



**Basic Call Management Reporting Desktop
R2.4.2 Release Notes**

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the Avaya Support Web site:
<http://www.avaya.com/support>

License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEB SITE

<http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"), IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License type(s)

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

CPU License (CP). End User may install and use each copy of the Software on a number of Servers up to the number indicated by Avaya provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized

reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site:
<http://support.avaya.com/ThirdPartyLicense/>

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:
<http://www.avaya.com/support>

Trademarks

Avaya and the Avaya logo are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions. All other trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:
<http://www.avaya.com/support>

Contents

| | |
|---|----|
| Release notes overview | 3 |
| What's New | 3 |
| Problems fixed | 6 |
| Database Merge Utility..... | 8 |
| When can you use the Database Merge Utility?..... | 8 |
| How to use the Database Merge Utility | 9 |
| How to perform a Database merge? | 9 |
| BCMRD R2.4.2 (Build 317) Installation Instructions..... | 11 |
| *Assumptions | 12 |
| Reference Images..... | 13 |
| Hints and tips | 14 |
| To upgrade to BCMRD R2.4.2 | 14 |
| Technical Support..... | 15 |

Release notes overview

BCMRD R2.4.2 aims to provide an essential upgrade to the current release of BCMRD R2.4.1. The upgrade will enable BCMRD to operate with Communication Manager 5.2.

The document provides important information about the Avaya Basic Call Management Reporting Desktop (BCMRD) including issue description, enhancements and suggested solutions for R2.4.2. It provides a description of Database Merge Utility for upgrading the database to the latest format. It also includes scenarios with the corresponding installation instructions and assumptions that you must consider while installing BCMRD. This document also includes the supported Communication Manager (CM) versions.

BCMRD R2.4.2 release includes fixes (like dual/multi-core processor support etc) made in previous service pack i.e. R2.4.1.

For more information about R2.4.1 features and fixes please refer to the R2.4.1 release notes 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 R2.4.2 compatibility with Communication Manager 5.2

The BCMRD R2.4.2 release supports Communication Manager 5.2 and also supports backward compatibility with Communication Manager releases 5.1, 5.0, and 4.0.

2. Enhanced database support

If Agent Login ID and VDN ID fields exceed 7 characters or if alphanumeric values or any special characters "-" (hyphen) and "." (dot) for Agent Login ID and VDN ID are used then the following error dialog box is displayed while downloading historical database:

" Download completed with error. Check the error log for more details"

For example: For VDN ID, you see the following error message in the error log:

"1101 Database error:[hvdn] The field is too small to accept..... "

BCMRD R2.4.2 database supports both 7-digit dial plan and 13-digit dial plan to prevent any errors while downloading and allow smooth display of historical report irrespective of the dial plan you are using. The database is modified to support upgraded switches offering a 13-digit dial plan. It also supports special characters "-" (hyphen) and "." (dot) for all the supported dial plans.

3. Database Merge Utility

In BCMRD R2.4.2, changes in database schema enable supporting a 13-digit dial plan. The Database Merge Utility enables migrating data from a previous database with an older schema to the latest database.

The Database Merge Utility is a generic merging tool to merge databases very effectively. In case there is a need to generate historical reports from more than one old databases, this merge utility should be used to first merge the old databases repeatedly until we have one composite old database and then this merge utility should be used to merge the old and new database. You can

merge the databases even if multiple historical databases (histdb.mdb) exist as a result of multiple server profiles.

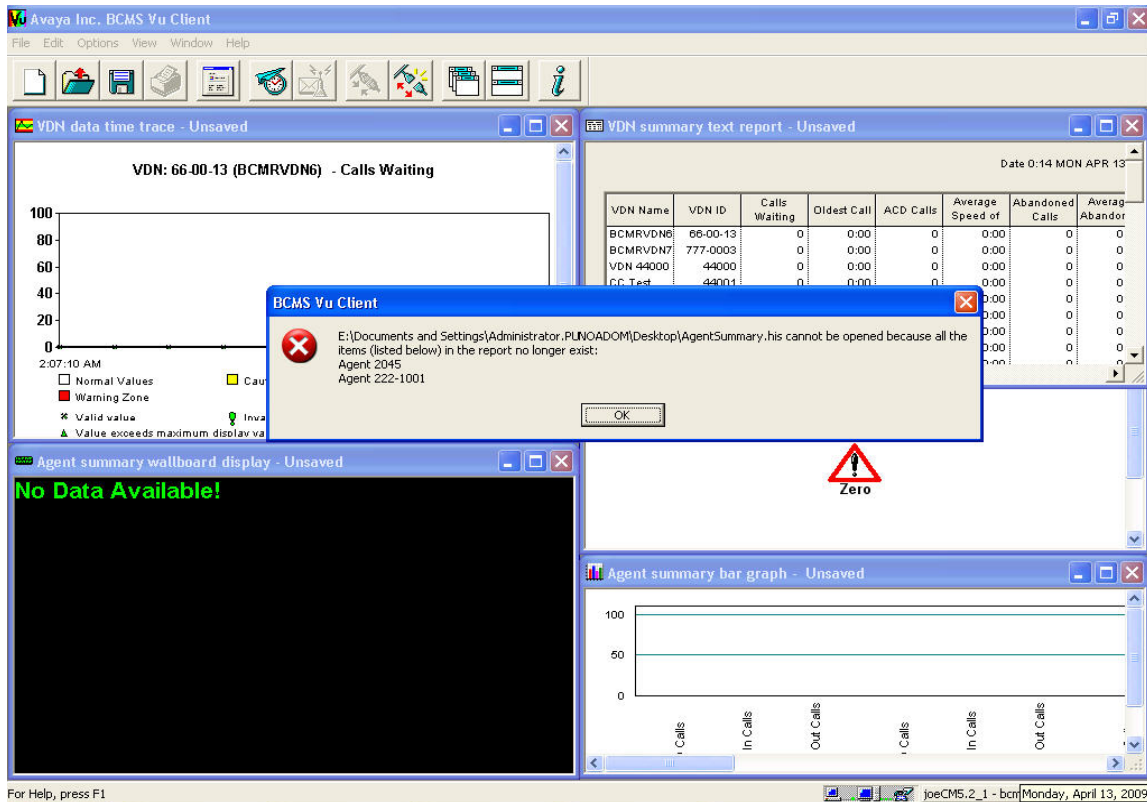
Copy the file Merge.exe from the folder Merge_Utility and use it to merge the databases.

For more information on usage of this tool, see [Database Merge Utility](#).

4. Enhanced support for legacy Historical files

Performing a historical scheduled download by selecting the Automatic Delete option or doing a "Delete Records" action causes the Historical Database of BCMRD to lose master records. Due to this, when we open the legacy historical files, an error dialog is displayed, warning that definition ids are missing. This also prevents legacy historical files to schedule for a printing.

The following screen shows the scenario:



Missing Agent Login Ids

BCMRD R2.4.2 preserves master records to continue support for the legacy BCMRD file system.

Problems fixed

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

| Work Item Number | Issue Description | Resolution |
|--|--|---|
| wi00283547 and QQ ID (Customer escalation ID)-139104 | <p>Communication Manager faces a connectivity issue with BCMRD. You see the following error message dialog box while connecting to Communication Manager:</p> <p>"7013-The login attempt has failed or time out"</p> <p>The error code, 7013 occurs due to a lengthy Login script in Communication Manager. This error causes BCMRD server to retry several times while connecting to Communication Manager.</p> <p>Please refer to the image in Reference Images section.</p> | <p>After applying BCMRD R2.4.2, the BCMRD server connects smoothly to Communication Manager.</p> |
| wi00283210 | <p>While performing a scheduled download of historical data, you see a dialog box, displaying the following error message: "download completed with errors please check error log."</p> <p>The error log contains the following: "Error 1107 - List BCMS agent day: Column data in BCMS has overflowed switch display capacity."</p> <p>This is an overflow issue in Communication Manager. It occurs due to agents not logging out at the end of the shift properly and remaining logged in and available 24 hours a day, causing this error.</p> | <p>After applying BCMRD R2.4.2, the error message is displayed only in the error log file. You do not see the warning message dialog box.</p> |
| wi00302212 | <p>When you pull the historical report of a VDN, the last character of VDN is missing in a string with a length of more than 7 characters.</p> | <p>After applying BCMRD R2.4.2, (changes in all the report definition templates) will prevent any such issue from occurring.</p> |
| wi00305949 | <p>When you try to create a server profile in BCMRD server, for server names starting with string "A" or "a", the Connect button is disabled.</p> | <p>After applying BCMRD R2.4.2, the Connect button is enabled, independent of server name selection.</p> |

| Work Item Number | Issue Description | Resolution |
|-------------------------|---|---|
| wi00306593 | AgentLoginID or VDN ID with "." (dot) does not appear in real-time system summary text report. | After applying BCMRD R2.4.2, you can report all possible combinations ("- (hyphen) and "." (dot)), supported by Communication Manager with definition id formats. |
| wi00307955 | On manually deleting a historical report file, which is used for a Schedule Print Historical Report, you see a dialog box that displays a message, "file does not exist", every time the print schedule occurs. The list for scheduling entries also contains the same file and is not updated to reflect the deletion of actual historical file. | After applying BCMRD R2.4.2, the "file does not exist" dialog box is displayed only once. The entry is permanently removed from the schedule print report list. |

Database Merge Utility

This section provides more information about the Database Merge Utility.

When can you use the Database Merge Utility?

- If you plan to configure your switch to use either of the following settings with your existing BCMRD database, you need to migrate your data:
 - VDN IDs greater than seven digits upto 13 digits
 - Agent ID greater than seven digits upto 13 digits
 - VDN IDs and Agent IDs with special characters, for example, "-" (hyphen) and "." (dot)
- You can use this tool to merge the old database with the latest one. The Database Merge Utility enables you to display composite historical reports for multiple historical databases (histdb.mdb) resulting from multiple server profiles after successfully merging the databases.



If you are changing the dial plan of CM after applying BCMRD R2.4.2, you need to perform the following actions:

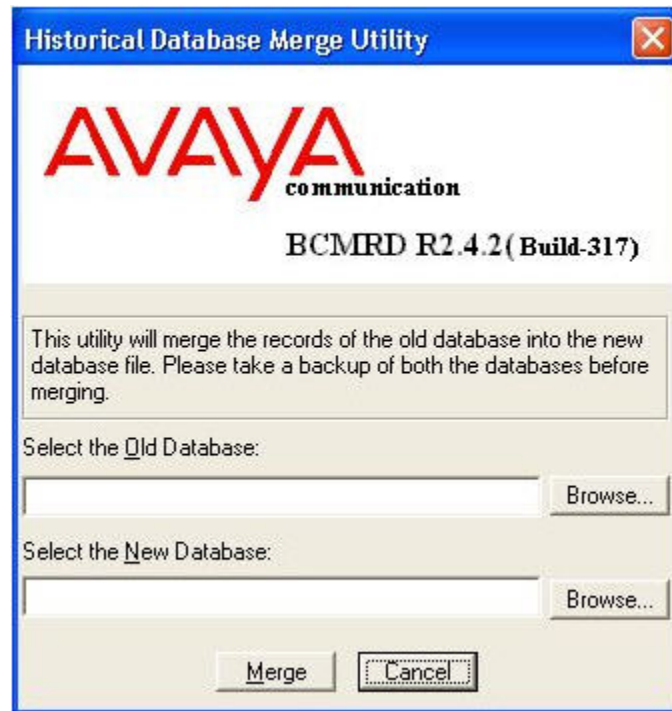
1. Create a new server profile.
2. Re-schedule historical download.
3. Re-schedule Print Report.

Note:

To migrate data from an existing dial plan to the new dial plan, you need to use the Database Merge Utility.

How to use the Database Merge Utility

Copy the folder "Merge_UTILITY" from the support site to your hard disk. This folder contains merge.exe. This utility needs no installation. Run merge.exe from the Merge_UTILITY folder.

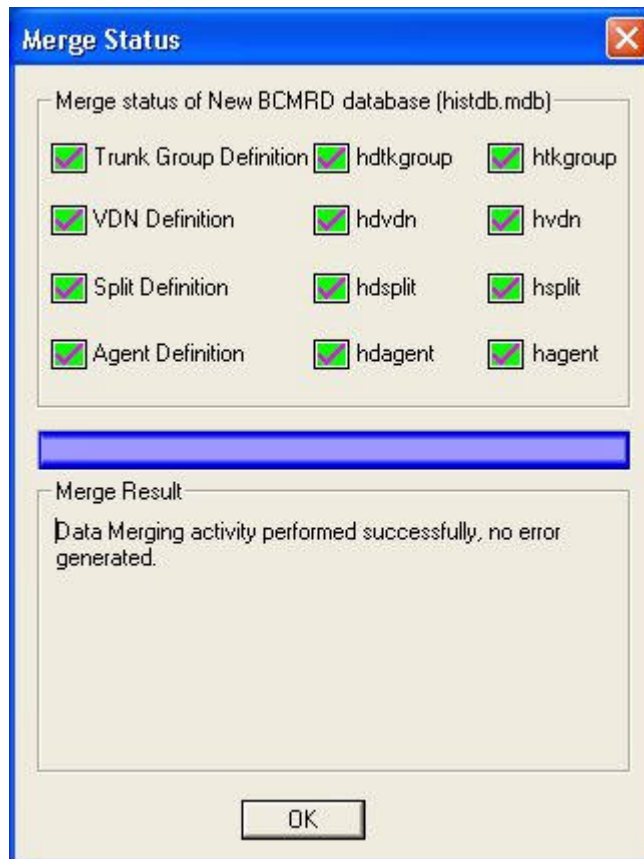


Database Merge Utility

How to perform a Database merge?

1. Take a backup of the database files before using the Database Merge Utility.
2. In Database Merge Utility, select the old database using the Browse button.
3. In Database Merge Utility, select the new database using the Browse button.
4. Click Merge to migrate the data from old database to the new database.

The following image shows the data merging activity completed successfully:



Data Merging

BCMRD R2.4.2 (Build 317) 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 2.4.2.</p> <p>Assumptions: BCMRD server and client (R2.4 (Build 314) or R2.4 (Build 315) or R2.4.1 (Build 316)) 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 R2.4.2 upgrade. 6. Reboot all the machines where BCMRD applications are installed. 7. 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_317.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"> 8. Start the BCMSVu Server and check that the server is connected successfully to the respective CM. Check that the Server version is R2.4.2 (Build 317) by using the menu, Help > About BCMSVu. 9. Start the BCMSVu Client and check that the client is connected successfully to the BCMSVu server. Check that the client version is R2.4.2 (Build 317) by using the menu Help > About BCMSVu. |

| Scenarios | Installation instructions |
|---|---|
| <p>Scenario 2: A fresh BCMRD installation of R2.4.2.</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 R2.4.2 Upgrade. 6. 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_317.txt". Contact Avaya BCMRD Support for any other errors. 7. Reboot all the machines where BCMRD applications are installed. 8. 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 R2.4.2 (Build 317) by using the menu Help > About BCMSVu. 9. Complete the historical download. 10. Register the BCMSVu Client on the BCMSVu server. 11. Start the BCMSVu Client and check that the client is connected successfully to BCMSVu server. Check that the client version is R2.4.2 (Build 317) by using the menu Help > About BCMSVu. |

***Assumptions**

- The scenarios mentioned in the section BCMRD R2.4.2 (Build 317) 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.

- Terminology used in this document:
The historical database of BCMRD is histdb.mdb and is located in the server profile folder. For example:
If BCMRD is installed in \Avaya\BCMS Vu\ folder and if the server profile is BCMSVuServer, then the histdb.mdb file should be located at \BCMS Vu\Server\BCMSVuServer\histdb.mdb

Old database: Database created with 7-digit dial plan
New database: Database created with 13-digit dial plan

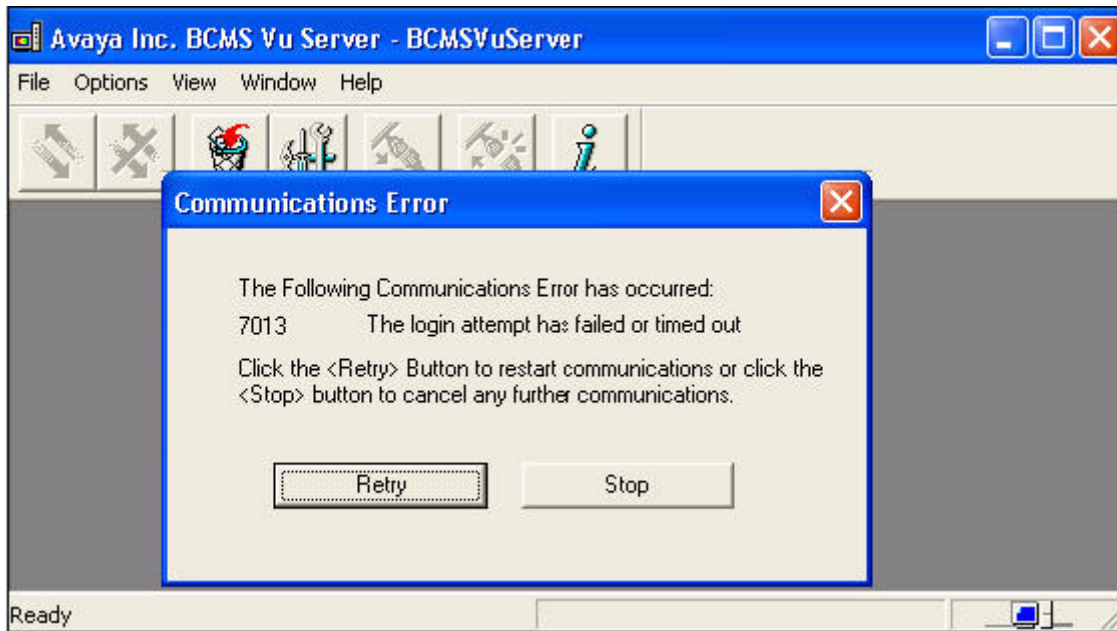
In case of dial plan change, after applying R2.4.2,

Old database: Database created before dial plan format change
New database: Database created after dial plan format change
For example, if old dial plan is in format xxx-xxxx and new dial plan is xxxx.xxx

Reference Images

wi00283547

The following image displays the error code 7013:



Connectivity Error - 7013

Back to [Problems Fixed](#) section

Hints and tips

To upgrade to BCMRD R2.4.2

Copy BCMRD R2.4.2 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. Merge_Utility
3. Setup.exe

To upgrade BCMRD R2.4.2 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.

Technical Support

If you are having trouble with BCMRD R2.4.2, 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>.