

SHORETEL PROFESSIONAL SERVICES

ShoreTel CCI Viewer

Release Notes

Version 2.0.5 – 1 September 2017

Fix installer test for IIS version. Was failing with IIS 10+.

Version 2.0.4 – 21 February 2014

Added LicenseServer parameter. If LicenseServer not set then CDRServer is used as LicenseServer as well (the prior default behavior).

Version 2.0.3 – 7 February 2014

Fixed issue limiting CDR query to 40 second timeout.

Version 2.0.2 – 1 July 2013

Added “+” character to list of acceptable filter expressions characters.

Added Call Note field to call detail page.

Version 2.0.1 – 26 April 2013

Added version number to “Settings” page.

Version 2.0.0 – 5 March 2013

Contact Center 8 CCIR enhancements (outbound ACD call logging and agent queue indication) supported with new data field columns: AgentQ?, Call Type, and Calling Name. The OutDial? field is now meaningful. The GUID Link column is now named “Custom Link”. See User & Installation Guide for details. Version 2.0.0 or greater of the CCIR Transform Service is required.

Version 1.8.6 – 1 November 2012

Added GUID Link column and configuration setting to be able to link each call via a web link to an associated application (such as the ShoreTel Call Recorder Player).

Version 1.8.5 – 17 October 2011

Rebuilt with newer version of MySQL .NET connector. Also changed default port to 6306.

Version 1.8.3 – 19 July 2011

Added connection and command timeout parameters for DB connections. Settings are in App_Data\CustomAppSettings.xml. Must recycle app pool or restart IIS for changes to take effect.

Version 1.8.2 – 11 April 2011

Rebuilt to support 64-Bit Windows and IIS 7+.

Version 1.8.1 – 10 February 2011

First version, see user guide.