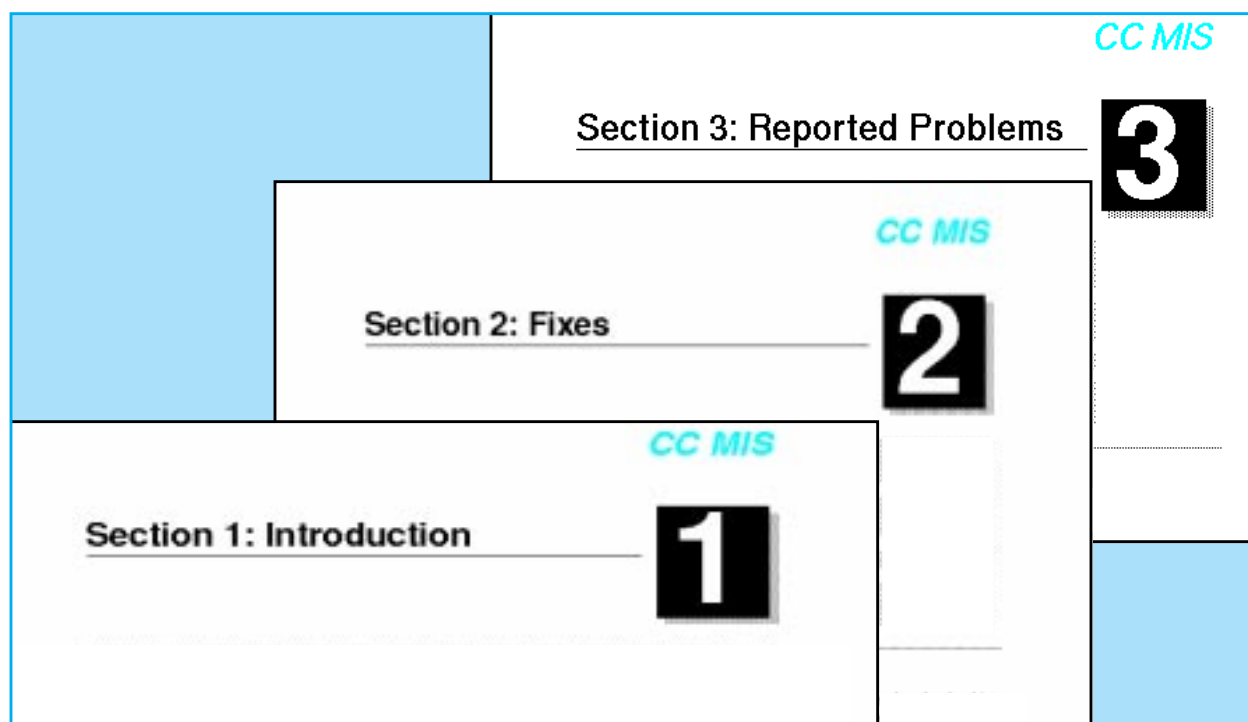


CC MIS Release Notes

Standard 297-2671-211.03.10



CC MIS Release Notes

Call Center Management Information System

CC MIS Release 3.3

NTP: 297-2671-211.03.10

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About this Guide

This guide serves as the standard version of the Release Notes for CC MIS Release 3.3 (NTP 297-2671-211). This guide should be used in conjunction with other NTPs that were issued in support of CC MIS Release 3.2.

References

The following Northern Telecom documents contain additional information to supplement this document. For more information on CC MIS, refer to the following Northern Telecom Publications (NTP):

Maintenance (Host) NTPs:

- Call Center MIS System Description (NTP 297-2671-150)
- Call Center MIS Release Notes (NTP 297-2671-211)
- Call Center MIS Maintenance and Administration Guide (NTP 297-2671-545)

Supervisor Interface NTPs:

- Call Center MIS Getting Started (Quick Start) Guide (NTP 297-2671-175)
- Call Center MIS Supervisor's Guide (NTP 297-2671-340)
- Call Center MIS System Administrator User's Guide (NTP 297-2671-345)
- Call Center MIS Supervisor's Quick Reference Guide (For TEXT Interface) (NTP 297-2671-050)
- Call Center MIS Release Notes (NTP 297-2671-211)

Section 1: Introduction



CC MIS Release

3.3

Type of Release

CC MIS Release 3.3 serves as the fourth Maintenance Release for CC MIS 3.0. This upgrade can be installed on a CC MIS system already running CC MIS 2.x, 3.x, or can be installed on a new CC MIS system.



To upgrade from CC MIS 1.1 to 3.3 requires upgrading from 1.1 to 2.x, then to 3.3.

The enhanced data and statistical collection in CC MIS 3.3 requires more disk space than was required in CC MIS 1.1 or 2.0. Therefore, upgrading to 3.3 may require a hardware upgrade to increase the size of the disk drive.

This release contains the French Canadian support as well as fixes for various problems which were considered non-gating for the CC MIS 3.0 and 3.1 loads or were discovered since the release of the CC MIS 3.2 load.

Physical Media

This release is identified as follows:.

Table 1: Distribution Media

(Quan.)/Type	Application	Version
(1)3 1/2 DSHD	CC MIS Text-Based Remote Software	3.3
(1)3 1/2 DSHD	CC MIS Windows-Based Remote Software Windows	3.3
(1) TAPE	CC MIS Application Installation Tape	3.3
(3) 3 1/2 DSHD	Win32s Operating System Extension for Windows 3.1/3.11	1.3c



Customers upgrading from 2.x to 3.3 and new 3.3 installations will also receive the new OS tape for SVR4 NTOS 2.x.

Win32s Installation (for Supervisor PCs)

Supervisors running Windows 3.1 or 3.11 must install the Win32s extension prior to installing CC MIS Release 3.3 if it has not already been installed as part of installing CC MIS Release 3.2.

Win32s is shipped on three diskettes. Use the steps below to install the Win32s extension:

1. At the PC, access the Program Manager screen in Windows.
2. Put the Win32s diskette #1 in the floppy disk drive.
3. Use the following sequence to access the run command window:

File/Run

At the command box, enter <drive>:setup where <drive> is the drive letter of the drive containing the Win32s floppy.

4. Follow the program instructions to complete the installation, inserting ... the remaining two diskettes when prompted.

Installation

To upgrade software or install software, refer to the procedures documented in NTP 297-2671-545, CC MIS Maintenance and Administration Guide. Initial installation of CC MIS Release 3.3 on a new system should be performed by system engineers.

Prior to installing the new CC MIS, the new UNIX OS must be installed (except when upgrading from Rel 3.x to 3.3). The new OS requires 460 Mbytes of space and a minimum of 32 MB RAM. Upgrades from CC MIS 2.x to 3.3 requires re-configuration and may require several hours of downtime.

To upgrade from CC MIS 1.1 to 3.3 requires upgrading from 1.1 to 2.x, then to 3.2.

Additional installation procedures for 3.3

Release 3.2 supported the distribution of both the O/S and CC MIS on DAT tape. This enhancement may affect procedures in the Maintenance and Administration Guide, NTP 297-2671-545. Therefore, the additional information needed is provided below:

NTOS installation procedure

The command to boot from DAT is "bo 0 50 COREunix" instead of "bo 0 40 COREunix" for the QIC-150. This assumes that the DAT tape drive will continue to be installed at SCSI address 5.

Also, if the target machine includes both a DAT and a cartridge tape drive then an additional prompt will appear during the installation procedure to ascertain which tape drive contains the NTOS installation tape.

This prompt appears after the line:

```
***> Scanning system for installed hard drives...
```

The prompt appears as shown below:

INSTALL has determined that this system has both a **CARTRIDGE** and a **DAT** tape drive. You must select the tape drive which contains the O/S installation tape as follows:

- c - Selects the **CARTRIDGE** tape drive.
- d - Selects the **DAT** tape drive.

---> Which tape drive contains the O/S install tape?



This prompt does not appear if there is only one tape device in the system.

New installation procedure

Assuming that DAT tape drives will continue to be configured at SCSI address 5, the command for loading the CC MIS installation tape for a brand new installation may change depending on the installation media. The media-dependent commands are shown below.

For loading from QIC-150 cartridge, use the command:

```
cpio - iBcdmu </dev/rmt/m187_c0d4 (on MVME187 systems)
cpio - iBcdmu </dev/rmt/m197_c0d4 (on MVME197 systems)
```

For loading from DAT, use the command:

```
cpio - iBcdmu </dev/rmt/m187_c0d5 (on MVME187 systems)
cpio - iBcdmu </dev/rmt/m197_c0d5 (on MVME197 systems)
```

Upgrade from 3.3 to another release of 3.3 or later

On systems containing only a single tape drive there is no change. Systems containing both drives will include an additional prompt during the upgrade procedure to ascertain the type of media containing the upgrade. This new prompt appears just before the line which reads:

Extracting files from tape...

The contents of this new prompt are shown below:

This system has both a cartridge and a DAT tape drive. The cartridge tape drive is the larger of the two. Please select the tape drive that contains the CC MIS software upgrade as follows:

c - Selects the CARTRIDGE tape drive.

d - Selects the DAT tape drive.

Upgrade CC MIS from which drive? (cartridge/dat)

Special Notes Concerning CC MIS Release 3

The following information applies to CC MIS Software Release 3.

Additional disk space - The enhanced data and statistical collection in CC MIS Release 3 requires more disk space than was required in CC MIS 1.1 or 2.x. Therefore, upgrading from 1.x or 2.x to 3.1 may require a hardware upgrade to increase the size of the disk drive.

Automating CC MIS - Supervisors with expertise in PCs who wish to automate the startup of CC MIS in Windows can highlight the CC MIS icon in the Windows Program Manager window and select File / Copy. In the Copy Program Item box, at the To Group field, select the StartUp option from the drop down menu and click OK. This action causes CC MIS to start and display the Main window for login when Windows is started. [These instructions are only for the Microsoft Windows Program Manager. Similar capabilities may exist for other program managers.]



To automate the startup of Windows, you must add the win command to your autoexec.bat file.

New Operating System - CC MIS Release 3 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 dependent on the switch.



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 (in both Windows and Text) has been changed to improve storage, data transfer and readability. Rows which have no changes (new data) 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 change is in Release 3.0 and later. All earlier versions of CC MIS save all inserted rows whether or not they have changes.

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 CC MIS Release 3 Software Release 3.0

The following features and enhancements were made in Software Release 3.0 and are present in Release 3.3.

- Multiple Tenant Partitions - [This is a purchasable item.]
- Changes in Configuration Control screens
- Configuration Updates moved to the Maintenance interface.
- Permanent Agent Detail Window
- Enhanced Agent Status Window
- Supplemental DN Pegging
- Avg Not Rdy Formula changed
- Support for 2 GB hard drive
- Maintenance printer can use the parallel port
- Disk Mirroring - implemented using a RAID hardware
- Posns Waiting and Agents Available
- User documentation enhancements

Release 3.1

The following changes and enhancements were made in CC MIS Release 3.1 and are included in Release 3.3.

- Employee ID
- Group Ordering
- Flexible DN Formatting.
- Real-time Display Refresh Enhancements
- Updates to statistics names and headings

Release 3.2

The following features and enhancements were made in CC MIS Release 3.2 and are included in Release 3.3.

- SNMP
- Network Time Protocol
- Agent Forced Timers
- Modified Admin screens
- Enhanced user documentation
- Enhancement to Spectrum Data
- Two New System Reports (Alarms and Schedules)
- Enhancement¹ in display of ACD Group Names in screens and reports
- New ACD-DN key fields (AGT ID and AGT NAME)

Release 3.3

The following features and enhancements were added and made in Release 3.3.

- French Canadian language support
- Walkaway Code Enhancement

Walkaway Code Enhancement

Walkaway definitions have been enhanced in Release 3.3 to include a Treatment field in the Walkaway Code Definition window. This field indicates whether the walkaway code is to be counted as a walkaway event or as not ready time.

If the walkaway code is used as walkaway event, it will be counted as a walkaway in both the Event Log statistics and in the Walkaway Code Statistics.

¹ Some of the standard tabular report formats have been increased by four characters resulting in line lengths longer than 80 characters which causes the report to be printed in compressed mode.

If it is used as not ready time (post call processing time), there will be no walkaway event counted and no walk events logged into the Event Log statistics. The time spent on the walkaway code in this case will be counted as not ready time.

Any walkaway codes not defined in the Walkaway Definition window will be logged as a walkaway event in the Event Log statistics with the specific code that was entered with a walkaway reason of Not Defined. These undefined codes will also count in the Walkaway Statistics group under special code -1 with a walkaway reason of Not Defined.

This enhancement facilitates the use of walkaway codes to be used as post-call processing time and therefore added into not ready time.

Section 2: Fixes

2

CC MIS Release

3.3

Fixes in Software Release 3.0

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 were fixed in Release 3.0). These are also included in the 3.3 Release. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-1: Software Fixes in Release 3.0

Number	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.

Table 2-1: Software Fixes in Release 3.0

Number	Title	Explanation
NF50133	Table IBNRTE displays incorrectly	Changed code so that the IBNRTE table is now initialized in shared memory segment and will now display the correct message for an index that has yet to be datafilled.
NF50134	Table OFRT displays incorrectly	Changed code so that the OFRT table is now initialized in shared memory segment and will now display the correct message for an index that has yet to be datafilled.
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.
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 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.

Table 2-1: Software Fixes in Release 3.0

Number	Title	Explanation
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 the 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.
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).

Table 2-1: Software Fixes in Release 3.0

Number	Title	Explanation
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.
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.).
UV500101	Historical database conversion failed	Change code in conversion process to reduce execution time and to provide the ability to restart the process. Improved error checking was added to help prevent conversion problems.

CSR Replies in 3.0

The following table contains a list of replies to CSRs opened against the CC MIS software for Release 3.0.

Table 2-2: List of Replies for 3.0

CSR #	Title and Reply
NF40466	<i>Title:</i> X.25 Status shows discrepancy. <i>Reply:</i> Unable to reproduce in Release 3.0.
NF50127	<i>Title:</i> Maintenance terminal locked up. <i>Reply:</i> User reported that maintenance terminal locked up when attempting to access Connection Parameters from Configuration Options. Could not reproduce.
NF50132	<i>Title:</i> Remote login keyboard mapping <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.
NF50135	<i>Title:</i> CCMIS: Agent Hold Time not displayed. <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
UJ500008	<i>Title:</i> Scope function does not work correctly <i>Reply:</i> The scenario described within the CSR violates a specific restriction in the scope feature
UJ500010	<i>Title:</i> Error message from WCCMIS. <i>Reply:</i> Unable to reproduce in Release 3.0.
UJ500067	<i>Title:</i> CC MIS: system was down due to power failure. <i>Reply:</i> The logs did not indicate that the problem was software related.
UT410405	<i>Title:</i> Problems with overflow reports <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.

Table 2-2: List of Replies for 3.0

CSR #	Title and Reply
UT410546	<i>Title:</i> Unable to change message on wallboard display. <i>Reply:</i> Unable to reproduce.
UT410650	<i>Title:</i> Underscore appears in the group name <i>Reply:</i> The tool which caused this problem does not exist in CC MIS 3.0.
UT410651	<i>Title:</i> Underscore appears in agent name. <i>Reply:</i> Duplicate of UT410650.
UT411205	<i>Title:</i> Agent sets walkaway on ACD set, then agent shows forced. <i>Reply:</i> Unable to reproduce.
UT412797	<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. <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.
UT50184	<i>Title:</i> Agent Status/Duration errors on CCMIS. <i>Reply:</i> Does not occur in CC MIS 3.0.
UV400052	<i>Title:</i> Windows interface - opening agent status. <i>Reply:</i> Unable to reproduce in Release 3.0.
UV500091	<i>Title:</i> Format of disk failed during OS install <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.
UV500092	<i>Title:</i> Wallboard send to wallboard screen shows characters on the wallboard names <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.

Table 2-2: List of Replies for 3.0

CSR #	Title and Reply
UV500099	<i>Title:</i> WCCMIS crashes when using Windows Alt-Tab. <i>Reply:</i> Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.
UV500100	<i>Title:</i> Stats stopped collecting data after 12:00 noon. <i>Reply:</i> Based on the data, the statistics stopped collecting at different non-interval times. This problem could not be reproduced.
UV500105	<i>Title:</i> Blank position IDs on insert. <i>Reply:</i> Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.
UV500107	<i>Title:</i> Time frame is specified by day as 0.-13 <i>Reply:</i> Unable to reproduce. Received an error message when "0.-13" was entered for the time frame on both Windows and text.
UV500109	<i>Title:</i> File open status should be replaced w/hour glass. <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.
UV500113	<i>Title:</i> Opening report definition comes up blank. <i>Reply:</i> Unable to reproduce. May have been caused by low memory problems which have been addressed by solutions to other problems.
UV500115	<i>Title:</i> Agent detail still redrawn after count goes to 9999 <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.

Table 2-2: List of Replies for 3.0

CSR #	Title and Reply
UV500117	<i>Title:</i> Agent detail window should have resize corners removed <i>Reply:</i> The border that is needed for this window has resize corners that cannot be removed.
UV500122	<i>Title:</i> WCCMIS memory leak lockup windows application. <i>Reply:</i> Problem was fixed in a solution to a different problem report. The problem was related to a resource leak. The change made eliminates the resource leak and prevents the lock up condition.
UV500126	<i>Title:</i> Exiting CCMIS causes segmentation violation. <i>Reply:</i> Problem already solved by UV500123.
UV500136	<i>Title:</i> Edit Insert screen flicker when scrolled. <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.
UV500137	<i>Title:</i> Wrong message issued on login to WCC-MIS. <i>Reply:</i> Unable to reproduce in the lab or at the customer site.
UV500143	<i>Title:</i> Report/formula labels are incorrect. <i>Reply:</i> This request is an RFF.
UV500147	<i>Title:</i> Report parameter allows user to highlight multiple reports <i>Reply:</i> Problem was fixed in a solution to a different problem report. The solution was to remove the multiple selection option from the File/Open dialog.

Documentation Fixes for 3.0

The following table contains a list of fixes and replies to CSRs opened against the CC MIS documentation for 3.0.

Table 2-3: Documentation fixes for 3.0

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.

Fixes in Release 3.1

The following table contains a list of fixes for CC MIS Release 3.1 The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-4: List of Fixes in 3.1

CSR#	Title	Explanation
NF50140	CCMIS:Internal modem port disabled	Resetting the modem port is no longer an option on the Diagnostics menu when one is logged in on the modem.
NR51089	Walk-away code changes the Secondary DN	Fixed to store walkaway code whenever a walkaway occurs. The correct walk code is then sent to stsmgr depending upon the event type occurred.
NR51178	Garbage written to the transaction log	Changed the line of code that calls the function to create the index file.
NR51328	Avg Abandoned Delay stat in the ACD DN	Changed format for Avg Abandoned Delay from numeric to seconds.
NR51372	Unable to look at system configuration	Could not reproduced problem. However, changed code to be able to enter screen and change fields. Also added function so printer in config database and UNIX lp system are matched in case of a printer administration error.
NR51377	Event log not showing the correct information	Code added to detect a change in position id and display.
NR51495	Transaction log will fill up with more than 2K lines	Fixed so that index file will be closed and re-opened for read-only access preventing this problem.
NR51512	A winserver process will go into run away state	Added code in Rel 3.1 to kill run-away winserver processes.
NV50393	Position assignment change orders	Problem no longer exists since the removal of Unify and replaced with new code.

Table 2-4: List of Fixes in 3.1

CSR#	Title	Explanation
NV50411	CCMIS:Supervisor print option unavailable	Changed winserver to correct communication between processes.
UT50886	3.0 RTM report print problem	Duplicate of UV50024.
UT51774 Duplicate PRS to PRS UT51778-Reply	GPF's when changing preferences	Fixed so a GPF will not be created when view is vertical, >100 agents, and more columns than needed to display all visible agents.
UT53238	VT100 and VT220 emulation access on CCMIS	Fixed the 8-bit control field for the terminal initialization sequence when using PROCOMM to dial into a site.
UT54664	W/B message delete problem	Wallboard process null message records in the wallboard definition are skipped and no longer queued.
UT54796	CC MIS - Overflow Statistics deficiency	This was a protocol deficiency. Changed to peg calls threshold routed when a call network answer message is received and the Time Threshold bit is true and L_Queued bit is false. Updated documentation.
UT55671	Data Export report contains page	A new line is added to the end of the page break when the printer is so configured.
UT55791	V3.0 User attempts to view route	Changed code to properly handle large lists.
UV50039	Data Export reports are not formatted correctly	Fixed such that Windows software works like the Text software not allowing Group By for Data Export.
UV50043	Duration Timers do not show when print	Fixed so the Duration Timers will always print.
UV50094	CCMIS:Incorrect ACDGRPs are defined in	Padded all system database DNs to the proper length.

Table 2-4: List of Fixes in 3.1

CSR#	Title	Explanation
UV50095	CCMIS:Duplication of Primary ACD-DNs are appearing	Padded all system database DNs to the proper length.
UV50112	CCMIS:No change order name available on	Fixed winserver process to prevent race condition.

CSR Replies for 3.1

The following table contains a list of replies for Release 3.1 to CSRs opened against the CC MIS software.

Table 2-5: List of Replies for 3.1

CSR#	Title	Explanation
NR51380	Supervisor unable to move one agent	Functioning as design intended. Function is explained in online help. The list must be ungrouped before an individual element can be changed.
NR51416	CC MIS not able to handle multiple DN stats	Functioning as design intended.
NR51490	CC MIS: Failure to CCLINK, change orders	Unable to reproduce in Maintenance Release 3.1
NR51512	A winserver process will go into a run-away state	This problem has not been reproduced in the lab. CC MIS Release 3.1 includes code to kill winserver should it enter a runaway state
NR51499	Report with pre-3.0 data is ok. Same report with post-3.0 data is not ok	The difference between pre 3.0 and post 3.0 data is due to the way the ACD-DN statistics are pegged. There is a list capability for running reports in Rel 3.1 for specifying DNs for which you want data.
NV50394	CCMIS:Supervisor scope ID'0' invalid	Change code to prevent this problem. Now, a dialog is displayed requesting a valid entry.
NV50404	Config update does not show up when more	Unable to reproduce problem in the lab for rel 2.0.3 and 3.0. Maybe a switch datafill problem.
UT51778 Duplicate PRS to PRS UT51774- Software Fixes	GPF when Agent Status is opened in Subgroup view	Problem resolved in PRS UT51774.

Table 2-5: List of Replies for 3.1

CSR#	Title	Explanation
UT53058	CCMIS upgraded to rel 2.1 is missing file 1	Unable to reproduce in rel 3, and so problem can not be tested. As a preventive measure for rel 2 systems, when upgrading to rel 2, issue a "lpshut" command at the UNIX prompt before the actual upgrade. lpshut will cancel all print jobs in the printer scheduler.
UT54355	Group and sub-group inconsistencies	Could not be reproduced in the lab for rel 3.0 and 3.1.
UT54796	CCMIS:Design deficiency-overflow stats	Design deficiency in the protocol. Since there are no call tags or ids, there is no way to associate any group of messages with a single call.
UV50044 Duplicate PRS to PRS UV50046- Rel 3.0 Software Fixes	Supervisors logged out attempting to process reports	Problem resolved in PRS UV50046.

Documentation Fixes in 3.1

The following table contains a list of fixes and replies to CSRs opened against the CC MIS documentation and fixed in 3.1.

Table 2-6: Documentation fixes for 3.1

CSR #	Title and Reply
NR51374	<i>Title:</i> Explanation of Calls Offered. <i>Reply:</i> Added the following statement to the Supervisor's guide (340) for Rel 3.1: Note: For additional explanation of the Call Offered statistic, refer to 10-2 and 10-3.

Fixes in Release 3.1.1

The following table contains a list of fixes for CC MIS Release 3.1.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-7: List of Fixes in 3.1.1

CSR#	Title	Explanation
BI26478	Num Calls Threshold does not peg in display	Corrected code to increment Num Calls Threshold in Display stats when a Call Network Answer message is received with the Time Threshold bit set to True and the L_Queued bit set to False.
NR60328	Secondary DN causes incorrect agent state times	Corrected the un-hold message handling to prevent position from entering invalid state. This would prevent the incorrect Logon event when call is released and corrects the state times.
NR60337	Queue Statistics, call in queue	Fixed code so that, if no agents are logged in and no calls are in queue, then the wait time is reset to the oldest call in queue.
NR60447	Event Log, Data Selection defaults	Fixed code to allow saved user-supplied data to be displayed when a report is loaded to the screen, instead of previously displayed data.
NR60448	Blank ACD-DN field on Abandoned Calls	Replaced code to insert 10 *'s when displaying a null DN.
NR60449	Event Log, Agents stats calculated	Fixed code to send the correct walk code to stsmgr.
UT63373	CCMIS Windows General Protection Fault	Changed the termination code to avoid activating the destroyed window.
UT61952	Problem with Config update process	Buffer pool configuration parameters were changed for the MVME334A X.25 cards to increase the number of buffers in pool 1. This prevents the card from crashing at high call rates.

Table 2-7: List of Fixes in 3.1.1

CSR#	Title	Explanation
UT63435	3.0 to 3.1 Upgrade failed.	Modified UNIFY conversion to identify and repair bad data in rpt_per table.

Fixes in Release 3.2

The following table contains a list of fixes for CC MIS Release 3.2. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-8: List of fixes in 3.2

CSR#	Title	Explanation
JV60026	Config Time Overflow (CC MIS Version 3.1) displays * instead of zero (0)	Fixed so that CC MIS displays zero instead of * when the OVFLIN option set on the switch.
NM50058	SWERR ACD-MISRM	CC MIS will not send a load management command to the switch to either change physical call queue size smaller than the network logical call queue size or the physical wait time smaller than the network wait time. Changed CC MIS code so that CC MIS does not send the message to the switch (in this case).
NR60079	Pegging of DN Calls	Code was changed to track only one secondary DN at a time on the real-time displays. The counting of the number of DN calls is correct.
NR60147	Unable to change the year to 2000 and beyond.	Fixed code to allow date to be entered as mmddHHMMyyyy.
NR60328	Secondary DN causes agent time all	Fixed code to handle states correctly when an agent had two secondary DNs.
NR60337	Queue Statistics, call in Queue	Fixed code to report the correct time associated with a call when call is in queue and a call blocked message is received and the call is cleared from the queue.
NR60447	Event Log, Data Selection defaults	Changed the code to display the report definitions correctly.
NR60448	Blank ACD-DN field on Abandoned Calls	Changed the code to display the * instead of leaving the field blank.

Table 2-8: List of fixes in 3.2

CSR#	Title	Explanation
NR60449	Event Log, Agent Stat calculated	The problem was caused by an incorrect walk code being sent. Changed the code to send correct walkcode.
NR60983	Unable to list existing reports or formats	Changed the code to allow Mapa to be informed of changes by cfgmgr to maxSupvConnects and to start winserver processes up to new limits when the partition is started.
NR61030	Walkaway times inconsistent with walkaway reports	Added code to set the walk reason to NULL after a normal release.
NR61079	Agent Status screen moves to foreground	Focus on vertical screens was set to the scroll bar. Changed code to check the window to determine if it had focus before setting the focus to the scroll bar.
UC60017	Wallboard Agent Status incorrect (for all groups)	Fixed code so that the statistic is also totalled globally for all groups.
UJ60066	Several remotes scheduled reports have wrong site name in banner	Fixed code so that all scheduled IDs are tracked and passed into the report generator.
UJ60116	Configuration Reports does not print out wallboard	Fixed code so that the wallboard report routines read past a wallboard deletion and report complete configuration.
UT53238	VT100 and VT220 emulation access - problem with scrolling	The new version of Procomm used a different default setting in the initialization string. Changed module to add an escape sequence to the terminal initialization string to set the mode to cursor.
UT61952	Problem with the Config update process	Link was being lost when update was performed. Buffer pool parameters were changed to increase the number of buffers for high call rates.
UT61987	Transaction Log printing problem	Fixed code so that pages print correctly.

Table 2-8: List of fixes in 3.2

CSR#	Title	Explanation
UT63194	Subgroup problem on CC MIS	Changed code so that the maximum number of subgroups can be defined equals the maximum number of positions.
UT63373	3.1 CC MIS Windows General Fault Protection error	The window was exited using the mouse and a key on the keyboard was pressed. Windows tried to activate a window that was already closed.
UT63435	3.0 to 3.1 upgrade failed	The report periods table contained corrupted data. The conversion program was modified to identify corrupted data in this table and to correct it.
UT63733	Incorrect agent status/duration	During high traffic the duration timers would not always get reset when an agent released a call and was immediately presented with another call. The code was changed to prevent this situation.
UT63917	3.0 transaction log missing	Transaction log file is missing. File was being deleted because the system was cleaning up preview files which had not been changed for more than six days. Changed code to prevent the deletion of the Transaction Log.
UT66764	UK printing problem	Changed code to allow only standard alpha-numeric characters and filter out others. Help text was modified to indicate this requirement.
UT66910	2.x to 3.x upgrade problem	Changed the portion of the code that converts private formats used by public reports so that the conversion works properly.
UT66912	AGE process dies	Changed code so that the backup process has a maximum lifetime of 23 hours and 59 minutes. After this time the backup process is killed to allow AGE access to the database lock.

Table 2-8: List of fixes in 3.2

CSR#	Title	Explanation
UV60290	Cannot print to generic text on file	Changed code to not use the device content returned, but to use original device context.
UV60291	AGE creates incorrect daily, weekly, and monthly ACDDN data	Problem was caused by an incorrect subroutine call. Changed code to correct the call.
BY05700	Add Force Agent States timer.	A timer was added to the Agent Status screen for agents in a FORCED out condition.
BY05703	Simultaneous ACD/DN activity time statistic.	A new statistic was added to indicate the time an agent was simultaneously on an ACD call and a DN call.
BY39199	Request to increase public report formats.	Public report formats were increased from 250 to 500.
BY26968	Unable to define maximum number of Privilege Level Definition.	Could not add more than 127 items in database.

Fixes in Release 3.3

The following table contains a list of fixes for CC MIS Release 3.3. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-9: List of fixes in 3.3

CSR#	Title	Explanation
BY39352	Maint printer truncates reports on A4 paper - Cuts off rightmost characters.	The template files were changed to shorten the lines containing "Time" and "Page" so that the information will fit on lines formatted for A4 paper.
BY50229	Incorrect description of statistic for Number of Calls Transferred into DN from Agent	Changed text concerning report statistics.
BY61555	Upgrade fails due to LAN attached printer confusion.	This problem has been fixed and is not present in the current stream or release of the CC MIS software.
BY61652	Upgrade fails if French is the Default_Language.	Changed code to prevent failure during upgrade.
BY63457	Problems printing multilingual reports from Windows printer.	Changed code in module wfm_hrpt to filter out unprintable characters without affecting the printing of the report.
BY63618	Position Reassign short cut position scrolling	In Position Reassignment in Configuration Control when selecting insert and typing a specific position, the box should scroll down to the position. Fixed so that it scrolls correctly.
UT68006	Report parameter corrupted in 3.1	The problem occurred due to the format that used the agent name field before the agent ID. The name was not being converted to its equivalent number. The code was fixed to resolve this problem
UT68056	Login and logout at midnight cross over time is incorrect.	Code was changed to ensure 0 hours reflect the correct time format.

Table 2-9: List of fixes in 3.3

CSR#	Title	Explanation
UT68162	Not ready time not calculated correctly.	Code was changed to allow selection of a treatment type: Walkaway or Not Ready.
UT70715	Screen print to HP LaserJet 4 - printer changed font.	Code was changed to fix the font problem. Printouts are now printed using the appropriate fonts.
UT71334	Problem with Agent Position Event #15 in Event Log report.	Code was changed to peg a logout event when an agent is forced out.
UT71681	Configuration report will not print.	Changed code to correct printing problem.
UT71722	Agent name field fails to update correctly	Changed code to correct printing problem by selecting the font after the start of each new page.

Section 3: Reported Problems

3

CC MIS Release

3.3

Introduction

As of April 21, 1997 there are no unresolved problems reported for Release 3.3.

Reported ACD MIS Datastream problems

The following table contains a list of reported CSRs and PRS' with ACD MIS datastream.

Table 3-1: ACDMIS Datastream Problems

CSR#	Description
BI22175	Ans & Transferred statistic Protocol issue prevents pegging of answer/abandon messages by source/destination pairs - noted in NTP.

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