



## IP Office Technical Bulletin

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### **CCC v4.0 Delta Server Maintenance Release**

Avaya are pleased to announce the availability of a Delta Server maintenance release for IP Office CCC version 4.0. This Maintenance Release contains Delta Server version 4.0.35. This version resolves a number of reported field issues. It is recommended that a CCC v4.0 installation be upgraded to CD release 4.0(25) before applying Delta Server v4.0.35. For further details of CCC v4.0(25) please refer to IP Office Technical 22.

This maintenance release can be downloaded from the Avaya Support web site:

<http://support.avaya.com>

#### **Resolved issues**

- Lost calls are not shown within Pilot or DDI reports when transferred from Voicemail Pro auto attendant and lost whilst ringing busy agent group.
- A Divide by Zero error message may appear if the Delta Server is running on a Dell Power Edge 2650 or HP Proliant DL-360-G3.
- The "Group Calls Answered By Agent" counter within the Individual Agent Screen may not update correctly. Note: An "assisted" transfer from VM Pro to an agent group will show an additional call in this field.
- The Delta Server process may run at a high utilisation, which may cause a delay when updating clients running CCV.
- The "Group Calls Answered By Agent" state in CCV may not update correctly when agents are members of multiple groups.
- The real-time status of an agent in CCV may be incorrect after leaving a conference.
- Caller Information may be missing from the SMDR output when an IP endpoint makes an external outgoing call.
- The Agent Group status in CCV may incorrectly show as "Ready" when all agents are "Busy".

### **Upgrade instructions**

To upgrade to this release it is not necessary to uninstall or modify the current installation using the Install wizard. The downloaded Zip file contains the following files:

DeltaServer.exe	To be copied to	C:\Program Files\Avaya\IP Office\CCC\DeltaServer
ServerU.Dll	To be copied to	C:\Program Files\Avaya\IP Office\CCC\DeltaServer

To install:

Shut down all the CCC server and client applications. Rename the existing files in the locations above and copy the new files to the same locations on the Server PC. Restart the application and check the software version of the Delta Server.

Note: It is not necessary to restart the PC after the upgrade.

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