



Sequence of using Avaya Proactive Contact 4.1.2 Release Notes

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Revision History

Version	Date
0.1	November 18, 2009
0.2	November 19, 2009
0.3	November 20, 2009
0.4	November 20, 2009
0.5	November 24, 2009

1. About this Document

This document provides information on the sequence of release notes that is to be used for installing *Avaya Proactive Contact 4.1.2* release. This document details the sequence of referring to various release notes in case of:

- Fresh Installation of Avaya Proactive Contact 4.1.2
- Upgrade to Avaya Proactive Contact 4.1.2
- Migration to Avaya Proactive Contact 4.1.2

You can download the required Release Notes for Avaya Proactive Contact 4.1.2 release from the following location:

<https://support.avaya.com/css/Products/P0352/Release%20Notes%20&%20Software%20Update%20Notes>

2. Flow of Installation

Type of Installation	Sequence of procedures	Corresponding Release Notes
Fresh Installation of Avaya Proactive Contact 4.1.2	<ol style="list-style-type: none"> 1. Install <i>Avaya Proactive Contact 4.1.2 Linux ES Bootable</i> (Material ID: 700479173). 2. Install Avaya Proactive Contact 4.1 Dialer (Material ID: 700464381). 3. Upgrade to Avaya Proactive Contact 4.1.2 Dialer (Material ID: 700479025). 4. Install Avaya Proactive 	<ol style="list-style-type: none"> 1. Avaya Proactive Contact 4.1.2 Linux ES Release Notes 2. Avaya Proactive Contact 4.1 Dialer Release Notes 3. Avaya Proactive Contact 4.1.2 Dialer Release Notes 4. Avaya Proactive Contact 4.1.2 Database Release

	<p>Contact 4.1.2 Database (Material ID: 700479058).</p> <ol style="list-style-type: none"> 5. Install Avaya Proactive Contact 4.1.2 Supervisor (as applicable) (Material ID: 700479066) 6. Install Avaya Proactive Contact 4.1.2 Agent (as applicable) (Material ID: 700479033) 7. Install Avaya Proactive Contact 4.1.2 Agent API (as applicable) (Material ID: 700479041) 	<p>Notes</p> <ol style="list-style-type: none"> 5. Avaya Proactive Contact 4.1.2 Supervisor Release Notes 6. Avaya Proactive Contact 4.1.2 Agent Release Notes 7. Avaya Proactive Contact 4.1.2 Agent API Release Notes
<p>Upgrade to Avaya Proactive Contact 4.1.2</p>	<ol style="list-style-type: none"> 1. Upgrade to Avaya Proactive Contact 4.1.2 Dialer (Material ID: 700479025) from Avaya Proactive Contact 4.1 or Avaya Proactive Contact 4.1.1 Dialer. 2. Install Avaya Proactive Contact 4.1.2 Database (Material ID: 700479058) only if upgrading from Avaya Proactive Contact 4.1. 3. Install Avaya Proactive Contact 4.1.2 Supervisor (as applicable) (Material ID: 700479066) 4. Install Avaya Proactive Contact 4.1.2 Agent (as applicable) (Material ID: 700479033) 5. Install Avaya Proactive Contact 4.1.2 Agent 	<ol style="list-style-type: none"> 1. Avaya Proactive Contact 4.1.2 Dialer Release Notes 2. Avaya Proactive Contact 4.1.2 Database Release Notes 3. Avaya Proactive Contact 4.1.2 Supervisor Release Notes 4. Avaya Proactive Contact 4.1.2 Agent Release Notes 5. Avaya Proactive Contact 4.1.2 Agent API Release Notes

	API (as applicable) (Material ID: 700479041)	
Migration to Avaya Proactive Contact 4.1.2	<ol style="list-style-type: none"> 1. Take data backup from HP DL385 Proliant G2 or G5 server (Material ID: 700479025). 2. Install <i>Avaya Proactive Contact 4.1.2 Linux ES Bootable</i> on IBM x3650 M2 (Material ID: 700479173). 3. Restore the backup taken in step 1. Upgrade to Avaya Proactive Contact 4.1.2 Dialer (Material ID: 700479025). 4. Install Avaya Proactive Contact 4.1.2 Database (Material ID: 700479058) only if upgrading from 4.1. 5. Install Avaya Proactive Contact 4.1.2 Supervisor (as applicable) (Material ID: 700479066) 6. Install Avaya Proactive Contact 4.1.2 Agent (as applicable) (Material ID: 700479033) 7. Install Avaya Proactive Contact 4.1.2 Agent API (as applicable) (Material ID: 700479041) 	<ol style="list-style-type: none"> 1. Avaya Proactive Contact 4.1.2 Dialer Release Notes 2. Avaya Proactive Contact 4.1.2 Linux ES Release Notes 3. Avaya Proactive Contact 4.1.2 Dialer Release Notes 4. Avaya Proactive Contact 4.1.2 Database Release Notes 5. Avaya Proactive Contact 4.1.2 Supervisor Release Notes 6. Avaya Proactive Contact 4.1.2 Agent Release Notes 7. Avaya Proactive Contact 4.1.2 Agent API Release Notes