AVAYA

Product Correction Notice (PCN)

Issue Date:	**07-Oct-2013**
Supplement Date:	**05-Feb-2019**
Archive Date:	**N/A**
PCN Number:	**1948S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:	Avaya Interaction Center (IC)/Operational Analyst (OA) 7.3, IC/OA 7.3.1, IC/OA 7.3.2, IC/OA 7.3.3, IC/OA 7.3.4, IC/OA 7.3.5, IC/OA 7.3.6, and IC 7.3.7
Description:	**05-Feb-2019 – This PCN is being issued to notify that Avaya has released additional packages for 8th Service/Feature pack on top of Interaction Center(IC) 7.3 and Operational Analyst (OA), which can be downloaded from https://support.avaya.com starting from 5th of Feb, 2019.**

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.8 Service Pack (SP) to get the fixes for certain issues in earlier versions of IC/OA

The IC 7.3.8 SP does not provide a fresh installation. IC 7.3.8 SP provides an installer that you can use only to upgrade the existing IC 7.3, IC 7.3.1, IC 7.3.2, IC 7.3.3, IC7.3.4, IC 7.3.5, IC 7.3.6, or IC 7.3.7 releases to the new IC 7.3.7 SP release.

The complete list of fixes included in the IC 7.3.8 SP are documented in the release Notes, available on support site for download. These files also include the installation and configuration instructions for all platforms.

The IC 7.3 base documentation is updated; please refer to IC 7.3.8 SP release notes for list of updated documents.

The ICOA 7.3.8 Service Pack includes following:
1) 81 CFD fixes
2) 33 Internal JIRAs
3) Windows Server 2016 Support for IC/OA
4) MS SQL Server 2017 database support for IC/OA
5) Avaya Aura 8.0 & 8.0.1 support for IC

25-Sept-2017 – This PCN is being issued to notify that Avaya has released additional packages for 7th Service/Feature pack on top of Interaction Center(IC) 7.3 and Operational Analyst (OA), which can be downloaded from https://support.avaya.com starting from 25th of Sept,2017.

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.7 Service Pack (SP) to get the fixes for certain issues in earlier versions of IC/OA

The IC 7.3.7 SP does not provide a fresh installation. IC 7.3.7 SP provides an installer that you can use

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only to upgrade the existing IC 7.3, IC 7.3.1,IC 7.3.2, IC 7.3.3, IC7.3.4, IC 7.3.5, or IC 7.3.6 releases to the new IC 7.3.7 SP release.

The complete list of fixes included in the IC 7.3.7 SP are documented in the release Notes, available on support site for download. These files also include the installation and configuration instructions for all platforms.

The IC 7.3 base documentation is updated; please refer to IC 7.3.7 SP release notes for list of updated documents.

The ICOA 7.3.7 Service Pack includes following:
6) 64 CFD fixes
7) 34 Internal JIRAs
8) MS SQL Server 2016 SP1 support for IC/OA
9) MS Exchange Server 2016 support for IC
10) VMWAre vSphere 6.5 support for IC/OA
11) Avaya Aura 7.0.1 and 7.1.1 support for IC

06-Feb-2017 – This PCN is being issued to notify that Avaya has released additional packages for 6th Service/Feature pack on top of Interaction Center(IC) 7.3 and Operational Analyst (OA), which can be downloaded from https://support.avaya.com starting from 6th of Feb,2017.

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.6 Service Pack (SP) to get the fixes for certain issues in earlier versions, the platform upgrades, enhancements and features added in IC/OA 7.3.6 SP

The IC 7.3.6 SP does not provide a fresh installation. IC 7.3.6 SP provides an installer that you can use only to upgrade the existing IC 7.3, IC 7.3.1, IC 7.3.2, IC 7.3.3, IC7.3.4, or IC 7.3.5 releases to the new IC 7.3.6 SP release.

The complete list of fixes included in the IC 7.3.6 SP are documented in the release Notes, available on support site for download. These files also include the installation and configuration instructions for all platforms.

The IC 7.3 base documentation is updated; please refer to IC 7.3.6 SP release notes for list of updated documents.

The ICOA 7.3.6 Service Pack includes following:
12) 45 CFD fixes
13) 46 Internal JIRAs
14) Default Agent Pool for Outbound Email Enhancement.
15) MSSQL 2016 support for IC and OA

29-Jul-2016 – This PCN is being issued to notify that Avaya has released additional packages for 5th Service/Feature pack on top of Interaction Center(IC) 7.3 and Operational Analyst (OA), which can be downloaded from https://support.avaya.com starting from 29th of Jul,2016.

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.5 Feature Pack (FP) to get the

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fixes for certain issues in earlier versions, the platform upgrades, enhancements and features added in IC/OA 7.3.5.

The IC 7.3.5 FP does not provide a fresh installation. IC 7.3.5 FP provides an installer that you can use only to upgrade the existing IC 7.3, IC 7.3.1,IC 7.3.2, IC 7.3.3 or IC7.3.4 releases to the new IC 7.3.5 FP release.

The complete list of fixes included in the IC 7.3.5 FP are documented in the release Notes, available on support site for download. These files also include the installation and configuration instructions for all platforms.

The IC 7.3 base documentation is updated; please refer to IC 7.3.5 FP release notes for list of updated documents.

The ICOA 7.3.5 Feature Pack includes following:
- Ability to pop out and pop-in chat tab in AARC
- Display of estimated wait time for non-BA chats
- Enhancements to chat notification
- Multiple supervisor monitoring
- Support for blind transfer of chat contacts
- Support for TLS1.2
- Interoperabilty updates

09-Nov-2015 – This PCN is being issued to notify that Avaya has released additional packages for 4th Service/Feature pack on top of Interaction Center(IC) 7.3 and Operational Analyst (OA) 7.3.4, which can be downloaded from https://support.avaya.com starting from 9th of November,2015.

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.4 Service Pack (SP) to get the fixes for certain issues in earlier versions and also the platform upgrades and enhancements added in IC/OA 7.3.4 SP.

The IC 7.3.4 SP does not provide a fresh installation. IC 7.3.4 SP provides an installer that you can use only to upgrade the existing IC 7.3, IC 7.3.1,IC 7.3.2 or IC 7.3.3 releases to the new IC 7.3.4 SP release. OA 7.3.4 packages along with release notes are available for download starting from 9th November 2015.

The list of packages include:
1. AIC 7.3.4 Solaris and AIX(Only Siebel side) packages
2. OA 7.3.4. Windows, Solaris and Linux packages
3. AIC 7.3.4 Packages for
   a. Siebel 15 support (Windows, Solaris, AIX and Linux platforms).
4. Patch for AIC 7.3.4 Windows packages released in Oct-2015 (Please refer to PSN PSN004631 for complete details)

The complete list of fixes included in the IC 7.3.4 SP are documented in the IC 7.3.4 release Notes republished on the support site. These files also include the installation and configuration instructions for all platforms.

The IC 7.3 base documentation is updated; please refer to IC 7.3.4 release notes for list of updated documents.

The ICOA 7.3.4 Service Pack includes following:
- Java upgrade to version 8
- Tomcat upgrade to version 8
- HTML Editor upgrade for AARC (WebAgent)
- JavaMail upgrade
- Support for variable number of wrap-up code types
- Support for dot and hyphen characters in agent id
- Interoperability with Aura 7
- Support for AES HA
- Support for Windows-10
- Support for VMWare 6.0
- Suppport for Siebel15
- OA support for CMS 18.

12-Oct-2015 – This PCN is being issued to notify that Avaya has released 4th Service/Feature pack on top of Interaction Center(IC) for Windows Platform, which can be downloaded from https://support.avaya.com starting from 12th of October,2015.

Avaya recommends all IC/OA customers (using Windows platform only) to implement the IC/OA 7.3.4 Service Pack (SP) to get the fixes for certain issues in earlier versions and also the platform upgrades and enhancements added in IC/OA 7.3.4 SP.

The IC 7.3.4 SP does not provide a fresh installation. IC 7.3.4 SP provides an installer that you can use only to upgrade the existing IC 7.3, IC 7.3.1,IC 7.3.2 or IC 7.3.3 releases to the new IC 7.3.4 SP release. There is no OA 7.3.4 release for Windows platform. OA 7.3.3 FP can interoperate with IC 7.3.4. Additionally a patch on top of OA 7.3.3 FP is released for CMS 18 support. A separate PSN with details of the patch is published- <PSN#>.

The complete list of fixes included in the IC 7.3.4 SP are documented in the IC 7.3.4 release Notes published on the support site. These files also include the installation and configuration instructions.

The IC 7.3 base documentation is updated; please refer to IC 7.3.4 release notes for list of updated documents.

The IC 7.3.4 Service Pack includes following:
- Java upgrade to version 8
- Tomcat upgrade to version 8
- HTML Editor upgrade for AARC (WebAgent)
- JavaMail upgrade
- Support for variable number of wrap-up code types
- Support for dot and hyphen characters in agent id
- Interoperability with Aura 7
- Support for AES HA

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25-May-2015 – This PCN is being issued to notify that Avaya has released 3rd Service/Feature pack on top of Interaction Center(IC)/Operational Analyst(OA), which can be downloaded from https://support.avaya.com starting from 25th of May,2015.

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.3 Feature Pack (FP) to get the fixes for certain issues in earlier versions and also the new features added in IC/OA 7.3.3 FP.

The IC 7.3.3 FP does not provide a fresh installation. IC 7.3.3 FP provides an installer that you can use only to upgrade the existing IC 7.3, IC 7.3.1 or IC 7.3.2 releases to the new IC 7.3.3 FP release. However, OA 7.3.3 FP provides an installer that you can use to either install the new OA 7.3.3 FP or upgrade the existing OA 7.3.x releases to the new OA 7.3.3 FP release.

The complete list of fixes and enhancements included in the IC/OA 7.3.3 FP are documented in the accompanying IC/OA 7.3.3 release Notes. These files also include the installation and configuration instructions.

The IC/OA 7.3 base documentation is updated; please refer to IC/OA 7.3.3 release notes for list of updated documents.

The IC/OA 7.3.3 Feature pack includes following features/enhancements:
- Web Chat UI and REST based APIs
- SSL support for SMTP (outbound)
- Support for SMTP authentication
- Support for VMware 5.5 ESXi (WIN)
- Support for VMware VDI (HORIZON VIEW 6)
- Support for Citrix XenApp 7.5
- Support for MSSQL 2012 and MSSQL 2014 database
- Support for Oracle 12.1 database
- Support for Windows 8.1
- Support for Windows 2012 Server R2
- Support for IIS8
- Script for configuration Website, CSPortal server or CSPortal client on IIS
- Support for IE 11
- EWT for web based customers (with IC BA only)
- Support for multi-tab
- Save transcripts in txt format
- Support for chat, SCB, email form from native apps of mobile & tablet apps (IOS & Android)
- Survey page in CSPortal
- Support for customer account
- Enhanced chat transcript search & sort for agents & supervisors
- Email transcript search & sort for agents & su-pervisors
- Reset chat timeout duration when customer responds back to agent
- Set schedule call back question char max length (nvchar) to 999 in database
- Mask phone password field in IC manager
- Siebel integration to support Siebel 8.1.1.11 open UI
- Siebel integration to support Siebel 8.2.2.4 open UI
- ASG plugin on Windows 2012 for AIC

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- Chat properties localized
- Performance/capacity enhancements
- Security enhancements
- Latest web browser support
- Documentation updates.
- Additional Interoperability support.
- Some important fixes for IC and OA both.

For the complete set of features/enhancements, please refer to detailed documentation from
https://support.avaya.com

03-Dec- 2014 – This PCN is being issued to notify that Avaya has released an updated 2ⁿᵈ Service/Feature pack for Operational Analyst(OA) which can be downloaded from https://support.avaya.com starting from 3ʳᵈ of December,2014.

Avaya recommends all OA customers to implement the OA 7.3.2 Feature Pack (FP) to get the fixes for certain issues in earlier versions and also the new features added in IC/OA 7.3.2 FP.

OA 7.3.2 FP provides an installer that you can use to either install the new OA 7.3.2 FP or upgrade the existing OA 7.3.x releases to the new OA 7.3.2 FP release.

OA 7.3.3 FP primarily includes CMS-17.x(Linux) support for OA and additional interoperability support. The complete list of fixes and enhancements included in the OA 7.3.2 FP are documented in the accompanying OA 7.3.2 release Notes. These files also include the installation and configuration instructions.

The OA 7.3.2 Feature pack includes following features/enhancements:

- OA Support for CMS R17 on Linux platform
- Avaya Aura 6.2 FP4 support
- OA documentation updates with respect to CMS(Linux) support.

07-Jul-2014 – This PCN is being issued to notify that Avaya has released 2ⁿᵈ Service/Feature pack on top of Interaction Center(IC)/Operational Analyst(OA), which can be downloaded from https://support.avaya.com starting from 7ᵗʰ of July,2014.

Avaya recommends all IC/OA customers to implement the IC/OA 7.3.2 Feature Pack (FP) to get the fixes for certain issues in earlier versions and also the new features added in IC/OA 7.3.2 FP.

The IC 7.3.2 FP does not provide a fresh installation. IC 7.3.2 FP provides an installer that you can use only to upgrade the existing IC 7.3 or IC 7.3.1 releases to the new IC 7.3.2 FP release. However, OA 7.3.2 FP provides an installer that you can use to either install the new OA 7.3.2 FP or upgrade the existing OA 7.3.x releases to the new OA 7.3.2 FP release.

The complete list of fixes and enhancements included in the IC/OA 7.3.2 FP are documented in the accompanying IC/OA 7.3.2 release Notes. These files also include the installation and configuration instructions.

The IC/OA 7.3 base documentation is updated; please refer to IC/OA 7.3.2 release notes for list of updated documents.

The IC 7.3.2 Feature pack includes following features/enhancements:

- Web Chat UI and REST based APIs
- Selective download of Templates based on Admin configuration
- Workgroup mapping for email templates
- Secured authentication using ASG (Access Security Gateway)
- SIP End point support
- WebLM 6.3.4 Upgrade Packaged & Co resident With AIC (Standalone)
- Ephox HTML Editor upgrade
- Enhanced Email Migration Tool
- JRE/Tomcat upgrade for IC
- IE 9/10 Support for AAWC AARC and admin component
- LDAP authentication support for Admin and Rlmanager
- CMS-17 (Solaris sparc only) support
- Log archive enhancements
- Performance/capacity enhancements
- Security enhancements
- Latest web browser support
- Documentation updates.
- Additional Interoperability support.

For the complete set of features/enhancements, please refer to "What's new in IC" document from https://support.avaya.com

Customers are recommended to apply "IC7.3.2 Patch_01", which can be downloaded from https://support.avaya.com on top of IC 7.3.2 FP. The patch contains additional and needed fixes related to Log archival utility.

07-Oct-2013 – This PCN is being issued to notify that Avaya has released 1ˢᵗ Service pack on top of Interaction Center(IC)/Operational analyst(OA), which can be downloaded from https://support.avaya.com starting from 7ᵗʰ of October,2013.

It is recommended that all IC/OA customers come up to this Service Pack level as soon as possible to ensure they have a complete set of fixes.

The IC 7.3.1 SP contains a set of fixes with common installer. The IC 7.3.1 SP does not include a redelivery of the entire IC product. The SP should be installed on top of an existing IC 7.3 system, as IC 7.3.1 provides a set of patches over and above the IC 7.3 system. The OA 7.3.1 SP is a full install.

The complete list of fixes and enhancements included in the IC/OA 7.3.1 SP are documented in the accompanying IC/OA 7.3.1 release Notes. These files also include the installation and configuration instructions.

The IC/OA 7.3 base documentation is updated; please refer to IC/OA 7.3.1 release notes for list of updated documents.

The IC 7.3.1 Service pack also includes following features/enhancements:

- Avaya Simplified Dump

- Support for Internet explorer 10 for end customer only.
- VMWare 5.1 support

The current document does not carry instructions to migrate IC/OA release from 7.2.x to 7.3.x. The updated migration document will be available by November-2013.

Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 2
Is it required that this PCN be applied to my system?	Avaya highly recommend this PCN
The risk if this PCN is not installed:	Customers would not get all fixes/enhancements/features included in this Service pack.
Is this PCN for US customers, non-US customers, or both?	Both
Does applying this PCN disrupt my service during installation?	Yes, Please refer to IC/OA 7.3.8 Release Notes.
Installation of this PCN is required by:	Avaya Please refer to IC/OA 7.3.8 Release Notes for installation and configuration instructions.
Release notes and workarounds are located:	Release Notes along with additional resources are available on https://support.avaya.com.
What materials are required to implement this PCN	IC/OA 7.3.8 is available for download from https://support.avaya.com

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(If PCN can be customer installed):	
How do I order this PCN (If PCN can be customer installed):	N/A
Finding the installation instructions (If PCN can be customer installed):	IC/OA 7.3.8 Release Notes contains all necessary instructions to install and configure this software, which can be downloaded from https://support.avaya.com .

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:	Please refer to IC/OA 7.3.8 Release Notes.
What you should do if the Service Pack installation fails?	Please refer to IC/OA 7.3.8 Release Notes.
How to remove the Service Pack if malfunction of your system occurs:	Please refer to IC/OA 7.3.8 Release Notes.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?	N/A
Avaya Security Vulnerability Classification:	Please refer to https://support.avaya.com/security

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Mitigation:	Please refer to https://support.avaya.com/security

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	N/A

Avaya Customer Service Coverage Entitlements:	

Customers under the following Avaya coverage:
-Full Coverage Service Contract*
-On-site Hardware Maintenance Contract*

Help-Line Assistance	Per Terms of Services Contract.
Remote or On-site Services Labor	Avaya Services will exclusively determine the delivery method of the PCN. The primary delivery method* will be via Remote Services if this is a software PCN. On-site Services technician delivery or a combination of Remote and On-site delivery may be required and will be determined exclusively by Avaya Services or Avaya Authorized Partner. Avaya Remote Services labor (*for 8x5 and 7x24 Services Contract customers*) to implement this PCN is 7x24, excluding Avaya designated holidays. On-site Services labor (*for 8x5 and 7x24 Services Contract customers*) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Authorized Partner. This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition. *Note: If this PCN is deemed remotely installable by Avaya, Customer requested On-site Services support is billable at current per incident rates.

Customers under the following Avaya coverage:
 -Warranty
-Software Support
 -Software Support Plus Upgrades
 -Remote Only
 -Parts Plus Remote
 -Remote Hardware Support
-Remote Hardware Support w/ Advance Parts Replacement

Help-Line Assistance	Per Terms of Services Contract or coverage

Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

Avaya Authorized Partner Service Coverage Entitlements:

Avaya Authorized Partner
Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

Who to contact for more information:

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

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