Engagement Call Control Release Notes

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Issues fixed in this release

1.	**Resolved Problem:**	When CallServerConnector pu is restarted using the "Deploy CSC" attribute, the number of resources actually created is less than that of the configured value in the UCAStoreService attribute.
	Reference:	AOEC-3777
	Keywords:	Cluster Reboot, Changing attributes

Known issues and workarounds

1.	**Problem:**	When A calls B, who is an out of provider resource, events do not mention 'isExternalConnection', which indicates that the call is made to an out of provider resource.
	Workaround:	getcallInfo response can provide the information about the call being made to an out of provider.
	Reference:	ZEPHYR-4887
	Keywords:	ECC out of provider resource
2.	**Problem:**	When Single Step Transfer is performed to an out of provider number: • WCC may show transfer failed, but transferee gets the call. • The participant list may contain three participants in the answered event when the transferee party answers the call. • Transferred event could be missing. getCall details will not inform the transferee address until the transferee party answers the call.
	Workaround:	No workaround.
	Reference:	ZEPHYR-45056
	Keywords:	Single Step Transfer
3.	**Problem:**	First ECC getMessages call takes up to 30 seconds.
	Workaround:	No workaround.
	Reference:	ZEPHYR -52594
	Keywords:	ECC Voicemail, VM
4.	**Problem:**	Backward Compatibility restriction - ECC pre 3.2 will no longer work with Avaya Breeze ® platform 3.4 and higher.
	Workaround:	No Workaround. • If the customer is using ECC 3.2 with Avaya Breeze ™ 3.2 or 3.3.x, then they must upgrade their ECC at the same time as the upgrade to Avaya Breeze ® platform 3.5.0.1. • If the customer is using ECC 3.2.2 or later, they are not required to upgrade ECC when upgrading to Avaya Breeze ® platform 3.5.0.1.
	Reference:	ZEPHYR-56055
	Keywords:	Engagement Call Control (ECC)

Avaya Breeze® platform ECC 3.6.1 Components

Avaya Breeze® platform OVA, AWS, KVM and Patch information	3.6.0.2 + Applicable patches
Avaya Breeze® Avaya Aura Media Server OVA and ISO update	8.0.0.205
System Manager	8.0.1.1 GA version + latest SMGR Hotfix (as applicable) OR 8.1 GA Version + latest SMGR Hotfix (as applicable)
AES	6.3.3, 7.0, 7.0.1, 7.1, 8.0 With appropriate hotfixes
Communication Manager	6.3.3 onwards
Avaya Aura Messaging	6.3.3 onwards
ECC Avaya Breeze® platform SDK	3.6.0.2.360201
ECC SDK	3.6.1.0.361002
Engagement Call Control (ECC)	3.6.1.0.361002
Web Call Controller (WCC)	3.6.1.0.361002
Unified Collaboration Model (UCM)	3.6.1.0.69112702
Call Server Connector (CSC)	3.6.1.0.69112702
UCAStoreService	3.6.1.0.69112702

Notes

Avaya Breeze® platform VM requirements

When deploying the Avaya Breeze® platform OVA, select the appropriate Avaya Breeze® platform Profile and modify Memory as required.

1. Ensure the Avaya Breeze® platform VM is powered down.
2. Right click on the Avaya Breeze® platform VM and select Edit Settings.
3. Change the Provisioned Size of the Hard Disk 1 from 50GB to 150GB.
4. Click OK.
5. Power up the VM.

Hard disk requirement: Modifying the disk allocation for ECC deployment profiles.

Out of the 98 GB allocation for /var partition, around 71GB is needed for the Engagement Call Control Suite of Snap-ins. Increase the hard disk space if any other snap-ins installed on this cluster are going to be consume /var partition.

Configuring WAS heap memory cluster attribute

This attribute change is necessary only for the LARGE deployment type.

1. On System Manager select **Elements > Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the cluster on which you have deployed the EngagementCallControl snap-in, and click **Edit**.
4. Set the "Percent of memory to allocate for WAS" appropriately based on the following guidelines:
    a. If only ECC snap-ins are deployed in the cluster and no other snap-ins are going to be installed in the cluster, then set the value to "10". This will set WAS heap space to ~1GB.
    b. If other snap-ins are going to be deployed in the cluster, depending on their memory needs, set the value to "20" or "30". Value 20 will set heap space to ~2GB and value 30 will set heap space to ~3GB.

c. If the other snap-ins require WAS heap space to be more than 3GB, choose a different Avaya Breeze® platform Profile, Profile 5 (greater than 16GB).

5. Wait for a few seconds for the replication to be complete, and reboot all the nodes in the cluster at the same time.

PSTN trunks not sending delivered event

If the external PSTN trunk configured with Avaya Communication Manager for external calls does not support sending delivered event and if a call is made from a number A (inside the organization) to an outside number B via the PSTN trunk then:

1. ECC call events ALERTING of B cannot be sent, and when B answers the call directly, ACTIVE event of A and B will be sent to A's event listener.
2. A's connection will be in UNKNOWN state until B answers.

TLS Configuration

Avaya Breeze® platform supports two versions of TLS - TLSv1.0 and TLSv1.2, while System Manager supports SSLv3, TLSv1.0, TLSv1.1 and TLSv1.2.

If Min TLS version is set to TLSv1.2 or TLSv1.0 on System Manager at the global level, and default settings are used at the cluster level for snap-ins as well as the cluster attribute Minimum TLS Version for Non-SIP Traffic, skip the steps below.

If System Manager min version is set to SSLv3 or TLSv1.1 then one of the below configuration changes must be made.

1. Min TLS version on System Manager can be set to TLSv1.2 or TLSv1.0 while cluster attribute Minimum TLS Version for Non-SIP Traffic is set to default value -
   This has an impact on the larger environment, therefore proceed with caution on this option.
2. Ensure Eventing Connector uses TLS v1.2 to connect to WCC (or any snap-in) to publish Events using HTTPS transport by administering the cluster attribute Minimum TLS Version for Non-SIP Traffic to use TLSv1.2.
3. Ensure Eventing Connector uses TLS v1.2 to connect to WCC (or any snap-in) to publish Events using HTTPS transport by administering the TLS version assigned to Eventing Connector.
   a. On System Manager select **Elements** > **Avaya Breeze®**.
   b. In the navigation pane, click **Cluster Administration**.
   c. Select the cluster on which you have deployed the EventingConnector snap-in, and click **Edit**.
   d. In services tab choose EventingConnector and set TLSv1.2 as the TLS version using the drop down button "Select TLS version for Selected Snap-in(s)".

Error Codes

Refer to *Engagement Call Control Snap-in Reference* guide for error codes.

Upgrade

Refer to *Engagement Call Control Snap-in Reference* guide for upgrade instructions.