# Upgrade Report

**Development - Defect - (9)**

| Case Title or Change | Release Notes | Case # | Suggested Test Plan |
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| Predictive Dialler Heartbeats won't reconnect after short bl | ## Release Note Module<br><br>Users of the Predictive Dialer and the Noetica Voice Platform/MiCC Oubound Call Manager<br><br>## Previous Behaviour<br><br>If the Predictive Dialler (PD) missed a configured number of heartbeats from the NVP/Call Manager the NVP would be marked as unavailable by the PD and the PD would no longer use this CTI platform.<br><br>## New Behaviour<br><br>The NVP/Call Manager now restarts heartbeats with the Predictive Dialler if it has been noticed that three heartbeats in a row have been missed, allowing the system to recover. | 24983 | No test plan required for this change. |

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| Noetica DSP putting wrong value on FROM address | ## Release Note Module<br><br>NVP/MiCC Call Manager with Noetica powered DSP<br><br>## Previous Behaviour<br><br>The NVP would incorrectly format the 'From:' field when dialling a SIP call in some circumstances. If the ipOverride value was configured on the SIP trunk, then it would replace the user configured 'From' address.<br><br>## New Behaviour<br><br>The From: header is now taken directly from the user specified value without any attempt to fix up any IP addresses.<br><br>## Technical Comments<br><br>Any users of 3CX should ensure that NVP can still dial agent extensions on 3CX, if not the please contact Noetica for help on configuring SIP trunks to 3CX correctly. | 27441 | No test plan required for this change. |

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| LPD WAV Files not playing | **Release Note Module**<br><br>LPD Users<br><br>**Previous Behaviour**<br><br>The LPD messages recorded by agents were being classified as invalid and not played.<br><br>**New Behaviour**<br><br>The LPD messages recorded by agents are no longer classified as invalid and are played.<br><br>**Technical Comments**<br><br>N/A | 27477 | No test plan required for this change. |
| Call Monitor showing inbound calls under the outbound calls | **Release Note Module**<br><br>Users of the Call Monitor<br><br>**Previous Behaviour**<br><br>Inbound calls were being counted and displayed as outbound calls in the Call Monitor<br><br>**New Behaviour**<br><br>Inbound calls are now being counted and displayed as inbound calls in the Call Monitor | 27482 | No test plan required for this change. |

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| LPD Default Wav File & Drop Call Fix | **Release Note Module**<br><br>LPD Users<br><br>**Previous Behaviour**<br><br>The default nuisance wav file was not picked up, only the campaign-specific one was being used. The Predictive Dialler & NVP/Call Manager might occasionally drop an answered call before classification was finished.<br><br>**New Behaviour**<br><br>The default nuisance wav file will now be used if a campaign-specific one has being specified. The Predictive Dialler & NVP/Call Manager will not drop an answered call until it has been classified. | 27486 | No test plan required for this change. |
| XChange erroneous reports DSP crashed when it gets unexpected command | **Release Note Module**<br><br>Users of NVP/Call Manager<br><br>**Previous Behaviour**<br><br>The NVP/Call Manager would disconnect from the DSP if an unexpected SIP message arrived.<br><br>**New Behaviour**<br><br>The system now logs the unexpected message but then continues. | 27493 | No test plan required for this change. |

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| LPD Internationalisation | **Release Note Module**<br><br>Users of LPD<br><br>**Previous Behaviour**<br><br>If a web server was not set to US/UK English, the agent couldn't create any LPD recordings.<br><br>**New Behaviour**<br><br>Different regional settings no longer prevent LPD recordings from being made. | 27501 | No test plan required for this change. |
| Reinstate the CallDisconnected RPC in the NVP for completed Consultation Transfers | **Release Note Module**<br><br>Users of the Telephony SDK<br><br>**Previous Behaviour**<br><br>The Call Disconnected event was not being raised when a Consultation Transfer was Completed.<br><br>**New Behaviour**<br><br>The Call Disconnected event is raised when a Consultation Transfer is Completed. | 27512 | No test plan required for this change. |

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| NVP/Call Manager to deal with locked WAV files freshly copied over | **Release Note Module**<br><br>NVP / Call Manager users<br><br>**Previous Behaviour**<br><br>A process for validating newly copied WAV files may happen while the file was still locked (for example by Windows Explorer) this would cause an issue.<br><br>**New Behaviour**<br><br>NVP / Call Manager now retries if a file is locked. | 27517 | No test plan required for this change. |