BCM 3.6 Reporting for Call Center Client 2.1.051

Patch: RCC 2.1.051

Applicable Platform: BCM 3.6

Recommendation: CC/VM Build VM_36_00_61_22 or higher MUST be used with this patch (and any RCC builds greater than 2.1.042).

Component and Version: Version 2.1.051

Dependencies: This patch requires CC/VM Build VM_36_00_61_22 or higher.

NOTE: For existing installations:

1. In Add/Remove Programs uninstall Reporting for Call Center.
2. DO NOT uninstall Java or MySQL.
3. Run the Reporting for Call Center install.

CRs Resolved:

- **BCM 3.6 Reporting for Call Center Client 2.1.051**
    - Q01125326-01 BCM 3.6 RCC Script time out for certain reports
    - Q01145323-01 BCM 3.6 RCC Daily Scheduled Reportd Inaccuracies
    - Q01122383 TGS: RCC hammers the BCM if it gets invalid XML
    - Q01116576-01 CP 150 RCC Print reports not working properly a4 issue
    - Q01152160 RCC Build 50: Unable to run a Answered Call report for more than one month
    - Q01171722 BCM 3.6 Can't open several bi-monthly reports for large database

Status:

- Generally Available