



Avaya Operational Analyst

Release Notes

Release 7.3.6
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Introduction

The Avaya Operational Analyst (OA) 7.3.6 Release Notes provides information about the new features, updates, known issues, fixed issues, and OA operational hints.

This document provides the latest information to supplement the Avaya Operational Analyst software and documentation. For updated documentation, product support notices, and service pack information, visit the Avaya Support website at: <http://support.avaya.com>.

Operational Analyst functionality

OA is a data collection and decision support system for Avaya Interaction Center (IC) and Avaya Call Management System (CMS).

The OA data collection system collects IC real-time events and processes them into summarized real-time and historical data. OA only supports collecting historical data and reporting for the CMS.

The OA decision support system utilizes the stored real-time and historical data to report on most aspects of your contact center operation using:

- Avaya OA Basic Reports and Tabular Reports that provide data visibility and analysis. These reports help contact center supervisors to manage agent activities and to verify that the system is achieving service level goals across all channels.
- Avaya OA Advanced Reports and COGNOS based reports that provide historical analysis on each IC channel and provide reporting for the IC Business Applications.

Product interoperability

For information about interoperability, see the **Avaya IC and OA 7.3.x Overview and Specification** guide. For the latest and most accurate compatibility information, go to <http://support.avaya.com/CompatibilityMatrix/Index.aspx>

Updated features of OA 7.3.6 Feature Pack

No new features introduced in OA 7.3.6

OA upgrade paths and upgrading to OA 7.3.6

For details on OA upgrade, see **Avaya IC/OA 7.3.x Software Upgrade and Data Migration**.

Fixed customer reported issues

The following table lists the issues fixed in the OA 7.3.6 release:

Tracker WI	MR / WI number	MR / WI Summary
AOA-253	AOA-254	Forwarders are listed in "pa list" despite being disabled on RHEL CMS

Fixed issues

No other issues fixed in the OA 7.3.6 release:

Tracker WI	MR / WI number	MR / WI Summary


Known issues

This section lists problem descriptions and workarounds for the known defects in the OA 7.3.1 release.

This section contains the following topics:

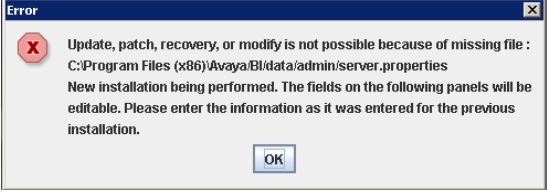
- [Installation](#)
- [Data content](#)
- [Basic Reports](#)
- [Real-time](#)
- [Tabular reports](#)
- [Event Collector](#)
- [Administration Client](#)
- [Miscellaneous](#)

Installation

MR / WI number	Problem description	Workaround
wi00078415	The AOAWeb file does not start or stop when the Solaris server is started or stopped.	In <code>/etc/init.d/AOAWeb</code> change "\$i" to "\$1", then execute: <code>chmod u+x /etc/init.d/AOAWeb</code>
167872	During installation this error message may appear: 	Click CONTINUE to complete the installation. This error message does not affect Administration Client, Report, and Report Writer access.

MR / WI number	Problem description	Workaround
169826	<p>Forwarders and recorders might not be enabled after initial installation and configuration.</p> <p>This problem occurs randomly and affects random forwarders and recorders.</p>	<p>To resolve this problem, you must manually enable the disabled forwarders and recorders for the historical stores through the Administrative client.</p> <p>The following steps outline the recommended method for enabling the forwarders and recorders:</p> <ol style="list-style-type: none"> 1. Open the Administration client. 2. Select Subsystems. The Subsystems screen is displayed in the right pane. 3. Select a Source subsystem. 4. Click Modify. The Modify Subsystem screen is displayed in the right pane. 5. In the Historical data flow (Forwarders/Recorders) panel, scroll to locate any disabled forwarders or recorders. 6. Select the associated check box. 7. Click OK. 8. Click Save. 9. Repeat Steps 4 through 8 for each Source subsystem.

MR / WI number	Problem description	Workaround
wi00827523	<p>Basic Reports fails to get installed and Run on Windows Desktop OS (Windows).</p> <p>Following error/exception observed in the vrpt.log in the %temp% windows directory.</p> <pre>com.installshield.product.actions.UninstallJVMResolution, err, unable to prompt user for JVM replacement -- cannot copy/install JVM</pre> <p>(Oct 27, 2010 11:48:57 AM) ,</p> <pre>Setup.product.install, com.installshield.product.service.product.PureJavaProductServiceImpl\$Installer, err, ProductException: (error code = 601; message="JVM not found")</pre> <p>STACK_TRACE: 8</p> <pre>ProductException: (error code = 601; message="JVM not found") at com.installshield.product.actions.JVMResolution.install(JVMResolution.java:171) at com.installshield.product.service.product.PureJavaProductServiceImpl\$InstallProduct.checkUninstallerJVMResolution(PureJavaProductServiceImpl.java:4793)</pre>	<p>Ensure you do not have any existing OA Avaya client applications installed on the same machine. It might happen that an OA Admin client has been previously installed on the same machine causing an JVM folder clash with the same name</p> <pre><OA_Install_Dir>/Avaya/_jvm</pre> <p>As a workaround, the Basic Reports should be run on a different machine that does not have any Avaya client already installed on it.</p>

MR / WI number	Problem description	Workaround
wi00829218	<p>Reinstallation of OA 7.3.1 build gives the following error for Windows 2008 and the installation might fail:</p> 	<p>Click OK and then cancel the OA Installation.</p> <p>This is a known issue for the Windows 2008 platform.</p> <p>This issue happens if the OA components are being reinstalled in a location that is different from the previous location of installation and the earlier location folder has been deleted or renamed.</p> <p>The workaround for this issue is as follows:</p> <p>Look for the <code>vpd.properties</code> file. It is present in <code>C:\Users\<administrator.domain>\Windows\vpd.properties</code>.</p> <p>The user administrator.domain is the user with which OA was installed earlier.</p> <p>If the user is not a part of any domain, search for that particular user in the Users folder.</p> <p>As a safety measure, first back up the <code>vpd.properties</code> file.</p> <p>Then open the file for editing (No wrap mode/Word wrap disabled mode) and locate for an entry with the following key as the first column. Generally, this file contains only 1 entry. Find something similar as follows:</p> <pre>b6ae88bc00dbc965d671382cf781 6b86 7 2 308 3 01/08/2009 1= Avaya Operational Analyst Avaya Operational Analyst</pre> <p>Delete this particular entry and save the file after locating it.</p> <p>If no other Avaya component like Avaya IC has been previously installed on this machine and this is a fresh reinstallation of the OA components, then rename this file to some other name and then try re-installing OA.</p> <p>After OA has been successfully installed, delete the renamed <code>vpd.properties</code> file. A new <code>vpd.properties</code> file is created in such a case. Restart the OA Installation.</p>
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MR / WI number	Problem description	Workaround
wi01193727	The uninstaller/installer message after successful task should be "Chose Next to exit the wizard" instead of "Chose Next to continue the wizard", as clicking on Next exits the window!	
wi01196181	Once installed OA on CMS17 Linux then in OAInstall.log, we cannot see CMS version as per release. It shows R17 for release 2 & 3.	To know the CMS version, execute following command rpm -qi cms
wi01192802	Need to display appropriate message when no password is set for biadmin.	

Data content

MR / WI number	Problem description	Workaround
wi00078355 and wi00078356	<p>At times, an entity such as agent, service class, or queue time in state durations reported by OA reports might be exaggerated. The might occur when an Operational Analyst server is overloaded and does not have the resources required for processing the amount of data being generated. The main cause of the problem is a server that is not sized appropriately to handle a given traffic load. Traffic load is the number of contacts handled per hour in the case of the real-time server, or the number of reports currently running when referring to the reporting server.</p> <p>The problem also occurs when there is a network failure that causes data to be buffered by the Event Collector. If the connection is short enough for the Event Collector to buffer all of the data generated during the failure, there will be a brief period where durations are exaggerated while the real-time subsystem is processing the buffered events. This should be a very short term issue and the durations should be accurate again after all of the buffered events have been processed.</p>	<p>If the root cause of the problem is that the server does not have the resources to process the volume of traffic, you must either reduce the traffic volume or provide new hardware that is sized to handle to traffic volume.</p> <p>If the root cause is a network failure, the problem is resolved without any intervention after the buffered data has been processed.</p>
wi00078380	When using CRDS, network outages of more than ten seconds can cause some report instances to stop receiving updates from one of their real-time sources. This causes data on the report to be stale. Network outages lasting fewer than ten seconds do not have this issue.	Stop the report instance for 2 minutes and re-launch the report.

Basic Reports

MR / WI number	Problem description	Workaround
wi00078354	Interval-based information appears to be missing from reports. This can occur if the Event Collector and Data Manager processes quit communicating for any reason, and that communication is not re-established prior to the next scheduled interval rollover that is at the top of the hour or half-hour. Data is reported to historical for the correct interval, but not until the Event Collector/DataManager connection is restored.	Determine why the connection between Event Collector and DataManager is inactive. You might need to restart either the Event Collector or the Data Manager.
wi00078343	Real-time and historical reports list IC email "pool_" queues in the choices for service class.	Ignore queues with names "pool_" concatenated with the name of an IC mailbox for email. Do not use these queues in a report on the real-time or historical database.
wi00278668	Need to specify the port number in reports URL as OA 7.3.1 bypasses IIS for Windows.	For Windows, specify the port number 8999 in the reports URL. For example, http://<IP address>:8999//reports1/index.jsp

Real-time

MR / WI number	Problem description	Workaround
wi00078359	An error, "updateBaseSvcClassState():RT_682 - State duration less than -1. Base and interval durations will not be updated" is logged by Data Manager in the CentralErrorLog. Another possible reason for this error is the delay in appearance of the "ADU event stream (terminate message)" when the channel work item was already completed.	Perform a detailed analysis of "ntp service/time sync" software to determine which servers do not perform the time-sync operation correctly, and thus do not reflect the current time. Then correct the time-sync operation of that server.
wi00078468	DM Error on Interval Roll-over: State the duration less than -1. Base and interval durations will not be updated.	No workaround. Check the OA Event Collector and DM event buffer logs, to verify that the ADU terminate message of a channel state event was delayed.
wi01178836	Change OA Data Model definition for "wkheldcnt" field for aSvcClassSummary table.	No workaround. Refer to the description of "wkheldcnt" column for AgentSvcClass and SvcClassSummary tables from aAgentSvcClass table.

Tabular reports

MR / WI number	Problem description	Workaround
wi00078448 and wi00078460	In localized TRW reports, Channel names are displayed in English, regardless of the browser's Locale setting.	No workaround.
155279	On a Thai or Portuguese system following an install or system reboot, the Tabular Report Audit logs messages in English. This causes the Audit Report viewer to display the logged messages in English in the Log Entry column of the report.	Restarting Stumbras will cause new Audit messages to be logged in the correct language, Thai or Portuguese. Viewing the Audit Report will display the newly logged messages in the appropriate language. Previously logged entries in English will still be displayed in English.

Event Collector

MR / WI number	Problem description	Workaround
wi00339325	Standby ECB unable to connect to MSMQ pa_admin despite permissions to the queue appearing to be correct and unable to do pumpup.	<p>When the Standby ECB option is selected, the pa_admin queues permissions are not relevant.</p> <p>To resolve this issue, perform the given steps:</p> <ol style="list-style-type: none"> 1. Register the below dll's on standby site. <ul style="list-style-type: none"> ▪ regsvr32 "<ICPATH>\bin\MxGenLog.dll" ▪ regsvr32 "<ICPATH>\bin\Routing.dll" ▪ regsvr32 "<ICPATH>\bin\MXPOI.dll" ▪ regsvr32 "<ICPATH>\bin\MxDataStore.dll" 2. Copy the above dlls from the IC Primary server. 3. After registering dlls, check the permission for "Everyone" as well as "Anonymous" on pa_admin private queue.
wi01132700 / wi01136145	In case of Dynamic SC getting created, EC goes down as per design when some of the IC events are not sent to OA	None.

Administration Client

MR / WI number	Problem description	Workaround
wi01118503	Deleted containers stay in the disabled container pane and can be enabled.	Do not enable the deleted container from disabled container pane.

Miscellaneous

MR / WI number	Problem description	Workaround
wi00078353	Data Export Utility "-x" option creates an empty file that does not contain the XML schema. This problem does not affect the XML data, which is returned as expected, either in a file specified by the "-o" option or in standard output.	None.
wi00078612	<p>The following informational message appears in the Event Viewer every two to three minutes.</p> <p>"The description for Event ID (0) in Source (Naming Service) cannot be found."</p> <p>The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer.</p> <p>You may be able to use the /AUXSOURCE= flag to retrieve this description; see Help and Support for details. The following information is part of the event: naming: object binding added.</p>	This does not harm the OA operation, but you might increase the log size of the Event Viewer and turn on the Wrap option.
wi01196189	Sometimes ECH call records in string format is not logged in cmscallhistoryTrc.log on R15 (Solaris) & R17 CMS server (Linux). Log file is not rolling over.	

Known Product Behavior/ Limitations

Data consolidation rule for WklnQueueDur in SvcClassSummary

The real-time database SvcClassSummary.WklnQueueDur and SvcClassSummary.AbandDur column values might fluctuate between relatively high numbers and relatively low numbers.

One of the following conditions must also be true:

- There is a relatively large gap between start times of the configured real-time subsystems, or one or more, but not all, of the real-time subsystems restart for example, a manual restart or an automatic restart after an unrecoverable error
- The value fluctuations are visible on two real-time reports, Service Class Status and Service Class Performance, and any Data Export queries involving the above columns.

The duration of this behavior is dependent upon the interval associated with the *Dur column. OA maintains statistics for five interval durations. The behavior persists until the interval being monitored rolls-over or restarts. After the interval rolls-over, the problem is resolved.

Hints and tips

This section describes useful tips for OA 7.3.3.

This section includes these topics:

- [Installation](#)
- [Administration client](#)
- [Data content](#)
- [Reports](#)
- [Real-time](#)
- [Historical](#)
- [Event Collector](#)
- [Miscellaneous](#)

Installation

Description	Action
During a re-install, otherwise known as a repair, a panel pops up indicating the progress of the install in percentage currently completed. For a re-installation of a previously installed component, this percentage will prematurely indicate 100% when a significant amount of the install remains to be completed.	No action required. A screen will be displayed indicating installation is complete. This might take 45 minutes.
The following message may appear when using the OA Installer to add a subsystem. "One or more errors occurred during the replacement of files (WinCoreFiles_libraries) with files (WinCoreFiles_libraries). Refer to the uninstall log for additional information".	Ignore this message and click the next button. This problem will not affect the installation.
The installation of Source - CMS may hang indefinitely when the installation is near completion.	Terminate the install process. Click Close on the "-" drop down menu. Re-install Source - CMS.
If the OA installer is copied to a directory with an underscore, "_", in its path, the installer fails.	The install files must reside in a path without "_" in any component of the path.

Description	Action
<p>The OA installation and configuration guide specifies that during installation of OA, if the OA database does not exist before, it would be created automatically by the installer. However, for a Windows system with MSSQL 2008 an error dialog pops up indicating that the OA database has not been created and must be created before installation can proceed further.</p> <p>Refer to wi00367634.</p>	<p>For co-resident and backend MSSQL 2008 DB, an OA database and an OA database user must be created prior to the installation.</p>

Administration client

Description	Action
<p>The data types displayed in the Administration Client's Schema screen are logical types, not the physical data types of the installed system.</p>	<p>The data may be stored in each of the supported databases as a different physical data type. For example, the logical data type "NVARCHAR" indicates a national character string realized as UTF-8 varchar2 in Oracle, nvarchar in SQL Server or varchar in DB2.</p>

Data content

Description	Action
<p>An Agent logs in to two desktops using the same login ID. The Agent's state and durations in the Agent Time in State real-time report are incorrect. The Average Wait Time for the queue in the Service Class and Queue Status real-time report, the Percentage of Work Items Handled Within Service Level and Average Wait Time in the Service Class and Queue Performance real-time and historical reports are incorrect for the Voice channel.</p>	<p>Agents must be instructed not to log in simultaneously from multiple desktops.</p>
<p>When an agent on an Ericsson switch places a call to another agent through a queue or service class, the contact may be counted for the answering agent in the default service class rather than the queue or service class dialed. This is most likely to happen when there are very few contacts in the queue.</p>	<p>No action required.</p>

Description	Action
<p>For consults and conferences, the active event, for initiating agent when the call arrives and is answered on the receiving agent's desktop, comes at a different time depending on whether the consult or conference occurs within or across the site.</p> <p>Consult or conference within site.</p> <p>When an agent initiates a consult or conference to another agent, IC does not send an active event to OA until the other agent answers the call. OA shows the initiating agent as Idle while the call is ringing on the receiving agent's desktop.</p> <p>Consult or conference across site.</p> <p>When an agent initiates a consult or conference to another agent, IC sends an active event to OA when the call is delivered to the other PBX. That is, the active event comes before the other agent answers the call. OA shows the initiating agent as Working while the call is ringing on the receiving agent's desktop.</p> <p>There may be brief one or two second idle duration for the initiating agent depending on how long the call takes to be delivered to the other PBX.</p>	No action required.
<p>When a desktop exceeds the Agent ADU time-out limit, WACD delivers new emails to the desktop to reach the email channel ceiling and then defers all of the emails on the desktop. OA then cannot track these new emails when the agent works on them. It causes the agent to go into Unknown state. None of these emails are counted in OA.</p>	All IC users who use OA must set the Agent Idle Time Out for all Agent ADUs, that Event Collectors monitor, to exceed the longest possible time the agents will stay logged in on a shift.

Reports

Description	Action
<p>For Thai only: When four or three layered characters are entered for display names, the top layers of those characters will be squeezed into the available space. This occurs in graphical reports only.</p>	None.
<p>When the historical reports were run and the returned queries for these reports reached the maximum query size, Stumbras DBPoolService (historical DB service) generated an erroneous error message in the log file that it could not find a pool connection and it would restart.</p>	Ignore the error message.

Description	Action
At times, after a service class name has been modified with Advocate Admin, all relevant RT graphical reports continue to show the old name except the tabular report, Agent Time in State. The user may encounter this situation when the user selects a new report link and a new input page has been displayed while another instance of that report is already running with the old value.	Re-launch the report either from the tree-view or from the saved list.
The customerheldcnt in OA does not match the holdcalls in CMS.	No action required. The customerheldcnt in OA is only incremented when the customerheldddur is greater than 0. Holdcalls is incremented in CMS regardless of the hold duration. The customerheldddur has a chance of being equal to 0 when a blind transfer occurs and the call is immediately answered by an agent without waiting in queue.
Running a tabular report with a large number of data items selected may result in this message: "java.sql.SQLException: [TimesTen][TimesTen 5.1.34 ODBC Driver][TimesTen]TT0802: Data store space exhausted -- file "blk.c", lineno 2038, procedure "sbBlkAlloc"".	Rerun the report with fewer data items selected.

Real-time

Description	Action
The OA real-time subsystem may not successfully start. Viewing the Windows event log shows TimesTen TT715 - "Log Directory Attribute Not a Directory" - errors being logged by the OA Data Manager process and/or the TimesTen Data Manager. This has only been seen on Windows platforms.	From a Windows command prompt enter the following commands (assuming the OA install directory is c:\Program Files\Avaya\BI): c:\>pa off dm c:\>ttDestroy "C:\Program Files\Avaya\BI\add_on\TimesTen\rt" c:\>pa on dm
Administrative changes may not show up quickly in real-time Advocate reports. It takes several minutes for those administrative changes to appear in the real-time reports. Other real-time statistics still show up quickly.	The administrative information in Advocate real-time reports uses a slower data set refresh rate. You must add the administrative changes after regular work hours. For instance, administrative changes such as assigning new advocate capabilities to agents, changing agent roles, adding new agents, and log them in right away must be performed at the slowest time of day, for example, midnight.
If two ECServers are administered using the same Data Manager Host and Real-Time System ID, the ECServers will contend for the connection to the real-time system and the connection will not remain up.	Ensure the ECServers are configured correctly, using different values for Data Manager Host, Site, and Real-Time System ID.

Historical

Description	Action
Aggregation Recovery executes at different times after Daylight Savings Time (DST) goes into effect.	<p>Prior to moving to Daylight Savings Time, the system AggregationRecovery execution times are 5:20am, 11:20am, 5:20pm, and 11:20pm.</p> <p>After moving to Daylight Savings Time, the execution times are 6:20am, 12:20pm, 6:20pm, and 12:20am. This causes no problems other than confusion about why the times changed.</p>

Event Collector

Description	Action
EC crashes immediately after successful pump up with Exit Code: 15.	<p>Set up a property "EC_BLOCK_LONG_TIME" for an EC server using the IC Manager.</p> <p>This property sets the time in milliseconds, for which the pump up process will wait for EC. The default value is 5000 milliseconds. If EC crashes, increase the default timeout value to greater than 5000 milliseconds.</p> <p>To set up a property:</p> <ol style="list-style-type: none">1. In IC manager, select EC server.2. Right-click EC Server and click Edit.3. Click the Configuration tab and click the add new property button. <p>A CTI type Editor window appears.</p> <ol style="list-style-type: none">4. In CTI type window, enter: CTI type = couple Name = EC_BLOCK_LONG_TIME The field is case sensitive Value = (Enter a value which is greater than 5000)5. Click OK to save the changes.

Miscellaneous

Description	Action
Java Runtime Environment (JRE) compatibility issues arise when attempting to render Operational Analyst (OA) Basic Reports or use the OA Administration Client.	Re-deploy your OA applications to machines where the JRE conflict does not occur. If this is not possible, contact your Avaya representative for information about working around the JRE incompatibility issue.

<p>-23101 Unable to load locale categories and - 23197 Database locale information mismatch</p> <p>A locale, with which all locale-sensitive processing occurs, is established on both the client and database server side. This processing locale is set with information from environment variables and from data that is stored in the database. Check the value of the environment variables CLIENT_LOCALE and DB_LOCALE. Also check the value of INFORMIXDIR.</p>	<p>If you see the error in log files, you need to set in \$PABASE/data/admin/odbc.ini (Lines marked in Black/Bold) under section Driver.</p> <pre>[Infdrv33] Driver=/opt/informix/lib/cli/iclit09b.so CLIENT_LOCALE=en_US.CP1252 DB_LOCALE=en_US.UTF8</pre>
<p>After starting OA, by issuing pa start all command, sometimes Windows EventViewer may show the following error message. "AutServer 4301=Logger.alarm(): Unable to make CORBA connection for the forwarding of alarms to the IC. Error message: ICAlarm.connect(): Unable to connect to the Naming Service on host xx.xx.xx.xx. Error message: attempt to establish connection failed: java.net.ConnectException: Connection refused: connect The following alarm message will not be forwarded to an IC Alarm Server: Authentication Server ready".</p> <p>Refer to wi00383831.</p>	<p>No action required.</p> <p>In successive attempts, the connection goes through to connect to the IC alarm server. You must ignore this connection.</p>
<p>Authorization failure for OA Report user, Report writer and Admin user. This particular problem may be encountered for Windows system only.</p> <p>Refer to wi00383832.</p>	<p>Make sure the service ID and password has been correctly specified. Post OA 7.1.4, OA now uses the service ID and password for OA user authorization to connect to the ADS user. You can use the OA utility ChangeOAPwd command to register the correct OA service password and try again. Make sure the service ID password in the ADS and the one registered in OA is same.</p>

Customer documentation

The following documentation is available on the Avaya product support site at: <http://support.avaya.com>.

- What's New in Operational Analyst Release 7.3
- Avaya Operational Analyst Release 7.3.x Installation Planning and Prerequisites
- Avaya Operational Analyst Release 7.3.x Installation and Configuration
- Avaya Operational Analyst Release 7.3.x Maintenance and Troubleshooting
- Avaya Operational Analyst Release 7.3.x Reports Reference
- Avaya Operational Analyst Release 7.3.x Data API Utility
- Avaya Operational Analyst Release 7.3.x Administration Client Troubleshooting
- Avaya Operational Analyst Release 7.3.x Security Guide
- Customer Interaction Repository Data Models

Technical Support

If you have trouble with OA 7.3.6, you must:

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.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging on to the Avaya Technical Support Web site <http://support.avaya.com>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

You might be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, go to <http://www.avaya.com> for further information.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Contacts](#) listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site <http://support.avaya.com>.