



Overview

This document provides a high level description of the new minor enhancements and fixed issues available with the Traffic Analyst 6.2 release.

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Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 6.2 release.

General

- Supports multiple QoS SNMP traps for a single call segment for Unify implementations to provide more granular QoS analytics
- Cisco Unified Communications Manager Version 10
- Support Cisco VPN Client (Cisco AnyConnect Secure Mobility Client)
- Updated QoS and Call Forensics QoS alarms screens to clarify alarm definitions (such as "Alarm if Min MOS <= X" instead of simply "Alarm if MOS <= X") plus added additional text to alarms
- Option to copy a chart within a template
- "Save Template As" toolbar option to copy an existinig template to new name
- Duration filter added to alarm creation screen for Network QoS and Call Forensics QoS alarms
- Additional international date and time formats available plus support for filtering
- Last refresh timestamp added to dashboard views
- Reporting scheduling includes multiple occurrences within a day (intervals such as 15 minutes, 4 hours, etc.)
- License Capacity display available under Tools menu
- Performance improvements, particularly for CDR processing

Call Forensics Module

- Excel export of embedded call segments for "Calls including Segments" reports
- New reporting fields including Hold Duration, Queue Duration, Ring Duration and Bandwidth
- For OpenScape/HiPath 4000, new reporting fields include Trunk Channel Primary, Trunk Channel Transit, Trunk PEN Primary and Trunk PEN Transit
- New QoS reporting fields including Jitter Buffer Size, Max % Packets Lost, Packets Sent, Packets Lost, RTP Port and more
- Detection of SIP phone gateways has three configurable options: Off, UDP Traceroute and ICMP Traceroute
- "Include Inactive Extensions" reporting option
- Ability to toggle on and off the listing of QoS fields in the "Available" column in report query screen
- New Preset templates include: QoS Scorecard by Originating Number for Today, Packet Analysis by Originating Number Last 1 Day and Call Tracing
- Auto-sizing of imbedded Segments column widths
- Clearing Cause alarm supports inclusion of multiple codes in a single alarm definition

- A Subscriber with extensions may be deleted from the Explorer tree without requirement to delete extensions first
- When selecting a subscriber or extension for a Call Forensics report, all calls or call segments which use any of a subscriber's extensions are displayed. Logic now also includes comparing the extension(s) against all number fields selected in the template and context within Explorer tree.
- Initiated Disconnect field available for Cisco and OpenScape Voice reporting
- Extension Activity report includes an "All Extensions" option

Network Module

- New Network Utilization reporting fields including Calls Answered, Calls Busy, Calls RNA, Calls Busy Hour Call Attempts (BHCA), Max Hold Time and more
- New Network Utilization Preset templates include: Hourly Call Statistics for Last Week and Usage for Last 14 Days
- Network QoS report offers "Grand Totals" option plus additional filtering options including Max % Packets Lost, Max Latency and Max Jitter
- New Network QoS reporting fields including Max % Packets Lost, Packets Sent, Packets Lost, Packets Discarded, RTP Port and more
- Visual indication of inactive trunk groups and routes
- New Network QoS Preset templates include: QoS Scorecard by IP Address for Today and Packet Analysis by IP Address Last 1 Day
- For HiPath/OpenScape 4000, the "No Seizures for Trunk Alarm" now creates alarm for each channel during interval processing (instead of only one per trunk group)
- Configurable option to recalculate past intervals when additional data for the interval is collected

OnTraQ Module

- New reporting fields of Queue and Answer
- DNIT entries are automatically created to enable tracking incoming calls by dialed number
- New "No OnTraQ Data Collected" and "No OnTraQ Data Collected for Day" alarms

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 6.2 release.

- Dashboard export to Excel properly supports format for percentages with two decimal places
- Subscribers are no longer created when Cisco includes conference IDs in extension field
- OpenScape Voice routes display the correct number of configured trunks for current day
- Rounding errors eliminated for duration fields (such as Hold) in OnTraQ
- When a route (pool) is deleted in the switch, the utilization report will no longer report data for the route although the route will remain in the Explorer tree until user deletes it
- Virtual groups support inclusion of trunk groups with identical names from different switches
- Extension activity correctly recorded for OpenScape Voice (leverages fully qualified extension numbers now)
- End Seizure Time and Seizure Duration corrected for Call Record (not Segments) reports for multiple segment calls
- Changes to OpenScape Voice and Cisco trunk group IP address or host name are correctly supported
- Automated refresh
- Alarms no longer trigger for inactive trunk groups
- Routes that are no longer defined on the switch or that have been changed to duplicate another route on the switch will be set inactive (previously not updated correctly)