



IP Office Technical Bulletin

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Region: Global

Avaya IP Office Compact Contact Center (CCC) v5.0.65 Q2 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Compact Contact Center (CCC) 5.0.65 Q2 2009 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	5.0.0.9
Call Center View	5.0.23.0
CCC User Access	5.0.7.0
CCC Report Server service	5.0.36.0
CCV Alarm Reporter	5.0.0.7
Delta Server service	5.2.26.0
Database Server Supervisor	5.0.6
PC Wallboard	5.0.14.0
Reporting Admin Console	5.0.7.0
Wallboard Server	5.0.16.0
Wallboard Client	5.0.7.0

2 New Features

2.1 Microsoft Internet Explorer 8 Support

Internet Explorer 8 is now supported with this version of Compact Contact Center.

Note: To avoid minor display issues when using Delta Server it is recommended that the browser is configured for “compatibility mode”.

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 5.0.65 software

CQ Number	Description of Issue
CQ39796	1899/12/30 00 date in Delta Server reports after an outbound call is joined to an internal conf call
CQ39813	PC Wallboard shows 2 I/C calls when caller drops
CQ66378	Conference representation in SMDR is inconsistent when an external party is involved
CQ68692	"Incoming Call By Target" reports 2 calls against a group when call is answered by Forwarded number
CQ70801	The number of Hunt Group Calls Waiting displayed on CCV and PC Wallboards is incorrect.
CQ64854	Incoming DDI Summary report shows 2 answered calls for call to group that is transferred within group.
CQ79119	Calls transferred to another agent within group are not shown in DDI summary/Incoming DDI reports
CQ76207	CCC - Incoming Summary DDI Report - unable to enter more than 51 numbers in the DDI Range field

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.

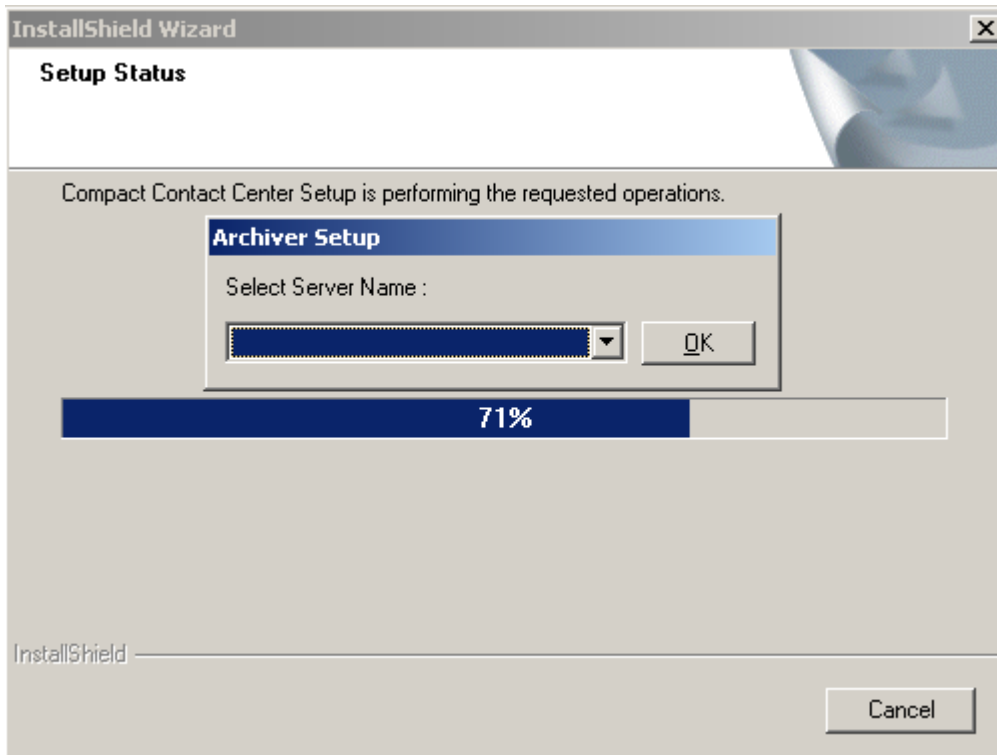
For instructions on how to backup the Archiver database, please follow the procedure documented on page 53 of the CCC v5.0 Installation manual.

4.2 Upgrade to CCC 5.0.65

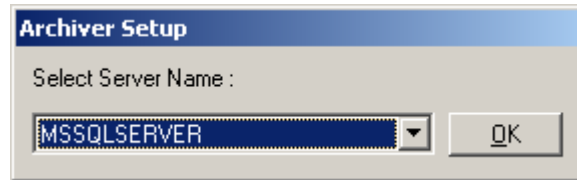
Once the relevant files have been backed up it is now possible to upgrade using the 'Repair' option on the CCC 5.0.65 installation CD. This option will update all the installed components whilst retaining all user defined settings, profiles and predefined reports.

Insert the CCC 5.0.62 CD and run the Setup program to start the server upgrade.

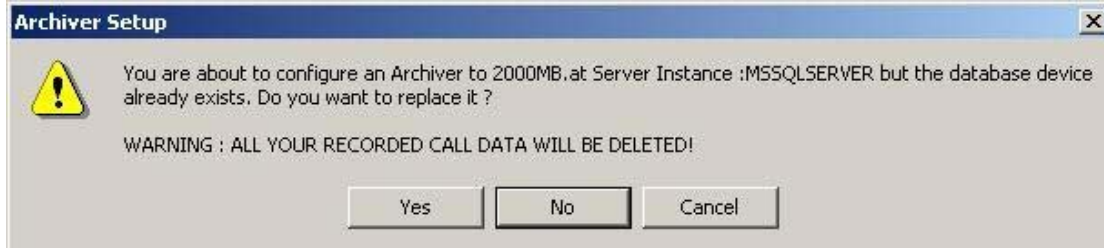
1. At the Welcome screen select the 'Repair' option and then click Next.
2. The installer will detect the previously installed components and automatically select them, click Next to continue.
3. Select the appropriate CCC Reports paper size for your region, click Next to continue.
4. The following screen will ask you to select the named instance of SQL or MSDE installed on the server PC:



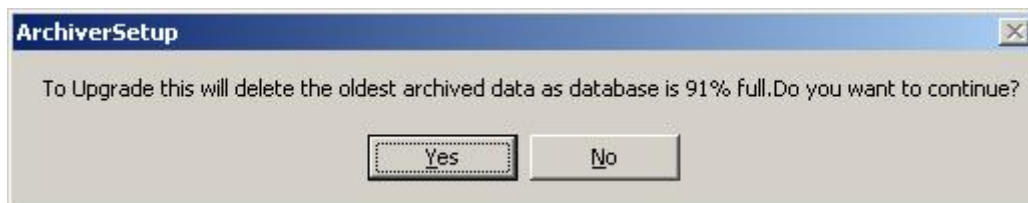
Choose the installed instance of MSDE or SQL server and click OK:



- 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.

Issued by:
Avaya IOC Engineering Field Support
Contact details:-

EMEA/APAC
Tel: +44 1707 392200
Fax: +44 (0) 1707 376933
Email: gsstier4@avaya.com

NA/CALA
Tel: +1 732 852 1955
Fax: +1 732 852 1943
Email: IPONACALAT4@Avaya.com

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