

## **Telia ACE 22 Release Notes ACE Agent**

[Each change description begins with a #. If the change has a CM-system id this is shown after the #.]

Version 22.2.1.2 Date 2022-05-23

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Compatible version of other components:

ACE Application Server 22.0.0 or newer

ACE Database 22.2.0 or newer

ACE Main Server 22.2.0 or newer

CallGuide OCS Adapter 8.4.3.3 or newer

ACE OCS Adapter 12.0.0 or newer

CallGuide Presence Adapter 11.0.0 or newer

ACE Presence Adapter G2 21.0.0 or newer

ACE Configuration Utility 21.0.0 or newer

ServiceProvider Cisco UCM TSP for Cisco UCM 8.5 Windows 7 (32-bit)

ServiceProvider Cisco UCM TSP for Cisco UCM 8.6-10.0 Windows 7/8 (32, 64 bit versions)

ServiceProvider Cisco UCM TSP for Cisco UCM 10.5 Windows 7/8/8.1 (32, 64 bit versions)

For supported switches with Server based CTI, see release Notes for ACE Main Server

Midas.dll 17.0.4723.55752

Des3Intercept.dll 4.0.6.0

UtilComp.dll 7.1.0.1

ACEOidcClient.dll 21.0.1.0

ScreenPop.exe 12.0.0

Windows 8.1/10 (depending on service provider used)

### New functionality:

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### Bugs corrected in this version:

#DEV-24081 In certain circumstances the table on the competence tab in Unifinder is too small.

#DEV-26361 Error 13021 when changing contact data for a call immediately before placing it in queue.

### Limitations:

See previous version below.

### Related documents:

See previous version below.

Version 22.2.0.0 Date 2021-11-10

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ACE OCS Adapter 12.0.0 or newer

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UtilComp.dll 7.1.0.1  
ACEOidcClient.dll 21.0.1.0  
ScreenPop.exe 12.0.0

Windows 8.1/10 (depending on service provider used)

New functionality:

- Support for getting line status from MX-One.

Bugs corrected in this version:

#DEV-23185 Line breaks in quick texts are not handled correctly.

Limitations:

See previous version below.

Related documents:

See previous version below.

Version 22.0.0.2 Date 2021-08-27

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ACE Main Server 22.0.0 or newer  
CallGuide OCS Adapter 8.4.3.3 or newer  
ACE OCS Adapter 12.0.0 or newer  
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Windows 8.1/10 (depending on service provider used)

New functionality:

- Possibility to disable tool tips via option in the Help menu.  
- Call through to agent enabled by new access function.  
- Unifinder now uses a single, unified icon for all UC systems.

Bugs corrected in this version:

#19837 Divider between support functions moves with every maximise/restore operation.  
#19771 Unifinder erroneously searches *only* in UC system when it is supposed to search *only* for (ACE) agents and phone book entries.

Limitations:

# Installing ACE Agent on a computer where CallGuide Agent is installed will not automatically remove CallGuide Agent. Instead, the two programs will exist side-by-side on the computer until CallGuide Agent is uninstalled.

#3891 Performance when searching in Information Guide decreases dramatically if the no. of allowed combinations of search values for finding a certain record is large. Example: A guide uses all five keys. A record in the guide is categorized with 5 values per key. This produces  $5*5*5*5*5 = 3125$  possible search combinations for matching the record. If the same generous definition of matching combinations is applied to all records in the guide the performance when searching will degrade.

#8175 ActiveX is not registered automatically when ACE Agent is started. A temporary work around is that registration is made by the installation program

#9329 If the system parameter timeoutRequestToServer is set to a value larger than 10 s, Active X clients may not work properly after a timeout has occurred

#10621 Command prompt login not available when using login to an UC system.

#11927 Minimize button is not visible in chat window under Windows 7. A work around to minimize the window is to double click the window title bar

#11955 Virtual DPI scaling for MS Windows is not implemented, i.e. use of scaling to 125% or 150% in MS Windows does not change size of ACE Agent

# When entering a comment together with an activity (attendant message)/future activity when ACE is integrated with an UC system, the comment might be truncated depending on what UC system is used. In ACE 512 characters are allowed, but most UC systems have a lower limit. For further details see the ACE Agent user manual

# When OR-search is performed in Marvin keyword is never included in search, independent of if keyword column is visible or not. Searching on keyword can be performed with AND-search.

# Refresh of status cannot be made for more than 50 persons at a time to CMG (to reduce delays in system)

# Completion of email addresses cannot be performed in mail support functions towards CMG

# When performing a search in CMG from Unifinder, email address, list of keywords and attendant message comment are not shown until a row for a person in the search result is selected.

# When handling emails where another agent, using ACE Interact, have started to write an answer, this answer won't be accessible in ACE Agent.

#### Related documents:

# ACE Installed components

# Installation manual ACE clients

# Online Help <https://docs.ace.teliacompany.com>