Overview

This document provides a high level description of the minor enhancements and fixed issues available with the Traffic Analyst 5.4.1 release. The main driver for this release was support of 64 bit operating system and database server.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.4.1 release.

General

- Support 64 bit versions (along with 32 bit versions) of Windows operating systems
- 64 bit database server improves performance given ability to leverage much more memory (8 GB or more)
- New Traffic Analyst Monitor assures that TA2000 process is running. The Monitor service will autostart on server reboot and start the TA2000 process. Or, if TA2000 process is stopped manually and not restarted, the Monitor will restart the process. The Traffic Analyst Monitor will not start the TA2000 process if it is already running.
- If a user attempts to run the Traffic Analyst Administrator (TA2000 process) which is already running on that machine, the user is prompted with a message and the duplicate process will not start
- Default install directory for Traffic Analyst is <boot drive>:\Impact Technologies\Traffic Analyst\
- New "wrapper" for easy install, upgrade and uninstall of components
- New System alarms for "Failed to Validate Database" and "Failed Backup"; Disk Space alarm is now configured in Alarms screens and the alarm may be emailed
- Performance enhancements to improve end of day cleanup for HiPath 3000
- SQL Anywhere 11 upgrade to latest release for better performance

Call Accounting Module

- When designating classification rules for CDR rating, the prefixes may be up to 15 digits instead of the previous 7 digit limit
- CDR alarm definition supports wildcards at beginning and end of matching pattern, such as *314743*
- Updated alarm message text for reports and e-mail alerts to include additional information such as calling number
- If the station name or department name are downloaded from the OpenScape Voice switch, the values are now automatically included in CDR records (unless customer is using the Organizational file)
- CDR web reports may be scheduled via the Traffic Analyst client

Network Module
- Trunk level alarms available for HiPath 4000
- IPDA analysis improved to handle mixed trunk groups on HiPath 4000s
- For OpenScape Voice, Cisco, HiPath 4000 and HiPath 3000 platforms, interval data (half hour and quarter hour) is available for route pools

OnTraQ Module
- If an RCG start monitor request fails, OnTraQ now attempts to try other phone numbers assigned to the RCG
- Added entries in the Activity Log when the monitoring of a Service Group begins and on what extension
- CAP V3.0 R11 support

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.4.1 release.

- In OnTraQ, a consult call to an ACD agent's 2nd line now appears in the Activity Log and the consult call time is included in 2nd Line ACD Talk time for historical reports
- In OnTraQ, after a transfer, the Service Group column for the Talk activity is now populated
- OnTraQ removes duplicate area code, presenting an external number as (314)7431400 instead of (314)3147431400 in Life of Call and Activity Log
- OnTraQ properly handles buffering Service Group Life of Call data when server rebooted
- OnTraQ supports apostrophes in the DNIT display name associated with an RCG
- When an incoming call is forwarded, the Charged Extension is set to the Called Number, instead of Destination number. Note for incoming calls that are not forwarded, the Called Number and Destination are the same, so there is no impact on unforwarded calls. Also, for calls that are forwarded to an external number, that external number which now appears in the Destination field should also be in the Connected Number field, just as for simple outgoing calls.
- If polling daily on a Nortel switch which has TFS016 report generated, parsing completes successfully during the poll. Previously only worked for interval polls.
- Network module properly handles Rlogin logout condition if a system prompt does not immediately follow the logout
- Corrected logic to now consistently run End of Day (EOD) processing for Nortel switches
- Duplicate CDR records are not recorded to the database
- Backup will successfully complete if the drive it uses is not the drive Traffic Analyst or the database is installed on
- E-mail alerts for alarms are generated independent of polling interval (previously worked only for hourly and daily polling)