POM 3.1.1 SP1 Patch 2

Type : Patch
Affected Version(s) : Proactive Outreach Manager 3.1.1 SP1
Md5sum : a4bdc32eb7c624a5ef054de8dada1c02
Dependency : POM 3.1.1 SP1 (Version: POM.03.01.01.01.00.003)
Service Interrupting : Yes
Available for : All POM customers using POM 3.1.1 SP1
Note : Following appendixes are mandatory to follow:
Appendix C , **Appendix F** , **Appendix I**

Pre-requisite:

POM patches are cumulative in nature. This patch can be applied on top of POM.03.01.01.01.*.*

Issues Fixed

- Service Request: 1-14121805317
  OUTREACH-12737 :Un-attempted contacts count should not contain retries and callbacks.

- Service Request: 1-14121805317
  OUTREACH-13579 : Agent marked a callback as completed but the state remains as "Queued for Dialing".

- Service Request: 1-14034403391
  OUTREACH-12503 : Newly added contact using webservices are not dialed for 60 seconds.

  Note – Please follow the steps mentioned in **Appendix G (Optional)**

- Service Request: 1-14129956392
  OUTREACH-15222 : POM Monitor shows '0' Un-attempted Contacts for campaigns using initial Selector Node

- OUTREACH-12791 : SWT Thread count for campaign running on Default organization reduces to 1 in case where new campaign is started for other organization.

- Service Request: 1-14015871812
  OUTREACH-13093 :All the numbers in the retry node should be attempted once or until an agent gets connected to the customer.
  Note – Please follow the steps mentioned in **Appendix E (Optional).**

- Service Request: 1-14015871812
  OUTREACH-13267 :Adding addition log statement and handling the exception in the AM.java file

- Service Request: 1-14015871812
  OUTREACH-13092:Dialing stops / slows because of incorrect number of “call in progress” count.
  Note : Please follow the steps mentioned in **Appendix F (Mandatory)**

- Service Request: 1-14079574120
  OUTREACH-12792 :Custom result processor class doesn't work after upgrade from POM from 3.1.0 to POM 3.1.1

- Service Request:1-14112413492
  OUTREACH-13088 : Campaign filter condition not working properly
  Note – Please follow the steps mentioned in **Appendix H (Optional).**

- Service Request: 1-14514468550
  OUTREACH-14509 :POM 3.1.1.1 Export with Null Custom Attribute fail

- Service Request: 1-14500772222
  OUTREACH-13840 :POM Restriction Not working in case of Integer and String with EQUALS condition in strategy

- Service Request: 1-13993490952
  OUTREACH-12507: “Excluded contacts” count is not correct where contacts are deleted using web API.

- OUTREACH-12312: Silent call detection and processing.
  Note – Please follow the steps mentioned in **Appendix C (Mandatory)**

Verify POM Version

To determine the version of POM installed:

1. Log in to the POM system as root or sroot user.
2. At the command prompt enter: **/sbin/service POM status**
3. Verify that the first line shows POM version as version **POM.03.01.01.01.00.003**

Download Instructions

1. Download the file “POM3111Patch02.zip” from the AVAYA support site.
2. Secure copy (SCP) this patch file to a directory on the POM system (e.g. /home/craft).
3. Verify md5sum before applying patch (md5sum POM3111Patch02.zip).

Installation Instructions:

Apply this Patch on all POM servers.

Before applying this patch, make sure that the POM system is running POM 3.1.1 SP1 as per instruction above.

1. Make sure that all agents are logged out.

2. Login with root or sroot on POM system
3. Copy POM3111Patch02.zip file to location /home/craft.
4. Change directory to where patch file is copied using the following command
   cd /home/craft
5. Stop or pause all running campaigns.
6. Stop all POM, appserver, mpp and vpms services using following commands:
   service POM stop
   service appserver stop
   service mpp stop
   service vpms stop
7. Unzip POM3111Patch02.zip (unzip POM3111Patch02.zip). All files will get unzip under POM3111Patch02 directory created in current directory.
8. Go to POM3111Patch02 directory (cd POM3111Patch02).
9. Run installPatch.sh script (./installPatch.sh).
10. Verify that you see message on console output "Patch installation completed successfully."
11. Replace the following POM Applications on all the Application Servers. Refer ***Appendix A***.
    - PomDriverApp

12. Execute SQL query on respective database to support new functionality , Refer ***Appendix C, Appendix F, Appendix I ,***
    Note- Mandatory step.
13. Start all services:
    service vpms start
    service mpp start
    service appserver start
    service POM start

NOTE:

This patch will create the backup of the files to be replaced under the directory $POM_HOME/Temp/PatchBackup/ POM.03.01.01.01.02.003

This patch will update content of the file "$POM_HOME/data/build_rel.num", containing patch number to POM.03.01.01.01.02.003

Uninstallation Instructions:

The backup of files is taken during patch installation at $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/ location.
Perform the steps in following section to revert:

1. Logout all agents.
2. Stop or pause all running campaigns.
3. Stop all POM, appserver, mpp and vpms services.
   service POM stop
   service appserver stop
   service mpp stop
   service vpms stop
4. Execute below command to restore original files from backup folder,

```
cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/avaya-pim-core.jar
$POM_HOME/lib/core/avaya-pim-core.jar

cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/avaya-pim-common.jar
$POM_HOME/lib/common/avaya-pim-common.jar

cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.001/avaya-pim-webadm.jar
$POM_HOME/lib/web/avaya-pim-webadm.jar

cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.001/avaya-pim-agent.jar
$POM_HOME/lib/common/avaya-pim-agent.jar

cp -pr $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.001/avaya-pim-call-pacing.jar
$POM_HOME/lib/core/avaya-pim-call-pacing.jar


cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/POM_Dashboard.swf
$POM_HOME/data/POM_Dashboard.swf

cp  -pr
$POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/UIJSSystemCompletionCode.prope
rties
$POM_HOME/data/UIJSSystemCompletionCode.properties

cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/ContactStrategy.xsd
$POM_HOME/data/ContactStrategy.xsd

cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/UIResources.properties
$CATALINA_HOME/webapps/VP_POM/WEB-INF/classes/Properties/UIResources.properties

cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/ContactStrategyEditor.swf
$CATALINA_HOME/webapps/VP_POM/admin/ContactStrategyEditor.swf


cp  -pr  $POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/reports.properties
$CATALINA_HOME/lib/extensions/POM/messages/reports.properties

cp  -pr
$POM_HOME/Temp/PatchBackup/POM.03.01.01.01.02.003/systemCompletionCodeTranslator.j
s $CATALINA_HOME/webapps/VP_POM/includes/app/systemCompletionCodeTranslator.js
```

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

6. Execute SQL query to revert database changes (Refer ***Appendix D***)

7. Start all services:

```
service vpms start
```

```
service mpp start
service appserver start
service POM start
```

Appendix A – POM Shipped Application Install

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

1. Go to $APPSERVER_HOME/webapps/
2. Take the backup of the Application's .war files
   ```
   cp PomDriverApp.war  PomDriverApp.war_bkp
   ```
3. Remove the Application folders.
   ```
   rm -rf PomDriverApp
   ```
4. Copy the Application war files shipped in the patch to this location
   ```
   cp  <POM3111Patch02 location>/*.war  .
   ```

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

Appendix B – POM Shipped Application Uninstall

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

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

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

Appendix C

Please run the following query to add a new completion code (Silence Detected) to support Silent call feature on respective database.

Postgres

```
INSERT INTO public.pim_completion_code(
completion_code_id, organization_id, code, completion_code_type,
description, last_modified_on, created_by, last_modified_by,
rpc, success, closure,exclude_from_nuisance_rate)
VALUES ((select nextval('PimCompletionCode_seq')),null , 'Sys_Silence_Detected', 0,
'Silence Detected',null ,null ,null ,
```

false, false, false, false);

MSSQL

```
INSERT INTO pim_completion_code(
completion_code_id, organization_id, code, completion_code_type,
description, last_modified_on, created_by, last_modified_by,
rpc, success, closure,exclude_from_nuisance_rate)
VALUES ((next value for PimCompletionCode_seq),NULL, 'Sys_Silence_Detected', 0,
'Silence Detected',NULL ,NULL,NULL ,
0, 0, 0, 0);
```

Oracle

```
INSERT INTO pim_completion_code(
completion_code_id, organization_id, code, completion_code_type,
description, last_modified_on, created_by, last_modified_by,
rpc, success, closure,exclude_from_nuisance_rate)
VALUES ((PimCompletionCode_seq.NEXTVAL),NULL, 'Sys_Silence_Detected', 0,
'Silence Detected',NULL ,NULL,NULL ,
0, 0, 0, 0);
```

Appendix D

Please run the following queries to revert database changes.

```
Delete from pim_contact where last_completion_code_id IN (select completion_code_id from
pim_completion_code where code ='Sys_Silence_Detected');
Delete from  pim_completion_code where code ='Sys_Silence_Detected';
Delete from pim_completion_code where code = 'End_Of_Address_List';
Delete from pim_config where config_name = 'MaxAttemptTimeIntervalInCaseDuplicateFound';
Delete from pim_config where config_name = 'DeleteStuckedContactFromMapTimeInterval';
Delete from pim_config where config_name = 'RetryAddressLoopTraversalOnce';
```

Appendix E

A new completion code is introduced as “End_Of_Address_List” for the scenarios where the last address of the “Retry Node” is reached. Once this completion code is marked the strategy flow will exit from retry node.

Execute the following query to add the new completion code “End_Of_Address_List” to database.

Postgres:

```
INSERT INTO pim_completion_code(
completion_code_id, organization_id, code, completion_code_type,
description, last_modified_on, created_by, last_modified_by,
rpc, success, closure,exclude_from_nuisance_rate)
VALUES ((select nextval('PimCompletionCode_seq')),NULL, 'End_Of_Address_List', 0,
'End of address list',NULL ,NULL,NULL ,
false, false, false, false);
```

MSSQL:

```
INSERT INTO dbo.pim_completion_code(
completion_code_id, organization_id, code, completion_code_type,
description, last_modified_on, created_by, last_modified_by,
rpc, success, closure,exclude_from_nuisance_rate)
VALUES ((NEXT VALUE FOR dbo.PimCompletionCode_seq),NULL, 'End_Of_Address_List', 0,
'End of address list',NULL ,NULL,NULL ,
0, 0, 0, 0);
```

Oracle:

```
INSERT INTO pim_completion_code(
completion_code_id, organization_id, code, completion_code_type,
description, last_modified_on, created_by, last_modified_by,
rpc, success, closure,exclude_from_nuisance_rate)
VALUES ((PimCompletionCode_seq.NEXTVAL),NULL, 'End_Of_Address_List', 0,
'End of address list',NULL ,NULL,NULL ,
0, 0, 0, 0);
```

Execute following query to update the value of parameter “RetryAddressLoopTraversalOnce” for enabling the new functionality.

update pim_config set config_value = 'false' where config_name like 'RetryAddressLoopTraversalOnce';

Ensure that the “**Address Looping**” is enabled in the strategy.
Handle the following completion codes in the strategy and the Next state should be marked as “**Done**”.

End Of Address List

Contact Address Empty

All Contact Addresses Empty

In the Global Configuration page for Skip Empty feature selection dropdown, please select the completion code as “Skip empty Address and move to next Address immediately”
Note:- Newly added completion code named as “End_Of_Address_List” does not support i18n.

Appendix F

Please run the following SQL queries to add two new control parameters.

The parameters “MaxAttemptTimeIntervalInCaseDuplicateFound” will ensure that all the duplicate entries for contact id will be move to temp restricted state. The default value set to be 1 min. The second parameters added as “DeleteStuckedContactFromMapTimeInterval” decides how long the contact can present in the map. The default value is 5 min.

Both the parameters are configurable.

1)For add a new config parameter MaxAttemptTimeIntervalInCaseDuplicateFound.

Postgres:

INSERT INTO pim_config(config_id, config_name, config_value)

VALUES ((select nextval('PimConfig_seq')),'MaxAttemptTimeIntervalInCaseDuplicateFound', '1');

MSSQL:

INSERT INTO dbo.pim_config(config_id, config_name, config_value)

VALUES ((NEXT VALUE FOR dbo.PimConfig_seq),'MaxAttemptTimeIntervalInCaseDuplicateFound', '1');

Oracle:

INSERT INTO pim_config(config_id, config_name, config_value)

VALUES ((PimConfig_seq.NEXTVAL),'MaxAttemptTimeIntervalInCaseDuplicateFound', '1');

2)For add a new config parameter DeleteStuckedContactFromMapTimeInterval.

Postgres:

INSERT INTO pim_config(config_id, config_name, config_value)

VALUES ((select nextval('PimConfig_seq')),'DeleteStuckedContactFromMapTimeInterval', '5');

MSSQL:

INSERT INTO dbo.pim_config(config_id, config_name, config_value)

VALUES ((NEXT VALUE FOR dbo.PimConfig_seq),'DeleteStuckedContactFromMapTimeInterval', '5');

Oracle:

INSERT INTO pim_config(config_id, config_name, config_value)

VALUES ((PimConfig_seq.NEXTVAL),'DeleteStuckedContactFromMapTimeInterval', '5');

Appendix G

Please run the following SQL queries to update the value of parameter “config_value”

Same query can be used for Postgres, MSSQL and Oracle database:

```
update pim_config set config_value = '4'
where config_name like 'AgentContactAvailableRequestInterval'
or config_name like 'AttributeDialingRecodrNotFoundRetryInterval';
```

Appendix H

Execute following steps to run the script to modify column width.

1. Go to "opt/Avaya/avpom/POManager/bin"
2. Execute script "DbUtil.sh" using following command

   #sh DbUtil.sh

Appendix I

Execute following query to add the new configuration parameter "RetryAddressLoopTraversalOnce" to support new functionality:

Postgres:

```
INSERT INTO pim_config( config_id, config_name, config_value)
VALUES ((select nextval('PimConfig_seq')),'RetryAddressLoopTraversalOnce', 'true');
```

MSSQL:

```
INSERT INTO dbo.pim_config( config_id, config_name, config_value)
VALUES ((NEXT VALUE FOR dbo.PimConfig_seq),'RetryAddressLoopTraversalOnce', 'true');
```

Oracle:

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