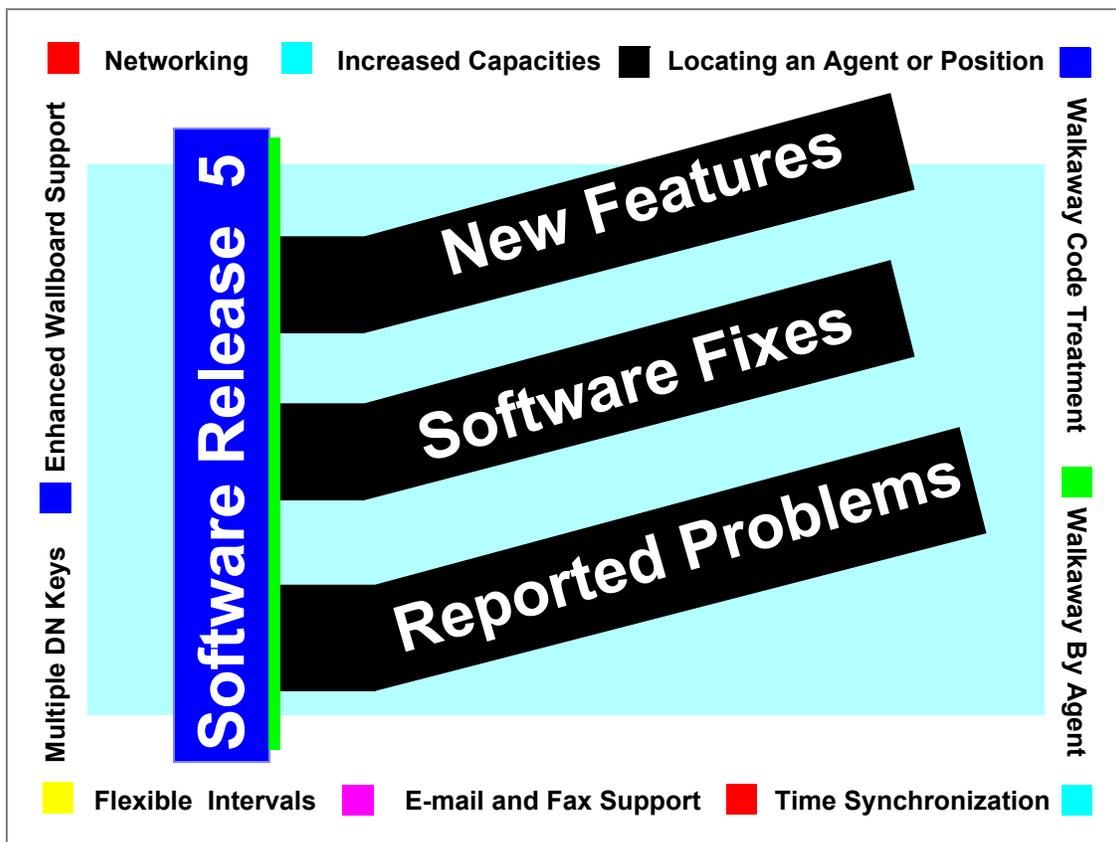


CC MIS Release Notes

Standard 297-2671-211.05.24



CC MIS Release Notes

Call Center Management Information System

CC MIS Release 5.2.4

NTP: 297-2671-211.05.24

Status: Standard

Date: February 2006

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The equipment is CE marked, identifying compliance with the relevant EU Directives, 89/336/EEC for ElectroMagnetic Compatibility and 73/23/EEC for Safety.

This product is intended for deployment in a light industrial, non-domestic environment and complies with the relevant EMC standards, EN55022 (class A) and EN50082-1. Since this is class A equipment, in a domestic environment this equipment may cause radio interference in which case the user may be required to take adequate measures.

Printed in the United States of America.

Publication History

May 2002

Preliminary version issued for CC MIS Release 5.2.

October 2002

Standard version issued for CC MIS Release 5.2.1.

January 2003

Standard version issued for CC MIS Release 5.2.2.

February 2005

Standard version issued for CC MIS Release 5.2.3.

February 2006

Draft version issued for CC MIS Release 5.2.4.

Contents

About this Guide	ix
References	ix
Introduction	1
Type of Release	1
Physical Media	2
Microsoft Windows Support	3
Special Considerations for Windows NT / 2000 / XP	1-3
Windows Versions Not Supported	1-3
Installation of CC MIS Client Software	4
Installing from CD ROM	1-4
Upgrading CC MIS Client PCs	1-4
Software Changes - Releases 3.0 through 5.2.4	5
Release 3.0	1-5
Release 3.1	1-5
Release 3.2	1-5
Release 3.3	1-6
Release 4.0	1-6
Release 4.1	1-9
Release 5.0	1-10
Release 5.1	1-11
Release 5.2	1-11
Optional CC MIS features	13
Fixes	1
Fixes in Software Release 5.0	1
CSR Replies in 5.0	14
Fixes in Software Release 5.0.1	17
Fixes in Software Release 5.0.2	18
Fixes in Software Release 5.1	20
Fixes in Software Release 5.1.1	23
Fixes in Software Release 5.2	24
Fixes in Software Release 5.2.1	44
Fixes in Software Release 5.2.2	47
Fixes in Software Release 5.2.3	51

Fixes in Software Release 5.2.4	63
Known Problems	1
CC MIS Problems	1
ACD MIS Datastream Problems	2
Third-Party Interaction Problems	3
Microsoft Outlook E-mail Security Update	3-3
<i>History of the Outlook Security Updates</i>	3-3
<i>Customizing the Behavior of the Security Update</i>	3-3
<i>New Programmability Behavior</i>	3-4
<i>Impact of the Security Update on CC MIS</i>	3-4

About this Guide

This guide serves as the Release Notes for CC MIS Release 5.2.4 (NTP 297-2671-211). This guide should be used in conjunction with other NTPs issued in support of CC MIS.

References

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

Maintenance (Host) NTPs:

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

Supervisor (Client) NTPs:

- CC MIS Getting Started Guide (NTP 297-2671-175)

Section 1: Introduction



Release Notes

5.2.4

Type of Release

CC MIS Release 5.2.4 can be installed on a CC MIS system already running CC MIS 4.1 or later, or can be installed on a new CC MIS system.

Note: You are required to enter a keycode after upgrading a system to Release 5.x. Keycodes are machine specific and can only be installed on a machine with matching serial number. Please refer to *Chapter 11: Upgrades* in the *CC MIS Maintenance and Administration Guide* (NTP 297-2671-545) for more detailed information.

Physical Media

This release is identified as follows:

Table 2-1: Distribution Media

(Quan.)/Type	Application	Version
(1) CD ROM	CC MIS Windows-Based Client Software, Release Notes, and all system documentation (NTPs). ^a	5.2.4
(1) DAT TAPE	CC MIS Host Application Installation Tape	5.2.4

- a. Adobe Acrobat Reader is required to view the documents on this CD ROM. Version 5.0.5 of the Acrobat Reader software is included on the CD ROM.

Microsoft Windows Support

The CC MIS 5.2.4 client software is supported on the following versions of Microsoft Windows:

Table 2-2: Supported Versions of Microsoft Windows

Windows Version	Notes
Windows 98	Windows 98 Second Edition (SE) is recommended.
Windows NT 4.0	Service Pack 6a is required . Administrative privileges are required to configure CC MIS Client Services to support PC-attached printers and/or wallboards.
Windows 2000	Administrative privileges are required to configure CC MIS Client Services to support PC-attached printers and/or wallboards.
Windows XP	

Special Considerations for Windows NT / 2000 / XP

The versions of Microsoft Windows built on the Windows NT core (Windows NT 4.0, Windows 2000 and Windows XP) require some special handling due to the user security restrictions present in these operating systems. In particular, the following restrictions apply:

- Installation of the CC MIS client software **should** be performed when logged in to Windows as a user that has administrative privileges.
- The initial configuration of CC MIS Client Services **must** be performed when logged in to Windows as a user that has **administrative** privileges. The selection of which client services this client is to provide (the Services tab), such as saving reports to disk, printing reports, emailing reports, or PC-attached wallboards is restricted to users with administrative privileges. Non-administrative users may make changes to the computer name field and/or any of the parameters found on the other tabs of the Client Services dialog.

Once these administrator-level tasks have been completed, the CC MIS client software may be run by any Windows user, regardless of privilege level.

Windows Versions Not Supported

Microsoft Windows 95 is no longer a supported platform for the CC MIS client software. *The CC MIS client software will not run on this platform.*

Installation of CC MIS Client Software

Installing from CD ROM

To install the CC MIS 5.2.4 client software on a Windows PC, simply insert the CC MIS 5.2.4 CD ROM in the CD ROM drive and the installation program should automatically start. If it does not, there are two ways to manually start the installation program:

1. Use the Windows Explorer program to open the "**Win**" folder on the CD ROM, then double-click the **setup.exe** program found in that folder.
2. Select **Run...** from the Windows **Start** menu, enter **D:\win\setup.exe** in the **Open** box (*substitute the correct CD drive letter for 'D'*), then press **OK**.

Once the installation program has started, simply follow the prompts to install the CC MIS client software.

Upgrading CC MIS Client PCs

The installation media is not required for client PCs already running the CC MIS client software. After CC MIS Release 5.2.4 is installed on the CC MIS host machine, these PCs can start their current version of the CC MIS client and will be prompted to download and automatically install the upgrade from the host.

Software Changes - Releases 3.0 through 5.2.4

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

Release 3.0

The following features and enhancements were made in Release 3.0 and are present in Release 4.

- 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.

- 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

Release 4.0

The following changes and enhancements were made to CC MIS in Software Release 4:

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.
- **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

Note on Time

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

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.

Release 4.1

The following changes are present in Release 4.1.

- Support for the PowerPC (AIX) platform was added.
- The Switch Code field was added to Switch Link Configuration to handle duplicate DNs that are datafilled on multiple switches in a private network when using the CC MIS Networking feature.
- Added support for PVC (Permanent Virtual Circuit) X.25 connections to the switch for increased link throughput. These changes allow CC MIS to connect to the switch by means of the new IOM-based high speed X.25 interface. (The following port parameters were added for X.25 links: Line Type, Clock, and Virtual Circuit Type. These changes provide enhanced support for direct X.25 connections to the switch and to new IOM-based high speed (512KBps) X.25 switch interface.)

- An Analyze Configuration function was added to the storage calculator. Pressing this function key allows the storage calculator to analyze some of the values for your system based on data received from the switch and your system configuration.
- Enhanced the direct switch connection capability to allow a clock rate to be specified. Note that on the PowerPC, the DTE/DCE setup for a port is determined from the hardware and cannot be changed in the Switch Link Configuration screen as it can on the 88K platform.

Release 5.0

The following changes are present in Release 5.0.

- Enhanced handling of ACD Re-Enqueued Calls adding the following new statistics in the Report Formula definition:
 - Abd After RENQ
 - Num RENQ Routed
 - RENQ Via Force Out
 - RENQ Via Not Ready
- RENQ fields were added to the Configuration Control - Special Routing window and to the Configuration Control - Change Orders / Special Routing window.
- The BCS 43 switch protocol version is now supported and is required to use the above listed features.
- The Num ACD Hold Acts statistic was added to the Report Formula definition. This new statistic is now used in the “Average time spent on hold” standard formula instead of number of calls answered. Thus any report using this standard formula could show lower average hold times.
- Access to additional OFRT tables (OFR2, OFR3, and OFR4) using the Config/View/OVRT Tables sub-menu.
- Access to additional IBNRTE tables (IBNR2, IBNR3, and IBNR4) using the Config/View/IBNRTE Tables sub-menu.
- The capability of changing route entries to the new tables was added to the Groups/Time Overflow, Groups/Overflow Targets, and Groups/Special Routing windows in Configuration Control.
- Entries for the new IBNRTE and OFRT tables can be included in the System Report/Configuration Report.
- Keycodes are now used to activate optional system features. A prompt to enter a keycode will appear whenever a system is upgraded from 3.x or 4.x to 5.x or 5.x is installed on a new sys-

tem.

- A new method for connecting Windows client PCs to the system over a LAN has been developed which allows PCs configured to use DHCP to access the CC MIS host. This same feature allows multiple concurrent Windows sessions to be used to access different partitions on the same CC MIS host.
- A new Agent Detail Trace report has been added allowing detailed agent activity to be captured for selected agents.
- Canadian French and Latin American Spanish languages are now supported in addition to English.

Release 5.1

The following changes and enhancements were made to CC MIS in Release 5.1:

- A new feature was added that allows reports to span across mid-night (for both interval and shift).
- A DN masking option was added to allow masking of DN in Real-time and reports.
- Expanded the Time Zone Management feature to allow multiple time zones per CC MIS node.
- A new Subgroup Detail screen was added to Agent Status.
- A new search feature was added that allows the finding of an agent by name or ID. (A complete name must be used.)
- A Drag and Drop load management was added to the Agent Status screen.
- A TCP/IP switch link connection was added for LAN connection from the switch to CC MIS.
- LAN wallboard support was added to allow the use of wallboard connected to the LAN (no terminal server required). This feature requires new LAN-enabled wallboards.
- An Agent List feature was added to allow supervisors on local partitions to create lists of Agents for use in Reports.
- An enhancement was made to the Agent screens that allows the supervisor to Hide Spare positions - (that is, choose whether or not spare positions are displayed).

Release 5.2

- A data access option group was added to privilege level definition along with two options that can be used to control supervisor access to agent identities and agent performance information.

- The ability to create agent lists was extended to be supported from Network Access Partitions (NAPs).
- The list definition capability was extended to allow creation of lists of walkaway codes, line of business (LOB) codes, and sub-groups for use in reports parameters.
- The ability to define agents via Network Access Partitions (NAPs) was added; the actual agent definitions remain in the local partitions associated with the NAP. In order for NAP supervisors to have access the agent definition, they will need to have the agent definition option enabled in their associated privilege definition.
- The capability to specify how lists affect sorting of reports was added. The report information can be produced in the same order as the list or the report information can be produced in natural order.
- Administrative modes are no longer limited to one supervisor at a time. Any number of supervisors can be editing public definitions at any given time.
- Tooltips have been added that provide ACD group name or number when the cursor is hovered over an ACD group in the realtime display modes. (Does not apply to the Navigator window in the Agent Status Display).
- The ability to create data only reports was added.
- The ability for supervisors to send short one-line messages to other logged-in supervisors has been added. In order to send messages, a supervisor must have the messaging option enabled which is a new supervisor option in privilege level definition. Supervisors without this option enabled may still receive messages from other supervisors and reply to those messages.
- The Agent Status Display screen was enhanced such that when an agent enters a walkaway code that has been defined in the Walkaway Definition screen to be treated as a Not Ready state, the descriptor for this code can be displayed as part of the status field. This capability is controlled by a new "Display Not Ready Codes" command on the Preferences menu.

Added in CC MIS 5.2.2.

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
- Multiple Data Links
- Language Options (French and Spanish)
- Link Redundancy
- Terminal Capacity
- Networking
- SNMP

Section 2: Fixes

2

Release Notes

5.2.4

Fixes in Software Release 5.0

The following table contains a list of fixes for CC MIS Release 5.0. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
NR00949	CCMIS/DOME - 4.1.2 Incorrect date displayed in report status screen,mm/dd/100)	This SR is a duplicate of SR UT00370, which has been fixed. Please refer to SR UT00370 for information on what was done to resolve this SR. This fix will be in Release 5.0
NR02976	CCMIS/DOME: - 4.1.2 No reports are generated from HLB and SAC	This SR is a duplicate of SR UT92730, which has been resolved in Release 4.1.4.
NR03081	CCMIS/DOME - 4.1.2 Screens are not being updated	The sts_sndr process has been redesigned to prevent it from getting blocked when sending data to a NAP.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
NR81019	CCMIS: XR PPC, X.25 lock-ups	Motorola found a timing problem in the HDLC driver for the X.25 subsystem. The following Motorola patch has corrected this problem: psx25.base.hdlc.1.2.4.3. The install script was modified to install this patch.
NR81364	CCMIS: 4.1- Inconsistent reports services	The problem is caused by the use of ranges of IP addresses in the LAN Terminals screen. Changed the "siic" table cleanup algorithm to use IP address ranges properly.
NR82005	CCMIS:4.1.1-System time drifts from switch	The new system time was incorrectly being determined from the switch time by replacing the current system minutes value with the switch time minutes value and ADDING the switch time seconds value to the current system time seconds value. Changed code to replace the system time seconds value with the switch time seconds value instead of adding them together.
NR83055	CCMIS:4.1.2, X.25 link detects error and switches to alternate.	Changed the X25 templates.
NR83040	CCMIS:4.1.2, Physical network login crashes	This problem cannot be reproduced in the CC MIS lab.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
NR83796	CCMIS: 4.1.2 Network time offset, does not adjust for daylight savings time.	The problem was that the time zone offset information was only retrieved on system startup. So when Daylight Savings time went into effect the new time zone information was not retrieved unless the system was shutdown and restarted. Added an additional call to the get_timezone function that would periodically check the current time zone information and update the nodes accordingly.
NR90265	CCMIS/DOME - 4.1 Unable to log into any partition other than #1	This problem has been resolved by changing the way you connect to a customer site using the post dial screen. This method will be changed in release 5.0.
NR94501	CCMIS/DOME - 4.1.2 Incorrect time adjustment of system clock	This problem is not reproducible in release 4.1.5 or 5.0.
NR94505	CCMIS/DOME - 4.1.2 System Debug log message, incorrect month for time sync message	Month was being displayed as it came from the operating system that is as a number between 0 and 11. Changed the debug log to display 1 through 12.
NR94507	CCMIS/DOME - 4.1.2 Time sync with switch, does not adjust when time is off more than one hour.	If the CC MIS time is off by more than thirty minutes from the system, then it assume something is very wrong and will not attempt to adjust the time. At this point the system should be stop and the time set manually. This is how the system is designed.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
NR94510	CCMIS/DOME - 4.1.2 Windows interface drops connection when exiting Unix window.	The Unix window emulation code was modified to use a 32 bit integer for storing process IDs instead of a 16 bit integer.
UT00343	CCMIS: 4.1.4-Enhanced walk-away not recognized by CCMIS	Added code to support a new Enhanced Walkaway event type that is sent from the switch. Since the DN key is used to activate the feature, a short outgoing DN call will be recorded prior to the walkaway code change.
UT00370	Report Status Log date is incorrect	The problem was that the year being formatted was the year number since 1900. Code was changed to formulate the correct year for all cases.
UT00499	CCMIS:4.1.4-Data export group by option no longer exists	The group by functionality has been re-enabled for data export reports. The grouping headings in the data export report will be formatted as text strings.
UT00740	CCMIS:4.1.4-Call re-enqueued not clearing from incoming call queue	Fixed with the support of BCS43 on the switch. The re-enqueued feature is supported in release 5.0
UT01975	8420 systems on 4.1.4 are losing X.25 config files	This is being closed because it is not reproducible in the lab and has not been seen in the field for some time.
UT02370	CCMIS:Y2k logfile date always one day behind in display	Fixed code that treated 2000 as a regular year to treat it as a leap year.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT02557	System Scope Report is incorrect in 4.1.4	This problem was caused by changes in CC MIS Release 4.0 for networking. Changed code in relating to Scope Database Report.
UT02952	Nightly Backup not working on 4.1	The code was changed to use the partition type field in the cust_info table in the nightly backup routine rather than the cust_opts table since this is the only place in the code where this field is used.
UT03404	CCMIS:4.1.4-Y2k daylight savings time change not automatic for UK	The timezone problem is being handled by the UK Tas. They are using document WAK-GEN-047.doc to solve the problem.
UT04110	Scope function does not work on 1 ACD group	This SR is being rerouted to TAS. Problem was a switch data fill problem.
UT07311	CCMIS:4.1.4- Logical group on Nap missing an acd group in reports	Code was added to check for the condition where the information was not being transferred and took steps to have this information retransmitted. If transmission of the information cannot be performed even with retransmission, the query will be aborted and retried. Logs were added as well which will make it clear that an error occurred in transmitting the query specification to the local nodes. Fixed in release 5.0.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT81554	Extended Character support on Spectrum wallboards.	This problem was due to the use of a signed character array to hold the wallboard message text. Extended ASCII characters appear to be negative integer values when stored in a signed character variable. Changed the code to treat the message text as an unsigned character array.
UT82023	CCMIS Windows/Maintenance s/w does not handle auto baud.	This problem could not be reproduced in the CC MIS lab and was not seen on a regular basis at any customer sites.
UT82025	Maint password is required now for CCMIS	Code was modified to make the CC MIS Windows maintenance interface work correctly for AIX systems with no password defined.
UT82178	CCMIS: 4.1 Maint application locks up when you access x.25 diagnostics menu item.	The problem when the X.25 diagnostics program is run before all of the X.25 ports has been initialized. To prevent this, I added a check before running the x25diag program, which will display a message to the user indicating that the X.25 subsystem is still initializing..
UT82979	CCMIS: 4.1 Not able to delete wallboard definition	Documentation type problem. When a user changes the port for a wallboard the original wallboard should be removed from the port it is on be connecting something else to that port.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT84423	Segmentation violation for 4.1 PowerPC CCMIS	The problem was that a 17 character null terminated string was being copied into a 16-character string. The strcpy command was changed to the strncpy command to make sure that no more than 16 characters would be copied into the new string.
UT85763	Login/Logout Report is not correct.	The problem is caused when an agent just about simultaneously returns from walk and then logs out. When this happens, the return event comes after the logout event. To handle this, in the case of an EV_RETURN we would check to see if the agent is logged in and if not create a login time the same as the event time but never created a logout time to log the agent back out. The solution was to remove the check for login in the case of an EV_RETURN.
UT86799	PowerPC X.25 NOP link will not come up	New install system 4.1 PowerPC CCMIS X.25 link will not come up and stay up. The system logs into the DMS100 and starts the initialization process. The link drops during the download of the initialization data. There is a difference in the processor board number (new board=MVME2602, old board=MVME2600-1). Customer problem caused by a design (defect/deficiency) specific to DMS software. This problem was a switch datafill problem. The L3Window size was not set to 7. Once it was set the system worked ok.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT87253	Report prints blank page Version 4.1	Generating the preview report without the summary causes the problem information page. The fix was to recognize the fact that no summary information exists and form the print command with the correct options to prevent it to attempt to generate the summary information page.
UT87910	Cannot configure local printer sometimes	This SR is being replied because it has already been fixed by SR# NR81364 CCMIS4.1-Inconsistent report services. The fix will be included in Release 5.0
UT87957	CCMIS: 3.2 Y2K 0909 2001 does not work on system.	When the simulator is started, the start-time is calculated and the end time is assigned default number of 999999999. It was assumed that this would always be larger than the start time. When the date reaches September 9, 2001 the number to represent this past 999999999. This causes the start time to be greater than the end time, which causes several errors. The solution was to change the default end time to the maximum number for a long integer.
UT89070	R4.1 leaves printer configured after deleting terminal with attached printer	This problem has been solved as part of the CC MIS Release 5.0 DHCP Support feature. PC-attached printers now directly reference a PC client and will be cleaned up when the client is deleted (unregistered).
UT89259	HP LaserJet4 will not print as maintenance printer (parallel port)	This SR is being replied because the problem cannot be reproduced.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT90159	Printer not deleted after logout on dynamic range addressing supervisor	This problem is fixed with the DHCP support feature in CC MIS Release 5.0. In order to create a printer (or PC-attached wallboards) the user will have to first register his PC as a registered CC MIS client. Once registered, a PC attached printer and/or wallboards can be defined and will always be associated with that PC regardless of which IP address it is using.
UT90472	Problem viewing change order in 3.2	This SR was tested in Release 3.3.3 and found to work correctly.
UT91041	CCMIS: 4.1 Power-PC locks up after power down have to reload.	Fix to be included in 4.1.4 and later. The problem with the ports being removed is the result of a timing issue. The solution was to put in a sleep to ensure that the init_mis process has at least completely defined all hdlc devices before being killed and respawned. NOTE: This SR fixes the problem with the X25 ports being lost. It is believed that this is also the cause of the PPC lockups therefore this SR is being closed.
UT92312	Transfer reports are not correct on CCMIS	This SR is being replied because it is a switch problem
UT92333	Xfer into Group from SDN not pegging in report	This SR is being replied because it is a switch issue

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT92366	CCMIS: 4.1-Silent Radio wallboard has to cycle power after LAN drops	Solution 1 - Connect a device to the terminal server port that will communicate and process the initialization and setup RS232 messages. Solution 2 - Remove the definition of the Daktronics wallboard from CCMIS. Power off the terminal server and wait a few minutes (I waited 5 minutes). Define the Daktronics wallboard back into CCMIS and power on the terminal server. The wallboard goes through a booting sequence and displays 3 dashes across the screen indicating it is ready to receive wallboard messages from CCMIS.
UT92451	Second part of APR fails on several agents	This problem went away when Willows link problem was resolved. Once the link problem went away they no longer experienced the APR problem.
UT92692	CCMIS: 4.1- Scope violation for wallboard displays	This SR is being replied because the system was designed to work this way
UT92697	CCMIS/DOME: - 4.1.2 No reports are generated from HLB and SAC	Unable to reproduce this problem and no customer is currently experiencing this problem.
UT92730	4.1-Y2k Months spanning century do not show all data on reports	Fix to be included in Release 3.3.3, 4.1.4 and 5.0 - I changed the db_dir_walk function (which is called by query) which traverses all entries in the specified directory and returns the day number of each file. Now, all the data was correct in all the reports.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT92913	CCMIS: 4.1-Y2k Unix NTOS 2.6 2-digit year date sets to 1970	This problem is fixed in the NTOS 2.8 operating system tape.
UT92915	CCMIS: 4.1-X.25 link goes down, have to reinitialize port to connect	Can't reproduce this problem and the problem is not being experienced by any customer.
UT93563	CCMIS: 4.1-Number of calls threshold routed not pegging	This problem is not reproducible in release 5.0. I have generated Threshold calls and run reports. The stat pegs in Release 5.0
UT95236	CCMIS: 4.1-Age process failing to initialize	Changed get_db_lock function so that it will wait for the AGED Database lock instead of returning an error if the lock is not available. When you run report at midnight in release 4.1.X age will not initialize, but it initializes ok in release 5.0 with reports running at midnight.
UT95530	Wallboards stop updating on 4.1 terminal servers	A cron file was defined on the customer system and now the problem no longer occurs.
UT95854	CCMIS: NTOS 2.5, NTOS 2.7 and 197LE processor card ram check lockup	The lock ups were a mixture of 820 and XR VMEs. In addition, the 4mm DAT tape drive was causing read/write problems. If the lock ups continues on VMEs with NTOS 2.7, it will have to be investigated with Motorola since these sites would be the only problems with reported lockups.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT95932	MPC Link failures in Miami Airport	The timers setting both on the Switch and on CC MIS caused this problem. Mainly the T1 and T2 timers. Changed the X25 templates. Need to change the timers values in the module x25_main. Verified that the CC MIS is communicating with the switch without errors.
UT96251	CCMIS: 4.1-ACD group name deleted does not show DN in config/queue sizes screen	A check was added to the code, which formats the ACD group for display such that if the ACD group name is blank, then the group's primary DN is displayed instead.
UT96421	CCMIS: 4.1-Supervisors attached to Nap via LAN get logged out	This is being closed per customer. Customer found that they were using the same IP address in two different LAN segments.
UT96829	Cannot remove category time-frame from custom formula heading	The Heading for the Category fields can be changed if the user goes into the Edit headings tab in the Tabular Format screen and type a heading there. The user must enter something on all four lines to keep the category fields from displaying.
UT97172	4.1.X full restore does not restore spool directories.	Modified the "check printer configuration" script to rebuild spool directories that are missing. This script is called following a restore of the configuration database.
UT99561	PowerPC clock drifts with synchronize to switch option on.	Closed per customer request March 8, 2000.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT0A811	CCMIS: 4.1-Logical group does not work for ACD DN reports.	A Summarized ACD DN call Analysis report was generating with just the destination DN. When the report was run using both the source and destination DN the customer was able to see that the report was returning the correct information. Verified that the report was working as designed
UV00389	CCMIS:5.0:Upgrade to 5.0 supervisors can not login when password is numbers	The code was changed to handle all password decryption errors by treating the password as a clear text password.
UV00395	CCMIS:5.0-Client Services does not show printer tab correctly sometimes	This problem was caused by an enhanced dialog template being used for the “Printers” tab which is not supported under older versions of Windows 95. Modified the dialog template to use the standard format.
UV00405	CCMIS:5.0-Dialup does not keep client services options	Client services status information was not being re-initialized back to a startup state when the dialup client disconnected. This caused subsequent dialups to not be able to retrieve the client services information. The code was modified in the winserver task to handle a disconnect indication by cleaning up all client services and re-initializing all status information back to a startup state.

CSR Replies in 5.0

The following table contains a list of replies to CSRs opened against the CC MIS software for Release 5.0.

Table 2-2: List of Replies for 5.0

Number	Title	Reply
NR81017	CCMIS: XR-PPC, PMC SCSI-2 adapter cable routes up the front of the card cage.	Replied: Motorola has no plans to resolve the issue at this time. I have notified Motorola for a request to improve the routing of the PMC such that front bezel does not interfere.
NR81048	ccmis: 4.0 dmslink insane after problems	Replied: After several trials (with slight modifications each time), the events, which occurred at the customer site were not able to be reproduced.
NR82971	CCMIS: XR-PPC, 4.1.2, sts_sndr sanity	This is being replied because we are unable to reproduce this problem.
NR83038	CCMIS: 4.1.2-Unable to recover X.25 link after re-boot.	This SR is being replied since the problem was fixed by changing out the X25 hardware.
NR93398	CCMIS/DOME -4.1 Maintenance port lock-up host.	This problem only occurs when dialing into certain sites. This may be a problem with one of the modem connections.
UT07054	CCMIS:4.1.4-default gateway is getting deleted from the system automatically	The customer is no longer experiencing the problem. The customer changed router. The router may have been configured incorrectly.

Table 2-2: List of Replies for 5.0

Number	Title	Reply
UT81291	No "Treatment field" in Walk Away Code screen	This CSR is being replied until a CCMIS French release has been identified to handle fixes. At the present time there is no French release after 3.3. The CSR may be routed back to the CCMIS Design group, once a French release has been identified.
UT85523	CCMIS:4.0 Config control ACD-DN group names not appearing	This SR is being replied due to customer error.
UT85740	Agent Positions are not in numerical order on config. positions screen	This SR is being replied because it cannot be reproduced.
UT86254	CCMIS: 4.0 First login-Last logout rpt time discrepancies with scope differences	The time will be different if the scope is different. When a supervisor with global scope run the report he/she will see the first time the agent logs in. If the supervisor with a scope has a scope that does not include the group that the agent first logged into for he day they will see the time the agent logged into the group that is in their scope which will be different.

Table 2-2: List of Replies for 5.0

Number	Title	Reply
UT92729	CCMIS: 4.1-Y2k 2-digit year format invalid for 1999 after century changes	This SR is being replied because CC MIS was designed to look at the current century when a two-digit year is entered. If a user wants to specify a year in another century, then they must enter the four-digit year.
UT92914	CCMIS: 4.1-Scope violation on wall-board displays	This SR is being replied because the system was designed to work this way.
UT94891	CCMIS: 4.1 NACD calls not going to proper groups	This SR is being rerouted to TAS for more information. The current refers to a switch problem. This SR is a duplicate of SR UT95381. Solution for this SR will be defined in SR UT95381.

Fixes in Software Release 5.0.1

The following table contains a list of fixes for CC MIS Release 5.0.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-3: Software Fixes in Release 5.0.1

Number	Title	Explanation
60338658	CC MIS locks up when system is rebooted	Added a 60 second delay on initial system boot before CC MIS accesses the X.25 subsystem. This allows enough time for the X.25 subsystem to initialize for CC MIS uses it for the first time.
UT0J186	CCMIS:4.1.5-DN load management causes DN to not be seen in defined scope	Group assignment information within the partition was not being updated for DNs that were load managed between groups. This caused the DN to be omitted from the scope.

Fixes in Software Release 5.0.2

The following table contains a list of fixes for CC MIS Release 5.0.2. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-4: Software Fixes in Release 5.0.2

Number	Title	Explanation
UT17826	<p>CCMIS:5.0.1-EDD ACD-DN night service pegs do not match ACD GRP pegs.</p> <p>After the upgrade from 4.1.5 to 5.0.1, the ACD-DN stat number of night service calls is substantially higher than ACD GROUP number of night service calls for the same DN.</p>	<p>This problem was caused by the addition of a new “calls abandoned after re-enqueue” statistic to the ACD-DN statistics group in the middle of the existing data record structure instead of at the end. Reports generated which include data captured prior to the upgrade will report invalid counts for the following statistics in the ACD-DN statistics group:</p> <ol style="list-style-type: none"> 1. <i>Num Abd After Thrsh</i> Number of calls abandoned after delay objective 2. <i>Num Ans After Thrsh</i> Number of calls answered after delay objective 3. <i>Num LOB Entries</i> Number of LOB entries 4. <i>Num Received RAN</i> Number of calls that received RAN 5. <i>Num Night Srvc Calls</i> Number of night service calls 6. <i>Num Abd TOF</i> Number of time overflowed abandoned calls <p>The fix is included in CC MIS Release 5.0.2.</p> <p>Important: Please see note below.</p>

Note: Upgrading to 5.0.2 will cause these same six statistics in the ACD-DN statistics group to be incorrect for all data captured or modified by CC MIS versions 5.0 or 5.0.1.

1. *Num Abd After Thrsh*
Number of calls abandoned after delay objective
2. *Num Ans After Thrsh*
Number of calls answered after delay objective
3. *Num LOB Entries*
Number of LOB entries
4. *Num Received RAN*
Number of calls that received RAN
5. *Num Night Srvc Calls*
Number of night service calls
6. *Num Abd TOF*
Number of time overflowed abandoned calls

This includes weekly and monthly data for the weeks and months when the first upgrade to 5.0/5.0.1 occurred, and when the upgrade to 5.0.2 occurred. The damaged statistics files cannot be corrected.

Fixes in Software Release 5.1

The following table contains a list of fixes for CC MIS Release 5.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-5: Software Fixes in Release 5.1

Number	Title	Explanation
UT13657	CCMIS:4.1.5-Initialization data view translated data filter does not work	<p>The translation program was incorrectly applying the filter before the ACD group or position was extracted from the message for certain message types.</p> <p>The program was modified to ensure that the filter is always applied after the required fields have been extracted from the message</p>
UT87567	Cannot delete tabular format	Refer to CSR UT92461 for a detailed explanation of this problem and its solution.

Table 2-5: Software Fixes in Release 5.1

Number	Title	Explanation
UT92461	Unable to delete list in 4.1	<p>This problem was caused by the definition to be deleted was being referenced by one or more definitions in other database tables. (The deletion fails because the database must maintain referential integrity.) The referencing records must be deleted before the referenced record can be deleted.</p> <p>In certain situations it may appear that the record to be deleted is not used by any other record in the database.</p> <p>Changes have been made to the CC MIS software to handle these situations. The CC MIS supervisor interface will now display a “Deletion Error” dialog which provides details about the references to the record which could not be deleted.</p> <p>A new mechanism has been put in place for the deletion of any type of definition that can be referenced from multiple different types of records. This includes the following types of definitions:</p> <ul style="list-style-type: none"> - List definitions - Report and display formula definitions - Tabular and graphic report format definitions

Table 2-5: Software Fixes in Release 5.1

Number	Title	Explanation
UT1K294	CCMIS:5.1- Ameritech VO Nap generated agent reports corrupted	This problem was caused by erroneous indexing into the list of partitions when attempting to look up agent names and add partition code names to the report. The indexing problem has been corrected to properly locate the partition from which each record was retrieved. This allows the correct partition codes to be added to the report and the agent names to be properly queried from the remote partition's database.
UT1K595	CCMIS - Ameritech V.O. site cannot access the Agent Status Display screen	A divide by zero error was occurring in the Agent Status Display window when it was opened in the vertical orientation. In order for this to occur, the supervisor must have previously selected the vertical orientation and saved his preferences. The code was changed to eliminate the problem which caused the divide by zero error.

Fixes in Software Release 5.1.1

The following table contains a list of fixes for CC MIS Release 5.1.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-6: Software Fixes in Release 5.1.1

Number	Title	Explanation
Q00319975 UT24807	CCMIS:5.0.2- AAA link is dropping. Redundant link also down	The problem appears to be caused by some additional X.25 debug tracing and monitoring that is enabled at startup. After disabling this tracing, the customer has not had an occurrence of this problem in over 3 weeks.
Q00464572	X-25 SPAN Cards and 4.3.3 CCMIS O/S problems	<p>This problem was tracked down to a kernel memory leak in the PowerStreams X.25 software which occurs when X.25 is started on ports for which there is no SIM module installed. The system runs out of kernel memory buffers after running for a period of from 3 to 5 hours. This memory leak does not appear to happen on PowerCom cards.</p> <p>The X.25 initialization script has been modified to check for the presence of a SIM before starting X.25 on the port.</p> <p>Note that proper operation of the PMCSPAN card requires a new version of the AIX operating system to be installed. This new version is identified as NTAIX 2.0 and is based on AIX version 4.3.3.</p>

Fixes in Software Release 5.2

The following table contains a list of fixes for CC MIS Release 5.2. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319944	Color selections in Agent Status not Updating	If color selections in agent status window are modified, the window must be forced to repaint in order for the selections to take affect. The agent status display window was not handling the message that is broadcast to all CC MIS windows when a change in the color selections is made. This has been corrected.
Q00319945	Cannot enter agent name in Find Agent dialog	In Find Agent dialog, select position mode then agent mode. Text box will not allow alpha characters...only digits.
Q00319946	Unix printer capabilities broken by Release 5.0	Several UNIX printer capabilities used by CC MIS no longer function correctly due to changes introduced by the DHCP support feature in Release 5.0. These include the following areas: <ol style="list-style-type: none"> 1. "Check printer configuration" command in the CC MIS design support menu 2. "List printer info" command in the Printer Utilities menu 3. Ability to delete the maintenance printer in the System Information screen

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319948	CC MIS 5.x: SNMP Denial-of-Service Vulnerability	As per CERTs Advisory CA-2002-03 titled “Vulnerabilities in Many Implementations of the Simple Network Management Protocol (SNMP)”, it has been found that the CC MIS product exhibits a such a vulnerability. At the very least, testcase #6106 in the c06-snmpl1-req-app-r1.jar test suite causes the CC MIS SNMP agent to fail without automatic recovery.
Q00319949	Can't read link definition if only TCP/IP links defined	If the system only has TCP/IP switch links defined, the “Read an existing link definition” and “Delete an existing link definition” commands in the Switch Link Configuration screen will be grayed out. If another type of link is subsequently created, these commands will be enabled and any of the defined switch links can be read or deleted.
Q00319950	Emergency Window does not appear on EMK activate	With emergency indicator enabled for supervisor, if agent activates emergency key, window does not appear. If supervisor logs in during active emergency, window does appear but after window is closed, it does not appear again on next emergency activate. This problem occurs only for NAP supervisors.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319952	Queue Stats Display leaves bogus bottom quadrants in place When in the Queue Statistics Display screen using any display	When in the Queue Statistics Display screen using any display format which includes lower quadrants, if you switch to a display format which does not include lower quadrants, the lower quadrants from the previous format are not removed from the screen. If you exit from Queue Stats and reenter, the problem goes away.
Q00319953	Communications setup profile pull-down not updating	In setup/communications: click New button, create profile, click apply. Profile pull-down does not show new profile. Click cancel then go back into communications. Profile pull-down now has created profile. Click delete. Profile pull-down still has deleted profile. Profile pull-down needs to be updated when new or delete buttons are clicked.
Q00319955	Cannot change wallboard info in Client Services	When the “Change...” button in the wallboard setup tab of the Client Services Setup dialog is pressed, the resulting change dialog does not contain the wallboard address of the wallboard being changed. If you enter this information and then change the name of the wallboard an error is displayed stating that the wallboard address is not unique.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319958	Help text problem in SNMP Community Setup	In the help topic for the SNMP Community Setup window, there are two number paragraphs. The numbers before these paragraphs should not be there.
Q00319960	Agent status interactions between group list and display view	When a group list is selected in the agent status display and the “View List Items Only” option is selected, changing between views sometimes gives unexpected results. For instance, the groups in the navigator window are often not rebuilt when entering subgroup view and remain set to only those in the list. Since the selected group list is not used in subgroup view, what should be displayed is all the groups in the supervisor's scope.
Q00319961	Network status message wrong in status bar of Agent/Queue display on NAP	When the status of a network node changes in a CC MIS virtual network, the message in the status bar of the Agent Status and Queue Statistics displays is not updated. For instance, if the display is active and a network node goes down, the message continues to display "All nodes OK".
Q00319964	Agent List Definition Windows does not have correct title	When creating an agent list, the windows says ACD DN's. Fixed as part of the redesign of this window for CC MIS Release 5.2 for supporting the creation of agent lists on NAP partitions.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319966 UT11434	Security issues on the CCMIS IP functions	Customer needs a way to turn off some of the IP functions. This for security reasons on the internal LAN. During installation a new IP security checking phase was added. This phase disables all IP services not used by CC MIS except for 4 optional services (ftp, telnet, shell, login). The first time this checking is performed, the user will be prompted to choose which (if any) of these optional services should remain enabled.
Q00319967 UT11819	CCMIS:4.1.5-Omnitel needs agent detail removed for legal reasons	This is resolved by CC MIS Release 5.2 feature.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319968 UT1M640	CCMIS:3.3.4- Aetna event log report shows invalid staffed message	<p>The problem occurs when two events occur for the same agent within the same second. When this happens, event records which are normally ordered by time of day can be pulled into a report in the wrong order due to the sorting algorithm used to sort the records for display on the report. As a result, the report generator detects discrepancies in the events used to compile the report and interprets these discrepancies as missing records in the database. The report generator then 'invents' some events to attempt to fill in the missing records.</p> <p>The report generation process has been modified to use the record number within the event log files as an additional key in the sort algorithm. Since records are stored in the event log files in the order in which they occur, this additional key will ensure that the records fed to the final report generation phase will always be in correct chronological order.</p>
Q00319969 UT1O175	CCMIS – Report banner pages are printing in the wrong language	Changed the winserver process to supply this “Scheduled” string in the language defined as the default language for the customer.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319970 UT1O192	CCMIS:French Language characters are not printed	<p>Report text received from the CC MIS host machine was being filtered by the Windows client to ensure that all characters were printable characters. Unfortunately the O/S function used to do this assumes that only characters in the normal ASCII character set are printable. As a result all accented characters fall outside this range and were being ignored.</p> <p>The call to this function was removed to allow the full range of characters used by languages others than English to be passed through to the printer.</p>
Q00319973 UT1R141	CCMIS – Thresholds Set Definition screen does not show all definitions.	<p>Customer cannot see the single Threshold Set Definition in the Threshold Set Definition Screen. If the customer logs out and closes the CCMIS application and logs back in, the Set can be seen at this time. S/W version is 5.0.2.</p> <p>Tracked problem down to reversed parameters to the function call which displays the menu of threshold sets. This was causing the current item to be treated as an item to be excluded from the menu.</p>

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00319974 UT21351	Voice - CCMIS – Knology	<p>The system report generator was limiting the number of DNs per ACD group to 17, which was the previous switch limit. The system report generator code was modified to eliminate any limit on the number of DNs per ACD group. Note that the system still uses a total limit on the number of DNs that is equal to 17 times the number of ACD groups, however there is no restriction on the distribution of these DNs between ACD groups. Fixed in CC MIS Release 5.2.0.BNR.60</p>
Q00319975 UT24807	CCMIS:5.0.2- AAA link is dropping. Redundant link also down	<p>The problem appears to be caused by some additional X.25 debug tracing and monitoring that is enabled at startup. After disabling this tracing, the customer has not had an occurrence of this problem in over 3 weeks.</p> <p>The CC MIS startup code has been modified to remove the initialization of these additional X.25 tracing/monitoring functions.</p> <p>Fixed in CC MIS Release 5.2.0.BNR.67</p>

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00322131	Leading blanks stripped from wallboard message	When you define a wallboard message which contains leading blanks in the message (for alignment purposes) they are stripped off before the definition is saved in the database. It is desirable to leave leading blanks in the definition.
Q00322135	Shift/24hr maximum stats for "all groups" are wrong	<p>The shift and 24-hour realtime maximum delay statistics for "all groups" are incorrect. They are the summation of all of the values for the individual groups rather than the maximum across all groups.</p> <p>The affected realtime statistics are: Max TOF Delay (shift and 24-hour) Max Ans Delay (shift and 24-hour) Max Abd Delay (shift and 24-hour)</p> <p>Note that this is a problem in all previous releases that included shift and 24-hour stats.</p>
Q00322160	Shift stats not cleared when system down over shift boundary	When the system is shutdown over a shift boundary, the realtime shift statistics are recovered from the statistics dump file. They should not be – they should be reset to zero instead.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00338444	Admin/Access command appears when it shouldn't	When you login as a supervisor that has no access to any administrative modes (nothing from the Administration options group and no access to any public definitions), the Admin/Access command still appears on the menu of the main window. This command should only appear when the supervisor has access to at least one administrative command AND when a System Administrator password is defined.
Q00384725	Find Agent does not always scroll position into view	For certain geometries of the Agent Status window, if the Find Agent dialog is used to find an agent, the window is scrolled to where the specified agent is one line below the last visible line on the screen and is thus not visible. Scrolling down one line will bring the requested agent into view. If the geometry of the window is changed slightly, then the proper scrolling occurs.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00384923	Change order execution is dependent on current values	In the Queue Sizes section of a Change Order, there is a dependency between the Calls and Transfer columns that can cause the change order to fail depending on the current value(s) for the group. For instance, if the current values for these fields are 15 and 5 respectively and a change order is defined which changes them to 3 and 2, then the change order will fail with an error indicating that the "Calls" value must be \geq the "Transfer" value. The change order execution logic should be enhanced to change the order in which the values are changed to ensure that the change order does not fail when the final values of the fields meet the required conditions.
Q00385847	3 day old spooled report files are deleted without cancelling print job	If a report is sent to a PC-attached printer which does not have the client software running, then after 3 days the files which are spooled to the printer are deleted by the nightly cleanup script. The problem is that print job still shows as "Spooled" in the Report Status Logs rather than "Failed" due to being cancelled.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00388680	Interval Configuration Discrepancies	<p>1. Warning should be issued when zero is used to disable intervals during an hour.</p> <p>2. Analyze Configuration function does not belong on the interval configuration screen.</p>
Q00389311	Can't change link for partition when max live partitions defined	When you already have the maximum number of live partitions defined and attempt to change the link used by an existing live partition all live links are not selectable in the link menu of the Connection Parameters screen. You should be able to change between links even when the maximum number of live partitions is defined.
Q00391188	Grouping by day when all days selected returns no data.	If you generate a tabular report (any report format) and select "Day" in the Group by field and "(All)" in the day range, then no data is selected for the report. If you change the day selection to specify a range of days then the report will contain data.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00415755	CCMIS – Agent status duration is not updating on release 5.1	The agent status duration is not updating. She can click on the agent and the time will update at that time or if the status changes. This problem only occurs when Intellipoint version 2.2 or earlier is running on the PC and the "Hide Pointer While Typing" option is enabled in the visibility tab of the Mouse Options control panel app.
Q00418998	PC-attached printers disappear after upgrade to 5.X	After an upgrade from 4.1 to 5.2, the configuration of the PC attached printers and wallboards is lost.
Q00420409	Upgrade from 3.X changes interval selection of (All) to 0:00..23:30	When a release 3.1 or later system is upgraded to release 5.X, any report definitions that contain an interval range selection of (All) are changed to the range 0:00 - 23:30. This does not cause any problems unless the customer changes the interval lengths from the standard 30 minute intervals to some other values. Then the report will no longer select all intervals of the day.
Q00420795	Excess formula elements silently discarded in Formula Definition	If you attempt to define a formula (display or report) which contains more than 17 elements (statistics and operators), then any elements in excess of 17 are discarded when the formula is saved without any notification given to the user.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00421432	NAP Agent Status goes blank when a new virtual node is added	When a new virtual node is added to an existing NAP any Agent Status display windows currently open will pick up the new groups in the display but all agent status information remains blank until the window is exited and re-entered.
Q00422416	Wallboard configuration report repeats CONNECTIVITY setting on subsequent lines	In the Wallboard Configuration report when there is more than one wallboard attached to the same port the text displayed in the CONNECTIVITY column is repeated for each wallboard on that port. This text should only be displayed on the first line for the port.
Q00422464	New privileges missing from default training data	When a training partition is created, the new privileges added in the 5.x releases are not included in the Administrator privilege level definition in the default data that is loaded into new training partitions.
Q00425139	Apply button on CC MIS Communications Setup should not clear profile name	Enter Session/Setup/Communication. Select an available profile. Make a modification to the settings and click apply. The profile name field is cleared requiring you to re-select the profile before hitting OK. Apply should not clear the profile name field.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00425179	Problems when alarm id > 100 entered	When alarm id is specified that is greater than 100 and enter is hit, dialog is correctly shown stating the id must be in range. However, field still contains invalid ID. Delete button is also active. If delete is hit, then alarm with highest number is deleted.
Q00425200	Winserver seg violation when large partition added to NAP	If the agent status display window is open on a NAP partition and another virtual node is added to the NAP that contains a large number of groups and positions (1000 groups, 9999 positions in this test), then the winserver process serving that client will abort with a segmentation violation.
Q00425993	Changing primary X.25 port does not re-enable previous selection	In an existing X.25 link definition, if you select a different port for the primary link, then the port that was previously selected for the primary link can no longer be selected for either the primary or secondary links until the form is exited and reentered or a read, save or delete command is issued.
Q00426008	The precut mode should be removed for NAP partitions	There is no difference between precut and product modes for NAP partitions. As such, the precut choice should be removed for NAP partitions.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00426097	Improve tabular format dialog warning of column changes without heading changes	Improve the dialog when saving a tabular report format such that if the headings have not been altered based on the column changes that the dialog gives an option to use the default headings, save anyway, or cancel. Solution was to not display the dialog when there are no custom headings.
Q00426954	Time format on customer options does not affect time on system reports	If you change the time format specification in Customer Options, the time printed on system reports remains in HH:MM format.
Q00427424	Spectrum Definition Database Report not available in french or spanish	When logged in as either a french or spanish supervisor, attempting to generate the Spectrum Definition Database report results in a blank report being generated and a system error log.
Q00428374	Saving change order with 2000 positions causes memory allocation failure	If you attempt to save a change order consisting of 2000 position moves, winserver reports a fatal error in the system error log.
Q00428795	ACD Group column of Agent Status Display painting problem	If you slide another window over the ACD Group column of the Agent Status Display window, the groups listed in the ACD Group column get all messed up until the window is minimized and restored. This problem is most prevalent when the other window is slid horizontally across the Agent Status Display window.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00428855	Agent Status Display window allows null subgroup (0000) to be displayed	If there are one or more subgroups in the ACD configuration which do not have a supervisor ID assigned to them, then one of the ACD groups containing one of these subgroups will contain a subgroup of 0000 in the navigator window. This null subgroup should never appear in the navigator window since this would allow the user to attempt to move positions into the null subgroup which is not allowed by the switch.
Q00429859	Log "Program cfgmgr attempted to register MAPA shared memory" seen at startup	Occasionally when the CC MIS system is started, the following error log appears: WARNING at 02/05/09 09:13:25 CDT Program "14002 (cfgmgr)" attempted to register MAPA shared memory Process: mapa_ctl (12974) Source: ctl_ipc.c, register_ipc, 81
Q00431270	OFRT and IBNRTE tables not initializing after link reset	In maint, select update switch configuration and immediately take switch link down. Restore lin On windows client, enter config/view routing tables/OFRT or IBNRTE. Window will continue to display "Initializing...".

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00432507	Install on a new system does not start system when requested to	When a new install is performed and a keycode has been installed, the installation script asks the user if the system should be started now. If the user answers yes to this question, the word "running" is displayed on the console and the system is not started.
Q00432510	Add the ACD group CLI to the ACD Group Configuration Report	It would be nice to include the CLI of the ACD group in the ACD Group Configuration report. This would aid in verifying the switch datafill.
Q00433449	System reboot required following installation of CC MIS on AIX 4.3.3	The additional O/S filesets that are loaded during the initial install of CC MIS on systems running the AIX 4.3.3 operating system (NTAIX 2.0) require that the system be rebooted before they take effect. The installation script should offer to perform this reboot at the end of installation rather than offering to start CC MIS.
Q00435848	Stsmgr segmentation violation when NAP brought up with last physical node down	If you bring up a node containing a NAP partition and the physical node containing the last physical node defined in the CC MIS network is down, then the stsmgr process in the NAP partition will get a segmentation violation. This problem will continue until the physical node is brought back up.

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00454196	Log "Failed to send message to SNMP agent" seen on PowerPC systems	<p>The following log has been seen approximately once a day on PowerPC systems:</p> <pre>WARNING at 02/05/27 06:34:29 CDT Failed to send message to SNMP agent Process: cfmgr (9294) Par- tition: 0 Source: subagtif.c, _sai_send, 120</pre>
Q00459199	PowerPC onboard serial port 4 cannot be configured as DCE	<p>The AIX operating system always reports that onboard serial port 4 is hardware configured as a DTE even with a DCE SIM installed and the processor board and transition module jumpers set to the DCE setting. The Switch Link Configuration interface uses this O/S derived information to set up the configuration file for the port and does not allow the user to change the DTE/DCE setting for the port.</p> <p>As a result, this port cannot be configured as a DCE port even with the DCE hardware installed. All other X.25 ports on the PowerComm and PMC-SPAN cards are identified correctly by the O/S.</p>

Table 2-7: Software Fixes in Release 5.2

Number ^a	Title	Explanation
Q00464572	X-25 SPAN Cards and 4.3.3 CCMIS O/S problems	<p>This problem was tracked down to a kernel memory leak in the PowerStreams X.25 software which occurs when X.25 is started on ports for which there is no SIM module installed. The system runs out of kernel memory buffers after running for a period of from 3 to 5 hours. This memory leak does not appear to happen on PowerCom cards.</p> <p>The X.25 initialization script has been modified to check for the presence of a SIM before starting X.25 on the port.</p> <p>Note that proper operation of the PMCSPAN card requires a new version of the AIX operating system to be installed. This new version is identified as NTAIX 2.0 and is based on AIX version 4.3.3.</p>

a. The internal problem tracking system changed during the development of CC MIS Release 5.2. Therefore, externally found problems are listed with two numbers, the internal (Clarify) number and the external CSDS number.

Fixes in Software Release 5.2.1

The following table contains a list of fixes for CC MIS Release 5.2.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-8: Software Fixes in Release 5.2.1

Number	Title	Explanation
Q00478016	Can't change APR subgroup in Agent Definition on NAP	<p>If you select a new APR subgroup for an agent from the menu of available subgroups in the Agent Definition mode on a NAP partition, any attempt to save the modified record results in the following message being displayed:</p> <p>"The APR subgroup must be blank or a subgroup number between 0001 and 9999."</p> <p>This is caused by having the partition code prefixed to the subgroup number in the menu.</p>

Table 2-8: Software Fixes in Release 5.2.1

Number	Title	Explanation
Q00494217	Errors seen in installation log file at IP&L on 88K platform	<p>When the 5.2.0.IS.80 load was installed on the 88K platform at Indiana Power and Light, the following errors were seen in the installation log file at the point where all unused IP services are being disabled:</p> <p>UX:chmod: WARNING: Cannot access 0:00: No such file or directory -> sprayd service disabled. UX:chmod: WARNING: Cannot access 0:00: No such file or directory -> rwalld service disabled. UX:chmod: WARNING: Cannot access 0:00: No such file or directory -> rusersd service disabled.</p> <p>No adverse affects were noticed.</p>

Table 2-8: Software Fixes in Release 5.2.1

Number	Title	Explanation
Q00501261	Client services setup not saved when system migrated from 88K to PowerPC	<p>When a system is migrated from one platform to another, the client services setup information is lost, due to the fact that it is based off the host ID of the system processor. This causes the customer to have to reconfigure client services on all of their client PCs, then edit all of their report definitions to set up the report destination information all over again.</p> <p>It is desirable to provide a means of automatically migrating the client services setup information in order to avoid this manual task.</p> <p>Added a new table to the partition database to record information that can be used to reconstruct the client registration information. This information is passed up to each client PC to allow them to automatically reconfigure themselves when a database migration is detected.</p>
Q00510616	Agent move does not move agent to correct group	<p>When an agent is moved in Agent Status using the right mouse button menu, the agent may be moved to an incorrect group. When the agent is moved using drag & drop, the correct group is assigned.</p>

Fixes in Software Release 5.2.2

The following table contains a list of fixes for CC MIS Release 5.2.2. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-9: Software Fixes in Release 5.2.2

Number	Title	Explanation
Q00513766	CCMIS:Network-ing first login/last logout report parsing error	<p>First Login/Last Logout report generated from a nap has what appears as a parsing error when the partition code changes. The new partition code is entered one record too soon in the report.</p> <p>Example: if COL - 1234 is the last record before a new partition code HER - 0001 should appear on the event log report, the record that should be COL-1234 shows up on the report at HER -1234.</p> <p>This error occurs for the agent ID field only. The rest of the record is correct for the agent.</p>
Q00530472	Illegal Instruction log from win-server process	<p>The following log is seen sometimes from the winserver process:</p> <p>FATAL ERROR (TERMINATED) SIGILL: Illegal instruction Process: winserver (16542) Partition: 2 Instance: 10.41.41.79 Source: signal.c, signal_trap, 151</p>

Table 2-9: Software Fixes in Release 5.2.2

Number	Title	Explanation
Q00535064	File/Print capability re-implemented in Agent Status	The File/Print capability in the Agent Status and Queue Statistics display screens was removed from the 5.1 release. This fix adds this functionality back in to allow users to generate quick snapshot reports of their agents and queues.
Q00542365	PowerPC X.25 can fill up /var filesystem	<p>When errors occur on the X.25 links on a PowerPC system, logs are generated in daily files in the /var/adm/streams directory. There is currently no mechanism to periodically clean up these logs, with the result that over time the /var filesystem can fill up.</p> <p>CC MIS should incorporate a method for cleaning up old log files in this directory.</p>

Table 2-9: Software Fixes in Release 5.2.2

Number	Title	Explanation
Q00553726	Display walk-away code associated with NOT READY state	<p>Problem: When a walkaway code is defined in Walkaway Definition to be treated as Not Ready, the customer would still like to see the walkaway code that the agent entered on the realtime agent status display. It should be displayed in a manner similar to a walkaway code. If a real not ready event occurs, the display should remain the same as it is today.</p> <p>Solution: Added a new "Display Not Ready Codes" option on the Preferences menu of the Agent Status Display screen which, when selected will display the walkaway code descriptor next to the NRDY text if the not ready condition was triggered by the entry of a walkaway code that has been set to not ready treatment in the Walkaway Code Definition screen.</p> <p>The Agent Trace report was also modified to display the walk code for any not ready events triggered by such a walkaway code.</p>

Table 2-9: Software Fixes in Release 5.2.2

Number	Title	Explanation
Q00553852	Client Services setup disappears when run as normal user under NT/2000/XP	<p>Problem: Even when CC MIS Client Services are set up using an administrator account under Windows NT/2000/XP, the setup information disappears when CC MIS is run by a normal user.</p> <p>Solution: Registry access logic was changed to request read-only access rather than read-write access when querying for existing client services registration information. This allows the information to be obtained when running the CC MIS client as a non-administrative user.</p> <p>To prevent registry access errors from occurring, the four service selection checkboxes on the Services tab will now be grayed out when the CC MIS client is run as a non-administrative user.</p>

Fixes in Software Release 5.2.3

The following table contains a list of fixes for CC MIS Release 5.2.3. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00574910	Agent list sort order breaks sub-totaling on reports with agent name as a key	If the "Use list order for sorting" option is enabled for a report that selects agents using an agent list, and the report format contains the Agent Name field as the primary key, then the resulting report is formatted incorrectly. Specifically, the report is not sorted by agent at all and there is a single subtotal line for all records selected which contains the name of the first agent listed in the report.
Q00579526	Localization: Undefined walk codes show "Not Defined" in any language	<p>When a walkaway code report is run which contains the walkaway code name field, then the name displayed for the special 'not defined' code of -1 will always be "Not Defined" regardless of which language the report is run in.</p> <p>This text is now displayed in the language of the report.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00581278	Agent list for reports with EmployeeID not working.	<p>Report formats that have EmployeeID as the first key field will not generate correctly if an agent list is used for the selection criteria in parameter definition. The result is that all agents will be selected instead of only the agents specified in the list.</p> <p>The necessary triggers for handling selection and sorting by list contents were missing when the EmployeeID key was used. These triggers have been added.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00625914	Some agents fail to APR to correct subgroup	<p>When a large number of agents with APR enabled logout, a queue of load management requests is created on the CC MIS system to get the positions moved back into the original group. If any of the positions subsequently logs back in before the queued load management request is executed, CC MIS believes the position is already in the right group and does not issue an APR request to move it. Shortly afterward the queued request is executed, causing the position to be moved back to the original group which is not where the agent is supposed to be.</p> <p>CC MIS now looks at the load management request queue for the position that an APR-enabled agent logs into and takes this into account when determining what load management is required to get the agent into the desired group. This may be as simple as removing the queued load management request.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00712978	Agent Status Global View display printout skipping part of the page	<p>When an Agent Status Display snapshot report is generated, the last line of the display is missing from the printout.</p> <p>The calculation of the printed area of the last page in the report was incorrect. It was not taking into account the space being used for the page header line, thus the printout of positions ended one line early.</p>
Q00713368	Erroneous spare position count displayed in Agent Status single subgroup view	<p>When the Agent Status display is first entered or closed and then re-entered when the current view is set to single subgroup/group view, the number of spare positions displayed in the status line is usually incorrect (often negative).</p> <p>Positions not part of the current display were being used in determining the spare position count whenever single subgroup view was the initial display view when the Agent Status Display window is created. Problem corrected by considering only the positions in the current display.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00735468	Cannot add disk larger than 64GB to system	<p>Using the "Add Disk(s) to System" command on the "Operating System Configuration" maintenance menu to add a RAID unit that contains a volume larger than 64GB in size causes the command to fail.</p> <p>Additional parameters were added to the filesystem creation commands to allow disks larger than 64GB to be added to the system.</p> <p>Note: This fix requires the use of the AIX 4.3.3 version of the operating system.</p>
Q00759044	Windows logo key interaction with CCMIS mouse pointer.	<p>In the agent status display drag an agent to a new subgroup (but don't drop yet), then press the Windows Logo key. The result is that the mouse pointer disappears from the CCMIS application. It returns to normal when the application is terminated and re-launched.</p> <p>The problem was due to the application losing focus while the mouse cursor was captured for the drag operation. CC MIS has been corrected to handle loss of focus during drag and drop operations.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00761910	French translation missing on NAP report titles	<p>On NAP partition. the AGENT report format definition titles display in English only, even if the French language is selected for Agent database related titles.</p> <p>French translations for tabular report definitions on a NAP partition that include an agent ID key were missed. These missed translations have been added to the system.</p>
Q00827307	NAP Partition has F4 Storage Calculator Option	<p>In the maintenance screen, Configuration, Disk Allocation section, the user can switch from this screen to the Disk Usage Stats screen , then back and the F4 Storage Calculator option will be displayed. This option should not be available for a NAP partition.</p> <p>Logic was added to ensure that the Storage Calculator softkey is disabled when returning to the Disk Allocation pane if the cursor is positioned on a NAP partition.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00864777	Add ability to prepend delimiter text on reports saved as files	<p>CC MIS reports saved as files on a client PC are often fed to an external system, such as a Workforce Management system, for further processing. A method to add some delimiting text to denote the start of a new report has been requested to be added to the CC MIS product.</p> <p>The "Filing" tab in the Client Services Setup dialog has been enhanced to provide the ability to optionally select a text file which contains text to be inserted at the beginning of each report saved to a file on disk.</p>
Q00914251	Error in definition of CC MIS partition MIB	<p>The INDEX field definition for the acdStatisticTable is erroneously set to {acdStatisticIndex} which specifies a field that does not exist in the MIB definition.</p> <p>The correct value should be {acdStatisticGrpIndex,acdStatisticAlarmIndex} to denote the two-dimensional nature of this table.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00922858	The "hide spares" feature handles forced out positions inconsistently	<p>When the "hide spares" feature is enabled in the Agent Status Display, positions in the FORCED state sometimes appear and sometimes they do not.</p> <p>The inconsistency is caused by a difference in handling force-out events accompanied by a re-enqueue event versus those that are not accompanied by a re-enqueue event.</p> <p>CC MIS has been updated to handle both types of force-out scenarios the same and will now always display positions in the FORCED state even when the "hide spares" feature is enabled..</p>
Q00943046	Tabular Format Database Report generation fails if a very wide format is defined	<p>If there is at least one tabular report format defined that consumes the maximum report width of 132 characters, the generation of a Tabular Format Database Report will fail due to a segmentation of the sys_rpts process.</p> <p>An internal string buffer did not take into account the extra null character at the end of a string and was therefore sized one character too small when a report format of the maximum width was encountered. The extra space for this null character has been added to the buffer.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00957169	Walkaway codes entered while a call is presented display as Not Ready on CC MIS	<p>If the re-enqueue feature is enabled on the switch and the BCS43 MIS protocol is used, then walkaway codes entered on a position while a call is presented will not be displayed as a walkaway condition on the CC MIS agent status display. This is because there are two position events being generated by the switch in this case. The first is the normal "Activate Not Ready" event, while the second is the new "Activate Not Ready, Call Re-Enqueued" event (#26). The second event is always being treated in CC MIS as a not ready event even if a walkaway code is present in the message.</p> <p>Fixed the handling of the "Activate Not Ready, Call Re-Enqueued" event to treat it as a walkaway if a walkaway code is present in the message.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00971549	Add field to enable/disable SNMP link traps in the SNMP configuration screen	<p>Even though SNMP link traps (link down/link up) can be enabled or disabled via the SNMP interface, it is desirable to be able to enable or disable these traps directly through the SNMP Configuration screen of the CC MIS Maintenance interface.</p> <p>A new field named "Link Traps" was added to the SNMP Configuration screen to allow the SNMP MIB variable that controls the generation of SNMP link traps to be modified directly. This variable can still be modified via SNMP set operations as well.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q00974188	A default VARWRAP value (0) is being interpreted as "VARWRAP is not enabled"	<p>If the varwrap option on an ACD group is configured and the associated variable wrapup time is set to 0, CC MIS does not treat the varwrap option as being enabled for this group. (i.e. the variable wrapup time cannot be changed via the CC MIS configuration control function).</p> <p>If the variable wrapup time is changed on the switch to a non-zero value and a configuration update is performed on the CC MIS, configuration control can then be used to change the variable wrapup time value (even to 0). If a configuration update is performed while the variable wrapup time is set to 0, then the CCMIS disables the varwrap option.</p> <p>Summary: A variable wrapup value of zero was being treated as "option not enabled" instead of the value -1. This problem has been corrected.</p>
Q01035101	Schedule Definition Report fails when a schedule contains 20 or more times	<p>If any schedule defined in the customer database contains 20 or more schedule times, the generation of the Schedule Definition system report will fail.</p> <p>The report generator will now wrap the scheduled times field across multiple lines in the report, keeping the maximum line length to 80 characters.</p>

Table 2-10: Software Fixes in Release 5.2.3

Number	Title	Explanation
Q01035286	SNMP ports should not be active if SNMP option is disabled	<p>If the CC MIS SNMP option is not enabled in the system key-code, the SNMP ports (UDP 161 and 162) are still open on the system. For security reasons, these ports should not be open unless the SNMP option is specifically enabled by the keycode.</p> <p>The SNMP agent will no longer open the SNMP ports if the SNMP option is disabled in the CC MIS keycode.</p>
Q01074225	Rptgen aborts on 2nd report when multiple reports run from the same schedule	<p>The rptgen program sometimes aborts on a segmentation violation when processing the 2nd or subsequent report when multiple reports are attached to the same schedule. If the reports are run manually, or are attached to separate schedules 1 minute apart they all generate successfully.</p> <p>It was found that not all report-related variables were being reset to default values between the generation of each report in the list supplied to the report generator. This is now done before the start of processing for each report.</p>

Fixes in Software Release 5.2.4

The following table contains a list of fixes for CC MIS Release 5.2.4. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-11: Software Fixes in Release 5.2.4

Number	Title	Explanation
Q01107868	Enhanced walk-away does not reset Agent Status Display duration timers	<p>The ACD Enhanced Walk-away feature allows an ACD agent to change the walkaway reason without coming out of the Not Ready state. The Enhanced Walkaway feature builds on the Walkaway feature. The Walkaway feature adds the capability to describe a 3-digit code for the reason of not being ready.</p> <p>To change the walkaway reason:</p> <ol style="list-style-type: none"> 1. Dial an access code from a secondary directory number (DN) 2. Indicate the reason for being not ready with a 3-digit code <p>The agent status duration timers do not reset when the screen updates to a new walk-away code using this feature. The duration time continues to increase when the status indicates a new walk code has been entered.</p> <p>The software has been updated to reset the duration counters whenever a new walkaway code is entered, even if the position is already in the walk-away state.</p>

Table 2-11: Software Fixes in Release 5.2.4

Number	Title	Explanation
Q01077871	Realtime stats updated for wrong group if posn handles call from previous group	<p>If a position is moved to another group while a call is either presented or active on it, the realtime statistics for the position's current group are updated instead of the actual group that the call was received at. This can result in incorrect calls in queue and service level statistics for the ACD group for which the call is being handled.</p> <p>Changes have been made to internal data structures and messaging to allow the system to peg statistics against the ACD group from which the position answered the call rather than against the group to which the position is currently assigned. This may mean that the real-time displays could show a position in ACD state for a call that came into an ACD group that is different from the position's current ACD group. However, this situation lasts only for the duration of the call that was received by the position at the time the position was re-assigned to the new group.</p>

Table 2-11: Software Fixes in Release 5.2.4

Number	Title	Explanation
Q01131969	Scope filtering of Agent Event Log reports shows misleading information	<p>When agents are moved among subgroups and the event log reports are run with a restricted scope, misleading information can be displayed in the reports due to the fact that events that occur while the agent is outside of the scope of the report are not accounted for in the report statistics. For instance, if an agent moves from subgroup 1000 to subgroup 1001, then back again a short time later, any report run with a scope that is restricted to subgroup 1000 will appear to show complete information but will be missing the detail for the agent while in subgroup 1001.</p> <p>Additional records will be created in the agent event log database file that provide information about agent moves between subgroups. These records will appear in the agent event log reports when an agent moves out of or into the scope of the report as follows:</p> <p>A "MOVE OUT" record indicates that the agent moved out of scope at the time shown in the "END TIME" column. If the agent was active on a walk-away at the time, the walk-away code will be displayed.</p> <p>continued next page...</p>

Table 2-11: Software Fixes in Release 5.2.4

Number	Title	Explanation
Q01131969 (continued)		<p>A "MOVE IN" record indicates that the agent moved into scope at the time shown in the "START TIME" column. If the agent was active on a walk-away at the time, the walk-away code will be displayed.</p> <p>These new MOVE IN/OUT records won't appear on the report if the agent stays within the scope of the report.</p> <p>Note that the solution to this problem is only effective when the reports are run on data that was collected following the application of the fix.</p>
Q01189322	CCMIS Schedule List Report does not contain the attached reports / change orders	<p>The Schedule List Report in the System Reports does not indicate the attached reports or change orders in version 5.2.3.</p> <p>The system report generator has been modified to read the attached reports and change orders correctly from the database and display them on the report.</p>

Table 2-11: Software Fixes in Release 5.2.4

Number	Title	Explanation
Q01246816	CC MIS client crashes when printers with very long names exist	<p>If the Windows PC that the CC MIS client is running on contains a printer with a very long printer name (for instance "Microsoft Office Live Meeting Document Writer on Microsoft Office Live Meeting Document Writer") then any attempt to view the "Printer" tab in the Client Services Setup window will result in a crash of the client.</p> <p>The temporary buffer used to format the printer name when populating the list of available windows printers has been increased in size to accommodate these long printer names.</p>
Q01304873	Agent status display of forced out interaction with hide spares	The Forced-Out status of positions was not being preserved during the nightly link re-initialization process. This status is now preserved across link re-initializations if the position is marked as "logged out" in the initialization data received from the switch.

Section 3: Known Problems



Release Notes

5.2.4

CC MIS Problems

The following table contains a listing of reported problems which have not been fixed in CC MIS Release 5.2.4 as of February 15, 2006.

Table 3-1: Reported Problems for Release 5.2.4

Number	Description

ACD MIS Datastream Problems

The following table contains a list of reported problems with the ACD MIS datastream.

Table 3-2: ACDMIS Datastream Problems

Number ^a	Description
BI22175	Ans & Transferred statistic. Protocol issue prevents pegging of answer/abandon messages by source/destination pairs.
Q00319972 UT1P710	CCMIS - Overflow reports are not correct according to the customer

- a. The internal problem tracking system was changed during the development of the 5.2 release. For problems found externally, both the internal (Clarify) and the external (CSDS) numbers are listed for reference.

Third-Party Interaction Problems

This section describes problems related to the way CC MIS interacts with other third party software. Problems described in this section are outside the control of the CC MIS application.

Microsoft Outlook E-mail Security Update

This section provides information about the interaction of the CC MIS application with Microsoft Outlook software and the Outlook E-mail Security Update. Specifically, the manual approval of CC MIS reports generated with the output device configured as an E-mail address.

This information was obtained from Microsoft Corporation. Related web site URL addresses on this issue are listed in the following information.

The Outlook E-mail Security Update provides additional levels of protection against malicious e-mail messages. The update changes the way that attachments are handled by Outlook, and the way that Outlook can be controlled programmatically.

For more information about the update and how it may affect the functionality of Outlook, this article includes links to a known issues list, information for developers, information for administrators, and other information to consider before you apply the update.

History of the Outlook Security Updates

This Outlook E-mail Security Update is the second attachment-handling update for Outlook.

The first security attachment update, the Outlook E-mail Attachment Security Update, requires that you save certain file types to a disk. For additional information about the first security attachment update, you may view the following Microsoft Knowledge Base article:

[235309 Outlook E-mail Attachment Security Update](http://support.microsoft.com/default.aspx?scid=kb;EN-US;235309)
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;235309>

The Microsoft Outlook E-mail Security Update changes and extends attachment handling. For general information about this update, and to download the update, please see the following Microsoft Office Download Center article:

<http://office.microsoft.com/downloads/9798/Out98sec.aspx>

Customizing the Behavior of the Security Update

If you are not running Outlook in an Exchange Server environment, or your mail is delivered to a local Personal Folders file (.pst), you cannot

configure the settings for the update and you must use the full feature set of the update.

If you run Outlook in a Microsoft Exchange Server environment and your e-mail messages are delivered to a server-based mailbox, your administrator can control specific features that are included with the update. However, if your mail is delivered to a Personal Folders file (.pst), then you cannot configure the settings for the update.

New Programmability Behavior

When you install the update, programmatic access to Outlook is restricted. If other applications (such as CC MIS) try to use Outlook on your behalf, you receive a warning message and you are prompted to confirm what the other application is doing. You receive warning messages when another application tries to do anything in the following list:

- Send mail on your behalf
- Access your address book
- Access e-mail names from your messages
- Access e-mail information from your contacts or other types of items
- Save your messages to the file system
- Search your messages for content
- Use Simple Messaging Application Programming Interface, Simple MAPI, to send messages without your consent

Additional information can be obtained from the [Microsoft Help and Support](#) website:

<http://support.microsoft.com/>

Impact of the Security Update on CC MIS

The new programmatic access restrictions introduced by this security update limit the usefulness of the CC MIS e-mail report generation capabilities by requiring each report to be manually approved on the client PC to which it was directed.

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