



Innovations in Call Recording
And Contact Center Solutions

May 2011

cc: Discover Release Notes

Version 4.5

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General Information

Document Revision History			
Revision	Change Description	Author	Effective Date
1.0	Initial Release	Matt Madzia	5/18/2011

[cc:Discover Release Build Information](#)

Initial Build Version: 4.5.2011.0

Release Date: May 23, 2011

[About this release](#)

The 4.5 version is a new feature release that contains many improvements over the previous feature release, version 4.4

[Obtaining the Release Software](#)

cc:Discover software must be obtained and installed through the CallCopy Support team. Software and services are only available to customers that have a current maintenance contract with CallCopy.

To inquire about obtaining a new release, please contact your CallCopy Account Manager, or e-mail projectmanagement@callcopy.com .

System Requirements

Software Requirements

cc: Discover Server

- **Operating System:** Windows Server 2003 SP2 (32 bit only), Windows Server 2008/2008 R2
- **Database:** Microsoft SQL Server 2008 (R2 is **NOT** supported)
- **Web Server:** Microsoft Internet Information Services v6.0-7.0
- **Additional Software:** .NET Framework v4.0 or higher, MS C++ Redistributable 2010
- **Disk Space:** 2GB free space required

Client Applications and Web Portal

- **Operating Systems:** Windows XP, Windows Vista, Windows 7
- **Web Browser:** Microsoft Internet Explorer 7 or greater, Mozilla Firefox 2.0 or greater (Internet Explorer 8 or Firefox v3.5 recommended)
- **Browser Plug-ins:** Microsoft Silverlight v4.0.60310.0 or higher
- **Additional Software:** .NET Framework v3.5 SP1 or higher

Hardware Requirements

cc: Discover Server

Varies, depending on number of modules configured in the system and module usage patterns. Appropriate hardware requirements are determined during the implementation process.

CAV Player, On Demand Client, Insight Client

Minimum Specifications:

- Pentium 500 MHz
- 128MB RAM
- 50MB hard drive space
- 1024 X 768 – minimum screen resolution

Recommended Specifications:

- Pentium 1.5 GHz
- 1 GB RAM
- 50 MB hard drive space
- 1280 X 1024 or higher screen resolution

Web Player, Screen Capture Client

Minimum Specifications:

- Pentium 1.5 GHz
- 1 GB RAM
- 50 MB hard drive space
- 1280 X 800 – minimum screen resolution

Recommended Specifications:

- Pentium 3Ghz or 1.6Ghz dual core
- 2 GB RAM
- 50 MB hard drive space
- 1280 X 1024 or higher screen resolution

Major Features Added

Insight Billboards

- New Wallboard style widget displays for large format screens

Web Player Improvements

- Users can now set their own default call filters
- Call duration can be filtered by seconds
- Better QA Evaluation handling, view all associated evaluations from context menu, open evaluation forms in a separate window
- Performance enhancements, quicker playback, less memory usage

New Speech Analytics Reports

- Tag & Category Trending reports

Archiver Improvements

- Scheduled Time of Day archiving
- Archive Management from Web Portal

Mitel ICP/MBG High Availability support

- Support for Mitel ICP/MBG resiliency configurations

Changed/Removed Functionality

Widget Database deprecated – The installer no longer configures a ‘widget’ database during install, as it is no longer used by any CallCopy provided widgets. This database has been replaced with local SQL Lite instances for individual widgets.

Recording Archive table deprecated – The recordings_archived table is no longer used by the software for storing archived records. During an upgrade to version 4.5 from previous versions, a script will execute that will combine the data in this table with the main recordings table.

Known Issues

Issue RECORDER-2000 – Screen capture fails if using more than two monitors in a multiple axis (horizontal + vertical) orientation. If monitors are all arranged on a single axis, (horizontal or vertical) video will record with no issues. There is no known workaround at this time.

Issue WEB-1915 - A call to the AuthzInitializeContextFromSid API function fails during the delivery of an e-mail subscription in SQL Server Reporting Services. This error can occur in Reporting Services when you try to create and to process an e-mail subscription by using a domain user account. For possible resolutions to this issue, see the Microsoft Knowledge Base article KB 842423.

<http://support.microsoft.com/kb/842423>

Issue RECORDER-2478 – If an encryption key is changed while calls are in the process of being recorded, exception errors can be generated. To prevent these errors from occurring, shut down all CallCopy services when replacing encryption keys to ensure no operations that rely on the keys are in process during the change.

Full Changes in this Release

cc:Voice

New/Changed Features

Key	Issue Type	Summary
RECORDER-2710	Improvement	Acme Packet - Allow SIP OPTIONS replies to multiple addresses
RECORDER-2310	Improvement	Acme SRR - Support mid-call failovers
RECORDER-1848	New Feature	Active Directory - account sync module
RECORDER-2519	New Feature	API Server - add time index offset parameter to BLACKOUT functions
RECORDER-2494	Improvement	Archiver - Change the LoadArchivedFiles function to use UID instead of Username
RECORDER-2306	Improvement	Archiver - deprecate recordings_archived table
RECORDER-2686	New Feature	Archiver - Time of day restriction for archive actions
RECORDER-2687	New Feature	Archiver - update DB to support time of day restrictions
RECORDER-2259	New Feature	Audiocodes - Add 'Ignore' option for Automated Gain Control
RECORDER-2278	Improvement	Avaya PC - Create CTI Core Settings Page
RECORDER-2433	Improvement	Avaya TSAPI - Allow for scripting based off trunk private data
RECORDER-2389	New Feature	Avaya TSAPI - Implement MonitorCallsviaDevice function
RECORDER-2594	New Feature	Avaya TSAPI - Only monitor stations that have agents logged in to monitored hunt groups
RECORDER-1835	New Feature	Cisco DMS Integration - CTI Core Support
RECORDER-2528	New Feature	Cisco H.323 Trunk - Passive recording support
RECORDER-2484	New Feature	CTI Core - Allow API messages to be processed in channel scripts
RECORDER-2483	New Feature	CTI Core - Always send Priority events from Broadcaster modules
RECORDER-2136	New Feature	CTI Core - Create Broadcaster module to forward events to related Cores
RECORDER-2733	Improvement	CTI Core - lookup which server nodes are running SC for connection
RECORDER-2348	New Feature	CTI Core - Make Cisco CTIOS available as separate module
RECORDER-2734	New Feature	CTI Core - RTP Logger module
RECORDER-2531	New Feature	CTI Core - Utility to sync monitors list across multiple Cores
RECORDER-2668	Improvement	Genesys Integration - allow parsing of UserData attribute
RECORDER-2451	Improvement	LEGACY - Dataserver - Add database resiliency on startup
RECORDER-2440	New Feature	Mitel SRC - Support ICP and SRC Resiliency
RECORDER-2314	Improvement	Mitel SRC - Support ICP and SRC Resiliency
RECORDER-2327	Improvement	OnDemand - Notify clients when API Server connection is lost
RECORDER-2042	Improvement	OnDemand Server compatibility with Windows 2008
RECORDER-2467	Improvement	Remove Widget Database from installer
RECORDER-2406	New Feature	Support Utility - app to batch encrypt recordings
RECORDER-2570	Improvement	Transcoder - Allow separate Analytic Storage Path
RECORDER-2702	Improvement	WebMediaServer - lower log messaging level for client heartbeat messages

Resolved Issues

Key	Issue Type	Summary
RECORDER-2565	Reported Issue	AllLogix - Non-recognized character being passed causing regex to fail
RECORDER-2490	Reported Issue	API Server - errors indicating RECORDINGUPDATE does not match validevent type.
RECORDER-2605	Reported Issue	API Server - CRM Username is not always passed on Callstops from the event proxy
RECORDER-2673	Reported Issue	API Test Tool - Returns "Max line length exceeded" error if responses are large
RECORDER-2200	Reported Issue	Archiver - filename is updated even if files are inaccessible
RECORDER-2585	Reported Issue	Avaya TSAPI - calls not recorded if CONFERENCED event is received with PrimaryOldCallID of 0
RECORDER-2699	Reported Issue	Avaya TSAPI - CONNECTION_CLEARED message can be processed out of order in some conference scenarios
RECORDER-2263	Reported Issue	Avaya TSAPI - Race condition causing some conference calls to fail recording
RECORDER-2428	Reported Issue	CHANNELS Request via API returns no device alias
RECORDER-2501	Reported Issue	Core - AI Logix - Digit Buffers not clearing, causing digit presses to not be captures
RECORDER-2320	Reported Issue	Core is throwing an error trying to copy an XML file to a location that already has the file repeatedly
RECORDER-2198	Reported Issue	CTI Core - AI-Logix unexpected buffer values can crash module
RECORDER-2383	Reported Issue	CTI Core - Crash/no notifications sent to customer
RECORDER-2498	Reported Issue	CTI Core - Exceptions if passed illegal characters in filename
RECORDER-2651	Reported Issue	CTI Core - flagging records as containing video incorrectly if SC server quits unexpectedly
RECORDER-2514	Reported Issue	CTI Core - MsgParts function not parsing in channel script
RECORDER-2329	Reported Issue	CTI Core - Not listening for API Server if DB connection timed out
RECORDER-2712	Reported Issue	CTI Core - Warning messages generated when trying to move .xml files
RECORDER-2723	Reported Issue	Genesys Integration - Monitors not reloading on schedule
RECORDER-2210	Reported Issue	Installer - error message when upgrading from 3.x and disabling integrated authentication on DB
RECORDER-2652	Reported Issue	LEGACY - Avaya TSAPI not completing SSC if call is on hold
RECORDER-2700	Reported Issue	LEGACY - Recording Filters missing exact match option
RECORDER-2180	Reported Issue	Legacy Modules - CT-Connect Tadiran integration missing call stops intermittently
RECORDER-2643	Reported Issue	Logger - Exception when sending SNMP traps
RECORDER-2717	Reported Issue	Media Server - Excess logging on add/update SC client
RECORDER-2340	Reported Issue	OnDemand - error when starting recording "The given key is not present in the dictionary"
RECORDER-2576	Reported Issue	OnDemand Client - Not clearing recording status when no Device ID is defined
RECORDER-2713	Reported Issue	Recorder - dedicated record device does not remove call id
RECORDER-2586	Reported Issue	Scheduler - pvalue not calculating properly in schedule expressions
RECORDER-2500	Reported Issue	ShoreTel TAPI - WAVE recording not stopping if stop command is received via OnDemand
RECORDER-2598	Reported Issue	Transcoder - Failing to transcode .vox files recorded in Legacy recorders
RECORDER-2587	Reported Issue	Transcoder - module not retrying failed calls with the correct delay time
RECORDER-2611	Reported Issue	Verify Round Robin working as expected.
RECORDER-2275	Reported Issue	Webmediaserver silverlight listening port not configurable

cc:Screen

New/Changed Features

No new features for this product were implemented in this release.

Resolved Issues

Key	Issue Type	Summary
RECORDER-2742	Reported Issue	Screen Cap Server - Supress excess tracker update logging
RECORDER-2682	Reported Issue	Screen Capture - generic_display table updates causing performance issues
RECORDER-2453	Reported Issue	Verify screen capture stations are available to record before attempting screen recordings when stations lists are used.
RECORDER-2319	Reported Issue	Screencapture Station List not working properly in 4.3screencap server
RECORDER-2267	Reported Issue	Recording one extension is giving screen captures from several different PCs

cc:Quality

New/Changed Features

Key	Issue Type	Summary
WEB-2063	Improvement	Call List - Add 'View Evaluations' link to context menu
WEB-506	New Feature	Call List - View Evaluations for this call functionality

Resolved Issues

Key	Issue Type	Summary
WEB-1861	Reported Issue	Cannot Export QA Forms from Coaching > Manage forms tab on website.
WEB-1503	Reported Issue	Coaching - Evaluator Notes not clearing/submitted properly on Evaluation Forms
WEB-1938	Reported Issue	Eval notes dont text wrap properly.
WEB-1468	Reported Issue	QA Evaluations not displaying default responses for dropdown types if another response is listed first
WEB-2279	Reported Issue	QA Form Call Link not working
WEB-1840	Reported Issue	QA Form When Edited Loses Structure
WEB-1815	Reported Issue	The text in agent comments on a completed evaluation do not wrap causing the form to be stretched
WEB-1444	Reported Issue	Users can perform QA evals on agent that are not in a group attached to them through the Perform QA under the coaching tab
WEB-2106	Reported Issue	Web Player - Pop out Player in QA forms uses incorrect server address.

cc:Reports

New/Changed Features

Key	Issue Type	Summary
WEB-2289	Improvement	Report Subscriptions - Change Daily to only include "Repeat after this number of days"
WEB-1973	New Feature	User Permission - Analytics Reporting
WEB-1972	New Feature	User Permission - Analytics Administration
WEB-1971	New Feature	User Permission - View Analytics Data
WEB-1675	New Feature	Reporting - Evaluation List Report
WEB-1674	Improvement	Reporting - Add additional call detail to QA Detail Report
WEB-1673	Improvement	Reporting - change duration to hh:mm:ss format on Call Recording Detail report
WEB-536	New Feature	Create a filter for the QA Report list

Resolved Issues

Key	Issue Type	Summary
WEB-2248	Reported Issue	Agent Call Summary is Inaccurate
WEB-2200	Reported Issue	QA Summary by Section Bar graph showing wrong values
WEB-1963	Reported Issue	Form and Section Failure Report has a Call ID Link
WEB-1957	Reported Issue	No Data for Call Reporting> Agent Call Summary (Non-SuperUser)
WEB-1862	Reported Issue	QA Summary by question - N/A counts towards total scored, assigns 0.0 pts when none should be counted
WEB-1798	Reported Issue	Reporting - Call Evaluation Detail will not return more than 24 pages of results

cc:Analytics

New/Changed Features

Key	Issue Type	Summary
ANALYTICS-51	New Feature	Reporting - Speech Trending Reports
ANALYTICS-34	Improvement	Update Analytics Speech Tag Frequency reports
ANALYTICS-33	Improvement	Create Analytics Reporting directory

Resolved Issues

Key	Issue Type	Summary
ANALYTICS-61	Reported Issue	Analytics Engine Deletes Stereo wav after indexing failure making it impossible to re-try
ANALYTICS-55	Reported Issue	Analytics Module doesnt appear to be pulling old calls to process when new tags are added.

cc:Insight

New/Changed Features

Key	Issue Type	Summary
TOOL-136	New Feature	Widget - Call History Playback
TOOL-135	New Feature	Widget - Call Recording Notification
TOOL-119	Improvement	Updated Insight Server and Insight Desktop Client to use the new Widget definition/Template page
TOOL-116	Improvement	Update Desktop Client size.
TOOL-114	Improvement	Insight Widget Settings Page needs updated
TOOL-113	Improvement	Update Import page to import new Widget definition.
TOOL-112	Improvement	Add ability to restore a deleted widget or update an existing widget
TOOL-105	Improvement	Create Branding widgets for Billboard & Mobile pages
TOOL-57	New Feature	Create method for displaying widgets on large format displays (Billboard)

Resolved Issues

No issues have been reported for this product.

cc:Surveys

New/Changed Features

Key	Issue Type	Summary
SURVEY-157	New Feature	Create a way to play back a custom file if an invalid option is selected

Resolved Issues

Key	Issue Type	Summary
SURVEY-174	Reported Issue	TDM Surveys aren't passing digits correctly
SURVEY-94	Reported Issue	A survey form that has been deleted remains listed on the Survey Forms Listing as "Disabled"
SURVEY-92	Reported Issue	SIP IVR - Channel not clearing when IVR disconnects call

Web Portal

New/Changed Features

Key	Issue Type	Summary
WEB-2273	New Feature	Call List - Put a mouse over effect on the datagrid rows
WEB-2272	New Feature	Call List - Hide no data found box until list loads.
WEB-2204	Improvement	Web Player - Refactor to improve memory usage
WEB-2089	New Feature	PCI Compliance - Lockout user after 6 failed login attempts
WEB-2087	Improvement	Call List - Create the ability to score a qa form in a new window.
WEB-2011	Improvement	Call List - Hide analytics data if user does not have view permission
WEB-2010	Improvement	Call List - add number of records to web.config
WEB-2009	Improvement	Call List - Add seconds property to duration filter
WEB-2008	New Feature	Call List - Allow users to mark a saved filter as default
WEB-1988	Improvement	Admin pages - Increase Username Length to 255 and allow all ActiveDirectory characters.
WEB-1725	Improvement	Web Player - Add a method for collapsing the player panels
WEB-1619	Improvement	Create a unified codebase for Login and Forgot Password Screens
WEB-1586	Improvement	Call List - Support for loading calls, playback from DVD Archive
WEB-1312	Improvement	Refactor GetCalls DAL Method to improve performance

Resolved Issues

Key	Issue Type	Summary
WEB-2339	Reported Issue	purge option not showing in interface under next archive action even though it's set to purge in db
WEB-2210	Reported Issue	User Interface limits group name to 25 chars even though database allows 255 for that field.
WEB-2181	Reported Issue	Web Player - ShoreTel TAPI causing CCP file errors on playback
WEB-2123	Reported Issue	Web Player - pausing a recording then moving the 'slider bar' causes the 'Play/Pause' Icon to be in wrong state
WEB-2095	Reported Issue	Exporting - "The underlying connection was closed" error
WEB-2084	Reported Issue	When using the Add Agent as user Feature. The Email Address is not transferred to the user page.
WEB-2073	Reported Issue	Exports to CAV from webplayer doesnt incl video
WEB-2061	Reported Issue	Web Player - playing AI-Logix recordings w/o Transcoder causing exceptions on playback.
WEB-1998	Reported Issue	Call List - Flagging call causing agent list to refresh
WEB-1961	Reported Issue	Calls not playing back when invalid video files are present
WEB-1845	Reported Issue	Live Monitor doesnt follow group permissions
WEB-1580	Reported Issue	AI-Logix - Voiceboard temp recording location setting not saving
WEB-1526	Reported Issue	The date/time filter defaults to a 24 hour period starting with the given time going forward

Related Documentation

Installation Instructions

Installation Manuals are provided to authorized CallCopy distributors only. If you need to obtain installation documentation, please contact your Channel Account Manager.

Manuals

All Administrative and End-User manuals for the software can be obtained from the CallCopy online customer success portal, cc: Community at <http://success.callcopy.com>. Click on the "Information and Manuals" link from the top menu on the site.



530 W. Spring St.
Columbus, OH 43215
tele | 888.922.5526
intl | 614.340.3346
email | sales@callcopy.com
web | www.callcopy.com



CallCopy, a leading provider of innovative call recording and contact center solutions, is dedicated to ensuring the highest standards of customer and employee satisfaction. The award-winning, enterprise-proven cc: Discover suite delivers advanced call recording, screen capture, quality management, speech analytics, performance management, customer survey and workforce management capabilities to organizations of all sizes and industries across the globe.

CallCopy empowers these organizations to gather business intelligence, which is leveraged to maximize operational performance, reduce liability, achieve regulatory compliance and increase customer satisfaction.