



IP Office Technical Bulletin

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Avaya IP Office Compact Contact Center (CCC) v5.0.61 Q4 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Compact Contact Center (CCC) 5.0.61 Q4 2008 Maintenance Release software. This is a scheduled maintenance release addressing a number of reported field issues.

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

<http://support.avaya.com>

1 Components

This release of CCC contains the following components:

CCC Component	Component Version
Archiver	5.0.0.8
Call Center View	5.0.22.0
CCC User Access	5.0.6.0
CCC Report Server service	5.0.32.0
CCV Alarm Reporter	5.0.0.6
Delta Server service	5.2.24.0
Database Server Supervisor	5.0.5
PC Wallboard	5.0.13.0
Reporting Admin Console	5.0.7.0
Wallboard Server	5.0.15.0
Wallboard Client	5.0.6.0

2 New Features

This release does not contain any new features.

3 Resolved Issues

In the tables below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya IOC; 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.

3.1 Resolved Field Issues in IP Office CCC 5.0.61 software

CQ Number	Description of Issue
CQ35530	Wrong Call Direction when extension connected to S08 module dials out
CQ35688	CCC - Agent Activity Trace – call direction is not translated into Italian
CQ39352	CCC - SMDR - called and dialed numbers incorrect when using Auto Record
CQ39553	Calls Presented graph doesn't update when using a Blind Xfer from an Auto Attendant
CQ39589	CCC - Delta Server stops processing messages
CQ39650	PCA time does not get updated correctly if call was transferred to the HG
CQ39662	System config for Collective Reporting will not show HG until a call is placed to it
CQ39738	Agent status is incorrect in CCV when HG's and agents using "Agent status on no answer"
CQ39754	When running the Incoming Call By Target group report the date and Number of I/C calls overlap
CQ59710	CCC - Assisted transfers from VM being misreported in PC wallboard
CQ59713	CCC - Call waiting getting stuck on PC Wallboard
CQ61363	CCC - Agent incorrectly in "ringing" state when call is parked and new call is presented and then refused.
CQ62039	CCC - Group lost calls double counted if incoming call is dropped during queue message via Centralized VM
CQ63548	Agents getting stuck in wrap-up after holding a transferred call
CQ64189	Incoming Calls By Target Group report the AM & PM time stamps overlap the Incoming Presented figure
CQ64308	Unable to run monthly reports - IE reports "timeout expired"
CQ64328	PRV: SMDR.csv output is out of alignment and has entries in the wrong fields from the User Charge column.
CQ64498	CCC - Drop of Agent Enquiry Call causes Agent to disappear from the CCC Group RTS Screen
CQ64850	CCC - Agents showing as ready in Group Real Time Status when they're disabled in group
CQ64852	CCC - Group list shows group as Ready with zero ready members
CQ64854	CCC – Inc. DDI Summary report shows 2 answered calls for call to group that is transferred within group.
CQ64856	CCC - Agent showing as Ready in all groups despite being in BWU in all groups.
CQ65094	CCC - DDI Response Report run for specific date or date on customer database doesn't show 2nd page
CQ65388	Outgoing Most Common Destination by Group report returns error
CQ65391	CCC - CCV Group List showing agent as Ready whilst they're actually disabled in the group
CQ65691	reports timing out when database is SQL 2005
CQ65897	IP Office system merge request causes incorrect CCC real-time statistics.
CQ65920	CCC - SMDR data produced for Successful call to Extension which Forwards on No Answer is incorrect.
CQ66045	Reporting dialog box - Time is reverted back to AM when selecting report values
CQ66245	Agents showing as BWU instead of Incoming in CCV using DS PB 5.2.19.7
CQ66279	Wallboard Server Display variables Russian translations required.
CQ66322	CCC - When viewing the list of PC Wallboard Display variables - some are not in Russian.

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.

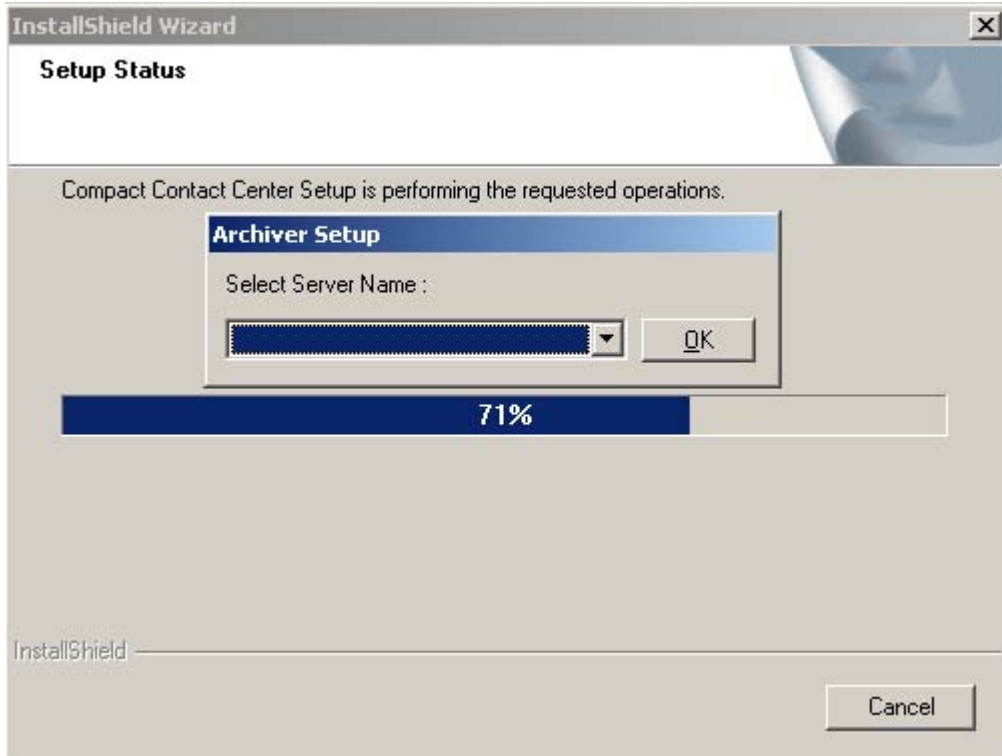
4.2 Upgrade to CCC 5.0.61

Once the relevant files have been backed up it is now possible to upgrade using the 'Repair' option on the CCC 5.0.61 installation CD. This option will update all the installed components whilst retaining all user defined settings, profiles and predefined reports.

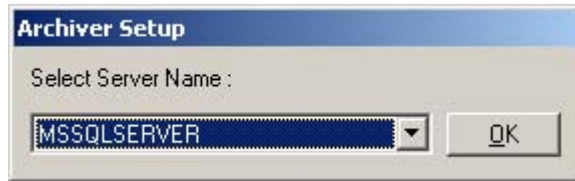
Insert the CCC 5.0.61 CD and run the Setup program to start the server upgrade.

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.

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



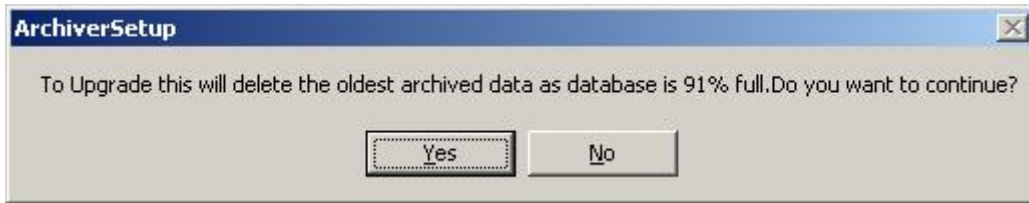
Choose the installed instance of MSDE or SQL server and click OK:



- 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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