STPS MULTI-SUPER GROUP RELEASE NOTES

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1.2.6 August 7, 2018

- Fix to allow connection to externally assigned stations.

1.2.5 July 16, 2018:

- Removed ability to set "Call Busy" parameter from setting page. Call Busy = True is the default behavior and has been since application was developed.
- Added exception protection to prevent service crash when transferring calls.

1.2.4 June 1, 2018:

- Added new group setting "Call Busy" which causes the service to not include non-MSG calls when evaluating if a member is busy. Specifically, if Call Busy is enabled (the default) then we will call all members even if they are busy on a call. In addition, when evaluating if all members of a group are busy based on the max call setting, if Call Busy isn't enabled then we won't include non-MSG calls in that evaluation.

1.2.3 August 17, 2017:

- Now consider stations busy regardless of whether the call(s) on the station were routed calls or other calls.
- No longer ring call group members who are busy on calls.
- Drop consulting calls if they go busy to address loss of functionality.

1.2.2 July 20, 2017:

- Busy audio recording was US format. Updated setup to also install European Busy tone and updated documentation on manually updating the registry to select the UK European tone instead of the US tone.

1.2.1 July 19, 2017:

- SetCallTreatment(BUSY) which we use to play busy to callers fails to work with external calls. RINGBACK call treatment works fine, just BUSY fails. To work around the core defect we now play a busy audio file to the caller instead of relying on the built in busy call treatment.

1.2.0 July 18, 2017:

- Now support a group max calls setting which control how many calls can waiting in the group and/or connected to a station via the group can be active before new callers hear busy.

1.1.18 July 13, 2017:
- The server was disconnecting the consulting calls before completing the transfer of the original inbound caller to the answering station. This slowed down the transfer resulting in several seconds of dead air for the answering station user. We now complete the transfer before we disconnect the other consulting calls.

1.1.17 November 29, 2016:
- When making internal consulting call, now indicate if internal ring should be used when handling internal callers.

1.1.16 August 31, 2016:
- Added yet more code and logging to handle shutdown of process when service is stopped.

1.1.15 August 12, 2016:
- Added a number of extra steps when shutting down to try to deal with process hanging around for a while after the service stops for a certain customer.

1.1.14 May 18, 2016:
- Added group member setting (Call Assigned) that controls whether the server will call stations that are externally assigned or are assigned to the softswitch.

1.1.13 February 23, 2016:
- Rebuilt with COM object 4.5.29 to fix issue with sporadic memory corruption.

1.1.12 July 17, 2015:
- For groups configured to answer and hold new calls we could get a crash if the caller hung up while the call was being processed.

1.1.11 December 4, 2014:
- When writing the Disconnected result to the log the DNIS Description field was being left out. Also updated the doc as the DNIS Description field was not listed.

1.1.10 October 21, 2014:
- Setup would reinstall if run by multiple users.

1.1.9 June 18, 2014:
- Inbound call's DNIS description can now be configured to be shown as the consulting call's caller name.

1.1.8 June 12, 2014:
- Pickup of super group is now supported.

1.1.7 May 30, 2014:

- Updated COM object to 4.5.23 to hopefully prevent blocking of caller ID when making calls.

1.1.6 May 20, 2014:
- The server was using the same GUID as the Emergency Notification application to prevent multiple copies of the server being allowed to run but this prevented the MSG and EN applications from running at the same time. The fix was to change the GUID used by the MSG.

1.1.5 November 11, 2013:
- Admin timeout was only allowing times from 10 to 60 seconds.

1.1.4 September 12, 2013:
- In transfer logs, user names were having last character chopped.

1.1.3 March 21, 2012:
- Added a new group setting to provide support for immediately answering and holding new calls that present to a group so that the caller hears music on hold rather than ringback audio while they are waiting in queue or while they are waiting for an agent to answer.

1.1.2 June 5, 2012:
- Now use connected ID and connected ID Name vs. caller ID. For hunt calls the caller ID does not contain original caller ID but connected ID does.
- Updated screen of the Group Settings to make it clear that the no answer transfer to destination could be an external number or an extension.
- No longer remove formatting from the caller ID used when making consulting calls.
- Added group setting to control how the caller name is set for the consulting calls. The default is to as in previous version, that is the caller name is set to the super group's name. The new option allows setting the caller name to match the inbound call's provided name.
- Added tooltips to the group form in the admin.

1.1.1 May 4, 2012:
- Added support in the Admin and Service for a group setting "Override DND Forward". If enabled (the default and only option in prior versions) than any DND or forward setting of the called member user stations was ignored and calls would still ring through. Starting in version 1.1.1, there is a setting to control this and if unchecked, then calls that get forwarded or denied due to station DND or Forward settings will be immediately disconnected.

1.1.0 December 29, 2011:
- Had some issues handling prefix dialing (extensions with dashes). Now remove them in the admin and in the server in call comparisons.

1.0.4 November 8, 2011:

- If a call received a special info call state, we ignored these. However, special info calls don't disconnect automatically. We now treat special info like disconnected calls and explicitly disconnect them.
- Admin was always running the multi-super group service if it wasn't running when the admin was exited regardless of the response to the message box prompt at exit.

1.0.3 August 23, 2011:
- Fix bug that cause call start time in log to sometimes be set to min date/time. Also fixed related issue where call length was also incorrect in call log.

1.0.2 August 8, 2011:
- Added additional field to the output log file, "Station Name" containing the name of the party the call was transferred to.

1.0.1 July 15, 2011:
- Added additional field to the output, "Pending Length" containing the length of time before the call was answered or transferred or disconnected.
- STMLControl COM object was not being registered by the installer.
- The admin's main window and the group window were allowing resizing.

1.0.0 June 27, 2011:
- Initial release.