List of Fixed Issues, Improvements, Known Issues, and Troubleshooting for Avaya Proactive Contact 4.1.1, 4.1.2, and 4.1.2.189 Patch (Dialer, OS, Agent, Agent API, Supervisor, and Database)

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Revision History

Version	Date
0	October 9, 2009
0.1	October 9, 2009
0.2	October 12, 2009
0.3	October 15, 2009
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0.6	October 28 2009
0.7	November 9 2009
0.8	November 11, 2009
0.9	November 13, 2009
1.0	November 17, 2009
1.1	November 18, 2009
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1.3	November 20, 2009
1.4	November 24, 2009
1.5	November 24, 2009
1.6	January 11, 2010
1.7	January 22, 2010
1.8	January 28, 2010

1. Issues Fixed

1.1. Customer Found Defects (CFDs) Fixed in this Release

This document provides a list of known issues and workarounds, Customer Found Defects (CFDs), associated QQ Calls, Improvements and enhancements, Quality Initiative Program, and troubleshooting information for Avaya Proactive Contact 4.1.2.

List of WIs associated with patches merged in 4.1.1 and 4.1.2

Patch Number	WI Number	Resolution - Description	SP Version
PC4_141	wi00301955 wi00300373	Code has been changed to comply with the new United Kingdom OFCOM rules and to implement the reporting feature for OFCOM.	4.1.1
PC41_137	wi00279412 wi00295568 wi00298433 wi00284953	Resolved i18N issues for Russian Language. The infinite job parameters and DCCServer issues is resolved.	4.1.1
PC41_147	wi00307536	DST Issue: The time zone is updated. The rpm is installed in the localized version of Avaya Proactive Contact 4.1.	4.1.1
PC41_154	wi00333038	Resolved stale socket connections, which caused the DCCServer process to fail.	4.1.2
PC41_132	wi00284630	Resolved issues of swif_ct failure and Dialer Lines View showing incorrect lines.	4.1.1
PC411_161	wi00333632	Dialer supports VDNs, extensions, and phantom numbers up to 13 digits.	4.1.1
PC41_141	wi00301955	OFCOM feature for 4.1.0 – Windows.	4.1.1
PC41_142	wi00299562	OFCOM feature for 4.1.0 - Dialer.	4.1.1
PC41_151	wi00320859	Resolved the issue where irrespective of the number of rings selected for the job strategy, the timeout duration for no answer was 5 rings.	4.1.1
PC41_153	wi00321119 wi00321426 wi00321419 wi00321117	Resolved multiple issues with hdcc and statfilepump.	4.1.1
PC411_160	wi00331427	Resolved the following issues:	4.1.2

	wi00331429 wi00331431 wi00331435 wi00331443 wi00331446 wi00330142	• Time display issue on the scheduled Jobs through Editor Schedule. • Issue of option -R -P being removed if changes are made to an existing schedule. • Scheduled Job does not start as the Job Type is in Japanese characters in crontab. • Display related issue for Editor application. • In Editor application, even after saving a change on the scheduled activity, the "Saving schedule data on: <dialerhostname>" message is displayed on the left bottom side of the editor. • The alternate Phone field showed incorrect header as Timezone.	
PC41_157	wi00332054	Resolved the issue where agents were able to join a job, but were not able to take the calls.	4.1.2
PC411_158	wi00338782 wi00338779	Resolved the issues in Agent API for handling data split into multiple packets.	4.1.2
PC41_152	wi00324927	The password credentials set in Avaya Proactive Contact 4.1.2 dialers now works for both CUI and GUI.	4.1.2
PC411_163	wi00324927	The password credentials set in Avaya Proactive Contact 4.1.2 dialers now works for both CUI and GUI.	4.1.2

1.2. *Agent Subsystem:*

Agent Binaries added or modified:

1. *Agent binary on Dialer*
2. *Operator binary on Dialer*
3. *Agent.exe on Windows*

List of associated QQ Calls

QQ Call ID	Work Item Number	Resolution - Description	SP Version
136895	Wi00278736	Resolved the issue where Agent application used to fail if the list was not rehashed daily before the pds_maintenance function.	4.1.1
150231	Wi00315313	Fixed the issue where desktop of agents used to get hung when an agent returned from break, when the dialer was in the Cruise Control mode.	4.1.2
144905	Wi00302241	Resolved the issue of the socketbuffer.dmp file getting updated with the agent activity.	4.1.2
142343	Wi00284017	Resolved the issue of incorrect number getting displayed in the status bar of the Operator Agent on the next call, after the manual call.	4.1.2
	wi00356646	Fixed the issue of agent GUI crashes if agent clicks twice on transfer ICON	4.1.2.188

1.3. Supervisor Subsystem:

Supervisor Binaries added or modified:

1. *Editor.exe*
2. *Monitor.exe*
3. *Analyst.exe*

List of associated QQ Calls

QQ Call ID	Work Item Number	Resolution- Description	SP Version
141510	wi00307583	Editor now displays a warning that deleting a script assigned to an agent key or job will prevent the running of the jobs that use that script or agent keys file.	4.1.1
141187	wi00276716	Resolved the issue where Editor used to display "Unable to transfer file. Server returned an error: Permission denied" error message while replacing	4.1.1

		an existing message with the same name.	
141893	wi00308664	Resolved the issue with the Japanese Version: The maximum character limit for a job label in Editor is 40 characters. The job label in database is increased to support the job label in Editor.	4.1.1
133373	wi00323477	The "FTP Client" dialog box functions properly even though kept open for long time.	4.1.1
145895	wi00307482	The "Supervisor Agent Status Totals" field in Monitor shows correct values.	4.1.1
98556	wi00012926	Holding down Ctrl key now functions correctly when attempting to select multiple selections, strategies, or jobs.	4.1.2
144689	wi00299365	The message wizard now handles the message slots above 247.	4.1.2
148918	wi00329965	Added code for converting "verify" SELECTTYPE in English.	4.1.2
148652	wi00325138	Option -R -P is not removed when an existing scheduled selection is modified in the Editor.	4.1.2
148855	wi00328040	Time display issue resolved on the scheduled Jobs through Editor Schedule.	4.1.2
148649	wi00325416	The GetDialerJobType() function is added in the list of job types in English.	4.1.2
148755	wi00325592	Resolved the display issues in the Japanese Editor application.	4.1.2
148754	wi00325947	Resolved the status message to reflect correct status after a successful save.	4.1.2
148732	wi00325956	Removed "Timezone selected : 0" from header and corrected the code for the 'Timezone selected count after the check box is selected.	4.1.2
148069	wi00325994	Resolved memory consumption issues.	4.1.2
148854	wi00326521	Corrected spelling for list in "Pending Status" for Japanese.	4.1.2
148759	wi00325904	Corrected the Calling List status to reflect "In Pending", which used to be erroneously displayed as "Save".	4.1.2

148898	wi00326516	Corrected spelling for list in "Pending Status" for Japanese.	4.1.2
139249	wi00239898	Increased the length of the "RPC rate" column in the Performance reports.	4.1.2
106767	wi00013405	Removed total number of records selected in "Section summary".	4.1.2
148624	wi00326537	Campaign Monitor shows correct value in "Abandoned per total Connects".	4.1.2
135521	wi00115280	There is no discrepancy in the Analyst and Monitor reports. The difference between the two is that Monitor displays real-time data and Analyst displays historical data, which is accumulative of the real-time data.	4.1.2
153237	wi00355617	Fixed the issue of " Unable to Save Multiple Scripts at a time"	4.1.2.178
	wi00358936	Fixed the issue of Memory leaks in rtdataSvr due to the old refresh logic of Monitor, through Register Unregister calls, and rtdataSvr crashing after reaching system memory limits	4.1.2.181

1.4.   Dialer Subsystem:

Dialer Binary files added or modified:

what
termprocess
sysadm_tool
getvar
sysctrl
lstacct
globtextld
createop
addgroup
getport
acctent
SetPasswd
launch_clc_copy
soe_routed
modifydbusers
ao_recall
update_cl
soe_mboxls
pingwait

listdist
evmon
ccsl
adump
pds_view
md_callsel
lis_create
latelst
ext_list
de_reject
chkentdt
brkfile
shmon
setzones
menu
mem_dump
mail_label
hdsc
donotcall
agentcheck
sweep_mako
reportconvert_prev
op_hist
moj_conv
jobkeys
dataclient
chkhex
vrecords
report
rec_update
nmsg_tool
n_report
master_ed
listserver
latemrk
manage_corba_users
ij_merge
formlet
cmsgf
swit
soe_mboxrm
recall_rmp
list_status
hsh_dump
driver_ct
cti_passwd

createdata
rpt_view
recordx
porter
pg230AlarmMonitor
jobmon
job_strter
fdictdump
clear
record_ed
lngmsg_gen
dswit
chk_pattern
agent_serv
vfiles
testmsg
port_start
msg_tool
joblist_ed
get_field
dcctest
agentcount
switcher
scan
postupdate
pds_pg
op_logout
enq_pty
csvimport
soe_clean
recover
portcorr
job_hist
ext_data
createlist
convert
config_ed
beeper
soe_key
reportconvert
msetup
jobctrl
enclient
edump
test_help
soe_monitor

scrnbld
driver
datetime
cseldmp
callsel
soe_mboxmk
set_field
print_pif
csvexport
copyfields
clhashin
clhash
ziptoarea
update_upl
soe_mboxrd
peg
msg_loader
dialerstatus
callconn
ivr_supr
ivr_conn
ivr_config
smclient
logger
logclient
statsPumpCtrl
rollnclean
mig_gennis
gennis
satester
runorcljob
rtc
oprpt
ccsclient
ccs
RBACManager
enforcer
bridgeSmEnf
operator
opmon
rmc
nuimon
internetmon
serviceAct
nuimon_client
logadm

enserver
dialerSH
dialerSA
conn_mgr
syshealthSvc
swif_dg1
serviceMonitor
rtdataSvr
nuisance
dccserver
agent
swif_dg2
swif_ct
signalit
datamgr
VpSnper
aspsim
callscanline
cep
cepaspect_cs
cpl
dunup_tool
pin_proc
pwtrace
vt2
vt220
snoop
pinlink
install_acd_ext
install_license
mislm
pintest
pinunit
stll
stl-trace
dispatcher
cti
cptrace
chgsvr
clear_ext
cpclean
cepaspect
cep_pway
cep-spectrum
cbamain
cbauser

cbclient
asptest
asptrace
bid
acdsnapshot
acdsnapdump
acdmon
HDCC.jar
Library.jar
SPMP.jar
StatFilePump.jar
ThinAgent.jar
mig_ThinAgent.jar

Dialer Configuration files added or modified:

/home/admin/.profile
dynlog
snmp
slapd.conf
slapd_ocf
default-dynlog-levels.xml
dynlog-config-readme.txt
proc-list.txt
sample1-{no-porters}.xml
sample2-{no-procs}.xml
sample3-{only-porters}.xml
sample4-{all-procs-n-groups}.xml
syslog-ng.conf
syslog-ng.logrotate.conf
snmp.conf
snmpd.conf
pcmib1.txt
traps.cfg
snmp-config-readme.txt
check_dynlog
get_logs
logcat
logmsg
rotate_logs
bin_eng.msg
menu_eng.msg
sh_eng.msg
LDAP_tools.readme

proc-list.txt
.HMCfg.txt

Dialer Script files added or modified:

pds_dynlog_script
pg230_AlarmMonitor_script
envfile
LdapServerInstaller.sh
statstohost
pdscontrol
clear_all
clear_oracle_trc
archive_mgr
locale_ed
init_dynlog
init_syslog
init_pg230AlarmMonitor
init_pg230TrapsMonitor
list_prep
check_mts
check_pds
check_errors
check_errors.acct
bt_backup
get_sysfiles
update_app_fdict
purge
changeRecallNumSize.sh
ldap_admin
ldap_install_features
makejailroot.sh
copylibsToJailroot.sh
slapd
check_dynlog
get_logs
logcat
activityrpt
cc_rpt
pdscontrol
mtscontrol
pds_svcscontrol
add_dg
add_dom
del_dg

get_dg
get_dg_stats
get_dg_trans
get_dom
set_dg
set_dg_acq
soft_reset
enfcontrol
clear_enforcer_ipc
modify_joblabel.sh
modify_db_fields.sh
modify_joblabel.sql
modify_db_fields.sql
clear_all_mts
HelperFunctions
smcontrol
shcontrol
sactcontrol
start_rtdataSvr
start_db
stop_db

Dialer Library files added or modified:

libTAO_SSLIOP.so
libTAO_SSLIOP.so.1.4.6

List of associated QQ Calls

QQ Call ID	Work Item Number	Resolution – Description	SP Version
140045	wi00284953	DCCS process is up and running even when remote callsel is executed from the Editor daily.	4.1.1
134954	wi00097936	Supervisor/Editor error handling with incorrect schedule update entries (causes dccserver fail).	4.1.1
141267	wi00290240	hdcc is now able to handle large value of ccsetid.	4.1.1
144964	wi00306921 wi00310453	Incorporated the HD144964 changes into 4.1.1.	4.1.1
135992	wi00118523	csvimport binary runs successfully when the RSM map line is below the import line for the field to which RSM field is mapped.	4.1.1

143618	wi00293776	DNC screen is adjusted to accommodate the length change from 35 to 64 from v3.	4.1.1
139378	wi00289283	Health Manager shows the values on Internet Monitor going up and down.	4.1.1
145471	wi00324909	Message Verification errors are displayed in Editor when the Alaw messages are used.	4.1.1
143087	wi00309920	Upload is successful even when the date format is changed to (DD/MM/CCYY).	4.1.1
147041	wi00319368	The status of an Agent on the managed job is reflected on the monitor application.	4.1.1
141659	wi00279054	Campaign Monitor - When running infinite job, the TIMEZONE view on the monitor shows the correct Total Records value.	4.1.1
143948	wi00295151	When making changes to a running job using Job Monitor from the CUI for the retries and detection mode, the user remains on the Job Monitor screen.	4.1.1
143539	wi00298798	Html pages show correct agent information.	4.1.1
145148	wi00282319	Fixed the issue where AOR Records marked as cancelled by the batch campaign update used to be called both in the normal jobs and shadow jobs.	4.1.1
145871	wi00311046	Resolved the issue where the job used to fail when callsel used to select 0 records.	4.1.1
141072	wi00309322	Monitor -> Job completion codes view displays data when a custom hierarchy is used.	4.1.1
147303	wi00314927	The dialer behaves in the expected manner when "Number of Rings" is set.	4.1.1
147258	wi00317932	Allow SSL to be turned off in Agent API dll. It is a part of GRIP.	4.1.1
146866	wi00321426 wi00321119 wi00321419	StatFilePump tool now has correct value for UnitId field hard-coded. It is now "Allid" (small i). The incorrect value is "AllId" (Capital I). Statfilepump tool is now able to populate zero call jobs into database even if a single agent had logged on to the job. The value for the database field ccsetid inserted by Statfilepump is now in seconds.	4.1.1

147147	wi00321117	Resolved the issue where database was not populating the data on specific days for the individual dialers in the pod.	4.1.1
142283, 140452	wi00290101	When a call is transferred, the Hold and Unhold functions work properly.	4.1.1
143254, 139760	wi00290100	Fixed problems with AGTTransferCall.	4.1.1
144749	wi00303041	Preview Search is functioning in 4.X.	4.1.1
148853	wi00327978	Added capability for the removal of the trc files using the "sysadm" tool.	4.1.2
149740	wi00331627	Masked the password to appear as "*" in logs.	4.1.2
144706	wi00314761	PSN002605 created with steps to restore the historical data.	4.1.2
144706	wi00314767	PSN002605 created with steps to restore the historical data.	4.1.2
146208	wi00328575	Added STPZ parameter in master.cfg to ensure time sync on the Dialer and Oracle databases for German Timezone MEZ-1MESZ.	4.1.2
151295	wi00344552	Added STPZ parameter in master.cfg to ensure time sync on the Dialer and Oracle databases.	4.1.2
148255	wi00242337	Added O.S. RPMS for supporting multibyte character printing.	4.1.2
126705	wi00034631	Changes made to make clc_copy work, which had become defunct 4.1 onwards.	4.1.2
144712	Not Applicable	Timezone fix associated to Symbolic link related to zoneinfo MET-1METDST -> MET.	4.1.2
QQ call not available	wi00322812	Merged patch 143 into baseline.	4.1.2
148811	wi00326552	Added a check to see if display_cmpcodes() returns NULL before copying its data to local buffer. This parameter was missing earlier, therefore, causing the failure.	4.1.2
146208	wi00328575	Added STPZ parameter in master.cfg to ensure time sync on the Dialer and Oracle databases.	4.1.2
151295	wi00344552	Added STPZ parameter in master.cfg to ensure time sync on the Dialer and Oracle databases.	4.1.2

148255	wi00242337	Added Operating System RPMS for supporting multibyte character printing.	4.1.2
126705	wi00034631	Changes made to make clc_copy work, which had become defunct 4.1 onwards.	4.1.2
148811	wi00326552	Added a check to see if display_cmpcodes() returns NULL before copying its data to local buffer. This parameter was missing earlier, therefore, causing the failure.	4.1.2
149648	wi00331692	List processing works on the csv files with an RSM field.	4.1.2
142641	wi00316299	Merged the hot fix given earlier to resolve the memory coredump errors occurring on setzones/callsel due to the large size of the locale.cfg file.	4.1.2
140267	wi00311191	Agent blending with Aspect works on a version upgrade.	4.1.2
149132	wi00323046	Enforcer overhaul has been done to make it more robust.	4.1.2
147879 151922 152009	wi00312359	Hot-fix code merged to acdmon, stable by adding some defensive code.	4.1.2
145034	wi00330461	Dialer now supports VDN bigger than 10 digits and up to the maximum number of digits that is supported by CM.	4.1.2
145719	wi00306553	PAM password rules are applied for setting the password using both CUI and GUI.	4.1.2
143431	wi00316978	Music on Hold prevents agents from getting acquired.	4.1.2
147602	wi00320471	The Description field is not getting loaded when LDAP is configured.	4.1.2
147858	wi00324485	Dialer calls records within guard time.	4.1.2
144580	wi00331751	Issue – If a job runs at Customer's end and a new detection mode (answering machines) needs to be added that is to be passed on to agents, then the agents immediately go idle on the job. This issue has been resolved in 4.1.1 and is not reproducible in 4.1.2.	4.1.2
148458	wi00330667	conn_mgr is able to add OPADD and, therefore, agents are able to take calls.	4.1.2
149950	wi00332796	joblist_ed works as per expectations with large jobname on Japanese version of	4.1.2

		dialer.	
151154	wi00303874	Code has been changed to ensure that no errors are reported when starting or stopping multiple jobs quickly.	4.1.2
148900	wi00326937	'createop' works with more than 10 characters in Japanese/English in the Description field while creating a new agent.	4.1.2
139661	wi00243268	clear_all_mts is now included in the MtBase PSF script.	4.1.2
150081	wi00334337	Mid-tier binaries now log (to mid_tier_log) independently without being dependent on logger binary.	4.1.2
147657	wi00319875	brkfile does not core dump when date format is set to DD/MM/CCYY commonly used in U.K.	4.1.2
147598	wi00320455	The Agent Login report on LDAP system now reports information about all the agents correctly.	4.1.2
149523	wi00332141	The display issues for Jobmon have been corrected for Japanese.	4.1.2
147327	wi00323869	Avaya Proactive Contact supports single DVD backup for the file backup. Warning is provided when file backed up is more than 4 GB size. In case larger files need to be backed up, then tape back up should be used.	4.1.2
150051	wi00334513	The memory cache of Avaya Proactive Contact is cleared, when needed, with the clear_mem script.	4.1.2
150240	wi00334513	The memory cache of Avaya Proactive Contact is cleared, when needed, with the clear_mem script.	4.1.2
149532	wi00330336	The Job/Caller binary does not shutdown when call selection has '0' records.	4.1.2
139529	wi00240438	Screen builder dictionary list does not give errors, when there are more than 99 lists present on the system.	4.1.2
151335	wi00343853	Bootable backup is now restored successfully when Tape or DVD is used as media.	4.1.2
	Wi00347483	Fixed the issue of agent transfer feature not working after an Agent displays 'System Internal Error'.	4.1.2.189

152521	wi00355527	Fixed the issue of SSL TAO library leaking connection resources.	4.1.2.189

	wi00351074, wi00347173, wi00356717, wi00363947, wi00363752, wi00363751	• Provided thread-safety of the multi-threaded dialer binaries.
		• Log levels created for caller, dccserver, and rtdataSvr binaries.
		   ○ Now, a Log level of 7 will generate logs only related to core Business Logic for these binaries, avoiding flooding of logs with other (not so critical) information.
		   ○ Log level 7 has a lesser effect on system performance.
		   ○ Log levels from 8 to 12, progressively generate more number of logs, and have greater effect on system performance.
		• Updated the log collection scripts to log additional troubleshooting information, including available core files.
		• Multiple instances of the same job do not start simultaneously.
		• Installed the rpms for the following linux tools to aid troubleshooting: pstack, gdb, ltrace, lynx & indexhtml, ethereal
		• Update bash with logging patch to log every command to syslog (local6.info) for security and audit purposes.
			4.1.2.189

	wi00361560, wi00361833	• New scripts for deployment of LDAP and HA-LDAP setup. See LDAP_tools.readme file for more details. • The 'rssh-2.3.2-1.i386.rpm' is installed for providing menu based option to create the users who can use only the FTP. For details, see http://sourceforge.net/projects/rssh/ • bt_backup script now stops LDAP server (slapd) before Mondo backup.	4.1.2.189
	wi00350087	• Fix for memory leaks in rtdataSvr due to the refresh logic of Monitor being Register Unregister calls. • Fixes rtdataSvr failure after reaching system memory limits due to this. • Updation of filters in Monitor to work with the new refresh logic.	4.1.2.189

| 147879, 152010, 148841 | wi00356199, wi00356204, wi00358927, wi00358932, wi00359885, wi00361573, wi00361835 | This patch addresses the blend issues known till 4.1.2 (various blend related hotfixes deployed at different customer sites) and also fixes issues found during the code review, code purification, and static code analysis. Effort of this patch is to strengthen the blend code. It addresses the following fixes: Fixed Dispatcher failure and hang issue in the following scenarios: Dispatcher failed when an agent declined the acquire call and at the same time closed the Agent application/operator session. In this case, the dispatcher still sent few acquire call for this agent; couple of such instance resulted in dispatcher failure. Dispatcher used to hang due to segmentation violation. Fixed the memory corruption/ access violation issues identified by the Klocworks and Purfy tools. Fixed the acdmon failure issue when call transfer happens to the unmonitored VDN: The acdmon failure resulted in halting the blend. acdmon failed when call transfer happened to an unmonitored VDN. Fixed memory corruption/ access violation issues identified by the Klocworks and Purfy tools. Fixed the following issues in the cbaui script/tool. Till 4.1.2, options that were working with CBAUI were (1-Start, 2-Shutdown, 3-Reset, 13 - List running IICB processes, 16 - Exit). Fixed and verified all 16 options. The mqr settings for OB_ONLY method in blend is now administered by cbaui. Fixed dunup_tool for the following issues: Fixed option 3-"Print general | 4.1.2.189 |

		release request blocks" in the dunup tool. ○ Verified that all 1-3 options are working fine. ○ The issue of mailbox error in case dunup tool tried to re-run. ○ The memory corruption/ access violation issues identified by the Klocworks and Purfy tools. • Fixed tools VpSnper, acdsnapshot ○ Fixed the memory corruption/ access violation issues identified by the Klocworks and Purfy tools ○ Verified both these tools with enhanced test cases. • Fixed the MQR issues: ○ If MQR=1 and an inbound call comes in queue, then the agents move to take inbound call. ○ [MQR=1] Race condition where 'in' agent goes to the inbound process at the time of logging in even though there is only one call in queue. ○ Verified that MQR=0-4 is behaving correctly; that is, agents move to inbound only if the inbound queue is MQR+1. • Fixed the behavior of REL_PROBE_TIME: refer to PSN002713 for more details on the expected behavior. ○ This patch also has the capability to disable the REL_PROBE_TIME functionality by setting REL_PROBE_TIME=0 in master.cfg.	
148069, 15400985 (Maestro #)	wi00331377, wi00325999	Fixed the memory leak issue in dccserver while loading scripts from Editor and subsequent failure on reaching the system memory limits.	4.1.2.189
144964, 152609, 149132, 152046	wi00357211, wi00359105, wi00359099, wi00361671, wi00361682, wi00361730, wi00361752	• Enforcer automatically reconnects to Service Monitor, when the mid-tier is restarted. • Fixed reconnection between Enforcer and ServiceMonitor in case it is broken by Overnight maintenance scripts.	4.1.2.189

		• Removed redundant log messages logged in account .log • Corrected messages logged in the Grace and Licensed Mode for license acquisition. • Corrected account log showing incorrect license count when enforcer is restarted in the grace mode. • Removed empty message string in account log. • Incorporated latest changes done in 4.1 Patch_156 t93, post 4.1.2 for to ensure all the valid fixes are also incorporated in 4.1.2. • Changed ENFORCER parameter in master.cfg.	
152185, 152090, 143539, 153358	wi00362235, wi00362232, wi00362238, wi00362398, wi00339165, wi00347366, wi00363243, wi00363243	• Fixed stop_pds_svcs to prevent multiple instantiations of signalit. of stop_pds_svcs, and to prevent the flooding of account log. • Fixed the issue with signalit to prevent multiple instances from running. • Fixed Internet Monitor display correct job related information. • Fixed agent to populate correct information in internetmon. • Fixed the issue of handling SIGTERM signal to prevent nuimon going <defunct>. • Fix for issues identified from Klocwork analysis in nuisance, nuimon and nuimon_client binaries.. • Fix for nuisance crash from invalid record length • Fix for updating the base file with the correct IPC msg queue key. • Fix for regression of agent preview feature due to improper merging	4.1.2.189
HF151005	wi00342596	Resolved Agent login using HA-LDAP on Windows to be case-sensitive.	4.1.2.189
HF151234 151583, M15561204 (Maestro #)	wi00362624, wi00363932	Fixed the issue of the system stopping to acquire agents in some domains randomly, if there are multiple domains available.	4.1.2.189

1.5.   Database Subsystem:

Database binaries added or modified:

1. *HDCC.jar*
2. *StatFilePump.jar*
3. *operator*
4. *agent*
5. *modify_contraints.sql*
6. *sqlnet.ora*
7. *mtscontrol*

List of associated QQ Calls

QQ Call ID	Work Item Number	Resolution – Description	SP Version
152853, 153100	wi00359594, wi00359600, wi00359639, wi00359638, wi00358252, wi00348459, wi00347329, wi00361034, wi00362406	Fixed the following issues: • Oracle constraint error AVAYADBA.MO_JOB_CODE_PK was observed in account log. • Agent logout time was set to NULL in the database. • Data was not populating in the database after running mts_maintenance script. • Rollback failed and retrying error was observed in the account log. • Cursor leak error appeared when using statfilepump with large tran.stat files. • Users were unable to connect/use the database and exception errors were created in the hdcc_logs. • Agent LOGOUT time was set to NULL in the database when using FORCELOGOFF:YES. • Duplicate data was displayed in the agent activity report. • Fixed the database constraint issue on the primary dialer, using the modify_contraints.sh script. • The Oracle configuration was modified to write sqlnet.log file in	4.1.2.189

		the account directory. Note: Uninstalling patch 189 will not undo the database changes.	

2.   Improvements and Enhancements

2.1.   *Quality Initiative Program*

The Avaya Proactive Contact 4.1.2 Service Pack release also includes several enhancements as a result of the Quality Initiative Program. The impacted areas are:

- Timezones -. The SPTZ parameter configures the Daylight saving time zones on the Dialer. This parameter is used by the Java process to get time zone values.

- Enforcer – The Enforcer parameters allows flexibility and robustness when the dialer is not co-resident with WebLM and the network environment is not optimal. More debug statements have been added. The refresh time complies with the WEBLM conformance document.

- Logging – The improvements in Logging are:

    o Dependency of the Mid-tier binaries onto the logger server has been removed. Now Mid-tier binaries can log on without the logger server.

    o The startup scripts are made configurable in the master.cfg file and can be run in a controlled manner. The startup scripts, such as smcontrol, will startup the process, such as serviceMonitor, for MAXRETRY_TO_START number of times in duration of MAXDURATION_TO_RETRY minutes if the process fails to start each time. Default values are:

        ▪ MAXRETRY_TO_START:5

        ▪ MAXDURATION_TO_RETRY:2

- RealTimeDataServer - During the Quality Initiative Program of Real Time, the static analysis of the code was done and the issues such as non-clean up of resources and potential failure scenarios have been resolved. The logging has been enhanced in the client and the server modules, which shall be beneficial in case of debugging. It has also been ensured that the reports of Analyst and Monitor are in sync. The accuracy of the data shown in the Monitor has been improved.

- Editor –The grip requests for the Editor are as follows:

    o In Editor > Contact Management > Selection > Records Tab with Field Column now has the same format as the fdict file.

    o Jobs on the scheduler Menu to run a Job, when a new scheduled Job does not get displayed in the sorted order. Jobs are now displayed in the sorted order.

> > - o When an activity is scheduled as 'Yearly', the Day column in the last page of the Wizard displays the value on the right hand side. All the values are now displayed on the left hand side on the column.
> >
> > - o New schedule to run Selection, and in the Selection drop-down box, the selection names are displayed in the order in which they have been created. The names are now displayed in the ascending order.
>
> - Dynamic Logging – In Avaya Proactive Contact 4.1 Dialer, a dialer process had to be replaced with a debug version of the same to generate debug logs. In Avaya Proactive Contact 4.1.2 Dialer, you can generate debug logs along with the account logs by increasing the log level to a specified level at runtime. After the debug logs are collected, the log level can be brought down to the original log level to make the dialer process continue to run without any performance degradation.
>
> - SNMP – In Avaya Proactive Contact 4.1.2 Dialer, alarms from PG230 switch are presented through SNMP on the dialer. Alarm table may be either queried through the MIB or the system maybe configured to generate traps for these alarms.

2.2. *Hardware and Operating System upgrades*

In the Proactive Contact 4.1.2 release, the Operating system has been upgraded from RHEL 4.4 to RHEL4.7.

Proactive Contact 4.1.2 now supports a new Avaya hardware platform, that is, IBM x3650 M2 server.

3. IMPORTANT NOTICE: PC 4.1.2_189 (Consolidated Patch) Summary

The Patch 4.1.2_189 consolidates and supersedes all other dialer patches on PC 4.1.2.0.702 until PC 4.1.2_189 release.

4. Known Issues and workarounds

Following sections list the known issues with workarounds, if any; and a Avaya Proactive Contact target version when the issue will be revisited.

4.1. Supervisor

Work Item	Issue	Workaround (if any)	Target Version
wi00324670	Limitation of Hourly recurrence pattern in Scheduler. Scheduler restricts the user to	None	Not Applicable

	select only absolute time for the hourly scheduled activity. For example, if the supervisor has to schedule a job run starting at 10:30 AM and then run after every 3 hours until 7:00 PM, the supervisor is not able to schedule the job run to start at 10:30 AM. The Supervisor has to set the start time to either 10:00 AM or 11:00 AM. This is a 3rd party issue and will not be targeted for resolution in 5.0.		
wi00337295	Timestamp is not displayed for some activities, depending on the scheduled start time. The implementation is dependent on the working of the 3rd party control (codejock calendar control) that is based on the working of Microsoft-outlook. For example, timestamp is not displayed for absolute time, that is, 4:00, 4:30, 5, 5:30. This is a 3rd party issue and will not be targeted for resolution in 5.0.	None	Not Applicable
wi00338761	[4.1.2]The Sort function does not work in the Schedule>Reports menu. The column on which this issue is reported does not contain entries in the date and month format. This column contains the following entries: • Activity created using "None" recurrence pattern will be shown in the report as "Day xx of month xxxxxx". For example, Day 11 of the month of August. • Activity created using "Daily" recurrence pattern will be shown in the report as "Every day". • Activity created using "Weekly" recurrence pattern will be shown in the report as days. For example,	None	Not Applicable

	Monday, Thursday. • Activity created using "Monthly" recurrence pattern will be shown in the report as "Day ## of every ## months". For example, Day 11 of every 2nd month. • Activity created using "Yearly" recurrence pattern will be shown in the report as "Day ## of month xxxxxx, xxxxxx". For example, Day 11 of the selected months, for example, January, March, and so on. It is not possible to sort this column on just date and month; therefore, it will continue to be sorted on the "Generic" filter. This is a 3rd party issue and will not be targeted for resolution in 5.0		
wi00345784	In the Analyst module, while opening "Completion Code Configuration" of "Job Reports", an error window appears.	None	5.0
wi00356175	Monitor/Editor freezes in POD for as long as 15 minutes.	The Editor application freezes for about 15 minutes randomly and comes out of freeze after 15-20 minutes. There are no exceptions or error messages that appear. This issue is mostly reported in a POD based system. This maybe a CORBA related issue. This issue will be fixed in patch PC412_191.	5.0

4.2. Dialer

Following are the known issues in Avaya Proactive Contact 4.1.2 Dialer:

Work Item	Issue	Workaround (if any)	Target Version
wi00343860	After restoring the system and taking the calling list backup from a G5 system, rebooting of M2 system fails during the mounting of the file system. This issue is very specific to migration so this is not a candidate for resolution in 5.0	As part of system backup, `/etc/fstab` is also backed up. The contents of this file are platform specific, therefore, while restoring this file from G2/G5 system to M2, following procedure should be performed manually: 1. Before the System Backup is restored on the M2 system, create a local backup copy of `/etc/fstab`. 2. After you restore the System backup from G2/G5 onto M2 platform, overwrite the `/etc/fstab` with your backup copy. In case `/etc/fstab` backup is not available before restoring on M2, `/etc/fstab` should be manually modified by replacing all the instances of `/dev/cciss/sdaX` with `/dev/sdaX`, where "x" is the partition number.	
wi00318190	In Japanese screen builder, the Help does not work.	None	5.0
wi00348235	After changing the password in the agent application, the agent can not login to the same session.	Close the current agent application session and open a new session.	5.0

wi00347717	The value of RELEASE_PROMPT_NO" in master.cfg is not validated	Check the softdialer version of the play_prompt () to ensure validation of the incoming RELEASE_PROMPT_NO value.	
wi00324473	Russian timezone MSK-3MSD displays a one hour time difference in the analyst reports.	Add appropriate rules for Russian time zone in locale.cfg while configuring this time zone.	5.0

wi00342913	Warnings/Errors may be observed while upgrading to 4.1.2 Dialer as below:
	
	`warning: tripwire-2.3.1-21.i386.rpm: V3 DSA signature: NOKEY, key ID 1ac70ce6`
	`warning: tripwire-2.3.1-21.i386.rpm: V3 DSA signature: NOKEY, key ID 1ac70ce6`
	`setup`
	`##########warning: /etc/passwd created as /etc/passwd.rpmnew`
	`exportfs: No host name given with /opt/avaya/pds/switch`
	
	`error: Failed dependencies:`
	`        pam >= 0.77-66.25 is needed by authconfig-4.6.10-7.el4.i386`
	`        python >= 2.3 is needed by authconfig-4.6.10-7.el4.i386`
	
	`/usr/bin/python is needed by kernel-utils-2.4-14.1.117.i386`
	
	`/usr/bin/python is needed by kudzu-1.1.95.23-1.i386`
		Ignore all the warnings/errors.	5.0

wi00347717	Validate RELEASE_PROMPT_NO entry value in master.cfg.	None	5.0
wi00351971	If Avaya startup scripts are enabled, it may take considerable time for the login prompt to show up, after the following message : `EXT3-fs: mounted filesystem with ordered data mode.`	Although there are no messages, the system is booting up and has not hung. Turn off the auto start, and then the login prompt shows up in less than a minute after the "`EXT3-fs: mounted filesystem with ordered data mode.`" message.	5.0
wi00346913	When some agents are outbound and some are ACD (agents who join blend jobs), most of the idle agents do not get calls in sequence.	None	5.0
wi00356179	Open issues for Agent blending on 4.1.2 are: • acdmon fails in case of single step transfer. • Dispatcher fails.	None	5.0

wi00354860	A dialer which is configured as a LDAP server, the slapd process creates lots of logs in the `/opt/avaya/log/msgs` file.
	 Volume of the logs generated is in proportion to the number of users logged into the system.
		Follow these detailed steps:
		 1. Login as `sroot`.
		 2. Add the `loglevel` parameter to the `/etc/openldap/slapd.conf` file and define its value as **0**. For example, `loglevel 0`
		 3. Stop and start the slapd daemon by using the following commands:
		 `Execute slapd stop`
		 `Execute slapd start`
		 This procedure will stop logging from the slapd process.
			5.0

5. Troubleshooting

5.1. Agent

Issue: Unable to launch the Agent application after changing the "Start in" path of the application.

Solution: The default "Start in" path for the Agent application is:

```
C:\Program Files\Avaya\Proactive Contact 4.1\Agent\
```

The "Start in" path appears when you right-click the Agent icon and select Properties.

You must not change the default "Start in" path.

5.2. Supervisor

Issue 1: Supervisor is unable to connect to the dialer.

Solution: If the Supervisor is not able to connect to the dialer, then check for the following:

- Ensure that all the Dialer, Mid-Tier, and Database processes are running.

- Add the Dialer Host entry in the hosts file located at:
  `C:\WINDOWS\system32\drivers\etc\hosts`

- Verify the ORACLE test connection by using the ODBC Data Source Administrator tool.

Issue 2: Unable to send e-mail alert using the Health Manager/Monitor Alerts option.

Solution: For sending e-mail alerts, you must configure the e-mail setting as follows:

To set Email alerts:

1. Set the E-mail Server Details (E-mail Server name and IP) in Mid-Tier Configurator.

2. To set event related e-mails:
   a. Open the Health Manager application.
   b. Click Tools > Options.
   c. Select **Email Settings** and specify the e-mail address in the **To** (Recipient) and **From** (Sender) fields.

3. To set e-mail alerts:
   a. Go to **Alert Viewer**. You can access **Alert Viewer** using either Health Manager or Monitor application.
   b. To set new email alert, click **Add**.
      To modify an existing email alert, click **Edit**. The Alert Editor window appears.
   c. In the **Alert Editor** window, go to the **Notification** tab.

      d.   Select the **Send E-mail** option and specify the e-mail addresses of Sender and Recipient.

4. If you have McAfee installed on your system, then `HealthBridge.exe` is blocked by the port blocking rule. To unblock `HealthBridge.exe,` perform the following steps:

      a.   Right-click **McAfee OAS** and open **VirusScan Console**.

      b.   Right-click **Access Protection** and select **Properties**.

      c.   Select **Anti-virus Standard Protection** in the **Categories** pane.

      d.   Select the **Prevent mass mailing worms from sending mail** rule.

      e.   Click the **Edit** option. The **Rules Details** window appears. Add `HealthBridge.exe` in the **Processes to exclude** section.

After configuring these settings, various events such as, dialer processes up/down, and alerts as configured in the Alert Viewer(for example, Total Idle Time > 3, Job End, and so on) are notified through e-mails.

5.3.   Dialer

Issue 1:

If the customer restarts the M2 system without modifying `/etc/fstab` manually before the restart, the system will not start.

For the preventive workaround, refer to wi00343860, in the Known Issues section.

Solution: In this scenario, you can use the following workaround:

1. Insert Avaya Proactive Contact RHEL 4.7 Boot Media in CD/DVD drive.

2. Restart the system and boot from the CD/DVD.

3. On the lilo prompt, enter '**expert"**.

4. When you select the server type as IBMx3550, the "**What Do you want to Do ?**" screen appears.
   a. Select the **Open Rescue Shell** option. The "bash" command prompt appears.

   NOTE: If you did not select "expert" on the lilo prompt, you will not see this option. In that case, go back to Step 1.

5. Run the following commands on the "bash" command prompt:
```
mkdir /mnt/root
mount /dev/sda1 /mnt/root
vi /mnt/root/etc/fstab
```

6. After opening the `fstab`, remove all the occurrences of "cciss".

7. Save the file.

8. Run the `more /mnt/root/etc/fstab` command to verify that your changes have been saved.

9. Restart the system.

Issue 2:

Record edit- deletion of record using Quick Search.

> **Solution**: In Avaya Proactive Contact 4.1.2 release, the "wi00328761 - Record edit finds only the duplicate record and not the original" issue has been addressed. To resolve this issue, ensure that the PREP section of the calling list application has REMOVEDUPS Entry before INDEXLIST. Therefore, if the issue is encountered, check the order of REMOVEDUPS and INDEXLIST in the PREP section of the calling list application.

Issue 3:

> **Update PAM files to support localized user ID.**
>
> **Solution**: If you have installed localized language dialer and configured LDAP, perform the following steps:
>
> ***To update the PAM files to support localized user ID:***
>
> 1. Login as "**sroot**".
>
> 2. Go to `/etc/pam.d`
>
> 3. Add the following entry to the "proactive" file.
>
>   `auth      sufficient      /lib/security/pam_ldap.so service=system-auth`
>
> 4. Add the following entry to the "login" file.
>   `auth        sufficient       pam_ldap.so" in /etc/pam.d/login`
>
> 5. Add the following entry to the "passwd" file.
>   `password   required    pam_ldap.so service=system-auth`

Issue 4:

System may run out of disk space in some situations

> System may run out of disk space when huge logs are generated on the same partition where the calling list backup is taken (wi00350096).
>
> You take the calling list backup during:
>
> ▪   Upgrading to *Avaya Proactive Contact* 4.1.2 Dialer.
>
>   Location of backup: As provided by the user during upgrade.
>
> ▪   When executing the **update_clist** script.

Location of backup: `/opt/avaya/pds/xfer/PC4.1.2_clist_bkp`

Solution: After the upgrade, once you confirm that the calling list has been migrated to the new format, you must store both the calling list backup in a zipped format and store it on any external media such as a DVD or Tape. This will make the disk space free for other purposes.

Issue 5:

Unable to print localized characters using spooler (wi00328764).

Solution: Perform the following procedure (Only for Chinese, Japanese and Korean).

To configure the printer for Chinese, Japanese, and Korean:

1. Login to the dialer as **sroot**.

2. Type "**export LC_ALL=POSIX"** and press **Enter**.

3. Type **system-config-printer** and press **Enter**.

    NOTE: Ensure that the printer is already installed.

4. Tab to **Edit** and press **Enter**.

5. In the **Edit Queue** window, go to **Driver**, and press **Enter**.

6. In the **Edit Driver** window, select the type of printer, for example, "LaseJet 4200" and press **Enter**. A list of options appears.

7. Select **Postscript**, tab to **Edit Driver Options**, and press **Enter**.

8. In the **Edit Driver Options**, select Prerender Postscript (in Japanese or Chinese or Korean), and press **Enter**.

9. In the **Edit Prerender Postscript** window, to select the **Prerender Postscript** option, press **Spacebar**. When the option is selected "*" appears.

10. Tab to **Ok** and press **Enter**.

11. In the **Edit Driver** options, select **Convert Text to Postscript**, tab to **Edit,** and press **Enter**.

12. In the **Edit Convert Text to Postscript** window, to select the **Convert Text to Postscript** option, press **Spacebar**. When the option is selected, "*" appears.

13. In the **Edit Driver** options, select **Effective Filter Locale**, tab to **Edit**, and press Enter.

14. In the **Edit Effective Filter Locale** window, select **ja_JP** option. Tab to **Ok**, and press **Enter**.

15. In the **Edit Driver Options**, tab to **Don** and press **Enter**.

16. In the **Edit Driver options**, select **GhostScript pre-filtering**, tab to **Edit** and press **Enter**.

6.　Contact Support

Customers can contact Avaya Proactive Contact Technical Support through Internet, email, or telephone. For details visit: http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=Support_Countries