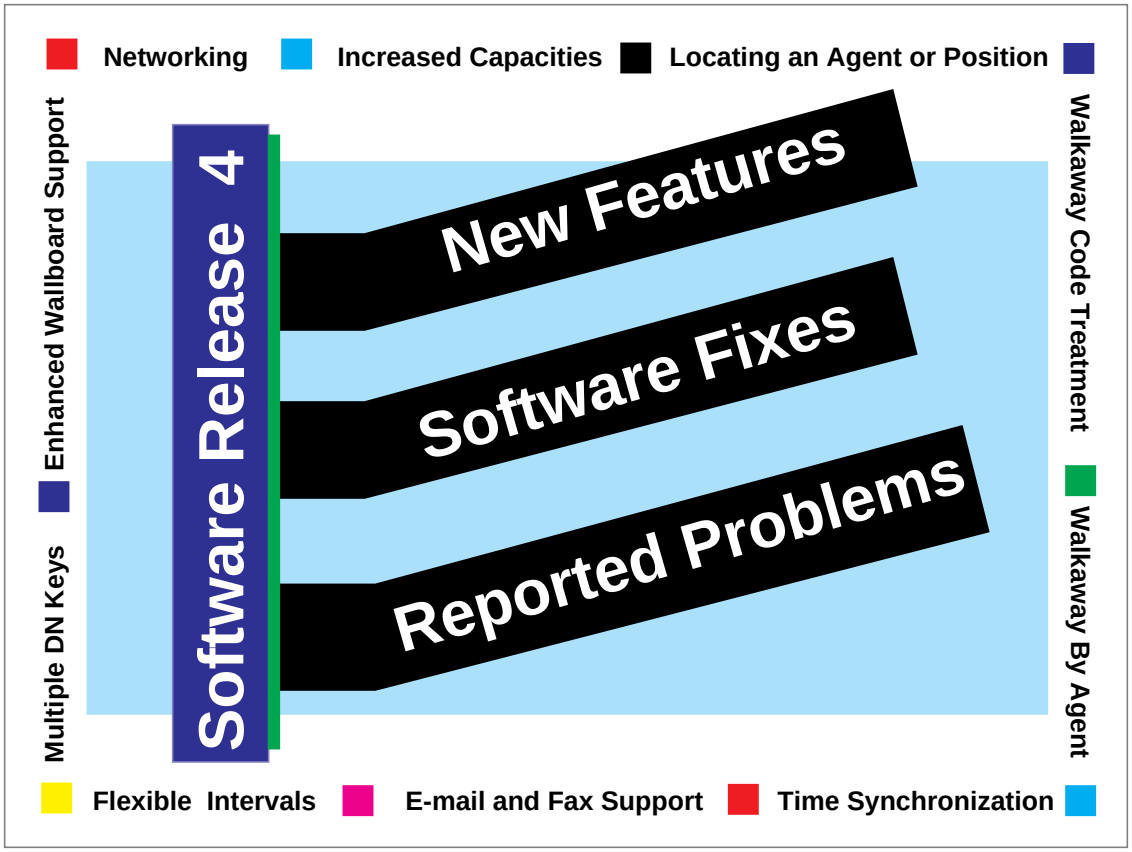
Call Center Management Information System

CC MIS Release 4.1

CC MIS Release Notes

Standard 297-2671-211.04.06



NORTEL
NORTHERN TELECOM

CC MIS Release Notes

Call Center Management Information System

CC MIS Maintenance Release 4.1

NTP: 297-2671-211.04.06

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About this Guide

This guide serves as the pre-preliminary version of the Release Notes for CC MIS Maintenance Release 4.1 (NTP 297-2671-211). This guide should be used in conjunction with other NTPs issued in support of CC MIS.

References

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

Maintenance (Host) NTPs:

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

Section 1: Introduction

Release Notes 4.1

Type of Release

CC MIS Release 4.1 can be installed on a CC MIS system already running CC MIS 3.x, or can be installed on a new CC MIS system.

To upgrade from CC MIS 1.1 to 4.1 requires upgrading from 1.1 to 2.0.3 or 2.1, then to 3.1 or later (3.1.1, 3.2, or 3.3.1) then to 4.1.

Systems running CC MIS 2.x must upgrade to 3.1 or later (3.1.1, 3.2, or 3.3.1), then to 4.1.

Systems running CC MIS 3.0 must upgrade to 3.1 or later (3.1.1, 3.2, or 3.3.1), then to 4.1.

The enhanced data and statistical collection in CC MIS 4.1 requires more disk space than was required in CC MIS 1.1 or 2.0. Therefore, upgrading to 4.1 may require a hardware upgrade to increase the size of the disk drive.This release contains new features for CC MIS 4.1 as well as fixes for various problems which were considered non-gating for previous CC MIS releases.

Physical Media

This release is identified as follows:.

Table 1: Distribution Media

(Quan.)/Type	Application	Version
(1)3 1/2 DSHD	CC MIS Windows-Based Remote Software	4.1
(1) TAPE	CC MIS Application Installation Tape	4.1

Customers upgrading from 2.x and new 4.1 installations will also receive the new OS tape for SVR4 NTOS 2.6 (88K-based systems) or the AIX OS (for PowerPC systems).

Supervisor PCs must have Windows 95 or Windows NT 4.0 installed prior to upgrading to CC MIS Release 4.1.

Installation on PCs running CC MIS 3.2 and 3.3

The installation diskette is not required for PCs running the Windows supervisor's interface of CC MIS Release 3.2 or 3.3. After CC MIS Release 4 is installed on the VME hosts, PCs running 3.2 and above can start their version of CC MIS and will be prompted to automatically download the upgrade to 4.0 from the VME.

Additional installation procedures for 4.x

Release 4 supports the distribution of both the O/S and CC MIS on DAT tape. Refer to the Maintenance and Administration Guide, NTP 297-2671-545.

Text Interface

The supervisor's Text Interface is no longer available nor supported in Release 4.

Special Notes Concerning CC MIS Release 4

The following information applies to CC MIS Software Release 4.

Additional disk space - The enhanced data and statistical collection in CC MIS Release 4 requires more disk space than was required in CC MIS 1.1, 2.x, or 3.0. Therefore, upgrading from 1.x, 2.x, or 3.0 to 4.0 may require a hardware upgrade to increase the size of the disk drive.

Generic Interface

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

See the description under the Software Release 4 heading for more information on the generic interface.

New Operating System - CC MIS Release 4 requires the installation of the UNIX OS (if converting from a 1.x or 2.x system since NTOS 2.x is required for Release 4.1). Also, if upgrading to a PowerPC, the AIX OS must be installed. Refer to the CC MIS Maintenance and Administration Guide, NTP 297-2671-545.

Conversion of Personal Formats - During the upgrade from Release 2 to Release 3 (in preparation for going to 4.0) the system will automatically locate any personal report formats that are being used in public report definitions and change these formats to public formats. All report definitions using these personal formats will also be changed to use the new public formats instead. Following the upgrade, the installation log file will list the personal formats that were converted to public formats.

MAXVQLMT - If you are running under BCS35 protocol, the MAXVQLMT option must be datafilled on the switch in order to change queue sizes. If it is not datafilled, you will get the error message," Max Virtual Call Queue threshold value exceeds limit".

Storage calculator change - The Number of Supplementary DNs field was changed to a constant value (limits 1 - 9999), regardless of the number of ACD groups selected. This field specifies the total number of supplementary DNs that will provide calls for all ACD groups in this partition. Supplementary DNs that can overflow to other ACD groups should be counted once for the ACD group in which they are configured, plus once more for each possible ACD group to which they can overflow.

Miscellaneous Changes - Releases 3.x thru 4.0

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

Software Release 3.0

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

- 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

Software Release 4

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

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.

Note on Time

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

- ***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 PCV (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 where 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.

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 (currently not available in Release 4)
- Link Redundancy
- Disk Mirroring
- Terminal Capacity
- Networking
- SNMP

Section 2: Fixes

2

Release Notes 4.1

Fixes in Software Release 4.0

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

Table 2-1: Software Fixes in Release 4.0

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

Table 2-1: Software Fixes in Release 4.0

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

Table 2-1: Software Fixes in Release 4.0

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

Table 2-1: Software Fixes in Release 4.0

Number	Title	Explanation
NR70356	Agent wait time misleading when waiting and moved.	Changed position reassignment code to check is in idle state at the time of reassignment. This results in wait time being reset to zero for the new group.
NV70487	Unable to change queue size.	Added information to documentation concerning this problem.
UJ60066	Several remote's schedule reports banner has wrong site name.	Code was changed to track all schedule IDs. The schedule ID for each report is then deleted after the report is generated.
UT63733	Incorrect agent status/duration.	Changed logic code to reset duration timers at when needed to display correct status/duration information.
UT66764	Printing problems	Problem was caused by the use of the "&" character. The solution is to only allow standard alpha-numeric characters. All other characters are filtered out. The help text was modified to indicate this requirement.
UT68162	Not ready time was not calculated correctly.	The walkaway definition window was changed to allow the user to specify the treatment for the walk-code. If treatment is set to Not Ready, the time is pegged against Not Ready time. If the treatment is set to Walkaway, the time is pegged against Walkaway time.
UT70715	Screen print to HP LaserJet 4 - printer changed font.	Code was changed to fix the font problem. Printouts are now printed using the appropriate fonts.
UT71334	Problem with Agent Position Event #15 in Event Log report.	Code was changed to peg a logout event when an agent is forced out.
UT71681	Configuration report will not print.	Changed code to correct printing problem.
UT73013	Group name with 16 characters causes unwanted results.	Changed code to include space for the terminating character.

Table 2-1: Software Fixes in Release 4.0

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

CSR Replies in 4.0

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

Table 2-2: List of Replies for 4.0

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

Table 2-2: List of Replies for 4.0

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

Fixes in Maintenance Release 4.0.1

The following table contains a list of fixes for CC MIS Maintenance Release 4.0.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-3: Software Fixes in Maintenance Release 4.0.1

Number	Title	Explanation
BY70053	Date format needs to be changed to yyyy/mm/dd	Added customer option for 4-digit year date format.
BY70294	Config/Agent Set Parameters dialog boxes are too small.	Changed code to enlarge dialog boxes.
BY70297	In Report Parameters, the month field value changes to garbage.	Code was changed to display appropriate values.
BY70345	Quad Display Definition problem when overwriting existing Quad name.	This was reproduced only when both the Screen and Quadrant Definition screens were opened. The code was changed to fix this problem.
BY70352	Partition Options report is incorrect.	Code was added to check if the partition is a NAP. If so, the APR option is not printed.
BY73552	Scope View does not appear in the Displays/Agent Status.	Changed code so that the subgroup ID is read correctly and the options are displayed.
NV70486	Unable to view OFRT and IBNRTE.	Changed code to fix a query problem discovered through this problem. The tables took longer to display than normal to an audio route that was not datafilled. The customer did not wait for the screens to be displayed. The query problem was also resolved.
NV70487	Unable to change queue size.	Updated help text.
NV70589	Supervisor Help text screen reflects wrong explanation.	Changed help text to reflect correct definition for the astrict.

Table 2-3: Software Fixes in Maintenance Release 4.0.1

Number	Title	Explanation
NV70842	Unable to view ACD groups across network	The problem is a duplicate of 60036759. Refer to explanation for 60036759 for additional information.
UT73774	APR feature broken on force outs.	Changed code to clean up the APR correctly. The function was moved to a new module so that it is ran when the force out or logout events are called.
UT73942	ACD Group Definition screen problem.	Added code to strip leading and trailing blanks from the name during validation.
50055067	Wallboard configuration address displays extra characters.	Added code to detect changes in the field widths between records in a table-style form. This will clear the area of the screen that may contain data left over from a previously displayed record.
50055068	Rel 3.2 - 3.3 Config position change checksum error.	Change code for serial setting to allow a longer period of time to prevent XOFF timeout and partial messages that cause the display of checksum errors.
60021222	Formats truncate on Graphic Report Format DB report.	Added code to format data longer than 132 characters.
60021419	DN IN and DN OUT does not peg correctly on NAP.	Added message to help text explaining how these fields are pegged.
60021764	Longest duration in ACD Call Duration report.	Changed code to ensure that the merge instructions are set correctly.
60021944	Formats truncate on Tabular Report Format DB report.	Added code to format data longer than 132 characters.
60022706	Cannot get data from Event Log reports.	Changed code to prevent the histdb buffering from causing the problem in the event log reports.
60029543	Unable to print 100 scheduled reports.	This problem was caused by two separate problems. Changed code to solve both of the problems that caused the printing problem.

Table 2-3: Software Fixes in Maintenance Release 4.0.1

Number	Title	Explanation
60030225	Cannot page up or down in Queue Statistics display.	This problem was caused by the focus being set the parent window. The displayed code was changed to set focus to the child window to allow keyboard entry.
60030443	Scope Definition help text corrupted.	Help text tags were modified to correct this problem.
60030447	Cannot minimize Unix Login maintenance windows.	Added code to allow emulation mode style windows to be minimized.
60030456	Able to have a lower quad without an upper quad in display.	Revised code to prevent a lower quadrant from being defined until an upper quadrant is defined.
60035675	Error in data storage requirements calculation.	The interflow was removed from the calculation of the storage requirements for the ACD-DN/ Agent stats and the Number of supplementary DN field was changed to a constant value (limits 1 - 9999), regardless of the number of ACD groups selected.
60036759	Implement Switch Code scheme for making DNs in a private network.	A new field was added to the Switch Link definition screen to allow Switch Codes to be entered. This option is used in private networks where one or more switches have duplicated DNs. (This is annotated Section 1 of the release notes and will be included in the NTPs for next major release of the CC MIS product.)
60036764	Shift statistics do not reset in the Queue Statistics screen.	Changed code to ensure the shift data is save and the displayed information is reset correctly.
60038470	Walkaway code range is not working.	Changed code to ensure Range field is displayed.

Table 2-3: Software Fixes in Maintenance Release 4.0.1

Number	Title	Explanation
60038564	ACD Group database report does not match ACD Group Definition screen. (The number should be the actual name.)	The Threshold Number column was changed so that it displays the Threshold Set.
60038623	Changing storage parameters on partition whose link is down hangs cfgutil.	Changed code so that an internal message is sent to the process to prevent age from locking the system.
60038708	Drop down group list box does not deactivate properly.	Changed code to properly handle mouse clicks and to allow proper window focus. Tabbing capability was also added to the Agent Status window and the audio and route table viewing windows.
60038719	All intervals/Current Day/Network View does not work properly. (Note: Problem only exists in the VO 4.0.1 IS load.)	For network view reports, an internal selection key must always be passed to query. Code was modified to ensure this selection key is passed properly.
60038769	Subgroup field not being updated after load management (on NAP only). (Note: Problem only exists in the VO 4.0.1 IS load.)	Changed code to store the IDs correctly.
60038808	PC-attached printer prints infinite copies, if more than one copy is specified.	Changed code to only reset the number of copies printed at the start of the print job.
60038836	Global view appears after privilege has been taken away.	Code was added to check the privilege definition and set the initial view to scope view if the global view is not enabled.

Table 2-3: Software Fixes in Maintenance Release 4.0.1

Number	Title	Explanation
60038837	Day field in Report is not complete when using four-digit years. (Note: Problem only exists in the VO 4.0.1 IS load.)	Changed code to allow two digit year format when column width does not allow four digit year.
60038839	Category reports should display category values.	Changed code to add two lines to allow the displaying of category values.
60038931	ACD group name not displayed in Config/Positions subgroup.	Changed the formatting of the column to use name of ACD group (if ACD Group Names is enabled in profile).
60039263	Weekly reports doesn't display data when date.	Changed code to convert supplied absolute day number to start of week date.
60040075	MAPA aborted with status 139 at St. Louis VO Site. (Note: Problem only exists in the VO 4.0.1 IS load.)	Added code to verify that MAPA was expecting a NM_PARTN_ INFO message, before trying to process the message.
60040079	Blank in Network Name disables network time synchronization. (Note: Problem only exists in the VO 4.0.1 IS load.)	Changed code to add filtering string to the Network Name field in the System Configuration screen to prevent user from entering blanks.
60040106	Lengthen MAPA's network messaging timeouts to prevent spurious node failures. (Note: Problem only exists in the VO 4.0.1 IS load.)	Increased the number of seconds for network messaging timeouts and retries.

Table 2-3: Software Fixes in Maintenance Release 4.0.1

Number	Title	Explanation
60040191	NAP Event Log Reports start time crosses midnight, missing comment fields data. (Note: Problem only exists in the VO 4.0.1 IS load.)	Changes were made to adjust timezone offset to all agent event log time stamps received by a NAP. Also added code to properly retrieve the comment field.
60040331	The Avg Duration field on ACD Call Duration report inconsistent. (Note: This problem appears in all 3.x releases but is not present in 2.x releases).	This problem was due to the way that CC MIS stored information for the Destination ACD Group statistics group. When a supervisor had a scope that consisted of a subset of the subgroups within a particular ACD group, the report generator was using the subgroups in the supervisor's scope to determine which agent records to select. Unfortunately, this produced a statistic that gave an incomplete picture of the activity at the ACD Group level. The code was changed so that the software uses the requested statistics group to determine which scoping rules to use when selecting records for the agent table. When the Destination ACD Group statistics group is requested, the ACD group key in the agent records will be used to determine which records to select rather than the subgroup field. When the Agent statistics group is requested, the subgroup field will be used This fix makes the scoping consistent with the Release 2.x design.

CSR Replies in 4.0.1

The following table contains a list of replies to CSRs opened against the CC MIS software for Release 4.0.1.

Table 2-4: List of Replies for 4.0.1

CSR #	Title and Reply
NF70831	*Title:* CC MIS not receiving correct messages from switch. *Reply:* This is not a CC MIS problem.
NR73043	*Title:* This is a duplicate of CSR 60038931. *Reply:* The problem is fixed by the fix in CSR 60038931.

Fixes in Release 4.1

The following table contains a list of fixes for CC MIS Release 4.1. The table includes Customer Service Request (CSR) numbers, the title, and explanation.

Table 2-5: Software Fixes in Release 4.1

Number	Title	Explanation
60040325	Endtime keeps incrementing on NAP for Event Logs.	Added code to rptgen to adjust the cutoff times. Note that this can have the effect of displaying times that have not yet occurred. These are times that have occurred in a different timezone.
60040328	NAP Agent fields doesn't allow for partition codes.	Added a new partition code selection field to Report Parameters screen. A value of zero is sued to select all nodes. A specific valued is entered to select a single node.
60040330	Data for partition incomplete on NAP if system is brought up while link not enabled.	Changed code to add a 'segment ID field' to the registration response message sent to the sts_rcvr process. This allows detection of a change in segment IDs and subsequent creation of a new segment with valid data.
60041527	Audio, OFRT, IBN-RTE tables not updating on NAP.	Code was setting the flag under incorrect conditions. Changed code so that the flags are set correctly.
60041859	Event Log reports Walkaway Time has all *'s/Start Time is larger than End Time.	The timezone adjustment for the final events (outside the loop body) were not being performed. Changed code to perform the same timezone adjustment for the final events that are processed outside the loop body.
60043920	Agents sometimes not displayed with vertical preference.	Problem was caused by an indexing error. Changed code to prevent incorrect indexing.

Table 2-5: Software Fixes in Release 4.1

Number	Title	Explanation
60043941	When Agent in Not Ready and DN at the same time, Not Ready changes to walkaway.	Changed code to remove the check for the NTR_BIT in the “crl” and "psc" routines so that all walkaway states are translated to not ready states, as required.
60043942	Displays/Screen definition allows half and full quadrants.	Changed code to change the screen definition window so that the size of the quadrants can be determined. NTPs were updated with captures of the new screen.
60043992	Winserver segment violation w/down arrow in any Table screen.	Code was added to check for proper initialization data and to handle this situation gracefully.
60044202	Agent ID corrupted on NAP graphic report.	Changed code to check the key value returned to ensure that it has been properly converted to a string.
60044254	Drawing problems with graphic reports.	Code was added to compute the nearest power of ten as integer arithmetic only. Also added code to ensure contents are redrawn when window is resized.
60044272	Dst Group Range field disappears from report screen.	Redefined code used to for special menu items to avoid the -1 value (which is interpreted as an error condition.
60044328	When ACDGRP Name is not defined, interval numbers are incorrect.	Problem was caused when a report meeting certain criteria was generated. Changed code to use STRNCPY function to prevent adjacent field is not corrupted. Also space reserved for formatting DNs strings was increased.
60044329	Category for Num Answered not pegging in proper Category.	Changed code to ensure that global values are set based on received messages.
60044623	Report Services problem.	Changed code to prevent creation of duplicate printer records.

Table 2-5: Software Fixes in Release 4.1

Number	Title	Explanation
60044624	Report Status Logs destination column info sometimes just have one character.	Changed code to display the string N/A (not available) instead of displaying the deleted printer number.
60045114	No warning generated when changing 1st day of week.	Changed code to display appropriate warning box.
60046762	New partition initially has language field enabled.	Modified code so that routines that manipulate the record maps ignore the record map update request if the specified table is not currently initialized.
60047443	NAP Find Agent ID returns incorrect Position data.	Changed code to search in POSN_CBLK array, using current realtime position information.
NR80026	Unable to generate a report with a range including November and December.	The problem was caused by the query process not closing the file descriptor. Changed code to properly close the file descriptor.
UT77117	System frozen after load management/ config updates.	Changed code to prevent system lockups during configuration updates.
UT77140	Winserver aborting with segmentation violation error.	Changed code to check for positions node index being NULL.
UT80104	Printer configuration problem in CC MIS Release 4.	In addition to the enumeration of locally connected printers, a second enumeration needed to be performed on Windows NT to enumerate the connected network printers. Windows 95 already includes the enumeration of the local printers. That is why the problem only occurs in Windows NT.
UT80740	Spectrum wallboard not recognized by system.	Fixed coding error that was causing the system not to recognize the wallboard. Additionally, a connection retry mechanism was added to the API.
UT80931	CCMIS:4.0.1 Agent data totals mismatch.	Changed code to prevent untimely updating of the age data file.

Table 2-5: Software Fixes in Release 4.1

Number	Title	Explanation
UT81554	Extended character support on Spectrum wallboard.	Changed code to treat the message text as an unsigned character array.
UT82022	Motorola ModemSURFER does not answer when used as a maintenance modem.	Added procedure to CC MIS Hardware Guide, Issue 1 with XR PowerPC platform.
UT82026	No procedure for setting the O/S environment.	Added procedure to CC MIS Hardware Guide, Issue 1 with XR PowerPC platform.

CSR Replies in 4.1

The following table contains a list of replies to CSRs opened against the CC MIS software for Release 4.1.

Table 2-6: List of Replies for 4.1

CSR #	Title and Reply
UT77265	*Title:* System printer is slow on 4.0 software. *Reply:* There is an incompatibility between the 197 processor card and the Epson FX-870 which would require a new version of the OS software from Motorola. It was decided that the customer's printer would be replaced.

Section 3: Reported Problems

3

Release Notes 4.1

Reported Problems

The following table contains a listing of reported problems for CC MIS Release 4.1 as of March 1998.

Table 3-1: Reported Problems for Release 4

CSR#	Title
NR81017	XR PowerPC PMC SCSI-2 adapter cable routing.
NR81019	Intermittent problems with XR PowerPC x.25 lock-ups.
UT82023	CC MIS Maintenance/Windows s/w cannot auto-baud with the maintenance port.
UT82178	Maintenance application locks up when you access X.25 diagnostics menu.

Reported ACD MIS Datastream problems

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

Table 3-2: ACDMIS Datastream Problems

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

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