



# Release Notes for Cisco Unified Workforce Optimization Quality Management Release 8.5(2)

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**First Published: June 2011**  
**Revised: February 28, 2013**

These release notes describe all versions of Cisco Unified Workforce Optimization Quality Management (Quality Management) 8.5(2).

To view the release notes for previous versions of Quality Management, go to:  
[http://www.cisco.com/en/US/products/ps8293/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps8293/prod_release_notes_list.html).

To access the latest software upgrades for all versions of Quality Management, go to  
<http://www.cisco.com/cisco/software/type.html?mdfid=281160976&catid=null>.

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# Introduction

These release notes describe new features, requirements, restrictions, and caveats for Quality Management 8.5(2). These release notes are updated for every maintenance release and service release but not for engineering specials or engineering tests. Before you install Quality Management, we recommend that you review this document for information about issues that may affect your system.

## System Requirements

Quality Management supports Unified CCX 8.5(1) SU1 or later and Unified CM versions 8.0(x) all SUs, 8.5(x) all SUs, and 8.6(x).

**Note**

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Quality Management supports Cisco Unified CM 8.6 starting with Cisco Unified CM build 8.6.2.22033. Cisco Unified CM 8.6 requires Quality Management version 8.5(2) SR1 ES5 or later.

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## Related Documentation

- *Cisco Unified Workforce Optimization Quality Management Installation Guide*
- *Cisco Unified Workforce Optimization Quality Management Application User Guide*
- *Cisco Unified Workforce Optimization Quality Management Administrator User Guide*
- *Cisco Unified Workforce Optimization Quality Management CAD Integration Guide*
- *Cisco Unified Workforce Optimization Quality Management Error Code Dictionary*
- *Cisco Unified Workforce Optimization Quality Management Troubleshooting Guide*

## New and Changed Information

Quality Management 8.5(2) includes these new changes and features.

**Release 8.5(2) SR2:**

- Bug fixes

**Release 8.5(2) SR1:**

- Performance enhancement to search query
- Support for Unified CM 8.6
- Support for the following languages: Chinese (PRC), Chinese (Taiwan), Danish, Dutch, German, French, Italian, Korean, Japanese, Portuguese (Brazil), Russian, Spanish, Swedish

**Release 8.5(2):**

- Updated user interface
- PCI Compliance for screen recording
- Agent Hot Desking (or Hoteling) and Non-Agent Extension Mobility with Server Recording or Network Recording

- Recording of Cisco encrypted calls (SRTP)
- Energy level analysis for silence and talk-over events added to metadata
- Supervisor-level record-on-demand in the API and Live Monitoring application
- Citrix screen recording
- Improved files security for voice
- Support for Cisco Unified CCX 8.5
- Support for Microsoft Server 2008 64 bit and Microsoft SQL Server 2008

## Installation Notes

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

After you install 8.5(2) SR2, complete the following steps to ensure that the “Failure to generate report” message does not appear when you run a Quality Management report:

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- Step 1** From the server, start System Configuration Setup from the executable PostInstall.exe in C:\Program Files\Cisco\WFO\_QM\bin.
- Step 2** In the Quality Management Database window, select either Host Name or IP Address option (whichever option is not currently selected).
- Step 3** Select the Host Name or IP Address that was originally selected.
- Step 4** Click Next, and then click Save.
- Step 5** Exit System Configuration setup (PostInstall.exe).
- Step 6** Click Start and type **cmd**. The Windows Command window appears.
- Step 7** From the command line, type **chdir C:\Program Files\Cisco\WFO\_QM\bin**.
- Step 8** Type **postinstall install** on the command line and press Enter.

If you are having issues with PROXY Pro (Screen Recording Gateway), run PostInstall.exe on the client desktop. The PostInstall.exe is located in the C:\Program Files\Cisco\WFO\_QM\bin folder on the client desktop.

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- Step 1** From the client desktop, click Start and type **cmd**. The Windows Command window appears.
- Step 2** From the command line, type **chdir C:\Program Files\Cisco\WFO\_QM\bin**.
- Step 3** Type **postinstall install** on the command line and press Enter. HockMessagesPostMethod is added to Proxy Host in the Registry Editor.

Possible errors that might occur when you install 8.5(2) SR2 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” error message appears when you install the SR, try the following workaround:
  1. If the User Account Control (UAC) is enabled, disable it.

2. If UAC is disabled and the Patches.xml file in the webapps/TUP/<product> folder is corrupted, delete the Patches.xml file, and then run a repair on the SR from Add or Remove Programs.
- If you uninstall this SR from the base server, the Jetty service might fail to start. Jetty might lock files during patch removal such that the rollback is incomplete. To work around this issue, run a repair on the base server.

## 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.

### Screen recordings of extra-wide screens fail when exported as WMV

Screen recordings of monitors with a screen resolution greater than 2048 pixels in width (for example, dual monitors side by side) play back as expected in Quality Management. However, when these recordings are exported to WMV format, the screen recording portion of the recording appears as a narrow band of static when played.

To resolve this problem, set the screen resolution of the recorded monitor to a width less than 2,048 pixels if you will be exporting the recording.

### 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 when you log into a shared line

Shared lines allow multiple phones to use the same extension. But you cannot use the shared line to uniquely identify the phone that a user logged in to. For example, a phone has extensions 1001 and 9999, and 9999 is a shared line. The user can log in to the phone using the 1001 extension and hot desking records calls to the 9999 extension. If the user logs in to the phone using the 9999 extension, hot desking does not know which device the user logged in to because the 9999 extension does not uniquely identify the phone.

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.

## Web browser considerations

While Quality Management fully supports multiple browsers and version levels, our product testing shows substantial performance improvements when loading a page using Microsoft Internet Explorer 8 over version 7. Therefore, Cisco recommends using version 8. Furthermore, testing with Mozilla Firefox 3.x shows the highest performance and therefore should be considered in situations where page load speed is considered critical.

## Cannot hear voice playback without clicking the progress bar on some contact recordings

When attempting to playback a contact recording you cannot hear the voice recording. This problem occurs intermittently. To work around this problem, click the progress bar to hear the voice recording.

## Quality Management client upgrade with MR/ES/ET patches might fail

When upgrading Quality Management to 8.5(2) from a previous version with a patch installed (for example 8.0(2) SR1ES2), the upgrade might fail. To work around this problem, ensure the application version registry key is set to the version you are upgrading from, then initiate the Automated Update feature.

## Japanese version of the Cisco Unified Workforce Optimization Online Help contains no index

There is no index available for the Japanese localized help for Cisco Unified Workforce Optimization. There is no workaround for this issue.

## Localized help for Cisco Unified Workforce Optimization was not updated for release 8.5

Cisco Unified Workforce Optimization uses the same localized help files provided with Quality Management 8.0(2). Refer to the *Application User Guide* for the latest information.

## Asian characters are garbled when you open a report in CSV in Microsoft Excel

When you open a report containing Asian characters in CSV format in Microsoft Excel, the Asian characters are garbled.

To work around this problem, open the CSV report in Notepad.

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

The “script missing” error message might appear when you install an SR. The message appears when the install attempts to modify a corrupted Patches.xml file. To work around this issue:

1. If the User Account Control (UAC) is enabled, disable it.
2. If UAC is disabled and the Patches.xml file in the webapps/TUP/<product> folder is corrupted, delete the Patches.xml file, and then run a repair on the SR from Add or Remove Programs.

## Caveats

- [Using Bug Toolkit, page 6](#)
- [Open Caveats, page 7](#)
- [Resolved Caveats, page 7](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

All severity level 1, 2, and 3, open and closed bugs.

Significant severity level 4 open and closed bugs.

All severity level 1, 2, 3, 4, 5, and 6 resolved bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

### Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

### Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

The caveats in [Table 1](#) describe possible unexpected behavior in the latest Quality Management. These caveats may also be open in previous releases. Bugs are listed in order of severity and then in alphanumeric order by bug identifier.

**Table 1** *Open Caveats for Quality Management 8.5(2)*

Identifier	Severity	Component	Headline
CSCty05151	3	qm	QM Licensing service does not connect to Side B in a HA UCCX system

## Closed Caveats

[Table 2](#) contains information about the known limitations in the latest Quality Management release. Cisco has evaluated these defects on a case-by-case basis. For each defect, we have determined that one of the following is true:

The software functions as designed.

The issue cannot be resolved.



**Note**

There are no closed caveats at this time.

**Table 2** *Closed Caveats for Quality Management 8.5(2)*

Identifier	Severity	Component	Headline

## Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in order of severity and then in alphanumeric order by bug identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [“Using Bug Toolkit” section on page 6](#)).

The following sections list caveats that are resolved in Quality Management but that may have been open in previous releases:

- [Release 8.5\(2\) SR2, page 8](#)
- [Release 8.5\(2\) SR1, page 9](#)
- [Release 8.5\(2\), page 11](#)

## Release 8.5(2) SR2

Table 3 lists the caveats that were resolved in Release 8.5(2) SR2.

**Table 3** *Resolved Caveats in Quality Management 8.5(2) SR2*

Identifier	Severity	Component	Headline
CSCtq22338	3	qm	DBProxy fails to insert Ccr due to client timezone being null
CSCts41212	3	qm	FTS incorrectly reports low disk space
CSCts41221	3	qm	Admin loads slowly with many licensed users
CSCts41242	3	qm	Sync improperly deactivates a team after deleting primary supervisor
CSCtt47579	3	qm	Media Player sends session timeout messages to JS when they are not used
CSCtu10711	3	qm	SQL Server query does not timeout when HTTP request times out
CSCtu10768	3	qm	After handling a logoff event client stops handling logon/logoff events
CSCty92241	3	qm	XML parser fails to parse mangled workflow
CSCty92285	3	qm	RecordServer stops processing SIP invites due to deadlock with uploads
CSCty92312	3	qm	Calls missing for a lump of time due to CTI deadlock
CSCty92351	3	qm	Call recording, originated, & delivered events are not handled correctly
CSCtz67720	3	qm	Recordserver registers devices without releasing old ports
CSCtz67736	3	qm	Desktop recording service does not recheck for RTP filters
CSCtz67757	3	qm	Search: deactivated agents show up as blank
CSCtz67770	3	qm	Taking an agent out of a team removes their name from the search app
CSCtz97907	3	qm	Failover events causes recording server to use EM profile to register devices to ctiserver
CSCtz98145	3	qm	With Shared Line Call recording, Calling Party doesn't get recorded
CSCtz98153	3	qm	After phone transfers the call, it still shows in QM Live Monitoring Page
CSCuc07190	3	qm	Agents in Team that used to be in a group still visible for managers
CSCuc07324	3	qm	MANA reports notification failures on disabled diagnostic tests
CSCuc07350	3	qm	Recordings fail if devices are registered too soon
CSCuc09086	3	qm	Recording searches take a long time to complete
CSCuc09852	3	qm	Failure to detect the phone could cause screen recordings to stop
CSCuc09898	3	qm	End of day processing can cause quality calls to be set to archive calls
CSCuc11766	3	qm	Search filters for tagged calls do not work with Compliance License
CSCuc74542	3	qm	RTP filter failure can cause audio conversion to fail
CSCuc74576	3	qm	Server based recording fails in certain ACD calls
CSCuc74628	3	qm	Reports unable to display data from 1/1/2011 - 12/31/2011
CSCuc76299	3	qm	APIServer stops if threads do not properly exit
CSCuc76325	3	qm	Playback error PLYR2000 occurs when language set to French
CSCuc76339	3	qm	MANA sometimes falsely reports memory usage problems
CSCuc76360	3	qm	Registration failures in recording client lead to failed recordings
CSCuc76382	3	qm	MANA - CDR Report - UCCM returned HTTP error code 500



**Table 3** *Resolved Caveats in Quality Management 8.5(2) SR2 (continued)*

CSCuc76428	3	qm	Unable to mark an Archive contact for Quality
CSCuc76444	3	qm	Upload problems when transferring calls back to originating agent
CSCuc09879	4	qm	Error when running the Agent Section Scores report
CSCts41238	6	qm	Add ability to ignore event messages from PC for capacity purposes
CSCuc74520	6	qm	Cannot run SQL scripts on default SQL instance using configured port

## Release 8.5(2) SR1

Table 4 lists the caveats that were resolved in Release 8.5(2) SR1.

**Table 4** *Resolved Caveats in Quality Management 8.5(2) SR1*

Identifier	Severity	Component	Headline
CSCtr89011	2	qm	Two records appear in Calabrio ONE for the same recording
CSCtt12152	2	qm	Associated Call IDs are blank on some calls causing playback to fail
CSCts41187	2	qm	Upload controller crashes repeatedly
CSCtt12222	2	qm	Record Server cannot login users with space in their Display ID
CSCtx20093	2	qm	Missing rows in Live Monitoring
CSCtx43233	2	qm	Live Monitoring memory leak
CSCtx77574	2	qm	Upgrading database from 2.x to 8.x might fail if duplicate Agent records exist
CSCth19039	3	qm	Using SSL to access download pages (see summary) might corrupt MSI
CSCts41132	3	qm	Audio and Screen out of synch when screen offset is not 0
CSCts41140	3	qm	Client reconnects with controller can result in consecutive headers sent
CSCts41206	3	qm	During failover a timing issue results in devices not being registered
CSCts96591	3	qm	Screen recording fails to start for some users
CSCts96615	3	qm	Voice recording stops on certain desktops
CSCtu10746	3	qm	All Client requests get stuck in the activeList and uploads don't occur
CSCtu13831	3	qm	Energy Bar progress is out of sync with audio when there is audio offset
CSCtw56486	3	qm	Inbound calls not recording, error making call key
CSCtx20037	3	qm	Bulk linking fails when a QM Auth user exists in System on AD Auth
CSCtx20076	3	qm	Performance improvement in search query
CSCtx20104	3	qm	MANA CMPolling task for CDR servers fails when multiple clusters configd
CSCtx20118	3	qm	PostInstall CDR trigger doesn't save properly with multiple clusters configured
CSCtx20131	3	qm	Multiple logout messages in succession cause APIserver to stop listening
CSCtx22095	3	qm	Changing MAC address of Phone in VoIP table stops API messages
CSCtx28091	3	qm	IllegalStateException appears in jetty.dbg
CSCtx28114	3	qm	Evaluation display does not match configuration, displays one decimal
CSCtx28139	3	qm	Offset is not accurate if the call events are out of sync in trans/conf
CSCtx28177	3	qm	Jetty stops responding on port 80
CSCtx28232	3	qm	Calabrio ONE web client does not adhere to timeout values
CSCtx30186	3	qm	Record Server failure - Singleton pattern is not correct in SplkStd

**Table 4** *Resolved Caveats in Quality Management 8.5(2) SR1 (continued)*

CSCtx30205	3	qm	MANA messages do not report screen failures
CSCtx30496	3	qm	Screen recording playback resize during screen pause
CSCtx30522	3	qm	Call duration does not match Media Player call duration.
CSCtx30538	3	qm	Recording Client gets stuck in a loop when connecting to Upload Controller
CSCtx30558	3	qm	Pause API commands don't work for some calls
CSCtx30573	3	qm	Tagged Calls with only an Archive Reason do not show up as Tagged
CSCtx30584	3	qm	MANA service locks up
CSCtx38512	3	qm	User interface does not render all rows when sorting Live Monitoring table
CSCtx38520	3	qm	Client can't establish CTI connection if True Update doesn't get response
CSCtx38526	3	qm	Tag command does not work if agent does not have QM workflow assigned
CSCtx38528	3	qm	If Live Monitor requests hangs all subsequent live Monitor requests fail
CSCtx38532	3	qm	Proxy client does not always send guid to recordserver
CSCtx38538	3	qm	Desktop warns screen player plugin required even if it is not required
CSCtx38540	3	qm	Bad recordings due to API logout in mid-recording
CSCtx43263	3	qm	Record Services fails to start with SENSE dependency
CSCtx43272	3	qm	Login message is sometimes delayed during AddGateway call
CSCtx43297	3	qm	NullPointerException in Media Player
CSCtx43323	3	qm	Download on Demand fails after Hot Desking user sends API Logout
CSCtx43350	3	qm	Recording server in API login logout loop
CSCtx52320	3	qm	Removing and reading more than 2 phones from JTAPI cause recording error
CSCtx52332	3	qm	Sync does not work with NT authentication
CSCtx52341	3	qm	Team/Group queries are slow
CSCtx52363	3	qm	Live Monitoring does not always show with extension mobility
CSCtx52376	3	qm	8.5(2) if license server is unavailable, calls may stop recording.
CSCtx52396	3	qm	Buttons are slow when displaying pop-up selection criteria
CSCtx52407	3	qm	Energy bar does not show up for some calls
CSCtx52783	3	qm	Screen Playback fails with PLYR2007 error using friendly DNS name
CSCtx52816	3	qm	Calls marked for quality exceed workflow specification
CSCtx52825	3	qm	Search query is slow
CSCtx52837	3	qm	System not able to create .raw file with * in Call data.
CSCtx52874	3	qm	Recording client sees user logged in as backslash
CSCtx52891	3	qm	IsFileStuck process in SQMUpload does not always avoid stuck files
CSCtx52908	3	qm	Finding Avg Call duration fails when call duration sum is more than INT
CSCtx52921	3	qm	Proxy Gateway install log shows password in clear text
CSCtx52934	3	qm	Shared login greys out username and password
CSCtx52944	3	qm	Screen recording does not work for EM if desktop before EM login
CSCtx77513	3	qm	SQMUploadController crashes if client disconnects before logout message
CSCtx77527	3	qm	PostInstall does not update the UploadController IP address in upgrade

**Table 4 Resolved Caveats in Quality Management 8.5(2) SR1 (continued)**

CSCtx22123	4	qm	Recording Server Requests Person ID of 0 which throw stack trace in logs
CSCtx22137	4	qm	NullPointerException when calling logout on a device with no login
CSCtx22146	4	qm	Incorrect logging in Recording Controls, new warning status message
CSCtx32768	4	qm	New/Delete buttons disappear in Admin if section names are too long

## Release 8.5(2)

Table 5 lists the caveats that were resolved in Release 8.5(2).

**Table 5 Resolved Caveats in Quality Management Release 8.5(2)**

Identifier	Severity	Component	Headline
CSCto99957	2	qm	Calls do not upload if controller shut down before EOD when restarted
CSCto99993	2	qm	qmUpload process gets hung up on one XML and does not proceed to others
CSCth15873	3	qm	SNMP Notification does not work for MANA
CSCth15886	3	qm	Users cannot evaluate contact recording using a localized evaluation form
CSCth19030	3	qm	Error msg on login page shows credentials are invalid when svcs are down
CSCtj88764	3	qm	Format errors appear in the form and section comments for the Agent Scored Evaluation Report
CSCtj95149	3	qm	Unable to record screen for an ACD agent with a resource login ID
CSCtk00582	3	qm	Accented characters do not appear in PDF reports
CSCtn05758	3	qm	Java Tzmappings does not contain entry for Bangladesh +6 GMT
CSCtn05795	3	qm	Timezone Fiji +12 GMT call start time is one hour off
CSCto48513	3	qm	Record server only reads agent’s team once on initial login
CSCto26832	3	qm	Slow Uploads if multiple XML in staging when not all recordings upload
CSCtq21947	3	qm	Client gets stuck in a loop during onLogon
CSCtq22141	3	qm	Download on Demand occasionally attempts to upload file .spx.spx
CSCtq22338	3	qm	DbProxy fails to insert CCr due to client timezone being null
CSCtj88769	4	qm	If AD user password has a space in it the OK button will be disabled
CSCto97105	4	qm	Schema program fails when upgrading from QM2.5-QM2.7-QM8.0.2

# Troubleshooting

See the *Troubleshooting Guide* for troubleshooting information.

# Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

(Click **Obtaining Additional Information**.)

## Obtaining Upgrade Media

If you are upgrading, use the [Product Upgrade Tool \(PUT\)](#) or the [PUT for registered customers only](#) to obtain a media kit and license or purchase the upgrade from Cisco Sales.

To use the PUT, you must enter your Cisco contract number (Example: Smartnet, SASU, or ESW) and request the CD/DVD set. If you do not have a valid contract, you must purchase the upgrade from Cisco Sales. It is the contract that validates your entitlement to updates through the Cisco Product Upgrade Tool (PUT).

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