fatal errors with IE 6 using DCA

When using DCA 2.0 to share JavaScript popup windows with IE 6.0 the browser reported fatal errors and the content could not be shared.

Defect Number: CSCma25044

Component: ssl

Severity: 2

Headline: SSL sites cannot be accessed. SSL Certificates are not loaded.

After configuring the DCA SSL Version to V2, and V3 in Proxy.properties, the SSL sites were not accessible in DCA caller window. Therefore, the SSL sites were further not accessible by the CCS agent and the caller shared views.

Defect Number	Component	Severity	Headline
CSCma23377	ssl	3	Accessing SSL encrypted page with DCA causes IIS failure
CSCma24626	ui-console	3	DCA encoding of special latin characters within URL not correct.
CSCma24914	ccs-integration	3	DCA CCS Updater does not maintain CCS custom configuration
CSCma22300	sessions	3	“Hidden” CCS sharing controls appear for the first time when the new Single Session agent logs in
CSCma22417	ui-console	3	MSC agent Collaboration Toolbar window opens in wrong location
CSCma22591	ui-console	3	Whiteboard button missing from SSC agent desktop
CSCma25283	page-parsing	3	Document.write image links under SSL not handled properly
CSCma25353	admin	3	JPN: Language options are corrupted in DCA admin login page
CSCma25354	admin	3	JPN: Corruption in datetime columns in DCA admin pages

CSCma25355	admin	3	JPN: Corruption in IE status bar in DCA Admin
CSCma25043	admin	3	Admin is logged out when clicking on View Certificates
CSCma25194	sessions	3	Shared Pages through DCA is not appeared in CCS Admin Reports
CSCma25989	ccs-integration	3	CCS DCA RMI connection goes down

Known Limitations in this Release

This section contains information about the known limitations of DCA 2.01 SR1 version of Solaris. Many of these limitations have been entered as defects. Cisco has evaluated these defects on a case-by-case basis and has closed them. For each defect, we have determined that either of the following is true:

- The software functions as designed.
- The issue cannot be resolved.

Defects are listed by severity.

For more information on defects, use the Bug Toolkit found at:
www.cisco.com/support/bugtools/Bug_root.html

Defect Number: CSCma22242

Component: ccs-integration

Severity: 3

Headline: Resizing NS 4.x window during Form Sharing causes form to be reset

While receiving a Form Share, if a user resized the browser window, the form was reset and any form data received until that point was also lost. However, this behavior was seen in Netscape 4.x browsers running on Windows 2000.

Known Caveats in this Release

This section contains a list of known defects for DCA 2.01 SR1 version of Solaris. Defects are listed by severity.

For more information on defects, use the Bug Toolkit found at:
www.cisco.com/support/bugtools/Bug_root.html

Defect Number	Component	Severity	Headline
CSCma25545	general-proxy	3	jsessionId request parameter not passed through DCA
CSCma23556	IE	3	Reload Toolbar command crashes IE 5.01 SP2 caller browsers

CSCma23484	IE	3	Reload Toolbar command crashes IE 4.01 caller browsers
CSCma22389	sessions	3	The second agent in session unable to receive page shares from first agent
CSCma25356	ui-console	3	JPN: Wordwrap at Form Share label in MSC agent desktop
CSCma26382	ie	3	Reload doesnt work on agent when using app share
CSCma26744	page-parsing	3	Client-side parsing does not work on Sun JVM
CSCma26930	ssl	3	OpenSSL libraries need to be upgraded to current versions
CSCma23472	netscape	3	Reload Toolbar command crashes NS 7.0 caller browser
CSCma26987	participants	3	DCA control panel shows N/A for participants under remote
CSCma22215	ui-console	3	DCA with SSL does not allow users to be redirected to custom 404 error

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408526-7208 or, elsewhere in North America, by calling 800553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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