



Product Support Notice

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PSN # PSN005514u

Original publication date: 16 December 2019. This is Issue #2, published date: 18 December 2019

Severity/risk level

High

Urgency

Immediately

Name of problem

Call Profile Reports showing inflated call answer time

Products affected

CMS 18.1.0.2, CMS R19.0

Problem description

Summary of the problem:

In CMS 18.1.0.2 and CMS R19.0, a change was made that caused VDN answer time and Skill answer time to be cumulative across all VDNs and skills the call passed through.

This change had a much broader negative impact on the CMS product than anticipated. So the change is being rolled back.

The patch described in this PSN will roll back the change to the VDN Answer time and Skill Answer Time that was introduced in 18.1.0.2 and 19.0.

After the patch is installed, VDN answer time and Skill answer time will show the same values as CMS 18.1.0.1 and earlier versions.

Please note the patch is not retroactive. This means that any answer time data collected from the time 18.1.0.2 or 19.0 was installed up to the time of the patch install cannot be changed.

More details about the change and what customers may observe:

The change is reflected in the ANSTIME database field, which is stored in the VDN table and the Skill table in the database and is used in VDN Call Profile reports and Skill Call Profile reports.

With CMS 18.1.0.2 and CMS 19.0, the ANSTIME was changed to include all time calls spent in VDN processing and Skill processing, across all VDNs and Skills the call passed through.

ANSTIME is only recorded for the VDN in which the call was actually answered by an agent and only recorded for the Skill in which the call was answered. Thus, the final VDN and Skill in which the call was answered will show the cumulative time a call spent in all VDNs and Skills, instead of only the time spent in the last VDN and Skill.

The impact of this change is that VDN Call profile reports run against the last VDN that processed the call see greatly increased call time as compared to CMS 18.1.0.1 and early versions of CMS. The same occurs for call profile reports run against the last skill that handled the call.

VDN call profile should only reflect the metrics for that individual VDN, and should not be cumulative including time for other VDNs. The same should occur for Skills, the Skill call profile should only reflect time spent in that individual skill.

The same information above applies to Abandon time also for VDNs and Skills.

Thus, the change introduced in 18.1.0.2 and 19.0 will be rolled back to previous operation. After the patch is installed VDN and Skill answer time will be the same as 18.1.0.1 and earlier CMS versions.

Resolution

The patch described in this PSN restores the ANSTIME calculation to the same value that was calculated prior to 18.1.0.2.

Apply the appropriate patch for the version of CMS. Patches are available on support.avaya.com in the downloads section for each release.

FOR CMS 19.0.0.0

1. Download r19ea.d_cmsp5-l.bin to / on the CMS system
Check the md5 sum of the downloaded file. It should be 111780ccceca6b970ca98909591877a5
2. Prompt> cd /
Prompt> md5sum r19ea.d_cmsp5-l.bin
Compare the output of this command to the above number, they should match
If the numbers do not match, there was a problem with the download, try downloading again
3. Chmod on the downloaded file to make it executable:
Prompt> chmod 744 r19ea.d_cmsp5-l.bin
4. Turn off CMS
IMPORTANT: For CMS R19 only, before installing this patch 5, you must verify whether patch 1 is installed on your CMS R19 system. And if patch 1 is installed, remove it before installing patch 5
5. Execute cmssvc and choose option 9 (for patch uninstall)
 - a. Review the list of patches installed in the system
 - b. If cmspl-1 is in the list, choose that option and remove cmspl-1
 - c. If cmspl-1 is NOT in the list, then quit from the cmssvc menu

Now you are ready to install patch 5

6. Install the patch
Prompt> ./r19ea.d_cmsp5-l.bin
Follow prompts to install

Turn on CMS

NOTE: that patch 5 includes the patch 1 fix, so there will be no loss of functionality by removing patch 1

FOR CMS 18.1.0.2

7. Download r18sa.a_cmsp3-l.bin to / on the CMS system
Check the md5 sum of the downloaded file. It should be 28d11407f1cdd239d8e03f70e5dec961
8. Prompt> cd /
Prompt> md5sum r18sa.a_cmsp3-l.bin
Compare the output of this command to the above number, they should match
If the numbers do not match, there was a problem with the download, try downloading again
9. Chmod on the downloaded file to make it executable:
Prompt> chmod 744 r18sa.a_cmsp3-l.bin
10. Turn off CMS
11. Install the patch
Prompt> ./r18sa.a_cmsp3-l.bin
Follow prompts to install
12. Turn on CMS

Workaround or alternative remediation

There is no workaround

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

n/a

Service-interrupting?

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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