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NMS Release 1-1220

Release Date

2013-02-27

Highlight

- Call Center Features
 - Portal support for two new scopes.
 - "Call Center Agent"
 - Ability to see active queues with light stats
 - Ability to see change availability in a simplistic manner
 - Logging of activity for stats reporting
 - Ability to see previous calls which auto updates.
 - Ability to add notes including pre configured dispositions and reasons
 - Ability to manage active call
 - reject
 - answer
 - hold/unhold
 - end
 - transfer
 - "Call Center Supervisor"
 - Ability to see all call queues with fuller set of live stats
 - Ability to graph current active call data per queue or in total
 - Ability to monitor in real time all agents including custom status messages
 - Ability to easily modify agents or settings per queue.
 - Easy access to statistics including export capabilities
 - Access to Audio monitoring including NCS assisted audio merging
 - Ability to "barge" and "whisper" into a call to assist a agent currently on a call.
 - Allows user to switch into agent mode if they need to handle calls as well.
- Portal Bug fixes and speed improvements.
- More live data and call control features
- Introduction of "tap" ability from API
- Better handling of trunk limits allowing 1 direction capping based on total capacity.
- SIP Publish support
- Support for mid call actions via the API
- 911 call triggered actions
- Changes to linear and offnet agents in huntgroups

Resolved Issues

Issue #	Issue Type	Descriptions
NS005606	Feature	Service Code field cannot be removed/blanked
NS006676	Feature	Whisper coaching and Barging instructions or star codes
NS006803	Defect	Issue with the filter and URL
NS007027	Feature	Call Center Feature request
NS007231	Defect	Some of the PHP code is missing in util_ping.php

NS007253	Feature	Application that when receives 486 sends caller to voicemail if called party has voicemail otherwise responds w/ 486
NS007290	Feature	Handle multiple diversion headers without "AllowDupliHeader"
NS007403	Defect	Linear Offnet Hunt Group
NS007436	Feature	Ignore Limit on orig or term
NS007446	Feature	XIPX Integration
NS007581	Feature	SIP PUBLISH Support
NS007605	Defect	INFO Packets not being passed
NS007664	Defect	Transferring Across Colos
NS007863	Feature	'reject' option for an Active call action
NS007668	Feature	Different colors for AOK and EXPIRED
NS007688	Defect	Inbound calls going straight to VM, SIP trace shows 415 Unsupported Media Type
NS007801	Defect	MOH Broken
NS007807	Feature	911 Notifcation causing leg to 911 dispatcher to use "Caller ID" instead of "Emerg Caller ID"
NS007846	Defect	Audio Monitoring keeps kicking us off after about 45 min
NS007881	Defect	NMS crash by very long string value in VMail's inf file
NS007896	Feature	Use "insert ignore" for mysql cdr insert
NS007897	Feature	Additional 'ts' value in active calls.
NS007938	Feature	SNAPstart: customize email attachment name format
NS008022	Defect	Allow * queue for all queues in the activate and deactivate from the new API (via sbus)
NS008029	Defect	If unified messaging is enabled, data limit and warning do not work properly
NS008103	Defect	Fixed Destination Account Login issue
NS008157	Defect	IVR Intermittently Fails
NS008159	Defect	Presence error upon FNA from Call Queue to a User
NS008174	Defect	Multiple Devices Unregistered on different Domains
NS008272	Defect	Unable to edit hunt groups on domain level admin account
NS008356	Defect	Call uses wrong answering rule
NS008382	Defect	Outbound Call Park Fails

Database Changes

Table	Fields	Descriptions

Changes

NCS CPP Code

Issue #	Descriptions

NS006676 NS007027	(1-1220x16) Added system parameter ""ConfDelUponEOT" (with default to "no")
	(1-1220x17) Changed default "ConfDelUponEOT" to true
	(1-1220x22) Added "SBusAsyncResponse" system parameter with default = "no"

NMS CPP Code

Issue #	Descriptions
	(1-1220x1) Added Active Call Action "hold_term", "hold_orig" and "unhold"
	(1-1220x2) Show Call Appearance in Active Call Record for both Orig and Term
	(1-1220x2) Tweaked the RTP Relay restart procedure upon entering MOH, to better support the Active Call Action "hold_term" and "hold_orig" operations
	(1-1220x3) Added support for "Emergency w/Notify" and "Call-Say-Acct" responder application
	(1-1220x4) Tweaked the CDR for the Call-Say-Acct" and "EMail-Account-Info" responder application
	(1-1220x5) Added "TODbConnect" (default 10s) and "TODbReadWrite" (default 1000s) to configure T/O for MySQL connection
NS007581	(1-1220x5) Support routing of Out-Of-Dialog PUBLISH
NS007605	(1-1220x5) Correct handling of Mid Call INFO from call started with S-Ring
	(1-1220x6) Protect periodic File Directories Clean Up function against File directory loops with system parameter <MaxLenFilepath> (default to 128)
	(1-1220x6) Added system knob <RouteSourcePostDT> (default to no) to select latest post Dial Translation of Source URI for Route lookup
NS007290	(1-1220x7) Added native handling of multiple Diversion Header without "AllowDupliHeader"
NS007436	(1-1220x7) Added Connection Token "OrigIgrTotal" and "TermIgrTotal" to allow a connection to ignore the the Total Session Limit for Inbound or Outbound INVITE respectively
	(1-1220x8) Trump PAssertedTrust by Trusted to prevent multiple P-Asserted-ID headers
NS007446	(1-1220x8) Added "disp_type", "reason" and "notes" to CDR message published to SBUS
	(1-1220x8) Improved mutex lock arrangement for SBUS Send vs Publish FIFO
	(1-1220x8) Increased the text size handling for TraceToFile
NS007688	(1-1220x8) Correct missing initialization for RateAccAsPAsserted in Call Leg parameter
	(1-1220x9) Added more detail to Tracing of Dial Permission logic
NS007807	(1-1220x9) Applied post (instead of pre) Dial Translated Source Info to route and form INVITE for Call Back
	(1-1220x9) Force SBUS Submit for used by "Emergency w/Notify" to request SBus Send Action with NO Batching
NS007801	(1-1220x9) Disable MOH toward connection that has <NoPortChange> token
NS007801	(1-1220x9) Correct media port value in SDP when transitioned from RTP Relay Off to On for MOH
	(1-1220x10) Allow MOH toward connection that has <NoPortChange> token but already have RTP Relay Context allocated
NS006676 NS007027	(1-1220x11) Added option to Barge In for existing Audio Monitor mechanism
NS006676 NS007027	(1-1220x12) Added API support to start "tap" session and to switch among listen only, whisper vs barge-in

NS007881	(1-1220x12) Recoded VMail "inf" file parser to handle very long string value
NS007863	(1-1220x12) Added API support to "reject" ringing call
NS007896	(1-1220x13) Write CDR with Replace statement
NS007897	(1-1220x13) Additional 'ts' value in active calls db table
NS006676 NS007027	(1-1220x13) Added API support for Force PCM in the talking state
NS006676 NS007027	(1-1220x13) Added auto disconnect of Listening sessions if "tapped" session gone away
NS006676 NS007027	(1-1220x13) Added the "force_pcm" option for API call action "tap"
NS007863	(1-1220x14) Added the "aor" option to Call Control Action to "reject" specific device when S-Dispatching from Call Queue
NS007253	(1-1220x14) Added the system parameter <StopIfNoVmail> to stop the IVR and relay response, e.g. 486, from callee back to caller upon failure to connect and that vmail is not enabled
NS005606	(1-1220x15) Support setting <NULL> Service Code for Subscribers or Devices
	(1-1220x15) Corrected the Term Sub in CDR before answer, and scrub consistency for Term Sub when answered offnet
NS006676 NS007027	(1-1220x15) Added system parameter <TapPcmLagSec> (default to 2) to delay the starting of tap session from API event
NS007938	(1-1220x16) Replace the hostname component of Caller ID (and hence vmail filename) by a hash of the hostname
	(1-1220x18) Correct issue with multi-tier AA "Forward" operation to a User
	(1-1220x19) More tweak to API "reject" action during Call Dispatching
NS007846	(1-1220x20) Correct Monitor state to apply "Talk" instead of "Pre-Talk" Timeout
	(1-1220x20) Correction missing Initialization of CDR's Disposition Type, Reason and Notes
NS008022	(1-1220x20) Added support for SBUS command to "agent" object for "update" action with 'entry_action' to 'make_av', 'make_im', 'make_ma' and 'make_un' and apply to all queue for the specified "device"
	(1-1220x21) Added "DialLoopMax" with default to 32
	(1-1220x21) Set CDR Term Sub as Device Owner upon Answer
	(1-1220x22) Added "SBusAsyncResponse" system parameter with default = "no"
	(1-1220x23) Correct setting of Term Sub as Device Owner upon answer from Call Dispatch with S-Ring
NS008157	(1-1220x24) Correct missing initialization of the "Disconnect" boolean for the WebResponder state.
	(1-1220x25) Added action to "make_ma_av" (Make Manual Available)
	(1-1220x26) Reject logic ignore no User Agent header
	(1-1220x26) Added "RejIgnoreUa", "RejIgnoreContact" and "RejIgnoreApplp"
	(1-1220x27) Correct missing Dial Policy for Prepaid ANI Passthrough originated from a Connection
NS008159	(1-1220x28) Correct presence status of Call Queue owner upon FNA to another subscriber
NS008174	(1-1220x29) 2X internal Registrar Update FIFO and make them configurable as system parameter "SizeRegFifo" and "SizeRegUpFifo" (both defaulted to 512)
NS007664	(1-1220x30) Correct missing Dial Plan info when blind Xfer across Geo nodes
NS008356	(1-1220x31) Correct Time Frame Selection and Time Range's order to be sorted by numerical instead of lexicographical order
NS008382	(1-1220x32) Correct tagging of Parked Outbound Call so that they don't get purged by accident
NS007403	(1-1220x32) Correct tagging of Hunt Group Entry dispatched by Spawning to Request Confirmation to provide sequencing through linear hunting

UI Code

Issue #	Descriptions
	(1-1220x1) Show HG Entry Status for Registration Not Required
	(1-1220x2) Show Call Appearance in Active Call Record for both Orig and Term
	(1-1220x3) Added support for generic template to NsMail service
	(1-1220x4) Insert "email_acct_info.php" to `SiPbxDomain`. `images`
	(1-1220x5) Recoded generic SQL Insert 'ON Duplicate" to apply "VALUES" function instead of raw values to conserve SQL size
	(1-1220x6) Correct "Add" Connection operation
	(1-1220x7) Added UI_CDR_MAX_SEARCH_DAY with default to 180
	(1-1220x8) Correct pre-setting of Start Time Filter for Event page
NS007231	(1-1220x8) Correct missing PHP tag in the ping utility page
	(1-1220x8) Correct drop down box default value presentation when there is an option for the "0" value
NS006803	(1-1220x8) Add missing html special chars handling for Filter's value
NS007668	(1-1220x8) Added UI Config UI_COLOR_FOR_AOK, UI_COLOR_FOR_EXPIRED, UI_COLOR_FOR_CAUTION and UI_COLOR_FOR_WARNING
NS006676 NS007027	(1-1220x11) Added UI option <AUDIO_MONITOR_ALLOW_BARGE_IN> to show buttons for Barge In options with existing Audio Monitor mechanism
	(1-1220x12) Replaced most e"INSERT INTO" by "INSERT IGNORE INTO" to avoid replication conflict
NS005606	(1-1220x15) Provide option to set <NULL> Service Code for Subscribers or Devices
NS006676 NS007027	(1-1220x16) Add parsing of "end-of-conference" at Conference's Time End
	(1-1220x17) Changed DEFAULT for SCOPE_ALLOW_RESELLER, SCOPE_ALLOW_CC_AGENT and SCOPE_ALLOW_CC_SUPERVISOR to "yes"
	(1-1220x17) Added option to select "Super User" for Subscriber's Scope
NS008272	(1-1220x18) Correct missing set of Domain level before checking for UI Config in the HuntGroup page
	(1-1220x19) Added display of OAuth Client's Error log at OAuth Client page
	(1-1220x20) Added the button to Purge Error per OAuth Client
	Added System Update To 1-1220 <ul style="list-style-type: none"> • Insert "email_acct_info.php" to `SiPbxDomain`. `images`

Responder

Issue #	Descriptions
	(1-1220x3) Added "Emergency w/Notify" and "Call-Say-Acct" responder application
	(1-1220x3) Added "EMail-Account-Info" responder application
	(1-1220x4) Tweaked the CDR for the Call-Say-Acct" and "EMail-Account-Info" responder application
NS008103	(1-1220x5) Correct parameter 1 for Fixed Destination Account Login from "SourceDestination" to "ToUser"
NS008029	(1-1220x6) In AA-VMail prompt, apply same treatment (i.e. to check data limit) upon digit T/O as if digit 2 was entered to explicit select leaving V-Mail

Audio Files

Audio Files	Descriptions
phrase-911-call-originated-by.wav	"There is Nine One One call originated by"

Upgrade Procedures

- System > Backup and Restore > Code Upload
 - Upload from: **nms-1-1220-u10_64.tar.gz**
 - Click "Upload Code"
- System > Backup and Restore > Code Upload
 - Upload from: **Nms_UI_1-1220.tar.gz**
 - Click "Upload UI"
- System > Backup and Restore > Code Upload
 - Upload from: **ncs-1-1220-u10_64.tar.gz**
 - Click "Upload Code"
- System > Backup and Restore > Code Select
 - Click "Change"
 - Select
 - SiPbx Filename: **nms-1-1220-u10_64**
 - NCS Filename: **ncs-1-1220-u10_64**
 - UI Filename: **Nms_UI_1-1220**
 - Click "Apply"
- System > Backup and Restore > Archive Upload
 - Upload from: **Responder_1-1220.nca**
 - Click "Upload"
- System > Backup and Restore > Configuration Restore
 - Restore from: **Responder_1-1220**
 - Click "Restore"
- Untar **Audio_1-1220.tar.gz** to /usr/local/NetSapiens/default/audio
- Refresh browser to make system updates available in UI
- System > System Update > To 1-1220
 - If there is no confirmation message, repeat this step.
 - Note: All intervening DB updates must also be applied (e.g., To 1-1199 ... To 1-1220).
 - Note: DB error messages can safely be ignored.
 - Note: Requires tac login.
 - **Important: Apply at both sides of an HA pair.**
- Restart NMS and NCS to activate the new version