

Avaya Aura[®] Call Center Elite Multichannel Upgrade and Migration Guide

Release 6.6 Issue 1 March 2019

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <u>https://support.avaya.com/helpcenter/</u> <u>getGenericDetails?detailId=C20091120112456651010</u> under the link

getGenericDetails?/detailid=C20091120112456651010 under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE. HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <u>https://support.avaya.com/LicenseInfo</u> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: https:// support.avaya.com/Copyright or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.C. SEE HTTP://WWW.MPEGLA.COM.

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP:// WWW.MPEGLA.COM

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: https://support.avaya.com or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<u>https://</u>support.avaya.com/css/P8/documents/100161515).

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux[®] is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <u>https://support.avaya.com</u>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <u>https://support.avaya.com</u> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <u>https://support.avaya.com</u> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Chapter 1: Introduction	7
Purpose	7
Requirements	7
Email file storage	8
Chapter 2: Upgrade from Call Center Elite Multichannel Release 6.2.x, 6.3.x, 6.4.x, or	
6.5.x to Release 6.6	9
Checklist to upgrade from Call Center Elite Multichannel Release 6.2.x, 6.3.x, 6.4.x, or 6.5.x to	
Release 6.6.	9
Before you begin the upgrade process	10
Verifying the existing environment	. 10
Stopping the Call Center Elite Multichannel services	11
Taking a backup of the .ini files and customized files	12
Taking a backup of the Call Center Elite Multichannel databases	. 13
Taking a backup of the data repositories	. 14
Upgrade process	. 15
List of the core services to be upgraded	15
Upgrading Application Management Service and Call Center Elite Multichannel Control	
Panel	. 16
Upgrading Contact Database and Media Store Database	17
Upgrade Configuration Server (ACS) Database	17
Upgrading Call Center Elite Multichannel Desktop	. 19
Deploying the reporting files	20
Upgrading Call Center Elite Multichannel Reporting Desktop	22
Upgrading Application Enablement Services TSAPI Client	. 23
Post upgrade process	. 23
Starting the Call Center Elite Multichannel services	. 23
Verifying the version of Media Store Database	. 24
Verifying the version of Contact Database	24
Verifying the version of Call Center Elite Multichannel Control Panel	25
Chapter 3: Upgrade Application Enablement Services	. 26
Application Enablement Services TSAPI Windows Client upgrade	. 26
Chapter 4: Troubleshooting Database Scripts	. 27
Parameter '<%ParameterName%>' does not exist on this report	27
Proposed solution	. 27
Batch file immediately closes and does not run	. 27
Proposed solution	. 27
Using SQL Servers with Named Instances	28
Proposed solution	. 28
An Error has occurred while establishing a connection to the server	28

Proposed solution	
Failed to create database. Job completed 0 ACTION Steps	
Proposed solution	
Bulk load: An Unexpected end of file was encountered in the data file	
Proposed solution	
Chapter 5: Resources	
Documentation	
Finding documents on the Avaya Support website	
Training	
Support	

Chapter 1: Introduction

Purpose

This guide provides information about how to upgrade or migrate Avaya Aura[®] Call Center Elite Multichannel from Release 6.2.x, 6.3.x, 6.4.x, or 6.5.x to Release 6.6.

😵 Note:

To upgrade from Contact Center Express to Avaya Aura[®] Call Center Elite Multichannel Release 6.6, you must first upgrade to Avaya Aura[®] Call Center Elite Multichannel Release 6.2.3. For more information, see *Avaya Aura[®] Call Center Elite Multichannel Release 6.2.3 Upgrade and Migration Guide*.

This guide is intended for the implementation engineers and solution architects who want to upgrade from Avaya Aura[®] Call Center Elite Multichannel Release 6.2.x, 6.3.x, 6.4.x, or 6.5.x to Release 6.6.

Requirements

The following is a list of requirements for upgrading Call Center Elite Multichannel:

- Ensure that Call Center Elite Multichannel Release 6.2.x, 6.3.x, 6.4.x, or 6.5.x is installed, configured, and operational.
- Become familiar with SQL Server and SQL Server Management.
- Take a backup of all configuration .ini files, custom plug-ins, and any other customizations for roll back and disaster recovery of Call Center Elite Multichannel.

For a complete system rollback, Call Center Elite Multichannel returns appropriate versions of all the .exe files, .dll files, and .ini files.

• Ensure that your system meets hardware and software requirements for Call Center Elite Multichannel Release 6.6.

For information about hardware and software requirements, see *Installing Avaya Aura*[®] Call Center Elite Multichannel.

Email file storage

Call Center Elite Multichannel stores emails and attachments in form of files. A database stores the location and header information of the emails and attachments. Call Center Elite Multichannel does not store emails and attachments in ASMSControl Database or ASMSData{x} Database.

By default, the Call Center Elite Multichannel installer stores emails in the folders in <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store.

Chapter 2: Upgrade from Call Center Elite Multichannel Release 6.2.x, 6.3.x, 6.4.x, or 6.5.x to Release 6.6

This upgrade procedure is applicable for the following releases:

- Call Center Elite Multichannel Release 6.5.x to Release 6.6 on a physical server or a virtual server.
- Call Center Elite Multichannel Release 6.4.x to Release 6.6 on a physical server or a virtual server.
- Call Center Elite Multichannel Release 6.3.x to Release 6.6 on a physical server or a virtual server.
- Call Center Elite Multichannel Release 6.2.x to Release 6.6 on a physical server or a virtual server.

Checklist to upgrade from Call Center Elite Multichannel Release 6.2.x, 6.3.x, 6.4.x, or 6.5.x to Release 6.6

Upgrading sequence	References	~
Before you begin		
Refer to the 6.6 release notes	Available on Avaya support site	
Verify the existing environment	Verifying the existing environment on page 10	
Stop the Call Center Elite Multichannel services	Stopping the Call Center Elite Multichannel services on page 11	
Take a backup of the .ini files and customized files	Taking a backup of the .ini files and customized files on page 12	

Table continues...

Upgrading sequence	References	~
Take a backup of the Call Center Elite Multichannel databases	Taking a backup of the Call Center Elite Multichannel databases on page 13	
Take a backup of the data repositories	Taking a backup of the data repositories on page 14	
Upgrade process		
Upgrade the Call Center Elite Multichannel core services	List of the core services to be upgraded on page 15	
Upgrade Contact Database and Media Store Database	Upgrading Contact Database and Media Store Database on page 17	
Upgrade ACS Database	Upgrade Configuration Server (ACS) Database on page 17	
Deploy the Reporting files	Deploying the reporting files on page 20	
Upgrade Call Center Elite Multichannel Desktop	Upgrading Call Center Elite Multichannel Desktop on page 19	
Upgrade Call Center Elite Multichannel Reporting Desktop	Upgrading Call Center Elite Multichannel Reporting Desktop on page 22	
Upgrade Application Enablement Services TSAPI Client	Upgrading Application Enablement Services TSAPI Client on page 23	
Post upgrade process		
Start the Call Center Elite Multichannel services	Starting the Call Center Elite Multichannel services on page 23	
Verify the version of Media Store Database	Verifying the version of Media Store Database on page 24	
Verify the version of Contact Database	Verifying the version of Contact Database on page 24	
Verify the version of Call Center Elite Multichannel Control Panel	Verifying the version of Call Center Elite Multichannel Control Panel on page 25	

Before you begin the upgrade process

Verifying the existing environment

Procedure

- 1. If you are reusing the .ini files from Call Center Elite Multichannel, verify that the .ini files point to the correct Microsoft SQL Server and have the correct credentials.
- 2. Resolve any configuration errors before upgrading to Call Center Elite Multichannel Release 6.6.

Stopping the Call Center Elite Multichannel services Procedure

- 1. Click **Start > Run**.
- 2. In the Run dialog box, type services.msc.
- 3. Click OK.
- 4. In the Services window, right-click each of the following services and click **Stop**:
 - Active Configuration Server
 - AS Application Management Director
 - · AS Call Routing Server
 - AS Email Media Store
 - AS Interaction Data Server-Multimedia
 - AS Interaction Data Server-View
 - AS Interaction Data Server-Voice and Presence
 - AS License Director
 - AS Media Director
 - AS Preview Contact Media Store
 - AS Simple Messaging Media Store
 - · AS SMS Gateway
 - AS Task Director
 - AS Virtual Agent
 - AS Voice Media Store
 - AS Web Chat Gateway
 - AS XML Server
 - Avaya Call Recording Config Service
 - Avaya Trace Server
 - Avaya Experience Portal Config Service

😵 Note:

Some of these services might not be installed on the system.

Taking a backup of the .ini files and customized files Procedure

- 1. Go to the location where you have installed Call Center Elite Multichannel.
- 2. Search for the *.ini files.
- 3. Copy all the following *.ini files and customized files to a secure location.
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Application Management Director \ASApplicationManagementDirector.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Call Recording Config Service \Avaya Call recording service.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Call Routing Server \ActiveCallRoutingServer.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Experience Portal Config Service\Voice Portal Config.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Interaction Data Server -Multimedia\ASIDSMultimedia.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Interaction Data Server - View \ASIDSView.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Interaction Data Server - Voice and Presence\AIDServer.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\License Director \ASLicenseDirector.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Director \ASMediaDirector.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Gateways\Web Chat Gateway \ASWebChatGateway.ini
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store \ASEmailMediaStore.ini

- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Preview Contact Media Store\ASPreviewContactMediaStore.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Simple Messaging Media Store\ASSimpleMessagingMediaStore.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Voice Media Store \ASVoiceMediaStore.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\XML Server\AXMLServer.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Task Director \ASTaskDirector.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Virtual Agent \ASVirtualAgent.ini
- <Call Center Elite Multichannel Install Directory>\Avaya\AE Services\TSAPI Client\TSLIB.ini

Important:

After the upgrade or migration process is complete, the installer might not restore the Voice Portal Config.ini file from the secure location. Therefore, you might need to manually copy the Voice Portal Config.ini file from the secure location to the Experience Portal Config Service folder.

Taking a backup of the Call Center Elite Multichannel databases Procedure

- 1. Go to the server where the Call Center Elite Multichannel database is created.
- 2. Open the Microsoft SQL Server Management Studio application.
- 3. Login to SQL Server using the sa user account.
- 4. Right-click a database and click **Task > Backup**.

Note:

You must take a backup of the databases, such as ASContact, ASMSControl, ASMSData{x}, and ACS.

- 5. Take a backup of the associated SQL databases and the users of the SQL databases as part of the Call Center Elite Multichannel server backup.
- 6. Verify that the databases are successfully recreated on another SQL Server.



- Refer to Microsoft SQL Documentation for the correct backup and restore sequences for the Microsoft SQL Server databases.
- If you change the database instance name to a different name on the Call Center Elite Multichannel server, you must change DataserverName to the current instance name after migrating the database in the ASMSControl > Databases Table table.

Taking a backup of the data repositories

About this task

Before you start the upgrade or migration process, you must take a backup of the Email storage folders, Web Service folder, and Web Chat For IIS folder.

😵 Note:

You can skip this procedure if the data repositories are in a location other than the installation folder.

Procedure

- 1. Go to the location where you have installed Call Center Elite Multichannel.
- 2. Copy the following folders to another location:
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store \Email Auto Response
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store \Email Storage
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store \Email Temporary
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Stores\Email Media Store \Templates
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Virtual Agent Web Service
 - <Call Center Elite Multichannel Install Directory>\Avaya\Avaya Aura CC Elite Multichannel\Server\Media Gateways\Web Chat For IIS

Upgrade process

List of the core services to be upgraded

Important:

Before you upgrade to Call Center Elite Multichannel 6.6, you must install Microsoft .Net 4.5.2 along with Microsoft .Net 3.5 SP1. The installation files for Microsoft .Net Framework 4.5.2 and Microsoft .Net 3.5 SP1 are placed in the Utilities \Microsoft .Net Redistributable folder in the installer package of Call Center Elite Multichannel.

Upgrade the following Call Center Elite Multichannel services installed on the Call Center Elite Multichannel server:

- Application Management Director
- Virtual Agent
- XML Server
- License Director
- Media Director
- Media Stores
 - Email Media Store
 - Preview Contact Media Store
 - Simple Messaging Media Store
 - Voice Media Store
- Media Gateways
 - Short Message Service Gateway
 - Web Chat Gateway
 - · Web Chat for IIS



You must upgrade Web Chat for IIS on the IIS server.

- CS Portal

😣 Note:

Call Center Elite Multichannel now supports a new Tomcat-based Web Chat API called CS Portal. CS Portal supports Web Chat REST-based Web Services API for multibrowser Web Chat client. CS Portal also supports Android applications. If you use CS Portal, you must install it with current IIS-based Web Chat web service. For more information about CS Portal, see *CSPortal Web API Developer Guide*.

- Configuration Server
- Trace System
- Task Director
- Interaction Data Server
- Call Routing Server
- Call Recording Config Service

😵 Note:

If this service is not configured correctly, you might require to stop this service forcefully. In such case, you might also require to manually update the Avaya Call recording service.ini file for the latest parameters.

• Experience Portal Config Server

Upgrading Application Management Service and Call Center Elite Multichannel Control Panel

About this task

The procedure to upgrade Application Management Service and Call Center Elite Multichannel Control Panel is provided as a reference. You must perform a similar procedure to upgrade the other services installed on the Call Center Elite Multichannel server.

Procedure

1. Run the setup.exe file from the folder containing the installation files for Call Center Elite Multichannel.

😒 Note:

You must have the administrator privileges to upgrade Application Management Service and Call Center Elite Multichannel Control Panel

- 2. On the Trace System Server Dialog screen, perform the following actions:
 - a. In the Server field, enter the host name or IP address for Trace System Server.
 - b. In the **Port** field, enter the port number for Trace System Server.

The default port is 10400.

- c. Click Next.
- 3. Click Server > Application Management Service.
- 4. On the Application Management Service welcome screen, click Next.
- 5. On the License Agreement screen, click **Yes** to agree with the licensing agreement.
- 6. Click Next.

The system displays a message to stop the service.

- 7. Click OK.
- 8. Click Finish after the installation is complete.
- 9. Start the **AS Application Management Director** service if the system does not start the service automatically.

Upgrading Contact Database and Media Store Database

Before you begin

You must use the sa user account to upgrade the databases.

Procedure

- 1. Start Call Center Elite Multichannel Control Panel.
- 2. In the left pane, expand the **Database Management** node.
- 3. Expand the **Contact Database** or **Media Store Database** node.
- 4. Right-click the database and click Upgrade Database.
- 5. On the Database Utility-Database Upgrade Agent tab, click Upgrade.

The system enables the **Upgrade** button only if the selected database requires any upgrade.

Upgrade Configuration Server (ACS) Database

You can upgrade the ACS database using one of the following instances:

- Default instance
- Named instance

A database with default instance works only when you install the Call Center Elite Multichannel core servers on the same server as the SQL database. To install default instance on a separate database, see *Administering Avaya Aura*[®] *Call Center Elite Multichannel*.

Creating or upgrading Configuration Server (ACS) Database

About this task

Using this procedure, you can create or upgrade ACS Database.

Before you begin

You must install Microsoft SQL Server on a dedicated server. For information about installing SQL Server, see *Installing Call Center Elite Multichannel*.

😵 Note:

Microsoft SQL Server must have the mixed mode authentication and not the Windows only authentication. The mixed mode authentication specifies that you have configured SQL Server for Windows and SQL Server.

Procedure

- From the Call Center Elite Multichannel installation DVD, copy the SQL Script folder from the <Call Center Elite Multichannel installer>\Avaya Aura CC Elite Multichannel\Server\Configuration Server directory to the server where Microsoft SQL Server is installed.
- 2. From the Call Center Elite Multichannel installation DVD, copy the AS Maintain Database folder from the <Call Center Elite Multichannel installer> \Utilities directory to the server where Microsoft SQL Server is installed.
- 3. From the SQL Script folder that you have copied, open the AS Maintain Database.bat file in a text editor, such as Notepad.
- 4. In the AS Maintain Database.bat file, find the ... Utilities AS Maintain Database string and replace the string with the path where you have copied the AS Maintain Database folder.

For example, if you have copied the AS Maintain Database folder to the C: \CS_Server folder, replace the \Utilities\AS Maintain Database string with C: \CS Server\AS Maintain Database.

- 5. Perform one of the following steps:
 - To create the database with default instance, verify that the **ASServerName** parameter is empty.
 - To create the database with named instance, enter the server instance name for the **ASServerName** parameter.
- 6. Save and close the AS Maintain Database.bat file.
- 7. Right-click the AS Maintain Database.bat file and click Run.

After the batch file finishes running, a log file is created in the same folder to confirm that ACS Database is created successfully.

😵 Note:

When you run the AS Maintain Database.bat file for upgrading the ACS database, only the new configuration parameters and their values are added. However, the values of the existing configuration parameters remain unchanged. Therefore, you must manually change the values of the existing configuration parameters.

For example, you must manually update the values of the following parameters of Microsoft Dynamics CRM:

- Change the value of Microsoft Dynamics CRM Organization Service URL parameter to http://<yourservername>:5555/<OrganizationName>/XRMServices/ 2011/Organization.svc <http://%3cyourservername%3e: 5555/%3COrganizationName%3E/XRMServices/2011/ Organization.svc>.
- Change the value of the Microsoft Dynamics CRM Discovery Service URL parameter to http://<yourservername>:5555/xrmservices/2011/ discovery.svc <http://%3cyourservername%3e:5555/xrmservices/ 2011/discovery.svc>.

Upgrading Call Center Elite Multichannel Desktop

Before you begin

Ensure that you install the following:

- Microsoft .Net Framework 3.5 SP1
 - 😒 Note:

The installation file for Microsoft .Net Framework 3.5 SP1 is placed in the Utilities \Microsoft .Net Redistributable folder in the installer package of Call Center Elite Multichannel.

Microsoft .Net Framework 4.5.2

The installation file for Microsoft .Net Framework 4.5.2 is placed in the Utilities \Microsoft .Net Redistributable folder in the installer package of Call Center Elite Multichannel.

• Microsoft Visual C++ 2010 Redistributable Package (x86)

Microsoft Visual C++ 2010 Redistributable Package (x86) is required for the Media Client plug-in. The installation file for Microsoft Visual C++ 2010 Redistributable Package (x86) is placed in the Utilities\Microsoft Visual C++ 2010 Redistributable Package folder in the installer package of Call Center Elite Multichannel.

• Microsoft Visual C++ Redistributable Package for Visual Studio 2013 (x86)

Microsoft Visual C++ Redistributable Package for Visual Studio 2013 (x86) is required for a secure connection between Call Center Elite Multichannel Desktop and Configuration Server. The installation file for Microsoft Visual C++ Redistributable Package for Visual Studio 2013 (x86) is placed in the Utilities\Microsoft Visual C++ Redistributable Package for Visual Studio 2013 folder in the installer package of Call Center Elite Multichannel.

Microsoft Visual C++ 2017 Redistributable Package (x86)

Microsoft Visual C++ 2017 Redistributable Package (x86) must be installed on both Desktop and Server side.

Procedure

- 1. Run the Avaya Aura Call Center Elite Multichannel Desktop.msi installer.
- 2. On the Avaya Aura[®] Call Center Elite Multichannel Desktop welcome screen, click **Next**.
- 3. On the License Agreement screen, select the I accept the terms in the license agreement option and click Next.
- 4. Click Upgrade.
- 5. Click **Finish** when the installation completes.

😵 Note:

Call Center Elite Multichannel Desktop includes a separately-licensed built-in soft phone called Media Client plug-in. This plug-in is installed along with Call Center Elite Multichannel Desktop. However, it remains disabled by default.

Microsoft Visual C++ 2010 Redistributable Package (x86) is required for the Media Client plug-in. The installation file for Microsoft Visual C++ 2010 Redistributable Package (x86) is placed in the Utilities\Microsoft Visual C++ 2010 Redistributable Package folder in the installer package of Call Center Elite Multichannel.

Deploying the reporting files

About this task

To deploy the reports to Microsoft SQL Server Reporting Services, the account that you use to log in to Call Center Elite Multichannel Control Panel must have Active Directory permissions.

Procedure

- 1. Start Call Center Elite Multichannel Control Panel.
- 2. In the left pane, expand the **Database Management** node and then expand the **Media Store Database** node.
- 3. Right-click the SQL server and select **Deploy Reporting Files**.
- 4. In the right pane, click the Database Utility Reporting Files Deployment Agent tab.
- 5. On the **Database Utility Reporting Files Deployment Agent** tab, perform the following steps:
 - a. In the **Report definition folder location** field, enter the location of Call Center Elite Multichannel Reports folder.

By default, this location is same as the location of Call Center Elite Multichannel Control Panel.

b. In the **Reporting Service URL** field, enter the web address of Microsoft SQL Server Reporting Services.

😵 Note:

Ensure that you only enter the hostname in this field.

c. In the **Shared data source name** field, enter the name of the file that contains the login credentials for ASMSControl Database.

The default value for this field is ASCCEReportingDS.

d. In the **Shared data source connection string** field, enter the connection string for the reporting database

The format of the connection string is Data Source=<Database Server Name>; Initial Catalog=ASMSControl.

Note:

Ensure that you only enter the hostname in <Database Server Name>.

e. In the User name field, enter the user name for the ASMSControl database.

The default value for this field is ASMSControl.

f. In the **Password** field, enter the password for the ASMSControl database.

The default value for this field is CCEUser0.

- g. In the Report Server User name field, enter the user name for the report server.
- h. In the Report Server Password field, enter the password for the report server.
- i. In the Report Server Domain field, enter the domain name of the report server.
- j. Select the **Overwrite reports** check box to overwrite all similarly named folders or report definition files on Microsoft SQL Server Reporting Services.

😵 Note:

The system creates a shared data source, which resides in the root node of the reporting server. All published reports use this shared data source. To change this location, change the properties of the defined shared data source using the Microsoft SQL Server Reporting Services web administration page. The changed location reflects in all reports.

6. Click Deploy.

Verwrite reports	Deploy
Status:	
Please wait while the contents of the RDL files are deployed to the Reporting Server Deployment process started at : 12/16/2009 5:00:27 PM. Succeeded linking to the web service URL. CreateFolders will parse FolderName Agent and ParentFolder / to CreateFolder. Folder Agent created at parent folder location /. CreateFolders will parse FolderName Dutcomes and ParentFolder / to CreateFolder. Folder Interactions created at parent folder location /. CreateFolders will parse FolderName Dutcomes and ParentFolder / to CreateFolder. Folder Outcomes created at parent folder location /. CreateFolders will parse FolderName Dutcomes and ParentFolder / to CreateFolder. Folder Outcomes created at parent folder location /. CreateFolders will parse FolderName Porgrams And Schedules and ParentFolder / to CreateFolder.	 S

A connection is established to the Report server and the deployment of reports begins.

Status:	
PerformSetItemDataSourcesOnPublishedReport succeeded for reportPathName /Agent and rdlFileName Agent Login-Logout (Skill). PublishReports: newString = AgentVAgent Split Skill.rdl, rdlString = Agent Split Skill. CreateReport succeeded for folderName /Agent with rdlFile name Agent Split Skill. PerformSetItemDataSourcesOnPublishedReport succeeded for reportPathName /Agent and rdlFileName Agent Split Skill.	1
 PublishReports: newString = Agent/Agent Summary.rdl, rdlString = Agent Summary. CreateReport succeeded for folderName /Agent with rdlFile name Agent Summary. <u>PerformSettemDataSourcestOnPublishedReport succeeded for reportPathName /Agent and rdlFileName Agent Summary.</u> Job completed at 12/16/2009 5:03:24 PM with 0 errors, 0 warnings and 108 messages in 176.899229 seconds. Total RDL files published 	
= 31.	~

The appropriate folders and reports are created. When the job is completed, the system creates a log.

Upgrading Call Center Elite Multichannel Reporting Desktop

Before you begin

Ensure that you install the following:

• Microsoft .Net Framework 3.5 SP1



The installation file for Microsoft .Net Framework 3.5 SP1 is placed in the <code>Utilities</code> <code>\Microsoft</code> .Net <code>Redistributable</code> folder in the installer package of Call Center Elite Multichannel.

Microsoft .Net Framework 4.5.2

😵 Note:

The installation file for Microsoft .Net Framework 4.5.2 is placed in the <code>Utilities</code> <code>\Microsoft</code> .Net <code>Redistributable</code> folder in the installer package of Call Center Elite Multichannel.

Procedure

1. Run the setup.exe file from the folder containing the installation files for Call Center Elite Multichannel.

😵 Note:

You must have the administrator privileges to upgrade Call Center Elite Multichannel Reporting Desktop.

- 2. On the Trace System Server Dialog screen, perform the following actions:
 - a. In the **Server** field, enter the host name or IP address for Trace System Server.
 - b. In the **Port** field, enter the port number for Trace System Server.

The default port is 10400.

- c. Click Next.
- 3. Click **Desktop > CC Elite Multichannel Reporting**.

- 4. On the Avaya Aura[®] Call Center Elite Multichannel Reporting welcome screen, click **Next**.
- 5. On the License Agreement screen, click **Yes** to agree with the licensing agreement.
- 6. Click Next.
- 7. Click Finish after the installation is complete.

Upgrading Application Enablement Services TSAPI Client

You must install the new Application Enablement Services TSAPI Client version 7.0.0.138 on the server where XML Server and Interaction Data Service - Voice and Presence are running. The installation file for Application Enablement Services TSAPI Client version 7.0.0.138 is placed in the Utilities\Avaya AES Client folder in the installer package of Call Center Elite Multichannel.

For information on how to upgrade Application Enablement Services TSAPI Client, see Avaya Aura® Application Enablement Services TSAPI and CVLAN Client and SDK Installation Guide.

Post upgrade process

Starting the Call Center Elite Multichannel services

Procedure

- 1. Click Start > Run.
- 2. In the Run dialog box, type services.msc.
- 3. Click OK.
- 4. In the Services window, right-click each of the following services and click Start:
 - · Active Configuration Server
 - AS Application Management Director
 - · AS Call Routing Server
 - AS Email Media Store
 - AS Interaction Data Server-Multimedia
 - AS Interaction Data Server-View
 - AS Interaction Data Server-Voice and Presence.
 - AS License Director
 - AS Media Director

- AS Preview Contact Media Store
- AS Simple Messaging Media Store
- AS SMS Gateway
- AS Task Director
- AS Virtual Agent
- AS Voice Media Store
- AS Web Chat Gateway
- AS XML Server
- Avaya Call Recording Config Service
- Avaya Trace Server
- Avaya Experience Portal Config Service

Verifying the version of Media Store Database

Procedure

- 1. Start Call Center Elite Multichannel Control Panel.
- 2. In the left pane, expand the Database Management node.
- 3. Expand the **Media Store Database** node.
- 4. Click the database for which you want to view the version information.
- 5. In the right pane, verify the version of the database.
 - The version of the ASMSControl database must be 6.6.0.0.
 - The version of the ASMSData{x} database must be 6.6.0.0.

Verifying the version of Contact Database

Procedure

- 1. Start Call Center Elite Multichannel Control Panel.
- 2. In the left pane, expand the Database Management node.
- 3. Expand the **Contact Database** node.
- 4. Click the database for which you want to view the version information.
- 5. In the right pane, verify the version of the database.

The version of ASContact Database must be 6.3.1.0.

Verifying the version of Call Center Elite Multichannel Control Panel

Procedure

- 1. Start Call Center Elite Multichannel Control Panel.
- 2. Click Help > About.

The version of Call Center Elite Multichannel Control Panel must be 6.6.0.

Chapter 3: Upgrade Application Enablement Services

Application Enablement Services TSAPI Windows Client upgrade

You must install the new Application Enablement Services TSAPI Client version 7.0.0.138 on the server where XML Server is running. The installation file for Application Enablement Services TSAPI Client version 7.0.0.138 is placed in the Utilities\Avaya AES Client folder in the installer package of Call Center Elite Multichannel.

For information about how to upgrade from an older version of the Application Enablement Services TSAPI Windows Client to a newer version, see *Avaya Aura® Application Enablement Services TSAPI and CVLAN Client and SDK Installation Guide*.

Chapter 4: Troubleshooting Database Scripts

Parameter '<%ParameterName%>' does not exist on this report

The error Parameter '<%ParameterName%>' does not exist on this report occurs while running the historical reports. For example, Parameter 'IntervalLabel' does not exist on this report.

Proposed solution

Ensure that the Call Center Elite Multichannel Release 6.4 or later reports are deployed. For information on deploying reports, see <u>Deploying the reporting files</u> on page 20.

Batch file immediately closes and does not run

When you run the AS Maintain Database.bat file after copying the file from the installation DVD of Call Center Elite Multichannel to the server, the batch file immediately closes without running the scripts.

Proposed solution

Procedure

- 1. Open the AS Maintain Database.bat file in a text editor, such as Notepad.
- 2. Search the entry that shows the location of the utility scripts.
- 3. Change the existing path to the full path < CCEM_INSTALL_DIR>\Avaya\Avaya Aura CC Elite Multichannel\Server\Configuration Server\SQL Script.

😵 Note:

Use this procedure only for ACS Database.

- 4. Save and close the batch file.
- 5. Run the AS Maintain Database.bat file.

Using SQL Servers with Named Instances

Call Center Elite Multichannel SQL Scripts are set to **NOT use Named instances of SQL Server**. The batch file needs changes to identify the named instances.

Proposed solution

Procedure

- 1. Open the AS Maintain Database.bat file in a text editor, such as Notepad.
- 2. Search the entry SET ASServerName=.
- 3. Change this path to the full server name and instance.
- 4. Save and close the batch file.

An Error has occurred while establishing a connection to the server

The error An Error has occurred while establishing a connection to the server is returned in the log file created during the execution of Call Center Elite Multichannel SQL Scripts.

The following are the other error messages that are returned in the log file:

- Named Pipes Provider: Could not open a connection to the SQL Server.
- Login timeout expired.
- An error has occurred while establishing a connection to the server. This failure may be caused by the fact that under the default settings SQL Server does not allow remote connections.

The following are the possible causes of this error:

- Either SQL Server is not operational or is not configured properly.
- SQL Server is configured with a named instance.

Proposed solution

Procedure

1. Administer the SQL correctly.

For more information about SQL Server requirements and configuration, see *Installing Avaya Aura[®] Call Center Elite Multichannel*

- 2. Start the SQL Server service.
- 3. Edit the AS Maintain Database.bat file if SQL is configured with a Named instance.

Failed to create _____ database. Job completed 0 ACTION Steps

This error Failed to create _____ database. Job completed 0 ACTION Steps is returned in the log file created during the execution of Call Center Elite Multichannel SQL Scripts. The actual text might vary as the description lists the database name that it failed to create.

This error occurs in a testing environment where databases are deleted and recreated. The error commonly occurs when an MDF and LDF file of the database and log already exist in the SQL server data directory, but are not used by SQL Server. This prevents the creation of the new database files.

Proposed solution

Procedure

Remove or rename the existing .MDF and .LDF files from the SQL Server data directory.

Bulk load: An Unexpected end of file was encountered in the data file

The error Bulk load: An Unexpected end of file was encountered in the data file is returned in the log file created during the execution of Call Center Elite Multichannel SQL Scripts.

The following are the other error messages that are returned in the log file:

• Bulk load: An unexpected end of file was encountered in the data file.

- The OLE DB provider "BULK" for linked server "(null)" reported an error. The provider did not give any information about the error.
- Cannot fetch a row from OLE DB provider "BULK" for linked server "(null)".

This error occurs when additional blank lines are added to the AS Script Master.txt file.

Proposed solution

Procedure

Copy the appropriate AS Script Master.txt file from the installation DVD of Call Center Elite Multichannel and replace it with the modified file.

Chapter 5: Resources

Documentation

The following table lists the related documents for the Avaya Aura[®] Call Center Elite Multichannel product. You can download the documents from the Avaya Support website at <u>http://support.avaya.com/</u>.

Title	Description	Audience
Avaya Aura [®] Call Center Elite Multichannel Call Routing Server User Guide	Provides an overview of Call Routing Server that enables intelligent call routing for inbound calls in Call Center Elite Multichannel.	 Sales engineers Solution architects Implementation engineers System administrators
Installing Avaya Aura [®] Call Center Elite Multichannel	Provides product overview, supported products, installation, configuration, and licensing requirements for Avaya Aura [®] Call Center Elite Multichannel.	Implementation engineers
Avaya Aura [®] Call Center Elite Multichannel Configuration Client Developer Guide	Provides information about the Configuration Client Developer application, which is a control that facilitates an application to transparently access the configuration information from any location.	Programmers
Administering Avaya Aura [®] Call Center Elite Multichannel	Provides information about how to manage databases, configure Call Center Elite Multichannel services, and administer Avaya Aura [®] Communication Manager.	 Sales engineers Solution architects Implementation engineers System administrators
Avaya Aura [®] Call Center Elite Multichannel Overview and Specification	Provides an overview of the Call Center Elite Multichannel features.	Sales engineersImplementation engineersSystem administrators

Table continues...

Title	Description	Audience
Avaya Aura [®] Call Center Elite Multichannel Desktop User Guide	Provides information about Call Center Elite Multichannel Desktop and describes how to use Call Center Elite Multichannel Desktop to receive, view, and respond to voice and multimedia work items.	 Sales engineers Solution architects Implementation engineers System administrators End users
Avaya Aura [®] Call Center Elite Multichannel Application Management Service User Guide	Provides information about how to install and administer Application Management Service in Call Center Elite Multichannel.	Sales engineersSolution architectsImplementation engineers
Avaya Aura [®] Call Center Elite Multichannel Reporting User Guide	Provides information about the reports for Agents, Customers, Interaction, Program and Schedule, Skills, and VDNs. This guide also provides information about historical reports and real-time reports.	Sales engineersSolution architectsImplementation engineers
Avaya Aura [®] Call Center Elite Multichannel TTrace User Guide	Provides information about TTrace and its components, helps you to understand the TTraceConsole and TTraceConfig user interfaces, and explains the operations that you can perform using TTraceConsole and TTraceConfig.	 Sales engineers Solution architects Implementation engineers

Finding documents on the Avaya Support website

Procedure

- 1. Go to https://support.avaya.com.
- 2. At the top of the screen, type your username and password and click Login.
- 3. Click **Support by Product > Documents**.
- 4. In **Enter your Product Here**, type the product name and then select the product from the list.
- 5. In Choose Release, select an appropriate release number.
- 6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click Enter.

Training

The following courses are available on the Avaya Learning website at <u>http://www.avaya-learning.com</u>. After logging in to the website, enter the course code or the course title in the **Search** field and press **Enter** or click > to search for the course.

Course code	Course title	
5C00092W	Avaya Aura [®] Call Center Elite Multichannel Overview	
10C00010E	Knowledge Access: Avaya Aura® Call Center Elite Multichannel Implementation	
10C00094V	Avaya Aura® Call Center Elite Multichannel Implementation and Maintenance	
4302	Avaya Aura [®] Call Center Elite Multichannel Implementation Test	
0C00060E	Knowledge Collection Access: Avaya Aura® Call Center Elite Portfolio	
E: Self-paced in virtual campus		
W: Web (online) course		
V: Virtual		

Support

Go to the Avaya Support website at <u>https://support.avaya.com</u> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Index

Α

ACS database	
AES TSAPI client	
application management service	<u>16</u>
attachment	<u>8</u>
Avaya support website support	<u>33</u>

В

backup	<u>12–14</u>

С

contact database	24
control panel	16
customized files	<u>12</u>

D

database	8, 13
data repositories	
Default instance	17
deploy reporting files	20
desktop	<u>19</u>

Е

email file storage	<u>8</u>
--------------------	----------

I

ini files	<u>12</u>
installation	<u>8</u>

Μ

media store database	<u>24</u>

Ν

Named instance	<u>17</u>
P	
port	<u>16</u>
R	

related documentation	<u>31</u>
reporting desktop	<u>22</u>

start services	
stop services	
support	<mark>33</mark>

Т

S

training	
TTrace	<u>16</u>

U

upgrade	19, 22
upgrade AES TSAPI Client	23
upgrading	16
-pgg	

V

verify1	<u>0, 24</u>
version	<u>24</u>