



## IP Office Technical Bulletin

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**Region:** Global

### **General Availability (GA) of IP Office Contact Center 9.1.11 Service Pack**

Avaya is pleased to announce the General Availability (GA) of Release 9.1.11.19200.1717 for the IP Office Contact Center (IPOCC) software. This is a scheduled Service Pack addressing a number of issues found in the IPOCC 9.1 GA releases.

#### **1 Overview**

IP Office Contact Center 9.1.9 supports the IP500 V2 and Server Edition platforms running 9.1 Service Pack 11:

This release of IPOCC, 9.1.11.19200.1717, is supplied as an .ISO image only. The versions of IPOCC components contained in this release are reported as follows:

| <b>IPOCC Component</b>                               | <b>Version</b>    |
|--|-------------------|
| IP Office Contact Center Additional                  | 9.1.11.19200.1717 |
| IP Office Contact Center Addressbook Admin x64       | 9.1.11.19200.1717 |
| IP Office Contact Center Addressbook Server Database | 9.1.11.19200.1717 |
| IP Office Contact Center CHAP x64                    | 9.1.11.19200.1717 |
| IP Office Contact Center Chat Taskserver x64         | 9.1.11.19200.1717 |
| IP Office Contact Center Core                        | 9.1.11.19200.1717 |
| IP Office Contact Center Database                    | 9.1.11.19200.1717 |
| IP Office Contact Center IPO Taskserver x64          | 9.1.11.19200.1717 |
| IP Office Contact Center Java Development kit x64    | 9.1.11.19200.1717 |
| IP Office Contact Center Landing Page x64            | 9.1.11.19200.1717 |
| IP Office Contact Center Licence Client x64          | 9.1.11.19200.1717 |
| IP Office Contact Center Mediastore Database         | 9.1.11.19200.1717 |

|   |                   |
|---|-------------------|
| IP Office Contact Center Monitoring                     | 9.1.11.19200.1717 |
| IP Office Contact Center omniORB                        | 9.1.11.19200.1717 |
| IP Office Contact Center POP3 IMAP4 Client              | 9.1.11.19200.1717 |
| IP Office Contact Center PostgreSQL 9.3                 | 9.1.11.19200.1717 |
| IP Office Contact Center Session Manager x64            | 9.1.11.19200.1717 |
| IP Office Contact Center SGServer x64                   | 9.1.11.19200.1717 |
| IP Office Contact Center SMTP Connector                 | 9.1.11.19200.1717 |
| IP Office Contact Center Statistic Viewer x64           | 9.1.11.19200.1717 |
| IP Office Contact Center Statistics                     | 9.1.11.19200.1717 |
| IP Office Contact Center Task Reporting Database        | 9.1.11.19200.1717 |
| IP Office Contact Center Tomcat WWW x64                 | 9.1.11.19200.1717 |
| IP Office Contact Center Tomcat x64                     | 9.1.11.19200.1717 |
| IP Office Contact Center Trace System                   | 9.1.11.19200.1717 |
| IP Office Contact Center Unified Media Archive Database | 9.1.11.19200.1717 |
| IP Office Contact Center Unified Media Archiving x64    | 9.1.11.19200.1717 |
| IP Office Contact Center Unified Media Database         | 9.1.11.19200.1717 |
| IP Office Contact Center Unified Media Server x64       | 9.1.11.19200.1717 |
| IP Office Contact Center Unified Media WebApps x64      | 9.1.11.19200.1717 |
| IP Office Contact Center User Interface                 | 9.1.11.19200.1717 |
| IP Office Contact Center Voice Extension Adapter x64    | 9.1.11.19200.1717 |
| IP Office Contact Center VoiceControl                   | 9.1.11.19200.1717 |
| IP Office Contact Center Wallboard Broker x64           | 9.1.11.19200.1717 |
| IP Office Contact Center Watchdog                       | 9.1.11.19200.1717 |
| IP Office Contact Center Web Chat Dialog x64            | 9.1.11.19200.1717 |
| IP Office Contact Center Web Service Collection x64     | 9.1.11.19200.1717 |
| IP Office Contact Center User Interface x64             | 9.1.11.19200.1717 |
| IP Office Contact Center WebLM x64                      | 9.1.11.19200.1717 |

## **2 New Features**

This release of IPOCC does not include any new features over the previous 9.1.9.16301.1642 release.

### **3 Resolved Issues**

In the table below, the JIRA number refers to the internal bug tracking database used by Avaya SME.

#### **3.1 Resolved Field Issues**

The following field issues have been addressed in IP Office Contact Center 9.1.11:

| <b>JIRA Number</b>   | <b>Description of Issue</b>  |
|----------------------|--|
| <u>PHOENIX-11141</u> | IPOCC Reporting generator server has no connection to the reporting server   |
| <u>PHOENIX-11309</u> | IPOCC wallboard scripts access. In IPOCC Wallboard InvokeWallboard.vbs script the access link should have been <a href="https://ip_address:28443">https://ip_address:28443</a> and not <a href="http://ip_address:28443">http://ip_address:28443</a> |
| <u>PHOENIX-11450</u> | The "Basic Data" element of a report uses US Date format for the "Date Created" and the "Period" fields  |
| <u>PHOENIX-11465</u> | UI Agent not able to end 2nd wrap-up when you have two calls in wrap-up state  |
| <u>PHOENIX-11754</u> | IPOCC IVR stopped working  |
| <u>PHOENIX-11822</u> | Difference in value of "logical total" by changing the resolution  |
| <u>PHOENIX-11829</u> | User Interface Telephony dial pad does not accept digits when window is small  |
| <u>PHOENIX-12276</u> | Intermittently IPOCC stops accepting calls and watchdog restart is needed to restore service   |
| <u>PHOENIX-12423</u> | Intermittently IPOCC stops accepting calls and watchdog restart is needed to restore service   |
| <u>PHOENIX-12515</u> | Periodically Internet Browser element on the agent UI fails to update  |
| <u>PHOENIX-12585</u> | IPOCC CHAP server restarting intermittently  |

|                      |   |
|----------------------|---|
| <u>PHOENIX-12588</u> | OnAvaya - When using the WebUI if a message has a list of CC'd addresses if the Agent forwards that message the CC'd list of address are still populated so the forwarded email goes to those destinations as well. Customer is upset over this |
| <u>PHOENIX-12649</u> | Taskserver crashed and logged out all agents  |
| <u>PHOENIX-12655</u> | IPOCC DroppedBusy calls   |
| <u>PHOENIX-12699</u> | IPOCC kernel crashed and needed a watchdog restart to get system back up  |
| <u>PHOENIX-12710</u> | OnAvaya - When IPOCC topic receives an email the formatting is off there is no carriage returns   |
| <u>PHOENIX-12814</u> | IPOCC - When on a call if the UI is minimized when they attempt to open it again it is slow to paint all the icons and buttons. This only happens with client install 1650  |
| <u>PHOENIX-12817</u> | Taskserver IPO service restarts periodically causing all agent UI's to log out  |
| <u>PHOENIX-12924</u> | IPOCC Reports for the month of February wont take "Months" as the "Resolution of Time Axis" due to only 28 days in it   |

## **4 Technical Notes**

### **4.1 Known Issues, Workarounds and Special Instructions for Upgrades**

### Note regarding Languages

- Language can be selected system wide ( IPOCC UI -> Administration -> System menu -> "General") or Agent specific
- For Wallboard, the language displayed follows the browser preferences
- Available languages

| Language      | ClassicClient    |       | Chrome App | CRM Salesforce plugin | CRM SAP connector | Wallboard | LandingPage |
|---------------|------------------|-------|------------|-----------------------|-------------------|-----------|-------------|
|               | Agent/Supervisor | Admin |            |                       |                   |           |             |
| English_en_US | x                | x     | x          | x                     | x                 | x         | x           |
| German_de_de  | x                | x     | -          | -                     | x                 | x         | x           |
| Italian_it_it | x                | x     | -          | -                     |                   | x         | x           |
| Spain_es_co   | x                | x     | -          | -                     |                   | x         | x           |
| French_fr_fr  | x                | x     | -          | -                     |                   | x         | x           |
| English_en_GB | x                | x     | -          | -                     |                   | x         | x           |

### Note regarding upgrades for Cloud deployments

- When upgrading the IPOCC software, the location of the WebLM Server gets overwritten if the Licensing or CCUI components are upgraded. There are 2 possible workarounds:
  - o If using the latest Cloud image, run "Repair.cmd" as Administrator from the C:\IPOCC\GoogleSetup folder (this can be done after every upgrades)
  - o If not using the latest Cloud image, modify license server entry in registry by calling the license client setup
    - Go to control panel -> Programs
    - Open LicenseClient.msi with Modify, enter <OSS Server IP Address> for hostname of WebLM and Port 52233
  - o You can also modify the entry in WebAdmin: goto Menu System ->License, in field WebLM address enter the correct hostname and Port where WebLM is running

### Note regarding using UI via Remote Desktop

- In case connected to server/client via Remote Desktop: it is recommended to start the User Interface AvayaCCMain.EXE with start parameter -noTerminalServerClient

### Note regarding Dialer campaigns

- For running dialer campaigns of type mechanic the following configuration of the SIP extension in IPO Manager is necessary (**PHOENIX-6091**):
  - User record requires the user Rights to be set to "Application" for the SIP extension
  - Application user rights group must have the Application Servers Group tick box checked.
  - For upgraded systems from 9.0.x or 9.1.0 the configuration has to be adjusted manually. New installed systems which are configured using Landing Page or Excel Spreadsheet are working correct, no manual adjustment required.
- Regarding Access code : Access Code for trunk has to be configured in UI Administration ->configuration ->PBX.
  - Mechanic Dialer: type in the access code in field Dialer, value is valid only after restart of autodialer.exe on IPOCC server

- Preview/direct Dialer or agent dialer: click on button “Access code...”, add the access code. In addition the access code has to be assigned in the campaign configuration: UI Administration-> Dialer -> menu Dialer->Campaign -> select campaign-> Button Dialparameter, select Access code from drop down list
- Regarding import of call jobs: make sure that no blanks in the lines between ; and “ in the data sequences in the csv file
- Regarding dialer Management: DONT STOP THE TOPIC!!! Topic is the basic of all campaigns. You can start and stop each campaign separately.
- It is recommended to use as destination for the call jobs only external numbers. In case the customer wants to run an internal campaign, it is only possible, when internal extension used as destination, which are not configured as telephone numbers in IPOCC. Do no use Agent numbers and phones where agents can be logged in as dialer destination.

#### **Note regarding WebChat Dialog**

- Regarding Upgrade: After Upgrading the IPOCC Server the file WebChatDialog.properties will be overwritten. Please store a copy of the existing and adjusted properties file before starting the upgrade.

#### **Note regarding IpoSyncService**

- Agent created in IPO and synced to IPOCC can log in with a blank password.  
Workaround: Update the agent password in IPOCC.

#### **Note regarding the additional Tomcats**

- Beginning with release 9.1.2.8100.1511 there are three Tomcats in IPOCC. They are responsible for the components listed as follows:
  - o Tomcat (Ports 8443, 8080): Core components
    - WebLM
    - Statviewer
    - TRviewer
    - UMR Addressbook Admin
    - C3000 Admin
    - Texttemplateadmin
  - o Tomcat WSC (Ports 18443, 18080): Webservices
    - DirectoryWS
    - ManagementWS
    - MonitoringWS
    - TaskWS
    - UMRWS
    - WSCChecker
  - o Tomcat WWW (Port 28443, 28080): all components with WWW connection outside the IPOCC server
    - Wallboard

- Landing Page
- WebUI
- DirectoryWS II
- WebStatviewer
- WebChatDialog
- (CRMconnector)

#### **Note regarding Chrome App/WebUI:**

- Chrome App is supported on Chrome Devices (Chromebook and Chromebox) running version 37 or higher of Chrome OS. Web App runs on browsers (IE, Firefox, Chrome, Safari - on Mac)
- Integrated Phone Mode/WebRTC is supported only on Chrome browser
- Supervisors should not monitor more than 25 agents total via the groups they belong to. If a supervisor monitors multiple shifts of agents, the supervisor should have multiple accounts for each groups and login to the appropriate one for each shift.
- To avoid performance issues a supervisor should only assigned to 1 agent group, one group should have not more than 25 agents
- For real time information it is necessary not only to have the authorization for the agent group but also be assigned to the agent group
- When using the WebUI/Chrome App, the Topic that the agent belongs should never have more than 25 calls in queue.
- In case agent group assignment changed for an agent, it will actualized in supervisor real time only after supervisor logs off and in again
- Job codes cannot be longer that 17 digits when using the Chrome App/WebUI as interface.
- The size limit for E-Mail attachments is 10 MB for ChromeApp/WebUI, the application does not display an error message if that limit is reached
- For Chat name (chat ID) only the first 30 characters can be displayed on chat page
- The chat archive in ChromeApp/WebUI shows always all agents, Authorization is not considered.
- Using URL in WebUI/ChromeApp: you have to configure the URL in the administration of the thick client: go to UI configuration, select Agent or profile or System -> in Dialog "UI configuration Default interface" go to tab Web UI agent, behind Web access click on button Add, enter the URL and mark Option "in new browser window", the URL will opened in new tab (option "new tab" does not work)
- Exporting historical reports only possible for csv format
- After login my take 5-7 seconds before a generated historical report is displayed completely
- When using WebRTC, a few resources configuration needs to be adjusted, especially when the number of WebRTC agent nears 100. The following changes are required, using IPOCC UI:
  - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP adapter line - in the General tab, set the Number of channels: 150 and range of call numbers: 70000 - 70149
  - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP adapter line - in the General tab, set the range 70000 – 70149
  - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP

- application resource – VEA, set 90 for queue
- Under Configuration - Queue Devices add 30 more devices starting at the end of the current range, to make up a total of 90.
- Do not enable chat task type for Agents/Supervisors if you do not have a valid chat server configured, otherwise the agents will not be able to login using Web client.
- Please add complete "URL" including "http" or "https" in the "Web Access" configuration for the "Web UI Agent" .  
For eg: <https://www.google.com> not just www.google.com or google.com  
In case your URL is using unsecured connection i.e. (http instead of https)  
for e.g. <http://www.xyz.com> please select the option to open in "new window" and not in "new tab".

To retrieve the Chrome App from Chrome Store open Chrome browser and type the URL to download the App:

<https://chrome.google.com/webstore/detail/onavaya/naiaekallpfklopdlfdnkmaglpbfbbphb>

#### Note regarding CRM plug-in:

- The package is available at <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t10000000kfO4>  
NOTE :  
1.) You will need a Salesforce account to access this package.  
2.) You will need to install WSC and CRM Connector on the IPOCC Server (if they are not already installed).
- For SFDC, only use Console Mode (not Standard Mode)
- Supported browsers are Google Chrome and Mozilla Firefox.

#### Note regarding Documentation

In the IPOCC 9.1.x documentation "Administering Avaya IP Office Contact Center Configuration Module" in chapter 12 there is a section (page 96) which describes how the system can be setup in a terminal server environment although this is not supported since the beginning of IPOCC.

#### Note regarding upgrade from IPOCC 9.0.3 to later IPOCC Versions (PHOENIX-9670):

- Beginning with IPOCC 9.1 the following new Agent privileges have been added
  - Job code input
  - Outgoing Job code
  - Extend Wrap Up

These privileges are not automatically activated after an update from 9.0.3 to a newer IPOCC Release. You have to set these privileges manually for the IPOCC Administrator.

If these privileges are not active then the Administrator is for e.g. unable to configure "Wrap up button".

**IPOCC 9.1.11 Implementation instructions**

- New installation and update from latest SP (i.e. 9.0.7, 9.1.0) 9.1.x, are supported
- Pre-requirements: see Installation TBG or Reference configuration manual

**Preparation of configuration data**

- Open from ISO subfolder \Utilities" the configuration file Avaya\_IP\_Office\_Contact\_Center\_Configuration.xltm
- Follow the instructions on tab "brief instruction" until "copy dataimport.exe into..." , save as to a excel workbook with macros in a directory without spaces in folder name!
- On the tab "Base Data" fill in the name of IPOCC server and Chat Server name
  - Fill in chat and E-mail domain name (e.g. customer.com)
  - Check the number range of topics! If you make change you must change also in tab Topics
- In tab "chap" enter the IP address of the IPOCC server, IPO , DNS and SIP Domain
  - The name of the SIP Domain must be the same like in the IPO at "system/LAN1/VOIP" and containing lower case letters only
  - Check the number for the SIP extensions. This number should not be used in the IPO
  - If necessary change the partitioning of the channels for Queuedevices and IVR.  
Note: for Queuedevices automatically the range 70000-70059, for IVR Ports 80000-80029 is used.
- Fill in topic, Agent groups, Agents and Topic-AG-Assignment in the following tabs
- On tab Data Import press button "Create Data Import", the resulting file DataImport.exe has to be copied to the IPOCC server
- Note: Import of file configuration.csv in IPO is no longer needed, because **IpoSyncService** will create IPO user and SIP extension in IPO.

**Installing IPOCC Server**

- Mount or unzip the IPOCC ISO
- Install vcredist\_x86\_2008.exe , vcredist\_x86\_2010, vcredist\_x64\_2008.exe and vcredist\_x64\_2010.exe (folder Server\IP Office Contact Center)
- start IPOCC SetUpWizard from \Server\IP Office Contact Center\SetUpWizard
  - o Select „Complete“
  - o Add your PostgreSQL password
    - Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e. two code point sets, e.g. upper + lower)
  - o Default folder is C:\... , you can change this if necessary
  - o Click on button Install

- o Note: in case installation ended unexpected by an error (i.e. Network issues) you can continue installing by restarting SetupWizard. The Setup Wizard now will start in Expert Mode. Select all not installed components and click on Install button.
- When installation via SetupWizard successfully finished: Reboot
- After Reboot the automatic watchdog configuration is running, when finished open TTDisplay (Start menu -> Avaya IP Office Contact Center -> Trace System) and check if all components are running.
  - Note: until no licenses are installed the component SMTPConnector (Runlevel 14) will stop automatically (symbol in TTDisplay becomes red) and restarted by watchdog again. This behavior is correct.
  - Note: the watchdog configuration will not start automatically in case the installation was done in Expert mode instead complete mode. In this case one have to start watchdog configuration tool WDCFGWIZ.EXE located in folder C:\Program Files (x86)\Avaya\IP Office Contact Center\Watchdog
- Install license: open Internet Explorer on IPOCC Server and connect WebLM: <https://<hostname of IPOCC Server>:8443/WebLM>
  - o Please note the upper and lower letters in WebLM!
  - o Login as user admin and Password weblmadmin, you have to change the password. After this a new logon with the new password is necessary
  - o Select "Install license" and Browse to your license file, click on "install"
  - o Click on "Licensed Products": Select "CIE" to check your licenses
  - o **Data Import in IPOCC**
  - o Double click on the locally copied file DataImport.exe
    - In the field "IPOffice Service password" enter the password used for configuration access in IPOffice Manger
    - In the field "IPOffice System password" enter system password from Security Settings of the IP Office Manager
    - Click on button "Import Data", in case message "data import successfully completed" appears, click on finish
  - o Reboot

### **Activating Task Flow**

- After reboot in TTDisplay all components are running. Start IPOCC User Interface (Avaya IP Office Contact Center -> User Interface). Enter username "Administrator" and password "Administrator", click button "Login".
- In the menu "Go to" choose "8 Configuration": Check configuration data (agents, topic, agent group)
- In the menu "Go to" choose "10 Task Flow Editor"
  - In menu "Task Flow Set" choose open, Select "Import TF-Set" in the next dialog, in dialog "password" leave the field empty (no password necessary)
  - In menu "Task Flow Set" choose "Activate"
  - After successfully activating close the Task flow choosing "Close" from Menu "Task Flow Set"
  - To set this task flow as Default Task flow choose function "Default TaskFlow from menu "Task Flow Set" , select "Import TF-Set" in the dialog "Use default task flow set"
- Installing IPOCC Client

- Mount IPOCC ISO
  - Double click Contact Center User Interface.msi in subfolder \Client
- Test Implementation**
- Client PC:
    - Start IPOCC User Interface (Avaya IP Office Contact Center -> User Interface). Enter username "Agent1" or Agent2 or Agent3 with password "cc123456", select your telephone (IPO user) and click button "Login".
    - Make test calls
  - Server: Start IPOCC User Interface (Avaya IP Office Contact Center -> User Interface). Enter username "Administrator" and password "Administrator", click button "Login".
    - Observe AG and Topic states in predefined Realtime information elements (->Supervision)

### OVA installation

IPOCC9.1.11 is delivered as ISO only, no OVA available.

### Upgrade: preparation

Before an upgrade can start all IPOCC processes have to be stopped.

- Close IPOCC User Interface on IPOCC server and all Client PCs.
- To stop all IPOCC server components open "Administrative Tools" -> "Services", select "IPOCC Watchdog" and stop this service.
- Observe components in TTConsole. On the left hand panel are the running processes shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper which starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
- In some cases it happens (especially in case of upgrading from 9.0.3), that watchdog was not able to stop some IPOCC processes like chap or chapSync completely. To check make sure that no service with name prefix IPOCC is in state running or stopping. Check also in Windows Task Manager, if a process with name CHAP-Server is running; if so, end task in Task Manager.
- With Build 8400 the setup wizard checks if chap is running and in case the process is still running, an according message is displayed.
- Make sure that no open database connections: check in PostgreSQL too pgAdmin3.exe -> menu "Tools" -> Database Server Status: there should only the entry "pgAdminIII-Browser occur, close pgAdmin tool before starting the upgrade!

### Upgrade instructions from IPOCC 9.1.x

- Mount IPOCC ISO and copy complete structure locally to server
- Before an upgrade can take place all IPOCC processes have to be stopped.
  - Make sure that no open database connections: check in PostgreSQL too

- pgAdmin3.exe -> menu "Tools" -> Database Server Status: there should only the entry "pgAdminIII-Browser occur, close pgAdmin tool before starting the upgrade!
- Start SetupWizard (in subfolder \Server\IP Office Contact Center)
  - Click Update
  - After reboot and logging back in on the server, the wdconfigWizard will start automatically and adjust the watchdog configuration. Than the new watchdog configuration will loaded and the watchdog restarted with new configuration.

### **Upgrade instructions from IPOCC 9.0.x**

- Mount IPOCC ISO and copy complete structure locally to server
- Before an upgrade can take place all IPOCC processes have to be stopped.
  - Close IPOCC User Interface on IPOCC server and all Client PCs.
- Install Microsoft runtime vcredist\_x64\_2010.exe and vcredist\_x64\_2008.exe (in subfolder \Server\IP Office Contact Center)
- Migration of Sybase-Databases (for detail instruction see release notes of IPOCC 9.1.0)
  - Run \Utilities\DatabaseMigrationTool.exe
  - Install Postress
  - Launch DataMigration tool
- After DataMigratinTool finished successfully, Start SetupWizard (in subfolder \Server\IP Office Contact Center)
- Click Update
- After update finished, reboot
- After reboot the wdconfigWizard will start automatically and adjust the watchdog configuration. Than the new watchdog configuration will loaded and the watchdog restarted with new configuration.
- Update clients PC´s
  - o Close running User interface
  - o Open IPOCC ISO file
  - o Go to folder \Client
    - Double click Contact Center User Interface.msi

### **Uninstall IPOCC**

- Close all IPOCC application (ttrace console, ttrace display, IPOCC UI)
- Make sure all IPOCC server processes are stopped. To stop all IPOCC components open "Administrative Tools" -> "Services", select "IPOCC Watchdog" and stop this service.
- Make sure service "IPOCC PostgreSQL9.3 is running
- Control panel -> Programs and Features
- Uninstall all Programs "IP Office Contact Center xxx" except "IP Office Contact Center PostgreSQL 9.3"
- Uninstall "IP Office Contact Center PostgreSQL 9.3"
- Note: uninstall mechanism do only remove files and folders which are created during

installation, folder and files which creating during runtime of IPOCC (logs or similar) are not removed automatically

### Note regarding Languages

- Language can be selected system wide ( IPOCC UI -> Administration -> System menu -> "General") or Agent specific
- For Wallboard, the language displayed follows the browser preferences
- Available languages

| Language      | ClassicClient     |       | Chrome App | CRM Salesforce plugin | CRM SAP connector | Wallboard | LandingPage |
|---------------|-------------------|-------|------------|-----------------------|-------------------|-----------|-------------|
|               | Agent/ Supervisor | Admin |            |                       |                   |           |             |
| English_en_US | x                 | x     | x          | x                     | x                 | x         | x           |
| German_de_de  | x                 | x     | -          | -                     | x                 | x         | x           |
| Italian_it_it | x                 | x     | -          | -                     |                   | x         | x           |
| Spain_es_co   | x                 | x     | -          | -                     |                   | x         | x           |
| French_fr_fr  | x                 | x     | -          | -                     |                   | x         | x           |
| English_en_GB | x                 | x     | -          | -                     |                   | x         | x           |

### Note regarding upgrades for Cloud deployments

- When upgrading the IPOCC software, the location of the WebLM Server gets overwritten if the Licensing or CCUI components are upgraded. There are 2 possible workarounds:
  - o If using the latest Cloud image, run "Repair.cmd" as Administrator from the C:\IPOCC\GoogleSetup folder (this can be done after every upgrades)
  - o If not using the latest Cloud image, modify license server entry in registry by calling the license client setup
    - Go to control panel -> Programs
    - Open LicenseClient.msi with Modify, enter <OSS Server IP Address> for hostname of WebLM and Port 52233
  - o You can also modify the entry in WebAdmin: goto Menu System ->License, in field WebLM address enter the correct hostname and Port where WebLM is running

### Note regarding using UI via Remote Desktop

- In case connected to server/client via Remote Desktop: it is recommended to start the User Interface AvayaCCMain.EXE with start parameter -noTerminalServerClient

### Note regarding Dialer campaigns

- For running dialer campaigns of type mechanic the following configuration of the SIP extension in IPO Manager is necessary:

- User record requires the user Rights to be set to "Application" for the SIP extension
- Application user rights group must have the Application Servers Group tick box checked.
- For upgraded systems from 9.0.x or 9.1.0 the configuration has to be adjusted manually. New installed systems which are configured using Landing Page or Excel Spreadsheet are working correct, no manual adjustment required.
- Regarding Access code: Access Code for trunk has to be configured in UI Administration ->configuration ->PBX.
  - Mechanic Dialer: type in the access code in field Dialer, value is valid only after restart of autodialer.exe on IPOCC server
  - Preview/direct Dialer or agent dialer: click on button "Access code...", add the access code. In addition the access code has to be assigned in the campaign configuration: UI Administration-> Dialer -> menu Dialer->Campaign -> select campaign-> Button Dialparameter, select Access code from drop down list
- Regarding import of call jobs: make sure that no blanks in the lines between ; and " in the data sequences in the csv file
- Regarding dialer Management: DONT STOP THE TOPIC!!! Topic is the basic of all campaigns. You can start and stop each campaign separately.
- It is recommended to use as destination for the call jobs only external numbers.
- In case the customer wants to run an internal campaign, it is only possible, when internal extension used as destination, which are not configured as telephone numbers in IPOCC. Do no use Agent numbers and phones where agents can be logged in as dialer destination.

#### **Note regarding WebChat Dialog**

- Regarding Upgrade: After Upgrading the IPOCC Server the file WebChatDialog.properties will be overwritten. Please store a copy of the existing and adjusted properties file before starting the upgrade.

#### **Note regarding IpoSyncService**

- Agent created in IPO and synced to IPOCC can log in with a blank password.  
Workaround: Update the agent password in IPOCC.

#### **Note regarding the additional Tomcats**

- Beginning with release 9.1.2.8100.1511 there are three Tomcats in IPOCC. They are responsible for the components listed as follows:
  - o Tomcat (Ports 8443, 8080): Core components
    - WebLM
    - Statviewer
    - TRviewer
    - UMR Addressbook Admin
    - C3000 Admin
    - Texttemplateadmin

- o Tomcat WSC (Ports 18443, 18080): Webservices
  - DirectoryWS
  - ManagementWS
  - MonitoringWS
  - TaskWS
  - UMRWS
  - WSCChecker
- o Tomcat WWW (Port 28443, 28080): all components with WWW connection outside the IPOCC server
  - Wallboard
  - Landing Page
  - WebUI
  - DirectoryWS II
  - WebStatviewer
  - WebChatDialog
  - (CRMconnector)

**Note regarding Chrome App/WebUI:**

- Chrome App is supported on Chrome Devices (Chromebook and Chromebox) running version 37 or higher of Chrome OS. Web App runs on browsers (IE, Firefox, Chrome, Safari - on Mac)
- Integrated Phone Mode/WebRTC is supported only on Chrome browser
- Supervisors should not monitor more than 25 agents total via the groups they belong to. If a supervisor monitors multiple shifts of agents, the supervisor should have multiple accounts for each groups and login to the appropriate one for each shift.
- To avoid performance issues a supervisor should only assigned to 1 agent group, one group should have not more than 25 agents
- For real time information it is necessary not only to have the authorization for the agent group but also be assigned to the agent group
- When using the WebUI/Chrome App, the Topic that the agent belongs should never have more than 25 calls in queue.
- In case agent group assignment changed for an agent, it will actualized in supervisor real time only after supervisor logs off and in again
- Job codes cannot be longer that 17 digits when using the Chrome App/WebUI as interface.
- The size limit for E-Mail attachments is 10 MB for ChromeApp/WebUI, the application does not display an error message if that limit is reached
- For Chat name (chat ID) only the first 30 characters can be displayed on chat page
- The chat archive in ChromeApp/WebUI shows always all agents, Authorization is not considered.
- Using URL in WebUI/ChromeApp: you have to configure the URL in the administration of the thick client: go to UI configuration, select Agent or profile or System -> in Dialog "UI configuration Default interface" go to tab Web UI agent, behind Web access click on button Add, enter the URL and mark Option "in new browser window", the URL will opened in new tab (option "new tab" does not work)
- Exporting historical reports only possible for csv format

- After login my take 5-7 seconds before a generated historical report is displayed completely
- When using WebRTC, a few resources configuration needs to be adjusted, especially when the number of WebRTC agent nears 100. The following changes are required, using IPOCC UI:
  - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP adapter line - in the General tab, set the Number of channels: 150 and range of call numbers: 70000 - 70149
  - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP adapter line - in the General tab, set the range 70000 – 70149
  - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP application resource – VEA, set 90 for queue
  - Under Configuration - Queue Devices add 30 more devices starting at the end of the current range, to make up a total of 90.
- Do not enable chat task type for Agents/Supervisors if you do not have a valid chat server configured, otherwise the agents will not be able to login using Web client.
- Please add complete "URL" including "http" or "https" in the "Web Access" configuration for the "Web UI Agent" .  
For eg: <https://www.google.com> not just www.google.com or google.com  
In case your URL is using unsecured connection i.e. (http instead of https)  
for e.g. <http://www.xyz.com> please select the option to open in "new window" and not in "new tab".

To retrieve the Chrome App from Chrome Store open Chrome browser and type the URL to download the App:

<https://chrome.google.com/webstore/detail/onavaya/naiakallpfdklopdlfinkmaglpbfobphb>

#### **Note regarding CRM plug-in:**

- The package is available at <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t10000000kfO4>
- NOTE :
- 1.) You will need a Salesforce account to access this package.
  - 2.) You will need to install WSC and CRM Connector on the IPOCC Server (if they are not already installed).
- For SFDC, only use Console Mode (not Standard Mode)
  - Supported browsers are Google Chrome and Mozilla Firefox.

#### **Note regarding Documentation**

In the IPOCC 9.1.x documentation "Administering Avaya IP Office Contact Center Configuration Module" in chapter 12 there is a section (page 96) which describes how the system can be setup in a terminal server environment although this is not supported since the beginning of IPOCC.

**Note regarding upgrade from IPOCC 9.0.3 to later IPOCC Versions (PHOENIX-9670):**

- Beginning with IPOCC 9.1 the following new Agent privileges have been added
  - Job code input
  - Outgoing Job code
  - Extend Wrap Up

These privileges are not automatically activated after an update from 9.0.3 to a newer IPOCC Release. You have to set these privileges manually for the IPOCC Administrator.

If these privileges are not active then the Administrator is for e.g. unable to configure "Wrap up button".

**IPOCC 9.1.11 Implementation instructions**

- New installation and update from latest SP (i.e. 9.0.7, 9.1.0) 9.1.x, are supported
- Pre-requirements: see Installation TBG or Reference configuration manual
- Preparation of configuration data
- Open from ISO subfolder "Utilities" the configuration file Avaya\_IP\_Office\_Contact\_Center\_Configuration.xltm
- Follow the instructions on tab "brief instruction" until "copy dataimport.exe into...", save as to a excel workbook with macros in a directory without spaces in folder name!
- On the tab "Base Data" fill in the name of IPOCC server and Chat Server name
  1. fill in chat and E-mail domain name (e.g. customer.com)
  2. Check the number range of topics! If you make change you must change also in tab Topics
- In tab "chap" enter the IP address of the IPOCC server, IPO , DNS and SIP Domain
  1. The name of the SIP Domain must be the same like in the IPO at "system/LAN1/VOIP" and containing lower case letters only
  2. Check the number for the SIP extensions. This number should not be used in the IPO
  3. If neccacary change the partitioning of the channels for Queuedevices and IVR.  
Note: for Queuedevices automatically the range 70000-70059, for IVR Ports 80000-80029 is used.
- Fill in topic, Agent groups, Agents and Topic-AG-Assignment in the following tabs
- On tab Data Import press button "Create Data Import", the resulting file DataImport.exe has to be copied to the IPOCC server
- Note: Import of file configuration.csv in IPO is no longer needed, because **IpoSyncService** will create IPO user and SIP extension in IPO.
- Installing IPOCC Server
  - o Mount or unzip the IPOCC ISO

- o Install vcredist\_x86\_2008.exe , vcredist\_x86\_2010, vcredist\_x64\_2008.exe and vcredist\_x64\_2010.exe (folder Server\IP Office Contact Center)
- o start IPOCC SetUpWizard from \Server\IP Office Contact Center\SetUpWizard
  - Select „Complete“
  - Add your PostgreSQL password
    - Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e. two code point sets, e.g. upper + lower)
  - Default folder is C:\.... , you can change this if necessary
  - Click on button Install
  - Note: in case installation ended unexpected by an error (i.e. Network issues) you can continue installing by restarting SetupWizard. The Setup Wizard now will start in Expert Mode. Select all not installed components and click on Install button.
- o When installation via SetupWizard successfully finished: Reboot
- o After Reboot the automatic watchdog configuration is running, when finished open TTDisplay (Start menu -> Avaya IP Office Contact Center -> Trace System) and check if all components are running.
  - Note: until no licenses are installed the component SMTPConnector (Runlevel 14) will stop automatically (symbol in TTDisplay becomes red) and restarted by watchdog again. This behavior is correct.
  - Note: the watchdog configuration will not start automatically in case the installation was done in Expert mode instead complete mode. In this case one have to start watchdog configuration tool WDCFGWIZ.EXE located in folder C:\Program Files (x86)\Avaya\IP Office Contact Center\Watchdog
- o Install license: open Internet Explorer on IPOCC Server and connect WebLM: <https://<hostname> of IPOCC Server>:8443/WebLM>
  - Please note the upper and lower letters in WebLM!
  - Login as user admin and Password weblmadmin, you have to change the password. After this a new logon with the new password is necessary
  - Select “Install license” and Browse to your license file, click on “install”
  - Click on “Licensed Products”: Select “CIE” to check your licenses
- Data Import in IPOCC
  - o Double click on the locally copied file DataImport.exe
    - In the field “IPOffice Service password” enter the password used for configuration access in IPOffice Manger
    - In the field “IPOffice System password” enter system password from Security Settings of the IP Office Manager
    - Click on button “Import Data”, in case message “data import successfully completed” appears, click on finish
  - o Reboot
- Activating Task Flow
  - o After reboot in TTDisplay all components are running. Start IPOCC User Interface (Avaya IP Office Contact Center -> User Interface). Enter username “Administrator” and password “Administrator”, click button “Login”.
  - o In the menu “Go to” choose “8 Configuration”: Check configuration data (agents, topic, agent group)

- o In the menu “Go to” choose “10 Task Flow Editor”
  - In menu “Task Flow Set” choose open, Select “Import TF-Set” in the next dialog, in dialog “password” leave the field empty (no password necessary)
  - In menu “Task Flow Set” choose “Activate”
  - After successfully activating close the Task flow choosing “Close” from Menu “Task Flow Set”
  - To set this task flow as Default Task flow choose function “Default TaskFlow from menu “Task Flow Set” , select “Import TF-Set” in the dialog “Use default task flow set”
- Installing IPOCC Client
  - o Mount IPOCC ISO
  - o Double click Contact Center User Interface.msi in subfolder \Client
- Test Implementation
  - o Client PC:
    - Start IPOCC User Interface (Avaya IP Office Contact Center -> User Interface). Enter username “Agent1” or Agent2 or Agent3 with password “cc123456”, select your telephone (IPO user) and click button “Login”.
    - Make test calls
  - o Server: Start IPOCC User Interface (Avaya IP Office Contact Center -> User Interface). Enter username “Administrator” and password “Administrator”, click button “Login”.
    - Observe AG and Topic states in predefined Realtime information elements (->Supervision)

### **OVA installation**

IPOCC9.1.11 is delivered as ISO only, no OVA available.

### **Upgrade: preparation**

Before an upgrade can start all IPOCC processes have to be stopped.

- Close IPOCC User Interface on IPOCC server and all Client PCs.
- To stop all IPOCC server components open “Administrative Tools” -> “Services”, select “IPOCC Watchdog” and stop this service.
- Observe components in TTConsole. On the left hand panel are the running processes shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper which starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
- In some cases it happens (especially in case of upgrading from 9.0.3), that watchdog was not able to stop some IPOCC processes like chap or chapSync completely. To check make sure that no service with name prefix IPOCC is in state running or stopping. Check also in Windows Task Manager, if a process with name CHAP-Server is running; if so, end task in Task Manager.

- With Build 8400 the setup wizard checks if chap is running and in case the process is still running, an according messaged is displayed.
- Make sure that no open database connections: check in PostgreSQL too pgAdmin3.exe -> menu "Tools" -> Database Server Status: there should only the entry "pgAdminIII-Browser occur, close pgAdmin tool before starting the upgrade!

### **Upgrade instructions from IPOCC 9.1.x**

- Mount IPOCC ISO and copy complete structure locally to server
- Before an upgrade can take place all IPOCC processes have to be stopped.
  - Make sure that no open database connections: check in PostgreSQL too pgAdmin3.exe -> menu "Tools" -> Database Server Status: there should only the entry "pgAdminIII-Browser occur, close pgAdmin tool before starting the upgrade!
- Start SetupWizard (in subfolder \Server\IP Office Contact Center)
- Click Update
- After reboot and logging back in on the server, the wdconfigWizard will start automatically and adjust the watchdog configuration. Than the new watchdog configuration will loaded and the watchdog restarted with new configuration.

### **Upgrade instructions from IPOCC 9.0.x**

- Mount IPOCC ISO and copy complete structure locally to server
- Before an upgrade can take place all IPOCC processes have to be stopped.
  - Close IPOCC User Interface on IPOCC server and all Client PCs.
- Install Microsoft runtime vcredist\_x64\_2010.exe and vcredist\_x64\_2008.exe (in subfolder \Server\IP Office Contact Center)
- Migration of Sybase-Databases (for detail instruction see release notes of IPOCC 9.1.0)
  - Run \Utilities\DatabaseMigrationTool.exe
  - Install Postress
  - Launch DataMigration tool
- After DataMigratinTool finished successfully, Start SetupWizard (in subfolder \Server\IP Office Contact Center)
- Click Update
- After update finished, reboot
- After reboot the wdconfigWizard will start automatically and adjust the watchdog configuration. Than the new watchdog configuration will loaded and the watchdog restarted with new configuration.
- Update clients PC´s
  - Close running User interface
  - Open IPOCC ISO file
  - Go to folder \Client
    - Double click Contact Center User Interface.msi

**Uninstall IPOCC**

- Close all IPOCC application (ttrace console, ttrace display, IPOCC UI)
- Make sure all IPOCC server processes are stopped. To stop all IPOCC components open “Administrative Tools” -> “Services”, select “IPOCC Watchdog” and stop this service.
- Make sure service “IPOCC PostgreSQL9.3 is running
- Control panel -> Programs and Features
- Uninstall all Programs “IP Office Contact Center xxx” except “IP Office Contact Center PostgreSQL 9.3”
- Uninstall “IP Office Contact Center PostgreSQL 9.3”
- Note: uninstall mechanism do only remove files and folders which are created during installation, folder and files which creating during runtime of IPOCC (logs or similar) are not removed automatically

**Future Service Packs**

The next IP Office Contact Center Service Pack is currently scheduled for release on the 25th August 2017. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

<https://support.avaya.com/css/P8/documents/100067004>

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*Issued by:*  
 Avaya SME Customer Product Engineering Support  
 Contact details:-

EMEA/APAC

NA/CALA

Email: [gsstier4@avaya.com](mailto:gsstier4@avaya.com)

Email: [iponacalat4@avaya.com](mailto:iponacalat4@avaya.com)

Internet: <http://www.avaya.com>  
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