



# OnAvaya™ - Google Cloud Platform 1.1.1 – Release Notes

## Introduction

This document provides late-breaking information to supplement OnAvaya™ Powered by Google Cloud Platform software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support Center Web site at <http://support.avaya.com>.

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## Installation

NA. OSS automatically installs solution components, IP Office and IPOCC. Any required patches are applied by APCS. Note: OSS is already installed in the Production environment and is not Partner accessible.

## Functionality not supported

NA for GA release.

## What's New in OnAvaya™ – Google Cloud Platform

OnAvaya™ Google Cloud Platform 1.1.1 introduces the ability to separately order only Team Engagement (IP Office). Customer Engagement (IPOCC) can now be added/canceled as an optional subscription. Customer Engagement with Team Engagement continues to be orderable together.

## What's New in IP Office, IPOCC and OSS - Release Notes

The following links provide to the more detailed Product Release Notes

- IPO 9.1.6 Service Pack Release Notes link: <https://downloads.avaya.com/css/P8/documents/101020269>
- IPOCC 9.1.6 Release Notes link: <https://downloads.avaya.com/css/P8/documents/101021515>



- OSS 1.1.1.0 Release Notes link: <https://downloads.avaya.com/css/P8/documents/101018723>

The table below contains the list of solution component versions:

	Avaya Powered IPO+CC Solution Elements	Releases at Launch
Applications	IP Office (IPO)	9.1.6 (SP)
	IP Office Contact Center (IPOCC)	9.1.6 (FP)
	Avaya OSS	1.1.1.0
IPO Endpoints	96x1 (H.323) IP Phones	6.6
	Avaya Communicator for Windows	2.0.3+
	Avaya B179 SIP Conference Phone	2.4
	one-X mobile for IPO	9.1.6
IPOCC End Points	Avaya Agent – IPOCC – OnAvaya ChromeBook Application	9.1.6
	Avaya Agent – IPOCC – OnAvaya Web Browser Application	9.1.6

## Fixes

No solution level fixes have been introduced with OnAvaya™ Google Cloud Platform 1.1.1. See specific product release notes below for details.



## Known Solution issues and resolutions

Issues that have not been fixed prior to GA and that have workarounds.

Product	Brief Description of Defect/Limitations
IPOFFICE-106746	ISO Upgrade of IPO did not retain openfire xmpp enableMessageArchive=false setting Work Around: Note setting value prior to upgrade and after upgrade assure setting is set back to pre-upgrade value.
IPO/IPOCC	Contact Recorder should be configured for VRLA recording under capacity load; risk of Contact Recorder NOT keeping up under capacity load if not using VRLA recording.
IPO	Chat archiving should be disabled under capacity load; risk of CPU exhaustion under load. Work Around: For IPOCC deployments above 100 multi-channel chat agents, disable the XMPP archiving feature.
IPOFFICE-108077	IPO does not allow merge of updates from Manager and Web Manager during concurrent editing of Extension templates Work around: Ensure only single administrator when updating IPO configuration.



### Obtaining the Salesforce CRM plug-in to be used with OnAvaya

An OnAvaya™ Google Cloud Platform specific Salesforce CRM plug-in has been created to integrate with the Google hosted IPOCC. The plug-in allows the IPOCC FQDN to be configured enabling correct IPOCC certificate validation.

The Salesforce CRM plug-in is available at:

<https://login.salesforce.com/packaging/installPackage.apexp?p0=04t100000007V2i>

### Using SendGrid email relay with IPOCC email channel

To receive email the partner's customer must supply an email server that supports IMAP or POP for mail retrieval. SMTP is used send email responses. A partner's customer email server can be used if it can be configured to support the Google outgoing email restrictions (see full Google article of [restrictions](#)):

*Google Compute Engine does not allow outbound connections on ports 25, 465, and 587 but you can still set up your instance to send mail using partner services like SendGrid, Mailgun, or using Google Apps.*

*For example, SendGrid and Mailgun supports sending email through port 2525 for Compute Engine customers, while Google Apps customers can send email through ports 587 or 465 using their Google Apps domain. Lastly, you can also set up your own email server on any of the ports not blocked by Compute Engine.*

For partner's customers that cannot provide a compliant SMTP server, OnAvaya™ Google Cloud Platform can provide a SendGrid email relay. To use the OnAvaya™ Google Cloud Platform SendGrid email relay service, create a Trouble Ticket requesting the OnAvaya™ Google Cloud Platform Support Team to configure the IPOCC email settings with the SendGrid configuration information.

### Obtaining IPOCC Customer Admin Username and Password

For Partners that have a requirement to enable a customer to perform some of the daily IPOCC administrative tasks, OnAvaya™ Google Cloud Platform can provide a CustomerAdmin Windows account with the necessary privileges. To request the CustomerAdmin account, create a Trouble Ticket requesting the OnAvaya Support Team to configure the account and provide the credentials.

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## Contacting support

APCS will be providing Tier 3 Support for the Partners. Partners will perform Tier 1 and Tier 2 support for the end customer.

### Contact Support Checklist

APCS will provide instructions for collecting any log or trace files that may be needed for trouble diagnosis.

If you are having trouble with the OnAvaya™ Google Cloud Platform 1.1.1 service:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support by:

1. Logging in to the Avaya Web Portal: <https://www.aosportal.com>



2. Calling the Avaya Service desk at 1-866-282-9267. Make sure to have your PIN ready.

### **Contact Support Tasks**

You may be asked to email one or more files to APCS for analysis of your application and its environment.