



Oceana™

Release 3.8.1.0

Release Notes

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Publication History

Issue	Change Summary	Date
0.1	3.8.1.0 release notes – DRAFT format only – not for re-distribution	26 th March 2021
1.0	Published Version based on all feedback	12 th April 2021
2.0	Updated VMWare versions	11 th June 2021
3.0	SMGR 8.1.3.1 HF2/PSN	16 th August 2021
4.0	Workaround Item 3: Authorization Service Address Configuration Page 16	24 th August 2021
5.0	Oceana support for Aura 10.1	17 th January 2022

Introduction

This document provides information to supplement Oceana™ 3.8.1.0 software and documentation.

For updated documentation and product support notices information for the current GA release, please visit the Avaya Support website at <http://support.avaya.com>

What's New in Oceana™ 3.8.1.0

New Features and Serviceability Items

Please refer to the Avaya Oceana Solution Description Guide for a comprehensive list of the whats new items in both Oceana 3.8.1.0 and Analytics 4.1.1 releases.

Avaya Aura 10.1 is now supported by Avaya Oceana 3.8.1.0. Refer to the Avaya Support website at <http://support.avaya.com> for software and installation guides.

Oceana™ 3.8.1.0 Specifications

Operating System and Virtualization Support

Avaya Oceana™ is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. All Operating Systems (OS) software required by Avaya Oceana™ must be provided by the end customer and/or system integrator where it is not explicitly provided as standard by Avaya.

Avaya Oceana™	Operating System
Avaya Workspaces	• Microsoft Windows 10, Apple Mac OS 10.9 to 11.2.3
Avaya Control Manager	Please Refer to the Avaya Control Manager Offer Definition Document for the full list of supported versions of Microsoft Operating Systems and MS SQL software.

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Avaya Oceana™	Operating System
Omnichannel Database Server	<ul style="list-style-type: none"> Windows 2016 64 Bit (Desktop Experience)

Supported Browsers

The following table shows the supported browsers for Oceana™ 3.8.1.0 and Analytics 4.1.1

Avaya Oceana™ & Analytics Components Workspaces for Elite (WSFE)	Microsoft Internet Explorer	Microsoft Edge	MS Edge Chromium	Google Chrome (Windows and Apple MAC)	Mozilla Firefox Standard	Mozilla Firefox Enterprise (Quantum) ESR	Apple Safari
Avaya Workspaces <ul style="list-style-type: none"> Supervisor & Agent Role Workspaces Admin Role Customer Journey Co-Browse - Agent Role 	Not Supported	Not Supported	84-89	78-89	76 – 87.0	68.12, 78.9	12, 13, 14
Co-Browse - Customer	11	44	88,89	88,89	85,86	68.12, 78.8	13,14
Avaya Control Manager Service ACH Offer Definition	11	44	87	88	85	Not Supported	13
Avaya Workspaces - WebRTC Voice and Video Agents	Not Supported	Not Supported	83-87	77-88	Not Supported	Not Supported	Not Supported
Customer Side WebRTC applications	Not Supported	Not Supported	83-87	77-88	77-79	Not Supported	Not Supported
Customer Web Chat Portal** (single app hosting)	Deprecated-continue to use with no support	40, 41	83	76-83	70	68.2	10, 11
Avaya Analytics 4.x Real Time Reporting (via Supervisor Workspaces)	Not Supported	Not Supported	84-89	78-89	76 – 87.0	68.12, 78.9	Not Supported
Avaya Analytics 4.x Historical Reporting	11	44	84-89	78-89	76 – 87.0	68.12, 78.9	12, 13, 14
Avaya Analytics 3.7.0.2 Real Time Reporting (via Supervisor Workspaces)	Not Supported	Not Supported	Not Supported	76-83	Not Supported	Not Supported	Not Supported
Avaya Analytics 3.7.0.2 Historical Reporting	11	40	Not Supported	60+	52+	Not Supported	9-10
Oceana Multimedia Data Viewer & Oceana Dashboard & Monitor	Not Supported	44	87 with Click Once Extension	88	85	Not Supported	Not Supported
Oceana Administration Tool & OCHT	11	44	87 with Click Once Extension	88 with Click Once Extension	85 with Click Once Extension	Not Supported	Not Supported

Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.8.1.0 Snap-in's can only be deployed on Avaya Breeze Clusters and Nodes. Customer's deploying Avaya Oceana™ are responsible for providing supported virtualized s/w, licenses and host platforms per Avaya recommendations. Please refer to the official Avaya Oceana Deployment Guide and the Avaya Breeze Platform Documentation for additional information.

The table below lists the supported versions of VMWARE with Avaya Oceana™ 3.8.1 and Breeze 3.8.0.2

VMWare Version	Avaya Oceana™
VMware ESXi 6.5	Yes

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VMWare Version	Avaya Oceana™
VMware ESXi 6.7**	Yes
VMware ESXi 7.0	Yes
Citrix/Xenapp 7.6	Yes

All versions of the Intel E5-26xx Series of processors and all the variants in the footprint spreadsheet are fully supported by ESXi 6.7. Customers not using this processor family need to validate compatibility via VMWare's website

** (<https://www.vmware.com/resources/compatibility/search.php?deviceCategory=cpu>) before undertaking any upgrade to ESXi 6.7.

Installation

Product Compatibility

Avaya Aura 10.1 is now supported by Avaya Oceana 3.8.1.0. Refer to the Avaya Support website at <http://support.avaya.com> for software and installation guides.

Note that the compatibility matrix changes constantly as new products in the wider Avaya portfolio are released. For a complete and most up to date list of supported and tested Avaya Oceana components, you must always refer to the detailed interoperability matrix available on the Avaya support web. For the latest and most accurate compatibility information go to: -

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Oceana™ Guides & Software

Refer to Avaya Support website <http://support.avaya.com> for software download details.

New Installations – Oceana™ 3.8.1.0 only

For performing a fresh installation please refer to the following document on support.avaya.com

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Document	Description
Deploying Avaya Oceana Solution 3.8	https://downloads.avaya.com/css/P8/documents/101075046

Upgrading to Oceana™ 3.8.1.0 only

For performing a fresh installation please refer to the following document on support.avaya.com

Document	Description
Upgrading Avaya Oceana Solution 3.8	https://downloads.avaya.com/css/P8/documents/101075050

Useful guides

Document	Description
Avaya Breeze Platform Overview	https://downloads.avaya.com/css/P8/documents/101070659
Deploying Avaya Breeze Platform	https://downloads.avaya.com/css/P8/documents/101070661
Administering Avaya Breeze	https://downloads.avaya.com/css/P8/documents/101070685
Workspaces for Elite Release Notes	https://downloads.avaya.com/css/P8/documents/101075084
Avaya Context Store Release Notes	https://downloads.avaya.com/css/P8/documents/101075222
Avaya Context Store Snap In Ref.	https://downloads.avaya.com/css/P8/documents/101075001

Software

SMGR 8.1.2.0	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.2.0_r812011097.bin	SMGR8120GA1 ed113f3a3f8a16534cb6de03152ed6a5
SMGR	System_Manager_R8.1.2.0_HotFix7_r812011790.bin	SMGR8120HF7 3e8f03bc65ccad4a3df83ffb39c4fa84

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SMGR 8.1.2.0	Filename	Download ID & MD5 Checksum
Hotfix 7	<i>See PSN005284u on the Avaya Support Site for more details on this Hot Fix</i>	

SMGR 8.1.3.0	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.3.0_r813011784.bin	SMGR8130GA1 46d8ea500a2ad0a1ed5e89aced444911
SMGR Hotfix 3	System_Manager_R8.1.3.0_HotFix3_r813012237.bin <i>See PSN005558u on the Avaya Support Site for more details on this Hot Fix</i>	SMGR8130HF3 2bd82ca5eeccf8a6ed82403d414dee18

SMGR 8.1.3.1	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.3.1_r813112244.bin	SMGR8131GA1 eb87510926aca10a45b8d1f27c453e96
SMGR Hotfix	System_Manager_R8.1.3.1_HotFix_x or later	<i>Refer to Avaya Support Site for current Hot Fix availability</i>

Breeze 3.8	Filename	Download ID & MD5 Checksum
Breeze 3.8 ova	Breeze-3.8.0.2.380204.ova	AB000000247
EM Installer	BreezeEMInstall-3.8.0.2.380204.zip <i>See deploying Breeze Platform notes</i>	AB000000250

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Oceana 3.8.1.0	Filename	Download ID & MD5 Checksum
Oceana Snapins	Oceana3810.zip	AOC00000111 d5c402cd339bf1550a66f6959c6b44b3
Workflows	AvayaOceanaEDWorkflows.zip	AOC00000112 cace1c816a598041562db4389aff3b98
Oceana DVD	OCEANA_3.8.0.1-2.iso	AOC00000114 3f7f8e43f7c6486f7e3362d9f6b6a8d7
Context Store DB Migration	ContextStoreDataMigrationScripts.zip	AOC00000104 5f44eac6b7e2d283f158a72bb015733a
Context Store DB Migration SQL	ContextStoreSchemaCreationScripts-SQLServer.zip	AOC00000106 f157ed22da8d49df648c2918ed920d8e
Context Store DB Migration Postgres	ContextStoreSchemaCreationScripts-Postgres.zip	AOC00000107 c27eb9f6c9e453d15d91866a75a61395

ACCCM 9.0.1	Filename	Download ID & MD5 Checksum
ACM 9.0.2	ACM_9.0.2.0_415_20210403_1214.iso	ACCM000078 9d8ff10fce698246116600bf75932e08

Disaster Recovery

There are no changes to the Disaster Recovery capabilities in the Oceana 3.8.1 and Analytics 4.1.1 releases. Please refer to the Oceana Solution Disaster Recovery guide for all details on switchover and switch back procedures.

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Digital Connection (Async Messaging)

Prior to deploying Async Messaging Connector, it is recommended that a Digital Connection account is provisioned to provide the AppID, Provider Key and Security Key required at installation time.

(In the event that installation has already taken place, the Digital Connection account details can be modified. The process for this is outlined in PSN005752u).

The process to request a Digital Connection account is documented in:

CID: 192978 Request for Digital Connection Account Enrollment or Changes

This form should be completed and returned to: npioperations@avaya.com

Further information on the supported features for Digital Connection is captured in PSN005752u

Defect Resolved in Oceana 3.8.1.0

This Section will contain a list of Customer Found Defects Fixed in this Release

Customer Found Defects Resolved

Oceana

Key	Description
WAVE-8242	supervisor cannot logoff an agent if agent disconnected WS while on a call
WAVE-8594	ACW definition should be documented
WAVE-14542	Seeing 900 sec of active_time_dur but no calls offered or answered
WAVE-14655	Email Secondary SMTP Server uses port 0 - should use same port as Primary SMTP
WAVE-14758	SMTP / STARTLS / Use alternative name failing to authenticate
WAVE-15258	Validate annotation type objects
WAVE-15260	Remove Agent information from the customer response/Remove customer information from Agent response
WAVE-15263	External client (burb tool) or by invoking the request control API able to change the customer DOM on behalf of agent even if agent is not in control
WAVE-15419	Call dropped waiting for Transfer to Service to be answered continues to increment Wait time
WAVE-15507	OCMT – Cannot import customer - Match Type: Phone Match - existing phone number has prefix "+"
WAVE-15799	Emails that are received from email server not written to OMNI DB in correct order
WAVE-15822	"Get Group ID for Context ID" API on CSRest will not resurrect context from EDM if it is not in the space
WAVE-15958	Chat Transferred-to-user still showing as QUEUED in UCM-DC Midnight pump-up
WAVE-16216	OmniDB Scheduled Backup not running on network drive path

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Key	Description
WAVE-16317	Incomplete "Creating database tables for External Data Mart" procedure
WAVE-16427	Add new CS EDM tables procedures to Oceana Deployment guide – currently cover only migration
WAVE-16560	Help search function is not working
WAVE-16603	Typo in value of 'Grid Heap Size for LU' Context Store Reference Guide
WAVE-16868	ACW measure continues to increase after Agent logs out
WAVE-17062	Oceana Deployment guide: Inconsistent EDM section names
WAVE-17063	Oceana Deployment guide: Creating EDM database - incorrect steps must be removed
WAVE-17064	Oceana Deployment guide: Deploy EDM on ACM - section order
WAVE-17065	Oceana Deployment guide: Create EDM tables - script location
WAVE-17066	Oceana Deployment guide: Deploy EDM on ACM - checklist
WAVE-17067	Oceana Deployment guide: Deploy EDM Standalone - create tables

Engagement Designer

Key	Description
WORKFLOW-9337	Support minimum of 12.5K active instances
WORKFLOW-5983	Interactive Voice task should be enhanced to support called party
WORKFLOW-8413	Selection of records should be maintained while navigating – server side pagination

Workspaces

Key	Description
WORKSPACES-8132	Super Input should be more reliable and browser-independent
WORKSPACES-8980	All Workspaces Agents can Authenticate but cannot Activate
WORKSPACES-9979	Billboard view – incorrect data aggregation
WORKSPACES-10553	"sticky" tool tip issue
WORKSPACES-10558	Agent name not updated in Workspaces Team tab
WORKSPACES-10615	Workspaces Widget getCapabilities() interaction.canConsult() = undefined for Interaction card
WORKSPACES-10879	Workspaces 3.7.0.1 Memory Leak when using Firefox 78.7 to access Realtime Analytics
WORKSPACES-10917	Description Workspaces Accessibility – Disposition Code using system ID with WCAG 2.0 Braille Display
WORKSPACES-10918	Workspaces Accessibility – Interaction Card Sub-elements not controllable by CAG 2.0 Braille Display
WORKSPACES-12907	When modifying the workspaces layout. Changes are applied to ALL layouts

Known Issues

Below is a list of issues still manifesting in the Product. Will look to address these in upcoming releases.

Oceana

Issue	WAVE-17327 Consult Transfer Results in an inability to "unhold" calls
Impact	WSfE deployment with agents using AAFD SIP endpoints. Occasionally some agents are not able to complete a consult transfer. Although the transfer is completed on CM, a workcard is left behind on Workspaces. The issue, when seen, is limited to that agent only.

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Workaround	The solution is to have the agent log out from Workspaces and AAFD and re-login.
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Issue	WAVE-17470 Time in ACW continues to increase by 900 per interval after the agent logs out
Impact	This issue is seen only for a particular scenario where the agent logs out of the phone while Workspaces is still in After Call Work (ACW) mode and another agent logs into the same extension (shift change and agent configured to use the same extension). This issue results in incorrect reporting of ACW.
Workaround	A workaround is that the agent should not log out of the phone while Workspaces is in ACW mode. Also, use Workspaces to log out rather than logging out directly from the phone.

Issue	WAVE-17435 Channel Exclusivity does not work immediately after logging in
Impact	If contacts are waiting in the queue when an agent logs in, it has been observed that multiple contacts get presented to the just logged-in agent. This is unexpected when channel exclusivity is enabled, also unexpected behavior in general. However, this happens only once when the agent logs in. Once the agent answers and completes those contacts, this does not happen anymore, even if the agent was to go 'Not Ready' and then 'Ready' again.
Workaround	There is no workaround for this issue

Issue	WAVE-17367 Emails default routing no service attributes eventually abandon
Impact	Emails route to agents, but not required attributes.
Workaround	Customers should monitor for emails routing with unexpected attributes and ensure there are sufficient agents available to process them.

Issue	WAVE-17239 Data Viewer timeouts retrieving Email counts
Impact	Email counts do not appear correctly in DataViewer.
Workaround	Examine DataViewer statistics out of business hours when load on system is less.

Issue	WAVE-17556 ODMT - create SSL info missing tls1.1 and 1.2
Impact	Newer versions of TLS are not set which may impact on communication with Oceana svars.
Workaround	Customers should access the Cache System Management Portal and enable the required options there.

Issue	WAVE-17578 When switchovers are initiated between campus primary and standby servers some Oceana services report issues
Impact	Very intermittently there may be issues with Oceana services post an OCP DB switchover.
Workaround	Suggest to restart servers instead of using ODMT to perform the switchover as this appears to reduce chance of issue occurring. Customers should always examine state of Oceana via OceanaMonitor post a switchover. Oceana should be restarted if all services not running as expected.

Workspaces

Issue	WORKSPACES-14270 - Custom Realtime Reports show some measures as "Loading"
Impact	The customer is unable to view their custom reports
Workaround	Go to View manager, clone an existing custom report, open it and the custom views are now available

Issue	WORKSPACES-13619 - Realtime Dashboard not updating with agent status properly
Impact	Invalid data displayed
Workaround	There is no workaround for this issue

Issue	WORKSPACES-10799 - My Agents Viewer does not get Notified of Browser Disconnect For Agents in Not READY Mode
Impact	Disconnect icon doesn't appear until you click on agent – confusing Supervisor.
Workaround	Need to click each agent in order to see actual status

Issue	WORKSPACES-10689 - Frequent disconnection messages in Workspaces - security.AccessControlException: access denied
Impact	Frequent disconnection messages in Workspaces with a file permission error. (approx. 1 time per 2h). The issue is only being reported by one customer on a 100-agent solution.
Workaround	Refresh Browser by Pressing F5 key to resolve issue

Async Messaging

Issue	WORKSPACES-9421 Agent created video recordings on Chrome browser are not delivered to async messaging end users
Impact	Agents have the ability to record video messages and send in response to a messaging conversation. The video messages recorded using Chrome browsers are not delivered to end users. This occurs due to a video encoding incompatibility on recordings from Chrome.
Workaround	Firefox browser should be used to avoid this problem if agent recorded video clips are required in messaging use cases.

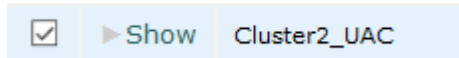
Workarounds and Considerations

Workaround Item 1: Update Authorization Cert in SMGR

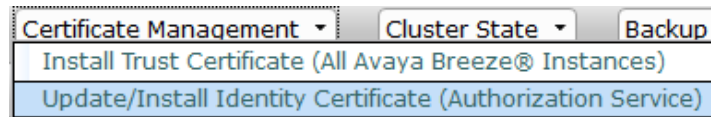
Error Client authentication failed. Session validation failed" when you try to login agents, please do the following:

On SMGR, select the UAC cluster

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Update the Identity Certificate on UAC cluster



If the lab is setup to require token based access, go to SMGR → Avaya Breeze → Configuration → Authorization; Edit UAC grants

Edit Grants for Authorization Client : UnifiedAgentController - Cluster2_UAC

This page allows you to administer grants for an Authorization Client

Grants			
Edit Values New Delete			
1 Item			
Resource Name	Resource Cluster	Feature	Values
UnifiedAgentController	Cluster2_UAC	desktop	access

Workaround Item 2: OCP DVD install issue

Installation of the OCP DB software from a mounted drive may fail. The root cause of this issue is unclear at time of going to press. To work around, the contents of the OCP DB DVD were exploded out onto a physical drive on the server and they were installed from there without issue.

Workaround Item 3: Authorization Service Address Configuration

Recent security enhancements in the AgentControllerService snap-in now mean that Customers must configure the **Authorization Service Address** attribute on the OceanaConfiguration:

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ProvisioningCluster > OceanaConfiguration:


Name	Override Default	Effective Value
Common Cluster	<input checked="" type="checkbox"/>	OceanaCluster1
Context Store Cluster	<input checked="" type="checkbox"/>	OceanaCluster1
Co-Browse Cluster	<input checked="" type="checkbox"/>	OceanaCluster4
OCP Cluster	<input checked="" type="checkbox"/>	OceanaCluster3
Customer Management Cluster	<input checked="" type="checkbox"/>	OceanaCluster1
Chatbot Cluster	<input type="checkbox"/>	
Unified Agent Cluster	<input checked="" type="checkbox"/>	OceanaCluster2
Authorization Service Address	<input type="checkbox"/>	

Enter the Fully Qualified Domain Name or IP of the cluster where Authorization Service is installed.

Setting this attribute was optional in earlier releases of Oceana; required only for agents to access transcripts.

Setting this attribute is now necessary so that the AgentControllerService can work with Workspaces to process multimedia OCP contacts.

Consideration Item 1: Context Store Schema Changes and Database SQL Migration

As part of Oceana 3.8 the EDM database must be migrated to MS-SQL Server. The Customer Journey data and CS resurrection data (longer term storage of context data) are stored in a new schema. To successfully deploy the new Journey PU, a new schema must be created, and the old data migrated to the new schema.

Refer to 'Avaya Context Store Snap In Reference' for migration instructions.

Consideration Item 2: Coresident ACM and EDM databases

The option is available to install MS SQL server version of the Context Store EDM database with the ACM SQL Server Database.

Refer to 'Avaya Context Store Snap In Reference' for migration instructions.

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Consideration Item 3: ED Flow duration

Customers should set the Engagement Designer SVAR attribute “Number of days the user want to retain active instances” to greater than the maximum duration they expect contacts to be present in the Contact Center before being closed (e.g. if 6 days is the maximum envisaged open contact duration then set this value to 7).

Consideration Item 4: Engagement Designer attributes that control ED database clean-up

The Engagement Designer attributes that control the ED database clean-up processes have the **wrong default values**.

This can lead to performance issues on Cluster 1 in high-volume production solutions.

Configure the Engagement Designer attributes to automatically cleanup the ED database and avoid performance issues.

1. Set the Oceana clusters to **Deny New Service**.
2. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
3. On the **Service Clusters** tab, do the following:
4. In the **Cluster** field, select **Cluster 1**, the cluster hosting the Engagement Designer service.
5. In the **Service** field, select **EngagementDesigner**.
6. Configure these attributes.
 - a. Set attribute **Completed instance to be deleted or not** to true.
 - b. Set attribute **Number of days the user want to retain error instances** to **7** (i.e. One Week)
7. Click **Commit**.
8. No Cluster restart needed.

Consideration Item 5: Only enable Cylance post 3.8.1 Oceana install

If customers plan to run with Cylance enabled on Oceana Breeze nodes for Oceana 3.8.1 release, then customers must only enable (service running) Cylance post New Install or post Upgrade. Explicitly the Cylance Service must **not** be running during the Oceana Install or Upgrade.

Languages Supported

Oceana™ 3.8.1.0 supports the following languages.

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G14+2 Countries	Language
APAC	
China	Simplified Chinese
China	Traditional Chinese
Japan	Japanese
Korea	Korean
India	English
Australia	English
EMEA	
France	French
German	German
Italy	Italian
Russia	Russian
UK	English
Middle East Counties	Arabic
CALA	
Mexico	Lat-Spanish
Brazil	Brazilian-Portuguese
US/Canada	
Canada	French/English
US	English

Support and Contacting Support

Contact Support Checklist

If you are having trouble with Oceana™ 3.8.1.0 you should:

1. Follow the instructions in written or online documentation
2. Check the documentation that came with your software for maintenance or hardware-related problems
3. Note the sequence of events that led to the problem and the exact messages displayed.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <http://support.avaya.com>
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Appendix 1 – Solution Reference Information

Solution Information

Avaya Oceana™ Product <https://sales.avaya.com/en/pss/avaya-oceana>

Product Compatibility Matrix to determine products release levels compatible with Avaya Oceana™ is available at <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Technical Documentation <https://support.avaya.com/documents/>

DevConnect

http://www.devconnectprogram.com/site/global/products_resources/avaya_contact_center_control_manager/overview/index.gsp

Avaya Product Lifecycle Policy <https://support.avaya.com/css/P8/documents/100081098>

APS Application Support Team engagement process currently WIP

Appendix 2 – Port Matrix Updates

Refer to <https://support.avaya.com> for the latest Oceana 3.8.1.0 Port Matrix

End of Document