



## IP Office Technical Bulletin

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**Region:** Global

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### **Avaya IP Office Compact Contact Center (CCC) v5.0.33 June Maintenance Release**

Avaya is pleased to announce the availability of the CCC 5.0.33 June maintenance release for IP Office Compact Contact Center (CCC). This is a scheduled maintenance release to address a number of reported field issues.

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

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

#### **1. Modified Components**

This release of Compact Contact Center v5.0.33 comprises the following updated components:

DeltaServerService.exe - 5.0.31  
Archiver - 5.0.0.7  
CallCentreView.exe - 5.0.16  
Report Server service - 5.0.21  
Wallboard Server - 5.0.10  
PC Wallboard - 5.0.9

#### **2. Resolved issues**

The following issues have been addressed in CCC v5.0.33:

<b>CQ Number</b>	<b>Description of Issue</b>
26360	PC Wallboard does not update immediately when logged on in certain scenario
25065	PC Wallboard – No French language Files
24833	Incoming DID Report sequence incorrect - Date/Time
24862	CCC 5.0 Chinese and Korean - Missing Translations
24907	CCCV5 reports appears with 2 columns overlapped in CCC Reporter client
25610	CCC report may generate script error message
25710	Reports may appear with fields overlapped
23862	Date/Time is not in order - Incoming Calls by Target Group

23863	Agent Activity Trace report - direction and activity columns are not aligned correctly
21299	Date and Time format are incorrect within the reports for USA
20335	Monthly Reports not reporting correctly
25739	Agent Activity Report shows a comma in the Pilot Number field
20928	Reports may show incorrect value ranges
19833	CCV captions do not fit on all tabs
25972	CCV can not disable log off time
25113	Delta Server does not always pick up licenses when server is rebooted
24811	CCC reporter may show agents stats w/time of negative 2000 days
26441	CCC Reporting does not always update agent activity at midnight
26806	Pilot Number Calls Waiting does not increment when external call made to an Agent Group
26575	CCV may show Agents as Logged off when they are Logged in
26682	Logged in Hot Desk User doesn't always release License if another User logs in on same device
25974	Calls do always register as a "Call waiting" in CCV
26231	Group Calls Waiting Statistic does not increment when call transferred to group via Voicemail Pro
25835	Unsupervised transfers from VM not shown in CCV as Calls Waiting when Agent Group is Busy
24786	Time on Duty timer may sometimes be incorrect
24230	Unable to log agent off using "Force Agent Status" in CCV
24893	Enabling VRL can corrupt customers CCC database
19595	Selective Groups are not always being updated correctly to CCV
25100	Agents may be displayed as ready in CCV when not in group
25890	No call duration when call answered by VM Pro then transferred off switch via the transfer action
19845	Text does not fit onto tabs (Russian Translation)
24483	Variable: "Number in State: Logged On" missing from certain reports

### 3. Upgrade instructions

If upgrading from a previous release of CCC to v5.0 please refer to the 'Upgrade Procedure' section of the Compact Contact Center (CCC) Installation manual (40DH0002USBG).

#### 3.1 Backup the CCC user data files

To upgrade from an earlier CCC v5.0, 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.

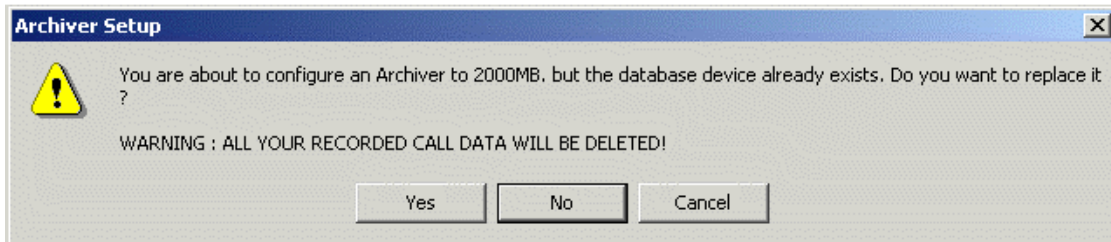
*For instructions on how to backup the Archiver database, please follow the procedure documented on page 53 of the CCC v5.0 Installation manual.*

### 3.2 Upgrade to CCC 5.0.33

Once the relevant files have been backed up it is now supported to upgrade using the 'Repair' option on the CCC 5.0.33 install CD. This option will update all the installed components whilst retaining all user defined settings, profiles and pre-defined reports.

Insert the CCC 5.0.33 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 setup 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. When prompted to upgrade the database, 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.



5. 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.
6. Reboot the CCC Server once the upgrade is complete.

The same procedure may be followed for the Client upgrade using the 'Repair' option at the Welcome screen.

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