



# Upgrading Avaya Oceana<sup>®</sup> Solution

Release 3.7  
Issue 1.1  
February 2020

© 2019-2020, Avaya Inc.  
All Rights Reserved.

## 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: <https://support.avaya.com/helpcenter/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](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](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 types

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 <https://support.avaya.com/LicenseInfo> 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.L.C. SEE [HTTP://WWW.MPEGLA.COM](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](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 (<https://support.avaya.com/css/P8/documents/100161515>).

### Downloading Documentation

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

### Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> 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: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

### 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.

# AVAYA

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

Java is a registered trademark of Oracle and/or its affiliates.



## Contents

<b>Chapter 1: Introduction</b> .....	8
Purpose.....	8
Changes in this release.....	8
Migration of the Backup and Restore tool.....	8
Supported upgrade paths.....	8
<b>Chapter 2: Upgrade overview and considerations</b> .....	10
Upgrade overview.....	10
Upgrade process for single site solutions.....	11
Upgrade process for Disaster Recovery solutions.....	11
Impacts on the External Data Mart data.....	12
<b>Chapter 3: Preupgrade tasks</b> .....	13
Preupgrade tasks overview.....	13
Preupgrade checklist.....	13
Avaya Aura® System Manager upgrade overview.....	14
Disabling mailbox polling .....	15
Configuring Avaya Oceana® Solution to reject new digital contacts.....	16
Configuring Avaya Oceana® Solution to close chatrooms.....	16
Taking Avaya Oceana® Solution out of service for voice.....	17
Taking a backup of UCASStoreService on Data Center 1.....	17
Taking a backup of Engagement Designer workflows.....	19
Taking a backup of UCMSservice.....	20
Stopping Web Voice and Web Video calls .....	21
Stopping Outbound calls .....	22
Verifying Avaya Oceana® Solution is not running.....	22
Setting Cluster State to Denying.....	22
<b>Chapter 4: Upgrading Avaya Breeze® platform nodes and Avaya Oceana® snap-ins</b> .....	24
Automated upgrade.....	24
Automated upgrade overview.....	24
Automated upgrade checklist.....	25
Editing service profiles to remove snap-ins.....	27
Checking the stability of Avaya Breeze® platform nodes.....	27
Checking the replication status of Avaya Breeze® platform nodes.....	28
Checking the state of services.....	28
Checking free disk space on Avaya Breeze® platform nodes.....	28
Upgrading Avaya Breeze® platform.....	29
Postupgrade tasks.....	32
Manual upgrade.....	38
Manual upgrade overview.....	38
Manual upgrade checklist.....	39

Removing Engagement Designer workflows.....	41
Removing Engagement Designer tasks.....	41
Setting Cluster State to Denying.....	42
Uninstalling all services from the clusters.....	42
Editing service profiles to remove snap-ins.....	43
Deleting all services from System Manager.....	44
Upgrading Avaya Breeze <sup>®</sup> platform nodes using the ISO file.....	44
Applying the Avaya Breeze <sup>®</sup> platform patch.....	45
Installing the OceanaConfiguration service to Provisioning Cluster.....	45
Installing services to the clusters.....	46
Editing service profiles to add snap-ins.....	47
Setting Cluster State to Accepting.....	48
Deploying Engagement Designer tasks.....	48
Deploying Engagement Designer workflows.....	49
Recreating Engagement Designer rules for Transfer workflows.....	50
Configuring the attributes and routing rules of Engagement Designer workflows.....	51
<b>Chapter 5: Upgrading Avaya Control Manager.....</b>	<b>52</b>
Avaya Control Manager upgrade overview.....	52
Avaya Control Manager upgrade checklist.....	52
Stopping the services on the Avaya Control Manager server.....	53
Taking a backup of Avaya Control Manager databases.....	54
Uninstalling the Arbiter service.....	55
Upgrading Avaya Control Manager.....	55
Installing the Arbiter service.....	55
<b>Chapter 6: Upgrading the Omnichannel server.....</b>	<b>58</b>
Omnichannel server upgrade overview.....	58
Omnichannel server upgrade checklist.....	59
Remove the current Omnichannel Database Mirroring configuration.....	60
Removing Cache Mirroring from the backup Omnichannel server.....	61
Removing Cache Mirroring from the standby Omnichannel server.....	61
Removing Cache Mirroring from the active Omnichannel server.....	62
Taking a backup of the Omnichannel database.....	62
Installing Microsoft Windows Server 2016.....	63
Installing the most recent supported operating system service packs.....	65
Adding the server to a domain.....	65
Disabling unused network adapters.....	66
Enabling Microsoft Remote Desktop connection.....	66
Installing Microsoft IIS on Omnichannel Windows Server.....	67
Installing the Omnichannel server software.....	67
Restoring the Omnichannel database.....	68
<b>Chapter 7: Postupgrade tasks.....</b>	<b>70</b>
Postupgrade tasks overview.....	70
Postupgrade checklist.....	70

Verifying Avaya Oceana® Cluster 1 and Avaya Analytics™ communication.....	71
Enabling mailboxes.....	74
Configuring Avaya Oceana® Solution to accept contacts.....	74
Configuring Avaya Oceana® Solution to open chatrooms.....	75
Enabling Avaya Oceana® Solution for voice calls.....	75
Migration of Engagement Designer workflows.....	76
Engagement Designer Diff Tool.....	76
Migrating a customized workflow.....	77
Comparing workflows.....	78
<b>Chapter 8: Upgrading WebRTC components.....</b>	<b>80</b>
WebRTC components upgrade overview.....	80
Preupgrade tasks for WebRTC components.....	80
WebRTC components upgrade checklists.....	80
<b>Chapter 9: Upgrading the Disaster Recovery solution.....</b>	<b>83</b>
Disaster Recovery solution upgrade overview.....	83
Simultaneous migration of primary and Disaster Recovery sites.....	85
Two-step migration of primary and Disaster Recovery sites.....	93
Checklist for upgrading Omnichannel Database.....	103
Removing Cache Mirroring from Omnichannel Database servers.....	104
<b>Chapter 10: Resources.....</b>	<b>106</b>
Documentation.....	106
Finding documents on the Avaya Support website.....	107
Avaya Documentation Portal navigation.....	107
Training.....	109
Support.....	110

# Chapter 1: Introduction

---

## Purpose

This document contains checklists, descriptions, and procedures for upgrading Avaya Oceana® Solution. Administrators and other personnel who perform Avaya Oceana® Solution upgrades can use this document.

---

## Changes in this release

Avaya Oceana® Solution Release 3.7 includes the following changes:

---

## Migration of the Backup and Restore tool

In the current release of Avaya Oceana® Solution, the Backup and Restore tool, which is used for backup and restore of Omnichannel database, is migrated to the Oceana Data Management utility.

---

## Supported upgrade paths

The following table lists the supported upgrade paths for Avaya Oceana® Solution:

From release	To release
3.5	3.6.0.0, 3.6.1, 3.7.0.0
3.5.0.1	3.6.0.0, 3.6.1, 3.7.0.0
3.6.0.0	3.6.1, 3.7.0.0
3.6.1	3.7.0.0

### Important:

- Avaya Oceana® Solution does not support direct upgrade from 3.4.x to 3.7.x. To upgrade Avaya Oceana® Solution from 3.4.x, you must perform a manual upgrade to 3.5.x.

- Before upgrading to a later Avaya Oceana® Solution Release, you must review the target release hardware requirements to ensure that your hardware meets the minimum specifications. For more information about Avaya Oceana® Solution hardware requirements, see *Avaya Oceana® Solution Description*.
- Before upgrading to a later Avaya Oceana® Solution Release, you must review the component interoperability requirements for the target release to ensure the versions used in your solution are supported. The interoperability table below provides an overview of the requirements for the main Avaya Oceana® Solution solution components over a number of releases.

Avaya Oceana® Solution Release	Avaya Aura® System Manager versions supported	Avaya Aura® Communication Manager versions supported	Avaya Aura® Session Manager versions supported	Avaya Aura® Application Enablement Services versions supported	Avaya Aura® Experience Portal versions supported
Avaya Oceana® Solution Release 3.7	8.1.1	6.3.x, 7.x, 8.0.x, 8.1, and 8.1.1	6.3.x, 7.x, 8.0.x, 8.1, and 8.1.1	6.3.x, 7.x, 8.0.x, 8.1, and 8.1.1	7.2, 7.2.1, 7.2.2, and 7.2.3
Avaya Oceana® Solution Release 3.6.1	8.1.0 and 8.0.0	6.3.x, 7.x, 8.0.x, and 8.1	6.3.x, 7.x, 8.0.x, and 8.1	6.3.x, 7.x, 8.0.x, and 8.1	7.2, 7.2.1, 7.2.2, and 7.2.3
Avaya Oceana® Solution Release 3.6	8.0.0	6.3.x, 7.x, and 8.0.x	6.3.x, 7.x, and 8.0.x	6.3.x, 7.x, and 8.0.x	7.2 and 7.2.1
Avaya Oceana® Solution Release 3.5.0.1	8.0.0	6.3.x, 7.x, and 8.0.x	6.3.x, 7.x, and 8.0.x	6.3.x, 7.x, and 8.0.x	7.0, 7.1, and 7.2
Avaya Oceana® Solution Release 3.5	8.0.0	6.3.x, 7.x, and 8.0.x	6.3.x, 7.x, and 8.0.x	6.3.x, 7.x, and 8.0.x	7.0, 7.1, and 7.2

# Chapter 2: Upgrade overview and considerations

---

## Upgrade overview

Avaya Oceana<sup>®</sup> Solution is a next-generation customer engagement solution. Enterprises can use Avaya Oceana<sup>®</sup> Solution to seamlessly handle Voice, Web and Mobile Chat, Web Voice/Video, Email, Simple Messaging, and Social Media channels. Avaya Oceana<sup>®</sup> Solution consists of multiple Avaya components such as Avaya Aura<sup>®</sup> suite, Avaya Control Manager, and the core Omnichannel components deployed on Avaya Breeze<sup>®</sup> platform. Therefore, when you upgrade Avaya Oceana<sup>®</sup> Solution, you must also upgrade all components.

**\* Note:**

When you upgrade to Avaya Oceana<sup>®</sup> Solution Release 3.7, you must migrate Avaya Aura<sup>®</sup> System Manager to Release 8.1.0 using the Avaya Aura<sup>®</sup> System Manager OVA and the data migration utility. Then, upgrade to Avaya Aura<sup>®</sup> System Manager 8.1.1 and apply the relevant hotfix for Avaya Oceana<sup>®</sup> Solution Release 3.7.

Before starting the upgrade process, you must complete the preupgrade tasks to safely shut down Avaya Oceana<sup>®</sup> Solution.

After taking Avaya Oceana<sup>®</sup> Solution out of service:

- Shut down all Avaya Oceana<sup>®</sup> Solution servers which run Avaya Oceana<sup>®</sup> Solution applications
- Take snapshots using VMware tools and applications.

For more information about Avaya Oceana<sup>®</sup> Solution VMware snapshots, see *Deploying Avaya Oceana<sup>®</sup> Solution*.

- Upgrade Avaya Oceana<sup>®</sup> Solution and Avaya Breeze<sup>®</sup> platform and snap-ins using the automated scripted migration tool.
- Upgrade Avaya Control Manager.
- Upgrade the Omnichannel server.

Depending on your release, update the following if required:

- Sample Experience Portal Self Service Application
- Engagement Designer workflows

- Communication Manager vectors
- Sample Chat front ends
- Avaya IX™ Workspaces Widget SDK

Recompile your custom widgets if required.

After upgrading the components, you must complete the postupgrade tasks to start the operations of Avaya Oceana® Solution.

**!** **Important:**

The Avaya Oceana® Solution Release Notes contain the known issues, patches, procedures, and workarounds specific to a release and patch line-up of Avaya Oceana® Solution. It is important to download and read the Release Notes for additional instructions to successfully upgrade Avaya Oceana® Solution. For more information about the Avaya Oceana® Solution Release Notes, see <https://support.avaya.com>.

---

## Upgrade process for single site solutions

Avaya Oceana® Solution single site solutions do not include a Disaster Recovery (DR) site. When you upgrade to Avaya Oceana® Solution Release 3.7, you must migrate your software. Avaya recommends that you perform your Avaya Oceana® Solution Release 3.7 during 2 maintenance windows:

- Maintenance Window 0: Avaya Aura® System Manager migration. This maintenance window is not service impacting, and you can schedule this maintenance window before upgrading the remaining solution components at a later time. For more information about Avaya Aura® System Manager migration, refer to the Avaya Aura® System Manager documentation, available on the Avaya Support website at <https://support.avaya.com>.
- Maintenance Window 1: Avaya Oceana® Solution components software upgrade. This maintenance window is service impacting, Avaya Oceana® Solution cannot be in production during this time.

---

## Upgrade process for Disaster Recovery solutions

Avaya Oceana® Solution Disaster Recovery (DR) solutions typically include primary datacenter location (DC1) and a DR datacenter location (DC2). DC2 is geographically separated across a suitably engineered layer 3 data network. For more detailed information about Avaya Oceana® Solution Disaster Recovery, see *Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery*.

There are two supported migration options for Avaya Oceana® Solution DR solutions. Both migration options require an initial maintenance window to upgrade Avaya Aura® System Manager. This maintenance window is not service impacting, and you can schedule this

maintenance window before upgrading the remaining solution components at a later time. For more information about Avaya Aura® System Manager migration, refer to the Avaya Aura® System Manager documentation, available on the Avaya Support website at <https://support.avaya.com>.

After upgrading Avaya Aura® System Manager, you must upgrade the remaining Avaya Oceana® Solution components using one of the following options:

1. In a single maintenance window, upgrade all of the Avaya Oceana® Solution solution components at both DC1 and DC2. This maintenance window is service impacting, Avaya Oceana® Solution cannot be in production during this time.
2. In 2 separate maintenance windows, upgrade both datacenters at different times. Upgrade DC1 during the first scheduled window. This maintenance window is service impacting, Avaya Oceana® Solution cannot be in production during this time. After the upgrade is complete and Avaya Oceana® Solution is back in production, upgrade DC2. During the second scheduled maintenance window, you must re-enable data replication and full DR capabilities.

---

## Impacts on the External Data Mart data

For information about how the upgrade of Avaya Oceana® Solution impacts the External Data Mart (EDM) data within Avaya Oceana® Solution, see *Avaya Context Store Release Notes*.

# Chapter 3: Preupgrade tasks

---

## Preupgrade tasks overview

This chapter provides information about the tasks that you must perform to gracefully shut down Avaya Oceana<sup>®</sup> Solution before starting the upgrade process.

Preupgrade tasks are:

- Graceful shutdown of all Avaya Oceana<sup>®</sup> Solution channels.
- Shut down all applications and take snapshots.

Taking a snapshot is the only fallback mechanism supported when an unrecoverable failure occurs during the migration process of Avaya Aura<sup>®</sup> System Manager and Avaya Breeze<sup>®</sup> platform nodes. Snapshots are supported only during a maintenance window when Avaya Oceana<sup>®</sup> Solution is not running.

- Upgrading Avaya Aura<sup>®</sup> System Manager for the new release of Avaya Oceana<sup>®</sup> Solution.
- Disabling mailboxes to prevent processing of new emails during the upgrade process.
- Configuring Avaya Oceana<sup>®</sup> Solution to reject contacts so that it stops accepting SMS, Social, Chat, and Generic conversations.
- Configuring Avaya Oceana<sup>®</sup> Solution to close chatrooms so that it closes any remaining chat sessions.
- Taking Avaya Oceana<sup>®</sup> Solution out of service for voice so that subsequent voice calls do not route to Avaya Oceana<sup>®</sup> Solution.
- Taking a backup of UCASStoreService to retain static information of Avaya Oceana<sup>®</sup> Solution, such as information related to users, accounts, attributes, providers, and resources.
- Taking a backup of UCMSERVICE to retain data related to deferred emails.
- Taking a backup of Engagement Designer workflows.

---

## Preupgrade checklist

Use the following checklist for the tasks that you must complete before upgrading Avaya Oceana<sup>®</sup> Solution:

No.	Task	Notes	✓
1	Take snapshots of all applications.	For information about how to use snapshots in production, see the documentation for the respective application.	
2	Upgrade Avaya Aura® System Manager for the new release of Avaya Oceana® Solution.	See <a href="#">Avaya Aura System Manager upgrade overview</a> on page 14.	
3	Disable all mailboxes.	See <a href="#">Disabling mailbox polling</a> on page 15.	
4	Configure Avaya Oceana® Solution to reject contacts.	See <a href="#">Configuring Avaya Oceana Solution to reject new digital contacts</a> on page 16.	
5	Configure Avaya Oceana® Solution to close chatrooms.	See <a href="#">Configuring Avaya Oceana Solution to close chatrooms</a> on page 16.	
6	Take Avaya Oceana® Solution out of service for voice.	See <a href="#">Taking Avaya Oceana Solution out of service for voice</a> on page 17.	
7	Take a backup of UCASStoreService.	See <a href="#">Taking a backup of UCASStoreService on Data Center 1</a> on page 17.	
8	Take a backup of Engagement Designer workflows.	See <a href="#">Taking a backup of Engagement Designer workflows</a> on page 19.	
9	Take a backup of UCMSERVICE.	See <a href="#">Taking a backup of UCMSERVICE</a> on page 20.	

## Avaya Aura® System Manager upgrade overview

Avaya Aura® System Manager acts as a central management system for deployments, migrations, upgrades, and updates of Avaya Aura® applications. Before starting the upgrade process of Avaya Oceana® Solution, you must complete the mandatory Avaya Aura® System Manager migration.

Avaya recommends that you complete the Avaya Aura® System Manager migration separately from the Avaya Oceana® Solution component upgrade maintenance window.

When you upgrade to Avaya Oceana® Solution Release 3.7, you must migrate Avaya Aura® System Manager to Release 8.1.0 using the Avaya Aura® System Manager OVA and the data migration utility. Then, upgrade to Avaya Aura® System Manager 8.1.1 and apply the relevant hotfix for Avaya Oceana® Solution Release 3.7.

The high-level tasks of the Avaya Aura® System Manager 8.1 migration process are:

- Taking a VMWare snapshot of the Avaya Aura® System Manager before attempting the migration or upgrade.

After the successful migration or upgrade, you must remove the snapshot. Avaya Breeze® platform and Avaya Oceana® Solution do not support snapshots in production.

- Taking a backup of the Avaya Aura® System Manager database to preserve Avaya Aura® System Manager configuration.
- Deploying Avaya Aura® System Manager 8.1.0 OVA.
- Migrating the backup data to Avaya Aura® System Manager 8.1.
- Installing the integrated patch, Hotfix patch, and license.
- Installing all previous licenses for all Avaya Oceana® Solution components on the new Avaya Aura® System Manager using the new Host ID.
- Setting the enrollment password.
- Installing the Avaya Aura® System Manager 8.1.1 patch and Hotfix patch.

For more detailed information about Avaya Aura® System Manager migration, refer to the Avaya Aura® System Manager documentation, available on the Avaya Support website at <https://support.avaya.com>.

---

## Disabling mailbox polling

### About this task

Use this procedure to disable polling of all configured mailboxes to prevent processing of new emails during the upgrade process. When you disable all mailboxes, external tools such as Microsoft Outlook handle live emails. Agents can still process active emails or emails in the Avaya Oceana® Solution queue.

### Procedure

1. Log on to Avaya Control Manager.
2. On the Avaya Control Manager webpage, click **Configuration > Avaya Oceana® > Omnichannel Administration**.
3. Click **Launch OC Database Administration Client**.  
Avaya Control Manager starts Omnichannel Administration Utility.
4. In the navigation pane, click **E-mail > Recipient Addresses**.
5. Click **Disable All**.

---

## Configuring Avaya Oceana® Solution to reject new digital contacts

### About this task

Use this procedure to configure Avaya Oceana® Solution so that it stops accepting new SMS, Social, Chat, and Generic conversations. With this configuration, Avaya Oceana® Solution stops accepting new conversations. However, it continues processing the currently active conversations.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
2. On the Attributes Configuration page, click the **Service Clusters** tab.
3. In the **Cluster** field, select Avaya Oceana® Cluster 3.
4. In the **Service** field, select **MessagingService**.
5. For **Shutdown Mode**, select the **Override Default** check box and select `true` in the **Effective Value** field.
6. Click **Commit**.
7. In the **Service** field, select **CustomerControllerService**.
8. For **Shutdown Mode**, select the **Override Default** check box and select `true` in the **Effective Value** field.
9. Click **Commit**.
10. In the **Service** field, select **GenericChannelAPI**.
11. For **Shutdown Mode**, select the **Override Default** check box and select `true` in the **Effective Value** field.
12. Click **Commit**.

---

## Configuring Avaya Oceana® Solution to close chatrooms

### About this task

Use this procedure to configure Avaya Oceana® Solution so that it closes any remaining chat sessions. For example, Avaya Oceana® Solution closes the chat sessions that customers or agents leave without closing.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
2. On the Attributes Configuration page, click the **Service Clusters** tab.

3. In the **Cluster** field, select Avaya Oceana® Cluster 3.
4. In the **Service** field, select **CustomerControllerService**.
5. For **Close all Chatrooms**, select the **Override Default** check box and select `true` in the **Effective Value** field.
6. Wait for at least five minutes so that Avaya Oceana® Cluster 3 closes the chat sessions and stores the chat transcripts in the customer history.
7. Click **Commit**.

---

## Taking Avaya Oceana® Solution out of service for voice

### About this task

Use this procedure to take Avaya Oceana® Solution out of service for voice so that subsequent voice calls do not route to Avaya Oceana® Solution. After you take Avaya Oceana® Solution out of service for voice, all subsequent voice calls route to Call Center Elite. However, all in-progress Avaya Oceana® Solution voice calls remain unaffected.

### Before you begin

During the deployment of Avaya Oceana® Solution, you must have:

- Configured the out of service Feature Access Code (FAC)
- Configured the dial plan for the FAC
- Enabled the Class of Service permissions

For information about these configurations, see *Deploying Avaya Oceana® Solution*.

### Procedure

From any CM station in Avaya Oceana® Solution, dial the following number:

*<FAC Out of Service Number>0*

For example, if you configured \*59 as the FAC out of service number, then you must dial \*590 to take Avaya Oceana® Solution out of service for voice. For information about the FAC out of service number, see *Deploying Avaya Oceana® Solution*.

---

## Taking a backup of UCASStoreService on Data Center 1

### About this task

Use this procedure to take a backup of UCASStoreService on Data Center 1. This service stores static information of Avaya Oceana® Solution. For example, the information related to users, accounts, attributes, providers, and resources.

**\* Note:**

- This database is maintained during the Avaya Breeze® platform upgrade. However, you must take this backup as a precaution so that you can retrieve the data if any problem occurs.
- Avaya Control Manager, UCA, and the Omnichannel server back up their data independently. Therefore, you must take their backups in synchronization and restore them in synchronization.

**Procedure**

1. On the System Manager web console of Data Center 1, click **Elements > Avaya Breeze® > Cluster Administration**.
2. From the **Backup and Restore** field, select **Configure**.  
System Manager displays the Backup Storage Configuration page.
3. In the **FQDN or IP Address** field, enter the FQDN or IP Address of the backup storage server.
4. In the **Login** field, enter the user name that you use to log in to the backup storage server.
5. In the **Password** field, enter the password that you use to log in to the backup storage server.
6. In the **SSH Port** field, enter the port number of the backup storage server.
7. In the **Directory** field, enter the path to a directory in the backup storage server.
8. In the **Retained backup copies per cluster per snap-in DB** field, specify the maximum number of backup file copies that you want to retain on the backup storage server.  
If you do not specify any value, the backup storage server retains all backup files.
9. Click **Test Connection**.
10. On the Test Connection Result dialog box, verify the following messages:  

```
SSH connection ok.  
Backup directory ok.  
File transfer test ok.  
File remove test ok.
```
11. Click **OK**.
12. Click **Commit**.

**\* Note:**

This is a one-time configuration. Once you configure the backup location, successive backups reuse the same information.

13. Select the check box for Avaya Oceana® Cluster 1.
14. From the **Backup and Restore** field, select **Backup**.  
System Manager displays the Cluster DB Backup page.

15. Select the **UCASStoreService** check box.
16. In the **Backup Password** field, enter a password for the backup.

**!** **Important:**

Make a note of the password because you require this password to restore UCASStoreService.

17. In the **Schedule Job** field, click **Run immediately**.
18. Click **Backup**.
19. After the backup process is complete, verify that the **Status** column on the Backup and Restore Status page displays the status `Completed`.

---

## Taking a backup of Engagement Designer workflows

### About this task

Use this procedure to take a backup of Engagement Designer workflows.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.
2. From the **Backup and Restore** field, select **Configure**.  
System Manager displays the Backup Storage Configuration page.
3. In the **FQDN or IP Address** field, enter the FQDN or IP Address of the backup storage server.
4. In the **Login** field, enter the user name that you use to log in to the backup storage server.
5. In the **Password** field, enter the password that you use to log in to the backup storage server.
6. In the **SSH Port** field, enter the port number of the backup storage server.
7. In the **Directory** field, enter the path to a directory in the backup storage server.
8. In the **Retained backup copies per cluster per snap-in DB** field, specify the maximum number of backup file copies that you want to retain on the backup storage server.  
If you do not specify any value, the backup storage server retains all backup files.
9. Click **Test Connection**.
10. On the Test Connection Result dialog box, verify the following messages:  
SSH connection ok.  
Backup directory ok.  
File transfer test ok.  
File remove test ok.

11. Click **OK**.

12. Click **Commit**.

 **Note:**

This is a one-time configuration. Once you configure the backup location, successive backups reuse the same information.

13. Select the check box for Avaya Oceana® Cluster 1.

14. From the **Backup and Restore** field, select **Backup**.

System Manager displays the Cluster DB Backup page.

15. Select the **engagementdesigner\_workflow** database check box.

16. In the **Backup Password** field, enter a password for the backup.

 **Important:**

Make a note of the password because you require this password to restore the backup.

17. In the **Schedule Job** field, click **Run immediately**.

18. Click **Backup**.

19. After the backup process is complete, verify that the **Status** column on the Backup and Restore Status page displays the status `Completed`.

---

## Taking a backup of UCMSERVICE

### About this task

Use this procedure to take a backup of the UCMSERVICE database. This service persists metadata related to deferred emails and requires this data to retrieve expired deferred emails and route them back to the appropriate agent. This service is installed on Avaya Oceana® Cluster 1.

### Before you begin

Ensure that all agents are logged out of their accounts.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.

2. From the **Backup and Restore** field, select **Configure**.

System Manager displays the Backup Storage Configuration page.

3. In the **FQDN or IP Address** field, enter the FQDN or IP Address of the backup storage server.

4. In the **Login** field, enter the user name that you use to log in to the backup storage server.

5. In the **Password** field, enter the password that you use to log in to the backup storage server.
6. In the **SSH Port** field, enter the port number of the backup storage server.
7. In the **Directory** field, enter the path to a directory in the backup storage server.
8. In the **Retained backup copies per cluster per snap-in DB** field, specify the maximum number of backup file copies that you want to retain on the backup storage server.  
If you do not specify any value, the backup storage server retains all backup files.
9. Click **Commit**.
10. Select the check box for the Avaya Oceana® Cluster 1.
11. From the **Backup and Restore** field, select **Backup**.
12. On the Cluster Database Backup Confirmation dialog box, select the **UCMService** check box and click **Continue**.
13. In the **Backup Password** field, enter a password for the backup.  
**!** **Important:**  
Make a note of the password because you require this password to restore UCMService.
14. In the **Schedule Job** field, click **Run immediately**.
15. Click **Backup**.
16. After the backup process is complete, verify that the **Status** column on the Backup and Restore Status page displays the status `Completed`.

---

## Stopping Web Voice and Web Video calls

### About this task

Use this procedure to stop Web Voice and Web Video calls being routed to Avaya Oceana® Solution agents during a maintenance window.

### \* **Note:**

Skip this task if your solution does not use WebRTC Voice or Video.

### Procedure

Modify the front-end web portal's that host the WebRTC voice or video capabilities to indicate to users that the service is temporarily unavailable. Avaya recommends using a flag to toggle between in service and out of service for this purpose.

---

## Stopping Outbound calls

### About this task

Use this procedure to stop Outbound calls being routed to Avaya Oceana® Solution agents during a maintenance window.

 **Note:**

Skip this task if your solution does not use POM.

### Procedure

Stop all POM campaigns.

---

## Verifying Avaya Oceana® Solution is not running

### About this task

Before beginning the Avaya Oceana® Solution upgrade process, you must ensure that all Avaya Oceana® Solution agents are logged out and that no new contacts arrive into Avaya Oceana® Solution. However, you must allow agents time to gracefully close out any queuing or in process contact. You can use Avaya IX™ Workspaces to verify this.

### Procedure

1. Log on to Avaya IX™ Workspaces as a supervisor.
2. Use real-time displays to ensure all new and existing contacts are complete.
3. Use the My Team widget to ensure that all agents are logged out.

---

## Setting Cluster State to Denying

### About this task

Use this procedure to set the cluster state of all clusters to Denying, so that they do not accept any requests.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.  
System Manager displays the Cluster Administration page.
2. Select the check box for Avaya Oceana® Cluster 1.
3. In the **Cluster State** field, select **Deny New Service**.

4. In the Warning: Deny New Service dialog box, click **Continue**.
5. Verify that the Cluster State column for the cluster displays `Denying [x/x]`.
6. Repeat Step 2 to Step 5 for Avaya Oceana® Cluster 2, Avaya Oceana® Cluster 3, Avaya Oceana® Cluster 4, and Avaya Oceana® Cluster.

# Chapter 4: Upgrading Avaya Breeze<sup>®</sup> platform nodes and Avaya Oceana<sup>®</sup> snap-ins

---

## Automated upgrade

---

### Automated upgrade overview

This section provides information about the tasks that you must perform before running the automated scripted upgrade of Avaya Breeze<sup>®</sup> platform nodes and Avaya Oceana<sup>®</sup> snap-ins.

 **Note:**

The automated upgrade procedure does not make any assumptions about your existing deployment. If your current deployment is configured in a manner that does not align with the current documented procedures, the automated upgrade process can fail. If the automated upgrade process fails, you must perform a manual upgrade to correct your system.

The high-level tasks of the automated upgrade process are:

- Deleting older loaded versions of Oceana services from System Manager to ensure that System Manager is running only one version of each service.

 **Important:**

Do not delete the OceanaConfiguration service.

- Editing service profiles in System Manager to remove EngagementDesigner and AvayaMobileCommunications snap-ins from service profiles.
- Uninstalling all third-party .jar files or non-Oceana custom snap-ins from all Oceana clusters. These third party components are deleted from during System Manager the automated upgrade process if they are still installed on the Avaya Oceana<sup>®</sup> Solution clusters. If this occurs, you must manually upload the files to System Manager after upgrading. However, if you uninstall the files from the cluster before the upgrade and leave them in a Loaded state, the files are retained after the upgrade completes.
- Checking the stability of Avaya Breeze<sup>®</sup> platform nodes.
- Checking the replication status of Avaya Breeze<sup>®</sup> platform nodes to ensure that none of the nodes is in the audit state.

- Checking the state of services.
- Upgrading Avaya Breeze® platform nodes and Avaya Oceana® snap-ins by running the automated script.
- Configuring the Enable Tokenless Access attribute of UCASStoreService.
- Removing all Engagement Designer workflows.
- Removing all Engagement Designer tasks.
- Deploying the latest versions of Engagement Designer tasks.
- Deploying the latest versions of Engagement Designer workflows and setting their routing rules and attributes.
- Editing service profiles in System Manager to add EngagementDesigner and AvayaMobileCommunications snap-ins to service profiles.
- Configuring SMSVendorSnapin attributes through the OceanaConfiguration service.
- Configuring the POM Server attribute for OBCService.
- Refreshing the certificates on the cluster containing AuthorizationService.

## Automated upgrade checklist

Use the following checklist for automated upgrade of Avaya Breeze® platform nodes and Avaya Oceana® snap-ins:

Task	Notes	✓
Delete older loaded versions of Oceana services from System Manager.	This task ensures that System Manager is running only one version of each service.	
Edit service profiles in System Manager to remove EngagementDesigner and AvayaMobileCommunications snap-ins from service profiles.	See <a href="#">Editing service profiles to remove snap-ins</a> on page 27.	
Check the stability of Avaya Breeze® platform nodes.	See <a href="#">Checking the stability of Avaya Breeze platform nodes</a> on page 27.	
Check the replication status of Avaya Breeze® platform nodes.	See <a href="#">Checking the replication status of Avaya Breeze platform nodes</a> on page 28.	
Check the state of Oceana services.	See <a href="#">Checking the state of services</a> on page 28.	
Verify that there is sufficient free disk space on each Avaya Breeze® platform node.	See <a href="#">Checking free disk space on Avaya Breeze platform nodes</a> on page 28.	

*Table continues...*

Task	Notes	✓
Upgrade all Avaya Breeze® platform nodes and Avaya Oceana® snap-ins.	See <a href="#">Upgrading Avaya Breeze platform</a> on page 29.	
Check the status of Avaya Oceana® Clusters.	Validate if all clusters are in the same state before the migration <ul style="list-style-type: none"> <li>• If the cluster state before the migration is <code>Accept</code>, then the state is set to <code>Accept</code> after the migration.</li> <li>• If the cluster state before the migration is <code>Deny</code>, then the state is set to <code>Deny</code> after the migration.</li> </ul>	
Configure the Enable Tokenless Access attribute of UCASoreService.	Set the <b>Enable Tokenless Access</b> attribute of UCASoreService to <code>True</code> to enable requests to access resource endpoints without the need of the Authorization token. For more information, see <i>Deploying Avaya Oceana® Solution</i> .	
Remove all Engagement Designer workflows.	See <a href="#">Removing Engagement Designer workflows</a> on page 32. <p> <b>Note:</b></p> After a successful upgrade, you must remove all workflows because the automated upgrade leaves the existing flows and tasks in place. You can manually apply the new Engagement Designer flows and tasks after the migration. The tasks are available in the Avaya Oceana® Solution zip file.	
Remove all Engagement Designer tasks.	See <a href="#">Removing Engagement Designer tasks</a> on page 33.	
Deploy Engagement Designer tasks.	See <a href="#">Deploying Engagement Designer tasks</a> on page 33. <p> <b>Important:</b></p> Deploy the latest versions of Engagement Designer tasks only if you use latest workflows	
Deploy Engagement Designer workflows.	See <a href="#">Deploying Engagement Designer workflows</a> on page 34.	

Table continues...

Task	Notes	✓
Edit service profiles in System Manager to add EngagementDesigner and AvayaMobileCommunications snap-ins to service profiles.	See <a href="#">Editing service profiles to add snap-ins</a> on page 36.	
Configure the attributes and routing rules of Engagement Designer workflows.	See <a href="#">Configuring the attributes and routing rules of Engagement Designer workflows</a> on page 36.	
Configure SMSVendorSnapin attributes through OceanaConfiguration.	See <a href="#">Configuring SMSVendorSnapin attributes through OceanaConfiguration</a> on page 37.	
Configure the POM Server attribute for OBCService.	See <a href="#">Configuring the POM Server attribute</a> on page 37.	
Refresh the certificates on the cluster containing AuthorizationService.	See <a href="#">Refreshing the Authorization Service identity certificates</a> on page 38.	

---

## Editing service profiles to remove snap-ins

### About this task

Use this procedure to edit any existing service profiles in System Manager to remove EngagementDesigner and AvayaMobileCommunications snap-ins from service profiles.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Service Profiles**.
2. On the Service Profile Configuration page, select a service profile and click **Edit**.
3. In the Services in this Service Profile area, on the All Services tab, click the cross sign (**X**) on AvayaMobileCommunications and EngagementDesigner services to remove them from the service profile.

AvayaMobileCommunications and EngagementDesigner services are added to service profiles to support Web Voice, Web Video, and Engagement Designer initiated calls.

4. Click **Commit**.
5. Repeat Step 2 to Step 4 for all service profiles.

---

## Checking the stability of Avaya Breeze® platform nodes

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Server Administration**.

2. On the Server Administration page, verify that all Avaya Breeze® platform nodes are in the stable state.

---

## Checking the replication status of Avaya Breeze® platform nodes

### Procedure

1. On the System Manager web console, click **Services > Replication**.
2. On the Replica Groups page, verify the following:
  - All Avaya Breeze® platform nodes are replicating and are highlighted in green.
  - None of the Avaya Breeze® platform nodes is in the `Audit` state.
  - Validate that the replication status shows a timestamp in the last five minutes. If the timestamp is older, that is, 24 hours, perform a manual replication status check to synchronize the System Manager with all the Avaya Breeze® platform nodes.

---

## Checking the state of services

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.
2. On the Cluster Administration page, in the **Service Install Status** column, verify the check boxes for all clusters to determine that all services in the clusters are in the `Installed` state.

---

## Checking free disk space on Avaya Breeze® platform nodes

### About this task

Before you run the automated upgrade script, use this procedure to verify there is enough disk space on each on Avaya Breeze® platform node to run the script.

### Procedure

1. Log on to the Avaya Breeze® platform node as `cust`.
2. Run the following command to check the current space available in the `root` and `var` partitions: `df -h / /var`

Ensure that each Avaya Breeze® platform node meets the following requirements:

Disk partition	Minimum free space
/ (root partition)	3.5 GB
/var:	4 GB

3. Repeat this procedure on each Avaya Breeze® platform node that you want to upgrade.

---

## Upgrading Avaya Breeze® platform

### About this task

Use this procedure to upgrade the existing Avaya Breeze® platform nodes by running the automated upgrade script.

The automated script does the following:

- Uninstalls the older versions of all Avaya Oceana® snap-ins from clusters.
- Deletes Avaya Oceana® snap-ins from System Manager.
- Upgrades all Avaya Breeze® platform nodes.
- Loads the latest versions of all Avaya Oceana® snap-ins in System Manager.
- Install Avaya Oceana® snap-ins to their relevant clusters.

### Important:

Ensure that all Avaya Oceana® Solution nodes are deployed on the same version of VMware ESX.

### Before you begin

- Download the `Oceana<Release_number>.zip` artifacts file from PLDS.
- Take a snapshot of System Manager.

You can use the snapshot to recover the previous working state of System Manager. To recover from catastrophic failures, the snapshot is the only recovery mechanism.

After the successful migration or upgrade, you must remove the snapshot. Avaya Breeze® platform and Avaya Oceana® Solution do not support snapshots in production.

- Take a snapshot of the existing Avaya Breeze® platform nodes.

You can use the snapshot to recover the previous working state of the Avaya Breeze® platform to reattempt the automated or manual upgrade. To recover from catastrophic failures, the snapshot is the only recovery mechanism. For information about how to take a snapshot, see *Upgrading Avaya Breeze® platform*.

After the successful upgrade and post upgrade testing in production for a limited period of time, you must remove the snapshot. Avaya Breeze® platform and Avaya Oceana® Solution do not support snapshots in production.

### Important:

Avaya recommends that all snapshots must be removed after 48 hours of full production.

### Procedure

1. Copy the `Oceana<Release_number>.zip` artifacts file to the `/swlibrary` location on System Manager.
2. Log in to the new System Manager virtual machine using an SSH client application, such as PuTTY.

3. Run the following command as a cust user:

```
upgradeSolution /swlibrary/Oceana<Release_number>.zip -cg <N>  
<Configuration Package> <OPTION>
```

In this command:

- Replace <N> with the Cluster Group number of the Oceana nodes being upgraded. There are 2 cluster group numbers for DR solutions. Ensure that you choose the correct cluster group number when using this command.
- Replace <Configuration Package> with the configuration type to match with the deployment type. For example, Combined-4500 for Oceana\_Large.
- Replace <OPTION> with space-separated values depending on the required configuration to include non-mandatory snap-ins. For example, Chat GenericChannel Social AMC.

For detailed information about these parameters, see [Avaya Breeze platform upgrade script parameters](#) on page 31.

 **Important:**

- The current version of the command provides validation of these parameters.
- Ensure that you carefully type all option values in the **upgradeSolution** command.
- During the upgrade process, the script tries to determine the names of the current Avaya Oceana® Clusters and the current snap-ins installed on them. The script prompts for a confirmation if each cluster name corresponds to a specific cluster. For example, "Is Cluster 1 name Cluster1\_CC (y/n)". If the prompted cluster name is incorrect and you press n, the script prompts again until you get the correct cluster name and press y.

For these questions, the clusters refer to the naming conventions mentioned in *Deploying Avaya Oceana® Solution*. For example, Cluster 1 refers to Common Cluster, Cluster 2 refers to Unified Agent Cluster, Cluster 3 refers to OCP Cluster, Cluster 4 refers to CoBrowse Cluster, and Cluster 5 refers to Zang and CRM cluster.

- You can view the upgrade logs in the `solution-upgrade.log` file in the `/var/log/Avaya` folder on System Manager.
- You must run the upgrade script only when all Avaya Oceana® Solution clusters are in a denying state.

## Avaya Breeze® platform upgrade script parameters

Number	Description	Configuration value	OPTION value choices	Sample command
1	Avaya Oceana® Solution 3.5.x or newer release Voice and Digital with agent sizes greater than 100 up to maximum of 4500 agents	Combined-4500	AMC AvayaChat Messaging Chat CoBrowse GenericChannel Social SMS POM CRMgateway ZangSmsConnect or DataView	upgradeSolution <path To OceanaXXXX.zip file> -cg N Combined-4500 AMC AvayaChat Messaging Chat CoBrowse GenericChannel Social SMS POM CRMgateway ZangSmsConnector DataView Logging PacketMetric
2	Avaya Oceana® Solution 3.5.x or newer release Voice and Digital with 100 agents	Combined-100	AMC AvayaChat Messaging Chat GenericChannel Social SMS POM CoBrowse ZangSmsConnect or CRMgateway DataView	upgradeSolution <path To OceanaXXXX.zip file> -cg N Combined-100 AMC AvayaChat Messaging Chat CoBrowse GenericChannel Social SMS ZangSmsConnector DataView POM CRMgateway Logging PacketMetric
3	Avaya Oceana® Solution 3.5.x or newer release Voice only with agent sizes greater than 100 up to maximum of 4500 agents	VoiceOnly-4500	AMC POM CoBrowse CRMgateway ZangSmsConnect or CRMgateway	upgradeSolution <Path To OceanaXXXX.zip file> -cg N VoiceOnly-4500 AMC POM CoBrowse CRMgateway ZangSmsConnector CRMgateway Logging PacketMetric
4	Avaya Oceana® Solution 3.5.x or newer release Voice only with 100 agents	VoiceOnly-100	AMC POM CoBrowse ZangSmsConnect or CRMgateway	upgradeSolution <Path To OceanaXXXX.zip file> -cg N VoiceOnly-100 AMC POM CoBrowse ZangSmsConnector CRMgateway Logging PacketMetric
5	Avaya Oceana® Solution 3.5.x or newer release Digital only with agent sizes greater than 100 up to maximum of 4500 agents	DigitalOnly-4500	AvayaChat Messaging SMS Chat GenericChannel Social CoBrowse CRMgateway ZangSmsConnect or DataView	upgradeSolution <Path To OceanaXXXX.zip file> -cg N DigitalOnly-4500 AvayaChat Messaging SMS Chat GenericChannel Social CoBrowse CRMgateway ZangSmsConnector DataView Logging PacketMetric

Table continues...

Number	Description	Configuration value	OPTION value choices	Sample command
6	Avaya Oceana® Solution 3.5.x or newer release Digital only with 100 agents	DigitalOnly-100	AvayaChat Messaging SMS Chat GenericChannel Social CoBrowse ZangSmsConnect or DataView	upgradeSolution <Path To OceanaXXXX.zip file> -cg N DigitalOnly-100 AvayaChat Messaging SMS Chat GenericChannel Social CoBrowse ZangSmsConnector DataView Logging PacketMetric

**\* Note:**

Remove any or all of the options if you do not have those snap-ins installed on your system.

The following table lists the snap-ins included in each SnapInGroup OPTION:

SnapInGroup OPTION	Snap-ins included
Messaging	MessagingService
SMS	SMSVendorSnapin
AMC	AvayaMobileCommunications
AvayaChat	BotConnector
Chat	AutomationController
CoBrowse	CoBrowse
GenericChannel	GenericChannelAPI
Social	SocialConnector
POM	OBCService
DataView	DataViewer
Logging	Centralized Logger
PacketMetric	Packetbeat and Metricbeat

## Postupgrade tasks

### Removing Engagement Designer workflows

#### About this task

Use this procedure to remove Engagement Designer workflows so that you can install latest workflows and take the advantage of performance improvements, new features and capabilities, and bug fixes.

#### Procedure

1. In your web browser, enter the following URL to open Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Workflows tab, select the check boxes for all workflows.
3. Click **Undeploy Workflow**.
4. On the Undeploy workflow dialog box, click **OK**.

## Removing Engagement Designer tasks

### About this task

Use this procedure to remove Engagement Designer tasks so that you can install latest tasks and take the advantage of performance improvements, new features and capabilities, and bug fixes.

### Procedure

1. In your web browser, enter the following URL to open Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Bundles tab, select a task.
3. Click **Undeploy**.
4. On the Undeploy bundle dialog box, click **OK**.
5. Select the undeployed bundle and click **Delete**.
6. Repeat Step 2 to Step 5 to remove all tasks.

## Deploying Engagement Designer tasks

### Before you begin

- Download the latest versions of the following files:
  - EngagementDesignerTasks.svar
  - ContextStoreTasks.svar
  - WATasks.svar
  - OceanaTasks.svar
- In the Windows hosts file, add an entry containing the Cluster IP address and FQDN of Avaya Oceana® Cluster 1. The FQDN in the entry must be different from the FQDNs of Avaya Oceana® Cluster 1 nodes.

#### **Note:**

You do not need to do this if the DNS is configured properly and the Windows desktop uses the same DNS as Avaya Breeze® platform nodes.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer **Admin Console**:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/  
admin.html
```

2. On the Bundles tab, click **Upload**.
3. On the Choose bundle file to upload dialog box, click **Choose File**.
4. Browse to the `EngagementDesignerTasks.svar` file and click **Upload**.
5. Select the bundle and click **Deploy**.

After the bundle is deployed successfully, ensure that:

- The **Deployed** column for the bundle displays the value `Yes`.
- The **Deployed Nodes** column for the bundle contains all nodes of Avaya Oceana® Cluster 1.

When you open or refresh the Engagement Designer **Designer Console**, the system displays the drawers and tasks associated with the tasks bundle.

6. Repeat steps 2 to 5 to deploy Context Store, Work Assignment, and Oceana tasks.

## Deploying Engagement Designer workflows

### Before you begin

Download the latest version of the sample workflow from PLDS.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Designer Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/  
index.html
```

2. Click **Import**.
3. On the Import Workflow dialog box, click **Choose File**.
4. Browse to the sample workflow and click **Import**.
5. Click **Save Workflow**.
6. On the Save Workflow dialog box, do the following:
  - a. In the **Workflow** field, type a name for the workflow.
  - b. Select the folder where you want to save the workflow.
  - c. Click **Save**.
7. Click **Deploy Workflow**.
8. On the Deployment Details dialog box, click **OK**.

**\* Note:**

You can either configure the workflow attributes while deploying the workflow or at a later time.

9. In your web browser, enter the following URL to open the Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

10. On the Workflows tab, verify that the workflow is available in the list of deployed workflows.
11. Repeat Step 2 to Step 10 to deploy and verify all remaining workflows.

## Recreating Engagement Designer rules for Transfer workflows

### About this task

Avaya Oceana® Solution supports the Transfer to Service and Transfer to User features. The ROUTE\_CONTACT\_TRANSFER event was previously named ROUTE\_CONTACT\_TRANSFER\_TO\_SERVICE. If you are upgrading from Avaya Oceana® Solution Release 3.6.x or earlier, you must delete any existing Engagement Designer rules applicable to Transfer workflows and re-create the rules using the ROUTE\_CONTACT\_TRANSFER event.

### Before you begin

- Import and deploy the most recent Transfer workflows.
- Make a note of the existing routing rules in the Engagement Designer Admin UI.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Workflows tab, verify that the OceanaSocialTransfer workflow is available in the list of deployed workflows.
3. Click the **Routing** tab.
4. Delete all existing Transfer rules applicable for all channels.

**\* Note:**

You cannot edit these rules if they use the ROUTE\_CONTACT\_TRANSFER\_TO\_SERVICE event. You must delete and then re-create them.

5. Recreate the rules using the ROUTE\_CONTACT\_TRANSFER event. For more information about creating Engagement Designer rules, see *Deploying Avaya Oceana® Solution*.

## Editing service profiles to add snap-ins

### About this task

Use this procedure to edit any existing service profiles in System Manager to add EngagementDesigner and AvayaMobileCommunications snap-ins to service profiles.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Service Profiles**.
2. On the Service Profile Configuration page, select a service profile and click **Edit**.
3. In the Available Service to Add to this Service Profile area, click the plus sign (+) on AvayaMobileCommunications and EngagementDesigner services to add them to the service profile.

AvayaMobileCommunications and EngagementDesigner services are added to service profiles to support Web Voice, Web Video, and Engagement Designer initiated calls.

4. Click **Commit**.
5. Repeat Step 2 to Step 4 for all service profiles.

## Reinstalling third-party .jar files and non Oceana custom snap-ins

Ensure that you reinstall all third-party .jar files and non Oceana custom snap-ins that were removed at the start of the automated upgrade process.

## Configuring the attributes and routing rules of Engagement Designer workflows

### Before you begin

Install the Engagement Designer workflow for which you want to configure the attributes and routing rules.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Admin Console:  

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```
2. On the Workflows tab, select the check box for the workflow for which you want to configure the attributes.
3. Click **Attributes**.
4. On the Workflow Attributes tab, configure the required attributes and click **Close**.
5. Click the **Routing** tab.
6. Select the appropriate rule from the list of rules and click **Edit**.
7. In the **Select workflows** drop-down list, select the latest workflow and click **Save**.

- Repeat Step 2 to Step 7 for the other workflows.

## Configuring SMSVendorSnapin attributes through OceanaConfiguration

### About this task

Use this procedure to configure the SMSVendorSnapin attributes through OceanaConfiguration.

#### \* Note:

SMSVendorSnapin is an optional snap-in. If SMS is not deployed in your solution, you must skip configuring SMSVendorSnapin attributes.

### Procedure

- On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
- On the Attributes Configuration page, click the **Service Clusters** tab.
- In the **Cluster** field, select **Provisioning Cluster**.
- In the **Service** field, select **OceanaConfiguration**.
- In the SMS Vendor area, do the following:
  - For **Oceana Messaging Service IP or FQDN**, select the **Override Default** check box and enter the FQDN or IP address of the cluster that hosts MessagingService.
  - For **Oceana Messaging Service key**, select the **Override Default** check box and enter the name of the snap-in that you provide while configuring the SMS gateway.
- Click **Commit**.

After configuring these attributes, you must reboot the cluster.

## Configuring the POM Server attribute

### About this task

Use this procedure to configure the POM Server attribute through OceanaConfiguration.

#### \* Note:

If the Outbound channel is not deployed in your solution, you must skip configuring this attribute.

### Procedure

- On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
- On the Attributes Configuration page, click the **Service Clusters** tab.
- In the **Cluster** field, select **Provisioning Cluster**.
- In the **Service** field, select **OceanaConfiguration**.
- Locate the OBCService area.

6. For **POM Server**, select the **Override Default** check box and enter the FQDN or IP address of the POM server to be serviced by the OutboundConnector.
7. Click **Commit**.

## Refreshing the Authorization Service identity certificates

### About this task

Use this procedure to refresh the certificates on the cluster containing AuthorizationService. This is a mandatory procedure.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.
2. Select the check box for the cluster containing AuthorizationService.
3. From the **Certificate Management** field, select **Update/Install Identity Certificate (Authorization Service)**.

---

## Manual upgrade

---

### Manual upgrade overview

This section provides information about the tasks that you must perform for manual upgrade of Avaya Breeze® platform nodes and Avaya Oceana® snap-ins.

#### **Note:**

- This is the standard method of upgrading Avaya Breeze® platform nodes and Avaya Oceana® snap-ins if the automated upgrade method is not used.
- If you have already performed a successful automated upgrade, you do not need to do the manual upgrade.

The high-level tasks of the manual upgrade process are:

- Replacing Engagement Designer workflows and tasks to take the advantage of performance improvements, new features and capabilities, and bug fixes.
- Setting the cluster state of all clusters to Denying so that the clusters do not serve any service requests.
- Uninstalling the older versions of all services from clusters so that you can install their latest versions.
- Manually recording the current OceanaConfiguration service attributes.
- Editing service profiles in System Manager to remove EngagementDesigner and AvayaMobileCommunications snap-ins from service profiles.

- Deleting the older versions of all services from System Manager so that System Manager does not display their older versions.
- Upgrading all Avaya Breeze® platform nodes.
- Loading the latest versions of all services of Avaya Oceana® Solution in System Manager.
- Installing the OceanaConfiguration service to Provisioning Cluster.
- Installing all services to their relevant clusters.
- Setting the attributes of the services.
- Editing service profiles in System Manager to add EngagementDesigner and AvayaMobileCommunications snap-ins to service profiles.
- Setting the cluster state of all clusters to Accepting so that the clusters start serving the service requests.
- Deploying the latest versions of Engagement Designer tasks.
- Deploying the latest versions of Engagement Designer workflows and setting their routing rules and attributes.

## Manual upgrade checklist

Use the following checklist for manual upgrade of Avaya Breeze® platform nodes and Avaya Oceana® snap-ins:

No.	Task	Notes	✓
1	Remove all Engagement Designer workflows.	See <a href="#">Removing Engagement Designer workflows</a> on page 32.	
2	Remove all Engagement Designer tasks.	See <a href="#">Removing Engagement Designer tasks</a> on page 33.	
3	Set the cluster state of all clusters to Denying.	See <a href="#">Setting Cluster State to Denying</a> on page 22.	
4	Uninstall the older versions of all services from clusters.	See <a href="#">Uninstalling all services from the clusters</a> on page 42.	
5	Manually record the current OceanaConfiguration service attributes.	-	
6	Edit service profiles in System Manager to remove EngagementDesigner and AvayaMobileCommunications snap-ins from service profiles.	See <a href="#">Editing service profiles to remove snap-ins</a> on page 27.	

*Table continues...*

No.	Task	Notes	✓
7	Delete the older versions of all services from System Manager.	See <a href="#">Deleting all services from System Manager</a> on page 44.	
8	Upgrade all Avaya Breeze® platform nodes.	See <a href="#">Upgrading Avaya Breeze platform nodes using the ISO file</a> on page 44.	
9	Apply the Avaya Breeze® platform patch.	See <a href="#">Applying the Avaya Breeze platform patch</a> on page 45.	
10	Load the latest versions of all services in System Manager.	See <i>Deploying Avaya Oceana® Solution</i> .	
11	Install the OceanaConfiguration service to Provisioning Cluster.	See <a href="#">Installing the OceanaConfiguration service to Provisioning Cluster</a> on page 45.	
12	Install services to their relevant clusters.	See <a href="#">Installing services to the clusters</a> on page 46.	
13	Set the attributes of the services.	<p>In addition to OceanaConfiguration attributes, you must manually configure the following attributes:</p> <ul style="list-style-type: none"> <li>• Attributes of SMSVendorSnapin</li> <li>• <b>Site ID</b> attribute of BotConnector</li> <li>• <b>Messaging Snapin Key</b> attribute of MessagingService</li> <li>• <b>Enable Tokenless Access</b> attribute of UCASStoreService</li> </ul> <p>For information about how to configure these attributes, see <i>Deploying Avaya Oceana® Solution</i>.</p>	
14	Edit service profiles in System Manager to add EngagementDesigner and AvayaMobileCommunications snap-ins to service profiles.	See <a href="#">Editing service profiles to add snap-ins</a> on page 36.	
15	Set the cluster state of all clusters to Accepting.	See <a href="#">Setting Cluster State to Accepting</a> on page 48.	
16	Deploy Engagement Designer tasks.	<p>See <a href="#">Deploying Engagement Designer tasks</a> on page 33.</p> <p><b>!</b> <b>Important:</b></p> <p>Deploy the latest versions of Engagement Designer tasks only if you use latest workflows</p>	

Table continues...

No.	Task	Notes	✓
17	Deploy Engagement Designer workflows.	See <a href="#">Deploying Engagement Designer workflows</a> on page 34.	
18	Configuring the attributes and routing rules of Engagement Designer workflows.	See <a href="#">Configuring the attributes and routing rules of Engagement Designer workflows</a> on page 36.	

---

## Removing Engagement Designer workflows

### About this task

Use this procedure to remove Engagement Designer workflows so that you can install latest workflows and take the advantage of performance improvements, new features and capabilities, and bug fixes.

### Procedure

1. In your web browser, enter the following URL to open Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Workflows tab, select the check boxes for all workflows.
3. Click **Undeploy Workflow**.
4. On the Undeploy workflow dialog box, click **OK**.

---

## Removing Engagement Designer tasks

### About this task

Use this procedure to remove Engagement Designer tasks so that you can install latest tasks and take the advantage of performance improvements, new features and capabilities, and bug fixes.

### Procedure

1. In your web browser, enter the following URL to open Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Bundles tab, select a task.
3. Click **Undeploy**.
4. On the Undeploy bundle dialog box, click **OK**.
5. Select the undeployed bundle and click **Delete**.

6. Repeat Step 2 to Step 5 to remove all tasks.

---

## Setting Cluster State to Denying

### About this task

Use this procedure to set the cluster state of all clusters to Denying, so that they do not accept any requests.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.

System Manager displays the Cluster Administration page.

2. Select the check box for Avaya Oceana® Cluster 1.
3. In the **Cluster State** field, select **Deny New Service**.
4. In the Warning: Deny New Service dialog box, click **Continue**.
5. Verify that the Cluster State column for the cluster displays `Denying [x/x]`.
6. Repeat Step 2 to Step 5 for Avaya Oceana® Cluster 2, Avaya Oceana® Cluster 3, Avaya Oceana® Cluster 4, and Avaya Oceana® Cluster.

---

## Uninstalling all services from the clusters

### About this task

Use this procedure to uninstall the older versions of all services from Avaya Oceana® Cluster 1, Avaya Oceana® Cluster 2, Avaya Oceana® Cluster 3, Avaya Oceana® Cluster 4, Avaya Oceana® Cluster 5, and Provisioning Cluster.

### Before you begin

Record the current attributes values of the OceanaConfiguration service so that you can configure attributes after installing the latest version of the service.

### **Warning:**

It is necessary to manually record all the current OceanaConfiguration service attribute settings because of the changes in the core attributes of OceanaConfiguration. For implementation of the new changes, it is necessary to delete the old version of OceanaConfiguration before loading the new version. When you delete the old version, all the current OceanaConfiguration attributes are lost and need to be reconfigured after you install the latest version.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.

2. On the Cluster Administration page, select the check box for Avaya Oceana® Cluster 1.
3. Click **Edit**.
4. On the Cluster Editor page, click the **Services** tab.
5. Select the **Uninstall / Force Uninstall** check box for each service, except EventingConnector and CallEventControl.

When you select the check box for a service, you can select the check box for the next service only after a wait period of 10-15 seconds.

6. Click **Commit**.
7. Repeat Step 2 to Step 6 to uninstall the services from Avaya Oceana® Cluster 3, Avaya Oceana® Cluster 4, Avaya Oceana® Cluster 5, and Provisioning Cluster.

 **Note:**

Uninstall the OceanaConfiguration service last.

8. On the Cluster Administration page, select the check box for Avaya Oceana® Cluster 2.
9. Click **Edit**.
10. On the Cluster Editor page, click the **Services** tab.
11. Select the **Uninstall / Force Uninstall** check box for each service, except CallEventControl, EventingConnector, and AuthorizationService.

When you select the check box for a service, you can select the check box for the next service only after a wait period of 10-15 seconds.

12. Click **Commit**.

---

## Editing service profiles to remove snap-ins

### About this task

Use this procedure to edit any existing service profiles in System Manager to remove EngagementDesigner and AvayaMobileCommunications snap-ins from service profiles.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Service Profiles**.
2. On the Service Profile Configuration page, select a service profile and click **Edit**.
3. In the Services in this Service Profile area, on the All Services tab, click the cross sign (X) on AvayaMobileCommunications and EngagementDesigner services to remove them from the service profile.

AvayaMobileCommunications and EngagementDesigner services are added to service profiles to support Web Voice, Web Video, and Engagement Designer initiated calls.

4. Click **Commit**.
5. Repeat Step 2 to Step 4 for all service profiles.

---

## Deleting all services from System Manager

### About this task

Use this procedure to delete the older versions of all services from System Manager.

#### **Important:**

Do not delete the older version of OceanaConfiguration until you record the current OceanaConfiguration attributes.

### Before you begin

Uninstall the older versions of all services from clusters.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Service Management > Services**.
2. On the Services page, select the check boxes for the services that you want to delete.  
Ensure that the services that you want to delete are in the `Loaded` state.
3. Click **Delete**.
4. In the Delete Service Confirmation dialog box, click **Delete**.

---

## Upgrading Avaya Breeze® platform nodes using the ISO file

### About this task

Use this procedure to upgrade the existing Avaya Breeze® platform nodes using the Avaya Breeze® platform ISO file.

### Before you begin

Take a snapshot of the existing Avaya Breeze® platform nodes. For more information, see *Upgrading Avaya Breeze® platform*.

After the successful upgrade, you must remove the snapshot. Avaya Breeze® platform and Avaya Oceana® Solution do not support snapshots in production.

### Procedure

1. Log in to Avaya Breeze® platform nodes using an SSH client application, such as PuTTY.
2. Copy the Avaya Breeze® platform ISO file to each node.
3. Run the following command:

```
upgradeCE <Avaya_Breeze_version_installer>.iso
```

All nodes reboot after the installation is complete.

4. After the reboot, wait until the new nodes replicate successfully with System Manager and pass the maintenance tests.

---

## Applying the Avaya Breeze® platform patch

### About this task

Use this procedure to apply the Avaya Breeze® platform patch.

### Procedure

1. Log in to Avaya Breeze® platform nodes using an SSH client application, such as PuTTY.
2. Copy the Avaya Breeze® platform patch to each node.
3. Run the following command:

```
patchCE -i <path>/<patch binary>
```

All nodes reboot after the installation is complete.

4. After the reboot, wait until the new nodes replicate successfully with System Manager and pass the maintenance tests.

---

## Installing the OceanaConfiguration service to Provisioning Cluster

### About this task

Use this procedure to install the OceanaConfiguration service to Provisioning Cluster.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.
2. On the Cluster Administration page, select the check box for Provisioning Cluster.
3. Click **Edit**.
4. On the Cluster Editor page, click the **Services** tab.
5. In the Available Services list, click the plus sign (+) on the OceanaConfiguration service to install the service to Provisioning Cluster.
6. Click **Commit**.
7. On the System Manager web console, click **Elements > Avaya Breeze® > Service Management > Services**.
8. On the Services page, verify that the state of the OceanaConfiguration service is *Installing*.

The state changes to `Installed` when the installation is complete.

9. Wait until the service is installed.
10. Set `OceanaConfiguration` attributes according to the attribute values that you recorded while uninstalling the older version of the `OceanaConfiguration` service.

For information about the latest attributes of `OceanaConfiguration`, see *Deploying Avaya Oceana® Solution*.

---

## Installing services to the clusters

### About this task

Use this procedure to install the snap-ins to their relevant clusters. For the list of services or snap-ins of each cluster, see *Deploying Avaya Oceana® Solution*.

### Procedure

1. On the System Manager web console, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. On the Cluster Administration page, select the check box for Avaya Oceana® Cluster 1.
3. Click **Edit**.
4. On the Cluster Editor page, click the **Services** tab.
5. In the Available Services list, click the plus sign (+) on each service of Avaya Oceana® Cluster 1.

When you click the plus sign (+) on a service, System Manager moves the service from the Available Services list to the Assigned Services list. After the service moves to the Assigned Services list, you can click the plus sign (+) on the next service.

6. In the Available Services list, click the plus sign (+) on the latest versions of the `CallEventControl` and `EventingConnector` services.
7. In the Assigned Services list, click **Uninstall** for the older installed versions of `CallEventControl` and `EventingConnector` services.
8. Click **Commit**.
9. On the Cluster Administration page, select the check box for Avaya Oceana® Cluster 2.
10. Click **Edit**.
11. On the Cluster Editor page, click the **Services** tab.
12. In the Available Services list, click the plus sign (+) on each service of Avaya Oceana® Cluster 2.

When you click the plus sign (+) on a service, System Manager moves the service from the Available Services list to the Assigned Services list. After the service moves to the Assigned Services list, you can click the plus sign (+) on the next service.

13. In the Available Services list, click the plus sign (+) on the latest versions of the CallEventControl, EventingConnector, and AuthorizationService services.
14. In the Assigned Services list, click **Uninstall** for the older installed versions of CallEventControl, EventingConnector, and AuthorizationService services.
15. Click **Commit**.
16. On the Cluster Administration page, select the check box for Avaya Oceana® Cluster 3.
17. Click **Edit**.
18. On the Cluster Editor page, click the **Services** tab.
19. In the Available Services list, click the plus sign (+) on each service of Avaya Oceana® Cluster 3.

When you click the plus sign (+) on a service, System Manager moves the service from the Available Services list to the Assigned Services list. After the service moves to the Assigned Services list, you can click the plus sign (+) on the next service.

20. In the Available Services list, click the plus sign (+) on the latest versions of the CallEventControl and EventingConnector services.
21. In the Assigned Services list, click **Uninstall** for the older installed versions of CallEventControl and EventingConnector services.
22. Click **Commit**.
23. Repeat Step 16 to Step 22 for Avaya Oceana® Cluster 4 and Avaya Oceana® Cluster 5.
24. On the System Manager web console, click **Elements > Avaya Breeze® > Service Management > Services**.
25. On the Services page, verify that the state of all services is `Installing`.  
The state changes to `Installed` when the installation is complete.
26. Wait until all services are installed.
27. Restart the Avaya Breeze® platform nodes of Avaya Oceana® Cluster 2, Avaya Oceana® Cluster 3, Avaya Oceana® Cluster 4, and Avaya Oceana® Cluster 5.

---

## Editing service profiles to add snap-ins

### About this task

Use this procedure to edit any existing service profiles in System Manager to add EngagementDesigner and AvayaMobileCommunications snap-ins to service profiles.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Service Profiles**.
2. On the Service Profile Configuration page, select a service profile and click **Edit**.

3. In the Available Service to Add to this Service Profile area, click the plus sign (+) on AvayaMobileCommunications and EngagementDesigner services to add them to the service profile.

AvayaMobileCommunications and EngagementDesigner services are added to service profiles to support Web Voice, Web Video, and Engagement Designer initiated calls.

4. Click **Commit**.
5. Repeat Step 2 to Step 4 for all service profiles.

---

## Setting Cluster State to Accepting

### About this task

Use this procedure to set the cluster state of all clusters to Accepting, so that they can accept http or https requests.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.

System Manager displays the Cluster Administration page.

2. Select the check box for Avaya Oceana® Cluster 1.
3. In the **Cluster State** field, select **Accept New Service**.
4. In the Warning: Accept New Service dialog box, click **Continue**.
5. Verify that the Cluster State column for the cluster displays `Accepting [x/x]`.
6. Repeat Step 2 to Step 5 for Avaya Oceana® Cluster 2, Avaya Oceana® Cluster 3, Avaya Oceana® Cluster 4, and Avaya Oceana® Cluster 5.

---

## Deploying Engagement Designer tasks

### Before you begin

- Download the latest versions of the following files:
  - `EngagementDesignerTasks.svar`
  - `ContextStoreTasks.svar`
  - `WATasks.svar`
  - `OceanaTasks.svar`
- In the Windows hosts file, add an entry containing the Cluster IP address and FQDN of Avaya Oceana® Cluster 1. The FQDN in the entry must be different from the FQDNs of Avaya Oceana® Cluster 1 nodes.

**\* Note:**

You do not need to do this if the DNS is configured properly and the Windows desktop uses the same DNS as Avaya Breeze® platform nodes.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer **Admin Console**:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Bundles tab, click **Upload**.
3. On the Choose bundle file to upload dialog box, click **Choose File**.
4. Browse to the `EngagementDesignerTasks.svar` file and click **Upload**.
5. Select the bundle and click **Deploy**.

After the bundle is deployed successfully, ensure that:

- The **Deployed** column for the bundle displays the value `Yes`.
- The **Deployed Nodes** column for the bundle contains all nodes of Avaya Oceana® Cluster 1.

When you open or refresh the Engagement Designer **Designer Console**, the system displays the drawers and tasks associated with the tasks bundle.

6. Repeat steps 2 to 5 to deploy Context Store, Work Assignment, and Oceana tasks.

---

## Deploying Engagement Designer workflows

### Before you begin

Download the latest version of the sample workflow from PLDS.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Designer Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/index.html
```

2. Click **Import**.
3. On the Import Workflow dialog box, click **Choose File**.
4. Browse to the sample workflow and click **Import**.
5. Click **Save Workflow**.

6. On the Save Workflow dialog box, do the following:
  - a. In the **Workflow** field, type a name for the workflow.
  - b. Select the folder where you want to save the workflow.
  - c. Click **Save**.
7. Click **Deploy Workflow**.
8. On the Deployment Details dialog box, click **OK**.

**\* Note:**

You can either configure the workflow attributes while deploying the workflow or at a later time.

9. In your web browser, enter the following URL to open the Engagement Designer Admin Console:  

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```
10. On the Workflows tab, verify that the workflow is available in the list of deployed workflows.
11. Repeat Step 2 to Step 10 to deploy and verify all remaining workflows.

---

## Recreating Engagement Designer rules for Transfer workflows

### About this task

Avaya Oceana® Solution supports the Transfer to Service and Transfer to User features. The ROUTE\_CONTACT\_TRANSFER event was previously named ROUTE\_CONTACT\_TRANSFER\_TO\_SERVICE. If you are upgrading from Avaya Oceana® Solution Release 3.6.x or earlier, you must delete any existing Engagement Designer rules applicable to Transfer workflows and re-create the rules using the ROUTE\_CONTACT\_TRANSFER event.

### Before you begin

- Import and deploy the most recent Transfer workflows.
- Make a note of the existing routing rules in the Engagement Designer Admin UI.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Admin Console:  

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```
2. On the Workflows tab, verify that the OceanaSocialTransfer workflow is available in the list of deployed workflows.
3. Click the **Routing** tab.

4. Delete all existing Transfer rules applicable for all channels.

**\* Note:**

You cannot edit these rules if they use the ROUTE\_CONTACT\_TRANSFER\_TO\_SERVICE event. You must delete and then re-create them.

5. Recreate the rules using the ROUTE\_CONTACT\_TRANSFER event. For more information about creating Engagement Designer rules, see *Deploying Avaya Oceana® Solution*.

---

## Configuring the attributes and routing rules of Engagement Designer workflows

### Before you begin

Install the Engagement Designer workflow for which you want to configure the attributes and routing rules.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Admin Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/admin.html
```

2. On the Workflows tab, select the check box for the workflow for which you want to configure the attributes.
3. Click **Attributes**.
4. On the Workflow Attributes tab, configure the required attributes and click **Close**.
5. Click the **Routing** tab.
6. Select the appropriate rule from the list of rules and click **Edit**.
7. In the **Select workflows** drop-down list, select the latest workflow and click **Save**.
8. Repeat Step 2 to Step 7 for the other workflows.

# Chapter 5: Upgrading Avaya Control Manager

---

## Avaya Control Manager upgrade overview

This chapter provides information about the tasks that you must perform to upgrade Avaya Control Manager, which acts as the centralized administration interface for Avaya Oceana<sup>®</sup> Solution.

The high-level tasks of the Avaya Control Manager upgrade process are:

- Taking a backup of Avaya Control Manager databases to preserve information such as Avaya Control Manager system configuration.
- Uninstalling the Arbiter service from the Avaya Control Manager server.
- Upgrading Avaya Control Manager from 8.0.4, 8.1 or 8.1.0.1 to 9.x.
- Installing the latest version of the Arbiter service on the Avaya Control Manager server.

**!** **Important:**

- After upgrading Avaya Control Manager and the Omnichannel server, do not use them until the Avaya Oceana<sup>®</sup> Solution and Avaya Breeze<sup>®</sup> platform upgrade is complete.
- When you upgrade to Avaya Control Manager 9.x, you must obtain a new license.

---

## Avaya Control Manager upgrade checklist

Use the following checklist to upgrade Avaya Control Manager:

No.	Task	Notes	✓
1	Download the Avaya Control Manager 9.x installer on the Avaya Control Manager server.	You can download the Avaya Control Manager 9.x installer from Avaya PLDS at <a href="http://plds.avaya.com/">http://plds.avaya.com/</a> .	

*Table continues...*

No.	Task	Notes	✓
2	Stop the following services on the Avaya Control Manager server: <ul style="list-style-type: none"> <li>• All Avaya Control Manager services</li> <li>• Apache Tomcat</li> <li>• IIS Admin Service</li> </ul>	See <a href="#">Stopping the services on the Avaya Control Manager server</a> on page 53.	
3	Take a backup of the following Avaya Control Manager databases: <ul style="list-style-type: none"> <li>• ACCCM</li> <li>• ACCCMAVP</li> <li>• ACCCMONEXDB</li> <li>• ACCCMCMSYSLOG</li> <li>• ACCCMSYNC</li> </ul>	See <a href="#">Taking a backup of Avaya Control Manager databases</a> on page 54.	
4	Uninstall the Arbiter service from the Avaya Control Manager server (optional).	See <a href="#">Uninstalling the Arbiter service</a> on page 55.	
5	Upgrade Avaya Control Manager to Release 9.x.	See <a href="#">Upgrading Avaya Control Manager</a> on page 55.	
6	Install the latest version of the Arbiter service on the Avaya Control Manager server (optional).	See <a href="#">Installing the Arbiter service</a> on page 55.	

## Stopping the services on the Avaya Control Manager server

### About this task

Use this procedure to stop the services on the Avaya Control Manager server before upgrading Avaya Control Manager.

### Procedure

1. Log in to the Avaya Control Manager server as an administrator.
2. Click **Start > Run**.
3. In the Run dialog box, type `services.msc` and click **OK**.

The Avaya Control Manager server displays the Services window.

4. Right-click each Avaya Control Manager service and click **Stop**.
5. Right-click **Apache Tomcat** and click **Stop**.

6. Right-click **IIS Admin Service** and click **Stop**.

---

## Taking a backup of Avaya Control Manager databases

### About this task

Use this procedure to take a backup of the following databases before upgrading Avaya Control Manager:

- ACCCM
- ACCCMAVP
- ACCCMONEXDB
- ACCCMCMSYSLOG
- ACCCMSYNC

### Procedure

1. On the SQL server used for Avaya Control Manager, open the SQL Management Studio application.
2. In the Connect to Server window, enter the following information:
  - Server type
  - Server name
  - Authentication
  - User name
  - Password
3. Click **Connect**.
4. In the Object Explorer pane, expand the Databases navigation tree and select the ACCCM database.
5. Right-click the database and click **Tasks > Back Up**.  
The SQL server displays the Back Up Database window.
6. In the Select a page pane, click **General**.
7. In the **Backup type** field, click **Full**.
8. In the Destination area, click **Add**.
9. In the **File name** field, browse and select the directory where you want to store the backup file.  
You must store the file in the `.bak` format.
10. Click **OK**.

11. Repeat Step 4 to Step 9 to take a backup of the remaining databases.

---

## Uninstalling the Arbiter service

### About this task

Use this procedure to uninstall the Arbiter service from the Avaya Control Manager server.

 **Note:**

If the latest version of the Arbiter service is already installed on the server, you do not need to uninstall and reinstall the Arbiter service. This procedure is also required only if your solution uses Omnichannel server campus High Availability.

### Procedure

1. Log in to the Avaya Control Manager server as an administrator.
2. Click **Start > Control Panel > Programs > Programs and Features**.  
The Avaya Control Manager server displays the Uninstall or change a program page.
3. In the list of programs, select **Caché instance [CACHE]**.
4. Click **Uninstall/Change**.
5. In the Confirmation message box, click **Yes**.

---

## Upgrading Avaya Control Manager

For information about how to upgrade Avaya Control Manager to 9.0, see *Avaya Control Manager 9.0 Release Notes* at <http://support.avaya.com>.

 **Note:**

After you upgrade Avaya Control Manager, log on to Avaya Control Manager and navigate to **Configuration > Avaya Oceana™ > Server Details**. Verify that the correct version of Avaya Oceana® Solution is set.

---

## Installing the Arbiter service

### About this task

Use this procedure to install the Arbiter service, which controls the Omnichannel Database failover. If the primary Avaya Control Manager server is unreachable, the automatic Omnichannel

Database failover does not occur until the primary Avaya Control Manager application server is recovered.

The configuration of the Arbiter service involves minimal software installation and does not require the installation of Cache.

**\* Note:**

This procedure is required only if your solution uses Omnichannel server campus High Availability.

**Procedure**

1. Log in to the Avaya Control Manager server as an administrator.
2. Insert the Omnichannel Database DVD into the DVD drive.
3. Browse to the `<DVD_Drive>\ThirdPartySoftware\IntersystemsCache\Cache2018` folder.
4. In the folder, double-click the `cache_x64.msi` file.
5. On the Select Instance screen, keep the default option and click **OK**.
6. On the License Agreement screen, select **I accept the terms in the license agreement** and click **Next**.
7. On the Caché Instance Name screen, keep the default instance name and click **Next**.
8. On the Destination Folder screen, keep the default location and click **Next**.
9. On the Setup Type screen, select **Custom** and click **Next**.
10. On the Custom Setup screen, do the following:
  - a. Expand the **Caché Database Engine** group.
  - b. For the **Agent Service** feature, click the drop-down icon and then click **This feature will be installed on local hard drive**.
  - c. For all other features in all groups, click the respective drop-down icons and then click **This feature will not be available**.
  - d. Click **Next**.
11. On the Install Unicode Support screen, select **8-bit** and click **Next**.
12. On the Enter port numbers screen, keep the default port numbers and click **Next**.
13. On the Initial Security Settings screen, keep the default value and click **Next**.
14. On the Ready to Install the Program screen, click **Install**.
15. Click **Finish**.
16. Start the Windows Services application by doing the following:
  - a. Click **Start > Run**.
  - b. In the Run dialog box, type `services.msc`.

- c. Click **OK**.
17. In the Services window, do the following:
- a. Double-click the ISCAgent service.
  - b. In the Properties dialog box, click **Start**.
  - c. In the **Startup type** field, select **Automatic**.
  - d. Click the **Recovery** tab.
  - e. In the **First failure**, **Second failure**, and **Subsequent failures** fields, select the **Restart the Service** option.
  - f. In the **Reset fail count after** field, type 120.
  - g. In the **Restart service after** field, type 0.
  - h. Click **Apply**.
  - i. Click **OK**.

# Chapter 6: Upgrading the Omnichannel server

---

## Omnichannel server upgrade overview

This chapter provides information about the tasks that you must perform to upgrade the Omnichannel server software.

The high-level tasks of the Omnichannel server upgrade process are:

- Removing Omnichannel Database Mirroring from Omnichannel databases.

This task is applicable for the following configurations:

- Mirroring configuration with a backup server. For example, a DR 1+1 deployment.
- Mirroring configuration with failover and backup servers. For example, a campus HA and DR 2+1 deployment.
- Taking a backup of the active Omnichannel database to preserve its data.
- Deploying a new Microsoft Windows Server 2016 virtual machine with the latest software updates. If you have a HA or DR solution, deploy additional Microsoft Windows Server 2016 virtual machines to replace your existing servers.
- Installing the latest version of the Omnichannel server software on the new Microsoft Windows Server 2016 virtual machines.
- Restoring the Omnichannel database on the new server.

### Important:

- In Avaya Oceana® Solution 3.7, Omnichannel server is supported only on Microsoft Windows Server 2016.
- You must install, run, and patch the Omnichannel server software using a Windows Administrator account with full Administrator privileges. You must run the Oceana Data Management Tool using this same account.
- After upgrading Avaya Control Manager and the Omnichannel server, do not use them until you upgrade Avaya Breeze® platform.

### Reducing the maintenance window downtime

If you are upgrading a live production solution, you can reduce the maintenance window downtime by preparing Windows 2016 servers before the start of the maintenance window. There are two options you can use, which are summarized here:

### Option 1 — using a new hostname and IP address for the new Windows Server 2016 Omnichannel server:

1. Before the maintenance window:
  - a. Build the Windows Server 2016 Virtual Machine.
  - b. Install Windows Server 2016 updates, IIS, and add the server to a domain.
  - c. Install the Omnichannel server software.
2. During the Maintenance Window:
  - a. Take a database backup of the Windows Server 2012 Omnichannel database.
  - b. Take the existing Windows Server 2012 Omnichannel server off line and power it off.
  - c. Restore the Omnichannel database on the Windows Server 2016 Omnichannel server.
  - d. Log on to SMGR and reconfigure the Omnichannel Database Address attribute to reference the IP address or FQDN of the new Windows Server 2016 Omnichannel server.

### Option 2 — reuse the same hostname and IP address for the new Windows Server 2016 Omnichannel server:

1. Before the maintenance window:
  - a. Build the Windows Server 2016 Virtual Machine.
  - b. Install Windows Server 2016 updates, IIS, and add the server to a domain.
  - c. Install the Omnichannel server software.
2. During the Maintenance Window:
  - a. Take a database backup of the Windows Server 2012 Omnichannel database.
  - b. Take the existing Windows Server 2012 Omnichannel server off line and power it off.
  - c. Rename the new Windows Server 2016 Omnichannel server to reuse the existing IP address and host name of the Windows Server 2012 Omnichannel server.
  - d. On the new Windows Server 2016 Omnichannel server, delete this file: `<install drive>\Avaya\Cache\Cachesys\mgr\cache.ids`. After you delete this file, Caché creates a new file with the new hostname details.
 

**!** **Important:**

Do not edit this file, you must delete it.
  - e. Restore the Omnichannel database on the Windows Server 2016 Omnichannel server.

---

## Omnichannel server upgrade checklist

Use the following checklist to upgrade the Omnichannel server:

No.	Task	Notes	✓
1	Download the latest version of the Omnichannel server software on the Omnichannel server.	You can download the latest version of the Omnichannel server software from <a href="http://support.avaya.com">http://support.avaya.com</a> .  The format of the file is OCEANA_x.x.xxx.iso.	
2	Remove the current Cache Mirroring configuration.	See <a href="#">Remove the current Omnichannel Database Mirroring configuration</a> on page 60.	
3	Take a backup of the Omnichannel database.	See <a href="#">Taking a backup of the Omnichannel database</a> on page 62.	
4	Install a new a new Microsoft Windows Server 2016 virtual machine with the latest software updates.	See <a href="#">Installing Microsoft Windows Server 2016</a> on page 63 and the accompanying procedures.	
5	Install the latest version of the Omnichannel server software on the Omnichannel server.	See <a href="#">Installing the Omnichannel server software</a> on page 67.	
6	Restore the Omnichannel database.	See <a href="#">Restoring the Omnichannel database</a> on page 68.	
7	Configuring Cache Mirroring.	See the following documents: <ul style="list-style-type: none"> <li>• <i>Deploying Avaya Oceana® Solution</i></li> <li>• <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i></li> </ul>	

## Remove the current Omnichannel Database Mirroring configuration

If the Omnichannel servers in your solution have any of the following Omnichannel Database Mirroring configurations, then you must remove the configuration before starting the upgrade process:

- Mirroring configuration with a backup server
- Mirroring configuration with failover and backup servers

In the Mirroring configuration with a backup server (DR 1+1), remove the Omnichannel Database Mirroring in the following order:

1. Remove Omnichannel Database Mirroring from the backup server in Data Center 2
2. Remove Omnichannel Database Mirroring from the active server in Data Center 1

In the Mirroring configuration with failover and backup servers (Campus HA and DR, 2+1), remove the Omnichannel Database Mirroring in the following order:

1. Remove Omnichannel Database Mirroring from the backup server in Data Center 2
2. Remove Omnichannel Database Mirroring from the standby server in Data Center 1
3. Remove Omnichannel Database Mirroring from the active server in Data Center 1

---

## Removing Cache Mirroring from the backup Omnichannel server

### Procedure

1. In your web browser, enter the following URL to open Cache Management Portal:  
`http://<BackupOmnichannelServerIP>:57772/csp/sys/UtilHome.csp`  
<BackupOmnichannelServerIP> is the IP address of the backup Omnichannel server in Data Center 2.
2. On the Cache Management Portal login page, do the following:
  - a. In the **User Name** field, type `_admin`.
  - b. In the **Password** field, type `Oceana16`.
  - c. Click **LOGIN**.
3. On Cache Management Portal, click **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.
4. Click **Yes** and then click **Remove** to remove the mirrored attribute.

---

## Removing Cache Mirroring from the standby Omnichannel server

### Procedure

1. In your web browser, enter the following URL to open Cache Management Portal:  
`http://<StandbyOmnichannelServerIP>:57772/csp/sys/UtilHome.csp`  
<StandbyOmnichannelServerIP> is the IP address of the standby Omnichannel server in Data Center 1.
2. On the Cache Management Portal login page, do the following:
  - a. In the **User Name** field, type `_admin`.
  - b. In the **Password** field, type `Oceana16`.
  - c. Click **LOGIN**.
3. On Cache Management Portal, click **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.

4. Click **Yes** and then click **Remove** to remove the mirrored attribute.
5. Restart the Windows Omnichannel Database server.

---

## Removing Cache Mirroring from the active Omnichannel server

### Procedure

1. In your web browser, enter the following URL to open Cache Management Portal:  
`http://<ActiveOmnichannelServerIP>:57772/csp/sys/UtilHome.csp`  
<ActiveOmnichannelServerIP> is the IP address of the active Omnichannel server in Data Center 1.
2. On the Cache Management Portal login page, do the following:
  - a. In the **User Name** field, type `_admin`.
  - b. In the **Password** field, type `Oceana16`.
  - c. Click **LOGIN**.
3. On Cache Management Portal, click **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.
4. On the Remove Mirror Configuration page, click **Clear JoinMirror Flag**.
5. On the server, right-click the **Cache** icon on the toolbar and click **Stop Cache**.
6. Click **Restart**.
7. Log in to Cache Management Portal.
8. On Cache Management Portal, click **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.
9. Click **Yes** and then click **Remove** to remove the mirrored attribute.

---

## Taking a backup of the Omnichannel database

### About this task

Use this procedure to take a backup of the Omnichannel database. This procedure is applicable for a standalone Omnichannel database that does not have a cache mirror.

For information about how to take a backup of the Omnichannel database that has a cache mirror, see *Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery*.

### **Note:**

- Avaya recommends that you take backups of the Omnichannel database at regular intervals.

- The backup is taken from the active database if it was previously in an HA mirrored configuration on Data Center 1.

### Procedure

1. Log in to the Omnichannel server.
2. Go to the `OCEANA_INSTALL_DIR\Avaya\Oceana\BackupAndRestore` folder.
3. Double-click the `BackupAndRestore.exe` file.
4. In the **Select/create file to backup to** field, click **Browse**.
5. On the Save As screen, do the following:
  - a. Select the location where you want to save the backup file.  
Do not save the backup file to the software, journal, or multimedia drive.
  - b. Specify a name for the backup file. When naming the file, use English or numeric characters only.
  - c. Click **Save**.
6. Click **Backup Database**.  
The utility displays the `Backup complete!` message when the backup process is complete.
7. Verify that the backup file is created at the specified location.

---

## Installing Microsoft Windows Server 2016

### About this task

Install the Microsoft Windows Server 2016 (Desktop Experience) Standard or Datacenter edition and configure it to support the Omnichannel software.

### Before you begin

- Ensure that you have a newly formatted server that meets the specifications for installing Microsoft Windows Server 2016 (Desktop Experience).
- Ensure that you have a DVD of the Microsoft Windows Server 2016 (Desktop Experience) Standard or Datacenter edition.
- Ensure that you have a product key for Microsoft Windows Server 2016 (Desktop Experience).
- Obtain the IP addresses for the Omnichannel subnet.

### Procedure

1. Insert the Microsoft Windows Server 2016 (Desktop Experience) DVD into the DVD drive.
2. Turn on the power to the server.  
The server begins to boot up.

3. On the Windows Setup screen, in the **Language to install** field, select the appropriate language.
4. In the **Time and currency format** field, select the appropriate time and currency.
5. In the **Keyboard or input method** field, select an appropriate value.
6. Click **Next**.
7. Click **Install now**.
8. Select a version of Windows Server 2016 that includes a Desktop Experience.
9. Click **Next**.
10. On the Enter the product key to activate Windows screen, enter the operating system product key.
11. Click **Next**.
12. On the Applicable notices and license terms screen, read the notices and terms, and select **I accept the license terms**.
13. Click **Next**.
14. Select **Custom: Install Windows only (advanced)** for a new installation.
15. Click **Next**.
16. Select the disk partition where you want to install Windows Server 2016 (Desktop Experience).
  -  **Important:**  
You can use the partition management options to configure the partitions on your server.
17. Click **Next**.

The installation proceeds and automatically restarts the server several times.
18. After completing the installation, log on to the server as an administrator by entering and confirming the administrator password.
19. Select **Set time zone** and complete the information as required for your system.
20. Select **Configure Networking** and complete the information for your Network Interface Card (NIC) with the server IP address.
21. Select **Provide computer name and domain** and complete the information for your server name and network settings.
22. Change the DVD drive letter to **E:** and ensure that the correct drive letters are free for the Omnichannel application and database hard disk drives and partitions.
23. Configure the hard disk drives and partitions for this server using the Windows Server 2016 (Desktop Experience).
24. Install other required drivers for your hardware configuration.

---

## Installing the most recent supported operating system service packs

### About this task

To install the most recent supported operating system service packs, you must download the supported operating system service pack from the Avaya hotfixes list and ensure that your Omnichannel software functions correctly with the supported operating system patches.

### Before you begin

- Access the Avaya hotfixes list on <http://support.avaya.com>.
- Install and configure Microsoft Windows Server 2016 (Desktop Experience) on your server.

### Procedure

1. Review the Service Packs Compatibility and Security Hotfixes Applicability List to determine the most recent supported patches or service packs.
2. Download the appropriate Windows Server 2016 (Desktop Experience) patches for the Omnichannel software installed on this server.
3. Install the most recent Windows Server 2016 (Desktop Experience) service pack that is validated with Omnichannel by following the Microsoft Installation instructions.

---

## Adding the server to a domain

### About this task

Before installing the Omnichannel software, you must add the server to the domain.

### Before you begin

- Ensure that the server time and domain controller time are synchronized.
- On the server, configure a preferred Domain Name System (DNS) server on the Network Interface Card (NIC).
- Ask your System Administrator to add a Domain Name System (DNS) static entry for this server.

Each Omnichannel server in a domain requires a DNS static entry.

### Procedure

1. Log on to the server.
2. Click **Start > Server Manager**.
3. In the navigation pane, click **Local Server**.
4. In the content pane, in the PROPERTIES section, double-click the **Domain** value.
5. In the System Properties dialog box, click the **Computer Name** tab.

6. Click **Change**.
7. In the Member of dialog box, click **Domain** to add the server to a domain.
8. In the **Domain** field, type the domain name.  
You must provide the fully qualified domain name that includes the prefix and suffix.
9. Click **OK**.
10. Type the domain administrator user name and password.
11. Click **OK**.
12. Restart the server when you are prompted.

---

## Disabling unused network adapters

### About this task

Use this procedure to disable all unused network adapters or Network Interface Cards (NICs) to improve network communications and prevent the erroneous configuration of unused NICs during the Omnichannel server commissioning.

### Procedure

1. Log on to the server.
2. Click **Start > Control Panel > Network and Internet > Network and Sharing Center**.
3. In the navigation pane, click **Change adapter settings**
4. Right-click the unused network adapter and click **Disable**.
5. Repeat Step 4 to disable all unused network adapters.

---

## Enabling Microsoft Remote Desktop connection

### About this task

Use this procedure to enable Microsoft Remote Desktop connection as your remote access tool. Microsoft Remote Desktop provides remote access for support on the server.

#### **Note:**

This procedure is optional. An Administrator can determine whether to enable Microsoft Remote Desktop connection.

### Procedure

1. Log on to the server with administrator privileges.
2. Click **Start > Control Panel > System and Security**.

3. In the System section, select **Allow remote access**.
4. Select the **Remote** tab.
5. Select **Allow remote connections to this computer**.
6. Click **Apply**.
7. Click **OK**.

---

## Installing Microsoft IIS on Omnichannel Windows Server

### About this task

Before installing the Omnichannel server software, you must install Microsoft Internet Information Services (IIS) on Omnichannel Windows Server.

### Procedure

1. Log in to the Omnichannel server.
2. Click **Start > Server Manager**.
3. On the Server Manager screen, in the QUICK START section, click **Add roles and features**.
4. On the Before you begin screen, click **Next**.
5. On the Select installation type screen, click **Next**.
6. On the Select destination server screen, click **Next**.
7. On the Select server roles screen, select **Web Server (IIS)** and click **Next**.
8. Complete the remaining steps and click **Finish**.

---

## Installing the Omnichannel server software

### About this task

Use this procedure to install the latest version of the Omnichannel server software on the Omnichannel server.

#### **Note:**

In Avaya Oceana<sup>®</sup> Solution 3.7, Omnichannel server is supported only on Microsoft Windows Server 2016 (Desktop Experience).

When you install the Omnichannel server software, the installer disables SSL 3.0, TLS 1.0, and TLS 1.1 on the Omnichannel server. Therefore, you must enable them after the installation is complete.

**!** **Important:**

You must install, run, and patch the Omnichannel server software using a Windows Administrator account with full Administrator privileges. You must run the Oceana Data Management Tool using this same account.

**Procedure**

1. Log in to the Omnichannel server.
2. Right-click the `OCEANA_x.x.xxx.iso` file and click **Mount**.
3. Double-click the `Setup.exe` file.
4. Click **Accept** to install the Microsoft .NET Framework on the Omnichannel server.  
You must install Microsoft .NET Framework 4.7.2.
5. If the installer prompts you to accept the Microsoft .NET Framework license agreement, click **Accept**.
6. If the installer prompts you to restart the server, click **Yes** and repeat Step 4.

The installer runs the operating system and hardware checks on the server. If the software installation fails, you must review the logs of System Readiness Check and resolve the problems that caused the failure. You can ignore the warnings that do not impact the operation of the contact center.

The installer displays the Omnichannel Server Select Destination Drive screen.

7. In the **Product Install Drive** field, select the hard disk partition for the main application.
8. In the **Journal Database Drive** field, select the hard disk partition for the Journal database.
9. In the **Oceana Database Drive** field, select the hard disk partition for the Omnichannel database.
10. Click **Next**.
11. On the AVAYA GLOBAL SOFTWARE LICENSE TERMS screen, click **I ACCEPT THE LICENSE TERMS**.
12. After the installation is complete, click **Restart**.

---

## Restoring the Omnichannel database

### About this task

Use this procedure to restore the Omnichannel database onto your Microsoft Windows Server 2016 (Desktop Experience) Omnichannel server. This procedure is applicable for a standalone Omnichannel database that does not have a database mirror. For information about how to restore the Omnichannel database that has a database mirror, see *Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery*.

**!** **Important:**

You must install, run, and patch the Omnichannel server software using a Windows Administrator account with full Administrator privileges. You must run the Oceana Data Management Tool using this same account.

**Procedure**

1. Log in to the Omnichannel server as an administrator.
2. Go to the `OCEANA_INSTALL_DIR\Avaya\Oceana\MMDataManagement` folder.
3. Double-click the `OceanaDataManagementTool.exe` file.
4. In the Oceana Data Management utility, click **Backup and Restore**.
5. In the navigation pane, click **Backup and Restore**.
6. In the **Select file to restore from** field, click **Browse**.
7. Select the backup file and click **Open**.
8. Click **Restore Database**.

The application displays the Drive restore screen.

9. In the **Select your database drive letter** field, select the drive that you specified for the Omnichannel database when installing the Omnichannel server software.
10. Click **Restore**.

**!** **Important:**

If the Omnichannel server displays the Cache Post Restore Script terminal window, keep the window open until the process in the window is completed.

The utility displays the `Restore complete!` message when the restore process is complete.

11. **(Optional)** If you modified the default passwords of the Omnichannel database, modify the passwords again after the restore process because the backup does not contain the previously modified passwords.
12. **(Optional)** If you configured the Omnichannel server for secure connections, reconfigure the server for secure connections after the restore process.

# Chapter 7: Postupgrade tasks

---

## Postupgrade tasks overview

This chapter provides information about the tasks that you must perform to start Avaya Oceana<sup>®</sup> Solution after completing the upgrade process.

Postupgrade tasks are:

- Enabling mailboxes to start processing of new emails after the upgrade.
- Configuring Avaya Oceana<sup>®</sup> Solution to accept contacts so that it starts accepting SMS, Social, Chat, and Generic conversations.
- Configuring Avaya Oceana<sup>®</sup> Solution to open chatrooms.
- Enabling Avaya Oceana<sup>®</sup> Solution for voice calls so that all voice calls route to Avaya Oceana<sup>®</sup> Solution.

---

## Postupgrade checklist

Use the following checklist for the tasks that you must complete after upgrading Avaya Oceana<sup>®</sup> Solution:

No.	Task	Notes	✓
1	Configure TLS for the Cache database, if you use a secure connection.	See <i>Deploying Avaya Oceana<sup>®</sup> Solution</i> .	
2	Configure Omnichannel Database Mirroring on the active Omnichannel database servers for campus HA and DR solutions.	See <i>Deploying Avaya Oceana<sup>®</sup> Solution</i> and <i>Avaya Oceana<sup>®</sup> Solution and Avaya Analytics<sup>™</sup> Disaster Recovery</i> .	
3	Configure Cache Mirroring on the standby Omnichannel database servers.	See <i>Deploying Avaya Oceana<sup>®</sup> Solution</i> and <i>Avaya Oceana<sup>®</sup> Solution and Avaya Analytics<sup>™</sup> Disaster Recovery</i> .	
4	Change the Omnichannel database password.	See <i>Deploying Avaya Oceana<sup>®</sup> Solution</i> .	

*Table continues...*

No.	Task	Notes	✓
5	Verify that Avaya Oceana® Solution and Avaya Analytics™ can communicate.	See <a href="#">Verifying Avaya Oceana Cluster 1 and Avaya Analytics communication</a> on page 71.	
6	Enable Avaya Oceana® Solution to monitor all configured mailboxes.	See <a href="#">Enabling mailboxes</a> on page 74.	
7	Configure Avaya Oceana® Solution to accept contacts.	See <a href="#">Configuring Avaya Oceana Solution to accept contacts</a> on page 74.	
8	Configure Avaya Oceana® Solution to open chatrooms.	See <a href="#">Configuring Avaya Oceana Solution to open chatrooms</a> on page 75.	
9	Enable Avaya Oceana® Solution for voice calls.	See <a href="#">Enabling Avaya Oceana Solution for voice calls</a> on page 75.	
10	Place Avaya Oceana® Solution in to production and validate all in-production functionality.	-	
11	Remove all snapshots according to Avaya Oceana® Solution application guidelines within a 12 hour window.	-	

## Verifying Avaya Oceana® Cluster 1 and Avaya Analytics™ communication

### About this task

After upgrading, you must ensure that Avaya Oceana® Cluster 1 is communicating with Avaya Analytics™ by checking the status of the cluster and the Avaya Breeze® platform Reliable Eventing Framework groups.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.  
System Manager displays the Cluster Administration page.
2. Verify that a green check mark (✓) appears in the **TestsPass** column. If a green check mark does not appear, continue with the rest of this procedure.
3. On System Manager, click **Elements > Avaya Breeze® > System Tools and Monitoring > Maintenance Tests**.
4. In the **Select Avaya Breeze to test** field, click the Avaya Breeze® platform instance that you want to test.
5. Select the **Test Reliable Eventing Framework** check box.

6. Click **Execute Selected Tests**.

Avaya Breeze® platform displays one of the following statuses:

- **Failure** when Reliable Eventing is down. That is, publishing and receiving messages by Reliable Eventing is failing.
- **Success** when Reliable Eventing is functional. That is, publishing and receiving messages by Reliable Eventing is working.

7. Repeat steps 4–6 for the remaining Avaya Breeze® platform nodes.

8. On the System Manager web console, click **Elements > Avaya Breeze® > Cluster Administration**.

System Manager displays the Cluster Administration page.

9. Verify that a green check mark (✓) appears in the **TestsPass** column. If a green check mark does not appear, continue with the rest of this procedure.

10. On the System Manager web console, click **Elements > Avaya Breeze® > Reliable Eventing Administration > Dashboard**.

11. The **Status** column shows one of the following:

- Green check mark (✓) : Indicates that the status of the broker is up and running for subscription and event transfers.
- Red cross mark (✗): Indicates that the status of the broker is down.

12. To view the status of the brokers, click the green check mark.

**Administration**  
**Cluster**  
**Administration**  
 Service Management  
 Reliable Eventing  
**Administration**  
**Dashboard**  
 Destination Status  
 Configuration  
 System Tools and Monitoring

**Broker Status**

**aocdc2c1n1** ✓

**ActiveMQ**

5 Items	
AttributeName	Value
Status	Attached
NodeRole	slave
Slave	true
Uptime	2 hours 11 minutes
Persistent	true

Details ▾

Zookeeper ▾

Details ▾

**aocdc2c1n2** ✓

**ActiveMQ**

5 Items	
AttributeName	Value
Status	Attached
NodeRole	slave
Slave	true
Uptime	2 hours 11 minutes
Persistent	true

Details ▾

Zookeeper ▾

Details ▾

**aocdc2c1n3** ✓

**ActiveMQ**

5 Items	
AttributeName	Value
Status	2 slave nodes attached.
NodeRole	master
Slave	false
Uptime	2 hours 11 minutes
Persistent	true

Details ▾

Zookeeper ▾

Details ▾

13. On System Manager, click **Elements > Avaya Breeze® > Reliable Eventing Administration > Destination Status**.

The system displays Broker Destination Status Page.

14. In the **Group** field, select the **Reliable Eventing group**.

The system displays the destination status.

**Broker Destination Status Page**

This page allows you to see destinations status.

Group: **ReffB** ▼

**Reliable Eventing Destinations**

Delete/Purge

32 Items Filter: Enable

Destination Name	Type	Enqueued Messages	Dequeued Messages	Dispatched Messages	Pending Messages	InFlight Messages	Expired Messages	Consumers Count
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.USER	QUEUE	1111	1111	1111	0	0	0	1
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.FORWARD_NOTIFICATION	QUEUE	444	444	444	0	0	0	1
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.DISPOSITION_CODE	QUEUE	555	555	555	0	0	0	1
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.EXTERNAL_CONVERSATION_INTERACTION	QUEUE	666	666	666	0	0	0	1
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.CONVERSATION_INTERACTION	QUEUE	444	444	444	0	0	0	1
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.WORK_REQUEST	QUEUE	555	555	555	0	0	0	1
<input type="checkbox"/> VTConsumer:Analytics:IA_IP.VirtualTopic.OCEANA_LIVE.CONTACT	QUEUE	666	666	666	0	0	0	1

Select: All, None Page: 2 of 2

## Enabling mailboxes

### About this task

Use this procedure to enable all mailboxes after the upgrade process is complete.

### Procedure

1. Log on to Avaya Control Manager.
2. On the Avaya Control Manager webpage, click **Configuration > Avaya Oceana® > Omnichannel Administration**.
3. Click **Launch OC Database Administration Client**.  
Avaya Control Manager starts Omnichannel Administration Utility.
4. In the navigation pane, click **E-mail > Recipient Addresses**.
5. Click **Enable All**.

## Configuring Avaya Oceana® Solution to accept contacts

### About this task

Use this procedure to configure Avaya Oceana® Solution so that it starts accepting SMS, Social, Chat, and Generic conversations.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
2. On the Attributes Configuration page, click the **Service Clusters** tab.

3. In the **Cluster** field, select Avaya Oceana® Cluster 3.
4. In the **Service** field, select **MessagingService**.
5. For **Shutdown Mode**, select the **Override Default** check box and select `false` in the **Effective Value** field.
6. Click **Commit**.
7. In the **Service** field, select **CustomerControllerService**.
8. For **Shutdown Mode**, select the **Override Default** check box and select `false` in the **Effective Value** field.
9. Click **Commit**.
10. In the **Service** field, select **GenericChannelAPI**.
11. For **Shutdown Mode**, select the **Override Default** check box and select `false` in the **Effective Value** field.
12. Click **Commit**.

---

## Configuring Avaya Oceana® Solution to open chatrooms

### About this task

Use this procedure to configure Avaya Oceana® Solution so that it opens all chatrooms.

### Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
2. On the Attributes Configuration page, click the **Service Clusters** tab.
3. In the **Cluster** field, select Avaya Oceana® Cluster 3.
4. In the **Service** field, select **CustomerControllerService**.
5. For **Close all Chatrooms**, select the **Override Default** check box and select `false` in the **Effective Value** field.
6. Click **Commit**.

---

## Enabling Avaya Oceana® Solution for voice calls

### About this task

Use this procedure to enable Avaya Oceana® Solution for voice calls so that all voice calls route to Avaya Oceana® Solution.

## Procedure

From any CM station in Avaya Oceana® Solution, dial the following number:

*<FAC Out of Service Number>1*

For example, if you configured \*59 as the FAC out of service number, then you must dial \*591 to enable Avaya Oceana® Solution for voice calls.

---

## Migration of Engagement Designer workflows

Engagement Designer workflows in Avaya Oceana® Solution contain the following:

- Core logic for the contact center to operate properly
- Customizable branches and tasks for customers to tailor Avaya Oceana® Solution to their needs

With the new release of Avaya Oceana® Solution, the installation of new core logic is important to take the advantage of performance improvements, new features and capabilities, and bug fixes. Therefore, when you upgrade Avaya Oceana® Solution, you must install the latest out-of-the-box workflows and verify the basic functionality of Avaya Oceana® Solution.

After you verify that Avaya Oceana® Solution is working as expected, you can migrate the customizations of the earlier workflows to the latest workflows.

### Important:

Migration of workflow is needed only if you want the new core logic of the latest workflow and customizations of the earlier workflows.

---

## Engagement Designer Diff Tool

Engagement Designer Designer Console provides Diff Tool. With this tool, you can compare two Engagement Designer workflows and identify the differences between them.

When you install the latest out-of-the-box workflows as part of Avaya Oceana® Solution upgrade, the workflows only contain the new core logic but do not contain the customizations that you made in the earlier workflows.

To migrate the customizations to the latest workflows, you must first compare the out-of-the-box and customized versions of the earlier workflows by using Engagement Designer Diff Tool. From the output of the tool, you can identify the customizations and migrate them to the latest workflows.

---

## Migrating a customized workflow

### About this task

When you install the latest out-of-the-box workflow as part of Avaya Oceana® Solution upgrade, the workflow does not contain the customizations of the earlier workflow. With this procedure, you can migrate the customizations of the earlier workflow to the latest workflow.

### Before you begin

- Download the earlier out-of-the-box workflow from PLDS and save it to a server or local machine.
- Save the earlier customized workflow to a server or local machine.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Designer Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/index.html
```

2. In the top right corner, click the **Settings** icon and then click **Diff Tool**.

Engagement Designer displays the Diff Tool page.

3. To open the earlier out-of-the-box workflow, do the following:

- a. Click the left arrow icon.
- b. Click **Open from server** or **Choose file** based on the location where you saved the earlier out-of-the-box workflow.
- c. Browse and select the workflow.
- d. Click **Open**.

The tool displays the workflow in the left.

4. To open the earlier customized workflow, do the following:

- a. Click the right arrow icon.
- b. Click **Open from server** or **Choose file** based on the location where you saved the earlier customized workflow.
- c. Browse and select the workflow.
- d. Click **Open**.

The tool displays the workflow in the right.

5. Click **Show Diff**.

The tool displays the List Changes tab highlighting the following types of changes:

- **Modified:** Specifies that the node is available in both workflows with some modification in properties.

- **New Task:** Specifies that the task is available in one workflow but is missing from the other workflow.
6. On the List Changes tab, click the link of the change to view the respective node or task in the workflows.  
The annotation tool displays the differences and traces them on the workflow.
  7. Select and copy the nodes and connections to be moved to the latest out-of-the-box workflow.
  8. Open the latest out-of-the-box workflow in Engagement Designer Designer Console.
  9. Paste the copied nodes and connections to the latest out-of-the-box workflow.
  10. Save the workflow.

 **Note:**

If you already know the customizations of the earlier workflow, you can open the earlier customized workflow in Engagement Designer Designer Console, select and copy the differences, and paste them to the latest out-of-the-box workflow.

---

## Comparing workflows

### About this task

With Engagement Designer Diff Tool, you can view the changes made in the nodes of a workflow.

### Procedure

1. In your web browser, enter the following URL to open the Engagement Designer Designer Console:

```
https://<AvayaOceanaCluster1_FQDN>/services/EngagementDesigner/index.html
```

2. In the top right corner, click the **Settings** icon and then click **Diff Tool**.

Engagement Designer displays the Diff Tool page.

3. To open the earlier version of the workflow, do the following:
  - a. Click the left arrow icon.
  - b. Click **Open from server** or **Choose file** based on the location where you saved the workflow.
  - c. Browse and select the workflow.
  - d. Click **Open**.

The tool displays the workflow in the left.

4. To open the newer version of the workflow, do the following:
  - a. Click the right arrow icon.

- b. Click **Open from server** or **Choose file** based on the location where you saved the workflow.
- c. Browse and select the workflow.
- d. Click **Open**.

The tool displays the workflow in the right.

5. Click **Show Diff**.

The tool displays the List Changes tab highlighting the following types of changes:

- **Modified:** Specifies that the node is available in both workflows with changes in properties.

You can view the differences between the nodes in the workflow. The , , and  icons indicate the changes made to the Input or Output Mapping, Properties, and Label attributes respectively. The **Changes** column displays the corresponding icon next to the **Modified** button.

- **New Task:** Specifies that the task is available in one workflow but is missing from the other workflow.

The **Type** column displays the gold stamp  and gold stamp broken  icons if there are changes in the nodes of gold stamped workflows. The gold stamp broken icon indicates changes made to the standard workflow.

6. To view the differences between the nodes in the workflow, do the following:

- a. Click **Modified**.
- b. In the Task properties difference dialog box, expand the **Properties**, **Input Mapping**, **Output Mapping**, and **Boundary attachment** sections to view the differences highlighted in red.
- c. To view the differences in the functions in data mappings, move the cursor to the  icon.
- d. To view the differences in the templates in data mappings, move the cursor to the  icon.

# Chapter 8: Upgrading WebRTC components

---

## WebRTC components upgrade overview

This chapter provides information about the tasks that you must perform to upgrade WebRTC components if your solution has WebRTC agents or accepts incoming WebRTC calls from remote clients applications.

This chapter describes the upgrade process of WebRTC components when you upgrade from 3.5.x to 3.6.x.

---

## Preupgrade tasks for WebRTC components

Before upgrading WebRTC components as part of Avaya Oceana<sup>®</sup> Solution upgrade from 3.5.x to 3.6.x:

- Verify that the Oceana Elite Voice solution is upgraded and is routing voice calls to Avaya IX<sup>™</sup> Workspaces agents.

---

## WebRTC components upgrade checklists

Use the following checklist to upgrade WebRTC components as part of Avaya Oceana<sup>®</sup> Solution upgrade from 3.5.x to 3.6.x:

No.	Task	Notes	✓
1	Upgrade or install Avaya Aura® Web Gateway.	<ul style="list-style-type: none"> <li>• If Avaya Aura® Web Gateway is already installed, then upgrade to Avaya Aura® Web Gateway 3.5.2. For upgrade instructions, see <i>Administering the Avaya Aura® Web Gateway</i>.</li> <li>• If Avaya Aura® Web Gateway is not installed, then install Avaya Aura® Web Gateway 3.5.1. For installation instructions, see <i>Deploying Avaya Oceana® Solution</i>.</li> </ul>	
2	Upgrade or install Avaya Aura® Device Services.	<ul style="list-style-type: none"> <li>• If Avaya Aura® Device Services is already installed, then upgrade to Avaya Aura® Device Services 7.1.5. For upgrade instructions, see <i>Deploying Avaya Aura® Device Services</i>.</li> <li>• If Avaya Aura® Device Services is not installed, then install Avaya Aura® Device Services 7.1.5. For installation instructions, see <i>Deploying Avaya Oceana® Solution</i>.</li> </ul>	
3	Upgrade or install Avaya Aura® Media Server for Web Voice/Video.	<ul style="list-style-type: none"> <li>• If Avaya Aura® Web Gateway-controlled Avaya Aura® Media Server is already installed, then upgrade to Avaya Aura® Media Server 8.0.0 SP3. For upgrade instructions, see <i>Deploying and Updating Avaya Aura® Media Server Appliance</i>.</li> <li>• If Avaya Aura® Web Gateway-controlled Avaya Aura® Media Server is not installed, then install Avaya Aura® Media Server 8.0.0 SP3. For installation instructions, see <i>Deploying Avaya Oceana® Solution</i>.</li> </ul>	

Table continues...

No.	Task	Notes	✓
4	Upgrade or install Avaya Aura® Media Server for Avaya Breeze® platform.	<ul style="list-style-type: none"> <li>• If Avaya Breeze® platform-controlled Avaya Aura® Media Server is already installed, then upgrade to Avaya Aura® Media Server 8.0.0 SP3.  For upgrade instructions, see <i>Deploying and Updating Avaya Aura® Media Server Appliance</i>.</li> <li>• If Avaya Breeze® platform-controlled Avaya Aura® Media Server is not installed, then install Avaya Aura® Media Server 8.0.0 SP3.  For installation instructions, see <i>Deploying Avaya Oceana® Solution</i>.</li> </ul>	
5	Upgrade Avaya Aura® Session Border Controller.	For instructions about how to upgrade to Avaya Aura® Session Border Controller 7.2.2.1, see <i>Upgrading Avaya Session Border Controller for Enterprise</i> .	
6	Rebuild customer web and mobile applications.	After upgrading WebRTC components, you must rebuild customer web and mobile applications. For more information, see <i>Avaya Oceana™ Web Voice and Video Software Development Guide</i> .	

# Chapter 9: Upgrading the Disaster Recovery solution

---

## Disaster Recovery solution upgrade overview

A Disaster Recovery deployment of Avaya Oceana® Solution involves two deployments at two geographically separated data centers, Data Center 1 (DC1) and Data Center 2 (DC2). On each data center, you install Avaya Oceana® Solution and Avaya Analytics™ components with replication of data between a number of elements from DC1 to DC2.

During migration of a Disaster Recovery solution to the latest release, you must consider the hours of operation of the contact center when choosing the appropriate software migration strategy. Each Avaya Oceana® Solution deployment allows downtime during migration. All Avaya Oceana® Solution software migrations require downtime when the system is out of service. Alternate fallback options are available as standard for PSTN voice channels. However, no alternate fallback mechanism is available for digital and WebRTC channels within Avaya Oceana® Solution.

The following table summarizes the supported software migration strategies for migration of Avaya Oceana® Solution from earlier releases to Release 3.7:

Option	Migration strategy	Maintenance window	Description	Impact to contact center operations
Option A	Simultaneous migration of primary and Disaster Recovery sites	Maintenance window 1	Migrate primary and Disaster Recovery sites in a single maintenance window.	Avaya Oceana® Solution contact center is unavailable during the maintenance window.

*Table continues...*

Option	Migration strategy	Maintenance window	Description	Impact to contact center operations
Option B	Two-step migration of primary and Disaster Recovery sites	Maintenance window 1	Migrate primary Avaya Oceana <sup>®</sup> Solution and Avaya Analytics <sup>™</sup> , and backup Avaya Analytics <sup>™</sup> in a single maintenance window 1, put the upgraded primary site back into production, and then proceed to migrate the Disaster Recovery site.	Avaya Oceana <sup>®</sup> Solution contact center is unavailable during the maintenance windows.
		Maintenance window 2	<ol style="list-style-type: none"> <li>1. Migrate Avaya Oceana<sup>®</sup> Solution including Omnichannel Database in the Disaster Recovery site.</li> <li>2. Re-enable Disaster Recovery capabilities in the maintenance window 2.</li> </ol>	

The maintenance window in Option B is shorter than the single maintenance window of Option A, because it is a two-step software migration process.

The migration steps in Option A and Option B are same for each application in the solution that requires the software update. For software migration, you can choose Option A or Option B but not both.

In both strategies, you must migrate Avaya Aura<sup>®</sup> System Manager to the latest software version required for Avaya Oceana<sup>®</sup> Solution Release 3.7 and Avaya Breeze<sup>®</sup> platform Release 3.7.

Before the actual Avaya Oceana<sup>®</sup> Solution and Avaya Analytics<sup>™</sup> disaster recovery migration, you must do the following in a separate maintenance window:

- Migrate to System Manager 8.1
- Apply latest System Manager patch and hotfix

## Simultaneous migration of primary and Disaster Recovery sites

Option A migrates the complete Avaya Oceana® Solution including primary and Disaster Recovery (DR) sites to the latest Avaya Oceana® Solution 3.7 software in a single maintenance window.

Ensure that you complete the following pre-upgrade procedures and tasks:

- Migrate Avaya Aura® System Manager to the latest software release.
- Migrate Avaya Aura® applications, such as Control Manager, AES, Avaya Aura® Experience Portal, and Avaya Aura® System Manager, to a minimum release compatible with Avaya Oceana® Solution 3.7.
- Download the Avaya Oceana® Solution 3.7 software from PLDS.
- Download the Avaya Analytics™ 3.7 software from PLDS.
- Download the Avaya Control Manager 9.x software from PLDS.

The following table lists the tasks to migrate Avaya Oceana® Solution from 3.5.x or 3.6.x to 3.7:

 **Note:**

This table lists the tasks in a sequential order assuming that one person is performing the migration.

**Table 1: Primary and DR sites migration**

Task	Description	Reference	Expected outcome
Validation of System Manager geo-replication	Validate that the System Manager geo-replication is operational.	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	System Manager geo-replication is completely functional.

*Table continues...*

Task	Description	Reference	Expected outcome
Graceful shutdown of active channels in primary and DR sites	<p>Graceful shutdown of all voice and digital channels deployed on the primary site.</p> <p>The system must be operating using the primary and not the DR site.</p> <p>Ensure that no active or queueing contacts are left on the system.</p> <p>Avaya Oceana<sup>®</sup> Solution is in the Deny state across both sites.</p>	See <i>Avaya Oceana<sup>®</sup> Solution and Avaya Analytics<sup>™</sup> Disaster Recovery</i> .	Avaya Oceana <sup>®</sup> Solution is in the shutdown mode.
Power down	<p>Power down the following applications across both sites:</p> <ul style="list-style-type: none"> <li>• All Avaya Breeze<sup>®</sup> platform nodes in clusters.</li> <li>• Avaya Control Manager servers.</li> <li>• Omnichannel Database servers.</li> <li>• Avaya Analytics<sup>™</sup> servers including the database server.</li> </ul>	You must power off these applications before taking snapshots.	Avaya Oceana <sup>®</sup> Solution and Avaya Analytics <sup>™</sup> are powered off.

*Table continues...*

Task	Description	Reference	Expected outcome
Snapshots	<p>Take snapshots of the following applications while they are powered off because this is the only recovery mechanism:</p> <ul style="list-style-type: none"> <li>• All Avaya Breeze® platform nodes in clusters.</li> <li>• Avaya Control Manager servers.</li> <li>• Omnichannel Database servers.</li> <li>• Avaya Analytics™ servers.</li> </ul>	Snapshots are mandatory for recovery in event of catastrophic failures during migration.	Suite of snapshots is taken.
Power on	<p>Power on the following applications to perform the software migration and wait for the system to come back online. However, ensure that you do not enable Avaya Oceana® Solution for production.</p> <ul style="list-style-type: none"> <li>• All Avaya Breeze® platform nodes in clusters.</li> <li>• Avaya Control Manager servers.</li> <li>• Omnichannel Database servers.</li> <li>• Avaya Analytics™ servers including the database server.</li> </ul>	-	Avaya Oceana® Solution and Avaya Analytics™ are powered on but not enabled to process any contacts.

*Table continues...*

Task	Description	Reference	Expected outcome
<p>Start Avaya Oceana<sup>®</sup> Solution migration for the primary site</p>	<p>Summary of high-level steps:</p> <ul style="list-style-type: none"> <li>• Copy the <code>Oceana3700.zip</code> file to the primary System Manager.</li> <li>• Run the <code>upgradeSolution</code> command on primary cluster group 1 to upgrade the primary Avaya Oceana<sup>®</sup> Solution.</li> <li>• Verify successful Avaya Oceana<sup>®</sup> Solution migration.</li> <li>• Undeploy the current Avaya Engagement Designer tasks and flows.</li> <li>• Migrate to latest tasks and Avaya Engagement Designer flows.</li> </ul>	<p>See <a href="#">Upgrading Avaya Breeze platform</a> on page 29.</p>	<p>The Avaya Oceana<sup>®</sup> Solution primary site is migrated to Avaya Oceana<sup>®</sup> Solution 3.7.</p>

*Table continues...*

Task	Description	Reference	Expected outcome
Start Avaya Oceana® Solution migration for the DR site	<p>Summary of high-level steps:</p> <ul style="list-style-type: none"> <li>• Run the <b>upgradeSolution</b> command on the primary cluster group 2 to upgrade the DR Avaya Oceana® Solution.</li> <li>• Verify successful Avaya Oceana® Solution migration.</li> <li>• Undeploy the current Avaya Engagement Designer tasks and flows.</li> <li>• Migrate to latest tasks and Avaya Engagement Designer flows.</li> </ul>	See <a href="#">Upgrading Avaya Breeze platform</a> on page 29.	The Avaya Oceana® Solution DR site is migrated to Avaya Oceana® Solution 3.7.
Start Avaya Control Manager and database migration for primary and DR sites	Migrate the primary and DR Avaya Control Manager servers to the latest release required for Avaya Oceana® Solution 3.7.	See the Avaya Control Manager upgrade documentation.	The Avaya Control Manager primary and DR sites are migrated to Avaya Oceana® Solution 3.7.

*Table continues...*

Task	Description	Reference	Expected outcome
<p>Start Omnichannel Database migration for primary and DR sites</p>	<p>You must perform the following steps to remove Omnichannel Database mirroring prior to software migration:</p> <ul style="list-style-type: none"> <li>• Remove database mirroring to return servers to standalone role.</li> <li>• Create backups of primary and DR databases.</li> <li>• Deploy the new operating system Windows 2016 Server required for Avaya Oceana® Solution 3.7 and apply appropriate Microsoft hotfixes.</li> <li>• Install the latest Omnichannel software on primary and DR servers.</li> <li>• Restore the database backup to the primary server.</li> <li>• Enable Database mirroring again from the primary server to DR server.</li> </ul>	<p>See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i>.</p>	<p>Omnichannel Database primary and DR sites are migrated to Avaya Oceana® Solution 3.7.</p>

Table continues...

Task	Description	Reference	Expected outcome
<p>Start Avaya Analytics™ software migration</p> <p><b>* Note:</b> This step also migrates the DR Oracle database to the latest schema in Avaya Oceana® Solution 3.7.</p>	<p>Migrate the following applications in the following order:</p> <ul style="list-style-type: none"> <li>• Upgrade the primary Oracle database. This updates the Oracle database schema in the DR site automatically.</li> <li>• Upgrade the primary OBIEE and ODI.</li> <li>• Upgrade the primary Streams server.</li> <li>• Upgrade the primary OSA server.</li> <li>• Stop the primary OBI, Streams, and OSA servers.</li> <li>• Verify Dataguard configuration.</li> <li>• Perform Dataguard switchover to the DR database.</li> <li>• Upgrade the DR OBIEE and ODI.</li> <li>• Upgrade the DR Streams.</li> <li>• Upgrade the DR OSA.</li> <li>• Verify Dataguard configuration.</li> <li>• Perform Dataguard switchback to primary database.</li> <li>• Reboot the primary OBIEE, Streams, and OSA servers.</li> <li>• Verify connections to the primary</li> </ul>	<p>See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i>.</p>	<p>Avaya Analytics™ is migrated to 3.7 across primary and DR sites and reconnected to the primary Avaya Oceana® Solution.</p>

Table continues...

Task	Description	Reference	Expected outcome
	Avaya Oceana® Solution.		
Update Avaya Oceana® Solution custom applications and interfaces	<p>The following items are migrated to the latest release with each Avaya Oceana® Solution update.</p> <ul style="list-style-type: none"> <li>• Self-Service sample application.</li> <li>• Customer front-end sample chat application.</li> <li>• All custom widgets deployed to Avaya Oceana® Solution users.</li> </ul>	-	

*Table continues...*

Task	Description	Reference	Expected outcome
Commission and instate the newly upgraded solution	<p>Do the following:</p> <ul style="list-style-type: none"> <li>Set the primary Avaya Oceana® Solution in the Active mode.</li> <li>Set the DR Avaya Oceana® Solution in the Deny or Standby mode.</li> <li>Validate that the replication is operational from the primary to DR site for UCA, Context Store, Omnichannel Database, Avaya Control Manager, and System Manager.</li> <li>Validate Avaya Oceana® Solution user login and operation of all deployed voice and/or digital channels.</li> <li>Validate reporting.</li> <li>Set the primary Avaya Oceana® Solution.</li> </ul>	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	Avaya Oceana® Solution and Avaya Analytics™ 3.7 are completely upgraded solution in production.

## Two-step migration of primary and Disaster Recovery sites

Option B migrates the complete Avaya Oceana® Solution in two separate maintenance windows. Between the maintenance windows, the primary site is put back into production with Disaster Recovery (DR) capabilities while the Avaya Oceana® Solution in the DR site is upgraded. After the DR Avaya Oceana® Solution is migrated completely to the latest release, a second maintenance window is required to enable replication and DR functionality from the primary to the DR site.

Avaya recommends that you upgrade the DR site immediately after the primary is re-established in production.

Ensure that you complete the following pre-upgrade procedures and tasks:

- Migrate Avaya Aura® System Manager to the latest software release.
- Migrate Avaya Aura® applications, such as Control Manager, AES, Avaya Aura® Experience Portal, and Avaya Aura® System Manager, to a minimum release compatible with Avaya Oceana® Solution 3.7.
- Download the Avaya Oceana® Solution 3.7 software from PLDS.
- Download the Avaya Analytics™ 3.7 software from PLDS.
- Download the Avaya Control Manager 9.x software from PLDS.

The following tables list the tasks to migrate Avaya Oceana® Solution from 3.5.x or 3.6.x to 3.7:

**\* Note:**

This tables list the tasks in a sequential order assuming that one person is performing the migration.

**Table 2: Primary migration**

Task	Description	Reference	Expected outcome
Validation of System Manager geo-replication	Validate that the System Manager geo-replication is operational.	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	System Manager geo-replication is completely functional.
Maintenance window 1 begins			
Graceful shutdown of active channels in the primary site	Graceful shutdown of all voice and digital channels deployed on the primary site.  The system must be operating using the primary and not the DR site.  Ensure that no active or queueing contacts are left on the system.  Avaya Oceana® Solution is in the Deny state across both sites.	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	Avaya Oceana® Solution is in the shutdown mode.

*Table continues...*

Task	Description	Reference	Expected outcome
Power down	<p>Power down the following applications in the primary site:</p> <ul style="list-style-type: none"> <li>• All Avaya Breeze® platform nodes in clusters.</li> <li>• Avaya Control Manager servers.</li> <li>• Omnichannel Database servers.</li> <li>• Avaya Analytics™ servers including the database server.</li> </ul>	You must power off these applications before taking snapshots.	Avaya Oceana® Solution and Avaya Analytics™ are powered off.
Snapshots	<p>Take snapshots of the following applications while they are powered off because this is the only recovery mechanism.</p> <ul style="list-style-type: none"> <li>• All Avaya Breeze® platform nodes in clusters.</li> <li>• Avaya Control Manager servers.</li> <li>• Omnichannel database servers.</li> <li>• Avaya Analytics™ servers.</li> </ul>	Snapshots are mandatory for recovery in event of catastrophic failures during migration.	Suite of snapshots taken.

*Table continues...*

Task	Description	Reference	Expected outcome
Power on	<p>Power on the following applications to perform the software migration and wait for the system to come back online. However, ensure that you do not enable Avaya Oceana® Solution for production.</p> <ul style="list-style-type: none"> <li>• All Avaya Breeze® platform nodes in clusters.</li> <li>• Avaya Control Manager servers.</li> <li>• Omnichannel Database servers.</li> <li>• Avaya Analytics™ servers including the database server.</li> </ul>	-	Avaya Oceana® Solution and Avaya Analytics™ are powered on but not enabled to process any contacts.
Start Avaya Oceana® Solution migration for the primary site.	<p>Summary of high-level steps:</p> <ul style="list-style-type: none"> <li>• Copy the <code>Oceana3700.zip</code> file to the primary System Manager.</li> <li>• Run the <code>upgradeSolution</code> command on the primary cluster group 1 to upgrade the primary Avaya Oceana® Solution only.</li> <li>• Verify successful Avaya Oceana® Solution migration.</li> <li>• Undeploy the current Avaya Engagement Designer tasks and flows.</li> <li>• Migrate to latest tasks and Avaya Engagement Designer flows.</li> </ul>	See <a href="#">Upgrading Avaya Breeze platform</a> on page 29.	The Avaya Oceana® Solution primary site is migrated to Avaya Oceana® Solution 3.7.

Table continues...

Task	Description	Reference	Expected outcome
Start Avaya Control Manager and database migration for primary and DR sites.	Migrate the primary and DR Avaya Control Manager servers to the latest release required for Avaya Oceana® Solution 3.7.	See the Avaya Control Manager upgrade documentation.	The Avaya Control Manager primary and DR sites are migrated to Avaya Oceana® Solution 3.7.
Start Omnichannel Database migration for the primary site only.	<p>You must perform the following steps to remove Omnichannel Database mirroring prior to software migration:</p> <ul style="list-style-type: none"> <li>• Remove database mirroring to return primary and DR servers to standalone role.</li> <li>• Create backup of the primary databases.</li> <li>• Deploy the new operating system Windows 2016 Server required for Avaya Oceana® Solution 3.7 and apply appropriate Microsoft hotfixes.</li> <li>• Install the latest Omnichannel software on the primary server.</li> <li>• Restore the database backup to primary.</li> </ul>	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	Omnichannel database primary and DR is migrated to Avaya Oceana® Solution 3.7

*Table continues...*

Task	Description	Reference	Expected outcome
<p>Start Avaya Analytics™ software migration</p> <p><b>* Note:</b> This step also migrates the DR Oracle database to the latest schema in Avaya Oceana® Solution 3.7.</p>	<p>Migrate the following applications in the following order:</p> <ul style="list-style-type: none"> <li>• Upgrade the primary Oracle database. It updates the Oracle database schema in the DR site automatically.</li> <li>• Upgrade the primary OBIEE and ODI.</li> <li>• Upgrade the primary Streams.</li> <li>• Upgrade the primary OSA.</li> <li>• Stop the primary OBI, Streams, and OSA servers.</li> <li>• Verify Dataguard configuration.</li> <li>• Perform Dataguard switchover to the DR database.</li> <li>• Upgrade the DR OBIEE and ODI.</li> <li>• Upgrade the DR Streams.</li> <li>• Upgrade the DR OSA.</li> <li>• Verify Dataguard configuration.</li> <li>• Perform Dataguard switchback to the primary database.</li> <li>• Reboot the primary OBIEE, Streams, and OSA servers.</li> <li>• Verify connections to the primary Avaya Oceana® Solution.</li> </ul>	<p>See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> for information about how to stop Avaya Analytics™ servers.</p> <p>See <i>Deploying Avaya Analytics™ for Oceana®</i> for instructions about Avaya Analytics™ software migrations.</p>	<p>Avaya Analytics™ is migrated to version 3.7 across primary and DR sites reconnected to the primary Avaya Oceana® Solution.</p>

Table continues...

Task	Description	Reference	Expected outcome
Update Avaya Oceana® Solution custom applications and interfaces.	<p>The following items are migrated to the latest release with each Avaya Oceana® Solution update.</p> <ul style="list-style-type: none"> <li>• Self-Service sample application.</li> <li>• Customer front-end sample chat application.</li> <li>• All custom widgets deployed to Avaya Oceana® Solution users.</li> </ul>	-	-
Commission and Instate the newly upgraded primary.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Set the primary Avaya Oceana® Solution in the Active mode.</li> <li>• Set the DR Avaya Oceana® Solution in the Deny or Standby mode.</li> <li>• Validate that the replication is operational from the primary to DR site for UCA, Context Store, Omnichannel Database, Avaya Control Manager, and System Manager.</li> <li>• Validate Avaya Oceana® Solution user login and operation of all deployed voice and/or digital channels.</li> <li>• Validate reporting.</li> <li>• Set the primary Avaya Oceana® Solution.</li> </ul>	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> for instructions about how to enable the Avaya Oceana® Solution DR solution with data mirroring.	Avaya Oceana® Solution and Avaya Analytics™ 3.7 solution is completely upgraded in production.

Table continues...

Task	Description	Reference	Expected outcome
Enable the primary Avaya Oceana® Solution for production	<p>Primary Avaya Oceana® Solution and Avaya Analytics™ are enabled in production.</p> <p>Avaya Analytics™ replication from the primary to DR is enabled.</p> <p>System Manager and Avaya Control Manager database replication from the primary to DR is enabled.</p>	-	-
Maintenance window 1 ends			

**Table 3: DR Migration**

Functional Area	Summary of Tasks	Where to find the detailed step by step procedures	Expected Outcomes
Validation of System Manager geo-replication	Validate that the System Manager geo-replication is operational.	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	System Manager geo-replication is completely functional.
Power down	Power down all Avaya Breeze® platform nodes in the clusters in the DR site. It is essential to power off before taking snapshots.	-	Avaya Oceana® Solution is in the shutdown mode.
Snapshots	Take a snapshot of all Avaya Breeze® platform nodes while they are powered off because this is the only recovery mechanism.	Snapshots are mandatory for recovery in event of catastrophic failures during migration.	Suite of snapshots is taken.

Table continues...

Functional Area	Summary of Tasks	Where to find the detailed step by step procedures	Expected Outcomes
Power on	Power on all Avaya Breeze® platform nodes in the clusters in the DR site to perform the software migration and wait for the system to come back online. However, ensure that you do not enable Avaya Oceana® Solution for production.	-	Avaya Oceana® Solution DR is powered on.
Start Avaya Oceana® Solution software migration for the DR site.	<p>Summary of high-level steps:</p> <ul style="list-style-type: none"> <li>• Run <b>upgradeSolution</b> command on the primary cluster Group 2 which upgrades the primary Avaya Oceana® Solution system.</li> <li>• Verify successful Avaya Oceana® Solution migration.</li> <li>• Undeploy the current Avaya Engagement Designer tasks and flows.</li> <li>• Migrate to latest tasks and Avaya Engagement Designer flows.</li> </ul>	See <a href="#">Upgrading Avaya Breeze platform</a> on page 29.	The Avaya Oceana® Solution DR site is migrated to Avaya Oceana® Solution 3.7.

*Table continues...*

Functional Area	Summary of Tasks	Where to find the detailed step by step procedures	Expected Outcomes
<p>Start Omnichannel database migration for the DR site.</p>	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Deploy the new operating system Windows 2016 Server required for Avaya Oceana® Solution 3.7 and apply appropriate Microsoft hotfixes.</li> <li>• Install the latest Omnichannel software on the DR server.</li> <li>• Validate that the Omnichannel DR server software is fully installed and ready for mirroring setup from primary.</li> </ul>	<p>-</p>	<p>Omnichannel Database DR is migrated to Avaya Oceana® Solution 3.7.</p>
<p>Update Avaya Oceana® Solution custom applications and interfaces for the DR site if you are using a different set than the primary site.</p>	<p>The following items are migrated to the latest release with each Avaya Oceana® Solution update.</p> <ul style="list-style-type: none"> <li>• Self-Service sample application.</li> <li>• Customer front-end sample chat application.</li> <li>• All custom widgets deployed to Avaya Oceana® Solution users.</li> </ul>	<p>-</p>	<p>-</p>
<p>Maintenance window 2 begins</p>			

*Table continues...*

Functional Area	Summary of Tasks	Where to find the detailed step by step procedures	Expected Outcomes
Commission and reinstate the DR functionality.	<p>Do the following:</p> <ul style="list-style-type: none"> <li>• Enable UCA and CS replication from the primary to DR.</li> <li>• Enable Omnichannel database mirroring from the primary to DR site.</li> </ul> <p>It involves database backup from the primary to DR site.</p> <ul style="list-style-type: none"> <li>• Reboot Avaya Oceana® Solution primary clusters.</li> <li>• Validate that the replication is operational from the primary to DR site for UCA, Context Store, Omnichannel Database, Avaya Control Manager, and System Manager.</li> </ul>	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> for instructions about how to enable the Avaya Oceana® Solution DR solution with data mirroring.	Avaya Oceana® Solution and Avaya Analytics™ 3.7 are completely upgraded solution in production.
Enable the primary Avaya Oceana® Solution for production and keep the DR Avaya Oceana® Solution in standby.	<p>Primary Avaya Oceana® Solution and Avaya Analytics™ are back in production with DR functionality.</p> <p>UCA and CS replication is re-established.</p>	-	-
Maintenance window 2 ends			

## Checklist for upgrading Omnichannel Database

Use the following checklist to upgrade the mirrored Omnichannel Database.

No.	Task	Description	✓
1	Remove Cache Mirroring from all Omnichannel Database servers.	See <a href="#">Removing Cache Mirroring from Omnichannel Database servers</a> on page 104.	
2	Take a backup of the primary Omnichannel Database server on Data Center 1, and store the backup file at a preferred location.	See <i>Deploying Avaya Oceana® Solution</i> .	
3	Uninstall the Omnichannel Server software.	-	
4	Install the Omnichannel Server software.	See <i>Deploying Avaya Oceana® Solution</i> .	
5	Restore the backup on the primary Omnichannel Database server.	See <i>Deploying Avaya Oceana® Solution</i> .	
6	Configure Cache Mirroring on the primary Omnichannel Database server.	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	
7	Take a backup of the mirrored primary Omnichannel Database server.	See <i>Deploying Avaya Oceana® Solution</i> .	
8	Configure Cache Mirroring on the standby and backup Omnichannel Database servers.	See <i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i> .	
9	Restore the mirrored backup on the standby and backup Omnichannel Database servers.	See <i>Deploying Avaya Oceana® Solution</i> .	

## Removing Cache Mirroring from Omnichannel Database servers

### Before you begin

Use this procedure to remove Cache Mirroring from Omnichannel Database servers before upgrading the Omnichannel Server software. After the upgrade is complete, you must reconfigure Cache Mirroring on all the Omnichannel Database servers.

## Procedure

1. Open web browser and enter the following URL to open Cache Management Portal:

`http://<DC2OmnichannelServerIP>:57772/csp/sys/UtilHome.csp`

<DC2OmnichannelServerIP> is the IP address of the backup Omnichannel Database server in Data Center 2.

2. On the Cache Management Portal login page, enter the following details:

- a. In the **User Name** field, type `_admin`.
- b. In the **Password** field, type `Oceana16`.
- c. Click **LOGIN**.

3. Go to **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.

4. Click **Yes** and then **Remove** to remove the mirrored attribute.

5. Open web browser and enter the following URL to open Cache Management Portal:

`http://<DC1OmnichannelServerIP>:57772/csp/sys/UtilHome.csp`

<DC1OmnichannelServerIP> is the IP address of the active Omnichannel Database server in Data Center 1.

6. On the Cache Management Portal login page, enter the following details:

- a. In the **User Name** field, type `_admin`.
- b. In the **Password** field, type `Oceana16`.
- c. Click **LOGIN**.

7. Go to **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.

8. Click **Clear JoinMirror Flag**.

9. On the server, right-click on **Cache** and select **Stop Cache**.

10. Click **Restart**.

11. Log in to Cache Management Portal.

12. Go to **System Administration > Configuration > Mirror Settings > Edit Mirror > Remove Mirror Configuration**.

13. Click **Yes** and then **Remove** to remove the mirrored attribute.

 **Note:**

If Data Center 1 is configured for High Availability, you must first remove Cache Mirroring from the standby server and then from the active server.

# Chapter 10: Resources

## Documentation

Title	Use this document to:	Audience
Overview		
<i>Avaya Oceana® Solution Description</i>	Know about tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Avaya Oceana® Solution and Avaya Analytics™ Disaster Recovery</i>	Know about how to restore Avaya Oceana® Solution when a complete outage at the primary data center.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
Implementing		
<i>Deploying Avaya Oceana® Solution</i>	Deploy Avaya Oceana® Solution.	<ul style="list-style-type: none"> <li>• Sales Engineers</li> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
Upgrading		
<i>Upgrading to Avaya Control Manager 9.0 for Enterprise - Non-High Availability</i>	Upgrade a non-HA Enterprise Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.	<ul style="list-style-type: none"> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>

Table continues...

Title	Use this document to:	Audience
<i>Upgrading to Avaya Control Manager 9.0 for Enterprise - Legacy High Availability</i>	Upgrade an HA Enterprise Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.	<ul style="list-style-type: none"> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Upgrading Avaya Breeze® platform</i>	Provides upgrade checklists and procedures for upgrading Avaya Breeze® platform.	<ul style="list-style-type: none"> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>
<i>Upgrading Avaya Aura® System Manager</i>	Provides upgrade checklists and procedures for upgrading Avaya Aura® System Manager.	<ul style="list-style-type: none"> <li>• Business Partners</li> <li>• Solution Architects</li> <li>• Implementation Engineers</li> </ul>

---

## 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 the appropriate release number.  
The **Choose Release** field is not available if there is only one release for the product.
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 only displays the documents for the selected category.
7. Click **Enter**.

---

## Avaya Documentation Portal navigation

Customer documentation for some programs is now available on the Avaya Documentation Portal at <https://documentation.avaya.com>.

 **Important:**

For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open <https://support.avaya.com>.

Using the Avaya Documentation Portal, you can:

- Search for content in one of the following ways:
  - Type a keyword in the **Search** field.
  - Type a keyword in **Search**, and click **Filters** to search for content by product, release, and document type.
  - Select a product or solution and then select the appropriate document from the list.
- Find a document from the **Publications** menu.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection by using **My Docs** (☆).

Navigate to the **My Content > My Docs** menu, and do any of the following:

- Create, rename, and delete a collection.
  - Add content from various documents to a collection.
  - Save a PDF of selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive content that others have shared with you.
- Add yourself as a watcher by using the **Watch** icon (👁).

Navigate to the **My Content > Watch list** menu, and do the following:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a document, or all content on the Watch list page.

As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

 **Note:**

Some functionality is only available when you log in to the portal. The available functionality depends on the role with which you are logged in.

# Training

The following courses are available for the Avaya Oceana® Solution program.

Course code	Course title	Delivery Type
Fundamental - Technical Delta Courses		
21160W	Avaya Oceana® Fundamentals	Web-based Training
21140W	Avaya Oceana® and Avaya Analytics™ R 3.6 Technical Delta	Web-based Training
Implementation Courses		
74150V	Integrating Avaya Oceana® Core and Workspaces	Virtual Instructor-Led Training
74550V	Supporting Avaya Oceana® Solution	Virtual Instructor-Led Training
74350V	Integrating and Supporting Avaya Analytics™ for Avaya Oceana®	Virtual Instructor-Led Training
Administration Courses		
24320W	Administering Avaya Oceana® Basics	Web-based Training
24300V	Administering Avaya Oceana® Channels	Virtual Instructor-Led Training
24310W	Administering Avaya Analytics™ for Avaya Oceana®	Web-based Training
End User Courses		
24020W	Using Avaya Oceana® Workspaces for Agents	Web-based Training
24040W	Using Avaya Oceana® Workspaces for Supervisors	Web-based Training
Developer Courses		
24100W	Developing Customer Applications for Avaya Oceana®	Web-based Training
24150W	Customizing the Avaya Workspaces® Framework	Web-based Training
Design Courses		
34200W	Avaya Oceana® Solutions Design Fundamentals	Web-based Training
Sales Courses		
41410W	Selling Avaya Oceana®	Web-based Training
41490W	What's New for Sales: Avaya Oceana®	Web-based Training
41480W	The Basics of Cost Justification and Selling Oceana Using the Oceana ROI Tool	Web-based Training
41400W	Selling Avaya Analytics™ Strategy and Positioning Overview	Web-based Training
41020W	Avaya Oceana and Analytics Solutions Product Information Documents (Sales)	Web-based Training
4785W	Avaya Oceana Remote Agent Solution	Web-based Training
4789W	Avaya Oceana: The Customer Experience	Web-based Training

*Table continues...*

Course code	Course title	Delivery Type
4794W	Avaya Oceana: The Agent Experience	Web-based Training
4795W	Avaya Oceana: The Management Experience	Web-based Training
4877W	Avaya Oceana Solution for Financial Services: Car Loan Use Case	Web-based Training

---

## Support

Go to the Avaya Support website at <https://support.avaya.com> 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

## A

accept contacts .....	74
add	
server to a domain .....	65
applying	
Avaya Breeze® patch .....	45
Avaya support website .....	110

## B

backup	
Avaya Control Manager database .....	54
Omnichannel database .....	62
UCASStoreService .....	17
UCMSservice .....	20
workflows .....	19
Backup and Restore tool .....	8

## C

cache mirroring .....	104
chat transcripts .....	16
checking	
replication status of nodes .....	28
stability of nodes .....	27
close chatrooms .....	16
collection	
delete .....	107
edit name .....	107
generating PDF .....	107
sharing content .....	107
configure	
workflow attributes .....	36, 51
workflow routing rules .....	36, 51
content	
publishing PDF output .....	107
searching .....	107
sharing .....	107
watching for updates .....	107

## D

deleting	
services .....	44
deploy	
Engagement Designer tasks .....	33, 48
Engagement Designer workflow .....	34, 49
Diff Tool .....	76, 78
disable	
Network Adapters .....	66
disabling	

disabling ( <i>continued</i> )	
mailboxes .....	15
documentation portal .....	107
finding content .....	107
navigation .....	107

## E

EDM .....	12
enable	
Remote Desktop .....	66
enabling	
mailboxes .....	74
voice calls .....	75

## F

finding content on documentation portal .....	107
---	-----

## I

install	
Omnichannel server .....	67
Windows Server 2016 .....	63
installing	
Arbiter service .....	55
Avaya Control Manager .....	55
IIS .....	67
OceanaConfiguration .....	45
services .....	46

## L

legal notices .....	
---------------------	--

## M

migrating	
customized workflow .....	77
My Docs .....	107

## N

notices legal .....	
---------------------	--

## O

open chatrooms .....	75
outbound calls	
stopping .....	22
out of service .....	17

## Index

overview .....	<a href="#">83</a>	upgrade ( <i>continued</i> )	
automated upgrade .....	<a href="#">24</a>	System Manager .....	<a href="#">14</a>
Avaya Control Manager upgrade .....	<a href="#">52</a>	upgrade checklist	
manual upgrade .....	<a href="#">38</a>	automated .....	<a href="#">25</a>
Omnichannel server upgrade .....	<a href="#">58</a>	Avaya Control Manager .....	<a href="#">52</a>
postupgrade tasks .....	<a href="#">70</a>	manual .....	<a href="#">39</a>
preupgrade tasks .....	<a href="#">13</a>	Omnichannel server .....	<a href="#">59</a>
WebRTC components upgrade .....	<a href="#">80</a>	WebRTC components .....	<a href="#">80</a>
<b>P</b>		upgrade overview .....	<a href="#">10</a>
postupgrade checklist .....	<a href="#">70</a>	upgrade process .....	<a href="#">11</a>
preupgrade checklist .....	<a href="#">13</a>	upgrade process flow	
<b>R</b>		DR .....	<a href="#">11</a>
refreshing		upgrade script parameters	
certificates .....	<a href="#">38</a>	Avaya Breeze .....	<a href="#">31</a>
reject contacts .....	<a href="#">16</a>	upgrading	
related documentation .....	<a href="#">106</a>	Avaya Breeze® .....	<a href="#">29</a>
Reliable Eventing group		upgrading nodes	
creating .....	<a href="#">71</a>	Avaya Breeze .....	<a href="#">44</a>
remove		<b>V</b>	
Omnichannel Database Mirroring .....	<a href="#">60</a>	verify	
removing .....	<a href="#">104</a>	contact center is not running .....	<a href="#">22</a>
Engagement Designer tasks .....	<a href="#">33</a> , <a href="#">41</a>	free disk space .....	<a href="#">28</a>
Engagement Designer workflows .....	<a href="#">32</a> , <a href="#">41</a>	<b>W</b>	
restoring		watch list .....	<a href="#">107</a>
Omnichannel database .....	<a href="#">68</a>	WebRTC calls	
<b>S</b>		stopping .....	<a href="#">21</a>
searching for content .....	<a href="#">107</a>	workflow migration .....	<a href="#">76</a>
service packs .....	<a href="#">65</a>		
service profiles .....	<a href="#">27</a> , <a href="#">36</a> , <a href="#">43</a> , <a href="#">47</a>		
setting			
Cluster State to Accepting .....	<a href="#">48</a>		
Cluster State to Denying .....	<a href="#">22</a> , <a href="#">42</a>		
sharing content .....	<a href="#">107</a>		
stopping			
services .....	<a href="#">53</a>		
support .....	<a href="#">110</a>		
supported upgrade paths .....	<a href="#">8</a>		
<b>T</b>			
training .....	<a href="#">109</a>		
transfer workflows			
upgrade .....	<a href="#">35</a> , <a href="#">50</a>		
<b>U</b>			
uninstalling			
Arbiter service .....	<a href="#">55</a>		
services .....	<a href="#">42</a>		
upgrade			