Avaya Oceana™
Release 3.10.0.1

Release Notes

ISSUE 1.0
APR 2025

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Publication History

Issue	Change Summary	Date
0.1	3.10.0.1 release notes – DRAFT format only – not for re-distribution	31st March 2025
	3.10.0.1 release notes – Final	12th May 2025

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Introduction

This document provides information on Oceana™ 3.10.0.1 software and documentation.

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

What's New in Oceana™ 3.10.0.1

New Features and Serviceability Items

Avaya Aura 10.2 is now supported by Avaya Oceana 3.10.0.1. Refer to the Avaya Support website at http://support.avaya.com for software installation and migration guides.

The following supported in Avaya Oceana 3.10.0.1:

1. **Avaya Breeze 3.9.0.2 platform support.**
2. **VMware ESXi 8.0 support.**
3. **Centralized logging supported on CSP platform.**

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Oceana™ 3.10.0.1 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 either by the end customer or the system integrator. However, it is not explicitly provided as standard by Avaya.

Avaya Oceana™	Operating System
Avaya Workspaces	• Microsoft Windows 10, Windows 11 • 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 MSQL software.
Omnichannel Database Server	• Windows 2019 64 Bit (Desktop Experience).

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Supported Browsers

The following table shows the supported browsers for Oceana™ 3.10.0.1 and Analytics 4.3.0.0 Patch3:

Component	Microsoft Edge Chromium	Google Chrome (Windows and Apple MAC)	Mozilla Firefox Standard	Mozilla Firefox Enterprise (Quantum)	Apple Safari
Avaya Workspaces for Avaya Oceana® • **Supervisor and agent role** • **Avaya Workspaces admin role** • **Customer Journey** • **Co-Browsing Snap-in agent role**	122, 130, 133, 134, 135	108, 119, 129, 130, 133, 135	110, 135, 136, 137	128.7,128.9	12-15
Co-Browsing Snap-in customer	135	134,135	136,137	128.7,128.9	12-15
Avaya Control Manager	135	135	137	Not supported	12-15
Avaya Workspaces for Avaya Oceana® **Avaya WebRTC Connect Voice and** **Video agent**	135 Video: Not supported Voice: supported	134, 135	Not supported	Not supported	Not supported
Customer Avaya WebRTC Connect application	135 Video: Not supported Voice: supported	134, 135	91-102	Not supported	Not supported
Avaya Analytics™ Release 4.x Real Time Reporting (using supervisor Avaya Workspaces for Avaya Oceana®)	122, 130, 133, 134, 135	134, 135	110, 135, 136, 137	128.7, 128.9	Not supported
Avaya Analytics™ Release 4.x Historical Reporting	122, 130, 133, 134, 135	134, 135	110, 135, 136, 137	128.7, 128.9	12-15
Avaya Oceana® Multimedia Data Viewer & **Avaya Oceana® Dashboard & Monitor**	134, 135	108, 134, 135	137	Not supported	Not supported
Avaya Oceana® Administration Tooland OCMT	134, 135	134, 135 with Click Once Extension	137 with Click Once Extension	Not supported	Not supported

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Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.10.0.1 Snap-ins can only be deployed on Avaya Breeze Clusters and Nodes. Customers deploying Avaya Oceana™ are responsible for providing supported virtualized s/w, licenses and host platforms according to Avaya recommendations. Please refer to the official Avaya Oceana Deployment Guide and the Avaya Breeze Platform Documentation for additional information.

The following table lists the supported versions of VMWARE with Avaya Oceana™ 3.10.0.x and Breeze 3.9.0.2:

VMWare Version	Avaya Oceana™
VMware ESXi 8.0 support	Yes
VMware ESXi 7.0 and above	Yes
Citrix/Xenapp 7.6	Yes

Customers not using this processor family need to validate compatibility via VMWare website

Installation

Product Compatibility

Avaya Aura 10.2 is now supported by Avaya Oceana 3.10.0.1. Refer to the Avaya Support website at http://support.avaya.com for software and installation guides.

Note that the compatibility matrix changes 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 website. For the latest and most accurate compatibility information go to: - https://support.avaya.com/CompatibilityMatrix/Index.aspx

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Oceana™ Guides & Software

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

Migrating to Oceana™ 3.10.0.1 only

For performing a migration, please refer to the following document on support.avaya.com:

Document	Description
Migrating to Avaya Oceana Solution 3.10.0.1	https://support.avaya.com/css/public/documents/101092764

Migrating to Oceana™ 3.10.0.1 DR system

For performing a migration, please refer to the following document on support.avaya.com:

Document	Description
Avaya Oceana® and Avaya Analytics™ Disaster Recovery and Migration	https://support.avaya.com/css/public/documents/101092766

New Installations – Oceana™ 3.10.0.1 only

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

Document	Description
Deploying Avaya Oceana Solution 3.10.0.1	https://support.avaya.com/css/public/documents/101092768

Useful guides

Document	Description
Migrating Avaya Co-browsing Snap-in	https://support.avaya.com/css/public/documents/101092919
Migrating Avaya Context Store Snap-in	https://support.avaya.com/css/public/documents/101092917

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Avaya Breeze Platform Overview	https://support.avaya.com/css/public/documents/101087258
Deploying Avaya Breeze Platform	https://support.avaya.com/css/public/documents/101087264
Administering Avaya Breeze	https://support.avaya.com/css/public/documents/101087254
Breeze 3.9.0.2 Release Notes	https://support.avaya.com/css/public/documents/101092762
Avaya Oceana® Solution Description 3.10.0.1	https://support.avaya.com/css/public/documents/101092770
Administering Avaya Oceana® 3.10.0.1	https://support.avaya.com/css/public/documents/101092774
Maintaining and Troubleshooting Avaya Oceana® 3.10.0.1	https://support.avaya.com/css/public/documents/101092776

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Software

SMGR 10.1.3	Filename	Download ID & MD5 Checksum
SMGR OVA	SMGR-10.1.0.0.537353-e70-21E-01.ova	SMGR101GA01 815f07578a5d59324e7da0e7d5172719
SMGR patch 10.1.3	System_Manager_10.1.3.0_r1013015713.bin	SMGR1013GA1 04a49e112a928e72c181ca4b2d18efde
SMGR Hotfix 10.1.3.2	System_Manager_R10.1.3.2_HotFix1_101321 6879.bin	SMGR10132HF1 6904c0d29f6bdee210dc684dc1f9fc45

SMGR 10.2	Filename	Download ID & MD5 Checksum
SMGR	SMGR-10.2.0.0.439670-e70-46E.ova	SMGR102GA01 E565039fdb0cfe67897d03314fdf4957
SMGR Mandatory GA Patch	System_Manager_R10.2.0.0_S4_1020166 24. bin	SMGR102GA05 fb455ccd2613765d10c4fedc7cd7dc26

SMGR 10.2.0.1	Filename	Download ID & MD5 Checksum
SMGR	SMGR-10.2.0.0.439670-e70-46E.ova	SMGR102GA01 E565039fdb0cfe67897d03314fdf4957
SMGR Patch	System_Manager_10.2.0.1_r1020116918.bin	SMGR1021GA01 1c4fa521d1ad12b50ffa1b692cb50cda

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SMGR Hotfix	System_Manager_R10.2.0.1_HotFix2_10201 17250.bin	SMGR10201HF2 f22c425ac671a2e64cff850e463537ca

SMGR 10.2.1	Filename	Download ID & MD5 Checksum
SMGR	SMGR-10.2.0.0.439670-e70-46E.ova	SMGR102GA01 E565039fdb0cfe67897d03314fdf4957
SMGR Patch	System_Manager_10.2.1.0_r1021117280.bin	SMGR1021GA01 45645a31d1cae70293c42b6205ee6547

Breeze 3.9.0.2	Filename	Download ID & MD5 Checksum
Breeze 3.9.0.2 ova	Avaya Breeze 3.9.0.2 OVA	AB000000325 MD5 SUM f1503dddafab3816d20459d9db0d 1f64
EM Installer	Avaya Breeze 3.9.0.2 Element Manager Package	AB000000326 MD5 SUM b9188d5b2183285e3c07377ad9d 55911
PacketbeatService -svar- 3.9.0.2.390202.svar	Packetbeat Service 3.10.0.1 GA	AOC00000134 557c831c89bd9195e999a594e1fb 104f
MetricbeatService -svar- 3.9.0.2.390202.svar	Metricbeat Service 3.10.0.1 GA	AOC00000135 92560ecbda5494249e8c96753c8c 086f
reliableEventStrea ming-svar- 3.9.0.2.390202.svar	Avaya Oceana Reliable Event Streaming 3.10.0.1 GA	AOC00000136 2bee3c652db8d87b9a6b7bee1a9 2aa36

Oceana 3.10.0.1	Filename	Download ID & MD5 Checksum
Oceana Snapins	Oceana31001.zip	AOC00000131 3222fb34519a1252ce88fd3fea60dab0

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Workflows	AvayaOceanaEDWorkflows.zip	AOC00000127 f8e05b7623a443133bc7e7416857c6e3
Oceana DVD	OCEANA_3.10.0.1-34.iso	AOC00000132 4bf2af0f7e6010ac2864ce2f62af40d5
Avaya Oceana Centralized Logging	addCNMappingExt.tar.gz	AOC00000133 1f91f30c7d3dc2663e554a4ea5742867

Note: ED workflows are the same as 3.10.

ACCCM	Filename	Download ID & sha256sum
ACM 9.1	ACM_9.1.0.0_378_20220627_0353.iso	ACCM000084 dc4db0a0d4bbab70e1e247d92d8a4e9f
ACM 9.1 Patch	ACM 9.1 Patch 2	ACCM000086 0b160972b64f841bc803fc61df907a41
ACM 9.1.0.1 GA	ACM_9.1.0.1_34_20231127_0419.iso	ACCM000087 f804b05d0eaf50e9898d665591ed89e923 b331328b42c6f81a033d9490557f23
ACM 9.1.0.1 Patch	ACM.9.1.0.1.34.exe	ACCM000088 f05adeac3bad6aaee4621b51bae99eca9d 53701df1c18ca311dcdb05f22effc5

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Defect Resolved in Oceana 3.10.0.1

This section contains a list of customer's identified defects Fixed in this release.

Customer's identified defects resolved

Avaya Oceana

Key	Description
WAVE-43765	Time zone discrepancy between summary and transcript screens.
UNIDESK-20433	Unexpected differences between Workspaces Widgets in 3.7 and 3.10.
UNIDESK-20420	Emails from noreply@singlex.com taking over the whole Oceana Workspace screen.
UNIDESK-20407	Workspaces Widget for manual outbound calls onRemoteParticipantAcceptedEvent not working as expected.
UNIDESK-20400	WebRTC Agent cannot mute a call on Workspaces interaction.
WAVE-51027	Oceana Monitor - Oceana Monitor Certificate should not display error.
WAVE-50339	CustomerController 3.10.0.0.2 patch - Gigaspaces connection BROKEN – NotifyListenerRegistrationException
WAVE-49943	After switching from OnPrem mailbox to O365 (MSGraph) mailbox, plain text emails are formatted by Oceana without carriage return/line feed.
WAVE-49896	Customer is sending the email as plain text; however, it arrives as a string.
WAVE-49418	Customer closes the Chat browser, but the AutomationController does not properly end the interaction.
WAVE-48831	Email user sent user using plain text, when agent replied to this email the format is incorrect.
WAVE-48059	Issue with special characters.
WAVE-43283	Botconnector response consists of 2 messages, only the second is being delivered to the Chat Reference Client.

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WAVE-27118	Invalid outbound email address appears to cause processing issues.
WAVE-43258	Oceana Chat should block Browser-side scripts within Chat attached file names.
WAVE-50230	Work Assignment Manager service heap memory shortage.
WAVE-48826	Not possible to disable mailbox in OCDB administration tool.
WAVE-25013	Consult Transfer to Routing Service not working.
WAVE-48828	Special characters not allowed in outgoing attachment name.
WAVE-39235	Exclusion filter not working on Workspaces Dashboards.
WAVE-43259	Oceana Chat should block Browser-side scripts within Chat messages .
UNIDESK-12404	Customer history search returns every contact in the Database .
WAVE-50376	Auto-response adds new customer ID/Contact ID.
WAVE-45897	Unable to remove unwanted schedule for Metadata Backup.
UNIDESK-20451	Extra Line was added to email reply (in Workspaces) when adding the Email Template.
UNIDESK-20418	Layouts disappear.
UNIDESK-20412	WebRTC - One Way WebRTC video - No video on client side.
WAVE-48702	As a developer, I want to include exception handling in EWT API, so that I can prevent the acceptance of negative values.
WAVE-48703	Issues found from the security penetration testing of the EWT API of Oceana.
WAVE-48705	Duplicate Attribute Keys in JSON Payload.
WAVE-48707	Improper Handling of Content-Type Header.
WAVE-47518	Oceana not using the Reply-To header when sending an email reply (RFC5322)

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Workspaces

Key	Description
WORKSPACES-44836	Supervisor cannot select Finish button when agent is in not ready status with disposition code such as Lunch Break etc.
WORKSPACES-83478	i18n | AOCW | Workspaces | Endcontractrequest | untranslated (externalization) | CHT
WORKSPACES-84582	Accessibility - Import Dashboard does not work if we are using the tab to focus on this button then press enter from keyboard.
WORKSPACES-82323	Call transfer display extension instead of agent name.
WORKSPACES-44340	Failing outbound WebRTC call.
WORKSPACES-51695	Oceana Workspaces: Failed to Activate after Updating to UAC 3.8.1.0 Patch 20.
WORKSPACES-32493	UAC_3.8.1.0.12 UI issues after Consult.
WORKSPACES-12907	When modifying the workspaces layout. Changes are applied to ALL layouts.
WORKSPACES-2828	WfE - Workcard does not remain when agent in ACW (intermittent).
WORKSPACES-58975	Date format (MM/DD/YY) is not available as an option for some measures.
WORKSPACES-57892	French translation for last name and first name is incorrect in customer search.
WORKSPACES-57274	WebRTC cannot go outbound.
WORKSPACES-49871	Updated Co-Browse clientSDK will have to be adopted by Workspaces and Workspaces will have to provide a patch.
WORKSPACES-47767	Chat History URL does not show as hyperlink while using Edge Chromium Browser.
WORKSPACES-46375	One Unlabeled Button in the Workspaces Views Manager screen.

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WORKSPACES-46374	Unlabeled Buttons in the Workspaces Realtime Dashboard screen.
WORKSPACES-46057	Timestamp don't match in search history for the interaction and the chat transcript.
WORKSPACES-45731	Workspaces Dashboard Manager - cannot navigate to 'Import Dashboard' button using keyboard.
WORKSPACES-45729	Workspaces Realtime dashboard - Table caption element missing brief description.
WORKSPACES-14715	Cannot download files from Workspaces Welcome homepage using MS Edge Chromium 89.

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Workarounds and Considerations

Workaround Item 1: Update Authorization Cert in SMGR

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

1. On SMGR, select the UAC cluster.

2. Update the Identity Certificate on UAC cluster.

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

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 currently unclear. To work around, extract the contents of the OCP DB DVD on to a physical drive and proceed with installation from there.

Consideration Item 1: EM Installer and Oceana 3.10 Snap-in zip file

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In the Oceana 3.9 release, the EM Installer was packaged in the 'BreezePlatform' folder of the Oceana snap-in zip file. For Oceana 3.10 the EM Installer has been provided as a separate download – see Software section above. If not already installed, extract and install manually prior to upgrading to Oceana 3.10. The upgrade script does not install the EM Installer automatically.

Consideration Item 2: Refer to Breeze Documentation

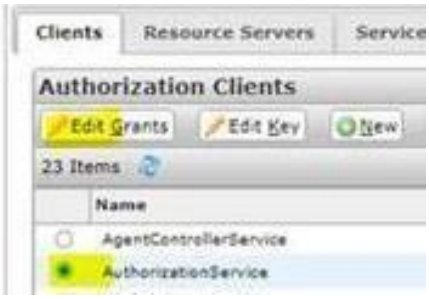
Please refer to the Breeze Documentation prior to performing any Oceana 3.10.0.1

Consideration Item 3: Edit Grants – grants will need to be re-assigned when a resource server and/or client with a newer version getting installed during the Breeze upgrades

When logging agents in for the first time after the upgrade, the following message may appear:

> Authorization Failed:
>
> You are not authorized to access this application. This may be due to an invalid Authorization Token or an Oceana Role may not be configured for you.

1. Re-administer the grants for Authorization Service



Consideration Item 4: 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.

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Consideration Item 5: Coresident ACM and EDM databases

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

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

Consideration Item 6: 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 7: 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 clean 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 wants to retain error instances** to **7** (i.e., One Week)
7. Click **Commit**
8. No Cluster restart needed.

Consideration Item 8: If BotConnector logs show PU Status NA, BROKEN or COMPROMISED, eg. "PU Status = COMPROMISED"

If BotConnector service is not able to create sessions, then check the BotConnector logs (/var/log/Avaya/services/BotConnector/BotConnector.log) to verify the PU Status.

Reboot the cluster if the PU Status is any of:

- NA
- BROKEN
- COMPROMISED

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Consideration Item 9: If Omnichannel Database backup fails for network drive

Oceana Data Management Tool can show validation error for legit network drive path when making a backup of Omnichannel Database. In case of issue, please refer to Maintaining and Troubleshooting Avaya Oceana® document for 3.10.0.1 release for resolution steps.

Consideration Item 10: Inbound Mail Server disappears

After the upgrade to Oceana 3.10.0.1 and re-configuring the OC HA, it was noticed that some Inbound Mailboxes disappeared.
Follow below KB article to resolve this:

https://support.avaya.com/ext/index?page=content&id=SOLN384297

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Languages Supported

Oceana™ 3.10.0.1 supports the following languages:

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

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Support and Contacting Support

Contact Support Checklist

If you are having trouble with Oceana™ 3.10.0.1 do the following:

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.

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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

Refer to https://support.avaya.com for the Oceana 3.10.0.0 Port Matrix

End of Document

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