

Technical Bulletin

Alcatel-Lucent OmniPCX Office

TC1849 ed.01

Release 9.1

New ACD PACKAGE 9.1.0 - 9.54.01 FOR OMNIPCX OFFICE

This document gives all necessary information on the New ACD package 9.1.0 - 9.54.01 for OmniPCX Office.

Revision History

Edition 1: August 13, 2013

creation of the document

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1 New ACD package 9.1.0 - 9.54.01 for OmniPCX Office

A new ACD package 9.1.0 - 9.54.01 is available for OmniPCX Office. This ACD package and its applications are compatible with all OXO releases R3.x to R9.1. <u>This version replaces the version 9.0.0 - 9.53.01</u>.

2 Application versions

This ACD package 9.1.0 - 9.54.01 contains de following applications:

Application	Version
Agent Assistant	9.53.01
Supervisor	9.54.01
Statistics	9.51.01

3 Corrections

Identifier	Siebel	Headline
crms00427215		Wrong calculation of Agent statistics

4 ACD Package historic

Applications	Package ACD 9.54.01		
Agent Assistant version	9.53.01		
Supervisor version	9.54.01		
Statistics version	9.50.01		

5 Installation and Migration of new ACD Applications 9.1.0 - 9.54.01

5.1 Installation

These applications are compatible with all OmniPCX Office releases R3.x, R4.x, R5.x, R6.x, R7.x, R8.x and R9.x.



5.1.1 Administrator rights:

On Windows operating systems after XP versions, it is mandatory to install all ACD Applications using a "right click" on "setup.exe" file and choose "Run as Administrator"; If this process is not used, some components may not be installed !

5.1.2 Running ACD application (Statistics Manager) on OS Windows 8 and Windows Server 2012

The Framework.NET functionalities must be activated as described bellow.

ACD applications provide some services based on HTTP Framework.NET 1.0 and 2.0 functionalities. These versions are no more installed on Windows 8 or Windows Server 2012, only the version 4.0 is installed. That means ACD applications will not natively work with FrameWork.NET 4.0 on both systems. To make it possible it is necessary to provide FrameWork.NET 2.0 functionalities through FrameWork.NET 3.5 on these operating systems.

Windows 8 and windows Server 2012 provide a way to activate FrameWork.NET 3.5 functionalities by checking the following option in administration mode.

 Activate "FrameWork.NET 3.5 functionalities" in Windows 8 using "Configuration panel/program & functionality/functionality" menu by checking the following option in administration mode.



a.	Windows Features	- • ×
Turn Wind	lows features on or off	0
To turn a feat check box. A	ure on, select its check box. To turn a feat filled box means that only part of the featı	ure off, clear its ure is turned on.
•	T Framework 3.5 (includes .NET 2.0 and 3	.0)
🖃 🔳 .NE	T Framework 4.5 Advanced Services	
	ASP.NET 4.5	
• • •	WCF Services	
🖌 📙 Inte	ernet Explorer 10	
🕀 🗌 📕 Inte	ernet Information Services	
🗌 📙 Inte	ernet Information Services Hostable Web (Core
🕀 🔽 📕 Me	dia Features	
🕀 🛄 Mi	crosoft Message Queue (MSMQ) Server	
🕀 🔳 🔒 Pri	nt and Document Services	
Rer	note Differential Compression API Suppor	rt
RIP	Listener	~
	ОК	Cancel

 Activate "FrameWork.NET 3.5 functionalities" in Windows Server 2012 by checking the following option in "Add Roles and features Wizard" menu.

2	Add Roles and Features Wizard	_ □ ×
Select features Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Select one or more features to install on the selected server. Features NET Framework 3.5 Features Image: Second Seco	DESTINATION SERVER WIN-VSHOVMN4A47 Description .NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for building applications that offer appealing user interfaces, protect your customers' personal identity information, enable seamless and secure communication, and provide the ability to model a range of business processes.
	< <u>P</u> revious <u>N</u> ext :	Install Cancel

5.2 Migration from 9.xx.xx to 9.54.01

In order to perform a migration from an ACD applications from 9.xx.xx to 9.54.01, just install the new applications; existing ones will be upgraded automatically.

5.3 Migration from 5.xx.xx, 6.xx.xx, 7.xx.xx or 8.xx.xx to 9.54.01

In order to perform a migration from an ACD application 5.xx.xx, 6xx.xx, 7.xx.xx or 8.xx.xx to 9.54.01, it is mandatory to uninstall one by one all previous ACD applications 5.xx.xx, 6.xx.xx, 7.xx.xx or 8.xx.xx present on the PC.

To uninstall ACD applications use preferably:

/control Panel/Program and feature/ Uninstall Windows Menus.

Do not forget to delete all directories available under: "C:\program files\ Alcatel Omni Touch Call Center Office".

Before uninstalling the statistic application, make sure "Automatic printing" is disabled and verify that no ACD statistics are stored in ACD statistics directories; if statistics are present then save them in another directory. Then reinstall one by one all new ACD applications following the different Wizards.



If you install New ACD applications 9.0.0- 9.54.01 on the PC, without removing the old applications 5.xx, 6.xx, 7.xx or 8.xx.xx, the ACD applications modules will not be destroyed or upgraded. In this case the new applications 9.0.0 - 9.54.01 will not operate properly.

6 Supported OS

	Windows	VISTA	Windows 7	Windows 8	Windows 2008	Windows 2012
ACD	XP SP3	32 bits SP2	32/64 bits	32/64 bits	server R2	Server
Application			SP1		64 bits/SP1	64 bits
3.0.0	Yes	No	No	No	No	No
4.0.0	Yes	Yes	No	No	No	No
5.0.0	Yes	Yes	Yes	Yes	Yes	Yes
6.0.0	Yes	Yes	Yes	Yes	Yes	Yes
7.0.0	Yes	Yes	Yes	Yes	Yes	Yes
8.0.0	Yes	Yes	Yes	Yes	Yes	Yes
9.0.0	Yes	Yes	Yes	Yes	Yes	Yes
9.5x.0	Yes	Yes	Yes	Yes	Yes	Yes



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- New technical communications
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- Newsletter
- Etc.



twitter.com/ALUEnterpriseCare

facebook.com/ALECustomerCare

Submitting a Service Request

Please connect to our <u>eService Request</u> application.

Before submitting a Service Request, make sure that:

- In case a Third-Party application is involved, that application has been certified via the AAPP
- You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the <u>Technical Documentation Library</u>
- You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the <u>Technical Documentation Library</u>
- You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the <u>Technical Knowledge Center</u>

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