



IP Office Technical Bulletin

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Region: Global

Avaya IP Office Compact Contact Center (CCC) v5.0.43 Q1 2007 Maintenance Release

Avaya is pleased to announce the availability of the IP Office CCC 5.0.43 Maintenance Release software. This is the first quarterly scheduled maintenance release for 2007 addressing a number of reported field issues.

This maintenance release can be downloaded from the Avaya support website:

<http://support.avaya.com>

1 Modified Components

This release of CCC contains the following updated components:

Delta Server service	5.0.40.0
Archiver	5.0.0.8
Call Center View	5.0.19.0
Wallboard Server	5.0.14.0
Wallboard Client	5.0.6.0
PC Wallboard	5.0.10.0
Report Server service	5.0.25.0
CCC User Access	5.0.6.0
CCV Alarm Reporter	5.0.0.6

2 Resolved Issues

In the tables below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya AMSSD; when a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

The following field issues have been addressed in IP Office CCC 5.0.43 software:

CQ Number	Description of issue
CQ25807	Individual agent status- % time in state timers not reset correctly after ccv stats are reset
CQ26537	CCV Group Monitor Call Waiting not showing calls in queue
CQ27768	Internal outbound call attempt from agent doesn't show as busy until connected.
CQ27828	CCV Agents show "Ready" instead of BWU after 1st activity of the day if left in BWU overnight
CQ28440	Historical Times in State do not match when users are logging in and out at same time.
CQ28558	Not creating correct SMDR entries when transferring two outgoing external calls together.
CQ26360	PC Wallboard does not update immediately when logged on in a certain scenario
CQ23383	Archiver - Windows Authentication not working
CQ25964	Agent Activity Trace report does not show full data set.
CQ26021	Users with very similar names may have their details merged in delta server
CQ26318	PCA Target time variables do not get saved when Delta Server is restarted
CQ29135	PC Wallboard not updating correctly when agent goes from Busy Wrap/Up to Logged Off state
CQ29438	DeltaServer does not reinitiate connection when communication lost to a remote CDR/SMDR Server
CQ32197	Spectrum Wallboard not updating calls waiting correctly
CQ20808	Delta Server issue when sending Email with SMTP
CQ26025	When a user is removed from a Hunt Group it is incorrectly reported on the system reports
CQ26741	Assisted transfer used in VMPro call flow causes incorrect Call Waiting in CCV
CQ27586	CCV doesn't show queued calls properly on assisted transfers
CQ29214	Internal call transferred from VMPro not incrementing CCV lost call stats correctly
CQ29370	Delta Server may restart without reason.
CQ29503	CCV/DeltaServer can not disable log off time - agent logoff remains enforced at midnight
CQ29545	Error when starting Delta Server before the Archiver has started
CQ31434	Dialed number and called number - fields are incorrectly populated for conference calls
CQ29298	Logged on durations intermittently doubled
CQ31499	Delta Server shows more incoming calls then CCC Report (Trunk Group Activity)
CQ31637	SMDR truncating extension CLI if the calling extension number begins with 0
CQ31044	Incorrect format for data in Trunk Group Busy Report
CQ32495	Call time is incorrect for 3 party conferences
CQ21597	with fast start disabled, incorrect rts for agent&group&line for incoming scn call
CQ32894	SMDR - Abandoned calls have incorrect date/time stamp 1899/12/30 00:00:00
CQ28130	Incorrect message sent to PC WB when different Scripts are configured for both Low/High alarms.
CQ28171	WB Alarm Script setup page shown incorrectly.
CQ28424	WB destination within alarm trip points not forwarded to wallboard when configured for scripts
CQ22122	Issue changing Alarm Settings within CCV.
CQ27976	Call Waiting variable doesn't update correctly on Physical Wallboard
CQ28101	Wallboard Alarms Wizard goes straight to Add new alarm dialog
CQ26034	Agent Activity Trace Report - CLI field trimmed when exporting to PDF.
CQ27324	Definitions of fields in Agent Group Tabular Summary refer to numbers of calls
CQ31039	Agent Group Tabular Summary (all calls) Report shows blank entries.
CQ31041	The number of Lost Transactions does not match the graph in Agent Group Graphical Summary.
CQ31045	Inconsistencies in Trunk Group Busy 64643200 reports for June.

4 Upgrade instructions

If upgrading from a previous release of CCC to version 5.0 please refer to the "Upgrade Procedure" section of the Compact Contact Center (CCC) Installation manual (40DH0002USBG)

4.1 Upgrade Installation Notes

Backup the CCC user data files

To upgrade from an earlier CCC v5.0 release, as a precaution, it will be necessary to first backup the data files such as the Archiver database, CCV profiles, Wallboard Server files and Preset Reports.

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

Navigate 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 backup the **Users** folder in the WBServer directory.

Explore to **C:\Program Files\Avaya\CCC\Reporting\PresetReports** and copy the report (.rpt) files to your backup folder.

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

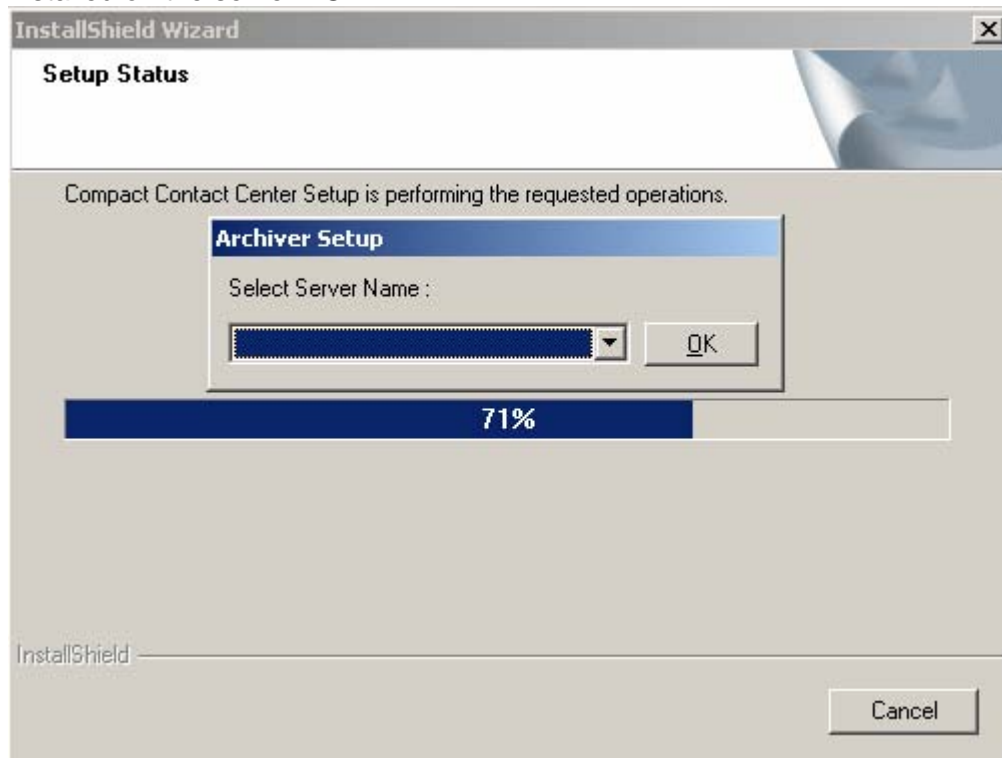
4.2 Upgrade to CCC 5.0.43

Once the relevant files have been backed up it is now possible to upgrade using the 'Repair' option on the CCC 5.0.43 installation CD. This option will update all the installed components whilst retaining all user defined settings, profiles and predefined reports.

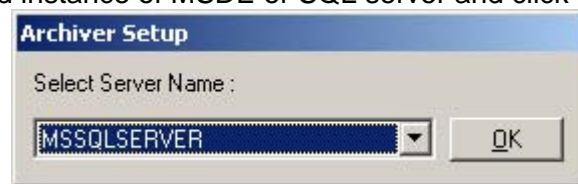
Insert the CCC 5.0.43 CD and run the Setup program to start the server upgrade.

1. At the Welcome screen select the 'Repair' option and then click Next.
2. The installer will detect the previously installed components and automatically select them, click Next to continue.
3. Select the appropriate CCC Reports paper size for your region, click Next to continue.

4. The following screen will ask you to select the named instance of SQL or MSDE installed on the server PC:



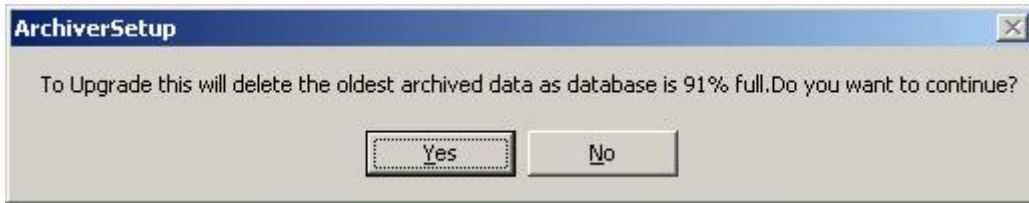
Choose the installed instance of MSDE or SQL server and click OK:



5. When prompted to upgrade the database, click **“NO”** to keep your existing historical call data. This will save you time having to restore your Archiver database backup later.



6. The following message is presented if the Archiver database (only applies to MSDE) is more than 78% full. When “**Yes**” is clicked the installer will begin to prune the oldest data in the database and apply a modification to the database. This modification to the existing Archiver database is essential for a successful upgrade. Choosing “**No**” will stop the upgrade.



7. The CCC Reporting Admin Console will be displayed. The upgrade will retain the previous data but can be changed at this point if needed, click Next to continue.
8. Reboot the CCC Server once the upgrade is complete.

The same procedure may be followed for upgrading the Client applications using the “Repair” option at the Welcome screen.

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