

# MiContact Center *for Skype*

MARCH 2016

MICONTACT CENTER *FOR SKYPE* VERSION 5.10.9.0

DETAILED RELEASE NOTES



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## DETAILED RELEASE NOTES

This document describes the product improvements that were made in MiContact Center *for Skype* version 5.10.9.0.

The Detailed Release Notes are published for each core and service pack release and contain information that is relevant to that specific release.

## REQUIREMENTS AND UPGRADE INFORMATION

MiContact Center *for Skype* version 5.10.9.0 must be installed on top of 5.10.0.0, 5.10.1.1, 5.10.3.0, 5.10.4.0, 5.10.5.0, 5.10.6.0, 5.10.7.0, or 5.10.8.0.

### NOTE:

- If you are using IVR with your MiContact Center *for Skype* 5.10.9.0 deployment, you must upgrade to IVR version 7.1.3.1.
- You must install .NET Framework 4.5 before upgrading to Contact Center *for Skype* version 5.10.9.0.
- SQL Server 2005 Express Edition is no longer included with the installation of Contact Center *for Skype* Version 5.10. However, SQL Server is a required component for Contact Center *for Skype*. Ensure you have the appropriate version of SQL Server installed before installing Contact Center *for Skype* Version 5.10 or upgrading to Version 5.0.7.0.
- As of Contact Center *for Skype* Version 5.10.2.0, if you use SQL Server Express edition, you must install SQL Server Express with Tools. If you are running a remote SQL Server, you must install SQL Management Studio (Tools only) on the Enterprise Server.
- Contact Center *for Skype* Version 5.10.9.0 supports:
  - Microsoft Skype for Business cumulative update KB 3097645, June 2015 (please follow the installation instructions found at: <https://support.microsoft.com/en-us/kb/3097645>)
  - Microsoft Skype for Business 2015 security update KB 3085500 (please follow the installation instructions found at: <https://www.microsoft.com/en-us/download/details.aspx?id=48909>)
  - Microsoft Lync 2013 (Skype for Business) cumulative update KB 3114502, January 2016 (please follow the installation instructions found at: <https://support.microsoft.com/en-us/kb/3131245>)
  - Microsoft Lync 2010 (64 bit) cumulative update KB 3072611, July 2015 (please follow the installation instructions found at: <https://support.microsoft.com/en-us/kb/3072611>)
- We strongly recommend you use the Ignite automated Updater Service when installing to agent desktops. It is critical that Hot Fix, Fix Pack, and Release updates are deployed to the agent desktop as all Contact Center *for Skype* components must be updated in unison. Overall system stability will be impacted if all components are not updated.
- Ensure your Ignite client privilege settings align with your Lync 2013 client privilege settings. When you upgrade to Lync 2013 on the desktop, if the Ignite controls do not display when an ACD call arrives, confirm the privilege settings.

- Lync 2013 users may have difficulty accessing the transfer, hang up, hold, and mute buttons as the conversation window sometimes truncates, blocking access to these features. To resolve this issue, refer to the Knowledge Base article found here:  
<http://micc.mitel.com/kb/KnowledgebaseArticle52078.aspx>

**NOTE:** Our downloads for MiContact Center for Skype 5.10.9.0, and MiContact Center (IVR) 7.1.3.0 are available now only through Mitel Online.

For vendors that deal both in MiContact Center *for Skype* and MiContact Center with MiVoice Business you will need to register one account on mitel.com for each. Remember to use your Customer Number so that the correct access is applied to your account.

To download and install MiContact Center for Skype Version 5.10.9.0, or MiContact Center (IVR) 7.1.3.0 from Mitel Online:

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your **User ID** and **Password** and click **Log in**.
4. Click **Mitel Online**.
5. Click **Software Downloads**.
6. Click **MiContact Center for Skype=> MiContact Center for Skype - Current Release (5.10.9.0) and IVR (7.1.3.1)**.

The Knowledge Base article pertaining to the software you run will open.

**NOTE:** There are three download options available.

- **Full installation**, which includes the latest fix or service pack
  - **Upgrade only**, which is a service pack that installs onto any previous version in the same release (5.10.X.X, or 7.1.X.X)
  - **Cumulative patch**, which are fix packs that must be installed onto a specific version.
7. On the **Download Software** page, select the desired download file.  
Optionally, follow the link to the Detailed Release Notes to review the changes included in this release.  
**NOTE:** You will be prompted to agree to download using the software download manager. You must agree and install the applet, if prompted to continue.
  8. Save the release to the desktop of your Enterprise Server.
  9. Once the file has been downloaded to the desktop, double-click the .exe file.  
**NOTE:** If you receive a 'Trusted Source' warning, disregard and continue with the download.
  10. When prompted to unzip the .exe file, click **Continue**.  
The Installation Wizard will open.
  11. Click **Next**.  
Follow the steps in the installation wizard to install the release.

**NOTE:** If you must cancel the installation and re-run the 5.10.9.0.exe file again. Do not use the extracted .MSI directly, as it will remove your licensing.

The software and hardware requirements for Contact Center *for Skype* Version 5.10.9.0 depend on the solutions you purchase and run, the number of devices on which you report, and the traffic of your contact center. For information on hardware and software requirements, refer to the Contact Center *for Skype* System Engineering Guide (available at <http://micc.mitel.com> under technical documentation).

## DOCUMENTATION AVAILABLE ONLINE

You can access the most up-to-date versions of MiContact Center *for Skype* technical documentation from the dealer portal website at <http://micc.mitel.com>.

### **MiContact Center Solutions documentation**

- *MiContact Center for Skype User Guide*
- *MiContact Center for Skype System Engineering Guide*
- *MiContact Center for Skype Reports Guide*
- *MiContact Center for Skype Installation Guide*

For answers to the latest frequently asked questions, troubleshooting information, and post-release hot fixes, see the Mitel Knowledge Base at <http://micc.mitel.com/kb/>.

## EXECUTIVE SUMMARY

Contact Center *for Skype* Version 5.10.9.0 includes a number of defect fixes addressing customer reported issues.

## SUPPORTED THIRD-PARTY APPLICATIONS

Product	Version
AudioCodes SmartTAP Call Recording	Version 2.0.1 and 2.1
SONUS Gateway	Version 1.8.3 Build 83
AudioCodes Mediant 1000 Gateway	Version 6.80A.244.006

The following section lists the peripheral devices that are supported with MiContact Center *for* Skype Version 5.10.9.0.

**NOTE:** We recommend if you are considering integration with any devices that are not included in the following list, that you first confirm such devices are Microsoft Lync certified. Please refer to the following website for a current list of Lync certified peripheral devices:

<http://technet.microsoft.com/en-us/lync/gg278164.aspx>.

### Hardset devices:

- Polycom CX200
- Polycom CX300
- Polycom CX500
- Polycom CX600\*
- Polycom VVX
- Astra 6721ip
- Snom 821 edition

\*Expect a 4 to 5 second delay in establishing a connection with a caller using a Polycom CX600 device.

### Headset devices:

- Jabra PRO 9450 (Bluetooth and USB)
- Jabra UC Voice 750 MS (USB)
- Jabra Go 6400 (USB)
- Plantronics USB Headset – Savi Office
- Plantronics USB Headset – Savi D100/W430
- Plantronics USB Headset – Voyager Pro UC
- Plantronics USB Headset – CS 50/6-USB
- Plantronics USB Headset – Blackwire C210/C220, C420, C600 family

- Plantronics USB Headset – DA45
- Plantronics USB Headset – BUA 100/BUA 200
- Plantronics USB Headset – Voyager 510-USB
- Plantronics USB Headset - .Audio 920
- Logitech USB Headset – Clearchat Comfort
- Sennheiser SC 260 USB ML
- Sennheiser SC 660 USB ML

## PRODUCT AREAS IMPROVED IN THIS RELEASE

The following fixes were included in this release:

Tracking Number	Description
258597	If MiCC Licensing allowed for fewer employees than an Active Directory sync pulled down, YourSite Explorer would over license the system during the sync.
258621	On a new install of 5.10.X the SIP Listener service required a restart before it would function correctly.
259233	If an Agent Group name contained certain invisible characters (eg: hexadecimal value 0x1F), YourSite Explorer would return an error when trying to change the group membership.
259980	If Lync.exe stops unexpectedly while on a call, the call would become stuck, and no further calls would be presented to this agent until they were disabled and re-enabled.
264493	Making configuration changes to the Front End server in YourSite Explorer while a call is queued would result in that queue no longer accepting calls until service restart.
264631	The Router would continue to run if the main endpoint's SUP address was empty, resulting in a critical error.
319260	An ACD agent belonging to multiple agent groups could receive multiple ACD calls at the same time under certain race conditions.
320799	Queue Performance by Period would report a lower SLA percentage than was accurate when compared to a Queue Spectrum report.
320815	On some sites the Windows Application Event log Contained a SideBySide error referencing the DataServices80d.dll in the folder ""c:\program files (x86)\prairiefyre software inc\CCM\Services\collector\MiTAIv4\".
320816	The Employee Event by Period report was showing extra login events for individuals.



Tracking Number	Description
320817	<p>When a site was configured to use Node Alarms with problem detection in the Collector Service, some errors could cause the service to restart if there were no events received during the configured timeout period. This resulted in ACD Logout/Login events being generated to resynchronize agents.</p> <p>All agents experienced a logout when this happened.</p>

## KNOWN ISSUES

The following section describes known issues in MiContact Center *for Skype* Version 5.10.9.0.

For hotfixes that address any issues that were not known at the time this document was published please refer to the following:

- Customers—contact your Mitel Channel Partner
- Channel Partners— visit the Knowledge Base at <http://micc.mitel.com/kb/>.

Product	Knowledge Base / Tracking Number	Issue
Contact Center <i>for Skype</i>	43492	The Lync front end server and the Contact Center <i>for Skype</i> Enterprise Server cannot be collocated or the Contact Center Management website becomes inaccessible.
	45163	<p>Agents are not being logged off after a PC reboot, causing incorrect agent states.</p> <p>To work around this issue, manually log off agents or close Ignite and Lync before restarting client computers.</p>

Product	Knowledge Base / Tracking Number	Issue
	45436	<p>After restoring a backup of the Contact Center <i>for Skype</i> database, the Router is offline, the Provisioner does not create end points, and the Provisioner log reports constant errors.</p> <p>To work around this issue, manually restart the prairieFyre Router, Listener, and Provisioner services once you have restored a backup.</p> <p><b>NOTE:</b> If you must restart the Enterprise Router, we recommend you do so outside of business hours. Otherwise, calls could be lost.</p>
	45846	<p>If you receive a "Too many active endpoints in UCMA" error message, this indicates that your system is below the recommended minimums. If you receive this message, we recommend you run the Lync Capacity Planning Tool and ensure your system meets the recommended minimums, which can be found at <a href="http://www.microsoft.com/downloads/en/details.aspx?FamilyID=6e8342a7-3238-4f37-9f95-7b056525dc1a&amp;displaylang=en">http://www.microsoft.com/downloads/en/details.aspx?FamilyID=6e8342a7-3238-4f37-9f95-7b056525dc1a&amp;displaylang=en</a>.</p>
	45894	<p>In order for queues to be dialable during business hours when there are no agents logged in to them, the administrator must provision a path unavailable answering point (such as a voicemail or callback extension) within the system provisioning.</p>
	46676	<p>In multi-pool environments, agents and queues are not being pegged with ACD Count and ACD Duration if calls are transferred from Agent A on Pool 1 to Agent B on Pool 2.</p>
	46810	<p>If the agent group reporting number is changed, the prairieFyre Router must be restarted before changes will take effect.</p> <p><b>NOTE:</b> If you must restart the Enterprise Router, we recommend you do so outside of business hours. Otherwise, calls could be lost.</p>

Product	Knowledge Base / Tracking Number	Issue
	46882	<p>At times, caller ID is lost when transferring calls if Music on Hold is enabled in a multi-pool configuration.</p> <p>To work around this issue, disable Music on Hold.</p>
	44473	<p>If you delete all media servers from YourSite Explorer, the Enterprise Server will go offline and the Router log will report errors. If you delete all media servers, you must restart the Enterprise Server service to get your system back online. We recommend you do not delete your default media server.</p>
	47102	<p>Contact Center <i>for Skype</i> does not currently support draining a front end server of calls.</p>
	47209	<p>If there is an interruption in internet service or connectivity while the Enterprise Router installation downloads UCMA 3.0 setup files, you must manually restart the installation. The UCMA 3.0 download can be accessed at <a href="http://www.microsoft.com/downloads/en/details.aspx?FamilyID=4493baab-6214-4770-8cf9-69c813e8a9fa">http://www.microsoft.com/downloads/en/details.aspx?FamilyID=4493baab-6214-4770-8cf9-69c813e8a9fa</a>.</p>
	48038	<p>In environments that are configured with multiple pools, agents are unable to request help to supervisors in other pools using Ignite.</p>
	57470	<p>When restoring a configuration, the router, SIP Listener, Enterprise server, and clients must be restarted.</p> <p><b>NOTE:</b> If you must restart the Enterprise Router, we recommend you do so outside of business hours. Otherwise, calls could be lost.</p>
	57841	<p>The overflow timer does not function correctly when the "Allow calls to queue when no agent is available" option is selected in YourSite Explorer queue configuration. If agents are not available to answer calls in a queue with an overflow point provisioned and the above option is selected, the calls will follow the overflow point without adhering to the overflow timer settings.</p>

<b>Product</b>	<b>Knowledge Base / Tracking Number</b>	<b>Issue</b>
	61127	<p>The Enterprise IP does not accept a hostname as a valid address.</p> <p>An IP address must be entered for the Enterprise IP.</p>
	63065	<p>When you select Make Busy while on an ACD call, the Make Busy timer begins immediately. This timer should not start until the ACD call has ended.</p> <p>This behavior affects the display in the real-time monitor but does not affect report data.</p>
	65004	<p>A queue is over pegged when a call is requeued or interflowed and then transferred via a supervised transfer.</p> <p>As a work around, perform a manual summarize. With routers installed up to and including Hot Fix 62012, this will reduce the queue count. For routers post-release of Hot Fix 62012, this will correct the queue count.</p> <p>Alternatively, only use cold transfers.</p>
	66386	<p>If an agent logs out of their agent groups during calls, they are set to System Idle and do not receive further ACD calls.</p> <p>If agents wants to make themselves unavailable following an ACD call, it is recommended that during the ACD call, they set themselves into Do Not Disturb or Make Busy and log themselves out of the group(s) following call completion.</p>
	66500	<p>When an agent is merged into a call as a part of a supervised transfer, that agent is not credited with a non-ACD call peg.</p>

Product	Knowledge Base / Tracking Number	Issue
	66905	<p>If you configure an E.164 address with a capital T, the router does not update external non-ACD calls in real time.</p> <p>You must provision the address with a lowercase t or else calls may be routed incorrectly.</p> <p>ex: Tel:+6132224444;ext4444 must be changed to tel:+6132224444;ext4444</p>
	67474	<p>Ignite fails to update successfully despite indicating 'Update for Ignite successful' while Ignite and Contact Center Client are running.</p> <p>Ensure that Ignite and Contact Center Client are closed before updating.</p>
	67866	<p>Status changes from meetings scheduled in Outlook are not reflected in the Ignite Agent state when an agent is in a scheduled online meeting, on a call, or in a scheduled appointment.</p> <p>To work around this issue, agents may manually change their state to Make Busy.</p>
	68120	<p>We do not currently support the use of custom Lync presence notes.</p>
	69256	<p>During warm transfers, an agent who is in Make Busy displays in the real-time monitors in the Idle column.</p>
	70305	<p>When a logged in agent becomes newly associated to an agent group, the queue does not automatically recognize them.</p> <p>To work around this issue, agents must log out and log back in to Ignite to be recognized in the queue.</p>
	70615	<p>When a call is interflowed from a queue directly to an agent, the agent is put into ACD and the call is incorrectly pegged as an ACD call when it should be non-ACD.</p>

<b>Product</b>	<b>Knowledge Base / Tracking Number</b>	<b>Issue</b>
	70740	<p>When the Do Not Disturb setting was initiated via Lync, agents were unable to remove Do Not Disturb using Ignite.</p> <p>We recommend, given that Microsoft has stated their Lync presence updates to be “best efforts” only, that agents use their Ignite client to control their agent state.</p>
	73738	<p>Non-ACD calls transferred to an ACD Queue through a blind transfer can only be subsequently transferred to an ACD Queue using a supervised transfer.</p>
	75763	<p>The ANI/DNIS fields were not populating in the SMDR records for non-ACD calls.</p> <p>ANI/DNIS information is stored in SMDR records for ACD calls only.</p>
	75768	<p>When an invalid SIP address was configured for ANI/DNIS routing, the invalid SIP address warning message was interpreted to mean that only Line URIs are permitted, when, in fact, either a valid SIP address or a valid Line URI is acceptable.</p> <p>We recommend you manually verify that the address you are provisioning for ANI/DNIS routing is dialable from the Lync application. We do not automatically perform verification of the provisioned addresses.</p>
	76242	<p>Calls were not dialing out of queue for supervised (warm) transfers.</p> <p>When transferring to a queue that requires the caller to be able to perform dial out of queue actions, use unsupervised (cold) transfers instead of supervised transfers.</p>

Product	Knowledge Base / Tracking Number	Issue
	77126	<p>When ACD calls were transferred to a queue (using the Invite option), the calls were not being pegged correctly to the Agent Inbound Trace with ANI report.</p> <p>To ensure ANI information in trace reports is accurate, we recommend that agents use the Transfer button and not the Invite option.</p>
	79016	<p>After restoring the database, the media server(s) were not loading.</p> <p>As a work around, if you restore the database, you must restart the Config Service.</p>
	81156	<p>In a Lync configuration with two pools but only one mediation server, calls were not always being redirected because the mediation server was sometimes forwarding calls to the wrong pool.</p> <p>As a workaround, you must have a mediation server configured for each pool.</p>
	83897	<p>Report data for call activity is not produced for queues that are operating in resiliency mode.</p>
	93150	<p>When a new queue is provisioned, the router does not offer calls in queue to agents.</p> <p>To work around this issue, restart the router after provisioning a new queue.</p>
	100539	<p>Queue failure redirection for internal calls is not supported with MiContact Center <i>for Skype</i> in a Lync 2013 environment.</p>
<b>Ignite</b>	45175	<p>The Ignite client sidebar is not accessible or visible when the Lync 2010 client is maximized on a single-monitor PC.</p>

Product	Knowledge Base / Tracking Number	Issue
	46230	<p>If an ACD agent declines a call using the Set to DND option, and then an ACD call goes to the queue for which the agent answers, the call will not be delivered to the agent and the agent's state will display as System Make Busy.</p> <p>To work around this issue, set a value for the 'Apply the following Do Not Disturb Code when a user puts themselves into Do Not Disturb.' This will cause the routers to set the agent in DND and make it more apparent to the agent that they are in a DND state, at which point they can clear the DND state manually.</p>
	46567	<p>In multi-pool environments, when an ACD call is transferred from one pool to another, the call is being pegged as a non-ACD call.</p>
	61809	<p>While in Work Timer mode, if an agent locks their workstation, they will be routed another call before being placed in Make Busy.</p> <p>To work around this issue, ensure agents in Work Timer mode put themselves into the Make Busy state before shutting down their workstation.</p>
	67473	<p>If you launch Ignite without having the agent who is logging in provisioned in an agent group, Ignite becomes stuck in the loading phase. Agents must be provisioned in a group for the agent's desktop to initialize properly.</p> <p>To resolve an Ignite client that is stuck at loading, open the Task Manager and shut down Ignite.</p>
	69474	<p>When an agent who is not enabled for ACD is enabled for ACD and added to an agent group, the agent's Ignite client does not register these changes.</p> <p>To work around this issue, restart the agent's Ignite client.</p>



<b>Product</b>	<b>Knowledge Base / Tracking Number</b>	<b>Issue</b>
	69498	<p>Ignite lost connection to the real-time server for agents using the Polycom CX600 phone set with the power option set to sleep.</p> <p>We recommend you do not use the sleep power option for the Polycom phone sets.</p>
	78716	<p>Ignite was not being updated after an agent was added to a new agent group.</p> <p>If a new agent group is created in Lync, in order for the Ignite client to recognize that new group, the agent must exit and reopen their Ignite application. For this reason, we recommend you create new agent groups after hours if possible.</p>
	99203	<p>When running Windows Vista and Microsoft Lync 2010, the Ignite client was not loading.</p> <p>As a workaround, disable and re-enable Local Administrator privileges and re-launch Ignite.</p>
	235251	<p>Intermittently the Lync conversation window may change size such that the Transfer button becomes cut off.</p> <p>To work around this issue, simply click the Invite button. This will trigger a window resize and allow you to see the Transfer button again.</p>
	259693	<p>Users must set and remove DND in one client application only (Either Ignite or Skype For Business).</p> <p>Once you have changed the state in one application, you will no longer be able to change in the other.</p>
<b>Contact Center Client</b>	45349	<p>Backups created using Management Console within Contact Center Client are not saving audio files.</p> <p>To work around this issue, manually backup the audio files in &lt;InstallDir&gt;\CCM\MediaDirectory\.</p>

<b>Product</b>	<b>Knowledge Base / Tracking Number</b>	<b>Issue</b>
	63564	Contact Center Client fails after Auditor is run and the user is transitioning back from Auditor to the primary real-time view.  It is not recommended that you use Auditor.
<b>Contact Center Screen Pop</b>	76366	Contact Center Screen Pop information is not displaying when calls were being transferred to agents directly from queues.
	77156	Screen Pop was not functioning for non-ACD calls that were transferred to a queue via the Lync Invite function.  As a workaround, if you want to send ANI/DNIS information in a screen pop to the call recipient, use the Transfer button instead of the Invite option.
<b>Call recording</b>	72656	When queues were invited to ACD calls, more than one recording was produced for each call. The first recording was of the entire conversation; the second recording only contained the conversation after the invite/transfer.  As a workaround, delete the second, extraneous recording.

