



# Release Notes for Arc Enterprise

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## Version 5.1.0

Released: September 2009

These release notes describe the new features and caveats for Arc Enterprise Version 5.1.0

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## 1.1 Introduction

Arc Enterprise version 5.1.0 is a major version release which incorporates some significant new features, including:-

- Powerful new Dial Plan system which supports longer format DN's and E164 format dial plans,
- New look and feel to the operator interface with new variable size icons and fonts,
- Ability to sort any of the visible directories by indexed categories,
- Automatic Break Mode on idle,
- Improvements to reports including Grade of Service (GoS) and Service Level Agreement,
- Expansion to support additional skills within call centre environments
- Enhancement to Phonetic Searching to manage German localization.

## 1.2 Features Not Available for FCS

- Arc Presence running on Windows 2008 Server available in Q4 2009.

## 1.3 Key features in this release:-

This key features section includes a summary of changes that have been implemented since version 5.0.2.

### **Dial Plan (including support for longer format digit extensions)**

This feature has been designed for customers to differentiate between internal and external devices and manage the way that the system handles the numbers both inbound and outbound from the application.

The Dial Plan feature allows for:-

- Correctly identify calls as internal or external in origin.
- Modify CLI call information for server routing and for presentation to the operator application.
- Correctly identify outbound calls and determine the correct outbound dialling string.
- Modify outbound call numbers and support multiple outbound prefixes for dialling.
- Option to format number patterns to match ITU E164 telephone numbering format.

## Enhanced User Rights (Disable view)

In some markets and geographies, there is a need to restrict the information that an operator can see relating to extension users on the Cisco Unified Communications Manager system. This can be due to local or regional privacy laws.

The 'Remove Device/Status/Calls' tab is part of the user rights within the console and is designed stop operators being able to see the calls in progress against an extension.

NB: The 'Selective' Group Pickup functionality (i.e. the ability to pick specific calls from the Calls Tab calls list) associated with this calls tab will also be disabled as it will not be possible to see the calls to pick them up. It will however be possible to perform Group Pickup in the traditional way using the Cisco unified IP phone.

## Update to the Console User interface

A summary of the feature changes are:

### Removal of External Directory

Provide a facility to remove the external directory from view on a permissions basis, configured in the Server application.

### Adding Name to the Call Progress (F5) and Speed Dial (F6) Windows

Text names have been added to the F5 "Call progress" and F6 "Speed Dial" windows within the Operator Console to bring them into line with other elements of the screen such as (F9) Queues, (F7) Active Calls, etc.

### Console Inactivity Re-direct

Operators will automatically be made unavailable after being inactive for a set period of time. Permission configured from the Server application.

### Increased Font Size

Provide an option to display small, medium and large fonts on the operator GUI

- o Main GUI interface (menu bar managed via windows properties)
- o Alternate contacts and Presence form
- o Graphical legend

### Increase the size of the call handling icons

Provide an option to display large icons on the operator GUI

- o Icons in the Arc operator graphical legend
- o Icons in all parts of the main operator GUI including menus, toolbars, pop-ups and panes.
- o Call control icons

## Updated German Localisation for the Operator GUI

### Scalable BLF (available from 5.0.2 onwards)

With the introduction of the new CTI (Computer Telephony Integration) Server a new type of BLF monitoring (Scalable) has been introduced, as well as the existing fixed type, which provides an on demand status of line state.

- **Fixed** - provides the operator with a constant on screen display of the status, via the directory window. This format requires that the devices are Associated within the Cisco Unified Communications Manager (CUCM). Due to the system demands

there is a recommended limit of 2000 devices per Arc Connect Server. (See the *Arc Solutions Design Guide* for more details, this is available from [http://www.arcftp.com/ProductRelease/Cisco/Release\\_5.1/V5.1.0\\_Premium\\_Edition/](http://www.arcftp.com/ProductRelease/Cisco/Release_5.1/V5.1.0_Premium_Edition/)).

**Note:** XML Paging from the Operator Console requires that the receiving devices are associated and included in this type of BLF.

- **Scalable** - provides an *on demand* monitor (the operator presses F2 to see presence status), which removes the upper limit of the devices that can be monitored. The new Arc Enterprise CTI (Computer Telephony Integration) server provides cluster wide BLF status information on demand for:-
  - Device presence information
  - Contact device features (set Do Not Disturb and Call Forwarding)
  - Contact call information features (displays calls and provide device pickup)

Using scalable BLF functionality negates the requirement to associate devices for BLF monitoring within the Cisco Unified Call Manager. (See the *Arc Solutions Design Guide* for more details, this is available from [http://www.arcftp.com/ProductRelease/Cisco/Release\\_5.1/V5.1.0\\_Premium\\_Edition/](http://www.arcftp.com/ProductRelease/Cisco/Release_5.1/V5.1.0_Premium_Edition/)).

The two types of BLF monitoring can be run together. (See the *Arc Solutions Design Guide* for more details, this is available from [http://www.arcftp.com/ProductRelease/Cisco/Release\\_5.1/V5.1.0\\_Premium\\_Edition/](http://www.arcftp.com/ProductRelease/Cisco/Release_5.1/V5.1.0_Premium_Edition/)).

### Additional Skill Levels

The number of available skill levels has been increased to 9 to cater for more complex routing **WITHIN** queues.

### Service Level Agreement / Grade of Service

#### Real-time Statistics

SLA and GoS figures have been amended to include abandoned calls in their calculations. Previously these calls were ignored from both sets of stats. Additionally a new parameter has been introduced called the Abandoned Time Parameter. Any call that is abandoned in less than the time set on this will NOT be included in the calculations. If this timer is set to zero seconds then all Abandoned calls will be included in the stats, if set higher, then this will reflect an Abandoned Time Threshold and all calls abandoned in less than the time set will be excluded from the calculations.

Once these figures are set for the system, they cannot be changed via the Supervisor application.

The following real-time figures will be displayed:-

1. **Calls Breached SLA** – A figure for the number of calls that have been answered outside of the SLA time, or abandoned after the Abandoned Call Time. This is displayed against the Delivery Queue.
2. **Absolute Answer Service Level One Percent** – This figure is calculated against the Grade of Service Level 1 figure, which is based on 100% of calls being answered within a specified time. This figure gives a true percentage figure for the required service level as it is always based on trying to achieve 100% of call within this time. The figure is shown against the Arrival Queue, i.e the original queue that the call

was presented in as it hit the queuing system. The figure excludes calls answered after the GoS1 time or abandoned before the Abandoned Call Time.

3. **Relative Answer Service Level One Percent** - This figure is calculated against the Grade of Service Level 1 figure, which is based on 100% of calls answered within a specified time. This figure gives a true percentage figure for the required service level as it is always based on trying to achieve 100% of call within this time. The figure is shown against the Delivery Queue, i.e the final queue that the call was in as it was delivered to an agent or when it was abandoned. The figures used for this calculation are those set against the queue that is the Delivery Queue. A Delivery Queue will be different from the Arrival Queue if it is overflowed before it is answered. The figure excludes calls answered after the GoS1 time or abandoned before the Abandoned Call Time.

4. **Absolute Answer Service Level Two Percent** – This figure is calculated against the Grade of Service Level 2 figure, which is based on a variable percentage of calls answered within a specified time. This figure gives a percentage figure of the percentage set for the required service level. The figure is shown against the Arrival Queue, i.e the original queue that the call was presented in as it hit the queuing system. The figure excludes calls answered after the GoS2 time or abandoned before the Abandoned Call Time.

*Example* : if the figures are set for 80% of calls within 30 seconds and the actual achieved is 70% the display will show 87.5%, however if the actual is 80% or higher then the display will show 100%.

5. **Relative Answer Service Level Two Percent** – This figure is calculated against the Grade of Service Level 2 figure, which is based on a variable percentage of calls answered within a specified time. This figure gives a percentage figure of the percentage set for the required service level. The figure is shown against the Delivery Queue, i.e the final queue that the call was in as it was delivered to an agent or when it was abandoned. The figure excludes calls answered after the GoS2 time or abandoned before the Abandoned Call Time.

*Example* : if the figures are set for 80% of calls within 30 seconds and the actual achieved is 70% the display will show 87.5%, however if the actual is 80% or higher, then the display will show 100%.

All of the above figures are available within specific tree tables with the Supervisor and on the Wallboard applications. The Arc Agent will show the Relative figures only.

## Agent Acknowledgements

A change has been made, whereby the Agent application only sees a single notification/acknowledgement dialog box when multiple changes have been made to their queues at one time.

## New Supervisor Reports

Changes to the Supervisor Reports are:

### Extended Duration Calls – New Report QR20

A new report will be added to the Call Connect Queue Report list, to run a list of Inbound, queue (ACD) calls that had a Talk time which exceeds a set threshold. The following parameters will be selectable :-

**Time Threshold ( a new setting)**

**Arrival or Delivery Queue (existing radio button option)**

**Queue (s) from list.**

**Date Range**

The report will be run against a date and will display the following data:-

Date, Call Start Time, Alerting Time, Talk Time, Arrival Queue, Delivery Queue, Agent

#### **Break Time Addition AG08**

The report that shows each individual break taken by an agent has been amended to include the Start Time of the break.

The main table in the report should show the data as follows:-

<b>Break Start</b>	<b>Break Type</b>	<b>Time on Break</b>
11:21:03	Lunch Break	1:02:35

### **Console Display**

The operator has been enhanced, specifically in the Directory area so that it is easier to distinguish between each line/contact. Colour selection is based on registry settings in:-

1. HKEY\_LOCAL\_MACHINE\SOFTWARE\Arc Solutions\Call Connect\Operator\Preferences\Alternate Row Colour (colours should be added in Hexadecimal form some examples are :-
  - a. Light Grey is Hex CCCCCC
  - b. Medium Grey is 999999
  - c. Light Blue is CC9999
  - d. Medium Blue is CC6666

Note: Hex value is in reverse from how you would normally read it (right to left, not left to right)

2. HKEY\_LOCAL\_MACHINE\SOFTWARE\Arc Solutions\Call Connect\Operator\Preferences\Alternate Row Colour Enabled (set to Yes)

## **1.4 System Requirements**

### **Console Server and Client (Console) Computer**

The following specification is given as a guide only. It is recommended as a base specification to allow Arc Enterprise to run at its optimum. You should try to supply this specification of machine or better.

## **1.5 Arc Enterprise Administrator Server**

PC Server – Arc Enterprise Connect is a client server application. The server side will need to run on a dedicated PC Server. No other applications must run on this server.

The following table details the minimum specification required by the Arc Enterprise Server application.



**NOTE**

Arc Enterprise Suite of software is not supported within a 64 bit Operating System.

Arc Solutions do not formally support Virtualisation with the Arc Connect product suite. If a customer decides to implement Arc software on a Virtualised platform, Arc will endeavour to provide support. However, should an issue be raised, which is believed to be related to an Operating System/Environment issue, Arc reserve the right to request that the Arc software be relocated onto a dedicated physical platform.

Applies to	PC Specification
<p><b>Arc Enterprise Connect Server</b></p>	<p><b>Pentium 4 2.8 GHz</b>            2 GB RAM            72 GB Hard Drive or better            CD-ROM/DVD-Rom            Network Card            SVGA (1024x768) display card with correct drivers            Windows 2003 Server SP2/Windows 2008 Server running Windows English Regional Settings.            .Net Framework v3.5            SQL Server Standard or Enterprise 2005 with SP2 (and a Microsoft hot fix patch which can be obtained via the following knowledgebase links <a href="http://support.microsoft.com/kb/936305">http://support.microsoft.com/kb/936305</a> or <a href="http://support.microsoft.com/kb/938068/">http://support.microsoft.com/kb/938068/</a>), or SQL 2005 Express for smaller installations where resilience is not required.            OR            SQL Server Standard or Enterprise 2008, or SQL 2008 Express for smaller installations where resilience is not required.            Microsoft Excel for Directory Exporting.</p>
<p><b>SQL Server 2005/2008 Licensing</b></p>	<p>There are two methods of licensing:            "Per Processor" license or "SQL Server &amp; CALS" license            It is at the Partners discretion as to which SQL license option is selected. The URL below details the SQL Server licensing requirements.  <a href="http://www.microsoft.com/sql/howtobuy/default.msp">http://www.microsoft.com/sql/howtobuy/default.msp</a>            As a point of reference, the Arc Server uses 2 SQL CALS, and each Arc Supervisor and Arc Console uses 1 SQL CAL per instance.</p>
<p><b>SQL Scalability</b></p>	<p>The performance limitation that SQL Server Express possesses is that it can access only a single CPU and 1 GB of RAM with a maximum database size of 4Gb.</p>

	<p>In sites where one or more of the following are expected:-</p> <ul style="list-style-type: none"> <li>-A large number of operators - more than 10,</li> <li>-A high call volume - greater than 500 calls per operator per day,</li> <li>-A Large Directory - greater than 10,000 contacts;</li> </ul> <p>The use of SQL Server Standard or Enterprise should be strongly considered. Where a system out grows the SQL Express deployment, or issues are experienced that are related to the use of SQL Express, the Standard or Enterprise versions of SQL can be used to upgrade the existing implementation with minimal effort.</p> <p><b>Note:</b> For future versions of Arc Enterprise to benefit from some features, SQL Express will not be an option and SQL Standard or Enterprise will be required.</p>
<p>The Server should be connected to the network via the TCP/IP protocol.</p>	
<p>The ARC Server will require the appropriate Operating System Licenses.</p>	

## 1.6 Anti-Virus support

There are many different Anti-Virus products that are supported on an Arc Enterprise system server. Typically, the most commonly used products are *McAfee VirusScan* and *Norton AntiVirus*

Both of these products are supported, although *any* AntiVirus program is supported on an Arc Enterprise Server, as long as it is configured as below:-

### 1.12.1 Exclusions

It is important that the AntiVirus product supports "Exclusions". This is the ability for the user to specify specific files and/or folders that will NOT be scanned by the AntiVirus program.

The following exclusions should be set when using AntiVirus on an Arc Enterprise Server

File Location	Use
<a href="#">\\ArcData</a>	This folder is where the System Configuration Databases are located
<a href="#">\\Program files\\Arc\\Arc Connect\\Logging</a>	This is where all the system log files are stored.
<a href="#">\\Temp\\Cisco\\Trace</a>	This is where the Cisco TSP Trace files are located

N.B. The "File Locations" and "File Names" may be changed by your System Administrator. The files in the above table are constantly being written to and updated during standard operation of the Arc Enterprise system.

Due to this, these files are permanently being accessed – an Anti-Virus "Scan on access" policy for these files will mean that the files are constantly being scanned for Viruses. This will in turn slow down the operation of the Server. Therefore, excluding these files from being continuously scanned will allow the Server to function as expected.



#### NOTE

With SQL Server 2005 requires SP2 and a Microsoft hot fix patch which can be obtained via the following knowledgebase links -

<http://support.microsoft.com/kb/936305> or <http://support.microsoft.com/kb/938068/>

Please Note you will need to provide an email address to submit a request for this fix.

Please check the readme file that appears on this site as it has relevant information regarding accessing the patch.

With Windows 2008 Server, the Admin, CT Server Manager & LDAP Server Manager must be run as an Administrator to enable them to read and write to the configuration files/registry.

## 1.7 Arc Enterprise Client Software

The minimum specification required by each of the Arc Enterprise Client applications is as follows:-

Arc Enterprise Suite of software is not supported within a 64 bit Operating System

**Applies To the following applications**

**PC Specification**

<p><b>Supervisor</b></p>	<p><b>Pentium 4 2.4 GHz</b>            1 GB RAM            400MB available Hard Drive space            CD-ROM/DVD-ROM            Network Card            Connected to Network via TCP/IP            SVGA (1024x768) display card            Windows XP Professional SP2 / Windows Vista Business (32 bit) / Windows 7 (32 bit)</p>
<p><b>Console Operator Arc Wallboard</b></p>	<p><b>Pentium 4 Entry Level Specification</b>            1GB RAM            1GB available Hard Drive space            CD-ROM/DVD-ROM            Network Card            Connected to Network via TCP/IP            SVGA (1024x768) display card            17 Monitor highly recommended            Windows XP Professional SP2 / Windows Vista Business (32 bit) / Windows 7 (32 bit)            USB 1.0/2.0 Port for Arc Console Keyboard            SoundBlaster compatible sound card and speakers are required for the Console Operator and Arc Wallboard.</p>
<p><b>Arc Agent</b></p>	<p><b>Pentium 4 Entry Level Specification</b>            256 MB RAM            1GB available Hard Drive space            CD-ROM/DVD-ROM            Network Card            Connected to Network via TCP/IP            SVGA (1024x768) display card</p>

	Windows XP Professional SP2 / Windows Vista Business (32 bit) / Windows 7 (32 bit) Internet Explorer 6.0 or higher
<b>XML Agent</b>	Compatible with the following Cisco Unified IP phones running Skinny Call Control Protocol (SCCP) <b>7940G / 7941G / 7960G / 7961G / 7970G / 7971G</b> Phone MUST be set to Headset mode as this module requires "Auto Answer" to be configured on the device. With Windows 2008 running IIS7, the following roles must be added: <ul style="list-style-type: none"> <li>• IIS6 Management Compatibility</li> <li>• ASP Extensions</li> </ul>



### NOTE

With Windows Vista and Windows 7, in order to make changes to the client applications settings and for them to stay applied after restart, the client application must be run as an administrator.

## 1.8 Cisco Unified Communications Manager compatibility

**Arc Enterprise version 5.1 is compatible with the following Cisco Unified Communication Managers (CUCM) and the respective Cisco TAPI TSP.**

A full compatibility matrix can be found on the website (see page 1 for web links)

CUCM	6.1a****	6.1.2***	6.1.3***	6.1.4***	7.0.1***	7.0.2**	7.1.2*
Cisco TAPI TSP	6.1(0.10)	6.1(2.4)	6.1(3.2)	6.1(4.2)	7.0 (1.6)	7.0 (1.6)	7.1(1.5)

\* Arc Enterprise version 5.1 has been internally tested without issues being discovered against version 7.1.2. Currently there is no support for new phone models (Roundtable) until further notice.

\*\* Arc Enterprise version 5.1 has been internally tested without issues being discovered.

\*\*\* Arc Enterprise Version 5.0 Passed IVT in July 2008 against CUCM 6.1 and CUCM 7.0.1 in September 2008.

\*\*\*\* Several issues with Extension Mobility and TAPI, raised with CISCO.

## 1.9 Resolved issues from Version 5.0.2 to 5.1.0

Log Number	Issue description
<b>LDAP Server</b>	
PDD 22676	LDAP Server – LDAP not importing contact numbers correctly.
TP19324 TP 19039	LDAP server stopping unexpectedly and having problems with sync.
TP 17793	Resolved issue where LDAP Synch was attempting to happen on the Subscriber server.
<b>CT Server</b>	

22448	CT Server – Online sync is not working with certain passwords.
TP 14174	Issue with Call Forward information not be presented correctly in Operator console.
TP 17037	Issue with Queue Priorities where external calls are having the call priority set to an incorrect value.
TP 18699	CT Service terminates unexpectedly.
TP 19155	Issue with Failover where CT Driver was not initiating correctly.
PDD 22998	LDAP 100k Contacts Online Sync – When an LDAP source has 100k plus contacts, if the source is enabled for online sync's then due to keepalive failures, the sync tends to fail under certain circumstances.
<b>Admin</b>	
TP 19287	Admin application doesn't allow user to delete call filter item.
TP 18814	Issue with installation failure on a subscriber server, due to missing snapshot.
TP 19216	Resolved issue where resilience install fails due to being unable to copy DLL driver.
TP 13905	Modified Resilience so that it could be installed on drives other than C:
<b>CT Driver</b>	
TP 19155	Resolved failover issue where synchronous device monitoring/de-monitoring support.
TP 18977	Operator not displaying icon while in Queue Music was being played.
<b>Supervisor</b>	
TP 16142	Resolution of Completion codes and Completion Groups not downloading correctly due to incorrect permissions.
TP 16301	Selecting an agent group and all its agents would not filter the report down and would instead show all agents.
TP 18539	Memory leak fix
TP 18830	Arc Supervisor user unable to manually log into the backup server – Feature Added.
<b>Wallboard</b>	
TP 19313	Wallboard Memory Leak
TP 18384	Wallboard Logging – currently not wrapping
TP 18070	Saved Wallboard template missing after an upgrade. Issue resolved with new installation routine.
<b>Installs</b>	
TP 18901	Subscriber Initialise retry time is now set to 80000 having previously been set to low to manage timeout due to network capacity.
TP 17793	The LDAP service is now set to Manual when the server/admin install is run in subscriber mode.

TP 18909	Issue with In Queue Messaging where initial message is played then the line goes quiet.
<b>Operator Console</b>	
TP 19215	Resolution of an issue where columns in Alternative Numbers were not retaining the size when modified.
TP 19213	External Numbers display order does not hold a sequence - this was in memory mode, and happened due to being indexed by a unique field which is hidden from view.
TP 18674	Console not popping correctly when call is received but application is in the background. Will only work when console is minimised.
TP 19200	BLF status is not shown correctly when a call is on hold in F5.
TP 19350	Calls not coming into queues correctly
TP 19335	Corrections required for German localisation
TP 19663	MOC 2007 Issue – When starting the console application, if you have Microsoft Presence integration switched on, and MOC is not currently running, an instance of MOC gets started by the console app.

## 1.10 Resolved Issues from 5.1.0 EFT

The following table outlines fixes that have been done during the EFT (Early Field Trials) period. They include issues that have arisen during the EFT as well as generic fixes that have been reported via testing and customer support calls.

Log Number	Issue description
<b>Installation (various products)</b>	
TP 20631	When installing some of the applications, if the user tries to abort the install, the install would not finish, but move onto the next page of the wizard.
<b>Admin</b>	
PDD 22897	ArcData folder is now created on install.
PDD 22909	Creating a database for the system when the user and company name are too large to fit into their respective fields, would stop the database from being able to be used.
PDD 23070	When creating a voice session, the default filter was not being created/displayed.
PDD 23198	Using the Admin app, a DDI exact match filter can be created against one queue and then the same DDI filter could be created against another queue.
PDD 23115	Product Review bugs created for the Admin Application.
TP 20462	Running the reports in the admin produces an error message.
TP 20485	Copying a Permission Group in the Admin does not save to the configuration database.
TP 20217	CT Server was not mapping the Permission_unique attribute of the

	Agent _details table from configuration to logging database.
TP 19625	A new feature has been added to disable the recall functionality to the Operator.
<b>Agent</b>	
TP 19801	Fixed Agent when goes Available after supervisor has assigned a skill.
TP 20426	Logging an agent into a community that is not full access, triggers a memory leak in the agent application.
<b>Console Operator</b>	
PDD 22955	Erratic MOC 2007 issue when opening console application with MS presence enabled.
PDD 22904	Contact menu height when running in extra large font size.
PDD 22935	When creating Operator users, these would then consume an Agent licence.
PDD 22937	When running the console directory in Direct Mode, if you change a contacts details you have to research to refresh that contact.
PDD 23328	Unable to edit device features of CTI server monitored devices.
PDD 23118	Product Review bugs created for the Operator Application.
TP 19832	Operator alternate row shading - F6 Speed Dial
TP 18064	Work to fix 3 states not supported for OCS 2005
TP 20473	Upon logging into the console application, the contact directory fails to load.
TP 20568	When trying to transfer a call to voice mail that is muted, the transfer would fail.
TP 20573	When running the operator in Direct Mode, upon deleting a contact from the directory, the contact would not be removed.
TP 19504	Citrix friendly ringtones produced and available on request.
<b>CT Driver</b>	
TP 20239	Calls going to default destination, Int little fix for DND notifications from B63
<b>CTI Server</b>	
PDD 23267	CTI Server does not resolve the states of DN's that are in E164 format.
<b>CUPS</b>	
PDD 23276	CUPS Manager has problems reconnecting to the services once it has been restarted.
TP 20846	CUPS file information will be written to the log file as the file header info.
<b>LDAP Server</b>	
PDD 22998	Performing LDAP syncs with large contact repositories fails due to keep a lives not operating correctly.
TP 19039	LDAP Attribute Names order issue.

<b>Supervisor</b>	
TP 20430	Logging agents in via the supervisor to an external number fails with an invalid extension message.
PDD 23110	Supervisor and Agent User Guides updated to reflect changes made in version 5.1
<b>Database Upgrade Application</b>	
TP 20217	Database Upgrade Application was amended to resolve the CT Server mapping issue.

## 1.11 Open issues with Version 5.1.0

Log Number	Issue description
<b>Presence</b>	
PDD 23217	Installing Arc Presence on Windows 2008 an error is displayed whilst trying to register a component thus stopping Arc presence from functioning properly.
<b>Supervisor</b>	
PDD 23123	Supervisor periodically fails to populate contacts when the server is under heavy load with a large configuration (e.g. 100 Queues, 100 Operators, 200 Agents, 100 000 Contacts, 200 Directory Groups, 100 Skills, 100 Skills, 255 devices, 96 voice ports, 25 monitor users).
<b>Documentation</b>	
PDD 23439	Help file format is now no longer supported by Windows 2008, Vista & 7. A component from Microsoft is available to allow you to view the files.  Downloaded and install "Windows6.0-KB917607-x86(WinHlp32.exe)" from <a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=6ebcfad9-d3f5-4365-8070-334cd175d4bb&amp;displaylang=en&amp;Hash=MqtWIOT5BO3xJB9mcND9UblAZueh uRZJJBFrmoKdFvxcUJjkgMXK2FmhxvOgjqdKMVLj0Bb6%2fbGmvKIXR7sKA%3d%3d">http://www.microsoft.com/downloads/details.aspx?FamilyID=6ebcfad9-d3f5-4365-8070-334cd175d4bb&amp;displaylang=en&amp;Hash=MqtWIOT5BO3xJB9mcND9UblAZueh uRZJJBFrmoKdFvxcUJjkgMXK2FmhxvOgjqdKMVLj0Bb6%2fbGmvKIXR7sKA%3d%3d</a>
<b>CT Server</b>	
PDD 23477	Call orientation (Internal or External) becomes incorrect when after a call passes through several transfers (3 hops) via operators and agents.
TP 20676	CTI Server registers a CTI Route Point or CTI Port that maybe setup for Call Forward No Answer when in a resilience setup, thus stopping calls from being forwarded to a subscriber device.  Work around by creating a device with a description that is alphabetically smaller than devices with call forward no answer set.
TP 20664	Default break hour reasons (NS and WEND) cannot be linked to a non full access community.
TP 20432	Call cannot be delivered to a remote agent if FAC or CMC is enabled on the gateway used to deliver the call.

TP 20471	Static Voice Ports used by the Voice Server cannot be larger than 10 digit DN's.
<b>Admin</b>	
TP 20630	Administrator application closes without warning.
<b>Agent</b>	
TP 20661	Emergency instigation does not present a list of queues when opening on first attempt in Agent.
<b>Web Connect</b>	
TP 20791	Compatibility issue with Windows 2008. Workaround available.

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