



Avaya Interaction Center 7.2.1 Release Notes



Introduction

The Avaya Interaction Center 7.2.1 Release Notes provides information such as enhancements, defects fixed and known defects in this release.

This document provides late-breaking information to supplement Interaction Center software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support Center Web site at <http://support.avaya.com>.



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Overview

Avaya Interaction Center (IC) software updates are distributed in service packs. The Avaya Interaction Center (IC) 7.2.1 Service Pack is the first service pack for the IC 7.2 release. These software updates are used to correct issues and add features not included in the original release of the IC 7.2 system.

Avaya recommends that all IC 7.2 customers come up to this patch level as soon as possible to ensure they have a complete set of fixes. IC 7.2.1 does not include a redelivery of the entire IC product.

Please follow instructions in the Release Notes when installing and configuring the IC 7.2.1 Service Pack. It contains information, such as known defects and defects fixed in this release, which is not necessarily included in the standard IC 7.2 documentation. The existing features in IC7.2 continue to be in use, unless mentioned otherwise in the release notes.

The Release Notes provides detailed installation instructions and configuration information. The Installation Tool provided with this service pack is designed to easily install all of the fixes in the IC 7.2.1 Service Pack.

For additional IC 7.2 documentation information, please refer to:

- Interaction Center (IC) 7.2 Product Documentation
- Interaction Center (IC) 7.2 Release Notes
- Avaya IC for Siebel 7 and 8 Integration Guide



Supported New Features and Configurations

Avaya IC includes support for the following software features and configurations:

Feature/Configurations	IC 7.2.1
HTML Editor Replacement for Rich Client	
Time in Email Template enhanced to support 24 or 12 hour format	
Support for Siebel 7.8.2.13	
SNMP-MIB Enhancement for different OIDs in Traps based on priority.	
Ability to enter E-Mail display name in IC Manager	
Options to set column width, size and location of chat tasklist in IC agent	
Service Class OWT data in OA reports	
Workflow Server enhanced to handle large number of Workflow channel assignments	
Chat Typing Status Support	
Microsoft SQL Server 2005 SP3	
Workflow Server Modification for Dynamic Queue Contact Entry	
Synchronization between Siebel toolbar and Hard phone	
WebAdmin Page Cancel Task with Specified Status	
TSA Server enhanced for Extended UUI Data Support	



Additional Web Browsers Supported in Service Pack IC 7.2.1

Avaya IC includes support for the following Web Browsers for **End-Customer Chat Escalations** in Service Pack IC 7.2.1

Web Browser
Chrome 2 (End Customer)
Safari 4 (End Customer)
Opera 10 (End Customer)
Mozilla 3.5 (End Customer)
IE 8.0 (End Customer)

Important:

1. The browser support is ONLY for End Customer Chat Escalations with Avaya IC 7.2.1
2. IE8 ALONE supports IV Chat and Collaboration for End Customer use.



IC 7.2.1 interoperability with Operational Analyst 7.2.1

	OA 7.2.1
IC 7.2	✓
IC 7.2.1	✓

The OA 7.2.1 and IC 7.2.1 are all considered "service pack" updates to previous releases. The content of these releases is restricted to bug fixes, patch "roll ups", and occasional enhancements. For information about the OA 7.2.1 release, see the Operational Analyst 7.2.1 Release Notes.



Feature Comparisons of Avaya Agent Clients

Below table shows the feature comparisons between various Agent clients supported by AIC 7.2.1

Channel / Feature	Functionality Supported	Avaya Rich Client	Avaya Web Client	Avaya SDK Client	Avaya Siebel Native Client	Avaya Siebel Hybrid Client
Voice	Answer	✓	✓	✓	✓	✓
	Blind Transfer	✓	✓	✓	✓	✓
	Consult	✓	✓	✓	✓	✓
	Conference	✓	✓	✓	✓	✓
	Hold/Reconnect	✓	✓	✓	✓	✓
	Wrap	✓	✓	✓	✓	✓
	Transfer to Virtual Queue	✓	✓	✓	✓	×
	Switch to caller	✓	✓	✓	×	×
	Transfer to Agent	✓	✓	✓	✓	✓
Email	Reply / Reply All	✓	✓	✓	✓	✓
	Forward	✓	✓	✓	✓	✓
	Defer	✓	✓	✓	✓	✓
	Use local/global resource for responses	✓	✓	×	✓	×
	Dismiss	✓	✓	✓	×	✓
	Transfer to Agent	✓	✓	✓	×	✓
	Transfer to Virtual Queue	✓	✓	✓	✓ *	×

* This feature is supported for Avaya Siebel Native Client. However, it has been tested only on IC BA (Business Advocate) setup on Windows.

Channel / Feature	Functionality Supported	Avaya Rich Client	Avaya Web Client	Avaya SDK Client	Avaya Siebel Native Client	Avaya Siebel Hybrid Client
	Wrap	✓	✓	✓	×	✓
Chat	Answer	✓	✓	✓	×	✓
	Transfer to Agent	✓	✓	✓	×	✓
	Conference	✓	✓	✓	×	✓
	Wrap	✓	✓	✓	×	✓
	Co-browse	✓	✓	×	×	✓
	Emoticons	✓	✓	✓	×	✓
	Chat Typing status	✓	✓	✓	×	✓
	Join Us	✓	✓	✓	×	✓
	Transfer to Virtual Queue	✓	✓	✓	×	✓
Contact History	View	✓	✓	✓	×	✓
	Filter	✓	✓	✓	×	✓
Supervisor	Monitor/Un-Monitor	✓	✓	✓	×	✓
	Visible / Invisible	✓	✓	✓	×	✓
Multimedia Support		✓	✓	✓	×	✓
Selective After Call Work		×	×	×	✓	×



UUI Container Information for Telephony Server in IC7.2.1

Following section describes the format of the UUI field that the 'Telephony Server' (TS) of IC7.2.1 expects for it to preserve the UUI data set by third party applications.

TS is responsible for decoding the UUI field that comes in the event data from the switch. TS expects the value of the udata to be specified in the following format to separate out EDU-ID and extended data from the uui field

- EDU-ID 32 bytes (Index - 0 – 31)
- Field separator 1 byte (Index - 32)
- Extended data 63 bytes (Index - 33 – 95)

The "field separator" between the EDU-ID and the "extended data" is ";" by default. It can be adjusted by changing TS configuration parameter "extdata_separator". The parameter can be added in the "Configuration" tab of TS Server in "IC Manager". The value of this parameter should not be more than a character.

Example: 4a700d14000000009493a94923340002; cust=4567213/ivr=1, 3, 9

Here EDU-ID will be considered as "4a700d14000000009493a94923340002" and the extended data as "cust=4567213/ivr=1,3,9". Note that TS will always verify if the EDU-ID is valid.

TS, irrespective of any data in the first 32 bytes (Valid EDU\Non EDU\Invalid EDU) would always move the data from the 34th byte to a field "extdata" in the EDU as well as in TS.IncomingCall event. The 33rd byte should be a separator.

Following table provides the log file container examples for different UUI scenarios with or without extended data and with various couples being populated.

UUI	Extended Data	Couple(s) populated	uudata and Log file container example
EDU	None	EDU	uudata: 4a700d14000000009493a94923340002 Event: [TS.IncomingCall.event({0,"TS.IncomingCall",{0,13,{"vdu_id", "4a700d14000000009493a94923340002"},"call_ref_id","556" },{"monitor","4992"},{"orig","4993"},{"dest","4992"},{"ani","4993" },{"dnis","4992"},{"called","4992"},{"calltype","direct"},{"ctype"," direct"},{"eventQual","new asai call"},{"ucid","09999005561116683500"},{"queue",""}}}]

UUI	Extended Data	Couple(s) populated	uudata and Log file container example
EDU	extra data	EDU, extdata	uudata: 4a700d14000000009493a94923340002; cust=4567213/ivr=1,3,9 Event: [TS.IncomingCall.event({0,"TS.IncomingCall",{0,14,{"vdu_id","4a700d14000000009493a94923340002"},"call_ref_id","567"},{"monitor","4992"},"orig","4993"},"dest","4992"},"ani","4993"},{"dnis","4992"},"called","4992"},"calltype","direct"},"ctype","direct"},"eventQual","new asaicall"}," extdata","cust=4567213/ivr=1,3,9"},"ucid","09999005671116684033"},"queue",""}}}]
Invalid EDU	None	uui	uudata: 428f3e4b00000000ac2aad06232f0002 Event: [TS.IncomingCall.event({0,"TS.IncomingCall",{0,14,{"vdu_id","4a700d14000000009493a94923340002"},"call_ref_id","570"},{"monitor","4992"},"orig","4993"},"dest","4992"},"ani","4993"},{"dnis","4992"},"called","4992"},"calltype","direct"},"ctype","direct"},"eventQual","new asaicall"},"ucid","09999005701116684193"},"queue",""}," uui","428f3e4b00000000ac2aad06232f0002"}}}]
Invalid EDU	extra data	uui, extdata	uudata: 428f3e4b00000000ac2aad06232f0002; cust=4567213/ivr=1,3,9 Event: [TS.IncomingCall.event({0,"TS.IncomingCall",{0,15,{"vdu_id","4a700d14000000009493a94923340002"},"call_ref_id","570"},{"monitor","4992"},"orig","4993"},"dest","4992"},"ani","4993"},{"dnis","4992"},"called","4992"},"calltype","direct"},"ctype","direct"},"eventQual","new asaicall"}," extdata","cust=4567213/ivr=1,3,9"},"ucid","09999005701116684193"},"queue",""},"uui","428f3e4b00000000ac2aad06232f0002"}}}]



Recommended IC 7.2.1 Service Pack installation and configuration guidelines

The following steps outline the procedures that need to be performed for installing and configuring the Avaya IC 7.2.1 Service Pack. Perform the installation and configuration procedures in exactly the same sequence as listed below.

1. Stop Avaya Agent Web Client.
2. Stop IC servers, IC services, and Administration and Design.
3. Ensure your system conforms to the prerequisites.
4. Obtain a License Key to get started.
5. Check whether you have received all the installation files for the IC components included in the IC 7.2.1 Service Pack.
6. Explore the installation options for installing the IC 7.2.1 Service Pack.
7. Install IC Servers.
8. Install the Siebel Integration Component.
9. Install the Avaya Agent Web Client Connector.
10. Install the Avaya Agent Web Client.
11. Install Administration and Design.
12. Install Avaya Agent.
13. Start IC Servers, IC Services, and Administration and Design.
14. Perform the following configuration procedures in the sequence given below:
 - a. Configure all Server machines
 - b. Configure SDK Server
 - c. Configure Web Services
 - d. Configure Design and Admin
 - e. Configure Avaya Agent
 - f. Configure Avaya Agent Web Client
 - g. Configure the IC - Siebel integration
15. Start Avaya Agent Web Client.



Installation

This section describes the Service Pack Installer that updates existing Avaya IC 7.2 systems with the Avaya IC 7.2.1 Service Pack to provide fixes and enhancements for Avaya IC 7.2

The Installation Tool performs the following steps:

1. Creates a backup of each file that is replaced by the installer with new files.
2. Copies the new IC 7.2.1 files into the appropriate directories on your system.
3. Creates the Uninstaller program.
4. Displays a screen that confirms a successful installation with the following text:

```
Installation was successful.  
No errors or warnings were generated.  
Complete log messages are available at:  
.../IC72/ICServicePacks/7.2.1/<FolderNameOfComponent>/Log/install.log
```

Where <FolderNameOfComponent> is the folder name of each component where the respective component files reside.

The Installation Tool provides a separate installation program for each IC component to enable you to upgrade your machines based on the component they run. The following table lists the name of the component and its respective folder name:

Component/machine	Folder Name
Administration and Design	DesignAdmin
Avaya Agent client	AvayaAgent
Avaya Agent Web Client	WebClient
Avaya Agent Web Client Connector	WebConnector
IC Servers	Server
Siebel Integration component (IC side)	ICSideSiebel
Siebel Integration component (Siebel side)	SiebelSideIC

For Windows installations, the Installation Tool also:

- Un-registers the necessary files on your system.
- Registers the new files on your system.

Before you install

You must have separate machines for each of the IC components because Avaya does not support multiple IC components installed on the same machine.



- IC Servers
- Avaya Agent
- Avaya Agent Web Client Connector
- Administration and Design
- Siebel Integration component [IC side]
- Siebel Integration component [Siebel side]
- SDK

Stop Avaya Agent Web Client

Before you run the IC 7.2.1 installation, you must stop the Avaya Agent Web Client. Ensure that all IC Avaya Agent Web Clients are logged off prior to stopping the Avaya Agent Web Client.

On the Avaya IC 7.2 release, you can start and stop the Avaya Agent Web Client component by handling the javaw process.

To start or stop the javaw process

1. Click **Start > Run** to open command prompt.
2. Change the directory to: IC_INSTALL_DIR\IC72\bin.
3. Execute the following command:

Operating System	Procedure
Windows	To stop: aawccclient.bat stop
Solaris and AIX	To stop: ./aawccclient.sh stop

Stop IC servers

Before you run the IC 7.2.1 Server installation, you must stop all the IC servers and ensure all processes are stopped. Ensure that all IC Avaya Agents and IC Avaya Agent Web Clients are logged off prior to stopping all IC servers. This may take several minutes because the servers need to complete their current tasks before shutting down.

You can stop IC servers on any of the supported platforms using either IC Manager or the Avaya IC Admin Utility.

Windows

IC Manager

To stop all the IC servers in the proper order using IC Manager:

1. Start IC Manager, if it is not already running.
2. Click the Server tab.



3. Select **Server > Shutdown**.
4. Select the IP address or the name of the machine on which you want to stop servers.
5. Click **OK**.

Avaya IC Admin Utility

To stop all IC servers using the Avaya IC Admin Utility on the IC server machine:

6. In a command window, navigate to the ...\\IC72\\bin directory.
7. Stop all IC servers by performing the steps outlined in the following scenarios:
 - To stop IC servers on all/multiple machines (multi-box setup):
 - a. At the command prompt, type `icadmin tva <username> <password>`
 - b. Press **Enter**.
 - To stop IC servers on one machine:
 - a. At the command prompt, type `icadmin tv <username> <password>`
 - b. Press **Enter**.

Note: Ensure that the login credentials used in the IC Admin Utility command have IC administrative privileges.

Advocate Servers and Administration

Perform the following steps on each Advocate Administration and Server machine:

1. Close Advocate Administration.
2. Click **Start > All Programs > Administrative Tools > Component Services**.
3. In Component Services, click **Computers > My Computer > COM+ applications > Avaya Business Advocate**.
4. Right-click the package and select **Shutdown**.

Solaris and AIX

IC Manager

To stop all the IC servers in the proper order using IC Manager:

1. Start IC Manager, if it is not already running.
2. Click the **Server** tab.
3. Click **Server > Shutdown**.
4. Select the IP address or the name of the machine on which you want to stop servers.
5. Click **OK**.

Avaya IC Admin Utility

To stop all IC servers, including the ORB server, using the Avaya IC Admin Utility on the IC server machine:

1. In a command window, navigate to the ...\\IC72\\bin directory.
2. Stop all IC servers by performing the steps outlined in the following scenarios:
 - To stop IC servers on all/multiple machines (multi-box setup):



- a. On the command line, type `./icadmin tva <username> <password>`
- b. Press **Enter**.
- To stop IC servers on one machine:
 - a. On the command line, type `icadmin tv <username> <password>`
 - b. Press **Enter**.

Note: Ensure that the login credentials used in the IC Admin Utility command have IC administrative privileges.

Ensure all IC servers are stopped

Windows

1. Go to the Task Manager dialog box.
2. Click the Process tab to view a list of the processes on your machine.
3. Check to make sure the IC servers are not running.

Solaris and AIX

1. At the command line, type the following command:

```
ps -ef | grep <AVAYA_IC72_HOME>/bin | grep -v grep
```

2. Press **Enter**.

This command displays a list of processes related to IC servers.

3. Check to ensure the IC servers are not running.

If any processes related to IC servers are still running, you need to kill all the processes related to IC servers.

4. To kill multiple processes in one command, type the following command:

```
kill -9 <PID>
```

Where PID is the Process ID of each individual process that is related to IC servers.

Note: Alternatively, you can type "`kill -9 <PID1> <PID2>.... <PIDn>`" to kill all the processes in a single command.

5. Press **Enter**.

Stop IC services

Before you run the IC 7.2.1 Server installation, you must stop all the IC services and ensure those services are stopped. This may take several minutes because it allows the servers to complete their current tasks before shutting down.

Windows

To stop the IC Services:

1. Bring up the Windows Services application.



2. Stop the following services (some may not exist on every IC server):

- Avaya IC CIRS Service 7.2
- Avaya IC Email Template Management Service 7.2
- Avaya ICM Service 7.2
- Avaya IC ORB Service 7.2
- Avaya IC Test Service 7.2
- Avaya IC Web Management Service 7.2
- Avaya IC WebLM Service 7.2
- Avaya Voice Media Manager
- Avaya SDK Services

Solaris and AIX

To stop the IC Services, login with root privileges and navigate to the .../IC72/bin directory:

1. For ICM
 - a. At the command prompt, type: **`./icm.sh stop -force.`**
 - b. Press **Enter**.
2. For CIRS
 - a. At the command prompt, type: **`./cirs.sh stop -force.`**
 - b. Press **Enter**.
3. To stop multiple Tomcat instances
 - a. At the command prompt, type: **`./ictomcat.sh stop all -force.`**
 - b. Press **Enter**.
4. To stop a single Web Application
 - a. At the command prompt, type: **`./ictomcat.sh stop <servicename> -force.`**
 - b. Press **Enter**.
5. For Sun ONE Server
 - a. At the command prompt, type: **`<SunONE_install_dir>/servers/<my_ONE_server>/stop.`**
 - b. Press **Enter**.
6. For IBM http Web Server
 - a. At the command prompt, type: **`./httpserver.sh stop.`**
 - b. Press **Enter**.

Stop the VMM service (Solaris only)

If you host your Avaya IC servers on Solaris and have VMM service configured, you must stop the VMM setup service to configure the Voice Media Manager (VMM) for Voice Chat. The VMM setup service configures the VMM to start automatically.



You must only perform this step if you host your Avaya IC servers on Solaris. Do not perform this step if you host your servers on Windows machines.

To stop VMM on Solaris:

1. Navigate to the following directory: IC_INSTALL_DIR/IC72/bin
2. Type the following at the command line:
`./vmm_setup stop`
3. Press **Enter**.

Prerequisites

This section describes the prerequisites for installing the IC 7.2.1 Service Pack.

Prerequisites for installing IC 7.2.1

This section describes the prerequisites for installing the IC 7.2.1 Service Pack.

Before you install IC 7.2.1, you must have IC 7.2 installed on your system.

Getting Started

Avaya IC 7.2.1 is available on the Avaya Support Web site at: <http://support.avaya.com/download/>

To receive the IC 7.2.1 release on a CD, send an email requesting the media (CD) to icoakeyrequest@avaya.com with:

- Customer Name
- Avaya Sold-to Number
- Contact Name
- Contact Address
- Contact Phone Number
- What CDs you are requesting

Obtaining a License Key

Avaya Interaction Center (IC) and Avaya Operational Analyst (OA) are enabled for run-time operation with a license key that provides features and capacity based on your specific order. The information below is supplied to assist you in requesting your license keys.

If you have a valid license key and move to a newer IC and OA release from an earlier release, your license key continues to be valid. It contains IC and OA features and capacity you are entitled to with your software licensed from Avaya. Unless you have made changes that modify your HostID on the server where the license manager is operating you will not need a new license.

License Request:

1. License Key Request (New)
Send to: icoakeyrequest@avaya.com
Include:



- Customer Name
- Customer Location (city, state, country)
- Avaya SAP Order Number
- MAC Address (HostID for Solaris) of all Servers running WebLM Service
- System Purpose (for example, Production, Test, Lab)
- Return Email address
- Implementer of system (Avaya PSO, Avaya Business Partner or SI, self)

2. License Key Request (Addition/change)

Send to: icoakeyrequest@avaya.com

Include:

- COPY OF CURRENT LICENSE FILE (IMPORTANT)
- Customer Name
- Customer Location (city, state, country)
- If adding - Avaya SAP Order Number
- Avaya Customer Number
- If changing - MAC Address (HostID for Solaris) of all Servers running WebLM Service
- System Purpose (for example, Production, Test, Lab)
- Return Email address
- Implementer of system (Avaya PSO, Avaya Business Partner or SI, self)

Downloading the IC 7.2.1 Service Pack

You can download the IC 7.2.1 Service Pack files from the Avaya Support site:

<https://support.avaya.com/download/>.

To download IC 7.2.1:

1. Click the Download My Software link.
2. At the Login screen, enter your login id and password, and click Login.

If you do not have an Avaya SSO Login username and password, select Register Now to create them. Your username and password must each be at least 6 characters long, the password must also contain at least one number. Your username and password cannot be the same.
3. Click **Interaction Center (IC)**.
4. Select a release.
5. Click the appropriate IC 7.2.1 file(s) to download the file(s).
6. Move the IC 7.2.1 files to an installation directory on the machine on your system where you want to store them.

Important: The name of the installation directory can contain only acceptable characters, such as A-Z, a-z, 0-9, -, and _, for the installation to run successfully. The Installation wizard does not copy files from a directory that contains special characters in its name.



Installation files

The following table indicates the machine type, operating system, and the filename for each of the IC 7.2.1 components:

Note: The mapped network drive installation option is not available for the Solaris and AIX platforms.

Component/machine	Platform	Filename
Administration and Design	Windows	IC721WinAdmin.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
Avaya Agent client	Windows	IC721WinAgentClient.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
Avaya Agent Web Client	Windows	IC721WinWebClient.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
Avaya Agent Web Client Connector	Windows	IC721WinWebConnector.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
	Solaris	IC721SolWebConnector.tar Extract the files into the install directory on the local machine.
	AIX	IC721AixWebConnector.tar Extract the files into the install directory on the local machine.
IC Servers	Windows	IC721WinServer.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
	Solaris	IC721SolServer.tar Extract the files into the install directory on the local machine.
	AIX	IC721AixServer.tar Extract the files into the install directory on the local machine.
SDK Servers and Design	Windows, Solaris, AIX	The SDK component files are installed with the IC Servers component.



Component/machine	Platform	Filename
Siebel Integration component (IC side)	Windows	ICSide721win.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
	Solaris	ICSide721sol.tar Extract the files into the install directory on the local machine.
	AIX	ICSide721aix.tar Extract the files into the install directory on the local machine.
Siebel Integration component (Siebel side)	Windows	SiebelSide721win.zip Extract the files into the install directory on the local machine or on the mapped network drive, depending on the installation option you want to follow.
	Solaris	SiebelSide721sol.tar Extract the files into the install directory on the local machine.
	AIX	SiebelSide721aix.tar Extract the files into the install directory on the local machine.

Installation options

Avaya IC 7.2.1 provides the following installation options:

- [Network installation with mapped drive](#)
- [Local installation](#)
- [Silent installation](#)
- [Console installation](#)

The IC Server components, Siebel Integration component [Siebel side], Siebel Integration component [IC side], and Avaya Agent Web Client Connector components are installed on the Windows, Solaris, and AIX platforms. All other components are installed on the Windows platform only.

For version information on all of the supported platforms, see IC 7.2 Installation Planning and Prerequisites.

Network installation with mapped drive

You can install IC 7.2.1 from a network (shared) computer to upgrade other machines without having to copy the IC 7.2.1 files from the central computer to those machines.

To enable your local machine to access the network computer, you must map a drive from the local machine to the network computer by selecting the Tools > Map Network Drive option in Windows Explorer.

Note: If Universal Naming Convention (UNC) is not supported, you need to map the drive to be accessed from the installation machine. UNC specifies a common syntax for accessing network resources, such as shared folders and printers.



For example, the syntax for Windows systems is as follows: `\\computernamesharedfolder\resource`

Local installation

To install on local machines, copy the component directory (for example, Server, Avaya Agent, or Avaya Web Agent Client) from the central machine to the machine where you want to install the component.

Silent installation

When you run installation in silent mode, the user interface is not available. To run the installer in silent mode, run record mode followed by silent mode.

Record mode

In record mode, the installer runs the installation normally but records all of your inputs in a text file.

To run the installer in record mode:

1. Go to the package directory where the contents of the Service Pack installer are extracted.
2. At the command prompt, type:

```
<setupfile> -options-record <AbsolutePathOfFile.ext>
```

For example,

Operating System	Command
Windows	setupwin32.exe -options-record "D:\temp\SP721Silent.opt"
Solaris	./setupsolarisSparc.bin -options-record "/tmp/SP721Silent.opt"
AIX	./setupaix.bin -options-record "/tmp/SP721Silent.opt"

Note: The `<setupfile>` is the platform-specific name of the setup executable and `<AbsolutePathOfFile.ext>` is the qualified file name, where "AbsolutePathOfFile" is the name of the file and "ext" is the file extension.

3. Press **Enter**.

The installer creates the `<AbsolutePathOfFile.ext>` file containing all of your inputs.

Silent mode

In a silent mode, rerun the same installation on another system using the inputs from the text file.

To rerun the installer in silent mode:

1. Copy the `<AbsolutePathOfFile.ext>` file to the machine where you want to install.
2. Go to the package directory where the contents of the Service Pack installer are extracted.

At the command line, type:

```
<setupfile> -options <AbsolutePathOfFile.ext> -silent
```

For example,



Operating System	Command
Windows	<code>setupwin32.exe -options "D:\temp\SP721Silent.opt" -silent</code>
Solaris	<code>./setupsolarisSparc.bin -options "/tmp/SP721Silent.opt" -silent</code>
AIX	<code>./setupaix.bin -options "/tmp/SP721Silent.opt" -silent</code>

The <setupfile> is the platform-specific name of the setup executable and <AbsolutePathOfFile.ext> is the qualified file name, where "AbsolutePathOfFile" is the name of the file and "ext" is the file extension.

3. Press **Enter**.

The installer creates the <AbsolutePathOfFile.ext> file containing all of your inputs.

Console installation

When you run installation in console mode, the user interface is not available.

To run the installer in console mode type the following command at the command prompt:

<setupfile> -console

For example,

Operating System	Command
Windows	<code>setupwin32console.exe</code>
Solaris	<code>./setupsolarisSparc.bin -console</code>
AIX	<code>./setupaix.bin -console</code>

Note: The console option can be used for installation and uninstallation of all components.

Order of installation

After you complete the instructions for a network installation or a local installation, install the IC 7.2.1 components in the following order:

1. [Server installation](#)
2. [Siebel Integration Component installation](#)
3. [Avaya Agent Web Client Connector installation](#)
4. [Avaya Agent Web Client installation](#)
5. [Administration and Design installation](#)
6. [Avaya Agent installation](#)



Server installation

This section describes the installation procedures for the IC 7.2.1 Server component. The Server component can be installed on the Windows, Solaris, and AIX platforms.

This section includes the following topics:

- [Windows installation procedures](#)
- [Solaris installation procedures](#)
- [AIX installation procedures](#)

Note: The files for SDK components are currently bundled with the IC Servers installation package for the Windows, Solaris, and AIX platforms. If you have IC setup as a multi-box setup (primary machine, secondary machine, and so on), you need to install the IC Servers setup on all these machines.

Windows installation procedures

Perform the following steps on the Windows machines running IC servers.

1. Before you begin the Service Pack Installation, ensure that all IC components are stopped as explained in the sections, Stop IC servers and Stop IC services.
2. Go to the directory where you extracted the contents of the IC721WinServer.zip file.
3. Copy the IC721WinServer folder to the machine where you want to install the Server component. If you are accessing a network computer through a mapped drive, you do not need to copy the folder. Perform the following steps from your server machine.
4. Open the IC721WinServer folder and double-click setupwin32.exe to start the installation program.
5. At the Welcome screen, select Next to continue.
6. At the next screen which displays the location of the Uninstall program, select Next.
7. In the pop-up window that prompts Please stop all Avaya IC servers and services, click Continue.
8. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing server files to that directory.
 - b. Copies the new server files to the proper directories.
 - c. Registers the new .ocx and .dll files.
 - d. Installs the Uninstall program.
 - e. Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: ...IC72\ICServicePacks\7.2.1\Server\Log\install.all.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: ...IC72\ICServicePacks\7.2.1\Server\Log\install.log LIST OF ERRORS AND WARNINGS
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9. Click **Finish**.



10. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.
11. If a Telephony Server is configured, take the backup of the tssrv.exe and tssrv.pdb files, and delete the files from their current location. Make a copy of the files for your switch and rename the copies to tssrv.exe and tssrv.pdb.

For example: For Avaya DEFINITY/CM, create a copy of cvlansrv.exe and rename it as tssrv.exe in the AVAYA_IC72_HOME\bin directory. Similarly, create a copy of cvlansrv.pdb and rename it as tssrv.pdb in the AVAYA_IC72_HOME\bin directory.

Switch	Copy...	Rename to...
Avaya DEFINITY/CM	cvlansrv.exe, cvlansrv.pdb	tssrv.exe, tssrv.pdb
Nortel Meridian	ctsrv.exe, ctsrv.pdb	tssrv.exe, tssrv.pdb
Aspect CallCenter	tsv5aspectcml.exe, (there is no .pdb file)	tssrv.exe, tssrv.pdb
Cisco ICM	tsv5cisco.exe, tsv5cisco.pdb	tssrv.exe, tssrv.pdb

1. If you are using cisco TSQS, backup tsqssrv.exe and tsqssrv.pdb and rename
2. tsqssrv_cisco.pdb to tsqssrv.pdb ,
3. tsqssrv_cisco.exe to tsqssrv.exe
12. On the Web Management Services IC machine, delete the folder "localhost" from the following location:
../IC72/tomcat/work/Catalina/.
- This step is to be executed on only the Web Management Services IC machine.
13. If the installation is successful, reboot the machine before you restart the servers.

Solaris installation procedures

To have the permissions to run the Solaris installer, you must login with root privileges. Perform the following steps on the Solaris machines running IC servers.

1. Before you begin the Service Pack Installation, ensure that all IC components are stopped as explained in the sections, Stop IC servers and Stop IC services.
2. Go to the directory where you uncompressed the contents of the IC721SolServer.tar file.
3. At the command line, type: \$AVAYA_IC72_HOME/bin/icenv ./setupsolarisSparc.bin (where \$AVAYA_IC72_HOME/bin/icenv sets the IC environment variables and ./setupsolarisSparc.bin starts the Server installation).
4. On the Welcome screen, click **Next**.
5. On the next screen, which displays the location of the Uninstall program, click **Next**.
6. In the pop-up window that prompts Please stop all Avaya IC servers and services, click OK.
7. On the next screen, which displays the installation summary, click **Next** to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing server files to that directory.



- b. Copies the new server files to the proper directories.
- c. Installs the Uninstall program.
- d. Displays the results of the installation.

If installation is successful, displays:
Installation was successful. No errors or warnings were generated. Complete log messages are available at:
.../IC72/ICServicePacks/7.2.1/Server/Log/install.log

If installation is unsuccessful, displays:
ALERT! Installation failed. Please fix these errors and rerun the installer. The following errors or warnings were generated. Complete log messages are available at:
.../IC72/ICServicePacks/7.2.1/Server/Log/install.log
LIST OF ERRORS AND WARNINGS

- 8. Click **Finish**.
- 9. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.
- 10. If the tssrv file exists on the system, check to see if this file is a symbolic link to the Telephony Server executable.
 - a. At the command prompt, type `ls -l tssrv`.
 - b. If the tssrv is a symbolic link to the Telephony Server, the system displays: `lrwxrwxrwx filenameA -> filenameB` (where filenameA is a variable for tssrv and filenameB is the absolute server name).
- 11. If the tssrv file is a symbolic link to the Telephony Server, use the existing file without renaming it.

Switch	Use...
Avaya DEFINITY/CM	cvlansrv
Nortel Meridian	ctsrv

- 12. If the tssrv file is not a symbolic link to the Telephony Server, take a backup of the tssrv file, and delete the file from its current location. Make a copy of the file for your switch and rename the copy to tssrv.

For example: For Avaya DEFINITY/CM, create a copy of cvlansrv and rename it as tssrv in the AVAYA_IC72_HOME/bin directory.

- 13. Back up the qorasrv file from the ../IC72/bin folder.

Switch	Copy...	Rename to...
Avaya DEFINITY/CM	cvlansrv	tssrv
Nortel Meridian	ctsrv	tssrv

Note:

- If you are using an Oracle 10 DB Client, rename qora10srv as qorasrv in the ../IC72/bin folder.
- If you are using an Oracle 11 DB Client, rename qora11srv as qorasrv in the ../IC72/bin folder.



- On the Web Management Services IC machine, delete the folder "localhost" from the location ".../IC72/tomcat/work/Catalina/". This step is to be executed on only the Web Management Services IC system.

AIX installation procedures

Before running the Service Pack installer on the AIX platform, you need to kill the processes that use the Rogue Wave binary files installed on the system.

AIX installation prerequisites

Perform the following steps before carrying out the installation on the AIX platform:

1. Ensure that all IC components are stopped as explained in the sections, Stop IC servers and Stop IC services.
2. Change directory to \$AVAYA_IC72_HOME/lib.
3. At the command prompt, type: **slibclean**
4. At the command prompt, type: **fuser -k lib*12d*.a**

Note: After running the fuser -k lib*12d*.a command, type the following at the command prompt:

fuser lib*12d*.a

5. At the command line, type the command: **fuser -k lib*.so**

Note: After running the fuser -k lib*.so command, type the following at the command line:

fuser lib*.so

No process IDs should be displayed in the results after running this command. However, even if one process ID is displayed in the results, then you need to restart the AIX machine.

6. After carrying out the above steps, proceed with the installation on the AIX platform.

AIX installation

Perform the following steps on the AIX machines running IC servers.

Note: To have the permissions to run the AIX installer, you must login with root privileges.

1. Before you begin the Service Pack Installation, ensure that all IC components are stopped as explained in the sections, Stop IC servers and Stop IC services.
2. Go to the directory where you uncompressed the contents of the IC721AixServer.tar file.
3. At the command prompt, type:
export AVAYA_IC72_HOME=<Avaya IC Servers installation path>
For example, **export AVAYA_IC72_HOME=/opt/Avaya/IC72**
4. Press **Enter**.
5. At the command prompt, type: **\$./setupaix.bin**.
6. On the Welcome screen, click **Next**.
7. On the next screen, which displays the location of the Uninstall program, click **Next**.
8. In the pop-up window that prompts Please stop all Avaya IC servers and services, click **OK**.



9. On the next screen, which displays the installation summary, click Next to run the installation. The Installation Tool:

- Creates a backup directory and moves the existing server files to that directory.
- Copies the new server files to the proper directories.
- Installs the Uninstall program.
- Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at:
.../IC72/ICServicePacks/7.2.1/Server/Log/install.log

If installation is unsuccessful, displays:
ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:
.../IC72/ICServicePacks/7.2.1/Server/Log/install.log
LIST OF ERRORS AND WARNINGS

10. Click Finish.
11. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.
12. If the tssrv file exists on the system, check to see if this file is a symbolic link to the Telephony Server executable.
- At the command prompt, type `ls -l tssrv`.
 - If the tssrv is a symbolic link to the Telephony Server, the system displays: `lrwxrwxrwx filenameA > filenameB` (where filenameA is a variable for tssrv and filenameB is the absolute server name).
13. If the tssrv file is a symbolic link to the TS, use the existing file without renaming it.

Switch	Use...
Avaya DEFINITY/CM	cvlansrv

14. If the tssrv file is not a symbolic link to the Telephony Server, take a backup of the tssrv file, and delete the file from its current location. Make a copy of the file for your switch and rename the copy to tssrv.

For example, For Avaya DEFINITY/CM, create a copy of cvlansrv and rename it as tssrv in the AVAYA_IC72_HOME/bin directory.

Switch	Copy...	Rename to...
Avaya DEFINITY/CM	cvlansrv	tssrv

15. On the Web Management Services IC machine, delete the folder "localhost" from the following location:
.../IC72/tomcat/work/Catalina/.

This step is to be executed on only the Web Management Services IC system.



Siebel Integration Component installation

This section describes the installation procedures for the Siebel Integration Component of the Avaya IC 7.2.1 release. The Siebel Integration component is installed on the Windows, Solaris, and AIX machines running Siebel Services and Avaya IC servers. The Siebel Integration component is to be installed only when your IC system is integrated with Siebel.

The Siebel section includes the following topics:

- [Windows installation procedures](#)
- [Solaris installation procedures](#)
- [AIX installation procedures](#)
- [Import the AICD.def file](#)

Windows installation procedures

The Siebel Integration component must be installed on the machine running Siebel Services and the machine running IC servers.

Siebel Integration component on Siebel server

Perform the following steps on the Windows machines that are running Siebel Services.

1. Go to the directory where you extracted the contents of the SiebelSide721win.zip file.
2. Open the SiebelSide721win folder and double-click on setupwin32.exe to start the installation program.
3. At the Welcome screen, click Next to continue.
4. At the next screen, enter the path location for the Siebel Servers installation, click **Next**.
For example, C:\seaxx\siebsrvr.
5. On the next screen, which displays the location of the Uninstall program, click **Next**.
6. On the next screen which prompts Please stop all Siebel Services before applying the patch, ensure that the Siebel Service is not running and click **OK**.
7. On the next screen, which displays the installation summary, click **Next** to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing server files to that directory.
 - b. Copies the new server file to the proper directory.
 - c. Installs the Uninstall program.
 - d. Displays the results of the installation.

If installation is successful, displays:

Installation was successful. No errors or warnings were generated. Complete log messages are available at:
C:\Seaxxx\siebsrv\ICServicePack\7.2.1\SiebelSide\Log\install.log

If installation is unsuccessful, displays:

ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:
C:\Seaxxx\siebsrv\ICServicePack\7.2.1\SiebelSide\Log\install.log



	LIST OF ERRORS AND WARNINGS
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8. Click **Finish**.
9. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Siebel Integration component on IC servers

Perform the following steps on the Windows machines that are running IC servers.

1. Go to the directory where you extracted the contents of the ICSide721win.zip file.
2. Open the ICSide721win folder and double-click on setupwin32.exe to start the installation program.
3. At the Welcome screen, click Next to continue.
4. At the next screen which displays the location of the Uninstall program, click Next.
5. At the next screen which prompts Please stop all IC Services before applying the patch, ensure that all IC Services are stopped and click OK.
6. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing server files to that directory.
 - b. Copies the new server file to the proper directory.
 - c. Installs the Uninstall program.
 - d. Displays the results of the installation.

If installation is successful, displays:	If installation is unsuccessful, displays:
Installation was successful. No errors or warnings were generated. Complete log messages are available at:	ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:
...\\IC72\\ICServicePacks\\7.2.1\\ICSideSiebel\\Log\\install.log	...\\IC72\\ICServicePacks\\7.2.1\\ICSideSiebel\\Log\\install.log
	LIST OF ERRORS AND WARNINGS

7. Click **Finish**.
8. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Solaris installation procedures

The Siebel Integration component must be installed on the machine running Siebel Services and the machine running IC servers. To have the permissions to run the Solaris installer, you must login with root privileges.

Siebel Integration component on Siebel server

Perform the following steps on the Solaris machines that are running Siebel Services.

9. At the command line, navigate to the directory where you uncompressed the contents of the SiebelSide721sol.tar file. If the file is compressed, untar the file using the tar -xvpf command.
10. At the command line, type the following command:

./setupsolarisSparc.bin



11. Press **Enter**.
12. At the Welcome screen, click **Next**.
13. At the next screen, enter the path location for the Siebel Servers installation, click **Next**. (Example, root/seaxx/siebsrvr)
14. The next screen displays the location of the Uninstall program, click **Next**.
15. At the next screen which prompts Please stop all Siebel Services before applying the patch, confirm the Siebel Service is not running and click OK.
16. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing server files to that directory.
 - b. Copies the new server file to the proper directory.
 - c. Installs the Uninstall program.
 - d. Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: root/Seaxxx/siebsrv/ICServicePack/7.2.1/SiebelSide/Log/install.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: root/Seaxxx/siebsrv/ICServicePack/7.2.1/SiebelSide/Log/install.log LIST OF ERRORS AND WARNINGS
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17. Click **Finish**.
18. If the installation was unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Siebel Integration component on IC servers

Perform the following steps on the Solaris machines that are running IC servers.

1. At the command line, navigate to the directory where you uncompressed the contents of the ICSide721sol.tar file.
2. At the command line, type the following command:
3. ./setupsolarisSparc.bin
4. Press Enter.
5. On the Welcome screen, click **Next**.
6. On the next screen, enter the path location for the IC Servers installation and click Next.
For example, root/IC72
7. The next screen displays the location of the Uninstall program, click **Next**.
8. On the next screen which prompts Please stop all IC Services before applying the patch, ensure that the IC Services are not running and click OK.



9. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
- Creates a backup directory and moves the existing server files to that directory.
 - Copies the new server file to the proper directory.
 - Installs the Uninstall program.
 - Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: .../IC72/ICServicePacks/7.2.1/ICSideSiebel/Log/install.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: .../IC72/ICServicePacks/7.2.1/ICSideSiebel/Log/install.log LIST OF ERRORS AND WARNINGS
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10. Click **Finish**.
11. If the installation was unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

AIX installation procedures

The Siebel Integration component must be installed on the machine running Siebel Services and the machine running IC servers.

Note: To have the permissions to run the AIX installer, you must login with root privileges.

Siebel Integration component on Siebel server

Perform the following steps on the AIX machines that are running Siebel Services.

- At the command line, navigate to the directory where you uncompressed the contents of the SiebelSide721aix.tar file.
- At the command prompt, type: **./setupaix.bin**
- Press **Enter**.
- On the Welcome screen, click **Next**.
- On the next screen, enter the path location for the Siebel Servers installation, click Next.
For example, root/seaxx/siebsrvr
- The next screen displays the location of the Uninstall program, click Next.
- On the next screen, which prompts Please stop all Siebel Services before applying the patch, confirm the Siebel Service is not running and click **OK**.
- At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - Creates a backup directory and moves the existing server files to that directory.
 - Copies the new server file to the proper directory.



- c. Installs the Uninstall program.
- d. Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: root/Seaxxx/siebsrv/ICServicePack/7.2.1/SiebelSide/Log/install.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: root/Seaxxx/siebsrv/ICServicePack/7.2.1/SiebelSide/Log/install.log LIST OF ERRORS AND WARNINGS
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- 9. Click **Finish**.
- 10. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Siebel Integration component on IC servers

Perform the following steps on the Solaris machines that are running IC servers.

- 1. At the command line, navigate to the directory where you uncompressed the contents of the ICSide721aix.tar file. If the file is compressed, untar the file using the tar -xvpf command.
- 2. At the command line, type: **./setupaix.bin**.
- 3. Press **Enter**.
- 4. At the Welcome screen, click **Next**.
- 5. At the next screen, enter the path location for the IC Services installation and click Next.
For example, root/IC72.
- 6. The next screen displays the location of the Uninstall program, click **Next**.
- 7. At the next screen which prompts Please stop all IC Services before applying the patch, ensure that the IC Services are not running and click **OK**.
- 8. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing server files to that directory.
 - b. Copies the new server file to the proper directory.
 - c. Installs the Uninstall program.
 - d. Displays the results of the installation.



If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: .../IC72/ICServicePacks/7.2.1/ICSideSiebel/Log/install.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: .../IC72/ICServicePacks/7.2.1/ICSideSiebel/Log/install.log LIST OF ERRORS AND WARNINGS
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9. Click **Finish**.
10. If the installation was unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Import the AICD.def file

To import the AICD.def file:

1. Start the Siebel Servers/Services.
2. Login to Siebel Thin Client call center application from the web browser as Siebel Administrator.
3. Navigate to the AICD profile for Siebel, click **Site Map > Administration - Communications > All configurations**.
4. Select the existing configuration for AICD.
5. Click **Import Configuration**, located on the right side of the window under the Configurations tab.

Result - A new browser window opens with following text message:

Caution: Importing communications configuration parameters, commands, events, or drivers and profiles will overwrite all existing definitions of those types in the selected configuration. Click Next to proceed.

6. Click **Next**.
7. Select the **Commands** check box.
8. Browse to the AICD.def file.
9. Click **OK**.

Avaya Agent Web Client Connector installation

This section describes the installation procedures for the Avaya Agent Web Client Connector component of the Avaya IC 7.2.1 release. You need to install the Avaya Agent Web Client Connector on the machine that hosts Tomcat Server.

- [Installation path procedures](#)
- [Windows installation procedures](#)
- [Solaris installation procedures](#)
- [AIX installation procedures](#)

Installation path procedures



The IC 7.2.1 installer checks for the installation path through an environment variable or the registry. The Avaya Agent Web Client Connector installation path is not stored in an environment variable or in the registry. Before starting the Avaya Agent Web Client Connector setup, you must declare the environment variable for the installer to use.

Windows

To declare the Avaya Agent Web Client Connector installation environment variable on Windows:

1. Right-click My Computer and select Properties.
2. Click the Advanced tab.
3. Click **Environment Variables**.
4. In the System variables section, click **New**.
5. At the New System Variable dialog box, enter the installation path name and value.

Field Name	Enter...
Variable Name	AVAYA_IC72_HOME
Variable Value	The actual installation path, for example, C:\AvayaWebClientConnector\IC72

6. Click **OK** to save the new variable.
7. At the Environment Variables dialog, click **OK**.
8. At the Advanced tab, click **OK**.
9. Run the Avaya Agent Web Client Connector installation procedures described in Windows installation procedures.

Solaris and AIX

To declare the Avaya Agent Web Client Connector installation environment variable on Solaris or AIX:

1. At the console, type:
export AVAYA_IC72_HOME=<Avaya Agent Web Client Connector installation path>
For example, **export AVAYA_IC72_HOME=/opt/AvayaWebClientConnector/IC72**
2. Press **Enter**.
3. Run the Avaya Agent Web Client Connector installation procedures described in the following section for your operating system:

Windows installation procedures

Perform the following steps on the Windows machines that are running the Avaya Agent Web Client.

1. Before you begin the Service Pack Installation, ensure that all IC components are stopped as explained in Stop Avaya Agent Web Client.
2. Go to the directory where you extracted the contents of the IC721WinWebConnector.zip file.
3. Open the IC721WinWebConnector folder and double-click on setupwin32.exe to start the installation program.
4. On the Welcome screen, click **Next** to continue.



5. On the next screen, which displays the location of the Uninstall program, click **Next**.
6. On the next screen, which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing web client connector files to that directory.
 - b. Copies the web client connector files to the proper directories.
 - c. Copies the files from the Java folder to the proper directories.
 - d. Installs the Uninstall program.
 - e. Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at:
...\\IC72\\ICServicePacks\\7.2.1\\WebConnector\\Log\\install.log

If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:
...\\IC72\\ICServicePacks\\7.2.1\\WebConnector\\Log\\install.log
LIST OF ERRORS AND WARNINGS

7. Click **Finish**.
8. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Solaris installation procedures

To have the permissions to run the Solaris installer, you must login with root privileges.

Perform the following steps on the Solaris machines that are running the Avaya Agent Web Client.

1. Before you begin the Service Pack Installation, ensure that all IC components are stopped as explained in Stop Avaya Agent Web Client.
2. Go to the directory where you uncompressed the contents of the IC721SolWebConnector.tar file.
3. At the command prompt, type: **./setupsolarisSparc.bin**.
4. Press **Enter**.
5. At the Welcome screen, click **Next**.
6. At the next screen which displays the location of the Uninstall program, click **Next**.
7. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing web client connector files to that directory.
 - b. Copies the new web client connector files to the proper directories.
 - c. Copies the files from the Java folder to the proper directories.
 - d. Installs the Uninstall program.
 - e. Displays the results of the installation.



If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: .../IC72/ICServicePacks/7.2.1/WebConnector/Log/install.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: .../IC72/ICServicePacks/7.2.1/WebConnector/Log/install.log LIST OF ERRORS AND WARNINGS
--	---

- Click **Finish**.
- If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

AIX installation procedures

Proceed from the Installing Avaya Agent Web Client Connector on AIX section.

AIX installation prerequisites

Perform the following steps before carrying out the installation on the AIX platform:

- Ensure that all IC components are stopped as explained in Stop Avaya Agent Web Client.
- Change directory to \$AVAYA_IC72_HOME/lib.
- At the command line, type the command: **slibclean**.
- At the command line, type the command: **fuser -k lib*12d*.a**.

Note: After running the fuser -k lib*12d*.a command, type the following at the command line:

fuser lib*12d*.a

- At the command line, type the command: **fuser -k lib*.so**.

Note: After running the fuser -k lib*.so command, type the following at the command line:

fuser lib*.so

No process IDs should be displayed in the results after running this command. However, even if one process ID is displayed in the results, then you need to restart the AIX machine.

- After carrying out the above steps, proceed with the installation on the AIX platform.

AIX installation

Perform the following steps on the AIX machines that are running the Avaya Agent Web Client.

Note: To have the permissions to run the AIX installer, you must login with root privileges.

- Before you begin the Service Pack Installation, ensure that all IC components are stopped as explained in Stop Avaya Agent Web Client.
- At the command line, navigate to the directory where you uncompressed the contents of the IC721AixWebConnector.tar file.
- At the command line, type: ./setupaix.bin
- Press **Enter**.
- At the Welcome screen, click **Next**.



6. The next screen displays the location of the Uninstall program, click **Next**.
7. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
8. Creates a backup directory and moves the existing web client connector files to that directory.
 - a. Copies the new web client connector files to the proper directories.
 - b. Copies the files from the jre folder to the proper directories.
 - c. Installs the Uninstall program.
 - d. Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at:
.../IC72/ICServicePacks/7.2.1/WebConnector/Log/install.log

If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:

.../IC72/ICServicePacks/7.2.1/WebConnector/Log/install.log

LIST OF ERRORS AND WARNINGS

9. Click **Finish**.
10. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Avaya Agent Web Client installation

This section describes the installation procedures for the Avaya Agent Web Client component of the Avaya IC 7.2.1 release.

This component must be installed on the machine where the Avaya Agent Web Client package is installed, not the deployment machine.

This section includes the following topics:

- [Installation path procedures](#)
- [Windows installation procedures](#)

Installation path procedures

The IC 7.2.1 installer checks for the installation path through an environment variable or the registry. The Avaya Agent Web Client installation path is not stored in an environment variable or in the registry. Before starting the Avaya Agent Web Client setup, you must declare the environment variable for the installer to use.

Windows

To declare the Avaya Agent Web Client installation environment variable on the Windows platform:

1. Right-click My Computer and select Properties.
2. Click the Advanced tab.
3. Click Environment Variables.
4. In the System variables section, click New.



- At the New System Variable dialog, enter the installation path name and value.

Field Name	Enter...
Variable Name	AVAYA_WEBCLIENT72_HOME
Variable Value	The actual installation path, for example, C:\AvayaWebClient\IC72

- Click **OK** to save the new variable.
- At the Environment Variables dialog, click **OK**.
- At the Advanced tab, click **OK**.
- Run the Avaya Agent Web Client installation procedures described in Windows installation procedures.

Windows installation procedures

Perform the following steps on the Windows machines that are running the Avaya Agent Web Client.

- Go to the directory where you extracted the contents of the IC721WinWebClient.zip file.
- Open the IC721WinWebClient folder and double-click on setupwin32.exe to start the installation program.
- At the Welcome screen, click Next to continue.
- At the next screen which displays the location of the Uninstall program, click Next.
- At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - Creates a backup directory and moves the existing web client files to that directory.
 - Copies the web client files to the proper directories.
 - Installs the Uninstall program.
 - Displays the results of the installation.

If installation is successful, displays:
Installation was successful. No errors or warnings were generated. Complete log messages are available at:
...\\IC72\\ICServicePacks\\7.2.1\\WebClient\\Log\\install.log

If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:
...\\IC72\\ICServicePacks\\7.2.1\\WebClient\\Log\\install.log
LIST OF ERRORS AND WARNINGS

- Click **Finish**.
- If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.
- If the installation is successful on the Windows platform, follow the steps for configuring the Avaya Agent Web Client.

Note: To generate webclient.war file and deploy on Windows/AIX/Solaris Webconnector machines, please refer to "IC7.2 Installation and Configuration guide" in Avaya Support Site <http://support.avaya.com>



Administration and Design installation

This section describes the installation procedures for the IC 7.2.1 Administration and Design component. This component is supported only on the Windows platform.

Windows installation procedures

Perform the following steps on each machine where administration tools are installed.

1. Stop the IC Manager, Avaya Database Designer, and Workflow Designer applications if they are already running.
2. Go to the directory on the central server where you extracted the contents of the IC721WinAdmin.zip file.
3. Copy the IC721WinAdmin folder to the machine where you want to install the Admin component. If you are accessing a network computer through a mapped drive, you do not need to copy the folder. Perform the following steps from your administration machine.
4. Open the IC721WinAdmin folder on the machine from which you want to install.
5. Double-click the setupwin32.exe to start the installation.
6. At the Welcome screen, click Next.
7. At the next screen which displays the location of the Uninstall program, click Next.
8. In the pop-up window that prompts "Please log out from IC Manager", click Continue.
9. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing admin files to that directory.
 - b. Copies the new admin files to the proper directories.
 - c. Registers the new .ocx and .dll files.
 - d. Installs the Uninstall program.
 - e. Displays the results of the installation.

If installation is successful, displays:
Installation was successful. No errors or warnings were generated. Complete log messages are available at:
...\IC72\ICServicePacks\7.2.1\DesignAdmin\Log\install.log

If installation is unsuccessful, displays:
ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at:
...\IC72\ICServicePacks\7.2.1\DesignAdmin\Log\install.log
LIST OF ERRORS AND WARNINGS

10. Click **Finish**.
11. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.

Importing the sc.xml file

You must import the sc.xml file to fix configuration related issues in IC Manager. The sc.xml file is located in the folder where you unzipped the contents of IC721WinAdmin.zip file.



To import the sc.xml file:

1. Rename the existing file <AVAYA_IC72_HOME>\etc\sc.xml to <AVAYA_IC72_HOME>\etc\sc.xml.bak
2. Copy the new sc.xml file to <AVAYA_IC72_HOME>\etc.
Note: In case, if you have performed any customization in the existing "sc.xml" file, merge that changes from "sc.xml.bak" to the new "sc.xml" file you copied in step 2 above.
3. Log on to IC Manager as Admin.
4. From the IC Manager, click **Manager > Options > Environment** tab.
5. Click the **Import Configuration** button.
6. From the Open dialog box, select the sc.xml file that you copied in step 2 above, and click the Open button.
7. If the file is successfully validated, Validate sc.xml dialog box displays a Successfully Validated message. If the validation is unsuccessful you will get an xml parsing error.

Note: If you have merged any previous customization changes in the new sc.xml file, check the xml syntax for well-formedness and import the sc.xml file again.

Avaya Agent installation

This section describes the installation procedures for the IC 7.2.1 Avaya Agent (rich client) component. The Avaya Agent installation is supported only on the Windows platform.

Note: You can install the IC 7.2.1 Avaya Agent (rich client) component after all the other IC 7.2.1 Service Pack components are installed and configured. You do not require stopping the IC Servers before installing the IC 7.2.1 Avaya Agent (rich client) component.

Installation procedures

Perform the following steps on each agent workstation.

1. Stop the Avaya Agent application if it is running.
2. Go to the directory on the machine where you extracted the contents of the IC721WinAgentClient.zip file.
3. Copy the IC721WinAgentClient folder to the machine where you want to install the Agent component. If you are accessing a network computer through a mapped drive, you do not need to copy the folder. Perform the following steps from your agent desktop machine.
4. Open the IC721WinAgentClient folder and double-click on setupwin32.exe to start the installation program.
5. At the Welcome window, click Next.
6. The installation runs the Preinstall options which unregister the .ocx and .dll files that are patched in this installation.
7. At the next screen which displays the location of the Uninstall program, click Next.
8. In the pop-up window that prompts Please logout Avaya Agent, click Continue.
9. At the next screen which displays the installation summary, click Next to run the installation. The Installation Tool:
 - a. Creates a backup directory and moves the existing agent files to that directory.
 - b. Copies the new agent files to the proper directories.
 - c. Registers the new .ocx and .dll files.



- d. Installs the Uninstall program.
- e. Displays the results of the installation.

If installation is successful, displays: Installation was successful. No errors or warnings were generated. Complete log messages are available at: ...\\IC72\\ICServicePacks\\7.2.1\\AvayaAgent\\Log\\install.log	If installation is unsuccessful, displays: ALERT! Installation failed. Please fix these errors and re-run the installer. The following errors or warnings were generated. Complete log messages are available at: ...\\IC72\\ICServicePacks\\7.2.1\\AvayaAgent\\Log\\install.log LIST OF ERRORS AND WARNINGS
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- 10. Click **Finish**.
- 11. If the installation is unsuccessful, run the Uninstall program. Correct the errors and re-run the Installation program.
- 12. If the installation is successful, reboot the agent machine.

Avaya Agent installation in silent mode

On the Windows platform, you can also run the IC 7.2.1 Avaya Agent installation in silent mode. The silent mode option is for Avaya Agent installations on multiple machines.

To run the installer in silent mode, run record mode followed by silent mode.

- In record mode, the installer runs the installation normally but records all of your inputs in a text file.
- In silent mode, re-run the same installation in silent mode on another machine using the inputs from this text file.

Record mode

To run the installer in record mode:

- 1. Click **Start > Programs > Accessories > Command Prompt**.
- 2. Go to the package directory where the contents of the Service Pack installer are extracted.
- 3. At the command prompt, type: **setupwin32.exe -options-record <AbsolutePathOfFile.ext>**.

Note: The <AbsolutePathOfFile.ext> is a placeholder for the qualified complete file name, where "AbsolutePathOfFile" is the name of the file and "ext" is the file extension.

- 4. Press **Enter**.
- 5. Complete the installation using the information in Avaya Agent installation. The installer creates the <AbsolutePathOfFile.ext> file containing all of your inputs.

Silent mode

To re-run the installer in silent mode:

- 1. Copy the <AbsolutePathOfFile.ext> file to the machine where you want to install.
- 2. Click **Start > Programs > Accessories > Command Prompt**.
- 3. Go to the package directory where the contents of the Service Pack installer are extracted.
- 4. At the command prompt, type:



setupwin32.exe -options <AbsolutePathOfFile.ext> -silent

For example, setupwin32.exe -options "D:\temp\SP721Silent.opt" -silent

5. Press **Enter**.

The installation runs (without a GUI) using the <AbsolutePathOfFile.ext> file for your inputs.

Start IC servers

After you complete the Avaya IC 7.2.1 Server installation program, restart the IC servers by running both of these tools in the following order:

Avaya IC Admin Utility

To restart the ORB server using the Avaya IC Admin Utility on the server machine:

6. At the command prompt, navigate to the following directory:

- Windows: ...IC72\bin
- Solaris and AIX: .../IC72/bin

7. Type the following command:

- Windows: icadmin so
- Solaris and AIX: ./icadmin so

8. Press **Enter**.

IC Manager

In IC Manager, you must restart the IC servers individually and in the proper order. Before you begin, run the procedures described in [Avaya IC Admin Utility](#) restart the ORB server.

To restart IC servers in IC Manager:

1. Click the Server tab and select the server to be restarted. The following table lists the order in which to start the servers.
2. Click the Start Server button.

Server Category	Server Name
Core Engine servers	Alarm server, Data server, Directory server, License server
Reporting Services	Event Collector server, Report server
DU (Data Unit) servers	ADU server, DUStore server, EDU server
Web Management servers	WebACD server, Web Admin Adapter (WAA) server, Attribute server, ComHub server, Paging server, Web Schedule Callback
Email Management servers	IC Email server (requires the WebACD server), CAServer server, CAAdmin server



Server Category	Server Name
Telephony servers	Telephony and TSQS servers (all switches), Telephony Server, Adapter (TSA) server, Predictive Dialing Kernel (Outbound Contact) server, SoftDialer server, VOX server
Business Logic servers	Workflow server, Blender server, Notification server
Web and Support servers	HTTP Connector server, WebQ server, WebQ Router server
Siebel Native Integration	ASIS Server

Start IC services

On the Windows platform, after you complete the Avaya IC 7.2.1 Server installation program, all the IC Services need to be started if they are not already started.

Windows

The steps given below are for the Windows platform.

To start the IC Services:

1. Bring up the Windows Services application.
2. Start any of the following services that are not already started (some may not exist on every server).
 - Avaya IC CIRS Service 7.2
 - Avaya IC Email Template Management Service 7.2
 - Avaya ICM Service 7.2
 - Avaya IC ORB Service 7.2
 - Avaya IC Test Service 7.2
 - Avaya IC Web Management Service 7.2
 - Avaya IC WebLM Service 7.2
 - Avaya Voice Media Manager
 - Avaya SDK Services

Solaris and AIX

The steps given below are for the Solaris and AIX platforms.

To start the IC Services:

1. Move to the .../IC72/bin directory.
2. For ICM
 - At the command prompt, type: **./icm.sh start**.
 - Press **Enter**.
3. For CIRS



- At the command prompt, type: **./cirs.sh start**
 - Press **Enter**.
4. To start multiple Tomcat instances:
 - At the command line, type: **./ictomcat.sh start all**
 - Press **Enter**.
 5. To start single Web application:
 - At the command line, type: **./ictomcat.sh start <servicename>**
 - Press **Enter**.
 6. For Sun ONE Server
 - At the command line, type: **<SunONE_install_dir>/servers/<my_ONE_server>/start**
 - Press **Enter**.
 7. For IBM http Web Server
 - At the command line, type: **./httpserver.sh start**
 - Press **Enter**.

Start the VMM service (Solaris only)

If you host your Avaya IC servers on Solaris and have the VMM service configured, you must restart the VMM setup service for Voice Chat. The VMM setup service configures the VMM to start automatically.

You only must perform this step if you host your Avaya IC servers on Solaris. Do not perform this step if you host your servers on Windows machines.

To run the VMM setup script and start the VMM on Solaris:

1. Navigate to the following directory: **IC_INSTALL_DIR/IC72/bin**
2. At the command line, type: **./vmm_setup start**
3. Press **Enter**.

Start Avaya Agent Web Client

After you run the IC 7.2.1 installation, you can start the Avaya Agent Web Client component by handling the javaw process.

To start the javaw process

1. Click **Start > Run** to open the command prompt.
2. Change the directory to: **IC_INSTALL_DIR\IC72\bin**.
3. Execute the following command:

Operating System	Procedure
Windows	To stop: aawcclient.bat start



Solaris and AIX

To stop:

`./aawcclient.sh start`



Uninstall program

The Avaya IC 7.2.1 Installation Tool installs an Uninstall Program that uninstalls the files from the IC 7.2.1 installation and returns your system to its previous state. If your installation fails, you must run the Uninstall program before attempting to rerun the Installation Tool. Running the Uninstall program, if it exists, returns your system to its previous state and preserves your files.

When the Service Pack installer fails to complete the installation, any one of the following events may happen based on the progress achieved during installation:

- The uninstaller is created

You need to run the uninstaller to remove the Service Pack to restore the system to its original state. After running the uninstaller, the system is restored to its previous state.

- The uninstaller is not created

When the uninstaller is not created, it implies that the Service Pack installer has already rolled back all the changes made to the system during installation. In this case, no action is required from the user.

Before running the Uninstall program

- For uninstalling servers, stop all of the servers using the procedures described in [Stop IC services](#) and [Stop IC servers](#).
- Exit the Agent and IC Manager applications on the system.

Note: On the AIX platform, you need to kill the processes that use the Rogue Wave binary files installed on the system.

Perform the following steps before carrying out the uninstallation on the AIX platform:

- a. Change directory to \$AVAYA_IC72_HOME/lib.
- b. At the command line, type the following command: *slibclean*
- c. At the command line, type the following command:
 - `fuser -k lib*12d*.a`
 - `fuser -k lib*.so`
- d. After running the `fuser -k lib*12d*.a` and `fuser -k lib*.so` commands, type the following at the command line:
 - `fuser lib*12d*.a`
 - `fuser lib*.so`

No process IDs should be displayed in the results after running this command. However, even if one process ID is displayed in the results, then you need to restart the AIX machine.

Perform the following steps on a system where you want to uninstall IC 7.2.1 files:

1. Navigate to the following directory:
 - a. Windows: ...\\IC72\\ICServicePacks\\7.2.1\\<FolderNameOfComponent>\\Record\\
 - b. Solaris and AIX: .../IC72/ICServicePacks/7.2.1/<FolderNameOfComponent>/Record/
2. Start the Uninstall program:



Windows

- Double-click the uninstall7.2.1.bat file.

Note: In cases where “<AVAYA_IC72_HOME>/SPBackup” folder is not deleted automatically by Uninstall program, we need to manually delete this folder.

Solaris and AIX (server only)

1. At the command prompt, type: **./uninstall7.2.1.sh**.
2. Press **Enter**.
3. At the Welcome screen, click **Next**.
4. The next screen indicates the directory from which the files are uninstalled.
5. Click **Next** to start the Uninstall program which:
 - a. Restores the component to its previous state.
 - b. Displays confirmation of a successful uninstallation with a list of uninstallation warnings and errors that were encountered.
6. Click Finish if the uninstallation is successful.
7. On the Windows platform, restart the machine for the system to be restored to its previous state. Solaris and AIX systems do not require restarting the machine.

Un-Installation using the Silent command line option

IC 7.2.1 Service Pack components can be uninstalled using the Silent command line option. IC 7.2.1 Service Pack supports only the Silent option. When you run un-installation in silent mode, the user interface is not available.

Silent mode

In a silent mode, rerun the same uninstallation in silent mode on another machine using the inputs from this text file.

To re-run the uninstaller in silent mode:

1. From the command prompt (command line, in case of Solaris and AIX), go to the following directory:

Windows:

...\\IC72\\ICServicePacks\\7.2.1\\<FolderNameOfComponent>\\Record where <FolderNameOfComponent> is the folder name of each component where the respective component files reside.

Solaris and AIX: .../IC72/ICServicePacks/7.2.1/<FolderNameOfComponent>/Record where <FolderNameOfComponent> is the folder name of each component where the respective component files reside.

2. At the command prompt (command line, in case of Solaris and AIX), type the following command:

<uninstallscriptname> -silent

Note: The <uninstallscriptname> is the uninstaller script. For example,



For example:

Operating System	Command
Windows	<code>uninstall7.2.1.bat -silent</code>
Solaris and AIX	<code>./uninstall7.2.1.sh -silent</code>

3. Press **Enter**.

Note: After the un-installation is complete, sometimes the uninstaller does not delete the 7.2.1 subfolder. In such a case, you need to manually delete the 7.2.1 subfolder from the .../IC72/ICServicePacks folder.



Enhancements and fixed defects

This section includes the following topics:

- [Enhancements in IC7.2.1 Service Pack](#)
- [Fixed MRs / WIs in the IC7.2.1 Service Pack](#)

Enhancements in IC7.2.1 Service Pack

Below are the enhancements incorporated into IC72 release with Service pack 7.2.1

- [HTML Editor Replacement for Avaya Agent Rich Client](#)
- [Time in Email Template Flexible to Allow 24 or 12 hour format](#)
- [Support for Siebel 7.8.2.13](#)
- [SNMP-MIB Enhancement](#)
- [Ability to enter E-Mail display name in IC Manager](#)
- [Options to set column width, size and location of chat task-list in IC agent](#)
- [Service Class OWT data in OA reports](#)
- [Workflow Server Modification for Dynamic Queue Contact Entry](#)
- [Workflow Server enhanced to handle large number of Workflow channel assignments](#)
- [Chat Typing Status Support](#)
- [Synchronization between Siebel toolbar and Hard phone](#)
- [WebAdmin Page Cancel Task with Specified Status](#)
- [TSA Server enhanced for Extended UUI Data Support](#)

HTML Editor Replacement for Avaya Agent Rich Client

This feature provides better HTML editing capabilities for AIC agents. Separate xml files are provided for configuring each of the below enabling Agents to use a highly customized email editor.

- NewOutbound Email
- Forward/Reply for Email
- Email Preview
- Resources Configuration

Certain properties in **Application.properties** file are deprecated. Now the properties will be configured in the xml files.

The new HTML editor provides the below functionality:

- Editing or viewing or previewing resource
- Editing or viewing or previewing email
- Hyperlink Support - Hyperlinks will work if present in the email body.
- Printing support - Editlive does not provide printing thus WebAgent will use JDIC for printing email.

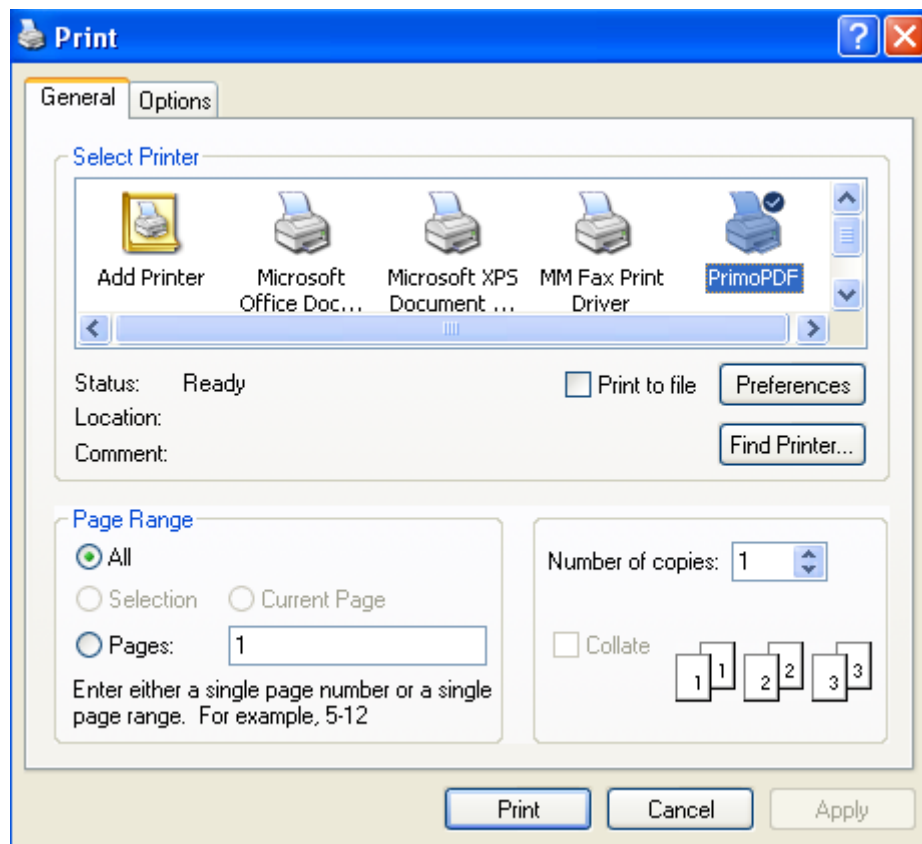
- Print Screen support
- EditorUtil provides utility functions for Editor. This includes method that converts plain text to html that considers **
** as line break. This needs to be changed to use **<p>** tags.
- Html part of email - While sending out an email, the html part needs to have associated style sheet declared inline. As of today we take out data within **<body>** tag.
- Email Templates - Email Templates should insert **<p>** tag instead of **
** tag.

Note: This will impact on existing email templates on deployment site.

Pre-requisite: Fonts which are configured in the configuration files must already be installed on the machine where the Avaya Rich Client is installed before use.

Additional feature like Email Printing Option is provided using JDIC (Java Desktop Integration Component).

In IC721 SP below pop-up screen will appear while printing from WebAgent.



For more information, please refer to the [Avaya Agent Rich Client](#) section in Configurations.

Time in Email Template Flexible to Allow 24 or 12 hour format

In IC 7.2, Time format in the email templates sent from IC display a 24 hour format even though the system time is set to 12 hour format. IC7.2.1 SP provides support for 12 hour system time format display in templates for countries using languages below.



- Traditional Chinese
- Simplified Chinese
- Korean
- Japanese
- Thai
- English

For countries using 24 hour time format will continue to observe their existing behavior.

DST will not be considered for in the 12 to 24 hour conversion and vice-versa.

This feature is supported on all platforms supported by IC (Windows/Solaris/AIX). To set the locale on a AIX/Solaris Core server machine, please refer to the Configuration Section for [IC Core Server Configuration](#)

Important:

- The system time format will be used by the %TIME% macro and hence if the 12 hour time format is configured, then alone the above is applicable.
- Any change to the Time Format requires a restart of the IC Servers for the change to take effect.

Support for Siebel 7.8.2.13

IC7.2.1 supports Siebel 7.8.2.13, in addition to Siebel 8.0.0.5 and 8.1.1. The integration objects and AICD.ini files are shipped with the Service Pack IC7.2.1 that is specific to Siebel 7.8.

For more information, please refer to the [IC – Siebel 7.8 Integration Configuration](#) in configuration section.

SNMP-MIB

In IC 7.2 all alarms reported were under the same OID and the descriptions were changed by the IC. Hence, NMS could not differentiate alarms based on their priority. In IC 7.2.1 SP, the MIB includes a unique OID for alarms based on their priority.

New OIDs has been added for critical (7), major (8) and minor (9). The trap will contain one of these OID depending on alarm severity.

Below image contains the added OIDs marked in BOLD.



```
- Normal Thu 10 15 09:43:12 148.147.167.129 Received event .1.3.6.1.4.1.6889.2.4.1.1.2.1 (enterprise:1.3.6.1.4.1.6889.2.4.1.1.2 generic:6 specific:1), no format in
trapd.conf. 7 args:[1] private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmTime (Ticks): 1255579816 [2]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmName (OctetString): Manager Alarm [3]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocation (OctetString): 148.147.167.119:7000 [4]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocationIpAddress (IpAddress): IC12SV01 [5]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocationPort (Integer): 7000 [6]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmPriorityMinor (Integer): minor [7]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmDescription (OctetString): Test Low Priority Alarm

- Normal Thu 10 15 09:43:12 148.147.167.129 Received event .1.3.6.1.4.1.6889.2.4.1.1.2.1 (enterprise:1.3.6.1.4.1.6889.2.4.1.1.2 generic:6 specific:1), no format in
trapd.conf. 7 args:[1] private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmTime (Ticks): 1255579817 [2]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmName (OctetString): Manager Alarm [3]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocation (OctetString): 148.147.167.119:7000 [4]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocationIpAddress (IpAddress): IC12SV01 [5]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocationPort (Integer): 7000 [6]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmPriorityMajor (Integer): major [7]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmDescription (OctetString): Test High Priority Alarm

- Normal Thu 10 15 09:48:06 148.147.167.129 Received event .1.3.6.1.4.1.6889.2.4.1.1.2.1 (enterprise:1.3.6.1.4.1.6889.2.4.1.1.2 generic:6 specific:1), no format in
trapd.conf. 7 args:[1] private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmTime (Ticks): 1255580111 [2]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmName (OctetString): Manager Alarm [3]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocation (OctetString): 148.147.167.119:7000 [4]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocationIpAddress (IpAddress): IC12SV01 [5]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmLocationPort (Integer): 7000 [6]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmPriorityCritical (Integer): critical [7]
private.enterprises.avaya.mibs.crm.ic.avtAlarmMIB.avtAlarmObjects.avtAlarmTrapObjects.avtAlarmDescription (OctetString): Test Emergency Alarm
```

For information pertaining to configuration, please refer to [Installing SNMP-MIB](#) in section Configurations.

Ability to enter E-Mail display name in IC Manager

This feature provides the ability to use a display name for each e-mail account configured in AIC. If this feature is configured, for all Outbound emails a display name will be shown to the customer instead of e-mail address.

For example, on receiving a mail from 'support@testdomain.com' the customers will see 'Support Test' in their e-mail client. This provides a user-friendly and logical way for customers to identify emails.

If Display Name is not configured, customers will continue to see the email address in their emails. Example 'sales@testdomain.com'

Please refer to [ICManager](#) Configuration Section to use this feature. Ensure the changes to ADL files are done, even though this feature is not used. Refer to [Database Designer](#) section to make the changes accordingly.

Options to set column width, size and location of chat task-list in IC agent

IC7.2.1 SP provides ability to customize the chat-list attributes like column width, size and location through cdl file. These changes will persist over successive logins of Avaya Agent Rich Client.

Most recent changes either on the running application or changed cdl file, will take precedence over the other during the next agent login.

For configuration details, refer to [Database Designer](#) and [Avaya Agent Rich Client](#) sections under Configurations.

Service Class OWT data in OA reports

In IC7.2 the OWT (Oldest Wait Time for OA reports) calculations were based on the EDU.Createtime. From IC7.2.1 SP, the definition of OWT is as below:

OWT: Waiting time of the oldest contact in a Service class Queue. The waiting time being calculated from the moment the contact enters the service class and not the time (EDU.Createtime) it entered IC system. The time



the contact enters the Service class queue is also called as “QueueArrivalTime” (QAT) and synonymously called as ResourceRequestDate.

With the new definition, one can determine how long a call/contact waited in the Service class queue before getting assigned to an agent.

In vespidl.pk, below APIs for ResourceRequest used by servers TSA and WAA have a new parameter added (in BOLD), to indicate the time, the ResourceRequest was sent to ResourceManager.

**ResourceManager_RequestRsc/ORBStatus strReqId/string strResourceId/string sQualifiers/*SeqLong
IOriginalRequestDate/long IFlags/long ITimeoutState/long ITimeoutAction/long
IResourceRequestDate/long out:sqRequestResult/*SeqCouple;**

**ResourceManager_RequestRscExcept/ORBStatus strReqId/string sQualifiers/*SeqLong
strExceptResourceId/string strResourceId/string IOriginalRequestDate/long IFlags/long
ITimeoutState/long ITimeoutAction/long IResourceRequestDate/long out:sqRequestResult/*SeqCouple;**

EDU Fields:

In WAA Server 2 new values (**sc.state** and **sc.qat**) will be added in the EDU of the contact when it is processed by this server. These values have no relevance outside the context of WAA server. When a contact is sent for ResourceRequest, the **ResourceRequestDate** will be considered as a Queue Arrival time, in case the contact was **Queued** to a service class.

TSA Server however does not add any of the fields mentioned to EDU of the contact.

Important:

- Merge any previous customization changes to the new vespidl.pk file
- Do not use the fields sc.qat and sc.state in EDU. These are only for internal server use.

Workflow Server Modification for Dynamic Queue Contact Entry

In the Postqualification block in the flows mentioned below, a new EDU parameter (a SeqCouple) has been added “arrival_time”. This field by default is set to EDU.Createtime, used for contact priority calculations per service class. This field enables Customers to Customize and use the flows to modify the contact priority calculations as per their business needs.

The PostQualification and PostQualificationEx blocks of the below workflows are modified.

- advocate.qualifyemail_adv
- advocate.qualifychat_adv
- advocate.qualifyvoice_adv
- advocate.handle_exception
- advocate.transfertoagent_adv

After performing the IC7.2.1 SP installation steps, do the following steps:

1. Open WorkflowDesigner and open ...\\IC72\\design\\IC\\Flows\\Avaya\\Advocate\\Advocate.prj
2. If you are using customized Advocate flows but using OOTB PostQualification & PostQualificationEx blocks in those flows then replace theses blocks with new PostQualification & PostQualificationEx blocks from Advocate catalogue in WorkflowDesigner in all the flows.



3. If you are using customized PostQualification & PostQualificationEx blocks, then merge your customized changes into the new PostQualification & PostQualificationEx blocks.
4. Build the Advocate.prj flowset.
5. Restart all the Workflow Servers.

Note: Following changes are done in new PostQualification & PostQualificationEx blocks in Advocate catalogue: "arrival_time" SeqCouple is added into EDU with default value of EDU's createtimet. TSA & WAA would use this (arrival_time) time to prioritize the contact in the Service Class queue of RM.

Workflow Server enhanced to handle large number of Workflow channel assignments

In IC7.2, channel assignment and event-flow association is done through workflow server Configuration Tab. This resulted in large vesp.imp and ds.fdd files for huge number of channel associations, which at times could result in request timeouts.

In IC7.2.1 SP, the workflow server is enhanced to provide channel assignments through scripts. The Channel associations will be loaded by the Workflow Server through "synchronous startup flow" / "startup flow" as <project_name>.<script_name>

Below methods are introduced at a script level:

1. ChannelAssign String Range, String InterfaceName, String AssignCriteria
For example, ChannelAssign "1", "TS", "*r50001"
2. ChannelAssociate String Range, String EventName, String FlowName
For example, ChannelAssociate "1", "TS.IncomingCall", "ts.incomingcall"

These script extensions will now be used in a custom flow (configured as synchronous startup flow/startup flow) and the channel assignment and event-flow association information will go into this flow.

The number of channel assignments for a workflow server is configured using the couple name "assigncount" under the server configuration tab. The Maximum recommended value for "assigncount" is 2047.

Note: Configuring Channel assignments and event-flow associations through script is an additional option. Using Configuration Tab for this purpose is Still Supported.

While configuring Channel & Association through scripts, validating the uniqueness of Range (Channel Assign Number) is the responsibility of script writer. The Range of Channel Association should match with ChannelAssign. If unique Ranges are not provided in flow script the Workflow server will log this condition and will not start.

Chat Typing Status Support

IC7.2.1 SP supports the typing status in a live chat in interaction center. This feature provides the typing status indication on customer side as well as the agent side with information on who (Agent preferred name / customer display name) is typing.

This feature is supported for below Avaya Agent Clients

1. Avaya Agent Rich Client
2. Avaya Agent Web Client
3. Avaya Agent SDK Client

Below are features supported in Chat Typing Status support in IC 7.2.1 SP



1. When agent starts typing, a message is being displayed at customer side that [agent preferred name] is typing.
2. When customer starts typing, a message being shown to agent that [customer display name] is typing
3. On enter key or say button or push url button, typing status message will be removed
4. In a multiple-party conference when any one of the party starts typing, a typing status message will be displayed to other parties in call.
5. In a multiple-party conference, when one or more parties are starts typing , a message “ [customer_display_name1, customer_display_name 2] , [Agent_preferred_name1, Agent_preferred_name2] typing..” will be displayed to other respective parties in call.
6. While typing, if a party doesn't press the enter/say/push-url button, after specific configurable time-interval, the message will be removed from other parties side.
7. After disconnecting and wrapping up a chat call , typing status message will get removed .
8. After joining multiple customers in chat call using join-us, all customers' typing status will be displayed to each other and other parties in call.
9. Typing status message indication to agent is configurable in website. It is configurable on admin web site. Please refer to [Website ICM Configuration](#) section and [Avaya Agent Rich Client](#) and [ICManager Configuration](#) to enable Typing Status Support for Avaya Agent Web Client and SDK Clients.

Synchronization between Siebel toolbar and hard phone

In IC7.2.1 Siebel client is enhanced to allows the agents to login back through Siebel browser even if they are already logged-into the hard phone. The agent client toolbar and hard phone will be synchronized on agent login. Below scenarios are handled in this enhancement.

Scenario 1

Enabling an agent to remain logged in to the hard phone on Siebel browser normal/abnormal exit.

Please refer to [Configuration Section](#) to enable this feature. Do NOT perform these steps if you want this feature Disabled.

Scenario 1 Limitation

- The feature intended only for ACD/CM based routing. In Advocate based routing, if agent exits from Siebel browser, the agent will remain logged-in into the hard-phone but may not receive any queue calls, when this feature is enabled.
- Agents have to logout of hard-phone manually, when this feature is enabled.
- Once Agents exits from Siebel, IC side reporting will not be effective and call related information will not be available.
- Once Agents exits from Siebel, Email channel will not work and agents will remain logged into hard phone.

Scenario 2

Agents can login through Siebel browser even if they are already logged-into hard phone and have the toolbar in synchronization with hard-phone.



Please refer to [Configuration Section](#) to enable this feature. Do NOT perform these steps if you want this feature Disabled.

Mentioned below are system limitations in the above mentioned Scenarios.

Scenario 2 Limitation

When feature for Scenario 2 is enabled and if hard phone is busy or agent is working on a call using hard phone then he should not try to login to Siebel. Note, CM does not allow to login to hard phone if phone is busy. Hence login will fail. AICD would continue to monitor the extension.

Note: This enhancement is specific for Avaya CM/Definity Switches.

WebAdmin Page Cancel Task with Specified Status

IC7.2.1 Web Admin pages allow you to cancel task with a specified status, rather than only being able to cancel them without any type of reason. The specified status could be any of the resolve statuses configured using RLManager.

The Administrator will have a drop-down-list on the Web Admin Page containing all the resolve statuses configured in the system. The Administrator can select any task and cancel it using the appropriate resolve status as per business application.

For information regarding configurations, please refer to section [Design and Admin Configuration](#).

TSA Server enhanced for Extended UI Data Support

In IC7.2.1, the TSA server is enhanced to handle Extended UI data. A new Server configuration parameter "Enable Extended Data Support" is added that should be used to enable/disable handling extended data by TSA Server.

Case 1

If 'Enable Extended Data Support' configuration parameter is enabled, TSA will first try to get extended UI data from TS events and if unsuccessful then try to get it from EDU. The newer TS APIs will be called along with this fetched extended UI data.

Case 2

If 'Enable Extended Data Support' configuration parameter is disabled, TSA will not try to get extended UI data either from TS event or from EDU. The newer TS APIs will be called with NULL / empty extended UI data.



Fixed MRs / WIs in the IC7.2.1 Service Pack

The following table lists the MRs/WIs that is fixed in Avaya IC 7.2.1 Service Pack.

Component	Key	Summary of reported defect
ICManager	wi00331113	The agent state is not reflected in ICMManager when the agent selects to go to Aux while on active call/email/chat.
ICManager	wi00336894	Unable to add extensions range in VRU tab of VOX server
Advocate Resource Manager	wi00329572	OA reports for Advocate Service Class shows incorrect OWT (Oldest Wait Time) value.
Advocate Resource Manager	wi00332586	Advocate routes the calls to parking device even though the agent is not logged-in into voice channel.
TSA	wi00329570	TSA to employ TS.RouteEx and TS.UnparkEx methods to handle the extradata.
WAA	wi00332464	Exception requeue option for preferred agent is not working Refer to Section Workflows
WAA	wi00332475	contactcount and specificcount are not being decremented as expected when contacts go through the preferred agent block in the qualification flow and then are routed to the exception flow
AAWC	wi00331635	Need to add support for chat typing status in WebClient
AAWC	wi00333394	Localization issue - Dynamically re-adjust sizes of the Collaboration Dialog so longer strings would not be truncated
AAWC	wi00331598	Pure HTML Email is not displayed in HTML, when Agents Read incoming emails
AAWC	wi00331601	Only Display Name is displayed and email address is not displayed in Email Composition Body when Reply/ReplyAll/Forward is done in Thinclient.
AAWC	wi00331596	Need to remove getTrackingHistory API from EmailMediaInteraction class since it is not used anywhere but still consumes loads of memory



Component	Key	Summary of reported defect
AAWC	wi00332400	Problem in calling an agent using UAD in thinclient when agent's first name ends with a space
AAWC	wi00333105	TS.GetPhoneInfo is not always successful and fails the login process for the agent.
RichClient	wi00331639	CreateObject for "AvayaAgent.Application" is not returning current instance of running Rich Client Application class.
RichClient	wi00332454	BusyReason not correct when going to Aux in manual mode
RichClient	wi00332593	If agent logs out of softphone but does not exit IC and then logs back in to Softphone, agent is placed in auto in rather than AUX.
RichClient	wi00332594	Thick client doesnt update Agent's status control for channel state ,while declining an email/chat in manual blending mode
RichClient	wi00332452	[Pr for 7.2.1 SP] Grip Request #939 - Enhancment request to change the columns width, size and location on the chat tasklist.
RichClient	wi00330780	WebAgent replaces Leading/Trailing spaces found on agent supplied "to email address" Field with a tilda (0x7e '~') while using "Forward Original" option.
RichClient	wi00332493	WebAgent is unable to view attachments having same file name individually
RichClient:Qconsole	wi00332529	On Avaya Web Agent, "Error 61704. Internal Application Error(QWApp.StartApp)" message is displayed when the system date is changed.
RichClient:Qconsole	wi00342615	Citrix client users get error "client already running" while running IC Agent client application
RichClient	wi00330776	WebAgent crashes when image with very long URL is embedded in an email.
RichClient:WCAgentClient	wi00331107	WebAgent is displaying only 2nd set of HTML tag, for Emails having multiple <HTML>, <HEAD>, and <BODY> tags
RichClient:WCAgentClient	wi00331115	HTML forms data embedded within an HTML email is not displayed properly in WebAgent



Component	Key	Summary of reported defect
RichClient:WCAgentClient	wi00331116	Web Agent is not properly forming HTML tags for URLs embedded in outgoing email.
RichClient:WCAgentClient	wi00331118	In WebAgent, when switching from plain text to HTML, the editor does not use the new 7.1.5 default font properties from the application.properties file when determining font, size, and color.
RichClient:WCAgentClient	wi00331119	Webagent client should be able to pick up the default font set in the application.properties file for its plain text resources instead of using the system default font(Times New Roman).
RichClient:WCAgentClient	wi00332494	Chats get stuck when supervisor keeps switching between agents
RichClient:WCAgentClient	wi00332613	Erasing text while composing email resets the font to system default font and not the default font mentioned in the application.properties file
RichClient:WCAgentClient	wi00336058	Double clicking an email's task in the Thick Client's TaskList control will cause existing email draft to be erased from GUI
RichClient:WCAgentClient	wi00336065	HTML Editor Replacement in WebAgent
RichClient:WCAgentClient	wi00336881	GRIP #717 - Ability to enter E-Mail display name in IC Manager
SDK	wi00332399	UOM throws exceptions while attempting to change the channel state for agent login and logout
SDK:WebServices	wi00338342	LookUpAgentIds returns agent list that includes deleted agent.
UOM	wi00332444	In Advocate environment, RONA occurs on direct call causing impact on call-center operation and incorrect reports
Patch Installer	wi00344937	Siebel side Installer currently does not support integration with Siebel 7.8
HttpVox	wi00345463	HttpVOX and IC Manager supports extension Range till 10 digits, needs to be increased in 7.2.
Siebel	wi00332576	Agent cannot defer existing email after attending an inbound/outbound call.

Component	Key	Summary of reported defect
Siebel	wi00332580	After PR1495, agent have to logout of hardphone manually everytime. Enhancement request to allow the agents to login back through Siebel browser even if they are already logged-into the hard phone and have the toolbar in synch with the har
Siebel	wi00332582	Agents are logged out of their phones if Siebel is shutdown either on purpose or due to a system error.
Siebel	wi00341873	IC 7.2.1 Support for Siebel 7.8.2.13
Siebel:AICD	wi00332578	Correction needed in the parameter name in OOTB def file for SendDTMF command.
Siebel:ASIS	wi00334240	Switch time ACW functionality is not working with IC-Siebel
Localization	wi00332432	Grip Request #939 - Enhancment request to change the columns width, size and location on the chat tasklist.
Localization	wi00334128	Localization wi in reference with wi00305400 - Correction needed in the parameter name in OOTB def file for SendDTMF command.
Localization	wi00346373	Need translated strings for the chat typing feature
ConfigAccelerator	wi00281558	Database panel for Oracle database should not show plain password.
ConfigAccelerator	wi00284781	For oracle server there must be two password options for ccq & repository databases
ConfigAccelerator	wi00310594	Email Cluster name changes from CA tool don't get reflected in "Default Email Cluster" field under WACD server.
ConfigAccelerator	wi00330696	Localization support for Russian language is not available in CA
ConfigAccelerator	wi00330722	In Email Account panel, on selecting/de-selecting "Use TLS" checkBox, the "Incoming port" value should be changed accordingly.
ConfigAccelerator	wi00330732	Banner information is scrolled down initially on 'IC Configuration' panel.

Component	Key	Summary of reported defect
ConfigAccelerator	wi00330745	Do not show 'Email Account Creation' panel for voice only scenarios
ConfigAccelerator	wi00332460	User must be allowed to select multiple domains at a single shot under Failover order field in Domains option.
Alarm Server	wi00340632	Grip request - For SNMP traps set priority of alarms so we will have 3 OID i.e. critical, Major, Minor.
ICEmail Server	wi00332483	CC address is populated erroneously when the Email Account configuration in IC Manager is such that the General tab's name and domain differs from the Server tab's logon account and POP3 fields
ICEmail Server	wi00332596	On Email reply customer name is not being sent.
ICEmail Server	wi00332601	Resolving email by status does not wrap email on solaris
ICEmail Server	wi00332602	Email Server:Over the load 1200 emails per hour,the Email server was generating alarm as Unable to Force Terminate EDU id.
ICEmail Server	wi00336880	GRIP #717 - Ability to enter E-Mail display name in IC Manager
ICEmail Server	wi00337837	Time in templates is in 24 hour format even though system time is set to 12 hour format
ICEmail Server	wi00343315	Emails with attachment and no body should not be treated as blank email
ICEmail Server	wi00344595	Web Admin pages should allow you to cancel task with a specified status, rather than only being able to cancel them without any type of reason1
Poller Server	wi00313222	Poller Stops polling mail account if there is connectivity issues with Exchange server.
ICM	wi00330413	Need to add support for chat typing status in HTML Chat Client and WebAgent
ICM	wi00332080	Chat typing status message is displayed both in Customer and Agent's chat windows, if any of the key (all keys present in the keyboard) is being pressed on the chat text area of either side.

Component	Key	Summary of reported defect
ICM	wi00332101	If customer sends the chat texts by clicking the Send Message button, the chat typing status message should get removed on the agent's chat window.
ICM	wi00332402	Customer wishes that chat timestamp format should be configurable
ICM	wi00342914	The chat type status is not removed when the customer disconnects the chat either by logging off or by closing the public web page.
ICM	wi00342923	During a chat between a customer and a thin agent, when agent is inserting a resource, the chat type status is not displaying on the customer side.
ICM	wi00342928	When 'SpellCheckOnSend' property is set 'yes' and agent types something in the chat type area and click 'Send' button , the spell checking window opens up. Without waiting for the TypingStatusThreshold time to expire, the status message is removed.
ICM	wi00343275	While agent1 is typing some text in chat area, agent1 transfers the chat contact to another agent, agent2, the chat type status message 'agent is typing' is not getting removed from agent2 and customer even after agent1 wraps the contact
ICM	wi00343749	When the chat type status is disabled from agent side, the chat status message is not displaying on both customer side and agent side.
ICM:Website:WCSharedBrowsing	wi00333392	Pages are pushed in display frame in a certain chat conference scenario despite java plugin being enabled in browser
ICM:Website:Web Management IC:Website - Server Pages	wi00332415	Remove the limitation of JoinUS Handle cannot be more than 25 chars
ICM:Website:Web Management IC:Website - Server Pages	wi00341211	HTML Chat Client's TextArea remains disabled in Chrome and Safari browsers
License Server	wi00337230	License Server raises an Alarm "License File Expired" for the obvious license file with permanent expiry Date

Component	Key	Summary of reported defect
Report Server	wi00332489	ReportServer creates .bad files which contain no error when original edu for hudedu is no longer in dustore. No such Vdu error is in log
TSV5	wi00332536	Need a automatic recovery mechanism of failed MSHS connection when ping times out or receipt of ServerFailed Connection
TSV5	wi00332581	TS is unable to suppress the drop event caused by a recorder in case of single/multiple transfer/conference scenarios
TSV5	wi00333020	TS should always move the data from the 34th byte to the extdata field in the EDU and also in the TS.IncomingCall event Note: Refer to Section UII Container Information
WACD	wi00332478	With using Advocate, ADU is not updated when chat RONAs, which is causing problems in OA reporting
WACD	wi00332480	Talk Time, Wrap Time, and Deferred Time columns in the WACD Page under Active Task list are always 00:00:00.
WACD	wi00332603	Web Admin pages should allow you to cancel task with a specified status, rather than only being able to cancel them without any type of reason.
WACD	wi00332604	WACD shouls query the DS for "default Email cluster" value, during generic update
WF Server	wi00329010	Enhance the workflow server to enable large number of workflow channel assignments.
RichClient:WCAgentClient	wi00346739	When sending an outbound email using a WebAgent with a shared HomeDir, screenshots pasted from the clipboard are not encoded and sent with the email.
RichClient:WCAgentClient	wi00347010	IC 7.2 Webagent – Status resolution window with Status takes too long or freezes when either "Resolve or Cancel" is clicked.
RichClient:ActiveContactViewer	wi00347017	IC 7.2 Thick client - Active Contact Viewer does not work for Email channel.

Component	Key	Summary of reported defect
Workflows:Advocate	wi00347999	Advocate workflows are not delivering the transferred contact in correct order to the agent for modified contact arrival time.
Poller Server	wi00352030	Same emails are re-pollled and requeued when there are connectivity issues with Exchange server.
TSV5:Cisco	wi00355167	When a conference to a route point is made in a Rich agent, the "Complete" button is enabled when the call rings in the other agent
TSQS	wi00355165	When a call is placed in queue for 15 or lesser seconds, offered to the agent, and then is abandoned, 'Abandonmiss' has a negative value.
Config Accelerator	wi00354341	Wrong domain failover order set for Site2_Voice2_helper domain in vesp.imp file for Scenario 8.
SIP TS	wi00225943	Failed to register route point if using sips protocol for outbound proxy in SIP TS configuration. This issue is been fixed in SIP TS which will support TLS now.
Cisco TS	wi00313573	Cisco TS does not ask for feature license from license server. This issue is been fixed in Cisco TS. Note that now Cisco TS will consume Ericsson TS licenses.



Product updates and patches

Note: For a detailed, latest list of all the product updates and patches, visit the Avaya Technical Support Web site <http://www.avaya.com/support>. The Avaya Technical Support Web site allows you to download the latest patches and also provides you installation instructions.



Configurations

Below Section provides the component-wise configurations. Please note the sub-sections mentions configurations for specific features.

- [Deploying Avaya Rich Client on Citrix presentation Server v4.5](#)
- [ICManager](#)
- [Database Designer](#)
- [Avaya Agent Rich Client](#)
- [IC – Siebel 7.8 Integration Configuration](#)
- [Siebel configuration for Hard phone-browser synchronization](#)
- [ASIS Server env.properties file parameters](#)
- [Installing SNMP-MIB file](#)
- [Website and ICM](#)
- [Workflow](#)
- [Design and Admin Configuration](#)
- [IC Core Server Configuration](#)
- [SDK Server Configuration](#)
- [Configuring Web Services](#)

Deploying Avaya Rich Client on Citrix presentation Server v4.5

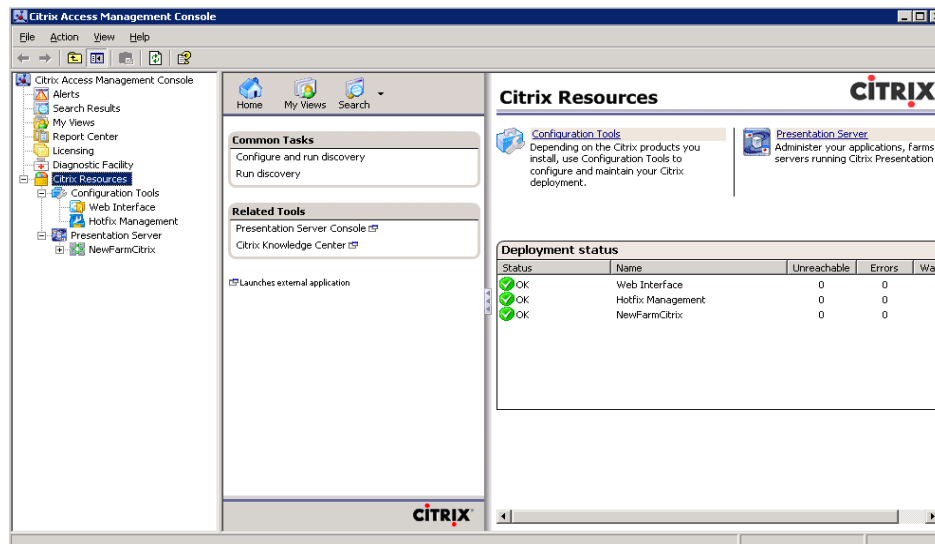
This section provides detailed information on how to deploy Avaya Rich client on Citrix presentation server version 4.5

Install Avaya Rich client on Citrix server

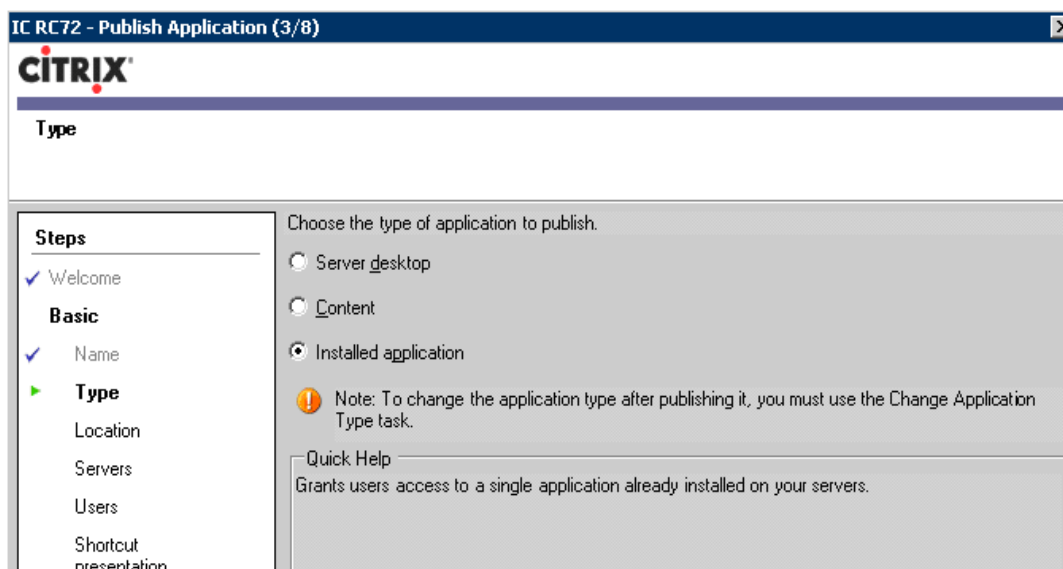
To install Avaya Rich client, refer IC72install.pdf

Deploying Avaya Rich client on Citrix server

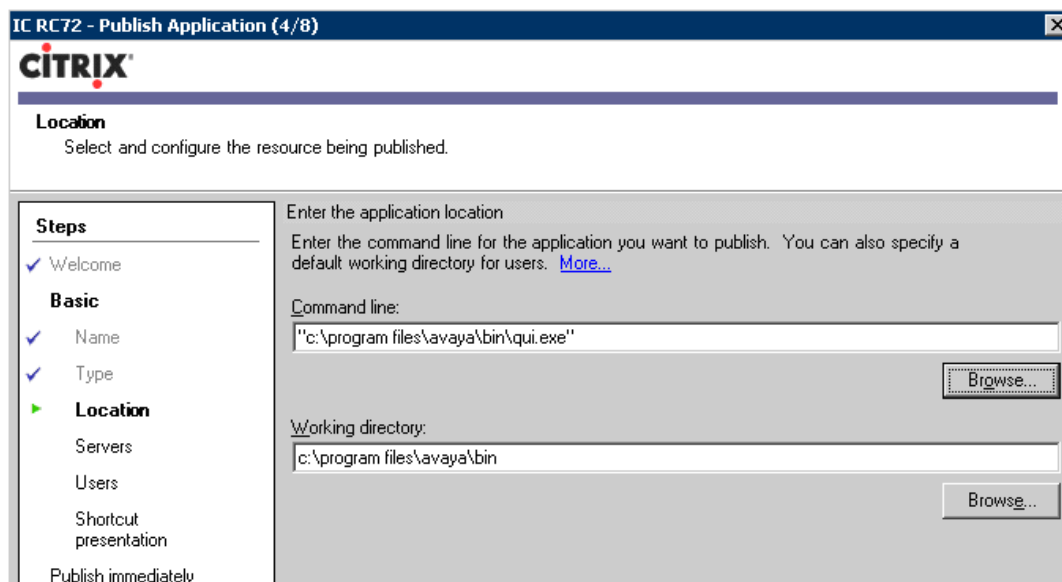
1. Launch Citrix Access Management Console
2. Right-click the Presentation Server option under the Citrix Resources node and select Create a new Citrix Farm.



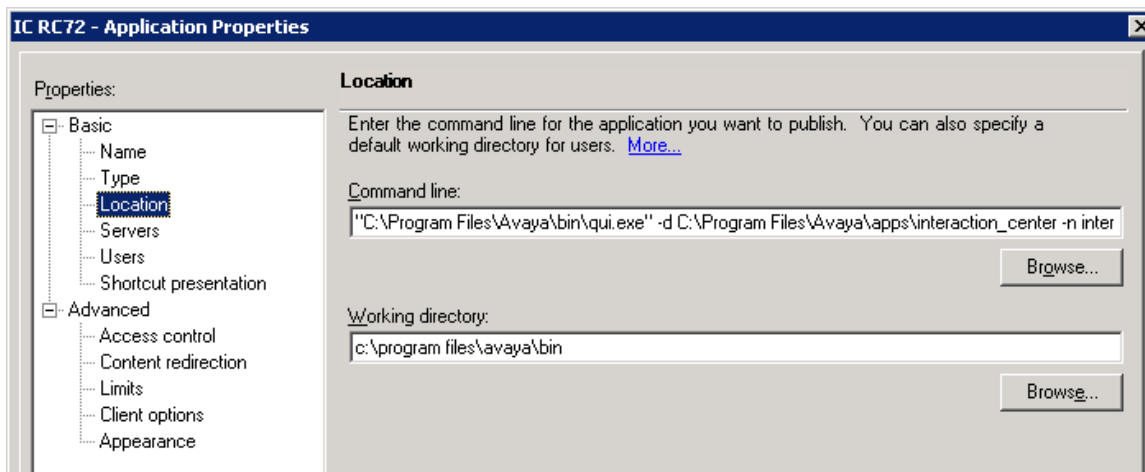
3. Right click **NewFarmCitrix > Applications** and select **New > Publish application**.
4. Click the **Next** button on the welcome screen.
5. Enter the application display name and description and Click **Next**.
6. On the **Publish Application** screen, select the **Installed application** option and click **Next**.



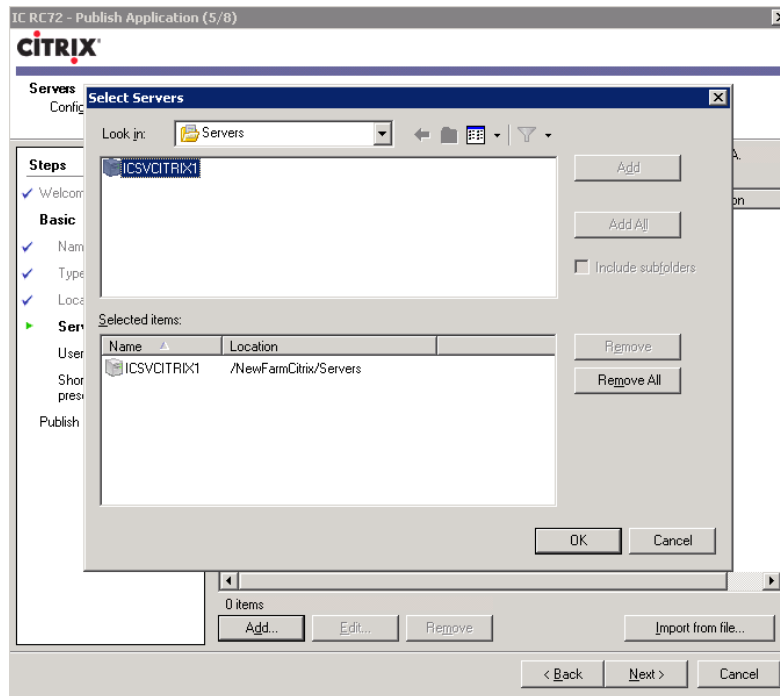
7. Browse and select "qui.exe" path in command line.
Note: Working directory path is automatically reflected.



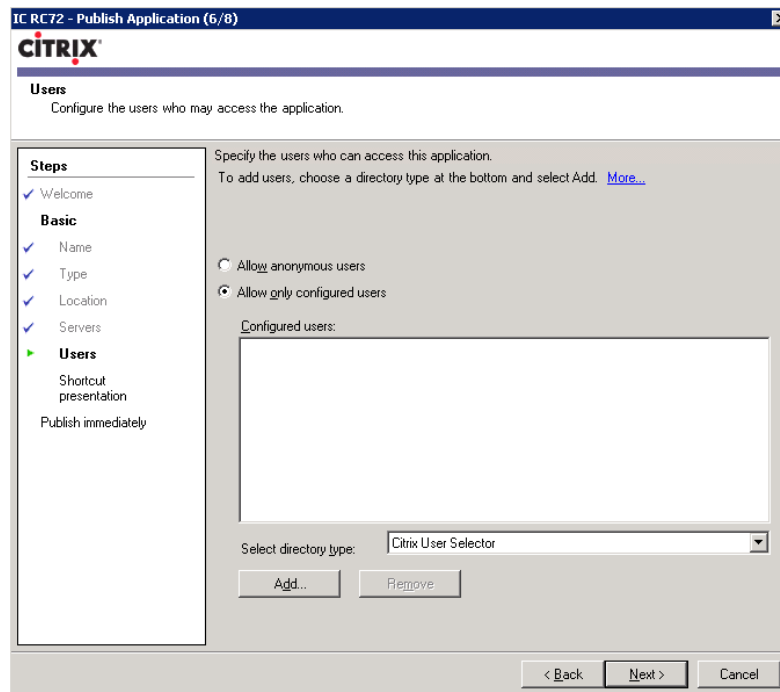
8. Modify command line path "C:\Program Files\Avaya\bin\qui.exe" to below text
 "C:\Program Files\Avaya\bin\qui.exe" -d C:\Program Files\Avaya\apps\interaction_center -n interaction_center, if AVAYA_IC72_HOME resides on C drive. Else, select the appropriate drive and path.



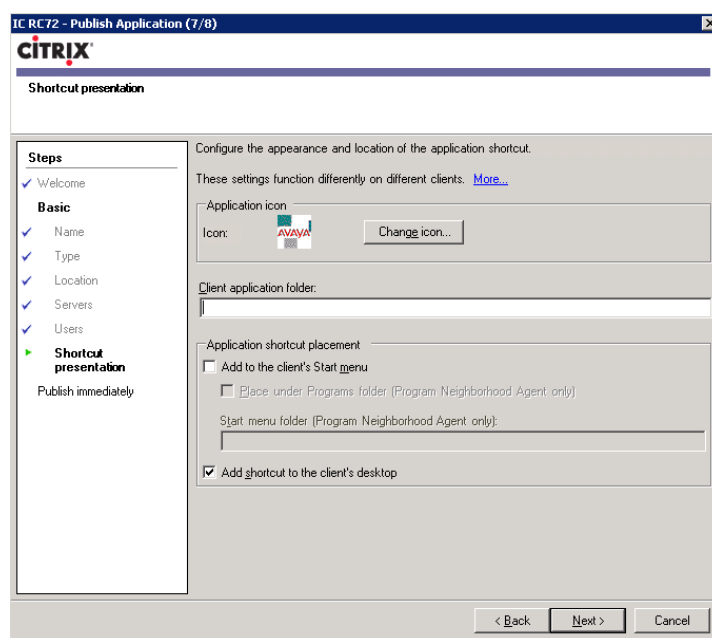
9. Click the **Add** button at the bottom of the screen.
10. Select Citrix server name and click **OK** button.
11. Click **Next**.



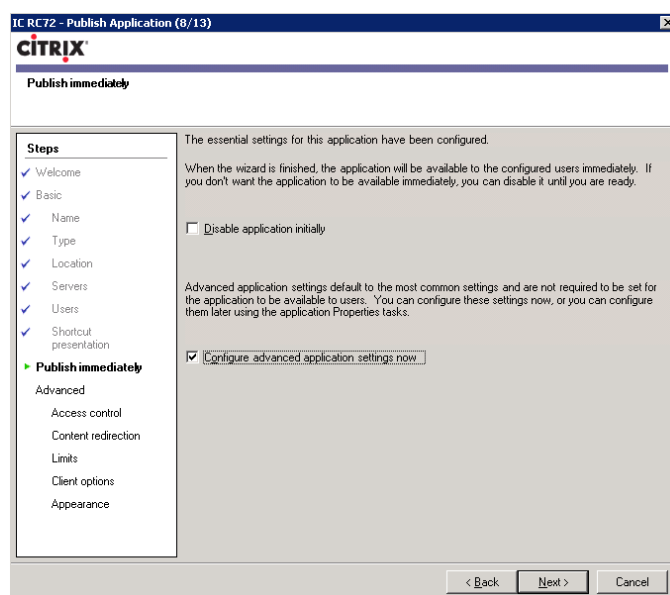
12. Select allow only configured users option (You can select Allow anonymous users option)
13. Click the **Add** button.



14. Add users, click **OK** button
15. On adding Users successfully, Click **Next**.
16. Click **Next** on the screen below.



17. Select Configure advanced application settings now and click **Next**.



18. Access control should be any connection (You can set appropriate filter also), click **Next**.
19. Leave redirection option click **Next**.

IC RC72 - Publish Application (9/13)

CITRIX

Access control

Steps

- ✓ Welcome
- ✓ Basic
- ✓ Name
- ✓ Type
- ✓ Location
- ✓ Servers
- ✓ Users
- ✓ Shortcut presentation
- ✓ Publish immediately

Configure Advanced Access Control for the application.

Configure what kinds of connections can access this application. [More...](#)

☒ Allow connections made through Access Gateway Advanced Edition (version 4.0 or later)

☒ Any connection

☐ Any connection that meets any of the following filters

Access Gateway filters:

Farm Name	Filter

20. Select maximum number of instance that are allowed to run in server farm
21. If you want only one instance of application for each user then select “Allow only one instance of application for each user” option and Click on Next button
22. Click **Next** on the Client options screen.

IC RC72 - Publish Application (11/13)

CITRIX

Limits

Steps

- ✓ Welcome
- ✓ Basic
- ✓ Name
- ✓ Type
- ✓ Location
- ✓ Servers
- ✓ Users
- ✓ Shortcut presentation

Configure the application limits

Concurrent instances

☒ Limit instances allowed to run in server farm

Maximum instances:

☐ Allow only one instance of application for each user

CPU priority level:

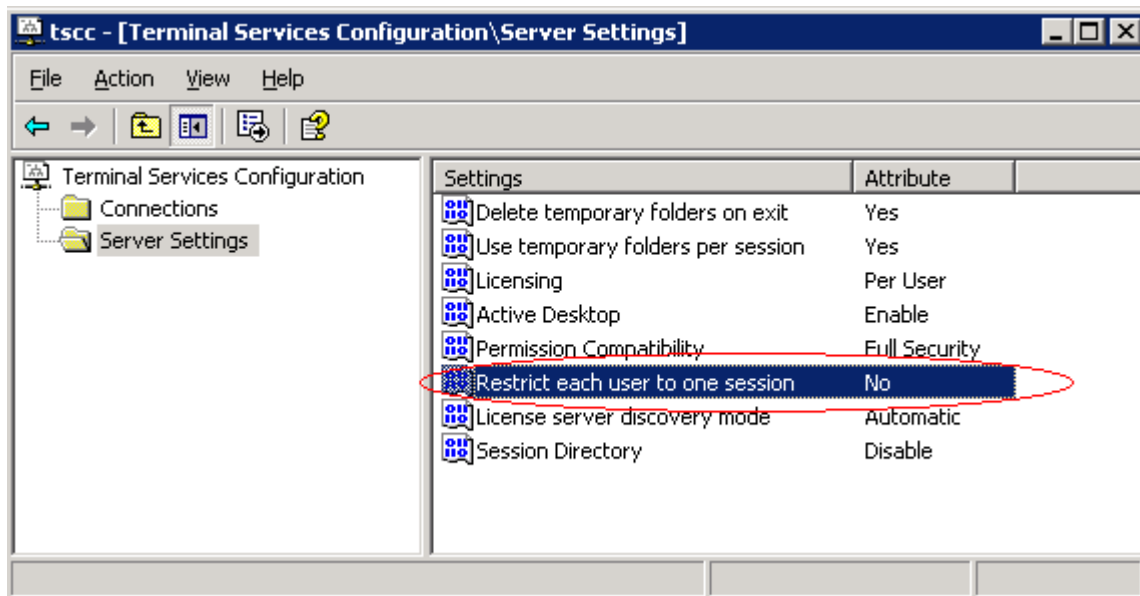
23. Select appropriate Session window size and Colors and Click **Finish**.
24. Verify that rich client application is added under Citrix applications. The published application setting can be changed from Citrix access management console

Modifying the Avaya Agent INI file

1. Update the Citrix server's qui.ini file with the following two lines
[QConsole]
ResizeDesktop=FALSE
2. Save the qui.ini file

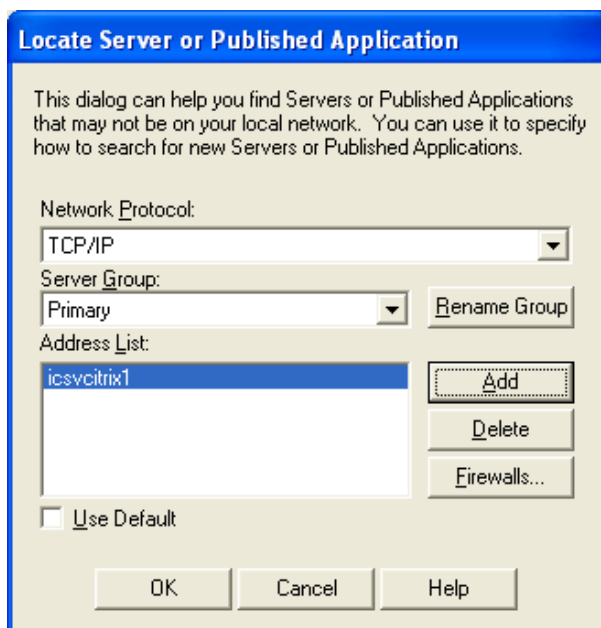
Using same system user for logging multiple Citrix ICA clients

To use same system user for logging more than two session of Avaya rich client, set "Restrict each user to one session" to No under terminal services configuration.

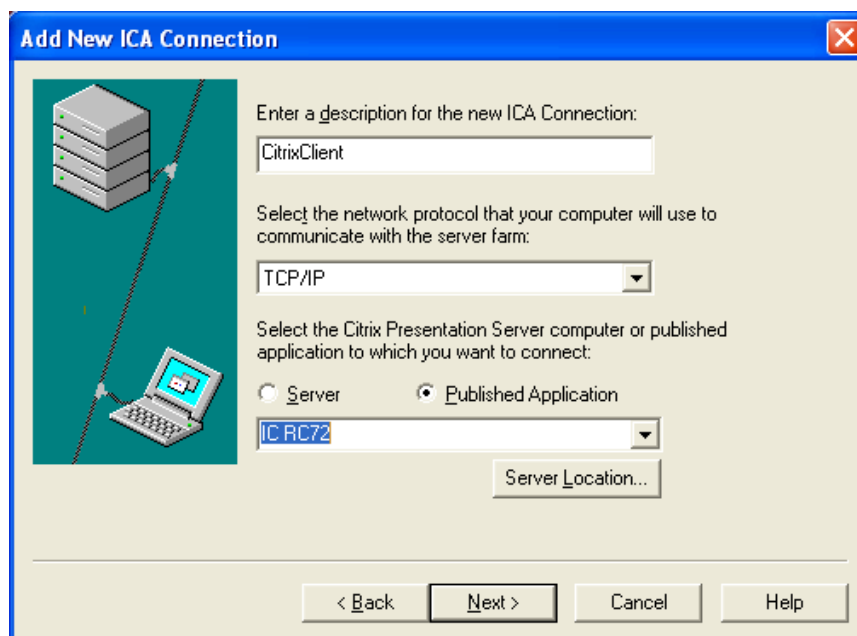


Creating ICA (Citrix Client) connection with Citrix server

1. Install Citrix Program Neighborhood on Windows XP / 2003 machine
2. Open Citrix Program Neighborhood from Citrix client machine
3. Add new ICA connection
4. Select Local Area Network and Click on next button
5. Enter a Description for the new ICA connection
6. Select network protocol
7. Select the Published Application you want to connect.
Note: Selecting server option it will do direct RDC to Citrix server
8. Click on Server Location button and add Citrix server name



9. Click **OK**
10. Select published application name and click on next button



11. Select published view option. And click on next. Select appropriate option
12. Select encryption level and click on next (Use default)
13. Enter login credential of Citrix server

Note: User should have access permission of published application from Citrix presentation server.

14. Select the display options and click on Next.
15. Click **Finish**
16. Observe that connection is added under Citrix Program Neighborhood.
17. Double-click the added connection. It will open start session from server side, after you can access published applications.

ICManager

This section describes configuration requirements for IC7.2.1 ICManager

- [Enabling Email Display Name in ICManager](#)
- [Enabling Chat Typing Status for Avaya WebClient and Avaya SDK Clients](#)

Configuring ICManager to enable Email Display name

In ICManager > Services > Email Accounts tab, open an existing email account. Please note the addition of a new field **Display Name** as in the sample snapshot below in the Email Accounts tab.

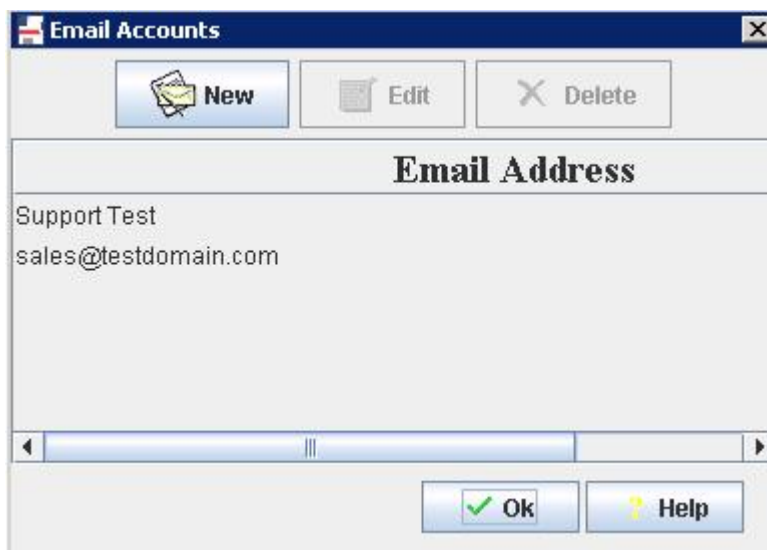
The screenshot shows the 'Properties support@avaya.com' dialog box in ICManager. The 'General' tab is selected, displaying the following fields and values:

- Display Name:** (Empty text box)
- *Name:** support
- *Domain:** testdomain.com
- *Tenant:** DefaultTenant (dropdown menu)
- Return address:** support@testdomain.com (dropdown menu)
- *Bounce Email Address:** bounce@testdomain.com
- *Owner Name:** Poller_Cluster (dropdown menu)
- ☐ Disable Account

At the bottom of the dialog are three buttons: 'Ok' (with a green checkmark), 'Cancel' (with a red X), and 'Help' (with a yellow question mark).

Note: Display Name by default will be empty. IC administrator needs to add a 'Display Name' to use this feature.

On Adding a Display Name value, for example "Support Test", this name will appear in the Email Accounts Tab as below:



Consider the example above, the Customers will see “From” address in their email clients as “Support Test” for replies to emails sent to support@testdomain.com. And while mails received as reply to emails sent to sales@testdomain.com will contain “From” address as sales@testdomain.com.

ICManager will save the Display name in database in UTF-8 charset with 64-bit encoding. Hence, all the languages supported by AIC 7.2.1 supports this feature.

Enabling Chat Typing Status for Avaya WebClient and Avaya SDK Clients

To Enable Chat Typing Status for Avaya Agent WebClient and SDK Clients, modify following properties in IC Manager in section **Agent/Desktop/Chat/Application**.

- ShowTypingStatus = true
- TypingStatusThreshold=12

Database Designer

This section describes configuration requirements for IC7.2.1 Database Designer.

- [Display Name](#)
- [ChatList](#)

Adding Display Name field to Database Table

IMPORTANT:

- It is mandatory to perform changes to both ccq.adl and repository.adl as per below instructions.
- Use of the ‘Display Name’ feature is optional; however the configurations are mandatory, as the changes are made to the IC core schema tables.

On Design and Admin machine, modify the ccq.adl and repository.adl using the Database Designer application and Re-Configure the database.



Please follow the steps below:

1. On the Design machine, launch the Database Designer application.
2. Click on "Open" from the "File" menu.
3. Select the "...\\<AVAYA_IC72_HOME>\\design\\CallCenterQ\\ccq.adl" file.
4. Navigate to "Components->Tables->qem_mailaccount" table.
5. Right Click and select "New Field..." option. A dialog will pop up.
6. Enter field name as "displayname" and description. Click Next.
7. Enter the database field name as "displayname".
8. Select Type as "Variable Char". Read-only: NO.

Enter the length of the field as:

Operating System	Field Length
Windows	1024
Solaris	342
AIX	192

Field Required: No

9. Click Next.
10. Leave the default value blank. Click Finish.
11. Click on "Save" from the "File" menu.
12. Now, reconfigure the Database and Generate Windows Application using the normal reconfiguration procedure. (Please refer Admin guide --admin1.pdf--for detailed steps)
13. After reconfiguration is completed, click "close" on the "File" Menu to close the adl file.
14. Repeat the steps 1) through 11) for "...\\<AVAYA_IC72_HOME>\\design\\repository\\repository.adl" file.
15. Now, Generate Windows Application only by using the normal reconfiguration procedure.

Note: There is no need to reconfigure the repository database, as the actual table resides in CCQ DB and repository DB refers to this table via "application" DB connection set.

16. After reconfiguration is completed, click "close" on the "File" Menu to close the adl file.

Note: After performing above configuration, please restart the DataServer, Directory Server and perform a Manager->Refresh on ICManger. This ensures ICManger loads the configured email accounts correctly. Otherwise, an error will be reported "Could not load Email Accounts" when trying to view configured Email accounts.

ChatList – Changes to Scripts files and localized CDL files

You need to perform the below steps on the Design and Admin machine to enable the ChatList feature

Below section is added in the localized .cdl files which enable you customize Chat-List width, size, location etc.

This section can be used to customize the chat-list.



```
<QSection Name="ChatList"
Columns="{0,16,'',''}, {0,16,'',''}, {1,16,'Name',''}, {2,54,'Duration',''}, {3,54,'Waiting',''}"/>
```

Note: The above section will be localized for each of the .cdl files.

Perform the following steps on the Design and Admin machine using localized .cdl files.

1. Exit the Avaya Agent if it is running.
2. Backup the following files:
 ...\\IC72\\design\\QConsole\\QConsole_InitializeComponents.qsc
 ...\\IC72\\design\\QConsole\\avaya_agent_en.cdl
3. Replace the files you backed up with the files of the same name from IC7.2.1 SP.
4. Copy ChatList_Initialize.qsc to ...\\IC72\\design\\QConsole folder.
5. Start the Avaya Database Designer.
6. Load the CCQ.ADL file in the ...\\IC72\\design\\CallCenterQ directory.
7. Incorporate any previous in-house customizations done in these replaced script files.
8. Generate Windows Application.

Avaya Agent Rich Client

This section describes configuration requirements for IC7.2.1 Avaya Agent Rich Client for following features.

- [HTML Editor Replacement for Rich Client](#)
- [Enabling Options to set column width, size and location of chat task list](#)
- [Chat Typing Status](#)

HTML Editor Replacement for Rich Client

When you install IC721 Rich Client, a new folder “..\\IC72\\WebAgent\\editlive” will be created. This folder will contain the following xml configuration files:

- NewOutboundEmail.xml
- PreviewEmailConfig.xml
- ReplyForwardEmailConfig.xml
- ResourcesConfig.xml

The above files contain the configuration parameters to configure the text plain/Html properties for specific functions as the name of the xml suggests.

Application.properties file: This file contains a property to Enable/Disable the editor logging using the property **email.editor.log.level**. By default this property is disabled. Default value is **email.editor.log.level=false**

This property can be used to debug the editor.

Important: If the Shared Path “HomeDir” for WebAgent is configured in ICManger, using the property “Agent/Desktop/WAC”, then copy the folders lexicons, images and editlive under this path.



Below properties of Application.properties file are deprecated:

- email.edit.defaultNewFont
- email.edit.defaultNewFontSize
- email.edit.defaultReplyFont
- email.edit.defaultReplyFontSize
- email.HtmlNewMessage.r
- email.HtmlNewMessage.g
- email.HtmlNewMessage.b
- email.HtmlReplyMessage.r
- email.HtmlReplyMessage.g
- email.HtmlReplyMessage.b

Default style-sheet can be configured for email reply/replyall, forward, new outbound etc. by configuring the following HTML p-tag in the appropriate xml configuration file.

For example:

```
<style type="text/css">
  p{
    font-family: Arial;
    font-size: 10pt;
    color:rgb(0,0,244)
  }
</style>
```

Default fonts can be configured for Email Reply/Forward, New Outbound Email and Email Resources.

The configuration xml file contains options to add/remove a toolbar button and shortcut menus. Inserting text can be performed using **
** or **<p>** which can be configured using the property "brOnEnter" set to true.

Font family (size, font - face) can be updated under toolbar format section. Few attributes are disabled under section **<wysiwygEditor>**, like the element **showTableGridlines**. The property **showTableGridlines** for example is used to display GRID when text, table, paragraph is inserted in HTML Editor.

Sample configuration file for Email Reply/Forward is as below:

```
<?xml version="1.0" encoding="US-ASCII"?>
<editlive>
  <document>
    <html>
      <head>
```

```

        <style type="text/css">
            p{
                font-family: Elephant;
                font-size: 10pt;
                color:rgb(0,0,244)
            }
            p{
                margin: 0 1
            }
        </style>
    </head>
    <body>
    </body>
</html>
</document>
<htmlFilter allowUnknownTags="true" commentStyles="true"
    encloseText="true" indentContent="false" logicalEmphasis="true"
    outputXHTML="true" outputXML="false" quoteMarks="false"
    uppercaseAttributes="false" uppercaseTags="false" wrapLength="0"/>
<wysiwygEditor brOnEnter="false" disableInlineImageResizing="false"
    disableInlineTableResizing="false" enableTrackChanges="false"
    showDocumentNavigator="false" showGridlines="false"
    showSectionGridlines="false" showTableGridlines="false"
    tabPlacement="off" >
<plugins>
    <plugin name="autolink" />
    <plugin name="insertHTML" />
    <plugin name="imageEditor" />
    <plugin name="BrokenHyperlinkReport" />
</plugins>

<sourceEditor enabled="true" showBodyOnly="true"/>
<wordImport styleOption="merge_inline_styles"/>

```

```
<htmlImport styleOption="merge_inline_styles"/>
<menubar showAboutMenu="false"/>
<toolbars>
  <toolbar name="Format">
    <toolbarComboBox name="face">
      <comboBoxItem name="Arial" text="Arial"/>
      <comboBoxItem name="Arial Black" text="Arial Black"/>
      <comboBoxItem name="Arial Narrow" text="Arial Narrow"/>
      <comboBoxItem name="Comic Sans MS" text="Comic Sans MS"/>
      <comboBoxItem name="Courier New" text="Courier New"/>
      <comboBoxItem name="Georgia" text="Georgia"/>
      <comboBoxItem name="Impact" text="Impact"/>
      <comboBoxItem name="Times New Roman" text="Times New Roman"/>
      <comboBoxItem name="Trebuchet MS" text="Trebuchet MS"/>
      <comboBoxItem name="Gautami" text="Gautami"/>
      <comboBoxItem name="latha" text="latha"/>
      <comboBoxItem name="mangal" text="mangal"/>
      <comboBoxItem name="shruti" text="shruti"/>
    </toolbarComboBox>
    <toolbarComboBox name="size">
      <comboBoxItem name="1" text="8"/>
      <comboBoxItem name="2" text="10"/>
      <comboBoxItem name="3" text="12"/>
      <comboBoxItem name="4" text="14"/>
      <comboBoxItem name="5" text="18"/>
      <comboBoxItem name="6" text="24"/>
      <comboBoxItem name="7" text="36"/>
    </toolbarComboBox>
    <toolbarSeparator/>
    <toolbarButton name="bold"/>
    <toolbarButton name="italic"/>
    <toolbarButton name="underline"/>
    <toolbarSeparator/>
  </toolbar>
</toolbars>
```

```
<toolbarButtonGroup name="align"/>
<toolbarSeparator/>
<toolbarButtonGroup name="list"/>
<toolbarSeparator/>
<toolbarButton name="highlightcolor"/>
<toolbarButton name="color"/>
<toolbarButton name="imageserver"/>
</toolbar>
</toolbars>
<shortcutMenu>
  <shrtMenu>
    <!-- <shrtMenuItem name="undo"/> -->
    <shrtMenuItem name="redo"/>
    <shrtMenuSeparator/>
    <shrtMenuItem name="cut"/>
    <shrtMenuItem name="copy"/>
    <shrtMenuItem name="paste"/>
    <shrtMenuSeparator/>
    <!-- <shrtMenuItem name="select"/> -->
    <shrtMenuSeparator/>
    <shrtMenuItem name="acceptchange"/>
    <shrtMenuItem name="rejectchange"/>
    <shrtMenuItem name="nextchange"/>
    <shrtMenuItem name="previouschange"/>
    <shrtMenuSeparator/>
    <shrtMenuItem name="hyperlink"/>
    <shrtMenuItem name="removehyperlink"/>
    <customMenuItem
      name="customItem2"
      text="Select All"
      action="raiseevent" value="selectall" />
    <customMenuItem
      name="customItem3"
```



```
        text="Clear"
        action="raiseevent" value="clear" />
    </shrtMenu>
</shortcutMenu>
</editlive>
```

Enabling Options to set column width, size and location of chat task list

Perform the below steps on each machine where Avaya Agent Rich Client is installed.

1. Shut down Avaya Agent, if it is running.
2. In Command Prompt, go to the ...\\IC72\\bin directory and use the following commands to un-register the existing file:

```
regsvr32 /u ChatList.ocx
```

3. Back up the following files in the ...\\IC72\\bin directory:
 - ChatList.ocx
 - ChatList.pdb
4. Replace the files you just backed up with the files of the same name from IC 7.2.1 SP.
5. In the ...\\IC72\\bin directory, use the following command to register the new file:

```
regsvr32 ChatList.ocx
```

6. Restart Avaya Agent.

Chat Typing Status

Modify the <AARC install_dir>\\Webagent\\Application.properties file with the following properties.

- chat.typingstatus.enable=true
- chat.typingstatus.messagetimeout=12

The property **chat.typingstatus.statusmessage** is set in the localized file **ClientMessages_<lang>.properties**.

Note: The value of property chat.typingstatus.messagetimeout should be in seconds

IC – Siebel 7.8 Integration Configuration

Follow the procedure below for IC 7.2.1 integration with Siebel 7.8. If you are trying to integrate IC 7.2.1 with Siebel 8.0.0.5 or Siebel 8.1.1, skip the below steps.

1. Extract the AICD.ini file from Integration.zip provided as part of IC 7.2.1 SP

Note: Integration.zip will not be installed with any of the SP installer. Download the integration.zip from <http://support.avaya.com>

2. Copy this new AICD.ini file and paste it to the existing location of AICD.ini e.g. (C:\\sea78\\siebsrvr\\BIN)



3. To integrate IC 7.2.1 with Siebel 7.8 the integration objects are provided separately in a folder named integrations/sea78. These integration objects should to be used while performing IC 7.2.1 integration with Siebel 7.8.

Refer to "Avaya IC Siebel Integration Guide" for Integration procedure. Integration Steps mentioned for IC-Siebel 8.0.0.5 Integration SHOULD be followed for IC-Siebel 7.8 Integration.

Important:

- For Solaris and AIX with Siebel 7.8, the expected driver location for AICD is "//siebsrvr/bin". The AICD driver needs to be copied to this location after Service Pack installation.
- For Solaris and AIX with Siebel versions 8.0.0.5/8.1.1, the expected driver location for is "//siebsrvr/lib"

Siebel configuration for Hard phone-browser synchronization

To enable an agent to remain logged in to the hard phone on Siebel browser exit ([Scenario 1](#)), perform steps below:

Siebel side

1. Login to Siebel as Siebel Administrator
2. Go to Site map > Administration - Communications > Communications Drivers and Profiles > Driver Parameter.
3. Select Appropriate Profile from Communication Driver Window.
4. In Driver Parameter window set following parameter:
Driver:TSLogout = false

IC side

1. Start IC Manager.
2. Select configured TS server -> Right Click -> Edit.
3. Go to Configuration tab.
4. Add following parameter in configuration tab as a Couple, logout_on_deassign = false
5. Restart TS.

For [Scenario 2](#)

1. Start IC Manager.
2. Select configured TS server > Right Click > Edit.
3. Go to Configuration tab.
4. Add following parameter in configuration tab as a Couple -
logout_on_deassign = false
5. Add following parameter in configuration tab as a Couple -
force_logout_for_login = true
6. Restart TS.



ASIS Server env.properties file parameters

Below table provides information pertaining to properties in env.properties file and their usage. There are 3 layers in thin-client-VESP, Basic Services, UOM and Application below:

Property Name	Default Value	Description
AICDTIMEOUT	30	This time will be used for all worker tasks to be completed. Useful to wait for dust to settle after activate, deactivate.
application.asyncwork.poolsize	50	Specifies number of threads that will handle the Asynchronous tasks at the application layer.
application.asyncwork.queue.maxsize	2048	Specifies the size of queue for en-queuing Asynchronous task, applicable at application layer
basicservices.cachereadytimeout	60000	Specifies time (in millisecond) to wait for requests against a basic service to be ready, before returning potentially stale data
basicservices.initialwaittimeout	2000	On application startup, this is time (in millisecond) to wait between retries for the cache to be ready.
basicservices.initialwaittries	10	Specifies number of retry attempts for a request to basic services on application startup.
queuesizelogger.enabled	FALSE	Specifies whether queues/work items will be monitored
queuesizelogger.polltimeout	5000	Specifies how often a polling thread will write the current queue sizes to the log. 0 means don't write to the log. Time is in Milliseconds.
queuesizelogger.queuesizethreshold	1	Specifies the size that must be met before a queue size will be written to the log.
queuesizelogger.trackperuser	FALSE	Specifies whether "per-user" queues will be logged

Property Name	Default Value	Description
uom.asyncwork.poolsize	50	Specifies Minimum size of thread for handling Asynchronous tasks in the UOM layer. Maximum thread poolsize is twice this value.
uom.asyncwork.queue.maxsize	2048	Specifies the size of queue for en-queuing Asynchronous task at UOM layer.
uom.event.queue.poolsize	50	Specifies the size of thread pool for handling UOM events, applicable at UOM layer only.
uom.executor.pollinterval	250	Specifies the time when the thread will pick next available task from queue for processing. Time specified in Milliseconds.
uom.scheduler.queue.poolsize	50	Specifies the Minimum thread pool size for handling scheduled task in queue, applicable at UOM layer only. For ex. Rona Timeout. Maximum thread poolsize is twice this value.
vesp.alarm.unrecoverable.reportthreshold	3600	Minimum number of seconds to wait before repeating an unrecoverable alarm for an IC interfaces. Time in Seconds
vesp.event.queue.poolsize	20	Specifies the size of thread pool for handling VESP events in queue.
vesp.event.queue.size	1024	Specifies the size of queue for en-queuing VESP events.
vesp.event.waittime	60000	How long to wait before retrying to enqueue an event. An event is attempted to be re-queued once. There is no indication of failure if en-queuing fails. Time in milliseconds
vesp.taskpool.maxsize	70	Maximum number of threads to create to handle Assigns and De-assigns (for VespConnection) request.
vesp.taskpool.minsize	20	Minimum number of threads to create for handling Assigns and De-assigns (for VespConnection) request.



Important:

- Please note that changing any of the above parameters will have some impact on CPU and memory utilization of the system. It is recommended to test with changed parameters (if they are changed), before deploying with new values.
- It is mandatory to restart ASIS server if any of the above parameters are changed.

Installing SNMP-MIB file

Perform the following steps on the machine where NMS (for example, HP-OpenView) is installed.

1. Unload the existing AVAYAGEN-MIB.mib and AV-IC-ALARM-MIB.mib from NMS.
2. Download the latest AVAYAGEN-MIB.mib and AV-IC-ALARM-MIB.mib files from the Avaya Support Site: <http://support.avaya.com>
3. Load the downloaded MIB files in NMS. First load AVAYAGEN-MIB.mib and then load AV-IC-ALARM-MIB.mib.

Perform the following steps on the machine on which the Alarm server is running.

1. Stop Alarm Server.
2. Backup the following files for your operating system:

Operating System	Command
Windows	.../IC72/bin/armsrv.exe .../IC72/bin/armsrv.pdb
Solaris	.../IC72/bin/armsrv
AIX	.../IC72/bin/armsrv

3. Replace the files backed up with the files of the same name and type from the IC 7.21 SP
4. On Windows, if the armsrv.pdb does not exist on your system, copy the file from this patch request to the .../IC72/bin directory.
5. Ensure the newly copied files have the same read/execute permissions as the backed-up ones.
6. Start Alarm Server.

Website and ICM

Below are the steps to be performed for Website and ICM to enable the "Chat Typing Status Feature".

1. Launch the web browser and navigate to the IC Website Administration Pages.
2. Login and navigate to `http://<server_name>/website/admin/tenancy/addmd.jsp`
3. Add the following metadata properties:
 - Metadata name = chat.htmlclient.typingstatusmsg
Default value = typing
Tenant Property (Check this field)



- Metadata name = chat.htmlclient.typingstatusenable
Default value = true
Tenant Property (Check this field)
- Metadata name = chat.htmlclient.typingmsgtimeout
Default value in secs= 12
Tenant Property (Check this field)

4. Click Add Metadata

Note:

- Above mentioned properties are default values.
- The website admin page property "chat.htmlclient.timestamps.showdate" used till IC7.2 is no longer used.

Workflow

This section describes the changes to the Workflow scripts and server.

Exception Requeue option for Preferred Agent

In Scenario where the Preferred Agent is not available, the contact will either be requeued, re-qualified depending on the configuration of **Preferred Agent Setup** block in workflows. On requeue-timeout, the contact

To enable the exception requeue option for preferred agent, set the certain properties in the "Preferred Agent" block in the flows (advocate.qualifyemail_adv, advocate.qualifychat_adv and advocate.qualifyvoice_adv) as mentioned below.

Three properties of the preferred agent block are as below

requeue_agentid	Agent Id for the contact to be requeued
requeue_exclusionflag	Flag indicating the Agent mentioned should/not be excluded on contact requeue If value is '0', the contact will be assigned to preferred agent alone. If value is '1', on agent un-availability, the contact will be assigned to an appropriate Service Class.
requeue_lrmid	LRM Id

These properties can control the behavior contacts to get re-queued to service class or wait for preferred agent to login back.

Following are the sample values which need to be set to requeue the contact to the service class in case preferred agent is not available.

Example:

- requeue_agentid = \$PreferredAgent
- requeue_exclusionflag = 1
- requeue_lrmid = \$LRMId



By setting these values, after timeout the contact will be requeued to the service class than waiting for the preferred agent to log in.

Design and Admin Configuration

For Web Admin Page cancel task with resolve status, follow steps below:

Perform the following steps on Windows machine (Where Design and Admin is installed):

1. Login into ICManager
2. Open Tools menu and click **IC Data Sources**.
3. On the **IC Data Sources**, expand the **interaction_center** node.
4. Click **ccqDBConnection**.
5. Note down Database Name and Database Server Values.

Execute sql queries on Database that you noted down in the above step.

```
insert into w_log_event_master (event_type,event_name)values (700,'Resolve Status');
```

```
insert into w_log_event_detail values (700,'pkey','qem_resolvestatus','pkey',0);
```

```
insert into w_log_event_detail values (700,'name','qem_resolvestatus','name',1);
```

IC Core Server Configuration

This section describes configuration requirements for IC7.2.1 Core Servers.

Time in Email Template Flexible to Allow 24 or 12 hour format

Perform the steps below (For Solaris and AIX Only) to set the desired locale.

1. Stop AIC servers on the current machine.
2. export LC_TIME=<desired_locale_name>
3. Verify the format of time using "date +%X"
4. Start AIC servers from the same terminal where step b. was performed

Note: Above steps MUST be performed on all servers (Solaris/AIX), where ICEmail Server is configured to run.

SDK Server Configuration

You need to manually replace the IC SDK Server files installed on the Windows, Solaris, and AIX platforms if IC SDK Server is installed and configured.

Perform the following configuration steps to replace the files:

1. Stop the IC SDK Service, if running, on the applicable platforms using following:

Windows:

- a. Start the Windows Services application.
- b. Stop the IC SDK Service.

Solaris/AIX:

- a. At the command line, type:



```
./ictomcat.sh stop SDK -force
```

b. Press **Enter**.

2. Backup the following files from the specified folder location:

Windows:

```
...\IC72\sdk\server\icsdk\WEB-INF\lib\avaya-ic-services.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\avaya-ic-webui.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\avaya-ic-sdk-common.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\avaya-ic-sdk-server.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\avaya-common.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\avayaiccommon.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\icm.jar
...\IC72\sdk\server\icsdk\WEB-INF\lib\WebAgent.jar
```

AIX and Solaris:

```
.../IC72/sdk/server/icsdk/WEB-INF/lib/avaya-ic-services.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/avaya-ic-webui.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/avaya-ic-sdk-common.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/avaya-ic-sdk-server.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/avaya-common.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/avayaiccommon.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/icm.jar
.../IC72/sdk/server/icsdk/WEB-INF/lib/WebAgent.jar
```

3. Manually copy the following files from the IC 7.2.1 Service Pack to the ..\IC72\sdk\server\icsdk\WEB-INF\lib folder:
 - avaya-ic-services.jar
 - avaya-ic-webui.jar
 - avaya-ic-sdk-common.jar
 - avaya-ic-sdk-server.jar
 - avaya-common.jar
 - avayaiccommon.jar
4. Backup following files from ..\IC72\sdk\design\dotnet\lib folder and manually copy the following files from sdk folder of IC 7.2.1 Service Pack to the ..\IC72\sdk\design\dotnet\lib folder:
 - AvayaICSDKClient.dll
 - AvayaICSDKClient.pdb
 - AvayaICSDKClient.xml



- Com.Avaya.Util.dll
 - Com.Avaya.Util.Messaging.dll
 - Com.Avaya.Util.Messaging.pdb
 - Com.Avaya.Util.pdb
 - CSharptester.pdb
5. Backup following files from sdk\design\dotnet\sample\bin folder and manually copy the following files from sdk folder of IC 7.2.1 Service Pack to the ..\IC72\sdk\design\dotnet\sample\bin folder:
- AvayaICSDKClient.dll
 - AvayaICSDKClient.pdb
 - AvayaICSDKClient.xml
 - Com.Avaya.Util.dll
 - Com.Avaya.Util.Messaging.dll
 - Com.Avaya.Util.Messaging.pdb
 - Com.Avaya.Util.pdb
 - CSharptester.exe
 - CSharptester.pdb
6. Backup the following folders from the specified folder location:
- The Controller and UI folders from sdk\design\dotnet\sample\src\Com.Avaya.Ic.Sdk.Sampleclient.
 - The MSDN folder from sdk\design\dotnet\doc.
 - The Doc folder from sdk\design\java\doc.
 - The src folder folder from sdk\design\java\sample.
7. Manually copy the following from the IC 7.2.1 Service Pack to the specified folder location:
- The Controller and UI folders to sdk\design\dotnet\sample\src\Com.Avaya.Ic.Sdk.Sampleclient.
 - The contents of the sdk\doc\MSDN folder to sdk\design\dotnet\doc.
 - The contents of the Doc folder to sdk\design\java\doc.
 - The src folder to sdk\design\java\sample.
8. Ensure that the newly copied files have the same read/execute permissions as the backed-up files.
9. Start IC SDK Service on the applicable platforms:

Windows:

- a. Start the Windows Services application.
- b. Start Avaya SDK Services

Solaris/AIX:

- a. At the command line, type:
`./ictomcat.sh start SDK`
- b. Press **Enter**.



Configuring Web Services

Perform the following steps, if IC Webservice is installed and configured:

1. Stop the IC Webservice, if running on:

Windows:

- a. Start the Windows Services application.
- b. Stop the Avaya IC 7.2 Web Services.

Solaris/AIX:

- a. At the command line, type:
`./ictomcat.sh stop webservices -force`
- b. Press **Enter**.

2. Backup the following file from the specified folder location:

Windows:

...\\IC72\\sdk\\webservices\\webservices\\WEB-INF\\lib\\avaya-ic-webserviceslib.jar

AIX/Solaris:

.../IC72/sdk/webservices/webservices/WEB-INF/lib/avaya-ic-webserviceslib.jar

3. Replace the file you just backed up with the file of the same name from this service pack.
4. Ensure that the newly copied file has the same read/execute permissions as the backed-up file.
5. Start IC Webservice on:

Windows:

- a. Start the Windows Services application.
- b. Start Avaya IC 7.2 Web Services.

Solaris/AIX:

- a. At the command line, type:
`./ictomcat.sh start webservices`
- b. Press **Enter**.



Service Pack Files

- [Avaya Agent component \(Windows\)](#)
- [Avaya Agent Web Client component \(Windows/Solaris/ AIX\)](#)
- [Avaya Agent Web Client Connector \(Windows\)](#)
- [Avaya Agent Web Client Connector \(Solaris\)](#)
- [Avaya Agent Web Client Connector \(AIX\)](#)
- [Administration and Design component \(Windows\)](#)
- [Server component \(Windows\)](#)
- [Server component \(Solaris\)](#)
- [Server component \(AIX\)](#)
- [Siebel Integration component \[IC Side\] \(Windows\)](#)
- [Siebel Integration component \[IC Side\] \(Solaris\)](#)
- [Siebel Integration component \[IC Side\] \(AIX\)](#)
- [Siebel Integration component \[Siebel Side\] \(Windows\)](#)
- [Siebel Integration component \[Siebel Side\] \(Solaris\)](#)
- [Siebel Integration component \[Siebel Side\] \(AIX\)](#)
- [SDK component \(Windows\)](#)
- [SDK component \(Solaris\)](#)
- [SDK component \(AIX\)](#)

Avaya Agent component (Windows)

The following table lists the files that are installed on the Avaya Agent on Windows platform:

File Name	IC 7.2.1
avaya_agent_en.cdl	Date: 08/06/2009
ChatList.pdb	Date: 08/13/2009
ChatList.ocx	Date: 08/13/2009
QWScripts.pdb	Date: 08/13/2009
QWScripts.ocx	Date: 08/13/2009
asai.ini	Date: 08/19/2009
QConsole_asai.ini	Date: 08/19/2009



File Name	IC 7.2.1
Telephony.pdb	Date: 09/11/2009 Version: 7.2.1.11
Telephony.dll	Date: 09/11/2009 Version: 7.2.1.11
qui.pdb	Date: 09/24/2009
qui.exe	Date: 09/24/2009
vespidl.pk	Date: 10/04/2009
jdlic_stub_windows.jar	Date: 10/07/2009
jdlic.jar	Date: 10/07/2009
jdlic.dll	Date: 10/07/2009
editlivejava.jar	Date: 11/27/2009
ActiveContactViewer.ocx	Date: 10/15/2009 Version: 7.2.1.16
ResourcesConfig.xml	Date: 12/04/2009
ReplyForwardEmailConfig.xml	Date: 12/04/2009
PreviewEmailConfig.xml	Date: 12/04/2009
NewOutboundEmail.xml	Date: 12/04/2009
BlenderClient.pdb	Date: 10/22/2009 Version: 7.2.1.17
BlenderClient.ocx	Date: 10/22/2009 Version: 7.2.1.17
icm.jar	Date: 11/04/2009 Version: 7.2.1.18
WebAgent.jar	Date: 12/01/2009
localeprops.jar	Date: 11/04/2009
AgentProxy.exe	Date: 11/06/2009



Avaya Agent Web Client component (Windows)

The following table lists the files that are installed with the Avaya Agent Web Client component on Windows platform:

File Name	IC 7.2.1
joinus.jsp	Date: 08/07/2009
quickfind.js	Date: 08/07/2009
htmlarea.js	Date: 08/07/2009
emailall.js	Date: 08/07/2009
cstable.js	Date: 08/07/2009
collaborationdialog_default.jsp	Date: 08/13/2009
collaborationdialog.jsp	Date: 08/13/2009
public_api.js	Date: 08/26/2009
icapplication.js	Date: 08/26/2009
chatsendtextpane.jsp	Date: 08/26/2009
chatapp.jsp	Date: 08/26/2009
agentdefs.js.jsp	Date: 08/26/2009
agent.jsp	Date: 08/26/2009
avayaiccommon.jar	Date: 09/03/2009
avaya-common.jar	Date: 09/03/2009
avaya-ic-webui.jar	Date: 09/03/2009
avaya-ic-sdk-common.jar	Date: 09/03/2009
avaya-ic-sdk-server.jar	Date: 09/03/2009
avaya-ic-sdk-sample.jar	Date: 09/03/2009
avayaicL10N.jar	Date: 09/03/2009
avaya-ic-services.jar	Date: 10/04/2009
chatAll.js	Date: 10/07/2009



File Name	IC 7.2.1
icm.jar	Date: 11/04/2009
WebAgent.jar	Date: 12/01/2009

Avaya Agent Web Client Connector (Windows)

The following table lists the Avaya Agent Web Client Connector files that are installed on the Windows machine:

File Name	IC 7.2.1
sc.xml	Date: 08/13/2009
admin.jar	Date: 09/11/2009
vespidl.pk	Date: 10/04/2009
core.jar	Date: 10/04/2009
icm.jar	Date: 11/04/2009
WebAgent.jar	Date: 12/01/2009

Avaya Agent Web Client Connector (Solaris)

The following table lists the Avaya Agent Web Client Connector files that are installed on the Solaris machine:

File Name	IC 7.2.1
core.jar	Date: 10/04/2009
vespidl.pk	Date: 10/04/2009
admin.jar	Date: 09/11/2009
sc.xml	Date: 08/13/2009

Avaya Agent Web Client Connector (AIX)

The following table lists the Avaya Agent Web Client Connector files that are installed on the AIX machine:

File Name	IC 7.2.1
vespidl.pk	Date: 10/04/2009
sc.xml	Date: 08/13/2009
core.jar	Date: 10/04/2009



File Name	IC 7.2.1
admin.jar	Date: 09/11/2009

Administration and Design component (Windows)

The following table lists the files that are installed on the Administration and Design machine on the Windows platform after installing the Service Pack:

File Name	IC 7.2.1
avaya_agent_en.cdl	Date: 08/06/2009
QConsole_InitializeComponents.qsc	Date: 08/06/2009
ChatList_Initialize.qsc	Date: 08/06/2009
WorkflowDesigner.pdb	Date: 08/13/2009
WorkflowDesigner.exe	Date: 08/13/2009
sc.xml	Date: 08/13/2009
Common.xml	Date: 08/25/2009
propvalue.csv	Date: 08/26/2009
property.csv	Date: 08/26/2009
channel_state.qfd	Date: 09/09/2009
admin.jar	Date: 09/11/2009
w_log_event_master.csv	Date: 10/01/2009
w_log_event_detail.csv	Date: 10/01/2009
vespidl.pk	Date: 10/04/2009
core.jar	Date: 10/04/2009
icmanager.jar	Date: 10/04/2009
configAccelerator.jar	Date: 10/04/2009
transfertoagent_adv.qfd	Date: 10/21/2009
qualifyvoice_adv.qfd	Date: 10/21/2009
qualifyemail_adv.qfd	Date: 10/21/2009



File Name	IC 7.2.1
qualifychat_adv.qfd	Date: 10/21/2009
handle_exception.qfd	Date: 10/21/2009
Advocate.scad	Date: 10/21/2009
icm.jar	Date: 11/04/2009
WebAgent.jar	Date: 12/01/2009
Scenario8.xml	Date: 11/17/2009

Server component (Windows)

The following table lists the files that are installed on the Windows server machine:

File Name	IC 7.2.1
scripts.jar	Date: 12/09/2006
constants.jsp	Date: 07/30/2009
joinus.jsp	Date: 08/07/2009
command.jsp	Date: 08/07/2009
sc.xml	Date: 08/13/2009
licensesrv.pdb	Date: 09/03/2009 Version: 7.2.1.10
licensesrv.exe	Date: 09/03/2009 Version: 7.2.1.10
avayaiccommon.jar	Date: 09/03/2009
avaya-common.jar	Date: 09/03/2009
avaya-ic-webui.jar	Date: 09/03/2009
avaya-ic-sdk-common.jar	Date: 09/03/2009
avaya-ic-sdk-server.jar	Date: 09/03/2009
avaya-ic-sdk-client.jar	Date: 09/03/2009
avaya-ic-sdk-sample.jar	Date: 09/03/2009



File Name	IC 7.2.1
Telephony.pdb	Date: 09/11/2009 Version: 7.2.1.11
Telephony.dll	Date: 09/11/2009 Version: 7.2.1.11
admin.jar	Date: 09/11/2009
MxRscMgr.pdb	Date: 09/11/2009
MxRscMgr.exe	Date: 09/11/2009 Version: 7.2.1.11
avaya-ic-webserviceslib.jar	Date: 09/11/2009
webservices.war	Date: 09/11/2009
reportsrv.pdb	Date: 09/24/2009 Version: 7.2.1.13
reportsrv.exe	Date: 09/24/2009 Version: 7.2.1.13
qworkflowsrv.pdb	Date: 09/24/2009 Version: 7.2.1.13
qworkflowsrv.exe	Date: 09/24/2009 Version: 7.2.1.13
tasklst.html	Date: 10/01/2009
vespidl.pk	Date: 10/04/2009
armsrv.pdb	Date: 10/04/2009 Version: 7.2.1.14
armsrv.exe	Date: 10/04/2009 Version: 7.2.1.14
ctsrv.pdb	Date: 10/04/2009
ctsrv.exe	Date: 10/04/2009



File Name	IC 7.2.1
cvlansrv.pdb	Date: 10/04/2009 Version: 7.2.1.14
cvlansrv.exe	Date: 10/04/2009 Version: 7.2.1.14
core.jar	Date: 10/04/2009
avaya-ic-services.jar	Date: 10/04/2009
htmlarea.js	Date: 10/07/2009
entry.jsp	Date: 10/07/2009
chathandler.js.jsp	Date: 10/07/2009
httpvoxsrv.pdb	Date: 10/08/2009 Version: 7.2.1.15
httpvoxsrv.exe	Date: 10/08/2009 Version: 7.2.1.15
tsasrv.pdb	Date: 10/22/2009 Version: 7.2.1.17
tsasrv.exe	Date: 10/22/2009 Version: 7.2.1.17
waasrv.pdb	Date: 12/03/2009 Version: 7.2.1.20
waasrv.exe	Date: 12/03/2009 Version: 7.2.1.20
icemailsrv.pdb	Date: 10/22/2009 Version: 7.2.1.17
icemailsrv.exe	Date: 10/22/2009 Version: 7.2.1.17
wacdsrv.pdb	Date: 10/22/2009 Version: 7.2.1.17

File Name	IC 7.2.1
wacdsrv.exe	Date: 10/22/2009 Version: 7.2.1.17
icm.jar	Date: 11/04/2009
WebAgent.jar	Date: 12/01/2009
localeprops.jar	Date: 11/04/2009
tsv5aspectcmi.pdb	Date: 11/04/2009 Version: 7.2.1.18
tsv5aspectcmi.exe	Date: 11/04/2009 Version: 7.2.1.18
tsv5cisco.pdb	Date: 11/04/2009 Version: 7.2.1.18
tsv5cisco.exe	Date: 11/04/2009 Version: 7.2.1.18
tsqssrv_cisco.pdb	Date: 11/04/2009 Version: 7.2.1.18
tsqssrv_cisco.exe	Date: 11/04/2009 Version: 7.2.1.18
pollersrv.pdb	Date: 11/19/2009 Version: 7.2.1.19
pollersrv.exe	Date: 11/19/2009 Version: 7.2.1.19
sipsrv.exe	Date: 05/26/2009
sipsrv.pdb	Date: 05/26/2009

Server component (Solaris)

The following table lists the files that are installed on the Solaris server machine:

File Name	IC 7.2.1
scripts.jar	Date: 12/09/2006



File Name	IC 7.2.1
nsscript.jar	Date: 12/09/2006
constants.jsp	Date: 07/30/2009
joinus.jsp	Date: 08/07/2009
command.jsp	Date: 08/07/2009
sc.xml	Date: 08/13/2009
licensesrv	Date: 09/03/2009 Version: 7.2.1.10
avayaiccommon.jar	Date: 09/03/2009
avaya-common.jar	Date: 09/03/2009
avaya-ic-webui.jar	Date: 09/03/2009
avaya-ic-sdk-common.jar	Date: 09/03/2009
avaya-ic-sdk-server.jar	Date: 09/03/2009
admin.jar	Date: 09/11/2009
avaya-ic-webserviceslib.jar	Date: 09/11/2009
webservices.war	Date: 09/11/2009
reportsrv	Date: 09/24/2009 Version: 7.2.1.13
qworkflowsrv	Date: 09/24/2009 Version: 7.2.1.13
tasklst.html	Date: 10/01/2009
vespidl.pk	Date: 10/04/2009 Version: 7.2.1.14
armsrv	Date: 10/04/2009 Version: 7.2.1.14
ctsrv	Date: 10/04/2009



File Name	IC 7.2.1
cvlansrv	Date: 10/04/2009 Version: 7.2.1.14
libUtilityLib.so	Date: 12/03/2009 Version: 7.2.1.20
libRMBLib.so	Date: 12/03/2009 Version: 7.2.1.20
core.jar	Date: 10/04/2009
avaya-ic-services.jar	Date: 10/04/2009
htmlarea.js	Date: 10/07/2009
entry.jsp	Date: 10/07/2009
chathandler.js.jsp	Date: 10/07/2009
httpvoxsrv	Date: 10/08/2009 Version: 7.2.1.15
tsasrv	Date: 10/22/2009 Version: 7.2.1.17
waasrv	Date: 12/03/2009 Version: 7.2.1.20
icemailsrv	Date: 10/22/2009 Version: 7.2.1.17
wacdsrv	Date: 10/22/2009 Version: 7.2.1.17
icm.jar	Date: 11/04/2009
WebAgent.jar	Date: 12/01/2009
pollersrv	Date: 11/19/2009 Version: 7.2.1.19

Server component (AIX)

The following table lists the files that are installed on the AIX server machine:



File Name	IC 7.2.1
scripts.jar	Date: 12/09/2006
constants.jsp	Date: 07/30/2009
joinus.jsp	Date: 08/07/2009
command.jsp	Date: 08/07/2009
sc.xml	Date: 08/13/2009
licensesrv	Date: 09/03/2009 Version: 7.2.1.10
avayaiccommon.jar	Date: 09/03/2009
avaya-common.jar	Date: 09/03/2009
avaya-ic-webui.jar	Date: 09/03/2009
avaya-ic-sdk-common.jar	Date: 09/03/2009
avaya-ic-sdk-server.jar	Date: 09/03/2009
admin.jar	Date: 09/11/2009
avaya-ic-webserviceslib.jar	Date: 09/11/2009
webservices.war	Date: 09/11/2009
reportsrv	Date: 09/25/2009 Version: 7.2.1.13
qworkflowsrv	Date: 09/25/2009 Version: 7.2.1.13
tasklst.html	Date: 10/01/2009
vespidl.pk	Date: 10/04/2009
core.jar	Date: 10/04/2009
avaya-ic-services.jar	Date: 10/04/2009
htmlarea.js	Date: 10/07/2009
entry.jsp	Date: 10/07/2009

File Name	IC 7.2.1
chathandler.js.jsp	Date: 10/07/2009
armsrv	Date: 10/18/2009 Version: 7.2.1.15
cvlansrv	Date: 10/18/2009 Version: 7.2.1.15
libUtilityLib.so	Date: 12/03/2009 Version: 7.2.1.20
libRMBLib.so	Date: 12/03/2009 Version: 7.2.1.20
httpvoxsrv	Date: 10/18/2009 Version: 7.2.1.15
tsasrv	Date: 10/22/2009 Version: 7.2.1.17
waasrv	Date: 12/03/2009 Version: 7.2.1.20
icemailsrv	Date: 10/22/2009 Version: 7.2.1.17
wacdsrv	Date: 10/22/2009 Version: 7.2.1.17
icm.jar	Date: 11/04/2009 Version: 7.2.1.18
WebAgent.jar	Date: 12/01/2009
pollersrv	Date: 11/19/2009 Version: 7.2.1.19

Siebel Integration component [IC Side] (Windows)

The following table lists the files that are installed on the Windows machine:

File Name	IC 7.2.1
-----------	----------



avaya-ic-services.jar	Date: 10/04/2009
asis.jar	Date: 08/25/2009

Siebel Integration component [IC Side] (Solaris)

The following table lists the files that are installed on the Solaris machine:

File Name	IC 7.2.1
avaya-ic-services.jar	Date: 10/04/2009
asis.jar	Date: 08/25/2009

Siebel Integration component [IC Side] (AIX)

The following table lists the files that are installed on the AIX machine:

File Name	IC 7.2.1
avaya-ic-services.jar	Date: 10/04/2009
asis.jar	Date: 08/25/2009

Siebel Integration component [Siebel Side] (AIX)

The following table lists the files that are installed on the Windows machine:

File Name	IC 7.2.1
libaicsd.so	Date: 10/18/2009
AICD.def	Date: 08/11/2009

Siebel Integration component [Siebel Side] (Solaris)

The following table lists the files that are installed on the Solaris machine:

File Name	IC 7.2.1
libaicsd.so	Date: 10/04/2009
AICD.def	Date: 08/11/2009

Siebel Integration component [Siebel Side] (Windows)

The following table lists the files that are installed on the AIX machine:

File Name	IC 7.2.1
-----------	----------



aicd.dll	Date: 10/04/2009
aicd.pdb	Date: 10/04/2009
AICD.def	Date: 08/11/2009

SDK component (Windows)

The following table lists the files that are installed on the Windows machine:

File Name	IC 7.2.1
avaya-common.jar	Date: 09/03/09
avayaiccommon.jar	Date: 09/03/09
avaya-ic-sdk-common.jar	Date: 09/03/09
avaya-ic-sdk-sample.jar	Date: 09/03/09
avaya-ic-sdk-server.jar	Date: 09/03/09
avaya-ic-sdk-client.jar	Date: 09/03/09
avaya-ic-services.jar	Date: 10/04/09
avaya-ic-webui.jar	Date: 09/03/09
icsdk.war	Date: 11/19/09
lcm.jar	Date: 11/04/09
AvayaICSDKClient.dll	Date: 09/03/09
AvayaICSDKClient.pdb	Date: 09/03/09
AvayaICSDKClient.xml	Date: 09/03/09
Com.Avaya.Util.dll	Date: 09/03/09
Com.Avaya.Util.Messaging.dll	Date: 09/03/09
Com.Avaya.Util.Messaging.pdb	Date: 09/03/09
Com.Avaya.Util.pdb	Date: 09/03/09
CSharptester.pdb	Date: 09/03/09
CSharptester.exe	Date: 09/03/09



File Name	IC 7.2.1
WebAgent.jar	Date: 12/01/09
Controller (folder)	Date: 11/23/09
Doc (folder)	Date: 11/23/09
sdk (folder)	Date: 11/23/09
src (folder)	Date: 11/23/09
Ui (folder)	Date: 11/23/09

SDK component (Solaris)

The following table lists the files that are installed on the Windows machine:

File Name	IC 7.2.1
avaya-common.jar	Date: 09/03/09
avayaiccommon.jar	Date: 09/03/09
avaya-ic-sdk-common.jar	Date: 09/03/09
avaya-ic-sdk-sample.jar	Date: 09/03/09
avaya-ic-sdk-server.jar	Date: 09/03/09
avaya-ic-sdk-client.jar	Date: 09/03/09
avaya-ic-services.jar	Date: 10/04/09
avaya-ic-webui.jar	Date: 09/03/09
icsdk.war	Date: 11/19/09
lcm.jar	Date: 11/04/09
WebAgent.jar	Date: 12/01/09
Controller (folder)	Date: 11/23/09
Doc (folder)	Date: 11/23/09
sdk (folder)	Date: 11/23/09
src (folder)	Date: 11/23/09



Ui (folder)	Date: 11/23/09
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SDK component (AIX)

The following table lists the files that are installed on the Windows machine:

File Name	IC 7.2.1
avaya-common.jar	Date: 09/03/09
avayaiccommon.jar	Date: 09/03/09
avaya-ic-sdk-common.jar	Date: 09/03/09
avaya-ic-sdk-sample.jar	Date: 09/03/09
avaya-ic-sdk-server.jar	Date: 09/03/09
avaya-ic-sdk-client.jar	Date: 09/03/09
avaya-ic-services.jar	Date: 10/04/09
avaya-ic-webui.jar	Date: 09/03/09
icsdk.war	Date: 11/19/09
lcm.jar	Date: 11/04/09
WebAgent.jar	Date: 12/01/09
Controller (folder)	Date: 11/23/09
Doc (folder)	Date: 11/23/09
sdk (folder)	Date: 11/23/09
src (folder)	Date: 11/23/09
Ui (folder)	Date: 11/23/09



Known Issues and Resolutions

This section provides the known issues or limitations that pertain to the IC 7.2.1 release, in addition to the IC 7.2 release.

The following section describes these issues and their workaround, wherever possible.

Known problems in Avaya IC 7.2.1

The following table lists the known issues in the Service Pack IC 7.2.1.

Component	Key	Summary
WACD Server	wi00225091	The non functional WACD Server fails to stop completely. Workaround: Kill the WACD Server process, if it is running.
DB Designer	wi00226202	A new ccq or repository database created in SQL Server 2005 will always rebuild the constraints when a reconfigure is performed even though there were no changes made to the design
WACD Server	wi00225285	Network or DB problems can cause WACD and Email server to get out-of-sync with DB. This can lead to old emails coming back into system.
WACD Server	wi00224930	When the WACD is restarted emails are re-enqueued at their original priority when they first came into the system.
IC ConfigTool	wi00225217	Config tool doesn't create IC Web Services NT service. Workaround: Manually create the service by running "icwebservices install <ServiceId> <Service Description/Name> server.icwebservices.xml"
WACD Server	wi00280567	WACD Admin page shows ACD down (For Non-Functional Server) when the server goes off network for 6-8 seconds & comes back on network. Workaround: Restart the non functional WACD server.

Component	Key	Summary
IC Common STT	wi00224353	If agent pc goes out of network, it does not recover unless voice calls are completed manually. Workaround: As soon as the network between the Agent desktop application and IC servers goes down, there will be a message box popping up on the agent desktop saying the connection to the core service failed. When this happens, the agent should manually logout of the hard phone, making the agent unavailable for any calls. This will make the TS to logout the agent internally and update the routing engine accordingly. When the network comes back up, the agent can restart the agent application which will log the agent into the switch and the system will work without any problem.
TSV5	wi00226519	Events Lock timer is not being checked for expiration until new switch event is received on the locked monitor. Workaround: Main route point should not be part of the device list and VDN should be monitored.
WAA	wi00236073/ wi00332475	contact count and specific contact count for original service class are not being decremented as expected when contacts go through the preferred agent block in the qualification flow and then are routed to the exception flow
SIPTS	wi00226087	SIPTS: MSHS feature stops working if one of the TS loses network connectivity and then reconnects. Workaround: Restart one of the SIPTS servers.
WorkFlow Designer	wi00305673	Sys_transfer.update_vq_cache crashes when used with regions where decimal separator is other than ".". Workaround: Use val instead of CDBl function in this flow.
ICEmail Server	wi00280061	On mapping new poller cluster to an email cluster, email server does not fetch email from that poller server. Workaround: Email servers part of the mapped email cluster need to be restarted.
EDU Server	wi00286167	The emailcount field in EDU is not being updated when an email account is configured with loop detect enabled.
ICEmail Server	wi00280647	Intermittently Email server does not stop. Even when it stops successfully, crash logs are created. Workaround: Need to kill Email server process.

Component	Key	Summary
Notification Server	wi00301554	Version of QuikSoft's emsmtp.dll shipped with IC reports error in Windows Application Event
AAWC	wi00304240	AAWC application hangs, if default email cluster is down and agent tries to reply to an email. Workaround: Forcefully log out the agent and relogin.
ICM	wi00231599	In Multi-tenant administration, a property value change in a non-Roman language such as Chinese or Korean requires a restart of ICM service to show the new value properly in that language.
IC ConfigTool	wi00226044	ictomcat.sh is not installed if SDK is configured without the Website configuration, due to which SDK service cannot be started. Workaround: Complete the following steps: 1. Run the config tool, click the Website tab and click Apply . 2. Click the SDK tab, fill up the details and then apply the settings.
ICM	wi00226338	Selecting pre-typed/existing value in text control of collaborated browser window using mouse is not getting reflected at another end. Workaround: Change some value in pre-typed text to make it visible.
AAWC	wi00320589	Avaya thin client – SIP: conference, transfer, consult button gets disabled when we delay to answer the call from hard phone
RichClient	wi00323508	IC thick agent in Aux mode receives email from customer.
ICEmail Server	wi00332458	The Duration column under Work History tab of AAWC shows 00:00.
RichClient	wi00332490	The "Contact > Print" menu option in AVAYA Web Agent is disabled for newly composed emails.
ICEmail Server	wi00332600	From Address is not displayed at agent side when an email is send with a from address formatted like: scotiabankmexico@scotiabank.com.mx <scotiabankmexico@scotiabank.com.mx>

Component	Key	Summary
ICEmail Server	wi00339440	ICEmail server should raise High Alarm and retry ICEmail.Analysis when it does not receive disposition in Analyzed call
RichClient	wi00340957	Every time supervisor clicks on customer name to monitor chat, website starts from blank & supervisor cannot see the web page on which agent & customer is.
AAWC	wi00310283	Supervisor doesn't show an transferred contact of the supervised agent
ConfigAccelerator	wi00340391	There is no feature rollback the configurations made in CA tool
RichClient	wi00340958	Supervisor mode button not working to end monitoring chat session.
RichClient	wi00340961	IC chat crashes after enabling default visibility during monitoring chat sessions.
RLManager	wi00339695	Help is not working in RL manager.
ICEmail Server	wi00308611	Emails with inline image and no body should not be treated as blank email.
RichClient:WCAgentClient	wi00331116	Web Agent is not properly forming HTML tags for URLs embedded in outgoing email.
RichClient:Email	wi00355558	Contents of the html control like list box are not displayed in preview mode
RichClient:WCAgentClient	wi00355864	While moving between the original text in the Reply composition of a HTML Email, extra line breaks are seen
RichClient:WCAgentClient	wi00356216	Customer email address which is seen as a tag in Reply mode, is not visible when customer views the Agent reply
RichClient:WCAgentClient	wi00352390	Fonttype, fontsize and formatting like Bold,Italic,Underline,Color changes to default, on deleting text in the email composition
IC:Installer:Patch Installer	wi00343706	On AIX sp installer is not removing all folders after uninstalling service pack
IC:Installer:Patch Installer	wi00343405	During uninstallation of 7.2.1 uninstaller on Solaris shows the error executing postinstall script



Avaya IC 7.2 Documentation Errata

The below section contains additional information and modifications to some existing information in IC7.2 documentation.

Document Name	Location	Current Information	Corrected /Added Information
Avaya Interaction Center Release 7.2 Siebel 8 Integration Guide / IC72sbl8int.pdf	Page 266, Section : Diagnosing and clearing AICD loading problems-> For Solaris and AIX platforms	Missing Information.	The configured user for Siebel MUST have Write permissions for directories and files under \$AVAYA_ICXX_HOME. Best practice is to have both Siebel and IC installed by same user account.
Avaya Interaction Center Release 7.2 Telephony Connectors Programmer Guide /IC7.2 Voice.pdf	Page 86, Section: Table under point "8. Complete the following fields on form 3:"	Missing Information.	Additional Information. Field: UUI Treatment Description: Enter value service-provider. If the value is shared, SIP TS cannot route the call to agent.
IC Administration Volume 1: Servers & Domains. /IC72admin1.pdf	Page 99, Section : Incoming Email Server: Email Account Type	In Avaya IC 7.2, you can also use IMAP4 protocol for receiving the emails. In IMAP4, all the emails remains on the email server.	In Avaya IC 7.2, you can also use IMAP4 protocol for receiving the emails. In IMAP4, emails will be deleted from Exchange server, once they are processed by ICEmail server, like POP3.
Avaya IC Installation and Configuration.	Page 146 Section: Installing the license file	Missing information.	Installing License file by non-root user for Unix variants. When webIm is running as non-root user, additional privilege must be given to this non-root user to be able to install license file. Perform the steps below for Solaris/AIX: 1. Login to solaris box with root login. 2. Execute the command usermod -K defaultpriv=basic,net_rawaccess <non-root user> 3. Re-login the non-root user and start the webIm and then install the license file.

Document Name	Location	Current Information	Corrected /Added Information
Client SDK Programming Guide / IC72sdkProg.pdf	Page 149 Section: Voice Call Scenario	Missing information.	Section added, that illustrates normal call scenario (outbound and inbound calls) for SDK, list of events generated and objects generating them. Refer to http://support.avaya.com
Avaya Agent User Guide / IC72agent.pdf	Page 71 Section: Managing Email Contacts	Missing Information	Added Note: Agent Should Not Explicitly add tracking id or tracking id like string/text to email subject, while doing reply or sending new outbound email. The format of tracking id is as below: Format 1: [T<4 digits for year><2 digits for Month><2 digits for date><4 digit for base 32 string>S<2 digits for special status><1 digit for agent preference for routing>Z<Messageid of outgoing email>] Format 2: [T<4 digits for year><2 digits for Month><2 digits for date><4 digit for base 32 string>S<2 digits for special status><1 digit for agent preference for routing>]
Avaya Agent User Guide / IC72agent.pdf	Page 116 Section: Using Collaborative Form Filling	Missing Information	Note: If customer has installed the JDK/JRE on the machine from where a chat has been escalated to an agent and website has the property "chat.htmlclient.collaboration.enabled = true" then a page pushed by the agent is displayed on a new window. But if customer does not have JDK/JRE installed on machine from where a chat has been escalated and website has the property "chat.htmlclient.collaboration.enabled = true" the pushed page is displayed at the right frame (In docked mode). This behavior for all versions of IC from IC 7.1.5

Document Name	Location	Current Information	Corrected /Added Information
Avaya Interaction Center Release 7.2 Telephony Connectors Programmer Guide / IC7.2 Voice.pdf	Page: 92 Section: Table under the section "Pattern for a contact in a media server address map"	5061: The port number of the TCP.	5061: The Port number of TLS.
Avaya Agent User Guide / IC72agent.pdf	Page: 114 Section: Using Auto Sync	Tip for Point 2.	If you are handling two or more chat contacts simultaneously & you want to send URL of website to other customers, there is an Internet Explorer icon for each customer.
Avaya Agent User Guide / IC72agent.pdf	Page: 115 Section: Using Auto Sync	Tip for Point 8.	If you begin a chat session with another customer before you complete the chat session you are currently handling, another browser will open for the second customer if you want to send URL of website to another customer.
Avaya Agent User Guide / IC72agent.pdf	Page: 116 Section: Collaborative Form Filling	To help your customer fill a form. 1. Verify that your chat customer wants you to help fill out a form.	To help your customer fill a form: 1. Type the URL in the Text Entry area. Click Push URL. 2. Verify that your chat customer wants you to help fill out a form.



Known problems in Avaya IC 7.2 documentation

Following are the known issues in IC documentation.

Key	Summary
wi00293960	In Install.pdf example link for ICTest shows "9606" as port, Where as it listens on Port 9600, Which is tomcat base port.
wi00226552	Document that it is necessary to use a locale that supports use of the period for decimal representation for Advocate flows to work properly.
wi00222300	Advocate documentation incorrectly states that Backup work gets only serviced if there is not reserved work that agent is activated for.
wi00302242	Security checklist is not provided in IC documentation
wi00307668	IC 7.2 - IR 4.0 - DD 5.0: Documentation: Integration is not successful by following "Avaya Interaction Center Release 7.2 – Avaya IC Integration with VP/IR" document.
wi00225655	Need to mention in the product document that "AUXRONARReasonCode" works only when IC is integrated with BA for Voice Channel
wi00223011	Prerequisite and installation documentation should explicitly address requirements for PDM with respect to database connectivity
wi00226328	Need to update documentation for AIX, to change locale from "EN_US" to "en_US"
wi00226228	Description provided for Generic.GenericUpdate method for TS server should be changed in the core.pdf (page 31)
wi00224666	Remove Documentation Ordering information from all documentation -- after market printed documentation/doc CDs no longer supported per Product Management
wi00224022	User document referencing Voice Chat dose not match the Rich client GUI
wi00287792	Log related configuration parameters must be documented for RLManager.
wi00297674	Customer wants a setting that would stop the dataserver from trying to reconnect to the database, when the database is down for 30 minutes or more. In this case it is recommended to shut down IC. Need to document this.
wi00307172	WACD WebServer name must be changed depending upon the website deployment.
wi00301959	Default password should not be displayed in documentation
wi00231779	IC pre-req document for TS needs to be change as AIC ASAI Core and Plus are not required as pre-requisites for Agent events/States to work .
wi00225504	WAA.RetryAfterTimeOut for requalifying contacts is not documented

Key	Summary
wi00226505	Suggested Responses should be document properly mentioning all the detailed steps
wi00302239	IC7.2 Customization Guide is not available in the Server Machines.
wi00303172	Need to document Rich and Thin Client behavior when default email cluster goes down.
wi00225638	The IC system doesn't creates the required subfolders for "Default WebSite" under IIS in French environment after running the configuration Tool.
wi00297643	286378 issue needs to be documented.
wi00299484	In Solaris IC server installation, library paths does not set correctly.
wi00222836	VOX documentation dealing with "pings" initiated from an IVR that connects to the VOX needs to reference VOX.ping instead.
wi00307651	IC 7.2 Documentation: Wrong file extension mentioned for required files in web-inf folder in icconnector directory of Dialog Designer Machine.
wi00223700	AAWC OnLine help refers to prompt to install WindowsManager.ocx. Prompt has changed (we now install avayaaicagent.cab)
wi00224417	Documentation needs to be updated to reflect no support for VoIP Chat and Collaborative Form Filling
wi00224976	The WSC help file contents needs to be corrected
wi00297801	MS Exchange Server 2007 is changing invalid char set of the Email to valid character
wi00300052	Documentation doesn't specify the limitations of "co-browsing/auto-syncing" for the websites that require authentication.
wi00205351	SEC_DOC_AVAY_060 - A general section to address secure deployment and operation of AIC is needed in the documentation
wi00224845	Documentation - NLS_LANG value for Oracle needs to be changed for all languages
wi00225142	At the bottom of Page 144 of the install.pdf guide, there is missing text starting with "You can", but with nothing else
wi00224967	FRA-OLH Footer in Contents is in English – this appears in the PDF
wi00225181	Installation docs should state location of nethome directory created by installer
wi00221846	The Database Designer User Guide is referenced in the 7.0 manuals and that manual title no longer exists
wi00225060	THA : incorrect spelling in Help Topic (about Translation)



Cisco TS known issues

The following are Cisco TS known issues:

Key	Summary
wi00314919	A generic error is obtained in the TS log for call related scenarios
wi00314348	For a conference using the hard phone, when the agent does 'move conversation' twice, completes the conference and when one of the agent hangs up the call, the call disappears from agent's hard phone but still remains in the Soft phone.
wi00314338	When a call gets RONA, there is a TS.Abandoned event instead of TS.Rona event in the TS log.
wi00314303	Internal blind transfer to a route point using a soft phone gives a TS.Abandoned event in the log

Cisco TSQS known issues

The following are Cisco TSQS known issues:

Key	Summary
wi00314771	Cisco TSQS - The value for 'averagedelay' is incorrectly updated in the Cisco AWDB database and TSQS log.



Troubleshooting

Email

Problem	Solution
After configuration, opening email account shows no email account/ error message "Could not load Email Accounts" pops up.	1. Check if "displayname" field was added to qem_message table in both ccq.adl and repository.adl and DB reconfigure was performed. 2. After performing above configuration, please restart the DataServer, Directory Server and perform a Manager > Refresh on ICManager. This ensures ICManager loads the configured email accounts correctly.

SDK

Problem	Solution
Chat typing status doesn't work for SDK Clients using SDK API's.	Check Chat Typing Status feature in SDK Client is implemented as mentioned below. Please refer SDK API Docs from http://support.avaya.com for newly provided API's for Chat Typing Status. 1. For displaying received Chat Typing Status from other participants of Chat room in SDK Client User Interface. SDK clients need to add and register listener for ChatMediaInteractionTypingStatusChanged event, retrieve typingstatusmessage from the event and display it in appropriate user interface. 2. For Broadcasting chat typing status of agent to other participants in Chat room: SDK client need to invoke sendTypingStatus API exposed on ChatMediaInteraction object.

Chat

Problem	Solution
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Problem	Solution
Chat typing status doesn't work for website	Perform the following steps: 1. Launch the web browser and navigate to the IC Website Administration Pages. 2. Login and navigate to <code>http://website/admin/tenancy/addmd.jsp</code> 3. Confirm below property marked as true. Metadata name = <code>chat.htmlclient.typingstatusenable</code> Default value = true Tenant Property (Check this field) 4. Restart website
Updated Chat typing status message is not reflecting in status window of html chat	Restart website
Chat typing status doesn't work for webagent	1. Confirm that the <code><AARC install_dir>\Webagent\Application.properties</code> file with the following properties marked as true. <code>chat.typingstatus.enable=true</code> 2. Restart webagent
Updated Chat typing status message is not reflecting in status window of webagent.	Restart webagent

WebAgent

Problem	Solution
After upgrading to 721, Webagent doesn't launch over network home path.	If the Shared Path "HomeDir" for WebAgent is configured in ICManger using the property "Agent/Desktop/WAC", then copy the folders lexicons, images and editlive under this path.



Technical Support

If you are having trouble with IC 7.2.1, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging in to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the [Support Directory](#) listings on the Avaya support Web site.

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

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information.

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.

For information about patches and product updates, see the Avaya Technical Support Web site <http://www.avaya.com/support>.