



Release Notes for *Cisco Unified Contact Center Express and Unified IP IVR, Release 7.0(1) SR2*

April 30, 2009

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Introduction

These release notes describe the caveats resolved in Cisco Unified Contact Center Express (Unified CCX) and Cisco Unified IP IVR, Release 7.0(1) SR2 (Build99).

**Note**

To view the release notes for previous versions of Unified CCX, go to:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/prod_release_notes_list.html

For a list of new features and resolved caveats in Unified CCX, Release 7.0(1) SR2, see [New and Changed Information, page 3](#) and [Caveats, page 3](#) respectively.

System Requirements

For current information about supported products for Unified CCX, refer to *Cisco Unified CCX Software and Hardware Compatibility Guide*, which is available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_device_support_tables_list.html

Related Documentation

Documentation for Unified CCX is accessible from Cisco.com at:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Installation/Uninstallation Notes

To install or uninstall this service release, refer to the "Patching Cisco Unified CCX" chapter in the Cisco Unified Contact Center Express 7.0(1) Installation Guide at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/installation/guide/uccx70ig.pdf

**Note**

Cisco Unified Contact Center Express (Cisco Unified CCX) Service Release, 7.0.1_SR02_Build099.exe should be installed only with Cisco Unified CCX 7.0(1) or Cisco Unified CCX 7.0(1) SR1.

SR Installation

**Note**

Cisco Agent Desktop (CAD) services are upgraded as needed when the SR is applied to the host server. CAD desktop applications are automatically upgraded to the SR the next time the user launches the desktop application.

To install this SR:

- Plan and schedule the maintenance period.
- Review all applicable documentation.

- Download the SR file (7.0.1_SR02_Build99.exe).
- Perform the SR installation by double-clicking the downloaded SR file.

New and Changed Information

Cisco Unified CCX 7.0(1) SR2 provides resolutions to the defects listed in [Resolved Caveats, page 5](#) and the following new feature:

[Express E-mail Manager, page 3](#)

Express E-mail Manager

Express E-mail Manager (EEM) is an add-on application to Unified CCX. It provides the basic set of features for receiving e-mails from customers, distributing them to agents to service customer requests, sending responses from the contact center to the customer and reporting on e-mail activity.

This feature provides GUI based applications to support a contact center's agents and supervisors in handling and managing e-mails.

The agent and supervisor GUIs run within CAD and CSD respectively.

The e-mail feature has been documented in the Unified CCX 7.0(1) documents available at this URL:

http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html



Note

Express E-mail Manager requires MS Exchange 2003 or 2007 to be used as the e-mail Datastore.

Scalability Requirements for E-mail Agents

Table 1 shows the maximum number of e-mail agents that are supported with Unified CCX 7.0(1) SR2.

Table 1 *Maximum Number of E-mail Agents Supported*

Hardware Type	Maximum number of e-mail agents supported
MCS-7845	120
MCS-7835	120
MCS-7825	30
MCS-7816	30

Caveats

This section includes the following topics:

- [Using Bug Toolkit, page 4](#)
- [Known Limitations, page 4](#)
- [Resolved Caveats, page 5](#)

Using Bug Toolkit

If you are a registered Cisco.com user, you can find the latest information about resolved, open, and closed caveats for Cisco CRS by using Bug Toolkit, an online tool that allows you to query caveats according to your own needs. By using Bug Toolkit, you can find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than this document provides.

To access Bug Toolkit, you need:

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

To use Bug Toolkit, follow these steps:

Procedure

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- Step 1** Go to this URL to access the Bug Toolkit:
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** To access Cisco CRS caveats, take either of these actions:
- To access a particular caveat when you know its identifier, enter the identifier in the Search for Bug ID field and click **Go**.
 - To access all caveats, follow these steps:
 - a. From the Select Product Category list, choose **Voice and Unified Communications**.
 - b. From the Select Product list, choose **Cisco Unified Contact Center Express**.
 - c. From the Software Versions drop-down list, choose the desired Cisco CRS release.
 - d. Click the desired Advanced Options radio button
 If you choose custom settings, enter appropriate custom information.
 - e. Click **Search**.

A list of caveats that match your search criteria appear. To see details about any caveat, click its Bug ID number or click its **Info** link.

Known Limitations

Limitations	Defect Id	Headline
Limitation 1, page 5	CSCsv92259	The agent e-mail feature does not work properly with multi-byte langs.
Limitation 2, page 5	CSCsz43304	HR Data store is not getting activated during the initial configuration.

Limitation 1

Identifier	Headline
CSCsv92259	The agent e-mail feature does not work properly with multi-byte langs.



Note Multi-byte languages include Korean, Traditional Chinese, Simplified Chinese, and Japanese.

Problem

Inbound e-mails using multi-byte languages may appear truncated or contain garbled characters. Agent e-mail for these localizations is currently not supported in this release.

For details, refer to the online record for the defect, *CSCsv92259*, using Bug Toolkit. This issue will be resolved in a future release or SR.

Limitation 2

Identifier	Headline
CSCsz43304	HR Data store is not getting activated during the initial configuration.

Problem

While doing the initial configuration setup after installing the Unified CCX 7.0(1) SR2 patch, the Historical datastore does not get activated during the initial configuration.

Workaround

- Step 1** From the Unified CCX Administration menu bar, choose **System > Control Center**.
The Control Center/Servers status web page opens.
- Step 2** Click the **Component Activation** hyperlink. The Component Activation web page opens.
- Step 3** Use the check boxes next to Component Names to enable or disable that component feature.



Note In case of HA deployment, click on the required server name from the left navigation bar to display the list of components for that server.

- Step 4** Click **Update**. The Component Activation Results page displays.
For details, refer to the online record for the defect, *CSCsz43304*, using Bug Toolkit. This issue will be resolved in a future release or SR.

Resolved Caveats

[Table 2](#) lists defects that are Resolved in this release of Unified CCX. [Table 3](#) lists defects that have been resolved in Unified CCX 7.0(1) SR1 release.



Note Unified CCX 7.0(1) SR2 release includes the resolution to the defects resolved in Unified CCX 7.0(1) SR1 release.

Resolved (R) caveat indicates that the bug is fixed. The assigned engineer moves the bug to this state when testing is complete.

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects that were Resolved at the time this report was compiled. For an updated view of Resolved defects, access Bug Toolkit as described in the [Using Bug Toolkit, page 4](#).

Table 2 *Caveats Resolved in Unified CCX 7.0(1) SR2*

Identifier	Headline
CSCsh21922	Pulling Start Button into Script & Placing it back corrupt the Script
CSCsi66298	SL:Agent Statistics & Team Agent Statistics show zero for Other Time
CSCsj52088	blank tool-tip for IE 7.0 5 in App management pages
CSCsl00627	Unable to log into Anonymously when no connection to CRS server
CSCsl40911	User should be educated on how to create new end users or CM Users.
CSCsl44144	Failed to update RtCSQsSummary and RtICDStatistics tables DB
CSCsl52137	All reports: same 1st name and last name: graph wrong
CSCsl71947	Delete Skill,No CallOrder change unless CSQ updated.
CSCsl80866	CASR:CSQ change new rows created in table but not reflected on the graph
CSCsl97546	CRS Historical Reports shows unselected data
CSCsm00563	CCDR: Transfer In contact type reported incorrectly as Redirect
CSCsm34137	"Configuration error" - Error occured while performing the operation.
CSCsm54804	133: CCDR+DCCAR->originator and Destination DN wrong:OB+xfer call
CSCsm54845	1st Agent RNA foll by ans and xfer, Agent 1 reported with transfer Ou
CSCsm54875	% on CSQ SLPR exceeds 100% when change is made to CSQ config
CSCsm82395	186+187:agents with Same name:Multiple reports are wrong
CSCsm89667	Log file doest not clearly tell about the restore failure.
CSCso12597	Max size(len) of the same parameter differ from one report to another
CSCso52488	Connection to Alarm Service lost when network cable unplugged
CSCso95191	License uploading behavior is incorrect
CSCsq11812	CCX nodes are in partial_Service even when all subsystems are running
CSCsq21828	Appadmin config gives blank sys param config page if datastores not actv
CSCsq31700	Appadmin shows displaced menu options after upgrade with no license
CSCsq36192	Empty result set if there are 0 rec in ASDR between starttime and endtim
CSCsq45771	During IP IVR installalation, Appadmin shows Agent Datastore,Rec&Mon
CSCsq53644	NON IAQ Call is getting stuck when phone rings for more than 1 minute

Table 2 *Caveats Resolved in Unified CCX 7.0(1) SR2*

CSCsq63584	SIP Subsystem tries to acquire JASMIN provider immediately
CSCsq80781	Reelect Master does not elect more powerful machine in HA deployment
CSCsq83839	? Help in Editor doesnot open Help page immediately on Click.
CSCsq92316	Agent State Summary Report by team/skill interval shows wrong login time
CSCsq96150	404 message when trying to re-login after validation in same session
CSCsr24706	CAD downloaded from 7.0(1) server is actually having version of CRS 5.0
CSCsr37071	UCCX: In CME deployment, user does not appear as Supervisor
CSCsr52834	"Back to Cisco Unified CCX User home page" hyperlink not seen
CSCsr62532	UCCX 7.0: CM Data drop-down fields not sorted in UCCX Admin
CSCsr66922	Cleanup thread for stuck contacts not cleaning stuck contacts
CSCsr81170	UCCX Admin TCCG incorrectly flags VM Profile as out-of-sync
CSCsr83570	Filter by ResourceGroup/SkillName/TeamName shows wrong login time
CSCsr85604	Incorrect OID for CISCO-VOICE-APPS-MIB
CSCsr88053	IPCCX remote monitoring via phone will fail for the first 15-20 sec.
CSCsu10117	5.0(2)SR1 casues slow Appadmin response for Resources and Team page
CSCsu10222	ControlCenter-ServerDetails & BrowserIPPA Service Info description.
CSCsu35481	localised app user should be handled correctly
CSCsu42278	ICM subsystem goes down if probed VRU PIM port
CSCsu51833	BootstrapAdaptor is using ping command to check host connectivity
CSCsu52981	Outbound subsystem call not display BACustomerNumber on CAD
CSCsu70755	Dialog Group Failover not working
CSCsu72575	Fix to GED125 subsystem listen to the contactImplIdChanged event
CSCsu73809	Change CCM cluster fails with java.lang.nullpointerexception
CSCsu83716	CAD Client crash when copying Japanese Character
CSCsu97283	Lower Severity Messages than Configured Being Written to SysLog Server
CSCsv07071	CAD Integrated Browser opens IE window outside
CSCsv09640	No Validation for MRCP ASR Provider configured Licenses
CSCsv11450	RMCM down:RMCMApplicationUser/Provider Change-NoMessage to RestartEngine
CSCsv12177	Folders not downloaded on clicking icon.
CSCsv12289	Backup fails due to AppAdmin clearing mutex lock BARS sets
CSCsv16474	7.01 install guide needs to have ref to DSN creation
CSCsv24201	UCCX Compatibility Matrix should only list CME versions
CSCsv24354	can not handle the call when redirect and transfer event occure same tim
CSCsv29047	Script not playing generated currency prompts
CSCsv31620	CAD/CSD login gets timed out when the primary AD server is down in CCM c
CSCsv34673	Upload Prompt step does not work properly

Table 2 *Caveats Resolved in Unified CCX 7.0(1) SR2*

CSCsv35669	Called number is not showing up in the CAD report in German Language.
CSCsv49324	ABRWrapUpSettings not replicated on 2nd Node
CSCsv62243	Inline attachment of more than 3 MB results in CAD hang
CSCsv74388	UCCX/CME Documentation Should Specify Required PSTN Connectivity
CSCsv80432	AXL service provider list need to specify as CCM Pub then Sub
CSCsv82354	Data missing when pasting huge data in email preview window
CSCsv85618	UCCX 7.0: Generated Prompt of type "Date" not playing back
CSCsv86565	Http Contact issue causing a memory leak
CSCsv87199	Custom Java classes are not showing up in the editor by default.
CSCsv91558	UCCX 7.01.168 - supervisor cannot monitor consecutive agent calls
CSCsv92244	E-mail applet creates temporary folders and does not clean them up.
CSCsv94752	Unable to login a newly added agent via CAD
CSCsv96997	Variables on IVR are being set to Null before being sent to ICM
CSCsv97295	Bootstrap config read operation fails intermittently
CSCsv97429	CAD Login fails with APP7_0_1_035 SR02 build due to ClassCastException
CSCsv97597	AXL Changes to handle 16 MB memory constraint
CSCsv98008	UCCX: Newly Configured Agent Does Not Appear In CDA
CSCsw19735	AXL Changes to handle 8 MB memory constraint
CSCsw21317	Backup Fails at 98%(tarring).Subsequent Backups Fail.Refer to Eng Notes
CSCsw21657	Unified CCX 502SR2 patch installer disappears during installation
CSCsw21895	All syslog messages displayed as Error(3) in Syslog server
CSCsw22313	Bad Database connection causes calls to fail.
CSCsw24682	WEBADMIN gives HTTP status 500 error msg if left unused for some time
CSCsw26058	Changing deployment type. CME and CM
CSCsw31072	errors in CALL_TRANSFERRED_EVENT
CSCsw35461	UCCX: Document Windows Vista Home Edition Not Supported
CSCsw39823	Agent Call Summary report (with chart) does not work on 7.0(1)SR2 HRC
CSCsw45588	CAD shows "Unavailable" instead of the called number
CSCsw48113	Some UCCX Alarms are not appearing in Syslog/EventViewer
CSCsw70741	Cluster Configuration CCX Administrator User ID field limited to 20 char
CSCsw72974	After AddToCluster, Node2 uses XMLAccessor instead of BSAccessor
CSCsw76644	Incomplete input validation allows modifcaiton of OS files/directories
CSCsw76649	Stored XSS attack in CRS Admin interface pages
CSCsw77028	Upgrade Tomcat from 5.5.17 to 5.5.27 to enhance security
CSCsw84780	Wrap up feature active in "Agent Based Routing Settings" menu option
CSCsw93251	UCCX is not correctly validating LIC files
CSCsx02153	CAD Supervisor unable to Extend Recording Lifetime

Table 2 *Caveats Resolved in Unified CCX 7.0(1) SR2*

CSCsx06702	UCCX version inconsistencies not shown in appadmin.
CSCsx06720	Control panel does not show patch (Service Release) information.
CSCsx11912	Refresh operation of script takes to wrong path
CSCsx12299	Patch uninstall fails to restore language based back up files.
CSCsx12891	Agent Extension Limited to 12 Digits, Lower than Previous CCX Versions
CSCsx18119	GetDigitString step flushing DTMF digits collected upon timeout with ASR
CSCsx22268	UCCX unhold fails if consult xfer completed when call is in held state
CSCsx22328	Please update documentation for defect fix CSCsu42278
CSCsx24058	Intermittent Blind transfer failing from Unity to UCCX
CSCsx26644	Outbound Dialer will not advance to next phone number in record.
CSCsx27467	IPCCX 5.0(2) can not kick off scheduled backup with Java installation
CSCsx44305	DB Resource Name is needed to execute a DB Read step in scripts.
CSCsx52334	In Agent Login Logout Activity Report, filter by "Agent Name" fails
CSCsx52451	After installing SR1 real time stats are the same for all agents
CSCsx52951	CRSAdminUtil will not run
CSCsx54897	Outbound dialer do not remove localarea code when LongDistance enabled
CSCsx60093	Manual Sync for Subject Matter Experts in WebAdmin
CSCsx60102	Requeue Agent e-mail on Logout
CSCsx60115	Address Spell Check Delays
CSCsx60123	IPC Receive Set Variable Action
CSCsx60132	Set Enterprise Data
CSCsx60138	Timer Action
CSCsx61971	Outbound Dialer will not buffer the phone numbers to dial immediately
CSCsx64087	UCCX installer does not set named pipes as primary protocol
CSCsx66155	CSD "Work Flow List" disappears when adding Japanese in Message Text
CSCsx70249	Help >Campaign Creation page for Answering Machine option to be modified
CSCsx71877	Deadlock errors for upload document step with SQL Exception
CSCsx72524	Accessing AppAdmin (without even logging in) leads to thread leak
CSCsx73209	The links in the 'Desktop Product Suite' page shows IP Address
CSCsx73395	BARS backup was causing memory leak in CRSJavaService process
CSCsx75453	User authentication fails on Scheduler, if '@' present on userid
CSCsx75986	CAD set to update at every second and display updates at 5-10 seconds
CSCsx76165	Security Vulnerability on port 6295
CSCsx76593	HR Scheduler fails in HRC 7.0 and 8.0 installed on new Win XP machine
CSCsx78223	Disable MRCP TTS and ASR Provider Refresh All.
CSCsx78524	When supervisor goes to view Voice CSQ team summary show blank
CSCsx72931	HRC getting 5022 Error during report generation

Table 2 *Caveats Resolved in Unified CCX 7.0(1) SR2*

CSCsx81401	CAD -Total time is more even we sum all the individual duration
CSCsx83019	Login to Editor fails if there is a colon (:) in the password
CSCsx96964	Special Characters not read correctly in agent email header
CSCsy04635	Backup fails with ARCHIVE_CREATION_ERROR
CSCsy06728	Entry for call from CallContextDataMap removed
CSCsy07792	CVD should re-try on intial startup if loop back address is used
CSCsy13029	Error messages popped up upon AddToCluster failure are not clear
CSCsy17371	MIVR_SS_SIP alarms not generated
CSCsy18560	Voice Quality choppy on Supervisor playback from server
CSCsy20414	Node Manager does not start when upgrading from build 74 to build 080
CSCsy21365	T[] function in CRS Expression Editor includes date information
CSCsy22687	average speed of answer is incorrectly calculated in CSQ Activity report
CSCsy23856	UCCX 7.0.1 Install Guide Typo
CSCsy23891	Document not directing to the correct link for CSA
CSCsy30239	CAD trueupdate effected with proxy settings
CSCsy31057	RtUnifiedCCXStatistics table does not exist
CSCsy31377	Backup profile.ini only in the case of CVD
CSCsy31851	Tool tip for help in expression editor not very helpful
CSCsy37214	Setup/ cluster node ADD will fail if multiple nodes are present in UCCX
CSCsy37514	Supervisor Pie Chart Slices Don't Add Up to 100%
CSCsy48193	CAD Dutch locale falls back to default English after CRS server reboot
CSCsy53845	Agent names with some international charcters do not appear on reports
CSCsy57702	Warning messages for FCRasSvr in the event viewer
CSCsy58015	Http trigger does not work when failover occurs...
CSCsy60236	Supervisor Record Viewer Rewind and Fast Forward not working
CSCsy66227	WebAdminxxx.dbg logs are not generated. Calabrio Bug id # 17727
CSCsy73080	VB deson't play sequential prompts having different bargein flags
CSCsy89600	Not able to restore when backup file is in remote location
CSCsz13487	Web based CDA is not opening
CSCsz13529	CAD Email applets are not opening
CSCsz15608	Invalid argument error message for all calls in CAD
CSCsz16579	CAD/CSD login screen are showing Non English language
CSCsz17531	Uninstall SR2 caused node manager not in-service
CSCsz21054	Modify Changing Unfiied CCX IP Address in Admin Guide

Table 3 *Caveats Resolved in Unified CCX 7.0(1) SR1*

CSCsj04769	Incorrect customer time in Callback window.
CSCsk04560	Uninstallation of CAD-SR restart the m/c without informing user
CSCsl29645	2 New reason Codes with Report Templates
CSCsm80533	Outbound stopped working & Incorrect callback time calculation
CSCso22183	After clicking on the Help link, it is re-directing to appuser page
CSCso55956	secondary supervisors are removed in appadmin
CSCsq03065	Data anomalies AgentStateSummary v. AgentNotReadyReasonCode report
CSCsq13827	CRS Node manager does not come up after uninstlltion of the patch
CSCsq23179	Agent reject/cancel/skip should have proper contact disposition
CSCsq34154	Appadmin pages stuck in a loop when AXL service is down on UCM
CSCsq52291	Outbound subsystem is waiting upto a minute for placing calls
CSCsq60889	graph overlapped in CCCR report
CSCsq68124	JRE Installed first time CAD login but further attempts continue to show
CSCsq71551	Calls seen in the application tasks, but not see in a queue.
CSCsq84106	Outbound customer callback number contains prefix
CSCsq85731	CLOSED/MAX_RETRY are not getting deleted at midnight
CSCsq92012	UCCX701-HRC: Help error-could not find "search.html" for all locales
CSCsq92158	Supervisor privileges too high in supervisor desktop
CSCsq92316	Agent State Summary Report by team/skill interval shows wrong login time
CSCsq93056	GT7_A3 : CADBE shows call state as DISCONNECTED while call is active.
CSCsq93064	GT7_A4: CAD-BE got struck in reserved state.
CSCsq93070	GT7_A5 : No_Answer_button_In_CADBE when a call comes in.
CSCsq93072	GT7_A6 : Agent Not_Able_To_Answer_Via_Answer_Button_In_CADBE
CSCsq94033	Supervisor Record Viewer is unable to playback after the Restore
CSCsq96214	CAD unable to logout when active call is present in cad
CSCsq98835	OOM Exception seen in CCM Interoperability test
CSCsq98942	OOM in CVD process when QualisGaurd scans the 990 port
CSCsq99083	Prompt Management does not allow upload of zip files of prompts
CSCsq99090	Upload of invalid files to grammar management throws apache error
CSCsr03776	Unable to login to CAD & CDA after upgrade from 4.5(2) to 7.0(1)
CSCsr08773	Outbound is not sticking to MAX CALL.
CSCsr10776	Not_Ready to Not_ready state transition is not reflected in CAD report
CSCsr11400	Agent Has active call but shown as Ready on CSd and Not Ready on CAD
CSCsr13830	Fax numbers should NOT be retried
CSCsr16458	Finnish Language Translation Incomplete
CSCsr19530	Home and Using Help links on Webadmin Help page lead to HTTP error page
CSCsr20764	Supervisor Workflow only works for calls with priority 1

Table 3 *Caveats Resolved in Unified CCX 7.0(1) SR1*

CSCsr26254	German HRC Agent Login Logout template fails
CSCsr27237	Custom Reporting with Crystal Reports 11 is not working
CSCsr27498	Restore fails with error message "Failed to expandDB(db_cra) on SQL ser"
CSCsr37329	chinese agent/hr details are not getting displayed in HR reports
CSCsr42896	Error message when Post Install is opened on Desktop with CDA alone
CSCsr47139	HRC701: 105 Spanish & 23 German bad strings should be fixed before FCS
CSCsr49111	Agents without Supervisor Privileges unable to login to HRC
CSCsr50679	TUP.ini file on Node 2 does not have node 1 entry for fresh install HA
CSCsr53823	CSD crashes on restoring default layout via preferences menu
CSCsr56145	Restore Fails when the BackUp is taken without the Desktop_Audio Folder
CSCsr56902	Outbound button remains Visible after being removed
CSCsr57486	Wrap up feature still visible although NOT supported
CSCsr60219	Localized Resource Files to be checked-in
CSCsr60262	agent get blank call back window when in work state after an OB call
CSCsr63515	ShowLicenseUsage.exe does not work in 7.0
CSCsr66572	CAD661:Changes to CAD UI recommended by Finnish SE applied in 7.0(1) SR1
CSCsr67423	LDAP repl fails if node with newer Engine comp active time is upg first
CSCsr67757	Reset WEBADMIN password should reset password to default value
CSCsr72912	After FO, Sup Workflow gives error connecting to directory services
CSCsr74388	Error while CAD upgrading to 7.0(1)SR1
CSCsr82986	PopupDisplay to ResetClientInstalls; IPAddresschange in PostInstall.exe
CSCsr85604	Incorrect OID for CISCO-VOICE-APPS-MIB
CSCsr85641	Recordings are not removed Desktop_Audio folder on Rascal auto purge
CSCsr89675	CSD Supervisor Work Flow Calls Waiting Threshold
CSCsr91804	SNMP process terminates on CRS server
CSCsr92052	No auto response is sent to customers after failover
CSCsr92187	CAD install from UCCX 5.0(2) causes blue screen memory dump
CSCsr93500	Proper Tag Format should be used with new/future versions of OSR.
CSCsr95974	CAD related services stopped after reinstalling 701 SR1 build28.
CSCsu04440	Services not running after uninstall of SR1 and data loss after repair
CSCsu06828	HRC Upgrade from base release to SR version failed
CSCsu09113	On CAD login, one warning message obscures the other.
CSCsu09655	Script to expand DB for Rockport Server
CSCsu11246	CSQ report is slow for initial display
CSCsu18289	RTR Blank page display for JavaPlatform SE6_Update5_Build_1.6.0_05-b13
CSCsu33467	SQL cd reuse utility aborts without any error message to the user
CSCsu35443	Outbound agent went RNA and contact disposition is 0 in HR reports

Table 3 *Caveats Resolved in Unified CCX 7.0(1) SR1*

CSCsu37114	SQL Upgrade Patch Required For CRS
CSCsu52161	Unable to open Ag Not ready reason code summary report
CSCsu53731	Recording and Statistics Service does not run with SR1 build36
CSCsu59649	License information in CAD/CSD/CDA lost after failover
CSCsu65890	CL mismatch of file location and rollback path definition
CSCsu67110	Splkview.exe hogs the system CPU to 99% after upgrading to SR1 b186
CSCsu71836	Data Migration: Time stamp for the exported data file
CSCsu74378	DataMigration: Import process should exit if CCXMigration is empty
CSCsu76308	ArchiveLease renew failure is causing Restore operation to fail
CSCsu77058	DataMigration: After export of data, Windows not booting
CSCsu77750	Data Migration: Tool should exit if replication is setup
CSCsv21952	Calabrio rollback definition not integrated into Patch installer

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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

Obtaining Troubleshooting Assistance

For the most current troubleshooting information and tips, visit the following URL:

<http://www.cisco.com/en/US/support/index.html>

For assistance with identifying and troubleshooting common problems, access the Cisco TAC Case Collection Tool (TCCT) at the following URL:

http://www.cisco.com/kobayashi/support/tac/tsa/launch_tsa.html

From the Tools and Utilities page, select the Voice technology link, and search for a solution using a free text query or a guided search.

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