Avaya Aura® Contact Center
Release 7.0.3.0

Release Notes

This document contains information on software lineup, known issues and workarounds specific to this release of Avaya Aura®Contact Center.

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PURPOSE

This document contains known issues, patches and workarounds specific to this build and does not constitute a quick install guide for Contact Centre components. Please refer to the information below to identify any issues relevant to the component(s) you are installing and then refer to the Avaya Aura® Contact Center Installation and Commissioning guides for full installation instructions

PUBLICATION HISTORY

Issue	Change Summary	Author(s)	Date
1.0	Beta Software Release	CC Release Engineering	8th May 2018
2.0	Software Update	CC Release Engineering	8th June 2018
3.0	GA Candidate Software Release	CC Release Engineering	16th July 2018
4.0	Software Update	CC Release Engineering	24th July 2018
5.0	Update Preinstallation Considerations section	CC Release Engineering	1st August 2018
6.0	Update GA Patch Bundle details and installation instructions	CC Release Engineering	14th Sept 2018
7.0	Update with latest GA Patch bundle details and CCMA SSO via SMGR	CC Release Engineering	28th Nov 2018
8.0	Update to CCMA SSO via SMGR procedure Update to state change for .PEM certificates to work with DIW	CC Release Engineering	4th March 2019
9.0	Update with latest GA Patch bundle details	CC Release Engineering	22nd March 2019
10.0	Update with latest GA Patch bundle details	CC Release Engineering	19th June 2019
11.0	Correcting full GA Patch bundle list details	CC Release Engineering	24th June 2019

SOFTWARE INFORMATION

Hardware Appliance

There are no software downloads associated with the Hardware Appliance deployment.

Software Appliance

The following are the files required to deploy Avaya Aura® Contact Center Release 7.0 into a virtualization environment. Please ensure you are using this version for all new software installation.

Avaya Aura Media Server OVA

File Name	MD5 Checksum
MediaServer_7.8.0.309_A5_2017.04.12_OVF10.ova	0834fb12b0fdc919c93b41feddc71ccd

Avaya WebLM OVA

The Avaya WebLM 7.1 OVA plus associated patch for WebLM 7.1.2 software is the required software when deploying the OVAs in a virtualisation environment. This software is used for product licensing. Please download this software from http://support.avaya.com

File Name
WebLM-7.1.0.0.11-25605-e65-19.ova

DVD Product Installation

The following are the files required when deploying Avaya Aura® Contact Center using the Avaya Aura® Contact Center DVD. Please note, as part of the deployment of the product you are required to install the latest available service pack bundle when installing the product.

The supported Avaya Aura® Contact Center DVD version is outlined below. Please ensure you are using this version for all new software installation.

File Name	MD5 Checksum
AACC_7.0.3.0-38.iso	d7dd9cbe629d2ec6e7c82c6d6bfe961c

Important Note:

Information on the latest feature packs available with this release is documented in the **Release Pack Bundle** section below.

Release Pack Bundle

The Avaya Aura® Contact Center software is delivered to customers as a release pack bundle. The release pack is installed on your base software and contains the latest software updates for the release.

File Name	MD5 Checksum
ACC_7.0.3.0_FeaturePack3-323.zip	9f5ee253f77ef147cdd8fdd8c367a63f

Additional Required Updates

Avaya Aura® Contact Center Server

The following are additional Avaya Aura® Contact Center updates containing critical fixes that **must** be applied to your system.

File Name	MD5 Checksum
ACC_7.0.3.0_FeaturePack03ServicePack00_GA_Patches-356.zip	fe58fc35d1251ae972c02bd1f9a6e741
ACC_7.0.3.0_FeaturePack03ServicePack00_GA_Patches-360.zip	b858762b1bf3032671c1579f48f2075a
ACC_7.0.3.0_FeaturePack03ServicePack00_GA_Patches-367.zip	04a53ca603684d3cef88033926f42cdb
ACC_7.0.3.0_FeaturePack03ServicePack00_GA_Patches-370.zip	1b64cf6917560ebd650fef47041d4313

You must download all files listed. Please verify the MD5 checksums after download to ensure all files have been downloaded successfully

Avaya Aura Media Server OVA and Hyper-V Upgrade

The AAMS OVA version is: 7.8.0.309 with System Layer Version 6. Both need to be upgraded to the latest version. The Media Server needs to be updated to 7.8.0.393 and the System layer needs to be updated to 15. This is accomplished by downloading the two ISO files:

MediaServer_Update_7.8.0.393_2018.06.04.iso
MediaServer_System_Update_7.8.0.15_2018.06.05.iso

This procedure is detailed in document: “Upgrading and patching Avaya Aura® Contact Center”

File Name	MD5 Checksum
MediaServer_Update_7.8.0.393_2018.06.04.iso	7d0bf5598266a6f718265cad421881a5
MediaServer_System_Update_7.8.0.15_2018.06.05.iso	159b7808a057c756440f114c2e7b8f15

Additional Optional Updates

ASG Plugin

The ASG Plugin is a serviceability application which enables secure access to the server when installed using a challenge-response mechanism. This update removes the presence of unnecessary accounts which are given permission to access the files in the applications directory. This effectively restricts access to the applications files to administrator users only.

The ASG Plugin currently placed on the server, not installed, does not have this patch and if required this version can be downloaded and placed on the server instead of the incumbent version.

This is optional in that only if you wish to install and use this plugin should it be installed; otherwise it is not required for normal Contact Center operations.

File Name	MD5 Checksum
ASGPlugin4WindowsX64.zip	76aaa6844a4863a86884d19a0b409558

SNMP Trap Configuration File

An SNMP Trap Configuration File (.cnf) is delivered containing the Avaya recommended events for SNMP capture. The configuration file can be imported into the SNMP Event Translator that is available after installing SNMP on the Windows Server 2012 R2. SNMP traps will be automatically generated and forwarded to the configured NMS system for all Event Viewer events that have a match in the configuration file.

The SNMP Trap Configuration File can be imported into the SNMP Event Translator using evntcmd.exe from the command prompt. A restart of the SNMP service is required after which the file content can be viewed using the SNMP Event Translator GUI (evntwin.exe). Exact details for the procedure are available in Windows Server 2012 R2 documentation.

The SNMP Trap Configuration File is available for download from the support site.

This is optional in that it should only be imported if you wish to forward SNMP traps to an NMS system for treatment or monitoring. Otherwise it is not required for normal Contact Center operations.

Note: As detailed in the AACC deployment guide, SNMP should be installed on the Windows Server 2012 R2 prior to deployment of the AACC application.

File Name	MD5 Checksum
ACC_7_0_3_0_SNMP_Trap_File_ver1_0.cnf	08a97caf629637aa7f9b4d9cd31beb8e

Patch Scanner

This Patch Scanner utility is released with every Release Pack and Patch bundle from ACCS 6.4 SP13 onwards. If you are moving from an Avaya Aura Contact Center 6.4 lineup to Avaya Contact Center Select 7.x you must use the version of the Patch Scanner published in the 7.x Release Notes document.

This version of the tool can be used prior to moving to Avaya Contact Center Select 7.x. See readme with the application zip file for further information.

File Name	MD5 Checksum
N/A	N/A

Migration Tool for RCW Generated Reports

This application is required when exporting Historical Reporting templates on an NES6/NES7/ACC 6.x server as part of a server migration. The most up to date version of the application is available with the “additional required updates” from the AACC lineup below.

The utility is available in: **Install Software\CCMA\RCW_Migration_Utility**

SWITCH SOFTWARE SUPPORT

Avaya Aura® Software

This section outlines the software requirements for the Avaya Aura© communications infrastructure. Avaya Aura® Contact Center supports minimum versions of the following Avaya Aura® components:

Avaya Aura Components	Release
Avaya Aura System Platform	7.x, 8.0
Avaya Aura Communication Manager	7.x, 8.0
Avaya Aura Application Enablement Services	7.x, 8.0
Avaya Aura System Manager	7.x, 8.0
Avaya Aura Session Manager	7.x, 8.0
Avaya Aura Presence Services	7.x, 8.0

Please note that Avaya Aura 6.4 FP2 is not supported with AACC 7.0.3. Aura stack must be upgraded to a minimum of version 7.0.1 to align with AACC 7.0.3.

Avaya Communication Server 1000

This section outlines the software requirements for the Avaya Communication Server 1000 infrastructure.

Avaya Aura® Contact Center 7.0.3.0 is only supported with CS 1000 R7.6.

Required Packages

The following are the required CS1000 packages

Converged Office	77, 153, 164, 242, 243, 324 41, 42, 43, 50, 114, 155, 214 215, 218, 247, 311, 324
SIP CTI	77, 153, 164, 242, 243, 324 41, 42, 43, 50, 114, 155, 214, 215, 218, 247, 311, 324
2000 CDNs	388, 411

DepList for CS 1000 R7.6

DepList Patch	PI PEP Enabler	Comments
MPLR33345		CS1000 doesn't send AML/MLS Transfer Complete message when POM Dialler completes an external transfer MPLR33345 – GEN PEP – included in R7.6 SP6 and higher.
MPLR33041	MPLR32229	Multimedia contact cannot return to queue while agent is holding a CDN call.

		Package 411 prevents agent acquired by AACC from going NOT_READY without dropping the active call. MPLR32229 – Free of charge PI PEP for AACC MPLR33041 – GEN PEP – included in R7.6 SP5 and higher.
MPLR32413	MPLR30038	New constant required when CCMS pulls call from interruptible IVR & presents to agent. Free of charge PI PEP for AACC. MPLR32413 – GEN PEP – included in R7.6 SP5 and higher.
MPLR33045 (CPPM, CPPL) **MPLR33072 (CPP4)**	MPLR28837	CS1000 – Different CLID on CCT desktop and acquired phone when DAPC feature is used. MPLR28837 –Chargeable PI PEP for AACC MPLR33045, MPLR33072 – GEN PEP – included in R7.6 SP5 and higher.
MPLR32439		AACC USM Ringing event is missing if the call goes back to SCR of the original agent /RGNA feature. Only required if agent configured for RGNA, and only applicable for AACC-SIP (not AACC-AML). GEN patch for AACC – included in R7.6 SP5 and higher.
MPLR33744		CTI cannot control CDN call after making emergency and supervisor calls. MPLR33744: GEN PEP – included in R7.6 SP6 and higher

NOTE: Channel Partners will need to follow the standard PI Request process (per **Communication Server 1000 Product Improvement by PEP (Patch) Policy**). These patches will be available at no charge on approval to support this configuration.

Note that Unified Communication products (CS1000, CM, AES etc.) and other products in your solution follow independent lifecycle dates. Depending on their lifecycle state, full support may not be available on older versions of these products. In case where AACC patches require a dependent patch on the switch, that patch may not be available on an old switch release that is in End of Manufacture Support lifecycle state. Please refer to lifecycle bulletins specific to the products/versions in your solution.

NOTE: The PI PEP enabler is required, ONLY if the customer already had that functionality on an earlier release or if the customer now wants to add that functionality. Please review CS1000 patch information on ESPL to determine if any of the noted PI PEPs are applicable for your customer environment; note that some are chargeable and require an order (and PO) on Avaya before they can be provided. More information on CS1000 PI PEPs is available on ESPL @ https://downloads.avaya.com/css/P8/documents/100166145

PLATFORM VENDOR INDEPENDENCE (PVI)

Hardware Requirements

For Single Server deployments (Voice and Multimedia with Avaya Media Server on a physical platform) a Gigabit Network Adapter is required that supports Receive Side Scaling (RSS) with 4 RSS queues.

Single Server deployments (Voice and Multimedia with Avaya Media Server) are supported on physical mid-range to high-end servers only, as defined in Avaya Aura Contact Center Overview and Specification document. Lab and customer deployments must adhere to the minimum RAM requirements. Failure to do so can result in Avaya Aura Media Server being unable to launch.

Single Server deployments (Voice and Multimedia with Avaya Aura Media Server) now deploy AAMS as a Hyper-V Linux virtual machine. A hardware requirement is that CPU Virtualization / Virtualization Technology is enabled in the host Windows Server BIOS. The available virtualization settings vary by hardware provider and BIOS version. Read your hardware provider's documents covering virtualization support to determine which settings to configure. This is commonly found in BIOS *System Settings -> Processor settings*.

Recommended Network Adapter

The following RSS capable Gigabit Network adapter has been tested successfully with Single Server deployments – **Intel(R) Gigabit 4P I350-t Adapter**

OPERATING SYSTEM & VIRTUALIZATION

Operating System

All Avaya Aura® Contact Center server applications are supported on the following operating systems:

- Windows Server 2012 R2 Standard (64-bit Edition)
- Windows Server 2012 R2 Data Center (64-bit Edition)

This release no longer supports the Avaya Aura Media Server (AAMS) installed co-resident with AACC on a Windows Server 2012 R2 platform. A single box solution where AACC and AAMS are running on the same physical server is achieved by deploying the AAMS OVA as a virtual server on the Windows 2012 Hyper-V manager. This is applied in both fresh installations and upgrades.

AAMS is supported on Red Hat Enterprise Linux (RHEL) 6.x 64-bit OS. It is not supported 32-bit RHEL. It is not supported on any other version of Linux.

Microsoft Service Packs

None.

Microsoft Hotfixes

Before deploying any new Windows Security Patches and Hotfixes – you must confirm that any Windows patches are listed as supported in the Avaya Aura® Contact Center Security Hotfixes and Compatibility listing – published every month on support.avaya.com.

At this time, please do not install **KB4340558** (specifically sub component **KB4338419**) or **KB4340006** (specifically sub component **KB4338605**) on your Avaya Aura® Contact Center Server. Refer to Avaya Aura® Contact Center Security Hotfixes and Compatibility listing for updates relating to **KB4340558** or **KB4340006**.

Additionally, please install all required Microsoft Operating System updates listed in the Microsoft Operating System Updates section of this document.

Please ensure that you do not enable Automatic Updates on your Avaya Aura® Contact Center Server or Client PCs. All Windows Security patches and hotfixes must be manually deployed after consulting the supported Avaya Aura® Contact Center Security Hotfixes and Compatibility listing

Red Hat Enterprise Linux Updates

AAMS is only supported on Red Hat Enterprise Linux (RHEL) 6.x 64-bit servers.
For an AAMS installed on a customer installed RHEL 6.x 64-bit server, it is mandatory to register the RHEL OS with Red Hat Networks (RHN) and to apply all of the latest updates. AAMS is tested regularly against all the latest RHEL updates.

The AAMS VMWare OVA and Hyper-V installations ship with the all the most recent RHEL security updates as of GA. Avaya supplies RHEL updates as an AAMS System Update ISO file that is uploaded and applied using AAMS Element Manager. AAMS System updates are released as part of a Service Pack release. The OVA or Hyper-V AAMS do not need to register with Red Hat Networks.

Microsoft Operating System Updates

The section outlines additional Microsoft Updates that must be applied to your system. Click on the link below to bring you directly to the KB article on the update.

Update ID	Summary
KB3100956	You may experience slow logon when services are in start-pending state in Windows Server 2012 R2

Important Notes:

1. **Important** If you install a language pack after you install this update, you must reinstall this update. Therefore, we recommend that you install any language packs that you need before you install this update. For more information, see Add language packs to Windows.

Update ID	Summary
KB2973337	SHA512 is disabled in Windows when you use TLS 1.2

Important Notes:

1. This KB is contained in the August 2014 update rollup **KB2975719** listed below and does not need to be installed individually if the rollup is applied.
2. **Important** Do not install a language pack after you install this update. If you do, the language-specific changes in the update will not be applied, and you will have to reinstall the update. For more information, see Add language packs to Windows.

Update ID	Summary
KB2975719	August 2014 update rollup for Windows RT 8.1, Windows 8.1, and Windows Server 2012 R2

Important Notes:

1. **Important** When you install this update (2975719) from Windows Update, updates 2990532, 2979582, 2993100, 2993651, and 2995004 are included in the installation.

Update ID	Summary
KB3101694	"0x000000D1" Stop error in Pacer.sys when there's heavy QoS traffic in Windows Server 2012 R2

Important Notes:

1. **Important** If you install a language pack after you install this hotfix, you must reinstall this hotfix. Therefore, we recommend that you install any language packs that you need before you install this hotfix. For more information, see Add language packs to Windows.
2. **Important** This KB should only be applied to servers which include Avaya Aura Media Server on Windows Server 2012 R2, i.e. where AACC and AAMS have been installed co-resident on a single physical server. It is not required on any deployment which does not include Avaya Aura Media Server on Windows Server 2012 R2.

Update ID	Summary
KB3140245	Update to enable TLS 1.1 and TLS 1.2 as a default secure protocols in WinHTTP in Windows

Important Notes:

1. **Important** This hotfix is required for windows 7 SP1 clients. Do not apply to AACC server.
2. **Important** Please read the Microsoft update at the link provided, as there are manual steps required with this hotfix.
3. **Important** This update is **NOT** required if Security Manager on AACC server is has Current TLS Protocol Level for CCMA-MM set to TLSv1.0.

Update ID	Summary
KB3100956	Remote desktop connection logins and local console logins can fail with a “please wait” message if some AACC services do not complete startup.

Internet Explorer Support

Element Manager and CCMA require that Internet Explorer 10.0 and Internet Explorer 11.0 be configured to run the web sites in “Compatibility Mode”.
Microsoft support indicates that some websites might not display correctly in Windows Internet Explorer 9. For example, portions of a webpage might be missing, information in a table might be in the wrong locations, or colors and text might be incorrect. Some webpages might not display at all.
If a portion of the webpage doesn't display correctly, try one or more of the following procedures:

Note: IE Compatibility Mode must be enabled on IE 10.0 and IE 11.0.

To turn on Compatibility View

1. Open Internet Explorer by clicking the Start button
2. In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer
3. From the *Tools* menu select the *Compatibility View settings* option and add the relevant website address to the list of websites

The supported browser is Microsoft Internet Explorer 10.0 or later (32 Bit only – 64 Bit not supported).

NOTE: If Avaya Agent Desktop (AAD) is used on a client desktop then individual websites for CCMA and Element Manager should be added to compatibility view. The “Display all websites in Compatibility View” setting in IE should not be used on these clients.

The Avaya Agent Desktop (AAD) embedded browser defaults to IE 10 on clients with IE 10.0 or later**.**

Microsoft .NET Framework Support

AACC 7.0.3 contact center is not dependent on a specific version of .NET. AACC 7.0.3 supports .NET 4.6.2 through 4.7.x

VMware

VMware vSphere 6.5 is supported for the 7.0.3 release.

ESXi/vCenter 6.5 Limitations

Deploying OVA's to an ESXi 6.5 host using the desktop vSphere Client is not supported by VMware and the vSphere Web Client or Host Client must be used instead. It is recommended that you use vSphere Web Client (https://FQDN-or-IP-Address-of-VC/vsphere–client) when deploying new OVA's since there are known issues with the Host Client (https://FQDN-or-IP-Address-of-ESXi-host/UI).

The following issues exist when using the Host Client to deploy OVA:

 During deployment you are not prompted to select a profile. To work around this you will need to manually edit the VM Virtual Hardware settings before powering the VM on.

 Properties specified when deploying OVA are ignored and they must be re-entered during the first boot process. Drop-down lists are not provided and property defaults are not populated.

DEPLOYMENT & CONFIGURATION INFORMATION

Pre-Installation Considerations

Tools for extracting software

It is advised that you utilize the latest versions of your preferred tools for unpacking the Avaya Aura® Contact Center software.

Important - Default Out-of-Box Certificate Removal

Removal of Default Out-of-box Certificates

Default out-of-box certificates will be removed during the installation of the Contact Center 7.0.3.0 Release.
Custom certificates **must** be applied to your system before upgrade begins, or after upgrade completion, using the Security Manager application.

Failure to create custom security certificates prior or during the upgrade to 7.0.3 will result in the loss of functionality, specifically the SIP-CTI link to AES on Avaya Aura Contact Center.

As well as the loss of functionality any previously secure connections will now not be secure until custom security certificates are put in place.

Removal of default certificates from the Contact Center server will result in additional configuration on other services that make up the solution, such as AES, as they will have to be setup to accept the new custom certificates.

Windows Automatic Maintenance

Windows Server 2012 R2 provides a centralized mechanism for maintaining the operating system. This feature is called Automatic Maintenance, and is used to carry out tasks such as hard disk defragmentation and application of Microsoft Windows updates among others.

This mechanism can sometimes interfere with the deployment of Contact Center software, resulting in failed installations. It is recommended that this feature be disabled for the duration of Contact Center software installs.

To disable Automatic Maintenance:

1. Start – Run 'Taskschd.msc'
2. In the Task Scheduler Library browse to Microsoft – Windows – TaskScheduler
3. Select the *Idle Maintenance* task, right-click and choose 'Disable'
4. Select the *Regular Maintenance* task, right-click and choose 'Disable'
5. Alternatively, modify the properties of the *Regular Maintenance* task and ensure it is not set to run during your installation maintenance window.

After installation is complete you may re-enable Automatic Maintenance
To enable Automatic Maintenance:

1. Start – Run 'Taskschd.msc'
2. In the Task Scheduler Library browse to Microsoft – Windows – TaskScheduler

3. Select the *Idle Maintenance* task, right-click and choose 'Enable'
4. Select the *Regular Maintenance* task, right-click and choose 'Disable'

.PEM certificates will no longer work with DIW

.PEM certificates will no longer work with DIW in AACC 7.0.3, they must be renamed as .CER for adding to DIW

Changes to Universal Networking in AACC 7.x

The new 10.1 version of Gigaspaces deployed with AACC 7.x is not compatible with the version deployed in AACC 6.x. This impacts the Universal Networking feature (UNE). It will not function between AACC 7.x and AACC 6.x without the deployment of a UNE alignment patch on 6.x which adds UNE Web Services.

Before adding AACC 7.x to an existing AACC 6.x network or upgrading a networked deployment to AACC 7.x, the network must first be upgraded with the UNE alignment patch using the following steps:

- If customer are on AACC 6.4 SP14 or earlier they need to contact Avaya Support to request an alignment patch
- For customers on AACC 6.4 SP15
    1. Install the UNE alignment patch on each 6.x node. Patch name is AvayaAura_CCCC_6.4.215.208
    2. Proceed with adding or upgrading AACC 7.x nodes as required.
- For customer on AACC 6.4 SP16 no additional steps are required.

Migrating Report Creation Wizard Reports from pre AACC 6.4 SP15 Systems

The migration procedure for Report Creation Wizard based reports on an AACC system requires that the server hosting CCMA be at the AACC 6.4 SP14, SP15 or SP16 patch level prior to the report export step. The MigrationRPTToRCWX.exe utility has a dependency on the version of Crystal Reports and is only compatible with the version on the AACC 6.4 SP14, SP15 or SP16 lineup.

Avaya Equinox is Not Supported for use as an Agent Softphone

Equinox is not supported for use as a Contact Center Agent Softphone

Hot Patching Support

Hot patching is supported from Avaya Aura© Contact Center Release 7.0.1.x or higher to this Avaya Aura© Contact Center Release 7.0.3.0

POM Support

AACC 7.0.3.0 supports POM 3.1 or later. No prior version of POM is supported with AACC 7.0.3.0. If AACC site is operating with POM then site **must upgrade to POM 3.1 or later before upgrading to AACC 7.0.3.0 (7.0 Feature Pack 3)**.

Note: POM 3.1 requires Experience Portal (EP) 7.2.x.

Voice & Multimedia Contact Server with Avaya Aura Media Server

This release of AACC no longer supports the Avaya Aura Media Server (AAMS) installed co-resident with AACC on a Windows Server 2012 R2 platform. This release achieves a single box solution where AACC and AMS are running on the same physical server by deploying the AAMS OVA as a virtual server on the Windows Server 2012 Hyper-V Manager. This is applied in both fresh installations and upgrades scenarios.

Hardware considerations:

- CPU Virtualization / Virtualization Technology must be enabled in the host Windows Server BIOS. The available virtualization settings vary by hardware provider and BIOS version. Read your hardware provider's documents covering virtualization support to determine which settings to configure. This is commonly found in BIOS System Settings -> Processor settings
- The Hyper-V deployment of Linux AAMS 7.8 is only supported on physical mid-range to high-end servers as defined in Avaya Aura Contact Center Overview and Specification document. Lab & site deployments must adhere to the minimum RAM requirements

Software considerations:

- As in previous releases, you cannot deploy a Voice and Multimedia Contact Server with AAMS in a virtual environment. This will be blocked by the Universal Installer and Avaya Release Pack Installer applications
- The AAMS should be upgraded or patched following the AAMS procedures for virtual deployments as outlined in product documentation. Once deployed and configured the co-resident Linux based AAMS Hyper-V image will not be upgraded or downgraded using the Avaya Release Pack Installer.

Orchestration Designer Scripts

Before upgrading you must ensure that all scripts are validated and compile successfully in Orchestration Designer.

Installation

New Installations

Install-time Patching

Install-time patching is mandatory for Avaya Aura Contact Center software deployments using the provided DVD media.

Mandatory Execution of Ignition Wizard – Patch Deployments

After deployment of the AACC software using the DVD installer, if the Ignition Wizard process is deferred, it will not be possible to install Patches (DPs) either via Update Manager or manually (double-clicking on the installer file). Successful execution of the Ignition Wizard prior to applying Patches to the system is **mandatory**.

This does **not** affect the removal or reinstallation of AACC Service Packs, only AACC Patches (DPs).

System Backup after Ignition (IMPORTANT)

A full AACC backup must be taken after the ignition process has completed and before the system is commissioned or used.

This is important for systems that will be used as migration targets. The CCMA data can only be migrated to a system that does not contain any customer data. The CCMA migration will fail if the system is found to contain data other than what was injected by the Ignition Wizard.

If the CCMA migration fails in this way, the solution is to go back to the post-ignition backup or re-install the system.

Upgrades

Important: Direct upgrades from 7.0.0.0 and 7.0.0.1 to 7.0.3.0 are not supported. You must upgrade to 7.0.1.x first, before upgrading to 7.0.3.0

Avaya Release Pack Installer

A new application is provided within the Avaya Aura® Contact Center Release Pack bundle called the Avaya Release Pack Installer (ARPI). This application provides an automated method of updating existing Avaya Aura® Contact Center 7.x software and must be used when upgrading to this software release.

The application will perform the following actions

1. remove all installed AACC 7.0.1.x/7.0.2.x Product Updates (Feature Pack/ Service Packs and Patches)
2. remove all unwanted AACC Third Party software
3. install required Third Party Software for the release
4. install the latest AACC software from within the release pack bundle

Application Location:

The Avaya Release Pack Installer is contained within the Release Pack bundle in folder ‘AvayaReleasePackInstaller’. The application supports the installation of Generally Available Patch bundle content. Please note, the Avaya Release Pack Installer is run via the setup.exe and NOT the AvayaReleasePackInstaller.exe.

Reboot Prompts

Before running the Avaya Release Pack Installer application, if the operating system or other installed software display prompts for a reboot, please reboot your system.
If additional reboots are required during execution of the Avaya Release Pack Installer application, a prompt will be displayed to the user.
All reboot prompts should be actioned – failure to reboot when requested will adversely affect the installation of software.

Generally Available Patch Bundle Installation – Patch Bundle 356

When the setup.exe is launched, if you wish to install Generally Available Patch Bundle 356 content, you should select the appropriate radio button option.

If you choose to proceed without installing GA Patch Bundle 356, the Update Manager application must be used to install this patch content later.

To install GA Patch bundle 356 using the Avaya Release Pack Installer application, the complete ProductUpdates folder from within the GA Patch bundle must be copied locally. The contents of this folder should not be modified e.g. the ReleasePackManifest.xml must not be moved to another location.

Instructions:

1. Download the **AACC Release Pack Bundle** to your local system and unzip
2. Download **GA Patch Bundle 356** to your local system
3. Unzip GA Patch bundle 356 into a folder reflecting the patch bundle zip name
4. Launch the Avaya Release Pack Installer **setup.exe** from folder 'AvayaReleasePackInstaller' which is located within the **Release Pack** bundle extracted in step 1 above
5. When available, choose the option to install GA Patches and browse to the extracted Patch Bundle folder from step 3 above
6. Continue installation…

Installation of Additional GA Patch Bundles

After the installation of GA Patch Bundle 356 using the Avaya Release Pack Installer application, the Update Manager application must be used to install subsequent GA Patch Bundles e.g. Ga Patch Bundle 360

Limited Patch Installation

The Avaya Release Pack Installer application does not support the installation of limited patches. To deploy limited patches the Update Manager application must be used.

Note: If upgrading, the Avaya Aura Contact Center Update Manager application resident on the system will fail to install the AACC 7.0.3.0 Release Pack software. This is due to third party software changes between AACC 7.0.1.x, 7.0.2.0 and AACC 7.0.3.0

Note: It is not possible to install Generally Available patch (DP) content until the Ignition Wizard has been run successfully.

Update Configurator

A new application is provided within the Avaya Aura® Contact Center Release Pack bundle called the Update Configurator. This application is applicable only for co-resident Voice and Multimedia Contact Center with AAMS and provides an automated mechanism to deploy and configure the Linux Hyper-V AAMS upgrade. This application will launch automatically after the Avaya Release Pack Installer reboot has completed.

1. After the Avaya Release Pack Installer reboot, on a co-resident Voice and Multimedia Server with AAMS, the new Update Configurator application will launch
2. When available, input the IP address of the new AAMS. The IP address must be a unique and available IP address on the same subnet as the AACC server.
3. Input the new password for AAMS. The password **must** meet the following criteria:
   - Minimum 6 characters
   - Include mix of upper-case and lower-case characters
   - Include minimum one numerical value
   - Must not be similar to existing password
   - Must not include 3 or more neighboring characters regardless of case e.g. abc, Abc, 123
   - Must not be based on a dictionary word
4. Click Configure to start the configuration of the AAMS and reboot when prompted on completion

Downgrades

Important: Direct downgrades from 7.0.3.0 to 7.0.0.0 or 7.0.0.1 are not supported. You must downgrade from 7.0.3.0 to 7.0.1.x first, before downgrading to 7.0.0.x

Avaya Release Pack Installer

To downgrade to an earlier 7.0.1.x release, you must use the Avaya Release Pack Installer which accompanies that target release.
E.g. if the downgrade target is release 7.0.1.1, you must download the complete 7.0.1.1 release bundle from the support site.

Instructions:

Refer to the Release Notes for the target Release for downgrade instructions.

High Availability Maintenance Utility

Following a downgrade certain High Availability and Configuration information is lost. It is therefore necessary to run the High Availability Maintenance Utility to restore this information.

This utility should be run after ARPI has been run for the downgrade, but before the Server has been rebooted.

Application Location:

The High Availability Maintenance Utility is installed with this release of the software and can be found in the following location:

D:\Avaya\Contact Center\Common Components\HighAvailabilityMaintenance\HAMaintenance.exe

Instructions:

1. Launch the HAMaintenance.exe from the above location.
2. Use the Browse button to select the correct file to import.
    a. The correct file will be in the D:\Avaya\Cache\Cachesys folder and will be named SYSDataExport-YYYY-MM-DD-ttttt.xml where “YYYY-MM-DD-ttttt” are a date/time stamp of when the file was created.
    b. If there are multiple files with this naming format then the newest one should be selected.
3. Once a file has been selected, click the Import button.
4. Progress will be indicated on the screen and a message box will be presented to the user when the import has completed. The Import should take no longer than 5 minutes.

Avaya Aura Media Server

For co-resident Voice and Multimedia Contact Center with AAMS it is not possible to downgrade the Linux Hyper-V AAMS once it has been deployed and configured. The newly upgraded Hyper-V AAMS 7.8 can be maintained and is supported with AACC 7.0.2 onwards.

Post Installation Configuration

Avaya Aura Media Server

Avaya Aura Media Server Configuration

The following configuration must be carried out on all AAMS servers (PVI Linux, VMWare OVA and Hyper-V).

1. Launch AAMS Element Manager and browse to ***System Configuration >> Network Settings >> General Settings >> Connection Security***
2. Un-tick "***Verify Host Name***" setting and hit the "***Save***" button followed by "***Confirm***".
3. If using TLS SRTP media security then skip to step 6.
4. Browse to: ***System Configuration >> Media Processing>>Media Security***
5. Change ***Security Policy*** from **BEST EFFORT** to **SECURITY DISABLED** and hit the "***Save***" button.
6. Browse to ***System Configuration >> Network Settings >> General Settings >> SOAP***
7. Add AACC IP Address into ***SOAP Trusted Nodes***. If HA, add AACC Active, Standby and Managed IP Address.
8. Hit the "***Save***" button followed by "***Confirm***"
9. Browse to ***System Configuration >> Signalling Protocols >> SIP >> Nodes and Routes***
10. Add AACC IP Address into ***SIP Trusted Nodes***. If HA, add AACC Active, Standby and Managed IP Address.
11. Ensure that AAMS can resolve both the hostname and Fully Qualified Domain Name (FQDN) of the CCMA server by pinging the CCMA hostname and FQDN from the AAMS.
    - Name resolution can be achieved either by using a DNS server or editing the hosts file on the AAMS.
    - The AAMS OVA and Hyper-V deployments do not allow root ssh access, so the ability to edit the hosts file is provided in Element Manager:
        - On EM navigate to **System Configuration** > **Network Settings** > **Name Resolution** and enter the hostname and FQDN name resolution of the CCMA server.
    - On PVI AAMS running on customer supplied Red Hat servers, EM does not provide Name Resolution functionality. Host and FQDN resolution need to be added to **/etc/hosts** file on Red Hat server.

Avaya Aura Media Server - Upgrade - License

If the AAMS *Element Manager -> Element Status* is displaying *"Media Server instance is not licensed"* then the following configuration steps must be carried out to update the AAMS license:

1. On AACC launch SCMU and navigate to LM tab
2. Shut down License Manager
3. Start License Manager

Avaya Aura Media Server - Upgrade - Service Status

If the AAMS *Element Manager -> Element Status -> Service Status* is displaying *Stopped* state, and it is not possible to Start AAMS via Element Manager then the following configuration steps must be carried out to update the Service Status:

1. Open an SSH session to the AAMS e.g. using putty
2. Login with cust and <custpw> entered during configuration.
3. At the prompt enter 'reboot' and 'y' to confirm
4. Allow time for the AAMS to restart and verify the state is Started in Element Manager -> Element Status -> Service Status

PVI AAMS Installed on Red Hat Enterprise Linux Servers

The following configuration must be carried out on all servers with AAMS installed on Red Hat Enterprise Linux Servers. Note: This configuration is **not** required for the AAMS OVA or Hyper-V.

1. Install firewall (iptables) policy file and enable firewall
2. Create AAMS Element Manager User account Group: ***susers*** Account: ***cust***
3. Configure and enable Network Time Protocol (NTP)

A RHEL shell script has been provided on the AACC DVD that applies all of the above configuration steps.
The script name is **sysconfig.sh** and is located at: ***Install Software\AMS\Linux***
Run the following steps on PVI RHEL Installed AAMS servers (Not required for co-resident Windows or OVA)

1. Copy the following file from the AACC DVD to the /tmp directory on the AAMS server:
   Install Software\AMS\Linux|sysconfig.sh
2. Log onto the AAMS server command line with root privileges (e.g. using putty), execute the following commands and then follow the prompts:
   cd /tmp
   chmod +x sysconfig.sh
   ./sysconfig.sh

Agent Greeting Recorder commissioning when CCMA managing Multiple CCMS Servers

In AACC 7.0, the Agent Greeting recorder application is always installed on the AACC Tomcat server that is co-resident with CCMS. By default, it will assume that CCMA is also installed on the same host. In cases where the CCMA instance managing CCMS is hosted elsewhere, the Agent Greeting recorder needs to be made aware of the remote CCMA address in order to operate correctly.

There is no GUI mechanism for updating this Agent Greeting recorder configuration. To set the CCMA address, edit the following file and update the ***ccma.address*** entry from its default value of 127.0.0.1 to the appropriate IP address:

D:\Avaya\Contact Center\apache-tomat\conf\agentgreeting.properties

EWC – Server name change procedure: Steps when removing CCMM patches

This section is only applicable to systems running Enterprise Web Chat (EWC). EWC is a licensed feature introduced in AACC 7.0 offering an alternative to the traditionally available Web Communications. EWC uses a new chat engine and because of this additional steps are required when performing a server name change on the CCMM server. These steps are fully documented in the *Avaya Aura Contact Center Server Administration* document. In the event that CCMM patches are removed from the CCMM server after a server name change operation has occurred, it will be necessary to reapply the EWC specific name change steps again. These steps are outlined below and should be run after CCMM patches have been removed/re-applied.

Before you begin

Shut down the CCMM services using SCMU.

Procedure

1. Log on to the Multimedia Contact Server
2. Right-click Start.
3. Select Run.
4. Type cmd.
5. Click OK.

6. In the command line window, enter `CD D:\Avaya\Contact Center\EnterpriseWebChat\eJabberd`
7. Enter `update_hostname.bat <CCMM_servername>` where `<CCMM_servername>` is the new Multimedia Contact Server name.
8. Restart the CCMM server to apply changes
9. Ensure CCMM services have started OR use SCMU to start CCMM services.

Agent Controls Browser Application – Mandatory certificate with IOS 9 and later

From IOS9 any IOS device running the Agent Controls Browser Application to connect to AACC will be required to provide a certificate.

SIP Networking in an Environment with pre-AACC 7 Nodes

In a networking configuration, every node in the network must have a unique Home Location Code (HLOC). The unique HLOC guarantees that call IDs are unique across the network. Prior to AACC 7, unique HLOCs for each SIP node were manually configured. AACC 7 introduced the automatic configuration of the unique HLOC for a node. Automatically configured HLOCs begin at 10001. In a network with manually configured nodes ensure that the manually configured nodes do not conflict with the automatically configured HLOCs. Configuration of HLOC is only applicable in a networking setup.

Multimedia Prerequisites for server migration

This is only applicable to users migrating to new servers and keeping the same server names:

In this scenario users must select the same Multimedia Database Drive during the AACC 7.0 install as contained in Backup. If post install, users migrate a database backup from a previous version of AACC and the Multimedia Database drive defined in the backup does not match the Multimedia Database drive selected during the 7.0 install users will be unable to open attachments that were restored from the backup.

WebLM

WebLM provides Contact Center licensing in an Aura deployment. A WebLM instance is available as part of AACC. This instance is called **Local WebLM**. Alternatively, an independent WebLM can be deployed using the WebLM OVA. The independent WebLM is called **Remote WebLM**. Local WebLM and Remote WebLM are supported on all AACC deployment platforms and all AACC deployment configurations.

WebLM generate a unique ID to identify the WebLM instance. The ID is called **Host ID**. The Host ID is used to lock a license file to the customer deployment. The Host ID is generated by WebLM and is published as a server property in the Web License Manager web application. For Local WebLM, the web application can be accessed from https://localhost:8444/WebLM. For Remote WebLM, the web application can be accessed from https://[HOST]:52233/WebLM.

The Host ID generated by WebLM for a virtualized deployment is a function of the IP address and the VMware UUID. To guarantee a constant Host ID is generated by WebLM in High Availability deployments, configure the managed IP address lower than both the active and standby IP addresses. Managed IP address configuration is effected using the High Availability configuration utility.

CCMA SSO via SMGR

If any customer is enabling SSO for CCMA via SMGR, they need to disable and enable SSO again.

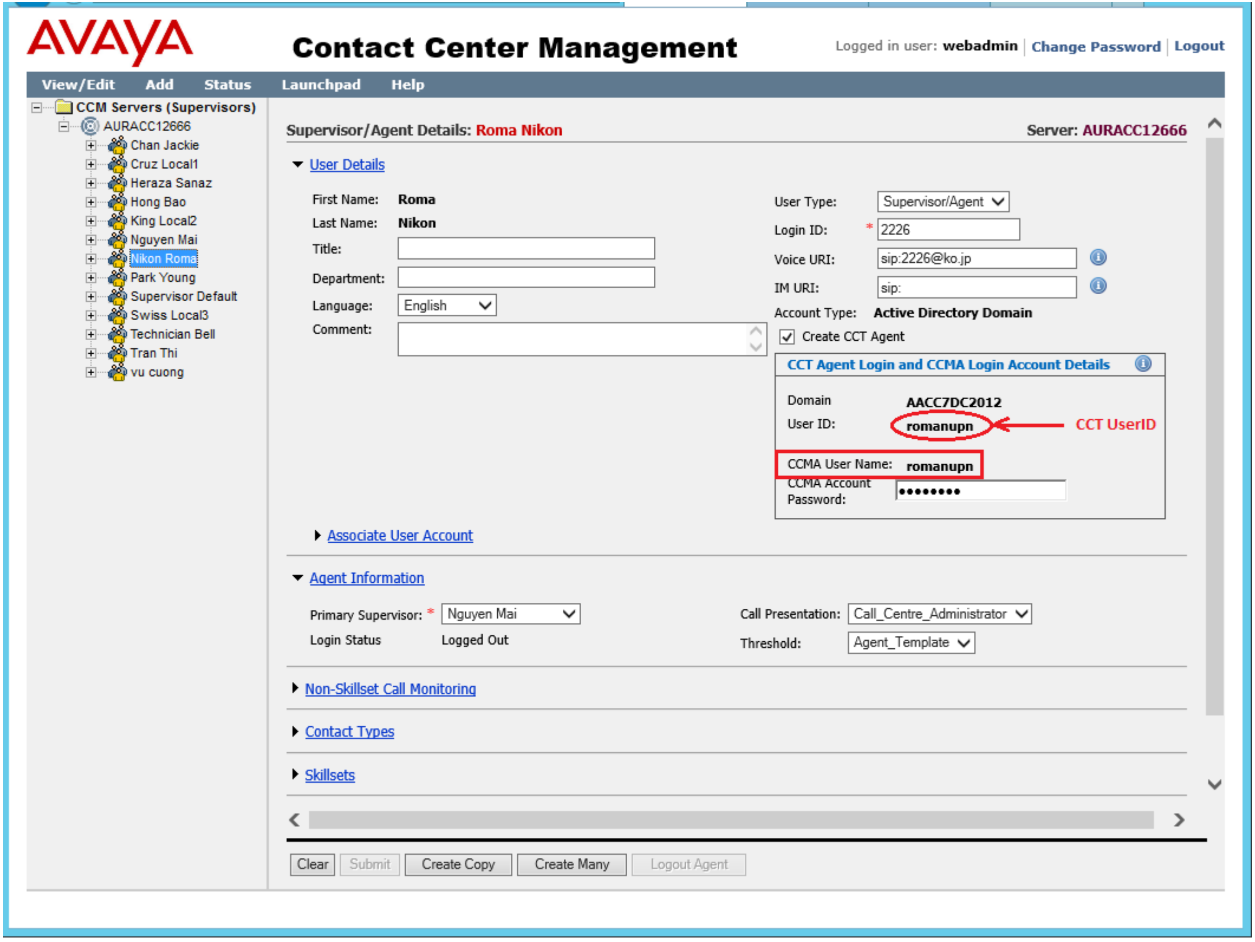
1. Configuring CCMM General Administration. Ensure that Contact Center Manager Administration is configured with the managed name of the Voice and Multimedia Contact Server High Availability pair. The format of the managed name **MUST** be FQDN name, not a short hostname in case SSO is enabled.
2. Ensure all CCT accounts are updated back to SAM

   If you are already on AACC 7.0.3 lineup without patch bundle ACC_7.0.3.0_FeaturePack03ServicePack00_GA_Patches-367.zip and have added or modified Agents or Agent-supervisors then you need to make sure that all of CCT accounts have been updated back from UPN to SAM manually by performing the following

   Update SupAgent/Supervisor who already has association with CCMA user account :

   a) Log in CCMA as webadmin.

   b) Go to CCM page, select an existing SupAgent, then View Details.



Contact Center Management

Logged in user: webadmin | Change Password | Logout

Supervisor/Agent Details: Roma Nikon

Server: AURACC12666

User Details

First Name: Roma

Last Name: Nikon

Title:

Department:

Language: English

Comment:

User Type: Supervisor/Agent

Login ID: * 2226

Voice URI: sip:2226@ko.jp

IM URI: sip:

Account Type: Active Directory Domain

☑ Create CCT Agent

CCT Agent Login and CCMA Login Account Details

Domain AACC7DC2012

User ID: romanupn

CCT UserID

CCMA User Name: romanupn

CCMA Account Password: ••••••••

Associate User Account

Agent Information

Primary Supervisor: * Nguyen Mai

Login Status Logged Out

Call Presentation: Call_Centre_Administrator

Threshold: Agent_Template

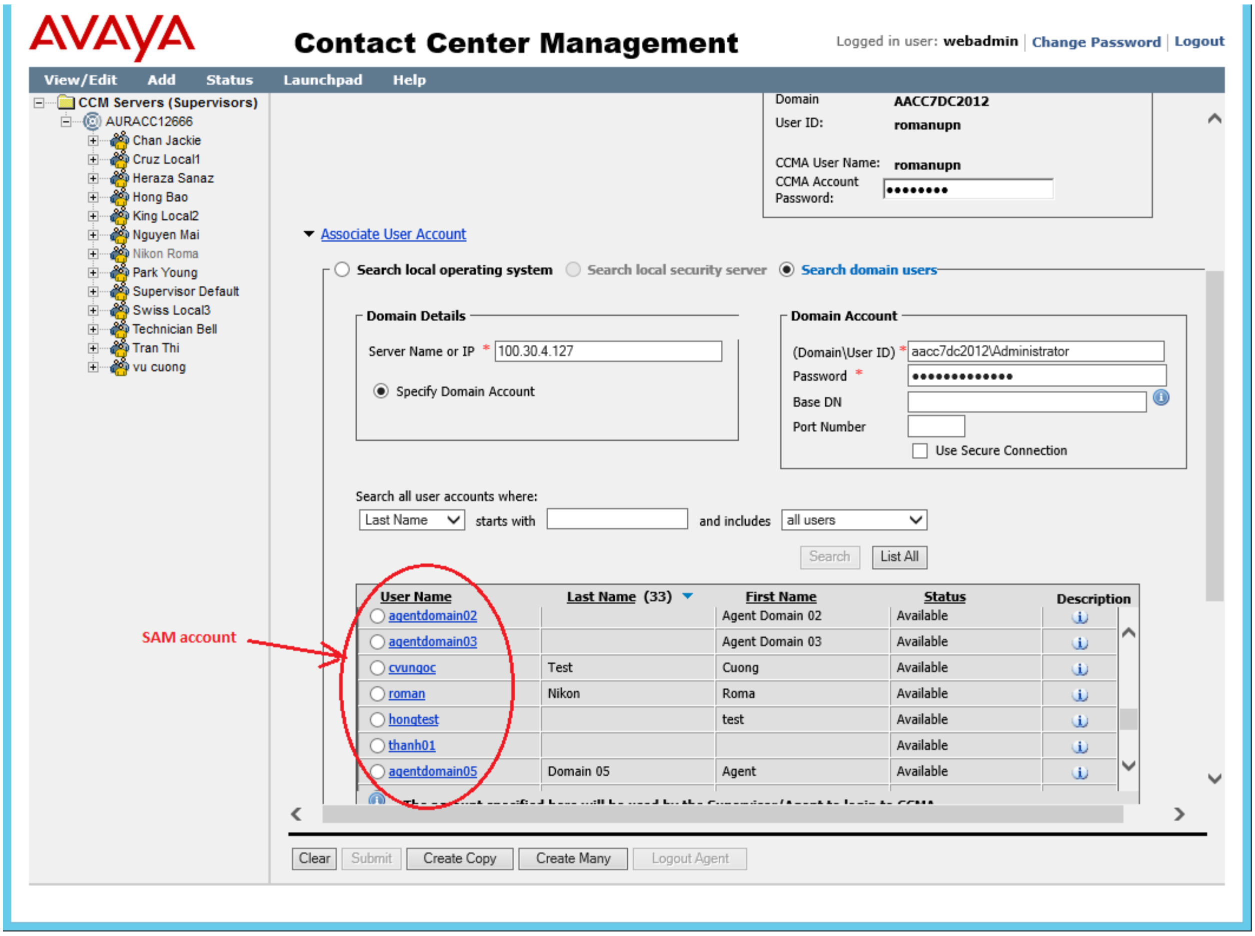
Non-Skillset Call Monitoring

Contact Types

Skillsets

   Domain user account “roman” has its UPN setting as “romanupn” and SAM setting as “roman”. (CCT user and CCMA user are using UPN “romanupn”).

   c) Click on the “Associate User Account” link. Input required fields and click “List All” button to get the list of SAM accounts:



Domain: AACC7DC2012
User ID: romanupn
CCMA User Name: romanupn
CCMA Account Password: ••••••••

○ Search local operating system ○ Search local security server ● Search domain users

Domain Details

Server Name or IP * 100.30.4.127

● Specify Domain Account

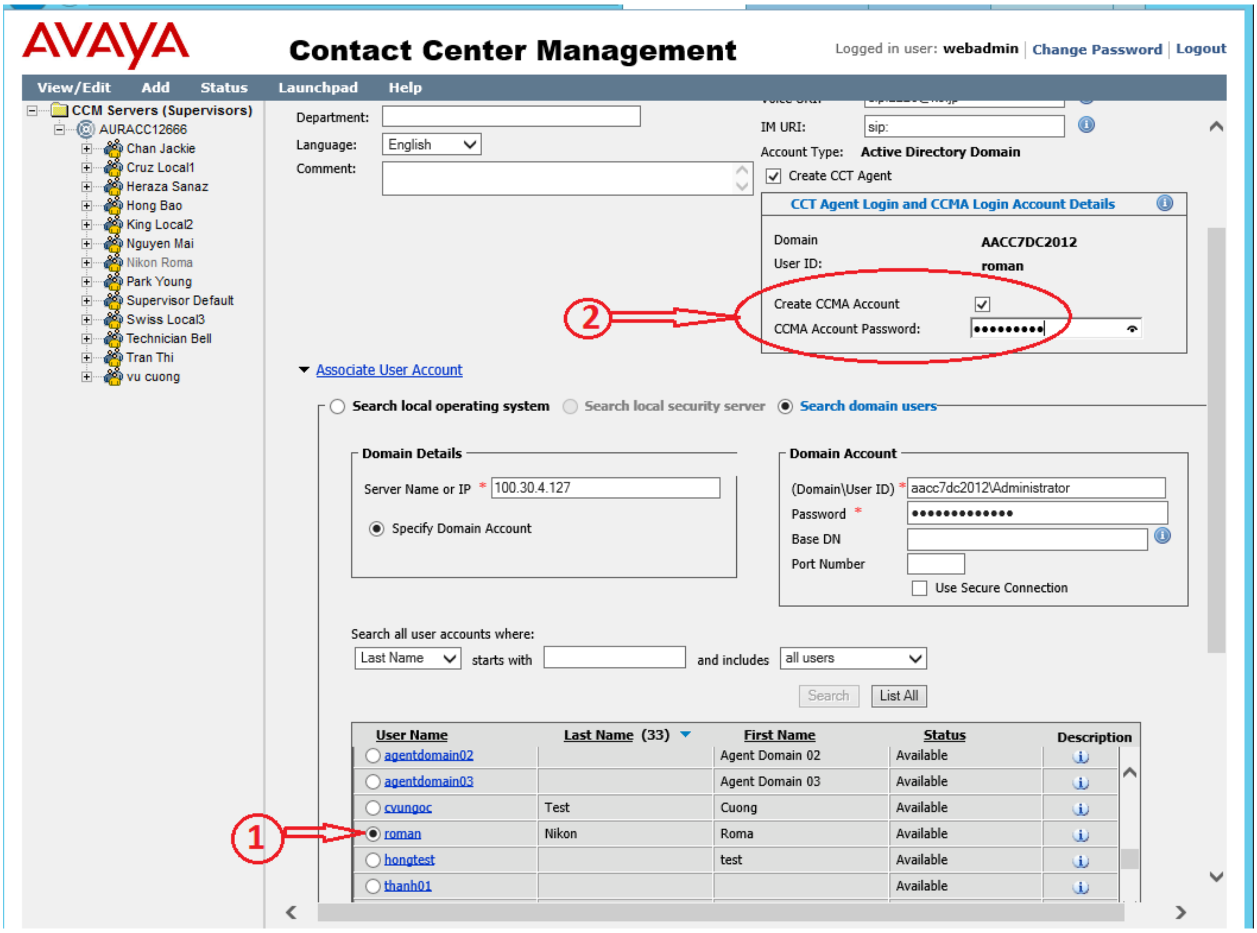
Domain Account

(Domain\User ID) * aacc7dc2012\Administrator
Password * •••••••••••••
Base DN
Port Number
☐ Use Secure Connection

Search all user accounts where: Last Name starts with and includes all users

User Name	Last Name (33)	First Name	Status	Description
○ agentdomain02		Agent Domain 02	Available	ⓘ
○ agentdomain03		Agent Domain 03	Available	ⓘ
○ cvungoc	Test	Cuong	Available	ⓘ
○ roman	Nikon	Roma	Available	ⓘ
○ hongtest		test	Available	ⓘ
○ thanh01			Available	ⓘ
○ agentdomain05	Domain 05	Agent	Available	ⓘ

d) Change CCT account: Select “roman” radio button to pick up SAM account. SAM account will replace the current CCT user ID.
Ex: Current CCT account is “romanupn”, after picking up the radio button, new CCT account is “roman”.



Department:

Language: English

Comment:

IM URI: sip:

Account Type: Active Directory Domain

☑ Create CCT Agent

CCT Agent Login and CCMA Login Account Details

Domain AACC7DC2012

User ID: roman

Create CCMA Account ☑

CCMA Account Password: •••••••••

Associate User Account

○ Search local operating system ○ Search local security server ● Search domain users

Domain Details

Server Name or IP * 100.30.4.127

● Specify Domain Account

Domain Account

(Domain\User ID) * aacc7dc2012\Administrator

Password * •••••••••••••

Base DN

Port Number

□ Use Secure Connection

Search all user accounts where:

Last Name starts with and includes all users

Search | List All

User Name	Last Name (33)	First Name	Status	Description
○ agentdomain02		Agent Domain 02	Available	ⓘ
○ agentdomain03		Agent Domain 03	Available	ⓘ
○ cvungoc	Test	Cuong	Available	ⓘ
● roman	Nikon	Roma	Available	ⓘ
○ hongtest		test	Available	ⓘ
○ thanh01			Available	ⓘ

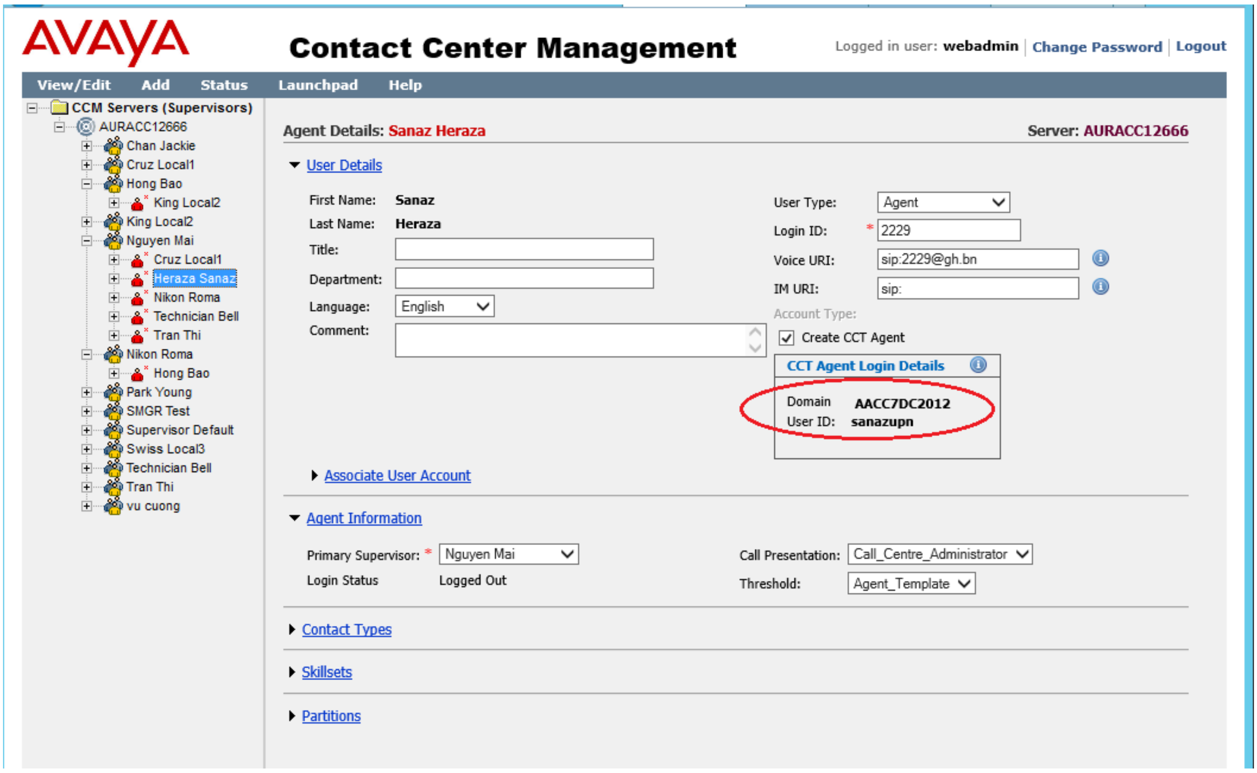
e) Then select the “Create CCMA Account” checkbox and input the “CCMA Account Password” value. This step is required for SupAgent or Supervisor.

f) Click Submit button to update user with SAM account.

Update Agent/Supervisor/SupAgent who does not have association with CCMA User account:

a) Log in CCMA as webadmin.

b) Go to CCM page, select an existing Agent, then View Details.



Agent Details: Sanaz Heraza

Server: AURACC12666

User Details

First Name: Sanaz

Last Name: Heraza

Title:

Department:

Language: English

Comment:

User Type: Agent

Login ID: * 2229

Voice URI: sip:2229@gh.bn

IM URI: sip:

Account Type:

☑ Create CCT Agent

CCT Agent Login Details

Domain AACC7DC2012

User ID: sanazupn

Associate User Account

Agent Information

Primary Supervisor: * Nguyen Mai

Login Status Logged Out

Call Presentation: Call_Centre_Administrator

Threshold: Agent_Template

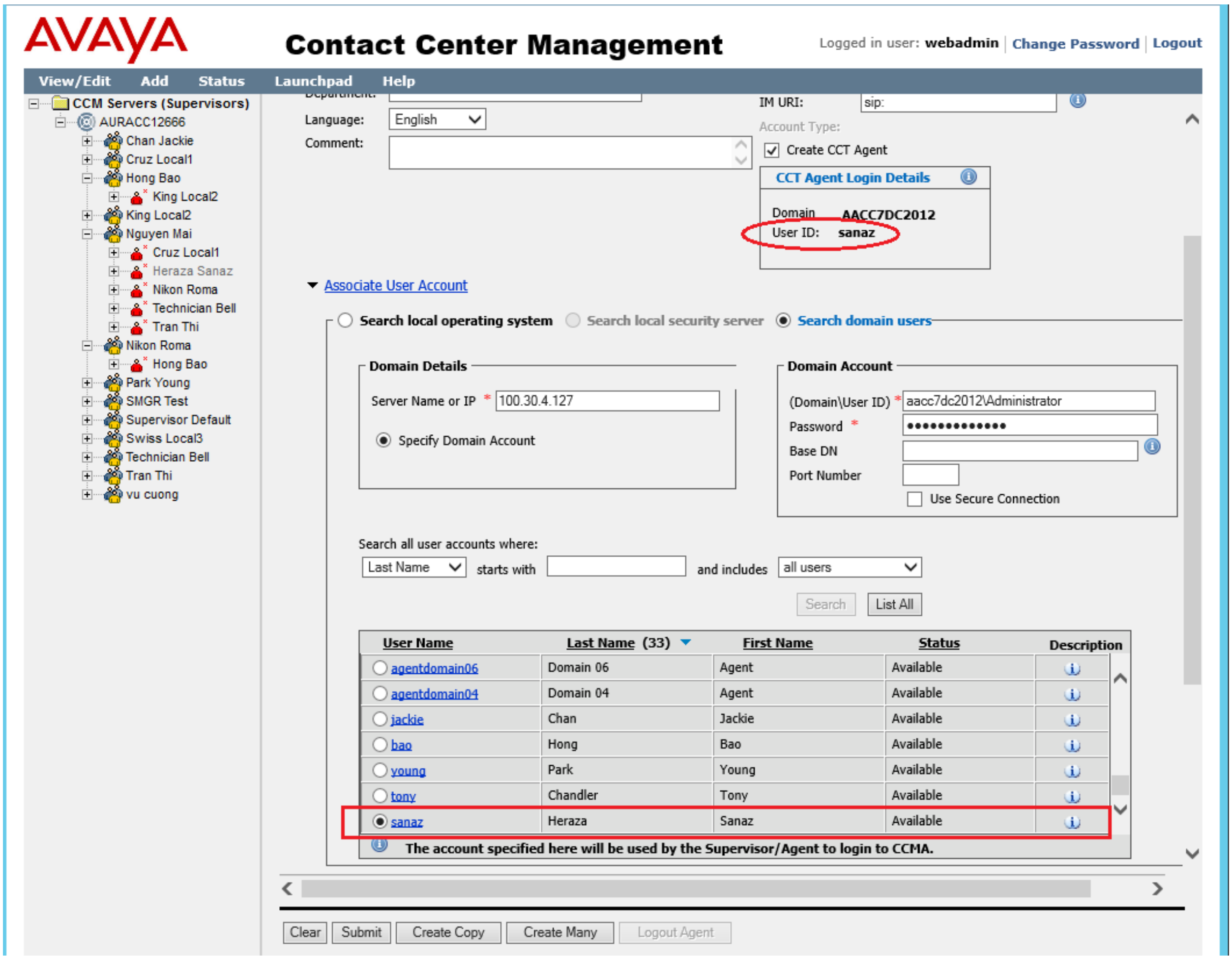
Contact Types

Skillsets

Partitions

Domain user account “sanaz” has its UPN setting as “sanazupn” and SAM setting as “sanaz”. (CCT user is using UPN “sanazupn”).

c) Click on the “Associate User Account” link. Input required fields and click “List All” button to get the list of SAM accounts:



Language: English

Comment:

IM URI: sip:

Account Type:

☑ Create CCT Agent

CCT Agent Login Details

Domain AACC7DC2012

User ID: sanaz

Associate User Account

○ Search local operating system ○ Search local security server ● Search domain users

Domain Details

Server Name or IP * 100.30.4.127

● Specify Domain Account

Domain Account

(Domain\User ID) * aacc7dc2012\Administrator

Password * •••••••••••••

Base DN

Port Number

□ Use Secure Connection

Search all user accounts where: Last Name starts with and includes all users

Search List All

User Name	Last Name (33)	First Name	Status	Description
○ agentdomain06	Domain 06	Agent	Available	ⓘ
○ agentdomain04	Domain 04	Agent	Available	ⓘ
○ jackie	Chan	Jackie	Available	ⓘ
○ bao	Hong	Bao	Available	ⓘ
○ young	Park	Young	Available	ⓘ
○ tony	Chandler	Tony	Available	ⓘ
● sanaz	Heraza	Sanaz	Available	ⓘ

The account specified here will be used by the Supervisor/Agent to login to CCMA.

d) Change CCT account: Select “sanaz” radio button to pick up SAM account. SAM account will replace the current CCT user ID.
Ex: Current CCT account is “sanazupn”, after picking up the radio button, new CCT account is “sanaz”.

e) Click Submit button to update user with SAM account.

2. A new button ("Auto Update UPN") is added to CCMA User Migration tool. It is used to automatically update UPN usernames for many SAM accounts which are already mapped to domain users in case SSO for CCMA is enabled. User needs to use CCMA User Migration tool and click "Auto Update UPN" new button. It will search CCMA users who need to update their own UPNs then click Save button to save changes to database. If user does not use that new button "Auto Update UPN", user can map one by one user and save it as the previous behaviour.
3. In case SSO is enabled user can log in to CCMA through SMGR using both SAM or UPN. If using SAM, user needs to input SAM usernames and its password. If using UPN usernames, user needs to input UPN usernames with format "UPN@domain.com" and its password
4. Customers are advised about the data loss if they restore an older Database. If customers restore an older 7.0.3 DB before the installation time of this GA patch, they will lose UPNUserLogin data as it was not part of that backup. The data can be created by using the Auto Update UPN button on the CCMA Migration Tool.

5. Before installing the GA bundle, SAM usernames is always shown in User ID.
   After the GA bundle is installed and SSO is enabled, UPN is shown (if it is not empty) in User ID from APM page.
6. If user is unable to access CCMA component intermittently after enabling SSO, please follow the work-around of CC-14606 in the 7.0.3 Release Notes.
   The workaround is to restart IIS service using Manager Administration Configuration -> Security Settings -> Advanced -> Restart Service. User also can reset IIS by doing iisreset command.

SECURITY INFORMATION

From Avaya Aura® Contact Center release 7.0.2, fresh installations Out of The Box (OTB) security store and AES specific security certificates are no longer provided.

From release 7.0.3.0 fresh installations of the solution will not provide the default security store with default security certificates for AACC and the AES.

Fresh installations

For fresh installs the customer will have to create a custom security store for the server during the Ignition Wizard security configuration stage to enable the On by Default and secure the server and services as was provided automatically in previous releases.

If the Ignition Wizard security configuration is not completed fully then upon completion of the Ignition Wizard phase and reboot of the server the services will not be secure and the SIP-CTI link to AES will not be operational as it supports secure connection only.

Ignition Wizard has been enhanced to allow the creation and population of the contact center security store during the configuration phase. If this is skipped then warnings will be given and Security Manager (previously Security Manager) can be used to complete the creation and/or population of the security store.

From Avaya Aura® Contact Center release 7.0.3, upgrades to 7.0.3 will remove OTB or default store if detected.

Upgrades

In 7.0.3, if the OTB store is being used and is on the server it will be actively removed by the installer. From 7.0.3.0 all existing deployments will be required to have implemented custom security configuration.

Prior to upgrading to 7.0.3.0 please put in place custom security certificates and security store via the Security Manager, this is the application on the server to create a custom security store.

Avaya Aura® Contact Center security certificate migration considerations

Migration from 6.4 to 7.x

Due to the changes made in AACC 7.0 release regarding improved security stance, migration of the AACC 6.4 certificate store to AACC 7.x or higher is not possible.

The only path available when moving to AACC 7.x from AACC 6.4 is the creation of a new store on the AACC 7.x system, the signing of the certificate signing request (CSR) by a selected Certificate Authority and the importing of these new security certificates into the new store.

No elements of the security store from AACC 6.4 can be migrated to AACC 7.x

The following sections are applicable to migrations from 7.x to later versions only.

Note: AACC 7.X come with the default store as standard and as such does not need to be migrated from previous releases. Please be advised this default store is not to be used in a production environment and is designed to be used in a test/configuration only situation.

Migrating AACC Security Store from AACC 7.0 to 7.x.x

The following sections are applicable to migrations from 7.0 to later versions only.

Note: AACC 7.0 and AACC 7.0.1 come with the default store as standard and as such does not need to be migrated from previous releases. Please be advised this default store is not to be used in a production environment and is designed to be used in a test/configuration only situation.

Name of Server is important

When intending to reuse existing security certificates on a new system then the receiving system will have to have the exact name as the donor system otherwise the security certificate will not match the underlying server. If the security certificate and underlying server name do not match, then warnings and errors will be presented to the user, when attempting to use this security certificate to establish a secure connection.

Note

The recommendation is that, if possible, new security certificates be generated for the new system rather than reuse security certificates from another system.

Restoring Certificate store to a new system

If the decision to reuse the security certificates then the migration of security certificates is a manual process and requires that the security certificate store on the server be backed up using the Security Manager Backup feature.

This will back up the necessary files required to be imported back in on the new system using the Security Manager Restore feature.

The receiving system name must be the same as the donor system otherwise errors will occur when attempting to use the security certificates to establish a secure connection.

Note

The backed up files will be modified if coming from a release prior to 7.0 during the restore process so it is recommended that you keep a copy of the original backed up files.

See Appendix C – Store Maintenance for details on backing up and restoring the certificate store.

TLS v1.2 as default level for TLS communication

Fresh installations

On fresh installations only, the default TLSv1 level enforced is TLS v1.2. This means that TLS v1.0 and TLS v1.1 protocol levels are disabled and are not available to be used in the solution or on the underlying Windows 2012 R2 operating system.

Migrations

Migrations can be considered in the same area as fresh installations in that the default TLSv1 level enforced is TLS v1.2.

Upgrades

On an upgrade where the feature pack is applied on an existing 7.0 release then there is no enforcement of TLS v1.2 on the server. This is relevant only to the Windows operating system level support of TLS versions.

For SIP traffic and Event Broker web services the enforcement of TLS v1.2 still applies and if these levels need to be modified then please refer to the section "Resetting TLSv1 Levels".

In 7.0.1 the default TLSv1 level enforced is TLS v1.2. This means that TLS v1.0 and TLS v1.1 protocol levels are disabled and are not available to be used in the solution or on the underlying Windows 2012 R2 operating system.

Resetting TLSv1 Levels

If after a fresh install and application of the feature patch there is a mechanism in place to re-enable the lower level TLS levels if required as this new TLS v1.2 default setting may have an impact on any legacy applications that consume AACC services that cannot support this level of TLSv1. To allow backward compatibility with older releases and applications that consume AACC services the TLSv1 level can be lowered to reestablish functionality if found to be incompatible with the new TLSv1 level.

The general rule when setting the TLSv1 levels is shown in the table below

TLS Level Set	TLS v1.0 available	TLS v1.1 available	TLS v1.2 available
1.0	Yes	Yes	Yes
1.1	No	Yes	Yes
1.2	No	No	Yes

When the TLS v1 level is set the general rule is any level under that set level is disabled and any level above it is still available. It is configurable via Security Manager Security Configuration tab

How to change the TLSv1 levels

The new TLSv1 level settings can all be changed in the Security Manager application which can be launched from the AACC server.

In the Security Configuration Tab of the Security Manager application there are three drop boxes which allow the user to lower the TLSv1 levels for the following application and services outlined in the next section.

Services and Applications covered by new TLSv1 setting

The three main areas where this new setting covers are

- Windows operating system
- Web Traffic
- SIP Traffic

Windows operating system

This covers all of the windows operating system and any Microsoft based applications, such as IIS for example.

This can be lowered to TLS v1.0 or TLS v1.1 if required via the Security Manager application.
If TLS v1.0 is set as default for example, then TLS v1.1 and TLS v1.2 is still available.

Web Traffic

IIS

This is covered with the changes made to the underlying Windows Operating system. Which is also the same setting configurable via the Security Manager Security Configuration tab.

Tomcat

This web server is set to use TLS v1.2 only. It is currently not configurable.
All known applications that use Tomcat can operate at TLS v1.2 and thus no need to have an option to enable lower protocols.

Lightweight/framework web application servers

Event Broker Web Service TLS v1 level can be set on the Security Manager application.

SIP Traffic

This covers all SIP traffic to and from the AACC server. For AACC systems the SIP-CTI link is always TLS, the rest are configurable. This is configurable via Security Manager Security Configuration tab.

AACC has one permanent TLS connection, SIP-CTI and the following compatibility matrix shows below the supported TLS v1 levels when connecting to older AES's. If your deployment has an older version shown in the matrix below then lowering the TLSv1 level will reestablish a secure link.

AES releases TLSv1 support

AES Release	TLS v1.0 support	TLS v1.1 support	TLS v1.2 support	Options
6.3.3	Yes	No	No	Would require SIP Signaling TLS v1 level to be lowered on AACC via Security Manager GUI
7.X	Yes	Yes	Yes	
7.0.1	No	No	Yes	TLS v1.0 and TLS v1.1 can be enabled AES OAM/Admin Interface
8.0	No	No	Yes	

For non-mandatory TLS SIP connections

While AES is a mandatory secure connection, the other servers that make up the solution can be configured to secure their connection to the AACC server and so below are the compatibility tables for the different versions that may be used in the solution.

Session Manager releases	See Appendix C – Session Manager releases TLSv1 support
Avaya Aura Media Server	See Appendix C – Avaya Aura Media Server releases and TLSv1 support

Known applications and services that cannot support TLS v1.2

There are applications and services which cannot support TLS v1.2 currently and a review of these applications and services should be made to determine the course of action prior to moving to 7.0.1. The table below lists all known application and services that cannot support TLS v1.2

HDX / DIW connection to databases	See Appendix C – HDX/DIW connection to databases
Remote desktop	See Appendix C – Remote Desktop
System Manager 7.0	See Appendix C – System Manager 7.0

LOCALIZATION

Avaya Aura Contact Center 7.0 Feature Pack 2 (7.0.2) Avaya Agent Desktop (AAD), Outbound Campaign Management Tool (OCMT), Contact Center Manager Administration (CCMA) and Web Agent Controls UI and online Help is localized into French, German, LA Spanish, Simplified Chinese, Brazilian Portuguese, Russian, Japanese, Traditional Chinese, Korean and Italian.

Overview of I18N and L10N Products & Components

Components that are used by Contact Center agents or by Contact Center supervisors performing non-specialized functions are localized. Interfaces to support administration or specialized functions (for example, creating routing applications) are not localized.

All AACC 7.0.2 products and components support Internationalization (I18n). The following table lists all AACC 7.0.2 products and components that support Localization (L10n):

AACC 7.0.2 Products	Component
CCT	Web Agent Controls
CCT	Web Agent Controls online help
CCMA	Contact Center Management
CCMA	Access and Partition Management
CCMA	Real-Time Reporting
CCMA	Historical Reporting
CCMA	Configuration
CCMA	Emergency Help
CCMA	Outbound
CCMA	Historical Report Templates
CCMA	Agent Desktop Display
CCMA	Online Help
CCMM	AAD Client
CCMM	AAD online Help
CCMM	OCMT Client
CCMM	OCMT online Help

Refer to Chapter 17: Language support fundamentals in the Avaya Aura Contact Center Server Administration guide for supported languages.

Localized Components (CCMA and CCMM)

The following table lists the compatibility between the CCMA/CCMM language patches and the operating system language family. Only compatible languages can be enabled on the server.

		Supported Languages										
		CCMA										CCMM
		FR	DE	ES	PT-BR	IT	ZH-CN	ZH-TW	JA	RU	KO	
OS Language	English	Y	Y	Y	Y	Y	N	N	N	N	N	Y
	Any 1 Latin1 language	Y	Y	Y	Y	Y	N	N	N	N	N	Y
	Simplified Chinese	N	N	N	N	N	Y	N	N	N	N	Y
	Trad. Chinese	N	N	N	N	N	N	Y	N	N	N	Y
	Japanese	N	N	N	N	N	N	N	Y	N	N	Y
	Russian	N	N	N	N	N	N	N	N	Y	N	Y
	Korean	N	N	N	N	N	N	N	N	N	Y	Y

Language specific support and configuration

All languages are supported on Internet Explorer 10 & 11.

Language	CCMA Client	CCMM Client	CCMM Server
	Browser Language Preference	**Client Windows Support**	**Server Windows Support/ Regional Options Configuration***
French	fr-FR	French Windows 7, 8.1 and 10	French Win 2012 R2. Regional option default (French)
German	de-DE	German Windows 7, 8.1 and 10	German Win 2012 R2. Regional option default (German)
LA Spanish	es-CO	LA Spanish Windows 7, 8.1 and 10	Spanish Win 2012 R2. Regional option default (Spanish)
Simplified Chinese	zh-CN	Simplified Chinese Windows 7, 8.1 and 10	Simplified Chinese Win 2012 R2. Regional option default (Simplified Chinese)
Brazilian Portuguese	pt-BR	Brazilian Portuguese Windows 7, 8.1 and 10	Brazilian Portuguese Win 2012 R2. Regional option default (Brazilian Portuguese)
Russian	ru-RU	Russian Windows 7, 8.1 and 10	Russian Win 2012 R2. Regional option default (Russian)
Italian	it-IT	Italian Windows 7, 8.1 and 10	Italian Win 2012 R2. Regional option default (Italian)
Japanese	ja-JP	Japanese Windows 7, 8.1 and 10	Japanese Win 2012 R2 Regional option default (Japanese)
Traditional Chinese	zh-tw	Traditional Chinese Windows 7, 8.1 and 10	Traditional Chinese Win 2012 R2. Regional option default (Traditional Chinese)
Korean	ko-KR	Korean Windows 7, 8.1 and 10	Korean Win 2012 R2. Regional option default (Korean)

* If you wish to launch AAD or OCMT in a local language BUT THE CLIENT OPERATING SYSTEM IS ENGLISH, then change the default language in the regional language options to the local language.

Email Analyzer configuration

An English email analyzer (AlphanumericAnalyzer) is enabled by default for keyword analysis of English Latin-1 character sets on the CCMM server. The email analyzer can be configured based on language specific values specified in the following table:

Language	Email Analyzer
French	Change default SimpleAnalyzer to FrenchAnalyzer
German	Change default SimpleAnalyzer to GermanAnalyzer
LA Spanish	Change default SimpleAnalyzer to AlphanumericAnalyzer
Simplified Chinese	Change default SimpleAnalyzer to ChineseAnalyzer
Brazilian Portuguese	Change default SimpleAnalyzer to BrazilianAnalyzer
Russian	Change default SimpleAnalyzer to RussianAnalyzer
Italian	Change default SimpleAnalyzer to ItalianAnalyzer
Traditional Chinese	Change default SimpleAnalyzer to ChineseAnalyzer
Japanese	Change default SimpleAnalyzer to CJKAnalyzer
Korean	Change default SimpleAnalyzer to CJKAnalyzer

The *mailservice.properties* file on the CCMM Server specifies which analyzer is enabled and lists all supported analyzers in the comments.

This procedure can be used to enable a language specific email analyzer:

1. Stop the **CCMM Email Manager** service on the server.
2. Navigate to D:\Avaya\Contact Center\Multimedia Server\Server Applications\EMAIL.
3. Open mailservice.properties.
4. Change the properties of the file from read only to write available.
5. In the <box> search for the line mail.analyzer=AlphanumericAnalyzer.
6. Change mail.analyzer value to language specific value.
7. Start the CCMM Email Manager service on the server.

Email Analyzer Limitation 1 - Wildcard use (Asian) – Single Byte Routing

There is a limitation when the email analyzer is enabled for Asian languages. A problem arises when routing with SINGLE BYTE characters in the keyword. Double byte keywords route successfully. This limitation also applies for wildcards included in keywords.

To route a single byte keyword to a skillset, you must save the keyword as DOUBLE byte on the server. For example to route the single byte keyword ｺﾌﾟﾀ to a skillset called EM_Test do the following:

1) Create a DOUBLE byte keyword

- In the Multimedia Administrator, click the plus sign (+) next to Contact Center Multimedia, click the plus sign next to E-mail Administration, and then double-click Keyword Groups.
- The Keyword Groups window appears.
- To create a new keyword group, click New.
- In the Name box, type a unique name for the keyword group (maximum 64 characters. This NAME must be in English). E.g. “DoubleByteCoputa”
- In the Keyword box, type the word (in DOUBLE byte) you will be searching for.
  E.g. “コプタ” Click Add.
  The keyword is added to the list, and the keyword group is created. Click Save.

2) Create a Rule to route the keyword to a skillset

- Start the Rule Configuration Wizard.
- On the Rule Configuration Wizard – Input Criteria window, under Available Keyword Groups, select a keyword group you want to use for this rule. E.g. “DoubleByteCoputa”
- Click the black arrow to insert the keyword group name into the selection box.
- Click Next.
- In the Rule box, type the name for your rule. E.g. “DoubleByteCoputaRule”
- In the Skillset box, select a skillset for your rule. . E.g. “EM_Test”
- Click Save.
- Click Finish. Your rule is created with the keyword group.

Note: This is a limitation of the 3rd party creator of the analyzer, Lucene.

Email Analyzer Limitation 2 - Wildcard use (Asian) - Wildcard * and ? string position

There is a limitation when the email analyzer is enabled for Asian languages. Wildcard ‘?’ or ‘*’ can only be used at the end of a keyword.

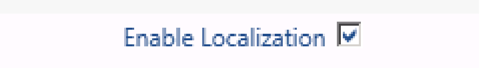
e.g. Wildcard use たば* is correct. Wildcard use た*た is not correct.

Note: To route the wildcard keyword successfully, the ‘*’ can be entered in either full-width or half width. The ‘?’ can be entered in full-width only.

Start Localized AAD Client

Pre-installation steps

- Ensure that Localization is enabled in CCMM Administration -> Agent Desktop Configuration -> User Settings



Enable Localization ☑

- If you wish to launch AAD in a local language but the client operating system is ENGLISH, then change the default language in the regional language options to the local language.

Installing the Agent Desktop Client

Install the Agent Desktop if you are launching the application for the first time or if you are launching the application following installation of an upgrade or a patch.

Prerequisites

- Ensure that the administrator has configured your Windows User ID in CCT and that you have a valid User ID, Password, and Domain for use with Contact Center Agent Desktop.

Procedure steps

1. In Windows Explorer or Internet Explorer, enter the HTTP address (URL) using format:
   https://<Contact Center Multimedia servername>/agentdesktop/LANGUAGE CODE*
2. Click Launch AAD.
3. Click Install.

Starting the Agent Desktop Client

Start the Agent Desktop when you are ready to view the application.

Prerequisites

- Ensure that you install Avaya Agent Desktop.

Procedure steps

1. In Windows Explorer or Internet Explorer, enter the HTTP address (URL) using format:
   https://<Contact Center Multimedia servername>/agentdesktop/LANGUAGE CODE*
2. Click Launch AAD.

Alternative Procedure steps

1. Click Windows Start, All Programs, Avaya, Avaya Aura Agent Desktop.
   The Agent Desktop toolbar appears. If a CCT Connection Failure message appears, your Windows User ID is not configured on CCT. Click Retry to enter valid User Credentials or click Cancel to exit the application.

* Applicable **LANGUAGE CODE**s to be used are:

- French = fr
- German = de
- LA Spanish = es
- Simplified Chinese = zh-cn
- Brazilian Portuguese = pt-br
- Russian = ru
- Italian

Troubleshooting

Detecting latest Language files

In case that client runs the English AAD and OCMT applications and does not pick up the language files, then these files are now stored in the GAC (.Net cache) on the client PC. The .Net cache (GAC) therefore, needs to be emptied on the client PC so the latest English and language files can be taken from the server.

Note: If you install an updated Service pack or Design patch, the client still runs applications with cached language files. The .Net cache (GAC) must be emptied, so the latest language files can be taken from the server.

Emptying the .Net cache on the client PC running AAD and OCMT

Procedures such as uninstalling application and emptying the .Net cache require administrator rights.

1. Close AAD and OCMT.
2. Click Add/Remove Programs.
3. Remove Avaya/Avaya Agent Desktop.
4. Navigate to *C:\Documents and Setting\USERNAME\local settings\apps\* .
5. Delete the 2.0 folder.
6. *Note:* This folder may be hidden. If so, open Windows Explorer and click on Tools, Folder options. Choose the View tab. Under Files and folders or Hidden files and folders, choose to show hidden files and folders. Click Apply and click OK.
7. Start AAD to download the latest AAD files from the CCMM server.
8. Start OCMT from CCMA to download the latest OCMT files from the CCMM server.

KNOWN ISSUES

Hardware Appliance

None

Software Appliance

None

Application\Features

Release Pack Installer – Cannot install multiple Generally Available Patch Bundles

Tracking Number	CC-15042
Application	Release Pack Installer
Description	The Release Pack Installer application is used to upgrade Contact Center software to this latest release. This application supports the installation of Generally Available (GA) Patch content at the same time as Feature Pack software. For this release, the Release Pack Installer application does not support the installation of multiple GA Patch bundles. The existing GA Patch Bundle #356 can be installed via the Release Pack Installer application but subsequent GA Patch Bundles e.g. #360 must be installed using the Update Manager application.
Impact	When upgrading to this release using the Release Pack Installer application, a user cannot install GA Patch Bundles 356 and 360 at same time. GA Patch Bundle 356 can be installed as part of the upgrade process using the Release Pack Installer but Patch Bundle 360 (and subsequent GA Patch bundles) must be installed using Update Manager.
Workaround	Use the Update Manager application to install GA Patch Bundle 360 and any subsequent GA Patch Bundles

Configuration Ignition Wizard – Error message displayed for setup.exe

Tracking Number	CC-13608
Application	Configuration Ignition Wizard
Description	The Ignition Wizard tries to set the launch URL on the boot-strap setup.exe for the click-once applications: AAAD, OCMT and CCMM Admin. On successful completion of the system configuration process, a permissions problem intermittently causes one or more exception message to pop up indicating that the setup file is in use. One or both of the following error messages may appear: Title: *setup.exe* Text: *Unable to modify 'D:\Avaya\Contact Center\Multimedia Server\Server Applications\WEBADMIN\setup.exe'. The file may be read-only or locked.*

	Text: *Unable to modify 'D:\Avaya\Contact Center\Multimedia Server\Outbound Client\setup.exe'. The file may be read-only or locked*.
Impact	No impact. The setup.exe launch URL has been updated correctly. Simply press OK to close this dialog message.
Workaround	None

AAMS Media Services displayed incorrectly as not started in EM after AACC licenses AAMS

Tracking Number	CC-14420
Application	Avaya Aura Media Server
Description	If an AAMS is not licensed and AACC licenses the AAMS then the AAMS Element Manager can sometimes display the AAMS Media Services as “Not Running” when it is up and running. The **Start** Button in AAMS EM Element Status will be selectable and the **Stop** button will be grayed out.
Impact	There is no impact on AACC as AAMS is up and running fully. The AAMS is displaying the wrong state in EM.
Workaround	Reboot the AAMS by logging into ssh terminal and running “reboot”

Update Configurator – Hyper-V role not present and Avaya Aura Media Server configuration blocked

Tracking Number	CC-14623
Application	Update Configurator
Description	During the upgrade of the Contact Center software the Update Configurator application reports that Windows Hyper-V role is not present.
Impact	The Update Configurator blocks the configuration of AAMS as the Windows Hyper-V role is essential for the deployment and configuration of the Linux Hyper-V AAMS.
Workaround	If this occurs, please manually install the Hyper-V role and associated features via the Windows *Server Manager* as follows: - Launch *Server Manager* and select *Manage->Add Roles and Features* - Follow the on-screen instructions and select *Hyper-V* at the *Roles* screen - If prompted to install associated Hyper-V *Features* accepting the defaults and follow the on-screen instructions to completion - Once the Windows Hyper-V role has been successfully installed re-launch the Update Configurator application from Windows Start->Programs and configure the relevant AAMS settings If the Windows Server Manager fails to install the Hyper-V role then it may be necessary to disable any Antivirus and verify that the Administrator logged in has full admin privileges, before repeating the above steps. Please contact Avaya support if the manual installation of Hyper-V role continues to fail.

Remote desktop connection fails due to service stuck in starting

Tracking Number	CC-2435
Application	Windows Server 2012 R2
Description	Under certain error conditions, i.e. misconfiguration, some AACC services will not complete startup. While in this error state remote desktop connection logins and local console logins can fail with a "please wait" message.
Impact	Inability to login through RDC of local console to AACC server.
Workaround	If this error condition is experienced a connection to the console should be attempted. In the case of a physical sever deployment this would be the physical keyboard and monitor connection to the server. In the case of virtualized environments the equivalent to the physical console should be used. If a connection is successful on the console the service which is stuck in starting should be identified and normal trouble shooting performed to determine why the service is not completing startup. If the connection to the console is not successful a power cycle of the server will be required. A connection should be attempted, either through the console or through RDC, as soon as possible after the power cycle is performed.
Solution	This issue is resolved by applying the following Microsoft fix (KB3100956) mentioned in the Microsoft Operating System Updates section.

Agent Greeting not working on AACC due to Apache Tomcat 8081 port conflict

Tracking Number	CC-9938
Application	Agent Greeting and CCT Console
Description	Installing Avaya Aura Contact Center installs Apache Tomcat Server. The default port number for Apache Tomcat is 8081. If you need to change the port number to avoid conflicts with third-party software, see your Apache Tomcat documentation. If the Tomcat port is changed then refer to section: "**Adding Communication Control Toolkit to CCMA**" in the commissioning guide to change the CCT Console port used. **McAfee Agent Common Services** (macmnsvc.exe) or **McAfee Framework Service** (FrameworkService.exe) are the services that can use port 8081. If these services are required, then the Apache Tomcat port must be changed. Refer to If these services are not required then they can be stopped and configured not to run on startup in Windows Services.
Impact	If a conflict occurs, then both AACC **Agent Greeting** and **CCT Console** will be impacted. McAfee Anti-Virus could potentially be one of the third party applications that conflicts with port 8081.
Workaround	If you need to change the port number to avoid conflicts with third-party software, see your Apache Tomcat documentation. If the Tomcat port is changed then refer to section: "**Adding Communication Control Toolkit to CCMA**" in the commissioning guide to change the CCT Console port used.

Some fields are not aligned when Agent Performance report exported to .pdf file,

Tracking Number	CC-3856
Application	Contact Center Manager Administration
Description	AACC7.0 HR- Export Agent Performance report to .pdf file, some fields are not aligned.
Impact	A number of reports within AACC are larger than a standard A4 page and as a result appear misaligned when exported to pdf. They also span pages when printed.
Workaround	None

Report Creation Wizard – Some sample reports do not work

Tracking Number	CC-5035
Application	Contact Center Manager Administration
Description	The following sample reports do not work in this release: BillingByAddress SkillsetOutboundDetails Voice Skillset Name ID Mapping Network Consolidated Skillset Performance ICPCSRSample MMCSRStat
Impact	These samples cannot be used as a starting point for new reports
Workaround	None

Unable to login to CCMA using System Manager 7.0 or earlier with TLS 1.1 or TLS 1.2 enabled

Tracking Number	CC-9923
Application	Contact Center Manager Administration
Description	Unable to login to CCMA using System Manager 7.0 or earlier when TLS 1.1 or TLS 1.2 is enabled. System Manager 7.0 and earlier versions do not support TLS 1.1 or 1.2
Impact	Unable to login to CCMA
Workaround	1. System Manager 7.0.1 supports TLS 1.1 and TLS 1.2

One instance of Agent greetings and Voice recording not working “A Serious Error has occurred – Exiting”

Tracking Number	CC-13218
Application	Contact Center Manager Administration
Description	When security is ON, CCMA Authentication web service only supports HTTPS request, not HTTP request from clients. If the client requests HTTP, it will return an error code 403 (HTTP 403) to the client. However in the case of CC-13218, the client requests HTTP, CCMA Authentication web service still works when security is ON.
Impact	Agent greetings and Voice recording do not work. CCMA Authentication is not secure.
Workaround	The following Authentication web service configuration was found in IIS config file, applicationHost.config located at C:\Windows\System32\inetsrv\config folder.

	<location path="Default Web Site/WebServices/Authentication/Service.asmx"> <system.webServer> <security> <access sslFlags="None" /> </security> </system.webServer> </location> That configuration incorrectly makes IIS support both http and https for Authentication service. We need to remove that incorrect configuration.

Install wrong .NET Framework version from installing pre-requisites on CCMA Dashboard

Tracking Number	CC-13274 (CC-9825)
Application	Contact Center Manager Administration
Description	Cannot launch Dashboard report from Real-Time Report page
Impact	Unable to use CCMA Dashboard
Workaround	1. Install .NET FW 4.5.2 from FP2 DVD for the client machine. 2. Apply "SchUseStrongCrypto" value for the client machine. Create a text file named strongcrypto35-enable.reg that contains the following text: Windows Registry Editor Version 5.00 [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework\v4.0.30319] "SchUseStrongCrypto"=dword:00000001 [HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\.NETFramework\v4.0.30319] "SchUseStrongCrypto"=dword:00000001 Run regedit.exe In Registry Editor, click the File menu and then click Import. Navigate to and select the strongcrypto35-enable.reg file that you created in the first step. Click Open and then click OK Exit Registry Editor. 3. For Windows 7 SP1, the client needs to install the update https://support.microsoft.com/en-us/kb/3140245 4. Restart the client.

With SSO enabled prior to upgrade, SCT Tool and OD are failed to connect CCMA after upgrading to new release

Tracking Number	CC-13655
Application	Contact Center Manager Administration
Description	For users who have already configured SSO and enabled SSO - When they upgrade their system to 7.0.3 GA, SCT and OD will fail to connect CCMA
Impact	SCT and OD fail to connect CCMA
Workaround	The workaround is to disable SSO and re-enable SSO from Security Details dialog. Steps: - Open Manager Administrator Configuration - Open Security Settings - Click Disable button - Click Yes button from the confirmation dialog - Click OK button from the information dialog - Click Enable button - Click Yes button from the confirmation dialog - Click OK button from the information dialog

With SSO enabled, POM client fails to retrieve skillsets

Tracking Number	CC-13683
Application	Contact Center Manager Administration
Description	With SSO enabled, POM client fails to retrieve skillsets. The issue lies with POM (OUTREACH-8526)
Impact	POM client fails with SSO enabled in CCMA
Workaround	The workaround is to disable SSO.

CCMA- All texts in Attribute in JSON variables showed “ERROR: Could not get text: Index = 9040, Language = en-us!” for upgraded lab from 7.0.1

Tracking Number	CC-13468
Application	Contact Center Manager Administration
Description	From Scripting, open JSON variable (JSON Object, JSON String, JSON Pair), the text string shows the error “ERROR: Could not get text: Index = 9040, Language = en-us!”
Impact	Text does not explain the guidelines around JSON variable
Workaround	We need to run the command "AccessToInterSystems.exe -install ALLTEXT" at D:\Avaya\Contact Center\Manager Administration\Server\bin folder. Steps: - Open a cmd - Change the folder to D:\Avaya\Contact Center\Manager Administration\Server\bin - D:\Avaya\Contact Center\Manager Administration\Server\bin > AccessToInterSystems.exe -install ALLTEXT

Unable to access CCMA component intermittently after enabling SSO

Tracking Number	CC-14606
Application	Contact Center Manager Administration
Description	After enabling SSO via Security Settings snap-in, unable to access CCMA component intermittently, the page is stuck at loading…
Impact	Customer Impact: Cannot configure data from CCMA
Workaround	The workaround is to restart IIS service using Manager Administration Configuration -> Security Settings -> Advanced -> Restart Service.

Document the use case for UnInstallADLDS.bat

Tracking Number	CC-14620
Application	Contact Center Manager Administration
Description	Customers migrating from AACC 6.x to CC7 will restore the ADLDS instance but it is not always auto removed.
Impact	Customer Impact: ADLDS exists on the system and some Windows ADLDS events are displayed
Workaround	Users need to manually remove the ADLDS instance by running the following bat file: UnInstallADLDS.bat located in D:\Avaya\Contact Center\Manager Administration\Apps\Sysops\NESRestore

AAD launch fails from IE on some clients

Tracking Number	CC-14738
Application	Contact Center Manager Administration
Description	The launch address of AAD doesn’t seem to work correctly. For example, if the user enters https://<FQDN>/agentdesktop/ where FQDN is the AACC server, the user cannot launch AAD
Impact	AAD
Workaround	User needs to clear IE browsing history and try it again or use the MSI to install AAD

Installing CCMS Patch on a very large database can take 20+ minutes

Tracking Number	CC-5140
Application	Contact Center Manager Server
Description	Installing a CCMS database patch on very large databases can take 20+ minutes. This is due to re-indexing of the CCMS database tables with volume of data in the order of few million rows.
Impact	Longer CCMS patch install time.
Workaround	None

Agent Greeting not working when extended characters used in Skillset name.

Tracking Number	CC-12057
Application	Agent Greeting
Description	Agent Greeting experiences the following issues when extended characters (non-US-ASCII) used in Skillset name. Agent Greeting Recorder will drop the call when trying to record an Agent Greeting for a Skillset with extended characters.
Impact	Agent cannot record an Agent Greeting for Skillset with non-ASCII characters.
Workaround	None

Agent Greeting Recording not playing Welcome message or other messages as AAMS is unable to fetch wav files from AACC when security is disabled on upgraded system.

Tracking Number	CC-14728
Application	Agent Greeting
Description	Agent Greeting Recording not playing Welcome message or other messages as AAMS is unable to fetch wav files from AACC when security is disabled on upgraded system
Impact	Agent cannot hear any instructions after dialing into Agent Greeting Recorder. i.e. Welcome message, Please enter your Agent ID etc…
Workaround	1. Launch AACC Security Manager. 2. Select Security Configuration tab 3. Select Security On radio button and hit Apply button 4. Select Security Off radio button and hit Apply button This adds the parameter: sendReasonPhrase=”true” to apache-tomcat server.xml HTTP connector: <Connector connectionTimeout="20000" port="8081" protocol="HTTP/1.1" redirectPort="8445" sendReasonPhrase="true"/>

Agent Controls Browser Application – Online help not available when using Chrome browser

Tracking Number	CC-9849
Application	Agent Controls Browser Application
Description	Online help feature is not working when using Chrome browser.
Impact	Online documentation not available with this browser type.
Workaround	Online help may be accessed using another browser.

CCT services keep restarting if no resources configured on CS1000 platform

Tracking Number	CC-11144
Application	Communication Control Toolkit
Description	In CS1K voice only deployments which do not use CCT clients, AAAD or custom CCT clients, it is possible to not have any CCT terminals configured. This leads to a scenario where some CCT services will restart continually, these being ACDPROXYService and NCCT TAPI Connector Service.
Impact	Some CCT services will restart continually, these being ACDPROXYService and NCCT TAPI Connector Service. AACC server operation may become negatively impacted if the services are allowed to keep restarting. It is therefore recommended to make the configuration changes outlined below as soon as possible.
Workaround	To avoid the CCT services from continually restarting it is necessary to have at least one CCT terminal configured. To avoid warnings being logged a valid address should also be created and mapped to the terminal. Ensure CCT has been started as the NCCTDALS service is required for configuration. Following the steps documented in "Avaya Aura® Contact Center Client Administration": 1. section "Adding an address" to add a valid address 2. section "Adding a terminal" to add a valid terminal. 3. While creating the new terminal a mapping to the address/addresses created in the first step should be added. This is done by using the "Address assignments" section of the “Update Terminal” screen. The "Update Terminal" screen is available when creating or editing a terminal. When the address and terminal, with address terminal mappings, has been successfully saved a restart of CCT is required. The restart should be performed as follows: 1. Using SCMU "Shut down CCT" button 2. Wait for all of the services to successfully stop 3. Using SCMU "Start CCT" button 4. All of the CCT service should now start successfully and stay running.

Agent Controls not working in Firefox Browser

Tracking Number	CC-11673
Application	Agent Controls Application
Description	The agent controls application will not connect to the Integration Portal web socket when launched from Mozilla Firefox browser.
Impact	It is not possible to use Agent Controls Application with Mozilla Firefox browser.
Workaround	Use another browser, for example Internet Explorer.

On one particular deployment CCMS IS_Service fails to start

Tracking Number	CC-13554
Application	Contact Center Manager Server
Description	On one particular deployment CCMS IS_Service fails to start.
Impact	Intrinsics in scripting do not have valid data.
Solution	There is no workaround. However, the problem usually disappears after a server restart.

AAD dashboard unable to zip log files from most recent startup

Tracking Number	CC-14479
Application	Agent Desktop
Description	Cannot create log Zip file when collect logs from ‘Most Recent Startup’ option is selected in AAD dashboard
Impact	Unable to use the collect logs from ‘Most Recent Startup’ option
Workaround	Use ‘Last hour’ or ‘Specify Time and Date’ options to collect logs.

AAD does not display Agent Statistics when security is on

Tracking Number	CC-13431
Application	Agent Desktop
Description	AAD will fail to display Agent Statistics if the following conditions exist: 1) Security is turned on in Security Manager (formerly known as Certificate Manager) 2) The server signed cert has SAN’s configured, ie for MCHA deployments the managed name should be configured as a SAN 3) The hostname configured within CCMM Administration for CC Web Stats matches one of these SAN names. Ie in MCHA the managed name is configured
Impact	If the conditions described above exist then Agent Statistics will not display in AAD
Solution	The work around is to configure (Agent Statistics) CC Web Stats to use an IP address instead of a hostname or FQDN. 1) Through CCMA launch the CCMM Administration client 2) Navigate to: General Administration -> Server Settings 3) With Server Settings selected on the left hand pane, a list of host names should be present on the right hand pane.

	4) Under Server Type find an entry called CC Web Stats and change the Hostname entry to use the relevant IP address instead of a hostname or FQDN 5) In HA environments this should be the managed IP address, in all other environments this should be the CCMS server IP address

For large Contact Centers, Agent RTD may fail to load agents

Tracking Number	CC-13860
Application	Contact Center Manager Administration
Description	For a Contact Center with a very large number of configured agents, the time to load the agent records from the database may exceed the configured timeout. If the timeout is exceeded, the Agent RTD will not display the agents.
Impact	The Agent RTD will not display the agents.
Workaround	Increase the OAM Timeout to allow more time to load the agent records from the database. 1. From Start Menu, launch Manager Administration Configuration. 2. Select RTR Registry Settings. 3. Change OAM Timeout to 300000 milliseconds. 4. Accept the ICERtdService restart.

Grace Licensing can happen if managed IP address is greater that physical address

Tracking Number	CC-14537
Application	Contact Center Manager Server
Description	In a HA deployment using Local WebLM, the WebLM HostID can resolve to the managed IP address. In this case the system will enter Grace Licensing.
Impact	No immediate impact. However, the licensing must be resolved before the 30 days Grace Licensing expires.
Solution	Using the HA configuration utility, configure the managed IP address lower than both the active and standby IP addresses.

Server Configuration shows warning dialog box when stating Avaya Media Server is unreachable

Tracking Number	CC-9949
Application	Server Configuration
Description	On making changes in Server Configuration a warning dialog box is displayed stating “The Domain name was not updated in Avaya Media Server. Avaya Media Server is unreachable. Please ensure that the Avaya Media Server is started and configured correctly”
Impact	If the Domain Name changes in Server Configuration then it tries to change the AAMS Content Store Namespace to match this value.
Workaround	If you have changed the Domain Name in Server Configuration, then logon to AAMS Element Manager and change the namespace in the content store to match the Domain name.

Using secure Web Services with DIW in HA configurations

Tracking Number	CC-14655 / CC-14649
Application	Database Integration Wizard
Description	When Database Integration Wizard is used with secure Web Services in a High Availability configuration, the Web Service integration only works on the server where the Web Service was first imported. The integration does not work on the standby or RGN nodes.
Impact	An imported secure Web Service will not work on the standby or RGN nodes.
Workaround	In a switchover scenario, use DIW to delete the secure Web Service package. Then import the package again. A Designer Patch is available AvayaCC_CCCC_7.0.3.0.12, please contact Avaya Support if you need this patch.

Creating a Prepared Response generates an error dialog popup

Tracking Number	CC-14815
Application	CCMM Administration
Description	When a user saves a new Prepared Response in CCMM Admin, a dialog pops up saying that “Prepared response body could not be updated”. However the prepared response is generated successfully.
Impact	The user is given incorrect feedback on the operation
Workaround	Generate the prepared response as normal and ignore the erroneous popup.

Localization issues

Internationalization issues or common across all languages and require a base fix

APPENDIX

Appendix A – Issues Addressed in this release

This section of the release notes provides information on customer issues that have been addressed in this Feature Pack.

CCMS, CCSU, CCCC and CCLM Defect Listing

This list contains defects addressed for the Manager Server, Common Components and License Manager Components

WI/JIRA	Summary
CC-13078	SipSP generates connected event for failed DN call
CC-13554	SDP_Service and IS_Service restarting
CC-13586	late dialogend from sgm - agent hears music after answering cdn call
CC-13587	case sensitivity in IM URI causes stby SGM to consume all csta sessions on AES
CC-13708	Avoid sending ITR Music and ITR SBR to SGM in the same split second
CC-13717	Some IM RoutePoint not acquiring after a reboot
CC-13724	Hold times don't peg in Contact Summary report for calls that disconnect while caller is on hold
CC-13764	Agent NRRC shows as blank on RTD, on Historical report it shows as Not Ready default reason code
CC-13768	Landing pad failures prevents UNE feature use with indication of memory leak in cmf
CC-13954	Event ID 61564 for Activity code 1234567890987643
CC-13956	leading zero stripped between Tapid and SipSP results in bad CLID in CTI and Desktop
CC-14033	CMF MSM crash when TLS link is detected lost to SM
CC-14187	DIALED DN intrinsic not available in AACC SIP environment
CC-14253	One less call waiting in Skillset Display after Switchover
CC-14462	WHERE-EQUALS is not processing contacts correctly
CC-14637	wsdl import fails at fp2
	New Jiras in the GA Bundle
CC-14730	Phantom calls get hung in PSCAN
CC-13853	Import WSDL fails if the generated API description is more than 1000 characters
CC-15570	While calls are ringing on communicator they are not displaying/appearing on AAAD
CC-14909	TFE not going UP after DB Migration completed
CC-14984	XMLscript returned for Master_Script is larger than the 409600*2 value currently defined
CC-15045	Invalid Message Count - Compile was reported as successful but failed to Add TFFile row
CC-15706	Downgrade Radvision stack and OpenSSL to the version as in 7.0.1

CCMA Defect Listing

This list contains defects addressed for the Manager Administration components

WI/JIRA	Summary
CC-11330	AACC 7.0 SP1: Prompt Management file overwrite vulnerability
CC-13762	icertdservice keeps crashing every minute
CC-13831	Failure to import some custom reports on CC7
CC-13862	HTTP 500 error when SSO is enabled on CCMA
CC-13888	SSO not working where SMGR user is a domain account
CC-13979	Application timeline private graphical Display is not working correctly
CC-13989	Standby server producing error on running scheduled reports in AACC
CC-14008	AAD auto login to CCMM fails with SSO enabled - CCMMAuthenticate getCCTLoginID could not connect to CCTProxy
CC-14172	unable to check master content store when SSO is enabled
CC-14196	customers AD domain account fails SSO authorisation to CCMA
CC-14259	Blending configuration from CCMA configuration page inaccessible
CC-14584	APM Reports fail to run
CC-14620	Document the use case for UnInstallADLDS.bat
CC-14688	Assignment detail on CCMA is not in alphabet order
CC-15491	CCMM auto Sign On fails for new agent following CCMA change from SAM to UPN after FP3

CCMM/AAD Defect Listing

This list contains defects addressed for the Multimedia\Outbound Server and Avaya Agent Desktop components

WI/JIRA	Summary
CC-13701	not receiving emails from Customer Mailserver due to JDK-8075484
CC-13709	The drop down for skillset is not sorted alphabetically in CCMM
CC-13716	AAAD skillset drop down limited to 25 chars
CC-13738	When migrating from AACC 6.4 to AACC 7.x, the signature of the agent in AAAD does not migrate correctly
CC-13783	Call History Missing on AAAD
CC-13794	Email Attachments with the same file name are not forwarded from AAD
CC-13929	advanced screen pop is not working with one of the SIP intrinsic .cmfContactid
CC-14056	AAD not ok after pasting clipboard content containing MS Excel cells - user cant type outside cells
CC-14063	CCMM cannot transfer email with attachment having filename slash
CC-14085	Agents cannot forward emails with attachments that have long filenames
CC-14163	outbound dial time talk time not stored in the DB
CC-14219	agent answers and handles chat but 50% of chats show false abandoned chat session error
CC-14317	CCMM 2063 OAMClientError on reading CCMS ActivityCode Data. Error Type Default occuring every 6 mins
CC-14430	Maximum 30 capital letters the AAAD is not showing the full name of the skillset for incoming calls/emails
CC-14443	AAD Terminates after Selecting Mute and Unmute Several Times
CC-17119	Configuration of Advanced screen pop up doesn't merge during patch installation

Install Defect Listing

This list contains Installation defects addressed for in this release

WI/JIRA	Summary
	None

CCT Defect Listing

This list contains defects addressed for the Communication Control Toolkit components

WI/JIRA	Summary
	None

CCMA ActiveX Control MSI – Content and Versions

File Name	File Size (bytes)	Version
ChartWrapperCtrl.ocx	64312	1.0.0.1
DTPWrapperCtrl.ocx	97080	8.0.0.0
hrctrl.dll	113464	8.0.0.4
iceemhlpcontrol.dll	129848	8.0.0.2
icertdcontrol.dll	854840	9.0.0.2
iemenu.ocx	65648	4.71.115.0
ntzlib.dll	65080	1.1.4.0
olch2x8.ocx	2102448	8.0.20051.51
rope.dll	248632	1.0.0.4
rsclientprint.dll	594432	2011.110.3128.0
sstree.ocx	337120	1.0.4.20
WSEColorText.ocx	179000	6.0.0.15
xerces-c_2_7.dll	1893832	12.5.0.1190

Appendix B – Additional Security Information

Store Maintenance – backup and restore

Backing up the Certificate Store

1) Ensure all services are stopped
2) Launch Security Manager
3) Go to Store Maintenance Tab
4) In the Backup and Restore Certificate Store section choose a location in which to create the backups. **NOTE:** do not choose a Contact Center directory structure
5) Press the Backup button to back up the store and its associated files
6) Check your chosen backup location and verify the following files are present in the directory: CCKeyStore.jks, signme.csr (optional), storeInformation.txt ,storePwdEncrypt.txt

Restoring the Certificate Store

1) Ensure all service are stopped
2) Launch Security Manager
3) Go to Store Maintenance Tab
4) Select the location where your backups are stored, in the Backup and Restore Certificate Store section
5) Press Restore button to restore the store and associated files
6) Close Security Manager
7) Open Security Manager and confirm store has the correct content
8) Start Services

After restoring Certificate Store – Reset Security Level if previously set to ON

If the certificate store has been restored onto a system that contained another store and had the security level set to ON then the following steps have to be followed to apply the new stores certificates to the various web servers otherwise the previous stores certificates will remain in effect.

This procedure is only if the previous security setting was set to ON while using the previous store and the store has been restored.

1) Ensure all services are stopped.
2) Launch Security Manager.
3) Go to Security Configuration Tab.
4) Check Security level – If ON then turn OFF and then ON again.
5) Hit Apply button.

This effectively will remove the previous configuration settings on the various web servers and apply the contents of the new store to web servers.

Failure to follow this step will result in the various web servers using the certificates from the previous store regardless of the restore procedure.

Restoring a certificate store whose contents have been signed by another Certificate Authority

If the certificate store has been restored to a system that used another certificate authority (CA) to sign the contents of the store used previously then, if not done already, the root certificate authority certificate will have to be deployed to the various clients that communicate with the server.

If the restored certificate store has been signed by the same certificate authority then this is not required since the root CA certificates should have already been distributed.

Backing up the Certificate Store

1) Ensure all services are stopped
2) Launch Security Manager
3) Go to Store Maintenance Tab
4) In the Backup and Restore Certificate Store section choose a location in which to create the backups. **NOTE:** do not choose a Contact Center directory structure
5) Press the Backup button to back up the store and its associated files
6) Check your chosen backup location and verify the following files are present in the directory: CCKeyStore.jks, signme.csr (optional), storeInformation.txt ,storePwdEncrypt.txt

Restoring the Certificate Store

9) Ensure all service are stopped
10) Launch Security Manager
11) Go to Store Maintenance Tab
12) Select the location where your backups are stored, in the Backup and Restore Certificate Store section
13) Press Restore button to restore the store and associated files
14) Close Security Manager
15) Open Security Manager and confirm store has the correct content
16) Start Services

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TLS Information

Non-mandatory TLS SIP connections

Session Manager releases TLSv1 support

SM Release	TLS v1.0 support	TLS v1.1 support	TLS v1.2 support	Options
7.0.1	Yes	Yes	Yes	
7.1	No	No	Yes (Greenfield sites only)	Minimum TLS version in SM R7.1 will be inherited from the release upgrading from The 7.1 SM EM running on SMGR will set the network global default to TLS 1.2 if it sees no SMs administered in the DB

Avaya Aura Media Server releases and TLSv1 support

AAMS Release	TLS v1.0 support	TLS v1.1 support	TLS v1.2 support	Options
AAMS 7.8.0.7 SP7	No	No	Yes	Configurable (via Element Manager) TLSv1.0 or TLSv1.1 can be set instead if required

Known applications and services that cannot support TLS v1.2

HDX / DIW connection to databases

HDX / DIW can be used to connect to customer databases. HDX / DIW connect to a remote database using an ODBC Data Source Name (DSN). The DSN for the database connection must be manually created on AACC using the ODBC Data Source Administrator.

If connecting to older versions of Microsoft SQL Server, the DSN created will not connect successfully if TLS is set to higher than TLS v1.0. In this scenario, enable TLS v1.0 on Security Manager Security Configuration field “CCMA – Multimedia Web Service Level”.

Remote desktop

Remote desktop connections can also be impacted on some client machines and requires a Microsoft KB required to remote into AACC server when TLS v1.1 or higher is set due to RDC only supporting TLS v1.0. Disabling TLS 1.0 on the CCMA- Multimedia web services setting in Security Manager will break RDP under default settings on Windows 7 clients and Windows 2008 R2 Server.

This setting covers the entire AACC server and not only CCMA-MM WS and thus causes remote desktop connections to fail from Windows 7 and Windows 2008 R2 server due to the fact it cannot support TLS v1.1 or TLS v1.2.

Please apply the following KB from Microsoft on your CLIENT or machine wishing to connect to CC server.

> This update provides support for Transport Layer Security (TLS) 1.1 and TLS 1.2 in Windows 7 Service Pack 1 (SP1) or Windows Server 2008 R2 SP1 for Remote Desktop Services (RDS).
> https://support.microsoft.com/en-us/kb/3080079

System Manager 7.0

System Manager 7.0 and earlier releases do not support TLS 1.1 and TLS 1.2
If implementing a Single Sign-On configuration using System Manager to login to CCMA then if TLS 1.1 or TLS 1.2 is enabled the System Manager login page will not be presented.
System Manager 7.0.1 includes support for TLS 1.1 and TLS 1.2