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Digital Switching Systems

Call Center Management Information System (CC MIS)

Release Notes

Software Release 3.0 Standard 03.02 May 1995





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About this publication

This document contains installation and upgrade notes, a list of fixes, and a list of known problems with CC MIS Release 3.0.

Related documents

The following Northern Telecom documents contain additional information about CC MIS:

- 297-2671-150 *Call Center MIS System Description*
- 297-2671-545 *Call Center MIS Maintenance and Administration Guide*
- 297-2671-340 *Call Center MIS Supervisor's Guide*
- 297-2671-050 *Call Center MIS Quick Reference Guide*



Chapter 1: Introduction

CC MIS Release 3.0 serves as the release for CC MIS 3.0. This upgrade can be installed on a CC MIS system already running CC MIS 2.0, or can be installed on a new CC MIS system.

Note: To upgrade from CC MIS 1.1 to 3.0 requires upgrading from 1.1 to 2.0, then to 3.0.

Distribution media

CC MIS Release 3.0 distribution media is listed in Table 1-1.

Table 1-1
CC MIS distribution media

Qty	Type	Application	Version
1	3.5" DSHD	CC MIS text-based remote software	3.0
1	3.5" DSHD	CC MIS windows-based remote software	3.0
1	tape, cartridge	CC MIS application installation software	3.0

Upgrade/install procedure

To upgrade software or install software, refer to the procedures documented in NTP 297-2671-545, *DMS ACD CC MIS Maintenance and Administration Guide*. Initial installation of CC MIS Release 3.0 should be performed by system engineers.

Prior to installing the new CC MIS, the new UNIX OS must be installed. The new OS requires an additional 425 MB of space and a minimum of 32 MB RAM. Upgrades from CC MIS 2.0 to 3.0 requires re-configuration and may require several hours of downtime. To upgrade from CC MIS 1.1 to 3.0 requires upgrading from 1.1 to 2.0, then to 3.0.

The enhanced data and statistical collection in CC MIS 3.0 requires more disk space than was required in CC MIS 1.1 or 2.0. Therefore, upgrading to 3.0 may require a hardware upgrade to increase the size of the disk drive.

Special Notes Concerning Release 3.0

New Operating System – CC MIS Release 3.0 requires the installation of the UNIX OS. Refer to the CC MIS Maintenance and Administration Guide, NTP 297–2671–545.

Conversion of Personal Formats – During the upgrade from Release 2 to Release 3 the system will automatically locate any personal report formats that are being used in public report definitions and change these formats to public formats. All report definitions using these personal formats will also be changed to use the new public formats instead.

Following the upgrade, the installation log file will list the personal formats that were converted to public formats.

System Time – The time used by CC MIS is the UNIX time, set on the CC MIS system. Time is no longer dependant on the switch.

Note: UNIX time may drift from switch time. To reset the time, the system must be shutdown, then restarted.

Saving change orders – The saving of change orders has been changed to improve storage, data transfer and readability. Rows which have no new data changes are discarded when a change order is saved since such rows do nothing when executed and take up space on the screen and in the database. This occurs in the new version of Windows load management (Config). The Release 2 versions of the Windows interface saved all rows whether they had changes or not.

Connecting ascii terminals – If you use TTY02 or TTY03 to connect a dumb terminal, you need to use line drivers or null modems.

Miscellaneous Changes in Release 3.0

Getting Started Guide – The new CC MIS Getting Started Guide (Quick Start with CC MIS) NTP 297–2671–175 is being shipped with the CC MIS Release 3.0. This guide is intended for user's new to the CC MIS product. This guide contains a quick reference card. A complete COLOR version of this guide is available at an additional cost.

Multiple Tenant Partitions – CC MIS is now installed on partitions. Up to 16 partitions can be defined per CC MIS mode. Partitions allow for multiple tenants and multiple operating modes for CC MIS. Refer to the CC MIS Maintenance and Administration Guide, NTP 297–2671–545.

Note: Partitions must be defined in the exact order specified in the NTPs. The average time to create a partition is between 5–15 minutes.

Changes in Configuration Control – The Configuration Control portion of the Windows interface has been updated to display screens in Windows format rather than in Text Emulation windows. Refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Configuration Updates – Configuration updates are now performed through the Maintenance interface. (In previous releases of CC MIS they were performed in the Supervisor interface.) Refer to the CC MIS Maintenance and Administration Guide, NTP 297–2671–545.

Permanent Agent Detail Window – A new software option has been introduced that allows the user to permanently display an Agent Detail window containing graphical agent detail statistics. This feature is available in the Windows version of CC MIS. Refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Enhanced Agent Status Window – The Agent Status windows have been enhanced in the following functionality: Waiting, Call Duration timers, and Login time preferences. Refer to the CC MIS Supervisor's Guide, NTP 297–2671–340.

Maintenance Guide (NTP 297-2671-545) – The Maintenance interface has been revised for Release 3.0 to accommodate multiple tenant partitions and additional features. Subsequently, the Maintenance Guide has been reorganized to reflect these changes. Particular attention should be given to Chapter 6 (System Configuration), Chapter 7 (Partitions), Chapter 9 (Configuration Updates) and Chapter 10 (Software Upgrades).

Supplemental DN Pegging – The ability to track calls of supplementary DNs has been added in Release 3.0. This allows calls to be tracked by both the primary and secondary DNs.

Avg Not Rdy Formula – The average Not Ready formula has changed from:

$$\frac{\text{Total Not Ready Time}}{\text{Calls Answered}}$$

to:

$$\frac{\text{Total Not Ready Time}}{\text{Number of Not Ready Activations}}$$

This change causes the reports run in 3.0 on 2.0 data for average not ready time to be starred out (“***”) because the number of not ready activations is set to zero on all of the converted records. This occurs in the ACD-Group Performance Report.

Support for 2 GB hard drive – This release of CC MIS supports the use of a 2 GB hard drive (after new OS is installed).

Parallel Printer Port – The maintenance printer can now be connected to the VME using the parallel port.

Disk Mirroring – The disk mirroring feature is now implemented using a RAID hardware solution.

Chapter 2: List of fixes and replies

The following table contains a list of fixes for CC MIS Release 3.0 (Some of these fixes listed below were first implemented in the CC MIS Maintenance Release 2.1.0 and therefore are fixed in Release 3.0).

The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-1
List of fixes

CSR #	Title	Explanation
NF50126	No warning upon UPS power failure.	Updated the UPS interface software (ASAP).
NF50128	Write protect not detected.	Modified tape error message in backup to indicate that the tape may be write-protected.
NF50129	No date in backup or restore logs.	Added date stamp to the backup and restore logs.
NF50130	No test message at printer.	Test message to printer from Test I/O Ports was not getting flushed out until next job printed. Changed code to output a form feed after the test message.
NF50133	Table IBNRTE displays incorrectly.	Duplicate of BX65195.
NF50134	Table OFRT displays incorrectly.	Duplicate of BX65195.
NL41905	Wrong weekly & monthly totals.	Fixed Stsmgr to calculate active time correctly when a position is moved between the time a call is presented to that position and the call is answered.
-continued-		

2-2 List of fixes

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
NR50499	Partition configuration has no exit & save.	Added a verification prompt when the name field is changed. Did not add a save and exit command as changes to in this screen must take place when they are entered.
NV40463	Route change order failure.	Changed the CC MIS Release 1 to CC MIS Release 2 upgrade to include the Change Network Targets table.
UJ500009	If an ACD group name is deleted, the group name is still displayed until a configuration update is run.	Changed code to remove names for ACD groups that have been deleted.
UT402028	Cannot view or print agent statistics for numeric names.	Changed the report definition area to allow numeric names for ACD groups.
UT407866	custom queue formula is not giving correct statistics.	Changed formula calculations to correctly calculate negative numbers.
UT408632	Audio table shows all audio routes.	Changed link code to look for a null list for audio groups.
UT408668	When all agents are moved out of a subgroup, the supervisor cannot move any agents into that subgroup.	Fixed so that supervisor can move agents into an empty subgroup.
UT409959	Can't delete groups with a 0 dn.	Changed code so that the false 0 dn does not show on display.
UT410312	Intermittently customer is getting query engine failure.	Changed code to fix race condition.
UT410351	Error when upgrading 1.1 to 2.0.3.	Changed code to kill lp_winrequest to provide new version from tape.
UT410353	Error on disk calc during upgrade.	Fixed upgrade to reflect correct disk calculation parameters stored by release 1.
UT410354	System description for attached reports is wrong.	Changed code so 100 reports can be attached to a schedule.
UT410355	Time and date format is inconsistent on reports.	Changed code to provide consistent time and date format for reports.
UT410650	Underscore appears in group name.	The tool that caused this error is not used with Release 3.0.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UT410651	Underscore appears in agent name.	The tool that caused this error is not used with Release 3.0.
UT410686	Agents available when displayed to wallboard.	Changed code to reflect correct number in agents available when displayed to wallboard.
UT410756	Agent status doesn't display correctly.	Technical bulletin issued. Changed code to allow agent status to display correctly.
UT411365	Scheduled reports quit printing on Epson printer.	Duplicate of UT411464.
UT411464	Windows remote stops printing.	Changed to accept large amounts of data for printing.
UT411519	Query Engine failure.	Changed code to perform range checking on DN's (failure was caused by an invalid DN).
UT412197	Customer can't change wallboard message.	Modified configuration control to kill all wallboard processes if a wallboard configuration change is made. Wallboard processes will be restarted automatically and the messages can be changed.
UT412216	Overflow statistics report reflect different data.	Changed code to include all TOF calls from the call answered TOF.
UT412266	Unable to print multiple copies of report on Windows PC.	Changed code to allow printing of multiple copies (with only one banner page).
UT412318	Cannot send new message to wallboard.	Changed code to kill wallboards when configuration changed in order to get new messages to appear.
UT412491	Database errors (w_acddn table)	Changed AGE code to correctly calculate when a table is full.
UT412940	Walkaway reports not accurate.	Fixed code to handle walkaways that cross interval boundaries.
UT500411	Walkaway report discrepancy.	Duplicate of UT412940.
UT500577	CC MIS would not start; missing pipe.	Changed code to create pipe if it is missing.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UT500949	Unable to pull event logs after 1900.	Fixed report generator to print agent event logs after 6 pm CST.
UT501261	Daylight savings time changes at wrong time	Fixed winserver process to handle long form for time zone specification (need for U.K.).
UV400260	The total duration field for a LOB by agent report will overflow (and be interpreted as a negative number) if the total call duration exceeds nine hours.	Changed code to allow call duration to exceed nine hours. (Increased 2 byte fields to 4 bytes.)
UV400268	Multi-Stage Queue cannot be changed with config.	Changed code to process MSQ thresholds before the MSQ type.
UV50027	Application error – Out of Memory – occurred and CC MIS shutdown.	Changed code to reduce the number of memory requests made, as well as the total memory used, by the CC MIS Windows interface. Note: It is still possible for Windows interface to run out of memory if other applications are being used.
UV50028	Status line clock not displayed.	Changed code to display the status line clock properly.
UV50029	Input focus lost after opening two Configuration windows.	Changed code to fix focus problem.
UV50030	Unable to send wallboard messages.	Unable to create the same problems identified by customer. Changed code to solve related problems associated with sending wallboard messages.
UV50031	Spectrum categories are incorrect for monthly and weekly reports.	Changed code used for querying for data on weekly and monthly reports.
UV50032	The <i>Save to Wallboards</i> option is grayed after changes.	Changed code to prevent the graying of the <i>Save to Wallboards</i> option.
UV50042	Num Answer After Thresh (24 hr) display statistic differs from historical.	Changed code to correct the historical statistics.
UV50044	Supervisors logged out trying to open Report Definition.	Changed code to prevent log-off.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UV500094	Wallboard message definition variable.	Added wallboard messages to conversion process to convert formulas which changed from CC MIS Release 2.0 to 3.0.
UV500095	ACD groups outside scope appear on reports.	The selection process for Overflow records where the statistics group is destination ACD group has been changed to select only records for which the destination ACD group from the Overflow record is in scope.
UV500096	Service level highlights incorrectly on Queue Stats screen.	The Winserver process was corrected to access the correct threshold.
UV500097	Some fields in Config screen do not have scroll bars.	Fixed so that fields have scroll bars as needed.
UV500098	ACD Call Duration on Agent Status screen incorrect.	Fixed so that positions which are added to the visible display by scrolling will show the correct status information.
UV500102	HDB upgrade script doesn't return appropriate error.	The input routine was fixed to prompt the user again if the user enters invalid input.
UV500103	HDB upgrade2to3 script doesn't display correct error.	The error message was reworded to <i>tape drive in use or unavailable</i> .
UV500104	Patch level drops back from 3.0.1 to 3.0.	Changed the system to use the patch level release number instead of the base release number.
UV500106	Subgroup pull down menu has no scroll bar.	Added scroll bar.
UV500109	ACD-DN reports by name displays the DN number.	Corrected the reports to use the DN name.
UV500110	Dial-up modem hung after a disconnect.	Corrected the port definition so that a hangup is detected.
UV500111	Enabling partition backup prompts shutdown of partitions.	Changed the Partition Options screen to only prompt for partition shutdown/restart if certain options are changed.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UV500112	Cursor position not consistent while opening schedules.	Cursor position not consistent while opening schedules Modified Display to position the cursor at the current change order when opening schedules.
UV500114	Help text for agent detail window lacks information.	Modified help text to include permanent window information when agent detail window is requested.
UV500116	Graphical report need reasonable default screen size.	Increased default size for graphical report.
UV500118	Number of QOF call pegs incorrectly.	Changed code to peg TOF calls that have been abandoned (was pegging against QOF).
UV500119	Field delete input focus is on ok button.	Changed WCCMIS initial focus.
UV500120	Config Control overflow targets repaints.	Fixed to only re-paint the portion of the window that changed.
UV500121	Main WCCMIS icon not shown when iconified.	Fixed so that icons should always be available for display.
UV500123	Segmentation violation on link loss.	Fixed code so that segmentation violation will not occur on link loss, CC MIS startup/shutdown, Dmslink/Dmssim dying/restart, WCCMIS start/exit.
UV500124	Missing keyboard equivalent in save as window.	Added keyboard shortcut for New button in the Save As windows.
UV500125	Some 0 DN statistics are reported in reports.	Changed Dmslink to discard all messages containing primary ACD-DNs that have zero digits (which is what the switch sends to distinguish a non-datafilled DN).
UV500127	Highlighting and scrolling problem in Config Control.	Changed WCCMIS to redraw uncovered portions of the window immediately instead of waiting for the user to release the mouse button.
UV500128	Reporting on ACDGRP names with 16 characters.	Fixed Query to sort ACD-GRP names correctly, including 16 character names.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UV500129	Edit-Insert in Config Control should grayed.	Changed WCCMIS to gray the OK button if there are no more keys to insert.
UV500130	Session timeout and supervisor logged out.	Optimized the Configuration Control Edit/Insert code and extended the link timeout.
UV500131	Cursor not positioned properly in config.	Modified code to position cursor correctly when deleting rows in Configuration Control.
UV500133	Check mark overlaps text in Config Change Order.	This problem occurred when running WCCMIS in low resolution mode. Modified the code to display correctly.
UV500138	Open report parameter does not default.	Changed code to switch focus to the name field before displaying the open dialog.
UV500139	ACD GRP by LOB Average Talk Time had negative time.	The call showing the negative number was up for over 17 hours. Increased the field size to be able to handle a call of this length without overflowing (and appearing as a negative number).
UV500140	Nightly backup failed.	Fixed Barmgr to be in the correct initial state before the Backup screen or Restore screen is accessed.
UV500144	Help text lacking in Agent Status display.	Modified help text to correct number of items and added information for the login and hold time items.
UV500145	ACD-DN names with 16 char are printed wrong.	Fixed Rptgen to correctly handle ACD-DN names with 16 characters.
UV500146	Format field blank in open report parameter.	This problem occurred if a private report was saved as a public report and then modified by another supervisor. The save has been modified to not allow a private report to be saved as a public report.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UV500151	ACD-DN field does not allow DN name in reports.	Modified Windows Report Parameter definition to accept the ACD-DN name or number in the ACD-DN field.
UV500152	Text Config Control display DN instead of DN name.	Modified to use ACD-DN name if one has been specified and the user preferences indicate that the name is preferred.
UV500153	Proper errors not returned in Config Network Target.	Modified WCCMIS to not allow the user to enter ACD Group targets.
UV500154	Service order info not sent correctly.	Modified code to handle a value of 255 for the service option (the switch sends this code to indicate the service option is not set, but this is not documented).
UV500155	Multiple appearance of same short-cut key.	Changed short-cut key for Login ID in the Supervisor Definition screen so that it is unique.
UV500156	Options in supervisor screen not handled.	Modified code so that Language option short-cut key is disabled if the Language option is disabled.
UV500157	Cancel dialog does not work in windows.	Removed the Cancel button from all Save Status dialogs.
UV500158	Service order help information (in Configuration Control) needs to be changed.	Information has been updated in both Help and documentation.
UV500159	Config ACD-DN name field blinks while entering data.	Modified WCCMIS to clear the input window whenever different cells are selected. The blinking problem is due to the way Windows works, and cannot be fixed.
UV500160	Input focus does not move with the cursor.	Modified WCCMIS so that focus moves with the cursor in Configuration Control.
UV500161	Change Order screen defaults to wrong screen.	Modified opening a change order to default to the screen associated with the first "active" configuration area in the change order.
-continued-		

Table 2-1 (continued)
List of fixes

CSR #	Title	Explanation
UV500163	Change Orders are detached from schedule.	Fixed WCCMIS to not detach a change order from a schedule if the change order is modified.
UV500164	Input focus are lost in the configuration.	Modified WCCMIS to not lose focus if Alt-Tab is used to go back to the configuration screen.
UV500165	Configuration Control screens has no keyboard controls.	Using the tab key will now properly cycle the input focus between all the fields in Configuration Control.
-end-		

CSR Replies

The following table contains a list of replies to CSRs opened against the CC MIS software.

Table 2-2
List of Replies

CSR #	Title and Reply
BI15255	<p><i>Title:</i> An agent report for over 600 agents with 20,000 calls per hour for one day by interval takes 50 minutes to run. This problem has been reported to Unify Corp and is under investigation.</p> <p><i>Reply:</i> The historical data database in CC MIS Release 3 is no longer a Unify database. Therefore, this problem does not apply to CC MIS Release 3.</p>
BI22153	<p><i>Title:</i> Number of outstanding configuration requests drops to zero (when a second request is completed) if an ad hoc configuration update has been run and another ad hoc load management request is issued.</p> <p><i>Reply:</i> Does not apply to CC MIS Release 3.0.</p>
BI22169	<p><i>Title:</i> Time format when using am/pm in the transaction log is invalid for the hours: 10, 11, and 12.</p> <p><i>Reply:</i> This problem is not present in CC MIS Release 3.</p>
BI22231	<p><i>Title:</i> Printing graphic to system printer prints blank graph.</p> <p><i>Reply:</i> The stacked line graphs in CC MIS are actually stacked areas. Per Graftsman, a stacked area cannot have just one point on the X-axis.</p>
BI22503	<p><i>Title:</i> CCMIS is not usable after Config data Restore.</p> <p><i>Reply:</i> An invalid configuration was restored (this was a test system).</p>
-continued-	

Table 2-2
List of Replies

CSR #	Title and Reply
BX65813	<p><i>Title:</i> DMSSIM RAN Call Answer/Release causes agent timer error.</p> <p><i>Reply:</i> The problem also occurs with the switch, not just the simulator. If an agent state changes to another state and back within 1 second, the WCCMIS timers will not see the intermediate state change. This cannot be fixed without breaking other timers</p>
NF40466	<p><i>Title:</i> X.25 Status shows discrepancy.</p> <p><i>Reply:</i> Unable to reproduce in Release 3.0.</p>
NF50127	<p><i>Title:</i> Maintenance terminal locked up.</p> <p><i>Reply:</i> User reported that maintenance terminal locked up when attempting to access Connection Parameters from Configuration Options. Could not reproduce.</p>
NF50132	<p><i>Title:</i> Remote login keyboard mapping</p> <p><i>Reply:</i> Since the information for keyboard mapping is specific to each emulation package, refer to the documentation for the emulation package in question for its keyboard mapping.</p>
NF50135	<p><i>Title:</i> CCMIS: Agent Hold Time not displayed.</p> <p><i>Reply:</i> This problem is an RFF for the OSAP software. It is not sending a hold message, so CC MIS cannot update its timers.</p>
UJ500008	<p><i>Title:</i> Scope function does not work correctly</p> <p><i>Reply:</i> The scenario described within the CSR violates a specific restriction in the scope feature.</p>
UJ500010	<p><i>Title:</i> Error message from WCCMIS.</p> <p><i>Reply:</i> Unable to reproduce in Release 3.0.</p>
UJ500067	<p><i>Title:</i> CC MIS: system was down due to power failure.</p> <p><i>Reply:</i> The logs did not indicate that the problem was software related.</p>
-continued-	

Table 2-2
List of Replies

CSR #	Title and Reply
UT410405	<p><i>Title:</i> Problems with overflow reports</p> <p><i>Reply:</i> This works as designed. It appears that the source group has overflow routes that end at the destination group. The source group may not be in the same pool but because it is the same DMS it is not considered a new call into the destination group.</p>
UT410546	<p><i>Title:</i> Unable to change message on wallboard display.</p> <p><i>Reply:</i> Unable to reproduce.</p>
UT410650	<p><i>Title:</i> Underscore appears in the group name</p> <p><i>Reply:</i> The tool which caused this problem does not exist in CC MIS 3.0.</p>
UT410651	<p><i>Title:</i> Underscore appears in agent name.</p> <p><i>Reply:</i> Duplicate of UT410650.</p>
UT411205	<p><i>Title:</i> Agent sets walkaway on ACD set, then agent shows forced.</p> <p><i>Reply:</i> Unable to reproduce.</p>
UT412797	<p><i>Title:</i> After running a configuration update, agent/supervisors in the not ready state are shown in CC MIS as being the wait state.</p> <p><i>Reply:</i> This configuration update problem was eliminated and does not occur in Release 3.0 as result of the code restructuring for handling historical and real-time statistics.</p>
UT50184	<p><i>Title:</i> Agent Status/Duration errors on CCMIS.</p> <p><i>Reply:</i> Does not occur in CC MIS 3.0.</p>
UV400052	<p><i>Title:</i> Windows interface – opening agent status.</p> <p><i>Reply:</i> Unable to reproduce in Release 3.0.</p>
UV500091	<p><i>Title:</i> Format of disk failed during OS install</p> <p><i>Reply:</i> Failure was caused by VO customer having wrong OS tape. The CSC will provide the OS tape for regular customers upgrading to CC MIS 3.0.</p>
-continued-	

Table 2-2
List of Replies

CSR #	Title and Reply
UV500092	<p><i>Title:</i> Wallboard send to wallboard screen shows characters on the wallboard names</p> <p><i>Reply:</i> It was reported that the wallboard messages had been converted by the conversion from CC MIS 2.0 to CC MIS 3.0. However, an inspection of the CC MIS 2.0 backup tape showed that the messages were corrupt before the conversion.</p>
UV500099	<p><i>Title:</i> WCCMIS crashes when using Windows Alt-Tab.</p> <p><i>Reply:</i> Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.</p>
UV500100	<p><i>Title:</i> Stats stopped collecting data after 12:00 noon.</p> <p><i>Reply:</i> Based on the data, the statistics stopped collecting at different non-interval times. This problem could not be reproduced.</p>
UV500101	<p><i>Title:</i> Historical database conversion failed.</p> <p><i>Reply:</i> Problem fixed by BX57955.</p>
UV500105	<p><i>Title:</i> Blank position IDs on insert.</p> <p><i>Reply:</i> Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.</p>
UV500107	<p><i>Title:</i> Time frame is specified by day as 0..-13</p> <p><i>Reply:</i> Unable to reproduce. Received an error message when "0..-13" was entered for the time frame on both Windows and text.</p>
UV500109	<p><i>Title:</i> File open status should be replaced w/hour glass.</p> <p><i>Reply:</i> The informational windows that pop up are used to receive data from the host,. A significant re-write would be required to change this behavior and there is no functionality enhancement.</p>
-continued-	

Table 2-2
List of Replies

CSR #	Title and Reply
UV500113	<p><i>Title:</i> Opening report definition comes up blank.</p> <p><i>Reply:</i> Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.</p>
UV500115	<p><i>Title:</i> Agent detail still redrawn after count goes to 9999</p> <p><i>Reply:</i> Adding a check to only repaint the status box if it is less than 9999 and it has not been covered up will increase the amount of flickering seen by the user.</p>
UV500117	<p><i>Title:</i> Agent detail window should have resize corners removed</p> <p><i>Reply:</i> The border that is needed for this window has resize corners that cannot be removed.</p>
UV500122	<p><i>Title:</i> WCCMIS memory leak lockup windows application.</p> <p><i>Reply:</i> Problem already solved by BK25816.</p>
UV500126	<p><i>Title:</i> Exiting CCMIS causes segmentation violation.</p> <p><i>Reply:</i> Problem already solved by UV500123.</p>
UV500136	<p><i>Title:</i> Edit Insert screen flicker when scrolled.</p> <p><i>Reply:</i> This problem is inherent in Windows and will occur in any Windows program when scrolling through a listbox which has a large number (hundreds) of items.</p>
UV500137	<p><i>Title:</i> Wrong message issued on login to WCCMIS.</p> <p><i>Reply:</i> Unable to reproduce in the lab or at the customer site.</p>
UV500143	<p><i>Title:</i> Report/formula labels are incorrect.</p> <p><i>Reply:</i> This request is an RFF.</p>
UV500147	<p><i>Title:</i> Report parameter allows user to highlight multiple reports</p> <p><i>Reply:</i> Duplicate of BX63035.</p>
-end-	

Documentation Fixes

The following table contains a list of fixes and replies to CSRs opened against the CC MIS documentation.

Table 2-3
Documentation fixes

CSR #	Title and Reply
NF50131	<i>Title:</i> Changing data storage parameters does not shut down the system. <i>Reply:</i> Removed shutdown note and references from documentation.
UT50452	<i>Title:</i> RT-100 Conversion Guide needs to be updated. <i>Reply:</i> Information not available at this time.
UV500142	<i>Title:</i> Error in Supervisor's Guide. <i>Reply:</i> Information regarding TOF calls has been corrected.
-end-	

2-16 List of fixes

Chapter 3: Known problems

The following table contains a list of known problems with CC MIS Release 3.0 as of May, 1995.

Table 3-1
Known Problems

CSR #	Description
NF50136	PC print manager occasionally locks up queue when scheduled reports are downloaded for printing to the remote printer.
NF50138	Graphical reports do not output to printer when no data is available.
NF50139	Incorrect version of software displayed in the install log after upgrade.
UV50026	File open error of preview parameters when attempting to monitor another supervisor's preview report. A blank screen is displayed.
UV50033	View windows in the Windows Load Management do not have a keyboard interface implemented.
UV500162	Occasionally, unable to open a saved Change Order after making changes. (The user can work around this problem by deleting the corrupted change order and then re-creating it.)
-end-	

Digital Switching Systems

Call Center Management Information System (CC MIS)

Release Notes

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