

6.0.2.0 Release Notes

This is the list of all items for 6.0.2.0, released on Thursday, December 13th, 2012. For more information, you can visit Mitel Online to download our Detailed Release Notes for this release.

- Auto-absence on no answer

Description : Available as of MCD 5.0 SP2, if an agent does not answer an offered call after a preconfigured amount of time they are removed from their agent group(s) rather than being logged out of their agent group(s).

- Improvements to server-based alarms

Description : Contact Center Solutions Version 6.0.2 expands upon the centralized alarming system and is entirely configured in YourSite Explorer. The Maintenance Alarm Dispatcher service performs server maintenance activities as well as controlling all alarming within the network. Alarm notifications can be set up to deliver by email, RSS, SNMP, or within the YourSite Explorer Start Page.

For more information about server-side alarms, see the Contact Center Solutions User Guide.

- IVR Routing queue resiliency enhancements

Description : Dynamic call flows in IVR Routing are dependent on real-time queue statistics for accurate call routing. If the Enterprise Server goes offline and real-time connectivity is lost cached data is used as the reference for call statistics. Any call flow components that depend on data derived from real-time queue statistics are affected, for example, prompts, queue condition activities, and Updated Position in Queue (UPiQ) messages. To mitigate this, IVR Routing now offers a new level of queue resiliency that, when configured, detects if the Enterprise Server is offline and routes calls to a static call flow that you have configured for that purpose.

For more information, see the Contact Center Solutions User Guide.

- IVR Routing variable masking

Description : IVR Routing variables can now be configured to hide their contents, enabling variables to be delivered either entirely or partially masked. This limits the risk of potentially exposing confidential information, such as credit card or social insurance numbers in logs, call notes, databases, and screen pops.

- Russian localization

Description : Core Contact Center Solutions products are now available in Russian.

- Web callback support

Description : Web callbacks are now supported in a virtual environment.

- Technology changes

Description : Contact Center Solutions and Call Accounting now supports the following:

- Windows Server 2012
- Windows 8 Client
- Windows 8 Server (supported as a server for Contact Center Business Edition or Call Accounting only)

- MCD 6.0

NOTE: Support for MCD 6.0 requires Version 6.0.2 or greater. Prior to upgrading to MCD 6.0, ensure that all IVR Routing ports are provisioned with a Trusted Service Level. IVR Routing ports will not come into service after the upgrade if they were not provisioned as Trusted and will require the ports be provisioned as Trusted in YourSite Explorer and written back to the PBX.

- Salesforce.com Winter 2013

NOTE: The Salesforce.com Integration is not compatible with Windows 8.

This known issue is scheduled to be addressed in 6.0.2.1.

- Verint Impact 360 V.10 SP4 or greater and Verint Impact 360 V.11.0 or greater as Third-Party Workforce Management Solutions.

NOTE: Contact Center Solutions Version 6.0.2 is not compatible with Verint Impact 360 releases before Release 10 SP4. Customers requiring support for non-current Verint Impact 360 releases must contact prairieEyre for support.

- Contact Center Management - 78663 - The SQL Purge tool did not function as intended on a 64-bit server

Description : The SQL Purge tool did not function as intended on a 64-bit server.

Workaround : None

Resolution Notes : Code changes were made to add support for 64-bit servers.

- Contact Center Management - 79513 - Auto attendant information displayed in real-time monitors

Description : When internal calls were transferred from the auto attendant to the queue, the auto attendant's information was displayed in the real-time monitors instead of the caller's information.

Workaround : None

Resolution Notes : Configuration changes resolved this issue.

- Contact Center Management - 83778 - In French language setting, View and Delete options were not displayed on Failed reports

Description : When the personal options in Contact Center Management were set to French - Canada or French - Europe, links to "View" or "Delete" a failed report were not available as a result of an html encoding error for accented characters.

Workaround : None

Resolution Notes : Changes to the code ensure that special characters are encoded properly, enabling the links to appear.

- Contact Center Management - 83900 - A server error occurred when trying to save queue changes in YSE

Description : A server error occurred when attempting to save queue changes in YourSite Explorer as a result of directory name errors for the queue.

Workaround : None

Resolution Notes : Deleting the record and recreating the queue resolved this issue.

- Contact Center Management - 84958 - The license service communicated with external date/time servers

Description : In a specific instance, the license service communicated externally to date time servers, which did not comply with customer security needs.

Workaround : None

Resolution Notes : A configuration option was added to prevent the license service from checking external date time servers.

- Contact Center Management - 85294 - Discrepancies in Extension Performance reports

Description : As a result of an ACD record erroneously tying an extension to an agent in YourSite Explorer, there were discrepancies in Extension Performance reports against that extension.

Workaround : None

Resolution Notes : Code changes have resolved the discrepancies.

- Contact Center Management - 86575 - Occasionally UPiQ not functioning as expected in Business Edition

Description : In rare instances, Updated Position in Queue did not function as intended in Business Edition as the result of a licensing issue.

Workaround : None

Resolution Notes : Changes to licensing have resolved this issue.

- Contact Center Management - 92840 - When two 5603 IP phones called each other, one would not show the correct real-time state after the call ends

Description : If two extensions using 5603 SIP handsets called each other, when the call finished, the extension that ended the call would be shown to be in Idle real-time state and the other set would be incorrectly shown to still be in a call, requiring a reboot of the handset to clear the state.

Workaround : None

Resolution Notes : Changes to the code ensure that the real-time states of 5603 SIP handsets are handled properly.

- YourSite Explorer - 85198 - In rare cases, YSE would throw Fatal error due to memory usage

Description : In rare instances, YourSite Explorer threw a "Fatal error occurred" message and shut down after consuming 1.5GB of memory as the result of memory leaks.

Workaround : None

Resolution Notes : The memory leaks have been fixed, resolving the issue.

- YourSite Explorer - 86583 - Save button greying out

Description : There were instances of the YourSite Explorer Save button greying out, resulting in the Synchronization option to become unavailable.

Workaround : None

Resolution Notes : Changes have been made to ensure the buttons remains enabled.

- YourSite Explorer - 92945 - Insufficiently descriptive logs during MiXML timeout errors

Description : Rarely, there were timeout exceptions occurring when communicating with MiXML, preventing synchronization with the PBX. This issue was compounded by insufficiently descriptive error messages.

Workaround : None

Resolution Notes : Changes to the code ensure more accurate error messages for exceptions, improving the ability to diagnose issues.

- Contact Center Client - 56100 - If a filter is applied and then removed from Queue Now, it does not clear properly

Description :If a filter was applied to a Queue Now monitor and then removed, the filter would not clear properly and appear to still be in effect.

Workaround : None

Resolution Notes : Changes to Queue Now monitors have resolved this issue.

- Contact Center Client - 83561 - If a call in the filter was answered in Queue now, sometimes it would display incorrectly after

Description :There were instances of all the queues disappearing from the Queue Now monitor and no further calls waiting in queue displaying after a call waiting in the filter was answered.

Workaround : None

Resolution Notes : Code changes ensure the Queue Now Monitor updates when the data source has changed or the no filter option is set.

- Contact Center Client - 84956 - New CCC ribbon could not hide the interface

Description :The new Contact Center Client ribbon introduced in 6.0.0.4 did not have the option to deselect the options in the View menu and hide the interface.

Workaround : None

Resolution Notes : Users can right-click in Contact Center Client and select View => Menu to turn the menu and ribbon on or off.

- Contact Center Client - 86854 - CCC Chat not functioning as intended.

Description :There were instances of Contact Center Chat not functioning as expected in Version 6.0.1. Contact Center Chat would not open when an agent in a real-time monitor was double-clicked nor when an agent was right-clicked on and "Send instant message" was selected. Rarely, screen pops would pop behind the Contact Center Client window.

Workaround : None

Resolution Notes : Code changes to Contact Center Client resolved this issue and users may now start chat sessions using the right-click menu, the ribbon bar, or by double- clicking the real-time status icon of an employee or agent.

- Contact Center Client - 88361 - Client computers received an error when an employee with a user account was deleted in YSE

Description :Client computers received an error message when an employee with a user account was deleted in YourSite Explorer or Contact Center Management, requiring Contact Center Client to be restarted.

Workaround : None

Resolution Notes : Changes to the code ensure that client computers do not receive an error message after an employee is deleted.

- Contact Center Client - 88600 - Queue Now Queue Group Chart intermittently threw an exception when loading profiles

Description :Contact Center Client Queue Now Queue Group chart intermittently threw an exception error when loading profiles.

Workaround : None

Resolution Notes : Code changes have resolved this issue.

- Contact Center Client - 91572 - SuperAuditor using high amounts of memory as a result of issues terminating older sessions

Description :There were instances of SuperAuditor using high amounts of memory as a result of issues terminating older sessions.

Workaround : None

Resolution Notes : Changes to enhance how past sessions of auditor sessions were terminated resolved this issue.

- Contact Center Client - 91923 - Contact Center Client greying out and dropping connections

Description :There were instances of Contact Center Client greying out and dropping connections as a result of issues with data being sent to real-time clients.

Workaround : None

Resolution Notes : Enhancements have been made to resolve this issue.

- Contact Center Client - 93213 - CCC Chat not functioning if the enterprise was configured for Windows Authentication, or if the username included an illegal character

Description :Contact Center Chat did not function when Windows Authentication was enabled for Contact Center Management or if Contact Center Management Authentication was being used and an employee's user name had a backslash or other character that is escaped when xml is serialized.

Workaround : None

Resolution Notes : Changes were made in the service identifier to resolve this issue.

- Contact Center Client - 93546 - When a client loaded Contact Center Client from a profile, the softphone configuration window was automatically loaded and the Extension window was then opened

Description :When a client loaded Contact Center Client from a profile, the softphone configuration window was automatically loaded and the Extension window was then opened.

Workaround : None

Resolution Notes : Code changes were made to streamline Softphone startup.

- Contact Center PhoneSet Manager and Softphone - 93110 - After upgrading from Version 5.8 to 6.0.1.0, there were cases of Softphone not functioning as intended as the result of conflicting instances of Softphone

Description :After upgrading from Version 5.8 to 6.0.1.0, there were cases of Softphone not functioning as intended as the result of conflicting instances of Softphone.

Workaround : None

Resolution Notes : Code changes ensure Softphone functions as intended.

- Contact Center PhoneSet Manager and Softphone - 93215 - Softphone throwing Inner Exception errors at regular intervals

Description :In rare cases, Softphone produced the error "Inner exception Dataportal_Fetch failed: Deleted row information cannot be accessed through the row" at regular intervals, requiring the restart of Contact Center Client.

Workaround : None

Resolution Notes : Code changes resolved this issue.

- Call Accounting - 78927 - SQL write errors due to Dutch CA configuration and English SQL configuration

Description :There was an instance of SQL writer errors occurring as a result of a localization conflict

between applications in a configuration using Dutch localization and an English language SQL server.

Workaround : None

Resolution Notes : Code changes ensure that multi-language configurations function as intended.

- Call Accounting - 88366 - Errors running Call Accounting with FIPS encryption

Description : There were instances of Call Accounting installation failing in environments with FIPS encryption.

Workaround : None

Resolution Notes : The Configuration Wizard and Backup Restorer required FIPS to be enabled to resolve this issue.

- Third Party Workforce Management Connector - 85299 - FTP transfer not functioning as expected

Description : Third Party Workforce Management Connector did not transfer data to a FTP as expected.

Workaround : None

Resolution Notes : Changes to the code ensure that the Third Party Workforce Management Connector transfers data to FTPs as expected.

- Professional Services Preview Dialer - 93289 - In some cases the preview dialer toolbar would not load in conjunction with a profile

Description : There were instances where Professional Services Preview Dialer client toolbar did not load in conjunction with a profile in Contact Center Client.

Workaround : None

Resolution Notes : A toggle button was added to load the Preview Dialer toolbar. The toolbar will load when the toggle button is pressed or when a profile with the toolbar already open is opened.

- Reporting - 66538 - Agent Group Event by Day of Month report was summarizing stats incorrectly

Description : Agent Group Event by Agent by Day of Month report was incorrectly summarizing/adding stats under each date for a particular day of the week in a range rather than displaying a break down by day.

Workaround : None

Resolution Notes : Code changes to grouping ensure the Agent Group Event by Agent by Day of Month report functions as intended.

- Reporting - 82991 - Agent Group Event by Day of Week report was retrieving data incorrectly if only one day selected

Description : Agent Group Event by Agent by Day of Week report was incorrectly retrieving report data when the Days of Week option was modified to select for one day only.

Workaround : None

Resolution Notes : The Agent Group Event by Agent by Day of Week report functions as expected.

- Reporting - 83552 - The Summarize function threw an error on the server for a specific day

Description : The Summarize function threw an error on the server for a specific day.

Workaround : None

Resolution Notes : Changes to the code resolved this issue.

- Reporting - 84571 - Queue Group Performance by Queue report occasionally showing agent durations inaccurately

Description : In rare instances, the Queue Group Performance by Queue report presented agent durations inaccurately as a result of issues taking into account if an agent is hot desking or not.

Workaround : None

Resolution Notes : Changes to the code ensures Queue Group Performance by Queue functions as expected.

- Reporting - 84688 - Employee Group Accounting Trace report did not run as expected

Description : The Employee Group Accounting Trace report did not run as expected for specific ranges of time as a result of an issue with comparing internal values.

Workaround : None

Resolution Notes : Changes to the code ensure that the Employee Group Accounting Trace report runs as expected.

- Reporting - 89075 - Queue Group Performance by Queue Group Multi-Select report displayed device PKeys instead of names in header

Description : The Queue Group Performance by Queue Group report multi-select report displayed the queue group pkey as the device name in the report header.

Workaround : None

Resolution Notes : Changes have been made to how devices are displayed in a multi-select report to resolve this issue.

- Reporting - 89333 - French Queue Group Performance by Period reports being formatted incorrectly

Description : There were instances of French Queue Group Performance by Period reports being emailed in an incorrect format as a result of a .NET 4 error that causes attachments with accented characters to be double-encoded, which causes the report to be invalid.

Workaround : None

Resolution Notes : Applying Microsoft Hotfix KB 2402064 resolved the issue. KB 2402064 is available at <http://support.microsoft.com/kb/2402064>.

- Flexible Reporting - 84903 - Employee Group by Employee External Count statistic was mislabeled

Description : Employee Group by Employee External Count statistic was mislabeled as Employee Group by Employee External Duration.

Workaround : None

Resolution Notes : Employee Group by Employee External Count statistic is labeled correctly.

- Salesforce Integration - 89175 - In some instances, password encryption resulted in an illegal character being communicated to the Salesforce.com site

Description : In some instances, password encryption resulted in an illegal character being communicated to the Salesforce.com site.

Workaround : None

Resolution Notes : Enhancements to password encryption have resolved this issue

- Support for the Mitel 5000 and Axxess - 86655 - Agents become stuck in a Ringing state

Description :Intermittently, agents were stuck in the Ringing state, requiring a restart of the Enterprise Service as a result of a 5000 PBX receiving an event that caused the Collector Service to throw an error.

Workaround : None

Resolution Notes : Changes to the code resolve this issue.

- Support for the Mitel 5000 and Axxess - 89247 - Reporting pegging answered and outbound calls as abandons

Description :In a 5000/Axxess environment using STAR routing, an unsupported application, some users experienced reports containing inaccurate numbers of abandoned calls as a result of answered and outbound calls pegging as abandoned.

Workaround : None

Resolution Notes : Code changes have been made to resolve irregularities resulting from STAR routing.

- Support for the Mitel 5000 and Axxess - 88358 - Reporting errors when using STAR routing

Description :In a 5000/Axxess environment, reporting pegged answered and outbound calls as abandons, resulting in inaccurate numbers of abandoned calls, as the result of an unsupported routing system.

Workaround : None

Resolution Notes : Code changes were made to resolve the issues caused by the unsupported routing system.

- IVR Routing - 66419 - Enable/Disable UPIQ button in YSE not functioning as intended

Description :The button to enable or disable UPIQ as a system setting, located in the YourSite Explorer Visual Workflow Manager ribbon, did not function as intended.

Workaround : None

Resolution Notes : The UPIQ button enables or disables UPIQ as a system setting functions as intended.

- IVR Routing - 77037 - YourSite Explorer allowed users to add too many media servers, then would prevent them from saving

Description :YourSite Explorer enabled users to add more media servers beyond their license count prior to saving and then warned users they could not save.

Workaround : None

Resolution Notes : When a user's maximum license count has been reached, the option to add more media servers is made unavailable.

- IVR Routing - 84573 - ALM0016 being thrown in error

Description :There were instances of ALM0016 - VWM Insufficient Outbound Ports being thrown incorrectly when there was an issue with hunt group call flow configuration.

Workaround : None

Resolution Notes : Code changes ensure the correct alarm is thrown.

- IVR Routing - 85234 - The abandon callback plans list showed all other callplans as well

Description :When selecting a callback plan to handle Abandon callback on a Queue, the list of callback plans also displayed callback plans for Voice and Web callback plans.

Workaround : None

Resolution Notes : The list of Abandon callback plans only display Abandon callback plans.

- IVR Routing - 85355 - IVR Callback Prompts being played to RAD ports

Description :IVR Callback prompts were playing to RAD ports on the queue, resulting in agents in receiving callback instruction messages at varying times in the message cycle and causing callbacks to requeue if the prompt messaging timed out too many times.

Workaround : None

Resolution Notes : IVR Routing now checks to see if the port is running locally to the PBX. If there are no RADs programmed on an alternative PBX, this port is used. Otherwise an alarm is thrown.

- IVR Routing - 86657 - IVR Inbound service throwing OutOfMemory exceptions

Description :There were instances of the IVR Inbound service throwing out of memory exceptions, requiring a restart of the IVR Inbound Service.

Workaround : None

Resolution Notes : Changes to the environment resolved this issue.

- IVR Routing - 86852 - Rare cases of YSE profile becoming corrupted

Description :There were isolated instances of YourSite Explorer profile corruption causing YourSite Explorer to become unresponsive during loading.

Workaround : None

Resolution Notes : Enhancements to YourSite Explorer profiles have resolved this issue.

- IVR Routing - 88893 - ALM0004 being thrown in error

Description :There were instances of ALM0004 - Ports Out of Service count being thrown without any ports being out of service.

Workaround : None

Resolution Notes : Code changes ensure ALM0004 is thrown only when ports are out of service.

- IVR Routing - 89525 - Occasionally callbacks continue to be offered to agents after it is handled

Description :There were isolated cases of a callback in queue being repeatedly offered to agents despite being previously handled and causing an error to be thrown when the Callback real-time monitor was opened in Contact Center Client.

Workaround : None

Resolution Notes : Code changes to data filtering and how attempted calls are offered to agents after exceeding the count have resolved this issue.

- IVR Routing - 91567 - Real-time statistics not being updated as expected

Description :There was an issue with records arriving from the Enterprise Server not being handled as intended, causing real-time statistics to not be updated or sent to real-time clients. As a result, calls were misrouted through the system as if queues were in Do Not Disturb.

Workaround : None

Resolution Notes : Code changes ensure calls are routed as intended.

- IVR Routing - 92956 - Callbacks not routing to agents due to time difference between IVR and Enterprise servers

Description :As a result of the Enterprise Server and Remote Server times not being in sync, callbacks

did not route to agent when the Enterprise server time was ahead of the Remote server time.

Workaround : None

Resolution Notes : Code changes to the IVR Service ensure Enterprise and Remote Servers may have differing time, but still offer callbacks to agents.

- IVR Routing - 93467 - Ports being set Ring No Answer in error

Description :In rare cases, IVR Routing ports were set into Ring No Answer, requiring the restart of the IVR Inbound service.

Workaround : None

Resolution Notes : Codes changes were made to prevent this issue.

- IVR Routing - 93875 - Intermittently, callbacks were offered to agents in a random order

Description :Intermittently, callbacks were offered to agents in a random order.

Workaround : None

Resolution Notes : Callbacks are now being offered to agents in order.

- IVR Routing - 93941 - There were instances of DTMF digits not being processed in call flows

Description :There were instances of DTMF digits not being processed in call flows.

Workaround : None

Resolution Notes : Code changes ensure DTMF digits are processed in call flows.

- IVR Routing - 94217 - Remote IVR servers not syncing XOML files

Description :Remote IVR servers were not syncing xoml files from the Enterprise server as expected as a result of a MS Sync Framework issue.

Workaround : None

Resolution Notes : Uninstalling and reinstalling Ms Sync Framework resolved the issue.

- Support for the Mitel 5000 and Axxess - 89190 - Reporting timestamps are always local to the Enterprise server

Description :When running reports on data from a 5000/Axxess environment, the reporting timestamps were always local to the Enterprise Server, which caused issues in a cross-country implementation in different time zones.

Workaround : None

Resolution Notes : This hotfix is scheduled to be included in 6.0.2.1.

- Contact Center Management - 93923 - CPU usage increasing after converting to a virtual configuration

Description :Some users experienced high levels of server processor usage as the result of Collector Service issues after migrating to a virtual configuration.

Workaround : None

Resolution Notes : This hotfix is schedule to be included in 6.0.2.1.

1. Using a web browser browse to <http://www.mitel.com>.
2. Click **Login**.
3. Type your MOL **User ID** and **Password** and click **Log in**.
4. Under **Support** click **Software Downloads**.
5. To download

- A Contact Center Enterprise Edition hotfix, click **Contact Center Enterprise Edition=>Contact Center Enterprise Edition Software Download** and after

Download the Mitel Networks Contact Center Enterprise Edition, click **CCEE_FullRelease**.

- A Contact Center Business Edition hotfix, click **Contact Center Business Edition=>Contact Center Business Edition Software Download** and after **Download the Mitel Networks Contact Center Business Edition**, click **CCBE_FullRelease**.
- A Call Accounting hotfix, click **Call Accounting=>Call Accounting Software Download** and after **Download the Mitel Networks Call Accounting**, click **CA_FullRelease**.

6. Click **Installing Contact Center Solutions and Call Accounting hotfixes**.
7. In the list of available hotfixes, identify the hotfix you require using the number of this Knowledge Base article, and click the associated **Web Download** or **FTP Download** link.

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