

Fidelus Console Operator 2.0.1.3 Release Notes

This document describes the changes from FCO 1.2.1.1 to FCO 2.0.1.3

FCO 2.0.0.0 to 2.0.1.3

Enhancements

1. The maximum numbers of speed dial entries can now be configured.

Defects Fixed

1. Fixed issue causing slow directory search.
2. Addressed an issue with the splash screen which caused intermittent crashes on startup.
3. Fixed issue preventing extended trial licenses from being imported.

FCO 1.2.1.1 to FCO 2.0.0.0

Enhancements

1. Notes for all panels (with yellow note meaning: there is actually note in it and explicit note column allowing easily to add and update notes)
2. Directory allows now to dial cell and home number in addition to main number (point, right click and choose dial)
3. Directory has the “department search” very well received feature in our early trials
4. FCO now remembers column outline for the directory panel (when you restart it will keep the one you had before restart)
5. Search in the Speed Dial now works across all the tabs
6. Status has two sub-columns: Left, is presence and Right is Line status
7. Presence has a new item DND in addition to those we used to have
8. Line status may show forward to Phone or Forward to VM icons if customer configures the phone this way (the forward icons differ by PH or VM initials). If no line forwarding is configured the sub-column will stay empty.
9. New enhanced icons for presence
10. Enhanced configuration for dial and directory rules allows for testing new rules before they will be applied.
11. Configuration changes now immediately applied after they committed, e.g. you may change which columns are shown the directory (directory source tab) and after you save the config the directory panel will be refreshed accordingly.
12. Dial rules/Directory Rules have ignore character list.
13. Dial Rule Test tool (User can test dial rule before implementing them.)
14. Company Branding Enhancements. (Top Logo and Powered by Fidelus at the bottom)
15. Layout persistence.
16. Call History Window. (Now FCO support up to 200 call history items)

17. Shared line call control. In shared line if attendant A picks up the call then attendant B do not have call control.
18. Shortcut Key support.
19. Training Video integrated in FCO.
20. Sorting on Directory column.
21. Search on all speed dials.
22. New option is added for incoming call if FCO window is minimized. Now options available are "Answer, Answer & Open"
23. Save call history for restart.
24. New Advanced installer for FCO.
25. Directory Columns (custom width) resets after any changes in directory rules or dial rules?
26. Splash screen

Defects Fixed

1. JTAPI is loaded only once (performance Improvement)
2. Re-Launching FCO causes loss of call 'hold' option for active call.
3. Improved JTAPI load time.
4. Undocking windows crashed the application
5. Help->Report a bug SOMETIMES generates a bad file name.
6. Valid IP address validation in options window.
7. FCO crashes fix when double-click/dialing a number from a floating Directory pane.
8. When there is no secondary or tertiary IP address in the config, FC crashes instead of displaying an error.

Other Improvements:

1. Improve JavaConfluence code quality.
2. Latest version of ComponentOne.
3. P2: Export Speed dial to CSV
4. ADP requirement: Global Speed Dial search
5. FCO Ticket 25797
6. P1: Add notes for Parked Calls
7. Clicking on column header causes crash.
8. Undocking FCO panels and then invoking undocked panel menu shows menu in main window
9. Restoring hidden windows brings them back as floating
10. Help Document Images are missing.
11. Refactoring of Exception Handling.
12. Change Intellilock to allow two hardware components to change.
13. Undock of the Contacts and call attempt results in FCO crash
14. Presence improvement
15. Restore to Default results in FCO to be minimized

16. Dial rules not being saved on options exit.
17. Hold option available to IB call not yet answered
18. Fix missing park events on FCO a/o JavaConfluence
19. 0001120: [P4:Bug:S2] FCO Issue with Sleep/Hibernate?
20. Fix JavaConfluence logging.
21. Default focus, default buttons, and tab order.
22. Skin Dock Panel.
23. Build Config Screen to Select the Skin.
24. P2: Reset password, without config wipe
25. Live Debug Console
26. Application Icon Change
27. admin wants to be able to reset Forgotten Password
28. Migration script
29. After installation & Importing license right away, Unable to use FCO
30. Log zipper broke
31. Ask for save confirmation when Dial rules window is closed.
32. FCO resized to default when Vertical layout is selected
33. Settings window UI
34. Slide Window Click Event is not working properly.
35. Set Minimum width of the window.

FCO 1.1.0.3 to FCO 1.2.0.0

Enhancements

1. Import of CSV files is now supported (with multiple customizable fields)
2. CSV features include user defined refresh period with real-time minutes, seconds display
3. Dial number box with call history
4. Help>About now provides links to Fidelus Console product page, release notes and latest online documentation. Also Email link auto-populates email with relevant information
5. for license generation
6. License file is now stored in the "All Users" Documents and Settings (Win XP) or the ProgramData directory (Win 7) enabling all users of single machine to share license Original license file is migrated for all users
7. Installer checks to make sure proper version of .NET (3.5 SP1) is installed
8. A new status indicator (green/red) plus message indicating state of application was added to the lower left of the main window Call Manager failover added to JTAPI: automatically rotate through the three specified call managers during JTAPI failures Directory searches were enhanced, allowing user enough time to enter more characters before making the system to start looking for presence
9. Process based startup of java in ACJavaLauncher does not redirect to logs. Need to use UseShellExecute which causes cmd popup during java start which is not acceptable. Need to have someplace in config to turn on this redirect mode during tshoot only which in turn will

redirect java exceptions and other startup messages redirected to logs.

10. Can add multiple speed dials under each tab, as well as new tabs with additional sets of speed dials. But if you accidentally delete the speed dial group, you lose all contacts within that tab. This can occur if trying to create a new tab. Maybe a message prompt when selecting delete as a final confirmation.
11. When dragging a call within the "Calls" section, will show "+" symbol, but you cannot combine it with another active call. When dragging an active call to other section or dragging speed dial to active call, will conference the calls being dragged over. Can also drag an active call to a speed dial to form a conference call.

Defects Fixed

1. After the "intra key timeout" fires (keyPressTimerInterval = 750ms), and once FCO starts issuing CmdStartMonitorings to JC, it appears that the focus for where one can type is "forced" into the dial box.
2. FCO attempts to monitor all devices including non-JTAPI monitorable phones as iphone, paging devices based on sql search string.
3. The user cannot currently access the help at configuration time. We need to add a help button on the configuration wizard to display the online help.
4. Selecting CM as dir source has no issue but CSV has issues when hitting OK leading to Failed Java start.
5. CM rules has no feature to drop of non-digit chars. When FCO syncs with CM for rules (initial setup) then through Options dialog these entries for both Directory and Dial have the Add/Save/Delete buttons disabled, whether CM has rules or not. So we deleted profiles and ran initial setup without sync from CM and this time buttons were available to manually add rules.
6. The application user was not set up correctly. FCO was unable to communicate with CUCM (typically when selecting a device to monitor).
7. Build info is good post install. However after license import, close dialog and reopen to see broken build info, whether good or bad license file import. This issue was seen on XP boxes due to change in current dir. Env.Currentdir now changed to reflect dir of currentProcess i.e. where FidelusConsole.exe resides.
8. When having an active call in "Calls" and dragging calls to "parked calls", cannot drag back to "calls" section, only using context menu Revert option works.
9. Issue with CIPC sets having lower case mac addresses that cannot be call controlled. Leads to no activity or sometimes crashes app.
10. Monitored CIPC sets with extension mobility don't show line status in Calls Pane.
11. The FCO calls pane columns, for name and number are no longer adjustable like in the other panes for lines and parked calls. In addition, there is no title to the time elapsed column for the calls.
12. Customer reports using a hunt pilot with a line group of 4 lines that is searched in top down order. Every other roll over shows correct presence on the line, but the calls pane does not show an entry.

13. Parked calls when reverted crashes with stack dump.
14. After searching for a contact in the directory unable to double-click them to call.
15. Launching FCO and entering credentials, everything seems to progress as normal but it hangs during the initialization sequence on the "Download JTAPI from CUCM completed" step.
16. Issue not just using a CSV directory source but standard search directory from call manager is not letting out dial. Any time I double click for a contact to dial in the directory it'll crash.
17. When the user uses a CSV as a directory source and searches for numbers that begin with "7," the app throws an exception.
18. Switch between csv and cm directory formats with search on latest selected format leads to fco crash.
19. Moving from CSV dir option to another CSV file fails. Currently requires to move to CM and then another CSV as CSV to CSV fails.
20. Changing the directory source type from CUCM <-> CSV will refresh the directory, but just changing the CSV file will not.
21. On startup a newer version of FCO crashes when it detects older version of FCO xml namely profile, dir and speed dials. Incompatibility needs to be fixed using an upgrade provision of the older xml to newer standards.
22. The previous functionality in FCO is that when you highlight one of the directory search entries or a speed dial, the number will appear in the top toolbar and you can actually use the toolbar buttons to dial the phone number. Noticed however that when you highlight a directory entry or speed dial, the number doesn't funnel into the top toolbar to allow the call buttons to activate. They remain disabled and the only way to dial is to either double click the entry or right click it to dial.
23. If you were originally using a CSV for the directory, and then convert it back to CUCM directory, would get an error saying the CSV file is in use and to check if it's being accessed by another application. Doesn't appear immediately, but after letting the console idle, it will appear repeatedly. Keeps trying to refresh it even though not on the CSV directory anymore. Refresh interval is also left blank.
24. Change monitored DN without CM IP change does not take effect.
25. The numeric keypad does not work for dialing numbers into the FCO number pad. You can only use the QWERTY side of the keyboard to enter numbers.
26. When call is selected in Calls tab the font (color=black) blends in with the highlight (color=dark blue) preventing user from seeing call details (duration, number etc). This is an issue in win7 classic theme and not win7 standard theme. On XP call details are barely noticeable.
27. CSV Refresh Interval validation not to allow 0 or invalid characters.
28. When call history box has drop down enabled and FCO application is moved, drop down still remains in original location.
29. With CSV as directory source go to Options>Dir Source and select CSV (see figure).
30. Without hitting Browse just hit ok. Directory services restart with CM column fields but
31. CSV is data source. Searching filters yields no result.

32. Can perform nearly all call functions on FCO except for checking call history and redial.
33. After using FCO for a while, felt it was easier to just make calls directly from the console, so it would be nice to have a call history or redial option to just do everything on the console.