

## Release notes for 5.10.1

This is the list of all items for 5.10.1, released on Friday, September 28th, 2012. For more information, you can visit our Download Center to download our Detailed Release Notes for this release.

- ANI/DNIS Routing

**Description :** With the new Automatic Number Identification (ANI) / Dialed Number Identification Service (DNIS) routing feature, Contact Center for Microsoft Lync now automatically routes callers to specialized agents, extensions, and queues that are best suited to answer their calls based on the caller's ANI/DNIS number. For example, you could configure DNIS 7388 to automatically route to a French language Customer Support queue instead of having it routed to the generic Customer Support queue and then re-routed to the language-specific queue or you could configure ANI 1-800-FYRE-ACD to automatically route to a queue specifically trained to answer calls about prairieFyre ACD.

- Contact Center Screen Pop

**Description :** Building upon the new ANI/DNIS routing feature in Version 5.10.1.0, agents and employees using Microsoft Lync and the prairieFyre Ignite client now receive screen pop displays on their desktops with incoming calls. ANI, DNIS, Caller ID, and the Queue ID from which the call originated are included in the Lync screen pop display to provide agents and employees with instant access to customer information as they receive calls. Screen pop can optionally be programmed to launch an application or Web page on agent desktops as calls arrive, for example, a CRM Web page. With screen pop, agents and employees can quickly identify callers, view and update database information, and provide more efficient, prompt, and informed service.

- Dial Out of Queue

**Description :** The dial out of queue option enables businesses to configure a DTMF button press that will remove a caller from a queue and play them a recorded announcement indicating the dial out of queue options. For example, callers could dial out of queue and be presented with the option to leave a voice mail or dial an alternate answering point. This option gives customers alternatives to simply waiting in queue to be answered by an agent, minimizes the amount of time callers wait in queue, and decreases the likelihood of abandoned calls.

- Queue Resiliency

**Description :** In the rare event that the Enterprise Router goes offline and is unable to handle ACD calls, with Version 5.10.1.0, the SIP Listener is able to redirect calls to a resilient endpoint, such as an alternate response group, extension, or voicemail. This resilient queuing option ensures business continuity in the event of a failure or network outage on the prairieFyre Enterprise Server.

- Make Busy / Do Not Disturb Reason Code enhancements

**Description :** The process of setting Make Busy and Do Not Disturb Reason Codes has been improved so that agents can now switch between Make Busy and Do Not Disturb Reason Codes in Ignite without first having to clear the previous state. For example, an agent in a Make Busy state can switch directly between "Support" and "Lunch" Reason Codes or between Make Busy and Do Not Disturb states. Agents switching directly between states or Reason Codes are not made available for ACD calls.

- Support for OAISYS Call Recording

**Description :** The OAISYS Tracer call recording application is now supported for interoperability with prairieFyre Contact Center for Microsoft Lync. Once the OAISYS call recorder credentials are provided for the Front End media server within YourSite Explorer, OAISYS will start and stop recording calls when ACD calls are received by agents and terminated. Call recordings, reports, and the ability to start and stop recordings are all accessed using the OAISYS user interface.

- Email Alarm Notification

**Description :** If there are any disruptions in the Enterprise Router or the SIP Listener Service, you can be notified via email. You will receive an email notification both when the issue occurs and after it is resolved. For example, an email alarm could indicate that the Enterprise Router Server Certificate that authenticates to the Lync Server is nearing its expiration date. You can then renew the certificate to continue operations. After the certificate is renewed, you will receive an email notification that the alarm has been cleared.

- Abandoned Call Report

**Description :** The Voice Queue Abandon and Unavailable Trace report, new with 5.10.1.0, displays queue and caller information for abandoned calls. It also displays queue and caller information for calls that reached unavailable queues. You can use this report to retrieve details on abandoned calls, including calls that were abandoned after entering the queue after hours. You can also use this report to retrieve details on calls that attempted to reach unavailable queues, including queues set to Do Not Disturb.

- Enhanced caller feedback

**Description :** With Version 5.10.1.0, callers waiting in queue hear a ring tone to alert them that they are about to be answered by an agent.

- Contact Center for Microsoft Lync - 47151 - Overnight maintenance not completing

**Description :** Overnight maintenance did not complete due to an incompatible data format being passed to the SQL database.

**Workaround :** None

**Resolution Notes :** Changes to the maintenance service resolved this issue.

- Contact Center for Microsoft Lync - 47253 - Automatic call audit trying to clear calls which had already completed

**Description :** During the automatic call audit process, the Audit function was attempting to clear calls which had already completed and left the system.

**Workaround :** None

**Resolution Notes :** Changes to code prevent the Audit function from attempting to remove calls that have already been removed from the system

- Contact Center for Microsoft Lync - 48266 - ExistInAD flag for employees not being set correctly

**Description :** After running Active Directory Synchronization, the ExistInAD flag for employees in the database was not being set correctly

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center for Microsoft Lync - 50481 - Calls not being interflowed past second interflow

**Description :** Maximum number of forward hops, used for call interflow purposes, was not functioning as expected. Calls were not being interflowed past the second interflow operation, regardless of forward hop configuration settings

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue and calls now interflow as configured.

- Contact Center for Microsoft Lync - 53122 - No music on hold or queue announcements playing

**Description :** After a brief loss of communication between the Front End Server and the Enterprise Server, the Router was not playing Music on Hold or Queue Announcements. The Enterprise Router had to be restarted to re-enable the MOH and Queue announcements

**Workaround :** None

**Resolution Notes :** This issue has been resolved. In the event of a loss of communication between the Front End and Enterprise Servers, MOH and Queue Announcements continue to play as normal.

- Contact Center for Microsoft Lync - 53615 - Music on hold not playing after server reboot

**Description :** The Music on Hold was not playing after a server reboot.

**Workaround :** None

**Resolution Notes :** This issue has been resolved. Music on Hold plays as expected after a server reboot without the need to restart any relevant services.

- Contact Center for Microsoft Lync - 58052 - An error was preventing the Record Buffer from functioning

**Description :** An error was preventing the Record Buffer from functioning.

**Workaround :** None

**Resolution Notes :** An error message was added to the software with links to the knowledge base to assist with troubleshooting.

- Contact Center for Microsoft Lync - 59638 - Lync A/V Conferencing Server memory usage was growing by 1 GB per day

**Description :** Lync A/V Conferencing Server memory usage was growing by 1 GB per day.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center for Microsoft Lync - 60052 - Errors were occurring when the queue brought the agent into a conference

**Description :** Errors were occurring when the queue brought the agent into a conference.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center for Microsoft Lync - 60855 - Calls not being routed to agents

**Description :** Calls were not being routed to agents despite them being available to answer. This issue was related to the work timer function and how agents were set to available after the work timer expiration.

**Workaround :** None

**Resolution Notes :** Changes were made to how agent states are handled to resolve this issue.

- Contact Center for Microsoft Lync - 66344 - Calls transferred to unavailable answer points being pegged incorrectly

**Description :** Calls that were being transferred to unavailable answer points were being pegged as "Offered/Abandoned" instead of "Transferred/ Unavailable" in Queue Abandon/Unavailable Trace reports.

**Workaround :** None

**Resolution Notes :** Changes were made to ensure when a queue is in Do Not Disturb, the closed message plays. Calls are now pegged as expected.

- Contact Center for Microsoft Lync - 70816 - SIP Listener not functioning properly

**Description :** If, when the SIP Listener Service was started, the Config Service was not running, the SIP Listener Service would not function properly.

**Workaround :** None

**Resolution Notes :** Code was changed to prevent the SIP Listener Service from starting until the Config Service is running.

- Contact Center for Microsoft Lync - 73480 - Agent and employee performance reports were missing data for one day

**Description :** Agent and employee performance reports were missing data for one day.

**Workaround :** None

**Resolution Notes :** Code changes were made to prevent ACD data files from having records of the previous day within them.

- Contact Center for Microsoft Lync - 73833 - The Enterprise Router logs contained error messages when ejecting participants from conferences following call completion

**Description :** The Enterprise Router logs contained error messages when ejecting participants from conferences following call completion.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- Contact Center for Microsoft Lync - 74448 - ACD calls were being pegged as "Abandoned" in reports but, in actuality, they were being handled as expected

**Description :** ACD calls were being pegged as "Abandoned" in reports but, in actuality, they were being handled as expected.

**Workaround :** None

**Resolution Notes :** This issue was resolved by using the Enterprise Router Server as the time reference, instead of the Front End Servers.

- Contact Center for Microsoft Lync - 77145 - After an Enterprise Router restart, some queues were placed in Do Not Disturb (DND)

**Description :** After an Enterprise Router restart, some queues were placed in Do Not Disturb (DND).

**Workaround :** None

**Resolution Notes :** This issue was resolved by code changes. If a queue is available (not in DND) before an Enterprise Router restart, it will remain available after the restart.

**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 - 78431 - Agents being set to incorrect state when PC is unlocked

**Description :** When agents are inactive for a set period of time (no keyboard activity) they are automatically set to “Available for ACD – Away”. If they continue to be inactive their PC will lock.

When the computer was unlocked, agents were being set to “Available for ACD – Away” but should have been reset to their last known state, which would have been “Available for ACD”.

**Workaround :** None

**Resolution Notes :** Code changes ensure that when their PC unlocks, agents are returned to their last known state.

- Contact Center for Microsoft Lync - 78433 - Agents not returning to correct state after PC unlocked

**Description :** If an agent is “Available for ACD – Available” but does not touch the keyboard for the amount of time configured in Lync for the Away timer, they are placed in “Available for ACD – Away”.

When in “Available for ACD – Away”, they were still able to answer calls but when the call ended and the work timer expired, they were being placed back into the “Available for ACD – Away” state and had to manually set themselves as “Available for ACD – Available”.

**Workaround :** None

**Resolution Notes :** Code changes resolved this issue.

- prairieFyre Ignite - 47626 - Conversation windows closing even though conference is still active

**Description :** The Conversation window was closing even though the conference was active. This issue happened rarely but prevented agents from answering calls.

**Workaround :** None

**Resolution Notes :** Code changes were made to ensure the Conversation window does not close when there is more than one person in an active call.

- prairieFyre Ignite - 58802 - Ignite failing with permission errors

**Description :** Ignite was accessing the database instead of the cached data. This was causing Ignite to fail due to permission errors.

**Workaround :** None

**Resolution Notes :** Code changes ensure that Ignite accesses cached data as it should

- YourSite Explorer - 61885 - YourSite Explorer was unable to save changes to multiple queues simultaneously

**Description :** YourSite Explorer was unable to save changes to multiple queues simultaneously.

**Workaround :** None

**Resolution Notes :** This issue was resolved with code changes.

- Contact Center Client - 60943 - Auditor was showing Idle agents as Logged Off

**Description :** When running Auditor on the Enterprise Server, the Router was not publishing the correct presence for agents in Contact Center Client. In this case, agents who were “Idle” were displaying as “Logged off”.

**Workaround :** None

**Resolution Notes :** Changes to the way agent presence is determined resolved this issue.

The download and use prairieFyre software products is potentially controlled by regulations issued by the Canadian DFAIT, the US BIS, and other countries under laws relating to the export and re-export of our software. Under restrictions imposed by such regulatory bodies, prairieFyre software products and hotfixes are not provided through prairieFyre Software's Knowledge Base or FTP server.

Users downloading software from prairieFyre will need to affirmatively certify that you/or your business enterprise:

- Acknowledge that you and your business enterprise shall comply with all Canadian, US and UK exporting and re-exporting rules and regulations, including the ITAR, with respect to the downloaded prairieFyre software product(s).
- Shall not download prairieFyre software products to a country pursuant to the Canadian *Export and Import Permits Act* and the *Export Permits Regulations* or as listed on the Canadian Area Control List <http://laws.justice.gc.ca/en/e-19/SOR-81-543/index.html> and acknowledge that so doing would violate Canadian law.
- Shall not download any prairieFyre software products to any USA embargoed country or sanctioned country.
- Shall not distribute downloaded prairieFyre software product(s) outside of the authorized downloaded country without prior authorization from prairieFyre.
- Is not directly or indirectly involved in the research, development or production of chemical, biological or nuclear weapons, or any missile programmes;
- Is not seeking technical information relating to the design, development or implementation of the cryptographic components, modules, interfaces, or architecture of the cryptographic goods or source code or pseudo-code, in any form, of any of the cryptographic components, modules, or interfaces of the cryptographic goods
- Acknowledge that the use of the downloaded prairieFyre software product(s) is for you or your company's business use and that the downloaded prairieFyre software product shall not be used for unauthorized end uses or distributed to unauthorized end users.

To download Contact Center for Microsoft Lync software, users must login to [www.prairieFyre.com](http://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](mailto: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

**Keywords :** 60943 61865 58802 47626 78433 78431 77145 74448 73833 73480 70816 66344 60855 60052 59636 58052 53615 53122 50481 48266 47253 47151 5.10 SP1 Service Pack 1 5.10.1 5.10.1.0

Last Modified By: amontpetit, Wednesday, October 03, 2012  
<http://micc.mitel.com/kb/KnowledgebaseArticle51666.aspx>

Tuesday, May 17, 2022