



Basic Call Management Reporting Desktop R2.4.4 Release Notes

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Release notes overview

Avaya Basic Call Management Reporting Desktop (BCMRD) R2.4.4 aims to provide an essential upgrade to the current release of BCMRD R2.4.3.

The upgrade enables BCMRD to operate with Windows 7 (32-bit) operating system and Communication Manager 6.0 release. The document provides important information about BCMRD including issue description, enhancements, and suggested solutions for R2.4.4. 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.

This service pack contains the fixes and enhancements provided by all the previous service packs. For example, BCMRD R2.4.4 release includes fixes for dual/multi-core processor support made in service pack R2.4.1, support to CM5.2 and upgrade from 7 digit dial plan to the 13 digit dial plan made in service pack R2.4.2, and Vista support made in R2.4.3. If user wants to use any of these features, user can directly upgrade to this service pack also.

For more information about R2.4.1, R2.4.2 and R2.4.3 features and fixes, refer to the respective release notes on the Avaya support site.

Note:

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

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

What's New

1. Compatibility with Windows 7 operating system (32-bit)

BCMRD R2.4.4 release supports Windows 7 operating system (32-bit) Professional and Ultimate editions. It continues to support Windows Vista, Windows XP, and Windows Server 2003.

2. Support extended to CM 6.0

The BCMRD R2.4.4 release supports Communication Manager 6.0 along with backward compatibility with Communication Manager 5.2, 5.1, 5.0, and 4.0.

3. Automatic startup of BCMRD Server

BCMRD R2.4.4 release supports the availability of BCMRD server as a service. In previous versions, BCMRD server was not able to re-start automatically after system reboot. User had to login to system as administrator and then start the BCMRD server before clients could connect. Now BCMRD server automatically starts at reboot without any user intervention.

For more information on the usage of this tool please refer to [Automatic Startup of BCMRD Server](#).

4. Enhanced dongle support

In BCMRD 2.4.4, the dongle support has been extended to Windows 7 operating system (32-bit) and is backward compatible with Windows 2003, Windows XP and Windows Vista.

5. Enhanced upgrade installer

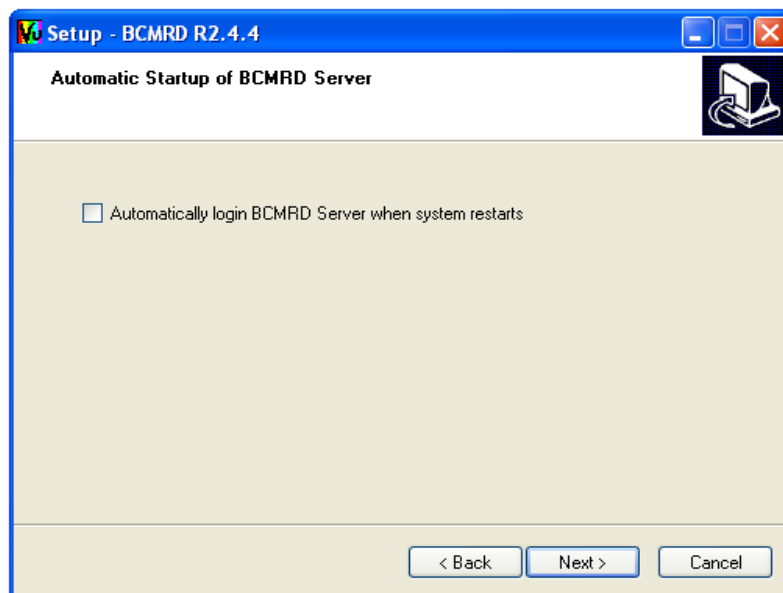
BCMRD 2.4.4 has a very lightweight, compact and user friendly installer. This eliminates many manual steps which were required in previous service packs.

Automatic Startup of BCMRD Server

The automatic startup of BCMRD server is controlled and managed by a BCMRD specific Windows service. This Windows service starts after system reboot under system account. This service starts and monitors the BCMRD server executable using the server profile which is configured to connect to Communication Manager. The default server profile is "BCMSVuServer".

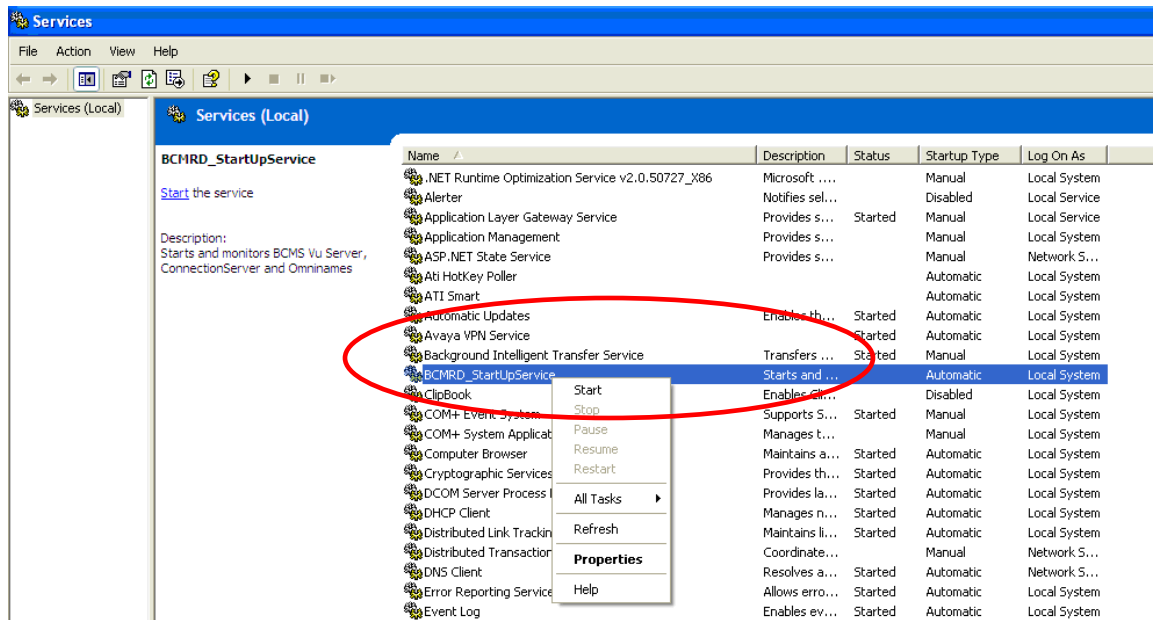
This feature is optional and user can enable it during the installation process. The second page in the installation wizard is for automatic startup feature installation. If the user checks the "Automatically login BCMRD Server when system restarts" option, it will install and configure the BCMRD Startup Service (BCMRDSVC.exe) and BCMRD Startup Controller (BCMRDSVCCntlr.exe) in the "Avaya\BCMS Vu\Common" folder.

If the user does not select the above option, which is the default, then it will copy in "Avaya\BCMS Vu\Common" folder without any registration, so that user can install and register the BCMRD Startup feature at a later stage.



[Image-1: Second page of BCMRD R2.4.4 Installer]

Once installed and registered, the BCMRD_Startup service can be started and stopped from Windows services page.



[Image-2: BCMRD_Startup service in Windows Services Section]

Once configured, the server will be able to start without any user intervention, and will run even if the user is not logged in to the system.

If the user has not enabled this feature while installing, the user can install and register the service later using the BCMRD Startup Controller or “Avaya\BCMS Vu\Common\BCMRD SVCNtr.exe”.

BCMRD Startup Controller

This is a tool to administer the BCMRD automatic startup feature. User can register and unregister the BCMRD automatic startup feature using this tool.

Using the Register option, BCMRD_Startup service will be registered as a service which will be visible in Windows services. Using the Unregister option will remove the BCMRD_Startup service from the Windows services but the service executable will remain in the common folder for future usage.

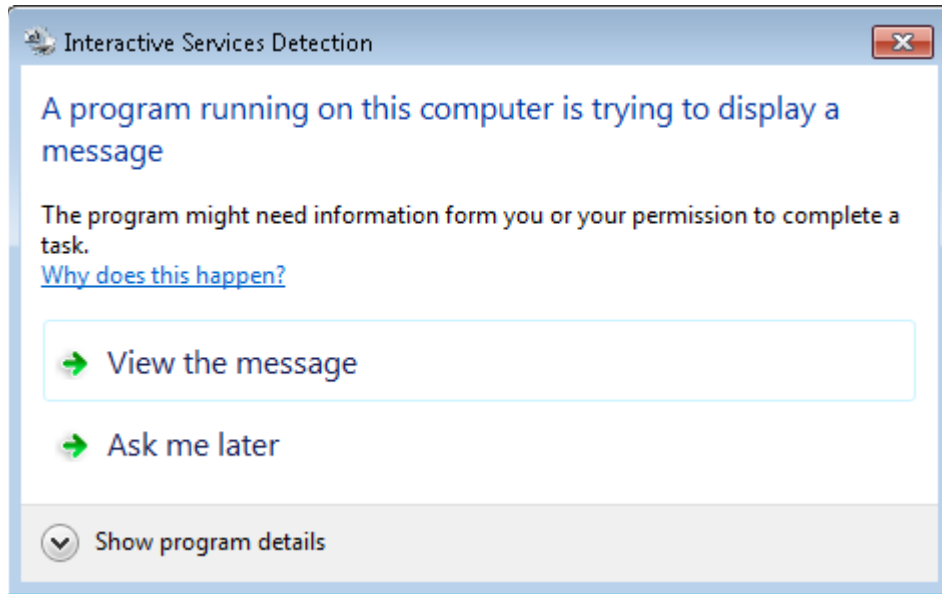
User can also change the default server profile name to other existing profile names using “Server name” option. To run the BCMRD server with the new profile, the user needs to restart the service after changing the server profile name.



[Image-3: BCMRD Startup Controller]

Note:

1. When user is running BCMRD server as a service in Windows 7 or Vista, the BCMRD server UI will be opened in the interactive service desktop. Customer needs to use “View the message” option to go the interactive services desktop.



If user does not see this dialog box but still wants to use the BCMRD server UI, the user has to restart the “Interactive Services Detection” service from Windows services.

In Windows XP or Windows 2003, user can see the BCMRD server UI once they log in to the system.

2. The ideal way to close BCMRD server is to disconnect and exit the server using the BCMRD server UI. If user stops the BCMRD Server UI then BCMRD_Startup service will automatically stop and vice versa.

Problems fixed

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

Work Item Number	Issue Description	Resolution/Workaround
wi00385262	The system is not able to complete the Realtime Wizard for BCMRD reports when it is upgraded to Communication Manager 5.2 patch 18111	After applying BCMRD R2.4.4, all realtime reports have consistent static data in the report wizards so that realtime and historical reports can be generated smoothly.
wi00312579	BCMRD user cannot export historical report to Rich text format	After applying BCMRD R2.4.4, the application copies the required DLLs to export historical report to Rich Text format.

BCMRD R2.4.4 (Build 319) Installation Instructions

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

Scenarios	Installation instructions
Scenario 1: Upgrade to BCMRD 2.4.4. 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)) or R2.4.3 (Build 318)) is already installed. Sentinel driver compatible with the hardware system and operating system is already installed.	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, user can terminate them by using Windows Task Manager > Processes. Select the specific process and click End Process: a. Omninames.exe b. ConnectionServer.exe c. BCMSVuClient.exe d. BCMSVuServer.exe 5. Download BCMRDR2.4.4 Setup.exe from Avaya support site and run it and follow the wizard. 6. a) While installing the BCMRD server or client on a Windows 7 operating system, 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=166421. b) While installing the BCMRD server or client on a Windows Vista operating system, 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. 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_319.txt". Contact Avaya BCMRD Support for any errors. 9. a) In case user has selected BCMRD Start up feature option during installation, user needs to go to the Windows services window and check that the BCMRD_Startup service is up and running. Now BCMSVu server runs automatically with the existing configured server profile. b) In case user did not select the BCMRD Start up feature option during installation, user needs to start the BCMSVu Server and check that the server is connected successfully to the respective Communication Manager. Check that the

Scenarios	Installation instructions
	Server version is R2.4.4 (Build 319) 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 R2.4.4 (Build 319) by using the menu Help > About BCMSVu.

Scenarios	Installation instructions
Scenario 2: A fresh BCMRD installation of R2.4.4.	1. Install BCMRD Server (R2.4 (Build 314)). 2. Install BCMRD Client (R2.4 (Build 314)). 3. Install the required version of Sentinel driver software. 4. Reboot all the machines where BCMRD applications are installed. 5. Download BCMRDR2.4.4 Setup.exe from Avaya support site and run it and follow the wizard. 6. a) While installing the BCMRD server or client on a Windows 7 operating system, 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=166421. b) While installing the BCMRD server or client on a Windows Vista operating system, 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. 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_319.txt". Contact Avaya BCMRD Support for any errors. 9. a) In case user has selected BCMRD Start up feature option during installation, user needs to go to the Windows services window and check that the BCMRD_Startup service is up and running. Now BCMSVu server runs automatically with the existing configured server profile. b) In case user did not select the BCMRD Start up feature option during installation, user needs to start the BCMSVu Server and check that the server is connected successfully to the respective CM. Check that the Server version is R2.4.4 (Build 319) 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 R2.4.4 (Build 319) by using the menu Help > About BCMSVu. 11. Perform the historical download operation. 12. Register the BCMSVu Client on the BCMSVu server. 13. Start the BCMSVu Client and check that the client is connected successfully to BCMSVu server. Check that the client version is R2.4.4 (Build 319) by using the menu Help > About BCMSVu.

*Assumptions

- The scenarios mentioned in the section BCMRD R2.4.4 (Build 319) 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).

Technical Support

If user is having trouble with BCMRD R2.4.4, user should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that comes with the 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 site.

User may be asked to email one or more files to Technical Support for analysis of user's application and its environment.

Note:

If user has difficulty reaching Avaya Technical Support through the above URL or email address, user needs to 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>.