

Release date: March 28, 2014

Cisco Quality Management 9.0(1) Service Release 4 Engineering Special 7

To install Service Release 4 Engineering Special 7, you must first have Cisco Quality Management 9.0(1) Service Release 4 installed.

NOTE: All issues are included in the latest ES. (ES#) indicates the ES the issue was fixed in. Issues resolved in this release:

ES	Key	Summary	Component/s
ES7	QM-5324	Recordings sort order becomes un-sorted	UI:Recordings
ES7	QM-5167	AgentTeam activation/deactivation times are in local time, not GMT	Svc:Sync
ES7	QM-5115	Issues with signed Recording Control applet in JRE 1.7 update 51	App:Recording Control
ES7	QM-4936	WFO-AQM Recordings Interface will not load	UI:Recordings
ES7	QM-4876	Agents stop recording	Svc:Recording Process
ES7	QM-4798	Playback does not work on PC with French OS	UI:Media Player
ES7	QM-4771	QM Licensing Trouble	App:Administrator
ES7	QM-3829	Mana reports Default Hoteling agent as unlicensed and logged into PC	Svc:Recording Process
ES7	QM-3618	QM reports issue	Svc:Reports Runtime
ES7	QM-2127	Packets that look like RTP but are larger than RTP packet max size cause raw to wav conversion to fail	Svc:Recording Process
ES6	QM-5224	Uploads are getting stuck on desktop recording client due to invalid derived metadata	Svc:Upload Process
ES6	QM-4931	Possible to produce 0 KB files after upgrading to MediaSense 9.1	Svc:Recording Process
ES6	QM-4929	Recording downloads from MediaSense are timing out	Svc:Recording Process

		after 1 minute	
ES6	QM-4771	User not able to use all their licensed users to assign to EM Profiles and also assign default hoteling agents to all devices	App:Administrator
ES6	QM-4695	Search Query returns 502 error when group is selected	Svc:Data API
ES5	QM-4341	Unknown timezone shows search error	Database
ES5	QM-3840	Screen recording is intermittent each day	Svc:Recording Process
ES5	QM-3597	Transfer scenario not working properly	Svc:Recording Process
ES5	QM-3588	Search for Recording Flag Tagged does not return Archive Tagged calls	Svc:Data API
ES5	QM-3266	When you try to search to create a user or link an AD user to ACD, it does not find them.	App:Administrator
ES5	QM-3179	Webserver displays directory structure	UI:Container
ES4	QM-3516	The system is stopping call recording when a call is over 15 minutes	Svc:Recording Process
ES4	QM-3475	Screen Recording does not stop	Svc:Recording Process
ES4	QM-3058	PLYR 2101 error when trying to play recordings	Svc:Recording Process
ES3	QM-3126	Download on Demand (current day) uploads fail but normal end of day uploads succeed.	UI:MediaPlayer
ES3	QM-3093	plus sign in extensions causes problems for extension mobility	UI:Recordings
ES3	QM-3076	E.164 extensions (with '+' sign) cannot be searched in Administrator and telephone number for device list include a backslash	App: Administrator
ES2	QM-3015	Recordings App Search – Delete buttons not shown	UI:Recordings
ES2	QM-3009	Media Player – Security Warning	UI:Recordings
ES2	QM-2911	Screen Recording Not Working For All Users	Svc:Recording Process
ES2	QM-2841	NodeLock fails in Data API	Svc:Data API

ES2	QM-2769	Configuration Assistance	Svc:Recording Process
ES1	QM-2759	IE - Calabrio ONE falsely reports server offline dialog	Svc:Jetty
ES1	QM-2696	Some Contact IDs video returning error instead of playing back	Svc:FTS
ES1	QM-2625	Calabrio Screen Recording Failed	Svc:Recording Process
ES1	QM-2503	Stop processing SIP invites and stop recording	Svc:Recording Process
ES1	QM-2455	Playback progress bar does not move when playing archive calls	Svc:Recording Process

Special Instructions: (any special instructions that need to be consider when installing or removing the patch):

If you have more than one WFO product and the users access the Calabrio ONE products with the same URL (shared container) then all the WFO products need to be on the same ES level.

Following the install, post install needs to be run.

- Step 1. Run PostInstall.exe.
- Step 2. Progress to the "System Database" page
- Step 3. Select either "HostName" or "IP Address" (selecting the option not enabled when the page loads)
- Step 4. Select either "HostName" or "IP Address" (returning the selection to that when the page first loaded)
- Step 5. Select the "Next" Button
- Step 6. When prompted, select "Yes" to save the changes.
- Step 7. Close PostInstall
- Step 8. Open a command prompt and navigate to the WFO_QM\bin
- Step 9. Run the command "*postinstall install*"

Server Installation:

- Step 1. Place the QM_9.0.1.57_SR4ES7_setup.exe on the server
- Step 2. Run ES Installer.
- Step 3. Run PostInstall.exe (see Special Instructions).

Client Installation:

Step 1. Browse to <http://<base server ip>/TUP/QM/Patches.htm>

Step 2. Apply "Cisco Quality Management Services Service Release 4 Engineering Special 7.msi" or enable Automatic Updates for clients

Rollback: Steps to roll back the changes if needed

These steps need to be performed on the Quality Management server(s) and the clients. First remove the ES from the server(s).

Step 1. Go to add/remove programs

Step 2. Click on "Cisco Quality Management Services Service Release 4 Engineering Special 7"

Step 3. Select Remove

Repair steps: If you need to do a repair operation on Cisco Quality Management Services please follow these steps:

Step 1. Through Add or Remove Programs select "Cisco Quality Management Services"

Step 2. Click on Support Information and select Repair

Step 3. Follow prompts after Postinstall starts up again.