AVAYA

Basic Call Management Reporting Desktop R2.4.6 Release Notes

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Avaya support

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Release notes overview

Avaya Basic Call Management Reporting Desktop (BCMRD) R2.4.6 aims to provide an essential upgrade to the last release of BCMRD R2.4.5.

The upgrade enables BCMRD to operate with Windows 2008 (32-bit and 64-bit) and Windows 7 (64-bit). The document provides important information about BCMRD including issue description, enhancements, and suggested solutions for R2.4.6. 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 R2.4.6 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, Vista support made in R2.4.3 and Windows 7 (32-bit) along with CM6.0 compatibility support in R2.4.4, support to CM6.0.1 and non-admin client feature support with service pack R2.4.5. If user wants to use any of these features, user can directly upgrade to this service pack also.

For more information about R2.4.X features and fixes, refer to the respective release notes on the Avaya support site.

Note: Earlier BCMRD releases from R2.4 to BCMRD R2.4.5 are not certified to work on a 64-bit operating system. BCMRD R2.4.6 is not certified to work on 64-bit versions of Windows 2003, Windows XP and Windows Vista.

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 2008 operating system (32-bit and 64-bit)**

BCMRD R2.4.6 release supports Windows 2008 operating system (32-bit and 64-bit) – Standard and Enterprise editions.

2. **Compatibility with Windows 7 (64-bit) operating system**

BCMRD R2.4.6 release now supports Windows 7 operating system (64-bit) – Professional and Enterprise editions.

Note: The BCMRD R2.4.6 release supports Communication Manager 6.0.1 along with backward compatibility with Communication Manager 6.0, 5.2, 5.1 and 5.0. It continues to support 32-bit Windows Vista, Windows XP, Windows Server 2003 and Windows 7.

Known Issues

DAO error in 64-bit while running BCMRD R2.4 installer.
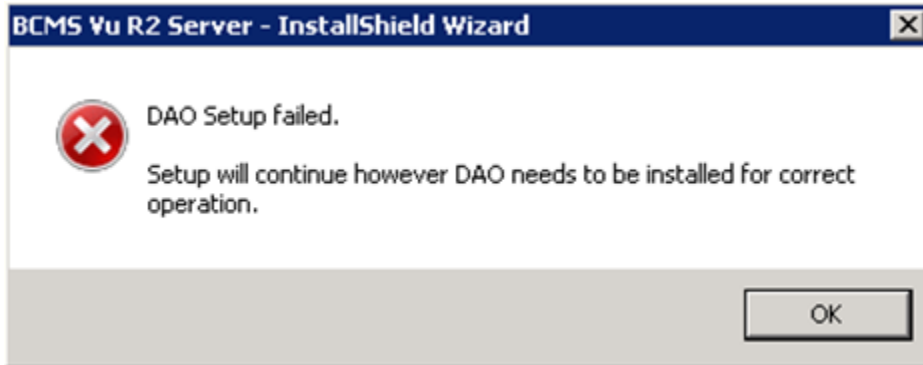
Please ignore this error message. BCMRD R2.4.6 upgrade installer will install and register the required files for running BCMRD on 64-bit environment.

Problems fixed

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

Work Item Number	Issue Description	Resolution/Workaround
wi00960652	BCMRD Agent interval report not aligned when exported to Excel.	Crystal reports templates updated in BCMRD R2.4.6

BCMRD R2.4.6 (Build 321) 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 2.4.6.
 	
Assumptions:
 	
BCMRD server and client (R2.4 or R2.4.x 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. If the BCMRD_Startup service is already installed then go to windows -> services and stop the "BCMRD_StartUpService" service.
	4. Go to Task Manager and click Processes tab.
	5. 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
	    e. BCMRDSVC.exe
	6. Download **BCMRDR2.4.6 Setup.exe** from Avaya Support site and run it and follow the wizard.
	7. a) While installing the BCMRD server or client on a Windows 7 operating system, user needs to download and install the WinHlp.exe from this link http://www.microsoft.com/download/en/details.aspx?id=91.
	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.
	8. **Reboot all the machines where BCMRD applications are installed.**
	9. 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_321.txt".
	10. 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 R2.4.6 (Build 321) by using the menu, Help > About BCMSVu. c) In case user is already using BCMRD_Startup service feature of R2.4.4, then while upgrading, user will be shown an informative page stating that "Automatic Startup feature of BCMRD Server is already installed". User needs to continue with the installation wizard. Once installation is complete user needs to go to the Windows services window and check that the BCMRD_Startup service is up and running. With BCMRD R2.4.6, BCMSVu server runs automatically with the existing configured server profile. 11. Start the BCMSVu Client and check that the client is connected successfully to the BCMSVu server. Check that the client version is R2.4.6 (Build 321) by using the menu Help > About BCMSVu.

Scenarios	Installation instructions
Scenario 2: A fresh BCMRD installation of R2.4.6.	1. Install BCMRD Server (R2.4 (Build 314)). **Note**: You may get DAO installation failed error during the BCMRD Server installation on 64-bit OS. Ignore the error and continue with the installation. Refer Known Issues section for more information. 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 **BCMRDR2.4.6 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 . c) While installing the BCMRD server or client on a Windows 2008 (32-bit and 64-bit) operating system, user needs to download and install the WinHlp.exe from this link http://www.microsoft.com/download/en/details.aspx?id=19771. 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_321.txt". 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 R2.4.6 (Build 321) 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 R2.4.6 (Build 321) by using the menu Help > About BCMSVu. 11. Perform the historical download operation. 12. Register the BCMSVu Client on the BCMSVu server.

Scenarios	Installation instructions
	13. Start the BCMSVu Client and check that the client is connected successfully to BCMSVu server. Check that the client version is R2.4.6 (Build 321) by using the menu Help > About BCMSVu.

*Assumptions

- The scenarios mentioned in the section BCMRD R2.4.6 (Build 321) 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 R2.4.6, 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.