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Stat Server

8.5.000.29

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Stat Server Release Notes

Release Date	Release Type	Restrictions	AIX	HP-UX PA	HP-UX IPF	Linux	Solaris	Windows
01/23/15	General		X			X	X	X

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New in This Release

There are no restrictions for this release. This section describes new features that were introduced in this release of Stat Server.

- In addition to known option `[statserver]\check-stuck-calls`, two new static integer options may be configured in the `[statserver]` configuration section:
 - `check-stuck-calls-duration`
 - `check-stuck-calls-frequency`

For both options

Default Value: 600 (seconds)

Valid Values: 30 - 2147483

Changes Take Effect: After restart

If the option `[statserver]\check-stuck-calls` is set to `yes`, Stat Server checks for stuck calls every `[statserver]\check-stuck-calls-frequency` seconds, for calls that are older than `[statserver]\check-stuck-calls-duration` seconds. Previously, stuck call checking was performed every 600 seconds.

- Script `upgrade_850_login_oracle.sql` is now provided with Stat Server to upgrade LOGIN table for Oracle RAC.

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Product Documentation

[Stat Server, Real-Time Metrics Engine](#)

Genesys Products

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Corrections and Modifications

This release also includes the following corrections or modifications:

Stat Server now correctly computes the statistic

Category=CurrentNumber

Objects=GroupAgents

MainMask=NotReadyForNextCall (or contains NotReadyForNextCall)

Subject=AgentStatus

for the Meridian-like switches in the following scenario:

- Agent logs into position and goes ready.
-

- DND is set to on at the Agent's extension.
- Agent receives the call on position and answers it.
- Stat Server is disconnected from T-Server.
- Stat Server reconnects to T-Server.

Now Stat Server correctly returns 0. Previously, in this scenario, Stat Server incorrectly returned -1 for the statistic above. (SS-6118)

Stat Server now does not decrease the capacity current_number when the Network Attended Transfer/Conference is completed with the EventNetworkCallStatus (NetworkCallState = 'NetworkCallStateTransferred') event. Previously in such cases, Stat Server prematurely ended the CallInbound action and reduced capacity current_number by 1 leading to a negative current_number later on receiving EventReleased for original inbound call. (SS-6112)

Stat Server no longer terminates unexpectedly when a tenant is deleted from Tenants in the configuration layer, while there are logged into multimedia agents from that tenant. (SS-6102)

Stat Server no longer reports the DN status as NotMonitored after the following sequence of events:

1. The EventDNOutOfService event occurs.
2. A call related event(s) occurs. For example, the EventAbandoned event.
3. The EventDNBackInService event occurs.

(SS-6095)

The following switches are now treated as Meridian-like switches:

- CiscoCM
- IntecomIBX80
- EricssonMD110
- AastraMX1

For these switches the position and the extension DN assigned to a place are considered to be linked, and both DNs are associated with an agent who is logged in to the position. (SS-6093)

Multiple dbclient processes are no longer created at reconnect to the database. Previously, when using direct DB connection mode on Linux/AIX/Solaris and if database is unavailable, Stat Server created a new dbclient process at each reconnection attempt, until no more processes can be created. (SS-6065)
