AVAYA

Avaya IQ 5.2
Service Pack 6 (SP6) – 5.2.6
Release Notes
Issue 2.0
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1. Purpose

This document provides information about the GA version of the Avaya IQ 5.2.6 software. You can refer to this document for install of 5.2.6 or upgrades from 5.2.x to 5.2.6, known issues and relevant solutions. The release notes include last minute information that is not incorporated into the standard documentation.

The following table describes the release details:

Product	Version
Avaya IQ 5.2.6 software	5.2.6.0.153_21898

2. Changes in Avaya IQ 5.2.6 SP release

2.1 New Installs
Available on Dell R620 servers, Avaya IQ 5.2.6 SP can be installed directly for Turnkey deployments.

2.2 Upgrades to existing customers
Upgrades are supported for existing customers having Turnkey or Software Only deployments.

For Turnkey Customers,
- Upgrades are supported on existing Dell R610 and Dell R620 servers. No upgrade is supported for Turnkey customers running on IBM hardware.
- Upgrades are supported for existing customers on R610 who wants to migrate to new server R620. This upgrade is a complete hardware replacement with data migration. The same deployment is required for this migration i.e. All In One (AIO) to All in One, Single Host to Single Host, Dual Host to Dual host and Multi Host to Multi Host.
- Upgrades are supported for existing customers on IBM hardware who wants to migrate to new server R620. This upgrade is a complete hardware replacement with data migration. The same deployment is required for this migration i.e. Single Host to Single Host, Dual Host to Dual host, Multi Host to Multi Host

"For upgrades, this release can only be applied to Avaya IQ systems running on 5.2.0, 5.2.1, 5.2.2, 5.2.3, 5.2.4 and 5.2.5 SP releases

Avaya IQ Upgrade Paths

Note: To upgrade to Avaya IQ 5.2.6, minimum version required is Avaya IQ 5.2.0

Upgrade FROM Avaya IQ Version		Upgrade TO Avaya IQ Version						
GA Date	5.2.x	5.2.0	5.2.1	5.2.2	5.2.3	5.2.4	5.2.5	5.2.6
July'11	5.2		Y	Y	Y	Y	Y	Y
Aug'11	5.2.1			Y	Y	Y	Y	Y
Nov'11	5.2.2				Y	Y	Y	Y
May'12	5.2.3					Y	Y	Y
Feb'13	5.2.4						Y	Y
Aug'13	5.2.5							Y

Refer product interoperability doc for more details at http://www.avaya.com/support.

2.3 Changes in 5.2.6 SP release

Avaya IQ Release 5.2.6 SP offers following changes in this service pack release. For more details, refer the product documentation.

- Support for common server Dell R620.
- Upgrade of OS to RHEL 5.8.
- Upgrade Oracle DB to 12c for Turnkey customers.
  - DB upgrade is optional for Software Only customers.
- Other Upgrades - JDK 5 to JDK 7, Tomcat 5 to Tomcat 7 and ActiveMQ 4.0.1 to ActiveMQ 5.9, Apache httpd from 2.0.50 to 2.0.65. WebLM from 4.6 to 6.3.
- Support for removing time zone added to dtzcli tool.
- Support added to allow users to synchronize Java Key Store (JKS) as described in Managing Trusted Certificates.
- Included Direct Access Module (DAM) to allow Turnkey customers to have direct access to the Avaya IQ historical reporting data (requires the Historical Data Export license).
- Added Delete Agent utility to delete agents from Avaya IQ database if required.
- MS AD LDAP support – MS 2008.
- IE 9 support.
- Enhanced RTD dashboard.
- Improvements in propagation of admin changes and new system schedule job for synchronizing permissions.
- Improvements in admin scheduler.
- Merged admin tomcat and admin JBOSS containers, sansync disabled when admin tomcat restarted and enable it through on demand job.
- Enhancing AACC/IQ interaction for email (refer interop doc)
- Merged up to 5.2.5 patch 11 (Any patches beyond 5.2.5 patch 11 will be re-released as patch on 5.2.6 later)

For information on changes in previous 5.2.x service packs, refer Avaya IQ 5.2.5 SP release notes available at http://www.avaya.com/support.

3. Installing Avaya IQ 5.2.6

Avaya IQ 5.2.6 new installation is supported only on Dell R620 servers.

When installing Avaya IQ 5.2.6 as new installation, follow the procedures described in the following documents.

- **Preparing for Avaya IQ Turnkey Implementations** - used to prepare for Avaya IQ Turnkey Deployments.

- **Implementing Avaya IQ on Dell R620 for Turnkey Deployments 5.2.6 –** used by implementation teams to install, configure and administer a Turnkey system.

- **Installing and Maintaining Dell R620 Hardware for Avaya IQ Turnkey -** used by implementation teams to install and maintain the Dell hardware used with Turnkey deployments.

- **Maintaining and Troubleshooting Avaya IQ 5.2.6** – used by implementation teams to debug issues during install and proceed

Important
Avaya IQ 5.2.6 has specific software requirements that must be followed when installing the software. Verify that all related products are installed with the correct software versions. See the document "Avaya IQ Product Version Interoperability", which is available from the Avaya support web site.

These and other supporting documents are available from the Avaya support Web site:

http://www.avaya.com/support

Avaya IQ 5.2.6 must only be installed by Avaya Professional Services (APS) for new implementations. Business Partners should contact APS for current prices and quotes to schedule and perform the installation work.

4. Upgrading Avaya IQ 5.2.x to 5.2.6

Note that only upgrade path to Avaya IQ 5.2.6 is through 5.2.x i.e. 5.2.0, 5.2.1. 5.2.2, 5.2.3, 5.2.4 and 5.2.5 SP releases. When upgrading follow the procedures described in the following documents.

- **Upgrading Avaya IQ 5.2.0-5.2.x to 5.2.6 for Turnkey Deployments –** used by implementation teams to upgrade a Turnkey system.
- **Upgrading Avaya IQ 5.2.0-5.2.x to Avaya IQ 5.2.6 for Software-only Deployments –** used by implementation teams to upgrade a Software-Only system.

- **Maintaining and Troubleshooting Avaya IQ 5.2.6** – used by implementation teams to debug issues during install and proceed.

Important
Avaya IQ 5.2.6 has specific software requirements that must be followed when installing the software. Verify that all related products are installed with the correct software versions. See the document "Avaya IQ Product Version Interoperability", which is available from the Avaya support web site.

These and other supporting documents are available from the Avaya support Web site:

http://www.avaya.com/support

Ensure a Correct Version of Avaya IQ is installed

This Service Pack can be installed on the following versions of Avaya IQ.

Product	Version
Avaya IQ 5.2.0 software	5.2.0.0.590_10991
Avaya IQ 5.2.1 software	5.2.1.0.590_10991_13042_SP1
Avaya IQ 5.2.2 software	5.2.2.0.590_10991_14975_SP2
Avaya IQ 5.2.3 software	5.2.3.0.590_10991_17265_SP3
Avaya IQ 5.2.4 software	5.2.4.0.590_10991_19419_SP4
Avaya IQ 5.2.4 software	5.2.4.0.590_10991_19647_SP4
Avaya IQ 5.2.5 SP software	IQ_5.2.5.0.590_10991_20599_SP5
Avaya IQ 5.2.5 Installer	5.2.5.0.16_20491

The service pack upgrader will verify the version compatibility and will display an error message if the version of Avaya IQ currently installed is not compatible with this Service Pack.

Avaya IQ 5.2.6 must only be upgraded by Avaya for existing customers. Customers and Avaya Business partners must contact Avaya to upgrade to Avaya IQ 5.2.6.

5. Service Pack Install Instructions

Important
- *The Avaya IQ 5.2.6 Service Pack install and/or upgrade must be performed by Avaya personnel. See the "PCN1907Sr2S2 – IQ 5.2.x – Availability of Avaya IQ 5.2.6" for additional details at* http://www.avaya.com/support.

6. Avaya IQ 5.2.6 Service Pack Roll Back Instructions

Avaya IQ 5.2.6 SP can't be rolled back due to OS and DB upgrades. If any such need arises to go back to the previous service pack, contact Avaya support.

7. Known Issues

This section lists known issues in Avaya IQ 5.2.6 SP release.

7.1 APC UI does not work with Microsoft Internet Explorer (IE) browser set to some Chinese locales

For some Chinese locales, the APC UI does not work with IE browser.

Workaround
Choose the nearest locale available in browser e.g. zh-CN.

7.2 Initial password change at first time doesn't work on CS-OAM if "Initial password change" field is enabled

The issue is observed for newly created user only when such user logs in first time & forced to change password, the password change doesn't work.

Workaround
- Log in to CS-OAM with an administrator account.
- Disable "Initial password change" option in Tasks→System Properties →Administer Login Session
- Create new user in User Management → Administer Users (if not already created) & logout
- Log in to ApcUI with the new created user. Click Setting → Change password
- Set the new password and log out of ApcUI
- Log in OAM with the newly created user and new password

7.3 Some texts of reports are not changed to Japanese language if changing IE locale to JP in 128-bit IE 8

If you are using a 128-bit Internet Explorer 8 and viewing the Reporting UI in Japanese, you may see that some of the content still displays in English characters. This can be on a Status bar or the bottom of the Report. This happens as Japanese characters have not fully been supported in current Avaya IQ release.

Workaround

7.4 Avaya IQ interoperability issues with AACC

Work item	Description
wi01097414	AACC newly added Routing Point not reflecting in OAM.
wi01099184	ApcUI not showing contacts for AACC Queue after some time.
wi01196315	Short/long wrap-up parameters do not update although the behavior is configured.
wi01109989	Wrong exit reason for AACC contacts.
wi01109990	Queue outflow summary - shows outflow destination as "_None_" for

Work item	Issue resolved
	pulled AACC contacts.
wi01109991	AACC web chat shows 0 arrival in Queue performances summary.
wi01109993	AACC Agent status shown unknown when agent is on pulled web chat.
wi01109994	AACC - Agent Exp. report shows "unhandled transition".

Workaround

Currently there are no workaround for these issues.

8. Issues Resolved

8.1 Issues resolved in 5.2.6

Work item	Issue resolved
wi01143038	Fixed for scenario where IQ integration with VP/EP failed due to size of TerminationPageNameShort field.
wi01133495	Fixed issue where Aux state is missing on the agent experience report for all agents after the upgrade to 5.2.5.
wi01142641	Fixed an issue where Agents in new groups not showing in Inputs for 2 days.
wi01181968	This fixes extended execution times taken to complete SanSync operation since 5.2.5.
wi01049092	RDR/HDR should abort SAN synchronization if it does not receive a sync request from SAN within certain time limit.
wi01136880	Fixed the issue where Queue associated with queue group does not get displayed in Real-Time and Historical reports.
wi01117835	Queue Service Level - Summary Report doesn't show proper data on Secondary IQ.
wi01119402	Fixed scenario for a call stuck in queue.
wi01117085	Unhandled transitions found while comparing CMS ACD calls and IQ Accepts.
wi01109359	Delivered solution for supporting PostTransfer transition.
wi01179899	This fixes the issue where many times the SETUP message is not emitted and the IDLE message may be delayed in an outflow scenario when SIP trunks are used causing huge Max Wait durations in Queue Service Level – Trend reports.
wi01138752	Fixed the issue where Calls get stuck in queue.
wi01133744	Fix for an Unknown state is displayed in Agent Experience Trace report.
wi01198169	This fixes unsupported path replacement scenario in which a call can return directly to vector (VSTART) on local CM without going through a vdn (DNEVENT) or queued first (QUEUED).
wi01197949	This will fix an unsupported path replacement scenario where a call returns directly to collect digit (DIGIT) on local CM without going through a vdn (DNEVENT).

wi01200083	A call is answered by an agent and the agent transfers the call. If the caller disconnects prior to delivery to a subsequent agent, with this fix, the disconnected call no longer causes an unhandled transition at the first agent (e.g. ACD -> AgentDisposition). A CC Elite bug can send duplicate DCON messages (except TimeTag) when an agent receives an extension in call. With this fix, the call no longer aborts.
wi01201715	Users not able to view scheduled jobs if they log into ApcUI with mix cased login ID.
wi01175271	Fix for scenario where Historical data synch misses some contact ids during synchronization.
wi01199255	This fixes issues of IQ not able to recover consistently when it encounters errors during PC pump up.
wi01117708	Fixed the issue of ApcUI Timing out while logging in.
wi01154729	Updated SNMP sections of the Implementing Avaya IQ for Turnkey Deployments.
wi01101330	Add information to IQ documentation regarding AACC default email queue.
wi01097340	Fix for scenarios where sometimes there were huge delay before newly added user can see any groups in Historical Reporting.
wi01155145	Fix for deleting agents from SDS, Historical and Real-Time DB.
wi01165650	Updated instructions for restoring data on a DB host in the Maintaining and Troubleshooting doc missing steps to remove iks directory.
wi01182020	This will fix missing active duration for one agent in contact details report due to incorrect "m" bit set in CM AUXO22 message.
wi01189652	Updated IQ 5.2 High Availability and Survivability Doc which incorrectly indicates to import custom reports on all existing Reporting Servers, when it should be done only on one containing the Cognos Content Manager.
wi01092851	Fix for Report Designer error when creating custom report.
wi01123318	Messages from DC are not being received by All Function Host.
wi01169529	Updated Implementing Avaya IQ documents to include additional information on MIB installation.
wi01182658	Fix scenario where 2 IQ users with different cases were unable to get to Real Time reports.
wi01153435	Fix for scenario where in Group Management Group name having trailing/leading space and without space cause Admin HA failure.
wi01094666	Fix for scenario whererRegrouping of trunks on CM is not working for IQ.
wi01094370	Handled situations where Agents and other entities do not appear (or appear partially) in OAM after pump up is complete.
wi01178048	Updated document to include Turnkey installation step mentioned for ADMIN/AFH host is required on all hosts.
wi01119399	Incorrect exit reason for contacts in QueueFlowFact table.
wi01119291	Fixed the issue of Contact aborting at DCON to AROUTE20 transition.
wi01175715	Added ability to delete agents from IQ when they are deleted from CM
wi01179895	Added multiple event processing transitions to prevent several outflow sequences from aborting. The following transitions were added: SETUP(PATHREPL20)->PATHREPL, COMP (DABN20/DABN22)-> DABN, AgentDisconnected(ContactOutflowed)->Outflowed and

	OnHold(PartyOutflowed)->Outflowed.
wi01121911	Fixed the issue of OAM becoming non-responsive.
wi01170342	Fix for Admin HA sync job hangs during groupLoad.
wi01141584	Fixed the issue where trunks are not updating in IQ OAM and Reporting.
wi01186488	Fix for situations where sometimes it takes Long time to execute multiple and single agent skill administration.
wi01198357	This fix changes a log level of message "THRESHOLDMGMTMODEL014" to INFO from ERROR as the later was misleading.
wi01069574	Synchronize JKS feature is not working.
wi01179897	This fixes unhandled transitions in IQ caused by delayed IDLE message received from CM in outflow scenarios while using SIP trunks.
Wi01176117	Update tzdata for DST changes for various time zones.
Wi01133470	Support for caller path replacement during vector processing with a single ucid.
Wi01140616	Fixed the issue where new service levels are not showing up in reports when "overwrite all" was used in OAM.
wi01190591	This fix enables logging of messages delivered into inbound and outbound buffers of VESP controller for troubleshooting any DSS issues.
wi01175271	It was observed that a gap remained in the contact ids between Primary and HA IQ systems after historical data synchronization. This was due to data synch not being able to identify all contacts eligible for synching. A fix has been provided for this issue.
wi01182399	Admin HA sync was getting hung as ActiveMQ service was encountering OutOfMemory error. To fix this increased jvm heap size for ActiveMQ service to 2048M.
wi01153416	With this fix, IQ starts sending the RTCS prior to the RLTB, then wait for the XSTAT message before sending the RLTB.
wi01151807	Support of SHA-2 and SHA-1 in IQ.
wi01179911	Fixed the issue of help file if selecting the Report Help icon of Agent by Aux. State - Summary report from avaya-ccr page.
wi01145737	Fixed the issue where the current password is not recognized after processing Change Password under Settings dropdown menu of ApcUI launching page.
wi01176298	Fixed issue for sync of user permissions which does not scale when CM translations are large
wi01145958	Fixed the issue where IQ should support Windows close button to close report sessions.
wi01199264	This fix provides support for improved SIP messages from CC Elite.
wi01181966	This fix improves San Sync completion time. The improvement in completion time depends upon the size of the database and load on the system.
Wi01172889	Fixed the issue of adding a scheduled job in CS-OAM webpage of a Turnkey system failed with 404 error.
wi01193674	Fixed issue with customerSatScore import
wi01198355	Fixed scenario where Alarm needs to be displayed in the Alarm Manager for ROT queue size is full
wi00947617	Fixed issue for updating an existing VoicePortal / ETL configuration & support AAEP

9. Reference documents

Following documents have been modified as part Avaya IQ 5.2.6 SP release and are available at http://www.avaya.com/support.

1. Preparing for Avaya IQ Turnkey Implementations
2. Preparing for Avaya IQ Software-only Implementations
3. Implementing Avaya IQ on Dell R620 for Turnkey Deployments
4. Implementing Avaya IQ on Dell R620 for Turnkey Deployments
5. Implementing Avaya IQ for Software-only Deployments
6. Avaya IQ High Availability and Survivability
7. Upgrading Avaya IQ Releases 5.2.0-5.2.x to Release 5.2.6 for Software-only Deployments
8. Upgrading Avaya IQ Releases 5.2.0-5.2.x to Release 5.2.6 for Turnkey Deployments
9. Administering Avaya IQ
10. Avaya IQ Standard Reports
11. Using Avaya IQ Performance Center
12. Installing and Using the Direct Access Module with Avaya IQ
13. Avaya IQ Alarms and Logs
14. Maintaining and Troubleshooting Avaya IQ

10. Revision History

Updates to This File	Date
Avaya IQ 5.2.6 Release Notes Draft (Issue 0.1)	17-Apr-2015
Modified to include review comments (Issue 0.2)	24-Apr-2015
Baseline (Issue 1.0)	27-Apr-2015
Modified to include IBM fork-lift upgrade support (Issue 1.1)	29-July-2015
Modified to include the review comments & baseline (Issue 2.0)	30-Sep-2015