IMPORTANT NOTE:

The following procedure must be completed after applying any Call Centre Reporting Patches.

WARNING:

All previous statistical data will be lost.

On the Master Client PC:

Via add and remove programs, uninstall the current build of Call Centre Reporting.
Then locate and delete the "Call Center Reporting" folder on the Master Client PC.
(default location is c:/program files/nortel networks/Call CenterReporting).
Once completed, re-boot the PC and install the new build of Call Center Reporting Master Client
from the "Install Client" section on the BCM.
If you have Client PC's running Call Centre Reporting,
don't forget to share out the required folders as stated in the Call Centre Reporting MIS Installation Guide.

On the Client PC:

Via add and remove programs, uninstall the current build of Call Centre Reporting.
Then locate and delete the "Call Center Reporting" folder on the Client PC.
(default location is c:/program files/nortel networks/Call Center Reporting)
Once completed, re-boot the PC and install the new build of Call Center Reporting Client from the "Install Client" section on the BCM.