



**Basic Call Management Reporting Desktop
R2.4.3 Release Notes**

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Release notes overview

BCMRD R2.4.3 aims to provide an essential upgrade to the current release of BCMRD R2.4.2.

The upgrade enables BCMRD to operate with Windows Vista operating system. The document provides important information about the Avaya Basic Call Management Reporting Desktop (BCMRD) including issue description, enhancements and suggested solutions for R2.4.3. It also includes scenarios with the corresponding installation instructions and assumptions that the user must consider while installing BCMRD. This document also includes the supported Communication Manager (CM) versions.

BCMRD R2.4.3 release includes fixes like dual/multi-core processor support made in the previous service pack R2.4.1 and provides support to CM5.2 made in service pack R2.4.2.

It provides a description of the Database Merge Utility for upgrading the database to the latest format, i.e, from 7 digit dial plan to 13 digit dial plan.

For more information about R2.4.1, R2.4.2 features, fixes and Database merge utility please refer to the R2.4.1 and R2.4.2 release notes respectively on the Avaya support web site.

Note:

BCMRD R2.4 and later releases are not certified to work on a 64-bit operating system.

Please refer to the Installation guide and User guide on the Avaya support Web site, <http://www.avaya.com/support> for more information on previously supported platforms, functionality and installation instructions.

What's New

1. BCMRD R2.4.3 compatibility with Windows Vista operating system

The BCMRD R2.4.3 release supports Windows Vista operating system (Enterprise, Professional and Business versions supported) and also supports Windows XP and Windows Server 2003. This includes effective localization and improved report templates for historical reports, boundary condition checks for static entities (like Agent ID, VDN ID, etc) and improvement in scheduled historical download.

2. Boundary Error checks are added to BCMRD Historical Reports.

The BCMRD R2.4.3 release has imposed restriction on the end user for various measured entities. In previous releases these restrictions were just documented but not enforced in the software resulting in an occasional crash. The threshold values to display historical reports for Agents, Skills, etc are as follows:

Switch capacities supported by BCMRD

Measured Entities	R2.4	R2.4.3
Agents	200	200
Skills	99	99
VDNs	99	99
Trunk Groups	32	32
Split ID number (digits supported)	4	4
Dialing Plan (digits supported)	7	13

BCMRD will pop up an error message box indicating to the customer that they have reached the threshold values for that particular entity, while using the historical report wizard.

Supported Communication Manager versions

The BCMRD R2.4.3 release supports Communication Manager 5.2 along with backward compatibility with Communication Manager releases 5.1, 5.0, and 4.0.

Problems fixed

This section consists of the following table, describing and summarizing the issues:

Work Item Number	Issue Description	Resolution/Workaround
wi00307675	1101 Database error : Could not update; currently locked by user 'admin' on machine	This happens when we perform a scheduled historical download operation with delete data option and also in the scenario where there is large data download. After applying BCMRD R2.4.3, the scheduled download will work smoothly.
wi00310667	There is spelling mistake in Historical Data Connection window	This has been rectified in BCMRD R2.4.3 with proper content in error message.
wi00316700	The Help button on the server selection window in BCMRD Client is not working.	After applying BCMRD R2.4.3, the Help file option will be available consistently in the BCMRD Client.
wi00317453	The error message is incomplete for repair database	This has been rectified in BCMRD R2.4.3 with a proper error message.
wi00317734	A boundary error message should be added to the BCMRD application	Please refer to section "What's New" (point 2) for details of the prescribed threshold values.
wi00333104	On installing the BCMRD server/client in an operating system other than the English language, the DAO installation screen hangs	The workaround to this problem will be to clean up the DAO components from the machine on which the BCMRD server has been installed. The location for DAO is "C:\Program Files\Common Files\Microsoft Shared\DAO". Please re-install BCMRD after this activity.
wi00336917	The indentation of Agent Summary Historical report is improper	After applying BCMRD R2.4.3, the historical report templates for all the supported languages will be upgraded to support the 13 digit dial plan.
wi00341714	The Help topics in Windows Vista operating system for BCMRD Server and client do not open	After applying BCMRD R2.4.3, it will be mandatory for the customer to download and install the WinHlp32 setup from the link below. This is required to run the help files of BCMRD R2.4.3. http://support.microsoft.com/?kbid=917607 . To obtain the WinHlp32.exe download for Windows Vista, visit the following Microsoft Web site: http://go.microsoft.com/fwlink/?LinkID=82148

Work Item Number	Issue Description	Resolution/Workaround
wi00251298	The version number cannot be seen when the BCMRD client or server application is launched.	After applying BCMRD R2.4.3, the customer will be able to see the version number in the splash screen when the user launches the BCMRD server and client. The version will also be visible in the Help --> About Server/Client dialog box.
wi00344665	The Help button on the Historical Data Connection window in BCMRD Server is not working.	After applying BCMRD R2.4.3, Help file option will be available consistently in the BCMRD Server.
wi00345814	The Agent Work state Summary Pie Chart report for split/skill does not refresh when we change the status of an agent in that skill/split. This issue occurs only when BCMRD Server R2.4 and any later release is installed on Windows 2003 server and BCMRD Client R2.4 and any later release is installed on Windows XP.	Resize (or minimize/maximize) the Agent Work state Summary Pie Chart report window so that it will get refreshed and the correct status of the agent will be displayed.

BCMRD R2.4.3 (Build 318) Installation Instructions

This section consists of the following table, providing scenarios and assumptions corresponding to the installation instructions:

Scenarios	Installation instructions
<p>Scenario 1: Upgrade to BCMRD 2.4.3.</p> <p>Assumptions: BCMRD server and client (R2.4 (Build 314) or R2.4 (Build 315) or R2.4.1 (Build 316)) or R2.4.2 (Build 317)) is already installed. Sentinel driver compatible with the hardware system and operating system is already installed.</p>	<ol style="list-style-type: none"> 1. Stop BCMRD Clients if running. 2. Stop BCMRD Server if running. 3. Go to Task Manager and click Processes tab. 4. Confirm that the following processes are not running. If these processes are running, you can terminate them by using Windows Task Manager > Processes. Select the specific process and click End Process: <ol style="list-style-type: none"> a. Omninames.exe b. ConnectionServer.exe c. BCMSVuClient.exe d. BCMSVuServer.exe 5. Run Setup.exe from the folder BCMRD R2.4.3 upgrade. 6. While installing the BCMRD server or client on a Windows Vista operating system, you need to download and install the WinHlp32.exe from the link http://support.microsoft.com/?kbid=917607 and http://go.microsoft.com/fwlink/?LinkID=82148. 7. Reboot all the machines where BCMRD applications are installed. 8. Check to verify that the upgrade is successful. Check that a folder, BCMRD_Backup is created at the location "\\BCMS Vu\BCMRD_Backup" that stores the folders and files of previous version of BCMRD as backup. The upgrade installation log file is located at: "\\BCMS Vu\Upgrade_log\log_318.txt". <p>Note: If the installation fails due to a sharing violation error, check the task manager for any BCMRD processes that are still running (Refer points 3 and 4 above). Contact Avaya BCMRD Support for any other errors.</p> <ol style="list-style-type: none"> 9. Start the BCMSVu Server and check that the server is connected successfully to the respective CM. Check that the Server version is R2.4.3 (Build 318) by using the menu, Help > About BCMSVu. 10. Start the BCMSVu Client and check that the client is connected successfully to the BCMSVu server. Check that the client version is R2.4.3 (Build 318) by using the menu Help > About BCMSVu.

Scenarios	Installation instructions
<p>Scenario 2: A fresh BCMRD installation of R2.4.3.</p>	<ol style="list-style-type: none"> 1. Install BCMRD Server (R2.4 (Build 314)). 2. Install BCMRD Client (R2.4 (Build 314)). 3. Install the Sentinel driver software with version 7.4.0. 4. Reboot all the machines where BCMRD applications are installed. 5. Run the Setup.exe from the folder BCMRD R2.4.3 Upgrade. 6. While installing the BCMRD server or client on a Windows Vista operating system, you need to download and install the WinHlp32.exe from the link http://support.microsoft.com/?kbid=917607 and http://go.microsoft.com/fwlink/?LinkID=82148. 7. Check that the upgrade was successful. Check that a folder BCMRD_Backup is created at the location, "\BCMS Vu\BCMRD_Backup" which stores the folders and files of previous versions of BCMRD as backup. The upgrade installation log file can be found at the location: "\BCMS Vu\Upgrade_log\log_318.txt". Contact Avaya BCMRD Support for any other errors. 8. Reboot all the machines where BCMRD applications are installed. 9. Start the BCMSVu Server, configure the CM switch and check that the server is connected successfully to the respective CM. Check that the Server version is R2.4.3 (Build 318) by using the menu Help > About BCMSVu. 10. Complete the historical download. 11. Register the BCMSVu Client on the BCMSVu server. 12. Start the BCMSVu Client and check that the client is connected successfully to BCMSVu server. Check that the client version is R2.4.3 (Build 318) by using the menu Help > About BCMSVu.

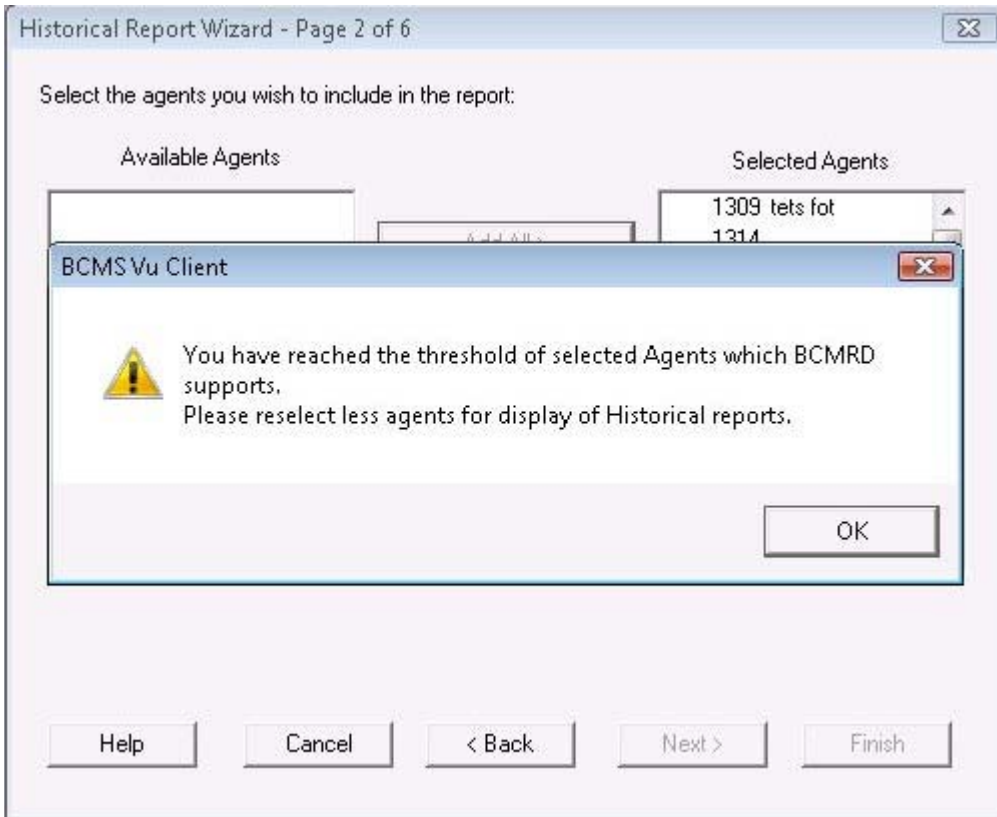
***Assumptions**

- The scenarios mentioned in the section BCMRD R2.4.3 (Build 318) Installation Instructions assume that BCMRD components are installed under the parent BCMRD folder named \BCMS Vu.
For example:
The BCMRD server files should be located inside the folder, \BCMS Vu\Server.
- All references in the document of BCMRD and BCMSVu refer to Basic Call Management Reporting Desktop (which was earlier called as BCMSVu).

Reference Images

wi00317734

The following image displays the threshold limit error message box for AgentID:



Back to [Problems Fixed](#) section

Hints and tips

To upgrade to BCMRD R2.4.3

Copy BCMRD R2.4.3 Upgrade.zip file from Avaya Support Web site to your hard disk. After unzipping the file, you will see the following files and folders:

1. ServicePack2
2. Setup.exe

To upgrade BCMRD R2.4.3 run the installer, Setup.exe.

The installer takes a backup of the existing BCMRD version and copies the new service pack files to their respective folders.

Help System of BCMRD for Windows Vista operating system : If the user is installing BCMRD server or client on Windows Vista operating system, the user needs to download and install the WinHlp32.exe from the link <http://support.microsoft.com/?kbid=917607> and <http://go.microsoft.com/fwlink/?LinkID=82148>

Technical Support

If you are having trouble with BCMRD R2.4.3, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that comes with your hardware for maintenance or Hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If the problem occurs again, contact Avaya Technical Support by:
 - Logging in to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note:

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information. Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Contacts](#) listings on the Avaya Web site. For information about patches and product updates, see the Avaya Technical Support Web site <http://www.avaya.com/support>.