



IP Office Technical Bulletin

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Region: Global

Avaya IP Office Compact Contact Center (CCC) v5.0.56 Q1 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office CCC 5.0.56 Q1 2008 Maintenance Release software. This is a scheduled maintenance addressing a number of reported field issues.

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

<http://support.avaya.com>

Note: Avaya recommend the latest version of IP Office software, version 4.1(1201), is used with this build of CCC.

1 Components

This release of CCC contains the following components:

Delta Server service	5.2.19.0
Archiver	5.0.0.8
Call Center View	5.0.22.0
Wallboard Server	5.0.14.0
Wallboard Client	5.0.6.0
PC Wallboard	5.0.12.0
Report Server service	5.0.30.0
CCC User Access	5.0.6.0
CCV Alarm Reporter	5.0.0.6

2 New Features

This release provides support for Microsoft Vista Business and Ultimate Editions, Server 2003 Service Pack 2, and SQL 2005 including Express edition.

3 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 5.0.56 software:

CQ Number	Description of issue
CQ38671	CCC is logging statistics for users who are not programmed as Agents.
CQ35535	Transfer Report description amended that it does not include unanswered transferred calls.
CQ35357	Internet Explorer 7 issues trying to access CCC Reporter
CQ34977	Using blind Transfer from the "Leave" call flow does not carry caller ID
CQ34742	CCC Reporter drop down menus for Agent reports
CQ34654	Delta Server SMDR no longer logs auth codes after switch restart, even though option enabled.
CQ34513	RAS Ports viewed on CCV don't show as busy on a 406v2
CQ34185	CCV shows wrong agent status when 2 or more users enter DND using default *08 short code
CQ33487	When the "Force Agent Status" screen is popped it does NOT take focus.
CQ33481	Force Agent Status window focus similar to CQ 33487
CQ33289	Agent Wrap-Up time not reflected in CCV
CQ33023	CCV shows a Ready state while Agent was on an Outgoing call when previous call un-parked by Agent.
CQ31037	Inconsistencies on DDI reports.
CQ31035	Internal Extn numbers show on DDI reports
CQ38988	Unable to pull multiple months of data receive the following error "arithmetic overflow error"
CQ51734	CCC Reporter - Incorrect translation for Custom reports in the Relazioni Tab.
CQ35357	Internet Explorer 7 issues trying to access CCC Reporter
CQ52683	Reports display the date order incorrectly when a Date Range is selected
CQ52037	SMDR Timestamp shows 1899/12/30 00:00:00 :- Caused by dropping o/g call whilst dialing new o/g call.
CQ52234	SMDR Timestamp is 1899 - Caused by Alog phone calling a busy number.
CQ52382	SMDR 1899 record when call recording has been involved in the call scenario.
CQ52627	CCV Real Time States are incorrect
CQ52786	CCV - Calls through VM and then transferred by the agent show as Call Waiting on the original Grp.
CQ56130	CCC - Text in CCC reporter dialog box not translated into Italian
CQ51374	LinePRI ID's in Delta Server show 9500 - 9504 which are the same as the LineIVM channels.
CQ52647	Incorrect SMDR output within the Called and DDI number fields when the drop key is used
CQ35710	SMDR called number field intermittently includes prefix on outgoing IP line calls
CQ54325	Trial Issue - An agent makes an outgoing/takes an inc call in less than 2 seconds - shows BWrapup
CQ54880	Agent state is being recorded as Busy Wrap Up rather than Incoming in Historical Reports
CQ55044	Time spent on Outgoing Calls is recorded as Busy Wrap Up in Historic reports and real-time CCV screens
CQ56602	CCC - DeltaSvr - Incorrect license information shown
CQ54334	CCC - PCA Target Time can't be modified via Delta Server
CQ55132	CCC - Agents in Busy N/A are showing as ready in CCV
CQ55453	CCC - Agent group status incorrectly shown as busy when agent ready.
CQ55839	CCC - Answer times and lost call threshold settings lost when Delta Server is restarted
CQ56335	CCC - Incorrect Agent status in CCV after parking calls.
CQ56336	CCC - Agent state shown as ready when on an incoming call.
CQ56555	CCC - Agent state incorrect when Call Listen is used with DT (2030) phones
CQ50923	CCC - Italian translation error on Recent SMDR Entries page of Delta Server
CQ55465	CCC - Group calls answered by agent stats disappear in when agents are members of multiple groups.

CQ56168	CCV- Incorrect status shown when disconnecting a call via the Drop key
CQ57416	CCC - CCV - Intermittently agents set to BNA are showing as ready following a call from DND exception list
CQ57505	CCC - CCV - Agent shown as being in the Ready state but the phone has DND set.
CQ58032	Incoming Answered Calls showing in the CCC Lost Calls Report
CQ58068	CCC - SMDR - Transferred calls show the dialed number and authorization code fields incorrectly
CQ58173	CCC - PC Wallboard not showing Calls Lost or Waiting with DS 5.2.16 & 3.2.59 Core
CQ58754	CCC - Agents getting stuck in Busy Wrap-Up after clearing an external call
CQ59624	SMDR - Assisted transfers DDI called field is populated incorrectly.
CQ55082	Italian translation issue replace Volte with Orario in CCC Reporter Preset Report .

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.

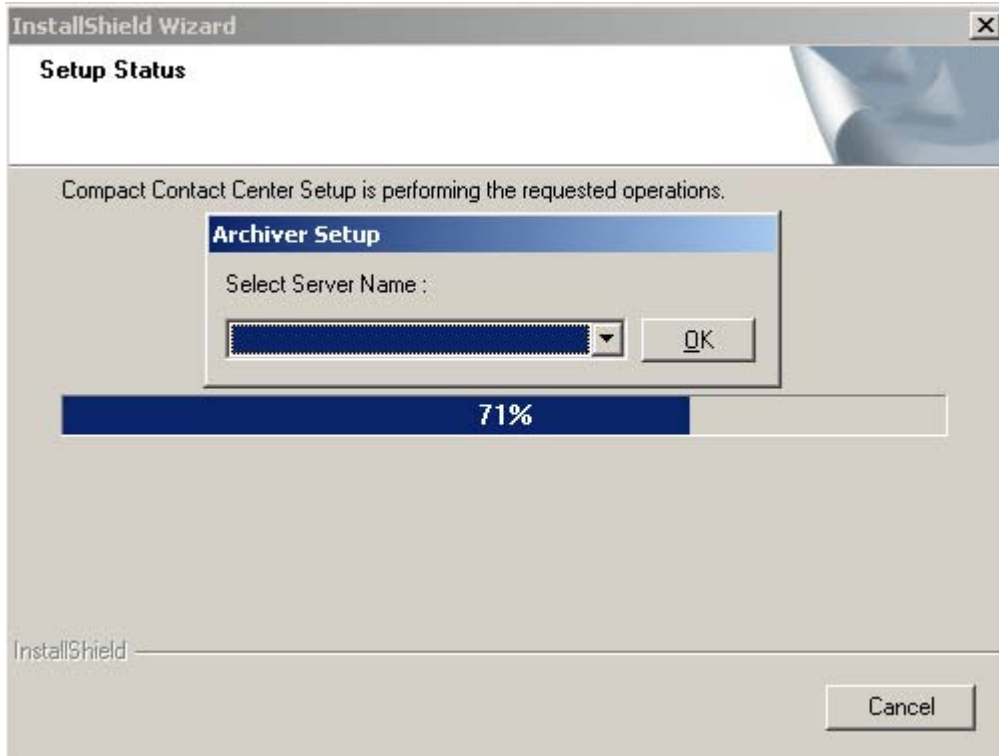
4.2 Upgrade to CCC 5.0.56

Once the relevant files have been backed up it is now possible to upgrade using the 'Repair' option on the CCC 5.0.56 installation CD. This option will update all the installed components whilst retaining all user defined settings, profiles and predefined reports.

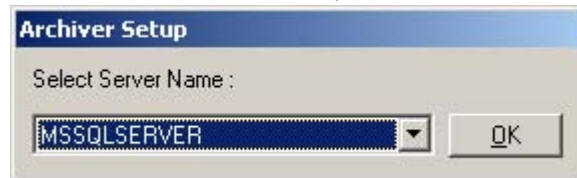
Insert the CCC 5.0.56 CD and run the Setup program to start the server upgrade.

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.



- 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.



- 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.
- 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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