Cisco Automated Administrator for Symposium (AAS) Release Notes, Version 1.1

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About this Document

This document provides installation instructions for Cisco Automated Administrator for Symposium. *Please review all sections in this document pertaining to installation before installing the product*. Failure to install this product as described may result in inconsistent behavior.

This document contains these sections:

About Automated Administrator for Symposium (AAS)

Symposium (AAS) Compatibility and Support Specifications

Automated Administrator for Symposium (AAS) Installation Planning

Installing and Uninstalling Automated Administrator for Symposium (AAS)

Known Caveats in this Release

Obtaining Documentation

Obtaining Technical Assistance

About Automated Administrator for Symposium (AAS)

AAS is middleware software that converts Nortel Symposium Event Interface (SEI) messages into Cisco ICM ConAPI messages. The purpose of this software is to synchronize administrative changes made on the Symposium system with the ICM database, thereby eliminating the need for a system administrator to administer changes twice (once in the Nortel Symposium Administration and once in the ICM administration).

All additions and updates to agents and their skill sets made using Nortel Symposium administration will be dynamically made to the ICM database in real time. (No attempt is made to synchronize changes in the other direction.)

Note that:

Changes to agents skill sets made in ICM software will not automatically be reflected on the Symposium system.

Deleting an agent in the Nortel Symposium administration causes the agent to be unassigned from all skill groups. Deleting a skill group in the Nortel Symposium administration unassigns all agents from that skill group.

Four components make up AAS:

The Symposium interface (SEI layer), which encapsulates the interface between AAS and Nortel Symposium.

The ICM interface (ConAPI layer), which encapsulates the interface between AAS and ICM AW.

Data Synchronizer, which compares the information from Symposium and ICM AW to determine what information to send to ICM AW.

Master Selection, which determines the master AAS in a duplex environment.

Symposium (AAS) Compatibility and Support Specifications

This section provides information to help you understand the support requirements for Automated Administrator for Symposium. It contains these subsections:

ICM Version Support

ICM Component Support

International Support

ICM Version Support

Automated Administrator for Symposium can be installed on systems running Cisco ICM Release 5.0(0) SR10 and later, 6.0(0) SR3 and later, and 7.0(0)SR2 and later.

Note that beginning with ICM Release 6.0(0) SR8, patches for AAS are delivered as part of the ICM Service Release installer. (Prior to 6.0(0) SR8, patches for AAS were delivered as part of a separate installer.) You must run the base installer for AAS separately before applying ICM 6.0 SR8. The ICM Service Release installer delivers AAS *patches* only.

Note also that starting with ICM Release 7.1(3), the ICM Installer is capable of installing AAS as part of the Symposium PG installation. If AAS is already installed, then from Release 7.1(3) onwards, software updates will be automatically delivered as part of ICM Maintenance Release (Service Release) updates.

Automated Administrator for Symposium has been tested and verified to be compatible with the interoperability criteria for ICM Release 5.0(x), 6.0(x), 7.0(x), and 7.1(x). Additional ICM interoperability support information is available from these sources:

ICM support information for other Cisco products is listed in the *Cisco IP Contact Center Compatibility Guide*, available at: http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html

ICM ACD support information is listed in the *ACD Supported Switch Matrix*, available at: http://www.cisco.com/univercd/cc/td/doc/product/icm/icmentpr/acddoc/index.htm

ICM third-party platform support information is listed in the *Cisco Hardware and System Software Specifications (Bill of Materials)*, available at: http://www.cisco.com/univercd/cc/td/doc/product/icm/ccbubom/index.htm

ICM Component Support

An Automated Administrator for Symposium installs files that are needed for the AAS 1.0 product. The installation program automatically detects the components installed on a machine and installs only those files specific to those components.

This section lists the ICM components on which this service release can be installed, and those on which it cannot.

Supported ICM Components

Automated Administrator for Symposium is compatible with and should be installed on these ICM components: ICM Peripheral Gateway (PG) for Nortel Symposium

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Note: Automated Administrator for Symposium must be installed on a PG for Nortel Symposium 5.0 or 6.0. The AAS installation program will abort if it cannot detect the PG.

Note: The NN_SCCS_5.0_DP_03_S patch from Nortel is required for customers who have AAS with Nortel Symposium 5.0SU03. No patch is needed for customers who have AAS with SU6 or Nortel Symposium 6.0.

ICM Components Unaffected by Automated Administrator for Symposium

The Automated Administrator for Symposium does not need to be installed on these ICM components. There are no updates contained in this Service Release for the following components, therefore it is unnecessary to run the SR Installer on them.

Cisco Collaboration Server Dynamic Content Adapter (DCA)

Cisco Computer Telephony Integration Object Server (CTI OS)

Cisco E-Mail Manager Option (CEM)

(Cisco E-Mail Manager Service Releases can be downloaded at:

http://www.cisco.com/kobayashi/sw-center/contact_center/ccs/emailmgr50.shtml)

Cisco Media Blender (CMB)

Cisco Web Collaboration Option (CCS)

Cisco Security Agent

A standalone Cisco Security Agent for ICM software is supported with Automated Administrator for Symposium or later. The standalone Cisco Security Agent provides intrusion detection and prevention for Cisco ICM software. Cisco Security Agent removes potential known and unknown ("Day Zero") security risks that threaten enterprise networks and applications. It dramatically reduces downtime, widespread attack propagation and clean-up costs.

The Agent is provided free of charge by Cisco Systems for use with release 5.0(0) (SR8 or later) of the Cisco ICM software. While Cisco highly recommends its installation, it is optional. The “ICM software” protected by the Cisco Security Agent for ICM includes Cisco ICM Enterprise and Hosted Edition 5.0(0) (SR8 or later), Cisco IP Customer Contact (IPCC) Enterprise and Hosted Edition 5.0(0) (SR8 or later), Cisco Outbound Option (formerly Blended Agent) 5.0(0) (SR8 or later), Cisco E-Mail Manager 5.0(0), Cisco Web Collaboration Option 5.0(0) [Cisco Collaboration Server 5.0(0), Cisco Dynamic Content Adapter (DCA) 2.0(1), Cisco Media Blender 5.0(0)], Cisco CTI Object Server (CTI OS) 5.0(0), and Cisco Remote Monitoring Suite (RMS) 2.0(0). The standalone Cisco Security Agent for ICM/IPCC, the Installation Guide and the Cisco Security Agent release specific Readme document can

be downloaded from http://www.cisco.com/cgi-bin/tablebuild.pl/csa10-crypto

Cisco strongly recommends reading the *Cisco Security Agent Installation Guide* and the Readme document before installing the agent.

In addition to being specifically tuned for Cisco ICM software, the standalone Cisco Security Agent for Cisco ICM software provides support for a select number of Cisco-approved third-party applications.These are listed in the ICM Software 5.0(0) Bill of Materials. No other third-party applications are supported.

Cisco Security Agent requires that any software installed on an ICM server, whether Cisco software or third-party applications, must be installed into the default directories presented during the installation process. If customers are upgrading and have not installed in default directories (and do not wish to de-install and re-install using the default directories), or if new customers do not want to install in default directories, they should not use Cisco Security Agent.

New Features

If you use a third-party software application that is not Cisco-approved, you can purchase and install the Management Center for Cisco Security Agents to modify and maintain your own application-server security policy—something that is not possible with the standalone Agent. Contact the Cisco Technical Assistance Center (TAC) for information on customizing the policy to support your third-party applications.

Note: Using Cisco Security Agent for ICM software has the potential for adversely impacting your system if not used appropriately. For a discussion of issues and troubleshooting tips, see the document just mentioned. For additional information on Cisco Security Agent, see the Management Center for Cisco Security Agent documentation set at

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_b/vpnman/vms_2_2/csa_4_0/

International Support

Automated Administrator for Symposium has not been localized.

Automated Administrator for Symposium (AAS) Installation Planning

This section provides information to help you understand when to install an AAS and the tasks it involves. It contains these subsections:

When to Install an Automated Administrator for Symposium (AAS)

Automated Administrator for Symposium (AAS) Installation Checklist

When to Install an Automated Administrator for Symposium (AAS)

Installing Automated Administrator for Symposium (AAS) requires temporarily stopping the Symposium Peripheral Gateway. Therefore, to limit the impact to a live ICM system, schedule and install AAS during a maintenance period when your ICM system is out of production.

Installation Order for AAS

AAS must be co-resident with the Symposium PG and has to be installed after the PG has been installed.

Automated Administrator for Symposium (AAS) Installation Checklist

AAS has its own Installation and Troubleshooting document, ***Cisco Automated Administrator for Symposium Installation and Troubleshooting Guide***. Please refer to this document for specific AAS install and uninstall steps.

Deploying AAS requires the following general tasks:

☐ **Schedule a maintenance period for installation**: Because AAS installation requires bringing down an ICM system, schedule service release installation for a maintenance period when your ICM system is out of production.

☐ **Install AAS on the Symposium PG**: Install AAS on the Symposium Peripheral Gateway in your ICM system. Consult the ***Cisco Automated Administrator for Symposium Installation and Troubleshooting Guide*** for step-by-step instructions on installing AAS on either a simplex or a duplex system.

☐ **Test and troubleshoot the installation**: After installation, test your ICM system to ensure that it is working properly. Ensure that sides of duplexed systems are synchronized. Consult the *Known Caveats in this Product* section of this document for information on troubleshooting any known issues with this product.

Installing and Uninstalling Automated Administrator for Symposium (AAS)

AAS has its own Installation and Troubleshooting document, ***Cisco Automated Administrator for Symposium Installation and Troubleshooting Guide***. Please refer to this document for specific AAS install and uninstall steps.

Known Caveats in this Release

This section provides a list of significant known defects in this AAS Release. You can view more information and track individual ICM defects using the Cisco Bug toolkit, located at www.cisco.com/support/bugtools/Bug_root.html

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Defect Number: CSCsb99115

Severity: 3

Headline: AAS update not happening with Secondary AW (CMS enabled)

Symptom: AAS tries to update secondary distributor(CMS enabled). The distributor CMS process shows error 'Exclusive update access to the central controller was not granted'.

Condition: In ICM 6.0, when primary distributor (CMS enabled) is stopped and secondary distributor(CMS enabled) is started. AAS updates not taking place.

Workaround: Restart AAS.

Defect Number: CSCsc92828

Severity: 3

Headline: Agent20 template not displaying 'active skill group'

Symptom: Agent20 webview template field 'Active Skill Group' shows 'Not Applicable'.

Condition: When Agent is part of two skill groups. The agent is 'talking' in one skill group and the other skill group is removed for the agent from SCCS.

Workaround: None. However, The Agtskg20 template shows the correct information.

Defect Number: CSCsc86259

Severity: 3

Headline: It takes two minutes for configuration changes made on the Symposium to be reflected on the ICM AW during a PG failover.

Symptom: Changes made on the Symposium are not being reflected immediately in the ICM AW.

Condition: Failover of ICM PG from side-A to side-B.

Workaround: None. This is expected behavior. Avoid making changes to the Symposium during a PG failover or wait 2 minutes for changes to be reflected.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- http://www.cisco.com
- http://www-china.cisco.com
- http://www-europe.cisco.com

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace: http://www.cisco.com/cgi-bin/order/order_root.pl

Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store: http://www.cisco.com/go/subscription

Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408-526-7208 or, in North America, by calling 800-553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to: http://www.cisco.com

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website: http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website: http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website: http://www.cisco.com/tac/caseopen

Contacting TAC by Telephone

If you have a priority level 1(P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website: http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.

P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.