



Release Notes for *Cisco Unified Workforce Optimization Quality Management*

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Introduction

These release notes describe all versions of Quality Management 11.0 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) 8.5, 9.0, 10.0, 10.5, 10.6, 11.0
- Cisco Unified Communications Manager (Unified CM) 8.0, 8.5, 8.6, 9.1(2), 10.0, 10.5 SU2a, 11.0(1a)
- Cisco MediaSense 8.5, 9.1, 10.0, 10.5, 11.0

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 11.0 includes these new changes and features.

Release 11.0(1):

- Merged the *Desktop Requirements Guide*, *Desktop Applications Deployment Guide*, and *Firewall Configuration Guide* into the *Installation Guide*.
- Added support for Network Based Recording using the Cisco Unified CM Recording functionality from either an IP phone (BIB) or gateway. Network Based Recording supports Cisco CUBE Recording via SIP and Cisco MediaSense.
- Added information on hard disk drive (HDD) partitioning.
- Added information on configuring a customer relationship management (CRM) system.
- Added information on integrating SNMP.
- Added the Kerberos Authentication check box to the Enterprise Settings window. When enabled, a user must enter the AD credentials to access Recording controls.
- Added support for cloud based recording storage for Quality Management.
- Added support for two stage upload. Two stage upload functions in one of two manners:
 1. If you are using Desktop Recording (or Gateway Recording), the Desktop Recording service will round robin through all Recording Servers associated with the site. This will happen regardless of the location of the Recording Servers. If you are using Desktop Recording and need to limit your uploads to a local Recording Server, you will need to configure a site for that location.
 2. If you are using Server Recording, the Desktop Recording service will round robin through Recording Servers that are in the same cluster as the agents. All recordings will go to your local Recording Cluster. If no configuration information is available for your local Recording Cluster, no recordings will upload from those agents.
- Added support for Unified CCX version 11.0, Unified CM 11.0(1a), and MediaSense11.0.
- Added support for configuring the default time format at a global level. You can now choose between the 24 hour and the 12 hour time format in Interface Settings under Recordings > Interface Configuration.
- Desktop Configuration Administration has been renamed Recording Columns and now appears under Recordings > Interface Configuration.

- Export Recordings Administration has been renamed to Export Permissions and now appears under Recordings > Interface Configuration > Interface Settings.
- Added support for importing and exporting an inclusion/exclusion list to the Inclusion List under System Configuration.
- Added support for the Contact Basic Search API. The Contact Basic Search API returns details about an in progress or most recently completed call. See the *API Programmer Guide* for more information.
- The roles and scope for the system reports in the Reporting application have changed as follows:

System Report	Old Roles	New Roles
Recording Access By User	Manager Archive User	System Administrator Telephony Administrator Archive User Manager
Recording Access By Contact	Manager Archive User	System Administrator Telephony Administrator Manager Archive User
User Recording Status	Supervisor	System Administrator Telephony Administrator Manager Supervisor
System Status	Manager	System Administrator Telephony Administrator
Audit Trail	Not applicable	System Administrator

- Added support for Network Based Recording using the Cisco Unified CM Recording functionality from either an IP phone (BIB) or gateway. Network Based Recording supports Cisco CUBE Recording via SIP and Cisco MediaSense.
- Improved the scrubber on the Media Player.
- Updated the instructions for installing desktop applications. See “Installing Desktop Applications” in the *Installation Guide*.
- Updated the localized strings to the Cisco Workforce Optimization interface in Danish, Dutch, German, French, Italian, Portuguese (Brazil), Spanish (European), and Swedish
- Updated the localized help for Quality Management version 10.5(1) in Danish, Dutch, French German, Portuguese (Brazil), and Spanish (European).
- Included the localized help for Quality Management version 10.0 in Italian and Swedish. For the latest description of Quality Management 11.0 features see the English version of the *Application Guide*.
- Added localized PDFs for the User Guide in Chinese (Simplified and Traditional), Danish, Dutch, French, German, Korean, Portuguese (Brazil), and Spanish (European)
- Bug fixes

Installation Notes



Note

Over the top upgrades from version 10.5 and earlier to 11.0 are not supported. All such upgrades must be manual. This means that the old version of Recording and Quality Management (but not your Recording and Quality Management database) must be uninstalled before the new version is installed. Over the top upgrades from 11.0 to newer versions of 11.0 are supported.

If you are upgrading from 10.5(1) SR4, note that the installation instructions has changed for web server redundancy. A Configure High Availability tool has been added to System Configuration (PostInstall.exe). See “Web Server Redundancy” in the *Installation Guide* for more information.

If you upgrading from 10.5(1) or earlier and you modified the recordingcontrols.properties file (for example, to limit the buttons that users can see) for Recording Controls, you must update the recordingcontrols.properties file after you install 11.0. The recordingcontrols.properties file has been updated to support new features.

Possible errors that might occur when you install 11.0(1) are as follows:

- If you upgraded from an 8.x system to 10.5 before 11.0, you will need to adjust the database entries after installing 10.5(1). To adjust the data base entries run the following command against the SQMDB in SQL:

```
update ServerPropertiesset
setting=100
where id='serverMaxConcurrentRecordings' and set=100
```

- 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.

“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-ning/>

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

When a supervisor or manager accesses the Dashboard an error message appears

When you first access the Dashboard, the following error message appears:

The <range> is not valid

Note that the value for each band changed from a range of numbers to a single integer in 11.0.

To resolve this issue, delete the existing Best Performers Widget and then create a new one. Or change the Band values in the widget from a range of numbers to a single integer.

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.

The Team Scores All Data report displays non-configured users

When generating a report, the Agent field displays two instances of the same user. In the database, these are actually different users with the same name, only one user is configured and should be shown. There is no workaround for this issue.

Record option in Recording Controls fails to tag and record the call

When issuing a Record option in Recording Controls, the API fails to record the call and mark the call as “agent tagged”. There is no workaround for this issue

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 workaround 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 11.0

- CSCuv19372
ALL-LANG: QM: Not localized string
- CSCuv19385
ALL-LANG: QM: Error description in create contact not localized
- CSCuv19392
ALL-LANG: QM: Not Localized strings in Gamification widget
- CSCuv19395
ALL-LANG: QM: Bottom part of the letters like 'p, g, j' is truncated
- CSCuv19433
ALL-LANG: QM: String 'Type name' inside text boxes is not localized
- CSCuv19444
ALL-LANG: QM: String 'Select One...' inside menu boxes is not localized
- CSCuv19469
DEU: QM: Not Localized string 'Metrics' in Gamification widget
- CSCuv19489
CHT: QM: Different string in source language and Chinese TW
- CSCuv19948
ALL-LANG: QM: Unresourced string in Application Manager
- CSCuv19964
ALL-LANG: QM: Not localized string 'Error' in Performance collector

Resolved Caveats - Release 11.0

- CSCur39085
Copyright information for TERMS in QM application is not up to date
- CSCuu72185
ALL-LANG:QM+WFM: "Loading..." is not localized
- CSCuu72192
JPN:QM: Report names are incorrectly wrapped on the Report page
- CSCuv03716

- ALL-LANG:QM: “No Score” is not localized
- CSCuv03743
ALL-LANG:QM: Incorrect date values
- CSCuv03911
JPN+CHS+CHT+KOR:QM: Incorrect time format
- CSCuv03934
JPN:QM: Tooltips are incorrectly wrapped
- CSCuv03964
ALL-LANG:QM: two strings not localized
- CSCuv04116
ALL-LANG:QM: Tooltips are truncated
- CSCuv12593
JPN:QM: Search Recordings by Japanese name doesn't work

Related Documentation

- *Cisco Unified Workforce Optimization Recording and Quality Management User Guide*
- *Cisco Unified Workforce Optimization Recording and Quality Management Quick Start Guide*
- *Cisco Unified Workforce Optimization Recording and Quality Management Administrator Guide*
- *Cisco Unified Workforce Optimization Recording and Quality Management Installation Guide*
- *Cisco Unified Workforce Optimization Recording and Quality Management API Programmer Guide*
- *Cisco Unified Workforce Optimization Recording and Quality Management Design Guide*
- *Cisco Unified Workforce Optimization Recording and Quality Management Integration Guide for CAD and Finesse*
- *Cisco Unified Workforce Optimization Error Code Dictionary*
- *Cisco Unified Workforce Optimization Recording and 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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