



Avaya IQ 5.2 Service Pack 6 (SP6), Patch 14 Release Notes

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1. Purpose

This document provides information about the patches released over Avaya IQ 5.2.6 software. The following table describes the release details:

Product	Version
Avaya IQ 5.2.6 software Patch 14	5.2.6.14.21825_21305_X14.bin

2. Patch Prerequisites and Considerations

2.1 Patch Prerequisites

This section describes prerequisites that you must perform before applying the patch. Following are the prerequisite to follow:

- Check the health of Avaya IQ
- Perform Avaya IQ Host backup
- Ensure the correct version of Avaya IQ is installed

2.1.1 Check the health of Avaya IQ

Check the Avaya IQ system health prior to installing the Patch, after a successful deployment of the Patch or after backing out the Patch. For details on how to check the system health refer to:

[Appendix A: Verifying Avaya IQ System Health](#)

2.1.2 Perform Avaya IQ Host backup

The following data must be backed up before installing the Patch.

- Avaya IQ data on all Avaya IQ application hosts
- Avaya IQ data and database data on the Database Host

If you already have the regular backup available which is recent you can skip this step.

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

For detailed backup procedures, see the “Maintaining and Troubleshooting Avaya IQ (5.2.6)” guide available at <https://downloads.avaya.com/css/P8/documents/101009947>

2.1.3 Ensure a Correct Version of Avaya IQ is installed

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

Product	Version
Avaya IQ 5.2.6 software + Patch1	5.2.6.0.153_21898, 5.2.6.01.21825_21868_X01
Patch2	5.2.6.02.21825_21928_X02
Patch3	5.2.6.03.21825_21993_X03
Patch4	5.2.6.04.21825_20514_X04
Patch5	5.2.6.05.21825_20593_X05
Patch6	5.2.6.06.21825_20665_X06
Patch7	5.2.6.07.21825_20777_X07
Patch 8	5.2.6.08.21825_20915_X08
Patch 9	5.2.6.09.21825_20992_X09
Patch 10	5.2.6.10.21825_21156_X10
Patch 11	5.2.6.11.21825_21281_X11
Patch12	5.2.6.12.21825_21295_X12
Patch13	5.2.6.13.21825_21301_X13

The patch version is available under `/opt/Avaya/CCR/patch.txt`. Run following command

```
cat $CCR_HOME/patch.txt
```

First line of the output of above command will provide the latest patch version.

2.1.4 Disable database activities

You **MUST** ensure that no database related activities are scheduled when you apply or roll-back the Patch. Check the crontab entries on Admin host for the Index Rebuilding/Data purging activities scheduled and disable the respective activities. And also disable db backup cron job on DB host. You can enable these activities/cron job after successful installation of Patch.

2.1.5 Check System Scheduled Jobs

You **MUST** ensure there is none of System Scheduled Job Present in Disabled State. All System Jobs shall be Enabled.

On DB host logon as Root user and Execute SQL to know current Status of Jobs.

```
su - oracle
```

```
sqlplus <SDS_USER>/<SDS_PASSWD>@<iqinstance >
```

Replace correct SDS username and password and IQ instance

e.g. sqlplus avayaiqsds/AvayaIQ07@avayaiq

```
SQL> set linesize 1000;
```

```
SQL> select job_name, state from scheduler_jobs where job_name like 'sys%';
```

JOB_NAME	STATE

sys_hrdaPermissionSynch	y
sys_dtzCheck	y
sys_rtdIndex_Rebuild	y
sys_metadataSanityCheck	y
sys_rtdtzCheck	y

All jobs should be enabled means the STATE should show 'y' in above SQL OutPut.

Where STATE is 'n' means the job is disabled then you need to, logon to OAM.

Go to Tasks->Utility->Administer Scheduled Jobs

Select the system scheduled job which was disabled in the result of the above query. Click on enable button and enable the job.

Execute SQL again as above to confirm All are enabled.

2.2 Patch Considerations

Patch deployment is a service affecting procedure. Deployment of the Patch will take approximately 1 to 2 hours for a Multi-Host configuration and approximately 1 hour for other configurations. The time will vary according to the size of the database. During this procedure, IQ will not be available.

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

3. Download Instructions

Use the following steps to download the 5.2.6 Patch:

1. Request the Login, Password and Sold-To number from your Avaya Customer Support Representative, this information will be used to download the patch from the Avaya product download site.
2. Bring up the Avaya Product Download site in your browser – <https://support.avaya.com>
3. Enter your login and password on support site.
4. Select “Downloads” from the menu bar. In the “Enter Product Name” enter “IQ” and then select “IQ” from the search results. Click on “Choose Release” and select “5.2.x”.

A list of the available downloads will be displayed, click on:

Avaya IQ 5.2 Service Pack 6 Patch 14

5. Download the 5.2.6.14.21825_21305_X14.bin file from the Avaya support site on your machine
6. Login to Administration Host / All Functions Host as root user or root like user.

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

If the `$CCR_HOME/patches` directory does not exist, create it with the following command:

mkdir \$CCR_HOME/patches

7. Copy the 5.2.6.14.21825_21305_X14.bin patch file from your machine to Administration Host / All Functions Host under the ***\$CCR_HOME/patches*** directory.
8. On Administration Host / All Functions Host, change to directory using command
cd \$CCR_HOME/patches
9. Verify md5sum for 5.2.6.14.21825_21305_X14.bin file by running the following command:

md5sum 5.2.6.14.21825_21305_X14.bin

Above md5sum command should display following results:

8a987a57c8820575814fc6680faf2d7f 5.2.6.14.21825_21305_X14.bin

4. Patch Installation Instructions

4.1 General Recommendations

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

4.2 Installing the Patch on Software-Only systems

1. Log in to Administration Host / All Functions Host as root or root like user.

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

2. Change the current directory by executing the following command:

```
cd $CCR_HOME/patches
```

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

```
sh 5.2.6.14.21825_21305_X14.bin apply
```

For a Single Host or Dual Host configuration, options similar to the following are displayed:

Select a host to apply the Patch

(1) AllFunctions (IP Address)

(2) Data Collection (IP Address) - shown if a remote Data Collection Host exists

Choose 1 .. or q to quit:

Note:

Apply the Patch on the All Functions Host first and then on the other hosts in the same sequence as listed above

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

Select a host to apply the Patch

(1) Administration (IP Address)

(2) DataProcessing (IP Address)

(3) DataCollection (IP Address)

(4) Reporting (IP Address)

(5) RTD (IP Address)

Choose 1 .. or q to quit:

Note:

Apply the Patch on the Administration Host first and then on the other hosts in the same sequence as listed above

After successful completion, the following message will appear on the console.

[Timestamp] Patch 5.2.6.14.21825_21305_X14 completed.

[Timestamp] Patch installation FINISHED SUCCESSFULLY.

- If patch installation fails, contact Avaya backbone and provide
`$CCR_HOME/patches/runPatch.log` &
`$CCR_HOME/patches/5.2.6.14.21825_21305_X14/nohup_*.out` files from all hosts.

4.3 Installing the Patch on Turnkey systems

- Log in to Administration Host / All Functions Host as root or root like user.

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

- Change the current directory by executing following command:

cd \$CCR_HOME/patches

- Execute the following command to launch the Patch Install:

sh 5.2.6.14.21825_21305_X14.bin apply

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

Select a host to apply the Patch

(1) AllFunctions (IP Address)

(2) DataCollection (IP Address) - shown if a remote Data Collection Host exists

Choose 1 .. or q to quit:

Note

Apply the Patch on the All Functions Host first then on the other hosts in the same sequence as listed above

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

Select a host to apply the Patch

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

Choose 1 .. or q to quit:

Note

Apply the Patch on the All Functions Host first and then on the other hosts in the same sequence as listed above

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

Select a host to apply the Patch

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

Choose 1 .. or q to quit:

Note:

Apply the Patch on the Administration Host first and then on the other hosts in the same sequence as listed above.

After successful completion, the following message will appear on the console on each host.

[Timestamp] Patch 5.2.6.14.21825_21305_X14 completed.

[Timestamp] Patch installation FINISHED SUCCESSFULLY.

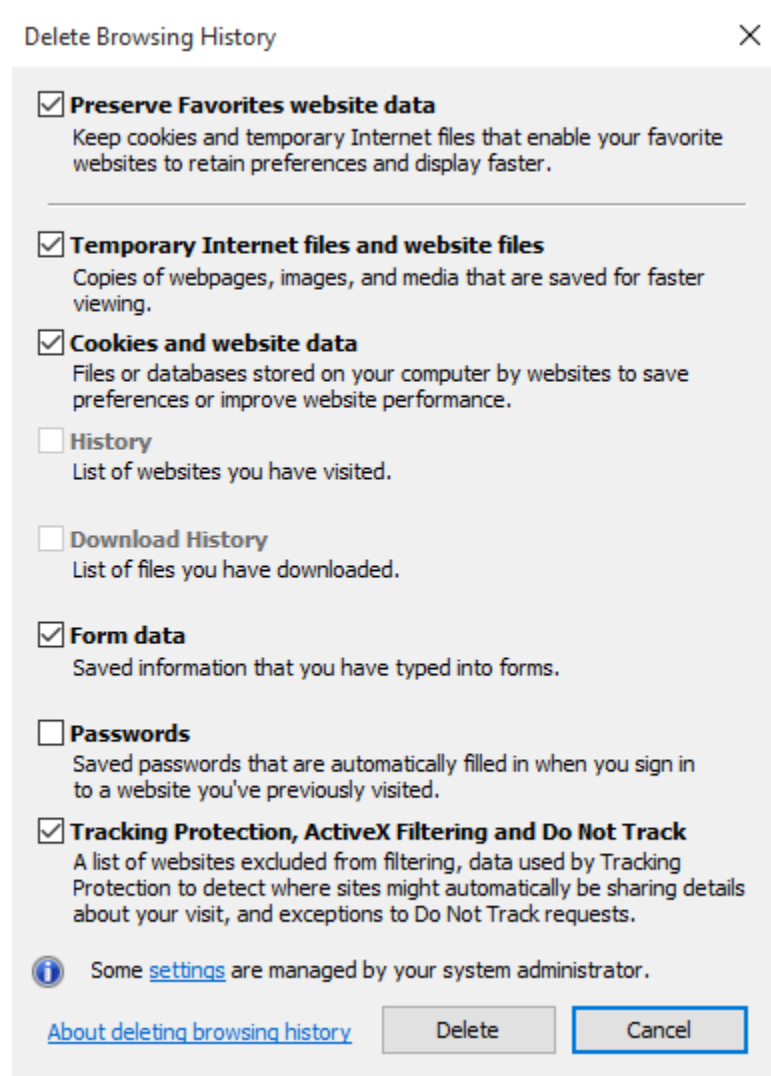
4. If patch installation fails, contact Avaya backbone and provide
\$CCR_HOME/patches/runPatch.log &
\$CCR_HOME/patches/5.2.6.14.21825_21305_X14/nohup_*.out files from all hosts.

4.4 Patch Post requisites

4.4.1 Clear IE Browser cache

Launch IE and click Tools -> Delete browsing history

Select the below options and click Delete button



4.4.2 Create Historical Indexes

Note :

This section is mandatory for customers updating from patch 9 or less. The customers currently at patch 10 or higher do not require this section if they have already performed the steps in this section.

Historical Data Index creation is part of patch 10. The index creation was not implemented during the patch application to reduce the patch application execution time.

After the patch has been applied, the indexes need to be created. This can be executed after IQ services are up after patch application. IQ services will likely not be impacted (the only potential impact is slight possibility for short-term DP buffering).

Please execute the following immediately after patch application on The Administration Host / All Functions Host. This approach applies to both Turnkey and Software-only. The execution may take up to 1 hour (depending on database size. 15-30 minutes is a typical execution time).

Login as root on Admin Host

```
" sh /opt/Avaya/CCR/bin/run_sql.sh  
/opt/Avaya/CCR/patches/5.2.6.14.21825_21305_X14/db/oracle/scripts/add_historical_index.sql"
```

Verifying successful execution.

The following should result from the execution:

```
/opt/Avaya/CCR/bin/dbsetup.sh  
/opt/Avaya/CCR/patches/5.2.6.14.21825_21305_X14/db/oracle/scripts/add_historical_index.sql CCR  
schema creation completed successfully.
```

```
/opt/Avaya/CCR/bin/run_sql.sh  
/opt/Avaya/CCR/patches/5.2.6.14.21825_21305_X14/db/oracle/scripts/add_historical_index.sql  
completed successfully.
```

For troubleshooting, see /var/log/Avaya/CCR/dbsetup/dbsetup.log.

4.5 Verifying the Patch installation

Execute the following command on Administration Host /All Functions Host

```
cat /opt/Avaya/CCR/patchhistory.txt
```

At the end of result of this command, check for line given below

5.2.6.14.21825_21305_X14 applied [Timestamp]

Also execute this command

cat \$CCR_HOME/patch.txt

If the patch was applied successfully, the result should display the Patch 14 release number in the first line.

5.2.6.14.21825_21305_X14

Verify the health of the Avaya IQ system, refer to [Appendix A: Verifying Avaya IQ System Health](#)

4.6 Recommended Update: Re-configure Historical Materialized Views and other specific Views

The following update is not required, however is strongly recommended for customers that have not previously re-configured Historical Materialized Views and other specific Views. If you have previously executed this update, re-execution is not required.

Materialized views and other Locale related views are a data component for most Historical reports. These views allow for localized display of data items in Reports.

IQ provides the capability to display in 13 supported Locales (_English_,_German_,_Spanish (Colombia)_,_French_,_Italian_,_Japanese_,_Korean_,_Dutch_,_Portuguese (Brazil)_,_Russian_,_Thai_,_Simplified Chinese_,_Traditional Chinese_). The views are operational with all Locales.

When your IQ configuration does not require support for all Locales, the Locales can be configured to use specific Locales on your system. This optimizes Historical reports by reducing the complexity of the data joins (there is a 7.7% reduction in data joins for each eliminated Locale. For example, if 2 Locales are configured, there is an 84.6% reduction in data join volume) . It is strongly recommended to implement this update on your system. Any number of Locales can be configured. Support for all Locales can be re-configured at any time. This update will fix any Materialized View refresh issues (sometimes encountered with AccountAssignmentDimL_MV or ContactDeliveryDimL_MV).

The Locale update can be executed while IQ services are up. There will be no IQ or database service disruption. There may be (depending on when the last refresh occurred) a brief delay in Materialized View update, resulting in historical reports not reflecting data which will be updated on the next refresh.

4.6.1 Materialized View Re-configuration update Procedure

1. Determine Locale Names you want supported on your IQ system. Choose one or more of the following: `_English_`, `_German_`, `_Spanish (Colombia)_`, `_French_`, `_Italian_`, `_Japanese_`, `_Korean_`, `_Dutch_`, `_Portuguese (Brazil)_`, `_Russian_`, `_Thai_`, `_Simplified Chinese_`, `_Traditional Chinese_`.
2. Stop existing Materialized View refreshes.

- **For Software only**, request customer DBA to kill active `AccountAssignmentDimL_MV` or `ContactDeliveryDimL_MV` refreshes and place these MVs in “On Demand” mode to prevent refresh. The following commands will place in “On Demand” Mode;

```
ALTER MATERIALIZED VIEW "RPT_HIST_OWNER_USR"."AccountAssignmentDimL_MV"  
REFRESH ON DEMAND;
```

```
ALTER MATERIALIZED VIEW "RPT_HIST_OWNER_USR"."ContactDeliveryDimL_MV" REFRESH  
ON DEMAND;
```

- **For Turnkey**, execute the following on the **Database Host/ All Functions Host**. This could take up to 10 minutes to execute, depending on the state of the `AccountAssignmentDimL_MV` or `ContactDeliveryDimL_MV` Materialized Views.

```
su - oracle
```

```
sqlplus / as sysdba
```

```
set serveroutput on;
```

```
@/avaya/Oracle/sql_scripts/kill_active_mvs.sql
```

The following output will result and the sqlplus session will be exited:

Procedure created.

Searching for active MV Refreshes...

MV kill refresh completed.

Call completed.

Procedure dropped.

3. Configure View Locales

Execute the following on the **Administration Host/All Functions Host**. The procedure is the same for Software Only and Turnkey configurations. Comments are italicized.

```
sh /opt/Avaya/CCR/bin/configureViewLocale.sh
```

The following will appear:

Valid Locale Names:

English

German

Spanish (Colombia)

French

Italian

Japanese

Korean

Dutch

Portuguese (Brazil)

Russian

Thai

Simplified Chinese

Traditional Chinese

Please enter Locale Name

(or <Enter> when entries complete or quit to exit):

Enter a valid Locale Name (one of the displayed)

If additional Locale Names are to be configured, enter the next Locale Name. Continue until all Locale Names are configured. When input is complete,

enter <Enter>.

You can abort anytime by entering quit. There will be no impact if you abort.

If an invalid Locale Name is entered the following message will appear. Continue by entering a valid Locale Name.

ERROR: Invalid Locale Name: _Bad_LocaleName_. Please enter valid Local Name. Spelling must be exact.

The following confirmation will appear after all Locale Names have been input:

You have entered the following Locale Names:

English

If this is correct, enter yes to configure the database views.

If this is not correct, enter no to abort configuring database views.

Enter yes/no:

- Entering "yes" proceed with view updates. This could take up to 20 minutes (more likely 5 or 10 minutes).

- Entering "no" will abort the Locale View configure operation. The views are not updated.

You will need to re-execute configureViewLocale.sh to configure the Locale specific views.

- Invalid entries (not yes or no) are ignored.

4. Verifying successful execution:

1) the following message appears at the end of execution:

Executing database view updates. This could take up to 20 minutes. Database views successfully updated.

2) Verify size of AccountAssignmentDimL_MV reduced.

sqlplus avayaq (or RPT_HIST_OWNER)

select distinct("LocaleID") from "AccountAssignmentDimL_MV";

The result set should reflect the newly configured Locale ID associated with Locale Name (for backout this will be all 13 Locale IDs).

5. To re-configure Locale Names, re- start from step 1.

6. To backout Locale Name updates (i.e., revert to full Locale Name support), execute the following on **Administration Host/ All Functions Host**.

sh /opt/Avaya/CCR/bin/configureViewLocale.sh backout

- On continue prompt: enter yes to proceed, no to abort.

- Entering "yes" proceed with view updates. This could take up to 20 minutes (more likely 5 or 10 minutes).

- Successful verification : See Step 4.

5. Patch Back-out Instructions

This section lists the steps required to back-out the Patch.

5.1 Back-out Time Recommendations

Note that backing out the Patch is a service affecting procedure. Completion of the back-out procedure will take approximately 1 or 2 hours for a Multi-Host configurations and 1 hour for other configurations. The time will vary according to the size of the database. During this procedure, IQ will not be available.

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

5.2 Patch Back-out on Software-Only systems

1. Log in Administration Host / All Functions Host as root or root like user.

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

2. Change the current directory by executing following command:

```
cd $CCR_HOME/patches
```

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

```
sh 5.2.6.14.21825_21305_X14.bin backout
```

For a Single Host or Dual Host configuration, options similar to the following are displayed:

Select a host to back-out the Patch

(1) AllFunctions (IP Address)

(2) DataCollection (IP Address) - shown if a remote Data Collection Host exists

Choose 1 .. or q to quit:

Note:

Back-out the Patch on the All Functions Host first and then on the other hosts in the same sequence as listed above

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

Select a host to back-out the Update

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

Choose 1 .. or q to quit:

Note:

Back-out the Patch on the Administration Host first and then on the other hosts in the same sequence as listed above.

After successful completion, the following message will appear on the console:

[Timestamp] Patch backout FINISHED SUCCESSFULLY.

- 4. If patch backout fails, contact Avaya backbone and provide
`$CCR_HOME/patches/runPatch.log` &
`$CCR_HOME/patches/5.2.6.14.21825_21305_X14/nohup_*.out` files from all hosts.

5.3 Patch Back-out on Turnkey systems

- 1. Log in to Administration Host / All Functions Host as root or root like user

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

- 2. Change the current directory by executing following command:

```
cd $CCR_HOME/patches
```

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

```
sh 5.2.6.14.21825_21305_X14 backout
```

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

Select a host to back-out the Patch

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

Choose 1 .. or q to quit:

Note:

Back-out the Patch on Administration Host first and then on the other hosts in the same sequence as listed above.

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

Select a host to back-out the Patch

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

Choose 1 .. or q to quit:

Note:

Back-out the Patch on Administration Host first and then on the other hosts in the same sequence as listed above.

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

Select a host to back-out the Patch

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

Choose 1 .. or q to quit:

Note:

Back-out the Patch on Administration Host first and then on the other hosts in the same sequence as listed above.

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

[Timestamp] Patch backout FINISHED SUCCESSFULLY.

4. If patch backout fails, contact Avaya backbone and provide
`$CCR_HOME/patches/runPatch.log` &
`$CCR_HOME/patches/5.2.6.14.21825_21305_X14/nohup_*.out` files from all hosts.

5.4 *Post Back-out instructions*

After backing-out of the patch, check `$CCR_HOME/patches/runPatch.log` for any errors

Also after backing-out of the patch, execute following command

```
Cat $CCR_HOME/patch.txt
```

The result should not show following entry.

```
5.2.6.14.21825_21305_X14
```

The result should show following strings only if patch 1, patch 2, patch 3, patch 4, patch 5, patch 6, patch 7, patch 8, patch 9, patch 10, patch 11, patch 12, patch 13 applied earlier.

```
5.2.6.13.21825_21301_X13
```

```
5.2.6.12.21825_21295_X12
```

```
5.2.6.11.21825_21281_X11
```

```
5.2.6.10.21825_21156_X10
```

```
5.2.6.09.21825_20992_X09
```

```
5.2.6.08.21825_20915_X08
```

```
5.2.6.07.21825_20777_X07
```

```
5.2.6.06.21825_20665_X06
```

```
5.2.6.05.21825_20593_X05
```

```
5.2.6.04.21825_20514_X04
```

```
5.2.6.03.21825_21993_X03
```

```
5.2.6.02.21825_21928_X02
```

```
5.2.6.01.21825_21868_X01
```

Verify the health of the Avaya IQ system, refer to [Appendix A: Verifying Avaya IQ System Health](#)

6. Issues Resolved In 5.2.6 Patches

6.1 Issues Resolved In Patch 2

Work item	Issue resolved
wi01220684	This fixes the initial password change screen display properly.
wi01221114	This fixes the issue of moving a group from one category to another category by providing the proper screen.
wi01222599	Updated report model documentation on the system.
wi01214564	New operation is created, if a role is having this operation then only users can export reports from Apc UI else they cannot export.
wi01221877	This fixes the broken admin help files in Patch1.

6.2 Issues Resolved In Patch 3

Work item	Issue resolved
wi01218788	Disable 'Ok' button after single click on the frequently used screens.
wi01219373	Fix watchd issues related to heartbeat
wi01194193	Standard Historical Spring displayed in Spanish locale if the browser locale is Spanish.
wi00599708	If we delete a user from Admin it gets deleted from avayqiqrc schema as well in respective tables.
wi01222020	Agent state displays correctly in APC UI after transferring a call from Agent 1 to Agent 2.
wi01206660	This fixes the issue when a call is sent to an IVR but redirected to an ACD agent before the IVR agent answers, the RoutePointFlowFact and QueueFlowFact (as applicable) may not be updated (e.g. stuck in RoutePoint or Queue).

Work item	Issue resolved
wi01206674	PC can send a NULL agent headset extension to IQ which currently triggers a PDSAdaptor restart that causes data loss. IQ has been modified to prevent the PDSAdaptor restart. The agent headset extension is required to identify the blended agent. When this value is NULL, agent and related call tracking is aborted.
wi01215149	This fixes the issue where details report was not showing data for EP routing points.
wi01212462	Added missing RoutingPointFlowFact when unmeasured party abandons while queued contact is alerting but before agent accepts.
wi01216115	This fixes the issue of stale PC agent active states in Agent Status report.
wi01209541	This fixes multiple Unhandled Transitions causing multiple data problems. The following transitions were added: DADFWD(SETUP), HOLD(PATHREPL), DCON(VSTOP), Active(ContactQueuedToAgent) and Dequeued(OutflowDelivered). This fix also prevents most or all of the following unhandled transitions: Begin(QUEUED), SETUP(VSTOP), COMP(DFWD) and Hold(AgentHeldContact).
wi01206684	There are multiple scenarios in which a contact is alerting at an agent, the agent typically has another contact, the agent does not accept the alerting contact and that contact outflows off the local CM which causes stale rows in AgentStatus reports and some unhandled transitions. IQ is modified to properly handle both contacts, preventing unhandled transitions and stale rows.
wi01209981	While adding a host in OAM, in 5.2.6 extra string “Default CS Admin” is getting displayed. This string is not getting displayed after the fix.
wi01217217	This removes network connector entry of Reporting host from reappearing in activemq configuration file on Admin Host in multi host environment.
wi01204974	In case of more than 1 source, Aggregation fails for Task=13. With this fix the Aggregation task is not going to fail.
wi01211024	HA Data Sync will gracefully handle invalid native contact ids.
wi01215009	HA data sync will gracefully handle its multiple executions for ContactTextDim table.

6.3 Issues Resolved In Patch 4

Work item	Issue resolved
IQCCR-1185	Fixed call stuck issues with respect to queues.
IQCCR-1171	Fixed issued regarding multiple Unhandled Transitions that caused data issues.
IQCCR-1191	This fix supports additional DCON message when call rings at attendant, but abandoned (disconnected by calling party) during ring time
IQCCR-1189	This fix supports additional DCON message sent when call is ringing at the station before going to coverage
IQCCR-1200	This fix issue related with displays when help icon "i", is clicked on "Manage Classification's" page of OAM
IQCCR-1212	Fixed issued related with alarms not working for components deployed on Jboss prior to 5.2.6 SP
IQCCR-1201	The cursor leak has been fixed in the historical data synchronization key generation code.
IQCCR-1221	Performance improvements in Historical Data Sync.
IQCCR-1240	Fixed issue - Reporting UI is giving error while selecting Time Period as Specific Focus
IQCCR-1252	Fixed issue - Deleted user is still seen in enterprise users in OAM enterprise tab
IQCCR-1251	Fixed issue for SHA-2 functionality on UI
IQCCR-1242	Fixed issue related to ApcUI columns shown in English and Japanese mixed
IQCCR-1250	Fixed issue related to ApcUI QueueGroupStatus report displayed 3 times on the navigation bar
IQCCR-1241	Fix for "No user name found for resource: CCRUI" issue while installing patch 3 on MH setup
IQCCR-1247	Fixes for more error handling while installing 5.2.6 patch

6.4 Issues Resolved In Patch 5

Work item	Issue resolved
IQCCR-1168	This fixes the POODLE vulnerability by disabling SSLv3 protocol
IQCCR-1328	This will fix stuck calls when agent ignores alerting ACD call which gets abandoned later and in meantime agent makes extension call.

IQCCR-1306	Missing “Target %” and “Target Seconds” in “Queue Service Level-Trend” report. The corresponding measures will be fixed
IQCCR-1314	Fixed issues related with execute permissions for the historical and real-time read-write database users on a new stored procedure.
IQCCR-1245	This fix will track transferred calls by agent when calls are on hold and agent makes a SIP transfer.
IQCCR-1176	Materialize view index updates to improve historical report execution performance
IQCCR-1315	Index update to improve historical report execution performance
IQCCR-1322	This fix resolved the classpath issue of dataexport utility (DEU) after upgrade to 5.2.6 SP
IQCCR-1344	The permissions will be synced correctly from primary to HA system through Admin HA Sync due to this fix. Refer Appendix B: Delete User Created Roles on HA (Secondary) Host

6.5 Issues Resolved In Patch 6

Work item	Issue resolved
IQCCR-1348	This fixes issue where daylight saving for time zone America_Sao_Paulo wrongly started 7 days ahead.
IQCCR-1331	This fixes issue for software-only setup 5.2.6 upgrade where it restores sdl files and updates system data tables accordingly.
IQCCR-1336	This fixes issues of IQ not able to recover consistently when it encounters errors during nightly PC maintenance.
IQCCR-1334	This fixes display issue of Device Group Performance report that occurred only when permissions are overridden for user at Device Group level in OAM and are not overridden for Category, View, Group for role.
IQCCR-1313	This fixes issue for LDAP Connection domain name field for software-only setup 5.2.6 upgrade.
IQCCR-1343	This fixes issue of stale rows when call is forwarded to split.
IQCCR-1346	This fix will improve time taken by aggregation audit jobs as new index are added and aggregation timeout made configurable from the older default of 1 minute.
IQCCR-1320	This fixes unhandled transitions when agent holds active ACD call and makes consult call which is interflowed multiple times to extension before call is abandoned
IQCCR-1352	This fixes issue of call getting stuck in queue when call is forwarded to split.

6.6 Issues Resolved In Patch 7

Work item	Issue resolved
IQCCR-1417	This fix the issue of delete_agent.sh which should handle spaces in CM name
IQCCR-1464	This fix the issue of closing of Standard Reporting UI output window when F5 is pressed.
IQCCR-1463	This fix the issue of clearing session ID from database when real-time report output window is closed.
IQCCR-1456	Fixes stale rows issue and unhandled transitions when direct agent call is abandoned when agent is on hold for ACD call.
IQCCR-1457	Fixes ghost call and calculation of correct abandon calls when call queues to multiple queues and later abandoned.
IQCCR-1460	Fixes stale rows issue when agent makes outbound call through second line appearance and disconnects it.
IQCCR-1461	Fixes stale rows issue when call is forwarded to multiple agents and one agent makes outbound call through second line appearance
IQCCR-1466	Modifying OpenSSL Crypto Suite configuration for Poodle changes to ensure SSLv3 Is disabled for HTTPD server.
IQCCR-1477	This fix the issue of enabling job after it has completed its execution and user tries to enable it for modification.
IQCCR-1475	The fix is to stop permission synch on user creation.The permissions should be synched only during assigning user to any role.

6.7 Issues Resolved In Patch 8

Work item	Issue resolved
IQCCR-1608	This fix issue with password for the user not assigned to any role.
IQCCR-1483	This fix the issue APC UI gives warning and no timezones are populated if the timezone selected by the user in last login is deleted.
IQCCR-1506	This fix the issue All user can login to ApcUI but cannot run Report as no entities (agent/queue) are displayed.
IQCCR-1510	Fixes ApcUI Argument count mismatch error on session timeout.

IQCCR-1507	This fixes unhandled transition related to contact change focus when agent holds consult call and reconnects to ACD call.
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6.8 Issues Resolved In Patch 9

Work item	Issue resolved
IQCCR-1824	Support for SPI L24 for Avaya Communication Manager(cm 7.0.1 with patch 23170)

6.9 Issues Resolved In Patch 10

Work item	Issue resolved
IQCCR-2092	Fixes the issue where Agent experience trace report performance is degraded due to parallel execution enabled
IQCCR-2093	Improvement in performance due to updates in indexes and stats management
IQCCR-1952	Fixes materialized view refresh issues by allowing configuring of specific & required locales only. Refer patch post install steps
IQCCR-1840	This fixes the issue of intermittent real time report freeze due to extended query execution time.
IQCCR-2074	Fixes issue in Historical Data Sync due to old rows not being deleted from Aggregation tables if no summary data was generated for that aggregation interval.
IQCCR-2070	Fixes issue in Historical Data Sync where Agent Login / Logout duration matches Sync interval Start or End time.
IQCCR-2072	Fixes issue in Multi host deployment where Real Time data purge executes concurrently from multiple reporting hosts.
IQCCR-1935	Fix issue of updateSDSSchema.sh and restore526SDL.sh when they are failed due to connection time out while applying patch.
IQCCR-1949	Fix issue of dtzcheck, rdtzcheck system schedule jobs as they were getting disabled.
IQCCR-791	Implemented functionality to rotate RTD tomcat catalina.out log file.
IQCCR-2025	Fixes wrong exit reason of Agent Disconnected in contact trace report when caller disconnected while on hold.
IQCCR-2051	This fixes the issue where sys_metadataSanityCheck job fails on HA setup after historical sync is executed.

IQCCR-2068	Fixes issue in Historical Data Sync due to old rows not being deleted from AgentContactConnectFact table.
IQCCR-2088	Fixes Admin execution of permission MV refresh to reduce db activity
IQCCR-2067	Fixes issue in Historical Data Sync where Agent by Classification - Summary report does not show data in Secondary IQ.

6.10 Issues Resolved In Patch 11

Work item	Issue resolved
IQCCR-2170	DST Changes for Turkey time zone.
IQCCR-2161	A schedule report for deleted users keeps running.
IQCCR-2142	AddQueues are not in sorted order in Multiple Agent Editor Page of Admin.
IQCCR-2138	Unable to Edit or Delete AverageInFocusHoldDur measure thresholds.

6.11 Issues Resolved In Patch 12

Work item	Issue resolved
IQCCR-2135	Fixes the issue where MV permission refresh causes 0 data condition during aggregation.
IQCCR-2099	Admin HA fails if description, of user defined group or role, is multi line by pressing enter key.

6.12 Issues Resolved In Patch 13

Work item	Issue resolved
IQCCR-2115	Fixes the issue where the user cannot log in to OAM, Reporting and APC UI and all dss communication seizes due to error 9 in DSS logs. This also fixes error 9 observed in DSS logs of other containers e.g. RTD.
IQCCR-2221	This fixes the issue where DataProcessing JBOSS container was getting restarted due

	to segmentation fault in libvesp.so
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6.13 Issues Resolved In Patch 14

Work item	Issue Resolved
IQCCR-2227	This fix calculates correct Alert Duration when call outflows.
IQCCR-2229	This fixes CVE-2015-0204, CVE-2015-4000 for OpenSSL by upgrading it to 0.9.8e-40.el5_11 and CVE-2014-3566 for nss and its dependent rpms by upgrading it to 3.21.3-2.el5_11 . It also closes port 636. This fix is applicable to turnkey deployments only.

7. Feature Updates

The export report data feature in ApcUI now has role based access (*fixed in wi01214564 in patch 2*). By default all roles will have the new operation “Export ApcUI Report Data” to export ApcUI report data. Existing users don’t have any impact.

Users can make use of this operation to control to the export feature in ApcUI. For details on administrating roles refer to the Administering Avaya IQ document located here

<http://support.avaya.com/css/P8/documents/100140597>

Appendix A: Verifying Avaya IQ System Health

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

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

To verify the Container and Processing Element states, use either the IQ Administration User Interface (UI) or Linux command line.

Verification through Administration UI;

Select: Enterprise

Select: Sites

Select: HostName

Verify that the host configured for this system has all processes started.

-or-

Verification through Linux command line, enter:

sh /opt/Avaya/CCR/bin/pecon.sh -v -w all status

2. **Verify Avaya IQ Real Time and Historical Reports:** Verify Avaya IQ Real Time and Historical reports run and display appropriate data. If there are any issues with running reports or the data displayed in the reports, they must be corrected.
 - a. To generate reports to check for current Real-time summary data, use the Avaya IQ Reporting User Interface. Avaya recommends that you run the following reports while call traffic is running:
 - Queue Status
 - Agent Status
 - Queue and Agent Status
 - b. To generate reports to check for current Historical summary data, use the Avaya IQ Report User Interface (UI). Avaya recommends that you run the Queue Group Performance Trend report.
3. **Verify Real Time Dashboard (RTD) Reports:** Verify Avaya IQ RTD reports run and display appropriate data. If there are any issues with running reports or the data displayed in the reports, they must be corrected.

- a. To generate reports to check for the RTD, use the Avaya Performance Center User Interface. Avaya recommends that you run the following reports while call traffic is running:
 - Queue Status
 - Agent Status

To verify data export feeds, refer to section “**Verifying Avaya Professional Services Data Export feeds**” in “Maintaining and Troubleshooting Avaya IQ (5.2.6)” guide available at <https://downloads.avaya.com/css/P8/documents/101009947>

Appendix B: Delete User Created Roles on HA (Secondary) Host

This section is applicable if you have encountered issue IQCCR-1344.

The permissions will be synced correctly from primary to HA system through Admin HA Sync due to fix provided as part of IQCCR-1344. The user needs to delete all user created roles from HA (Secondary) host using OAM and then execute Admin HA sync job to sync the permission properly on HA (secondary) host.

Note:

DO NOT delete system defined roles - Services Admin, Services Tech, System Administrator, Installer.

1. Log in to OAM on HA (Secondary) Host with user who has assigned System Administrator role.
2. Go to Enterprise->Resources ->All Resources ->Roles -> Enterprise Roles
3. Select all user created roles and delete them.
4. Go to Tasks->Utility -> Administer Scheduled Jobs and execute Admin HA sync job.

Appendix C: Creating a SPI L24 source connection.

1. Settings on Avaya Communication Manager

From ASA (Avaya site administrator) or terminal run command “change system-parameters features”

Go to page 12 and set values for “CMS “and “AAPC/IQ “ attributes as per following image.

change system-parameters featu send (return) help (f5) cancel (esc) enter (f3) schedule (f9) next (f7) previous (f8)

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19

FEATURE-RELATED SYSTEM PARAMETERS

AGENT AND CALL SELECTION

MIA Across Splits or Skills? y

ACW Agents Considered Idle? n

AUX Agents Considered Idle (MIA)? n

Call Selection Measurement: current-wait-time

Service Level Supervisor Call Selection Override? y

Auto Reserve Agents: none

Block Hang-up by Logged-in Auto-Answer Agents? n

CALL MANAGEMENT SYSTEM

REPORTING ADJUNCT RELEASE (determines protocol used by appl link)

CMS (appl mis): R18

AAPC/IQ (appl ccr): 5.2.7+

BCMS/UuStats LoginIDs? n

BCMS/UuStats Measurement Interval: half-hour

BCMS/UuStats Abandon Call Timer (seconds):

Validate BCMS/UuStats Login IDs? n

Clear UuStats Shift Data: on-login

Remove Inactive BCMS/UuStats Agents? n

2. In IQ – OAM select “Release = 7.0” when adding a new communication manager source or updating an existing communication manager source for SPI L24.

Add Resource

Administer the following options to create a Communication Manager system.

Name

Description

IP Address

Port
5002

Release
5.1/5.0/4.0
5.1/5.0/4.0
3.1
5.2
6.0
7.0

Suppress Link Alarms
false

Associated CM

Appendix D: Recreating date keys for Turkey time zone

DST rule has been changed for Turkey time zone. If the customer has added Turkey time zone before applying Patch 11, the date keys for this time zone will have old DST rule. In case if you want to have these date keys to use the new DST rules, then you will have to update these date keys as follows, otherwise you can skip this section:

- 1) SSH to Admin/All Functions host as root.
- 2) Run `/opt/Avaya/CCR/dtzcli.sh`
- 3) Select Option 'd' from the displayed menu.
- 4) A list of Time zones will be displayed. Note down the Turkey time zone key value and TimeZonePrompt value. Provide the input Turkey.
- 5) A delete confirmation message is displayed. Enter 'Y'.
- 6) Once the time zone is deleted, select option 'a' to add the Turkey time zone again.
- 7) Enter the timezone name and prompt noted down at step 4. Time zone gets added.
- 8) Enter 'l' to list time zones and note down the new time zone key for Turkey time zone.
- 9) Exit the tool.
- 10) Open a SQLPlus session using historical schema user and run below commands:
 - a. `update timezonedim set timezonekey=<timezonekey noted down at step4> where timezonekey=<new time zone key noted down at step8>;`
 - b. `update datepopulationrange set timezonekey=<timezonekey noted down at step4> where timezonekey=<new time zone key noted down at step8>;`
 - c. `update datetimezonedim set timezonekey=<new time zone key noted down at step4> where timezonekey=<new time zone key noted down at step8>;`
 - d. `commit;`
- 11) Open a SQLPlus session using Realtime schema user and run below update commands:
 - a. `update timezonedim set timezonekey=<timezonekey noted down at step4> where timezonekey=<new time zone key noted down at step8>;`
 - b. `update rtdatepopulationrange set timezonekey=<timezonekey noted down at step4> where timezonekey=<new time zone key noted down at step8>;`
 - c. `update rtdatetimezonedim set timezonekey=<timezonekey noted down at step4> where timezonekey=<new time zone key noted down at step8>;`
 - d. `commit;`

Revision History

Update to this doc	Date
Avaya IQ 5.2.6 (SP6) patch 14 release notes (Issue 1.0)	27-Jun-2017