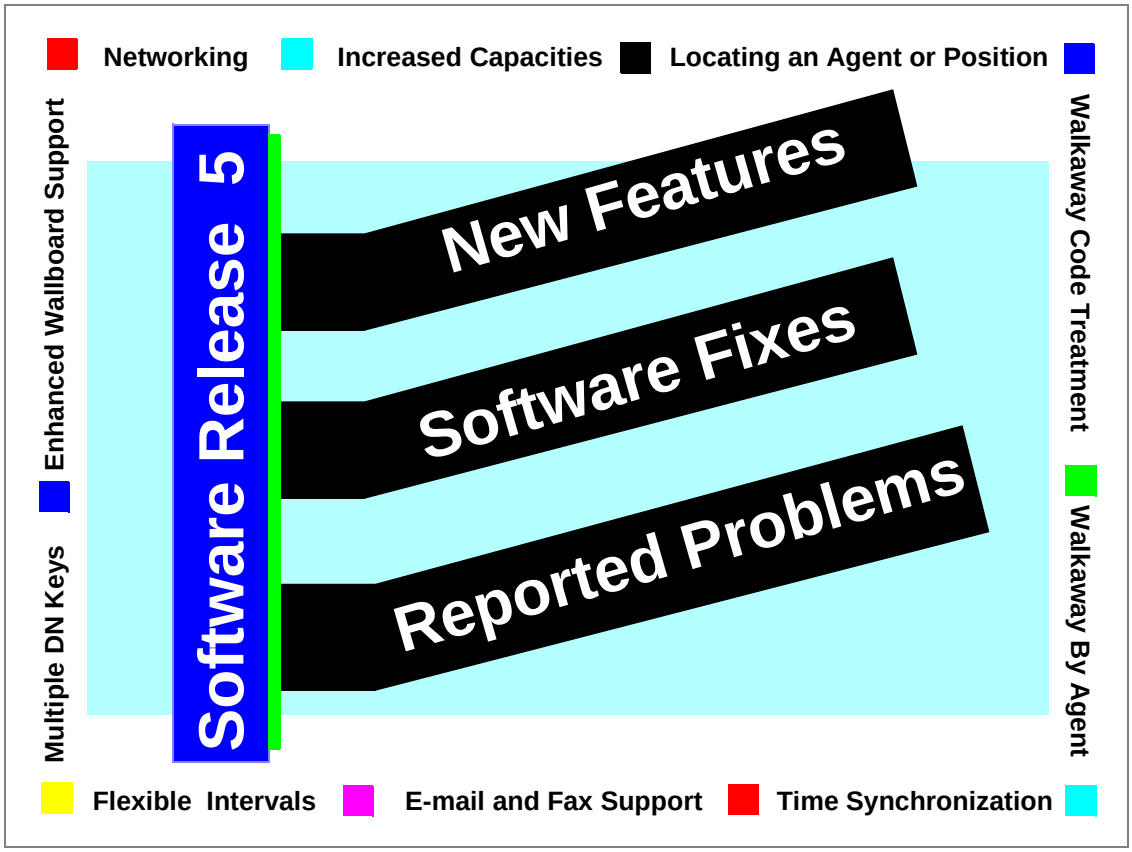
Call Center Management Information System

CC MIS Release 5.2

CC MIS Release Notes

Preliminary 297-2671-211.05.08



NORTEL NETWORKS

CC MIS Release Notes

Call Center Management Information System

CC MIS Release 5.2.0.NIS.71

NTP: 297-2671-211.05.08

Status: Preliminary

Date: April 2002

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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.

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Publication History

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About this Guide

This guide serves as the Release Notes for CC MIS Release 5.2.0.NIS.71 (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 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

1

Release Notes 5.2

Type of Release

CC MIS Release 5.2.0.NIS.71 is a preliminary release of CC MIS Release 5.2. This NIS release is not expected to used in an in-service environment. It has received extensive verification focused in the areas of the new features. However, full testing has not been completed and the behavior of this release in a production environment cannot be guaranteed. While it is expected that the customer will concentrate on the new features which have been requested, any additional testing by the customer is welcomed and encouraged. Issues should be reported directly to the Nortel development team at the earliest convenience to expedite resolution in the future in-service versions of this release.

Windows Interface

CC MIS Release 5.2 Windows Interface is compatible with Windows 2000.

Note: If you are running Windows 2000 you cannot use client services unless your user ID that is used to login to Windows is part of the power user group.

CC MIS Release 5.2 can be installed on a CC MIS system already running CC MIS 3.1or later, or can be installed on a new CC MIS system.

Note:

To upgrade from CC MIS 1.1 to 5.0 requires upgrading from 1.1 to the latest version of Release 3, then to 5.2.

Systems running CC MIS 2.x must upgrade to latest version of Release 3, then to 5.2.

Systems running CC MIS 3.0 must upgrade to latest version of Release 3, then to 5.2.

The enhanced data and statistical collection in CC MIS 5.2 requires more disk space than was required in CC MIS 1.1 or 2.0. Therefore,

upgrading to 5.x may require a hardware upgrade to increase the size of the disk drive.This release contains new features for CC MIS 5.2 as well as fixes for various problems which were considered non-gating for previous CC MIS releases.

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 Guide* (297-2671-545) for more detailed information.

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 Client Software	5.2.0.NIS.71
(1) TAPE	CC MIS Application Installation Tape	5.2.0.NIS.71

Customers upgrading from 2.x and new 5.2 installations will also receive the new OS tape for SVR4 NTOS 2.7(88K-based systems) or the AIX OS (for PowerPC systems).

Supervisor PCs must have Windows 95, Windows NT 4.0, Windows 2000, or Windows XP, installed prior to upgrading to CC MIS Release 5.2.

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 5 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 5.x from the VME.

Text Interface

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

Generic Wallboard Interface

A "generic wallboard 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.

Additional installation procedures for 5.x

Release 5 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.

Special Notes Concerning CC MIS Release 4 (applicable to 5.2)

The following information applies to CC MIS Software Release 4 (and may apply to release 5.2).

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.x may require a hardware upgrade to increase the size of the disk drive.

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 5.x). 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.x or above) 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 provide calls.

Analyze Configuration - A function has been added to the Storage Calculator that will recommend specific field values based on analysis of current data and allow the user to set those values if desired.

Miscellaneous Changes - Releases 3.x through 5.2

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 4.0

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.

Note on Time

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

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

  New:

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

  Modified:

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

Supervisor's Interface

Changes to the Supervisor's Interface include:

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

- ***Networked CC MIS Historical Statistics*** **-** Reporting capability has been enhanced to allow the generation of reports that contain data from multiple CC MIS nodes. This network enhancement is available to supervisors who are logged into a NAP.
- ***Windows completion*** **-** All screens in the CC MIS Supervisor's Interface have been updated into Windows-based screens.
- ***Enhanced Wallboard support*** **-** The wallboard interface has been enhanced to support multi-line messages, color, and multi-threshold variables within messages. The ability to set audible alarms was also added to the wallboard interface. These enhancements can be used on the new Spectrum Wallboards available for Release 4.0.
- ***Enhanced capabilities for Daktronics wallboards*** - The following enhancements were made for the Daktronics wallboards:

  - new presentation modes

  - increased message lengths

  - messages that are too long will wrap and then scroll onto the wallboard display.
- ***Generic Interface*** **-** A generic interface has been provided for wallboards other than Daktronics or Nortel. This interface allows other wallboard vendors to obtain real-time information for display on their equipment. This is configured through the Maintenance Interface as a "generic" wallboard. This interface formats the output in a VT220 compatible style using a minimal set of terminal escape sequences.
- ***Agent location by Login ID*** **-** Provides a Find command in the agent status display to locate an agent or position in the display.
- ***Multiple DN key support*** **-** CC MIS now correctly reports on positions with up to 2 simultaneous secondary DN calls active.
- ***Additional Shift and 24 hr statistics*** **-** Several new shift and 24 hr statistics were added to the CC MIS product.
- ***Walkaway Statistics by Agent or ACD group*** - The walkaway statistic has been enhanced to allow walkaway statistics to be stored by agent or by ACD group. (The new settings are available on the Storage Calculator screen.)
- ***Flexible Interval Definition*** - The configurable intervals feature allows the changing of interval length for each hour of the day on a per partition basis. Interval lengths available are: 5, 10, 15, 30, and 60 minutes. Data collection can be turned off for any hour of the day by entering an interval length of 0 minutes.

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

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 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.

Software 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/OFRT Tables sub-menu.
- Access to additional IBNRTE tables (IBNRT2, IBNRT3, and IBNRT4) 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 system.
- 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.

Software 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 midnight (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).

Software 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 subgroups 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.

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

Fixes in Software Release 5.0

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 2-1: 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 walkaway 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 log-file 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.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
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.
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

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
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 as 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		Unable to reproduce this problem and no customer is currently experiencing this problem.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
UT92730	CCMIS/DOME: - 4.1.2 No reports are generated from HLB and SAC 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.
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.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
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 the only problems with reported lockups.
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 timeframe 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.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
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.
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.

Table 2-1: Software Fixes in Release 5.0

Number	Title	Explanation
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

CSR #	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.

Table 2-2: List of Replies for 5.0

CSR #	Title	Reply
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.
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.

Table 2-2: List of Replies for 5.0

CSR #	Title	Reply
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.
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.

Table 2-2: List of Replies for 5.0

CSR #	Title	Reply
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 sub-system. 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	CCMIS:5.0.1-EDD ACD-DN night service pegs do not match ACD GRP pegs. 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.	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: 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 The fix is included in CC MIS Release 5.0.2. ***Important:*** Please see note below.

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	The translation program was incorrectly applying the filter before the ACD group or position was extracted from the message for certain message types. The program was modified to ensure that the filter is always applied after the required fields have been extracted from the message
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	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. In certain situations it may appear that the record to be deleted is not used by any other record in the database. 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. 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: - 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 previous 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 5.2

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 2-6: Software Fixes in Release 5.2

Number[a]	Title	Explanation
Q00319968 UT1M640	CCMIS:3.3.4-Aetna event log report shows invalid staffed message	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. 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.

Table 2-6: Software Fixes in Release 5.2

Number[a]	Title	Explanation
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.
Q00319970 UT1O192	CCMIS:French Language characters are not printed	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. 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.
Q00319973 UT1R141	CCMIS - Thresholds Set Definition screen does not show all definitions.	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.

Table 2-6: 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: 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 2-6: 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-snmpv1-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 2-6: Software Fixes in Release 5.2

Number[a]	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. The CC MIS startup code has been modified to remove the initialization of these additional X.25 tracing/monitoring functions. Fixed in CC MIS Release 5.2.0.BNR.67
Q00319974 UT21351	Voice - CCMIS - Knology	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

Table 2-6: Software Fixes in Release 5.2

Number[a]	Title	Explanation
Q00319973 UT1R141	CCMIS - Thresholds Set Definition screen does not show all definitions.	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 been at this time. S/W version is 5.0.2. 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.
Q00319952	Queue Stats Display leaves bogus bottom quadrants in place	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.

Table 2-6: Software Fixes in Release 5.2

Number[a]	Title	Explanation
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.
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.
Q00319964	Agent List Definition Windows does not have correct title	When creating agent list, windows says ACD DNs. 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 2-6: 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 UT1I819	CCMIS:4.1.5-Omnitel needs agent detail removed for legal reasons	This is resolved by CC MIS Release 5.2 feature

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

Section 3: Reported Problems

3

Release Notes 5.2

Reported Problems

The following table contains a listing of reported problems which have not been fixed in CC MIS Release 5.2.0.NIS.71 as of April 2002.

Table 3-1: Reported Problems for Release 5.x

CSR#[a]	Title
Q00319965 EM11880	CCMIS: problems with scope privilege violations. This problem has been reported in CC MIS Release 4.1. This problem has not been reproducible.
Q00322131	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	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. 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) Note that this is a problem in all previous releases that included shift and 24-hour stats.

Table 3-1: Reported Problems for Release 5.x

CSR#[a]	Title
Q00322160	When the system is shutdown over a shift boundary, the real-time shift statistics are recovered from the statistics dump file. They should not be - they should be reset to zero instead.
Q00338444	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.

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.

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.
Q00319972 UT1P710[a]	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.

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