

Need to Knows for Version 4.0

Before updating from version 3.12 to 4.0, there are a few points of interest we'd like to mention. Avaya Call Reporting 4.0 uses a new database called BlueDB in order to run reports faster while utilizing less memory. This means that your data, which is currently in PostgreSQL and OrientDB, will need to be migrated to BlueDB. Here's what you need to know:

- ① This update will install 4.0 in addition to 3.12 and both will run at the same time.
- ② Version 4.0 will start processing IP Office data immediately and existing data will start being copied automatically from the 3.12 databases to the 4.0 database in the background. This process may take a while depending on the size of the existing database. It will copy the most recent data first, so you will be able to report on the past week or month quickly. The Chronicall Status will keep you up to date on the progress of the data migration.
- ③ An Avaya Call Reporting administrative user can decommission the 3.12 service once your data is fully migrated and you are satisfied with the 4.0 version.
- ④ Chronicall / Avaya Call Reporting will be a single service and running process, which means a few things:
 - PostgreSQL will no longer be used to store data and will be completely removed after 3.12 is decommissioned. Since PostgreSQL will no longer be available, any third party integrations that rely on direct SQL access will no longer work. Instead, data may be obtained through using our third party data REST API.
 - OrientDB will no longer be used to store data and will be completely removed after 3.12 is decommissioned. Since OrientDB will no longer be available, any third party integrations that rely on direct SQL access will no longer work. Instead, data may be obtained through using our third party data REST API.
 - The Data Grid process is not needed on 4.0 and will stop running after 3.12 is decommissioned.
- ⑤ Other services (from the Apps Installer) have not substantially changed and will restart and work as normal after updating to 4.0. These services/apps are (with the exception of the Datagrid Node, which is no longer used):
 - Contact Center
 - Recording Library
 - Extra Realtime Node
 - Agent Desktop
 - Chronicall Desktop
 - Fullscreen Wallboard
- ⑥ Support for legacy reports has been removed (Chronicall 3.4 and older). Any legacy reports will need to be recreated after updating.
- ⑦ Automatically updating custom daily triggers is not supported. If you have any custom daily triggers configured, you will need to recreate them after updating.
- ⑧ As mentioned before, Avaya Call Reporting 4.0 now runs on the database BlueDB, which is designed and specifically optimized for time-based retrieval and low memory utilization. To view the website, [click here](#).

WARNING: If you have a 3rd party integration that relies on SQL access, then talk to support before updating.