

POM 3.1.0 Patch 5

File name	: POM31Patch05.zip
Type	: Patch
Affected Version(s)	: Proactive Outreach Manager 3.1.0
Md5sum	: 13412ff700571f249de68124425c5459
Dependency	: POM 3.1 (Version: POM.03.01.00.00.00.019)
Service Interrupting	: Yes
Available for	: All POM customers using POM 3.1
Note	: -

Pre-requisite:

POM patches are cumulative in nature. This patch can be applied on top of POM.03.01.00.00.**XX**.019 (XX – previous 3.1 patch number)

Issues Fixed

- Service Request: 1-13696330105
OUTREACH-11181: Agent id is not displayed in campaign detail report for redial attempts.
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OUTREACH-11181: Agent id is not displayed in campaign detail report for redial attempts.
- OUTREACH-11019: AACC Configuration save is failing on Oracle.
- Service Request: 1-13719341185
OUTREACH-10915: Duplicate values shown in completion code drop downs while creating campaigns using campaign creation wizard.
- Service Request: 1-13444926433
OUTREACH-11131: Agent receives outbound call when he is in inbound; resulting the call getting marked as Nuisance.

Note – Please follow the steps mentioned in **Appendix D**.

- Service Request: 1-13563807404
OUTREACH-10494: Contacts are not getting exclude when the Phone number starts with "0"
- Service Request: 1-13724517922
OUTREACH-10963: Failed to update SMS/email attribute and completion code for 2 way campaigns due to invalid contact ID.
- Service Request: 1-13756232312
OUTREACH-11049: DriverProxy not clearing old MPP session data from MAP resulting in growing memory
- Service Request: 1-13666935098

OUTREACH-10780: Nailer proxy client socket was broken and Router server socket never go to know this resulted in Nail UP fail

- Service Request: 1-13572071411
OUTREACH-11143: Agent Command responses are out of sequence in case of callback

Note – Please follow the steps mentioned in **Appendix E**.

- Service Request: 1-13696597571
OUTREACH- 10832: System Worker Thread got hung in case of - Campaign paused and resume
- OUTREACH-11144: Optimization for Default completion code retrieval from the database
- OUTREACH-11113: Agent stuck in Taking state on workspace (SDK patch)
- Service Request: 1-13446754442
OUTREACH-10145: If the contact is added again through web service, attempts data is not moved to history tables.
- Service Request: 1-13346497307
OUTREACH-8741: POM custom post processor class was not invoked when campaign stopped manually; it worked fine when campaign finished naturally.
- Service Request: 1-13280778262
OUTREACH-8524: Job is stuck in the pausing status when the job was started and stopped immediately
- Service Request : 1-13441151003
OUTREACH-10045 : Mismatch in POM reports w.r.t Auxdurations and (Off job break duration + Total in Job Break).
- Service Request : 1-13379898636
OUTREACH-9687 : POM Agent Desktop API hangs until restarted or Error while trying to get customer details
- Service Request : 1-13318727004
OUTREACH-9688 - POM help pages are accessed via http instead of https
- OUTREACH-4439 - Enhanced CCA - Do not keep the agent waiting or keep notification call alive(no AMD application) till the msg_end event
- Service Request : 1-13437457134
OUTREACH-9234 : POM failed to dial in the next handler - Null pointer exception.
- Service Request : 1-13407225932
OUTREACH-9557 : External consult on free form number fails if current agent call is transferred call
- Service Request : 1-13444337072

OUTREACH-9617 - Thrash interval doesn't work for the first time when moving the agent to inbound.

- Service Request : 1-13427266133
OUTREACH-9540 - POM stops dialing when MPP goes down and retries are scheduled
- OUTREACH-9013 - Allow emptying contact list preserving contacts on which callback is pending.
- Service Request : 1-13264032002
OUTREACH-8467: Recycling of contact for same campaign job using AddContactFromListToJob webservice is not working
- Service Request : 1-13251216512
OUTREACH-8797 : POM dialed to same number twice
- Service Request : 1-13195036833
OUTREACH-8424 - Callback call should bypass from Attempt in progress check for AM
- Service Request : 1-12620966859
OUTREACH-8423 Add support for language code currently displayed on Strategy in POM OD application out of the box
- Service Request : 1-13251216512
OUTREACH-8523 : Exception in log report when callbacks postponed
- OUTREACH-8792 : Context Store integration failing due to change in the CS url
- OUTREACH-8804 : GetZoneList Java SDK API throws exception
- OUTREACH-8525 : POM Help page for Trusted Certificate page
- OUTREACH-8405 : Replace links on OLH home page
- OUTREACH-8404 : Restarting POM while outbound connector is up causes POM to go into a loop

Verify POM Version

To determine the version of POM installed:

1. Log in to the POM system as root or sroot user.
2. At the command prompt enter: **/sbin/service POM status**
3. Verify that the first line shows POM version as version **POM.03.01.00.00.XX.019**

Download Instructions

1. Download the file "POM31Patch05.zip" from the AVAYA support site.
2. Secure copy (SCP) this patch file to a directory on the POM system (e.g. /home/craft).
3. Verify md5sum before applying patch (md5sum POM31Patch05.zip).

Installation Instructions:

Apply this Patch on all POM servers.

Before applying this patch, make sure that the POM system is running POM 3.1 as per instruction above.

1. Make sure that all agents are logged out.
2. Login with root or sroot on POM system
3. Copy POM31Patch05.zip file to location /home/craft.
4. Change directory to where patch file is copied using the following command
cd /home/craft
5. Stop or pause all running campaigns.
6. Stop all POM, appserver, mpp and vpms services using following commands:
service POM stop
service appserver stop
service mpp stop
service vpms stop
7. Unzip POM31Patch05.zip (unzip POM31Patch05.zip). All files will get unzip under POM31Patch05 directory created in current directory.
8. Go to POM31Patch05 directory (cd POM31Patch05).
9. Run installPatch.sh script (./installPatch.sh).
10. Verify that you see message on console output "Patch installation completed successfully."
11. Replace the following POM Applications on all the Application Servers. Refer **Appendix A**.
 - PomDriverApp
 - Nailer
 - AvayaPOMNotifier
 - AvayaPOMAgent
12. For integration with Oceana 3.4, refer **Appendix B**.
13. Start all services:
service vpms start
service mpp start
service appserver start
service POM start

NOTE:

- This patch will create the backup of the files to be replaced under the directory
\$POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/
- This patch will update content of the file "\$POM_HOME/data/build_rel.num", containing patch number to POM.03.01.00.00.05.019.

Uninstallation Instructions:

The backup of files is taken during patch installation at
\$POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/ location.
Perform the steps in following section to revert:

1. Logout all agents.
2. Stop or pause all running campaigns.
3. Stop all POM, appserver, mpp and vpms services.

```
service POM stop
service appserver stop
service mpp stop
service vpms stop
```

4. Execute below command to restore original files from backup folder,

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-rule-engine.jar
$POM_HOME/lib/core/avaya-pim-rule-engine.jar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-core.jar
$POM_HOME/lib/core/avaya-pim-core.jar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-agent.jar
$POM_HOME/lib/common/avaya-pim-agent.jar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-common.jar
$POM_HOME/lib/common/avaya-pim-common.jar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-service.jar
$POM_HOME/lib/common/avaya-pim-service.jar
```

```
cp -pr
$POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/VP_POMAgentAPIService.aar
$CATALINA_HOME/webapps/axis2/WEB-INF/services/VP_POMAgentAPIService.aar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/_StartHere.html
$CATALINA_HOME/webapps/VP_POM/help/AvayaPOMDocLibrary/_StartHere.html
```

```
cp -pr
$POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/POMTrustedCertificatesPageFieldD
escription.html
```

```
$CATALINA_HOME/webapps/VP_POM/help/AvayaPOMDocLibrary/POMTrustedCertificatesPage
FieldDescription.html
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pimGlobalSettings.xhtml
$CATALINA_HOME/webapps/VP_POM/config/pimGlobalSettings.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pimServerAdd.xhtml
$CATALINA_HOME/webapps/VP_POM/config/pimServerAdd.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pimServerEdit.xhtml
$CATALINA_HOME/webapps/VP_POM/config/pimServerEdit.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pimServers.xhtml
$CATALINA_HOME/webapps/VP_POM/config/pimServers.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pimManager.xhtml  
$CATALINA_HOME/webapps/VP_POM/manage/pimManager.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/rule.html  
$CATALINA_HOME/webapps/VP_POM/campaign/rule.html
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/manageGlobalCfg.xhtml  
$CATALINA_HOME/webapps/VP_POM/admin/manageGlobalCfg.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/app.js  
$CATALINA_HOME/webapps/VP_POM/includes/app/app.js
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/head.xhtml  
$CATALINA_HOME/webapps/VP_POM/includes/head.xhtml
```

```
cp -pr  
$POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pomCertificateManagement.xhtml  
$CATALINA_HOME/webapps/VP_POM/admin/pomCertificateManagement.xhtml
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-webadm.jar  
$POM_HOME/lib/web/avaya-pim-webadm.jar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/avaya-pim-call-pacing.jar  
$POM_HOME/lib/core/avaya-pim-call-pacing.jar
```

```
cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.00.00.05.019/pom-dashboard.jar  
$POM_HOME/lib/core/pom-dashboard.jar
```

5. Replace the POM Applications on all the Application Servers from their backup. Refer **Appendix C**.

6. Start all services:
 service vpms start
 service mpp start
 service appserver start
 service POM start

Appendix A – POM Shipped Application Install

For local AppServer or external AppServer(tomcat) follow the following steps:

1. Go to \$APPSERVER_HOME/webapps/
2. Take the backup of the Application's .war files
 cp PomDriverApp.war PomDriverApp.war_bkp
 cp Nailer.war Nailer.war_bkp
 cp AvayaPOMNotifier.war AvayaPOMNotifier.war_bkp
 cp AvayaPOMAgent.war AvayaPOMAgent.war_bkp
3. Remove the Application folders.
 rm -rf PomDriverApp Nailer AvayaPOMNotifier AvayaPOMAgent

4. Copy the Application war files shipped in the patch to this location
`cp <POM31Patch05 location>/*.war .`

For external AppServer (websphere) use the .ear files shipped in the patch to re-install via the websphere GUI. Keep the backup of the existing application. For more information refer Proactive Outreach Manager Integration for Websphere related configuration.

Appendix B – Integration with Oceana 3.4

The REST interface to context store has been changed in Oceana 3.4 release. Please perform below steps to update the same:

1. Login to POM database.
2. Insert a new field in “pim_config” table – ContextStoreURN.
3. Specify the value of this field as – services/ContextStoreRest/cs/contexts/

Appendix C – POM Shipped Application Uninstall

For local AppServer or external AppServer(tomcat) follow the following steps:

1. Go to \$APPSERVER_HOME/ webapps/ location
2. Replace the Application’s .war files from there backup.
`cp PomDriverApp.war_bkp PomDriverApp.war`
`cp Nailer.war_bkp Nailer.war`
`cp AvayaPOMNotifier.war_bkp AvayaPOMNotifier.war`
`cp AvayaPOMAgent.war_bkp AvayaPOMAgent.war`
3. Remove the Application folders.
`rm -rf PomDriverApp Nailer AvayaPOMNotifier AvayaPOMAgent`

For external AppServer (websphere) use the applications’ backup to re-install via the websphere GUI.

Appendix D

If the required behavior is such that the Blender should not consider the idle agent to move to inbound , please run following query on respective database and restart “Agent Manager” service on all POM servers.

Current Behavior:

POM will release the agent for inbound in case an ideal suitable agent is available.

Behavior after execution of the following queries:

POM will only consider busy agents to move to inbound and it will not consider the idle agent.

Postgres:

```
INSERT INTO pim_config(config_id, config_name, config_value) VALUES (nextval('PimConfig_seq'),  
'BlendIdleAgent', 'false');
```

Oracle:

```
INSERT INTO pim_config(config_id, config_name, config_value) VALUES ((PimConfig_seq.NEXTVAL),  
'BlendIdleAgent', 'false');
```

MSSQL:

```
INSERT INTO pim_config(config_id, config_name, config_value) VALUES ((next value for PimConfig_seq),  
'BlendIdleAgent', 'false');
```

Appendix E

When agent wrap ups the call and if agent has pending callback, sometime the callback notification comes before wrap up response. If desktop is not able to handle this scenario it may create issues at desktop side. In order to handle this scenario, the following query needs to be executed to update the breathing interval between wrapup command and callback notification.

Postgres:

```
INSERT INTO pim_config(config_id, config_name, config_value) VALUES (nextval('PimConfig_seq'),  
'CallbackNotificationBreathingInterval', '300');
```

Oracle:

```
INSERT INTO pim_config(config_id, config_name, config_value) VALUES ((PimConfig_seq.NEXTVAL),  
'CallbackNotificationBreathingInterval', '300');
```

MSSQL:

```
INSERT INTO pim_config(config_id, config_name, config_value) VALUES ((next value for PimConfig_seq),  
'CallbackNotificationBreathingInterval', '300');
```