Overview

This document provides a high level description of the new features and minor enhancements available with the Traffic Analyst 5.4 release.

Major Feature Enhancements

This section highlights the major feature enhancements for the Traffic Analyst 5.4 release.

1. Network Performance and Capacity Planning for Cisco Unified Communications Manager

The Network module now offers a rich inventory of graphs and reports for Cisco Unified Communications Manager, in addition to the Avaya, Nortel and Siemens platforms.

- Reports include Summary and Detailed Performance (Trunk Groups & Route Pools), Usage Activity and Usage Profile.
- Capacity planning and "what if" modeling to analyze the impact changes – such as site expansion or technology migrations - will have on your network performance.
- User-defined alarms to proactively alert users of problems and abnormalities almost as they occur. Low, medium and high priority alerts that can be directed to a log, e-mail and/or pagers.
- Automatic route pools creation to report grade of service delivered based on configured routing plans in the switch.

2. Call Accounting for Cisco, Avaya and Nortel Platforms

Flexible CDR report creation and pinpoint accuracy in tracing calls throughout a network are available beyond Siemens platforms.

- Cisco Unified Communications Manager (CallManager); Avaya Aura, Definity G3 and S8700/S8800; and Nortel Meridian SL1 and CS1000 platforms are now supported.
- Multiple switch, multiple platform reports are available. A single report can provide analytics for all switches in your network – independent of platform.
- Define alarms for calls based on duration, cost, originating number or terminating number.
- Assign costs to calls.

3. Web Reports Now Available for Periodic/Blocked Licensing

- All web Network and CDR reports are available for customers that prefer to purchase Traffic Analyst based on "study day" licensing option.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.4 release.

Call Accounting Module
- "Include current period" option added to reports query screen.
- New "Clearing Cause" reporting field available for OpenScape Voice, Cisco CallManager and HiPath 4000.
- Performance improvements for storing data.

Network Module
- Enabled trunk level alarms for HiPath 4000. Alarms include Seizure Too Long, Erratic Trunk Peg Count, Erratic Trunk Usage and No Seizure for Trunk.
- Ability to create route pools automatically for OpenScape Voice platform to enable reporting grade of service delivered based on configured routing plans in the switch

OnTraQ Module
- Given that Siemens no longer supports the script (CapImport.cbl) for creating a device import file for the newer versions of the HiPath 4000, enhanced OnTraQ to create device files in both the new format used by CAP V3.0 R10 and the older format used by CAP V3.0 R9.
- Added a "SCC ID" field to the OnTraQ server definition and defaulted ID of "ONTRAQ" if SCC ID is not filled in.
- For a new OnTraQ install, the "System Preferences" are defaulted automatically if not defined during setup by administrator.

General
- Windows Server 2008 support (32 bit only).
- Support Secure Shell (SSH) to replace Remote Login (Rlogin) for new Nortel platforms.
- Added Succession 6.0 as Nortel CS1000 switch version.
- SQL Anywhere 11 upgrade to latest release for better performance.
- Database server name expanded from 30 characters to 250.

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.4 release.

- Export of CDR reports with subtotaled data correctly displays only subtotaled rows.
- After creating a CDR web report template, the web report can be scheduled and emailed without requiring the Admin tool to be restarted.
- Web Reports running on Windows 2008 retrieve the correct time zone (GMT time instead of local time) to assure reports requesting "last X hours" present correct data.
- Administrator may now configure e-mail and pager alarms if CDR Only license.
- Corrected algorithm for extension license count for HiPath 3000 Call Accounting
- Increased timeout window for OnTraQ reports to assure large reports are generated without error
- Eliminated error that would cause two calls to be incorrectly linked together in OnTraQ Life of Call display when two monitored extensions (agents) were talking to each other.
- OnTraQ now treats transfer numbers from an "RTOFF" route step the same as those from a "RTEXT" route step. This corrects previous error of reporting one type of system transfer as "sent to agent."
- No longer get an exception when closing the SSH connection for version 4.4 and higher HiPath 4000s.
- May now create trunk groups with duplicate names for Avaya platforms.
- Corrected bug when "Total Period" was selected when generating Nortel Dsp Peg Count Report.