



Release Notes for *Cisco Unified Workforce Optimization Quality Management*

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Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 6](#)
- [Limitations and Restrictions, page 7](#)
- [Caveats, page 10](#)
- [Related Documentation, page 11](#)

Introduction

These release notes describe all versions of Quality Management 10.5 new features, requirements, restrictions, and caveats.

These release notes are updated for every base and service release but not for engineering specials. Before you install Quality Management, we recommend that you review this document for information and issues that may affect your system.



System Requirements

Quality Management supports the following environments:

- Cisco Unified Contact Center Express (Unified CCX) 8.0, 8.5, 9.0, 10.0, 10.5, 10.6
- Cisco Unified Communications Manager (Unified CM) 8.0, 8.5, 8.6, 9.1(2), 10.0, 10.5, 10.5(1) SU1a, 10.5(2)
- Cisco MediaSense 8.5, 9.1, 10.0, 10.5

Quality Management has direct dependencies on Cisco Unified CM for CTI and SIP events. Therefore, Quality Management compatibility with Unified CM is generally limited to the corresponding Unified CM version at the time of release and at least one prior version. Previous versions of Quality Management are not generally updated for compatibility with new versions of Unified CM.

New and Changed Information

Quality Management 10.5 includes these new changes and features.

Release 10.5(1) SR6:

- Bug fixes

Release 10.5(1) SR5:

- Added support for Unified CCX 10.6(x) and Unified CM 10.5(2)
- Updated the localized help for Quality Management version 10.5(1) in Danish, Dutch, German, French, Portuguese (Brazil), Spanish, and simplified Chinese.
- Improved the User Administration window by:
 - Adding a search feature that allows you to search for users.
 - Adding an Extension column that allows you to verify that you have the correct user record.
 - Enabling the ability to use Shift+click or Ctrl+click to select items in a table and then copy and paste the results to other applications. When more than one user is selected, the User Properties panel and bulk modifications are disabled.
- Added the Windows Login and Extension columns and the Group field to the Team Administration window, so you will know to which group a team belongs.
- Added the Windows Login and Extension columns to the Group Administration window.
- Added support for the Admin Partitioning feature. This feature restricts access to Monitoring and Recording Administrator based on new administrator roles. See “Personnel” in the *Quality Management Administrator Guide* for more information.



Note

After installing 10.5(1) SR5, previously configured administrations need to be assigned a new administrator role to log in to Quality Management Administrator. You should configure at least one user as a system administrator through System Configuration Setup (PostInstall.exe). Use Personnel in Quality Management Administrator to configure the business and telephony administrators.

Release 10.5(1) SR4:

- Added the ability to install Quality Management without disabling the User Account Control (UAC).

- Added support for redundancy based on the active/standby architecture as well as by geographical location by allowing you to create one or more signaling groups when configuring a telephony group.

Prior to 10.5(1) SR4 or newer	As of 10.5(1) SR4 or newer
Quality Management allowed the signaling service to automatically fail back to the primary server when it became available again	The signaling service remains on the backup server until you manually initiate fail back to the primary server
Recording Clusters were configured in the Recording Cluster Administration window under Record Server Configuration.	Recording Clusters are now configured in Telephony Groups under System Configuration in Quality Management Administrator and System Configuration Setup in PostInstall.exe. You can now configure primary and secondary Recording Clusters.
The Desktop Recording service determined the CTI service to connect to by using the Unified CM IP address it found when sniffing the phone to locate a telephony group. It would then connect to the CTI service defined in the telephony group.	The Desktop Recording service finds all Signaling Groups with a specific Unified CM IP address as a signaling source. It will choose a Signaling Group by first trying to locate one with the specified Unified CM IP address designated as a Unified CM for the primary CTI service. If that is not available, it will locate the specified Unified CM IP address designated as the CUCM for the secondary CTI service.
The CTI on the Voice Record Server got its CTI configuration from the telephony groups.	The CTI on the Voice Record Server gets its CTI configuration from signaling groups.

If you are upgrading from a previous version of Quality Management, the existing telephony groups will be updated to include a default signaling group and recording cluster.

See ‘Telephony Groups’ in the *Administrator User Guide* for more information.

Release 10.5(1):

- Added support for Cisco Unified CCX version 10.5
- Added support for Windows 8.1

Windows Media Player is required. Only Windows 8.1 Volume License (VL) includes Windows Media Player. For all other versions of Windows 8.1, you must download and install the Media Feature Pack for Windows 8.1 separately to add Windows Media Player.

- Added support for Internet Explorer 11 (32-bit), Desktop mode
- Added support for Internet Explorer 10 (32-bit), Desktop mode



Note

Cisco does not support Internet Explorer Metro mode because it does not support ActiveX. In Windows 8.1, Internet Explorer automatically opens in Metro mode. Use Internet Explorer Desktop mode. To use Internet Explorer Desktop mode, you must pin Internet Explorer to the taskbar and then launch Internet Explorer Desktop mode from the Windows taskbar.

You can identify which mode of Internet Explorer you are using by the icon that appears in the Windows taskbar.



- Added support for HTTPS and SSL. The Allow only secure/encrypted connections check box in the Enterprise Settings window in System Configuration Setup (PostInstall.exe) allows you to use a secure port for connections traffic that usually runs through non-secure transport. This allows you to configure your servers to run with Secure Socket Layer (SSL) and use Hypertext Transfer Protocol Secure (HTTPS).



Note You will need to manually block port 80, if required. See the *Firewall Configuration Guide* for more information on port usage.



Note The Automated Update features uses port 80. If you blocked port 80 and you want to use the Automated Update feature, Cisco recommends that you enable port 80, run the Automated Update feature, and then disable port 80 after the updates are installed.

- Updated the search feature in the Recordings application to allow you to:
 - Search any displayable column in the Recordings application
 - Find customer conversations with voice or screen
 - Find customer conversations with associated contacts
 - Search customer conversations by reason code
- Added the ability to create up to 30 metadata fields from the User-Defined Metadata window in Quality Management Administrator
- Replaced the Reject option with the Reset Form option in the Choose Action drop-down list in the Evaluation Form when the evaluation form is in the In Progress state. Users can now reset an evaluation form that is in the In Progress state to the Unscored state. This action also removes the evaluator's name from the Evaluator Name field.
- Added support for Immediate Screen Upload. The Workflow Administration Window for quality management workflows now allows you to enable Immediate Voice Upload and Immediate Screen Upload. Immediate Upload on the Workflow Administration Window for archive workflows has changed to Immediate Voice Upload.
- The Restart command available in Calabrio Recording Controls is not supported with Gateway Recording,



Note The Restart command will be removed in a future release.

- Added the Connect and Disconnect buttons to the Live Screen Monitoring window in the Live Monitoring application.

**Note**

The connection to the agent's monitor is not complete until you click the Connect button. The Disconnect button ends the connection to the agent's monitor.

- Improved contact reconciliation
- Optimized the Media Player by removing Java dependencies from the Media Player
- Added Finesse Gadgets for QM Recording Controls
- Added support for Live Screen Monitoring
- Added support for monitoring from a shared line in Live Voice Monitoring
- Added support to Live Voice Monitoring for Cisco MediaSense recording
- Added a Hyperlink field to Custom Meta Data. This field allows you to save hyperlinks in metadata.
- Optimized call recording search queries against the database. You can now run search queries against a large amount of data without experiencing a search timeout.
- Added support for screen only recording to the Recording API and Recording Controls
- You can choose the audio format for recorded contacts in the Enterprise Settings window.
- Current Best Performers widget that allows you to track your best agents
- Added support for Gateway forking based recording
- Updated the required ActiveX Control settings for Live Screen Monitoring. You are only required to enable Automatic prompting for ActiveX controls.

**Note**

Before you use the Live Screen Monitoring feature in Call Recording and Quality Management, you must enable Automatic prompting for ActiveX controls. If you do not enable Automatic prompting for ActiveX controls, Live Screen Monitoring will not work as expected.

Validate My PC Configuration will display a bad result if Screen ViewerControlClass is not installed and enabled for Live Screen Monitoring ActiveX. It does not validate the ActiveX Control settings.

To enable Automatic prompting for ActiveX controls in Internet Explorer:

1. Start Internet Explorer and select Tools > Internet Options from the toolbar.
2. On the Security tab, choose one of the following options:
 - Select Local Internet and change Security level for this zone to Medium-low.
 - Select Internet or Trusted Sites, and then click Custom Level. Scroll down to ActiveX Controls and Plug-ins and change the option as follows:

Option	Setting
Automatic prompting for ActiveX controls	Enable

Then OK to dismiss the Security Settings - Trusted Sites Zone dialog box.

3. Click Apply and then OK to dismiss Internet Options.
 4. Restart Internet Explorer.
- The following ActiveX add-ons must be enabled in Internet Explorer:

- Windows Media Player
- Proxy v6.x Remote Control Viewer ActiveX Control
- Screen ViewerControlClass
- RDPViewerClass
- Microsoft Licensed Class Manager 1.0
- Windows Script Host Shell Object

For more information on ActiveX Control settings and add-ons, see the *Desktop Requirements Guide*.

- Updated the Informix Driver. The Informix Driver is automatically installed when you install Quality Management.
- Added customizable logos in WFO report. The logo can be changed from the Enterprise Settings window in Quality Management Administrator or System Configuration Setup (PostInstall.exe).
- Added the ability to create and use point-based evaluation forms
- Updated the following Dashboard widgets to support point-based evaluation forms:
 - Evaluation Averages
 - Recent Evaluations
 - Contact Totals
 - Evaluation Ranges
 - Recent Evals Performed
 - Current Best Performs
- Updated the QM reports to support point-based evaluations
- Added the Barge In and Whisper features to the Live Monitoring application
- You can now access the Dashboard and Recording applications from a mobile device, including iPad and iPhone. The mobile device interface allows you to use a subset of the drill-down features.
- Added localized strings to the Cisco Workforce Optimization interface in Chinese (Simplified and Traditional), Danish, Dutch, German, French, Italian, Korean, Japanese, Portuguese (Brazil), Russian, Spanish, and Swedish
- Included the localized help for Quality Management version 10.0 in Danish, Dutch, German, French, Italian, Japanese, Portuguese (Brazil), Russian, Spanish, and Swedish. For the latest description of Quality Management 10.5 features see the English version of the *Application User Guide*.
- Bug fixes

Installation Notes

If you use Calabrio Recording Controls and you modified the recordingcontrols.properties file (for example, to limit the buttons that users can see), you must update the recordingcontrols.properties file after you install 10.5(1). The recordingcontrols.properties file has been updated to support new features.

Possible errors that might occur when you install 10.5(1) are as follows:

- If you notice that the associated call IDs are blank on some calls and that causes recording playback to fail, run the following SQL script in Microsoft SQL Server Management Studio:

```
UPDATE ccr SET associatedCallId=POWER(CAST(2 AS BIGINT),48) |
POWER(CAST(2 AS BIGINT),32) *
FLOOR(DATEDIFF(DAY,'1970-01-01',startTime) / 7) | icmCallId FROM ccr
WHERE associatedCallId=''
```

- If a “script missing” message appears when you install the SR, the Patches.xml file is corrupt. To work around this problem, delete the Patches.xml file in the webapps/TUP/<product> folder, and then run a repair on the base release from Add or Remove Programs. The repair on the SR will be initiated automatically.

For step-by-step installation and upgrade instructions, see the *Installation Guide*.

Limitations and Restrictions

Multi-line devices must use the same Network Recording service for each extension

When configuring extensions on a single device for network recording, any extensions that are enabled for network recording must use the same Network Recording service.

Quality Management Administrator associates a device with a recording service, so it cannot assign an individual extension with a separate recording service.

Restarting the Network Recording service while performing network recording might cause poor quality audio

Calls that are active when the Network Recording service is stopped and are still active when the service is restarted might result in recordings that have poor-sounding audio.

To work around this problem, do not restart the Network Recording service while calls are active. Symptoms will persist until all the calls that were active when the Network Recording service was stopped have been disconnected.

Hot desking does not work with shared lines

Shared lines allow multiple phones to use the same extension. Hot Desking requires each phone to have a unique extension.

When sending an API Login or Logout message to the Recording server or the Desktop Recording service, do not specify a shared line as the extension in the message. A shared line does not provide a unique identity for the phone. As a result, the message will be ignored. Use a unique extension on the phone for your Login message.

“Stop running script” message

The “stop running script” message appears when there are more than five widgets in your dashboard when using Microsoft Internet Explorer 8 or 9. If you use more than five widgets, the page becomes slow and unresponsive. To work around this problem, upgrade to Microsoft Internet Explorer 10 or 11.

A “script missing” message appears when you install an SR

The “script missing” message might appear when you install Quality Management.

The message appears when the install attempts to modify a corrupted Patches.xml file. To work around this problem, delete the Patches.xml file in the webapps/TUP/<product> folder, and then run a repair on the base release from Add or Remove Programs. The repair on the SR will be initiated automatically.

Login fields are cleared when you select a language from the Language drop-down list

When you complete the fields on the Workforce Optimization Login page and then choose a language from the Language drop-down list, the login fields are cleared. To work around this issue, choose a language before you complete the remaining login fields.

A search by Contact ID should ignore all other filters

Search Recordings only ignores the values for Specific Date and Date Range when you specify a Contact ID. If you include values for other search fields, the Contact ID you are looking for might not appear in the search results.

To work around this problem, use the Contact ID field alone or only with the Date Range and Specific Date fields that will be ignored. If you use one of the other filters the specified values need to match the data in the record for the search to be successful.

A call is attributed to the last user who logged into a phone configured for Hot Desking and MediaSense Recording

In this scenario, a Hot Desking agent receives a call. While the first Hot Desking agent is on the call, a second Hot Desking agent logs in to the same phone using an API tool. When the call ends, the Record server assigns the call to the second Hot Desking agent. There is no workaround for this issue.

Generic memory error icon appears when trying to play back a screen recording

Generic memory error icon appears when trying to play back a screen recording.

The generic memory error icon appears when you try to play back a recording that includes a screen recording.

When the generic memory error icon appears in the Screen window and the screen recording will not play back.



Adobe Flash Player displays the generic memory error icon when running in a very low memory environment. It indicates that the web browser does not have much memory available. For more information on the generic memory icon, go to:

<http://blogs.adobe.com/dekesmith/2012/06/07/what-is-the-gray-circle-with-an-exclamation-mark-or-ba- ng/>

To work around this issue, close the web browser, then reopen the web browser and try again.

The client PC flashes when Live Screen Monitoring is initiated

When you initiate Live Screen Monitoring, the client PC will flash black for a few seconds before establishing the connection.

To disable the flash:

1. Click Start, type `services.msc` in the search field, and then press Enter.
2. From the Services window, double-click Desktop Window Manager Session Manager.
3. Choose Disabled from the Startup type drop-down list and then click Apply. You will need to restart your client PC.
4. Optional: Disable the Desktop Windows Manager Session Manager if you do not want to restart your client PC.

Windows Aero theme is not supported by the Desktop Recording service

Live screen monitoring is based off the Microsoft Windows Desktop Sharing API. This same API is used by Microsoft Windows Remote Assistance. One limitation of the Microsoft Windows Desktop Sharing API is that it does not support the Windows Aero theme for the PC being monitored during the time when another PC is connected to and viewing that PC. Every time a user begins to live screen monitor your PC, Windows must automatically switch your PC to the Windows Basic theme. Once the live screen monitor session on your PC ends, Windows will automatically switch your PC back to the Windows Aero theme. Based on customer feedback, we changed the behavior in 10.5(1) SR5 so it would only switch to the Windows Basic theme once at the start of the Desktop Recording service. The Windows Basic theme will remain until the Desktop Recording service is stopped.

If this is not the desired behavior, choose one of the following work arounds:

- Configure your PC to always use the Windows Basic theme. Then when the QM Desktop Recording service starts it does not have to change to that theme since it is already in place.
- Disable the live screen monitoring feature in Monitoring and Recording Administrator by clearing the Enabled check box under Live Screen Monitor in the Interface Settings window under Recordings. This will disable live screen monitoring for all users. When live screen monitoring is disabled, it will not switch to the Windows Basic theme.

Unable to connect to the PC using Windows Remote Assistance if Live Screen Monitoring is enabled

Cisco uses Windows Remote Assistance to provide the live screen monitoring session. You are only allowed to have a single incoming session per PC, so while the Live Monitoring service is in use, any attempts to connect to the PC will be denied. To workaroud this issue, disable Live Monitoring or change it to only start the service when a Live Monitoring session is requested. If you are using the Windows Aero theme, every time a Live Monitoring session is requested, the agent's screen will change from Aero to Basic causing a screen flash.

Caveats

Open Caveats - Release 10.5

- CSCur39085
Copyright information for TERMS in QM application is not up to date

Resolved Caveats - Release 10.5(1) SR6

- CSCus44975
CDR export failure with Cisco Unified CM 10.5(2)
- CSCut46215
March 2015 OpenSSL Vulnerabilities

Resolved Caveats - Release 10.5(1) SR5

None.

Resolved Caveats - Release 10.5(1) SR5

- CSCus11096
Unable to live monitor using an E.164 extension
- CSCur86091
SSLv3 vulnerability (CVE-2014-3566)
- CSCus11127
Upgrade rec issue
- CSCus11150
Recording problem after switching between WIFI and LAN
- CSCus11182
Agents not uploading files

- CSCus11234
Unable to search C1 for Recordings
- CSCus11237
Calls not available in UI until next call tagged for recording
- CSCus11249
Surviving merge call with unknown direction should get merged call's direction
- CSCus11285
Excluded Number showing as able to be live monitored

Resolved Caveats - Release 10.5(1) SR4

None.

Resolved Caveats - Release 10.5

- CSCuo72730
JPN: Unable to open Online Help
- CSCuo72721
JPN: WFO: English String: Copyright info is not localized for Japanese

Related Documentation

- *Cisco Unified Workforce Optimization Getting Started Guide*
- *Cisco Unified Workforce Optimization Call Recording and Quality Management Application User Guide*
- *Cisco Unified Workforce Optimization Call Recording and Quality Management Quick Start Guide*
- *Cisco Unified Workforce Optimization Media Player Application User Guide*
- *Cisco Unified Workforce Optimization Firewall Configuration Guide*
- *Cisco Unified Workforce Optimization Quality Management Administrator User Guide*
- *Cisco Unified Workforce Optimization Quality Management Server Installation Guide*
- *Cisco Unified Workforce Optimization Desktop Requirements Guide*
- *Cisco Unified Workforce Optimization Quality Management Integration Guide*
- *Cisco Unified Workforce Optimization Desktop Requirements Guide*
- *Cisco Unified Workforce Optimization Client Desktop Application Deployment Guide*
- *Cisco Unified Workforce Optimization Quality Management Integration Guide for CAD and Finesse*
- *Cisco Unified Workforce Optimization Error Code Dictionary*
- *Cisco Unified Workforce Optimization Quality Management Troubleshooting Guide*

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, See *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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