

ShoreTel Contact Center 6

503.4.6303.0 (GA5)

Software Release Notice

November 2010

Overview

Build 503.4.6303.0 is the fifth Generally Available (GA5) build release of ShoreTel Contact Center 6.

ShoreTel IPBX Version 9.2 or later is required for Contact Center 6.

Windows 7 is supported on systems running ShoreTel 11 or later.

ShoreTel Contact Center 5 is the minimum version required in order to upgrade to Contact Center 6.

Installation Details

- An upgrade of all supervisors is recommended. However, it is not required. The minimum required supervisor build is 503.3.9604.0.
- An upgrade of all agents is recommended. However, it is not required. The minimum required supervisor build is 503.3.8302.0.
- Connecting Contact Center clients from previous major versions (CC 5, 5.1) is not supported.
- An upgrade of Chat Toolkit is recommended. However, it is not required. The minimum required Chat Toolkit build is 503.3.9604.0.
- Upgrade of all servers and IVR Stations is required.
- Minimum upgrade version is 501.3.3304.
- Systems being upgraded from Contact Center 5 or Contact Center 5.1 should have any custom files saved to another location so that they can be restored after upgrading to Contact Center 6. Contact Center 6 will only preserve the database, agents folder and IVR prompts. Any Reports folders or custom files will not be preserved. This is documented in the Contact Center 6 Installation Guide.
- The IVR prompt folder structure has changed from Contact Center 5.
 - The upgrade process will not move or copy custom audio files.
 - The Contact Center 5 IVR folder structure contains 4 basic language folders: Arabic, English, Hebrew and Spanish. The relative path folder structure is further refined starting in Contact Center 5.1 to support language variations (ex: "US" English and "Great Britain" English).
 - After upgrading from Contact Center 5, it is necessary to copy all custom prompt .wav files from the Contact Center 5 backed-up IVR language folder to the new Contact Center 6 language folder (ex: US installations would copy custom prompt files from the backed-up /IVR/English folder to the new en_US folder).
 - Customers upgrading from a fully-functional version of Contact Center 5.1 will not experience this issue.

Pre-upgrade Recommendations

Server:

1. Disable Antivirus.
2. Confirm hard disk does not require defragmentation.
3. Systems being upgraded from Contact Center 5 or Contact Center 5.1 should have any custom files saved to another location so that they can be restored after upgrading to Contact Center 6. Contact Center 6 will only preserve the database, agents folder and IVR prompts. Any Reports folders or custom files will not be preserved. This is documented in the Contact Center 6 Installation Guide.
4. For Windows Server 2003 only, confirm DEP (Data Execution Prevention) is on correct setting: Option should be set to "Turn on DEP for essential Windows programs and services only".

Client:

1. Disable Antivirus.
2. Confirm hard disk does not require defragmentation.
3. Older desktop shortcuts should be removed as they will link incorrect location for targets.

Installation Instructions for Contact Center Server

For Upgrading from Contact Center 4.XX:

Not Supported – Must Upgrade to Contact Center 5

For Upgrading from Contact Center 5.X or Contact Center 6:

1. Stop the ShoreTel Contact Center Service.
2. Stop the MySQL Service for Contact Center.
3. Copy the entire DbProvider directory to another location outside the main ShoreTel Contact Center Directory.

Note: This directory is typically located in the following location: D:\ShoreTel\Contact Center Server\

4. Copy any custom IVR prompts.
5. Copy any custom reports and folders.
6. Navigate to the directory containing the upgrade software and run ShoreTel Contact Center Server\setup.exe.
7. Follow the onscreen install steps.
8. Do not interrupt the installation.
9. Reboot system when prompted.

For New Installations:

1. Ensure the Server USB License Dongle is plugged into the server.
2. Navigate to the directory containing the upgrade software and run ShoreTel Contact Center Server\setup.exe.
3. Follow the onscreen install steps.

4. Do not interrupt the installation.
5. Reboot system when prompted.

Installation Instructions for Supervisors

For Upgrading from Contact Center 4.XX:

Not Supported – Must Upgrade to Contact Center 5

For Upgrading from Contact Center 5.X, Contact Center 6 or New Installations:

1. Navigate to the directory containing the upgrade software and run ShoreTel Contact Center Supervisor\setup.exe.
2. Follow the onscreen install steps.
3. Do not interrupt the installation.
4. Reboot the system if prompted.

Note: If this is the first time the application is launched with a redundancy-enabled system, the application will obtain the secondary IP address. At this time, a message may appear with this notification: Application will shut down and need to be restarted. After this initial step, the application will function properly. If using Integrated Toolbar, users may have to re-enter the server IP address within PCM options.

Installation Instructions for Agents

For Upgrading from Contact Center 4.XX:

Not Supported – Must Upgrade to Contact Center 5

For Upgrading from Contact Center 5.X, Contact Center 6 or New Installations:

1. Navigate to the directory containing the upgrade software and run ShoreTel Contact Center Agent\setup.exe.
2. Follow the onscreen install steps.
3. Do not interrupt the installation.
4. Reboot the system if prompted.

Note: If this is the first time the application is launched with a redundancy-enabled system, the application will obtain the secondary IP address. At this time, a message may appear with this notification: Application will shut down and need to be restarted. After this initial step, the application will function properly. If using Integrated Toolbar, users may have to re-enter the server IP address within PCM options.

Restore Procedure

In the event of a failed upgrade attempt when upgrading perform the following steps:

1. If the installer reports an error during the upgrade, take a screenshot of the error and click OK to let the installer attempt a rollback of the installation.
2. Attempt the upgrade process again.
3. If the ShoreTel Contact Center upgrade fails again, halt the upgrade attempt and let the installer rollback the installation.
4. After rollback is performed, verify the ShoreTel Contact Center Service is running and system is in a healthy state.
5. If server is not in a healthy state, restart server.
6. If restarting the server does not correct the problem, uninstall the ShoreTel Contact Center from the Add/Remove Programs and restart when prompted.
7. Reinstall previously installed build from the install directory and restart when prompted.
8. Stop the current running ShoreTel Contact Center Service and the MySQL Service.
9. Navigate to the Contact Center Server directory. Rename the DbProvider directory to DbProvider1.
10. Copy the backup DbProvider directory to the Contact Center Server directory.
11. Copy backup custom IVR prompts.
12. Copy backup custom reports and folders.
13. Start MySQL Service. Wait 60 seconds.
14. Start ShoreTel Contact Center Service.

In Contact Center 6, another option may be used if the steps above do not work:

1. If the installer reports an error during the upgrade, take a screenshot of the error and click OK to let the installer attempt a rollback of the installation.
2. Attempt the upgrade process again.
3. If the ShoreTel Contact Center upgrade fails again, halt the upgrade attempt and let the installer rollback the installation.
4. After rollback is performed, verify the ShoreTel Contact Center Service is running and system is in a healthy state.
5. If server is not in a healthy state, restart server.
6. If restarting the server does not correct the problem, uninstall the ShoreTel Contact Center from the Add/Remove Programs and restart when prompted.
7. Reinstall previously installed build from the install directory and restart when prompted.
8. Copy the backup DBdump.sql file from the backup directory to the DBProvider directory.
9. Rename ecc_db_master.sql to ecc_db_master1.sql.
10. Rename DBdump.sql file to ecc_db_master.sql.
11. Run load_master_db.bat and wait for it to complete.
12. Copy backup custom IVR prompts.
13. Copy backup custom reports and folders.

Supported Platforms

This version of ShoreTel Contact Center software was tested and certified on the following platforms:

Server

Microsoft Windows Server 2008 (SP1 & SP2)

Microsoft Windows Server 2003 (SP1 & SP2)

Microsoft Windows Server 2003 R2 (SP2)

IVR Distributed Server

Microsoft Windows Server 2008 (SP1 & SP2)

Microsoft Windows Server 2003 (SP1 & SP2)

Microsoft Windows Server 2003 R2 (SP2)

Supervisor

Microsoft Windows XP (SP2 & SP3)

Microsoft Windows Vista (SP1 & SP2)

Microsoft Windows 7 (32 and 64bit) when running ShoreTel 11 or later

Microsoft Windows Server 2003 (SP1 & SP2)

Microsoft Windows Server 2003 R2 (SP2)

Microsoft Windows Server 2008 (SP1 & SP2)

Agent

Microsoft Windows XP (SP2 & SP3)

Microsoft Windows Server 2003 (SP1 & SP2)

Microsoft Windows Vista (SP1 & SP2)

Microsoft Windows 7 (32 and 64bit) when running ShoreTel 11 or later

ShoreTel

ShoreTel 9.2 14.42.9800.0 and later

ShoreTel 10.1 15.21.7406.0 and later

ShoreTel 10.2 15.41.9301.0 and later

ShoreTel 11 16.5.8504.0 and later

Resolved Issues

The following is a condensed list of issues resolved in Build 503.4.6303.0:

Issue	Abstract
1-42128391	sbr_main.exe primary server process failure
1-42309512	Secondary IRN not routing according to primary IRN config
1-42968421	NACD external outbound talk times are incorrect
1-42248717	When a call is transferred between agents, group report does not increment the correct field
1-42444693	Group report by date graphical view error
1-42466782	DB did not upgrade w/software. Msg in supser.log: "No MySQLUpg running. No upgrade."
1-42499216	WAV files are played twice in script unexpectedly after upgrade
1-42536321	Agent Supervisor stopped working with nlmain.exe error
1-42646808	Outbound campaign DB query fails
1-43015162	sbr_main.exe exception
1-43766075	Agent unable to connect to the primary server after a network outage
1-44265707	EMMA.exe crashed on the secondary server as network connection was bounced up and down
1-44320120	Dial list caused replication to fail
1-44576952	Agents still showing as on a call after transferring the call
1-44901096	IVR server not playing prompts when .wav configured for absolute path
1-45857755	Logic Switch in GCCS will not save entries past #3
1-41975948	On Queue Music stops working
1-42146662	Historical reports reporting values in interval times greater than interval
1-42250553	DNIS report incorrect
1-42271664	C2G Data inconsistent with Historical data
1-42334015	Agent Manager Brief DNIS report showing to many ACD calls
1-42507054	DNIS group setting tab order incorrect
1-42675271	Range check error while editing wallboards
1-42844491	New service not saving with Best Skill Fit and Longest Idle Agent selected
1-43129430	Agent gets stuck in ringing state.
1-43163873	Abandon call log shows more abandons than the group report
1-43185611	Contact Center Client: Server IP Address change is not saved
1-43374798	fla.exe hangs without presenting an error
1-43384332	Custom formula for agent only shows up on Group report columns
1-43420051	Agent option to mark outbound call as success/fail/try other number
1-43578867	Outbound Dial List not showing auto answer by agent option as noted in documentation
1-43874579	Callback stuck in queue
1-44046286	Agent Manager showing incorrect state for outbound dial list agents
1-44116824	After short network loss to secondary server, replication broke
1-44116903	Agent state stuck in ACD after conference
1-44122836	Upgrade fails any time the installation path is changed by end user
1-44133813	Problem editing a script that was written using CCS
1-45236878	chattranscript.exe crashed
1-45469255	DB backup backs up the ECC database twice
1-41604559	Brief DNIS Report showing an excessive number of calls
1-43770786	Randomly, 2 agents will get the same chat call and will be connected
1-44691365	Telepacific: App Log Event ID 40 Warning

The following is a condensed list of issues resolved in Build 503.4.2806.0:

Issue	Abstract
1-41318111	NACD external outbound talk times are incorrect.
1-40589110	Agent Manager shows Call in Queue. However, no call is actually in queue
1-40940831	SEA crash while running email load
1-41069808	Event Feed Not Working As Expected.
1-41194053	CCIR logging stopped
1-41272242	Cannot disconnect from chat
1-41371070	dbiserver.exe error 8/9/2010.
1-41389627	CRLF in outbound dial list query causing campaign to not run
1-41399934	Outbound Dialer campaign not delivering calls consistently.
1-41536809	Primary and Secondary servers cannot see each other
1-41599533	Agent is unable to log in.
1-41835265	GCCS opens, but does not display data
1-41847539	Missing service id on "call at service" event.
1-41848452	Missing group_id on "Agent Ring" and "Agent Answer"
1-41916038	Agents can't connect to server (Broken BCO)
1-41953101	IVR Stations fail to start because of missing dll.
1-42033441	Memory leak in IVR_Station.exe crashes IVR Stations
1-42684266	DDE screen pops do not work with PCM integration.
1-33810552	Email customer profile contains garbage if subject contains foreign characters.
1-40758931	Allow Wrap Time after logout while on ACD
1-40906690	ATB registry.ini file constantly getting corrupt
1-40949678	Outbound call list is querying DB multiple time when schedule is set to daily
1-40954027	Agents do not re-connect after failover to secondary server
1-40981157	Supervisor chat browser shows error and no new chat session are shown.
1-41026534	Cannot enable Verint integration in the dongle
1-41349966	Need to catch memory allocation problems
1-41398273	60 Scheduled Reports were generated for a single report while on redundancy
1-41543715	CCIR writing duplicate events if c2g_process.exe is killed
1-41637171	Add daily group statistics in real time event feed
1-41937522	Agent not saving extension in user_etascfg.ini
1-41960803	CC Report-History-DNIS by Interval: Fail to run the report with 1500 dnis numbers.
1-41966928	The ECC Laptop Demo Kit fails to start due to missing files.
1-42001847	Daily-Group-Stats missing event messages.
1-42074864	The function "IsRelease" returns nothing. (ShoreTel Application Interface Guide).
1-42075066	ACD Email does not allow wrap up time after logout
1-42116196	An important registry entry is not removed on an uninstall of the contact center products.
1-42124288	New install of Agent Toolbar responds with incorrect configuration.
1-42458551	Agent stuck in ACD mode after exit from Toolbar while in Email call
1-41595340	Changing client time resulted a quick restart of connection between client and CC Server
1-41620858	Event viewer messages say restart server instead of restart service
1-41960781	CC Report-History-DNIS by Interval: No warning when adding 1500 dnis numbers.

The following is a condensed list of issues resolved in Build 503.3.9604.0:

Issue	Abstract
1-39116025	Wait time in Queue Position shows a negative figure
1-40107482	Server failed over to redundant server; Agents using PCM integration show System Unavailable
1-40258769	Call went to the incomplete destination
1-40360411	Agent Manager displaying incorrect status following the failover
1-40648009	Abandon call log indicates hundreds of abandoned calls
1-40785731	CCIR does not mark NACD outbound calls with event code 35
1-40788172	Chat causing ECC to behave unexpectedly
1-40800411	Call is missing from the agent report
1-40826179	sbr_main.exe crash
1-39024143	Outbound non-ACD call blind-transferred to AA does not move the agent to idle
1-40059034	"Enter wrap-up code" box appears multiple times and does not stay on top
1-40333521	Redundancy-Secondary director permissions issue
1-40458795	sbr_main.exe crash
1-40606268	IVR application on/off malfunctioning causing incorrect reporting
1-40772323	Agent on ACD call gets presented second ACD call and set to forced release
1-40788436	Supervisors cannot login using dongles
1-40851393	Chat session closes window when clicking on links
1-40886331	Call in stuck in queue

The following is a condensed list of issues resolved in Build 503.3.8302.0:

Issue	Abstract
1-38406374	CC does not record NACD outbound talk time if the agent logs out while on the call
1-39880491	Call not recorded in the CCIR DB
1-40532792	Unexpected behavior when creating a new call profile
1-37329877	Agents go into previous release state
1-37395178	ACD call ringing agent blind transferred to RP the forwards to extension rings forever
1-37787414	Call routing to No Agent Destination instead of the Overflow Group
1-38118969	Report headers too large
1-39051219	Agent got stuck in a "Ring" state.
1-39124206	C2G incorrect groups are showing up in the group column
1-39515568	Email only agents have ACD talk time
1-39555764	EMIS server crash
1-39608538	CCIR stopped writing to database
1-39670533	Monitor-only supervisors are not able to view reports
1-39700465	Cannot add more than 32 supervisors
1-39722325	Secondary announcement is not playing
1-39754174	Callers hear dead air when GCCS Transfers call to VM
1-39844607	2 calls were presented to an agent while they were already on a call
1-39917899	CCIR shows event category 1 for a call that was not ACD
1-39922181	Call to DNIS 63976 transferred to voicemail does not populate DNIS report
1-40160149	Agent under Agent Manager is showing unknown or not showing agent at all
1-40433425	Only most recent thin client user is able to use Agent Toolbar
1-40667784	RA3.1 Agent Activity Log report displays inconsistent Total Release time values
1-29894900	Brief Mailbox Report: Incorrect counts when an email is handled by an agent.

Issue	Abstract
1-38541345	While running report RA2.2 Super Group report fails when clicking on it
1-39610600	Agent wallboard screen is blank once data is manipulated, must restart svc to resolve
1-40052262	Agent shows different release states for different supervisor stations
1-40347055	Socket error when CCAD tries to connect and authenticate on secondary server
1-40398414	Only the first subfolder under the root folder of Chat Responses shows up in Agent chat win
1-40408330	Document Time zone import
1-39616951	Chat (Apache server) uses 3 connection to ECC server

The following is a condensed list of issues resolved in Build 503.3.5406.0:

Issue	Abstract
1-39547508	sbc_crm.exe crashed multiple times
1-38858703	Agent Toolbar crashes
1-39256640	Undesired reboot
1-39453799	ivre_main.exe failure
1-39504451	Historical Reporting failure
1-39546744	Agent toolbar will logout and then back in by itself
1-39547718	Calls on distributed IVR drop
1-39600177	Undesired reboot after CIF file application
1-39610969	Single step transfer never transfers
1-39642659	DBIServer Crash
1-39710666	Agent not able to login
1-39729330	Client stuck in loop
1-39749643	SBR memory leaks
1-39796331	Crash when multiple incorrect RTA logon attempts are made
1-39828111	SEA process did not recover after sbr_main crash
1-40304601	Net Crashed because of memory corruption
1-35300131	Average ACD Talk Time is always 0
1-37607169	"No CID" workgroup call to agent causes incorrect agent state
1-37926361	Agent Toolbar Ring settings are lost
1-38018129	Agent Manager "Integer overflow" messages
1-38534171	Console redundancy traffic light should be yellow when replication is broken.
1-39481395	ivre_main.exe failure
1-39511635	Supervisor's Toolbar does not re-connect automatically after CC Server resumes operation
1-39637277	GCCS Creates Clones of IVR Actions
1-39637404	Changing a Class of Service Name Cannot Be Saved
1-39685453	Ivr station - a loop of sql execute actions will fail on the 2nd/3rd attempt
1-39710641	Replication failed between primary and secondary after ECC upgrade
1-39721694	ECC client upgrade shut down the PCM during upgrade process without any warning
1-39759074	dbiserver opens and holds my.ini for no particular reason
1-39796081	Incorrect license usage for Supervisor
1-39797571	Console message of failed replication lingers
1-39801331	SBC has an uninitialized variable
1-39816461	SBR requires some performance improvements
1-39927836	Scheduled reports stopped generating new reports
1-39127831	When agent is already in a conference call, toolbar does not allow another call to be made

Known Issues

The following is a condensed list of known issues in Build 503.4.6303.0:

Issue	Abstract	Status
1-40379313	Integrated Toolbar will not answer E-mail or Chat calls	Resolved in ShoreTel 14.43.1000.0 or later, 15.41.5900.0 or later, 16.5.3609.0 or later, 17.6.2800.0 or later