

5.10.1.1 Release Notes

This is the list of all items for 5.10.1.1, released on Monday, November 12th, 2012. For more information, you can visit our Download Center to download our Detailed Release Notes for this release.

- Auto attendant

Description : Contact Center for Microsoft Lync supports the creation of auto attendants using queues and dial out of queue functionality. For more information, see “Appendix A: Application Notes” on page 15 of the DRN document.

- Microsoft Lync October Cumulative Update

Description : prairieFyre Contact Center for Microsoft Lync Version 5.10.1.1 supports the Microsoft October 2012 Cumulative Update. For information regarding the Lync Cumulative Update, see <http://support.microsoft.com/kb/2737155>.

- Welcome Greeting Enhancements

Description : The Welcome Greeting now plays in its entirety, regardless of agent availability. This ensures any crucial message information is relayed to callers. Reporting has been adjusted to align with this new functionality. TimeStamp, Duration, and TimeToAnswer field in SMDR records are now based on the time after the welcome greeting has finished playing.

- Contact Center for Microsoft Lync - 89171

Description : In rare cases, queues became stuck in Do Not Disturb and could not be removed as a result of the loss of ACD queue endpoints.

Workaround : None

Resolution Notes : Changes to the code were made to ensure that if ACD queue endpoints are lost, the router will recreate new ACD endpoints. Queue endpoints are now audited every minute against configuration and if they are missing, they are recreated.

- Contact Center for Microsoft Lync - 89183

Description : Customers were only hearing half of the welcome greeting message as the result of calls being sent to agents, if available, before the welcome message had finished playing.

Workaround : None

Resolution Notes : Codes changes to work around the Lync audio clipping issue ensure that the greeting message plays in full even if agents are available to answer calls.

- Contact Center for Microsoft Lync - 89094

Description : After upgrading the Enterprise Server to 5.10.1.0, when queues were put into Do Not Disturb after business hours, calls were not routed to the unavailable answering point.

Workaround : None

Resolution Notes : Changes to the code resolved this issue and ensure calls are routed to the unavailable answering point.

- Contact Center for Microsoft Lync - 89657

Description : Intermittently, after upgrading to 5.10.1.0, if an agent opened the Ignite dashboard, Ignite would produce an error after an ACD call was answered by another agent in the same queue.

Workaround : None

Resolution Notes : Changes to the code resolved this issue.

- Contact Center for Microsoft Lync - 43492

Description : The Lync front end server and the Contact Center for Microsoft Lync Enterprise Server cannot be collocated or the Contact Center Management website becomes inaccessible.

- Contact Center for Microsoft Lync - 43896

Description : When the Enterprise Router is installed on the same server as a Lync front end server, which is only available in Lync Enterprise Edition, it is not possible to provision a router connection or provision queues. This scenario does not apply to a Lync Standard Edition deployment, where collocating the Enterprise Router and the front end is supported.

- Contact Center for Microsoft Lync - 45163

Description : Agents are not being logged off after a PC reboot, causing incorrect agent states.

To work around this issue, manually log off agents or close Ignite/Lync before restarting client computers.

- Contact Center for Microsoft Lync - 45436

Description : After restoring a backup of the Contact Center for Microsoft Lync database, the Router is offline, the Provisioner does not create end points, and the Provisioner log reports constant errors.

To work around this issue, manually restart the prairieFyre Router, Listener, and Provisioner services once you have restored a backup.

NOTE: If you must restart the Enterprise Router, we recommend you do so outside of business hours. Otherwise, calls could be lost.

- Contact Center for Microsoft Lync - 45846

Description : 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 <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=6e8342a7-3238-4f37-9f95-7b056525dc1a&displaylang=en>.

- Contact Center for Microsoft Lync - 45894

Description : 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.

- Contact Center for Microsoft Lync - 46676

Description : 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.

- Contact Center for Microsoft Lync - 46614

Description : When upgrading versions of Contact Center for Lync Server, you must manually uninstall the prairieFyre Watchdog service before beginning the upgrade.

- Contact Center for Microsoft Lync - 46810

Description : If the agent group reporting number is changed, the prairieFyre Router must be restarted before changes will take effect.

NOTE: If you must restart the Enterprise Router, we recommend you do so outside of business hours. Otherwise, calls could be lost.

- Contact Center for Microsoft Lync - 44473

Description : 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.

- Contact Center for Microsoft Lync - 47102

Description : Contact Center for Microsoft Lync does not currently support draining a front end server of calls.

- Contact Center for Microsoft Lync - 47209

Description : 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 <http://www.microsoft.com/downloads/en/details.aspx?FamilyID=4493baab-6214-4770-8cf9-69c813e8a9fa>.

- Contact Center for Microsoft Lync - 47927

Description : When answering calls that ring back to agents after unsupervised transfers, agents are being pegged twice for the ACD Count statistic.

- Contact Center for Microsoft Lync - 48038

Description : In environments that are configured with multiple pools, agents are unable to request help to supervisors in other pools using Ignite.

- Contact Center for Microsoft Lync - 57470

Description : When restoring a configuration, the router, SIP Listener, Enterprise server, and clients must be restarted.

NOTE: If you must restart the Enterprise Router, we recommend you do so outside of business hours. Otherwise, calls could be lost.

- Contact Center for Microsoft Lync - 57841

Description : 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.

- Contact Center for Microsoft Lync - 61127

Description : The Enterprise IP does not accept a hostname as a valid address.

An IP address must be entered for the Enterprise IP.

- Contact Center for Microsoft Lync - 63065

Description : When you select Make Busy while on an ACD call, the Make Busy timer beings immediately. This timer should not start until the ACD call has ended.

This behavior affects the display in the real-time monitor but does not affect report data.

- Contact Center for Microsoft Lync - 65004

Description : A queue is overpegged when a call is requeued or interflowed and then transferred via a supervised transfer.

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.

Alternatively, only use cold transfers.

- Contact Center for Microsoft Lync - 66386

Description : If an agent logs out agent groups during calls, they are set to System Idle and do not receive further ACD calls.

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.

- Contact Center for Microsoft Lync - 66500

Description : 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.

This issue will be resolved in 5.10.1.0.

- Contact Center for Microsoft Lync - 66905

Description : If you configure an E.164 address with a capital T, the router does not update external non-ACD calls in real time.

You must provision the address with a lowercase t or else calls may be routed incorrectly.

ex: Tel: 6132224444;ext4444 must be changed to tel:: 6132224444;ext4444

- Contact Center for Microsoft Lync - 67474

Description : Ignite fails to update successfully despite indicating 'Update for Ignite successful' while Ignite and Contact Center Client are running.

Ensure that Ignite and Contact Center Client are closed before updating.

- Contact Center for Microsoft Lync - 67866

Description : 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.

To work around this issue, agents may manually change their state to Make Busy.

- Contact Center for Microsoft Lync - 68120

Description : We do not currently support the use of custom Lync presence notes.

- Contact Center for Microsoft Lync - 69256

Description : During warm transfers, an agent who is in Make Busy displays in the real-time monitors in the Idle column.

- Contact Center for Microsoft Lync - 70305

Description : When a logged in agent becomes newly associated to an agent group, the queue does not automatically recognize them.

To work around this issue, agents must log out and log back in to Ignite to be recognized in the queue.

- Contact Center for Microsoft Lync - 70615

Description : 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.

- Contact Center for Microsoft Lync - 70740

Description : When the Do Not Disturb setting was initiated via Lync, agents were unable to remove Do Not Disturb using Ignite.

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.

- Contact Center for Microsoft Lync - 71368

Description : Queues may be temporarily set to Do Not Disturb while the Windows Update Service is updating the Front End server as the Front End server is not available.

You must disable Windows Update on all critical servers in the Lync installation.

- Contact Center for Microsoft Lync - 71407

Description : After upgrading to the current version, the prairieFyre Updater Service (Listener and Provisioner Services) need to be re-enabled on all Lync Front End Servers.

- Contact Center for Microsoft Lync - 73738

Description : 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.

- Contact Center for Microsoft Lync - 75763

Description : The ANI/DNIS fields were not populating in the SMDR records for non-ACD calls.

ANI/DNIS information is stored in SMDR records for ACD calls only.

- Contact Center for Microsoft Lync - 75768

Description : 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.

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.

- Contact Center for Microsoft Lync - 75952

Description : There is no automatic, internal process in place for checking the validity of the ANI settings that are entered in YourSite Explorer for the ANI/DNIS routing feature.

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.

- Contact Center for Microsoft Lync - 76242

Description : Calls were not dialing out of queue for supervised (warm) transfers.

When transferring to a queue that requires the caller to be able to perform dial out of queue actions, use unattended (cold) transfers instead of supervised transfers.

- Contact Center for Microsoft Lync - 77113

Description : In the Queue and Queue Group ANI by Area Code reports, the statistic named "Time to abandon" measures the average delay to abandon.

- Contact Center for Microsoft Lync - 77126

Description : 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.

To ensure ANI information in trace reports is accurate, we recommend that agents use the Transfer button and not the Invite option.

- Contact Center for Microsoft Lync - 79016

Description : After restoring the database, the media server(s) were not loading.

As a work around, if you restore the database, you must restart the Config Service.

- Contact Center for Microsoft Lync - 81156

Description : 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.

As a workaround, you must have a mediation server configured for each pool.

- Contact Center for Microsoft Lync - 83897

Description : Report data for call activity is not produced for queues that are operating in resiliency mode.

- Contact Center for Microsoft Lync - 93150

Description : When a new queue is provisioned, the router does not offer calls in queue to agents.

To work around this issue, restart the router after provisioning a new queue.

- Contact Center for Microsoft Lync - 93380

Description : When a new agent group is created and associated to an existing queue, agents are not able to log into their new group.

To work around this issue, restart the router. Alternatively, add agents to the new group one at a time.

- prairieFyre Ignite - 45175

Description : The Ignite client sidebar is not accessible or visible when the Lync 2010 client is maximized on a single monitor PC.

- prairieFyre Ignite - 46230

Description : 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.

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.

- prairieFyre Ignite - 46567

Description : 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.

- prairieFyre Ignite - 61809

Description : While in Work Timer mode, if an agent locks their workstation, they will be routed another call before being placed in Make Busy.

To work around this issue, ensure agents in Work Timer mode put themselves into the Make Busy state before shutting down their workstation.

- prairieFyre Ignite - 67318

Description : When a new agent group is created and has agents added to it, the Ignite client does automatically update the agent group.

To work around this issue, restart Ignite client.

- prairieFyre Ignite - 67473

Description : 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. To resolve an Ignite client that is stuck at loading, open the Task Manager and shut down Ignite.

- prairieFyre Ignite - 67786

Description : The Ignite log says Configuration Manager successfully loaded newly added Make Busy reason codes, but the list in Ignite is not updated.

To work around this issue, restart Ignite to use the newly provided Make Busy reason codes.

- prairieFyre Ignite - 69474

Description : 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.

To work around this issue, restart the agent's Ignite client.

- prairieFyre Ignite - 69498

Description : Ignite lost connection to the real-time server for agents using the Polycom CX600 phone set with the power option set to sleep.

We recommend you do not use the sleep power option for the Polycom phone sets.

- prairieFyre Ignite - 70495

Description : Newly provisioned Make Busy and Do Not Disturb reason codes do not automatically appear in Ignite clients.

To work around this issue, users must exit and restart their Ignite Client.

- prairieFyre Ignite - 78716

Description : Ignite was not being updated after an agent was added to a new agent group.

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.

- Contact Center Client - 45349

Description : Backups created using Management Console within Contact Center Client are not saving audio files.

To work around this issue, manually backup the audio files in :\\Program Files\\prairieFyre Software Inc\\CCM\\MediaDirectory.

- Contact Center Client - 62932

Description : Contact Center Client on Windows Vista is not displaying correct agent states as a result of the Lync client lagging.

Microsoft indicates that presence updates are "Best Efforts" only. If you are seeing out of step updates, verify your network performance.

- Contact Center Client - 63564

Description : 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.

- Contact Center Screen Pop - 76366

Description : Contact Center Screen Pop information is not displaying when calls were being transferred to agents directly from queues.

- Contact Center Screen Pop - 77156

Description : 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.

- Call Recording - 72656

Description : 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.

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To download Contact Center for Microsoft Lync software, users must login to www.prairieFyre.com using their personal prairieFyre credentials to gain access to the downloads.

- Browse to <http://www.prairiefyre.com>
- Click **Support > Download software**.
- Click on **Microsoft Lync Server 2010 Download Center**
- Type your provided **User ID** and **Password** and click **Log in**
- Click on **Download Center**, then **Currently Shipping**
- Under **Latest Fix Pack**, you can download the latest release along with the documentation.

If you have any questions or concerns, please contact your prairieFyre representative, or contact prairieFyre at support@prairieFyre.com, or call 613-599-0045, option 3.

WARNING: Installing the hotfix will Stop and Start ALL prairieFyre services.

It is recommended to install the hotfix outside of regular business hours to avoid any potential service affecting issues.

APPLIES TO

Lync Server 5.10.1.1

Keywords : 72656 77156 76366 63564 62932 45349 78716 70495 69498 69474 67786 67473
67318 61809 46567 46230 45175 93380 93150 83897 81156 79016 77126 77113 76242 75952
75768 75763 73738 71407 71368 70740 70615 70305 69256 68120 67866 67474 66905 66500
66386 65004 63065 61127 57841 57470 48038 47927 47209 47102 44473 46882 46810 46614
46676 45894 45846 45436 45164 45163 43896 43492 89657 89094 89183 89171 5.10.1.1 5.10
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<http://micc.mitel.com/kb/KnowledgebaseArticle51708.aspx>

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