
Cisco Monitoring and Recording 11.5(1) Service Release 7 Engineering Special 10

Cisco Monitoring and Recording 11.5(1) Service Release 7 Engineering Special 10 is a full build release. There are no requirements for the 11.5(1) base version to already be 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 | Incident ID | Headline | Component/s |
|------|-------------|--|-------------------------|
| ES10 | QM-19390 | Added support for CUCM 12.5 0 Device & User Profile Sync | App:Administrator |
| ES10 | QM-19374 | Address Cross-site Scripting vulnerability | UI:Recording App |
| ES10 | QM-19021 | Address Evaluation calibration print options | UI:Evaluation Form |
| ES9 | QM-17891 | Recording client should check for time zone updates daily | Svc:Recording Process |
| ES9 | QM-19015 | Call recording API error | Svc:Data API |
| ES9 | QM-19027 | QM Analysts getting "Internal Server Error" message when accessing C1 dashboard | Svc:Data API |
| ES9 | QM-19033 | Sync failure trying to insert a duplicate agent ID for existing active agent | Svc:Sync |
| ES9 | QM-19038 | Recording Monitoring - Internal error when trying to use Organization Filters with a selected site | UI:Recording Monitoring |
| ES9 | QM-19076 | Upgrade to v11.5(1) SR7 ES7 hanging at converting file names | App:Post Install |
| ES9 | QM-19094 | Some calls are not recording | Svc:Signaling |
| ES9 | QM-19110 | New calls not loading in the UI | Svc:DB Proxy |
| ES9 | QM-19116 | Screens intermittently not uploading | Svc:Recording Process |
| ES9 | QM-19121 | Endpoint recording / shared lines 'flat line' mid call | Svc:Signaling |
| ES9 | QM-19141 | DBCleaner failing with error "Valid servlet responses should contain at least one Message" | Svc:DB Cleaner |

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| ES9 | QM-19151 | Timeout Errors in UI when searching for current day calls | Database |
| ES9 | QM-19199 | Export Utility Finding only 8 contacts when UI shows 1,600 | Export Tool |
| ES9 | QM-19202 | Quality score not populating agent report cards | API:Server Side |
| ES9 | QM-19241 | Playback Issues in Chrome | UI:Media Player |
| ES9 | QM-19243 | Not All Team Member's Calls Are Being Selected by the Quality Workflow Random Classifier | App:Administrator |
| ES9 | QM-19247 | DB cleaner running into day causing dead locks and performance degradation | Svc:DB Cleaner |
| ES9 | QM-19307 | Screens not deleted until both quality and archive retention expire | Svc:DB Cleaner |
| ES8 | QM-18826 | DB cleaner degrading system performance | Svc:DB Proxy |
| ES8 | QM-18875 | Manual Users Sync from admin can fail | API:Server Side |
| ES8 | QM-18904 | Nortel MLS Registration Issue | Svc:Signaling |
| ES8 | QM-18961 | Error on contact searching when temp table isn't created yet | Svc:Data API |
| ES8 | QM-18979 | Updating malformed metadata values fails with HTTP 500 response | Svc:Data API |
| ES8 | QM-18987 | New calls not loading in the UI, restart of DBProxy and UploadController required | Svc:DB Proxy |
| ES8 | QM-19023 | Large recordings can fail to upload | Svc:Upload Process |
| ES8 | QM-19025 | Screen capture service constantly restarting | Svc:Recording Process |
| ES8 | QM-18968 | CRX tool won't connect to SQL receiving SSL security error | APP:CRX Utility |
| ES7 | QM-18233 | Better Version Number display in the product | UI:Container |
| ES7 | QM-18333 | Upload Request Unable to Open File | Svc:Upload Process |
| ES7 | QM-18444 | Unable to save unchecking 'Use custom pattern' | App:Administrator |

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| ES7 | QM-18449 | Device password with numbers unreadable when 'Use Custom Pattern' enabled | App:Administrator |
| ES7 | QM-18521 | Increase Avaya default Sync period to 120 minutes | Svc:Sync |
| ES7 | QM-18528 | Contact Queue not updating | Svc:DB Cleaner |
| ES7 | QM-18537 | Recording Monitoring not populating organization searches | UI:Recording Monitoring |
| ES7 | QM-18554 | UK calls don't reconcile until after an 8-hour period passes | Svc:Reconciliation |
| ES7 | QM-18564 | Recorded call time is incorrect | Svc:Data API |
| ES7 | QM-18579 | Metadata entered through web does not save if use # in field name | Svc:Data API |
| ES7 | QM-18614 | Prevent Recording Controls user access to configuration files | Install\Build |
| ES7 | QM-18615 | Ensure HttpOnly flag remains configured on session cookie | Svc:Jetty |
| ES7 | QM-18616 | Close password security vulnerability | App:Recording Control |
| ES7 | QM-18668 | Evaluations in the "Needs Cannot Score Approval" show a score of 100 despite no evaluation questions were answered | Svc:Data API |
| ES7 | QM-18677 | PostInstall exception thrown during file rename on upgrade | App:Post Install |
| ES7 | QM-18682 | Reconciliation Service not completing | Svc:Reconciliation |
| ES7 | QM-18719 | CTI causing event Queue back up and eventual application performance degradation | Svc:Signaling |
| ES7 | QM-18722 | German special characters not showing In Evaluations when printing as PDF | Svc:Reports Runtime |
| ES7 | QM-18730 | Incorrect time unit returned for mediaendtime() | Svc:DB Proxy |
| ES7 | QM-18736 | Goal assignment identification inconsistent within Report and Widget views | UI:Reports |

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| ES7 | QM-18740 | Calls are attempting to upload prior to after-call processioning fully completing, causing them to fail upload on the first attempt | Svc:Upload Process |
| ES7 | QM-18741 | Creating a large amount of screenmonitoring requests | App:Recording Control |
| ES7 | QM-18748 | Live Monitoring Filter of Rows show more results than expected | UI:Live Monitoring |
| ES7 | QM-18753 | Do not override call direction with outbound if call direction has already been set | Svc:Signaling |
| ES7 | QM-18762 | CTI Service should send a failure confirmation and close the socket for unknown clients | Svc:Signaling |
| ES7 | QM-18775 | Contact queue is limited to 19 contacts viewable at a time. | UI>Contact Queue |
| ES7 | QM-18776 | Recurring Contact Detail Report doesn't include any data | Svc:Reports Runtime |
| ES7 | QM-18778 | EMEA calls do not reconcile until the Reconciliation server is on the same day as the call took place in EMEA | API:Server Side |
| ES7 | QM-18814 | SSRS Report Clarification | Documentation |
| ES7 | QM-18886 | Errors while working and saving Evaluations | Svc:Data API |
| ES7 | QM-18893 | Errors returned when searching for calls | Svc:Data API |
| ES7 | QM-18906 | DBCleaner slow file deletion | Svc:DB Cleaner |
| ES7 | QM-18908 | Need to better manage EvalResource() update requests | Svc:Data API |
| ES7 | QM-18930 | Add additional localized languages | Svc:Jetty |
| ES6 | QM-18678 | Added configuration option for CUCM v12 | App:Post Install |
| ES6 | QM-18595 | Date Picker in Recurring Reports Won't Save | UI:Reports |
| ES6 | QM-18582 | AudioCodes Recordings not copied to QM | Svc:Signaling |
| ES6 | QM-18554 | UK calls don't reconcile until after an 8-hour period passes | Svc:Reconciliation |
| ES6 | QM-18544 | Saving an exported recording on the desktop fails and errors on base when using HTTPS | Svc:Data API |

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| ES6 | QM-18531 | QM Call Evaluations Report Issue | Svc:Reports Runtime |
| ES6 | QM-18514 | QM: Metadata Erasing when browser adjusts | UI:Recording App |
| ES6 | QM-18507 | Call Recording doesn't match up with agents in C1 on historical calls after upgrade from QM 8.8 to 11.5 | App:Post Install |
| ES6 | QM-18483 | AudioCodes feature not recognized by installer | Install\Build |
| ES6 | QM-18453 | Recording Monitor Search - does not search when you select anything | UI:Recording Monitoring |
| ES6 | QM-18330 | QM2036 alerts, recordings are failing to upload at first, later succeed | Svc:Recording Process |
| ES6 | QM-18327 | Reports run in Spanish show incorrect date | UI:Reports |
| ES6 | QM-18324 | Contact Detail Report doesn't include any data on the PDF attachment | Svc:Reports Runtime |
| ES6 | QM-18321 | Survey Reports not loading/Admin Tool not loading survey section | Svc:Post Call Survey |
| ES6 | QM-18294 | QM: Searching with wildcards | API:Server Side |
| ES6 | QM-18293 | Custom Metadata cannot search null value | API:Server Side |
| ES6 | QM-18292 | Live Monitoring not working | Svc:Signaling |
| ES6 | QM-18255 | Time zone in UI Web Interface is 1 hour ahead of recorded time | UI:Recording App |
| ES6 | QM-18238 | Playback resume after jumping to extended screen recording | UI:Media Player |
| ES6 | QM-18133 | AQM Memory Utilization for MANA process | Svc:MANA |
| ES5 | QM-18260 | Ad-hoc calibration task marked completed pre-maturely. | UI:Evaluation Form |
| ES5 | QM-18204 | Add Single Step Conference attempt at transfer if not already recording | Svc:Signaling |
| ES5 | QM-18200 | Evaluation Window closes in goals after completing the Evaluation | UI:Evaluation Form |
| ES5 | QM-18186 | DB Cleaner failed | Svc:DB Cleaner |

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| ES5 | QM-18184 | Screen Record Process crashes during User Logon | Svc:Recording Process |
| ES5 | QM-18178 | CTI deadlock broke recording - MANA1026 | Svc:Signaling |
| ES5 | QM-18167 | Number of Survey results causing QM dashboard and Survey section of Admin to not load. | API:Server Side |
| ES5 | QM-18151 | DB Cleaner service failing | Svc:DB Cleaner |
| ES5 | QM-18118 | New calls not uploading after 11.5 upgrade | Svc:Upload Process |
| ES5 | QM-18111 | Cannot Score option missing from Basic Search State search list | UI:Recording App |
| ES5 | QM-18096 | Configurable Single Step Conference Retry Intervals | Svc:Signaling |
| ES5 | QM-18095 | Avaya Transferred/Conferenced Call Issues | Svc:Signaling |
| ES5 | QM-18090 | Screen Recording Failure Alerts When No Calls Have Taken Place | Svc:Recording Process |
| ES5 | QM-18083 | Unable to search for calls in Calabrio starting with a + | UI:Recording App |
| ES5 | QM-18078 | No agents recording on site using hostnames | Svc:Recording Process |
| ES5 | QM-18047 | Receiving error with status: 400" when attempting to Live Audio Monitor a user | Svc:Signaling |
| ES5 | QM-18032 | Delay in calls writing to database | Database |
| ES5 | QM-18025 | Recording Verification feature calls not recording due to receiving null ContactID | Svc:Upload Process |
| ES5 | QM-18020 | Agent Evaluation/Task Errors | UI:Recording App |
| ES5 | QM-18016 | Goal Progress widget not working | UI:Dashboard |
| ES5 | QM-18001 | Customer is investigating a Cross-Site Scripting vulnerability claim | API:Server Side |
| ES5 | QM-17994 | AQM Screen Recording Issue | Svc:Signaling |
| ES5 | QM-17993 | Workflow assignment in goals is opposite of everywhere else in the product | App:Administrator |
| ES5 | QM-17963 | DB Cleaner deleting less than on third the files marked for deletion | Svc:DB Cleaner |

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| ES5 | QM-17958 | QM: 502 Errors received when licensing users | Svc:Surrogate |
| ES5 | QM-17939 | Screen Recordings via Desktop analytics is not working | App:Recording Control |
| ES5 | QM-17926 | Recording controls not working for outbound calls | App:Recording Control |
| ES5 | QM-17922 | GET Person API call no longer returning Realm | Documentation |
| ES5 | QM-17917 | Upgrade Running schema step: 6.614. | Svc:Data API |
| ES5 | QM-17887 | SQL server IP address changing during Post Install | App:Post Install |
| ES5 | QM-17863 | SQL truncation on media.icmcallid using Avaya IP Office | Database |
| ES5 | QM-17839 | Sometimes hold events are not being properly identified on call recordings | Svc:Recording Process |
| ES4 | QM-17977 | Resolve potential recording and monitoring issues associated with locking/unlocking PC | Svc:Recording Process |
| ES4 | QM-17880 | Encrypted media files need an option to upload via HTTPS | Svc:Recording Process |
| ES3 | QM-17817 | Tagged screens being cleaned same day | UI:Recording App |
| ES3 | QM-17813 | Notification client is not updating in a shared log in environment | App:Notifications |
| ES3 | QM-17805 | Post Install fails upgrade when there is an empty site | App:Administrator |
| ES3 | QM-17797 | CTI creating missing SIP for invalid events, for unanswered hunt group calls | Svc:Signaling |
| ES3 | QM-17775 | Outbound calls not recording | Svc:Signaling |
| ES3 | QM-17750 | QM Stops Recording - DB Issue with CCR Table Lock | Database |
| ES3 | QM-17748 | DB Cleaner – should not update screenUploadState when there are no screens | Svc:DB Cleaner |
| ES3 | QM-17745 | User not being assigned calls in contact queue | UI>Contact Queue |
| ES3 | QM-17735 | Immediate Screen uploads not kept by Quality Workflow taking 3 days before cleaned | Svc:DB Cleaner |
| ES3 | QM-17730 | EMCC agents' active calls not showing in Live Monitoring | Svc:Data API |

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| ES3 | QM-17695 | Goal progress Widget increasing exponentially | Svc:Data API |
| ES3 | QM-17690 | ERSPAN not receiving RTP traffic after patch deployment | Svc:Media Monitor |
| ES3 | QM-17676 | When viewing Calabrio ONE in Chrome with IE Tab active Drop Boxes for filters do not show | UI:Recording App |
| ES3 | QM-17671 | ACD Metadata failing to sync after patch | Svc:ACD Data Sync |
| ES3 | QM-17655 | ACD metadata periodically not reconciling. Connecting to a database address of 'null' | Svc:ACD Data Sync |
| ES3 | QM-17646 | Unable to live screen monitor agent | Svc:Recording Process |
| ES3 | QM-17640 | LoginState index should include other columns in table | Database |
| ES3 | QM-17637 | Resolve MANA error MANA4000 | Svc:MANA |
| ES3 | QM-17634 | Download on Demand is not working for screen files | Svc:Data API |
| ES3 | QM-17631 | Data API error connecting to the database | Svc:Reconciliation |
| ES3 | QM-17623 | Issues with Gamification for WFM Adherence | Svc:Data API |
| ES3 | QM-17596 | Username Does Not Accept "@" Character | UI:Container |
| ES3 | QM-17575 | Time field shows xx:xx AM or PM no matter if 12 or 24 clock selected in QM Admin. | UI:Recording App |
| ES3 | QM-17565 | Don't audit failed device registrations with every retry | Svc:Signaling |
| ES3 | QM-17406 | Avaya Free Seating: agents are recording even though they are not assigned to recording skill hunt groups | Svc:Signaling |
| ES2 | QM-17558 | Data API service stops running | Svc:Data API |
| ES2 | QM-17555 | Goal progress report and dashboard widget not showing data | Svc:Data API |
| ES2 | QM-17540 | Issues with "Cannot Evaluate" | API:Server Side |
| ES2 | QM-17527 | Failure to reconcile custom metadata from ACD | Svc:ACD Data Sync |
| ES2 | QM-17490 | Can't add dialing pattern with +49 in the exclusion list | App:Administrator |
| ES2 | QM-17479 | Evaluation goal assigning a contact for each agent in scope rather than for each goal | Svc:Data API |

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| ES2 | QM-17475 | QM Evaluation Scoring Report includes calibrated contacts | Svc:Reports Runtime |
| ES1 | QM-17510 | Port QM View (BPO feature) to QM 11.5 | App:Administrator, API:Server Side |
| ES1 | QM-17511 | Add support for CUCM Extension Mobility Cross-Cluster (EMCC) | Svc:Signaling, Svc:Recording Process |

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

There are no special instructions required for 11.5(1) SR7 ES 10.

Features added in ES4:

- There is a new database setting that will force the encrypted media files to upload over HTTPS. To enable this feature, add a row in the QM database DBProperties table. Contact Calabrio Support Services for more assistance. (QM-17880)

Features added in ES1:

- QM Views have been added to 11.5(1) SR7 ES1. In addition to controlling scope by group/team structure. With the views feature, an administrator can create a view by leveraging the custom metadata associated with a contact and then assign specific users to that view. (QM-17510)
 - QM is now able to support the CUCM EMCC feature. If using Network Recording, EM Profiles can now be configured in the VoIP Device table. If using Desktop recording, the desktop will re-connect to the appropriate signaling server after EMCC login. (QM-17511)
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Server Installation:

- Step 1. Place the setup_MonRec_951_SR7_ES10.exe on the server
 - Step 2. Run ES Installer.
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Rollback: Steps to roll back the changes if needed

These steps need to be performed on the Monitoring and Recording 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 Monitoring and Recording Services Framework version 11.5.1.<build number>**".

Step 3. Select Remove.

Step 4. Restore the database backup that was made prior to installing ES10.

Step 5. Install previous software version (see **Server Installation**).

NOTE: During the installation of the previous version, you may be asked to locate npcap.sys file. The file is in the "C:\Windows\System32\drivers\" folder.

Repair steps: If you need to do a repair operation on Cisco Monitoring and Recording Services please follow these steps:

Step 1. Through Add or Remove Programs select "Cisco Monitoring and Recording Services"

Step 2. Click on Support Information and select Repair

Step 3. Follow prompts after Post Install starts up again.