



IP Office Technical Bulletin

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Compact Contact Center (CCC) v4.0.40 Maintenance Release

Avaya is please to announce the availability of a maintenance release for IP Office Compact Contact Center (CCC) version 4. This is designed to resolve a number of reported field issues. Avaya recommends CCC installations that are running version 4.0 should be upgraded to this Maintenance Release. This maintenance release can be downloaded from the BusinessPartner portal at the following address:

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

1. Modified Components

This release of Compact Contact Centre v4.0.40 comprises of the following updated components:

Delta Server v4.0.39	PC Wallboard v4.0.36
Call Centre View v4.0.34	Wallboard Server v4.0.35

2. Resolved issues

The following issues were resolved in this release of CCC v4.0:

- Dutch translation fix for Agent Reports
- License information in Delta Server may appear incorrect after IP Office reboot.
- Account codes may not be contained in the SMDR output.
- SMDR output may only contain 4 out of 5 digits for 5-digit extensions.
- Incorrect states may be reported if a Callback Request is made via PC Wallboard.

3. Upgrade instructions

To upgrade to this release it is not necessary to first uninstall the whole CCC installation. The repair function, **run from the CCC v4.0.40 CD**, will upgrade the

necessary components. As a precaution the CCC Archiver database, CCV profiles, Wallboard messages and configuration and Report Scheduler information, should be backed up before the upgrade. Please refer to the CCC System Administration manual for the Archiver backup procedure. After the upgrade it will only be necessary to restore the Report Scheduler list and configuration.

3.1 Backup the CCC user data files

To backup the Report Scheduler information: Navigate to **Import/Export** under **File**. Click **“Export Schedule”** and save the file to the folder you are using for backup. Navigate to **Import/Export** under **File** again and click **“Export Distribution Config”**. Again save the file to the folder you have created for backup.

To backup the CCC user profiles: Explore to **C:\Program Files\Avaya\CCC\CallCentreView** and copy the **Operator** folder to a location you have created as a backup.

To backup the Wallboard information: Explore to **C:\Program Files\Avaya\CCC\WBServer** and copy the following files to your backup folder:

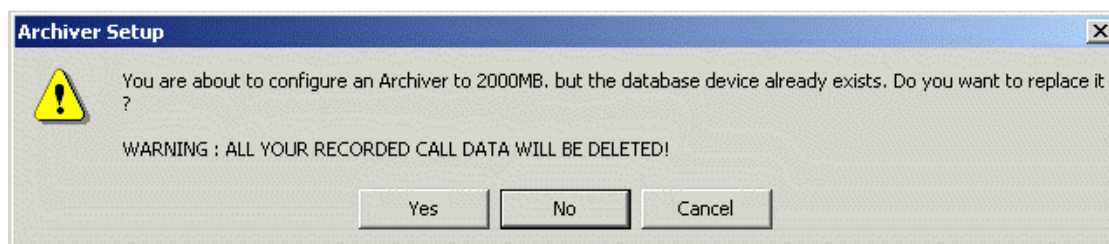
- Aggregatevars.mdb
- Devices.mdb
- Wallbrd.mdb
- Sdxwb.ini

If you are using PC Wallboards then also copy the **Users** folder in the WBServer directory.

3.2 Upgrade CCC Installation

Now that all the required files are backed up the upgrade can commence. Insert the CCC v4.0.40 CD-ROM and start the Setup program from the CD. When the Install wizard has started click the **“Repair”** option and click “next”.

During the upgrade process the following message will appear:



Make sure that you Click **“NO”** as you do not want to overwrite your existing historical call data. This will save you time having to restore your Archiver database backup later. You will then be asked if you wish to overwrite your **Reports Database**. You must make sure click on **“YES”** to make sure that the latest CCC v4 Reports are installed.

Once the upgrade has completed the PC must now be rebooted.

3.3 CCC Configuration check

Once the upgraded CCC Server has been rebooted, check that all the CCC components are now at the correct levels. **Note:** Provided that “No” was selected when asked if the existing Archiver database is to be overwritten, it will not be necessary to restore the Archiver database backup. It will however be necessary to restore the Report Scheduler list and configuration backed up in section 3.1.

Ensure that CCC applications on client PCs are also upgraded to this release.

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