

NEC Release Notes

\Orchestrating a brighter world



DL5110159

November 30, 2016

Page 1 of 63

UC for Enterprise (UCE) 2016 Release Notes



[NEC Corporation of America](#)

3929 West John Carpenter Freeway, Irving, TX 75063 | Phone: 214.262.2000 | Fax: 214.262.2586
www.necam.com

Table of Contents

DISCLAIMER	4
UCE 2016 PRODUCT OVERVIEW	4
UCE Components.....	5
UCE 2016 PRODUCT REQUIREMENTS	6
Score-Based UCE Application Platform Requirements.....	6
<i>ALL UCE Systems</i>	8
UCE Application Platform (UNIVERGE OW5000) Server Requirements	9
<i>UCE Application Platform – PBX Requirements</i>	10
UCE Manager (UNIVERGE MA4000) Server Requirements	11
<i>UCE Manager Server</i>	11
<i>UCE Manager - Supported Voice Platform Versions</i>	12
<i>UCE Manager - Supported Voice Mail Versions</i>	12
<i>UCE Manager – SDN Controller</i>	12
UCE Client (Desktop/Agent and Attendant) Requirements	13
<i>UCE Desktop Client/Agent Client</i>	13
<i>UCE Attendant Client</i>	14
UCE Attendant (UA5200) - Supported Property Management Systems	14
UCE Attendant (UA5200) - Supported Hotel Integration Systems	14
UCE Attendant (UA5200) - Supported UCE ACD (CallCenterWorX)	15
UCE Agent (UC700) - Supported UCE ACD (CallCenterWorX)	15
UCE IVR (QueWorX) - Supported UCE ACD (CallCenterWorX)	15
Calendar Link Compatibility for Windows OS and Exchange versions	15
UCE Mobility (UNIVERGE MC550) Server Requirements	16
<i>UCE Mobility Server</i>	16
<i>UCE Mobility Trunking Requirements</i>	17
<i>UCE Mobility OAI System Requirements</i>	17
<i>UCE Mobile (MC550) Client – 911 Restrictions</i>	18
<i>UCE Mobile (MC550) Client – Session Border Controller (SBC)</i>	18
UCE Emergency On-Site Notification PBX Configuration	18
UCE ACD (CallCenterWorX ACD - Server Based).....	19
<i>UCE ACD Server Requirements</i>	19
UCE License Manager Client (LMC) Requirements.....	20
<i>UCE LMC - Supported Voice Platform Versions</i>	20
UCE IVR (QueWorX) Requirements	21
<i>UCE IVR Server Requirements</i>	21
<i>UCE IVR Client Requirements</i>	21
UC Connector Requirements.....	22
<i>UC Connector Client</i>	22
PRODUCT ENHANCEMENTS, RESOLVED ISSUES, KNOWN LIMITATIONS	23
LMC Licensing	23
<i>LMC Enhancements</i>	23
<i>LMC Resolved Issues</i>	23
<i>LMC Limitations and Known Issues</i>	24

UCE Application Platform (UNIVERGE OW5000).....	25
<i>UCE Application Platform Enhancements</i>	25
<i>UCE Application Platform Resolved Issues</i>	25
<i>UCE Application Platform Limitations and Known Issues</i>	28
UCE Manager (UNIVERGE MA4000)	33
<i>UCE Manager Enhancements</i>	33
<i>UCE Manager Resolved Issues</i>	35
<i>UCE Manager Limitations and Known Issues</i>	36
UCE Attendant (UNIVERGE UA5200).....	37
<i>UCE Attendant Enhancements</i>	37
<i>UCE Attendant Resolved Issues</i>	37
<i>UCE Attendant Limitations and Known Issues</i>	41
UCE Desktop/Toolbar/Agent (UNIVERGE UC700)	45
<i>UCE Desktop/Toolbar/Agent Enhancements</i>	45
<i>UCE Desktop/Toolbar/Agent Resolved Issues</i>	45
<i>UCE Desktop/Toolbar/Agent Limitations and Known Issues</i>	46
UCE Mobility (UNIVERGE MC550)	50
<i>UCE Mobility Enhancements</i>	50
<i>UCE Mobility Resolved Issues</i>	50
<i>UCE Mobility Limitations and Known Issues</i>	53
UCE ACD (CallCenterWorX ACD - Server Based).....	54
<i>UCE ACD Enhancements</i>	54
<i>UCE ACD Resolved Issues</i>	54
<i>UCE ACD Limitations and Known Issues</i>	54
UCE IVR (QueWorX).....	55
<i>UCE IVR Enhancements</i>	55
<i>UCE IVR Resolved Issues</i>	55
<i>UCE IVR Limitations and Known Issues</i>	55
UC Connector	56
<i>UC Connector Enhancements</i>	56
<i>UC Connector Resolved Issues</i>	56
<i>UC Connector Limitations and Known Issues</i>	56
UPGRADE PROCEDURES.....	58
UCE Application Platform (UNIVERGE OW5000).....	58
UCE Manager (UNIVERGE MA4000)	59
UCE Attendant (UNIVERGE UA5200).....	60
<i>Microsoft SQL Server Reporting Services</i>	60
<i>UCE Attendant Server</i>	60
<i>UCE Attendant - Patient Link</i>	60
<i>UCE Attendant - Attendant Statistics</i>	61
<i>UA5200 Client</i>	61
<i>UA5200 Wake-Up SV8500 and SV8300 connections</i>	61
UCE Desktop Client/Toolbar/Agent (UNIVERGE UC700)	61
UCE Mobility (UNIVERGE MC550)	62
<i>New Installations</i>	62
<i>Upgrade Notes</i>	62
UCE Contact Center (CallCenterWorX ACD)	62
UCE IVR (QueWorX).....	62

Liability Disclaimer

NEC Corporation reserves the right to change the specifications, functions, or features at any time, without notice.

NEC Corporation has prepared this document for the exclusive use of its employees and customers. The information contained herein is the property of NEC Corporation and shall not be reproduced without prior written approval from NEC Corporation

© 2003 - 2016 NEC Corporation

All brand or product names are or may be trademarks or registered trademarks of, and are used to identify products or services of, their respective owners.

NEC Corporation of America

3929 West John Carpenter Freeway, Irving, TX 75063 | Phone: 214.262.2000 | Fax: 214.262.2586
www.necam.com

Disclaimer

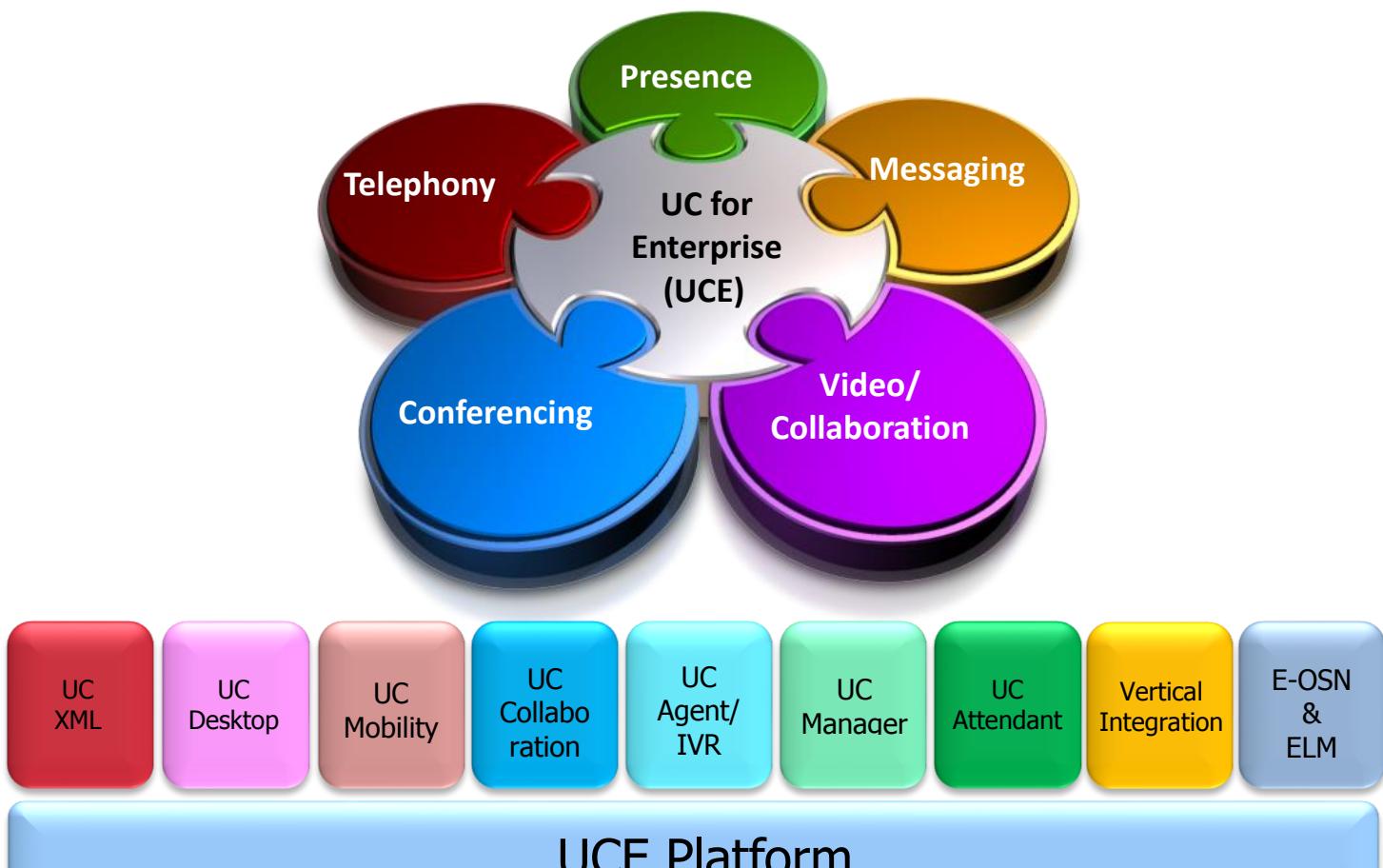
Please consult the associated installation guides, security guide, and getting started guides in order to get detailed and specific requirements for servers, software and licensing. Release Notes should be used as a quick reference, however, the installation guides, security guide, and getting started guides include the exact requirements. Prior to final quote and sale, please ensure that the customer will meet the specifications and requirements for each application as detailed in each installation and configuration guide.

Please refer to the individual application release notes for full coverage of release information, including a full listing of enhancements, resolved issues, and known issues for current and past releases. In addition, more information is provided in the individual release notes concerning upgrades and other pertinent information. This release of UCE 2016 includes UCE 2016 SP1 enhancements and other fixes.

UCE 2016 Product Overview

UC for Enterprise (UCE) 2016 is a Unified Communications system including Management, Attendant, Desktop and Mobility clients and IVR, and more. With the release of NEC's newest voice platforms, the UNIVERGE SV9500 and SV9300, the UCE 2016 Empowered Platform and Empowered User licenses are now bundled with several of the SV9500/SV9300 licenses. NEC combines the rich features and functionality into one powerful solution. The following table defines the specific UC component's software versions for UCE 2016.

NOTE: Microsoft Lync RCC support is discontinued in all markets except Australia where it is currently available on the DVD software but will be removed in the next major release of software. Customers that are currently using RCC will need to update to the latest version of Skype for Business and install UC Connector (available on the UCE DVD) for support. UC Connector is different than RCC integration, so please read the associated manuals and presentations to understand the capabilities and differences.



NEC Corporation of America

3929 West John Carpenter Freeway, Irving, TX 75063 | Phone: 214.262.2000 | Fax: 214.262.2586

www.necam.com

UCE Components

Product Name	Version
UCE Platform: UCE Application Platform (UNIVERGE OW5000) (contains Dterm apps DTUC) UCE Manager (UNIVERGE MA4000) (contains ACD Web Mat, VM Proxy, CAS) License Manager Client (LMC)	15.0.1 14.0.1 5.1.1
UCE Client Applications: UCE Desktop/Toolbar Client (UNIVERGE UC700) UCE Mobility Web Client (UNIVERGE MC550) UCE Mobility iPhone Client (UNIVERGE MC550) UCE Mobility Android Client (UNIVERGE MC550) DTUC XML Applications	15.0.1 15.0.1 2.2.0 or higher 15.0.1125 or higher 15.0.1
UCE Agent (UNIVERGE UC700 option)	15.0.1
UCE Contact Center (CallCenterWorX) SMB or Enterprise (Server-based ACD)	6.5.0
UCE IVR (QueWorX)	8.3.0
UCE Attendant (UNIVERGE UA5200) Attendant Statistics Message Center On Call Procedure Manager Room Direct (Healthcare and Hospitality) Wake Up Guest Link – Basic, Agilysys, Micros HotSOS Integration	15.0.1
UCE Emergency On-Site Notification (E-OSN)	15.0.1
UCE Collaboration	Option, not included with DVD box set
UC Connector	2.0.9.0

UCE 2016 Product Requirements

The following section outlines and identifies the PBX, Server and PC Client requirements for each UCE Component, as determined through the UCE Scoring method.

IMPORTANT:

Windows Server 2003 is not supported – please review existing customers' server hardware and OS versions to check that they comply with the latest UCE requirements.

UCE2015 was the last UCE software release to support TAPI integration. TAPI has been an accepted integration option, but more efficient and powerful integration options are now available. Please plan with your customers and partners to migrate any existing TAPI users or partners to these new methods, including OAI.

Score-Based UCE Application Platform Requirements

UCE applications can reside on single or multiple physical servers or in a virtual server deployment. As installations approach greater capacities, it is necessary to move SQL Server Standard on to its own physical or virtual server. To determine the correct size of the server (or servers), you must first determine your Application Use Score. This score is calculated upon the application(s) you intend to use on your server. Determine the number of points you will need based on the following:

Application	Score
SP30/SP350 Presence	1 per SP
Extensions in Database (excluding virtuals)	1 per Extension
UCE ACD (CallCenterWorX Server-based ACD) - Agents	1 per Agent
UCE IVR (QueWorX) - IVR Port	5 per Port
UCE IVR (QueWorX) - Agent Apps (Softphone/Screen Pops)	1 per Agent/Client/User
UCE Desktop/Agent (UC700) - User	1 per User
UCE Agent - ACD User	10 per User
UCE Multimedia (ContactWorX)	10 per User
UCE Agent - ACD System (OWAgent Service)	200
UCE Attendant (UA5200) - User	100 per User
UCE Mobility (MC550) - User	1 per User
Lync RCC User /UC Connector User	1 per User
USP User (3rd Party Client)	1 per User
UCE Attendant (UA5200) - Wake Up	0.5 per Guest
UCE Attendant (UA5200) - Guest Link	100
UCE Attendant (UA5200) - Patient Link	100
UCE Attendant (UA5200) - Room Direct	100
UCE Manager (MA4000)	500
UCE Manager (MA4000) – Sync'd Extension	1 per 6 Extensions
UCE Manager Populating App Directory via UCE App Platform Integration	500

Notes:

- **Virtualization requirements and additional information are found in the “UCE Virtualization – Application Note”**
- **UCE Agent /UCE Multimedia agent - High volume call centers (greater than 20 calls/user/hr) should double this to “20 per user”.**
- **Global Navigator is outside the scope of UCE.**

- *UCE Manager Traffic Management may require additional Hard Disk Drive space depending upon how long the historical data is retained. See UC for Enterprise Management System (MA4000) Installation Guide for details.*
- *Because of the bandwidth required for video, it is strongly recommended to separately host UCE Collaboration for best quality and to avoid interfering with real time call processing of other UCE applications.*
- *Emergency On-Site Notification (E-OSN) has no impact to the Application Use Score. If site is running only this feature, use the minimum server requirement.*

Example Calculated Score

UCE System with UCE Manager, 3 attendants, 150 Empowered Users but only 50 are running UCE Mobility (MC550), and a total of 500 extensions being synchronized between the PBX and UCE Application Platform (OW5000) via UCE Manager (MA4000) would break down to the following points:

• 500 UCE Manager Sync'd Extensions	$500 \div 6$ (rounded) = 83 points
• 500 Extensions in Database (excluding virtuals)	= 500 points
• UCE Manager	= 500 points
• UCE Manager Populating App Directory	= 500 points
• 150 of the 500 extensions are Empowered Users (UC700)	= 150 points
• 50 of those Empowered Users are using UCE Mobility (MC550)	= 50 points
• 3 UCE Attendants	= 300 points
	Total = 2,083 points

Using the tables below, this example system would require a Silver or Gold server with 16 GB of RAM (8GB for existing) and SQL Standard Edition.

ALL UCE Systems

App Use Score	RAM	CPU	NEC Server Equivalent	SQL Rev	Hard Drive (Free Space used by apps)
1 – 1,500 Points	8 GB	2+ GHz Quad Core	Bronze	Microsoft SQL 2014 Express Edition	80 GB
1,501 – 5,000 Points	16 GB	2+ GHz Quad Core	Silver/Gold	Microsoft SQL 20014 Standard Edition	160 GB
5,001 – 20,000 Points OW5000/UC Server Database Server	16 GB 16 GB	2+ GHz Quad Core 2 x 2+ GHz Quad Core	Silver/Gold Platinum	Microsoft SQL 20014 Standard Edition	160 GB 160 GB
20,001 – 32,000 Points OW5000/UC Server Database Server Other Applications Server	16 GB 32 GB 16 GB	2 X 2+ GHz Quad Core 2 X 2+ GHz Quad Core 2+ GHz Quad Core	Platinum Platinum Silver/Gold	Microsoft SQL 20014 Standard Edition	160 GB 160 GB 160 GB
Above 32,000 Points	Please contact your NEC Sales Engineer or Account Manager for assistance				

UCE Application Platform (UNIVERGE OW5000) Server Requirements

Please consult the “UCE Application Platform (UNIVERGE OW5000) Installation Guide” and “UCE Application Platform (UNIVERGE OW5000) Getting Started Guide” for complete details on Server Requirements and Licensing.

Operating System	Windows Server 2008 R2 SP1(64-bit) Standard, Enterprise, Datacenter Windows Server 2012 or 2012 R2 (64-bit) Standard, Datacenter Windows 2016 Latest Service Pack(s) and Critical Update(s) should be applied. Windows Server 2003 is not supported by UCE2014 and beyond Windows Server 2008 SP2 (32/64bit) not supported by UCE2016 and beyond
Processor	64-bit (32-bit is supported for upgrades only)
NIC	100MB/Sec or 1GB/Sec
Web Server	Microsoft Internet Information Services (IIS) 6.0, 7.0, or higher
Web Browser	Microsoft Internet Explorer 10.0 and above Google Chrome
Removable Drive	DVD-ROM
HDD	50GB
Memory	4GB (minimum) 8GB or higher preferred; 8GB minimum for 3,000 or more users
.NET Framework	4.6 Full
ASP	ASP .NET 4.0
Database	Microsoft SQL Server 2008 Standard or Express Edition, SP1 with Advanced Services Microsoft SQL Server 2008 R2 Standard or Express Edition with Advanced Services Microsoft SQL Server 2012 Standard or Express Edition with Advanced Services Microsoft SQL Server 2014 Standard or Express Edition with Advanced Services Microsoft SQL Server 2005 not supported by UCE2014 and beyond
Server Name Resolution	The UCE Platform Server must be accessible by name to clients through a DNS server or a host file.
Ports	Appropriate ports must be opened as described in the UCE Application Platform (UNIVERGE OW5000) System Security Guide found in the NEC Downloads section of the NEC Information Portal.

Note:

- **Installing the Platform and applying .NET Framework 4.6 if it is not pre-installed: The Platform install will detect if .NET 4.6 needs to be installed and it will detect any missing KBs required for the .NET 4.6 redistributable and install the pre-reqs if needed. The .NET Framework 4.6 install requires a reboot towards the end of its install and a dialog is displayed with options of now or later – Please Reboot**
- **Please consult the “UCE Application Platform (UNIVERGE OW5000) Installation Guide” and “UCE Application Platform (UNIVERGE OW5000) Getting Started Guide” for complete details because some minimum requirements depend upon the version of server operating system.**

UCE Application Platform – PBX Requirements

The following table describes the minimum required voice platform versions/releases for the corresponding solution.

UNIVERGE SV9500	V1
UNIVERGE SV8500	S7 (with ACD S7 05.07) for UCE IVR SIP Support, UCE Attendant Call Fwd, Room Change, Maid Status, UCE Mobility and UCE Agent Call Select
UNIVERGE SV9300	V2 V3 for Change Room, Internal Delay Announcement
UNIVERGE SV8300	R8
UNIVERGE SV8100	R3 or later for UCE Manager Not supported by other UCE apps
UNIVERGE NEAX2400 IPX (see note)	Not Supported
UNIVERGE NEAX2000 IPS (see note)	Not Supported

Notes

- *Although earlier releases of the voice platform may work with the released UCE Software, they are not supported by NTAC if they are more than two releases older than the latest released software version.*
- *New features announced with this release may not operate on earlier versions of software or on a specific voice platform. Please consult an NEC Sales Engineer if you have questions.*
- *The NEAX2000 IPS and NEAX2400 IPX are discontinued and End of Life products. Although UCE 2016 can integrate to these products, NEC no longer provides support for these platforms or integration with these platforms. These EOL product selections used as new systems will be removed starting with UCE 2016 SP1. UCE 2017 will no longer support existing or new EOL system selections.*

UCE Manager (UNIVERGE MA4000) Server Requirements

UCE Manager is not required to be installed on the same server as the UCE Application Platform or with other UCE applications. When installing separately, this section describes the supported server and voice platform configurations. Please see the *UCE Manager (UNIVERGE MA4000) Installation Guide* for additional details.

UCE Manager Server

Please consult the UCE Management System (MA4000) Installation Guide for complete details on server requirements and licensing. The installation guide provides specific requirements based upon Operating System and Database versions and thus provide more specific requirements.

Operating System	Windows Server 2016 Standard, Datacenter Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, Datacenter Windows Server 2012 or 2012 R2 (64-bit) Standard, Datacenter Windows 7 and Vista are no longer supported Windows Server 2003 is not supported by UCE2014 and beyond
Processor	64-bit (32-bit for upgrades is supported)
Memory	2 GB RAM (1000 extns), 3 GB RAM (up to 5000), 4 GB RAM (10,000+)
Removable Drive	DVD-ROM
HDD	40 GB for installation and application files
NIC	100/1000 Mbps
Web Server	Microsoft Internet Information Server (IIS) 5.1, 6.0, or 7.5
Web Browser	Microsoft Internet Explorer 10.0 and above Google Chrome Microsoft Silverlight 2.0
.NET Framework	4.6 Full
Database	Microsoft SQL Server 2008 Standard or Express Edition, SP1 Microsoft SQL Server 2008 R2 Standard or Express Edition Microsoft SQL Server 2012 Standard or Express Edition Microsoft SQL Server 2014 Standard or Express Edition Microsoft SQL Server 2005 not supported

Notes:

- **Please consult the UCE Management System (MA4000) Installation Guide for full server details and database storage requirements when using advanced features such as Traffic Management.**

UCE Manager - Supported Voice Platform Versions

IP-PBX Type	Min Version	Max Version
UNIVERGE SV9500	V1 – FID 142	V3 – FID 164
UNIVERGE SV8500	S1 - FID 70	S8 - FID 142
UNIVERGE SV9300	V2 – B1	V4
UNIVERGE SV8300	R1 - A1	R9 - M1
UNIVERGE SV8100	R3	R9.5
UNIVERGE SV7000 (see note)	No Longer Supported	
UNIVERGE SV7000 MPS (see note)	No Longer Supported	
UNIVERGE NEAX2400 IPX (see note)	No Longer Supported	
UNIVERGE NEAX2000 IPS (see note)	No Longer Supported	

UCE Manager - Supported Voice Mail Versions

Voice Mail System Type	Min Version	Max Version
AVST CX-E (formerly CallXpress)	8.20	8.70
UNIVERGE UM8700	8.20	8.70
UNIVERGE UM8500 (see note)	No Longer Supported	
UNIVERGE UM8000	11.5	N/A
UNIVERGE UM4730	11.5	N/A
NEAXMail AD-64 (see note)	No Longer Supported	
NEAXMail AD-120 (see note)	No Longer Supported	
NEAXMail IM-16LX (see note)	No Longer Supported	

UCE Manager – SDN Controller

SDN	Min Version	Max Version
PF6800 ProgrammableFlow Controller	6.3.1	N/A

Note: UCE Manager's compatibility with a given software revision does not imply the device and/or software revision is supported. All products indicated with the (see note) notation are discontinued, End of Life products. NEC no longer provides support for these models.

UCE Client (Desktop/Agent and Attendant) Requirements

UCE Desktop Client/UCE Agent (UNIVERGE UC700) runs at the user's Windows based PC or laptop, separate from the server. The same is true for UCE Attendant (UNIVERGE UA5200). See the tables below for client machine requirements and the Installation Guides of each client for additional details.

UCE Desktop Client/Agent Client

Please consult the UCE Desktop Client/Agent (UNIVERGE UC700) Installation Guide for complete details on server requirements and licensing. The installation guide provides specific requirements based upon Operating System and Database versions and thus provide more specific requirements.

Operating System	Windows 7 (32 or 64-bit) SP1 Windows 8 and 8.1 Professional and Enterprise Windows 10 Windows Server 2008 R2 SP1 Windows Server 2012 and 2012 R2 Windows Server 2016 Windows XP Professional (32-bit) with SP 3 – <i>Not Supported</i> Windows XP Professional (64-bit) with SP 2 – <i>Not Supported</i> Windows Vista Business, Enterprise or Ultimate – <i>Not Supported</i> Windows Server 2008 SP2 – <i>Not Supported</i>
Processor	2 GHz or Faster (3GHz recommended)
Memory	2 GB RAM or more
HDD	50 MB or more
NIC	One (1) 100/1000 Mbps
Web Browser	Microsoft Internet Explorer 10.0 and above (latest Service Pack and Critical Updates) Google Chrome <i>IE is required for the embedded UCE Collaboration option</i>
Monitor	1024 x 768 or higher-resolution 24-bit color
.NET Framework	4.6
Microsoft Outlook	For Calendar, Contacts, and Toolbar Integration, Outlook 2007, 2010 or 2013 (32 or 64 bit) Microsoft Outlook 2003 is not supported

UCE Attendant Client

Please consult the UCE Attendant (UNIVERGE UA5200) Installation Guide for complete details on server requirements and licensing. The installation guide provides specific requirements based upon Operating System and Database versions and thus provide more specific requirements.

Operating System	Windows 7 (32 or 64 bit) Professional, Enterprise, Ultimate Windows 8 and 8.1 Professional and Enterprise Windows 10 Pro and Enterprise Windows Server 2008 R2 SP1 (64-bit) Windows Server 2012 or 2012 R2 (64-bit) Standard, Datacenter Windows Server 2016 Latest Service Pack(s) and Critical Update(s) should be applied. Windows Server 2003 is not supported by UCE2014 and beyond Windows Server 2008 SP2 not supported by UCE2016 and beyond
Processor	2 GHz or Faster (3GHz recommended)
Memory	2GB (4GB or higher recommended)
HDD	100 MB or more
NIC	One (1) 100/1000 Mbps
CD/DVD Player	Required
Web Browser	Microsoft Internet Explorer 10.0 and above - latest Service Pack and Critical Updates Google Chrome
Monitor	17" 1280x1024 or higher-resolution (19" recommended)
.NET Framework	4.6
Additional Hardware and Software	Visual C++ 2005 Redistributable package SP1

UCE Attendant (UA5200) - Supported Property Management Systems

Below are the Property Management System versions that are compatible with this release of UCE Attendant:

Property Management System	Min Version	Max Version
Micros Fidelio OPERA FIAS	2.01	2.20
Agilysys LMS (NEC Hospitality Communication Interface Specification)	NDA-30819	N/A
SDD Jazz	6.0	

UCE Attendant (UA5200) - Supported Hotel Integration Systems

Below are the Hotel Integration Systems and their versions that are compatible with this release of UCE Attendant:

Hotel Systems	Min Version	Max Version
MTech HotSOS	API link provided by HotSOS	NA
Broadsoft SDD Jazz (formerly SDD Jazz)	6.0	

UCE Attendant (UA5200) - Supported UCE ACD (CallCenterWorX)

Below are the supported, compatible, versions of UCE ACD for the UCE Attendant when operating in ACD mode.

UCE ACD System	Min Version	Max Version
CallCenterWorX Enterprise (internal ACD)	S7 05.06	N/A
CallCenterWorX Business (server based)	5.0.0	N/A

UCE Agent (UC700) - Supported UCE ACD (CallCenterWorX)

Below are the supported, compatible, versions of UCE ACD for the UCE Agent.

UCE ACD System	Min Version	Max Version
CallCenterWorX Enterprise (internal ACD)	S6 05.05	N/A
CallCenterWorX Business (server based)	5.0.0	N/A

UCE IVR (QueWorX) - Supported UCE ACD (CallCenterWorX)

Below are the supported, compatible, versions of UCE ACD for the UCE IVR when configured with Standard SIP Ports.

UCE ACD System	Min Version	Max Version
CallCenterWorX Enterprise (internal ACD)	S7 05.07	N/A
CallCenterWorX Business (server based)	5.0.0	N/A

Calendar Link Compatibility for Windows OS and Exchange versions

	Windows Server 2008 R2 SP1 (64-bit)	Windows Server 2012 or 2012 R2 (64-bit)	Windows Sever 2016
Exchange 2010	OWCalendar Link (OW5000 Server)	OWCalendar Link (OW5000 Server)	OWCalendar Link (OW5000 Server)
Exchange 2013	OWCalendar Link (OW5000 Server)	OWCalendar Link (OW5000 Server)	OWCalendar Link (OW5000 Server)

Notes:

Note: UCE2016 only supports the Microsoft CAS Exchange Model for calendar link integration. If your configuration uses the CalendarLink software installed on the Exchange 2003 or 2007 server, UCE2016 requires changing to CAS integration from the OW5000 server.

UCE2016 supports Exchange 2013 and 2010 using the Microsoft CAS Exchange model. The OWCalendarLink component is installed as part of the OW5000 platform and uses web services to connect to the Exchange server using CAS.

UCE Mobility (UNIVERGE MC550) Server Requirements

The following information provides important Server and PBX requirements for the UCE Mobility server module. Please see the *UCE Mobility (UNIVERGE MC550) Installation Guide* for additional details.

UCE Mobility Server

The UCE Mobility Web Site can be installed on the same server as the UCE Applications Platform, or it can be installed on a separate server. If the UCE Mobility Web Site is installed on a separate server, the following requirements apply.

Operating System	Windows Server 2008 R2 SP2 Standard, Enterprise, Datacenter (64-bit) Windows Server 2012 and 2012 R2 Standard, Datacenter (64-bit) Windows Server 2016 Standard, Datacenter Latest Service Pack(s) and Critical Update(s) should be applied. Windows Server 2003 is not supported by UCE2014 and beyond Windows Server 2008 and 2008 SP2 not supported by UCE2016 and beyond
Processor	64-bit (32-bit for upgrades is supported)
NIC	100/1000 MB/Sec
Web Server	Microsoft Internet Information Services (IIS) 7.5, or higher If IIS version is higher than 6.0, IIS 6 Management Compatibility role service is required.
Web Browser	Microsoft Internet Explorer 10.0 and above. Google Chrome
Removable Drive	DVD-ROM
HDD	2 GB (free space) or more
.NET Framework	4.6
ASP	ASP .NET 4.0
SOAP	SOAP 1.2
Server Name Resolution	The MC550 Status Page Web Site Server must be accessible by a public IP address or by a domain name.
Ports	Appropriate ports must be opened as described in the UCE Application Platform (UNIVERGE OW5000) System Security Guide.

UCE Mobility Trunking Requirements

The SV8500/SV9500 trunking used to dial out to the remote contacts must be ISDN PRI, SIP trunking, or CCIS.

SV8300 only supports ISDN PRI trunks for dial out to remote contacts. Other trunk types are not supported. SV9300 supports outgoing trunks as ISDN PRI or CCIS from R9.

If necessary, a special access code can be used in the PBX to force calls to these types of trunks. The special outbound dial Prefix code can be specified on the PBX tab of the OW5000 > Applications > MC550 Server page. This setting is added to the outbound number after the OW5000 area code rules are applied.

Each remote contact dialed will use an outgoing trunk during the ringing phase of mobility. The SV9500/SV8500/SV7000/IPX/SV9300/SV8300 must provide enough trunks to accommodate these calls.

For the original Caller ID to be passed to the mobile contact, your trunking provider must not screen the number sent as the calling party number.

For the SV9300, Release V2 is required to support Caller ID pass through, Station Multi Ring, CCIS and SIP trucking.

SV8300 does not support Caller ID pass through, or Caller ID flexibility. On SV8300 systems, the Caller ID sent will depend upon the system programming only.

UCE Mobility OAI System Requirements

The OAI facility Predictive Dial (SCF128) is used to ring the remote contacts. For the SV7000/IPX/SV8500 and SV9500 there are a maximum of 255 simultaneous active Predictive Dials per monitored number in the system (Once the call is answered it does not count against this 255 total).

For the SV7000/IPX/SV8500 and SV9500 there is also a limit of 252 simultaneous Predictive Dials per Module Group according to the grading of the trunks in the system.

For the SV7000/IPX and SV8500 with R26/S2, Predictive Dialing is only supported on ISDN and MG-SIP trunks. (For ISDN, only Nortel, NI2, QSIG, ATT trunks can fully support for MC550 Caller ID.) With R27/S3 and higher, Predictive Dialing also supports multi-ringing stations. With S4 and higher, Predictive Dialing also supports CCIS trunks.

For the SV8300 with R4, Predictive Dialing is only supported on ISDN trunks.

The MC550 Server uses one (1) OAI association to the PBX for call control. Please see the OAI System manual for more information on OAI associations, including the maximum number of associations.

UCE Mobile (MC550) Client – 911 Restrictions

NON-AVAILABILITY of TRADITIONAL EMERGENCY ACCESS SERVICES (EAS)

The UCE Mobile (MC550) client software does not support traditional EAS, for example 911 or E911 in the US or 999 in the UK. Therefore, the user must route emergency calls through the cellular network rather than Voice over IP (VoIP) facilities. The user of the software and any such parties shall inform all users, guests and other third persons, who may or may not be present at the physical location where you utilize the service, of the non-availability of traditional EAS in all circumstances through the UCE Mobile client software. The user of the software must understand the limitation and plan for EAS while using the software in their country, while roaming in different countries, using other networks, and other such locations either with or without provision for EAS services.

UCE Mobile (MC550) Client – Session Border Controller (SBC)

The UCE Mobile (MC550) client software supports a standard SIP softphone allowing the economical use of Wi-Fi infrastructure. When used in conjunction with a Session Border Controller (SBC) this also allows user connectivity to the corporate voice system from remote Wi-Fi hotspots and routers. NEC will continue to add more SBC models to this list however the current supported SBC is:

Session Border Controller	Version
Frafos SBC (ABC) http://www.frafos.com/products/abc-sbc/	FRAFOS ABC SBC VM 2.2.1

UCE Emergency On-Site Notification PBX Configuration

In a Fusion PBX network, there is a limitation of being able to select notification groups by PBX because OW5000 requires all extensions to be entered under the main Fusion node.

In a CCIS environment, the originating calling party caller ID may not be available if the out-bound emergency trunk is CCIS to the caller. In a remote trunking situation (CCIS trunks) where the caller's emergency trunk is not on the same PBX as the caller's station, the notified group will be the caller's PBX group not the trunk's.

In a non-unique numbering plan, where the calling party's extension is not unique in the OW5000 database, the Callers name and location will not be displayed and the Route trunk Info will not contain the PBX name. Email notifications will not be sent.

In order to join a call in progress, an E-OSN Workstation must be configured on the PBX the caller originated from (with valid prime line and emergency line).

OW5000 does not allow assigning route 0. The SV9300, SV8300 and NEAX 2000 IPS systems accept route 0 - the rest of PBXes (NEAX 2400, SV7000, SV8500, SV9500, etc.) do not. If an SV9330/SV8300/IPS has route 0 set, E-OSN will not be able to monitor the trunks from that route. Do not use route 0 as an emergency route because E-OSN will not be able to monitor that route for emergency calls.

UCE ACD (CallCenterWorX ACD - Server Based)

Please see the CallCenterWorX ACD System Manual for server requirements based on number of agents, MIS users, and IVR ports.

UCE ACD Server Requirements

Operating System	Windows Server 2012 (64-bit) or 2012 R2 Standard Windows Server 2008 SP2 or 2008 R2 Standard (32 or 64-bit) Latest Service Pack(s) and Critical Update(s) should be applied. <i>Windows Server 2003 is not supported with UCE 2014 and beyond</i>
Processor	2.8 GHz or faster, 64-bit (32-bit supported for upgrades only)
NIC	Two (2) 100/1000 MB/Sec
Removable Drive	DVD-ROM
HDD	80GB (free space) or more
Memory	4GB or above
USB Port	1 - If adding any CallCenterWorX MIS or ContactWorX you will need 1 USB port per product
Web Browser	Microsoft Internet Explorer 10.0 and above
Display	Integrated SVGA Controller with 4MB VRAM (Display properties must be set to a minimum of 1024 x 768 pixels (color quality of at least 16 bit)

UCE License Manager Client (LMC) Requirements

Below are the operating systems that are compatible with this version of License Manager Client.

Operating System	Windows Server 2016 Standard, Datacenter Windows Server 2012 R2 (64-bit) Standard, Datacenter Windows Server 2012 (64-bit) Standard, Datacenter Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, Datacenter Windows Server 2008 SP2 Standard, Enterprise, Datacenter – <u>Upgrades Only</u> Windows Server 2003 is no longer supported Windows Client OS (XP, Vista, 7 and 8) are no longer supported
-------------------------	--

UCE LMC - Supported Voice Platform Versions

Below are the IP-PBX versions that are compatible with this release of License Manager Client:

IP-PBX Type	Min Version	Max Version
UNIVERGE SV9500	V1 – FID 142	N/A
UNIVERGE SV8500	S1 - FID 70	S8 - FID 142
UNIVERGE SV9300	V2 – B1	V3
UNIVERGE SV8300	R1 - A1	R9 – M1
UNIVERGE SV7000*	R18 - FID 23	R27 - FID 90
UNIVERGE NEAX2400 IPX*	R13 - FID 14	R27 - FID 90
UNIVERGE NEAX2000 IPS*	R8 - H1	R14 - P1

*** LMC compatibility with a given software revision of a device does not imply the device and/or software revision is supported by its manufacturer. Furthermore, for any device that is not supported by its manufacturer, including NEC, the technical support team will be limited in the depth of troubleshooting it can provide and may not be able to resolve integration problems.**

UCE IVR (QueWorX) Requirements

UCE IVR can be installed on the same server as the UCE Empowered Platform (OW5000 and MA4000) as long as the server meets the point requirements as described in the scoring section above.

UCE IVR Server Requirements

Operating System	Windows Server 2012 Standard Windows Server 2008 SP2 – <i>Upgrades Only</i> or 2008 R2 Standard (32 or 64-bit) (latest Service Pack and Critical Updates) Windows Server 2003 is not supported with UCE 2014 and beyond
Processor	2.8 GHz or faster, 64-bit (32-bit for upgrades is supported)
NIC	Two (2) 100/1000 MB/Sec
Removable Drive	DVD-ROM
HDD	80GB (free space) or more
Memory	4GB or above
For TDM deployments	4 PCI-E slots – The number of slots depends on the number of Dialogic voice boards to be installed. The Dialogic D4PCI series boards (one option for a 4-port analog adapter) will fit in a full-height/half-length slot. All other supported Dialogic adapters (D/41JCT-LS, D/120JCT-LS, and D/240JCT-T1), require a full-height/full-length slot. All PCI-express adapters require PCIE-x4 or higher power capacity.
For SIP Deployments	MAC Address of ETH0 required for SIP Licensing Open Local Ports: 1719, 1720, 5060, 12002, 12003, 12004, 20000, and 20001

UCE IVR Client Requirements

Operating System	Windows 7 (32 or 64 bit) Windows 8 Windows 10
Processor	2.0 GHz or Faster
Memory	2GB RAM or more
HDD	20GB
NIC	100/1000 Mbps
DVD-ROM	Required
Monitor	1024 x 768 or higher-resolution 24-bit color

UC Connector Requirements

UC Connector is application to provide call control using a "UNIVERGE 9500/9300" series platform and Microsoft Lync and Skype for Business. For detailed system requirements please refer to the UC Connector Installation Guide.

UC Connector Client

Please consult the UC Connector Operation and Maintenance manual for complete details on server requirements and licensing.

Operating System	Windows 7 (32 or 64-bit) SP1 Windows 8 and 8.1 Professional and Enterprise Windows 10 TH1/TH2 Windows Server 2008 R2 SP1 <i>English Version only</i> <i>DirectX version 8.1 or later is required</i>
Processor	2 GHz or Faster (3GHz recommended)
Memory	2 GB RAM or more
HDD	1 GB or more
NIC	One (1) 100/1000 Mbps
Monitor	1024 x 768 or higher-resolution 24-bit color
.NET Framework	4.6
Microsoft Office/Exchange	Version 2010 (32/64bit) Version 2013 (32/64bit) Version 2016 (64bit) Office365 (E1/E3)
Microsoft Lync / Skype for Business	Microsoft Lync Server/Client 2010 Microsoft Lync Server/Client 2013 Microsoft Skype for Business 2015 Microsoft Skype for Business 2016

Only a single UC Connector can be installed per PC

If PC does not connect to internet, then please configure "publisher's certificate revocation" at Internet Options of Control Panel. Please refer to section 4.1 of the Operations and Maintenance manual

To see full list of limitations, please review the UC Connector Operations and Maintenance manual for full details of limitations, requirements and usage support

Platform Type	Min Version	Max Version
UNIVERGE SV9500	V1	V2
UNIVERGE SV9300	V1	V3
UCE Application Platform(OW5000)	R8/UCE2015 UCE2016	R8/UCE2015 UCE2016

Product Enhancements, Resolved Issues, Known Limitations

Please refer to the individual application release notes for full coverage of release information, including a full listing of enhancements, resolved issues, and known issues for current and past releases. In addition, more information is provided in the individual release notes concerning upgrades and other pertinent information.

LMC Licensing

License Manager Client (LMC) is an application required for administering software and feature licenses. The LMC provides functionality for automatically downloading, registering, and activating licenses on the PBX. It does this by connecting to the License Manager Server (LMS) and downloading relevant license files.

LMC Enhancements

Component / Enhancement	Ticket(s)
Installation	
Microsoft Windows Server 2016 operating system support The standard and datacenter editions of Windows Server 2016 operating systems can now be used for an LMC web server.	LM-2324
Miscellaneous	
Microsoft Edge browser support The Microsoft Edge browser that comes bundled with some new versions of the Windows operating system is now supported.	LM-2325

LMC Resolved Issues

Component / Resolved Issue	Ticket(s)
Version 5.1.1 - Installation	
LMC failed to detect when Microsoft Visual C++ 2010 SP1 was installed The LMC installer did not detect if SP1 of Microsoft Visual C++ 2010 was installed on a machine and would attempt to install an older version of the same component which would result in an error message.connection to the PBX. This caused LMC to stop serving licenses to applications.	LM-2360
Communication to PBX	
LMC was unable to retrieve the HKC from an iS3000 SIP@NET in split mode If an iS3000 was operating in split mode, LMC was unable to read the HKC from the PBX in order to validate the connection to the PBX. This caused LMC to stop serving licenses to applications.	LM-2321
General Operation	

Component / Resolved Issue	Ticket(s)
<p>LMC services did not detect TCP port conflicts on startup</p> <p>If there was a process actively using one of the TCP ports that the LMS services were configured to use, the LMC services did not detect this TCP port conflict when they were started. The services would appear to be running, but if you tried to use the LMC application it would not function properly. The services now detect port conflicts on startup and if one is found it is logged and the service is not started up.</p>	LM-1827

LMC Limitations and Known Issues

This section describes issues known to exist in this release of License Manager Client. These issues will be fixed as soon as possible and workarounds are provided when available.

Component / Known Issue or Limitation	Ticket(s)
General Operation	
N/A	

UCE Application Platform (UNIVERGE OW5000)

OW5000 is the platform for a suite of smart client/server applications and is developed for the Microsoft Windows® 2008 R2, 2012 and 2012 R2 Server operating system. OW5000 is connected to NEC's UNIVERGE SV9500, SV8500, SV9300 and SV8300 voice platforms and provides core middleware functionality via standard APIs and web services. It also provides basic components for administering the system, the applications and their logs as well as basic Dterm apps like Dialer and Incoming Call Assistant. Emergency On-Site Notification (E-OSN) is an option of OW5000.

UCE Application Platform Enhancements

Component / Enhancement	Ticket(s)
UCE Platform Support for PBX Geo Redundancy All OW5000 services and applications that rely on the OW5000 Platform to make a connection to a PBX now support PBX Geo Redundancy. As a primary PBX fails-over to a secondary node, the OW5000 services and applications will automatically connect to the failover node with minimal service disruption. OAI applications will connect to an OAI multiplexer to get OAI associations and no longer directly connect to the PBXs anymore. ACD agents can connect to ACD system via optional ACD multiplexer. Both OAI and ACD multiplexers can support PBX Geo Redundancy.	

UCE Application Platform Resolved Issues

Component / Resolved Issue	Ticket(s)
Install – Release 15.0.1 After the .NET Framework 4.6 install completed, the message "The installation of OW5000 Platform requires a reboot" was seen. Clicking "No" resulted in the OW5000 Platform Install exiting unexpectedly. The Installshield behavior for the .NET prerequisite is now changed to continue if the user selects "No" and displays a warning message that the machine must be manually rebooted.	OW-61493
MA4000 Integration – Release 15.0.1 Data Integration logs for incremental import grew to large causing incremental import to stop syncing data. History logs are now automatically removed based on a configurable size threshold..	OW-61509
Database Management Tool – Release 15.0.1 The Database Migration tool reported an error failing to restore the backup when attempting to migrate the OW5000 database to a new SQL server. The SQL script to restore the database is now corrected.	OW-62148
Install	

Component / Resolved Issue	Ticket(s)
<p>The XMPP Server install failed attempting to directly access the registry of a remote OW5000 Server in a different domain.</p> <p>The XMPP Server install now connects to OAIMonitor Service to get its database connection information.</p>	OW-60507
Calendar Link	
<p>A user's status was stuck in Registration Initiated and could not be changed.</p> <p>The option to cancel the registration of a Calendar Link user is now provided through the use of the trashcan icon on the Calendar Link Administrator page.</p>	OW-55710
<p>A user had an overlapped meeting which resulted in the “busy” status clearing when the shorter meeting ended.</p> <p>Now if an earlier meeting ends and another scheduled meeting is still in progress the status is retained based on the ongoing meeting.</p>	OW-57002
MA4000 Integration	
<p>Web pages for E-OSN Administrator were not available in MA4000 Administrator.</p> <p>A user authorized to manage E-OSN can now see the Emergency On-Site Notification management pages in MA4000 Administrator.</p>	OW-6634
<p>"Overwrite if NULL" for Work Address did not clear an existing synced work address in OW5000.</p> <p>When an address is cleared in MA4000, the data is now cleared in OW5000 if Overwrite if Null is checked for that field.</p>	OW-52994
<p>Editing the bulk import options for Data Integration resulted in a timeout error.</p> <p>Deleting organization data when editing Data Integration settings no longer occurs.</p>	OW-54165
<p>Re-ordering and assigning an already existing contact method for a user to be the primary did not change the order in OW5000.</p> <p>Contact method reordering is now supported through Data Integration.</p>	OW-55941
<p>"Overwrite if NULL" did not clear some of the fields in OW5000 after removing them from MA4000.</p> <p>Now all fields function correctly whether Overwrite if Null is checked or unchecked for the mapped OW5000 field (this excludes fields mapped to MA4000 custom fields).</p>	OW-44669
<p>OW5000 failed to synchronize a new number from MA4000 after it is renumbered using MA4000.</p> <p>Renumbering an extension in MA4000 now updates the existing number in OW5000. The old number is no longer seen.</p>	OW-57874
<p>Bulk import showed errors when importing extensions that were Intercom Numbers.</p> <p>Intercom numbers are now excluded from the list of numbers to import when fetching numbers from MA4000.</p>	OW-58260

Component / Resolved Issue	Ticket(s)
OW5000 Platform	
OW5000 was unable to get its license from LMC. An issue is now fixed that prevents OW5000's CLC cache from being corrupted causing the LMC connection to be lost resulting in no licenses available and no grace period.	OW-53164
Some OW5000 Applications that were deleted from Watch Dog Helper could not be re-added. The install state of Att Stats RMI Server, AttStats Scheduler, NEC OWAgentService, UA5200 GuestLink, UA5200 GuestLinkAdapter Service, UA5200 LMS GuestLinkAdapter Service, UA5200 PatientLink Service and UA5200 Room Direct for Hospitality is now updated correctly when it is deleted to be watched by WatchDog.	OW-57894
Outbound dialing did not work if the country code was set to a region other than US. The regex used to format numbers in Australia is now moved to a different storage table to avoid conflicts with the number translation numbers created for Remote Call Control.	OW-62501
The default country code was set to US after an upgrade when it was set to a different country before the upgrade. The platform upgrade script is now updated to not change the default country code if it is set to Australia.	OW-62496
OW5000 Administrator	
A user was not able to save any API or Presence License changes in the "Enable Extensions" tab of License Management after connecting to LMC with a valid license count after running in trial mode. Reducing the number of licenses assigned is now allowed when the current license count is exceeded.	OW-52600
An ACD login could not be re-created after it was deleted. A deleted or no longer used ACD Login is now correctly updated so that there is no association with the previous user. Two users cannot share the same ACD Login ID. An improved user message is seen if an ACD login is already in use.	OW-53193
The menu bar in OW5000 did not display correctly. No menu options were seen. OW5000 Administrator pages are now compatible with all IE browsers.	OW-55706
An Admin was not able to configure a SIP registration server in OW5000 with type "Softphone Registration" The data type for Softphone registration is now included in an upgrade from earlier versions.	OW-56340
DBTool	
DBTool Import Data failed with "DBTool cannot perform import/export as there is no endpoint listening..." . Certificate validation is now corrected to validate the remote machine and display a certificate warning if the certificate is self-signed.	OW-54345

Component / Resolved Issue	Ticket(s)
A user exited DBTool before the import completed causing data to unknowingly fail to complete to import.	OW-55130
A progress indicator is now displayed during a lengthy DBTool import process.	
Sync method 1 continued to remove data even though the cancel button was pressed.	OW-55845
The synchronization process that deletes data that is removed from an import file that runs as a second step after an import file has completed is now aborted if the cancel import button is pressed.	
Incoming Call Assistant	
ICA truncated the location path for a guest room at 16 chars making the caller's room unreadable.	OW-53047
Now the room location is seen before the Hotel Building name ("Hotel Room Hotel").	

UCE Application Platform Limitations and Known Issues

The following known issues exist in the UCE 2014 release. These issues will be fixed as soon as possible and workarounds are provided when available.

Component / Known Issue or Limitation	Ticket(s)
OW5000 Platform	
OW5000 database back-up from OW5000 Administrator does not provide a way to change the back-up path. On the database back-up tab for the schedule manager, the user is only allowed to name the file and is told that the file will be placed in the default SQL server location.	OW-2962
When the “Unlink” button is used on the OW5000 Administrator person management page, it is re-linked on the next MA4000 to OW5000 sync. Workaround: The “Unlink” is only used to temporarily unlink the user. If the user needs to be unlinked and stay unlinked, the proper procedure is. 1: Select the Unlink button on the OW5000 person management page. 2: On the MA4000 Edit User page for that user de-select the check box for “Publish to Directory”	OW-11609
When installing OW5000 on Windows Server 2008 R2, an error occurred due to the logged in user not being the local Administrator user. The error is caused due to insufficient privileges that a user from the Administrators group has on Windows 2008 R2. In order to allow the OW5000 to run under x64 IIS, the platform install tries to execute the following command: “C:\Windows\system32\inetsrv\appcmd SET APPPOOL /apppool.name:OW5000 /enable32BitAppOnWin64:true” This command can be executed only under the Administrator account. http://forums.iis.net/t/1155813.aspx	OW-11596

Component / Known Issue or Limitation	Ticket(s)
<p>Typing "</" in any text box in OW5000 Administrator and trying to save will display the error: "A problem that we did not anticipate has occurred. Please contact your support representative to assist in resolving this problem. Please refrain from using HTML tags or angle brackets like < or > in text boxes".</p> <p>Some special characters are not valid and cannot be saved in the database. A message will result in OW5000 Administrator. The page will need to be refreshed and data entry corrected.</p>	OW-21697 OW-22559
<p>An upgrade to UCE 2012 could result in OW5000 Administrator not working.</p>	OW-21781
<p>Workaround: The adodb.dll can be removed during the upgrade if an earlier version of UCE OW5000 Platform deployed the shared file. Typically this is deployed by SQL, however if all of the SQL modules are not installed, the adodb.dll might not exist on the server prior to the OW5000 install. To correct this condition, the adodb.dll needs to be copied to "C:\Windows\assembly" and then from a command prompt, execute this statement "gacutil /l adodb.dll" to register/install it. The adodb.dll version 7.0.3300 can be retrieved from the OW5000 Platform installation folder for Administrator. This is typically "c:\Program Files (x86)\NEC\OW5000\Administrator\bin". If the file cannot be located on the machine, the file can be found on the internet by searching by name.</p>	
<p>If a semi-colon ";" is in the SQL Server System Admin (SA) password, some applications such as OW5000 Administrator and XMPP Server will not be able to connect to SQL.</p>	OW-22580
<p>Person Management Range Delete could fail with the error message, "Entire range could not be deleted...." after deleting a few records within the specified range.</p>	OW-56149
<h3>Voice Mail Presence Service</h3>	
<p>The return time the caller heard when listening to a mailbox user's "diversion" status did not adjust based on the time zone of the mail box.</p> <p>The UM8700 is now fixed and must be upgraded to version 8.20.261 with Patch 45674, or higher revision to support time zone based on the user's mail box location.</p>	OW-16146
<p>The OWWatch Dog service fails to start on a reboot of the server.</p> <p>After applying a set of 17 Microsoft Windows updates to a Windows 2003 server from the dates June 2011 to September 2011, the key service used to start OW5000 applications failed to start. After applying Windows updates and restarting the system, all OW5000 services should be inspected to ensure all critical apps have been restarted. Manually restart them may be needed after applying Windows updates.</p>	OW-15678
<h3>Dterm XML Applications (DTUC)</h3>	
<p>DTUC XML application startup fails when the standard SIP ports are already in use.</p> <p>Workaround: If another SIP application is installed on the same server as the OW5000 platform the default SIP ports of 5060 or 5061 may be in use and cause the DTUC application to error out. Common applications using this port are UCE IVR (QueWorx) or Remote Call Control (RCC). This can be resolved by changing web.config file under C:\Program Files\NEC\OW5000\InfoAPI to modify the SipPort value to 5062 or any other free port.</p> <pre><add key="SipPort" value="5062"/></pre>	

Component / Known Issue or Limitation	Ticket(s)
Emergency On-Site Notification (EOSN)	
<p>RT 0 or trunk 0 cannot be used as an E-OSN route or a route/trunk call that will need to be monitored by an application such as UA5200.</p> <p>RT 0 or trunk 0 cannot be used as an E-OSN route or configured in the PBX in which a call will ring at a UA5200 queue. OAI fails to monitor the route/trunk causing inconsistent behavior with the application. This only affects SV9300/SV8300/IPS 2000 systems as 0 is not a valid route in SV9500/SV8500/IPX systems.</p>	
<p>EOSN Clients did not receive emergency call notifications and did not load active emergency events on login.</p> <p>It was discovered that the machine.config file was corrupted on some client workstations.</p> <p>A corrupted machine.config looks like this compared to a good machine.config for "DbProviderFactories". An application outside of UCE has modified the machine.config which results in bad XML. The fix is to remove this extra line *<DBProviderFactories />*</p> <p>----- Bad</p> <pre><system.data> <DbProviderFactories> <add name="IBM DB2 for i5/OS .NET Provider" invariant="IBM.Data.DB2.iSeries" description=".NET Framework Data Provider for i5/OS" type="IBM.Data.DB2.iSeries.iDB2Factory, IBM.Data.DB2.iSeries, Version=12.0.0.0, Culture=neutral, PublicKeyToken=9cdb2ebfb1f93a26" /> </DbProviderFactories> <DbProviderFactories /> </system.data></pre> <p>----- End bad</p> <p>----- Good</p> <pre><system.data> <DbProviderFactories /> </system.data></pre>	OW-32833
DB Tool	
<p>DB Tool does not export password values.</p> <p>It is not possible to export password values using DB Tool.</p>	OW-2708
<p>DB Tool requires station type fields to be populated on person imports.</p> <p>The current operation of DB Tool requires that station type be populated for a person import type. The station type does not default to any value.</p>	

Component / Known Issue or Limitation	Ticket(s)
<p>Contact Method priority values seen in OW5000 Administrator are not the same values that were entered in the input file for a Person import type.</p> <p>The contact methods are imported in the correct order; however the displayed value may be different than the entered value due to automatically calculating contact method priority values when other contact methods are inserted first.</p>	OW-17267
UCE Manager Integration	
<p>Smart devices synced from MA4000 to OW5000 must follow these business rules or the smart device will not function correctly when used by other UCE applications.</p> <ol style="list-style-type: none"> 1. The same Extension may not be assigned as a SIP Extension multiple times. 2. The Primary Extension and Smart Device Extension must be on the same PBX. 3. A Smart Device Extension may not be used as any other Extension (contact method). 	
<p>If "Overwrite if NULL" set to true and an OW5000 Available field is mapped to a MA4000 Custom field. The value is retained and does not clear.</p> <p>Running a bulk import will correctly sync and clear the MA4000 Custom fields.</p>	OW-55950
<p>After upgrading from an earlier version of UCE, it is possible for no log entries to be seen in the history tab for bulk or incremental imports.</p> <p>To correct this condition, SQL Server should be restarted.</p>	OW-44608
<p>A SQL timeout can occur while retrieving extensions during an MA4000 Bulk Import, resulting in the bulk import to fail to complete.</p> <p>Overtime, SQL statistics can cause queries to become slow. A regularly occurring maintenance plan that includes execution of "sp_updatestats" is recommended. Running the following script against the MA4000 database using SQL Management Studio Express will correct the timeout condition: "exec sp_updatestats".</p>	OW-44693
<p>Some PBX's did not import from MA4000 to OW5000 after a bulk import was run.</p> <p>OW5000 requires a SIP IP and SIP port to exist and be non-zero for each PBX. If the SIP data is not valid, then MA4000 Integration will not create the PBX in OW5000. For the SV9300/SV8300 the following command can be used to update a SIP port:</p> <p>0B101>32, the value should be 00. If the value is something other than 00, change to 00. The default SIP registration port is 5080.</p>	OW-53159

Component / Known Issue or Limitation	Ticket(s)
<p>The number of Data Integration history log entries for incremental import grew too large causing incremental import to stop syncing data and modifying data integration settings to fail.</p> <p>Log entries can accumulate quickly if the IP Dterm data is refreshed daily such as the MAC address which is then synced with MA4000 and OW5000. Editing and saving the Data Integration settings is one way to clear the log entries for incremental. If the system becomes unusable, executing “Truncate table DBToolProfileExecutionLog” from SQL Studio Management Express targeted at the OW5000 Platform’s database will clear all log entries and make the system usable again.</p>	OW-61472
<i>UCE Manager Integration</i>	
<p>The XMPP Server upgrade failed when the SQL “sa” password was changed from the password used when the XMPP Server was first installed.</p> <p>Changing the sa password back to the original SQL sa password will correct this problem. If the old password is not available upgrading to XMPP Server from UCE 2012 will automatically correct this issue.</p>	OW-22579
<i>Incoming Call Assistant (ICA)</i>	
<p>If the "Show DID information" is checked, the Dterm phone does not display DID number for transferred incoming calls from the DID.</p>	OW-61497
<p>If "Name Display Enabled in PBX" is not checked and the caller's extension is not a contact method with a person in OW5000, Incoming Call Assistant fails to display the caller ID.</p>	OW-61495

UCE Manager (UNIVERGE MA4000)

UCE Manager (UNIVERGE MA4000) Management System is a web-based, centralized communications system management application. It is designed to manage the normal day-to-day administration of your NEC voice communication systems.

UCE Manager Enhancements

Component / Enhancement	Ticket(s)
Call Audit Update 2.1	
Call Audit 2.1 The Call Audit 2.1 update provides the following features: <ul style="list-style-type: none">• Minimum Call Duration – The administrator can define a threshold so that Call Audit only collects calls that meet a minimum call duration.• Abandoned Calls – Collected records for abandoned calls are labeled as such in the Search Calls page and the export results.	CAL-413 CAL-916
Call Audit	
Call Audit Reports Reports were added to Call Audit to display information about abandoned extensions and usage per organizational level.	CAL-1100 CAL-1101
SMDR link status alarm If the SMDR link to the IP-PBX has changed state, an alarm will be issued to notify the user about the change. An alarm will be sent if the SMDR link goes offline and a follow-up alarm will be sent if the SMDR link comes back online.	CAL-415
Extension Management	
Phone models added The DTZ family of phone models was made available for SV9300 and SV8300 IP-PBXs in MA4000.	MA-51047
ADLDN data is now cleaned up on SV9500-family extension delete Limited support has been added to remove ADLDN data (Assignment of Device Local Number Plan Domain Data for NDM) on extension delete for SV9500-family extensions. This data is not able to be added or managed through MA4000, but extensions that have this data assigned can be deleted from MA4000.	MA-51047
IP-PBX Management	
SV9500-family IP-PBX activation code can be registered through MA4000 The MA4000 IP-PBX Management > System Data > License page now allows setting the IP-PBX activation code.	MA-58168

Component / Enhancement	Ticket(s)
<p>MG-SIP Route Setup and Routing Pattern management for standalone SV9500-family IP-PBXs</p> <p>MA4000 is now able to manage MG-SIP routes on SV9500-family IP-PBXs running as standalone systems using IP-PBX Management > Route/Trunk> Route Setup and use them within patterns on the IP-PBX Management > Numbering > Routing Patterns page.</p>	MA-55124
<p>Number Plan management for standalone SV9500-family IP-PBX's</p> <p>MA4000 is now able to configure the numbering plan of SV9500-family IP-PBXs running in standalone mode. This includes access codes, such as station ranges and service codes</p>	MA-51516
<p>Restrictions management for standalone SV9500-family IP-PBXs</p> <p>SV9500-family IP-PBXs running as standalone systems can manage Feature Class restriction, Route restriction, and Alternative Route restriction data through MA4000's IP-PBX Management > Restrictions pages.</p>	MA-55125
<p>SV9500-family System Data shows decimal values where appropriate</p> <p>The System Data page was enhanced to display friendlier decimal values instead of hexadecimal where appropriate.</p>	MA-54956
<p>SV9500-family IP-PBX activation code can be registered through MA4000</p> <p>The MA4000 IP-PBX Management > System Data > License page now allows setting the IP-PBX activation code.</p>	MA-58168
<p>IP-PBX Restore</p>	
<p>Improvements to SV9500-family IP-PBX Restore</p> <p>The SV9500-family IP-PBX restore operation will reboot the IP-PBX by default when restoring to drive B in order to apply the restored office data immediately. The restore process will also re-run IP-PBX activation if necessary.</p>	MA-54269 MA-54884
<p>Miscellaneous</p>	
<p>Microsoft Edge browser support</p> <p>The Microsoft Edge browser that comes bundled with some new versions of Windows is now supported.</p>	MA-55193 CAL-1104
<p>Microsoft Windows Server 2016 operating system support</p> <p>The standard and datacenter editions of Windows Server 2016 operating systems can now be used for hosting MA4000 and Call Audit.</p>	MA-54955 CAL-1084
<p>Traffic</p>	
<p>Route Names in traffic reports</p> <p>Traffic reports will now show the name associated with a route in MA4000.</p>	MA-55193 CAL-1104

UCE Manager Resolved Issues

Component / Resolved Issue	Ticket(s)
Call Audit	
Incoming Calls were not collected on standalone SV9500-family IP-PBXs <p>SMDR data for incoming calls was not collected by Call Audit for standalone (no network data memory) SV9500-family IP-PBXs. This fix requires applying the Call Audit 2.1 update.</p>	CAL-1423
Call records were not associated to local memory level extensions on standalone SV9500-family IP-PBXs <p>If a local data memory level extension was part of the returned SMDR data for a standalone (no network data memory) SV9500-family IP-PBX, the record was not tied back to the extension. This fix requires applying the Call Audit 2.1 update.</p>	CAL-1481
Extension Management	
SV9500-family one-touch speed dial keys could not be added and have their destination set in the same operation <p>One-touch Speed Dial (FK49) buttons could not be added to a button on a SV9500-family extension and have their destination number/name defined using the same Save operation if a terminal was actively logged in to the target extension. To resolve this issue, use the System Data page to set ASYD SYS 1 Index 386 bit 1=1. This will allow the One Touch function button and destination data to be saved at the same time when a terminal is already logged in to the extension.</p>	MA-50836 ITE-49367
iS3000 number picker sometimes showed an error [EU] <p>If an iS3000 IP-PBX numbering plan used base-15 numbers the extension number picker displayed an error instead of a list of available extension numbers.</p>	MA-54410 ITE-53671
Advanced search returned iS3000 extensions that no longer matched the search [EU] <p>If an iS3000 extension had some Facility Class Marks (FCM) removed, an advanced search for those FCM would still return the extension that no longer had those FCM programmed.</p>	MA-54625 ITE-55912
Two SV9500-family extensions may have been shown as logged in by the same terminal <p>Depending on the response from the IP-PBX, MA4000 may have shown one terminal as being logged in to two extensions at the same time.</p>	MA-54842
Manager Roles / Rights / Logins	
Logins assigned to a role with limited Org Level resource access cannot create new extensions <p>If a manager login was assigned to a role with Organization Level resource access restrictions, that login was not be able to create new extensions.</p>	MA-54580
Range Programming	
SV9500-family Range Change button templates showed inaccurate Line Key Pattern text <p>Range Change of a phone with 12 buttons displayed Line Key Pattern helpful text values that did not line up with the 12 button layout.</p>	MA-50936

Component / Resolved Issue	Ticket(s)
SIP Terminal Management	
Polycom 5.0.2D support was corrected Initial support for Polycom version 5.0.2 was added before the version was officially released. Support was modified to correctly support Polycom 5.0.2D	MA-56748 ITE-55779

UCE Manager Limitations and Known Issues

This section describes issues known to exist in this release of MA4000 Management System. These issues will be fixed as soon as possible and workarounds are provided when available.

Component / Known Issue or Limitation	Ticket(s)
Extension Management	
Unable to delete one touch speed dial button destination data for SV9500-family extensions For one touch speed dial buttons (FK 49), MA4000 is unable to clear the destination number and name from the button. To work around this issue, the button can be disabled or the destination data can be changed.	MA-57116 SG7D5BE
Unable to set one touch speed dial button destination data for SV9500-family Location Diversity extensions When a Location Diversity extension (programmed in AUPDN) is using data memory buttons (AKYD), it is not possible to set the destination data for one touch speed dial buttons (FK 49). This is an IP-PBX limitation.	MA-54911 ITE-54494
Manager Roles/Rights/Logins	
MA4000 installation of Microsoft .NET 3.5 SP1 may not work for Windows Server 2016 MA4000 Installation will try to install Microsoft .NET 3.5 SP1 if it does not exist on the server. In the case of Windows 2016, this operation might not work automatically and the user will have to insert the Windows Server 2016 installation media or manually install .NET 3.5 SP1 from the Windows Server Manager's Add Roles and Features Wizard in order to continue with the MA4000 installation.	MA-58255
Reports	
DESI Labels for some new terminals are not printed properly from MA4000 Some of the DESI Labels for the ITL and DTL phone models have two DESI Labels per printer paper page while MA4000 is currently trying to print only one DESI Label per page. The following phone models are known to have this problem: ITL-6DE, ITL-24D, ITL-12D, ITL-2E, DTL-6DE, DTL-24D, DTL-12D, and DTL-2E.	MA-28640 ITE-35430

UCE Attendant (UNIVERGE UA5200)

UCE Attendant helps customers increase operator productivity and improve customer service with its PC-based attendant console, optional custom keyboard, and solution tabs. It is comprised of the following components:

- UA5200 Client and Server
- Attendant Statistics
- On-Call
- Message Center
- Procedures
- Wake-Up
- Guest Link
- Room Direct
- Patient Link
- HotSOS Integration (Hotel Services Integration)

UCE Attendant Enhancements

Component / Enhancement	Ticket(s)
UCE Attendant – 15.0.0	
Support for PBX Geo Redundancy All UA5200 application services that make a connection to a PBX now support PBX Geo Redundancy. As a primary PBX fails-over to a secondary node the UA5200 applications will automatically connect to the failover node with minimal service disruption.	

UCE Attendant Resolved Issues

Component / Resolved Issue	Ticket(s)
UA5200 Client – Release 15.0.1	
The busy indicator on some of the speed dial buttons stopped working.	OW-61538
When a large number of monitored speed dial buttons are configured, an issue where some of the speed dial buttons would lose their monitoring is now corrected.	
In ACD mode, the UA5200 Client did not update its state to match the phone to Hold when the call was placed on hold using the Dterm hold button.	OW-61669
The hold normal notification is now processed and is not filtered due to other logic related to consultation hold during a transfer.	
DID Selection for Incoming Calls behavior is applied also for outbound calls causing Directory Search to be reset.	OW-61919
The logic for matching an incoming call's company to a configured DID Company is now adjusted to only change the directory filter on incoming calls.	

Component / Resolved Issue	Ticket(s)
A call that abandoned while a conversation was recording caused the UA5200 Client to display a "Shell has stopped working" error. An issue with processing a call recording when a call abandons has been corrected.	OW-61528
UA5200 Guest Link – Release 15.0.1	
A countries language was not available to be chosen in the PBX and the default language seen in the display after a guest checked in was "Not specified". A configurable field is now available to allow the user to set the default language to a custom description of their choice.	OW-61976
UA5200 Server – Release 15.0.1	
The UA5200 Server service crashed when a caller hung up at the same time an attendant tried to park it. Code has now been corrected to better handle the release event when the call was attempting to be parked.	OW-62147
UA5200 Client	
A difference was noticed between the name match seen in the call queue versus the name that was displayed in the call details window after answer. The name matching logic has now been updated to be consistent between components.	OW-53140
An Auth Code could not be manually entered in UA5200 Client. Typing "\$" or "!" is now allowed in the dial number field to support the case where a number is to be dialed with an auth code but the auth code will be manually appended on the end instead of automated.	OW-60660
Transferring a call to a person's voice mail failed after the call was parked and then retrieved. A race condition has been corrected causing the transfer to voice mail automation to fail.	OW-60585
The UA5200 Client closed unexpectedly after trying to close the Quick Dial Pad. Now if the opened tab has a scroll bar showing, it can be closed without crashing.	OW-60445
An error was seen after pressing the "SvRcdng" button. A check for caller info is now being done to avoid an error loading the playback dialog.	OW-60511
A UA5200 Client workstation was not able to be added since the workstation was already used as an E-OSN Client workstation. Workstation names can now be shared between E-OSN and UA5200 and workstations that have been previously deleted can now be re-used.	OW-60392
The Client call control state became stuck after over 20 calls were in the incoming call queue. A locking mechanism is now in place to handle the cases where the result of an answer, release or transfer is returned before the initial request had time to complete changing and initializing the new call state.	OW-57870

Component / Resolved Issue	Ticket(s)
<p>With multiple calls in the ACD call queue an operator was not able to retrieve a supervised transferred call.</p> <p>The Client now attempts to automatically set the agent state to Work mode with the default work mode status when trying to retrieve a transferred call. After Work mode is successfully set, then the transferred call Will be retrieved.</p>	OW-57772
<p>An operator was not able to Conference a transferred call.</p> <p>Now when remote party monitoring is enabled in the PBX, the additional answer notification is ignored to prevent an invalid state.</p>	OW-57757
<p>UA5200 Client experienced a resource leak when selecting Directory entries.</p> <p>Now all objects of scrollbar and text box controls within the UA5200 display are properly disposed.</p>	OW-57312
<p>Cancelling a transfer from the Active Transfer window caused the Client to enter the Hold state.</p> <p>When a number that is on the speed dial list is also a transfer destination, the PBX hold notification that is received as part of the cancel active transfer call flow is now ignored.</p>	OW-56995, OW-57311
<p>After a parked call has been retrieved by an attendant and then released the parked call state showed as abandoned.</p> <p>A new Handled state is now added that will display briefly and then clear. The parked call state is now altered in the following scenario:</p> <ul style="list-style-type: none"> - Park call state is in the Retrieved state (connected to an attendant). If the parked call is released due to some call processing action such as transfer, release, conference, etc. then the parked state changes to "Handled". Note: The call processing action of holding a call will keep the call in the Retrieved state. 	OW-55935
<p>An Operator transferred a call using the Dterm and the UA5200 Client state did not update from "Connected" to "Transfer Ring Dest".</p> <p>Notifications from the PBX are now processed correctly that results in state changes being processed.</p>	OW-55846
<p>An operator was unable to retrieve a parked call when the site had multiple PBXs defined.</p> <p>OWAgent Service has now been corrected to support non-unique routes defined across multiple PBXs. The result of "call not found" is no longer seen when retrieving parked calls in an environment with the same route number programmed for multiple PBXs.</p>	OW-45132
<p>A person chooser dialog was seen when manually dialing an external number that was a shared contact method for several people.</p> <p>Manually entering an external number to dial that is shared, no longer displays the people chooser dialog. The call is immediately processed.</p>	OW-53127, OW-53129
<p>A transfer to voicemail attempt failed with the error " This operation can only be performed with a call in progress".</p> <p>A race condition is corrected that intermittently resulted in a bad call state for the transfer to voice mail operation.</p>	OW-60585, OW-60656

Component / Resolved Issue	Ticket(s)
UA5200 Server	
<p>The UA5200 Install manual had incorrect bit settings for OAI Call Origination to MFC Trunk.</p> <p>The manual has now been corrected to read the following: Index 451 Bit0=1 OAI Call Origination to MFC Trunk by SCF FN=1. In service. Index 451 Bit2=1 OAI Call Origination to MFC Trunk by SCF FN=3. In service.</p>	OW-53195
<p>After parking a call, an operator could not do anything until the client application was closed.</p> <p>A timing issue is now correctly handled in UA5200 Server after a join park call request is made in which the order of events received after the join park is not always the same.</p>	OW-60482, OW-60483
<p>A call control error was seen after attempting to join a call with a parked caller.</p> <p>The issue related to sending the join request before receiving an incoming notification is now resolved.</p>	OW-60483, OW-60482
<p>A call transferred to an external destination recalled back to the UA5200 Client.</p> <p>Recall timers are now separated for internal and external transferred calls. If the recall timer is set to 0 for either timer, then recalling is disabled for that type of call.</p>	OW-56387
UA5200 Attendant Statistics	
<p>In Attendant Statistics Administrator, the change password option failed to save the new password.</p> <p>Saving a password with a length greater than 10 characters now succeeds.</p>	OW-60388
<p>Database maintenance fields set in UA5200 Attendant Statistics Administrator did not work.</p> <p>The values set for removing incomplete events and archiving statistics data are now executed based on the set interval after the services are restarted.</p>	OW-61366
UA5200 On-Call	
<p>On-Call Schedules did not display in On-Call Administrator after they were created.</p> <p>In browsers where the language setting is not set to English, the date time string sent to the database to search for a schedule is now passed in a format that is expected by SQL.</p>	OW-60461
UA5200 Wake-up	
<p>Default values set on the Wake-Up Settings page in OW5000 Administrator were not seen in UA5200 Client.</p> <p>The Max Snooze Interval and the Default Snooze Interval are now set when the Wake-Up tab is selected in UA5200 Client.</p>	OW-61437
UA5200 Procedure Manager	
<p>A procedure could not be viewed or started after performing a search.</p> <p>The state of the Start/View buttons is now preserved when a search is performed.</p>	OW-60412

Component / Resolved Issue	Ticket(s)
Patient Link	
<p>The patient purge failed to run and delete discharged patients.</p> <p>Now when getting the list of patients to be purged paging is applied to optimize memory usage.</p>	OW-61499, OW-61500
Guest Link	
<p>The HasText Message field was updated when a guest received a voice mail.</p> <p>For the Guest Link Agilysys adapter, Guest Link now receives voice mail and text message count notifications directly through the link and does not rely on the PBX notification through Wake-Up Service.</p>	OW-58232
<p>Setting glink.SendIBMEnterOnTerminate=false did not acknowledge the terminate message.</p> <p>An acknowledgement to the terminate message is now sent when the SendIBMEnterOnTerminate flag is set to false.</p>	OW-56193, OW-56969
<p>A guest in the UA5200 Client directory displayed an extension for the guest entry after check-out.</p> <p>Now both primary and additional guests no longer have a number assigned after check-out.</p>	OW-56152, OW-56951

UCE Attendant Limitations and Known Issues

This section describes issues known to exist in this release of UCE Attendant (UNIVERGE UA5200). These issues will be fixed as soon as possible and workarounds are provided when available.

Component / Known Issue or Limitation	Ticket(s)												
UA5200 Client													
<p>The Quick Dial 10 shortcut did not work.</p> <p>There is a documented conflict with Cntrl+Shift+0 on Windows Vista and Windows 2008 that use this same shortcut to change the input language. Disabling the OS shortcut will allow the Quick Dial 10 shortcut to work. Instructions to disable the OS shortcut are here: http://support.microsoft.com/kb/967893</p>	OW-20907												
<p>Was not able to set forward to extensions longer than 12 characters.</p> <p>The SV8500 and SV8300 have the following length limitations for forwarding:</p> <table border="1" data-bbox="372 1579 850 1695"> <tr> <th></th> <th>SV8500</th> <th>SV8300</th> </tr> <tr> <td>All</td> <td>12</td> <td>16</td> </tr> <tr> <td>Busy</td> <td>12</td> <td>12</td> </tr> <tr> <td>Unanswered</td> <td>12</td> <td>12</td> </tr> </table>		SV8500	SV8300	All	12	16	Busy	12	12	Unanswered	12	12	OW-20916
	SV8500	SV8300											
All	12	16											
Busy	12	12											
Unanswered	12	12											

Component / Known Issue or Limitation	Ticket(s)
Call Forward information did not display if OAI was used to make a call that was forwarded to a monitored number for a SV8300 or SV9300.	OW-45534, FR-001150052
If the UA5200 Client makes an outbound call to a station that has forwarding set to a UA5200 incoming call monitored number, the PBX fails to provide the forward party information to display in the queue. This issue is only for the SV8300 and SV9300 type PBXs.	
IM window content and other tabs will not display the information correctly if floating and then pinned after content has been added. This is a limitation with the .Net Magic library used by UA5200 Client. Closing and re-opening the window or working with the window pinned will avoid this issue.	OW-32843
The personal pilot is not seen in ACD call queue at the first login. The second login and subsequent will show it.	OW-54193
Override option from Active Transfer with the destination being a route/trunk, results in the attendant hearing ROT. This is an issue in the SV8500/SV9500 PBX software.	OW-33240
In Ready mode, if there are multiple calls in the ACD call queue and there is only one operator logged in to the answering split, the operator cannot retrieve a parked call until the ACD call queue is empty. ACD will distribute the call to the agent who is in ready mode making it not possible to retrieve a parked call at the same time the ACD is sending the agent a call from queue. This is a service condition.	OW-57012
If the HotSOS login ID is not correct in HotSOS, a UA5200 Client trying to create or edit a service order is not provided an informational error that accurately describes why the service order cannot be created. HotSOS is not providing a specific error code from a bad or invalid login ID. If this error message is received for all attempts to edit or add a service order then check the HotSOS login ID in the HotSOS Client: "Order #xxx could not be updated. Room not found. Specify a valid ID, room number, or name."	OW-60374
In Message Center view message panel, if a phone tag is added and the phone tag is in the last sentence, then the entire blank area directly below the number is clickable and will activate the phone tag. This is an issue with the text box control used for the display and is a known issue.	OW-60416
Universal Search has been removed from being an available search type option. Development has been suspended for this feature and removed temporarily. All searches are converted to the traditional Advanced Search type on upgrade to UCE 2016.	OW-61388
If you configure two entries for agent service pointing to the same ACD, that application functionality will be negatively affected.	OW-58309
The DND (Do Not Disturb) indicator for Locations (Hotel Room entries) in the UA5200 Client Directory do not display the DND status for the location entry. The DND status is only seen on the Guest entry.	OW-58310

Component / Known Issue or Limitation	Ticket(s)
Make calls or transferred calls with Auth Code dial will not override route restrictions.	OW-60660
UA5200 Attendant Statistics	
Attendant Statistics version 6.6.10 cannot be uninstalled or upgraded straight to 7.0, it must be upgraded to 6.6.11 first to correct an uninstall script problem The Attendant Statistics install version 6.6.11 is located on the distribution media under the UA5200 Attendant Statistics folder.	Mantis 0046144
The login prompt is not displayed when using the Chrome Browser. Chrome versions 42, 43 and 44 do not work with the NPAPI plugin. To make it work see this link https://support.google.com/chrome/answer/6213033?hl=en . Additional steps may be needed. See the UA5200 Attendant Statistics Install Guide. Chrome version 45 or higher will stop support for the NPAPI plugin. After Chrome version 45, a different browser type such as IE will need to be used to launch Attendant Statistics Administrator.	OW-51475
When you change an IP address in Schedule Profile of Attendant Statistics (Tools -> Schedule Profile), The change was not immediately applied. Restart AttStats Scheduler service to apply configuration changes such as its IP address on the system.	OW-61313
UA5200 Patient Link	
The PV1 data is not processed in an A03 Discharge Patient message if the A03 packet contains an NK1 segment. Patient Link should ignore the NK1 segment and process the PV1 data The HL7 system should be updated to not include the NK1 data.	OW-35126
MS SQL Reporting Services	
The print control supplied by Microsoft as part of the SSRS feature set does not appear on Chrome or Firefox browsers. The preferred method to print a report is to export using one of the SSRS export option and then print.	
Reports must be manually uploaded to Microsoft SQL Server Reporting Services if the SQL Server is not installed on the same server as OW5000 Platform. If the SQL Server and SSRS is remote to the OW5000 Platform installation, the “Upload Reports” button on the OW5000->Settings page will not work due to access rights.	
Reports formatting are not sized correctly and some standard controls are missing from the reports page. Microsoft SSRS does not support other web browsers other than IE. http://msdn.microsoft.com/en-us/library/ms156511(SQL.90).aspx	OW-11443
UA5200 Wake-up Service	

Component / Known Issue or Limitation	Ticket(s)
<p>Room Direct and Wake-Up Service fail to install, upgrade or uninstall if SQL Server 2014 SP1 is applied through cumulative Windows updates.</p> <p>If this situation occurs, it can be corrected by applying the latest window updates and selecting the optional Windows Update to upgrade to SQL Server 2014 SP2.</p>	OW-61279
UA5200 Guest Link	
<p>Guest Link Agilysys adapter is unable to stay connected to the LMS side when a terminate message is received.</p> <p>If Agilysys sends a terminate message to Guest Link, Guest Link should immediately close its connection and shutdown and then restart. Agilysys may expect a different type of Acknowledgement message to the Agilysys terminate message than what Guest Link is specified to send. To correct this situation, a configuration value can be modified to send a different Ack type:</p> <p>Set app pref: glink.SendIBMEEnterOnTerminate=true in file typically located here "C:\Program Files (x86)\NEC\UA5200 Guest Link\UA5200GLinkProxy\glinkProxy.props"</p>	OW-23343
<p>The instructions to manually clear the Guest Welcome message from the Dterm display of a guest phone using OAI Diagnostics, do not work on the SV9300.</p>	OW-60590
UA5200 Wake-Up Administrator	
<p>On Wake-Up Settings page of OW5000 Administrator, a value in Default Snooze Interval is automatically reset to 5 minutes when you change a value in Max Snooze Interval or Max number of Snoozes.</p>	OW-61468

UCE Desktop/Toolbar/Agent (UNIVERGE UC700)

UC for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700) combines contacts, rich presence, communication history, instant messaging, call control, mobility, optional voice/video conferencing, and collaboration into one powerful, easy to manage solution. The UC700 provides an intuitive interface that combines unified communications functionality in a single application.

Your presence and status may be easily shared with fellow UC700 users along with UA5200 operators, MC550 mobility clients, users of NEC's soft phone, Dterm, and DT750/DT730 phones, UM8700 Unified Messaging and external XMPP services or other UCE systems using XMPP for presence.

Based on your status, you may implement rules for groups of contacts so that people can reach you in the most effective and appropriate method possible.

And contact center agents have the option of UCE Agent to allow them a contact center view at their desktop.

UCE Desktop/Toolbar/Agent Enhancements

Component / Enhancement	Ticket(s)
UCE Desktop	
Support for PBX Geo Redundancy All UC700 application services that make a connection to a PBX now support PBX Geo Redundancy. As a primary PBX fails-over to a secondary node the UC700 applications will automatically connect to the failover node with minimal service disruption.	

UCE Desktop/Toolbar/Agent Resolved Issues

Component / Resolved Issue	Ticket(s)
UC700 Client / UC700 Agent – Release 15.0.1	
Dialing a contact through Presence for Microsoft Outlook did not work. Presence for Oultook and Smart Tags now are rebuilt to work with latest UC700 API.	OW-61545
UC700 Collaboration– Release 15.0.1	
Even though there were more than 50 CMM user license available, no more than 50 could be assigned. A SQL trigger that was erroneously validating the CMM license is now removed.	OW-61896
UC700 Client / UC700 Agent	
Advanced search did not match searched text to a user. Advanced Search is now removed from the Communication History tab. The Advanced Search is only for the directory.	OW-53153
A contact method could not be deleted using Settings > General > My information. An issue has been corrected in contact method descriptions that now allow contact methods to be deleted.	OW-53296

Component / Resolved Issue	Ticket(s)
Switch hold did not work for a user. Switch hold now works when two sublines are connected and the call originated from a subline.	OW-55141
The call details did not update after a call was forwarded to a different caller. Now when a UC700 Client is being used on an SV9300, the call details are updated when the original destination is forwarded.	OW-56290
The UC700 Client status did not change to "In a Meeting" at meeting start. The status remained "At Desk". Now tentative meetings and meetings that are not accepted will change a user's status. An application preference is now available to allow a user to choose to change status for a meeting that is in the situation where Outlook considers the meeting Tentative.	OW-55623, OW-56315
After a UC700 Client logged in, a yellow warning triangle was seen with hover-over text that said "Softphone is starting...". But hours later, it was in the same state. When the PC the UC700 Client is running on resumes from stand-by mode, the SP350 now is able to re-launch correctly and is not in a bad state caused when the shutdown was received when stand-by was first started.	OW-57869
A person was able to login to UC700 Client with the NTLM name with no password. NTLM login is now blocked when Windows Auth is now being used as the login method.	OW-58374
After a voice mail was listened to using the Dterm, the voice mail call log could not be deleted. Now when a voice mail access error is returned from voice mail while trying to delete the voice mail, UC700 continues with the cleanup process of deleting the voice mail.	OW-59302
UC700 Calendar Link	
The Calendar Link plugin in Outlook was disabled when the user logged in to UC700 Client with SSL. SSL Certificate validation is now performed for the Calendar Link plugin.	OW-53083, OW-53081

UCE Desktop/Toolbar/Agent Limitations and Known Issues

This section describes issues known to exist in this release of UCE for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700). These issues will be fixed as soon as possible and workarounds are provided when available.

Component / Known Issue or Limitation	Ticket(s)
UC700	

Component / Known Issue or Limitation	Ticket(s)
UC700 search does not match accents when specifically entered. UC700 search feature is unable to find entries with accents unless specifically input - i.e. it cannot find Café when the user inputs Cafe.	OW-2523
UC700 does not correctly handle PBX recalls. When a transferred call is not answered and a transfer recall takes place, the transferred caller's UC700 incorrectly displays the connected party as the number that was transferred to rather than the transferring number which has now be reconnected.	
UC700 does not differentiate "Away from Desk" set by idle watcher from that status set directly by the user. UC700 clears the status when the user logs into UC700 regardless of how it was set.	
Calls already in progress when UC700 is started will not be displayed in the client. When a user's starts UC700 after a call is already in process the UC700 display will be incorrect until start of the next call.	
UC700 server stops responding to clients and browsing to http://UC700server/UC700/UC700service.srv displays an IIS error: "Could not Load File or Assembly". When this error occurs please apply the Microsoft hot fix described in Microsoft KB #934839	OW-14838
UC700 Toolbar for Outlook is not visible. If UC700 or Outlook does not close properly, UC700 may get disabled by Outlook. It can be corrected by the following steps: Outlook 2007 or 2010 Users: Go to Tools >> Trust Center. Click on the Add-ins section. If "Nec.UnifiedSolutions.UnifiedCommunications.OfficeClient.Outlook" or "NEC UC700 for Microsoft Outlook Add-in" is inactive, make it active by using Manage: COM Add-ins at the bottom of the Add-ins tab. Note: "Apply macro security settings to installed add-ins" should be unchecked. If it is disabled, then first enable it by using Manage: Disabled Items at the bottom of the Add-ins tab. Outlook 2003 Users: Go to Tools >> Options. Go to "Other" tab. Click on "Advanced Options...". Click on "COM Add-Ins..." and enable the Nec.UnifiedSolutions.UnifiedCommunications.OfficeClient.Outlook" or "NEC UC700 for Microsoft Outlook Add-in"	

Component / Known Issue or Limitation	Ticket(s)
<p>UC700 Outlook toolbar panel is displayed “fuzzy”.</p> <p>When using the UC700 Toolbar for Outlook, the panel header in Outlook may sometimes disappear or look fuzzy. This issue is related to the graphics card of the PC and usually occurs when using Windows XP.</p> <p>To solve this issue, perform the following steps:</p> <ul style="list-style-type: none"> Open the Windows Control Panel and select Display Properties Go to the Settings tab Click the Advanced button Go to the Troubleshoot tab Decrease the Hardware acceleration to the 3rd Level from Full (Decrease further if this doesn't resolve the issue) 	
<p>Installing UC700 Client with low UAC then increasing UAC causes UC700 Client auto upgrade to fail with a message that a file cannot be accessed.</p> <p>To correct this condition, the UC700 Client will need to be uninstalled then re-installed with the UAC set to the desired level. Increasing the UAC after installation may result in the same issue of not being able to auto upgrade when a new version is available.</p>	OW-22003
<p>A UC700 user cannot release the call when using the integrated softphone option if calling their own secondary extension from their primary extension.</p> <p>In the call control window the release button is disabled but since the primary extension is being used to make the call the release button should be enabled. If this happens with the no GUI SP350 option, there is no way to release the call.</p>	OW-19579
<p>When running 2 instances of Microsoft Outlook with UC700 in Outlook toolbar mode UC700 will only be displayed in the first instance of Outlook.</p> <p>This is a current limitation of UC700 Outlook toolbar.</p>	OW-22588
<p>UC700 upgrade can fail with "cannot overwrite UC700IMProvider.dll" error.</p> <p>Uninstall UC700 client, remove all files from install folder and run installer again will allow the installation succeed.</p>	OW-44561, OW-52811
<p>Portuguese language translations are not complete.</p> <p>Hospitality strings and strings from features new to UCE 2014 are not translated for Portuguese.</p>	OW-44628
<p>UC700 embedded SP350 softphone receives an error when detecting the audio device for USB (e.g. a USB Headset).</p> <p>Occasionally the audio device drivers will not load or are blocked. This can occur for example when using a USB port that is on a monitor and not on the PC itself. To correct this situation, unplug the USB audio device and try a different USB port.</p>	OW-61413
<p>UC700 Client upgrade clears any configured UC700 sounds.</p> <p>After upgrade the sounds are reset back to the default profile.</p>	OW-44353
Calendar Link	

Component / Known Issue or Limitation	Ticket(s)
<p>Calendar Link requires Microsoft .Net Framework 4.0 full profile to be installed</p> <p>When upgrading to 9.x versions of Calendar link the 4.0 .Net Framework to be installed on the Exchange server. The install will not continue until this Framework is installed.</p>	OW-20624
<p>Return Time is not remembered when a meeting occurs within the timespan of another scheduled event.</p> <p>If a user sets their status to On Business Trip with a return time and during the business trip they have a meeting set up that Calendar Link set them to "In a Meeting" for after the meeting is over the users status will be set back to On Business Trip but they will not have a return time. This is a current limitation.</p>	
UC700 Agent	
<p>UC700 agent does not handle work mode restriction correctly on some versions of ACD/CCWX.</p> <p>UC700 agents that have work mode restricted enabled incorrectly show that work mode is changed from the UC700 UI. Work mode does not actually change however. This is corrected in the ACD/CCWX. Please reference CCX-91.</p>	OW-22424
<p>UC700 agent will display an "Unknown" calling party when an IVR Call back that is routed to an agent is screened transferred to another agent through an ACD pilot.</p> <p>This is currently a limitation of the ACD and OAI signaling and cannot be corrected on the UC700 application. Blind transfer will work correctly and is the recommended workaround for this issue.</p>	OW-22514
<p>UC700 agent does not handle non-unique route numbers across multiple PBX's defined in OW5000</p> <p>Unique route numbers should be used across all PBX's defined in OW5000 for OWAgent service to function correctly.</p>	OW-52952
<p>On the first login of UC700 a maximum of 100 Outlook contacts can be added as to a contact group in UC700</p> <p>If more than 100 Outlook contacts are imported then only the first 100 will be imported. The other contacts can be added to UC700 personal contacts by using the "Import Outlook Contact" function and then added to a contact list manually in UC700</p>	OW-51216

UCE Mobility (UNIVERGE MC550)

The UCE Mobility (UNIVERGE MC550) is a fixed mobile convergence solution for the enterprise. Mobile workers stay accessible and empowered, whether they use the native iPhone and Android client or web-based view on Windows Phone, Blackberry or even a basic flip phone for multi-ring and status updates. MC550 multi-rings the user's enterprise telephone number on devices of their choosing providing single number reach while hiding the user's cell phone number when placing and returning calls. All incoming calls are routed through the enterprise voice server to all multi-ring devices. This leverages the voice server infrastructure, such as call distribution, call coverage, enterprise voice mail, call detailing recording, and least cost routing while providing mobility. With this mobile solution, employees don't need to give out their mobile number for work purposes, protecting the employee and employer. Calls can be placed using the directory, communication history, and using 4 or 5 digit extension dialing. Enterprise calls can be moved from user's desk telephone to a mobile device (or vice-versa) with the touch of a button.

MC550 provides a web interface to make use of enterprise presence, status, directory, and call logs. This web interface can be used to provide a mobile UCE experience through the use of web browser on the mobile device.

MC550 also provides a native iPhone and Android applications that extends rich UC capabilities to the mobile devices.

UCE Mobility Enhancements

Component / Enhancement	Ticket(s)
iOS MC550 Client	
Support unlinking of smart device from MC550 client	
MC550 client now supports unlinking a smart device from the client	
Native Contact list dialing using MC550	
MC550 now supports accessing IOS contacts list and dialing using MC550	
Android MC550 Client	
Support unlinking of smart device from MC550 client	
MC550 client now supports unlinking a smart device from the client	
Native Contact list dialing using MC550	
MC550 now supports accessing Android phone book contacts and dialing using MC550	

UCE Mobility Resolved Issues

Component / Resolved Issue	Ticket(s)
UCE Mobility Server – version 15.0.1	
MC550 dropped a call on network change and then the user was not able to make a call for another five minutes. A registration check is now added after a release event so that the smart device can check its registration status and register again if needed.	OW-59087

MC550 user was unable to answer a call when the phone was locked.	OW-61505
Now after unlocking the incoming call can be answered.	
UCE Mobility Server	
MC550 Server application crashes under heavy load with frequent OAI disconnects	OW-61454
The MC550 server has been corrected to handle frequent OAI disconnects correctly	
Redirect or transfer to 4 digit numbers that start with 1 fail because an extra +0 is added in Australian Region	OW-61479
MC550 will check to see if the number is possibly an extension before applying external dialing rules to numbers starting with 1	
Move Call to some contact methods fail if the original call was made from a Smart Device end point	OW-61280
MC550 now tracks Smart Device calls correctly to allow the move call to function correctly.	
MC550 server selected the wrong monitored number to be used for making calls and moving calls	OW-60130
MC550 server now selects the "Monitored Number" that is selected as "Mobility" for this use.	
When the original calling party releases during a smart device call transfer the original the call cannot be moved using the move call feature	OW-57950
This is now corrected in MC550 server to track the call correctly.	
Move call during an outgoing call before the called party answers causes MC550 to be in an incorrect state	OW-57467
MC550 now will not allow move call to be used until the called party answers	
Three party conference if the destination of the transfer is a subline on a Dterm	OW-57465
MC550 now handles this case correctly and allows the conference	
Call hold fails from a Smart Device if the called party answers on a subline of a Dterm	OW-57464
MC550 now correctly send the MRID value in the SMFR message and hold works correctly	
MC550 client could not make calls using SIP and showed "User Cannot Be Authenticated" when more than one tenant are involved	OW-53535 OW-56314
MC550 now reads the correct tenant of the part and makes the call correctly.	
MC550 iOS Client	
Voicemails that are left in a mailbox and has a password change cannot be deleted from the MC550 client	OW-59302
MC550 client and Voice Mail Integration service now handle this case correctly.	
MC550 Android Client	
Voicemails that are left in a mailbox and has a password change cannot be deleted from the MC550 client	OW-59302
MC550 client and Voice Mail Integration service now handle this case correctly.	

SIP and XMPP connections frequently disconnect on Android 5.1 and above Network code changed to only restart the connection if the IP address of the device changed.	OW-57807
After removing a part from a call transfer on a smart device the original party shows as "unknown" and displays the wrong number	OW-57278
MC550 client now updates its display correctly	

[NEC Corporation of America](#)

3929 West John Carpenter Freeway, Irving, TX 75063 | Phone: 214.262.2000 | Fax: 214.262.2586
www.necam.com

UCE Mobility Limitations and Known Issues

This section describes issues known to exist in this release of UCE for Enterprise (UCE) Mobility (UNIVERGE MC550). These issues will be fixed as soon as possible and workarounds are provided when available.

Component / Known Issue or Limitation	Ticket(s)
MC550 Web Site	
iPhone shows 10 digit phone numbers as clickable links on details page. iPhone browser shows 10 digit phone numbers as clickable links if the user has added a home page application link. If the user has not added a home page application link this problem does not happen. This is an iPhone issue that is currently a limitation with MC550.	OW-3692
MC550 iPhone	
MC550 iPhone client running on IOS 4.3.x has upside down rotation issues. When the MC550 iPhone client is running on an IOS device at 4.3.x OS version, rotation to an upside down position can cause the applications display to be partially hidden. This is a known issue that will not be resolved in this IOS version. Please upgrade or device to a 5.1.x IOS version to correct this issue.	OW-19390
MC550 Server	
Smart Device hold button is disabled when connected to an SV9300 When a user is on a Smart Device (SIP) call the Hold button is disabled. This is a system limitation in the current version.	OW-59011
Smart Device rings one time when a user has a rule activate to redirect calls away from their primary extension. When a user has a contact rule active that does not include the primary extension, then calls dialed directly to a user's Smart Device will ring as normal but will be redirected at the moment the end user clicks to answer the call. This issue does not affect multi-ring calls; it only affects calls made directly to a Smart Device and such a rule is active.	OW-44619
After installing ASP.Net 4.5 on Windows Server 2008 R2, MC550 Server install could fail with an error message. http://support.microsoft.com/kb/2805226 To fix this, you need to install KB-2805226. This can be selected from Windows Updates. Error message: "System.ServiceModel.ServiceHostingEnvironment+HostingManager/15458568 Exception: System.ServiceModel.ServiceActivationException: The service '/MC550RestApi/MC550RestApi' cannot be activated due to an exception during compilation. The exception message is: A binding instance has already been associated to listen URI 'https://pilot.insidesoftware.ro/MC550RestApi/MC550RestApi'. If two endpoints want to share the same ListenUri, they must also share the same binding object instance. The two conflicting endpoints were either specified in AddServiceEndpoint() calls, in a config file, or a combination of AddServiceEndpoint() and config. . ---> System.InvalidOperationException: A binding instance has already been associated to listen URI 'https://pilot.insidesoftware.ro/MC550RestApi/MC550RestApi'. If two endpoints want to share the same ListenUri, they must also share the same binding object instance."	OW-44330

UCE ACD (CallCenterWorX ACD - Server Based)

CallCenterWorX ACD is a server-based Automatic Call Distribution (ACD) system. It enables the user to define call handling rules, known as CCVs (Call Control Vectors), to process and route calls to designated agents such that the most appropriate agent handles the call in the shortest elapsed time. It also interacts with other contact center modules (MIS, IVR, etc.) to provide robust and comprehensive features to be utilized by the contact center.

UCE ACD Enhancements

The section below describes enhancement to the UCE ACD in this release.

Component / Enhancement	Ticket(s)
Database Capacities	
ACD Database Capacities Increase (Business System) Some ACD database maximums have been increased for business (8300/9300) systems:	CCX-168

Capacity (max)	Business (old)	Business (new)
Splits	150	400
Week Schedules	150	400
Logon IDs	400	500
Personal Pilots	400	500
Pilots	300	400
CCVs	300	400

UCE ACD Resolved Issues

This section describes issues that have been fixed in CallCenterWorX ACD for Business and Enterprise.

Component / Resolved Issue	Ticket(s)
6.4 Version MIS Messaging	
Incorrect Message Format For Personal Queue Calls When a call queued into an agent's personal queue, the MIS "AA" (Incoming Call) message was incorrectly formatted and could not be processed correctly by the Navigator. This could cause the ANI information associated with the call to be incorrectly stored and reported on.	CCX-283

UCE ACD Limitations and Known Issues

Component / Known Issue or Limitation	Ticket(s)
None There are no known issues for UCE ACD in this release	

UCE IVR (QueWorX)

UCE IVR is a software application that provides the tools necessary to add sophisticated Computer Telephony Interface (CTI) functionality to a call center, such as:

- Customer data collection
- Auto-attendant
- Estimated time to answer
- Queue depth
- Customer callback

Call routing based on a customer information database and the UCE IVR Agent pop-up screens are expanded features and capabilities of UCE IVR.

UCE IVR includes two Windows based services. One provides the infrastructure necessary to support the ACD agent desktop applications, while the other interfaces with the ACD/PBX to provide interaction with voice calls. Both of the services use the NEC Infolink protocol to communicate with the ACD

UCE IVR Enhancements

Component / Enhancement	Ticket(s)
General	
None	

UCE IVR Resolved Issues

Component / Resolved Issue	Ticket(s)
UCE IVR Call Control	
SIP Re-invite issue	QX-1615
Corrected handling in a case of failed re-invite response.	
UCE IVR Web Callback	
Number Validation Issue	QX-1631
Corrected web callback validation issue	

UCE IVR Limitations and Known Issues

Component / Known Issue or Limitation	Ticket(s)
None	

UC Connector

UC Connector is application that integrates the “UNIVERGE SV9500/9300” series platform to Microsoft Lync. UC Connector provides functions such as make a call and send IM from Microsoft Lync, and to display phone status within Microsoft Lync. It is a call control integration between the NEC UNIVERGE SV9300 and SV9500 voice platforms and Microsoft Lync

UC Connector Enhancements

Component / Enhancement	Ticket(s)
Re-login automatically after UC Connector Connection Settings are changed	
Error message on outgoing failure	
Eliminate wasted space in User Panel	
Elapsed time display in call history	
Redirect operation by incoming popup	
Strengthening of encryption at configuration file	OW-55945
Select terminal for outgoing call	
Call history of outgoing call by excepting primary extension	
Setting request message at first starting UC Connector.	

UC Connector Resolved Issues

Component / Resolved Issue	Ticket(s)
Need to mouse click twice to get the focus and enter the MakeCall number	GlobalMind [AR-903160020]
Request1: When user clicks Apply button, the message to show that setting was changed appears.	-
Request2: When user's input dial number has no valid number, call confirmation panel doesn't appear.	-
OW5000 must be “UCE2016” only. Current version of UC connector doesn't support “UCE2015”.	-
UC Connector sometimes throws error message " Office collaborator has stopped working" when incoming call arrives	JIRA[OW-57978]
Incoming screen pop-up has no Caller Name sometimes if UC Connector and lync client are idle for a while	JIRA[OW-55437]

UC Connector Limitations and Known Issues

Component / Known Issue or Limitation	Ticket(s)
For displaying the presence on Contact Card on Microsoft Outlook, Microsoft Lync is required to be installed on the client PC and to log in to the Lync Server.	
Even if Cached Exchange Mode is enabled on the Outlook settings, the contacts data of Exchange may not be cached on the client PC. Please ask to your system administrator for the cache validity. This may be caused by access right conflicts.	

Component / Known Issue or Limitation	Ticket(s)
nder the situation that Cached Exchange Mode is disabled and a communication failure occurs between the client PC and Exchange Server, when you right-click the name or mail address, Outlook may remain processing while UC Connector is trying to communicate with Exchange Server.	
To perform a Call operation using UC Connector, UC Connector is required to be running and connected to UC Server (OW5000).	
The name of the menu option to be displayed by right-clicking on Outlook can be changed by performing installation using UCConfig.txt that is generated by MakeConfigureFile.exe.	
On Microsoft Word/PowerPoint, the operations of call origination is not guaranteed.	
<p>When the Outlook/Exchange Cache file automatic update enable.</p> <p>When the Cache file automatic update fails, then the telephone book data is no change same as before. When the automatic update failed, an update due date of the next week is decided at the time of the next start and tries automatic update of the cache file. In addition, it is necessary to update an update button by manual operation when you want to update it immediately without waiting until the next week. (This limitation is after R2 or later)</p> <ul style="list-style-type: none"> - 102 - - Does not start this software on date of Automatic update. - To stop this software on date of Automatic update. - Even this Software is running but it having communication error with Exchange Server on date of Automatic update. 	
<p>Microsoft Outlook Collaboration is not available if UC Connector is installed and Microsoft Outlook Collaboration is then installed.</p> <p>When Outlook is not installed, and UC Connector is installed, and user needs to install Outlook, Outlook collaboration is not available. If Outlook collaboration needs to be used, please uninstall UC Connector, install Outlook and then install UC Connector again.</p>	
<p>PBX-to-PBX Dialing limitation with open numbering</p> <p>In case of open numbering, all operation and configuration must be done with full digits. For example, if User A uses 1000 on PBX-A which needs 8-10 to be dialed from other PBX, User A's telephone number in Active Directory must be 8-10-1000. Also, when dialing manually by typing number in UC Connector's text box, user must type in full digits (8101000 in case above).</p>	
<p>Lync 2010 resize window limitation</p> <p>If you are using Lync 2010, when you resize the Lync window, text box to input number and buttons are not displayed correctly in the launcher. In this case, please resize the Lync window properly, to display all text box and buttons in the Launcher.</p>	
<p>If UC Connector cannot connect to the Internet, change Internet Option from Internet Explorer. (Or from Control Panel)</p> <ol style="list-style-type: none"> 1. Open Internet Explorer, select Tools > Internet options > Advanced Tab then go to Security section. (Or Control Panel > Network and Internet > Internet options > Advanced Tab) 2. In the Security section, uncheck "Check for publisher's certificate revocation" and click OK. <p>Note: Make sure to revert this setting once the client PC gets the Internet connection, or there might be some security risks on apps (not only UC Connector but also other applications installed on the PC).</p>	
Outgoing Call Log is not generated when the call made by MakeCallFromEndpoint() by user who doesn't have Primary Extension	OW-61337

Upgrade Procedures

Beginning with the release of UCE 2011 R2, NEC provided the ability to directly download the UCE software from the License Manager Server (LMS). The UCE 2014 software, installation tools and documentation are all included in the form of an ISO image file(s) through the LMS system. Customers must have a valid Software Assurance agreement to download the software.

UCE Application Platform (UNIVERGE OW5000)

For details on how to install or upgrade OW5000, please refer to the “UC for Enterprise (UCE) Application Platform UNIVERGE OW5000 Installation Guide” document provided on the installation disks.

Before upgrading OW5000, NEC recommends backing up the OW5000 database for data recovery purposes.

NOTE: Verify that your License Manager Client contains a license for OW5000 Version 14.0 (OWVER140) prior to upgrading from a previous major release. All systems upgrading to this version must receive a new license.

MA4000 Integration (Data Integration): If MA4000 Integration was in use prior to performing the OW5000 Platform upgrade then a bulk import must be run after the upgrade.

Note: If, after the Platform upgrade, you intentionally delete data within MA4000 that is mapped to fields in OW5000 and you also attempt to run a Bulk Import before disabling and re-enabling Data Integration (as instructed, above), the corresponding data will not be deleted in OW5000. Trash Can icons will appear next to the affected OW5000 fields (next to a Person's Contact Methods, for example, if those Contact Methods had been deleted in the corresponding MA4000 User record). The trash cans are evidence that the data exists in OW5000 but not in MA4000 indicating the lack of an OW5000-to-MA4000 link for those fields. If this has happened due to failure to follow the instructions above, you must manually delete in OW5000 any data that you had deleted in MA4000 after the upgrade, but before disabling and re-enabling MA4000 Integration.

Openfire XMPP Server installation: Please read the “UC for Enterprise (UCE) Application Platform UNIVERGE OW5000 Getting Started Guide” for XMPP Server requirements before running the Openfire XMPP Server installation from the DVD. A Domain must be specified during the installation. A DNS entry should be created for name resolution of the XMPP Server or, in lieu of a DNS entry, the XMPP Server Settings should be edited in OW5000 Administrator to specify the hostname or IP address where XMPP Server was installed.

Openfire XMPP Server now supports the x64 operating systems natively. If an earlier version of Openfire XMPP Server was installed on a 64-bit operating system, the UCE Master Installer will continue to display “x86” version needs upgrade. Openfire XMPP Server will continue to use the x86 version in this situation.

When upgrading the OW5000 Platform from R3.x versions of OW5000 to the latest version, during the upgrade process you will be prompted to input the IP address or host name of your License Manager Client (LMC).

This information is required to complete the upgrade successfully. Please make sure LMC is installed prior to starting the OW5000 upgrade.

Please see the “UC for Enterprise (UCE) Application Platform UNIVERGE OW5000 Installation Guide” chapter 2 for more information on upgrading. This manual can be found on the UCE installation media under the UCE Applications Platform section.

UCE Manager (UNIVERGE MA4000)

For details on how to install or upgrade MA4000 Management System please refer to the "MA4000 Management System Installation Guide" document provided on the installation disc. Before upgrading MA4000, NEC recommends backing up the MA4000 database for data recovery purposes.

MA4000 13.0.1 can upgrade systems running version 8.0.0 through 12.6.0. If you are running a version prior to 8.0.0, you may upgrade to version 8.0.0 using the upgrade files located on the MA4000 installation disc. If your MA4000 database resides on a Microsoft SQL Server 2005 instance it will need to be migrated to a newer version of SQL Server.

IMPORTANT:

- Before upgrading MA4000, NEC strongly recommends backing up the MA4000 database for data recovery purposes.
- Verify that your License Manager Client has a license for MA4000 Version 13 (MAVER130) prior to upgrading.
- ***Microsoft Windows 2003 is no longer a supported operating system for MA4000 due to the age of this operating system***

UCE Attendant (UNIVERGE UA5200)

For details on how to install or upgrade UCE Attendant please refer to the "*UCE for Enterprise (UCE) Attendant (UNIVERGE UA5200) Installation Guide*" document provided on the installation disc. See the appropriate installation guide or operations guide to install or upgrade other UCE Attendant applications.

Note: There is not any automated upgrade path from previous versions of OpenWorX and Business Attendant System releases.

The following information describes application upgrades that require special instructions.

Microsoft SQL Server Reporting Services

SQL Server Reporting Services is required for On-Call, Message Center, Procedure Manager, Wake-Up and Emergency On-Site Notification reporting features to work with UA5200. Please see the UA5200 Install guide for detailed instructions on how to install and configure SQL Server Reporting Services and load reports for UA5200. If SQL Express is being used then the database will need to be upgraded to SQL Server Express with Advanced Services. See descriptions below for details of getting the appropriate version:

- SQL Server 2014 Express Advanced included on the UCE DVD set
- SQL Server 2012 R1 SP2 Express Advanced can be downloaded from <https://www.microsoft.com/en-us/download/details.aspx?id=43351>

Warning: SQL 2012 R1 SP1 contains a bug with service broker integration in which performance is severely impacted. It is recommended to upgrade to the latest SP for SQL Server 2012.

- SQL Server 2008 R2 SP3 Express Advanced can be downloaded from <https://www.microsoft.com/en-us/download/details.aspx?id=44271>
- SQL Server 2008 is supported as upgrade only from UCE versions prior to UCE 2016
- SQL Server 2005 Express is not supported as of UCE 2013.

Note: Performance improvements can be gained by upgrading to the latest SQL Express version with the latest released service pack over SQL Server 2008.

UCE Attendant Server

If upgrading from UCE Attendant R3.0.1 or R3.1.0, it is recommended to uninstall the existing UCE Attendant applications prior to installing R3.1.2 or later. No data configuration will be lost during the uninstall process.

UCE Attendant - Patient Link

If upgrading Patient Link from versions UCE 2010 R2 SP1 or earlier, the previous version must be uninstalled. The installation of the current version of Patient Link will detect the earlier version and provide instruction on automating the removal of the previous version.

UCE Attendant - Attendant Statistics

For details on how to install or upgrade UCE Attendant please refer to the "*UCE for Enterprise (UCE) Attendant (UNIVERGE UA5200) Installation Guide*" document provided on the installation disc. See the appropriate installation guide or operations guide to install or upgrade other UCE Attendant applications.

UA5200 Client

If upgrading a UA5200 Client from UCE2011 R2 SP1 or earlier the following conditions may apply:

If an incoming ring tone is selected to play for incoming calls that has a file size smaller than 8KB, then the ringtone will no longer be selected as the ringtone after upgrade. Instead the default ringtone wave file that UA5200 installs will be selected.

If an attendant's saved layout for the UA5200 Directory contains a sub tab such as a speed dial, quick dial or another directory listing that is selected to be a horizontal or vertical tab grouping in the earlier version, after upgrade, that tab will not be displayed. The tab will need to be re-opened and re-positioned after the upgrade.

UA5200 Wake-Up SV8500 and SV8300 connections

For UCE2012 or later, for a new install or upgrade, when configuring Wake-Up Service, the PC clock time on the OW5000 server machine and the PBX must be kept in sync. Wake-ups are set using the clock time from the OW5000 server. It is recommended to configure an NTP to provide the synchronized time service. SV8300 R7 and the SV8500 support syncing time with an NTP. All SV8300's and SV8500's in the PBX network and the OW5000 server, should all be in the same time zone and perform time sync to the same NTP Server.

UCE Desktop Client/Toolbar/Agent (UNIVERGE UC700)

For details on how to install or upgrade UCE for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700) please refer to the "*UCE for Enterprise (UCE) Desktop Client/Agent (UNIVERGE UC700) Installation Guide*" document provided on the installation disc.

Beginning with UCE 2011 R2 the OW5000 platform and applications began to use Extensible Messaging and Presence Protocol (XMPP) for instant messaging and external presence federation. This requires installing an XMPP server for UC700 to use instant messaging. When upgrading from prior version of UCE or on a fresh install of UCE, the UCE For Enterprise (UCE) Getting Started Guide, and the UCE for Enterprise (UCE) Installation Guide should be consulted concerning the XMPP server installation and configuration.

The UC700 global keyboard hooks for Dial and DTMF (Ctrl+D and Ctrl+G) have been disabled by default. This is due to the interactions with other windows programs. These shortcuts will still function inside UC700 by default but for them to function outside of UC700 the user must specifically enable the check boxes on the Settings->Shortcuts panel of UC700 (OW-17362).

UCE Mobility (UNIVERGE MC550)

For details on how to install or upgrade UCE Mobility please refer to the "*UCE Mobility (UNIVERGE MC550) Installation Guide*" document provided on the installation media.

New Installations

When performing new installs of MC550 Server and MC550 Client Web Site, if you provide a hostname instead of an IP address when prompted for the OW5000 Server information, you must ensure that a DNS entry exists for that hostname, even when the MC550 components are being installed on the same machine where OW5000 Server resides. Failure to create a DNS entry for the specified hostname can result in a "null exception" when users attempt to open the MC550 web client with a browser.

Upgrade Notes

If your current MC550 Website is R1.0 or R2.0 you must uninstall the MC550 Website before installing the version of the website included in UCE 2016.

If your current MC550 Call Control Server is R1.0 or R2.0, you must uninstall the current MC550 Call Control Server before installing the version included with UCE 2016.

Other version of the MC550 Website or Call Control Sever can be upgraded directly.

UCE Contact Center (CallCenterWorX ACD)

For details on how to install or upgrade UCE Contact Center for Business and Enterprise please refer to the "*CallCenterWorX ACD for Business and Enterprise System Manual*" document provided on the installation media.

After the installation has concluded, the configuration data from the previous version of the ACD will have been converted automatically. In order to restore an alternate backup file, that file must first be converted. To perform this database conversion, you must start the procedure manually by running conversion utility (DBConvert.exe). By default, it is located in "C:\Program Files\NEC\ CallCenterWorX \ACD\bin") Run this utility and instruct it to perform the conversion. After the database conversion is complete, close the conversion utility. The file can then be restored once the ACD application is started.

IMPORTANT: Verify that your License Manager Client contains a license for this version (CCVER060) prior to upgrading from a previous release.

UCE IVR (QueWorX)

For details on how to install or upgrade UCE IVR please refer to the "*UCE IVR Installation and Configuration Guide*" document provided on the installation media.

IMPORTANT: Verify that your License Manager Client contains a license for this version (CQVER070) prior to upgrading from a previous release.