

Allworx[®] View

Release Notes

Release 1.4

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Release Notes updated December 10, 2021



Copyright

Documentation

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Warranty

This warranty shall not apply to any products to the extent the defect or non-conformance is due to (A) accident, alteration, abuse, misuse, or repair not performed by Allworx, (B) storage other than specified, (C) failure to comply with applicable environmental requirements for the products.

Environmental Conditions

Allworx servers and IP phones:

Operating:	
Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)

Storage:	
Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

Trademarks

The following trademarks are owned by Allworx:

Allworx® Verge™ IP phone series	Allworx® Interact™	Allworx® Connect™ servers
Allworx® 92xx™ IP phone series	Allworx® Interact™ Professional	Allworx® Connect™ Vx service
Allworx® Verge™ 9304	Allworx® Interact Sync™	Allworx® Connect™ 731 server
Allworx® Verge™ 9308		Allworx® Connect™ 536/530 server
Allworx® Verge™ 9312	Allworx® View™	Allworx® Connect™ 536 server
Allworx® Verge™ 9318Ex	Allworx® View™ ACD	Allworx® Connect™ 530 server
		Allworx® Connect™ 324/320 server
Allworx® Reach™	Allworx® OfficeSafe™	Allworx® Connect™ 324 server
Allworx® Reach Link™	Allworx® Migrate™	Allworx® Connect™ 320 server

Revision History

Revision	Date	Description
A	08-JUL-2018	New Release
B	08-AUG-2019	Added documentation stating support for Windows Server 2019
C	10-DEC-2021	Adding Windows registry workaround to support TLS 1.2-only systems

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Introduction

The Allworx View web application provides dynamic, comprehensive usage reporting on the Allworx phone system. This application uses complete and accurate data of the Allworx phone system for users to make data-driven decisions with an easy-to-use web browser-based user interface to ensure:

- Subscription to optimal number of outside lines
- Using business resources and personnel effectively
- Managing customer and associate calls quickly and efficiently
- Planning future growth for infrastructure and personnel

The Allworx View application offers two levels of reporting. The Allworx View CDR Feature key offers call detail reports and the Allworx View Automatic Call Distribution (ACDR) feature key (optional – requires the Allworx View CDR Feature key) provides customizable dashboards for supervisors and agents and displays the information using any popular web browser. Using configurable alarms, supervisors and agents can recognize and react to high call volume situations to minimize abandoned calls and frustrated customers.

Who Should Read This Document

The following users should read this document:

- Value Added Resellers
- System Administrators
- Windows Server Administrators
- Users of the View application

Supported Web Browsers

- Microsoft Internet Explorer 11.0 (or later - previous versions of Internet Explorer may produce unexpected results)
- Microsoft Edge
- Mozilla Firefox 28 (or later)
- Google Chrome 30 (or later)
- Apple Safari for Mac OS 10.7.x (or later)

Important Installation Information for Server Administrators

Note: Allworx View installations require the Microsoft IIS server to connect to the Allworx server using:

- System Software Version 7.7: SSL 3.0. Allworx View connections do not support using Transport Layer Security (TLS) versions 1.0, 1.1, and 1.2.
- System Software 8.0 and later: Transport Layer Security (TLS) versions 1.0, 1.1, or 1.2. Allworx View connections do not support using SSL 3.

Please read this document in its entirety prior to the installation of Allworx View. This document includes known issues for which server administrators should be aware prior to installation. Missing Windows server requirements may cause HTTP 500 errors to appear at the client when accessing Allworx View. See the Allworx View Application Installation Guide for installation instructions including Microsoft .NET Framework requirement installation and server role configuration.

Verify the following software requirements prior to installation of Allworx View:

- IIS Web Server Role
- Microsoft .NET Framework

Operating System Version	Supported Framework Version
Microsoft Windows Server 2008 R2 and Microsoft Windows Small Business Server 2011	<ul style="list-style-type: none"> • Microsoft .NET Framework version 4.5.2 • Microsoft .NET Extensibility Framework version 4.5 • Microsoft ASP.NET version 4.5
Microsoft Windows Server 2012 Microsoft Windows Server Essentials 2012 Microsoft Windows Server Foundation 2012 Microsoft Windows Server 2012 R2 Microsoft Windows Server Essentials 2012 R2 Microsoft Windows Server Foundation 2012 R2 Microsoft Windows Server 2016 Microsoft Windows Server Essentials 2016 Microsoft Windows Server 2019	<ul style="list-style-type: none"> • Microsoft .NET Framework version 4.5.2, 4.6, 4.7 • Microsoft .NET Extensibility Framework version 4.5, 4.6, 4.7 • Microsoft ASP.NET version 4.5, 4.6, 4.7

- **Allworx Server version 7.7.5.5 or greater – previous versions of Allworx server are incompatible with Allworx View**
- **The user performing the installation must be a member of the Local Administrator group**

Install the Allworx server version 7.7.5.5 and the Allworx View CDR Feature key prior to installation of the Allworx View application to ensure proper connection. Failure to login to the Allworx server from the Allworx View application is a symptom of a software mismatch or missing feature keys on the Allworx server.

It is required to set the following to sync to an external time source such as a Network Time Protocol (NTP) server:

- Allworx server
- The Windows server running the Allworx View application
- Windows clients using Allworx View from within a web browser

Status time counters being incorrectly reported in Allworx View dashboards is a symptom of the servers being out of sync with respect to time.

HTTPS binding to either a self-signed or verified certificate is required for Allworx View. See Allworx View Application Installation Guide for details. Notify users of self-signed certificate use due to the presentation of warnings upon connection to the web application.

The location of the Allworx View application, database, and backup is required to be local to the Microsoft Windows server on which the Allworx View application is installed. Selecting a mapped drive or network share external to the Windows server running the Allworx View application will cause the installation to fail.

Issues of Note for Server Administrators

ID	Description	Workaround
47698	<p>Description:</p> <p>Allworx servers that disable TLS1 require Windows Server administrators to change a registry setting.</p> <ul style="list-style-type: none"> • Allworx System Software releases in December 2020 and January 2021 are offering a feature to adjust the minimum TLS version supported on the Allworx server. • The default minimum TLS version is TLS1 (which causes no Allworx View issues), but if the Allworx server administrator selects the more strict TLS1.2 setting, the Allworx View service will be unable to connect to the Allworx server, unless the Windows administrator adjusts the Windows registry. • The symptoms of this connection failure are: <ul style="list-style-type: none"> ○ View's Configre>Servers page will no longer show Status: Connected for the affected server. ○ The View application log, accessible on the Windows Server at https://localhost/AllworxView/Elmah.axd, will show an error message "The function requested is not supported" and clicking through the Details link will include "System.Security.Authentication.AuthenticationException: A call to SSPI failed, see inner exception. --> System.ComponentModel.Win32Exception: The function requested is not supported" 	

ID	Description	Workaround
	Workaround: <ul style="list-style-type: none"> The Windows Server administrator should follow the steps in: https://docs.microsoft.com/en-us/mem/configmgr/core/plan-design/security/enable-tls-1-2-client The important part is the setting of these two Windows registry DWORD values: [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v4.0.30319] "SystemDefaultTlsVersions" = dword:00000001 "SchUseStrongCrypto" = dword:00000001 After this registry change, use the Windows Service Manager to restart the Allworx View Service. 	
26261	Dialog during upgrade or uninstallation stating: "Another application has exclusive access to the file C:\ProgramFiles\Allworx\View\ViewApplication\firebird-1.5.226540-0_x64\security.fdb. Please shut down all other applications then click retry"	Wait a few seconds then select "Retry"
25744	View installation fails if backup directory already exists.	Remove the directory C:\programdata\allworx\view\backup-before- <i><current version of software></i>
25181	View load balancing / traffic shaping is needed for history processing. Call History collection causes short spike in traffic of 5 – 10 Mb/s. Failed attempts or disconnects during this history processing will cause the process to repeat causing another spike in traffic.	In a multi-site environment, enable servers individually <ol style="list-style-type: none"> Navigate to "Configure > Servers" for each server in the multi-site Select the "true" in the Enabled column Unselect the value for each server Save the changes Select to "Enable" each server separately after the previous server has successfully processed history A future version of the Allworx View application will correct this.
22584	When backups fail, ViewAdmin will need to remove any partial file created. If one does not and restores a failed backup, see recovery in case 21594	Windows server administrator should manually remove the partial back up file created.
21693	Installer may state .NET requirement is missing when IIS role is missing on Windows Server 2008 R2	Verify the IIS role is installed. Verify the Microsoft .NET Framework is installed. Run the installation program again.
21594	A failed database restoration provides no ability to revert to the database it replaced	If there was an attempt to restore an incomplete/corrupted backup: <ol style="list-style-type: none"> Shutdown "Firebird Server - AllworxView" service Shutdown all Allworx View services Copy the cra_empty.fdb file Removing the incomplete cra.fdb file which was due to the restoration of the corrupted backup file Rename the cra_empty(copy).fdb file to cra.fdb Restart the Allworx Firebird Server service Restart the services Log in as ViewAdmin Restore to the most recent backup

ID	Description	Workaround
20699 25290	Differences in Call Totals report, Active Calls widgets, and Queue Summary report for same time period due to Microsoft Windows server reboot with live calls on Allworx	None. Reboot the Windows server during idle periods on Allworx. A future version of the Allworx View application will correct this.
18220	Selecting a network share for the application, database, or backup location causes the install to fail.	Select a location on the same server as the Allworx View application
17284	Add servers using the IP address used for multi-site configuration. Entering a server LAN address when that server uses the WAN address for multi-site results in redundant lines in the Manage My Servers list.	Enter in IP addresses used to connect servers together in a multi-site as the Allworx server IP addresses when configuring Allworx View.
17258	Network disconnections during the submission of the test email to verify SMTP settings may show a wait cursor and appear as if the application is not responding.	Verify the network connection. Close the SMTP settings page. Return to the SMTP settings page and verify the settings.
16561	Allworx users with 'password change required' can't login.	Change the user's password using "My Allworx Manager" or Allworx interface and login to Allworx View.
16534	The Allworx View Installer doesn't confirm that passwords match until after focus leaves the text field	Type TAB then click the Next button to proceed after filling the second password field

Important Installation Information for Users

- Please read the Allworx View Application User Guide for information and details on how to get the most out of the Allworx View application. It is recommended to set the web browser to automatically update to ensure the latest software version is in use.
- Lines in Use and Lines in Use Matrix reports have been updated to allow fewer "Group by" combinations in reporting. This will prevent long running queries. Saved reports that use a "Group by" combination which is no longer supported will raise an error. These reports will need to be recreated with a combination which is supported.

Logging In

- The Allworx Server Administrator manages the users that access the features of the Allworx View application. Users can login to the Allworx View application using the Allworx server username and password.

New Features in View 1.4.58.0

- **Call Details Report Query Filter Improvements** users with permissions have more options to easily configure additional details in Call Details reports.

View 1.4 now offers additional call state fields without configuring some call state filters. Instead of creating a filter to see "hidden" columns in the report, View 1.4 provides these "hidden" columns a selectable filter check boxes when editing report queries.

- **Multiple User Selection Improvements** users with permissions can conveniently run a single report with multiple users selected with a single User filter.

When creating and running a Call Details Call Totals, or Multiple Call Lifecycle report with the User filter, View 1.4 supports selecting multiple users or agents. After selecting a user or agent, the View user can click in the Value field to select additional users or agents; and View highlights the selected users or agents. Previously, reports limited users to three User query filters and selecting one user per filter.

- **Deleted Objects Selection Improvements** users with permissions can configure report query filters to include deleted servers, users/agents, queues, or line groups to improve report accuracy.

Example: If an Allworx system is no longer in service on May 17, but on May 18 a View user needs to run a report that includes historical information on the deleted system, he/she configures the reporting by selecting the “Show Deleted Objects” link in the right column of the page, and selecting the inactive object from the drop-down list.

- **Miscellaneous Improvements**

- Correct handling of time zones that do not use “Daylight Saving Time” (e.g. Arizona).
- Abandon Rate dashboard calculations corrected to not include time-out or exited calls.
- Dashboard list widget column headings are easier to resize on active dashboards.
- The Configure Servers page presents an informative warning before deleting a server record. In most cases, deleting a server record is not recommended; the warning explains the alternatives.

Defects Fixed in Version 1.4.58.0

ID	Description
16649	Dashboard List Widgets - column resizing cursor nearly impossible to control
18804	Active calls widget clears, losing still-active calls on any server connection change
20261	Deleted users/agents do not show in the user lists or agent lists for reports.
20873	Removing a user from the agent role will not allow any reports to be run on that agent.
21513	Duplicated agents or user in pulldowns after deletion and re-adding of Allworx server to View.
22474	Deleting and then re-adding the user on Allworx with the same user id will not be added to View user database
24178	The selection of a fixed range less than a day in the User Call Totals report opens group by to all selections
27824	Insert selected macro button appends and does not insert at cursor location
28100	Queue Summary report: having a fixed range of 1 day with the setting “Group by” “Day” shows an extra day in report
28138	The Call State Duration filter does not allow the value 0
28139	The Call State Duration filter is not included in the User Call Totals report
28143	Exporting to PDF and CSV causes the error “ A potentially dangerous Request.Form value was detected from the client”
28224	Problems restoring filters that contain the character “%”
28267	Excessive top padding in expanded Query Detail
28474	Scheduling a report throws “violation of FOREIGN KEY constraint “FK_SCHEDULED_LOCAL_TIME” on table “SCHEDULED_EVENT”

ID	Description
28581	Any user deleted from Allworx is not showing deletion time/date
30430	Need to toggle server drop down to see all users editing user call totals report
32357	Windows Server 2016: blank reports and missing error message when server disallows a query
32359	Server 2016: shared agent query as a user, which is not an agent of the queue, provides blank report instead of error message.
33153	View handling of time zones that do not do DST (e.g. Arizona)
35267	Allworx server with user named ViewAdmin prevents ViewAdmin login to View
35660	Error message incorrectly requires .net 4.5 running when installing on windows server 2016 / 2019
35850	Alarm Service, probable memory leak
36187	Dashboard abandon rate calculation is including calls timed out and calls exited-out
36295	Saved reports with an apostrophe that are exported to PDF or CSV fail
36321	Share report checkbox missing from save popup in Mozilla Firefox and Google Chrome but present in Microsoft Edge
36396	Duplicate user records result in partial processing of updated user config and queue config
36479	Dashboard widget multi-select Agent list should not present agents from queues on deleted servers
36796	Simultaneous emails from scheduled reports overwrite each other's recipient lists
37012	Dashboard Agent List widget "Queues Logged-in" field should be comma-separated, and labeled "Logged-in Queues"
37232	Reset button in saved report should leave filters in editable state

Defects Fixed in Version 1.3.26.0

ID	Description
27939 16519	Report query editing should include "Save" and "Save As" buttons
26569	<p>Multiple call state filters should match independently: Many filters on calls match against call state records, and there may be many call states within one call. Previous versions required multiple call state filters to match the same call state record.</p> <ul style="list-style-type: none"> With this fix, call filters select whatever calls satisfy all their filters, but the call state filters are not required to match the same event, except for these special cases: <ul style="list-style-type: none"> Call State and Call State Duration filters must match the same event Call State = Queued and Queue = QueueName must match the same event In addition, adding a call state filter now populates the corresponding output column in a Call Detail report with a semicolon-separated list of all the unique values of that call state field, for the entire call. For example, filtering on Called Name <> empty_string will populate an output column with all the Called Names for each call.
26564	<p>Refinement of login failure messages: Three types of login failure are now distinguished:</p> <ul style="list-style-type: none"> No Server Contact. New message: "Can't login as <user> because View could not contact the Allworx server <server>." Validation failure New message: "Can't login as <user> because View did not receive a timely response from Allworx server <server>." User Password not valid New message: "Can't login as <user> because the user name or password was not valid."
26293	All pull-downs should accommodate longer lists before maxing out with a scrollbar.

ID	Description
26261	Dialog during upgrade or uninstallation stating: "Another application has exclusive access to the file C:\ProgramFiles\Allworx\View\ViewApplication\firebird-1.5.226540-0_x64\security.fdb. Please shut down all other applications, and then click retry" This bug is fixed in View 1.3, but it occurs during the uninstall of View 1.2, so the upgrade from 1.2 to 1.3 may require the administrator to Retry; then subsequent upgrades will no longer experience this issue.
25910	Query and widget pull-downs should auto-size horizontally.
25383	Queue List widgets won't sort when alarmed.
24857	Attended transfer between acd queues causes recipient queue longest wait timer to not stop after zero calls in queue [requires Allworx server versions at least 8.0.22.4, 8.1.7.4, or 8.2.0.37].
24548	Agent Summary widgets clip data @ 800px, 1024px and 1280px.
22043	User Call Totals, reports place calls against the wrong day with Group by Day and Fixed Range.
22038	Call Totals Matrix with fixed range has incorrect axis and places call against wrong time.
18583	Manage My Dashboards – Home button can not be unselected.
18582	Dashboard is not displayed when user selects a shared dashboard as Home.
18580	Manage My Dashboards – remove Edit button for shared users.
16077	"Queue Depth" terminology preferred over "Calls Waiting".
15771	List widgets not spanning window properly in internet explorer 11.0 and edge browser.

Defects Fixed in Version 1.2.99.0

ID	Description
25917	Index out of range exception processing lines history. Allworx server connection status does not transition from "Connected (reading history)"
25702	Purge Call Data, exception on queued calls.
25696	Report queries run extremely slowly on large databases.
25277	Inconsistency in Abandoned Call count between Queue Summary and Call Detail reports. This software change also requires Allworx 8.0.18.3 or Allworx 8.1.3.5.
18452	Active Calls widget sort by start time is not consistent with expectation.

Defects Fixed in Version 1.2.83.0

ID	Description
25222	Call Totals, Queue Summary and Agent Summary Matrix: range "Last month", y = Hour, x = Month raises "duplicate key error"
25089	Calls serviced alarm threshold setting incorrectly set to 0
24990 25091	Call Totals column is always 0
24539	Lines in Use report omitted detail columns if line group configuration is not contiguous
24114	Remove colons from labels in widgets

ID	Description
24024	Frequent internal server errors running saved and shared Call Details and Call Totals reports on Mozilla Firefox and Microsoft Edge browser
23714	Microsoft Edge browser: sharing a report using Manage Reports and saved dashes do not show in dashboard menu
23713	Microsoft Edge browser: saved reports require a refresh to show in reports menu
23700	Microsoft Edge browser: canceling an edit using Manage Dashboards and saved dashes do not show in dashboard menu
23697	Microsoft Edge browser: sharing a dash using Manage Dashboards and saved dashes do not show in dashboard menu
23696	Microsoft Edge browser: deleting a dash using Manage Dashboards and saved dashes do not show in dashboard menu
23695	Microsoft Edge browser: edit a dash description using manage dashboards and saved dashes do not show in dashboard menu
23694	Microsoft Edge browser: edit a dash name using manage dashboards and saved dashes do not show in dashboard menu
23552	SMTP server configuration with numeric IP address not working without DNS lookup
23514	Marquee Active Calls gets out of synch with network disconnection from Allworx
23358	Dashboard scrolling not arranging widgets correctly at 2/3 or greater scroll size
23301	Enhancement: Support for Totals Calls No Agent Available
23238	Queue filter does not work as expected when a ring all queue is selected. ACD queues are not affected.
23211	Queue Summary calls do not total as expected. Calls received do not equal calls serviced + exited + timed out + abandoned in some cases.
23204	Call Totals report seems to show a different accounting for calls than Queue Summary report due a call entering a queue more once.
22761	Enhancement: Change the authentication cookie timeout to persistent
22760	Enhancement: Change authentication ticket timeout to persistent
22734	Time in Status timers do not increment in agent list widget on dashboard
22654	Agent Details widget with 4 fields is shorter than full details widget
22627	Odd behavior when using a page after expired logout
22294	Differences between Call Totals and Queue Summary reports
22289	Lines in Use Matrix past 60 min reports incorrect averages and incorrect x axis
22200	Microsoft Internet Explorer 11.0.9600.17691 does not show newly added reports or dashes
22088	Queue List widget sometimes does not immediately update with alarm color
21814	Install failed due to stragglng exclusive access to Firebird security2.fdb file
21797	Feature request: increase the font size for widgets
21698	Queue Summary report incorrect totals using "this month" and "this week" and group by "day of week"
21632	Microsoft Internet Explorer 11.0 does not successfully pull from contacts on system alarms page
21629	Agent List widget - length of call and caller number sometimes not updating as expected
21479	Call Totals Matrix y=hour, x=week for fixed range y axis starts at 5:00 pm
21414	Lines in Use report range = this week -or- this month, group by every second - report view is null
21356	Using Microsoft Internet Explorer 11.0, sometimes query details incorrect at the top of the report
20950 22638	Occupancy is being reported as a goal that must be achieved, dashboard colors differ from the notifications
20536	Agent Summary and Details widget average handle time listed in edit widget for average service time
20439	HTTP 404 errors with large Elmah database (700+ MB)

ID	Description
20265	Current month shows in query using range "Last Month"
20222	Agent Summary report internal server error updating saved report - server -> select server
20125	System Information widget's grid resets its UI every time it refreshes
19672 20959	Longest Wait continues to count up after call transferred
19227	Logging in when already logged in doesn't change current user and raises authentication forgery error
19149	Navigating away from a query and returning with back button loses the query parameters
19132 20150 21512	Dashboard widgets that reference deleted servers or deleted agents generate "Internal Error" alerts and broken editable widget placeholders
19094	Removing all widget fields from a Queue Details widget previously created raises internal server error
19042	Remove pagination control for Manage My Dashboards and reports
18673	System Information widget causes other widgets on dashboard to reposition
18564	Running Service Time not supported in application and needs to be removed
18545	Navigation menu node goes to black and not dark grey when making menu select in google chrome
18235	Error dialogs in Allworx View steal focus from all other tabs
18160	The System Information widget flashes and "repaints" entire widget when line in use value is updated
18102	Lines in Use heading is not parallel with options
17925	Agent Summary Matrix report prompt implies multiple selection criteria
17358 20080 21505	Total Agent Login Time not supported in application and needs to be removed
17215	Average Time Serviced calculations were incorrect in Queue Summary report

Defects Fixed in Version 1.1.61.0

ID	Description
22474	Deleting then re-adding a user with the same user id does not get reactivated in View
22410	The "Lines in Use Matrix" report shows incorrect data for range "Last month" and group by "Day of Week"
22296	The "Lines in Use Matrix" report shows incorrect data for group by "Day of Week"
22273	The "Lines in Use Matrix" report shows incorrect data for range "Past 24 hours"
22227	Aggressive auto-refresh on "Manage My Servers" page causes changes to be lost while editing page
22178	A "Failed to back up your database" error is raised on large View databases when the backup is successful
22175	View access permission can sometimes be disabled for ViewAdmin
22155	"Lines in Use" reports which return excessive data are allowed in the user interface
22081	The "Lines in Use" report was shows incorrect line use, database was correct
21936	The tool tip "Please select a time span" in dashboard contains a typo
21907	The "Backup Now" button was not disabled after selection causing multiple backups to be run
21731	User dashboards with deleted Allworx servers display an "Internal Server Error"
21730	Known Issue: User dashboards with deleted users display an "Internal Server Error"
21625	The "Agent List" widget does not update as expected requiring constant re-connects
21497	A Dashboard containing an agent deleted from the Allworx server raised Internal server error

ID	Description
21496	The "Agent List" widget does not update as expected showing stale data
21467 21629	The Agent List Widget sometimes does not update the length of call and caller number fields as expected
21151	The View dashboard widget set requires an updated version
21149	The population of View dashboards is inefficient
18581	Any user can delete a shared dashboard

Defects Fixed in Version 1.1.48.0

ID	Description
21579	Agent Summary reports for range = "last month" were not showing call totals as expected
20797	Queue Summary and Agent Summary reports are reporting against the incorrect day
19882	Improved error messaging during Allworx View login
19791	Add "User" to query filters for Call Details and Call Totals report
19694	Provide the ability to summarize call activity for arbitrary groups of users/agents in one report
19608	Selecting edit series after a report had been run in the past produces an error "scheduling events in the past is not allowed"
19571	After successful login, the user is presented with an error if the SSL port is not the default port number
19307 19734	Re-installation requires the manual removal of the Elmah.FDB file
19123	Selection of "Show Reports by Type" produces "Internal Server Error"
18923	Difficult to filter for both incoming and outgoing calls by user
18914	Reporting agent's non-ACD calls during logged in time
18823	Inability to group user use reports outside of the user belonging to an agent group
18508	Installation program does not check for ASP.NET 4.5 or IIS role prior to installation
17661	Unable to reset alarm thresholds back to 0 after updating the value to greater than 0
17516	Filtering on MAC addresses is case sensitive and must contain dashes as a separator
17508	Fields with (null) or empty values cannot be matched by any filter
15929	During intervals of Call History updates, the database can be inconsistent without alerting users or administrators.

Known Issues

ID	Description	Workaround
38300	Duplicate reports get sent out an hour apart	Adjust the time of report to not be delivered on hour boundary. Sync the Allworx, View application server, and client to a network time source to synchronize time.
38104	View shows connected but Allworx user logins failing on view	Open Services control on Windows Server and restart View cache service.
36106	TCP Packets with SYN with flags ECN (Explicit Congestion Notification) + CWR (Congestion Window Reduced) cause delays in network transmission causing View to time out.	Disable ECN support on the Windows Server To disable (as administrator): net.sh interface tcp set global ecncapability=disabled
33819	The following error is raised: Method not found: System.Collections.Generic.IEnumerator`1<Newtonsoft.Json.Linq.JToken> Newtonsoft.Json.Linq.JArray.GetEnumerator()'	Download Visual Studio gacutil.exe, then in the C:\Program Files\Allworx\View\ViewApplication\bin folder, run gacutil -i Newtonsoft.Json.dll to register the newer DLL.
25762	Odd id showing in DTMF records for calls which get routed to another queue and are abandoned	None. A future version of the Allworx View application will correct this.
25181	View load balancing / traffic shaping needed	None. A future version of the Allworx View application will correct this.
24464	Reports and dashboards created as a user which has been deleted cannot be removed.	Remove all View dashboards and reports as the user prior to deletion of the user on the Allworx server.
24136	Agent History report does not tally to end of the day if agent logged in overnight.	Have agent logout at the end of a shift or day.
23935	Referencing a dashboard in a menu which has been deleted results in object ref error	None. A future version of the Allworx View application will correct this.
23934	Deleting a dashboard while running causes repeating error SyntaxError: Unexpected end of input.	None. A future version of the Allworx View application will correct this.
23336	Agent History report on call times for certain instances of calls seems to be mis-reporting.	None. A future version of the Allworx View application will correct this.
23335	Agent History report over reporting calls when answered by an agent when placed on hold.	None. A future version of the Allworx View application will correct this.
23216	Exception raised while concurrently editing a scheduled report.	None. A future version of the Allworx View application will correct this.
24017	Longest Wait timer on list widget out of sync with summary and details widgets.	None. The time difference is slight. A future version of the Allworx View application will correct this.
22622	Lines in Use Matrix - This Month by Day of Week is reporting against Last Month.	Select a different group by value.
22679	Total agents in queue requires a login event to increment or to show a value	All agents in queue logout and back in again to re-populate the count correctly
22613	Lines in Use Matrix - gaps in data with some every minute group by combinations.	Select a different group by value.
22585	Lines in Use Matrix - This Week, y = week, x = Hour - blank report for maximum, average ok.	Select a different group by value.

ID	Description	Workaround
22584	Lines in Use Matrix report for range "This Week" reports incorrect maximum.	Select Group by Hour.
22464	User Call Totals, Agent Summary, and Queue Summary reports place calls against the wrong day with Group by Day and Fixed range.	Select Group by Hour.
22032	View scheduled reports after daylight savings time are off by 1 hour and delivered an hour late	Update the time manually to correct the issue
21563	A date range is created when adjusting a scheduled report or backup start time.	Select F5 to refresh the page. The range is not added to the database.
21562	When a user schedules a report or backup in the future a page refresh is required.	Select F5 to refresh the page. The range is not added to the database.
21539	Agent Summary Matrix report repeats data shown in using range this month and group by week and month.	Use a different group by value. A future version of the Allworx View application will correct this.
21407	Lines in Use report with a large range becomes unresponsive with script error.	Adjust the range for the report.
21400	Use of multiple users in User filter or User Call Totals report displays an "Invalid String Format" error when adding more than 140 users to a report.	Decrease the number of users in a User Call Totals report or split the report into separate reports such that they run properly.
20559	The Agent History report displays a blank line at the bottom.	None. A future version of the Allworx View application will correct this.
18219	PDF a report with large X axis will be truncated or clipped.	Reverse the Group By values for X and Y axis and the report will be produced correctly.
18195	Able to schedule a report with no reports or contacts available.	None. A future version of the Allworx View application will correct this.
18143	Agent History Reporting aggregates values as a superset and does not show values separated by queue.	None. A future version of the Allworx View application will correct this.
18141	Agent History reports do not show individual login/logout times for each queue.	None. A future version of the Allworx View application will correct this.
18134	Large Range selections (covering many months) using the Fixed selector with Group By selections of "Every 15 minutes" may lead to a long running query with no warning or ability to cancel to the user.	Select a smaller Range to perform queries with small Group By values. The web page responds quickly but the query is still running in the background.
18108	There is currently no progress bar or cancellation mechanism for very-long-running report queries.	None. A future version of the Allworx View application will correct this.
18088	Changing privileges of user while logged in may require logout before changes are effective.	Logout then back in to receive new privileges.
18033	When deleting Allworx View contacts, press the "Save Changes" button to delete the contacts.	Pressing "Save Changes" will update the table
17856	Scheduling a report from the month view will not provide the user with option to set time. Default time of report is 12:00 AM from this view.	Use the "Day" or "Week" view of the calendar to more precisely schedule events.
17728	Allworx View backups scheduled in the month view do not show as scheduled in the day or week views.	Refresh the page by selecting F5.
17284	View connected on server LAN or VLAN shows duplicate entries in Configure > Servers	None. A future version of the Allworx View application will correct this.

ID	Description	Workaround
17150	One cannot schedule reports or backups with a touch device. The action requires a double click which is not supported on touch devices.	Use a non-touch device for scheduling events
16650	Resizing the columns of the Agent List and Queue List widgets cause the widget to resize.	None. A future version of the Allworx View application will correct this.
16071	Default System Alarm settings may generate large amounts of mail/SMS messages if the default values are left unchanged.	Change the default values to longer times.
15884	The Allworx View installation program is reported as publisher "Unknown". The current Allworx View installation program is unsigned.	Continue with the installation. A future version of the Allworx View application will correct this.