AVAYA

Avaya IQ 5.2
Service Pack 5 (SP5)
And IQ 5.2.5 Installer
Patch 5 (X05)
Release Notes
April 04, 2014

Contents

1. Purpose

This document provides information about the Patches released over Avaya IQ 5.2.5 software. The following table describes the release details:

Product	Version
Avaya IQ 5.2.5 software Patch5	5.2.5.05.20146_20815_X05.bin

2. Avaya IQ Patch Prerequisites and Considerations

2.1   Patch Prerequisites

This section describes prerequisites that you must perform or items you must consider before applying the Patch on Avaya IQ 5.2.5.

2.1.1   Check the health of Avaya IQ

Please refer to *Appendix A: Verifying Avaya IQ System Health*

2.1.2   Perform Avaya IQ Host backup

The following data must be backed up before installing the Patch.
- Avaya IQ data on all Avaya IQ application hosts
- Avaya IQ data and database data on the Database Host

Current backups are highly recommended. In the event of a catastrophic failure while installing the Patch, restoring to the backup version may be necessary. Recent backups will help to minimize data loss.

For detailed backup procedures, see Maintaining and Troubleshooting Avaya IQ guide available at *http://support.avaya.com/*

2.1.3   Ensure a Correct Version of Avaya IQ is installed

This Patch can be installed on the following version of Avaya IQ. The Patch installer will verify the version compatibility and will display an error message if the version of IQ currently installed is not compatible with this Patch.

Product	Version
Avaya IQ 5.2.5 software	5.2.5.0.590_10991_20146_SP5
Avaya IQ 5.2.5 software	5.2.5.0.590_10991_20599_SP5
Avaya IQ 5.2.5 Installer software	5.2.5.0.16_20491
Avaya IQ 5.2.5 software Patch 1	5.2.5.01.20146_20415_X01
Avaya IQ 5.2.5 software Patch 2	5.2.5.02.20146_20474_X02
Avaya IQ 5.2.5 software Patch 3	5.2.5.03.20146_20502_X03
Avaya IQ 5.2.5 software Patch 4	5.2.5.04.20146_20606_X04

2.2   Patch Considerations

Patch deployment is a service affecting procedure. Deployment of the Patch will take approximately 1 hour for an All Functions Host system and approximately 4 hours for a Multi-Host system. The time will vary according to the size of the database. During this procedure, neither real-time nor historical reports will be available.

Patch deployment should be scheduled at a time that causes minimal disruption. You may wish to communicate the plan to your end users in advance.

3. Download Instructions

To download the 5.2.5 Patch:

1. The patch should be downloaded to the following servers:

Configuration	Download to
All-in-One Host	All Functions Host
Single Host	All Functions Host
Dual Host	All Functions Host
Multi-Host	Administration Host

2. If the **$CCR_HOME/patches** directory does not exist on the proper server, create it with following command on all Avaya IQ hosts:

    mkdir $CCR_HOME/patches

3. Request your Avaya Customer Support Representative to provide the Login, Password and a Sold-To number, which will be used to download the patch from the Avaya product download site.

4. Bring up the Avaya Product Download site in your browser – http://www.avaya.com/support/download/

5. Select the link - "Download My Software".

6. Enter the login and password provided by your Avaya Customer Support Representative. You will also be prompted for your Sold-To Number, to access the files you have been authorized to download.

7. Download the 5.2.5.05.20146_20815_X05.bin file from the Avaya support site in **$CCR_HOME/patches** directory.

8.   Open the **$CCR_HOME/patches** directory and verify that the
        5.2.5.05.20146_20815_X05.bin file downloaded properly and run
        Following command:

                md5sum 5.2.5.05.20146_20815_X05.bin

9.   Verify that the md5sum displays the following stamps:

        4c6c2ee8758d528c8a2a7ed03ed03e8b 5.2.5.05.20146_20815_X05.bin

4. Patch Installation Instructions

4.1 General Recommendations

In general, do not break out of any command or kill a command while it is being executed.
This will cause unpredictable results and could potentially make your Avaya IQ system
unusable. Consult your Avaya Customer Support representative if you have trouble while
applying the Patch.

  Prerequisite:
   If current setup is 5.2 SP5 and configuration is multihost, then perform the below steps
   before applying the patch5.

   1. Login to ADMIN host
   2. Edit file /opt/coreservices/activemq-4.0.1/conf/activemq.xml
   3. Search networkConnector entry for reporting host. If present, delete this line
       <networkConnector …… name="ReportingHostName" networkTTL="3"
       uri="static:(ssl:// ReportingHostIP:61617)" />
   4. Save the file /opt/coreservices/activemq-4.0.1/conf/activemq.xml

4.2 Installing the Patch on Software-Only system

   To install the Patch:
   1. Log in to the appropriate Avaya IQ host as root or root pseudo user

Configuration	Log into
Single Host	All Functions Host
Dual Host	All Functions Host
Multi-Host	Administration Host

   2. Change the current directory by executing following command:

       cd $CCR_HOME/patches

3. Execute the following command to launch the Patch Install:

   sh 5.2.5.05.20146_20815_X05.bin **apply**

   For a Single Host or Dual Host configuration, options similar to the following are displayed:
   > Select a host to apply the Patch

   > (1) AllFunctions (IP Address)
   > (2) DataCollection (IP Address) - shown if a remote DataCollection Host exists

   > Choose 1 .. or q to quit:

   For a Multi Host setup, options similar to the following are displayed:

   > Select a host to apply the Patch

   > (1) Administration (IP Address)
   > (2) Reporting (IP Address)
   > (3) DataProcessing (IP Address)
   > (4) DataCollection (IP Address)
   > (5) RTD (IP Address)

   > Choose 1 .. or q to quit:

   > **Note**
   > Apply the Patch on the Administration Host first and then on the other hosts.

   > After successful completion, the following message will appear:

   > [Timestamp] Patch 5.2.5.05.20146_20815_X05 completed.
   > [Timestamp] Patch installation FINISHED SUCCESSFULLY.

4. For Single Host or Dual Host configurations, continue the update procedure by selecting the remaining menu option from step 3 if applicable.
   - Data Collection

5. For Multi Host configurations, continue the update procedure by selecting the remaining menu options from step 3 in the following order.
   - Data Processing
   - Data Collection
   - Reporting
   - RTD

6. Review the logging information in **$CCR_HOME/patches/runPatch.log**.

4.3 Installing the Patch on Turnkey system

Important
  - ***The steps listed in the following sections must be applied to all the hosts including the Database Host in a Turnkey deployment.***

To install the Patch:

1. Log in to the appropriate Avaya IQ host as root or root pseudo user

Configuration	Log into
All-in-One Host	All Functions Host
Single Host	All Functions Host
Dual Host	All Functions Host
Multi-Host	Administration Host

2. Change the current directory by executing following command:

    cd $CCR_HOME/patches

3. Execute the following command to launch the Patch Install:

    sh 5.2.5.05.20146_20815_X05.bin **apply**

    For an All-in-One Host or Single Host configuration, options similar to the following are displayed:

    Select a host to apply the Patch

    (1) AllFunctions (IP Address)
    (2) DataCollection (IP Address) - shown if a remote DataCollection Host exists

    Choose 1 .. or q to quit:

    For a Dual Host setup, options similar to the following are displayed:

    Select a host to apply the Patch

    (1) AllFunctions (IP Address)
    (2) DataCollection (IP Address) - shown if a remote DataCollection Host exists
    (3) TurnkeyDBHost (IP Address)

Choose 1 .. or q to quit:

Note
Apply the Patch on the AllFunctions Host first and then on the other hosts.

For a Multi Host setup, options similar to the following are displayed:

Select a host to apply the Patch

(1) Administration (IP Address)
(2) Reporting (IP Address)
(3) DataProcessing (IP Address)
(4) DataCollection (IP Address)
(5) RTD (IP Address)
(6) TurnkeyDBHost (IP Address)

Choose 1 .. or q to quit:

Note
Apply the Patch on the Administration Host first and then on the other hosts.

After successful completion, the following message will appear:

[Timestamp] Patch 5.2.5.05.20146_20815_X05 completed.
[Timestamp] Patch installation FINISHED SUCCESSFULLY.

4. For All-in-one Host or Single Host configurations, continue the update procedure by selecting the remaining menu option from step 3 if applicable.
   - Data Collection

5. For Dual Host configurations, continue the update procedure by selecting the remaining menu options from step 3 in the following order.
   - Data Collection (if applicable)
   - TurnkeyDBHost

6. For Multi-Host configurations, continue the update procedure by selecting the remaining menu options from step 3 in the following order.
   - Data Processing
   - Data Collection
   - Reporting
   - RTD
   - TurnkeyDBHost

7. Review the logging information in **$CCR_HOME/patches/runPatch.log.**

4.4   Verifying the Patch installation

After installing the Patch, the first line of file $CCR_HOME/patch.txt should contain the following string on each of the hosts.

5.2.5.05.20146_20815_X05

For verifying the health of the Avaya IQ system, please refer to *Appendix A: Verifying Avaya IQ System Health*

4.5   Internal Avaya Only:

The deployment of IQ patches is tracked at the IQ Escalation website. After the successful deployment of patches, please follow the below instructions to record the deployment.

- Access the URL: *https://products.share.avaya.com/sites/ccr/escalations/default.aspx*
- Click on the "Hot Fix Tracking Documents" link.
- Click on the spreadsheet "2011 IQ_hotfix_tracking" to update it.
- Once the spreadsheet is displayed, click on the "Customer Hotfix Deployment" tab and make you entries.

Save and close the spreadsheet.

5. Patch Back-out Instructions

This section lists the steps required to back-out the Patch. Please consult your Avaya Customer Support Representative before deciding to back-out the Patch.

5.1   Back-out Time Recommendations

Note that backing out the Patch is a service affecting procedure. Completion of the back-out procedure will take approximately 1 hour for a Dual Host system and approximately 4 hours for a Multi-Host system. The time will vary according to the size of the database. During this procedure, you will not be able to run real-time or historical reports on the IQ system.

Schedule the Patch back-out at a time that causes minimal disruption and communicate the plan to your end users in advance.

5.2   Back-out Patch on Software-Only system

To roll back the Patch:

1. Log in to the appropriate Avaya IQ host as root or root pseudo user

Configuration	Log into
Single Host	All Functions Host

Dual Host	All Functions Host
Multi-Host	Administration Host

2. Change the current directory by executing following command:

   cd $CCR_HOME/patches

3. Execute the following command to launch the Patch back-out:

   sh 5.2.5.05.20146_20815_X05.bin **backout**

   For an All-in-One Host or a Dual Host configuration, options similar to the following are displayed:

   >   Select a host to back-out the Patch
   >
   >   (1) AllFunctions (IP Address)
   >   (2) DataCollection (IP Address) - shown if a remote DataCollection Host exists
   >
   >   Choose 1 .. or q to quit:

   For a Multi Host setup, options similar to the following are displayed:

   >   Select a host to back-out the Update
   >
   >   (1) Administration (IP Address)
   >   (2) Reporting (IP Address)
   >   (3) DataProcessing (IP Address)
   >   (4) DataCollection (IP Address)
   >   (5) RTD (IP Address)
   >
   >   Choose 1 .. or q to quit:

   Note
   First back-out the Patch on the Administration Host for Multi Host deployment.

   After successful completion, the following message will appear on the application host:

   >   [Timestamp] Patch backout FINISHED SUCCESSFULLY.

4. Review the logging information in **$CCR_HOME/patches/runPatch.log**

5. For Multi Host configurations, continue the back-out procedure by selecting the remaining menu options from step 3 in the following order.

- Data Processing
- Data Collection
- Reporting
- RTD

5.3 Back-out Patch on Turnkey system

To back-out the Patch:

1. Log in to the appropriate Avaya IQ host as root or root pseudo user

Configuration	Log into
All-in-One Host	All Functions Host
Single Host	All Functions Host
Dual Host	All Functions Host
Multi-Host	Administration Host

2. Change the current directory by executing following command:

   cd $CCR_HOME/patches

3. Execute the following command to launch the Patch back-out:

   sh 5.2.5.05.20146_20815_X05.bin **backout**

   For an All-in-One Host or Single Host configurations, options similar to the following are displayed:

   Select a host to back-out the Patch

   (1) AllFunctions (IP Address)
   (2) DataCollection (IP Address) - shown if a remote DataCollection Host exists

   Choose 1 .. or q to quit:

   For a Dual Host setup, options similar to the following are displayed:

   Select a host to back-out the Patch

(1) AllFunctions (IP Address)
(2) DataCollection (IP Address) - shown if a remote DataCollection Host exists
(3) TurnkeyDBHost (IP Address)

Choose 1 .. or q to quit:

For a Multi Host setup, options similar to the following are displayed:

Select a host to back-out the Patch

(1) Administration (IP Address)
(2) Reporting (IP Address)
(3) DataProcessing (IP Address)
(4) DataCollection (IP Address)
(5) RTD (IP Address)
(6) TurnkeyDBHost (IP Address)

Choose 1 .. or q to quit:

Note
Back-out the Patch on Administration Host first and then on the other hosts.

After successful completion, the following message will appear on the application host:

[Timestamp] Patch backout FINISHED SUCCESSFULLY.

4. Review the logging information in **$CCR_HOME/patches/runPatch.log**.

5. For Dual Host configurations, continue the back-out procedure by selecting the remaining menu options from step 3 in the following order.
    •   Data Collection (if applicable)
    •   TurnkeyDBHost

6. For Multi-Host configurations, continue the back-out procedure by selecting the remaining menu options from step 3 in the following order.
    •   Data Processing
    •   Data Collection
    •   Reporting
    •   RTD
    •   TurnkeyDBHost

5.4 *Post Back-out instructions*

After backing-out the Patch, the following string of file $CCR_HOME/patch.txt will be removed.

5.2.5.05.20146_20815_X05

For verifying the health of the Avaya IQ system, please refer to *Appendix A: Verifying Avaya IQ System Health*

6. Issues Resolved In 5.2.5 Patches

6.1 Issues Resolved In Patch 1

Work item	Issue resolved
wi01117707	Fixed the issue of ApcUI Timing out while logging in
wi01123008	Joda jar update is required to accomplish Israel daylight saving changes
wi01126882	Fixed the issue where Domain Name Dropdown on login page was not getting displayed
wi01119290	Fixed the issue of Contact aborting at DCON to AROUTE20 transition
wi01121687	Unhandled transitions / High Hold In Focus Wait Duration
wi01112360	Incorrect exit reason for contacts in QueueFlowFact table
wi01112364	Fixed one of scenarios for a call stuck in queue
wi01121906	Fixed the issue of OAM becoming non-responsive
wi01133743	Unknown state displayed in Agent Experience Trace report
wi01116901	Unhandled transitions found while comparing CMS ACD calls and IQ Accepts
wi01117834	Queue Service Level - Summary Report doesn't show proper data on Secondary IQ
wi01119272	Agent State and state duration data appearing in legacy reports but did not in the APCUI reports
wi01119557	Messages from DC are not being received by All Function Host
wi01133466	Support for caller path replacement during vector processing with a single ucid (also see special note below)

Note on wi01133466 (Path replacement feature):

Path replacement support is added for an external caller during vectoring, queuing (both agent surplus and contact surplus), and alerting when the trunks are measured and replacement occurs for a single ucid (e.g. SIP transfer message "REFER without REPLACES"). IQ already support path replacement after active at an agent. This is not the complete IQ path replacement solution. In the future, agent caller and two ucid variations will be added.

6.2   Issues Resolved In Patch 2

Work item	Issue resolved
wi01109348	Delivered solution for supporting PostTransfer transition
wi01133494	Fixed issue where Aux state is missing on the agent experience report for all agents after the upgrade to 5.2.5
wi01136879	Fixed the issue where Queue associated with queue group does not get displayed in RT and Hist reports.
wi01138751	Fixed the issue where Calls get stuck in queue

6.3   Issues Resolved In Patch 3

Work item	Issue resolved
wi01140615	Fixed the issue where new service levels are not showing up in reporting when "overwrite all" was used in OAM.
wi01141583	Fixed the issue where trunks are not updating in IQ OAM and Reporting
wi01142913	Fixed the issue of adding a scheduled job in CS-OAM webpage of a Turnkey system failed with 404 error

6.4   Issues Resolved In Patch 4

Work item	Issue resolved
wi01139594	Fixed the issue where cognosClient.jar was not updated after updating from 5.2.3 to 5.2.5

Work item	Issue resolved
wi01139547	Fixed the issue where IQ should support Windows close button to close report sessions
wi01145739	Fixed the issue where the current password is not recognized after processing Change Password under Settings dropdown menu of ApcUI launching page
wi01144592	Fixed the issue where reporting host entry should not be added as a Network Connector in activemq.xml
wi01146408	Fixed the issue of help file if selecting the Report Help icon of Agent by Aux. State - Summary report from avaya-ccr page
wi01137125	Fixed the issue where postRTDFlavoring.sh script give error for log4j.properties
wi01146071	Support of SHA-2 in IQ
wi01147820	Fixed the issue where APcUI reports are not working, when selecting the Asia/Calcutta
wi01145604	Fixed the issue where Report Scheduler is not working.

6.5 Issues Resolved In Patch 5

Work item	Issue resolved
wi01153415	With this fix, IQ starts sending the RTCS prior to the RLTB, then wait for the XSTAT message before sending the RLTB.
wi01153373	With this fix, a command line tool for collecting IQ logs has been added.

Appendix A: Verifying Avaya IQ System Health

This appendix provides information on verifying the Avaya IQ system health prior to installing the Patch, after backing out the Patch and after a successful deployment of the Patch.

1. **Verify Avaya IQ Containers and Process Elements status**: Verify that all Containers and Processing Elements are in the STARTED state. If there are Containers and Processing Elements displayed in a state other than STARTED, they must be corrected.

   To verify the Container and Processing Element states prior and post applying the update, you can use either the IQ Administration User Interface (UI) or Linux command line.

   Verification through Administration UI;

Select: Enterprise
Select: Sites
Select: HostName

Verify that the hosts configured for this system have all processes started.
-or-
Verification through Linux command line, enter:

$CSBASE/lifecycle/bin/lc ls

2. **Verify Avaya IQ Real Time and Historical Reports**: Verify Avaya IQ Real Time and Historical summary data. If there are any issues with running reports or the data displayed in the reports, they must be corrected.

   a. To generate reports to check for current Real-time summary data, use the Avaya IQ Reporting User Interface. Avaya recommends that you run the following reports while call traffic is running:
      - Queue Status
      - Agent Status
      - Queue and Agent Status
   b. To generate reports to check for current Historical summary data, use the Avaya IQ Report User Interface (UI). Avaya recommends that you run the Queue Group Performance Trend report.

3. **Verify Real Time Dashboard (RTD) Reports**: Verify Avaya IQ RTD reports. If there are any issues with running reports or the data displayed in the reports, they must be corrected.
   a. To generate reports to check for RTD, use the Avaya Performance Center User Interface. Avaya recommends that you run the following reports while call traffic is running:
      - Queue Status
      - Agent Status