

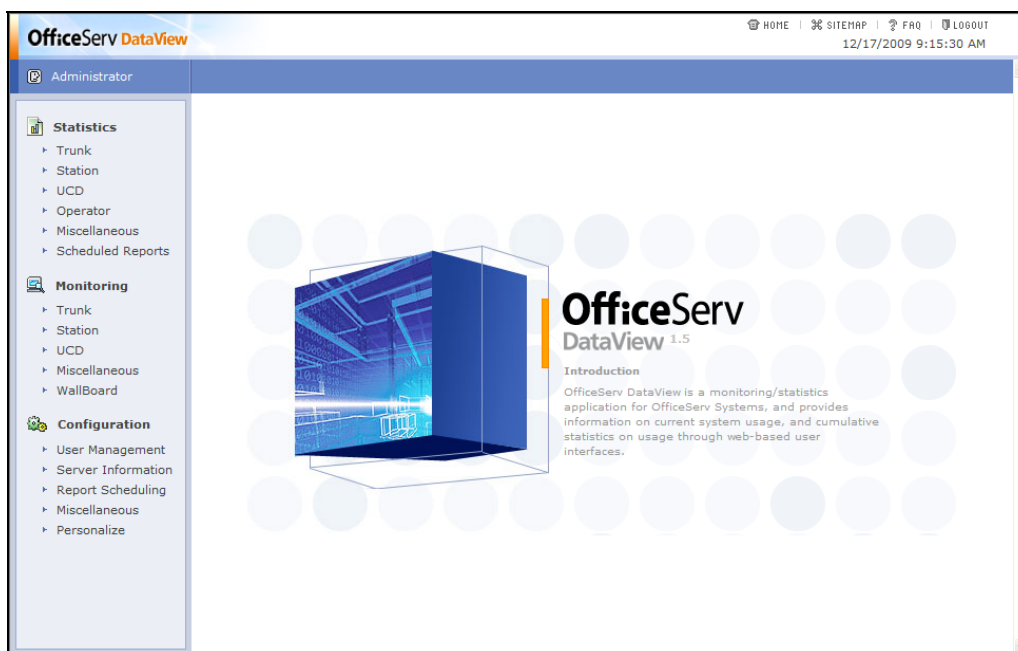
Bulletin No.: 213\_Dataview\_1\_5\_2\_6

December 17, 2009

## OfficeServ™ DataView V1.5.2.6 General Availability

Samsung is pleased to announce the release of V1.5.2.6 of the OfficeServ DataView application with a date code of 2009.11.12. This version of software can be downloaded from the GSBN website (located under Communication → Technical Support → Downloads → Released Software) or obtained from Samsung Technical Support on or after December 17<sup>th</sup>, 2009. This software addresses some rare circumstances, raised from you in the field, described below. While these are not service affecting they can lead to confusing or misleading statistics.

**NOTE:** This version of DataView is intended for use on OfficeServ 7000 Series systems running V4.4x or higher software. Although it will work with any OfficeServ system at any software version, some fixes can only be fully applied when using an OS 7000 Series system on the recently released V4.4x software.



# OfficeServ™ Dataview Software Version 1.5.2.6

## BUG FIXES

### **Template Folder Not Created**

In the last release of DataView a rare issue could cause the Template folder not to be created. The Template folder is used for MSAccess installs to allow database backups. This error has been resolved and the Template folder will be created in all instances.

### **DID Total Statistics Report Shows Incorrect Data**

In the last release of DataView a new report, DID Total Statistics, was inadvertently added to generally available software. This report was created for engineering development and was never intended for mass distribution. As such, the report has been removed from DataView with this release.

### **Searching With No Agent/PIN Specified on Some Reports Causes Issue**

If a user clicked Query on the UCD Agent Times or UCD Agent Counts Detailed Statistics reports when there was no Agent or PIN specified previous versions of DataView would incorrectly display data. This issue has been corrected and these reports will now only generate data if an Agent or PIN is specified.

### **DID Statistics Report Counting Queued Calls More Than Once**

The last version of DataView contained an issue that could cause queued calls to be counted more than once in the DID Statistics report in some cases. This issue has been resolved and queued calls will now only be counted once.

### **SIP Trunking Shows Calls Multiple Times**

Prior versions of DataView had an issue that could cause SIP trunking calls to be shown multiple times on some reports. This release of DataView, in combination with the recently release V4.41a/V4.42a/V4.45a system software for the OfficeServ 7000 Series, resolves this problem so that SIP trunk calls will display only once.

## TECHNICAL DOCUMENTATION

The latest OfficeServ DataView documentation is available for download on the Global Samsung Business Network (GSBN) website, [www.samsunggsbn.com](http://www.samsunggsbn.com), or purchased online using the Samsung-FedEx Office Print-on-Demand website (<http://docstore.fedex.com/samsung>).