

List of fixed issues, improvements, known issues, and troubleshooting for Avaya Proactive Contact 4.2.1 (Dialer, OS, Agent, Agent API, Supervisor, and Database)

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Revision History

Version	Date
0.1	September 17, 2010
0.2	September 20, 2010
0.3	September 24, 2010
0.4	October 8, 2010
0.5	October 22, 2010
0.6	November 04, 2010
1.0	November 19, 2010

1. Issues fixed

1.1. Customer-found defects (CFDs) fixed in this release

This document provides a list of known issues and workarounds, CFDs, associated QQ calls, improvements and enhancements, quality initiative program, and troubleshooting information for Avaya Proactive Contact 4.2.1.

1.2. List of work items associated with the patches merged in the Avaya Proactive Contact 4.2.1

Patch number	Work item number	Resolution
PC412_248	wi00729416	This patch provides the backup and recovery archive information.
PC412_246	wi00599401	This patch fixes the issue of agent blending administrator not reflecting the changes made in the GUI.
PC412_213 PC42_235	wi00400244	This patch updates the RECALL fields- PHONECNTR, LASTDATER, LASTTIMER, LASTSTATR - and postupdate fields as expected.
PC412_222	wi00374884	This patch fixes the issue of memory clean up when an agent logs out, especially in case of a mix agent – outbound and ACD agent.
PC412_218	wi00388783 wi00407778	This patch fixes the issue of Agents unable to login.
PC412_245	wi00689332, wi00692504, wi00700875	This patch fixes the issues with the Agent application, such as incorrect completion code, truncated fields, and incorrect pop-up.
PC42_217	wi00387043	This patch fixes the issue of API message AGTConnHeadset from the server being 'R'(response) instead of 'N'(notify).
PC42_212	wi00384715	This patch enables ANI representation for Proactive Contact with CTI Dialer.
PC42_231	wi00411094	This patch resolves the issue of Monitor not showing the job data if the records returned from database are more than 99.
PC42_240	wi00599353	This patch fixes the issue with saving the Unit work list quota and the failure of Jobmon.
PC42_241	wi00685843	This patch fixes the issue of datapump spawning too many oracle processes.
PC42_243	wi00554526	This patch fixes the overflow error in Job Completion Codes view.
PC42_230	wi00411431	This patch enables the generation of OpenSSL certificate for LDAP that expires after 10 years.
PC42_247	wi00691614	This patch fixes the issue with the CALLCONNECTED event in transfer call.

PC42_238	wi00480610	This patch fixes the issue with Campaign Editor call selection report.

1.3. Agent subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
162786	wi00563924 (wi00689331)	If you close the **Line Release** dialogue box while using the autowrap feature, then the system uses the last used code to release the line.	Fixed by not allowing the agent to finish work by clicking the X button without selecting the completion code when autowrap is enabled. The agent has to select the completion code to finish the work.
162932	wi00692505, wi00563924 (wi00599969)	Fields are truncated when acceptable entry lists are used in Avaya Proactive Contact Agent.	Fixed by adjusting the width of combo box by adding the scroll bar width. **NOTE:** If you are using the acceptable entry combo box, then keep sufficient space between the acceptable field and the next field. It may overwrite the next field if the scroll bar width is added to the acceptable entry combo box.
150842	wi00343720	In Avaya Proactive Contact Agent, if transfer fails, the GUI is unable to handle the next operation properly.	This issue is not reproducible in Avaya Proactive Contact 4.2.1.
155941	wi00374084 wi00369922	Avaya Proactive Contact Agent fails when there is an internal call to the agent station in a managed job.	Fixed by modifying the agent binary code to remove the preview timeout from the time out list once it expires. As a result, it sends only one AGTManagedCall to the client.

QQ call ID	Work item number	Description	Resolution
160455, 162459	wi00428070, wi00463296	While doing a work, the agents are displayed the `Not Available for Work` pop-up message.	Fixed by changing the code to display the message on the status bar and not as a pop-up message.
142343	wi00653970	When agent placed a manual call, the Agent application displays the PHONE1 number instead of the actual manually dialed phone number.	Fixed by updating the incorrect variable with the correct variable in the code.

1.4. Agent API subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
156328	wi00370976	System error S28974 is not documented in the Agent API Guide.	Fixed by adding the error code in the Agent API Guide bundled with the API installer.
141093	wi00251362	In PCS agent logs and Agent API trans logs, the fields, CustomerName, XferJobName, UnitId, OrigJobName, do not get populated correctly.	Fixed by configuring the customer name field **Name** as NAME in the *.fdict configuration file. If you do not configure the field as NAME, the data in the CustomerName field does not get populated in the PCS agent logs.

1.5. Supervisor subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
158117	wi00381621	Scheduler fails the verification with a valid crontab entry.	Fixed by coding the defect, that is, insufficient array size.
157989	wi00380190	Unable to add extensions in the Agent Blend Admin Menu using the System Telnet of Editor.	Fixed by upgrading the telnet control to enable the Tab key to function.

QQ call ID	Work item number	Description	Resolution
		Unable to use the Tab key to go to the next column when using telnet with system user.	
152901	wi00360235, wi00400499	Not able to use Record Edit Search. F10 or ^AI^M does not respond each time.	Fixed by upgrading the Telnet control to pass function keys events directly to the telnet server (dialer).
159448	wi00386093	PC4.1.0: Russian Dialer: The Password tab in the list download host configuration is initially not displayed.	Not reproducible in Avaya Proactive Contact 4.2.1.
162398	wi00462334	The Unitwork list option is grayed out for the Blend job in the Monitor.	Fixed by changing the condition in the ShowJobToolsByType() function in childTemplateWeb.frm so that the Unitwork List field is visible.
159428	wi00386798	In Editor, while setting up calling list to download, the **Key for removing duplicate** field is optional for normal download while it is mandatory for the infinite job.	Fixed by making the **Key for removing duplicate** field optional for infinite jobs also.
159141	wi00385715	An unavailable agent is counted as unavailable, but is not included as an icon in the Job Agents view.	Not reproducible in Avaya Proactive Contact 4.2.1.
160796	wi00408760	In Editor, a pop-up message is displayed while saving a schedule in the pending state.	Fixed by resolving the coding defect.
160141	wi00407413	Extra field delimiters are added to the INF_TIMEZONE field in .dnld when creating more than one RSM map.	Works as designed.
155583	wi00366447	In Editor, unable to scroll down when choosing a calling list in Avaya Proactive Contact 4.1.2.	Fixed by using the options of mouse, buttons of scroll bar to select a calling list.
156310	wi00384159	Editor allows setting up the cruise control SL below 70%.	Fixed by resolving the coding defect.
160481	wi00408189	In a pod environment, unable to save multiple audio files to all dialers in a single step.	Not reproducible in Avaya Proactive Contact 4.2.1.

QQ call ID	Work item number	Description	Resolution
153400	wi00357853	Multidialer deletion does not work for the selection files.	Fixed by resolving the coding defect.
157749	wi00377635	Hierarchy names do not appear in the ascending order.	Fixed by resolving the coding defect.
	wi00479875	Supervisor shows 1 and 2 for PHONE1 and PHONE2 in the Retries section of Strategy in Editor.	Fixed by adding the SetPhoneNameFromID function to CStrategies.cls.
150897	wi00340682, wi00341605	Page 4 of the Analyst new report wizard does not follow the Date criteria selected on page 3.	Fixed by: • Displaying the secondary criteria on page 4 of the Analyst new/change report based on the date criteria selected on page 3. • Preparing the query in the Analyst application. • Changing the database query in AVMTDSCI dll.
158878	wi00383776	Analyst's Job Time report displays `error 532` when hierarchies are used.	Fixed by setting the location of apds_job.dc5 file.
158823	wi00382888	Time of Day Performance Summary report shows the **Records Selected** column as blank.	Fixed by adding the **Records Selected** field in the Section Summary.
144689	wi00299365	The message wizard incorrectly handles the message slots above 247.	Fixed by resolving the coding defect in GetNextAvailableSlot() function in the CAudioMessages.cls file.
159851	wi00387532	The Supervisor installer needs to be changed.	Fixed by adding procedure on rebooting the machine to the Supervisor installer.
160179	wi00407405	Monitor displays negative value for the **% Completed** column in the Job Status window.	Not reproducible in Avaya Proactive Contact 4.2.1.
160331	wi00408099 wi00411098	Monitor cannot display more than 99 jobs.	Fixed by increasing the initial hint value that is

QQ call ID	Work item number	Description	Resolution
			passed while creating the cursor.
160814	wi00408529	The report name does not get saved in Analyst.	Fixed by clearing the report name after executing or viewing the report. The report name is displayed as the name that appears in the selected row.
160852	wi00408594	Once a report is previewed in Analyst, the report name does not display in the deletion pop-up box.	Fixed by setting the report title and the report ID when closing the new /edit report wizard.
161721	wi00430892	Analyst reports combine managed and outbound jobs when scheduling the reports. However, when you run the reports manually in Analyst, they are not displayed as combined.	Fixed by assigning the scheduled report name into the gstrReportFile variable.
163112	wi00601455	Unable to export reports from Analyst to the rich text format.	Fixed by replacing the u2frtf.dll file used to export reports from Analyst to Rich Text format with the u2frtf.dll of 8.0.0.33 version.
162477	wi00691347 wi00599401	Agent blending administrator does not reflect the changes made in the GUI.	Fixed by introducing a check to display message only when data changes are to be stored in the server.
157508	wi00377298	Supervisor installer overwrites the customer Oracle environmental settings without warning.	This is a third-party interoperability issue. Fixed by asking users for a confirmation to overwrite the existing Oracle environmental settings. If a user clicks **Yes**, the installer proceeds with the installation. Otherwise, it quits.

QQ call ID	Work item number	Description	Resolution
157859	wi00554527 wi00428007	Overflow error encountered in the Job Completion Codes view in Monitor.	Fixed by allowing the Job Completion Code view in Monitor to populate itself and removing the overflow error from the cd.log. This fix also assumes that the Supervisor workstation has a version of JobCompCodes.cmv file and that code96, CONNEXPIRE, is defined in the dialer's compcode.cfg file.
162319	wi00480610 wi00382386 wi00379868	When a call selection report is made though the EDITOR, not all the data in the /opt/avaya/pds/reports/calls_xxxx file is displayed in the EDITOR selection report.	Fixed by merging patch PC42_238.
149496 160603	wi00408263 wi00330928	The TERMINATOR parameter in the dnld file for the lists does not insert space or any character instead of null ^.	Fixed by allowing the setting of the TERMINATOR parameter for upload through Editor.

1.6. Dialer subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
156141	wi00370240	Display issues in the following fields of the Japanese version of PC4.1.2 with PC 4.1.2.189.004 installed: callsel – Field Name Value config_ed callsel – strategy entry	Fixed by resolving the coding defect.
154855	wi00362380	The hosttopds script does not process records correctly when there is an extra field value in a record.	Fixed by changing the code to properly discard the bad record.

QQ call ID	Work item number	Description	Resolution
150032	wi00349585	ij_adjust call selection adds duplicate records to the records selected count.	Fixed by preventing duplicate counting of records in case of ij_adjust call selection.
155032	wi00363524	Issue with Call Completion Code Selection option when using the List distribution feature.	Fixed by preventing the screen index to set the completion code to 0 if a user has chosen an index other than 0 to add the completion code.
146649, 158039	wi00365909	Unique ID not assigned to the infinite lists that process the created call selection file.	Fixed by searching or comparing the substring ij_adjust in callconn.
157467	wi00378265	The RECALL fields- PHONECNTR, LASTDATER, LASTTIMER, LASTSTATR - and postupdate fields do not get populated as expected.	Fixed by merging the Patch PC412_213.
158121	wi00381843	In rpt_view, the selection report truncates the characters in a single line after 80 characters.	Fixed by moving characters into the next line if a line contains more than 80 characters.
157566	wi00386044	Postupdate engages 85% of the CPU, and slows down the system.	Fixed by introducing micro sleep.
157414	wi00375596	Manual call in a Managed job updates the wrong PHONESTAT phonenum where phonestat is BBBBN.	In Avaya Proactive Contact Agent, the manual phone number is initialized to 0. So, if the manual telephone does not match the telephone number in the phone list, then the system updates the first telephone number. Fixed by assigning the manual phone number to -1. As a result, the system now updates the valid phone number even if it does not

QQ call ID	Work item number	Description	Resolution
			match the phone number in the phone list.
148190	wi00324618	On a three-way conference call between an agent, a customer and a third party such as an agent supervisor, if the customer hangs up, the third party is disconnected as expected, but the agent is not placed in the update mode.	On a three-way conference call, the line is released based on the AUTORELEASE in job config and AUTORELAGENT in master config parameters. If both are set to yes, then the line is automatically released when you get the XFER_CUST_HUP message, and the agent goes in an update mode.
159779	wi00400327 wi00400323	Agents are not able to log on to the system. The agent process exits as the select statement returned the error code EBADF.	Fixed by initializing the readmask using FD_ZERO.
157771	wi00407845, wi00407776	The agent binary records high values for CLOCK TIME in the agent history files. Issue with vrecords and the agent history files updation.	In some cases, the time (null) returns a value of -1 due to a signal received during the function call. In this instance, the time value is not checked for -1. It is assumed that it is a proper T0. This causes the values to be either large or negative. Fixed by adding additional checks to the time (NULL) function call.
	wi00555301 wi00372960	Korean: Unable to add additional Korean names that have the same first two characters.	In the User Name field, the field length in case of Korean user is not handled in createop. Fixed by handling the proper length for

QQ call ID	Work item number	Description	Resolution
			Korean user name in createop.
159258	wi00428999 wi00428093	In a predictive job, the session time in the job activity report of Analyst is equal to JOB_CLOCKTIME in the agent summary report. However, they are not the same when it is a preview job.	Fixed by adding the managed dialing time in the job clock time for managed jobs.
141893	wi00374724, wi00374725	Issue with the Japanese version: Editor allows a 40-character job label, but Database does not accept a label above 13 characters.	Fixed by increasing the job label field length to 120.
156416, 158620	wi00371184, wi00371562	The Agent history file in the History directory shows JOB_CLOCKTIME value same as the OFFLINE value even when the agent has not joined the job.	Works as designed.
154942	wi00365395	The account log exceeds its 2 GB size limit.	Fixed by merging HF_154942. Introduced flags to limit the flooding of messages.
156714, 158293	wi00380009	Agents fail to automatically transfer to the link job after previous jobs have been aborted.	Fixed by preventing the port resources to be incorrectly released during a transfer call.
150443	wi00336570	Japanese dialer: Unit work list quota comes back to default after the job restarts.	Fixed by correcting the pointer used in the function call.
157590	wi00376613	Jobs are not displayed when the customer scrolls down the list of jobs in jobmon using system telnet.	The problem seems endemic to the system telnet provided with the Supervisor and Hyperterminal. It was found that a screen refresh resolves the issue. Fixed by introducing extra refresh statements in the problem area of the code.

QQ call ID	Work item number	Description	Resolution
158082	wi00379766	The clear_mem script should be added as a patch to all 4.x systems.	Fixed by adding the clear_mem script as a part of the Avaya Proactive Contact 4.2.1 installation.
157011	wi00374878	The Avaya Proactive Contact 4.1.2 upgrade overwrites the REL_PROBE_TIME setting in master.cfg.	Fixed by setting the value of REL_PROBE_TIME parameter to zero in master.cfg after Avaya Proactive Contact 4.2 installation.
156971	wi00373650	Avaya Proactive Contact 4.1.2: The first character of pcanalysis extract criteria is truncated.	Fixed by passing the correct argument (argument for vertical position) to the gotoxy () function so that while editing/changing the criteria, the first letter does not disappear.
156831	wi00373232	Regression: msetup shows a program error in Avaya Proactive Contact 4.1.2 but works fine in Avaya Proactive Contact 4.1.1.	Fixed by passing the required argument, Argument for Vertical Position, to the gotoxy () function so that the first letter does not disappear while editing or changing the criteria.
154754	wi00378430	RBACManager fails and does not restart.	Fixed by putting the reconnection logic in RBACManager.
151784	wi00376165	Erroneous replaceable parameter in global message E00552 affects enserver and listserver.	Fixed by replacing the %d parameter with a %s parameter for the programs that write a directory name into this parameter.
154754	wi00378422	RBAC settings are inconsistent and may lead to loss of connectivity.	This is a duplicate work item of wi00342931.
159979, 157457	wi00379818	Avaya Proactive Contact 4.1.2+189: The job details view percentages in Campaign Monitor reach very high values, that is more than 100, under the	Fixed by adding the *where* clause for the second query, which was missing after the first launch.

QQ call ID	Work item number	Description	Resolution
		performance section.	
157001	wi00378416	Need to improve logging of RBAC errors.	Fixed by enhancing the logging in Role Editor.
151995	wi00380165	Job hangs when it encounters a retry phone number which does not fit in any timezone, that is, PHONESTAT "T".	Not reproducible in Avaya Proactive Contact 4.2.1.
157018	wi00374884	Behavior of REL_PROBE_TIME not fixed in Avaya Proactive Contact 4.1.2 + 189.	Fixed by clearing the memory after the ACD agent logs out.
156937	wi00375521 wi00385529	Data displayed in the CALLCONNECTED event in a transfer call is incorrect.	Fixed by correcting the parameter order in the C_CONNECTED event for transfer call.
157056	wi00375603	Operators get the SIGHUP signal but do not get cleared from the system. Operator process continues to run.	Fixed by changing the code so that after getting the SIGHUP signal, operators get cleared from the system.
156145	wi00368543	Jobmon crashes with a segmentation fault, core dumped, while opening a job.	Fixed by resolving the NULL pointer issue in jobmon.
152627	wi00338643	A problem in libsoe causes dispatcher to crash.	Not reproducible in Avaya Proactive Contact 4.2.1.
156231	wi00382543	The CSTADivertedEvent (EC_REDIRECTED) is being ignored.	Not reproducible in Avaya Proactive Contact 4.2.1.
	wi00381729	Inaccurate information for *alljobs* line on the agent history report.	JOB_CLOCKTIME is defined in the code to be the sum of OFFLINE and RELEASE. Incorrect computation of OFFLINE caused the problem. Fixed by correcting the calculation of OFFLINE in both agent and operator binaries.
154509	wi00373971	MAXOPS errors and dialer resources, for example, Opslots,	Fixed by resolving the Headset resource

QQ call ID	Work item number	Description	Resolution
		Headsets and Porters, are lost when agent child server fails unexpectedly without the cleanup processes running.	issue in the FORCELOGOFF section in the previous release. Addressed the oplsot and porter resources in the FORCELOGOFF section.
157713	wi00379419	cepaspect resets the listen socket incorrectly if the first accept try fails.	This is a duplicate of wi00380190.
148467	wi00324473, wi00336351	Russian timezone MSK-3MSD displays a one-hour time difference in the analyst reports.	Fixed by base lining the Russian timezone rules in locale.cfg.
	wi00031967	Backup Recovery option, List Archive volume Information, does not work because of a lack of fbackup and frecovery tools in linux.	Fixed by changing the archive_mgr scripts to include the archive information.
154277	wi00361009	Monitor Job Detail and Monitor Alerts show different Time Remaining calculation.	Fixed by changing the code to make it in sync with the Job Detail view.
156878, 157420	wi00373618	In jobmon, agent statistics are not filtered out in the Unit Work List job.	Fixed by filtering the agent statistics in the Unit Work List job.
157889	wi00383595	After a successful Mondo backup, customers need to either reboot the CPU or disconnect and reconnect the tape device. Otherwise, they cannot tar anything else to the tape drive.	Before running Mondo backup on tape, save a blocksize of the tape device. After the mondoarchive command is complete, reset the blocksize of the tape device to the previously saved value.
158916	wi00387668	jobmon core dumps in a down system.	Fixed by checking the null pointer before being accessed.
159460	wi00388637	The homeDirectory is incorrectly set as: /opt/avaya/pds/xfer/public/home/ftpusers in ldap_admin script.	Fixed by updating the code where homedirectory for FTP user is set while creating LDIF.

QQ call ID	Work item number	Description	Resolution
160122	wi00400128, wi00407550	Missing history_db.cfg file prevents data from getting stored into the historical database.	Fixed by modifying the code to handle the EVENTNAME corrupt scenario.
160379	wi00400451, wi00407412	LDAP failure due to expired certificates.	Fixed in the following two parts: • ldap_install_features script is modified. The SSL certificate it creates is now valid for 3650 days rather than 365 days. • A script is provided that will generate a new certificate valid for 10 years, that is 3650 days. This can be used for extending the validity of the SSL certificate to 10 years from the date of execution.
158941	wi00408345, wi00408357	Multiple pages of Internet Monitor refresh to blank.	The issue is that after a job shuts down the web page shows incorrect data for the job. The counts for records select, calls left, outbound queue count and outbound code are not getting cleared after job shutdown. This causes the web page to have the information from another job to be

QQ call ID	Work item number	Description	Resolution
			displayed for the shutdown job, rather than zeros.
160458	wi00408765	Jobmon fails in quota settings.	Fixed by removing the NULL pointer reference in a debug statement (lcolumn->num).
156727	wi00409295	Oracle unable to start after adding a certain number of users.	This is a third-party issue. Fixed for Avaya Proactive Contact 4.2.1 by changing the position of oinstall and dba group in /etc/group.
161394	wi00423694	Files, such as .HDCC*, *.nd, *.start, in /opt/avaya/pds/lists are not getting cleaned up.	Files older than the current day are not needed. Fixed by updating the clear_all script to remove .HDCC*, *.nd, *.start files older than the current day.
161244	wi00461607	On a customer dialer, unless agents log out of the dialer, the AOR call does not become a normal recall. This is seen when DISABLE_SHADOWJOB is set to YES.	Fixed by modifying the retry logic in the code.
162510	wi00480652	Executing jobctrl gives memory fault error.	Fixed by disabling all the headset related operations that jobctrl can execute when it is run without a terminal.
160779	wi00664626, wi00689284	Porter process fails with a SIGSEGV during transfers.	Fixed by removing the code which deletes the agent's base file if job's .res file is not found.
	wi00067157	[PC40_CTC] The system was looking for .ophst.fdict and .jbhst.fdict in .app directories like	Fixed by correcting the paths in the code, map_dict.c and

QQ call ID	Work item number	Description	Resolution
		other fdicts, whereas these files are located in LISTS directories.	map_dict2.cpp.
156056	wi00111638, wi00408568	The system validates the user passwords only up to eight characters.	Fixed by changing the password encryption algorithm to md5 from DES. DES had limited the password length to eight characters.
115965	wi00015741	When transfer trunk is not available, a notification should be sent back to the clients of Agent API or operator.	Fixed by displaying a message on Agent application, `transfer failed, please try after some time`, when the transfer trunk is not available.
	wi00378822	logadm should not allow debug to be set on the caller binary.	Works as designed.
147879	wi00356179	When a transfer event comes in that has out of range data for the current state, then the acdmon process determines memory corruption and it exits.	Not reproducible in Avaya Proactive Contact 4.2.1.
153695	wi00364255	The caller GET_SHADOWJOB IPC message to ao_recall is lost and caller is marked as SIGSEGV.	Not reproducible in Avaya Proactive Contact 4.2.1.
158757	wi00383653	The data in /tmp directory does not get restored after mondo restore.	Fixed by displaying a message before stopping all the pds, mts, and db processes, stating to ensure to take data back up before proceeding with mondo backup.
157469	wi00385218	TRANSID feature does not work on Avaya Proactive Contact 4.1.2. English Dialer.	Fixed by changing the code to use the correct variable to display the ANI/DNIS information to the agents.

QQ call ID	Work item number	Description	Resolution
159809	wi00388601	When eth0 is set as internal LAN and eth1 as customer LAN, the nice logger fails to coordinate with Avaya Proactive Contact 4.1.2 dialer.	Fixed by releasing the PSN (PSN002912u).
126508	wi00400246	DB constraint violation is encountered while trying to repopulate a shadow job on a secondary dialer in a pod.	Fixed by retrieving the completion code based on the system name and ccsetid.
153784	wi00400724	Supervisors are unable to change password using the GUI for user IDs that are 8 characters long.	Fixed by properly initializing the tmp_agent.
155409	wi00365705	Upon password reset, the user should be forced to change password on next login.	Fixed by updating the shadowLastChange to zero, which indicates that the user should change password after the next successful login attempt.
159050	wi00383965	The ldap_dump and ldap_restore scripts copy the DB_CONFIG file. This is an optional file, and if not present, the scripts throw an error.	Fixed by checking for the DB_CONFIG file before copying. Enhanced the code to stop the slapd processes.
162228	wi00557451	After the Avaya Proactive Contact 4.2 upgrade, the Dialer does not allow 3rd party FTP to display directory.	Fixed by modifying the ldap_admin script to set the home directory of FTP user with /opt/avaya/pds/xfer/public/public.
163057	wi00686355	Unable to mark DNC due to incorrect permissions of the calling list.	Fixed by changing the permission of /opt/avaya/pds/xfer/clist
162389	wi00727221	If a unit is blank, then running a job with all units turned on doesn't allow units to be turned off.	Fixed by changing the code to turn on or turn off the units in a job even if there are blank units.

QQ call ID	Work item number	Description	Resolution
154855	wi00362380	The hosttopds script does not process records correctly when a record has a character separated extra field value.	Fixed by changing the code to properly discard the bad record. A record is marked as bad if it has more field delimiters than one count less the maximum number of fields.
160091 153941	wi00367160 wi00407425	Transtats incorrectly displays phone 1 to be passed to an agent.	Fixed by correcting the code to handle the parameter that is passed to a function, which deals with writing data to .stat files.

2. Improvements and enhancements

2.1. Backward Compatibility

Avaya Proactive Contact 4.2.1 Dialer is backward compatible with Avaya Proactive Contact 4.1.2 Agent and Avaya Proactive Contact 4.2 Agent and Avaya Proactive Contact 4.2 Supervisor.

2.2. Disabling of SSLv2 for LDAP server

To disable SSLv2 for the LDAP server:

1. Add the following line to the /etc/openldap/slapd.conf file:

   ```
   TLSCipherSuite HIGH:!SSLv2
   ```

2. Restart the LDAP server for the changes to take effect.

2.3. Enhancement requests

The following table lists the requested enhancements (GRIP) included in this release:

Enhancement request number - GRIP	Description
GRIP 899	Supporting ANI representation in Avaya Proactive Contact CTI dialer.
GRIP 3100	Supporting record selection running automatically for the next linked job at a user-configurable percentage completion of the current job.

2.4. GRIP 899

Previously, Avaya Proactive Contact has been supporting the ANI presentation in Hard Dialer. This release includes the ANI presentation for Soft dialer also.
The configuration required for ANI support in soft dialer is similar to ANI configuration in hard dialer system. User can configure job via Editor for ANI support in soft dialer.
Avaya Proactive Contact supports two types of ANI field in Job:

- Job specific ANI
- Record specific ANI

In the case of Job specific ANI, one ANI data is shared for each call on that job, whereas ANI data may be different for each record in a job in case of Record specific ANI configuration.

NOTE: You need to turn on the Special Application (SA) 8481 on Avaya Communication Manager (CM) to support ANI on Avaya Proactive Contact CTI dialer.

2.5. GRIP 3100

Following changes have been included in the Avaya Proactive Contact 4.2.1 for GRIP 3100:

- **Changes impacting Supervisor (Editor and Monitor)**

In this release, the following changes for GRIP 3100 are reflecting in Editor and Monitor:

- A new parameter AUTOCALLSEL_TRIGGER is added to the outbound.edt and the blend.edt file. Possible values to choose for this parameter are between 0 and 99. The parameter is displayed as **Percent completion of job to run record selection for linked job** field in the Job Details view for the non-inbound jobs.
- Changes in the configuring and shutting down of the jobs.

For more information, refer to Avaya Proactive Contact 4.2.1 Supervisor release notes.

- **Changes impacting Dialer**

  The following changes for GRIP 3100 are reflecting in Dialer:

  - Configuring job through config_ed
  - Shutting down of job using jobmon
  - Setting of AUTOCALLSEL_TRIGGER parameter in jobmon

For more information, refer to Avaya Proactive Contact 4.2.1 Dialer release notes.

2.6. Simplification tools

- Three new shell scripts for Agent Blend, POD and time zone configuration are available on dialer: config_blend, config_pod and config_tz respectively. Each shell script has an accompanying readme file.
- Time zone configuration script has been integrated with PC_Installer (Dialer). The installer detects inconsistencies between system and dialer subsystem time zones, and takes appropriate action to ensure dialer TZ matches that of the OS. You can refer to the install log file in /var/log/ for the action taken.
- The **Value Added Products**> **Install Predictive Agent Blend** menu item in install menu now has an additional capability to modify various settings related to Agent Blend instead of just enabling it. It internally calls config_blend script. Refer to config_blend.readme file in /opt/avaya/pds/shell/ to know more about this script. There is no change in the **Remove Predictive Agent Blend** menu.

  NOTE: It is important to configure the switch, whether soft-dialer or hard-dialer, before using the **Install Predictive Agent Blend** menu. Also, when you use **Install Predictive Agent Blend** menu option, the config_blend script automatically sets the SWITCHTESTMODE parameter to NO in master.cfg if it is not already set to **NO**. However, when you use **Remove Predictive Agent Blend** menu option, SWITCHTESTMODE parameter remains to be NO. In case you want to change it, you need to do it manually in the master.cfg.

2.7. Hardware and operating system (OS) upgrades

- Avaya Proactive Contact 4.2.1 release uses RHEL 4.7.

- Avaya Proactive Contact 4.2.1 supports IBM x3650 M2 and HP DL385 G2/G5 servers. You need at least 16 GB of RAM.

2.8. JRE 1.6 & JacORB 2.3.1 upgrade

The following versions of Java and JacORB have been upgraded in this release:

Java version : jre1.6.0_21

Jacorb version : jacorb-2.3.1

3. Known issues and workarounds

The following sections list the known issues with their workarounds, and the target release version of Avaya Proactive Contact when the issue is likely to be revisited.

3.1. Supervisor

Work item number	Issue	Workaround (if any)	Target version
wi00324670	Scheduler restricts users to select only absolute time for the hourly scheduled activity. For example, if a supervisor has to schedule a job run starting at 10:30 a.m., and then run it after every 3 hours until 7:00 p.m., the supervisor is not able to schedule the job run to start at 10:30 a.m. The start time has to be set as either 10:00 a.m. or 11:00 a.m. This is a third-party issue and will not be targeted for resolution in 5.0.	None	Not applicable
wi00337295	Time stamp is not displayed for some activities, depending on the scheduled start time. The implementation is dependent on the working of the third-party control, codejock calendar control, which in turn is based on Microsoft Outlook. For example, timestamp is not displayed for absolute time, that is, 4:00, 4:30 or 5:30. This is a third-party issue and will not be targeted for resolution in 5.0.	None	Not applicable
wi00338761	[4.1.2] The Sort function does not work in the **Schedule** > **Reports** menu. The column in which this issue is reported does not contain entries in the date and month format. This column contains the following entries: o Activity created using the **None** recurrence pattern will be shown in the	None	Not applicable

Work item number	Issue	Workaround (if any)	Target version
	report as **Day xx of month xxxxxx**. For example, Day 11, August. ○ Activity created using the **Daily** recurrence pattern will be shown in the report as **Every day**. ○ Activity created using the **Weekly** recurrence pattern will be shown in the report as days. For example, Monday, Thursday. ○ Activity created using the **Monthly** recurrence pattern will be shown in the report as **Day ## of every ## months**. For example, Day 11 of every second month. ○ Activity created using the **Yearly** recurrence pattern will be shown in the report as **Day ## of month xxxxxx, xxxxx**. For example, Day 11 of the selected months. It is not possible to sort this column on just date and month; therefore, it will continue to be sorted on the **Generic** filter. This is a third-party issue and will not be targeted for resolution in 5.0.		
wi00832164	Editor and Health Manager do not show the dialer when dialer services are restarted while Health Manager is open.	Close all instances of Health Manager connected to the dialer before restarting the dialer.	5.0
wi00830267	Job stops immediately instead of	If a job is not present on	5.0

Work item number	Issue	Workaround (if any)	Target version
	graceful shutdown, if the multidialer stop command is applied when a job is present on one dialer and absent on the other dialer.	the other dialer, then do not use the multidialer command to stop the job on both the dialers.	

3.2. Dialer

The following are the known issues in Avaya Proactive Contact 4.2.1 Dialer:

Work item number	Issue	Workaround (if any)	Target version
wi00318190	In Japanese screen builder, Help does not work.	None	5.0
wi00351971	If Avaya startup scripts are enabled, it may take a considerable time for the login prompt to show up after the following message:: `EXT3-fs: mounted filesystem with ordered data mode.`	Although there are no messages, the system restarts and does not stop responding. Turn off the auto start, and then the login prompt shows up in less than a minute after the `EXT3-fs: mounted filesystem with ordered data mode` message.	5.0
wi00346913	When agents are a combination of outbound and ACD, most idle agents do not get calls in a sequence. ACD agents are those who join blend jobs.	None	5.0
wi00112164	Incremental Backup functionality does not work in the Backup/Restore feature.	None	5.0
wi00410396	The pds processes do not stop properly.	To stop pds processes: 1. Kill the dialerstatus process using the `kill -9 <process ID of dialerstatus>` command. 2. Run the `stop_pds` script. 3. Stop the mid-tier and database processes. 4. Start all the processes again.	5.0

4. Troubleshooting

4.1. Agent

Issue 1: Unable to launch the Agent application after changing the Start-in path of the application.

Solution: The default Start-in path for the Agent application is:

```
C:\Program Files\Avaya\Proactive Contact 4.2.1\Agent\
```

The Start-in path appears when you right-click the Agent icon and select Properties.

Do not change the default Start-in path.

4.2. Agent API

Issue 1: Data in the CustomerName field in PCS agent logs is not visible.

Solution: Configure the customer name field 'Name' as NAME in the *.fdict configuration file. If you do not configure the field as NAME, in PCS agent logs, the data in the CustomerName field will not be populated.

Note that naming the customer name field as anything else will not affect any other functionality except for population of data in the CustomerName field in PCS agent logs.

4.3. Supervisor

Issue 1: The Supervisor application is unable to connect to the dialer.

Solution: If the Supervisor application is unable to connect to the dialer, then check for the following:

- Ensure that all the Dialer, Mid-Tier, and Database processes are running.
- Add the Dialer Host entry in the hosts file located at: `C:\WINDOWS\system32\drivers\etc\hosts`
- Verify the ORACLE test connection by using the ODBC Data Source Administrator tool.
- Ensure that the Supervisor workstation has been rebooted.
- After editing the hosts file, if the Supervisor workstation is still unable to connect, open a command window and try to ping the dialer by name. If it still does not work, verify the dialer name and IP address in the mid-tier configurator and the hosts file.
- If the database does not connect, check whether the tnsnames.ora file in the <installdir>\Services\3rdParty\Oracle10g file shows the correct dialer name.

Issue 2: Unable to send e-mail alerts using the **Health Manager**/**Monitor Alerts** option.

Solution: For sending e-mail alerts, you must configure the e-mail setting as follows:

1. Set the e-mail server details, such as e-mail server name and IP address, in Mid-Tier configurator.

2. To set event-related e-mails:
   a. Open the Health Manager application.
   b. Click **Tools** > **Options**.
   c. Select **E-mail Settings** and specify the e-mail address in the **To** (recipient) and **From** (sender) fields.
3. To set e-mail alerts:
   a. Go to **Alert Viewer**. You can gain access to **Alert Viewer** using either Health Manager or Monitor.
   b. To set a new e-mail alert, click **Add**.
   To modify an existing e-mail alert, click **Edit**. The Alert Editor window is displayed.
   c. In the **Alert Editor** window, go to the **Notification** tab.
   d. Select the **Send E-mail** option and specify the e-mail addresses of the sender and the recipient.
4. If you have McAfee installed on your system, then `HealthBridge.exe` is blocked by the port blocking rule. To unblock `HealthBridge.exe`, perform the following steps:
   a. Right-click **McAfee OAS** and open **VirusScan Console**.
   b. Right-click **Access Protection** and select **Properties**.
   c. Select **Anti-virus Standard Protection** in the **Categories** pane.
   d. Select the **Prevent mass mailing worms from sending mail** rule.
   e. Click the **Edit** option. The **Rules Details** window appears. Add `HealthBridge.exe` in the **Processes to exclude** section.

After configuring these settings, various events such as dialer processes up/down, and alerts as configured in the Alert Viewer, for example, Total Idle Time > 3, Job End, are notified through e-mails.

Issue 3: Analyst is unable to display reports correctly.

Solution: Ensure that a default printer is assigned to the computer as Analyst uses the print preview function and the printer default font for display.

Issue 4: In the telnet application, when the user is connected to the server, then the basic **Alt** key behavior does not work. However, the **Alt** key works before and after connecting with the server.

Solution: Instead of using the **Alt** key to activate the menu and then select the respective menu, use shortcuts such as **Alt+F** and **Alt+E** to directly select the menu.

4.4. Dialer

Issue 1: If the customer restarts the M2 system without modifying `/etc/fstab` manually, the system does not start.

For the preventive workaround, refer to wi00343860, in the Known Issues section.

Solution: In this scenario, you can use the following workaround:

1. Insert Avaya Proactive Contact RHEL 4.7 Boot Media in the CD/DVD drive.
2. Restart the system and boot from the CD/DVD.
3. On the lilo prompt, enter **expert**.
4. When you select the server type as IBMx3550, the **What do you want to do?** screen appears.
   a. Select the **Open Rescue Shell** option. The **bash** command prompt appears.

   NOTE: If you did not select **expert** on the lilo prompt, you will not see this option. In that case, go back to Step 1.
5. Run the following commands on the **bash** command prompt:
   ```
   mkdir /mnt/root
   mount /dev/sda1 /mnt/root
   vi /mnt/root/etc/fstab
   ```
6. After opening the `fstab`, remove all the occurrences of **cciss**.
7. Save the file.
8. Run the `more /mnt/root/etc/fstab` command to verify that your changes have been saved.
9. Restart the system.

Issue 2: Record edit-deletion of record using Quick Search

Solution: Ensure that the PREP section of the calling list has REMOVEDUPS entry before INDEXLIST. If the issue arises, check the order of REMOVEDUPS and INDEXLIST in the PREP section of the calling list application.

Issue 3: Update PAM files to support multibyte language user ID.

Solution: If you have installed multibyte language dialer and configured LDAP, perform the following steps:

To update the PAM files to support multibyte language user ID:

1. Log in as **sroot**.
2. Go to `/etc/pam.d.`
3. Add the following entry to the proactive file as the first item in the file.
   `auth sufficient /lib/security/pam_ldap.so service=system-auth`
4. Add the following entry to the login file as the first item in the file:
   `auth sufficient pam_ldap.so" in /etc/pam.d/login`
5. Add the following entry to the passwd file as the first item in the file.

```
password    required    pam_ldap.so service=system-
auth
```

Issue 4: System might run out of disk space in some situations.

The system might run out of disk space when huge logs are generated on the same partition where the calling list backup is created (wi00350096).

You can create the calling list backup while:

- Upgrading to *Avaya Proactive Contact* 4.2.1 Dialer.

  Location of backup: As provided by the user during upgrade.

- Executing the **update_clist** script.

  Location of backup: `/opt/avaya/pds/xfer/PC4.2.1_clist_bkp`

Solution: After the upgrade, confirm that the calling list has been migrated to the new format. Avaya recommends that to save disk space, you store the calling list backup in a zipped format on an external media such as a DVD or a tape.

Issue 5: Unable to print multibyte language characters using spooler (wi00328764)

Solution: Perform the following procedure, only for Chinese, Japanese, and Korean.

To configure the printer for Chinese, Japanese, and Korean:

1. Login to the dialer as **sroot**.
2. Type **export LC_ALL=POSIX** and press **Enter**.
3. Type **system-config-printer** and press **Enter**.

   NOTE: Ensure that the printer is already installed.
4. Tab to **Edit** and press **Enter**.
5. In the **Edit Queue** window, go to **Driver**, and press **Enter**.
6. In the **Edit Driver** window, select the type of printer, for example, LaserJet 4200 and press **Enter**. A list of options appears.
7. Select **Postscript**, tab to **Edit Driver Options**, and press **Enter**.
8. In the **Edit Driver Options**, select **Prerender Postscript** in Japanese, Chinese, or Korean, and press **Enter**.
9. In the **Edit Prerender Postscript** window, to select the **Prerender Postscript** option, press the **Spacebar**. When the option is selected, the asterisk symbol (*****) appears.
10. Tab to **Ok** and press **Enter**.
11. In the **Edit Driver** options, select **Convert Text to Postscript**, tab to **Edit,** and press **Enter**.

12. In the **Edit Convert Text to Postscript** window, to select the **Convert Text to Postscript** option, press **Spacebar**. When the option is selected, the asterisk symbol (*****) appears.
13. In the **Edit Driver** options, select **Effective Filter Locale**, tab to **Edit**, and press **Enter**.
14. In the **Edit Effective Filter Locale** window, select **ja_JP** for Japanese, **ko-KR** for Korean, and **zh-CHS** for Chinese. Tab to **Ok**, and press **Enter**.
15. In the **Edit Driver Options**, tab to **Don** and press **Enter**.
16. In the **Edit Driver options**, select **GhostScript pre-filtering**, tab to **Edit** and press **Enter**.

Issue 6: Changing the gidNumber and password for roleadm user.

Solution: This procedure is applicable only if you have upgraded from Avaya Proactive Contact 4.0.1 with LDAP configured to Avaya Proactive Contact 4.2 to Avaya Proactive Contact 4.2.1.

To change gidNumber and password for roleadm user:

1. Login to the dialer as **root** user.
2. To change the gidNumber from 102 to 109, create LDIF file, for example, /tmp/user.ldif, and copy the following contents into this file:

```
dn:uid=roleadm,ou=People,dc=avaya,dc=com
changetype: modify
replace:gidNumber
gidNumber:109
```

3. Run the following command to change the gidNumber:

```
ldapmodify -x -c -D "cn=Manager, dc=<domain>, dc=com"
-w secret -f "/tmp/user.ldif"
```

4. Go to /home directory, and create pds_RBAC and pds_RBACAdmin directories as follows:

```
mkdir pds_RBAC
mkdir pds_RBACAdmin
chmod 755 pds_RBAC
chmod 755 pds_RBACAdmin
chown admin:pds_RBAC
chown admin:pds_RBACAdmin
```

5. Copy .profile file from /etc/skel_dlr to /home/pds_RBAC and /home/pds_RBACAdmin as follows:

```
cp /etc/skel_dlr/pds_RBAC/.profile  /home/pds_RBAC
chmod 640 /home/pds_RBAC/.profile
chown admin:pds_system /home/pds_RBAC/.profile
cp /etc/skel_dlr/pds_RBACAdmin/.profile
/home/pds_RBACAdmin/
chmod 640 /home/pds_RBACAdmin/.profile
chown admin:pds_system /home/pds_RBACAdmin/.profile
```

6. To change the roleadm password, run the following command:

   ```
   ldapsearch uid=roleadm
   ```

   The output of the above command displays the **userPassword** parameter along with the others. Copy the value given in the **userPassword** field.

7. Create a new file named as enc.txt and paste the value from the **userPassword** field in the enc.txt file.

8. Run the following command:

   ```
   openssl enc -d -base64 -in enc.txt -out dec.txt
   ```

   The original decoded password of roleadm is stored in dec.txt.

9. Login to the dialer as **root** user.

10. To change the roleadm user password, type **`passwd username`** and press **Enter**.

11. When prompted, type the old password and press **Enter**.

12. When prompted again, type the new password and press **Enter**. Re-enter the new password and press **Enter**.

NOTE: When you run the **`passwd`** command, a prompt asking for the current roleadm user password is displayed. Provide the password as included in the dec.txt file.

Issue 7: Creating tmp directory at /opt/avaya/pds/imon

Solution: Perform this procedure only if you are using Internet Monitor in your setup.

To create tmp directory, run the following commands:

```
cd /opt/avaya/pds/imon
mkdir –p  tmp
chmod 755  tmp
chown admin:pds_system tmp
```

If you plan to use Internet Monitor later, then create tmp directory at that time after mounting the /opt/avaya/pds/imon directory.

Issue 8: Generating new certificate for LDAP with a validity of approximately 10 years

Solution: Before performing the procedure to generate new certificate for LDAP, note the following:

- Follow this procedure if PC412_22 or PC42_230 are not installed.
- Perform the procedure for generating new certificate for LDAP on each dialer in the pod.
- Run the script `/opt/avaya/pds/tools/shell/ldap_regen_cert`.
- Re-run the `ldap_admin` script and update the node information again on all the dialers in the pod.

To generate a new certificate for LDAP:

1. Login as **sroot** user and execute the `ldap_admin` script.
2. Stop the slapd service.
3. Select the option, **2. Add/Delete LDAP Nodes**.
4. Delete all the remote nodes using the option, **2. Delete**.

   NOTE: Do not remove the local node, which is the first node in the list displayed in the **Add/Delete LDAP Nodes** menu.
5. Add all the nodes that were deleted in the above step using the option, **1. Add**.
   a. On the prompt, enter the hostname and IP address.
   b. On the **Do you want to copy the certificate?** prompt, select **Y**.
   c. On the prompt, enter username and password.
   d. On the **Do you want to configure replication?** prompt, select **Y**.
6. Start the slapd service.
7. Verify the validity of the LDAP certificate by running the following commands:

   ```
   cd /etc/openldap
   openssl x509 –in cacerts/cacert.pem –text | grep –E
   "Validity|Not"
   ```

5. Contact support

You can contact Avaya Proactive Contact Technical Support through Internet, email, or telephone. To contact Avaya Proactive Contact Support by telephone, call at one of the following numbers:

Global Support Services (GSS) +1 800 242 2121

Canada Customer Care Center +1 800 387 4268

Remote Service Center Hungary +36 1238 8807

Caribbean and Latin America +1 786 331 0860

EMEA Services - Post Sales Technical Support +31 70 414 8720

Asia/Pacific Regional Support Center +800 2 28292 78 / +65 6872 5141 and +0080066 501243 (India)

For details on contact information, visit: http://support.avaya.com