



Avaya Oceana™ 3.4 Solution Release Notes

24 April 2018

Contents

Avaya Oceana™ 3.4 Solution Release Notes.....	1
Contents	1
Introduction.....	4
What's in Avaya Oceana™ 3.4 – Key features	4
Avaya Oceana™ 3.4 Specifications	5
Solution Components.....	5
Operating System and Virtualization Support.....	5
Operating Systems Compatibility.....	5
Supported Web Browsers	6
Virtualization Support	6
Oceana Solution on Amazon Web Services – Hybrid Solution Support.....	6
Installation	6
Product compatibility.....	6
Aura Lineup	6
Avaya Aura® Communication Manager 6.3.....	6
Avaya Aura® Application Enablement 6.3.....	7
Avaya Aura® Communication Manager 7.1.2.....	7
Avaya Aura® Application Enablement 7.1.2.....	7
Platform details.....	7
Solution Software details	9
Additional Devconnect Software.....	13
Backing up and upgrading the software	15
Installing the release	15
Issues Addressed in Recommended Hotfixes.....	15
Oceana 3.3.0.1 to 3.4.0.0 Upgrade Procedure	19
Pre-upgrade notes:	19
Upgrade Avaya Control Manager from 8.0.2 to 8.0.3.....	19
Upgrade Omni-Channel Windows Server from 3.3.0.1 to 3.4.0.0	20
SMGR 7.1.x to SMGR 7.1.2 Upgrade Procedure.....	21
Backup Oceana Administration (UCA) database	21
Apply System Manager 7.1.2	21
Avaya Breeze 3.3.1.1 to 3.4.0.0 upgrade.....	22
Remove existing Engagement Designer Workflows.....	22
Remove existing Engagement Designer Tasks.....	22
Deny all clusters	22
Remove all Oceana 3.3.0.1 snap-ins from clusters.....	22
Delete all Oceana 3.3.0.1 snap-ins.....	23



Manually change the Breeze Cluster Attributes on existing Oceana Clusters	23
Upgrade all existing Breeze nodes using 3.4.0.0 ISO	23
Patch all Avaya Breeze 3.4.0.0 Nodes.....	24
Load Oceana Configuration snap-in and create the Provisioning Cluster.....	24
Configure Oceana Configuration snap-in Attributes	24
Load all other Oceana 3.4.0.0 snap-ins on System Manager.....	24
Add Oceana 3.4.0.0 snap-ins to the relevant Clusters	25
Manual snap-in Attributes configuration.....	25
Accept all Clusters.....	25
Add Engagement Designer Tasks.....	25
Load and Deploy Engagement Designer Workflows	26
Important changes in Oceana 3.4.0.0.....	26
Functionality not supported	27
Defects resolved in Oceana 3.4	27
Known Defects in Oceana 3.4	34
Workarounds and Considerations.....	44
General Items.....	55
Languages supported	55
Documentation errata.....	55
Contacting support.....	55
Contact Support Checklist	55
Contact Support Tasks.....	55
Appendix.....	55
Appendix A: Solution Reference Information.....	55
Appendix B: Configuration of Oceanalytics for Oceana Workspaces	56
Appendix C: SVAR names changes from Oceana 3.3 to Oceana 3.4	57



Document changes

Date	Description
Oct 10 th 2016	Initial Avaya Oceana 3.2 Solution Release Notes
Oct 26 th 2016	Updated to Avaya Oceana 3.2 Solution SP1 Release Notes
Dec 19 th 2016	Updated to Avaya Oceana 3.2 Solution FP1 Release Notes
Feb 28 th 2017	Up issued Agent Controller Service svar with security fix
Mar 31 st 2017	Updated to Avaya Oceana 3.2 Solution FP2 Release Notes
Apr 28 th 2017	Updated to Avaya Oceana 3.2 Solution FP2-SP1 Release Notes
May 26 th 2017	Updated with Avaya Oceana Snap-ins 3.2.2.1 Hotfix lineup
July 7 th 2017	Updated to Avaya Oceana 3.3 Solution Release Notes
July 21 st 2017	Updated to new filename for System Manager Patch for Breeze 3.3.1
Aug 2 nd 2017	Update to Workarounds and Considerations
Sep 11 th 2017	Updated ACM and ACM patch versions
Oct 13 th 2017	Updated to Avaya Oceana 3.3.0.1 Solution Release Notes
Oct 20 th 2017	Added names of hotfix patches on MPL
Oct 24 th 2017	Update to Workarounds and Considerations
Nov 6 th 2017	Update to Issues Addressed in Recommended Hotfixes
Dec 18 th 2017	Updated to Avaya Oceana 3.4 Solution Release Notes
Dec 21 th 2017	Updated to include Recommended Hotfixes
Jan 19 th 2018	Updated Recommended Hotfix section with latest fixes
Jan 30 th 2018	Updated Recommended Hotfix section with latest fixes AMC and Email hotfixes
Feb 2 nd 2018	Updated OCP hotfix JIRAs to OCPROVIDER-3264 + Workaround Section
Feb 14 th 2018	Updated Breeze patch to latest version on support.avaya.com
Mar 5 th 2018	Updated hotfix section
Mar 14 th 2018	Updated ACM patch version to #54
Apr 20 th 2018	Updated UCM,Email, and OBService hotfix svars
Apr 24 th 2018	Updated ContextStoreManager and UCASoreService hotfix svars



Introduction

This document provides information to supplement Avaya Oceana™ 3.4 Solution software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>.

What's in Avaya Oceana™ 3.4 – Key features

Avaya Oceana™ 3.4 is Avaya's next generation customer engagement solution designed for the digital age. Key new features in this release are:

- Increased capacity to 2000 concurrent agents and 200 concurrent supervisors
- Support Amazon cloud (Oceana certified to be deployed on AWS)
- Solution-based High Availability (aka Campus HA)
- New channels: Video and Custom Channel
- Simplified installation and upgrades
- Workflow simplification
- Footprint reduction (VMs, memory, vCPUs);
- Additional features for Digital channels (email, Social, SMS)
- Enhanced error logging & Alarming
- API's extension for Call Recording integration
- SMS and Social Automation
- Integration with Elite Call Prompting for voice call segmentation prior to the call being Adjunct Route to Oceana.

Avaya Oceana™ is Avaya's next generation customer engagement solution.

- Support for Voice, WebRTC Audio, Chat, Email, SMS, Social and Co-browse interactions
- Omni Channel Workflow and Attribute based Routing
- Multi-Session Customer Journey
- OOB Omni Channel Reporting and Analytics provided by Avaya Oceanalytics™
- Avaya Oceana Workspaces™ for Agents and Supervisors
- Chat Bot Plug-in SDK for integration with third party Automated Chat Engines
- Mobile SDKs for iOS and Android to support chat and WebRTC Audio calls from mobile apps
- JavaScript SDK to support WebRTC calls from Chrome browser
- Reference Web UX for chat and co-browse
- Centralized Administration via ACM
- Avaya WFO/WFM integration for call recording
- Internationalized and Localized in G14 Languages (Agent and Supervisor only)
- Support for 1,000 concurrent agents
- Avaya 9600 Series IP Desk Phone support (SIP/H.323)
- Avaya Breeze™ 3.4 support
- Avaya Aura 7.1, 7.0.1, and 6.3 Integration
- Transfer Files during a chat session
- Supervisor Observe, Coach and Barge-in Chat and SMS
- Customer Journey with CRM Integrations
- Transfer to Service



- Proactive Outreach Manager
- Avaya Workforce Optimization Support
- Support for Solution Disaster Recovery
- OCPDataViewer – support tool to review non real-time digital channel queue
- De-Queue Social Interactions via OCPDataViewer
- Language Routing of SMS and Social Interactions with External Language Analyzers
- Supervisor Agent Virtual Groups

Avaya Oceana™ 3.4 Specifications

Solution Components

Built using Avaya™ Breeze snap-ins like Work Assignment, Engagement Designer and Context Store that were designed to handle interactions across all channels Avaya Oceana is an all in one omnichannel next generation customer engagement solution.

The Avaya Oceana™ solution is composed of the following high-level sub-systems

- The market-leading Avaya Aura suite, including Call Center Elite
- A set of core Omnicenter components, deployed on the Avaya Breeze™ platform
 - Common Components (UCM, UCA, CSC)
 - Work Assignment
 - Context Store
 - Chat, Email, SMS, Social Omnichannel Controller
 - Oceana Workspaces & SDK
 - Engagement Designer
- Avaya Control Manager for administration
- A multichannel component for managing chat, email ingress
- Unified User Workspaces for Agents and Supervisors (Avaya Oceana™ Workspaces)
- Next Generation Reporting and Analytics designed to provide management deep and broad insights right across the solution (Avaya Oceanalytics™)

Operating System and Virtualization Support

Operating Systems Compatibility

Avaya Oceana™ is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. All Operating Systems (OS) software required by Avaya Oceana™ must be provided by the end customer and/or system integrator where it is not explicitly provided as standard by Avaya.

Avaya Oceana™	Operating System
Avaya Oceana™ Workspaces	Microsoft Windows 10, Apple Mac OS 10.9 to 10.11
Avaya Control Manager	Windows 2012 64 Bit R2 Standard and Enterprise Editions with .NET 4.5.2 Microsoft Windows Server 2016 (Standard or Enterprise Edition)
Omnichannel Datastore	Windows 2012 64 Bit R2 Standard Edition only with .NET 4.5.2



Supported Web Browsers

Browser	Avaya Oceana™
Avaya Oceana™ Workspaces	Internet Explorer 11, Safari 9 to 11, Chrome 56 to 61, MS Edge 40
Avaya Control Manager	Internet Explorer 10, 11. Firefox 51, Chrome 56, Safari 11, MS Edge 40

Note: Browsers on mobile devices are not supported in this release for Workspaces

Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.3 Snap-in's can only be deployed on Avaya Breeze Clusters and Nodes. Customer's deploying Avaya Oceana™ are responsible for providing supported virtualized s/w, licenses and host platforms per Avaya recommendations. Please refer to the official Avaya Breeze Platform Documentation for supported VM Ware Versions.

Below are the VM Ware Version tested for Avaya Oceana™

VM Ware Version	Avaya Oceana™	Avaya Control Manager
VMware ESXi 5.5	Yes	Yes
VMware ESXi 6.0	Yes	Yes
Citrix/Xenapp 7.6	Yes	Yes

Oceana Solution on Amazon Web Services – Hybrid Solution Support

Oceana now adds support for deploying an Oceana Hybrid Solution on Amazon Web Services (AWS). There are two documents that are published by Avaya which outline this new capability.

- ❖ For a solution overview including capacities and limits, please consult the Oceana 3.4 product documentation suite on support.avaya.com
- ❖ For deployment steps and procedures, please consult Avaya Application Note “Deploying Avaya Oceana Solution on AWS”

Installation

Product compatibility

For a complete and updated list of supported and tested Avaya Oceana components, refer to the detailed interoperability matrix available on support.avaya.com - <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Aura Lineup

Avaya Aura® Communication Manager 6.3

Patch	Notes
03.0.124.0-23947	Communication Manager 6.3.17.0 PLDS Download ID CM000000457



Avaya Aura® Application Enablement 6.3

Patch	Notes
6.3.3.9.10-0	Application Enablement Services 6.3 Super Patch 9 PLDS Download ID AES00000604
ASL_Hotfix_633	Mandatory Patch PLDS Download ID AES00000604

Avaya Aura® Communication Manager 7.1.2

Patch	Notes
01.0.532.0-24184	Communication Manager 7.1.532.0 PLDS Download ID CM000000907

Avaya Aura® Application Enablement 7.1.2

Patch	Notes
7.1.2.0.0.3-0	Avaya Aura® Application Enablement Services 7.1 PLDS Download ID AES00000609
ASL_Hotfix_712	Mandatory Patch PLDS Download ID AES00000616

Find interoperability and compatibility information at the following location: <https://support.avaya.com>.

Platform details

This section provides information on the System Manager and Breeze platform required for deployment of the Avaya Oceana™ Solution software.

Product	File name	Location	PLDS Download ID
System Manager	SMGR-7.1.0.0.1125193-e65-50.ova System_Manager_7.1.2.0_r712007353.bin	https://support.avaya.com	SMGR71GA001 SMGR712GA01
Avaya Breeze™ OVA	Breeze-3.4.0.0.340003.ova	https://support.avaya.com	AB000000070
Avaya Breeze™ ISO/Patch	aus-installer-3.4.0.0.340003.iso ce-patch-3.4.0.0.12340003.bin	https://support.avaya.com	AB000000072 AB000000082
Avaya Breeze™ AWS OVA	Avaya Breeze™ 3.4.0.0 AWS ONLY OVA	https://support.avaya.com	AB000000071



Please refer to official Avaya System Manager and Avaya Breeze™ documentation and corresponding release notes for correct installation procedures. There are upgrade procedures later in this document that summarizes the upgrade procedures from an Oceana Solution perspective.



Solution Software details

The following tables provide details of the software required for deploying the Avaya Oceana™ Solution. All the software required is available via PLDS at the Avaya Support website <http://support.avaya.com>

Note 1: A number of SVARS have changed name from Oceana 3.3 to 3.4. Please refer to Appendix C for details.

Note 2: A number of hotfixes are included in this lineup. It is strongly recommended that these hotfixes are applied to your system. For convenience, it's recommended that you obtain all the hotfixes before the maintenance window commences and apply only the latest version of each svar with a hotfix as outlined below. This will reduce the upgrade time. See section entitled “[Issues Addressed in Recommended Hotfixes](#)” for patch details.

Breeze Element Manager Services (provided in above referenced System Manager patch)

Cluster	Service	Version
Cluster 1, 2, 3, & Cluster 4	CallEventControl	3.4.0.0.340003
	Eventing Connector	3.4.0.0.340003
Cluster 2	AuthorizationService	3.4.0.0.340003

Avaya Oceana Snap-ins 3.4

Download ID	File	Notes
AOC00000044	AvayaOceanaSnapins_3.4.0.0_20171215_1620.zip	MD5 Checksum = 83f7eed2c0899ff1c97b8a0a03cbfc49
	Cluster #1 :	CallServerConnector-3.4.0.0.80601.svar
		ContactCenterService-3.4.0.0.80701.svar
		ContextStoreManager-3.4.0.0.80601.svar
		❖ Recommended Hotfix: ContextStoreManager-3.4.0.0.801401.svar
		ContextStoreQuery-3.4.0.0.80601.svar
		ContextStoreRest-3.4.0.0.80601.svar
		CustomerManagement-3.4.0.0.80601.svar
		EngagementDesigner-3.4.0.0.32008.svar
		OceanaCoreDataService-3.4.0.0.80601.svar
		OceanaMonitorService-3.4.0.0.80801.
		OmniCenterProvisioningCollector-3.4.0.0.80601.svar
		OpenUCM-3.4.0.0.80601.svar
		UCAStoreService-3.4.0.0.80601.svar
		❖ Recommended Hotfix: UCAStoreService-3.4.0.0.801408.svar
		UCMDataCollector-3.4.0.0.80601.svar
		UCMService-3.4.0.0.80601.svar
		❖ Recommended Hotfix: UCMService-3.4.0.0.801401.svar
		WAIMRestService-3.4.0.0.80601.svar
		WorkAssignmentManagerService-3.4.0.0.80601.svar
	Cluster #2 :	AvayaMobileCommunications-3.4.0.0.80601.svar
		❖ Recommended Hotfix:



		AvayaMobileCommunications-3.4.0.0.80110.svar
		OceanaMonitorService-3.4.0.0.80801.svar
		UnifiedAgentContextService-3.4.0.0.80801.svar ❖ Recommended Hotfix: UnifiedAgentContextService-3.4.0.0.801301.svar
		UnifiedAgentController-3.4.0.0.80801.svar ❖ Recommended Hotfix: UnifiedAgentController-3.4.0.0.801301.svar
	Cluster #3 :	AgentControllerService-3.4.0.0.80601.svar ❖ Recommended Hotfix: AgentControllerService-3.4.0.0.809039.svar
		AutomationController-3.4.0.0.80601.svar ❖ Recommended Hotfix: AutomationController-3.4.0.0.809039.svar
		CustomerControllerService-3.4.0.0.80801.svar ❖ Recommended Hotfix: CustomerControllerService-3.4.0.0.809039.svar
		EmailService-3.4.0.0.80801.svar ❖ Recommended Hotfix: EmailService-3.4.0.0.801401.svar
		GenericChannelAPI-3.4.0.0.80601.svar
		MessagingService-3.4.0.0.80601.svar ❖ Recommended Hotfix: MessagingService-3.4.0.0.809039.svar
		OBCService-3.4.0.0.80601.svar ❖ Recommended Hotfix: OBCService-3.4.0.0.8016018.svar
		OceanaMonitorService-3.4.0.0.80801.svar
		OCPDataServices-3.4.0.0.80601.svar ❖ Recommended Hotfix: OCPDataServices-3.4.0.0.809039.svar
		OCPDataViewer-3.4.0.0.80601.svar ❖ Recommended Hotfix: OCPDataViewer-3.4.0.0.809039.svar
		ORCRestService-3.4.0.0.80801.svar ❖ Recommended Hotfix: ORCRestService-3.4.0.0.809039.svar
		SMSVendorSnapin-3.4.0.0.80601.svar
	Provisioning Cluster :	OceanaConfiguration-3.4.0.0.80601.svar
	Tasks :	ContextStoreTasks-3.4.0.0.80601.svar
		EngagementDesignerTasks-3.4.0.0.32008.svar
		OceanaTasks-3.4.0.0.80601.svar
		WATasks-3.4.0.0.80601.svar
	Flows :	OceanaChatAssistedService.xml



	OceanaChatTransfer.xml
	OceanaEmailAssistedService.xml
	OceanaEmailTransfer.xml
	OceanaGenericAssistedService.xml
	OceanaSimplifiedSampleFlow.xml
	OceanaSMSAssistedService.xml
	OceanaSMSTransfer.xml
	OceanaSocialAssistedService.xml
	OceanaSocialTransfer.xml
	OceanaVideoAssistedService.xml
	OceanaVideoTransfer.xml
	OceanaVoiceAssistedService.xml
	OceanaVoiceSelfService.xml
	OceanaVoiceTransfer.xml
	OceanaWebVoiceAssistedService.xml
	OceanaWebVoiceTransfer.xml

Avaya Oceana Tasks 3.4

Download ID	File	Notes
AOC00000045	AvayaOceanaTasks_3.4_20171215_1544.zip	MD5 Checksum = e2132e43a5df184562695b230dfbb9c3
		ContextStoreTasks-3.4.0.0.80601.svar
		EngagementDesignerTasks-3.4.0.0.32008.svar
		OceanaTasks-3.4.0.0.80601.svar
		WATasks-3.4.0.0.80601.svar

Avaya Oceana Workflows 3.4

Download ID	File	Notes
AOC00000046	AvayaOceanaWorkflows_3.4_20171215_1553.zip	MD5 Checksum = e513802fc6ec7a1ebbb66119b7df66d9
		OceanaChatAssistedService.xml
		OceanaChatTransfer.xml
		OceanaEmailAssistedService.xml
		OceanaEmailTransfer.xml
		OceanaGenericAssistedService.xml
		OceanaSimplifiedSampleFlow.xml
		OceanaSMSAssistedService.xml
		OceanaSMSTransfer.xml
		OceanaSocialAssistedService.xml
		OceanaSocialTransfer.xml
		OceanaVideoAssistedService.xml
		OceanaVideoTransfer.xml
		OceanaVoiceAssistedService.xml
		OceanaVoiceSelfService.xml
		OceanaVoiceTransfer.xml
		OceanaWebVoiceAssistedService.xml
		OceanaWebVoiceTransfer.xml



Context Store Snap-ins 3.4

Download ID	File	Notes
CS000000082	ContextStoreManager-3.4.0.0.80601.svar	MD5 Checksum = f019c7f7e00088d885d3c448c02f5cf1
CS000000083	ContextStoreRest-3.4.0.0.80601.svar	MD5 Checksum = ded27705f3f4c3e974511abc51fff587
CS000000084	ContextStoreQuery-3.4.0.0.80601.svar	MD5 Checksum = cbc8c85fceb6e8aa34284d64407d1a9
CS000000085	ContextStoreTasks-3.4.0.0.80601.svar	MD5 Checksum = fa0587848cdda49be623078c7a30647b

Social Media Snap-in 3.4 (*Cluster 3)

Download ID	File	Notes
AOC00000047	SocialConnector-3.4.0.0.34033.svar	MD5 Checksum = f7baa816fa544a8da1eb261fb8384f63

Avaya Multimedia Server 3.4 DVD

Download ID	File	Notes
AOC00000048	OCEANA_3.4.0.0-14.iso	MD5 Checksum = f389ac91492a00973b04e48875d9245e

Centralised Logging Service Snap-in 3.4

Download ID	File	Notes
AOC00000049	CentralizedLoggingService-svar-3.4.0.0.09340003.zip	MD5 Checksum = 3277029e390bb3fb27be8d89c4cc9364

Reliable Event Streaming Snap-in 3.4

Download ID	File	Notes
AOC00000050	reliableEventStreaming-svar-3.4.0.0.09340003.zip	MD5 Checksum = 629d3c86bd16688c2c024ae1fcbfdf1b

Co-Browse Service Snap-in 3.4 – (*Refer to Oceana Deployment guide for installation instructions)

Download ID	File	Notes
CB00000009	CoBrowse-3.4.0.0.340028.svar	MD5 Checksum = 361d4da712dd5217411a25315dfcfb7a

Chatbot Service Snap-in 3.4 - (*Cluster 2)

Download ID	File	Notes
CHB00000006	BotConnector-3.4.0.0.340051.svar	MD5 Checksum = 5b335439fe7b03034348305a162ac971

Avaya Contact Center Control Manager 8.0.3.0

Download ID	File	Notes
ACCM000050	ACM_8.0.3.0_253_20171204_2211.iso	MD5 Checksum= 9c3cf8e46897fe799880b0b96ff1e566
ACCM000058	Patch_8.0.3.0.001.54.zip	MD5 Checksum= c9b0197194c73cb82f1c868e732145d0
ACCM000052	ACM.8.0.3.0.MigrationToolForCMS18.zip	MD5 Checksum= 375a1946c36fdd2102a2a0d2e8e3ad15
ACCM000053	MIBC.Patch_8.0.3.0_2017-12-12.zip	MD5 Checksum= b58df2b5bac5989a540dc3fb242b7166
ACCM000054	ReplicationSetup_ACM_8.0.3.0_Drop5.zip	MD5 Checksum= da476346837b5611ac8dd9776e350d35

Avaya WebRTC for Oceana –

Download ID	File	Notes
MV000000006	AvayaMobileVideo3.4.0.zip	Zip file containing all component software. MD5: 062b8c1934b9a9433a105a7d31ff0c02
Software	Filename	Folder Location
Installation software	MobileVideoSDK-3.4.0.tar.gz	..\Install
Upgrade Software	amv_upgrade_tools.tar	..\Upgrade



Media Client	MediaClient1.0.00000.442.zip	..\MediaClient
Support Web site	Support.war	..\Install\Support

Proactive Outreach Manager – (No update for 3.4.0.0)

Download ID	File	Notes
POM000000063	POM.03.01.00.00.00.019-r30271-x86_64.iso	Proactive Outreach Manager 3.1 sha256 Sum = 7c76d3b8c0fd9fcdd17d310e2bf222523112365043ea63bfae9 35890389b092a

Additional Devconnect Software

The following tables provide details of the additional software required for deploying Avaya Oceana™ Solution. All the software required is available via Devconnect at the website <http://www.devconnectprogram.com>.

Experience Portal Self Service Application / Source - (No update for 3.4.0.0)

File Name	MD5 Checksum
WorkAssignmentSelfService-3.2.2.1.6.1.war	7cfa1b234e8358a0a978d51c23da49d9
WorkAssignmentSelfService-3.2.2.1.6.1.zip	a042299f9c9c9f5ce89450b4ad2670c5

Avaya Oceana PDC - (No update for 3.4.0.0)

File Name	MD5 Checksum
com.avaya.sce.pdc.oceanaservices_1.0.23.jar	c079ef3e44e84a9100a7a89b47eb0183

Avaya Oceana Experience Portal Sample Application Support Files - (No update for 3.4.0.0)

File Name	MD5 Checksum
runtimeConfig.war	dbad55b69188cfef77fa012ab8bd6d2b
runtimeSupportTomcat8.zip	d4b7acb64eb85ab9fb5fa9f12cf2e537

Engagement Designer Workflows + prompts – (Updated for 3.4.0.0)

File Name	MD5 Checksum
Avaya Oceana Engagement Designer Workflows_Prompts.zip	7fa9710b323af533f6f576bb7fa4e6c0
	OceanaChatAssistedService.xml
	OceanaChatTransfer.xml
	OceanaEmailAssistedService.xml
	OceanaEmailTransfer.xml
	OceanaSMSAssistedService.xml
	OceanaSMSTransfer.xml
	OceanaSocialAssistedService.xml
	OceanaSocialTransfer.xml



	OceanaVoiceAssistedService.xml
	OceanaVoiceTransfer.xml
	OceanaWebVoiceAssistedService.xml
	OceanaWebVoiceTransfer.xml
	OceanaGenericAssistedService.xml
	OceanaSimplifiedSampleFlow.xml
	OceanaVideoAssistedService.xml
	OceanaVideoTransfer.xml
	OceanaVoiceSelfService.xml
	en_us.zip

Chat Reference Clients (*Only the 'Web User Interface' is updated for 3.4.0.0)

File Name	MD5 Checksum
Avaya Oceana Reference Web User Interface 3.4.0.0.zip*	ed47466e5aeb2fa0936079118be3198
Avaya Oceana Android ref client 3.3.zip	3274bda1367facb74d4e1b94135c1f26
Avaya Oceana iOS Chat Ref Client 3.3.zip	3b1d4673c264b697822f57c87a2aae25

WebRTC Reference Clients – (Updated for 3.4.0.0)

File Name	MD5 Checksum
AvayaOceanaWebRTCSDK3.4.0.zip	f002eb66b7d1c009fb56310afb1f123d

Avaya Oceana Customer Journey Enablement – (Updated for 3.4.0.0)

File Name	MD5 Checksum
CustomerJourneyEnablement-3.4.0.0.80601.svar	6c8f75798bafc64c80ffff2ed174987d

Avaya Oceana Generic Channel – (New for 3.4.0.0)

File Name	MD5 Checksum
Avaya Oceana Generic Channel 3.4.0.0.zip	adcd6c61e02fdcd2a99160f75dbf2acc

Postman Collections - (No update for 3.4.0.0)

File Name	MD5 Checksum
WA32.json	4bd2093513cf33047fb5568112d50e89

Work Assignment Snap-In Developer Guide - (Updated for 3.4.0.0)

File Name	MD5 Checksum
Work_Assignment_SnapIn_Developer_Guide_Release_3_4.pdf	27b9cb2f400172d4cc3b54b4cb1f3c7d

Breeze ClientSDK - (Updated For 3.4.0.0)

Release	Location
Avaya Breeze™ Client SDK Release 3.3	http://www.devconnectprogram.com



Please refer to the following page on DevConnect to see which packages are relevant to Oceana (Infrastructure Requirement column):	https://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/programming_docs/current/introduction/
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Backing up and upgrading the software

See upgrade section later in the document for details.

Also refer to Appendix A: Backup and Restore section of the “Deploying Avaya Oceana™ Solution” document.

Installing the release

Refer to Avaya Support website <http://support.avaya.com> and <http://www.devconnectprogram.com> for software download details.

For detailed information on deployment, please refer to:

“Deploying Avaya Oceana™ Solution” document. <https://downloads.avaya.com/css/P8/documents/101045020>

For information about Avaya System Manager Product Correction Notice refer to:

Avaya System Manager PCN– refer to <https://downloads.avaya.com/css/P8/documents/101038715>

For information about Avaya Breeze™ Platform documentation refer to:

Avaya Breeze 3.4.0.0 Release notes – refer to <https://downloads.avaya.com/css/P8/documents/101044869>

For information about Avaya Engagement Designer documentation refer to:

Avaya Engagement Designer 3.3.0.1 Release Notes - - refer to <https://downloads.avaya.com/css/P8/documents/101045280>

For information about Avaya Context Store documentation, refer to:

Avaya Context Store Snap-In Release Notes 3.4.0.0 - AOK ID <https://downloads.avaya.com/css/P8/documents/101044887>

For additional information about Avaya Control Manager 8.0.3 refer to:

“Avaya Control Manager 8.0.3 Release Notes” - AOK ID <https://downloads.avaya.com/css/P8/documents/101045314>

Issues Addressed in Recommended Hotfixes

Hotfixes are available for download from the Meridian PEP Library (MPL). Please download from this location or contact Avaya Support for assistance.

Note: For patching/hotfixing a live system please refer to the individual Readme files and the Oceana 3.4 Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

Recommended hotfixes address the following issues:

File Name	MPL Patch Name
UCMSvc-3.4.0.0.801401.svar	AvayaOceana_UCM_3.4.0.0.2.801401_Patch.zip*
AOEC-3895	Voice Workcard gets stuck on agent workspace when call is ended from customer's end(using oneX Agent or oneX Communicator)
AOEC-4870	Voice Workcard gets stuck on agent workspace when call is ended



	from customer's end(using oneX Agent or oneX Communicator) when CM is in auto answer mode.
--	--

* Replaces previous hotfix AvayaOceana_UCM_3.4.0.0.1_Patch.zip

File Name	MPL Patch Name
UnifiedAgentContextService-3.4.0.0.801301.svar UnifiedAgentController-3.4.0.0.801301.svar	MPL Patch name: AvayaOceana_UAC_3.4.0.0.2_Patch.zip
UNIDESK-10520	AWFOS widget not working as it directly reference Workspaces - Add to Widget API
UNIDESK-10772	Workspaces Administrator updating with old Widget data
UNIDESK-10726	Supervisor sidebar tab is changed when moving to coach - if ACM screen-pop setting is set to auto internal
UNIDESK-10453	Display internal Screen-pops Widget first on Agent Accept' does NOT work for enabled ACW

* Replaces previous hotfix AvayaOceana_UAC_3.4.0.0.1_Patch.zip

File Name	MPL Patch Name
EmailService-3.4.0.0.801401.svar	MPL Patch name: AvayaOceana_EmailService_3.4.0.0.3.801401_Patch.zip*
OCPROVIDER-1345	Email manager outbound mails not working for non default domains
OCPROVIDER-3671	Email Manager: Admin changes to mailbox attributes are not picked up
OCPROVIDER-3669	Adding or removing mailbox in Admin not picked up

* Replaces previous hotfix AvayaOceana_EmailService_3.4.0.0.2.zip

File Name	MPL Patch Name
ORCRestService-3.4.0.0.809039.svar *	MPL Patch name: AvayaOceana_ORCRestService_3.4.0.0.2_Patch.zip
OCPROVIDER- 3255	ORCRestService audit needs to be disabled for Multimedia traffic under heavy load
OCPROVIDER-3364 **	Review OCP snapins to determine which ones do not require chatlib

* Replaces previous hotfix AvayaOceana_ORCRestService_3.4.0.0.1_Patch.zip

File Name	MPL Patch Name
AgentControllerService-3.4.0.0.809039.svar	MPL Patch name: AvayaOceana_AgentController_3.4.0.0.1_Patch.zip
OCPROVIDER-3364**	Review OCP snapins to determine which ones do not require chatlib

File Name	MPL Patch Name
AutomationControllerService-3.4.0.0.809039.svar	MPL Patch name: AvayaOceana_AutomationController_3.4.0.0.1_Pat.zip
OCPROVIDER-3364**	Review OCP snapins to determine which ones do not require chatlib

File Name	MPL Patch Name
CustomerControllerService-3.4.0.0.809039.svar	MPL Patch name: AvayaOceana_CustomerController_3.4.0.0.1_Patch.zip



OCPROVIDER-3364**	Review OCP snapins to determine which ones do not require chatlib
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File Name	MPL Patch Name
MessagingService-3.4.0.0.809039.svar	MPL Patch name: AvayaOceana_MessagingService_3.4.0.0.1_Patch.zip
OCPROVIDER-3364**	Review OCP snapins to determine which ones do not require chatlib

File Name	MPL Patch Name
OCDataServices-3.4.0.0.809039.svar	MPL Patch name: AvayaOceana_OCDataServices_3.4.0.0.1_Patch.zip
OCPROVIDER-3364**	Review OCP snapins to determine which ones do not require chatlib

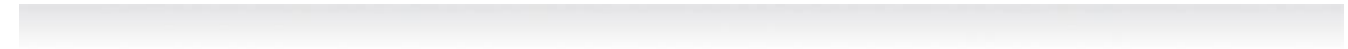
File Name	MPL Patch Name
OCDataViewer-3.4.0.0.809039.svar	MPL Patch name: AvayaOceana_OCDataViewer_3.4.0.0.1_Patch.zip
OCPROVIDER-3364**	Review OCP snapins to determine which ones do not require chatlib

**Readme file for these hotfixes has a typo where the JIRA is incorrectly listed as OCPROVIDER-3264. It should be OCPROVIDER-3364.

File Name	MPL Patch Name
AvayaMobileCommunications-3.4.0.0.80110.svar	MPL Patch name: AvayaOceana_MobileCommunications_3.4.0.0.1_Pat.zip
AMCOCEANA-348	When a customer client sends a request to AvayaMobileCommunications(AMC) using 3.4 Android SDK specifying only attributes via the Work API, AMC does not include the attributes in the request to OCDS.

File Name	MPL Patch Name
ContextStoreManager-3.4.0.0.801401.svar	MPL Patch name: AvayaOceana_ContextStoreManager_3.4.0.0.2.801401_Patch.zip
AOEC-3759	Intermittent issues with customer journey displaying. Requires refresh to correct
UCAM-500	Oceana Disaster Recovery Geo Replication not working when FQDN's are used for the management network interface
AOEC-3759	Intermittent issues with customer journey displaying. Requires refresh to correct

File Name	MPL Patch Name
OBCService-3.4.0.0.8016018.svar	MPL Patch name: AvayaOceana_OBCService_3.4.0.0.1.8016018_Patch.zip
OUTBOUND-297	Agent is not able to logout from the work space.



File Name	MPL Patch Name
UCAStoreService-3.4.0.0.801408.svar	MPL Patch name: AvayaOceana_UCASStoreService_3.4.0.0.1_Patch.zip
UCAM-500	Oceana Disaster Recovery Geo Replication not working when FQDN's are used for the management network interface
OGMA-2162	Gigaspace WAN gateway does not recover when primary node lost(rebooted)



Oceana 3.3.0.1 to 3.4.0.0 Upgrade Procedure

This procedure outlined below is for Oceana 3.3.0.1 to 3.4.0.0. However, the same procedure is applicable to upgrading from 3.3.0.0.

Pre-upgrade notes:

- For a live system please refer to the Oceana 3.4 Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

It is recommended to always take a backup of **ALL** solution databases prior to starting the upgrade sequence.

- Cluster #1 UCA cluster database
 - There is no requirement to take a backup of the Engagement Designer databases, as the 3.3.0.1 workflows are not compatible with Oceana 3.4.0.0 – any custom changes to the default 3.3.0.1 workflows will need to be repeated using the default 3.4.0.0 workflows
- Avaya Control Manager SQL databases – see ACM upgrade section below.
- Omni-Channel Multimedia Cache database

Also, the **Sample Experience Portal Self Service Application** has not changed for Oceana 3.4.0.0. However if using the **Sample Chat WebUI**, this has been updated for 3.4.0.0 so should be upgraded.

Upgrade Avaya Control Manager from 8.0.2 to 8.0.3

The official upgrade procedure for Avaya Control Manager is documented in the "Upgrading Avaya Control Manager 8.0.3 for Enterprise" guide.

The summary steps are as follows:

- Copy the Avaya Control Manager installer onto the server
 - Stop all ACM services including Tomcat.
 - Backup the ACM SQL server databases. Reference "Upgrading Avaya Control Manager 8.0.3 for Enterprise" guide.
 - Copy the existing “license.lic” file to a safe location prior to installing 8.0.3 as it will be required during the install. The file is located in “C:\Program Files (x86)\Avaya\Avaya Control Manager 8.0.2.0\Services\ACCCM License Server”.
 - Install the 8.0.3 software following the instructions provided in the “Upgrading to Avaya Control Manager 8.0.3 for Enterprise” guide which is available on support.avaya.com
- Note:**
- Net 4.5.2 must be installed as a pre-requisite before installing the ACM 8.0.x software.
 - An updated license file is required for ACM 8.0.x if upgrading from 7.1.3.x
- Install the cumulative patch “ACM.Patch_8.0.3.0_2017-12-17.zip” as per the readme.txt within the patch zip file.

NOTE: ACM 8.0.x mandates the use of secure links over https. A signed certificate must be installed in IIS before using ACM.



Upgrade Omni-Channel Windows Server from 3.3.0.1 to 3.4.0.0

Backup Cache Database

On the Omni-Channel Windows server:

- Browse to **D:\Avaya\Oceana\Oceana\BackupAndRestore**.
- Select **BackupAndRestore.exe**.
- Using the Backup and Restore utility:
 - Under the **Select file to browse to:** section, select the **Browse** button.
 - Browse to the location of the Backup file.
 - Use a relevant name for the **.cbk** file.
 - Click **Save**.
 - Select **Backup Database**.
 - The Backup procedure now runs and should return a **Backup Complete** dialog.
 - Click **OK**.

Uninstall Avaya Oceana 3.3.0.1 application

On the Omni-Channel Windows server:

- Go to the **Control Panel** and select **Uninstall a program**.
- Select **Avaya Oceana** in the list of programs and select **Uninstall/Change**.
- On the dialog provided, select **Remove** to confirm that the application should be uninstalled.
- Confirm by selecting **Yes**.
- When the uninstall completes, confirm that the server is to be rebooted.

Install Avaya Oceana 3.4.0.0 application

On the Omni-Channel Windows server:

- Copy the new DVD to the server. Again, it is recommended to copy this to a drive on the C: partition.
- Browse to this location and right-click on the iso file and select **Mount**.
- When this mounts successfully, select **setup.exe**.
- Follow the install procedure, selecting the correct drives for each partition.
- Make sure to choose the **same drive letters** as used in the previous installation.
- Accept the EULA.
- When the install completes, confirm that the server is to be rebooted.

Restore Cache Database

On the Omni-Channel Windows server:

- Browse to **D:\Avaya\Oceana\Oceana\BackupAndRestore**.
- Select **BackupAndRestore.exe**.
- Using the Backup and Restore utility:
 - Under the **Select file to restore from:** section, select the **Browse** button.
 - Browse to the location of the Backup file.
 - Select the relevant **.cbk** file.
 - Click **Open**.
 - Select **Restore Database**.
 - On the Drive restore screen, perform the steps.
 - In the **Select your database drive letter** field, select the drive where you installed the Intersystem Cache database.
 - Click **Restore**



- The Restore procedure now runs and should return a **Restore Complete** dialog.
- Click **OK**.
- Login to Admin tool to verify the data is in the database to ensure that restore process is executed successfully.

The Omni-Channel Windows server is now upgraded.

Note: In Oceana 3.4 the the Multimedia Admin tool must be launched from the Avaya Control Manager. Please refer to the latest Oceana Deployment Guide for details.

After Upgrading Avaya Control Manager and the Omni-Channel Windows Server these servers should not be used until the System Manager and Breeze nodes are also upgraded as per the following procedures.

SMGR 7.1.x to SMGR 7.1.2 Upgrade Procedure

NOTE 1 : Full details on the upgrade procedure to System Manager 7.1.2/Breeze 3.4.0.0 Platform can be found in the Avaya Breeze 3.4.0.0 Release Notes and the Avaya Breeze Deployment Guide. What is captured below is a tailored procedure to upgrade the platform for an Oceana system perspective.

NOTE 2 : The existing System Manager software level does not need to be at any specific patch level prior to applying the 7.1.2 patch, as long as the version is a minimum of 7.1.x, then the 7.1.2 patch can be applied successfully.

Backup Oceana Administration (UCA) database

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Select Cluster #1.
- Click **Backup and Restore**.
- From the drop-down menu, select **Configure**.
- Configure the parameters that the database is been backed up to. *(Select a remote safe location that will not be impacted during the upgrade. i.e. Do not use the System Manager or any of the Oceana Avaya 3.3.0.1 Breeze nodes.)*
- Click **Test Connection** and ensure that this returns successfully.
- Click **Commit**.
- Select Cluster #1.
- Click **Backup and Restore**.
- From the drop-down menu, select **Backup**.
- Select the **ucastoreservice**.
- Enter a **Backup Password** (This is the password used to encrypt the backup – this is mandatory for all database backups on SMGR 7.1 and higher.)
- Click **Continue**.
- Check backup folder location for file with timestamp and service name

Apply System Manager 7.1.2

Note that the System Manager does not need to be at any specific patch level prior to applying the 7.1.2 patch. As long as the System Manager version is 7.1.x, then the 7.1.2 patch can be applied successfully.

- Login to the System Manager 7.1.x system using SSH



- Copy the System Manager patch **System_Manager_7.1.2.0_r712007353.bin** - to `/swlibrary` of System Manager..
- From the command line, execute:
 - `SMGRPatchdeploy System_Manager_7.1.2.0_r712007353.bin`

Note, due to Kernel updates in the System Manager Integrated Patch, a system reboot is required.

Once rebooted, ensure that the enrollment password is reset.

Avaya Breeze 3.3.1.1 to 3.4.0.0 upgrade

- Take notes of all cluster and global attribute settings for each cluster for all existing Oceana 3.3.0.1 svars.
- Taking note of these attributes is for reference only and will be useful to use later when re-configuring the Oceana 3.4.0.0 svars using the Oceana Configuration service - please follow the latest Deploying Oceana Solution Guide for full details on configuring all svar attributes.

Remove existing Engagement Designer Workflows

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- Under **Workflows** Tab, select a 3.3 workflow and click **Undeploy Workflow**.
- Repeat for all 3.3 workflows

Remove existing Engagement Designer Tasks

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- Under **Bundles** Tab, select a 3.3 Bundle and click **Undeploy**.
- Once the bundle is undeployed, select the bundle and click **Delete**.
- Repeat for all 3.3 bundles.

Deny all clusters

Place all clusters into Denying state:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the cluster to be accepted.
- From the **Cluster State** drop-down menu, select **Deny New Service**.
- Click **Continue**.
- Verify that the **Cluster State** column for the cluster changed to **Denying**.
- Repeat for all clusters.

Remove all Oceana 3.3.0.1 snap-ins from clusters

All Oceana snap-ins should be removed from the clusters in System Manager:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the cluster to be modified.
- Click the **Edit** button.
- In the **Service** tab, select **Uninstall / Force Uninstall** button for all snap-ins, except the **EventingConnector** & **CallEventControl** snap-ins. These will need to be replaced with the 3.4.0.0 versions later in the procedure.
- Press **Commit**.



- Repeat for all clusters.

Ensure that all snap-ins are fully uninstalled before proceeding. This can take up to 15 minutes to complete.

Delete all Oceana 3.3.0.1 snap-ins

Now delete the old Oceana 3.3.0.1 version of snap-ins (note this is a mandatory step due to changes in snap-in properties in Oceana 3.4):

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Service Management**.
- Click the checkbox for the snap-ins to be deleted (ensure the snap-ins are in a **Loaded** state).
- Click **Delete** and confirm the deletion.

Manually change the Breeze Cluster Attributes on existing Oceana Clusters

For cluster upgrades from Breeze 3.3 the "**Grid Heap Size for LU**" value will need to be manually updated.

Note: This is not required when creating new clusters on the upgraded System Manager.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- Click the checkbox for each existing Oceana Cluster, choose **Edit**, in the **General** Tab under **Cluster Attributes** change the **Grid Heap Size for LU** to: **-Xms64m -Xmx384m**
- Repeat for cluster 1,2 and 3.

Upgrade all existing Breeze nodes using 3.4.0.0 ISO

Note: It is recommended to take a snapshot of the existing Breeze nodes, prior to upgrading to the ISO / Integrated patch builds (the snapshots can be removed when upgrade is proved successful).

- Login to the Breeze nodes using SSH
- Copy the Avaya Breeze 3.4.0.0 ISO **aus-installer-3.4.0.0.340003.iso** to each node.
- From the command line, execute:
 - o `upgradeCE aus-installer-3.4.0.0.340003.iso`
- The nodes will be rebooted once the upgrade completes.
- After the reboot, wait until the new nodes are replicating successfully with SMGR and they pass the maintenance tests.

Deploy additional new Breeze Node for Cluster #3

For Oceana 3.4.0.0, **Cluster #3** now has a requirement to be a 2-node cluster. Therefore, this requires an additional node to be deployed and assigned to the cluster.

- Please use the Breeze 3.4.0.0 OVA to deploy a new node and once deployed and replication is Green on the System Manager, the new node should be added to Cluster #3 to make it a 2-node cluster.
- Note: A new **Cluster IP &/or FQDN** should be assigned to this cluster and the "**Is Load Balancer enabled?**" checkbox enabled for the cluster.

Deploy additional 2 new Breeze Nodes for Cluster #4 (Optional)

If using CoBrowse &/or CentralizedLoggingService snap-ins on Oceana 3.4 it is now only supported on it's own new cluster - Cluster #4.

- Refer to the Oceana 3.4 Deployment Guide for full details on creating this new cluster & the cluster location for these snap-ins, dependent on the agent count configured.
- Note: A new **Cluster IP &/or FQDN** should be assigned to this cluster and the "**Is Load Balancer enabled?**" checkbox enabled for the cluster.



- Note: As CoBrowse is no longer supported on **Cluster #2** please ensure that the "Is session affinity enabled?" checkbox is disabled in this cluster as it is no longer required.

Patch all Avaya Breeze 3.4.0.0 Nodes

- Copy **ce-patch-3.4.0.0.12340003.bin** to all new Breeze 3.4.0.0 nodes
- The command to execute the patch is:
 - `patchCE -i ce-patch-3.4.0.0.12340003.bin`
- After patch deployment, wait until the new 3.4.0.0 nodes are replicating successfully with System Manager and they pass the maintenance tests.

Load Oceana Configuration snap-in and create the Provisioning Cluster

Firstly, load the new 3.4.0.0 Oceana Configuration snap-in to SMGR:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Service Management**.
- Click **Load**.
- Browse to the **OceanaConfiguration-3.4.0.0.80601** snap-in and select **Load**.

Next, create a new Breeze cluster in System Manager using the **Customer Engagement** cluster profile:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click **New**.
- For **Cluster Profile**, select **Customer Engagement**.
- In the **General** Tab:
 - Add a **Cluster Name**.
 - Set a **Cluster Group**.
 - Note this value selected will need to be configured for all clusters associated with the Oceana solution later on.
- In the **Servers** Tab, there is no requirement to add any servers. This cluster is only serving as a configuration element.
- In the **Services** Tab:
 - Ensure only the 2 default services (**EventingConnector** and **CallEventControl**, with versions 3.4.0.0.340003) are added to the cluster for now.
 - Add the **OceanaConfiguration-3.4.0.0.80601** snap-in also.
- Select **Commit**.

Configure Oceana Configuration snap-in Attributes

Configure the Oceana Configuration snap-in attributes using the instructions outlined in the Oceana 3.4.0.0 Solution Deployment Guide.

Note: See 'Known Defects in Oceana 3.4' section - (AOEC-3841 & AOEC-3981) for workarounds if using Deployment Type 'Extra Large' or 'Small'.

Load all other Oceana 3.4.0.0 snap-ins on System Manager

Note 1: A number of SVARS have changed name from Oceana 3.3 to 3.4. Please refer to Appendix C for details.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Service Management**.



- **Load** all the new Oceana 3.4.0.0 versions of the snap-ins for all clusters. These new snap-ins are listed in the Oceana 3.4.0.0 Release Notes.
- Note that the pre-installed SVARs (**CallEventControl**, **EventingConnector** and **AuthorizationService**) have changed in Oceana 3.4.0.0 to version **3.4.0.0.340003**.

Add Oceana 3.4.0.0 snap-ins to the relevant Clusters

Please refer to the Oceana 3.4.0.0 Solution Deployment Guide for details of what cluster the Oceana 3.4.0.0 snap-ins should be deployed to.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the relevant cluster.
- Click the **Edit** button.
- In the **General** tab, assign the cluster to the same **Cluster Group** assigned to the Provisioning Cluster.
- In the **Services** tab, add the new Oceana 3.3.0.1 snap-ins required for that cluster.
- Press **Commit**.
- Repeat for all clusters.

Note - while loading the 3.4.0.0 snap-ins to the relevant clusters, you should replace the 3.3.1.1 versions of the **CallEventControl**, **EventingConnector** and **AuthorizationService** snap-ins with the Oceana 3.4.0.0 version - **3.4.0.0.340003**.

Manual snap-in Attributes configuration

The new Oceana Configuration svar configures the majority of the svar attributes but there are a few manual updates required to individual Service Cluster attributes:

- For the optional SMSVendorSnapin & OCPDataViewer snap-ins, the attributes should be set manually as per the latest Deployment Guide.
- For the BotConnector snapin, set the Site ID for the automation server being used.
- For the SocialConnector snapin, set the Messaging Snapin key.
- Once all snap-ins have installed successfully, reboot Cluster #3 to ensure these manual attribute changes are correctly picked up.

Accept all Clusters

Place all clusters into Accepting state:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the cluster to be accepted.
- From the **Cluster State** drop-down menu, select **Accept New Service**.
- Click **Continue**.
- Verify that the **Cluster State** column for the cluster changed to **Accepted**.
- Repeat for all clusters.

Add Engagement Designer Tasks

Once the Engagement Designer snap-in is installed, then the updated 3.4.0.0 tasks need to be deployed.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- Select the **Bundles** tab.



- Click **Upload** and browse to the relevant files
- Once selected, click **Upload**.
- Select the checkbox next to the uploaded tasks and select **Deploy**.
- Repeat for all four required tasks:
 - EngagementDesignerTasks
 - CSTasks
 - OceanaTasks
 - WATasks

Load and Deploy Engagement Designer Workflows

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Designer Console URL**.
- In the Tool bar, select **Import Workflow from File**.
- Select the sample voice flow. For example, select “OceanaVoiceAssistedService.xml”
- Click **Import**.
- Save the flow using the Save As icon.
- Give the flow a name.
- Select the folder where you want to save the workflow.
- Click **Save**.
- Click the **Deploy Workflow** icon.
- The name and version are auto-selected, but can be changed if desired.
- Click **OK**.
- On the top right corner of the Engagement Designer user interface, Select **Admin Console**.
- In the **Workflows** tab ensure the flows are listed and deployed.

Note: For additional configuration required for Transfer to Service, and the new Video/Voice workflows, please refer to the latest “Deploying Avaya Oceana™ Solution” guide.

Important changes in Oceana 3.4.0.0

Note that there are some fundamental changes in Oceana 3.4.0.0 that customers should be aware of, especially if you have completed the upgrade from Oceana 3.3.0.1.

- The URL for **Workspaces** has been updated in Oceana 3.4.0.0 to https://<Cluster2_FQDN>/services/UnifiedAgentController/workspaces/#/login.
- All **Email** Rule Groups should have a Routepoint assigned. This includes the Default Rule Group.
 - Failure to configure in this way will result in emails not being routed.
 - If this activity is carried out after the EmailService is running, a re-install of the EmailService is required or a restart of Cluster #3.
 - See the Workarounds & Considerations section of these release notes.
- The **UCASoreService** snap-in has token authentication access configured by default. There are 2 options:
 - Set **Enable Tokenless Access** to **True** so that Oceana operates similarly to Oceana 3.3.
 - Set **Enable Tokenless Access** to **False** (default value) and configure token access as per the Solution Deployment Guide.
- **Customer Journey:** After upgrade to Oceana 3.4, the External Data Mart (**EDM**) database used will require an Updated Database Schema. Please refer to the Context Store 3.4 Release Notes for details.
- **SVAR name changes:** A number of SVARS have changed name from Oceana 3.3 to 3.4. Please refer to Appendix C for details.



Functionality not supported

From a WebRTC perspective the following functionality is not supported in this release of Avaya Oceana™:

- Enhanced Engagement Designer workflows that require knowledge of agent transfers and conferences are not supported in this release. So once a WebRTC call has been presented to an agent, Engagement Designer will be unaware of any further telephony actions, such as transfer/conference, that the agent carries out on the call. If the Workflow then implements any further processing of the call, this could result in an error, as the party(s) present on the call may be different to what Engagement Designer expects.
- For audio and video, the g711 codec must be prioritised across the solution.

From a WebRTC video perspective the following functionality is not supported in this release of Avaya Oceana™:

- Video is not supported in a cloud or hybrid deployment, only on premise deployments are supported
- Endpoints other than Avaya Oceana Workspaces are not supported for video for example, Avaya Media Client
- An agent can be assigned the video channel attribute or the voice channel attribute in administration. But never both channel attributes at the same time.
- Video agents can only handle incoming video calls, originating a call from a video agent is not supported.
- Audio wait treatment will be provided to incoming video call, video wait treatment is not supported.
- Consult on a video call is not support
- Transfer and conference of a video call are not supported
- Agent browser refresh is not supported and killing the browser during an active call will result in loss of the call
- Audio and video devices used by the agent browser cannot be dynamically changed from within the Workspaces application. Audio and video devices are controllable at a browser level rather than an application level
- For video, the h264 codec must be prioritised across the solution
- Work Assignment: It is not possible to queue to a required agent and preserve this item in queue if the agent logs out before getting routed that contact.
If the agent logs out while Required Agent contacts are waiting for them, this will result in an error in the ED flow that would need to be handled by a customized workflow.

Defects resolved in Oceana 3.4

Context Store / Customer Management

Fixed Defect	Description
UCAM-477	Raised service alarms are not reported in System Manager Events page
CSSNAPIN-2353	Context Store EDM alarm (CS_EVT_4) is not raised when required
AOEC-2297, AOEC-2834	Search / Filter functionality in the Customer Journey widget is not working correctly
AOEC-2371	customer journey detail number of interaction always display as 100 even number of interaction are more.
AOEC-2308	(Safari 10.0) Customer Journey no Horizon scroll bar in Customer Journey
AOEC-2174	(Safari) Email Customer Journey no “+” button appeared after user double click on “Interaction”
AOEC-2670	Safari_Interaction work card on customer journey overrides Email and Voice channel when agent clicks touch point and closes it.
AOEC-2790	All Supervisor Observed workcards have the same Customer Journey Details
AOEC-2787	Voice work card updates the same “Customer Journey details” with the next work card
AOEC-2814	IE11– Cannot see full chat transcript when we click Show button on touch point of Customer



Context Store / Customer Management

	Journey
CSSNAPIN-2458, CSSNAPIN-2451	Journey details not displayed correctly for very long multi-session Customer Journey when toggling between “in progress” contacts

Unified Agent / Workspaces

Key	Description
UNIDESK-10467	Widget Framework - after upgrading from 3.3.1 and running the widget migration, all core widget changes are not added to framework including new core widgets
UNIDESK-10457	Oceana25 Oceana agent fails to login. UCA not available error
UNIDESK-10439	UAC - BPM does not clean up UserSession and ClientSession for a user removed from UCM while disconnected
UNIDESK-10437	Workspaces is not disabling AWFOS portal widget when Agent is in Ready state
UNIDESK-10428	Administrator mode needs to provide ability for user to accept or decline layout migration
UNIDESK-10422	Disposition Code scrollbar not working
UNIDESK-10415	UAC - BPM becomes unresponsive if a subsequent disconnect occurs during PumpUp
UNIDESK-10414	UAC - SMGR properties not updated on backup pu
UNIDESK-10412	Workspaces - Audio icons in settings are missing
UNIDESK-10404	Under load chat sessions are missing messages
UNIDESK-10403	Safari - Workspaces fails to load after refresh
UNIDESK-10386	Workspaces - All logs are cleared after downloading/uploading them
UNIDESK-10364	Observe request missing user handle - observe fails
UNIDESK-10341	Oceana Services should not use UCAM’s TriggeredBean to reliably undeploy their PU’s
UNIDESK-10302	Widget Framework - Widgets not displaying as expected after importing some custom widgets
UNIDESK-10300	Suggested Content widget is displaying no content for emails after clicking reply. Refresh resolves the issue
UNIDESK-10292	External screenpop is popped up when contact is alerting on agent
UNIDESK-10279	Reads for ResourceSessions should include providerId and possibly channelType(s)
UNIDESK-10257	Workspaces - Insert template does not work with internal Email Templates widget
UNIDESK-10251	Supervisor broadcast messages fail
UNIDESK-10248	Add new widgets in 3.4 to Administrator Documentation
UNIDESK-10247	Layout Migration - Admin Notifications missing
UNIDESK-10238	Websocket reconnect - No information on re-sync
UNIDESK-10236	Admin user will not exit
UNIDESK-10235	Layout Validator renders pre 3.4 widgets invalid
UNIDESK-10205	Coaching and Coached messages not exchanging during Coach and Barge
UNIDESK-10147	Co-browser is grey out if supervisor is on cobrowse session then observe other chat request.

UNIDESK-10134	IE11 – The Co-browse page is blank
UNIDESK-10003	Widget API needs to be extended to expose ocpAddress
UNIDESK-9942	Interaction Area – Workspaces Carousel not functioning. Unable to accept new interactions once they present off screen
UNIDESK-9889	Social audio notifications not available in settings section of some users but available in others
UNIDESK-9888	Agent workspace stops responding to work offers on OCP channels
UNIDESK-9713	Tesla - Breeze Auth Service sends token with invalid claims to WorkSpaces
UNIDESK-9560	Workspaces is not redirecting to the "AWFOS Observe" widget when the Supervisor uses the "My Agents" widget and clicks the "Eye" icon of an Agent handling a Voice Interaction
UNIDESK-9951	Workspaces - Broadcast Messages - Getting HTTP request failed when attempting to send message
UNIDESK-9877	The external screenpop is launched and move to screenpop widget when supervisor set Work code/Disposition code for barge in chat
UNIDESK-9843	There 2 work cards displayed on supervisor barge-in chat request that is transfer to agent while supervisor is in ACW state
UNIDESK-9822	Potential null pointer in toString of PropChangedEvent
UNIDESK-9814	Trunk access code is not inserted into phone number when start the interaction
UNIDESK-9813	Barge in- Error message appears and chat widget displays blank on Supervisor if Agent closes chat while Supervisor is still in progress of barge in
UNIDESK-9712	Issues with contacts after being left open overnight.
UNIDESK-9699	[Intermittent] Voice stuck when Agent opens conference by Agent-ID, holds this conference and let it be RONA.
UNIDESK-9696	Workspaces - Cannot reply to Email
UNIDESK-9631	Workspace – Nothing happens when agent transfers call to an invalid extension number - A notification should be informed
UNIDESK-9623	Workspaces - Customer Details widget is blank
UNIDESK-9579	Coaching - While supervisor is coaching a chat, Agent opens co-browse then clicks URLs or Phrases, the URL or Phrases is sent directly into the agent chat window instead of coaching
UNIDESK-9568	Agent cannot login if agent was assigned a POM provider at some point but not any more and POM server is down
UNIDESK-9562	Web Voice Screen pop broken on 3-4
UNIDESK-9396	Email- Cannot copy text from another application to Email body/Subject
UNIDESK-9375	Remove Email Attachment – Error occurs when removing attachment if agent is handling multiple contacts
UNIDESK-9317	Agent's Channel Status isn't updated when SUP registers to workspaces before Agent
UNIDESK-9213	Workspaces - Multiple issues with Chat Window after refreshing client which has a completed file transfer in the chat window
UNIDESK-8756	Missing acquire notifications when activating multi-channel agents

Omni Channel Provider

Fixed Defect	Description
OCPROVIDER-1121	Phone number not included with customer history. Phone number for SMS contacts is not sent up with customer history, as the phone number is stored per-customer instead of per-contact

OC PROVIDER-1466	Open Contacts in OCP Database should be matched to open contacts in UCM when chat controllers starts up
OC PROVIDER-2396	Email sent with attachment of msg format , is received in txt format at the agent
OC PROVIDER-2478	Remove Email Attachment – Error occurs when removing attachment if agent is handling multiple contacts
OC PROVIDER-2159	Customer Journey - no transcripts returned when there is only an auto-response to an incoming email
OC PROVIDER-1891	Timing difference between Customer History recorded time and actual time of chat.
OC PROVIDER-2492	Type column of Customer history search widget is not populated
OC PROVIDER-2495	Customer History Search – Attachment is not included in Customer History Search
OC PROVIDER-1417	No action taken when Automated Chat server is shut down.
OC PROVIDER-2494	Deleting an attribute on ACM does not get reflected in OCAdmin
OC PROVIDER-2491	Routepoints incorrectly marked for deletion on OC Admin
OC PROVIDER-2490	Customer History Search – Email with long subject overlaps other fields
OC PROVIDER-1355	Agent showing in correct channel states when in Pending Not Ready state
OC PROVIDER-2159	Customer Journey - no transcripts returned when there is only an auto-response to an incoming email
OC PROVIDER-2227	Should not be able to delete Office hours template that is assigned to the rule
OC PROVIDER-2134	Barge-In tab title displaying SMS Gateway No. instead of Customer No.
OC PROVIDER-2237	Transfer file during chat – Missing Transferred file message when customer receives chat transcript
OC PROVIDER-2226	Should not be able to create Office hours template with duplicate holiday date
OC PROVIDER-2287	Currently Customer History search on the subject field will only return a value if there is an exact phrase match.. Partial phrase matches are not supported
OC PROVIDER-2116	Customer History Search- Priority is displayed inconsistency between Customer History Search and Customer History
OC PROVIDER-2502	Customer History Search - Email – Redundant timestamp in email transcript when Agent replies email to Customer
OC PROVIDER-2503	Customer History Search - Email – Missing "From" information in content of transcript
OC PROVIDER-2141	OCP Failed to get the customer ID for Social Media channel and hence the customer Journey for the customer appears as "NULL" when the social handle contains a space
OC PROVIDER-2984	customerid is null for Kik and line user accounts.
OC PROVIDER-2982	new Kik and line channel user messages fail to process with JsonDecodeException.
OC PROVIDER-2954	OCP Data viewer fail to display social handle platform information.
OC PROVIDER-2900	customer history and customer journey for the Kik and Line account user gets merged.
OC PROVIDER-2899	customer history for the social contact is not available if contact is marked as close from OCPDataViewer tool.
OC PROVIDER-2969	Priority field in SMS Edit Gateway details screen is not being saved
OC PROVIDER-2613	Direct reply on OCP DataViewer does not work if email has a large body
OC PROVIDER-2779	Changes to the Enable or disable language analyser for SMS on MessagingService should not require a reboot on OCP node
OC PROVIDER-3018	Email Wildcards not working



OCPROVIDER-2509	Graceful shutdown for mailhandlers needed
OCPROVIDER-2396	Email sent with attachment of msg format , is received in txt format at the agent
OCPROVIDER-2926	If messaging service websocket drops to customer controller it should attempt to reconnect

Outbound

Title	Description
OUTBOUND-253	Logged Out agents fail to reconnect after POM server restart
OUTBOUND-222 Work card should display the currently dialed number, rather than showing the customer phone1	In a scenarios, where customer record in POM has two numbers phone1 and phone2. If phone1 is busy / not answered by customer, the POM dials phone2. In this scenario , the workcard is showing phone1 on it. Ideally the work card should display the dialed number.
OUTBOUND-192 POM agent script when loaded takes over the entire workspaces.	If the script URL hosted on a server other than the POM server. When rendered on Workspaces may occupy the entire designed to occupy a full browser screen it may corrupt workspaces .
OUTBOUND-133 Agent Script URL not displaying within workspaces widget for POM outbound contact	The POM server sets the Script URL X-Frame option to SAMEORIGIN. A workaround to correct this is contained in the POM “POM305Patch1” release notes.

Unified Collaboration Administration

Fixed Defect	Description
OGMA-1981	Oceana attributes are not deleted from multimedia cache when deleted from ACM
OGMA-2048	Getting UCA out of memory exceptions when we try to add more than 2500 agents

Unified Collaboration Model

Fixed Defect	Description
UCCM-1146	ucm-affadapter-pu fails to deploy

SocialConnector

Fixed Defect	Description
SOCLMEDIA-26	Social Media snap-in Eula has some incorrect characters
SOCLMEDIA-95	Social snapin is using TLSv1 to connect to AWS SQS
SOCLMEDIA-419	Social media not functional for 10 minutes after OCP node restart
SOCLMEDIA-448	CEC: Messaging snap-in key should be encrypted in SMGR
SOCLMEDIA-449	CEC: Need to Check that traffic is differential by management and user traffic.
SOCLMEDIA-450	CEC: Web Security and Input Validation
SOCLMEDIA-451	CEC: Error or debugging messages should be in proper format
SOCLMEDIA-452	CEC: Need to use the Breeze SSL context for secure communication
SOCLMEDIA-580	J-1648 : J-1649 - CEC 172968-080 - Positive input validation ; APIs, Admin interfaces, Client apps
SOCLMEDIA-688	Initial polling interval to messaging snap-in should be 10 sec till data is not available with Social



SocialConnector

	snap-in
SOCLMEDIA-711	SocialConnector svar gives Executor service failure exception on installation. Can't route social work without the cert.
SOCLMEDIA-712	Can't route live tweets from a private account.(Twitter account with tweets locked from public)
SOCLMEDIA-765	SQS polling status update frequency should not be less than 1 min in Ocean Monitoring page
SOCLMEDIA-766	Social Channel displays links twice in Oceana Workspaces
SOCLMEDIA-859	Duplicate messages sent to customer as a response to customer's first social message.
SOCLMEDIA-901	Dev Connect API is not working with Oceana Integration
SOCLMEDIA-904	Status thread is still running when service is in stopped / undeployed
SOCLMEDIA-940	Unable to install SocialConnector snapin

CoBrowse

Fixed Defect	Description
CBSNAPIN-2525	no inactivity timeout as sockjs error comes every minute
CBSNAPIN-2500	Agent click not synchronize when in control
CBSNAPIN-2505	Chrome – Voice Co-browse – There is blank area at the end of co-browse page
CBSNAPIN-2445	Agent is not in control but still able to edit
CBSNAPIN-2412	On providing garbage value to setCSSHoverFile API all the CSS files are parsed
CBSNAPIN-2389	Agent when in control of CoBrowsing session highlights the text is not visible to Customer.
CBSNAPIN-2318	The paused co-browse session does not resume after WAS re-start
CBSNAPIN-2298	Service stuck in the Starting/Installing state if the DB URI provided is invalid.
CBSNAPIN-2297	Heartbeat message for the "Co-Browse DB not reachable" is not generated by the CoBrowse Snap-In
CBSNAPIN-2296	Scroll bars do not work when agent is using safari browser and is in control of a cobrowse session(same issue is present on IE browser)
CBSNAPIN-2295	Auto-scroll does not work in an active cobrowse session when agent is using safari browser
CBSNAPIN-2289	CEC: Need to Check that traffic is differential by management and user traffic.
CBSNAPIN-2286	CSS misalignment of the customer webpage on the Agent workspace.
CBSNAPIN-2285	Configuring attribute "Collaborative Browsing Inactive Timeout Message" has no effect.
CBSNAPIN-2436	Microsoft Edge– The agent control co-browse session but cannot overwrite customer's input
CBSNAPIN-2031	EnableStartStopForSnapIn attribute for cobrowse does not support "false" value.
CBSNAPIN-1939	Agent thrown out of the session after the CoBrowse cluster is put to Deny and then to Accept new service state
CBSNAPIN-1933	Profile image not appearing on agent side,
CBSNAPIN-1929	DOM based XSS exists in the client browser though injection of scripts from the client side
CBSNAPIN-1821	Co-browse performance Issue
CBSNAPIN-1761	Update debugging tips on addition of Id to HTML element
CBSNAPIN-1758	Update documentation to include support html events
CBSNAPIN-1762	Co-Browse does not respond to customer window resize event
CBSNAPIN-1592	Agent can modify form elements when not in control using Tab navigation
CBSNAPIN-1674	Session gets lost, when Agent is disconnected from LAN.
CBSNAPIN-1468	Synchronization issue when customer is on MAC Book
CBSNAPIN-395	Auto scroll does not work when Agent clicks on fields those are not visible to customer, (basically fields at the very bottom of the page)
CBSNAPIN-2435	The agent lost focus while inputting data into co-browse form



Avaya Control Manager

Fixed Defect	Description
	(Refer to Avaya Control Manager 8.0.3 release notes)

Work Assignment

Fixed Defect	Description
INGENSG-7888	WAIMRestService alarm not getting raised only log shows some events
INGENSG-7957	On abandon, WA marking that agent unavailable for more than 2 min
INGENSG-7973	WA does not send Error response to ED when ResourceTimer expires
AOEC-2229	Agent can logout while contact alerting

Call Server Connector (CSC)

Key	Description
KHEPRI-417	Answer Call attempts removes contact from UCM (Video POC with AAWG browser endpoints)
KHEPRI-435	DMCC service restart on AES side can (intermittently) cause AR registrations failure on CSC
KHEPRI-437	Intermittently CSC Primary PU doesn't create UCM Provider upon startup
AOEC-3522	CSC: Description of attribute Voice Provider Id needs to take into account ECC as well.
KHEPRI-439	AES password stored as clear text in the UCAM Manager Space
AOEC-3633	ECC : CSC alarming issue when CSC is unable to connect to AES
AOEC-3630	SIL 100 Agent Blended Traffic Run - Confirmed CSC Memory Leak
AOEC-3835	Csc.log present in /opt/Avaya/dcm/gigaspace/bin and growing without restraint

Avaya Mobile Communications

Key	Description
AMCOCEANA-270	iOS client crashes when Web voice workflow is in maintenance mode
AMCOCEANA-25	iOS After ending a call and deleting AMV Token, websocket attempt to reconnect and throw network error callback.
AMCOCEANA-148	When an active Oceana WebRTC interaction is interrupted by a 3rd party VOIP application, it causes unexpected behaviour on the Oceana interaction.
AMCOCEANA-12	Android WebRTC client output error in logs when making an audio call
AMCOCEANA-13	JavaScript client cannot establish consecutive gateway sessions without a browser refresh
AMCOCEANA-15	iOS SDK generates warning in XCode 7
AMCOCEANA-330	AMC attributes are removed when restarting the HA master node
AMCOCEANA-329	amcSpace is undeployed when shutting down or restarting one node in the cluster
AMCOCEANA-328	iOS - iPhone8 only - App crashes when getting supported camera resolutions
AMCOCEANA-325	Threading issue in JSON converter can bring down AMC service
AMCOCEANA-316	Attribute values are not loaded upon service (re)start
AMCOCEANA-311	AMC - DELETE request to Context Store throws 404 error



AMCOCEANA-152	WebRTC calls create two 'NEW INTERACTION' entries right after each other in Customer Journey
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BotConnector

Fixed Defect	Description
CHATBOT-1702	Compiling with chatbot plug-in SDK 3.3 complains that ConversationException.ErrorCodes does not exists
CHATBOT-1612	Message minimum length should be 1 character instead of 20 characters
CHATBOT-1611	Attribute changed at runtime not getting reflected
CHATBOT-1609	Get message with blank chat ID returning response code 500.
CHATBOT-1601	Chatbot Service logging issue.
CHATBOT-1575	Extra Info and Training Data are not validated properly
CHATBOT-1574	Incorrect attribute validation for Avaya Automated Chat attributes.
CHATBOT-1573	Exceptions occurred in Performance Test of BotConnector while starting the session.
CHATBOT-1542	Get-message API is not handling Unicode and Bindirectional characters properly.
CHATBOT-1514	Automated chat url not allowing empty value
CHATBOT-1475	URL validation for the attribute "Automated Chat Base URL"
CHATBOT-1407	Exception seen in log while chatbot generates events
CHATBOT-1383	CEC: Need to Check that traffic is differential by management and user traffic.
CHATBOT-1267	EnableStartStopForSnapIn attribute for ChatBot does not support "false" value.
CHATBOT-1088	Wrong serviceability message regarding the conversation module is displayed on Monitor page.
CHATBOT-974	Chatbot Service logging issue.

Known Defects in Oceana 3.4

Avaya Control Manager

TITLE	Brief Description of how issue will affect the customer
ACM-17298 - Windows Security message box is getting displayed after ACM timeout on Work Assignment attribute/properties page.	If the ACM session expires while the user is in the Work Assignment portal the user will be presented with a windows username/password dialog. Workaround: The user needs to enter their ACM login credentials to continue.
ACM-17635 – Cannot edit or delete a screenpop with a non-English name	ACM allows for the creation of Screenpops whose names contain non latin characters, however these screenpops cannot be edited or deleted at this time. Workaround: Avoid using non latin characters in screenpop names
ACM-18007 – Agent cannot login to Oceana	The association between an agent and an Extension is established when the agent details are saved. If the agents extension is subsequently removed from the list of Oceana Extensions under the Oceana Server Details, this link will be broken and will not be re-established even if the extension is

Workspaces after Extension is removed from monitored list	added back into the list. As a result, the agent will not be able to login to Oceana Workspaces as they do not appear to have a default extension. Workaround – In the scenario above, the agent details must be re-saved in order to create the association between the agent and the extension.
ACM-19831 - ACM 8.0.1 - HA - Database connection string in ACM-APP2 (Secondary) in Datacenter 2 is not updated when Datacenter 1 is down	Workaround: Stop the HA service on the secondary application server (ACM-APP-2). In this scenario there is no need to have HA service running since only one DC is functional. 2. Verify that the HA service on the ACM-APP-2 server is set to Manual and not Automatic or Automatic (Delayed Start). This is to ensure that the service does not start automatically during the procedure. 3. On the ACM-APP-2 server, update the C:\Windows\System32\Nav360Config.xml file so that the connection string points to the secondary database, ACM-SQL-2. 4. Verify that the C:\Windows\Syswow64\Nav360Config.xml file is also updated from the change you made in the C:\Windows\System32\Nav360Config.xml file. If you have created a hard link between the NAV360Config.xml and it is still in place, the file must get updated when you saved the file in C:\Windows\System32. For more information, see Creating a hard link between the NAV360Config.xml files. 5. Stop the Audit Log and License Tracker services on the ACM-APP-2 server 6. Start the Audit Log and License Tracker services on the ACM-APP-2 server
ACM-22627 – “Failed to fetch extension” error when saving Oceana agent	When adding agents to Oceana, their assigned extension details are checked to see if they are video enabled and to determine the number of lines. This detail is contained in the "ExtensionDetail" table in ACM. For extensions created through ACM prior to 8.0.4, the "ExtensionDetail" information is not populated. As a result, an error is generated when attempting to save an agent who has one of these extensions assigned. Workaround: To fix a single extension - open the extension details in the ACM extension management page and save the existing details. This will populate the missing data. To fix a range of extensions - create a bulk job in ACM to update a station field (e.g. IP Video enable flag), run the job and all of the selected stations will be updated. NOTE: only use the IP Video Enabled flag if you know the current value of this for all the selected stations. The intent of this workaround is to re-save the existing data rather than make changes to it.

Work Assignment

TITLE	Brief Description of how issue will affect the customer
INGENSG-7888: WAIMRestService alarm not getting raised only log shows some events	Alarms that are raised by Work Assignment that indicate issues connecting to the service grid are no long visible in SMGR alarming. Workaround: Issue can be seen by looking at WA Rest Service logs.
INGENSG-7998	Service Metric OldestWaitingWork metric is inaccurate. Workaround: None.



Unified Collaboration Model

TITLE	Brief Description of how issue will affect the customer
AOEC-3895	Intermittently a Voice Workcard gets stuck on agent workspace. Workaround: Reboot UAC cluster. Hotfix available on MPL

Omni Channel Provider

TITLE	Brief Description of how issue will affect the customer
OCPROVIDER-3253	If the Oceana Configuration service is set for the "Extra_Large" deployment type. When the ORCRestService is installed on the OCP cluster, the deployment type is set to "OCEANA_SMALL" in error. Workaround: Manually set the Deployment type in the ORCRestService attributes to "OCEANA_XLARGE"..
OCPROVIDER-1432	Loss of active queued contacts on restart of ORC
OCPROVIDER-2057	If no Adhoc Mailboxes are setup in MM Admin, a blank list is sent up to UAC and no FROM address can be selected
OCPROVIDER-2081	MM Admin_Email is not routed to Agent if Keyword Match on both Subject and Body
OCPROVIDER-2201	Agent reply in social work-card restricted to 140 chars.
OCPROVIDER-2501	Touchpoint value shown as "undefined" for Voice ,Email,SMS and Social channel interactions.
OCPROVIDER-2288	Update the Web On Hold message group on Transfer to Service
OCPROVIDER-2898	Social close contact audit action takes 10 minutes to close the websocket resulting in loss of service.
OCPROVIDER-2915	customer journey is not available for the social contact which was marked as closed through OCPDataViewer.
OCPROVIDER-2482	On MM server upgrade TLS config needs to be re-done
OCPROVIDER-3127	slowdown in creating customers in Cache DB
OCPROVIDER-3255	ORCRestService audit needs to be disabled for Chat traffic
OCPROVIDER-2488	Issue with the capabilities to handle customer's phone number with (+) followed by country code as prefix
OCPROVIDER-2729	Section 508 compliance testing on OC admin. Cannot navigate or make edits with keyboard
OCPROVIDER-3022	SMS Automation is escalating straight away
OCPROVIDER-2903	Duplicate message of agent has left chat at customer when agent leave barge in chat
OCPROVIDER-3244	OC Admin - After configuring a long auto phrase the phrase text is blank
OCPROVIDER-3241	Can delete mailbox that is referenced by chat header cause outbound email not working
OCPROVIDER-3223	Changing Audit Service attribute requires a cluster reboot.
OCPROVIDER-2198	There is no CC field in Email customer history
OCPROVIDER-3200	Social channel customer reply window doesn't have character limit on the workspace
OCPROVIDER-3258	OC Admin tool should block users from saving a rule group if a route point has not been selected (including the default rule)
OCPROVIDER-3261	OC admin should prevent the creation of SMS and Social account details without selecting a route point
OCPROVIDER-3262	Contacts will not be considered for the ORC audit post upgrade to 3.4 if they do not have route points assigned
OCPROVIDER-3265	OC admin displays route point entry for a rule group but the database is missing the route point causing Email service to ignore the rule on Oceana 3.4
OCPROVIDER-3266	Email service will not process mailbox rules without route points configured post upgrade to 3.4

OC PROVIDER-3251	Default thread counts are too high across OCP services (for high capacity deployments)
OC PROVIDER-3237	Email Service: IMH thread sometimes failing to recover from null pointer if mailboxes deleted
OC PROVIDER-2618	AutoPhrases and PagePush URLs not matching on TransferToService
AOEC-4179	Improve explanation of Route points and the reason for the mandatory association
AOEC-4178	Generic Contact creation should require a Route point
AOEC-4181	Chat Contact creation should require a Route point
OC PROVIDER-3273	mmAdmin Role is missing from _admin user after configuring mirroring
OC PROVIDER-3548	OCP admin tool doesn't run correctly from a browser on the OCP admin server

Unified Agent / Workspaces

Key	Brief Description of how issue will affect the customer
UNIDESK-7436	Transfer/conference button is disappeared on consult call after the main call is drop.
UNIDESK-8755	Observe Interaction buttons should not be active when Supervisor is having 3 active SMS work cards and 3 barged work cards
UNIDESK-10015	Widget Framework - Import Library file with duplicate Id and name does not report error and causes issues displaying core widgets after refresh
UNIDESK-10145	Edge – Workspaces - Agent should not be able to navigate backwards
UNIDESK-10399	Transfer to Service- the latest message of customer is not displayed on work card of agent2 when chat is transferred after agent1 sends message to customer
UNIDESK-10496	Edge – Cannot change the font size of existing text on Email
UNIDESK-10483	Workspaces_Supervisor can observe more than 3 contacts if clicking on Observe buttons continuously
UNIDESK-10469	Data is missed on Customer History Search if Searching returns more than 200 contact
UNIDESK-10453	Workspaces_Auto focus on Screenpops Widget when creating an Ad-hoc email
UNIDESK-10436	An unexpected suggest content is displayed if agent initiates an ad hoc email while email contact is ringing
UNIDESK-10429	Last updated by on Widget Admin is showing in unexpected language
UNIDESK-10259	Agent state never returns to Logged out after CSC error
UNIDESK-10163	Workspaces - Email Templates widget not displayed when migrating from 3.3 to 3.4
UNIDESK-9884	After contact work _ Agent can input, edit or delete all fields of email by using tab key
UNIDESK-9860	Edge –The HTML format is lost when we copy HTML text then paste it into Email body
UNIDESK-9557	UAC PU state showing as unknown on Oceana monitor tool but grid shows the PUs are running
UNIDESK-9236	Remove Email Attachment – Attachment is disappeared after refresh browser
UNIDESK-10498	Workspaces - Checkboxes should be aligned to the left
UNIDESK-10490	[WFO 15.1.2 - ACR15.1.2 - Oceana] Intermittently workspaces retains customer connection despite call being dropped (gila)
UNIDESK-10488	Workspaces - Desktop notification parent setting is not clear
UNIDESK-10486	Workspaces - The ID interaction is showed inconsistent between Customer History and Customer History Search
UNIDESK-10484	Workspaces - Suggested Content widget should be disabled if Supervisor is only observing
UNIDESK-10482	Workspace – Customer History – Issues with long name of attachment file
UNIDESK-10478	Workspace_ Barge Icon still displayed on Supervisor workcard even though the agent has dropped off and the “Barged in” display instead of the chat message
UNIDESK-10471	Service name does not display for requeue contact on Work Card
UNIDESK-10458	Workspaces - Disable Agent Video & Audio buttons should be disabled while on hold.
UNIDESK-10451	Workspace – The title of the work card displayed UNKNOWN if customer initiates the webchat with the email has the number in email domain
UNIDESK-10450	Fail to login Agent on Workspaces if elite agent already logged and no error message appears



UNIDESK-10448	UAC - Does not display Outbound AgentID in supervisor dashboard
UNIDESK-10446	Source AOCW Workspaces Administrator Layout Manager Date time format ENG
UNIDESK-10435	Workspaces - WidgetAPI - onMediaDataEvent is not being fired after a refresh
UNIDESK-10417	Customer History_ Should clarify the transcript header of Email contact history.
UNIDESK-10413	UAC - Intermittently screenpops not sent to client when OCDS IP not set
UNIDESK-10401	Some widget help pages do not display properly unless the client has internet access
UNIDESK-10393	CustomerID is missed in Email transcript on Customer History Details
UNIDESK-10379	Workspaces - Toast notifications don't stack
UNIDESK-10360	Email Template (HTML) imports into a plain-text format email reply
UNIDESK-10339	Workspace - Voice UI Enhancements - Unable to transfer consult work card by using hot key ctrl t
UNIDESK-10298	Agent kicked out of session unable to reactivate
UNIDESK-10207	Workspace - Some information are not translated.
UNIDESK-10201	Workcard is missed on workspace after agent tried to log in on another client during working on contact
UNIDESK-10183	Work Space – Chat/Email widget - Cannot see fully long name of attachment file
UNIDESK-10171	Desktop notification does not display if agent moves to another tab while refreshing web browser is loading
UNIDESK-10156	Edge - Click on notification window for incoming call does not bring Workspaces into focus incase workspace is minimized.
UNIDESK-10139	Desktop notification for observed interaction
UNIDESK-10122	SmartSearch_Phone icon of team member who does not support voice should be grey out or remove in search result
UNIDESK-9954	Chrome– The workspace is freeze after we remove attachment then try to add other attachment into Email
UNIDESK-9890	Edge_IE11 -The File upload window is not showed In Front when we click Transfer File button again
UNIDESK-9842	Chat – transfer file: The attached file window is refreshed if click Transfer file button again
UNIDESK-9722	Edge Customer History transcripts not displaying
UNIDESK-9697	Win 10 MS Edge browser not showing or populating as expected the Agent pull down menus
UNIDESK-9672	No (F5) Workspaces refresh notification on MS Edge after overnight timeout.
UNIDESK-9468	WorkSpace – Right After Barging In - Agent is typing ...displays on supervisor screen while agent is not typing anything
UNIDESK-8955	Workspaces - Ad-hoc Email - Attachments not displayed after a refresh
UNIDESK-8758	On Supervisor Whisper Coach, most recent chat message text not visible in chat widget
UNIDESK-8640	Transfer to service option should disappeared on the conference call.
UNIDESK-8604	Invalid sequence returned when agent to agent call ended
UNIDESK-8470	Workspaces - Oceana Agent should get warning if already an active login session exist with same agent credentials
UNIDESK-8269	Supervisor Desktop not showing Observe icon when in Not Ready Pending
UNIDESK-8071	UAC - Client should not be notified of deletion of an interaction of type OBSERVED
UNIDESK-6893	The new work code is not showed in the list until agent re-login to workspace

Outbound

Title	Brief Description of how issue will affect the customer
OUTBOUND-211 Supervisor View does not show Agent ID or Service Name	In Supervisor view, the "My Agents" table has empty values for "Agent ID" and "Service Name".

Context Store / Customer Management

TITLE	Brief Description of how issue will affect the customer
AOEC-2303, AOEC-2251, AOEC-2251, AOEC-2937, AOEC-3537, AOEC-3759	When very high number of interactions have been recorded for the same customer – the presentation of the large set of journey data can cause intermittent issues such as delay, loss of linkage lines between interactions and, in worst case scenario, failure to retrieve display data. Workaround: refresh the Customer Journey view in Workspaces desktop
AOEC-2236	Tick values intermittently disappear on IE after interval
AOEC-3901	Cannot download chat transcript for Chat interactions. The attachment download option for Chat interactions does not work from the Customer Journey widget. Download option available for for Email interactions only. in 3.4.0.0
CSSNAPIN-4795	No dynamic configuration for 'EDM: Mirror Service container size'. The value of ContextStoreManager attribute 'EDM: Mirror Service container size', cannot be modified at run-time. Therefore, only deployments which are capable of supporting the default size (which is 1GB in 3.4.0.0) are dynamically configurable/re-configurable
AOEC-3841	<i>ContextStoreSpace DataGrid</i> Settings not sized correctly by the Oceana Configuration service, for an Oceana Solution with Deployment Type Extra Large . The memoryCapacityPerContainer size set by the OceanaConfiguration snap-in service is incorrect and must be manually overwritten. Workaround: On Cluster 1 edit the ContextStoreManager attributes, and change the <i>ContextStoreSpace DataGrid Settings</i> attribute value from 2560m,20480m,1 to 2048m,20480m,1 . If the data-grid has already been deployed, a cluster reboot is necessary for the change in container size to take effect.
AOEC-3981	<i>ContextStore ManagerSpace DataGrid</i> Settings not sized correctly by the Oceana Configuration service, for an Oceana Solution with Deployment Type Small & Lab . The size set by the OceanaConfiguration snap-in service is incorrect and must be manually overwritten. Workaround: On Cluster 1 edit the ContextStoreManager attributes, and change the <i>ContextStore ManagerSpace DataGrid Settings</i> attribute value from 64m,128m,1 to 128m,256m,1 . If the data-grid has already been deployed, a cluster reboot is necessary for the change in container size to take effect.

Avaya Mobile Communications

Title	Brief Description of how issue will affect the customer
AMCOCEANA-30 Playing a DTMF tone while call answered by AMS and not presented at a agent causes announcements to stop	When a WebRTC client is receiving media treatment from AMS, if a DTMF key is pressed the media treatment is interrupted, the Engagement Designer workflow defaults the call to the configured default number.
AMCOCEANA-339 Inconsistent behaviour across all 3 customer platforms when experiencing network issues	If the customer WebRTC client completely loses network connectivity, the call will intermittently end without attempting to recover the call.
AMCOCEANA-334 Tracking - SBC AURORA-12828 : Under traffic conditions when there are approx. 150 client load attempts per minute some attempts may be rejected. Client loads will succeed on a subsequent load attempt.	Using Avaya SBC versions 7.1 or 7.2 as a reverse proxy, when there are more than 1024 simultaneous connections between WebRTC client applications and HTTP services, further connection will fail with 500 internal server errors. A connection refers to any HTTP request which is made to the reverse proxy.



Simultaneous call attempts are not affected.	
AMCOCEANA-331 A WebRTC call is intermittently declined. It occurs in less than 0.5% of call attempts. Call attempts subsequent to the declined call are successful	Intermittently, no UI is present on a WebRTC interaction causing the call to be declined. The customer can make a subsequent call to resolve the issue.
AMCOCEANA-323 After approximately 27000 WebRTC calls have taken place, call attempts can be rejected for a period of about 5 minutes. Call attempts succeed after the rejection period, which will occur again after another 27000 calls. Existing calls are not impacted.	For a period of approximately 5 minutes after about 27000 WebRTC interactions have taken place, a WebRTC interaction cannot be established successfully. Services are restarted automatically and calls will establish successfully on restart.
AMCOCEANA-349	Documentation: IPv6 testing guidelines are inaccurate in AvayaOceana™WebRTCVoiceAndVideoSoftwareDevelopmentGuide_3.4.0.0 Workaround: Where the documentation references the prefix: 64:ff9b:: - ignore this and instead enter the true IPv6 address of the Gateway into the Public Address field in the Media Brokers section of the AMV Administration console.

Co-Browse

Title	Brief Description of how issue will affect the customer
CBSNAPIN-2569	Highlighting data does not work when selecting lines from same paragraph
CBSNAPIN-2543	DropDown field changed by Agent is not highlighted to the customer like any other field.
CBSNAPIN-2526	Agent is able to type information on Co-browse if Customer is on Co-browse with agent then refreshing browser and initiates another WC to agent

Platform

Title	Brief Description of how issue will affect the customer
ZEPHYR-60169	There is an issue following transfer to service of a video interaction, a video stream is not established when the call is presented to the next available agent. Workaround: None
ZEPHYR-58984	Authorization server should support connections from non-time synched clients
ZEPHYR-60249	Breeze 3.4 PATCH install fails on upgrade from 3.3 to 3.4 Workaround: Re-do the patch process , enter "n" to the prompt and the patch will then install

Engagement Designer

TITLE	Brief Description of how issue will affect the customer
WORKFLOW-4095	Admin Console - Horizontal scroll bar is missing on task detail page
WORKFLOW-5030	“Participant is null” error occurs while executing Play Announcement/ Play and Collect task if the value is set through input mapping
WORKFLOW-5507	Wrong behavior makes Open window opens up even when clicking Save button

WORKFLOW-5527	If Interrupt event is not allowed to move into new subprocess, option should not be shown on right click
WORKFLOW-5519	User Task - Error when admin tries to view the accepted user task
WORKFLOW-5521	Debugger : On clicking the cancel button in Select node window, the Continue and Step Next buttons are disabled
WORKFLOW-5565	Create Process instance gets stuck at Send Email task
WORKFLOW-5663	Record participant help link missing from main help of communication tasks
WORKFLOW-5683	NPE printed in the logs when a task bundle's help file with images is displayed
WORKFLOW-6701	Integer Property value not picked up during deployment
WORKFLOW-6702	Editing default rule does not show correct values

Communication Manager

Title	Brief Description of how issue will affect the customer
AOEC-2207	Failed to “Transfer to Service” a call in conference call
CM-19022	<p>A voice call is sent off CM via a route-to in vector, results in video media being introduced</p> <p>Following the transfer to service of a web voice interaction, the call offered to the next agent is video.</p> <p>The customer calling into Oceana is not impacted, they remain in a voice only call with Oceana.</p> <p>The agent who is offered the call after transfer to service will see a video workcard and widget but will stream voice media</p>

General

Title	Brief Description of how issue will affect the customer
UCAM-416	Installing 2 versions of the same svar results in duplicate json log statements
AOEC-3888	<p>Intermittently when installing or upgrading a GigaSpace based SnapIn (e.g. Call Server Connector or UCMSERVICE) there might be no PU logs created (under /var/log/Avaya/dcm/pu).</p> <p>Workaround: A node reboot resolves this issue.</p>
SMGRSSOCLIENT-8	<p>Oceana Disaster Recovery - following a complete switch over to DC2, attempts to launch ED Admin or Designer consoles fails from SMGR2.</p> <p>Workaround: There is no current workaround for this issue but its impact can be minimized by keeping the workflows in sync when the two sites are operational. While configuring the Oceana data centers, ensure that the ED workflows and tasks are deployed to both sites. Any subsequent changes made to the workflows in DC1 should immediately be deployed on DC2 also, keeping the two sites in sync.</p>
AAWFO-691	ACR cannot use Oceana call attribute to record or tag call
AOEC-2235	<p>Transfer to Service failure scenario with Avaya Call recording.</p> <p>The Voice work card does not display on an agent Workspaces UI after agent1</p>

	initially consults agent2 into a customer call. Agent 2 then drops out of the conference and agent 1 then does a transfer to service which ends up at agent2 again. In this scenario with ACR recording the workcard will not display on workspaces but is ringing on the agent2 physical set.
--	--

Email Template Feature

Title	Brief Description of how issue will affect the customer
AOEC-3877	Edge40 : after previewing template gets overlapped with other widget on Layout change Workaround: 1. Use a single / default layout for the Email Template Widget 2. If the Customer Wants to use other widgets with Email., he can do so , but use the Email Template Widget as a sidebar Tab.
AOEC-3878	No scroll bar for template content when layout is changed Workaround: 1. Use a single / default layout for the Email Template Widget 2. If the Customer Wants to use other widgets with Email., he can do so , but use the Email Template Widget as a sidebar Tab.
AOEC-3872	Edge - There is no Insert and Cancel button when previewing an email template that contains many lines. Workaround: 1. Use the Widget in a Sidebar tab.
AOEC-3840	Workspace – Email Template – Templates are not refetched automatically if OCP Server timesout / is unavailable. Workaround: Press F5 on the browser.
AOEC-3892	The email template list in the email template widget do not display on Safari v10 Browser Workaround: Upgrade to Safari 11
AOEC-3836	Oceana Agent gets corrupt attachment on an incoming email with template.
AOEC-3873	Template Order in ACM and in Template Widget is not same
AOEC-3876	Found Matches not localized in cestin for some cases.
AOEC-3866	There is no tool tip for long name of attachment when previewing email template
AOEC-3890	HTML Tages are inserted when HTML Email Template is inserted in plain text email response. This issue comes only after browser refresh.

BotConnector

Title	Brief Description of how issue will affect the customer
CHATBOT-1738	Alarm description shown on the SMGR while stopping the snapin is not correct



BotConnector

	When admin stops the snapin, the corresponding alarm shown on the SMGR is incorrect. The alarm shown is “LIC_ERR_001” instead of “BotConnector Snap-In stop successfully”.
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Workarounds and Considerations

Oceana svar bundles

Oceana svar bundles are not supported in Oceana 3.4.

Oceana SVAR Hotfixes/Patching

For patching/hotfixing a live system please consult to the individual hotfix readme file. Also please refer to the Oceana 3.4 Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

OCF Admin Tool for MultiMedia Server

In Oceana 3.4 the OCP Admin Tool needs to be launched by logging into the ACM server via the browser and navigating to the correct menu. Please refer to the Oceana 3.4 Deployment Guide for details. Note: currently the OCP admin tool is not supported from a browser running on the OCP admin server itself.

Oceana SVAR name changes 3.3 to 3.4

In Oceana 3.4 a number of svars had name changes as part of a naming consistency initiative. Any custom clients/applications created using the Oceana 3.3 service names will need to be updated. Please refer to Appendix C for details.

Customer Journey

After upgrade to Oceana 3.4, the External Data Mart (EDM) database used will require an Updated Database Schema. Please refer to the Context Store 3.4 Release Notes for details

Workaround for _admin missing privileges whenever a backup is taken (OC PROVIDER-3273)

1. Login to Cache Management Portal
2. Go to System Administration -> Security -> Users
3. Click on "_admin" user
4. Go to "Roles" tab
5. Select the "mmAdmin" role. Move it to the "Selected" window and click "Assign"

New Web Video Channel in Oceana 3.4

Web Video is only supported on Avaya Aura Release 7.1.2 and higher. Implementation of web video on an Aura lineup below 7.1.2 is NOT supported.

Browser limitation for routed Video calls

“Google Chrome browser version 63 or greater cannot make routed video calls to Oceana. Routed WebVoice calls are not affected. The customer call will be accepted by Oceana and the customer will hear music in queue. But the call will never be offered to a Oceana agent. It is recommended to use an alternative browser: “Google Chrome 60, 61, 62, Mozilla Firefox 55+, Microsoft Edge 40+ “

Route points and email configuration.

In Oceana, Route points perform an important function; they are logical entities representing the fact that the call or interaction is under the control of the Contact Center (as opposed to, for example, a personal call or a messaging session between two non-agent parties) and are used as a differentiator in Reporting and customer business logic. All contacts that involve Oceana – be they outbound or inbound – are required to be associated with a Route point, explicitly defined in Administration. The Route point can change throughout the lifecycle of a contact – for example, if it is transferred to another service – but at least one must always be present. In addition, all Multimedia contacts – such as Chat, SMS or Generic – are required to be associated with an explicitly configured route point at contact creation time.



For example, for Chat, customers should pass in the value of the configured Routepoint in ACM when invoking the CreateContact API.

In Oceana 3.4, Routepoints must now be configured in all rules, including system rules, **prior** to start up of the EmailService. This especially applies to upgrades from Oceana 3.3. Rules that already had routepoints assigned in Oceana 3.3 should also be open and re-saved. If this activity is carried out after the EmailService is running, a re-install of the EmailService is required or a restart of Cluster #3. Routepoints are configured using the Oceana Admin tool. Any newly added rules should also have a routepoint.

1. Firstly you should set them on the system rules under E-mail->System Rules.

The screenshot shows two configuration windows in the Oceana Admin tool. The top window is titled 'System Default Rule' and the bottom window is titled 'System Delivery Failure Rule'. Both windows have a 'Routepoint' dropdown menu set to 'MMRoutepoint'. The 'System Default Rule' window also has an 'Auto-Response' dropdown and a 'Priority' dropdown set to '4'. The 'System Delivery Failure Rule' window has a 'Keyword Group' dropdown set to 'Delivery failure keywords' and a 'Priority' dropdown set to '4'. Both windows have an 'Edit Attributes' section with checkboxes for 'Language 0/4', 'Location 0/3', and 'Service 0/4'. The 'System Delivery Failure Rule' window also has a checkbox for 'Will close contact'.

2. Then you need to set them for all rules under E-mail->Rule Groups. The Routepoint drop down is found under step 4 of 4.

The screenshot shows the 'General Settings' window for a rule group in the Oceana Admin tool. The window has a 'Name' field set to 'demo', a 'Priority' dropdown set to '1 (Highest)', a 'Routepoint' dropdown set to 'MMRoutepoint', a 'CS Lease Time' field set to '96', and a 'Disclaimer' text area. The 'Edit Attributes' section has checkboxes for 'Language 1/4', 'Location 1/3', and 'Service 0/4'. The window has a 'Step 4 of 4' indicator and buttons for 'Previous', 'Save', and 'Cancel'.

Default thread counts are too high across OCP services (OC PROVIDER-3251)

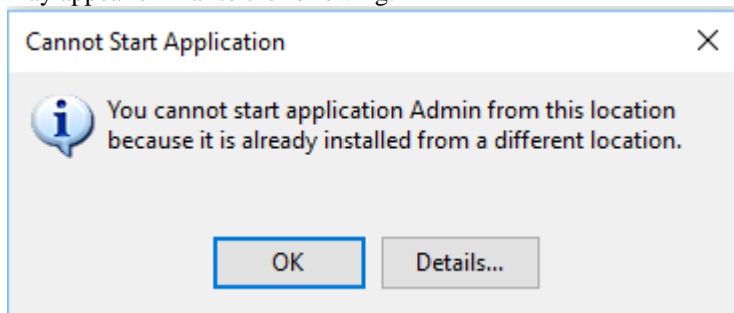
Currently default values are set to 200 for most of OCP components, for high capacity deployments the work around is to update the attribute values of these snap-in's using the following table:

Snap-in Name	Attribute to update	New value	Default value
--------------	---------------------	-----------	---------------

Agent Controller Service	Thread pool size for the Omnichannel Database	100	200
Automation Controller Service	Thread pool size for the Omnichannel Database	40	40
Customer Controller Service	Thread pool size for the Omnichannel Database	40	200
Email Service	Thread pool size for the Omnichannel Database	40	40
ORC Rest Service	Thread pool size for the Omnichannel Database	20	200
OCF Data Services	Thread pool size for the Omnichannel Database	100	200

Error downloading OmniChannel Administration client from ACM

While attempting to launch the OmniChannel administration client from within Avaya Control Manager an error popup may appear similar to the following:



Clicking “Details...” displays a message similar to the following:

```

SOURCES
  Deployment url      : https://awsacm150.odl.lab/admin/Admin.application?
sessionkey=1618558054&omnidb=192.168.2.155
  Server             : Microsoft-IIS/8.5
  X-Powered-By      : ASP.NET

IDENTITIES
  Deployment Identity : Admin.application, Version=1.0.0.56, Culture=neutral,
PublicKeyToken=0000000000000000, processorArchitecture=msil

APPLICATION SUMMARY
  * Installable application.
  * Trust url parameter is set.

ERROR SUMMARY
  Below is a summary of the errors, details of these errors are listed later in the log.
  * Activation of https://awsacm150.odl.lab/admin/Admin.application?sessionkey=1618558054&omnidb=192.168.2.155
resulted in exception. Following failure messages were detected:
    + You cannot start application Admin from this location because it is already installed from a different
location.
    + You cannot start application Admin from location https://awsacm150.odl.lab/admin/Admin.application?
sessionkey=1618558054&omnidb=192.168.2.155 it is already installed from location
http://192.168.2.155/admin/Admin.application?1607837598. You can start it from location
http://192.168.2.155/admin/Admin.application?1607837598 or you can uninstall it and reinstall it from location
https://awsacm150.odl.lab/admin/Admin.application?sessionkey=1618558054&omnidb=192.168.2.155. If you reinstall the
application, be aware that you might lose any customizations that you made to the application.
  
```

This indicates that the Omnichannel administration client is already installed on this client PC and that it was downloaded from a different ACM server. The existing client must be uninstalled from Windows Add/Remove programs before the new

download can take place. The application appears as “Admin” with publisher “Avaya”. Once this has been removed, re-try the download from ACM.





Sample Chat Webui Front End

The Sample Chat Webui Front End provided with Oceana 3.4 will throw an error if the email address used has numbers in the preceeding part of the email address. For e.g. person123@ayz.com.

Workaround: Goto `.../webapps/<AppName>/js` folder. Edit the `webChatLogon.js` file and change the logon function:

```
var isValid = chatLogon.parseEmail(email); to var isValid =  
chatLogon.parseEmailManually(email);
```

Deleting mailboxes using the Multimedia Admin tool

If deleting mailboxes using the Multimedia Admin tool, the OCP Cluster# 3 should be rebooted afterwards to ensure continued inbound mail handling.

Multimedia Admin tool must be launched from the Avaya Control Manager

In Oceana 3.4 the the Multimedia Admin tool must be launched from the Avaya Control Manager. Please refer to the latest Oceana Deployment Guide for details.

Priority value not picked up automatically during deployment of Voice Self Service workflow

For Voice Self Service using EliteIVR, the priority value "5" that is set by default in the workflow is not picked up during workflow deployment. This value has to be set manually during or after the deployment of the workflow.

Configuring the sample SelfService workflow

In this section of the Oceana 3.4 Deployment Guide, if editing the default rule to rename as Assisted Service, take care to ensure the Condition is set to "is not equal to SelfService"

Extra Large Deployment type is not propagated to the ORCRestService

If the Oceana Configuration service is set for the "Extra_Large" deployment type. When the ORCRestService is installed on the OCP cluster, the deployment type is set to "OCEANA_SMALL" in error. The expected deployment type should be "OCEANA_XLARGE". Workaround is to manually set the Deployment type in the ORCRestService attributes.

Breeze Clusters and Nodes used by Oceana

The Breeze Clusters and Nodes used by Oceana are for the exclusive use of Oceana. Do not install third-party or custom Service Archives (SVARs) on the Oceana Breeze Nodes. Do not add additional Breeze Nodes to the specified Oceana Breeze Clusters.

Widget Framework Backwards Compatibility

If you are a customer who has developed widgets for workspaces 3.3, your widgets will need to change to use the widget framework build tools provided in 3.4.

Workspaces 3.4 widget framework now provides build tools to enable third party widget developers to create widgets that align with workspaces standards.

The build tools provide the following:

- Create widget file structure
- Automatically define widget.json file
- JavaScript Minification
- Allow HTML definition in a single file
- Bundle folder creation to facilitate bulk import of widgets into workspaces

Example to change your 3.3 widgets:

3.3 widget would define its html markup in the widget.js file as follows:

```
return {  
  scope: {},
```



```
replace: true,
template: '<html><head>Widget Title</head><body>Some widget content</body></html>'
link: widgetContainer
};
```

The same widget in 3.4 will specify the following into two separate files.

widget.js (Auto generated by build tools)

```
return {
  scope: {},
  replace: true,
  template: template,
  link: widgetContainer
};
```

Widget.html (file auto generated by build tools) : <html><head>Widget Title</head><body>Some widget content</body></html>

Workspaces Widget Framework Administration – Upgrade Tasks & Experience

	Greenfield Site	3.3 – 3.4 Upgrade (No previously saved layout)	3.3 – 3.4 Upgrade (Previously saved layout)
Upgrade Process	Default Layout will be used.	Default Layout will be used.	Administrator Login is required as part of upgrade to migrate saved layout.
Modified Core Widgets	Will be picked up automatically and displayed in default layout.	Will be picked up automatically and displayed in default layout.	An Administrator must accept the migration notification before modified core Widgets are available. *Note: If the migration notification is not accepted the Suggested Content Widget for email, will not appear until the migration is performed
New Core Widgets	Will be displayed on default layout.	Will be displayed on default layout.	Will need to be added manually by an Administrator to the layout. Widgets to be added manually in this scenario: Email Templates

Communication Manager Configuration and Call Transfer Scenarios

Oceana does not support Communication Manager (CM) configurations and operations which result in a consult call for transfer or conference having the same UCID (Universal Call Id) as a main call. One example of such CM configuration is enabling of Special Application SA8702

Avaya™ Breeze platform, System Manager and NTP sync

Ensure all Avaya™ Breeze platform nodes and the System Manager are properly synchronized with a valid NTP server. Any drift between Avaya™ Breeze nodes can cause Oceana PU's to enter a compromised state and will cause the system to



fail. Side effect of System Manager not properly synchronized with a valid NTP server is replication will no longer work with managed elements. If the Workspaces Avaya™ Breeze nodes are out of sync by 1-2 mins, authentication failures to one node may occur. In addition any external entity interfacing with the Authorization Service need to be in sync. For e.g. If OSA is not in complete sync with the Authorization service installed on UAC cluster nodes, then WFM will not be able to connect to the Kafka interface.

Deployed Engagement Designer Workflows no longer show up in Service Management on System Manager

Workflows will not be deployed as svars on the System Manager. All administration Workflows and bundles must be done from the Engagement Designer Admin UI.

Experience Portal 7.1 does not support TLS 1.2

Experience Portal 7.1 does not support TLSv1.2. If using Experience Portal in an Oceana solution where the System Manager is configured to support TLSv1.2, it is necessary to perform the following:

Select Cluster 1 and set Cluster State to 'Deny New Service'. Next edit Cluster 1 and on the General tab, Cluster Attributes, change the "Minimum TLS Version for Non-SIP Traffic" from the default of 'Use System Manager Global Setting to 'TLSv1.0'. Note: This is expected to be resolved in Experience Portal 7.2.

New property for EP Application config.properties file

For the updated Experience Portal Sample Application, there is a new property in the config.properties file.

The CustomerAPI setting is used to indicate if Customer Management should be used in the call flow. For Voice only environments, please set this to false. Otherwise leave untouched.

```
<!-- Set to false if deployed in voice only environment -->  
CustomerAPI=true
```

Please note that if you are migrating from an older app you must have this property in your configuration file or the call will fail.

ACR Beep Tone configuration

If using ACR beep tone, it must be configured so that the CM injects the tone and not ACR. Follow the settings below based on CM version :

ACR15.1 + Aura7CM

On ACR - set the property **dmcc.addbusyverify=true** and restart the recorder.

On CM – add the “verify” key feature to DMCC ports which are configured on ACR

change station 2370013 Page 4 of 5

STATION

SITE DATA

Room: _____	Headset? <input type="checkbox"/> n
Jack: _____	Speaker? <input type="checkbox"/> n
Cable: _____	Mounting: <input type="checkbox"/> d
Floor: _____	Cord Length: 0
Building: _____	Set Color: _____

ABBREVIATED DIALING

List1: _____ List2: _____ List3: _____

BUTTON ASSIGNMENTS

1: <u>call-appr</u>	5: <u>verify</u>
2: <u>call-appr</u>	6: <input type="checkbox"/>
3: <u>call-appr</u>	7: _____
4: <u>conf-dsp</u>	8: _____

ACR15.1 + AACC 6.4 SP15 + CM 6.3

On ACR - set the property **dmcc.addbusyverify=true** and restart the recorder.

Once the ACR property is set true, the busy verify beep tone is on

Outbound (POM)

1. Oceana only generates reports for Work Assignment routed calls, Ad-Hoc, Personal and Outbound calls are not currently reported. POM reports should be used to monitor Campaign and Outbound call statistics.
 - a. Customers must enter the same list of Disposition Codes into both POM and Oceana
2. POM campaigns must use the full list of Disposition Codes to match the list in Oceana
3. After Contact Work must be enabled (Global Setting)
4. The agent must answer the POM nail-up on the phone-set of softphone
5. POM requires the entry of a Disposition Code prior to closing the contact
 - a. If a Disposition Code is not entered Oceana will add the POM default Code instead
6. Both POM and Oceanalytics are required for a full view of Outbound activities. Oceana only generates reports for Work Assignment routed calls, Ad-Hoc, Personal and Outbound calls are not currently reported
 - a. POM will provide campaign reporting
 - b. Oceanalytics will provide User reporting

Transfer to Service Limitations

Communication Manager limitations - Oceana transfer to service feature cannot be used during a conference (e.g. a customer and two Oceana agents). Additionally ACR call recording beep tone is not supported with Transfer to Service.

Supervisor Dashboard Enhancements - Limitations

- Only one supervisor can observe/coach/barge-in on a contact. Once a contact is in an observed state, if another supervisor tries to observe, they will see the observed icon and will not be able to click observe
- In the case where two supervisors click the observe button at the same time, the chat provider will only allow one supervisor to observe



- If a supervisor is viewing his agents and groups on the supervisor dashboard and one of his agents is currently being observed by another supervisor, he will not have access to any information telling him who is observing the interaction. Workspaces does not currently receive this information so we cannot display the observer in this release.
- If a supervisor, sup1, is assigned to a virtual group, groupA and groupA is assigned to a supervisor, sup2 - sup1 will not have any ability to call supervisor from his toolbar. This button will not appear on the toolbar because sup1 is not official tied to sup2, he is only in sup2's group. The call supervisor button will only appear for agents who are in a supervisor's team, not just in their group.
- The team viewer for a supervisor will display all members of the supervisor's team and groups. The team viewer for an agent will only display the agent's team.
- An agent will not be informed of which groups they are assigned to on Workspaces.
- An agent will not know which members are in his group; this information is only available to the supervisor.

MS Edge 40 Limitations

1. Unable to download logs when McAfee is installed.
Workaround: Temporarily disable McAfee, download logs, re-enable McAfee
2. Screen pops configured to auto close an interaction end will not auto close if McAfee is installed
Workaround: Close configured screen pops manually
3. Windows 10 does not bring to front a minimized MS Edge 40 window when a a browser tab/window needs to come into focus. The issue was confirmed by Microsoft: <https://connect.microsoft.com/IE/feedback/details/2236027/microsoft-edge-bug-report-javascript-window-focus>
These issues are resolved in MS Edge 41 which comes with Windows 10 Fall Creators Update.

Out of the Box Experience Portal Self Service application in FP2/FP2_SPI

Note that the new SSA application provided with FP2 defaults to HTTP requests to Context Store (writing context as part of call data) and Work Assignment (as part of metrics request).

If you want to switch to HTTPS, update the Work Assignment url protocol in the Experience Portal config file, and set the secure checkbox to true in the Experience Portal application config page.

The System Manager default Certificate or the custom 3rd party certificate being used in the setup should be imported to Tomcat (using the runtimeConfig.war) to ensure that these requests work and calls can be transferred to CM successfully.

ACM License file must be named 'License.lic'

It is required to rename the license file to "License.lic" as issues have been found when different names are used.

Note: An updated license file is required for ACM 8.0.1.

Remove Compatibility settings in IE before using Avaya Control Manager

Previously it was necessary to set the Compatibility settings in IE before using Avaya Control Manager. This is no longer required in ACM 8.0.1. On upgrades the site should be removed from the Compatibility list. In IE: Go to Settings, Select Compatibility View Settings, remove the ACM hostname to the list and Close.

Browser plugin required for non Microsoft Internet Explorer browsers to launch Omnicon Administration client

The Omnicon Administration client which is used to manage mailboxes e.t.c can be launched from within Avaya Control Manager. This is a .Net click-once client application which launches automatically when using Internet Explorer, however, a plugin/add-on is required in order to launch this client from non-Internet Explorer browsers. These plugins are available to download for the relevant browser.



Viewing multi-session customer journey for Voice and SMS channels

It will be necessary to map the telephone number to the existing contact email address in the OCP Multimedia Cache database server.

Multimedia DVD Installer

The Multimedia DVD installer disables SSL 3.0, TLS 1.0 and TLS 1.1 as part of the install.

Authorization Service snap-in does not support user sign out

On Breeze 3.3 the Authorization Service snap-in does not support user sign out, this means if you have SAML Authentication configured, the user will remain authenticated until their IDP session times out there is no way to force it from Oceana. The consequence of this is if an Oceana Supervisor or Agent (in a SAML environment) exits Workspaces they will not be directed to an Authentication screen but instead will be redirected to the Activate screen in Workspaces.

Setting Service Name for display on agent work cards and Oceanalytics reports.

ServiceName (i.e. a human readable tag of a routing attribute set) are now using an improved best algorithm, this will ensure more sets of attributes will have a user friendly service name, if your attributes are not getting matched with any ServiceName, ensure at least one administered service's attributes is a subset of the routed attributes

Voice Flow will be left in Active state and RONA will not work if incoming calls are made from an Oceana station

If an incoming voice call is originated from a station that is configured in Avaya Control Manager as an Oceana resource, the Engagement Designer flow will be left in Active state although the call is successfully answered by the Agent and Ended. If the call is left to RONA at an agent it will not be presented to the next available agent. This is because Oceana will not see the call as an ExternalResourceInteraction. Voice calls into Oceana should be made from stations that are NOT assigned to any Oceana Agents in ACM.

In addition, if using a station on another CM to originate the call into Oceana, but the same station ID exists on the Oceana CM and is assigned to Oceana in ACM, then RONA will not function.

Workaround: Ensure originating stations on the other CM don't exist as Oceana enabled stations on agent CM. This is the current design intent.

Upgrading Avaya Breeze Platform consideration

If upgrading/patching the Avaya Breeze platform, please ensure that the Common Cluster is upgraded first (including any UCA database restores if required) before upgrading any other cluster. This will ensure dependent clusters synchronize as part of the upgrade.

It is recommended to always take a backup of **ALL** databases (ACM, Common Cluster & Multimedia Cache OC Admin) prior to any upgrade procedure.

LDAP Username configuration in Avaya Control Manager

The Breeze Authorization Service requires that users authenticate with a username in the format [username@domain.com](#). When adding Oceana agents through Control Manager, the LDAP username field on the UI is used to populate the agents logon ID, so the value in the field must follow the above format.

Active Directory Sync to Avaya Control Manager does not create users when Active Directory contains more than 1500 users

When using the AD Sync functionality in Avaya Control Manager to import users from Active Directory, it has been observed that the synchronizer fails to create any agents when more than 1500 users exist within Active Directory. This is caused by the fact that Active Directory returns 0 users when requested to return more than 1500 users. The limit is defined within active directory under the "MaxValRange" property and can be modified using the Microsoft NTDSUTIL. Refer to the Microsoft documentation of NTDSUTIL for full details.



Events in Engagement Designer Workflows not opening up when using Chrome

A particular Javascript method's behavior was changed in the chrome browser version 49.0.2623.110. This method is used in the properties dialog that opens up when any node is double clicked. Since this method is broken in chrome version 49.0.2623.110, the properties dialog does not come up. This issue is resolved in the later version of Chrome. Please use version 51.0.2704.84 or above.

HTTPS Configuration

For instructions on how to enable HTTPS, please refer to *Administering Avaya Breeze* documentation.

Ingress Vector to Adjunct route behavior for an outstanding Adjunct Route when CSC application fails

In the Ingress Vector to Adjunct Route when a Route Request is sent to CSC the vector enters a wait. When CSC-AES connection is disconnected for whatever reason e.g. Breeze node hosting Primary CSC PU is powered down and AES detects that CSC has disconnected the wait in the vector is NOT aborted and the call doesn't proceed to the Elite fallback mechanism. There is some variance to this behavior depending on AES version used:

- AES 6.3.3 - AES never cancels a CM Route Request as a result of Router Application (CSC) going away with an active Route Request.
- AES 7.0.1 SP2 - AES cancels a CM Route Request as a result of Router Application (CSC) going away with an active Route Request however there's a risk of TServer (AES component) crash
- AES 7.1.1 Superpatch 1 (not available yet) - AES cancels a CM Route Request as a result of Router Application (CSC) going away with an active Route Request

Saving changes to the Social Gateway Account

A user cannot make changes to the Account tab of the Social Configuration on OC admin tool without editing the Gateway Name field. Make a change to the Gateway Name field to enable the Save button to allow other changes be persisted.

Shutdown of the Messaging Service

In order to shutdown the MessagingService for sites with production traffic, it is desirable that new Social and SMS sessions are not routed to allow a maintenance window commence without new traffic arriving. To do this, a new attribute has been created which when enabled, prevents new Social and SMS sessions be queued. Existing Social and SMS sessions can be answered and completed by agents. When the MessagingService global attribute on SMGR called "Shutdown Mode" is enabled (set to true) new SMS and Social contacts are blocked.

Note: this is a global attribute, not cluster level.

Behavior of search in Email Template Feature

Expanding of folders during the search will display all the templates under the folder even if they do not match the search criteria. These steps are applicable only for Edge browser if the Workspace URL is accessed in secure mode(https). The steps are important. You need to first accept OCPDS certificate and then login to workspace in the same tab.

1. Accept Certificate for Email template on workspace via link:
<https://ocp151.aoc.com/services/OCPDataServices/aot/v1/templates>
2. Login agent on workspace



General Items

Languages supported

Avaya Oceana™ Workspaces 3.4.0.0 is fully localized to support the G14 Languages - German, French, Italian, Korean, Japanese, Russian, Brazilian Portuguese, LA Spanish and Simplified Chinese.

Documentation errata

N/A

Contacting support

Contact Support Checklist

If you are having trouble with Avaya Oceana 3.2 Solution, you should:

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

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

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

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.

Contact Support Tasks

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

Appendix

Appendix A: Solution Reference Information

Solution Information

Avaya Oceana™ product page on

<https://sales.avaya.com/en/pss/avaya-oceana>

Product Compatibility Matrix to determine products release levels compatible with Avaya Oceana™ is available at

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Technical Documentation can be found at

<https://support.avaya.com/documents/>

DevConnect information can be found at

http://www.devconnectprogram.com/site/global/products_resources/avaya_contact_center_control_manager/overview/index.jsp

Avaya Product Lifecycle Policy

<https://support.avaya.com/css/P8/documents/100081098>



APS Application Support Team engagement process

This is currently work in progress

Appendix B: Configuration of Oceanalytics for Oceana Workspaces

The following outlines how supervisor agents can configure the Oceana workspaces client to display Oceanalytics dashboards.

Login as a supervisor:

- Use the credentials of a supervisor account to login to the client. On the Workspaces login page, simply enter username/password, click “Sign in”
- As a supervisor you will be able to see the supervisor dashboard icon (stacked barchart icon) in the sidebar. When you click on this icon and no dashboards are configured you will see a “No reports are currently configured” message in the Reports and Dashboards area.

Configuring Analytics dashboards

- To configure dashboards, click on the Settings icon in the sidebar and go to the “Reports” tab.

Adding the default dashboard to the client:

- A URL can be set in ACM that acts as a default URL that supervisors have to option to add to their list of dashboards should they see fit. Details on how to set this are documented in the “*Setting the base URL for dashboards in ACM*” section below. If this value has been configured, supervisors can add it to their client configuration as follows:
- Click on “ADD TO DASHBOARDS LIST” button and click “SAVE”
- Once it has been saved you can view it by clicking on the Analytics icon in the sidebar

Adding an Ocean analytics dashboard:

- Add a title and a URL, click “ADD” and then “Save”
- View the dashboard by clicking the analytics icon in the sidebar

Viewing Dashboards externally:

- Once the dashboard has been added the user can either view it within the client or they can launch it to a separate window within the browser.
- Click on round button in the bottom right that displays “Open AS SEPARATE WINDOW” when you hover over it:

Deleting a dashboard:

- To remove a dashboard, go to the Reports section of settings and click on the “X” beside the relevant entry and click “SAVE”.

Currently the following restrictions apply when using this feature:

- There is a limit of 2 dashboards per user.
- If you have a browser that prevents the setting of third party cookies then you will not be able to view Ocean analytics URLs from within the client. This is a known issue with chrome on Avaya machines as it is enforced by group policy. The work around is to use the “Open as separate window” button to launch in a separate window.
- URLs are validated and some must conform to expected URL pattern to be saved or displayed.
- Though currently there is nothing stopping the supervisor from entering any URL to be displayed in the supervisor reports there is no guarantee that the client will be able to render non-Ocean analytics URLs.
- Supervisors can only view the analytics by clicking on the home icon: the Analytics icon will not appear in the sidebar during interactions



- Because Oceanalytics is doing constant polling for data users will see that the loading icon for the browser will continuously spin.
- The performance of the workspaces client will be degraded as you increase the number of configured dashboards – ref HELIX-2708.

Troubleshooting:

- Oceanalytics dashboards are appearing as blank in the browser:
 - Check to ensure your browser is allowing third party cookies to be set
- Supervisor dashboards are causing the browser to slow down in IE
 - Check to ensure your browser is allowing third party cookies to be set
 - Check to ensure the client machine has enough memory to meet minimum requirements.

Setting the base URL for dashboards in ACM

- Log on to ACM
- Click on Avaya Oceana tile
- Click on Server details: Select server and click edit
- Click on System properties
- Enter the URL (eg: <http://www.irishtimes.com>) that you want to display on the home page in the “Avaya Oceana Workspaces Welcome Page URL” field and save

Testing:

Login to the client as an agent and you should see the welcome page rendered on the home page of the client.

Troubleshooting:

Welcome page is displaying as blank but can open to an external window

- Content providers can block their content from being embedded as an iframe, if this is the case you will see a warning in the browsers console. Currently we have no ability to get around this limitation and so users will have to use alternative URLs that are allowed to be embedded.
- When entering a URL in ACM be sure to set it to a full URL including either ‘http://’ or ‘https://’ at the start.
- When using a URL that is served over https you may run in to issues where by warning are shown to the user in relation to ‘mixed content’. You will get these warnings unless all content is being sourced over https.

Appendix C: SVAR names changes from Oceana 3.3 to Oceana 3.4

SVAR Name Oceana 3.3	SVAR Name Oceana 3.4
CSCService	CallServerConnector
SocialMedia	SocialConnector
chatbot	BotConnector
cecobrowsega	CoBrowse
CSQuery	ContextStoreQuery
CSRest	ContextStoreRest
CSManager	ContextStoreManager
CSTasks	ContextStoreTasks



AdminDataCollector	OmniCenterProvisioningCollector
UAC	UnifiedAgentController
UACXPS	UnifiedAgentContextService
AMC	AvayaMobileCommunications
CCService	ContactCenterService - (This component replaces UCMCommandAdapter and CCAManager)
WAManagerService	WorkAssignmentManagerService