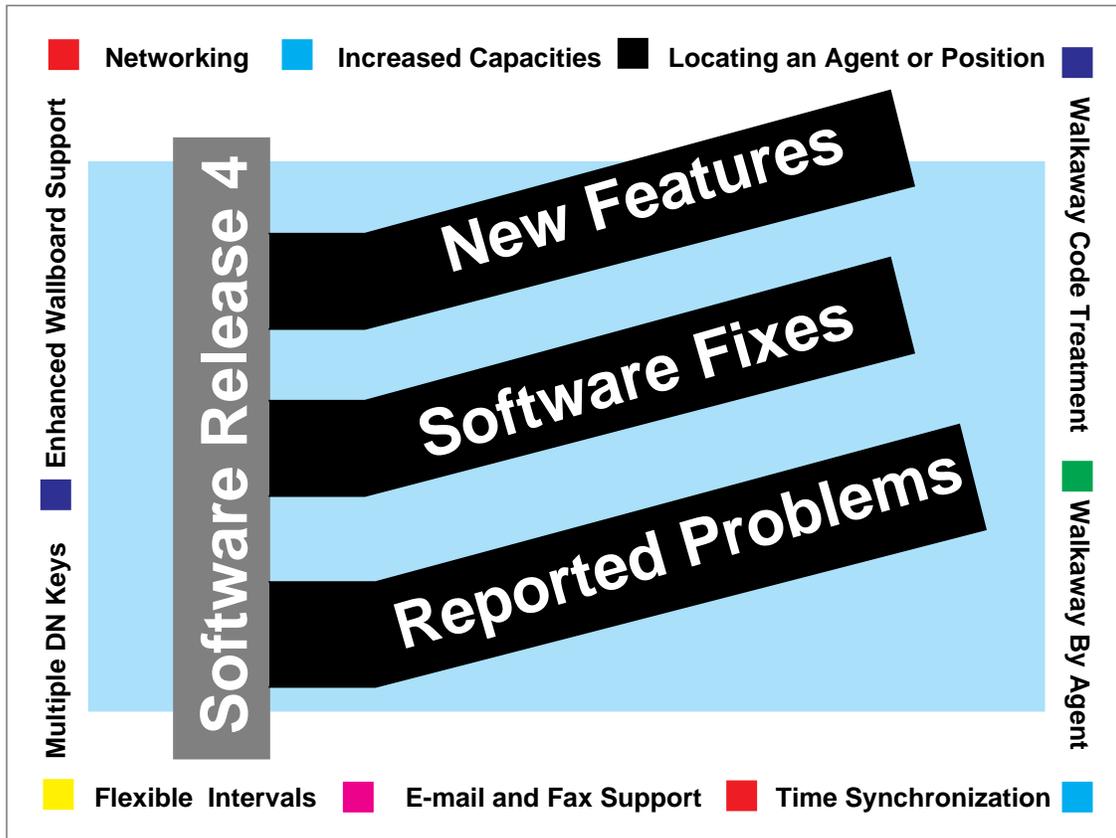


CC MIS Release Notes

Standard 297-2671-211.04.02



CC MIS Release Notes

Call Center Management Information System

CC MIS Software Release 4.0

NTP: 297-2671-211.04.02

Status: Standard

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About this Guide

This guide serves as the DRAFT version of the Release Notes for CC MIS Software Release 4.0 (NTP 297-2671-211). This guide should be used in conjunction with other NTPs issued in support of CC MIS.

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:

- CC MIS System Description (NTP 297-2671-150)
- CC MIS Maintenance and Administration Guide (NTP 297-2671-545)

Section 1: Introduction



Software Release

4.0

Type of Release

CC MIS Release 4.0 can be installed on a CC MIS system already running CC MIS 3.x, or can be installed on a new CC MIS system.



To upgrade from CC MIS 1.1 to 4.0 requires upgrading from 1.1 to 2.0.3 or 2.1, then to 3.1 or later (3.1.1, 3.2, or 3.3) then to 4.0.

Systems running CC MIS 2.x must upgrade to 3.1 or later (3.1.1, 3.2, or 3.3), then to 4.0.

Systems running CC MIS 3.0 must upgrade to 3.1 or later (3.1.1, 3.2, or 3.3), then to 4.0.

The enhanced data and statistical collection in CC MIS 4.0 requires more disk space than was required in CC MIS 1.1 or 2.0. Therefore, upgrading to 4.0 may require a hardware upgrade to increase the size of the disk drive. This release contains new features for CC MIS 4.0 as well as fixes for various problems which were considered non-gating for previous CC MIS releases.

Physical Media

This release is identified as follows:.

Table 1: Distribution Media

(Quan.)/Type	Application	Version
(1)3 1/2 DSHD	CC MIS Windows-Based Remote Software	4.0
(1) TAPE	CC MIS Application Installation Tape	4.0



Customers upgrading from 2.x and new 4.0 installations will also receive the new OS tape for SVR4 NTOS 2.6.



Supervisor PCs must have Windows 95 or Windows NT 4.0 installed prior to upgrading to CC MIS Release 4.0.

Installation on PCs running CC MIS 3.2 and 3.3

The installation diskette is not required for PCs running the Windows supervisor's interface of CC MIS Release 3.2 or 3.3. After CC MIS Release 4.0 is installed on the VME hosts, PCs running 3.2 and above can start their version of CC MIS and will be prompted to automatically download the upgrade to 4.0 from the VME.

Installation on VME

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 4.0 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 Release 3.x to 4.0). The new OS requires 460 MB of space and a minimum of 32 MB RAM. Upgrades from CC MIS 2.x to 4.0 requires data conversion re-configuration and may require several hours of downtime. (To upgrade from CC MIS 1.1 to 4.0 requires upgrading from 1.1 to 2.x, to 3.1 or later (3.1.1, 3.2, or 3.3), then to 4.0.)

Additional installation procedures for 4.0

Release 4.0 supports 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 CC MIS installation procedure

Assuming that DAT tape drives are 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)
```

Special Notes Concerning CC MIS Release 4

The following information applies to CC MIS Software Release 4.

Text Interface

The supervisor's Text Interface is no longer available nor supported in Release 4.0.

Generic Interface

A "generic interface" has been provided in lieu of the Text interface.

See the description under the Software Release 4.0 heading for more information on the generic interface.

Additional disk space - The enhanced data and statistical collection in CC MIS Release 4 requires more disk space than was required in CC MIS 1.1, 2.x, or 3.0. Therefore, upgrading from 1.x, 2.x, or 3.0 to 4.0 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 4 requires the installation of the UNIX OS (if converting from a 1.x or 2.x system since NTOS 2.x is required for Release 4.0). 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 (in preparation for going to 4.0) 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.

Miscellaneous Changes - Releases 3.x thru 4.0

The following sections describe the changes made or features added in the indicated release.

Software Release 3.0

The following features and enhancements were made in Software Release 3.0 and are present in Release 4.0.

- 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 the CC MIS Release 3.1 and are included in Release 4.0.

- 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 added and made in Release 3.2.

- SNMP
- Agent Forced Timers
- Modified Admin screens
- Enhanced user documentation
- Enhancement to Spectrum Data
- Two New System Reports (Alarms and Schedules)
- Enhancement 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.

- Support for French
- Enhancement to Walkaway Code Treatment
- Fixes for reported problems

Software Release 4.0

The following changes and enhancements were made to CC MIS in Software Release 4.0:

Maintenance Interface

General changes to the Maintenance Interface include:

- **Physical Node Status** - The Physical Node Status in View System Monitor has been added to assist the user in diagnosing CC MIS networking problems.
- **System Identification** - Maintenance menus now include the system name in the title, to ease identification of the system.
- **Login Support** - The new Physical Network Login screen provides access for logging into other nodes in the CC MIS physical network.
- **Backup and restore** - The Backup and Restore functions were modified to reflect the change in the name of the System Database to the Definitions Database.

The changes made to Configuration section of Maintenance include:

- **Networked CC MIS Configuration** - Two new customer options were added to the install tape to indicate whether or not a physical node is a Network Node and the maximum number of Network Access Partitions (NAPs) that may be configured on the node.
- **Network Name** - This field was added to System Configuration for defining the network and to provide network security.
- **New Configuration Commands** - The Configuration screen was updated to include the Physical Network Configuration command.
- **Physical Network Definition** - The nodes that comprise a CC MIS physical network are defined using the new Physical Network Configuration screen.
- **Switch Link Configuration** - The maximum number of X.25 links was increased to four (4). The Connection to Switch parameter was added to the link definition to indicate whether a live link uses modems or direct connection to connect to the switch. This parameter does not apply to simulator links. A new field was added to allow you to synchronize CC MIS system time to the DMS switch time. A timezone adjustment field was also added to make necessary adjustments for timezone differences.

Note on Time

You can now synchronize CC MIS system time to the DMS switch.

- **Network Access Partitions (NAP)** - The Partition Configuration supports Network Access Partition (NAP) configuration. The NAP must be defined on a network node. The number of NAPs allowed is controlled by the value entered in the Maximum NAPs field. NAPs are used to access local partitions in a CC MIS network.
- **Virtual Network Configuration** - The Virtual Network Configuration screen was added to define the partitions that comprise a virtual network associated with a NAP.
- **Master Privilege Definition** - Supervisor privileges may be restricted on a per partition basis using the new Master Privilege screen and a master supervisor privilege definition.
- **Configuration Reports** - Several configuration reports were added and existing ones updated to reflect the changes to the Configuration section. The new or modified reports include:

New:

- Master Privilege Definition
- Master Privilege Override
- Virtual Network Configuration
- Physical Network Configuration

Modified:

- Partition Options
- Partition Configuration
- Port Allocation
- System Configuration
- Switch Link Configuration
- Storage Calculator

Supervisor's Interface

Changes to the Supervisor's Interface include:

- **Networked CC MIS Real-Time Statistics** - Changes to load management and real-time statistics and screens to allow for the separate or consolidated viewing of data from all partitions in a CC MIS network. This enhancement also allows network supervisors to perform the same load management functions as local supervisors.

- **Networked CC MIS Historical Statistics** - Reporting capability has been enhanced to allow the generation of reports that contain data from multiple CC MIS nodes. This network enhancement is available to supervisors who are logged into a NAP.
- **Windows completion** - All screens in the CC MIS Supervisor's Interface have been updated into Windows-based screens.
- **Enhanced Wallboard support** - The wallboard interface has been enhanced to support multi-line messages, color, and multi-threshold variables within messages. The ability to set audible alarms was also added to the wallboard interface. These enhancements can be used on the new Spectrum Wallboards available for Release 4.0.
- **Enhanced capabilities for Daktronics wallboards** - The following enhancements were made for the Daktronics wallboards:
 - new presentation modes
 - increased message lengths
 - messages that are too long will wrap and then scroll onto the wallboard display.
- **Generic Interface** - A generic interface has been provided for wallboards other than Daktronics or Nortel. This interface allows other wallboard vendors to obtain real-time information for display on their equipment. This is configured through the Maintenance Interface as a "generic" wallboard. This interface formats the output in a VT220 compatible style using a minimal set of terminal escape sequences.
- **Agent location by Login ID** - Provides a Find command in the agent status display to locate an agent or position in the display.
- **Multiple DN key support** - CC MIS now correctly reports on positions with up to 2 simultaneous secondary DN calls active.
- **Additional Shift and 24 hr statistics** - Several new shift and 24 hr statistics were added to the CC MIS product.
- **Walkaway Statistics by Agent or ACD group** - The walkaway statistic has been enhanced to allow walkaway statistics to be stored by agent or by ACD group. (The new settings are available on the Storage Calculator screen.)
- **Flexible Interval Definition** - The configurable intervals feature allows the changing of interval length for each hour of the day on a per partition basis. Interval lengths available are: 5, 10, 15, 30, and 60 minutes. Data collection can be turned off for any hour of the day by entering an interval length of 0 minutes.

- **Report Services** - The Reporting feature in CC MIS has been enhanced to allow reports to be sent to electronic mail addresses, or faxed. These enhanced options are in addition to printing to a file, or directing the report to a printer. (Note: The e-mail and fax capabilities require Microsoft Exchange™.) A Report Status Logs window was added to allow you to view the status of all requested reports and to allow cancellation of pending reports.
- **Printing of Graphic Reports** - Graphic reports can only be printed to PC-attached printers.
- **Text Interface** - The Text interface is no longer supported.
- **Increased Maximum Capacities** - The maximum number of groups was increased to 512, maximum number of ACD-DNs to 8,704, and the maximum number of agents was increased to 5,000.
- **Increased Call Rates** - Call rates (BHCA) for different processors in Release 4.0 are: 100,000 for 50MHz, 48,000 for 33MHz, and 35,000 for 25MHz.
- **Automated upgrades for supervisor PCs** - PCs running the 3.2 or above can be upgraded by downloading the upgrade from their VME host. This is automated in that no diskette is required and the system prompts you with the choice to upgrade to the new version.

Optional CC MIS features

The following features are optional purchases. This document or related CC MIS documents address these features. Verify with the distributor that your system is equipped with one or all of the features.

- Multiple Partitions
- Dual Data Links
- Language Options
- Link Redundancy
- Disk Mirroring
- Terminal Capacity
- Networking
- SNMP

Section 2: Fixes

2

Software Release 4.0

Fixes in Software Release 4.0

The following table contains a list of fixes for CC MIS Release 4.0. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-1: Software Fixes in Release 4.0

Number	Title	Explanation
BY39199	Public report formats need to be increased to 500.	Changed code to increase the maximum number of tabular format reports from 100 to 250, and graphical format reports from 100 to 250.
BY56280	Help text is not complete.	Completed updates to help text for release 4.0.
BY58935	Login/Logout at midnight is incorrect in Event Log Report.	Changed code to remove line of code that placed the 24 hour mark in the reports. Reports now indicate the 0 hour.

Table 2-1: Software Fixes in Release 4.0

Number	Title	Explanation
BY59775	The number of copies field is not displayed when the display properties are set to 256 colors, 1024x768, and the font is set to Small size.	Changed code to account for differences in fonts used with different resolutions and display sizes.
BY60091	In the Disk Allocation screen, the % in use is greater than 100.	Changed code so that the percentage of disk in use totals accurately reflect the percentage based on amount disk space present.
BY60319	On a NAP partition, in the Audio Table, not all of the data is displayed.	This problem was caused by the problem identified in prs BY60309. This problem was resolved by the changes made to fix that prs.
BY62299	When a partition is connected to a subpool that has no groups or positions in it, then the local partitions real-time screen continuously displays "Downloading".	Changed code to display the "downloading" message while updating, then the "No positions in configuration" message.
BY62419	The printer configuration screen allows the printer model of the PC-attached Windows printer to be changed.	Changed code to correct the menu selection handling.
BY62806	The screen definition allows you to put a half screen and a full screen quadrant in the upper two quadrants	Changed code to disallow changes in width to referenced quadrants.

Table 2-1: Software Fixes in Release 4.0

Number	Title	Explanation
BY63034	Problem occurs when switching the link to use another pool. On a local partition the user is logged out. On a NAP partition the new data is added but the old positions and groups are still kept.	Changed code to ensure that the ID is checked and the old data replaced by new data being added.
BY63035	AgentID is not cleared after the agent logs out	Changed code to clear the agentID and agent name.
BY63075	Interval configuration warning message appears on a partition that does not have flexible intervals enabled.	The warning is now only generated when the partition option for Flexible Intervals is enabled and the interval configuration file is missing.
BY63082	When the Report Formulas and Graphic Format Definition windows are open, the hour glass remains in the Graphic Format Definition window for a long period of time.	Changed code to call the formula list building function after the hour glass has been turned on.
BY63129	If a PC-attached printer is added to a serially connected PC, report requests fail.	This problem is caused by printers added from the Maintenance Interface. Changed code to prevent PC-attached printers from being added by means of the Maintenance Interface.
BY65648	Delete a PC-attached printer from configuration.	Changed code to not allow the definition of PC-attached printers from the Maintenance Interface.
NR61030	Walkaway times inconsistent between walkaway reports.	This problem occurred when a walkcode was entered after a normal release. Code was added to set walk reason to NULL after a normal release.

Table 2-1: Software Fixes in Release 4.0

Number	Title	Explanation
NR70356	Agent wait time misleading when waiting and moved.	Changed position reassignment code to check is in idle state at the time of reassignment. This results in wait time being reset to zero for the new group.
NV70487	Unable to change queue size.	Added information to documentation concerning this problem.
UJ60066	Several remote's schedule reports banner has wrong site name.	Code was changed to track all schedule IDs. The schedule ID for each report is then deleted after the report is generated.
UT63733	Incorrect agent status/duration.	Changed logic code to reset duration timers at when needed to display correct status/duration information.
UT66764	Printing problems	Problem was caused by the use of the "&" character. The solution is to only allow standard alphanumeric characters. All other characters are filtered out. The help text was modified to indicate this requirement.
UT68162	Not ready time was not calculated correctly.	The walkaway definition window was changed to allow the user to specify the treatment for the walkcode. If treatment is set to Not Ready, the time is pegged against Not Ready time. If the treatment is set to Walkaway, the time is pegged against Walkaway time.
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.
UT73013	Group name with 16 characters causes unwanted results.	Changed code to include space for the terminating character.

Table 2-1: Software Fixes in Release 4.0

Number	Title	Explanation
UT73029	CC MIS ACDCPK BCS35 Q209 protocol spec error.	Changed code in dmslink to parse message with proper message length value. The value was changed from 18 to 24.
50042463	Real-time screen - DNO Hold not working	Additional robustness to the dmslink code to handle times when a DNI or DNO released message might be missed by CC MIS.
50042474	Config update resets 24 stats and kills update	Changed code to correct update problems.
60018777	The agent status screen does not finish downloading and the supervisor is logged out. (This occurred on a system with 2000 positions and the emergency indicator enabled.)	Changed code to send no more than 256 IDs per message and to send multiple messages.

CSR Replies in 4.0

The following table contains a list of replies to CSRs opened against the CC MIS software for Release 4.0.

Table 2-2: List of Replies for 4.0

CSR #	Title and Reply
BY62346	<p><i>Title:</i> When the number of partitions exceeds the partition limit there are no error logs generated.</p> <p><i>Reply:</i> This problem report was due to invalid conditions.</p>
BY70348	<p><i>Title:</i> Newly defined Privilege Level does not have global privilege.</p> <p><i>Reply:</i> The problem could not be reproduced.</p>
BY70371	<p><i>Title:</i> Global selection box missing in Agent / Quad screens.</p> <p><i>Reply:</i> The problem could not be reproduced.</p>
BY70372	<p><i>Title:</i> Historical data - integrity on Gizmo.</p> <p><i>Reply:</i> The problem could not be reproduced.</p>
NR61428	<p><i>Title:</i> CC MIS out of memory on PC</p> <p><i>Reply:</i> This problem report was closed due to lack of information and feedback from originator.</p>
NR61669	<p><i>Title:</i> Scheduled reports are lagging</p> <p><i>Reply:</i> A second disk drive was added to alleviate the problem until an hardware upgrade can be performed.</p>
NR61723	<p><i>Title:</i> System crash</p> <p><i>Reply:</i> The problem seems to be related to a bad RAID device. The device was changed and the software was upgraded. The lock up has not re-occurred.</p>
NR70500	<p><i>Title:</i> Problem occurred when agents were moved from one queue to another to accept calls. When the agents were moved back to the original queue, calls were being indicated as waiting even though there were no calls in the queue. (This problem has not be reproduced in the CC MIS lab.)</p> <p><i>Reply:</i> The problem could not be reproduced in the lab.</p>

Table 2-2: List of Replies for 4.0

CSR #	Title and Reply
NR71335	<p><i>Title:</i> CC MIS unable to label 5th legend text.</p> <p><i>Reply:</i> The problem does not exist in Release 4.0 since the text -based screens have been converted to Windows.</p>
UJ60123	<p><i>Title:</i> Time Overflow call offered (version 3.1)</p> <p><i>Reply:</i> The software worked correctly. The event described in the trouble report generated a NUM ABD LQD. This is the correct action.</p>
UT66933	<p><i>Title:</i> Agent status discrepancy (version 3.1.1)</p> <p><i>Reply:</i> Unable to reproduce the original problem.</p>
UT67702	<p><i>Title:</i> Windows upgrade problem (versions 2.1 to 3.1.1)</p> <p><i>Reply:</i> The problem was traced to additional programs (such as 3rd party screen savers) being run at the same time as wccmis.exe. When wccmis was ran alone, there was no problem.</p>
UT70205	<p><i>Title:</i> Unable to define more than 903 LOBs</p> <p><i>Reply:</i> This CSR was routed to TAS.</p>
UT70672	<p><i>Title:</i> CC MIS does not receive tables of OFRT2 and OFRT3</p> <p><i>Reply:</i> Awaiting protocol change/fix on the switch.</p>
UT72386	<p><i>Title:</i> Remote CC MIS window crashes in Network Targets.</p> <p><i>Reply:</i> The problem could not be reproduced after customer's datafill was corrected.</p>

Section 3: Reported Problems

3

Software Release

4.0

Reported Problems

The following table contains a listing of reported problems for Software Release 4.0 as of July 31, 1997.

Table 3-2: Reported Problems for Release 4.0

CSR#	Title
BY70053	Date format needs to be changed to yyyy/mm/dd.
BY70294	Config / Agent Set Parameters dialog boxes are too small.
BY70297	In Report parameters, the Month field value changes to garbage.
BY70345	Quad display definition problem when overwriting an existing quadrant name.
BY70352	Partition Options report is incorrect.
NV70486	Unable to view tables OFRT and IBNRTE.
UT73774	APR feature broken on agent force outs.
UT73942	ACD Group Definition screen problem.
50055067	Wallboard configuration addresses display extra characters.
50055068	Rel 3.2 - 3.3 Configuration position change checksum error.

Table 3-2: Reported Problems for Release 4.0

CSR#	Title
60021222	Formats truncate on Graphic Report Format DB report.
60021419	DN IN and DN OUT on NAP does not peg correctly.
60022706	Cannot get data for Event Log reports.
60029543	Unable to print 100 scheduled reports.

Reported ACD MIS Datastream problems

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

Table 3-3: ACDMIS Datastream Problems

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

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