

IS SYSTEMS

Release 1.0.1.370



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Table of Contents

Introduction	3
Who should Read this Document	3
CallData Primary Software Version Numbers	3
CallData Supported Systems Version Numbers	3
Important Installation Information	4
New Features in Release 1.0.1.370	4
Issues Fixed in Release 1.0.1.370	5
Compatibility and Connectivity Issues	5

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Introduction

This document is an overview of the new features in CallData Release 1.0.1.370

Included in this documentation is:

- Important Installation Tips
- Description of new features available.
- List of fixed defects
- List of known issues

This document does not describe how to install and use the software. Refer to the CallData Installation Guide, User’s Guide, and other available documentation for that information.

Who should Read this Document

These release notes should be read by CallData system administrators, installation personnel, and certified/registered CallData partners.

CallData Primary Software Version Numbers

CallData Client ¹	CallData Service	Report Service	IP Gate Service	IS Systems Update Service
1.0.1.370	1.0.2.362	1.0.1.3	1.0.2.0	1.0.1.1

CallData Supported Systems Version Numbers

AllWorx Service**	Altigen Service	AsterX Service	Cisco Service	Epygi Service	Legacy Service	ShoreTel Service	3Com Service
Native	1.0.0.0	1.0.0.1	1.0.0.0	1.0.0.0	1.0.0.0	1.0.0.1	1.0.0.0

¹ The client sometimes requires an update to the database in order to function properly. The procedure to update the database is below, under Important Installation Information.

* Please be sure to backup your database before performing any type of update procedure.

** Please be aware the in “high call” volume locations, during the upgrade, it is possible that CallData may stop monitoring calls for a brief time while the upgrade process is taking place. In these situations, it is recommended that the update be installed while the call volume is at its lowest. After the update procedure, it is possible to import any missed calls from the phone system.

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Important Installation Information

1. Always perform a backup of the CallData database before beginning a software update/upgrade.
 - a. Log into SQL Server Management Studio (SSMS).
 - b. Connect to the correct instance and verify that the CallData database is visible under the databases icon on the left hand side.
 - c. Right-Click on the CallData database and select Tasks > Back up...
 - d. Leave all the defaults in place, replacing only the Destination with the location of where you wish your backup database to be saved. Select “OK”.
 - e. You will receive a confirmation prompt stating “The backup of database ‘CallData’ completed successfully.”
 - f. You are now free to update/upgrade your CallData Software.
2. Navigate to Help > Check for Updates to begin the upgrade process.
3. When updating the client, it may be necessary to update your CallData database with the necessary SQL update scripts provided in the update process (Any errors on startup after the initial upgrade process will signify a need to update the database).
 - a. Once the update is complete, log into SSMS and connect to the correct instance of SQL Server, verifying that the CallData database resides in that instance.
 - b. Open Windows Explorer, navigating to C:\Program Files\IS Systems\CallData.
 - c. Open the SQLUpdateScripts.SQL file and execute the query.
 - d. Close SSMS, and reopen CallData.
4. It is often necessary to be logged into the CallData server with full administrator rights in order to successfully complete the update.

New Features in Release 1.0.1.370

- ❖ Added New Report – Call Detail by Account Code.
 - [SR-16393] - Listed under "Table Reports" named "Call Detail by Account Code". It is separated by page, by different Account Code.
- ❖ Ability to run automatic reports on day of creation.
 - [SR-16450] - When creating a favorite report, pressing the “Save” button will update the database to allow same day reporting.
- ❖ Added option for “user level override” for reports.
 - [SR-16448] - This option “Overrule User Level – Set to Enabled” is set in the user properties on an individual menu item. If this option is set the report will run as “System Admin”.

Issues Fixed in Release 1.0.1.370

Issue Number	Item Affected	Problem Description
16429	Client	When updating, the CallData Report Service fails to load properly and throws an error.
14743	CallData Service	The CallData License Key logic appears to have a flaw where the License Key is not properly decrypted for certain combinations of License Keys/Private Keys.
15894	Report Service	Added support for automatic emailing of table and graph reports.
13068	IP Gate Service	Not Forwarding Allworx ACD Data. Updated ACD client and server socket (uses port 16367) to use the same host as the main gateway client and server socket (uses port 16366).
13429	IS Systems Update Service	When updating the report service, restart the service after installing the new report service.

Compatibility and Connectivity Issues

Issue Number	Problem Description	Workaround/Fix Plan
N/A	When a phone system resides on the same network, but a different subnet than the CallData server, there is often a problem reading the data streaming from an AllWorx phone system.	There are multiple options to solve this. Including, moving the CallData server to the AllWorx subnet, or installing the IP Gate service.
15811	Clients not connecting to the CallData Server.	Most often, it is a firewall that prevents the CallData thin clients to connect to the server. When there are no firewall issues between the Server and clients, simply turning on the SQL Server Browser service and setting it to a Network Service/Automatic state will often solve the issue.
16451	E-Mailed Reports are not named properly.	This is caused by a programming glitch in a component used by CallData. This is a known issue and will be fixed in a later release.

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