



# **Avaya™ CT for Siebel® 7**

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Release Notes

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#### Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, anyone who is not a corporate employee, agent, subcontractor, or person working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Web site:

<http://www.avaya.com>

Select **Support**, then select **Escalation Lists**. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, select **Global Escalation List**.

#### Providing telecommunications security

Telecommunications security (of voice, data, and video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or person working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Use (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human and data privacy, intellectual property, material assets, financial resources, labor costs, and legal costs).

#### Your responsibility for your company's telecommunications security

The final responsibility for securing both this system and its networked equipment rests with you, an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources, including, but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

#### Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site:

<http://www.avaya.com/support>

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#### Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1-800-618-8707 in the United States. For additional support telephone numbers, see the Avaya Web site:

<http://www.avaya.com>

Select **Support**, then select **Escalation Lists**. This Web site includes telephone numbers for escalation within the United States. For escalation telephone numbers outside the United States, select **Global Escalation List**.

#### Comments

To comment on this document, send e-mail to [crminfodev@avaya.com](mailto:crminfodev@avaya.com).

#### Acknowledgment

This document was written by the CRM Information Development group.

# Avaya CT for Siebel 7 Release Notes

## Contents

<b>Preface</b> . . . . .	<b>5</b>
Organization . . . . .	<b>5</b>
Related documents . . . . .	<b>6</b>
Avaya CT documents . . . . .	<b>6</b>
Avaya CT for Siebel 7 documents . . . . .	<b>6</b>
Siebel Enterprise Applications documents . . . . .	<b>7</b>
Customer support . . . . .	<b>7</b>
<b>Resolved modification requests</b> . . . . .	<b>9</b>
List of defects fixed . . . . .	<b>9</b>
List of enhancements . . . . .	<b>11</b>
<b>Installing the telephony driver</b> . . . . .	<b>13</b>

## Contents

# Preface

This document provides information relevant to the changes introduced in Service Pack 1 of the Avaya™ Computer Telephony (CT) for Siebel® 7 solution. It is assumed that the full system has been installed, configured and used before and only knowledge of the changes are required along with installation instructions for the component which has changed.

It is necessary to refer to Avaya CT for Siebel 7 Installation Guide, Avaya CT for Siebel 7 Administrator's Guide and the Avaya CT for Siebel 7 User Guide to set up the system for the first time.

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## Organization

This guide is organized as follows:

- [Resolved modification requests](#) on page 9
- [Installing the telephony driver](#) on page 13

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## Related documents

The following is a list of documents related to Avaya CT, Avaya CT For Siebel 7, and Siebel Enterprise Applications.

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### Avaya CT documents

The following is a document related to Avaya CT. This document is stored on the Avaya CT CD-ROM (not provided with Avaya CT for Siebel 7) under the \Docs folder in the root directory.

Avaya CT documents	File name (PDF)
Telephony Services Administration and Maintenance	netmangd.pdf

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### Avaya CT for Siebel 7 documents

The following are documents related to Avaya CT For Siebel 7. These documents are stored on the Avaya CT For Siebel 7 CD-ROM under the \Documentation folder in the root directory.

Avaya CT for Siebel 7 documents	File name (PDF)
User Guide	user.pdf
Installation Guide	install.pdf
Administrator's Guide	admin.pdf
Release Notes	ReleaseNotes.pdf

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## Siebel Enterprise Applications documents

The following are documents related to Siebel Enterprise Application. These documents are stored on the Siebel Bookshelf CD-ROM (not provided with Avaya CT for Siebel 7) under the \Docs folder in the root directory.

<b>Siebel Bookshelf documents</b>
Communications Server Administration Guide
Siebel Tools Guide
Application Administration

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## Customer support

For questions about Avaya CT For Siebel 7, customers can call the Avaya Support Center at 1-800-618-8707 and follow the voice prompts for the Siebel interface.



# Resolved modification requests

This section includes the following topics:

- [List of defects fixed](#) on page 9
- [List of enhancements](#) on page 11

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## List of defects fixed

Defect description	Fixed in	Config changes	Siebel impact	Ticket number
Driver crashes in certain instances of conf complete if a drop event immediately proceeds the confirmation event	1.1.0.18	N.A	N.A	72813
Driver crashes if a merge init is called and the conf event comes before the line appearance has had time to initialize.	1.1.0.18	N.A	N.A	72813
Driver crashed in certain instance when a retrieve call command is made after a mute transfer/conf is made that fails	1.1.0.18	N.A	N.A	72813
Driver crashes during shutdown if the Tserver doesn't respond quickly to a stop monitor command	1.1.0.18	N.A	N.A	72813

## Resolved modification requests

Defect description	Fixed in	Config changes	Siebel impact	Ticket number
Driver hangs when an agent tries to logout with work still pending	1.1.0.18	N.A	N.A	72813
An error message appears frequently on Agent screen on Answer call with Driver error =2 reported in the SComm log files for the agent and threadpool failure error in DBWin32	1.1.1.0	N.A	N.A	8947054
Driver crashes when there are many instances of browser-freeze and agents have to open-new browser session and re-login to siebel	1.1.0.18	Each agent in a particular configuration must have unique combination of Switch Agent ID & teleset	Set <b>MaxCommToolBar = 1</b> . Therefore a CTI agent cannot have more than a single active Browser session. If he opens a second browser session and keeps the first session logged-on as CTI-toolbar will get greyed-out	8762833
Driver crashing because of IIDigits value which is a short, being processed as string	1.1.0.19	NIL	N.A	9160211
Debug messages being generated in MSGLOG table even if debug is set to FALSE	1.1.0.17	Debug parameter must be configured as specified in admin.pdf	N.A	N.A
Driver crashes during race condition while agents are logged out of Siebel	1.1.0.18b	N.A	N.A	9160211
Driver crashes during call transfer	1.1.0.19	N.A	N.A	9257130

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## List of enhancements

Enhancement description	Fixed in	Config changes	Siebel impact	Ticket number
Driver slows down in the instance of a CTI database failure. This prevents all agents from working. This was fixed by adding a database connection pool for the driver.	1.1.0.18	A parameter <b>CTIDBPoolSize</b> has to be configured in the CommunicationsDrivers & Profile configuration screen. The permissible values and details are present in the admin.pdf	N.A	72813
Added enhancement to cause dump of param object contents on an exception to event-viewer	1.1.0.18	N.A	N.A	72813
Allow bookmarks up to any size to be transferred	1.1.0.17	The bookmarks will not be reflected in the MSGLOG table -only the number of parts and size will be reflected	N.A	8608081
Allow smooth transition of agents to back-up Tserver when primary Tserver goes down	1.1.1.0	<b>TSIsAlive= ~ 30</b> (that is, a small value)	The Siebel services do not have to be restarted if the connection to primary Tserver goes down	N.A
Improved the driver installation time	1.1.1.0	N.A	N.A	8582729
Allows the license.dat file which is used for licensing for using avaya driver to have any other name	1.1.1.0	The path to the license file and name should be given in the communications configuration pg.	N.A	N.A

## Resolved modification requests



## Installing the telephony driver

14. Click **Next**.

The program installs the files onto the server. Progress is shown the **Setup Status** dialog box. When finished, the **Installation Complete** dialog box is displayed.

15. Click **Finish**.