

PatternTracer TCA 1

Release Notes

Version 1.1.0
November 2002
Part Number: 0352

This release works with *Analyst's Notebook 6*. Please read these notes carefully before installing *PatternTracer TCA v1.1.0*.

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What's New In This Release

PatternTracer TCA v1.1.0 enables you to use *PatternTracer TCA* with *Analyst's Notebook 6*. It also fixes some known problems and defects.

System Requirements

These are the recommended system requirements for this product:

System Parameter	Requirement
Minimum computer hardware	<ul style="list-style-type: none">• 500 MHz processor• 128 Mbytes RAM• 200 Mbytes free hard disk space• Super VGA graphics card plus color monitor
Supported operating systems	<ul style="list-style-type: none">• Windows XP Professional• Windows 2000 Professional SP2• Windows NT Workstation 4.0 SP6A• Windows Millennium Edition• Windows 2000 Server with Terminal Services• Windows 2000 Advanced Server with Terminal Services• Windows NT Server 4.0, Terminal Server Edition SP6

Documentation and Examples

The following product documentation is available for this release:

Manual Title	Part Number
<i>PatternTracer TCA</i> User Guide	0239
<i>Analyst's Notebook 6</i> Compatible Products Upgrade Guide	0325

Telephone calls you can try the product with install into *PatternTracer TCA 1\Examples*.

Installation

Windows TSE

If you are installing on Windows 2000 Server with Terminal Services, Windows 2000 Advanced Server with Terminal Services or Windows NT Server 4.0 with Terminal Server Edition SP6 then you must install using the Add/Remove Program facility of Control Panel. Do not reboot when prompted by the install program but wait until the Add/Remove Program Wizard has finished.

Note: Please contact i2 Support for advice as additional steps are also required when installing on Windows TSE. There is a white paper describing implementation of i2 software under Citrix Metaframe.

Compatibility notes

PatternTracer TCA v1.1.0 is compatible with *Analyst's Notebook 6*.

PatternTracer TCA v1.1.0 is not compatible with *Analyst's Workstation*.

PatternTracer TCA v1.1.0 is fully compatible with *PatternTracer TCA v1.0.0*. In version 1.1.0 you can open databases and run import specifications you created with version 1.0.0.

Installation steps

1. Close all applications.
2. Insert the CD containing *PatternTracer TCA v1.1.0*. If installation does not start for *PatternTracer TCA* open the *PatternTracer TCA* folder on the CD and run the file *setup.exe*.

Enhancements and Bug Fixes

Enhancements

The version 1.0.0 command Send To Case Chart takes a long time to display a large number of calls in the Case Notebook. The new Display Timeline command in version 1.1.0 works much faster.

The version 1.0.0 command Send To Case Chart displays clusters and patterns with an ordered layout which doesn't give you a visual overview of when calls occurred. To get this you needed to perform a proportional layout as an additional step. The new Display Timeline command in version 1.1.0 displays clusters and patterns with a narrow proportional layout. From this you can get a quick overview of when calls occurred before analyzing the calls at another proportional scale or with the grouped by time or ordered layouts.

Bug Fixes

Fixes a problem with Show Phones not listing phone numbers in numerical order.