

List of fixed issues, improvements, known issues, and troubleshooting for Avaya Proactive Contact 5.0 (Dialer, OS, Agent, Agent API, Supervisor, and Database)

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Revision history

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0.1	November 22, 2010
0.2	December 27, 2010
0.3	January 17, 2011
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1. What is new in this release

1.1. Real-Time Record Selection Support

In prior releases of Avaya Proactive Contact, the only Record Selection criteria that could be changed during running a Avaya Proactive Contact job was the ability to turn Time Zones on or off.

The Time Zone feature was designed to help users to implement a “follow-the-sun” strategy. Avaya Proactive Contact 5.0 provides the ability to change the Selection Criteria while a job is running without the requirement to stop and restart the Job. For example, a job could be running that is targeting 30 day and 60 day delinquent accounts. Midway through the job, the criteria could be modified in real-time to focus on a 60-day account only.

1.2. Automatic Record Selection for Job Linking

This feature enhancement allows users to set up a long chain of linked jobs. In prior versions of Avaya Proactive Contact, the user had to monitor the current campaign and run the Record election for the linked job just prior to the completion of the current job. In this release of Avaya Proactive Contact, users are provided with controls that allow them to have the record selections on linked jobs run automatically at the end of the current job. This eliminates the time spent on monitoring the end time of the first job as well as each subsequent job.

Additionally, running record selection just before the starting of the linked job ensures that there is no overlap between records selected in the first job and the records to be called in the linked job(s).

1.3. Unit Work List Job Compatibility with Infinite Lists

Avaya Proactive Contact 5.0 adds the ability to run Unit Work List jobs using an Infinite List. This allows users to feed records into Unit Work List jobs nearly real-time. The Unit Work List Job processing then places new calls based on the priority and routes them to the agents who have joined the Unit ID associated with those records. This enables new high priority records to be called before other records and to have them handled by agents based on the specific skills of the agents.

1.4. Multi-Unit Selection for Unit Work List Jobs

Currently, users of Avaya Proactive Contact 4.x or earlier are limited to two choices when using Unit Work List Jobs. Upon joining a Unit Work List Job, agents can either log into one Unit ID or all Unit IDs. For example:

- A customer has agents that speak up to 3 languages but some of their agents only speak one and a few speak only two. When joining a Unit Work List Job the agents that speak one language select the unit for their one language and the agents that speak all three simply choose the All Unit IDs option. However, the

agents that speak two of the three languages can not pick their two specific languages.

- Avaya Proactive Contact 5.0 provides the option for any agent to “multi-select” from the master list of all Unit IDs. In the example above there would be three unit IDs, one for each language. The agents that speak two languages can now pick their two specific languages from the pick list.

This enhancement to Unit Work List Jobs reduces the need for agents to join multiple Jobs. Users can now set up Jobs that span many skills (indicated by various units) and then have agents only receive live voice connects that match their specific skill set/unit(s).

1.5. Virtual job Opt-out option

In prior version of Avaya Proactive Contact, the virtual job feature was limited to playing of a message. After playing the message, the system would hang-up with no other options allowed for the customer.

In this release of Avaya Proactive Contact, customers have the option to opt-out of the virtual message by pressing a digit on their phone. Options include opting out to an Intelligent Call Blend Job (or pure Inbound Job) on Avaya Proactive Contact or to a VDN within the Inbound Call Center, thus enabling the customers to talk to live agent.

The Avaya Proactive Contact CTI system also supports this function but uses only the opt-out to VDN option.

1.6. Agent Blend Support for Avaya Aura Contact Center (AACC)

This release of Avaya Proactive Contact provides Agent Blend capabilities with the legacy CS 1000 switch and the Avaya Communication Manager Medium Size Business Template (MBT) configuration.

Avaya Proactive Contact uses the Contact Management Framework (CMF) web services interface available in AACC as the integration point to the CS 1000 and MBT systems. CMF is a SOAP-based web services API that provides Avaya Proactive Contact access to all of the statistical Call Directory Number (CDN) information it needs to achieve Agent Blending. Once this integration is in place, the Agent Blend feature in Avaya Proactive Contact works exactly as it would with any other switch, for example, Communication Manager.

Software Requirements:

- AACC 6.0 SP3 and Avaya Proactive Contact 5.0
- AACC 6.1 and Avaya Proactive Contact 5.0
- Earlier versions of Nortel environments such as CC7 are not supported and therefore must be upgraded to AACC 6.0 SP3 or AACC 6.1

1.7. Simultaneous Agent and Call Blending

Avaya Proactive Contact 5.0 includes support to run Intelligent Call Blending and Agent Blend on the same system at the same time. This can be especially useful for users

using a single system for multiple departments, for example, a company with one department doing Collections and another one doing Tele-servicing on a single system.

With Avaya Proactive Contact 5.0, the Collections department can use Intelligent Call Blending while the Tele-servicing department uses Agent Blend for their Jobs.

1.8. Internet Monitor Enhancements

In this release, extensive enhancements have been made to Internet Monitor. Avaya Proactive Contact 5.0 Internet Monitor can now retrieve data from system's Oracle database. This insures that data viewed in the Internet Monitor is the same as the data within the Supervisor Suite Monitor application. This enhancement also allows additional data to be displayed within the application. Hyperlinks from one view to another have been added along with support for tabular and graphical views of each screen. The application has been modernized using a look and feel similar to Avaya IQ and using the icons that the users are familiar with from Avaya Proactive Contact Monitor application.

Internet Monitor now includes an option to install and support the required Web Server on the Avaya Proactive Contact server. This option allows users to deploy the application entirely on Avaya Proactive Contact and simply provide users with appropriate web link for reporting. Note that this option does not preclude users from deploying the application using their own Web Server.

1.9. Running Real-time Scheduling

In the prior versions of Avaya Proactive Contact, all scheduled tasks created, deleted, or changed using the Editor interface were not executed until after a system restart. In some cases, this caused unnecessary inconvenience for users. For example, a Job was scheduled to start at 9:00 AM and at 8:30 AM, a supervisor deletes the scheduled item using Editor. In order for the Job to not start at 9:00 AM, a system restart was required.

Avaya Proactive Contact 5.0 provides the option for users to create, modify, or delete scheduled items and have them executed without a system restart.

1.10. Multiple day selections with hourly recurrence in Schedule

Earlier, hourly recurrence in scheduling was mutually exclusive with the Weekly, Daily, Monthly, and Yearly recurrence patterns. In this release, hourly repetition is an independent option that can be combined with any of the recurrence patterns.

1.11. Extend Agent Joblist Functionality to Agent API and Avaya Proactive Contact Agent

Prior versions of Avaya Proactive Contact restricted the jobs that the agents can join using a feature called Agent Joblist. However, the Joblist feature was available only for the character-based agent application. This feature enhancement in Avaya Proactive Contact 5.0 extends the Joblist functionality into the GUI based PC Agent application and into the Avaya Proactive Contact Agent API.

1.12. Enhanced Cell Phone Detection

Cell phone Call Progress Analysis (CPA) offers a unique set of challenges relative to land lines. Differentiating between voice mail and a live voice is more challenging since cell phone companies' voice mail systems tend to have many pauses in the greeting. For example: “You have reached the voice mailbox for”(pause) “John Doe”(pause) “Please leave your message after the tone”. Or, “You have reached”(pause) “4-2-4-5-6-7-8-9-9-9” (pause) “Please leave a message after the tone”.

The pause in the first 3 seconds is often detected incorrectly as a live voice because it sounds very much like “hello”(pause). This results in automated voice calls being passed as live voice calls to agents.

In this release, the Enhanced Cell Phone Detection enables users to adjust the sensitivity of the CPA to address this issue. The past design of the dialer allows someone who answers the phone with “Hello, this is John” (for example) to be detected as a live voice. This allows business calls that are answered by a receptionist to be correctly classified as a live voice.

However, for campaigns that are dialing cell phones, most people still simply answer “hello”. A timer has been added to the Job which allows the supervisor to tell the system how long to “listen” (1, 2 or 3 seconds) before determining if the call is a live voice or an answer machine.

For cell phone jobs, it is better to set this value to 1 or 2 seconds for more accurate detection.

Impact:

This enhancement allows customers to tune the CPA algorithm at the Job level. For cell phone oriented Jobs, a lower setting helps catch simple “hello” as a live voice while anything longer is categorized as an automated voice. For business Jobs a traditional higher setting allows longer greetings to be detected correctly as a live voice.

1.13. Automatic Agent Set Recall for Completed Jobs

This enhancement allows agents to automatically receive recalls scheduled in one Job while they are participating in another Job. This improves agent productivity by allowing all agents to move from one Job to another as the net-new calls on the original Job are depleted. In turn, this improves campaign effectiveness by ensuring that valuable agent set recalls are placed at the customer requested time.

1.14. Enhanced SNMP Support

Avaya Proactive Contact 5.0 continues to build on the system’s Management Information Base (MIB) which was introduced in Avaya Proactive Contact 4.x. In addition to the full suite of PG230RM switch traps/alarms added in Avaya Proactive Contact 4.1.2 (including port, card, memory, communication and other items necessary to monitor the health of the switch), Avaya Proactive Contact 5.0 has several new traps/alarms aimed at alerting management to agent issues, licensing problems, and required maintenance routines.

Avaya Proactive Contact 5.0 alarms are exposed to third–party tools through the SNMP GET/WALK standard. Network Management Systems are integrated to Avaya Proactive Contact 5.0 using system's NET-SNMP daemon. All unique alarm identifications have a corresponding Object Identifiers Registry (OID) in the revised version of the Avaya Proactive Contact 5.0 MIB.

1.15. Strengthened Password Support

In this release, the password security has been enhanced based on the following criteria:

- Password encryption algorithm: SSHA (LDAP only)
- Password Composition
    - Minimum password length: 8 characters
    - Passwords should include any three of the following:
        - One upper case letter
        - One lower case letter
        - One number
        - One special character
- Password history: 7 passwords
- Account lockout threshold setting: Lockout after 3 attempts

This option can be configured as On/Off. When it is configured as on, anytime a new user is created or a user resets his/her password, the newly created password must match the enhanced password security criteria described above.

1.16. Automated Agent Monitoring Transition

Within the Monitor application of Avaya Proactive Contact 4.x and earlier versions, Supervisors can actively monitor an agent's conversation. However, when the Supervisor wants to switch to monitoring another agent, the system closes their first connection and reestablishes another connection with the new agent. This costs the Supervisor valuable time waiting for the process to take place. Avaya Proactive Contact 5.0 eliminates this time consuming process by allowing Supervisors to immediately switch between agents.

1.17. Simultaneous Campaign Alert

This alert warns users that they are about to exceed the maximum number of simultaneous running Jobs allowed on the system. This prevents them from overwriting other Jobs that were started earlier. In this release, the maximum number of jobs that can be run has been increased to 150 jobs, which includes the active and shadow jobs.

1.18. Enhanced Database Documentation for Custom Reporting

In this release, documentation has been enhanced to include details of the entire Oracle database including explanations of all tables, fields and so on. Also included is an explanation of how all reporting fields are calculated within the database.

1.19. Hardware and Software Updates

The following are the hardware and software updates in this release of Avaya Proactive Contact:

- Avaya Proactive Contact Server
  - Operating System updated to Redhat Linux 5.5
  - Updated with Java 1.6 components
  - New HP ProLiant DL360 G7 Common Server. Continued support for IBM x3650 M2 and HP ProLiant DL385 G2/G5 servers.
- Avaya Proactive Contact Supervisor Suite
  - Supported on 64-bit version of Windows 7 Enterprise and Windows XP
- Avaya Proactive Contact APIs
  - Now supported on Windows 7 client.

1.20. Administrative Improvements

Send system reports using the Simple Mail Transfer Protocol (SMTP)

This enhancement adds the Linux sendmail RPM and associated third-party package dependencies to the standard Avaya Proactive Contact software installation. This allows Avaya Customer Support to quickly email troubleshooting logs and/or reports to key subject matter experts which in turn leads to faster resolution of system issues.

Isolate code into components for faster troubleshooting

This enhancement is designed to lower the amount of time it takes for the customer support to troubleshoot and fix system issues.

Upgrade agents and supervisors in release blocks

This enhancement allows the Avaya Proactive Contact server software to be upgraded without the time consuming process of updating the system's Supervisor Suite or the Avaya Proactive Contact Agent application. For example, the Avaya Proactive Contact 5.0 agent and supervisor applications will work with the 5.0.1 or 5.0.2 Avaya Proactive Contact server versions. This enhancement only applies to Avaya Proactive Contact 5.0 and is not backwards compatible with any previous version.

Configuration simplification tools for PODs, Agent Blend, and Time Zones

The implementation team uses these tools to insure configuration accuracy and consistent implementation of each of these features. In turn, implementation and testing cycles are shortened, human error is minimized, and the total time to live production is reduced.

2. Issues fixed

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

This document provides a list of known issues and workarounds, and most of the fixed CFDs, associated QQ calls, improvements and enhancements, quality initiative program, and troubleshooting information for Avaya Proactive Contact 5.0.

NOTE: This document does not include CFDs related to documentation and localization.

2.2. List of work items associated with the patches merged in the Avaya Proactive Contact 5.0

Patch number	Work item number	Resolution
PC421_262	wi00831111 wi00842692 wi00843659	This patch enables the sysadm_tool to execute all operations as root without any limitation.
PC421_259	wi00847915	This patch includes the OFCOM enhancements.
PC421_260	wi00837536	This patch improves the OFCOM related report calculations.

2.3. Agent subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
161112	wi00409943	Uses are unable to cancel calls on the Managed Jobs. As a result, the system continues to dial the number even after the preview time has expired.	Fixed by adding a new form. If there are multiple cancel keys present in the agent key file, PCAgent application displays a form containing all canceled compcodes while releasing the line.
	wi00829252	Agent crashes because S28974 is not present in the ini file.	Fixed by adding the message in the Moagent32.ini file.
162932	wi00599969	Documentation missing for the issue of truncated fields when using acceptable entry lists and Proactive Contact Agent.	Fixed by adding the required information to the Administering Avaya Proactive Contact 5.0 Guide.

2.4. Supervisor subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
161354	wi00462363	The application should display useful messages when user tries to upload new message to dialer in a Pod environment.	Fixed by adding a relevant message in mFTPControl_Done() function to capture error in case any message is missing/removed from the switch/voice folder in the dialer.
164850	wi00824827	Under the Calling lists section in Editor, the changes made in the **Upload to host** tab cannot be saved unless a space is inserted in the Terminator field.	The issue was caused because of the unwanted validation for blank value of TERMINATOR field in Editor. Fixed by removing the validation.
138167, 140363	wi00123994	Editor does not show any error or warning if it tries to start more jobs than the limitation set for PDS.	Fixed by making the Architectural changes in the MAXJOBS implementation.
159947	wi00399952	Analyst fails if there is some period of inactivity on the application.	Fixed in the latest version of Oracle instant client. Upgrade Oracle instant client version to 10.2.0.5.
160706	wi00408229	Users are unable to create domain names of more than 8 characters on Editor.	The current limit for maximum character allowed by the Communication Manager is 13 characters. The maximum length of domain name has been restricted to 19 characters.
166868	wi00843684	Users are unable to install Avaya Proactive Contact 4.2 Supervisor only by selected monitor. Able to install properly when all the tools are selected like monitor, editor and so on.	Fixed by making the Supervisor application to install the required Common component, ace.dll, which was wrongly included in Analyst feature earlier.
157718	wi00377707	Users are unable to check incompatible job types on the dialer.	Fixed by changing the functionality so that user is not able to select call

			pacing as cruise control for these types of job. Also, enhanced the functionality by displaying an error in case user tries to set managed/sales verification/virtual/UWL parameter to YES for the cruise control job.
149012	wi00330921	Need definition of the Immediate recalls field in the Call selection report.	Fixed by adding the required information to the Supervisor Guide.
	wi00847738	Analyst Monthly database rollup report shows all service calls as nuisance calls.	Fixed by changing the calculations for Analyst Monthly database rollup report.
	wi00830850	Analyst reports show very high data when compared to tran files.	Fixed by adding a check for duplicate data before inserting data into database.
155794	wi00378004	The Job completion code view in Monitor does not display data.	Fixed by adding a column named as **% job complete** at the end of the cmv file in case it did not exist.
163156	wi00830752	Analyst monthly reports show two different totals for the **Records Selected** field.	Fixed by correcting the formula for the **Records Selected** field in the database maintenance script.
164872	wi00825133	Both inbound and outbound call data is visible for BLEND JOBS in the **Nuisance rate** column of the **Ofcom Summary Report** in Analyst application.	Fixed by correcting the formula to consider only outbound calls in blend jobs. The **Nuisance rate** column is replaced with the **Abandon Rate** column.
163594	wi00831847	The **Agent Activity** report shows incorrect summary for the **Job Activity Time** section.	Fixed by correct the formula for **Job Activity Time Summary and Report** section.
	wi00837592	Agent reports show incorrect data everyday in case of managed job.	Fixed by correcting the idle time calculation in the A_ONLINE event for the manual calls.
98574	wi00013043	The default scheduled report tasks run only if the logged on flag is	Fixed by adding the required information to the

		disabled.	Supervisor Guide.
	wi00339190	Users cannot select multiple items.	Fixed in a WI for Avaya Proactive Contact 4.0. This issue is not reproducible in Avaya Proactive Contact 4.x and 5.0.
163215	wi00830748	Right-click option is disabled for some of the active jobs when filter is applied on the view.	Fixed by merging patch PC421_263.
163223	wi00830677	Whenever user tries to transfer an agent from current job to another job, every time mouse cursor picks up the first entry and wrong agent gets transferred.	Fixed by introducing a check to ensure that the selection does not move to the first agent row. Instead, it remains on the same agent row even after the refresh.
160041	wi00388583	Translation is incorrect in the Japanese version of Supervisor Editor 4.1.2.	Fixed by correcting the translated text in Japanese language.
160985	wi00409944	Translation issue in the Selection - Active "selection name" in Editor in the Japanese Version.	Fixed by correcting the translated text in Japanese language.
160886, 160892	wi00409774	The Pending and Active scheduled activities on the Editor are not displayed in the Scheduled Activities window when an activity is scheduled and saved.	Not reproducible in Avaya Proactive Contact 5.0

2.5. Dialer subsystem

List of associated QQ calls

QQ call ID	Work item number	Description	Resolution
160919	wi00842334	The extracts with zero records are not visible in the Analysis application.	Fixed by correcting the logic to display appropriate message if there are no records.
148467	wi00324473	Russian timezone MSK-3MSD has one hour time difference in the Analyst reports.	This is a duplicate of wi00336351.
144706	wi00314767	The dbpopulate.pl does not repopulate data and fails with each attempt at Persisting Job Table.	Fixed by modifying the binaries to ensure that the dbpopulate script works properly.

153358	wi00358275	The Account file reaches a maximum of 2 GB without completing the maintenance activity, resulting in a system failure.	Fixed by modifying the signalit binary code to prevent the multiple instances of the same process.
133598	wi00387822	Changes required for Avaya Proactive Contact 4.0 Help file menus and Jobmon.	Fixed by updating the help files. Some of them were modified for better formatting.
160122	wi00400128	Due to the missing history_db.cfg file, data cannot be logged into the historical database.	Fixed by modifying the code to handle the EVENTNAME corrupt scenario.
160881, 161298, 164346	wi00362763	PC SWAT- Agent application fails when a record is marked as DNC.	Fixed this issue by handling the error returned by donotcall binary.
158916	wi00410677	The Jobmon starts even when the pds is down.	Fixed by making the jobmon to not start if the PDS is down. Instead, it reports an error message and quit.
161916	wi00461375	The archive_mgr should be corrected.	Fixed by correcting the redirection to create logs on the system from which backup is initiated.
164189	wi00774850	In list distribution, length of a field name goes over into filter name. It allows entering a 32 characters field name but only 25 characters are displayed after entering filter value. This behavior is different from the PDS12 version.	Fixed by correcting the alignment and logic. Also, corrected the value field displayed the correct value without overlapping on the Filter field name.
164845	wi00819910	The heading of the Criteria field and content below it are misaligned.	Fixed by changing the start position of data in CRITERIA field to align with header.
166540	wi00843040	Unknown call completion code errors are displayed on 16 character code names, where the maximum size of a code name is 16 characters.	Fixed by adding the appropriate information to Administering Avaya Proactive Contact 5.0 Guide on page 119 as a note.
166758	wi00843378	The SSL parameter in master.cfg needs to be baselined.	Fixed by adding parameter “SSL:YES” in baseline file

			parameter.cfg.
161098	wi00849943	Caller process stops while exiting from the menu.	Fixed by ignoring ctrl+z if a user logs in using system. Similarly, ctrl+z is ignored if user executes menu after logging in as admin.
165348	wi00829066	The sysadm_tool causes security breach.	Fixed by removing sysadm_tool from the system entirely.
164718, 165582, 166252	wi00840387	Caller fails when an AOR is attempted for a record with corrupt phonestat value.	Fixed by modifying the caller's source code to prevent it from overwriting and thereby corrupting the phonestat field of the previous record in its internal records structure.
160706	wi00408229	Not able to create domains with names consisting of more than 8 characters.	Fixed by making the appropriate changes in disp_iicb.c,bin_eng.msg and vlui.c.
159460	wi00400428	The ldap_admin script should handle both sftp and vsftpd.	This issue will not be fixed as the decision to not support vsftpd out-of-the-box with Avaya Proactive Contact was based on CTO requirements.
164659	wi00830794	Database does not get populated correctly if job runs post midnight till maintenance.	This issue has been addressed with the fix in wi00839221.
165925	wi00836539	swif_ct fails for invalid phantom numbers.	Fixed by converting the long integer to string.
	wi00830680	Jobs started simultaneously using the same list may cause job to fail with a SIGSEGV.	Fixed by modifying the code.
165814	wi00837591	IVR Agents cannot log in as ivr_conn does not close its IPC queue when it shuts down.	Fixed by closing the IPC connection while shutting down the ivr_conn binary.
	wi00837952	Postupdate runs but updates the wrong field when the user selects a manually set RECALL number.	Fixed by correcting the logic in the postupdate binary.
161784 164087	wi00360345	Enforcer demonstrates the ability to give secured web url (https) in the weblm configuration.	Fixed by supporting the https URLs for the WebLM server by enforcer.
157940,	wi00842888	Monitor does not show any data,	Fixed by merging two hot

158235, 158722, 159291, 160260, 162232, 162604, 162742, 163018, 163578, 165308, 165529, 165845, 166671, 166874, 167355, 168665		enserver stats thread dies, stats data flow terminated, generates statspump too many clients error.	fixes. Several bugs have been fixed to address the enserver crashes. Introduced new fault-tolerance feature to disconnect clients.
	wi00829263	Dialer processes are not started in one case when archive_mgr exits.	Fixed by giving a call to function handle_pds_start_on_exit to start dialer processes before exiting.
161250	wi00831110	Auditor does not show some failed logins on LDAP systems - evmon problem.	Fixed by making the dialer authentication library to log failed logins. The failed login attempts from Supervisor and Agent are displayed in the Auditor report.
	wi00847696	Improve the enserver debug code.	Fixed by making cosmetic changes to the debug logging in enserver. Introduced a new optional Enhanced logging feature to troubleshoot issues.
	wi00382174	Enforcer needs code changes to support internationalization.	Fixed by updating some enforcer code and user strings in order to better support internationalization.
156310	wi00384160	[Dialer Core] In Editor, user can set cruise control SL below 70%.	Fixed by modifying the command-line job editor(config_ed) to prevent invalid values for the Service Level setting.
155816	wi00850505	The java child process does not get terminated after termprocess -k for datapump or statspump.	Fixed by making the svcscontrol script in sync with mtscontrol.
	wi00844502	Downloads past the EndTime value	Fixed by correcting the

		do not get processed on all days of the month except for the 1st day.	logic to start the downloading.
162696	wi00830687	Health Manager neither generates an event in the Activity Events Viewer nor sends an email notification when the Memory Usage threshold is met.	Fixed by making the Health Manager to generate an Activity Event and send an email when the Memory Usage threshold is exceeded.
112870	wi00013453	Using AUTOWRAP, agent cannot use QUICKREL:call_complete in PC Agent.	Fixed by allowing agents to use QUICKREL in AUTOWRAP.
142550	wi00322686	When overflow blend is used, the nuisance data in Quality reports is displayed incorrectly.	Fixed by correcting the data in the OFCOM reports, instead of modifying generic quality reports.
155939	wi00112164	Incremental Backup does not work in Backup/Restore.	Fixed by removing the corresponding menu option for Incremental Backup.
157464	wi00847000	The dbpopulate tool used to exist in the releases prior to Avaya Proactive Contact 4.x, but became non-working when the ability to pass parameters into datapump was removed.	Fixed by reverting the functionality as was existing in the releases prior to Avaya Proactive Contact 4.x. The datapump binary is able to parse the input parameters.
151784	wi00847723	Enserver fails because of the assetion error in ShmDataReader.cpp	Fixed by increasing the fault-tolerance of enserver.
157400	wi00375454	The strings included in enforcer patch PC41_156 should be translated.	Fixed by creating two strings for two different runtime situations. Also, translated the strings in the localized languages.
158757	wi00382693	The contents of /tmp directory does not get restored after mondo restore.	Fixed by displaying a message while taking backup that informs the user that /tmp directory will not be backed up.
157457, 159956, 159979	wi00429189	Campaign Monitor Job details view percentages reach very high value(>100) under performance section.	Fixed by adding the ‘where’ clause in the job details view query to resolve the issue.

165044	wi00829270	Japanese character is truncated when user presses Enter on the List Distribution Field Selection window.	Not reproducible in APC 5.0
166869	wi00843400	The strings used in bt_backup are not localized.	Fixed by adding the required information in the localized languages.
137211, 156837	wi00242963	When you use Editor to modify length of a field in an existing calling list, the ext_list process does not bring existing list and list.old into new format. It causes issues in the following functionalities: • latelist/latemark • screenbuilder	When calling list is moved from pending to active version, ext_list is called for the clist and data is extracted into the new format . For screenbuilder issue, the user needs to update the screen files once the new calling list is active.
	wi00844602	Documentation should include the supported limits for users.	Fixed by adding the supported limit of users in Avaya Proactive Contact 5.0 Overview Guide.

3. Improvements and enhancements

3.1. Enhancement requests

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

Enhancement request number - GRIP	Description
GRIP 3852	Supports escape general recall feature.
GRIP 2356	Supports signing on to multiple units by agents.
GRIP 3576	Supports the functioning of Unit Work List with Infinite list.
GRIP 3000	Supports the next generation Contact Center R2 Integration for PAB.
GRIP 3100	Supports the automatic record selection feature.
GRIP 3960	Supports enhanced debug by component feature.
GRIP 155/255	Extends Agent Joblist functionality to Agent API.
GRIP 354	Supports simultaneous campaign alert.
GRIP 1630	Supports enhanced Agent monitoring.
GRIP 3286	Multiple day selections with hourly recurrence in Schedule.
	Supports executing the schedule items the same day.
GRIP 3537	Supports enhanced password strength.
GRIP 2538	Support the inclusion of sendmail for custom email notifications and supports the usage of '**C shell**' for password synchronization.
Not applicable	Supports the enhancements made to the Internet Monitor GUI.
Not applicable	Supports Enhanced cell phone detection feature.
Not applicable	Supports the option to the called party to opt out of the recorded message and connect to a live agent.
Not applicable	Supports changing the selection criteria for records while a job is running without the requirement to stop and restart the job.
Not applicable	Supports several new traps/alarms aimed at alerting management to agent issues, licensing problems, and required maintenance routines.

wi00834343	Supports the proper exiting of jobmon after closing the terminal window and releasing the acquired Headset slot.

4. Known issues and workarounds

The following sections list the known issues with their workarounds, and the target release version of Avaya Proactive Contact 5.0 when the issue is likely to be revisited.

4.1. Supervisor

Work item number	Issue	Workaround (if any)	Target version
wi00867126	Issue with monitoring an agent when the extension on the secondary dialer is already in use.	Re-open the Monitor and begin the agent monitoring activity again.	Patch on top of Avaya Proactive Contact 5.0
Wi00895433	Editor displays corrupted script name for Russian language.	None	Avaya Proactive Contact 5.1
wi00895436	In Chinese, Japanese, and Korean languages, unable to add message in Editor using localized user login.	None	Avaya Proactive Contact 5.1
wi00898467 wi00895445 wi00898482	Avaya Proactive Contact Editor, Role Editor and Hierarchy manager does not display localized user names correctly.	None	Patch on top of Avaya Proactive Contact 5.0

4.2. Dialer

Work item number	Issue	Workaround (if any)	Target version
wi00863169	FTP users created using ldap_admin script do not work.	None	Avaya Proactive Contact 5.1
wi00869010	When modifying a user password using createop, the password failure count is not reset for the locked user account.	Modify the password and then reset the failure count using the Ctrl +U option in createop.	Avaya Proactive Contact 5.1
wi00897234	For all the languages other than English, jobmon does not show inbound agents count.	None	Patch on top of Avaya Proactive Contact 5.0

4.3. Agent

Work item number	Issue	Workaround (if any)	Target version
wi00867398	When agent sets the call-back time for recall, while releasing the line with recall release compcode or agent owned recall compcode, the call-back pop-up appears again and the agent has to set the call-back time again.	Workaround 1: Set the call-back time only when the call-back pop-up appears while releasing the line Workaround 2: In the PDSAgent.ini file, the AutoCallbackCompcodes parameter contains list of compcodes for which call-back pop-up will be shown automatically while releasing the line (default value of which is 19- Recall Release, 98- Agent Owned Recall). Remove the entry of the compcode from this parameter for which automatic call-back pop-up is not required.	None

4.4. Agent API

Work item number	Issue	Workaround (if any)	Target version

wi00850034	During uninstallation of Agent API on Microsoft Windows 64-bit OS, the following error message is displayed:
	`The following files did not self-register or unregister:`
	`C:\WINDOWS\SysWOW64\MSCAL.OCX`
	`Unspecified error`
		You can continue uninstalling the Agent API application. However, the MSCAL.OCX is not unregistered.	Avaya Proactive Contact 5.1

5. Troubleshooting

5.1. Agent API

Issue: In Windows 7, non-administrator is not able to edit moagent32.ini file located in %WINDIR% (e.g. C:\Windows\). If standard users need to edit the file, administrator should provide required permissions to standard users.

Solution: To provide permission to the users:

1. Right-click the file and click **Properties**.

2. Go to the **Security** tab

3. In the **Group or user names** box, select **Users** and click **Edit...** button.

4. In the new box, again select **Users** and in the **Permissions for Users** box, provide sufficient permissions by selecting the edit and modify buttons.

NOTE: If an administrator user is not able to edit the moagent32.ini file, then ensure that the **Read-only** attribute of the file is not set.

5.2. Supervisor

Issue 1: Analyst is unable to display reports correctly.

Solution: Ensure that a default printer is assigned to the computer. Analyst uses the print preview function and the printer's default font for display; therefore, a default printer must be assigned to the computer.

Issue 2: Supervisor is unable to connect to the dialer.

Solution: If the Supervisor is not able 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 Supervisor workstation is still not able to connect, open a command window and try to ping the dialer by name. If it still does not work, verify that the dialer name and IP address is correct in the midtier 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 3: Unable to send e-mail alert 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 (e-mail server name and IP) 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 application.
   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 Sender and 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.

5.3. Dialer

Issue 1: For Chinese, Japanese, and Korean languages, in LDAP setup, update PAM files to support multibyte language user ID.

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

Note: The localized userid login is supported only from the GUI application. Userid should be less than or equal to 3 characters.

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 as the first item in the "/etc/pam.d/proactive" file:
   ```
   auth sufficient /lib/security/pam_ldap.so
   service=system-auth
   ```
4. Add the following entry as the first item in the "/etc/pam.d/login" file:
   ```
   auth       sufficient      pam_ldap.so
   ```
5. Add the following entry as the first item in the "/etc/pam.d/passwd" file:
   ```
   password    required    pam_ldap.so service=system-
   auth
   ```

6. 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://www.avaya.com/support