BCM 3.7 Reporting for Call Center 2.3.209

Software Update Name: BCM_370.125_RCC.61.209

Applicable H/W Platforms: BCM 1000, BCM 400, BCM 200

Applicable S/W Platforms: BCM 3.7

Category: GEN

Installation Recommendations: It is recommended that this patch be applied to all new installations and on any installed systems that show any of the described symptoms

Component & Version:
RCC 2.3 - Patch 4 Build 209b

Dependencies -
Voicemail v.37.01.04.22

Product Dependencies -
Java 1.5.0 (included in RCC installation)
MySQL 4.1.14 (included in RCC installation)
Crystal Reports (included in RCC installation)
IIS 5 (Not Included)
BCM 3.7 - Voicemail 37.01.04.22: BCM_370.119_VM.22.0104

Size: ~88Mb

System Impact: time to apply patch ~ 10 min
Based on the recommended specification with no other applications running. This does not include time taken to update your RCC database from the BCM. The time to apply the patch depends on network conditions, whatever time it takes to upload a ~88MB file.

Does patch application force reboot: No

Other impacts - N/A.

Limitations: None

Patch Removable: No

Description:
For existing installations on client PCs:
In Add/Remove Programs uninstall Reporting for Call Center.
DO NOT uninstall Java or MySQL.
Run the Reporting for Call Center install.

IMPORTANT
Please ensure you create a backup of your Reporting for Call Center Database prior to upgrading to this build.

The following issues are addressed:
o Include RCC Documentation with installation - Install size has increase by ~13MB.
Q01235207-02
o Reduce the size of the Documentation in the RCC installaiton - Originally ~74MB, then Documentation added ~127MB, Documentation worked on/compressed~ now 87MB.
Q01299792
o No connection to RCC after upgrade from Build 51 to Build 208 - RCC access confirmed, reports could not be viewed. A change to the install process now stops the MySQL3 service before copying the existing database to its new location. This was a locked database issue - i.e. the database was being copied whilst in use.
Q01300473
o Reduce the size of the Documenation in the RCC installshild - please see above comments for 2.
Q01299792
o Auto DB Fix Utility needs to be ref'd in Troubleshooting chaptr of RCC SUOG - A section has been added in the Troubleshooting chapter called Errors on Generating Reports. This explains how to use the Automatic Fix Utility for RCC Database on encountering errors when generating reports in RCC.
Q01261983-01
o Include Documentation with install shield - please see above comments for 2 and 4.
Q01235207-02
o Client MySQLdatabase version needs upgrade ver 3 to 4 - the latest versionof MySQL is more stable than the four year old existing version.
Q01118549-01
o Limit the time period that certain reports can be generated - the maximum time that a report can be generated for is one year.
Q01245258-01
o Skillset wallboard parameter - Code now uses the Outgoing calls per skillset node rather than calculating based on the info in the Agent node.
Q01193152-01
o BCM 3.6: RCC Session Disconnects - Connection issues for realtime and reports. Now if the MySQL database is not responding or there is an error the realtime will restart to prevent refreezing.
Q01076535-01
o Port any relevant fixes from BCM 3.6 to BCM 3.7 - Investigate and confirm that no fixes from BCM 3.6 need to be ported to BCM 3.7. All BCM 3.6 fixes not in BCM 3.7 have been ported across.
Q01247020
o Any language that has accents the letter is not displayed in the help file - Help text table and updgrade script updated.
Q01043009-04
o Need to optimise RCC reports - Agent Audit and Agent Activity Reports would not

generate for a years worth of data. The reports now generate as the Audit report generates for 24 hour periods and the Activity generates for 7 day periods.
Q01164463-02