

# CALL 2.5 (2.5.0.2) Release Notes

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## Introduction

Product: WhereSoft Call  
Release Number: 2.5 (2.5.0.2) Production Release  
Release Date: February 22nd, 2013

Call 2.5 is a production release of the WhereSoft Call software application.

The WhereSoft Call application is a material replenishment trigger system used in manufacturing facilities, based on Zebra's wireless WhereCall button tags and infrastructure. The application is installed on top of Zebra's Visibility Server Software (VSS), adding logic and reports that allow association of WhereCall Button tags to workstations in a manufacturing facility, display history of calls made (button tag blinks), and allow the forwarding of call events to third party systems via different VSS interfaces.

The Call 2.5 release introduces custom fields and customizable field names, providing much more flexible configuration and data storage, and allowing customers to set up the call system to reflect a large variety of workstation replenishment scenarios.

Please consult the Call 2.5 User Manual for more details on the functionality and configuration of the Call 2.5 application.



# Highlights

This section summarizes the new functionality implemented in this release.

- **Configurable Report and Column Names**

The Call application includes by default two reports with several columns (fields) each. These two reports, the *Workstations* report and the *Call List* report, are viewable in VSS Resource Manager client application. In Call 2.5 it is possible to configure several of the report columns and report names via data entry operations in Resource Manager, allowing for greater flexibility in customizing the application to specific material replenishment scenarios.

- **Custom Fields**

The Workstations report in Resource Manager allows associating a Call Button tag to a workstation in a manufacturing facility, and it includes by default two attributes (that is, two columns or fields) for each workstations. These two columns are 'Facility ID' and 'Facility Value'. The Call 2.5 release allows adding up to ten custom fields (columns) to the Workstations report, providing much greater flexibility in characterizing each workstation. These additional custom fields are included in the call events that are optionally forwarded to third party systems.

- **Support for Custom Field Tokens in Resource Alerts**

When defining a resource alert in Resource Manager, it is possible to use the custom fields defined in the Call 2.5 application as tokens in the alert messages. When a Call Button tag triggers such a resource alert, the tokens get replaced with values for that Call Button tag. Please consult the Call 2.5 User Manual for more details.

- **Support for XML Event Publisher**

Each time the button in a WhereCall Button tag is pressed, causing the tag to blink, the Call application generates an event, that is, a string of data about the tag blink and its associated workstation. Such events can be forwarded to third party systems via the VSS API or an OPC Server interface. Additionally, the Call 2.5 release stores each event in the Persistent Events report in Resource Manager and allows Zebra's XML Event Publisher interface (v.2.2 or later) to forward the events to third party systems using an XML format.

Please consult the Call 2.5 User Manual for more details on the functionality and configuration of the Call 2.5 application.



# Requirements

The Call 2.5 (2.5.0.2) release can be installed on top of VSS 4.1 or later.

## Installation

The Call 2.5 (2.5.0.2) installation program (zip file) can be found here:

<ftp://ftp.zls.zebra.com/SWRReleases/WhereSoft%20Call/Call%202.5/>

The installation program can be used to perform a fresh installation of the Call application on top of VSS 4.1, or to upgrade from Call 2.4 running on top of VSS 4.1.

When upgrading from Call 2.4 running on a previous version of VSS, you must upgrade VSS to version 4.1 or later before upgrading Call from 2.4 to 2.5.

Before running the installation program:

- Backup the database before the upgrade

When running the installation program:

- Follow on-screen instructions.
- If VSS and database are on separate servers, be sure to run the installation program on both servers.

After running the installation program:

- Reboot the VSS server(s).

## Rollback Procedure

If you need to uninstall Call 2.5, you can follow this rollback procedure.

In the Add/Remove Programs window, select 'Zebra Call 2.5 (2.5.0)' and click 'Remove' or 'Uninstall'. After un-installation is complete, re-install the Call version that existed before the upgrade (if any), and restore the database backup captured before the upgrade.



## New Functionality

The following table lists new functionality and enhancements added in this release, along with a brief description and their associated Jira items:

New Functionality and Enhancements			
Jira#	Item Summary	Component Affected	Description
CAL-1	Configurable Report and Column Names	Database, Resource Manager	The Call application includes by default two reports with several columns (fields) each. These two reports, the <i>Workstations</i> report and the <i>Call List</i> report, are viewable in VSS Resource Manager client application. In Call 2.5 it is possible to configure several of the report columns and report names via data entry operations in Resource Manager, allowing for greater flexibility in customizing the application to specific material replenishment scenarios.
CAL-2	Custom Fields	Database, Resource Manager	The Workstations report in Resource Manager allows associating a Call Button tag to a workstation in a manufacturing facility, and it includes by default two attributes (that is, two columns or fields) for each workstations. These two columns are 'Facility ID' and 'Facility Value'. The Call 2.5 release allows adding up to ten custom fields (columns) to the Workstations report, providing much greater flexibility in characterizing each workstation. These additional custom fields are included in the call events that are optionally forwarded to third party systems
CAL-3	Support for XML Event Publisher	Database, Resource Manager	Each time the button in a WhereCall Button tag is pressed, causing the tag to blink, the Call application generates an event, that is, a string of data about the tag blink and its associated workstation. Such events can be forwarded to third party systems via the VSS API or an OPC Server interface. Additionally, the Call 2.5 release stores each event in the Persistent Events report in Resource Manager and allows Zebra's XML Event Publisher interface (v.2.2 or later) to forward the events to third party systems using an XML format.
CAL-58	Support for Custom Field Tokens in Resource Alerts	Database	When defining a resource alert in Resource Manager, it is possible to use the custom fields defined in the Call 2.5 application as tokens in the alert messages. When a Call Button tag triggers such a resource alert, the tokens get replaced with values for that Call Button tag. Please consult the Call 2.5 User Manual for more details.

Please consult the Call 2.5 User Manual for more details on the functionality and configuration of the Call 2.5 application.



## Bug Fixes

Bug Fixes			
Jira#	Item Summary	Component Affected	Description

## Known Issues

Known Issues			
Jira#	Item Summary	Component Affected	Description
VSS-3770	Custom Field Tokens sometimes do not get evaluated in Resource Alerts	Database	As stated previously, the Call 2.5 application allows defining up to ten custom fields: Custom1 through Custom5, and Custom11 through Custom15. If one has installed Call + YMS or any other application that also has Custom 1-5 and Custom 11-15 tokens defined, then the custom field tokens used in a resource alert definition do not get evaluated when the alert is triggered. For example, if one has used the token ~Custom1~ in a resource alert definition, the message displayed when the resource alert is triggered will show ~Custom1~ instead of replacing this token with the value of ~Custom1~ for the Call Button tag that triggered the alert.

## References

Other useful reference documents are:

- Call 2.5 User Manual



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