



IP Office Technical Bulletin

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Compact Contact Center (CCC) v5.0.17 Maintenance Release

Avaya is please to announce the availability of a maintenance release for IP Office Compact Contact Center (CCC) version 5. This is designed to resolve a number of reported field issues. Avaya recommends CCC installations that are running version 5.0 upgrade to this Maintenance Release. Please note that this release does not include a new Multi Media Module (MMM) release. A separate communication for MMM will be available separately.

This maintenance release can be downloaded from the BusinessPartner portal at the following address:

<http://www.support.avaya.com>

1. Modified Components

This release of Compact Contact Centre v5.0.17 comprises of the following updated components:

Delta Server service v5.0.17	Report Server v5.0.15
Call Centre View v5.0.10	Wallboard Server v5.0.0.6
Archiver Service v5.0.0.4	

2. Resolved issues

The following issues were resolved in this release of CCC v5.0:

- Reports may not be formatted correctly when using US Letter page format.
- Issue with reporting on multiple numbers within the 'Incoming Pilot Summary' report.
- Some report descriptions were not translated correctly.
- The Lost Call tab in Callback Requests may not display lost calls correctly.
- VoiceMail Pro Callflow reports may not present all available data.
- The SMDR COM port may still be used by the Delta Server after is disabled.
- An agent may appear to be in an incorrect state in CCV when receiving a supervised transfer.
- CCV does not display "Comms Failure" when the connection to the Delta Server is interrupted.

3. Upgrade instructions

If upgrading from a release of CCC previous to v5.0 please refer to page 51 of the v5 Compact Contact Center (CCC) Installation manual (40DH0002USBG).

To upgrade to this release of CCC it will be necessary to first backup the data files such as the Archiver database, CCV profiles and Wallboard Server files and templates. The existing version of CCC can then be removed.

For instructions on how to backup the Archiver database, please follow the procedure documented on page 53 of the v5.0 CCC Installation manual as above.

3.1 Backup the CCC user data files

Explore to **C:\Program Files\Avaya\CCC\CallCentreView** and copy the **Operator** folder to a location you have created as a backup.

Explore to **C:\Program Files\Avaya\CCC\WBServer** and copy the following files to your backup folder:

- Aggregatevars.mdb
- Devices.mdb
- Wallbrd.mdb
- Sdxwb.ini

If you are using PC Wallboards then also copy the **Users** folder in the WBServer directory.

3.2 Uninstall / Install CCC Release 5.0.17

Now that all the required files are backed up it is necessary to uninstall your existing version of CCC via the Control Panel. Navigate to the Control Panel – Add/Remove Programs. Click the Change/Remove button on the entry for Compact Contact Center. When the InstallShield Wizard has started click on “Remove” and click next. When the uninstaller has removed CCC shutdown and restart the computer.

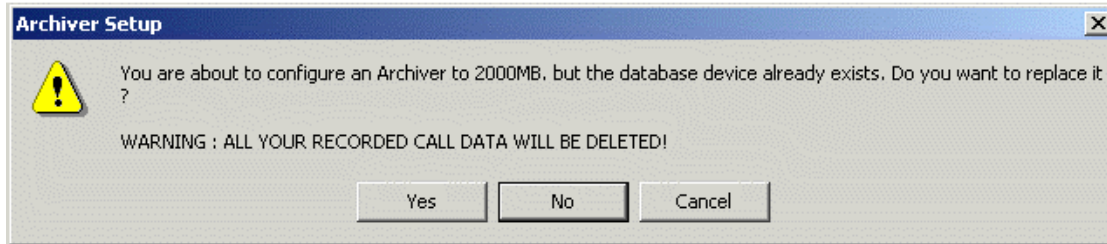
When the computer has restarted, insert the CCC 5.0.17 CD and run the Setup program to start the installation.

Choose the destination folder you wish to install the program files into.

Select the components of CCC you wish to install and click next.

The installation will then ask you to choose the appropriate paper size for your reports. Click “Yes” for LETTER format (Used in the US) or click “No” for A4 format (used in the rest of the world).

During the installation the following screen will appear. Make sure that you Click **“NO”** as you do not want to overwrite your existing historical call data. This will save you time having to restore your Archiver database backup later.



You will then be asked if you wish to overwrite your **Reports Database**. You must make sure click on **“YES”** to make sure that the latest CCC v5 Reports are installed.

The CCC Reporting Admin Console will then be displayed. The application window contains a number of tabs that enable various configuration settings to be specified for the report server windows service and web application to run correctly. The CRM and Email tabs only need to be completed if applicable. The information required for each tab is described below. **Caution:** Do not click the Update button until you have checked the data in all five tabs.

- **PBX tab**

Enter the IP Address of the IP Office that contains the license information.

- **Database tab**

Allows the name of the machine containing the call data database to be entered as well as the authentication required. If SQL Server authentication and the database user id fields are left empty then the default name SDXArchiver is used for connecting to the database. If you have connected to a different Database Server, enter the name and password of the new target. For the SQL Server Security field, enter both the name and password entered whilst installing MSDE 2000. (The defaults are sa and NMYSBH).

Either accept the default settings for the Database Server/Name field or, if you have connected to a different Database Server, enter the name and password you changed to.

- **CRM Tab**

Either accept the default or change the CRM Host name to that of the CRM Server if not on this PC. Make sure that the date and time formats that are used by the MSCRM as specified in the Calendar tab of the system settings dialog are correct. The date and time formats must be set correctly so that any reports that contain date and time information from MSCRM run correctly. The CRM Server must be licensed.

- **Email Tab**

Enter the name for the SMTP Server (if the Server is on this PC enter 'localhost'). Also enter the CCC user's email address.

- **Service Tab**

Specify the port number that the web application uses to communicate with the windows service. Enter a Server Port number for CCC. Select the port number from the drop down list. All the port numbers are allocated to the local machine.

Click **“Update”** and the Installation will continue. Enter the CCC Server name when requested. And Click **Next** to continue.

Once the installation has finished the files that were backed up previously can be restored.

3.3 Restore CCC data files / Configuration check

The files previously backed up in section 3.1 can now be copied back to the relevant locations. **Note:** Provided that “No” was selected when asked if the existing Archiver database is to be overwritten, it will not be necessary to restore the Archiver database backup.

The CCC Server PC can now be restarted. Once Windows has restarted check the connection status of the Delta Server and Archiver service.

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