IP Office Technical Bulletin

Bulletin No: 108

Date: 23 July 2009

Region: Global

Avaya IP Office Compact Contact Center (CCC) v5.0.68 Q3 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Compact Contact Center (CCC) 5.0.68 Q3 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	5.0.37.0
CCV Alarm Reporter	5.0.0.7
Delta Server service	5.2.30.0
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

This release does not include 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 5.0.68 software

CQ Number	Description of Issue
CQ39865	CCV and Wallboard shows phantom calls in queue
CQ61470	CCC - CCV and PC Wallboard info for H/G Call Waiting and Incoming Presented calls are not incremented.
CQ76126	CCV -New I/C Presented" variable does not increment when the hunt group is busy
CQ76211	IP Office 4.2.11 - CCC 5.0.61 - Delta Server 5.2.24 - misreporting call waiting
CQ76454	Abandoned Calls are not able to reported on in CCC "ICLID" report using CCC 5.0.61
CQ76687	DID (DDI) Summary Report does not show calls lost when the call is targeted direct to the Agent
CQ39902	Invalid Lost Call reflected in CCV
CQ78881	SMDR called and dialed numbers are different - caused by simultaneous call to number that has ring time=0.
CQ79196	DDI calls direct to agents - Lost calls not shown in report
CQ79900	SMDR does not show the "Dialed" access code, when POT phone redials immediately after clearing previous call
CQ80170	Incoming call to Group and answered by agent. SMDR shows agent and not the group as the "Called" number.

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 5.0.68

Once the relevant files have been backed up it is now possible to upgrade using the 'Repair' option on the CCC 5.0.68 installation CD. This option will update all the installed components whilst retaining all user defined settings, profiles and predefined reports.

Insert the CCC 5.0.68 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:
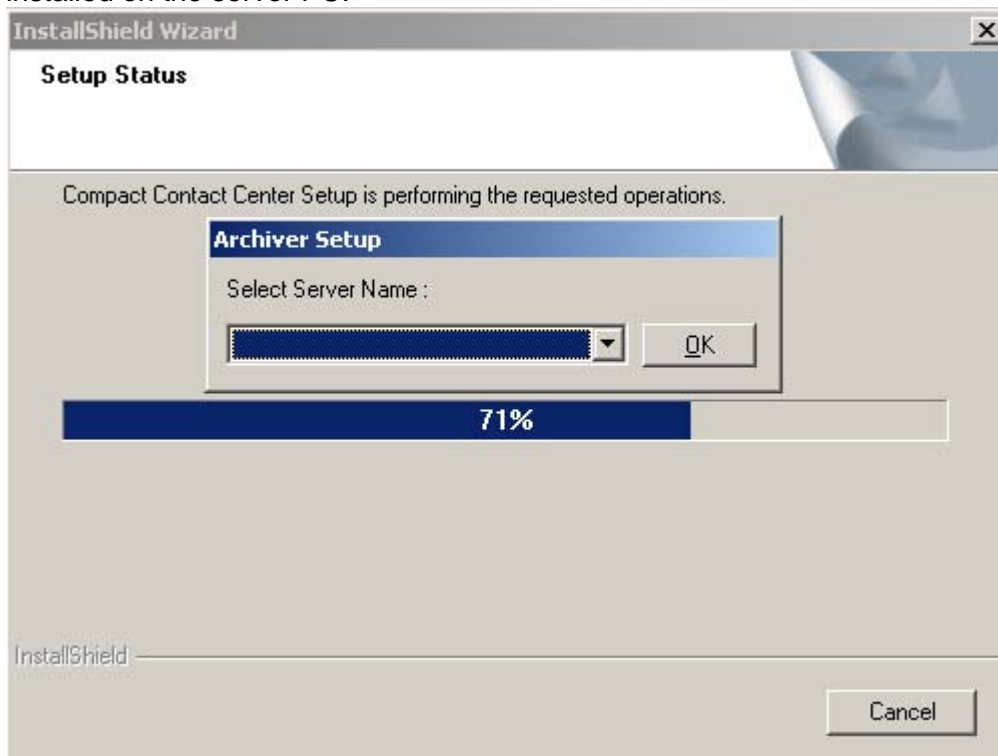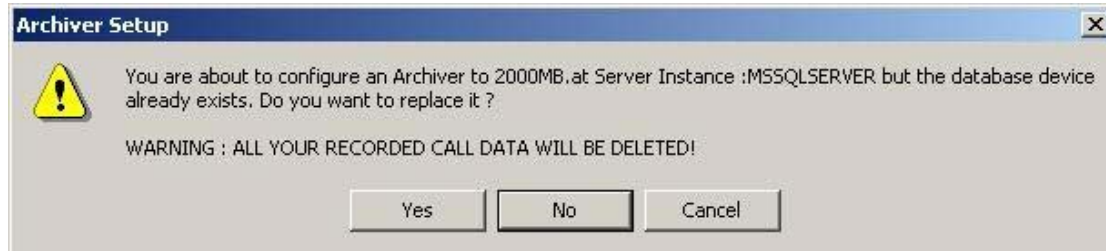
Choose the installed instance of MSDE or SQL server and click OK:
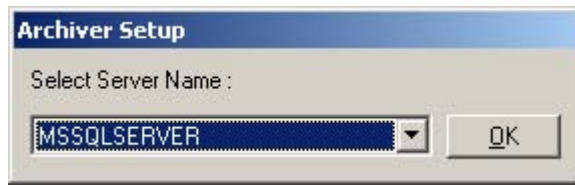
5. When prompted to upgrade the database, click "**NO"** to keep your existing historical call data. This will save you time having to restore your Archiver database backup later.

6.

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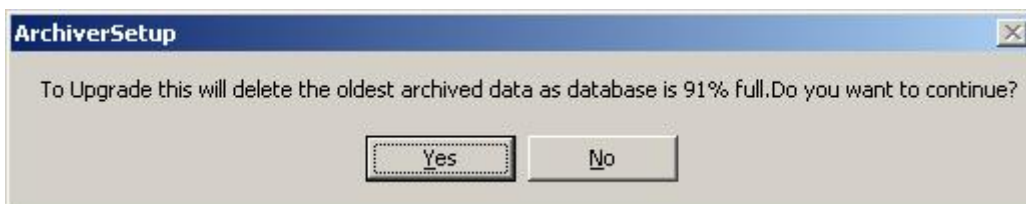
8. The CCC Reporting Admin Console will be displayed. The upgrade will retain the previous data but can be changed at this point if needed, click Next to continue.

9. 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   *NA/CALA*
Tel: +44 1707 392200   *Tel: +1 732 852 1955*
Fax: +44 (0) 1707 376933   *Fax: +1 732 852 1943*
Email: gsstier4@avaya.com   *Email: IPONACALAT4@Avaya.com*

Internet: http://www.avaya.com
© 2009 Avaya Inc. All rights reserved.