BCM 3.7 Voicemail 37.01.04.22 Patch

Software Update Name: BCM_370.119_VM.22.0104

Applicable H/W Platforms: BCM1000, BCM200, BCM400

Applicable S/W Platforms: BCM 3.7

Category: GEN

Installation Recommendations: This patch should be applied during the next maintenance window.

Component & Version:
Voicemail 37.01.04.22
CallCenter 37.01.04.16

Dependencies:
Required patches - BCM_370.125_RCC.61.209
Product Dependencies - None

Size: ~6MB

System Impact: time to apply approximately 20 Minutes

Does patch application force reboot: Yes, 2 reboots

Other impacts: VoiceMail must be stopped

Limitations:
WARNING: You must ensure that the RCC client is not polling the BCM at the time you apply this patch. If you are applying an RCC patch as well, first uninstall the RCC Client from the Web Host PC, apply the patches to the BCM, then install the new RCC Client. If you are not applying an RCC patch, you must either stop the RCC Launcher Service on the Web Host PC or shut down the Web Host PC before applying the VM patch to the BCM.

Patch Removable: No

The following issues are addressed:
o Call Center Calls get stuck in queue
Q01296214-01
o VoIP Call Center Calls get stuck in queue
Q01296214-01
o When an agent logs out and then logs back in on the same active call, Real Time statistics are inaccurate

Q01219041-01
o Once all intercom paths are in use, all subsequent call fail to route to VoiceMail
Q01229950
o If a MMCC Agent is forced off from the CPM WUI, or is automatically logged out via missing a call, the Real Time statistics need to be updated to reflect this.
Q01153054
o Real Time agent detail not saved before unplugging BCM
Synopsis: Similar to fix #3. When the BCM was rebooted you would loose all "pseudo historical" statistics, agent, call, skillset... everything. This has been resolved with a temporary buffer which can survive a reboot (stored in non-volatile memory)
Q01216778
o Incorrect real time when agent logout and login on active call
Q01219041-01
o Agent stays at 'busy' state when logging in during an overflow call
Q01242434
o Inconsistencies between summary reports executed for the same time period at different times.
Q01242755