Avaya Control Manager Release Notes

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Contents

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Chapter 1: Introduction

Purpose

This release notes announces availability of Avaya Control Manager 9.0.2.0 and provides information on new features, fixed defects and known defects.

This document provides late-breaking information to supplement the Avaya Control Manager software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at https://support.avaya.com/.

Avaya Control Manager is an operational administration solution that enables administrators to control key administrative elements across Avaya Oceana® solution offerings, as well as Avaya based contact center and Avaya Aura® unified communications environments.

It provides the ability for both technical and non-technical administration users to manage several key day-to-day operations such as agents, users, extensions, voice mails and skills administration from a single web-based user interface. Avaya Control Manager is not intended to completely replace every single Avaya product administration tool, its main purpose is providing a single user-friendly centralized administration tool to allow users to administer key day-to-day administration tasks across their complete Avaya based environment.

Avaya Control Manager 9.0.2 is a cumulative release which includes all fixes from release 9.x and 8.1.0.x, and patches of these releases.

Related resources

Documentation

The following table lists the documents related to this product. Download the documents from the Avaya Support website at https://support.avaya.com/.

Title	Description
Overview	
Avaya Control Manager Overview and Specification	This document describes the features and specifications for the Control Manager product.
Avaya Control Manager Release Notes	This document contains any special release information, upgrade steps, and known issues.
Planning	
Planning for an Avaya Control Manager Deployment (formerly known as Avaya Control Manager Customer Requirements)	This document describes the planning and prerequisites that customers must follow before deploying Control Manager.
New Installations	
Installing Avaya Control Manager	This document describes how to install Avaya Control Manager

Title	Description
Upgrades	
Upgrading Avaya Control Manager	This document describes how to upgrade Avaya 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.
Configuration	
Configuring Avaya Control Manager	This document describes how to configure Control Manager to work with other Avaya products.
Avaya Control Manager Port Matrix	This document describes the port usage for Control Manager.
Administration	
Using Avaya Control Manager to Administer Avaya Products	This document describes how to use Control Manager to administer features on Avaya products.
Administering Avaya one-X® Agent Central Management Using Avaya Control Manager	This document describes how to use Control Manager to administer Avaya one-X® Agent.
Administering Avaya Control Manager Central License and Traffic Tracker	This document describes how to use Control Manager Central License and Traffic Tracker.
Administering an Avaya Aura® Experience Portal Sample Application using Avaya Control Manager	This document describes how to use Control Manager with an Experience Portal.
Events and Alarms	
Avaya Control Manager Events, Alarms, and Errors Reference	This document describes the SNMP notifications for Control Manager.
Using	
Using Avaya Control Manager Conversation Sphere	This document describes how to use Control Manager Conversation Sphere to administer vectors, strategies, and call flows.
Using the Avaya Control Manager SOAP API	This document describes how to use the SOAP version of the Control Manager API.
Using the Avaya Control Manager REST API	This document describes how to use the REST version of the Control Manager API.
Maintenance and Troubleshooting	
Maintaining and Troubleshooting Avaya Control Manager	This document describes maintenance procedures and troubleshooting scenarios for Control Manager.

Learning

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the Search field and click Go to search for the course.

Design

Code	Title
39060W	Avaya Control Manager Release 9 Details for Pre-Sales

Technical Services

Code	Title
21900W	Avaya Control Manager Basics
77910W	Preparing to Install Avaya Control Manager
77920W	Installing Avaya Control Manager Enterprise for non-HA
77930W	Configuring High Availability with Avaya Control Manager
77940W	Integrating Avaya Connectors with Avaya Control Manager
77950W	Upgrading to Avaya Control Manager R9
70911W	Administering Avaya Control Manager R9
77900W	ASTA 9030 Avaya Control Manager Training Bundle
24320W	Administering Avaya Oceana® R3 Basics
24300V	Administering Avaya Oceana® R3 Omnichannel

Online Test

Code	Title
41551T	Avaya OneCloud™ CCaaS Sales Specialized Test
33820X	Avaya Aura® Call Center Elite & Elite Multichannel Solution Design Exam
34800X	Avaya Oceana® Solution Design Exam
77900T	Avaya Control Manager R9 Implementation and Support Test
70911T	Administering Avaya Control Manager R9 Online Test

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Avaya Technical Support contact information

The Avaya Technology and Consulting (ATAC) CRM/CTI/Contacts Center Team is responsible for providing Pre-Sale Sales and Technical support for Avaya Control Manager, along with most of the other Products and Solutions in the Avaya CRM/CTI/CC Product and Solutions Portfolio.

Should feature and functionality support be required for any release, use the following contact information.

ATAC Pre-Sales, Sales and Technical Support	
US and AI	720-444-7700 or 888-297-4700
EMEA	720-444-7700 or 31 70 414 8099
APAC	720-444-7700 or 65 6872 2693

Chapter 2: Overview

Avaya Control Manager complements the entire Avaya suite by effectively combining and integrating management and administration of a wide range of contact center entities. Rather than focus on technology components and IP telephony entities, Avaya Control Manager sets the spotlight on clear and intuitive functional hierarchy and contact center business logic.

The solution circumvents tedious Communication Manager, CTI system, Oceana, and call recording system setup and maintenance by making it easy to perform a one-time definition of all relevant contact center data and entities, thereby allowing Avaya Control Manager to manage and centrally apply them across Avaya's Contact Center product offerings as detailed below. Agents, skills, VDNs, extensions, screen pops, attribute assignment, work/user/disposition codes, bulk updates of agent properties, call flows, schedule management, dynamic prompts, and dynamic menu content can all be easily set up and managed through a unified and intuitive browser-based interface.

Avaya Control Manager features a broad array of centralized security features, including the ability to apply roles-based permissions for every object administered.

Avaya Control Manager also supports complete Active Directory integration with single sign-on functionality. It can easily be implemented and operated by non-technical personnel, effectively returning control from IT to the contact center professionals and business managers who use and rely on the solution on a daily basis. Avaya Control Manager provides the powerful ability for both technical and non-technical administration users to manage all the key day-to-day administration tasks such as Agents, Users, Extensions, and Voice Mails from an easy-to-use interface through a web solution application. For more information, refer to the Using Avaya Control Manager document or Offer Definition document.

What's New in Avaya Control Manager 9.0.2.0

1. Avaya Control Manager 9.0.2.0 release is available for enterprise version. It incorporates all features and capabilities from the previous releases.

2. Supporting Avaya Aura 8.1.3.1

3. Security enhancements

   – Policy introduced to restrict ACM login passwords:

      1. With only allowed number of repeated characters in succession.

      2. With only allowed number of repeated characters of same class in succession.

      3. Not matching passwords in recent past.

      4. Not containing username.

   – Above password policy to be applicable to users created via ACM Bulk or API.

   – Above password policy to be applicable to only users that would be logging in to main ACM portal using "Basic" authentication type, or to OneX portal using "DB User" authentication type.

- Ability to configure the default passwords for LDAP, SMGR and AACC systems.
- "SameSite" attribute to be set to 'strict' for protection against cross-site-request-forgery attacks.
- Certified support for TLS1.2 and strong cipher suites.
- End User License Agreement (EULA) mandated during Control Manager installation and upgrade.

4. Management enhancements
   - Logging - Centralized Event Logging.
   - Performance - Raise Performance Alarms.

5. Avaya Oceana® Solution
   - From this release ,Work Assignment objects i.e. Categories, Attributes and Service are being cached locally in Control Manager DB for better performance. Hence Avaya Oceana® deployments need to run synchronizer tool to synchronize Work Assignment objects into Control Manager, after installing or upgrading to Control Manager 9.0.2. Failing to do so may start showing warning message on relevant configuration pages.
   - Supports new type of Reason Code - Rejection Code for EMail approval to use
   - Support After Contact Work Timer for each channel on Oceana 3.8.1
   - Support After Contact Work Timer for each Work Assignment service.
   - Minor performance improvements for Oceana user creation and editing via user portal.

   Note: After upgrading to Avaya Control Manager 9.0.2.0 re-configure version configuration made for older Avaya Oceana version® to either 3.8 or 3.8.1

6. Avaya Workspaces for Elite

   Note: After upgrading to Avaya Control Manager 9.0.2.0 re-configure version configuration made for older Avaya Workspaces for Elite to either 3.7 or 3.8.X

7. Control Manager does not support the sharing of Avaya Oceana /Avaya Workspaces for Elite/Avaya Analytics across multiple locations.

8. API Enhancements
   - Supports new SOAP API named GetOneXContactLists to obtain the entire list of all OneX contact lists along with respective members in each contact list.

9. Avaya one-X® Agent template enhancements
   - The value "Maximum attempts for each server" field in "Alternet Server List" tab of one-X® Agent template now mandatory with default value 2 when adding any new server.

10. Support for space in username in One-X-Agent.

11. Support for Seamless navigation to One-X-Agent portal from Main Portal in case of SAML authentication.

12. Bulk portal enhancements and usability improvements
    - Local Language support for CM Agents via file import and UI wizard.
    - Select / unselect multiple attributes on bulk portal wizard.

13. SSH connectivity
    - Control Manager now uses only Rebex component for all SSH connections.

14. Communication Manager

- Native Support for J Series (J129, J169, J69CC, J179, J179CC) set types.

15. Call Management System

- Support available to enable LDAP authentication type for CMS 19 (and onward) users.

- Configuration:

    1. User interface changes done for CMS server configuration.

    2. CMS v18 support : supported integration via ODBC only.

    3. CMS v19 support :

        - supported integration via CLINT (default) as well as ODBC. For switching to ODBC integration: ODBC licenses are expected to be acquired. Separate provision made for configuring the number of ODBC licenses acquired: on CMS configuration UI.

        - configuration of ODBC or CLINT: removed from backend configuration file.

        - improved performance for integration via CLINT: as compared to previous release (ACM 9.0.1.0).

16. Installation improvements

- Supporting zulu version 11.43.56-sa-jre-11.0.9.1.

- Solr v3.5 upgraded to Solr v8.8.0

- Disabled Tomcat Service.

- Removed install mode and distribution setup screen and combined Installation folder and configure language screen to single screen from installer UI.

17. Silent installation (aka headless installation) and upgrade of Avaya Control Manager possible from CLI (Command Line Interface).

18. Health Monitoring Tool improvements

- Added ability to change the Control Manager Database's SQL login passwords.

- Added ability to configure UI portals timeout.

- Shifted licensing details to Control Manager Web UI.

19. SSO supports following browsers version

- IE - 11

- Edge Chromium - 88.0

- Mozilla - 85.0

- Google Chrome - 88.0

20. Providing SAML authentication support for customer specific IdP

21. Support Microsoft ODBC Driver 17 for SQL Server.

22. Support Multiplex-HA deployment on multi-subnets.

23. Important highlights

- From Avaya Control Manager 9.0.2 onward, Oceana WA objects would be meant to be cached into ACM locally. So you must sync them before using Work assignment portal relate features.

Procedure:

1. Connect to Avaya Control Manager server and Open Synchronizer tool.
2. Select Oceana in Type Sync and Appropriate location to Sync.
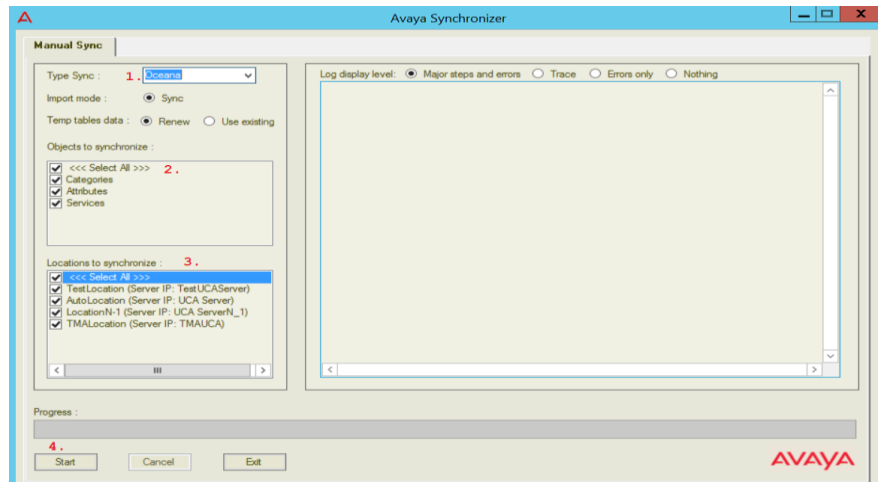
– Integrating with CMS 19.2 using 'root' user

Avaya Control Manager integrates with CMS over SSH shell. Although, OOB, CMS 19.2 disallows 'root' users to login via shell. So, if CMS in Control Manager is configured to integrate using 'root' login, then below steps are expected to be followed on CMS, to allow 'root' login via shell:

1. Login to target CMS server using non-root user, once logged in to CMS then switch to the root user.
2. Run command to edit the ssh config file: **sudo vi /etc/ssh/sshd_config**
3. There will be a configuration saying: **PermitRootLogin**
4. By default, this value is **No** on CMS 19.2. Update this configuration to Yes as follows: **PermitRootLogin Yes**
5. Restart CMS server.

– From Avaya Control Manager 9.0.2 onward, Tomcat service will now be in disabled state in case of install and upgrade.

24. Platform changes

– Support Cylance instead of McAfee.
– Support for SQL 2012, 2014 and Windows 2012 Server OS, removed.
– This is the last release that will support Microsoft Internet Explorer browser.
– Minimum disk storage requirement for ACM APP and ACM SQL server non-HA reduced to 100 GB, excluding OS and other software.
– Besides lab and POC purpose, support for All-in-one box setup extended to production environment, with limited capacity.

25. SQLServerLoginScript.sql which is used for replicating SQL logins from primary to secondary SQL server, will be available in the installer iso (instead of support site), this release onward.

26. Workforce Optimization and ACR

   – Supporting WFO version 15.x and 20.1 and ACR version 15.1.x

   Note : Please use 12.x version while configuring WFO/ACR system in ACM. It will be fixed in a future release.

Localization

Support of following languages are carry forward from previous version of Avaya Control Manager 9.0.1.0.

- English
- Brazilian Portuguese
- French
- German
- Italian
- Japanese
- Korean
- Latin America or Spanish
- Russian
- Simplified Chinese
- Traditional Chinese

Chapter 3: Avaya Control Manager Installation

Downloading Avaya Control Manager 9.0.2.0

All Avaya Control Manager Software Releases are available to download from https://support.avaya.com/.

After download, you must verify the MD5 checksums to ensure that all have been downloaded successfully. After you have downloaded your software, extract its content to your local hard disk using a utility, such as WinZip. Or in case of an ISO image, mount the image to access the content.

Installation and Upgrade

Installation Note:

Before Installing or upgrading to ACM 9.0.2.0, make sure that .Net framework 4.8 is installed.

Review the following documents before attempting the installation or upgrade of Control Manager:

- Installing Avaya Control Manager
- Upgrading Avaya Control Manager

Solr has been upgraded to V8.8.0 and dependancy on Tomcat has been removed. Tomcat will now be in disabled state. Data must be reindexed as per new Solr version after upgrade. Steps for reindexing are:

- o Stop the ACCCM Sphere Engine Service.
- o Execute the Powershell script (<<INSTALL_PATH>>\Avaya Control Manager\Services\ACCCM Sphere\ACCCM Sphere Cor\solr\Remove_Old_Indexed_Data.ps1).
- o Start the ACCCM Sphere Engine Service.
- o Navigate to <<INSTALL_PATH>>\Avaya Control Manager\Services\ACCCM Sphere\ACCCM Sphere Indexer\
- o Run the batch file "ACM_SphereImporter.bat" as Administrator.
- o Wait till operation is completed and message "ACM_SphereImporter has finished. Press enter to continue" is displayed.

Patches and tools

Please note that the download site contains both the Avaya Control Manager ISO file and the additional patches and tools listed below. Please review the readme file in each patch zip file for installation instructions.

Direct upgrade paths to ACM 9.0.2.0

Source Install	Non-HA	Multiplex HA
8.1.0.1	9.0.2.0 Non-HA 9.0.2.0 Multiplex HA	9.0.2.0 Multiplex HA
9.0.0.0		
9.0.1.0		

Chapter 4: Customer found defects, known issues and workarounds

Customer found defects addressed in Avaya Control Manager Release 9.0.2.0

All customer issue fixes that were included in the previous Control Manager releases are included in 9.0.2.0:

The following is the list of customers found issues that were addressed in this release:

#	Title	Service Request No.
ACM-39678	Not able to retrieve Avaya Oceana Monitored Skill ID from Avaya Oceana Voice Provider while saving user from skills tab	1-7ST1CVB,1-7VGL3EJ
ACM-39428	Extra xml in contacts.xml breaks OneX call control buttons	1-7V0PWEJ
ACM-39316	Error when configuring a large Service Excluded list	1-7TN4I87
ACM-39207	One-X Domain config password does not accept some special characters in certain positions	1-7U4UGBI
ACM-39189	Avaya Control Manager Diagnostics tool shows "Fail" when checking Windows Domain	1-7U01LP9
ACM-38855	User Portal | Remove one or two skills from middle of rows | Removing multiple skills	1-7TELPOS
ACM-38597	SIP User | Officelinx Profile | Getting error when SIP URI contains extension of length 13	1-7SXYW78,1-7TPKFFI
ACM-38537	REST API | Delete Oceana user| Does not deleted from ACM	1-7STFDDM
ACM-38524	Off PBX Telephone station mapping | EC500 not accepting more than 3 chr in Trunk Selection	1-7T55AMF
ACM-38402	Seamless transition to Work Assignment Portal is not happening in case of SAML Authentication	1-7TUI561
ACM-38326	Creating Oceana Agent via REST API results in Administrator permissions	1-7SL6KC8
ACM-38322	9.0.1 Upgrade from 9.0 + patches leaves some dlls behind	1-7S8CI26,1-7SCIKOU,1-7SIVIXJ
ACM-38274	Apache Tomcat vulnerability	1-7RSK12Q
ACM-38159	Customer ACM was not showing the license tracker details.	1-7RLHFTH
ACM-38052	Unable to sort Last Modified Time in 1X portal	1-7SB3D0A,1-7T3R0W9

ACM-37997	Extension template dropdown issue	1-7RR51GP
ACM-37852	After installation of ACM with patch 5, Attempting to browse to the ACM web portals results in a HTTP 500.19 error.	1-7RR9IA2
ACM-37816	Edit Extenion Template | Abbreviated Dialing | receving error when select "Group"	1-7RP80T2
ACM-37693	Dialing Plan | Allows Duplicate range to save	1-7RNZAHV
ACM-37674	Password field cannot be reset	1-7RNVZS3
ACM-37619	GetVectorById and GetAGentList API calls broken	1-7HET9SF
ACM-37601	Bulk Action | Edit User | Step 7 missing drop down filters	1-7RITCBT
ACM-37501	ACCCM user can change variable scope without "edit variable details" permission.	1-7R8F3LM
ACM-37425	SNMP Traps configured | But not Sending outside the ACM server | SAL Server is configured as Receiver	1-7GEJQK0
ACM-37312	ACCCM Off PBX telephone station mapping – Off PBX telephone station mapping is lacking of "PVFMC" and "SPFMC" for application list	1-7GZ50LD
ACM-37215	WSfE location should not offer Oceana groups	1-7EZ45HO
ACM-36942	History breadcrumbs not handled correctly	1-7GICENM
ACM-36748	Sphere Feeder Sync fails in 9.0	1-7FU04EX
ACM-36401	No Enchanced Call Forwarding CM permissions	1-7EZOWO1
ACM-36276	ACM to Configure EC500 on one of the button assignments for 160x set type.	1-7DAZ2DF
ACM-36088	new license session consumed when going to one of the old portals	1-7DHVUFN

Known Issues

#	Description and Solution
ACM-27357	**Issue** If there are multiple communication profiles along with CM Endpoint profile and if any profile other than CM throws error on commit, then correcting the profile data and re-committing throws CM related error that "Identifier is already assigned to the extension". **Solution** Update the extension number and then commit.
ACM-33857	**Issue** Subscriber should be synced properly with other mapped LDAP fields
ACM-27461	**Issue** ACM upgrade installer takes too long to complete.
ACM-37351	**Issue** Create SIP User from Bulk Portal and directly from Users portal by profile| The system display "Null" when adding SIP User has Email ID field **Solution** This issue looks to be on SMGR and SMGR should provide a hot fix

Limitations

1. Avaya Control Manager 9.0.2.0 and CMS 19.0 integration requires a patch on CMS 19.0. This patch is required to disregard need of CLINT license for admin operations. ACM uses CLINT for integration with CMS.

2. Avaya Control Manager multiplex environment is currently scalable up to 2 ACM app servers only. Scaling beyond 2 servers will be available in future releases.

3. Control Manager Multiplex HA (MHA) 2XN deployments do not support authorization based access between Control Manager and Avaya Oceana, Avaya Analytics and Avaya Workspaces for Elite. As a workaround, disable authorization from Avaya Breeze.

4. Control Manager Multiplex High-Availability (MHA) 2XN deployments do not support announcement operations, such as Upload, Delete, or Play, from Avaya Media Server.

5. SAML Authentication directly on One-X Agent portal is not possible but Seamless Navigation from Main Portal to One-X Agent Portal is possible if Main Portal authentication happens via SAML.

6. In case of HA setup: any below configuration on Health Monitoring Tool should be done on both Control Management application servers.

    1. Updating Database Server details.

    2. Configuring application logs Archival.

    3. Configuring the UI Portal sessions timeout.

7. For Avaya Control Manager 9.0.2 version, silent installation is supported with below limitations:

    a) Install path must be: "C:\ Program Files (x86)\ Avaya\Avaya Control Manager".

    b) Following pre-requisite software must be installed manually before running the silent installer:

        1. Microsoft .NET framework 4.8

        2. Microsoft ASP.NET MVC 4 Runtime

        3. Zulu Open Java development Kit 11.43

        4. Apache Tomcat 9.0.41