IP Office Contact Center – Maintenance Task Based Guide

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IP Office Contact Center Maintenance

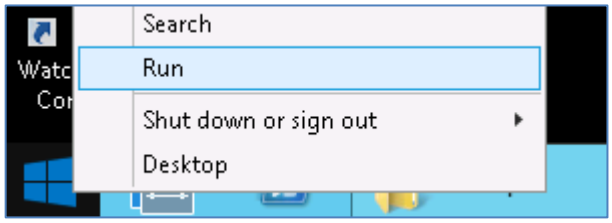
Overview

This guide provides details relating to the Backup, Restore, Upgrade and Migration of IP Office Contact Center databases. It also covers the use of maintenance utilities such as TTrace Console the generation Log files and the IP Office Contact Center Configuration Report.

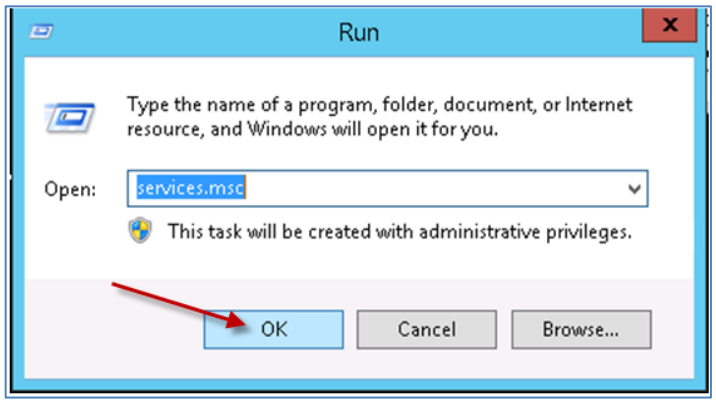
Note: When performing any maintenance repairs on IP Office Contact Center components, the IPOCC Watchdog must first be stopped.

Stopping the IPOCC Watchdog

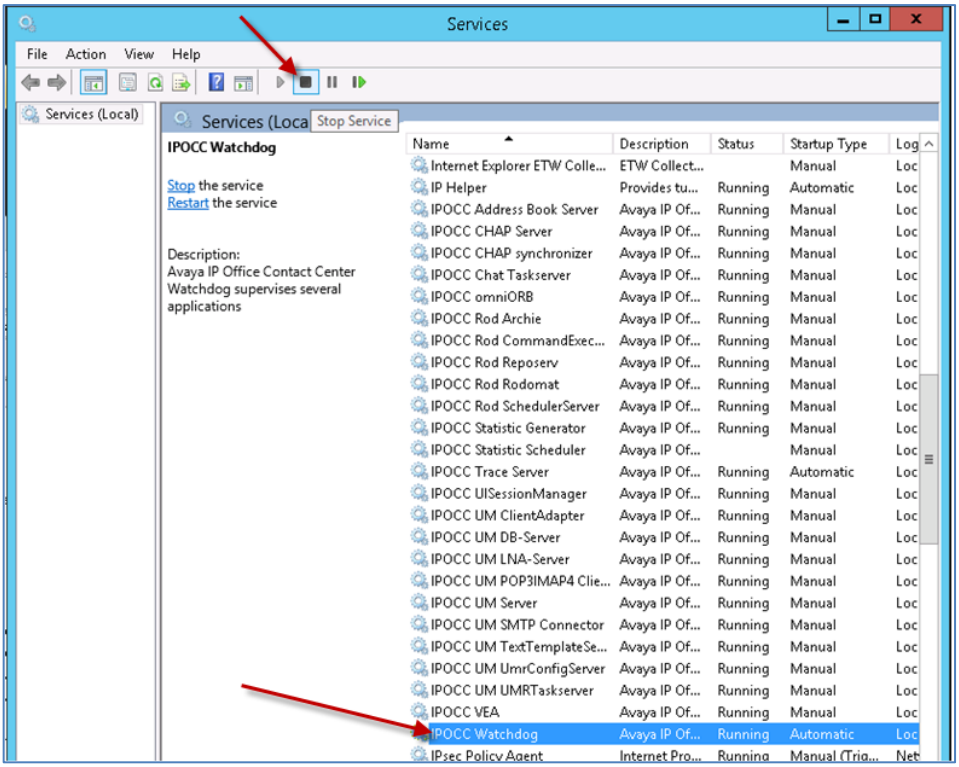
1. Right click on the Windows menu and click **Run**.



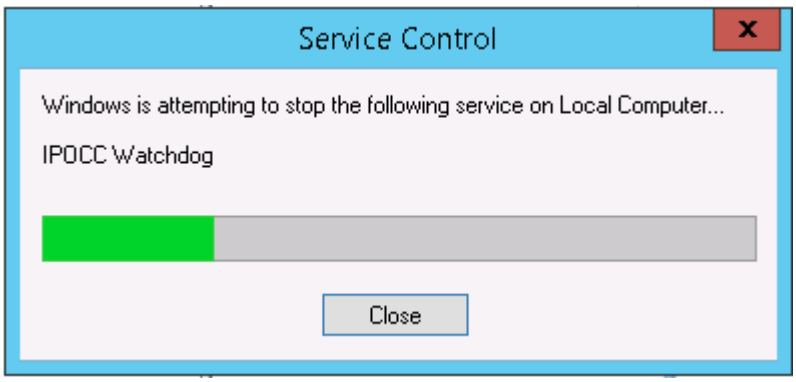
2. In the open field type **services.msc** and then click the **OK** button.



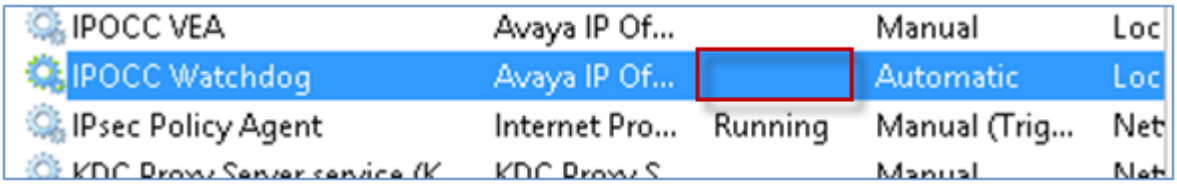
3. Select the **IPOCC Watchdog** service and then click to **Stop** the service.



4. The **Service Control** window is displayed as the services are closed down.

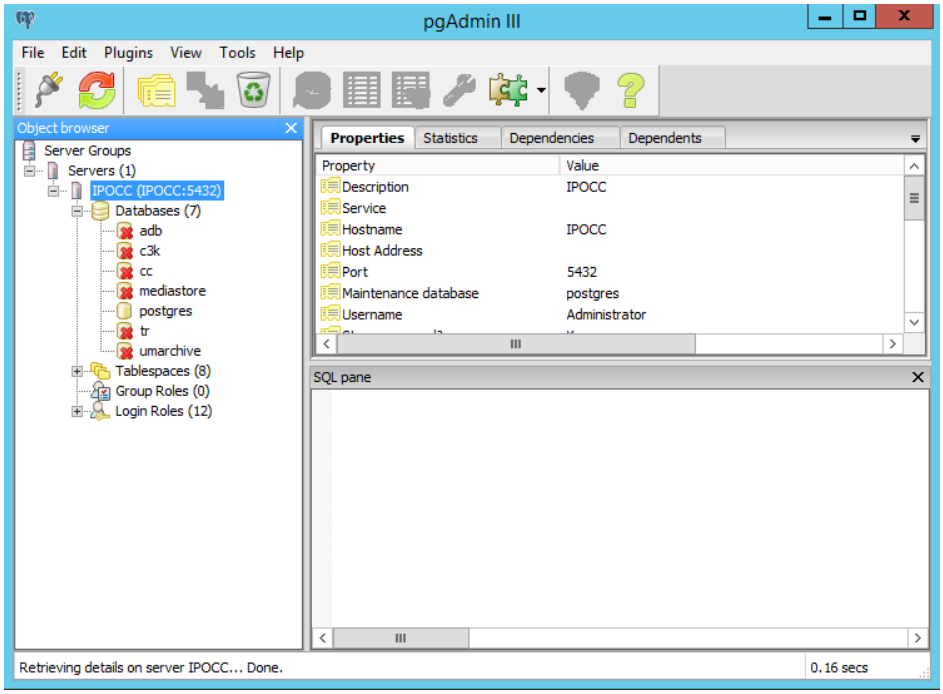


5. The Services are stopped which is indicated by the word **Running** no longer being displayed. The restore process can proceed.

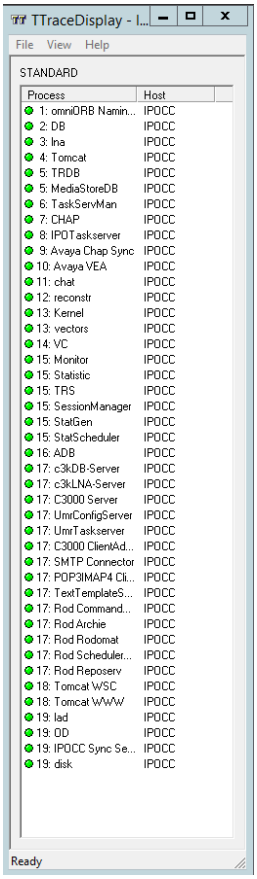


As well as the steps suggested in this guide, you may also wish to utilize some of the following diagnostic tools:

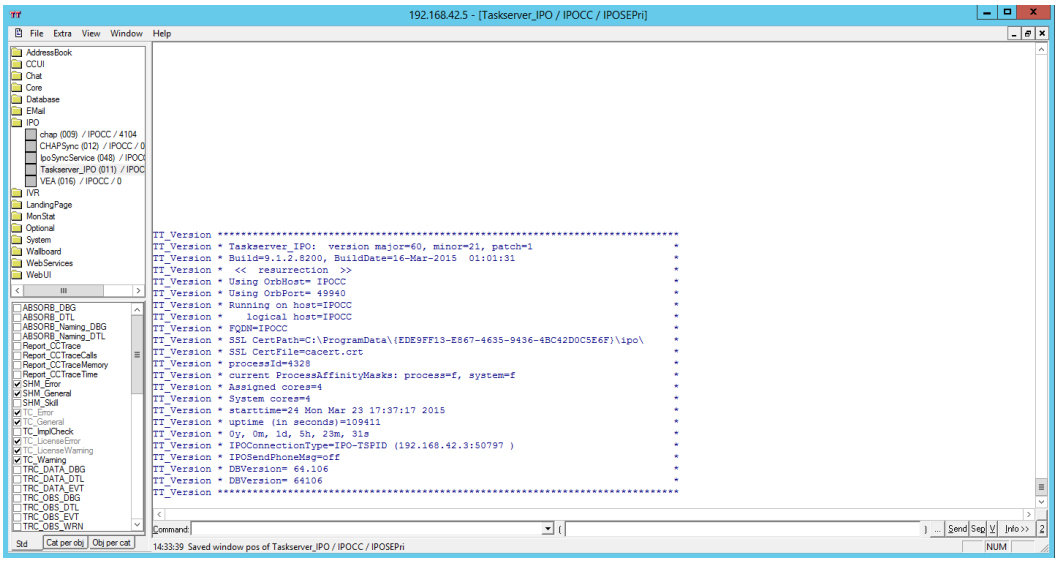
- **pgAdmin III**



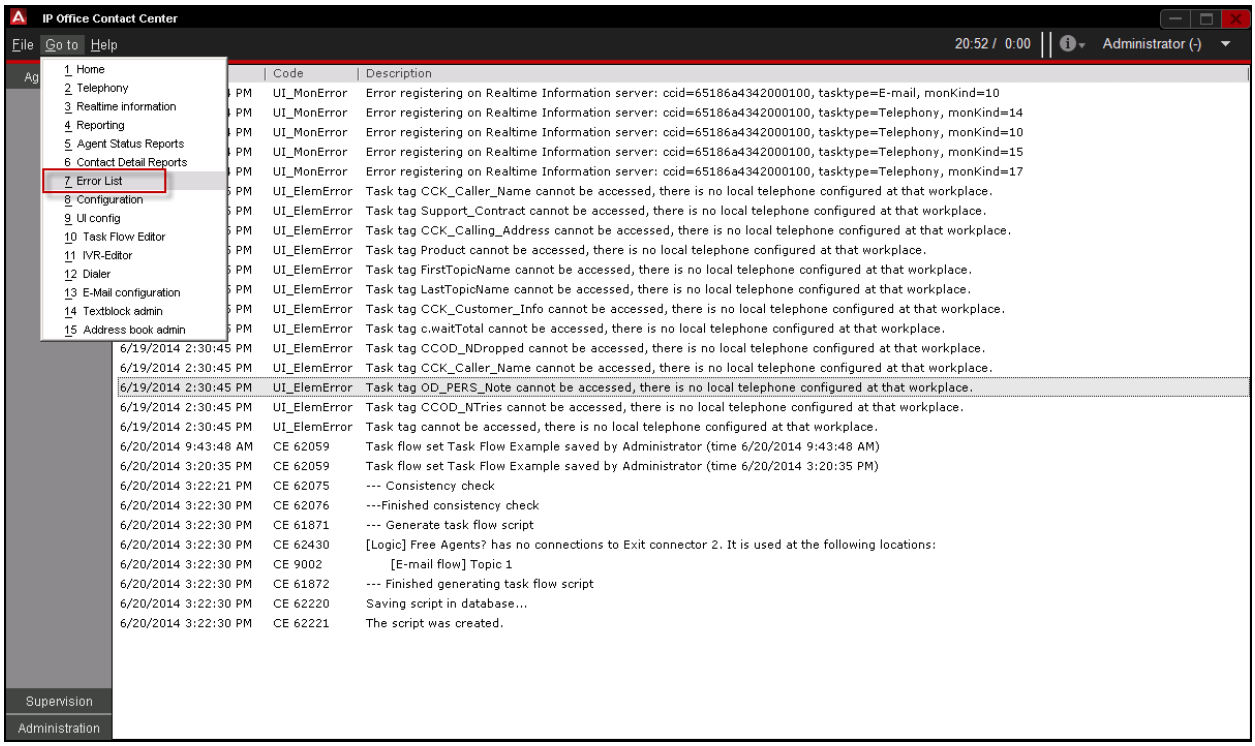
- **TT Display –**



- **TT Console**



- **Error List**



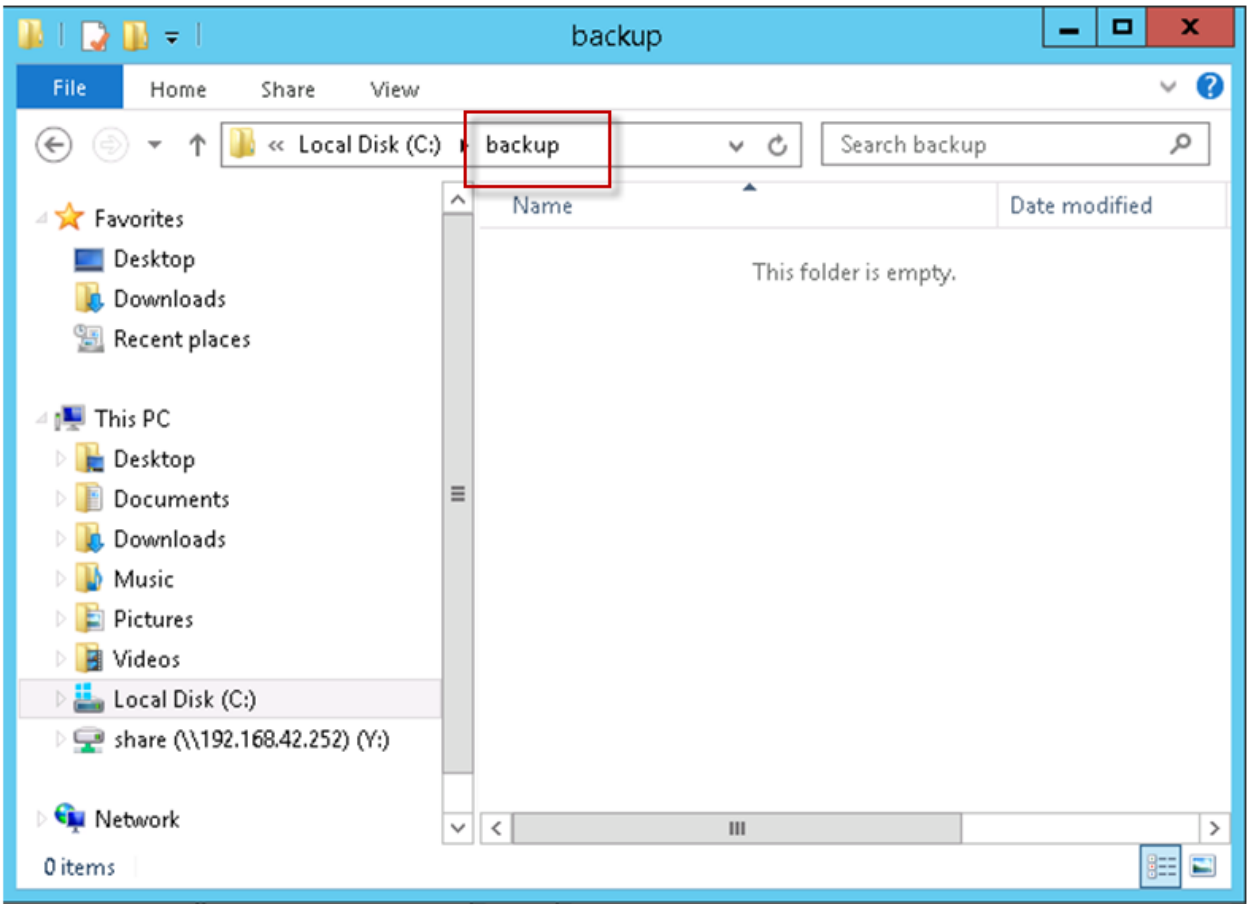
Backing up the IP Office Contact Center Database (Manually / Automatically)

It is recommend that the IP Office Contact Center databases be backed up before importing the IP Office Contact Center configuration file derived from the configuration spreadsheet.

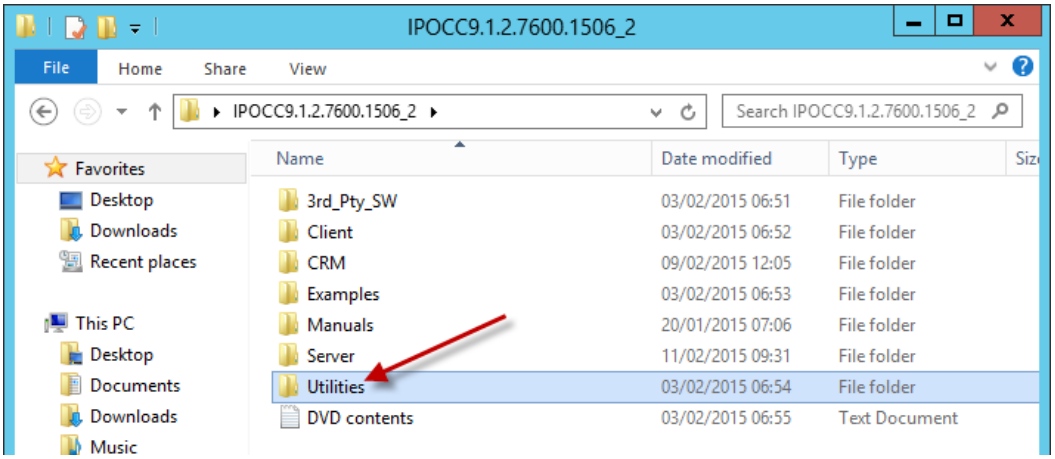
The databases can be backed up while the IP Office Contact Center is active. It is only when a Restore is required, that all of the IP Office Contact Center services must be stopped.

Creating a Manual Backup of the IP Office Contact Center Database

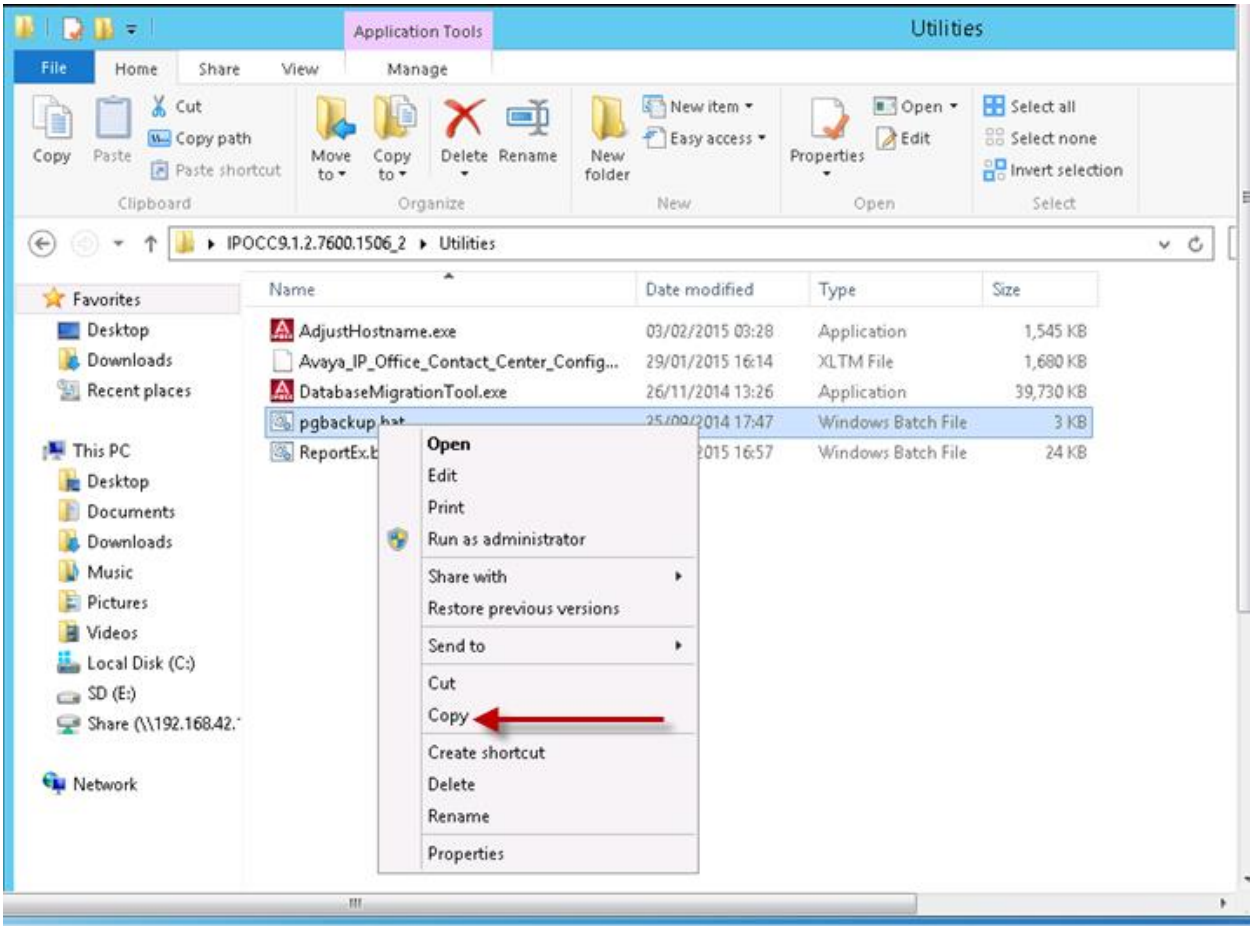
1. Create a local folder backup to store the copy of the IP Office Contact Center databases.



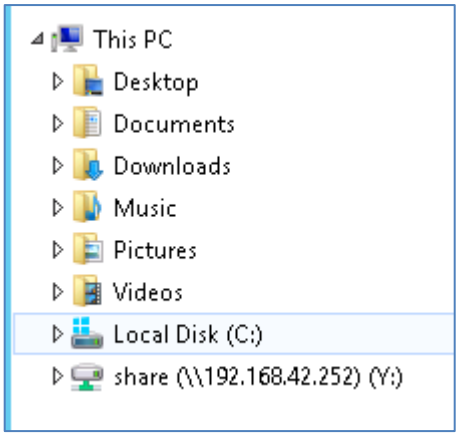
2. Inside the IP Office Contact Center ISO image, open the **Utilities** folder.



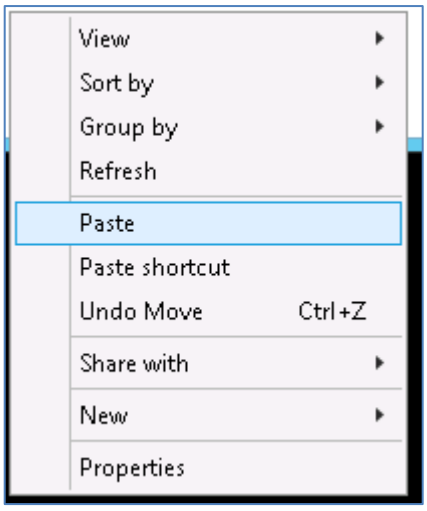
3. Copy the **pgbackup.bat** file to the **C:** directory. Using the right mouse button click **Copy**.



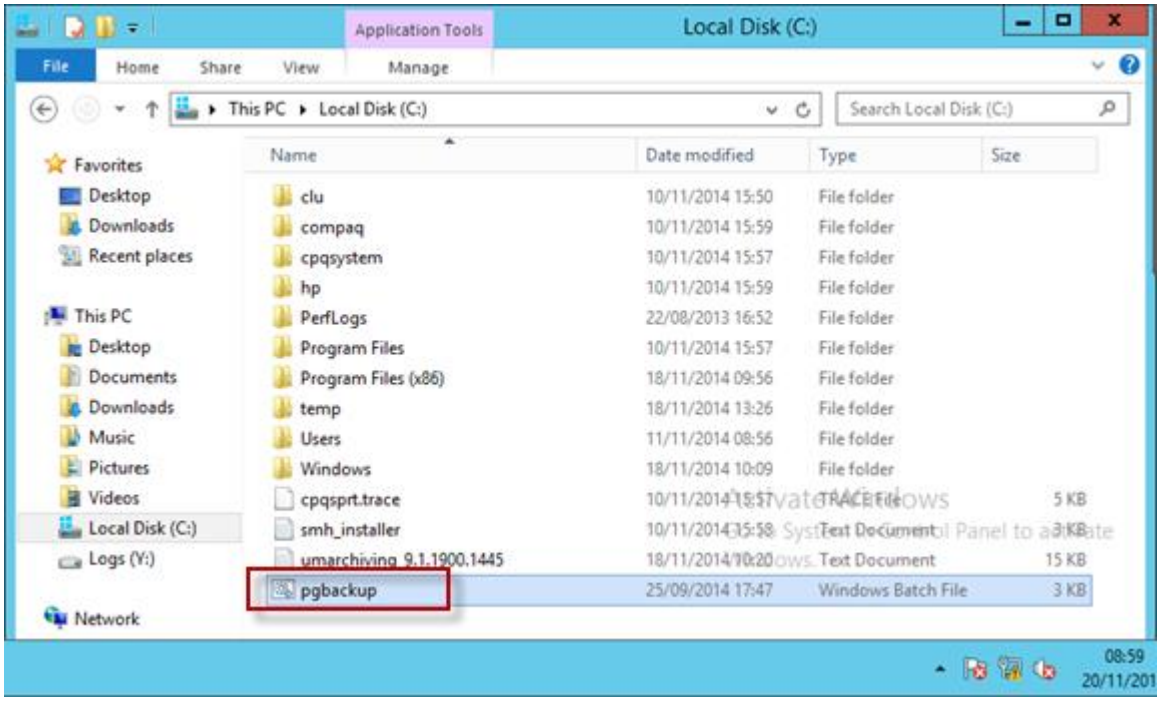
4. Select the **C:** Drive.



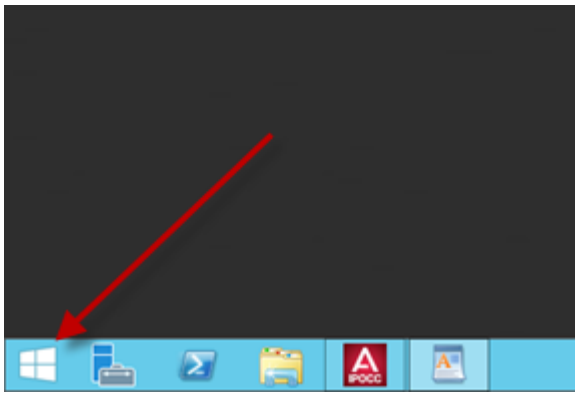
5. Click **Paste** to copy the file to the **C:** folder.



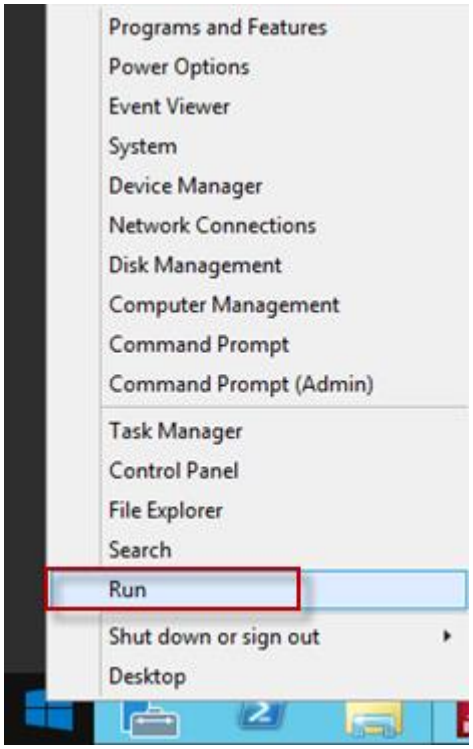
6. The file is displayed.



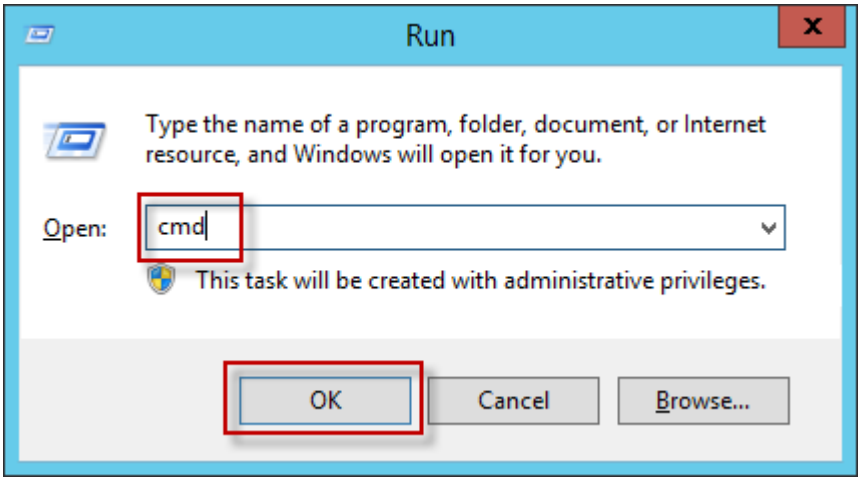
7. Open a command prompt, by right clicking on the **Windows** icon.



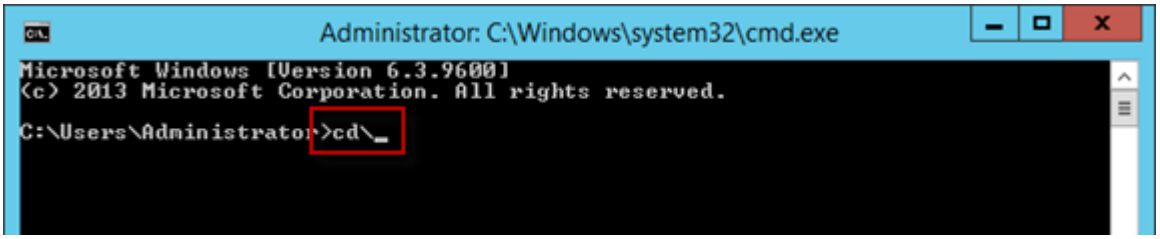
8. Then select **Run**.



9. Type **cmd** and then click the **OK** button.



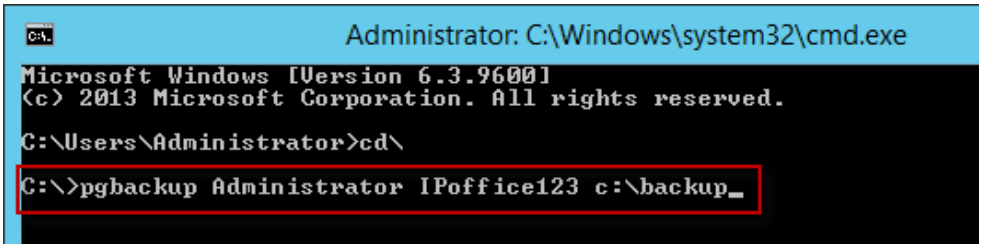
10. Type **cd** and then press the **Enter** key.



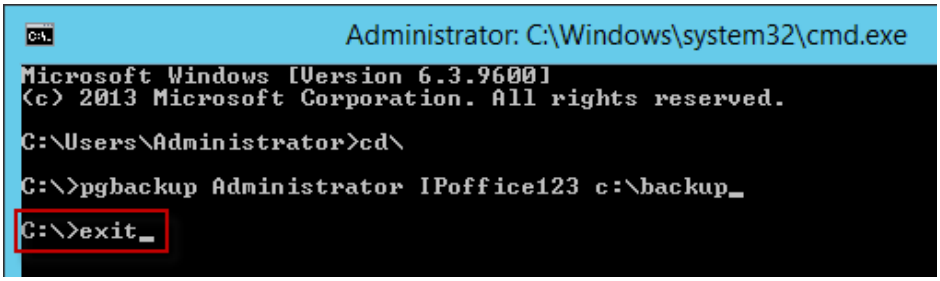
11. *Type **pgbackup.bat AAAA BBBB c:\backup** and then press **Enter**.*

AAAA is the Username for the database for example: Administrator
BBBB is the password for the database for example: IPoffice123

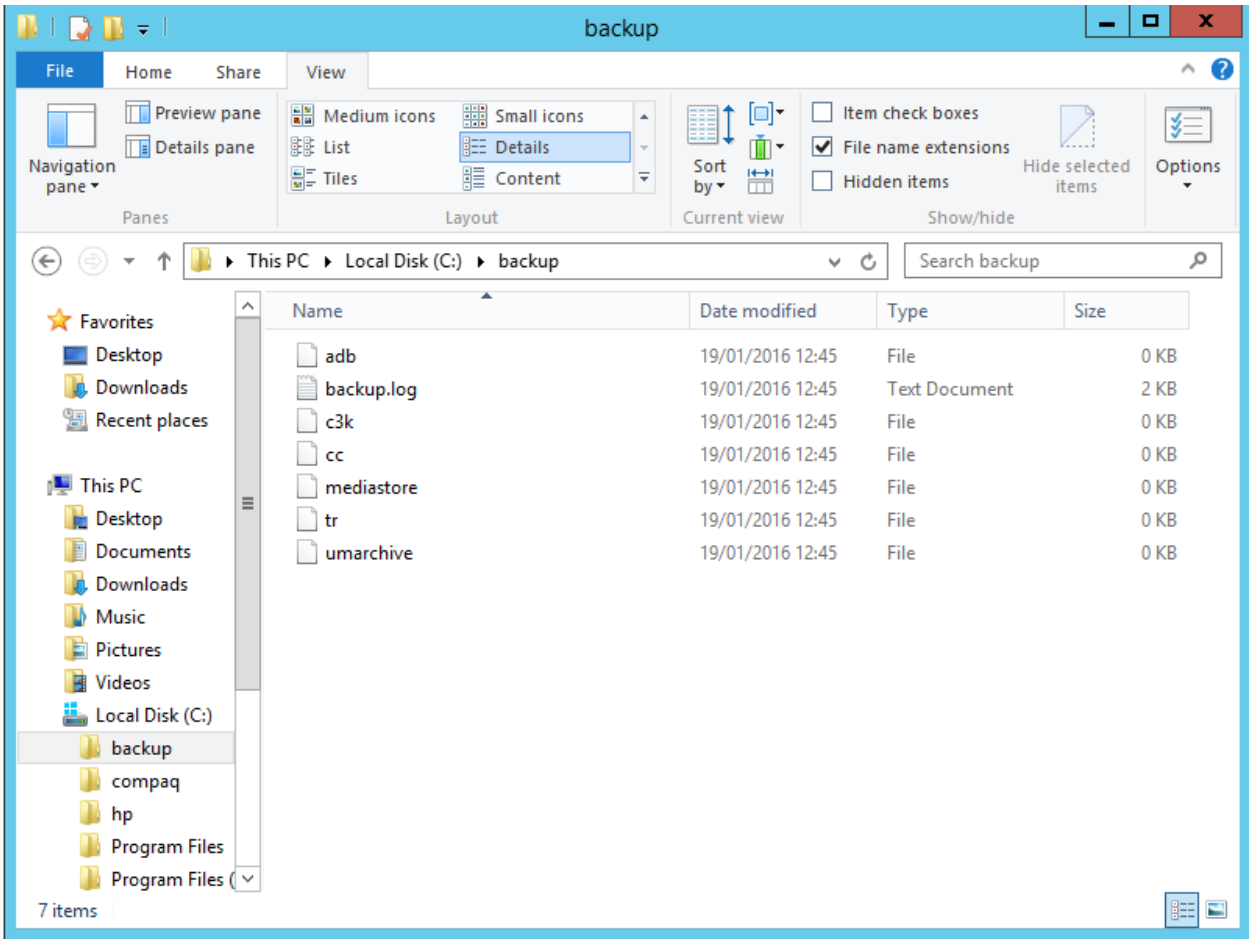
***Note:** There is no status indicator to depict how long the backup will take or its current progress. The backup will be complete when the command prompt is returned. Do not close the window down during the backup.*



12. Type **exit** and then press **Enter** to end the command session.



13. The backup files can now be seen in the **Backup** folder.



Databases	Contents
adb	Address book data
c3k	Emails
Cc	Configuration / Statistics
mediastore	Chat data
tr	Task Reporting data
umarchive	Archived emails

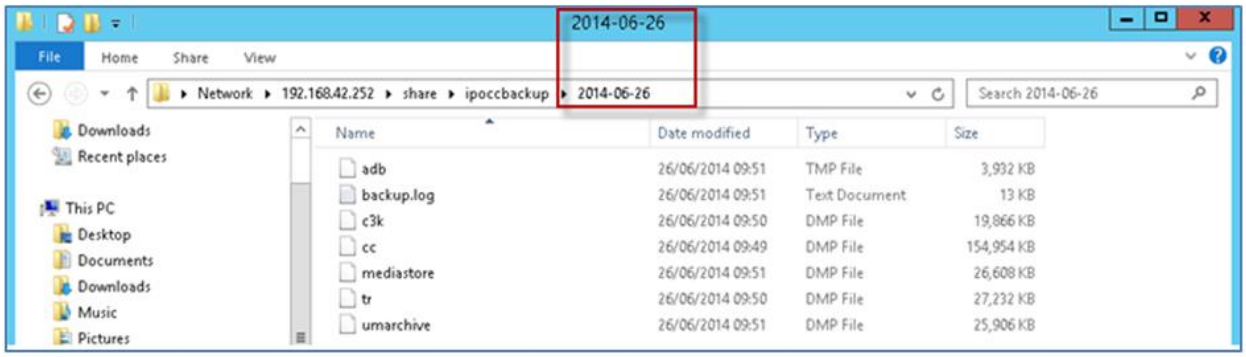
14. Once complete, the backup log file is displayed.

Creating a Daily Automatic IP Office Contact Center Database Backup to a Network location

To automatically backup the Database, batch files and the Windows scheduler are utilized. This process can be divided into two parts.

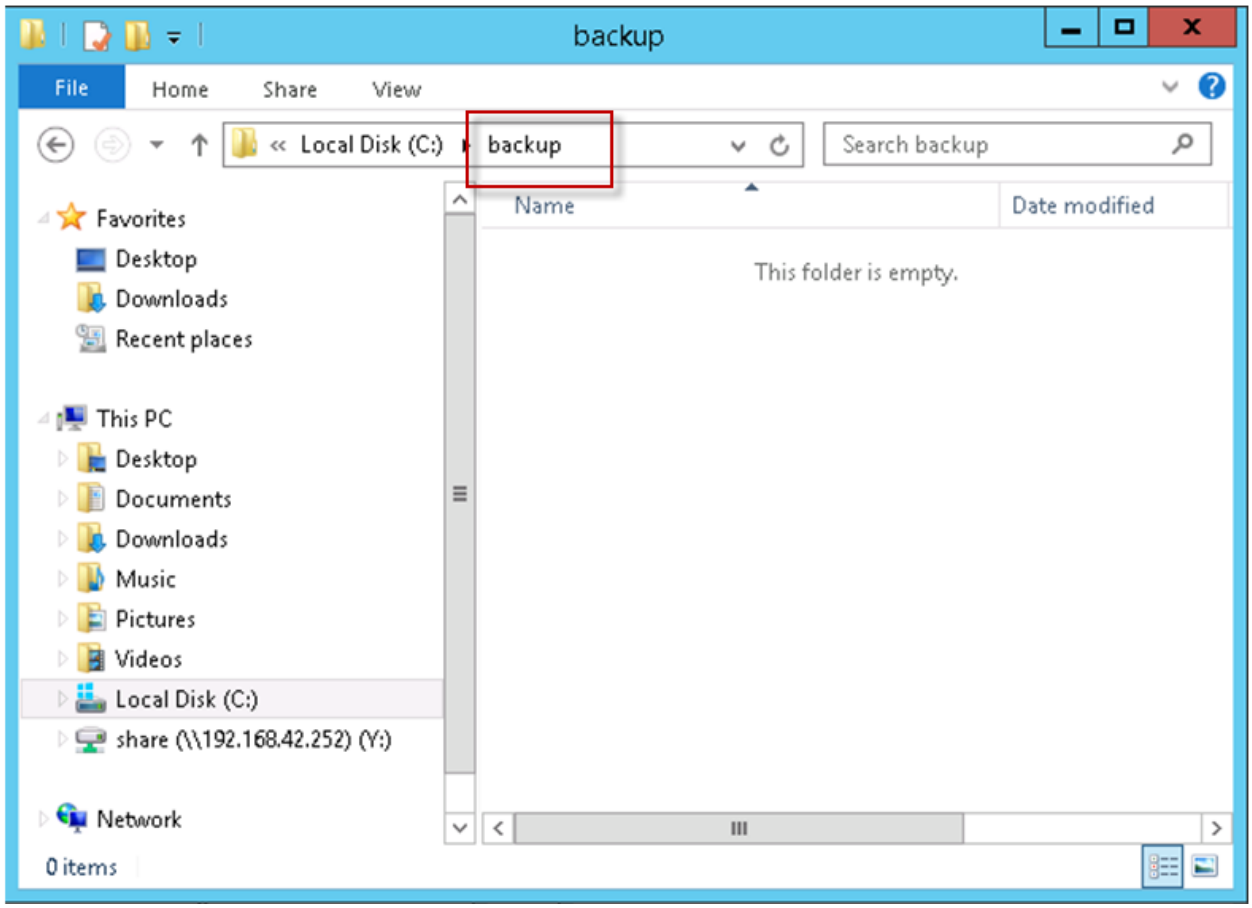
- Part 1 relates to creating a local backup to the IP Office Contact Center Server from the IP Office Contact Center Database.
- Part 2 relates to moving the files from the IP Office Contact Center server to the Customer network.

Each time the daily backup schedule is completed, the IP Office Contact Center Database files are copied to a network folder that is date stamped, for example 2014-06-26

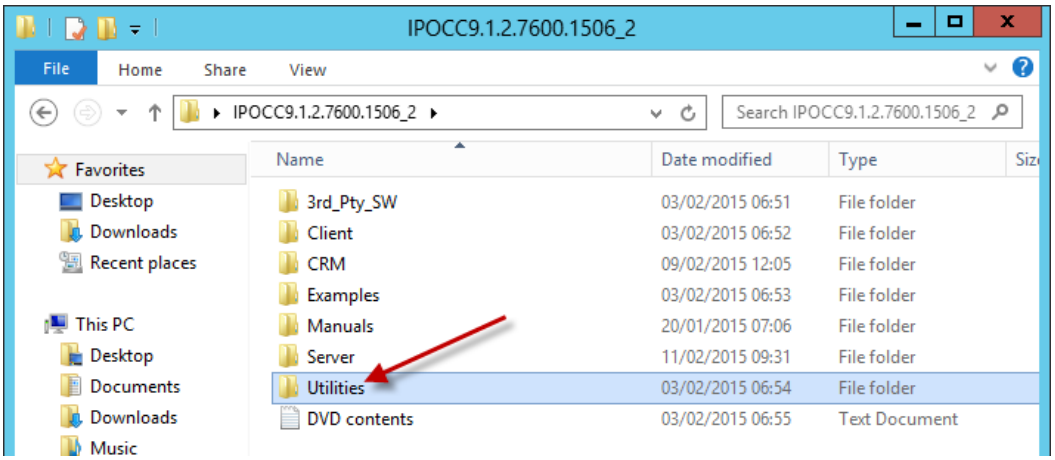


Part 1

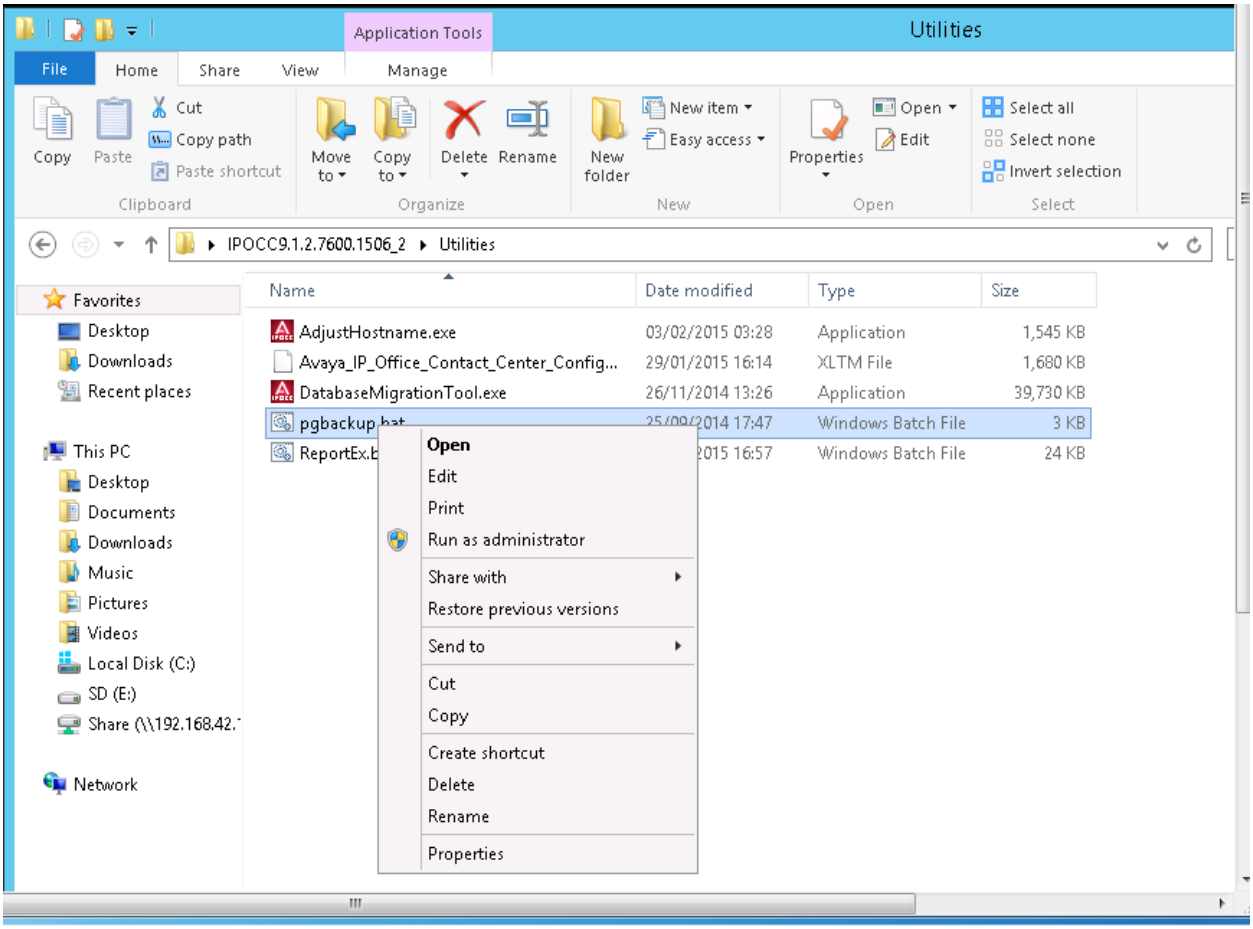
1. Create a local folder **backup** to store the copy of the IP Office Contact Center databases (If you have already created a backup folder and copied the pgbackup.bat file, please go to Part2).



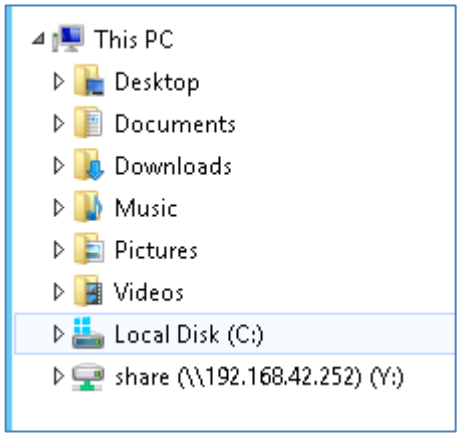
2. Inside the IP Office Contact Center ISO image, open the **Utilities** folder.



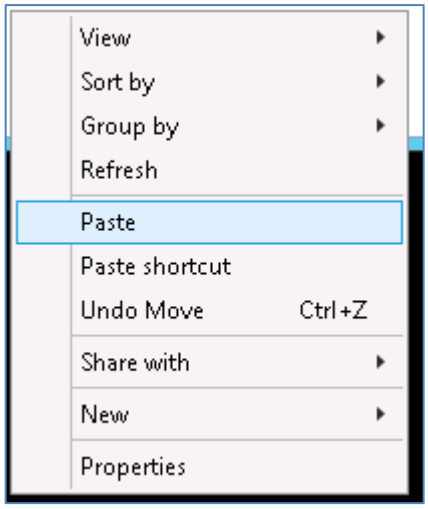
3. Copy the **pgbackup.bat** file to the **C:** directory. Using the right mouse button click **Copy**.



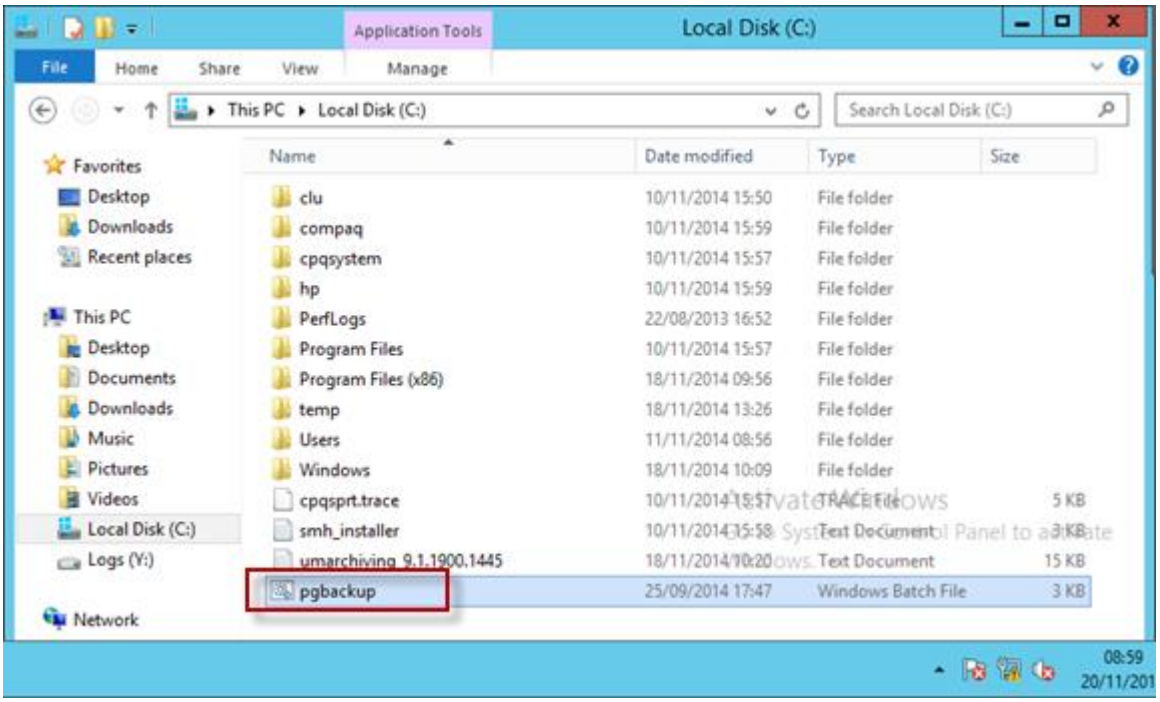
4. Select the **C:** Drive.



5. Click **Paste** to copy the file to the **C:** folder.

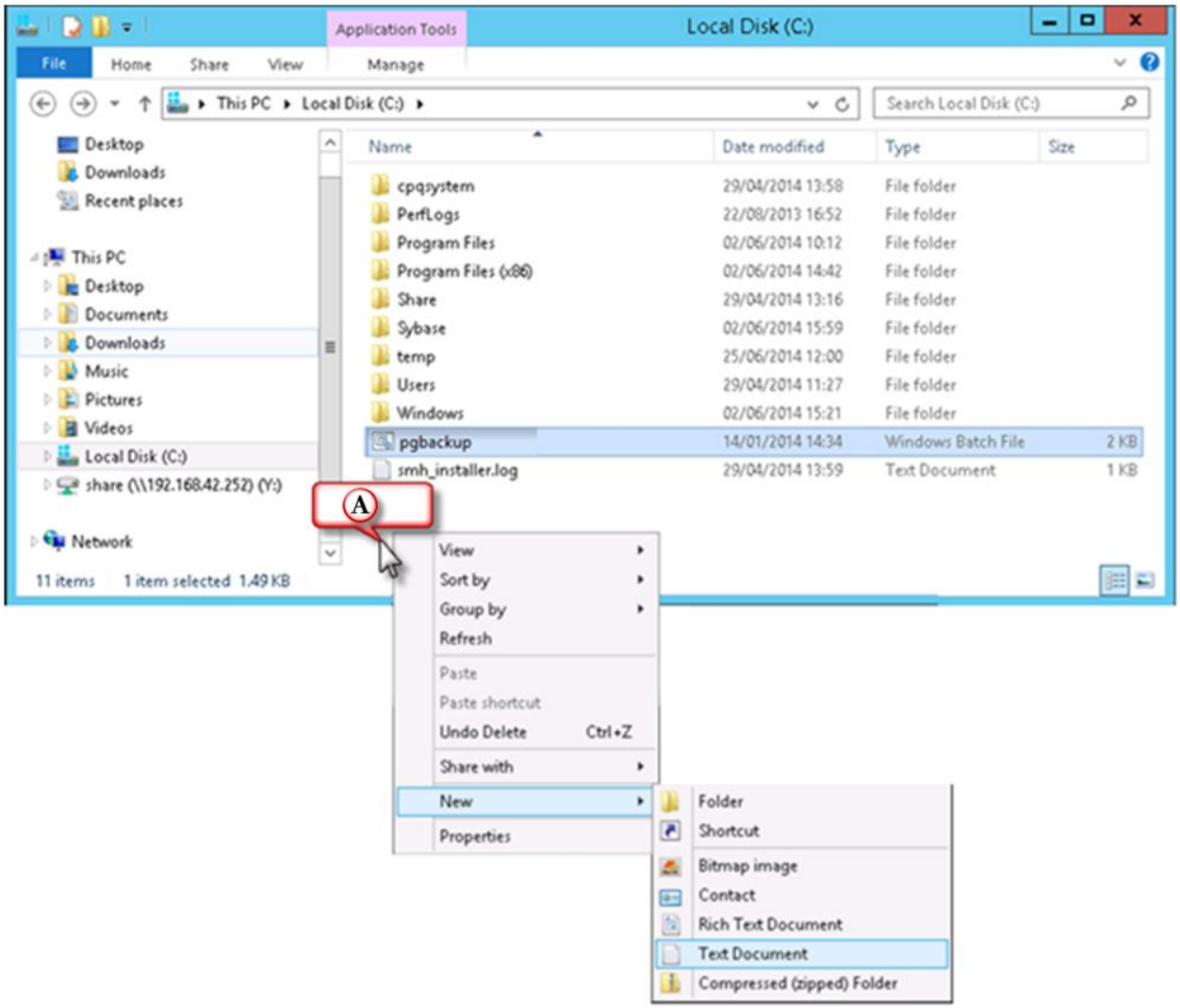


6. The file is displayed.



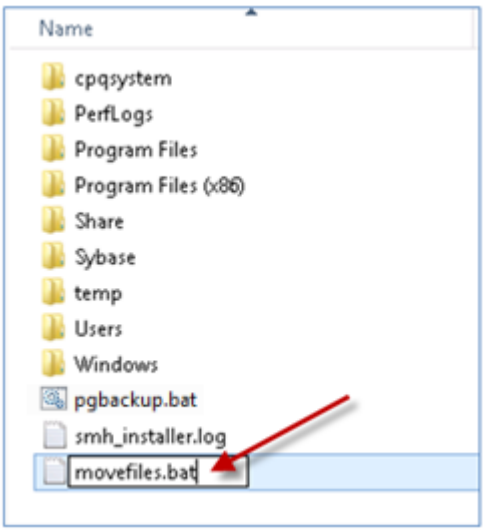
Part 2

1. A batch file can now be created that will move the IP Office Contact Center backup to the date stamped backup folder. Right click within the Window and select New and then select **Text Document.**

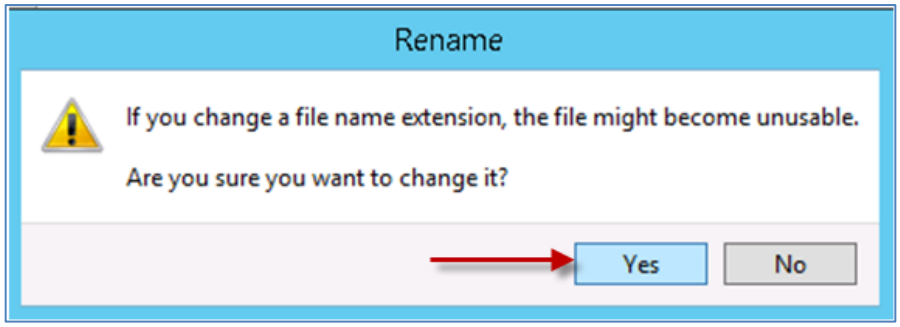


A. Right click.

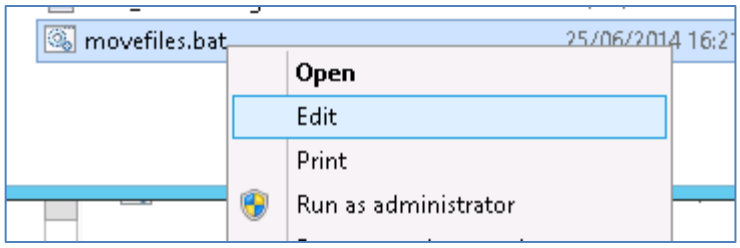
2. Name the file **movefiles.bat.**



3. Click **Yes** to confirm the rename.

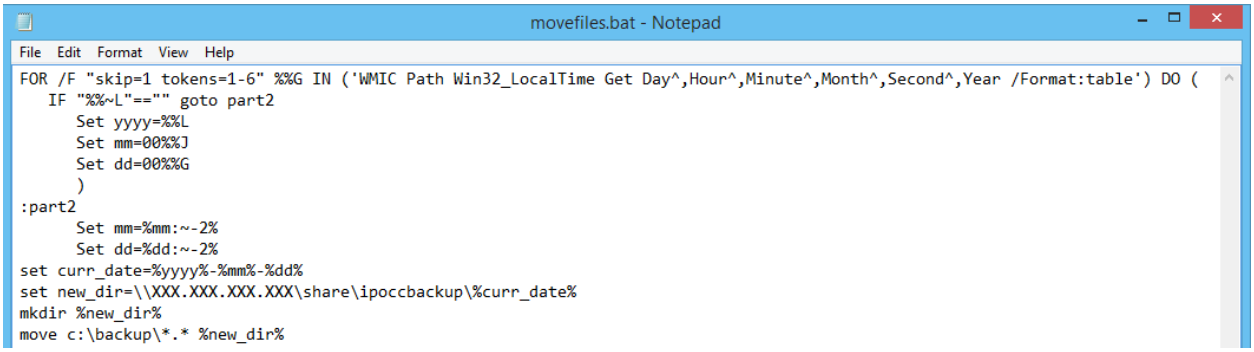


4. With the right mouse button select the **movefiles.bat** file and click **Edit**.



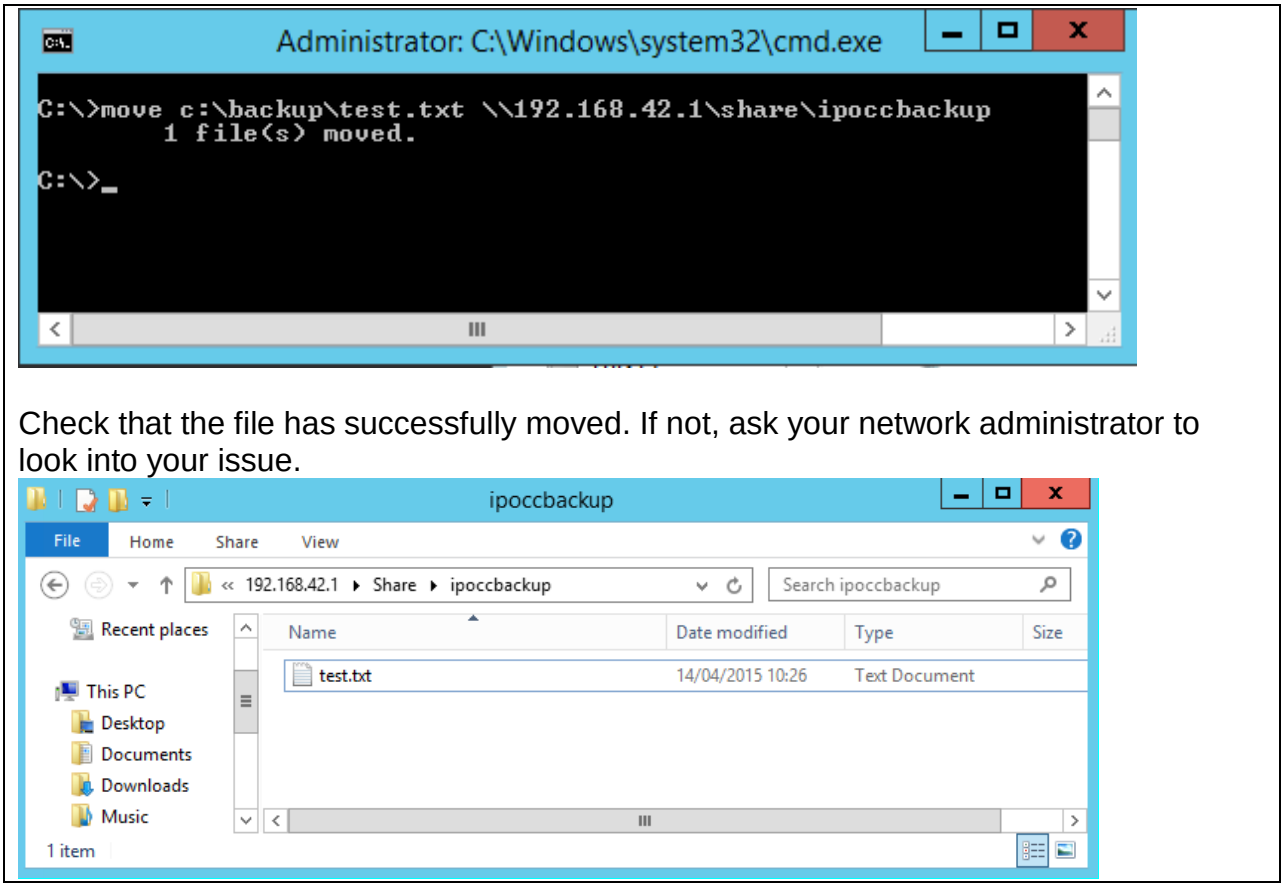
5. Within the File window, type the following:

```
FOR /F "skip=1 tokens=1-6" %%G IN ('WMIC Path Win32_LocalTime Get
Day^,Hour^,Minute^,Month^,Second^,Year /Format:table') DO (
   IF "%%~L"=="" goto part2
      Set yyyy=%%L
      Set mm=00%%J
      Set dd=00%%G
      )
:part2
      Set mm=%mm:~-2%
      Set dd=%dd:~-2%
set curr_date=%yyyy%-%mm%-%dd%
set new_dir=\\XXX.XXX.XXX.XXX\share\ipoccbackup\%curr_date%
mkdir %new_dir%
move c:\backup\*.* %new_dir%
```



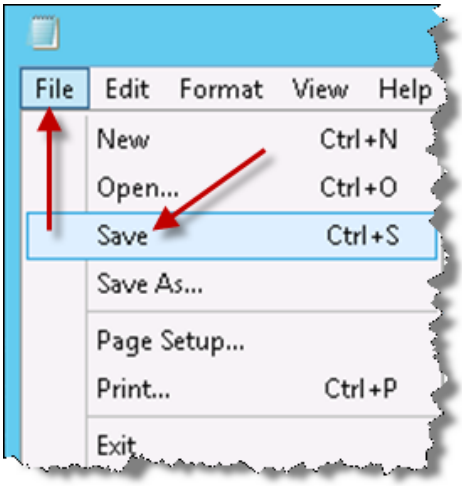
Note: In the above file, XXX.XXX.XXX.XXX\share is replaced with the network device location (IP Address or Host Name) and the name of the shared folder that must be setup by the customer's network administrator with the correct network rights access.

The network share can be tested by creating a small txt file in the backup folder and typing move c:\backup\test.txt \\XXX.XXX.XXX.XXX\share

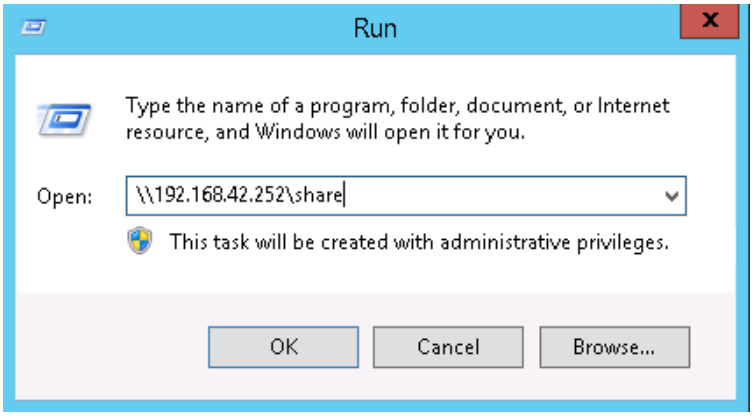


Check that the file has successfully moved. If not, ask your network administrator to look into your issue.

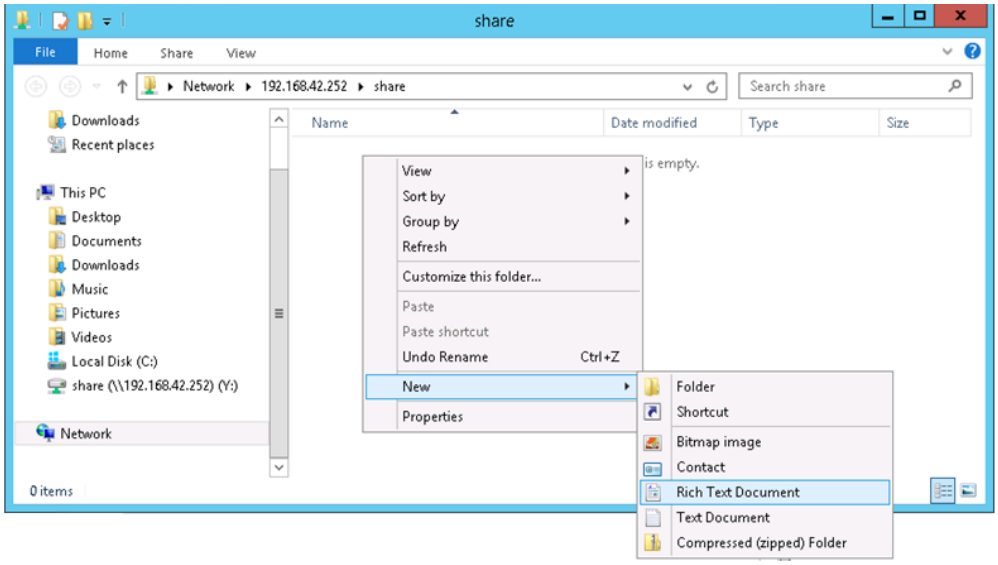
6. Select **File** and then click **Save**.



7. You can test that the folder can be opened by opening the **Run** window on the server, entering the path to the file and clicking the **OK** button.

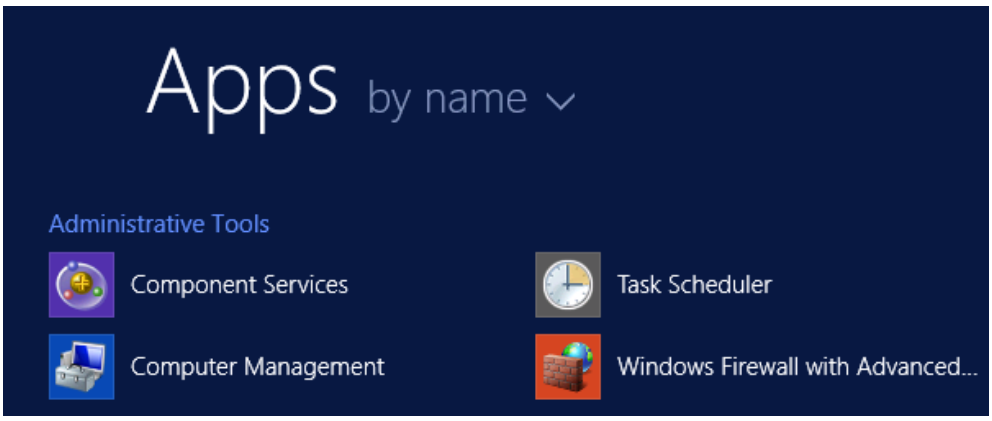


8. When the network share is displayed, using the **right mouse button** try and create a document in the shared folder. If the document is created without issue, the network share appears to be working. Close the network share window.

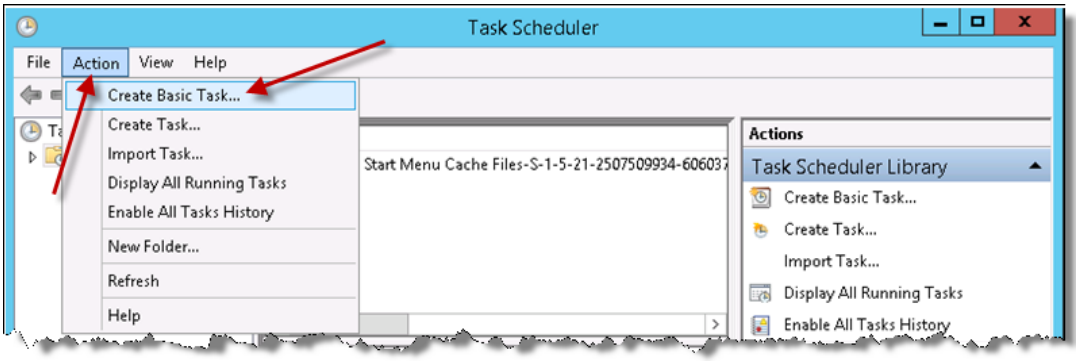


Setting the Task Scheduler to run the Backups

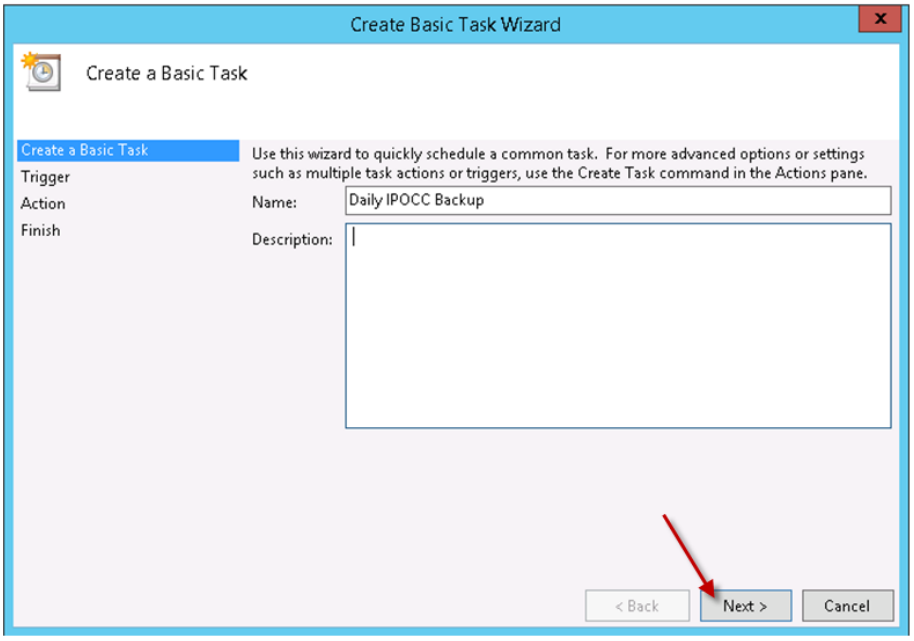
1. Now we need to setup the Task Scheduler to determine the interval at which the backups will be run. From the IP Office Contact Center server's **Administrative Tools** interface select **Task Scheduler**.



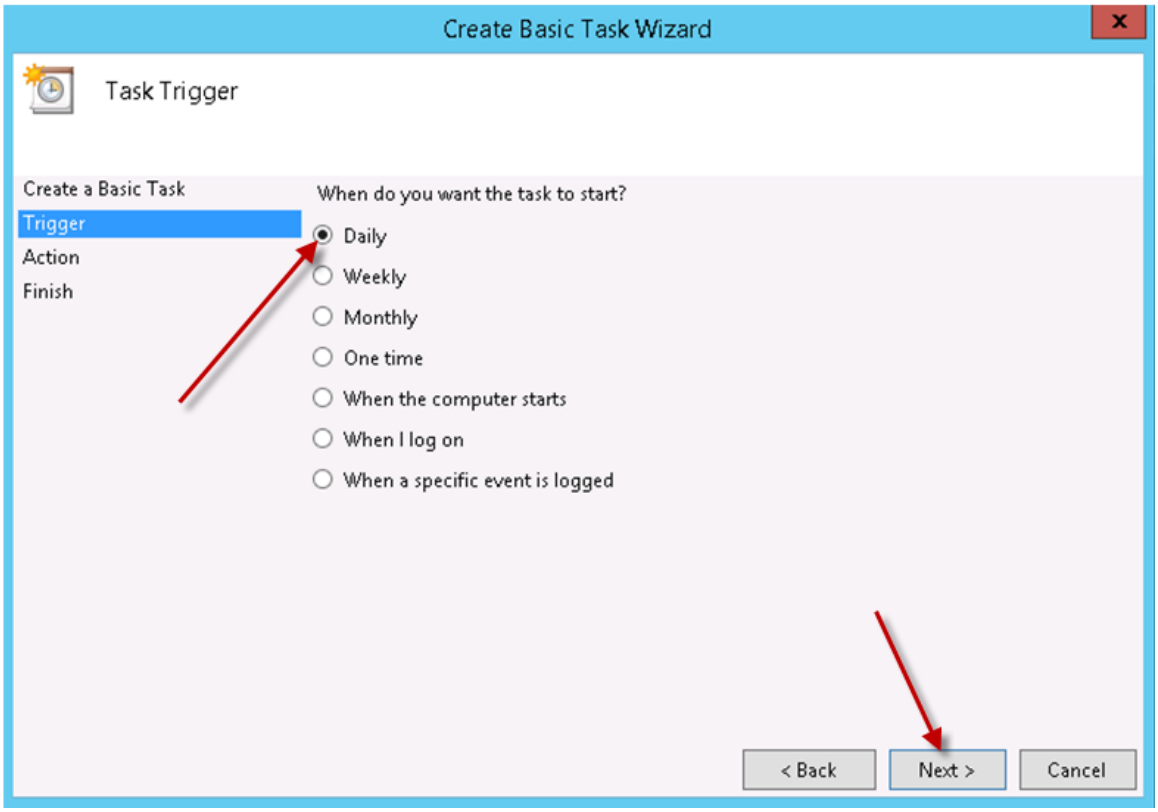
2. Once **Task Scheduler** opens, click **Action** followed by **Create Basic Task**.



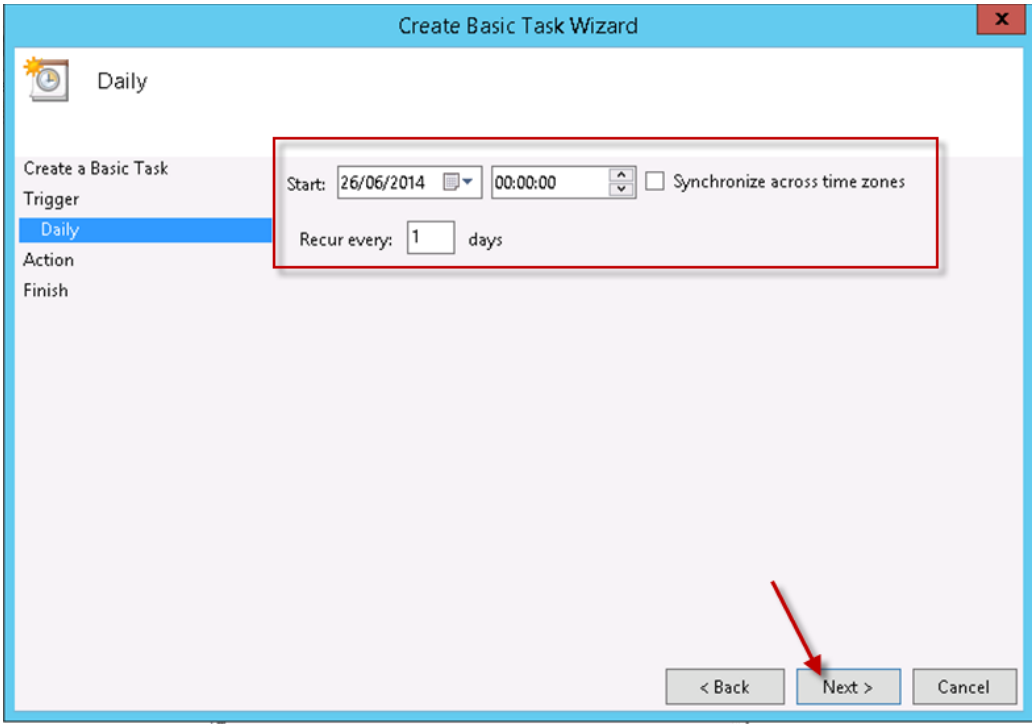
3. In the **Name** field type **Daily IPOCC Backup** and then click the **Next** button.



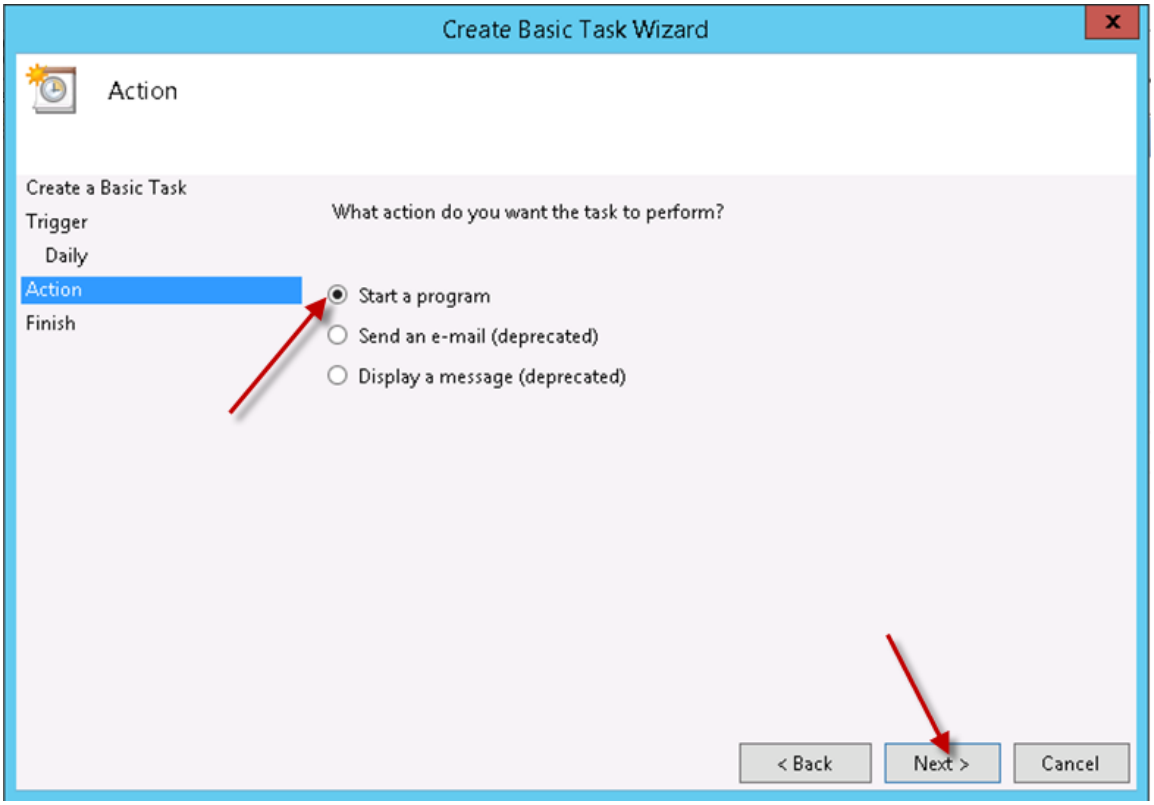
4. Select the required interval. In this example **Daily** has been selected. Click the **Next** button.



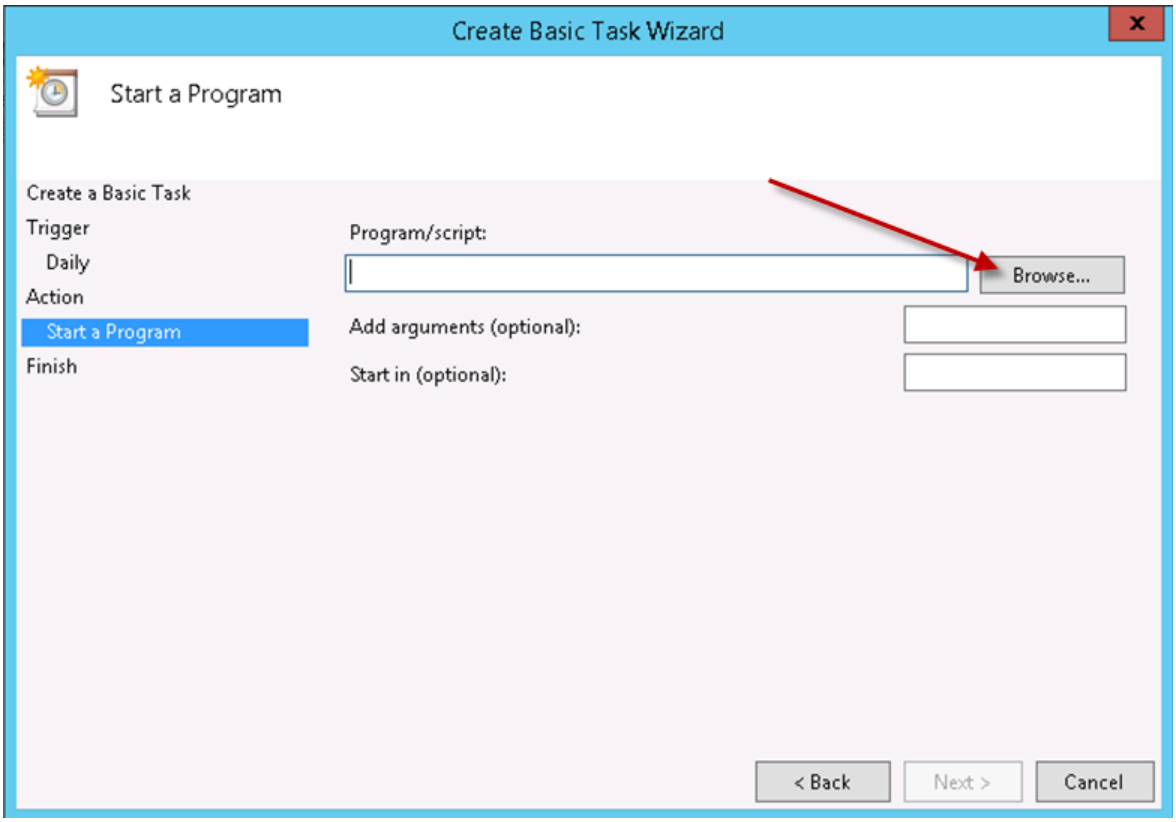
5. Define the **Start Date** and **Time** when the backup will run. In this example, they will be run on a daily basis. Therefore **1** has been entered as the **Recur** interval. Click the **Next** button.



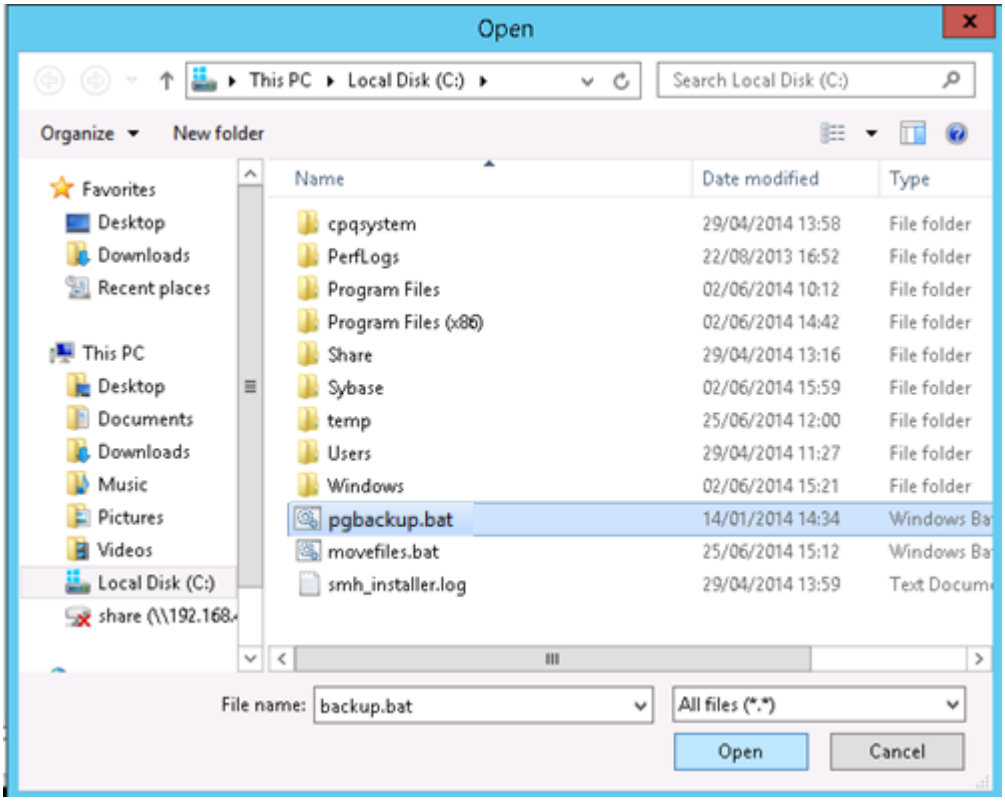
6. Click **Start a program** and then click the **Next** button.



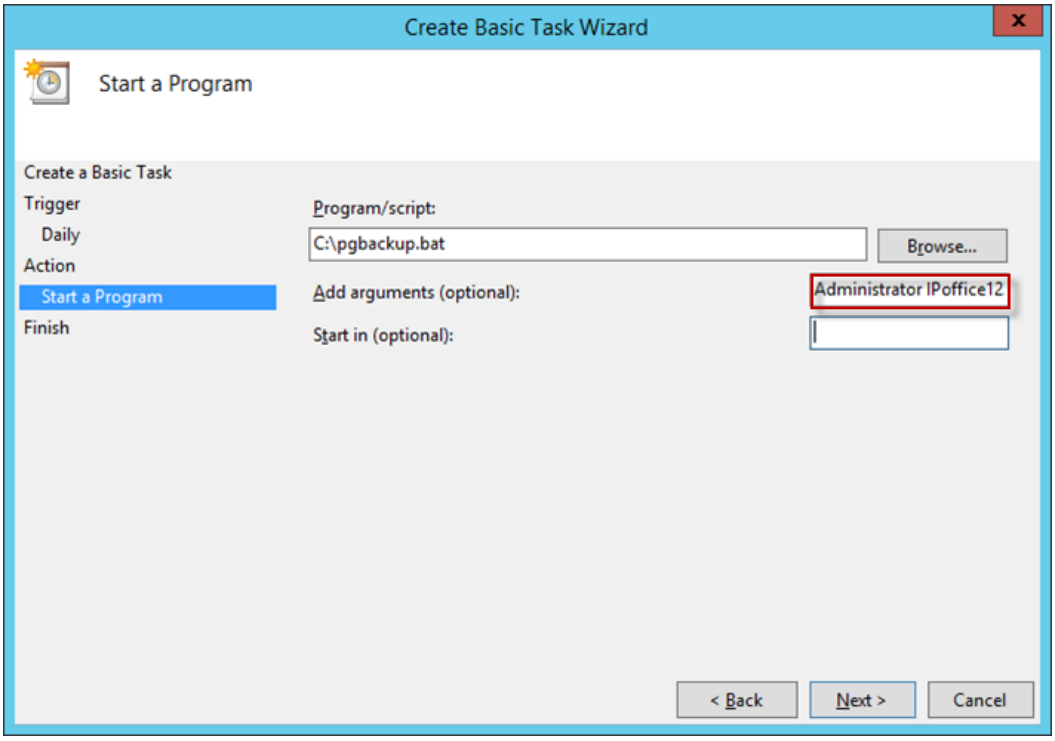
7. Click the **Browse…** button.



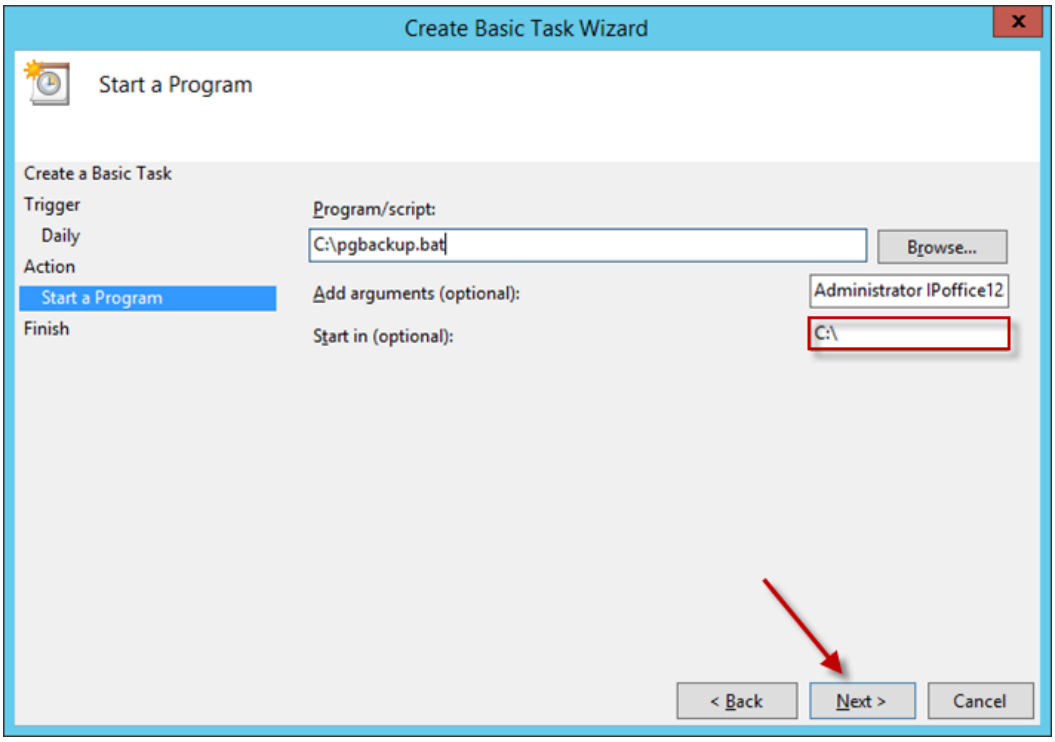
8. Click the **pgbackup.bat** file and then select the **Open** button.


Open
This PC ▸ Local Disk (C:) ▸
Search Local Disk (C:)
Organize
New folder
Favorites
Desktop
Downloads
Recent places
This PC
Desktop
Documents
Downloads
Music
Pictures
Videos
Local Disk (C:)
share (\\192.168.
Name
Date modified
Type
cpqsystem 29/04/2014 13:58 File folder
PerfLogs 22/08/2013 16:52 File folder
Program Files 02/06/2014 10:12 File folder
Program Files (x86) 02/06/2014 14:42 File folder
Share 29/04/2014 13:16 File folder
Sybase 02/06/2014 15:59 File folder
temp 25/06/2014 12:00 File folder
Users 29/04/2014 11:27 File folder
Windows 02/06/2014 15:21 File folder
pgbackup.bat 14/01/2014 14:34 Windows Ba
movefiles.bat 25/06/2014 15:12 Windows Ba
smh_installer.log 29/04/2014 13:59 Text Docum
File name: backup.bat
All files (*.*)
Open
Cancel

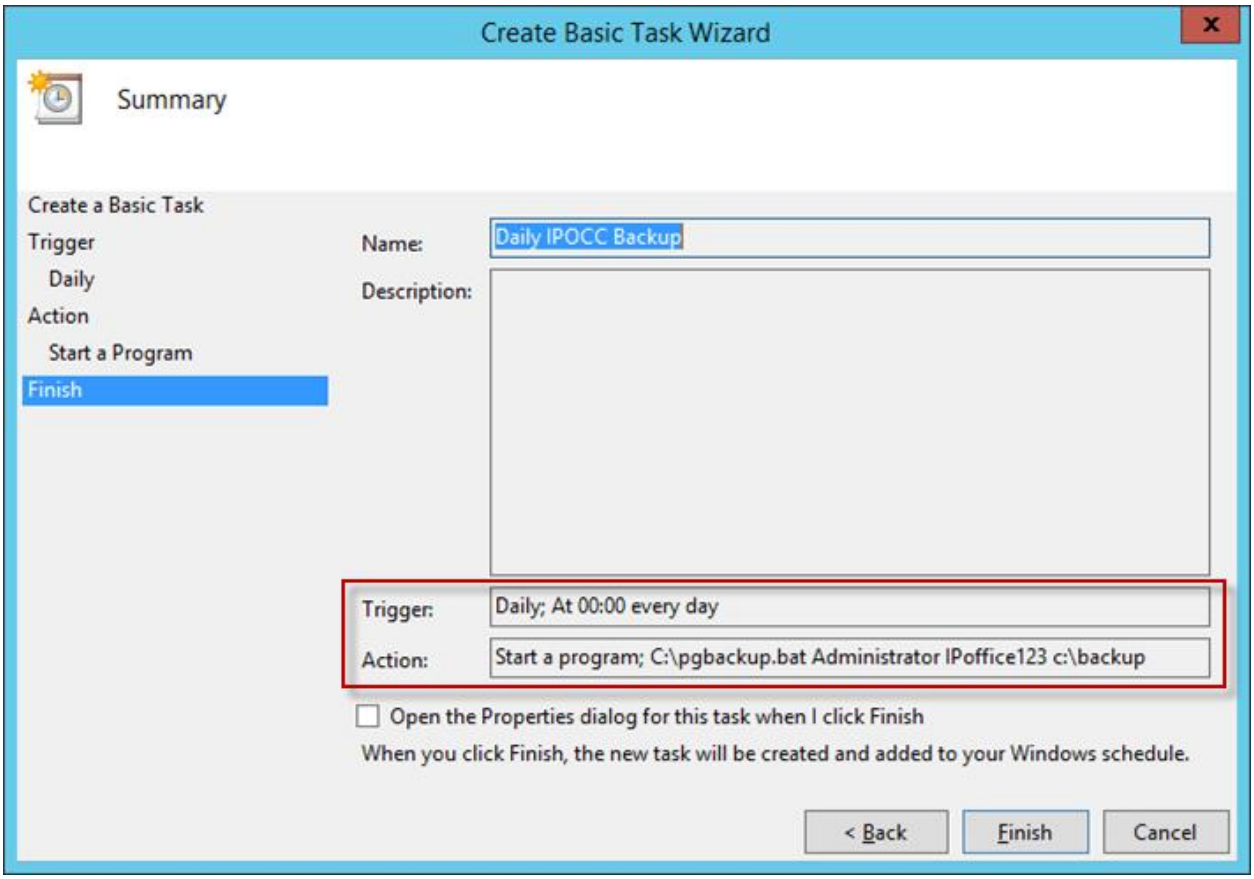
9. In the **Add arguments (optional)** field, type the User name and password that has previously been defined during the installation for the database, for example **Administrator, IPoffice123**, followed by the directory location of the backup folder for example, **C:\backup**.



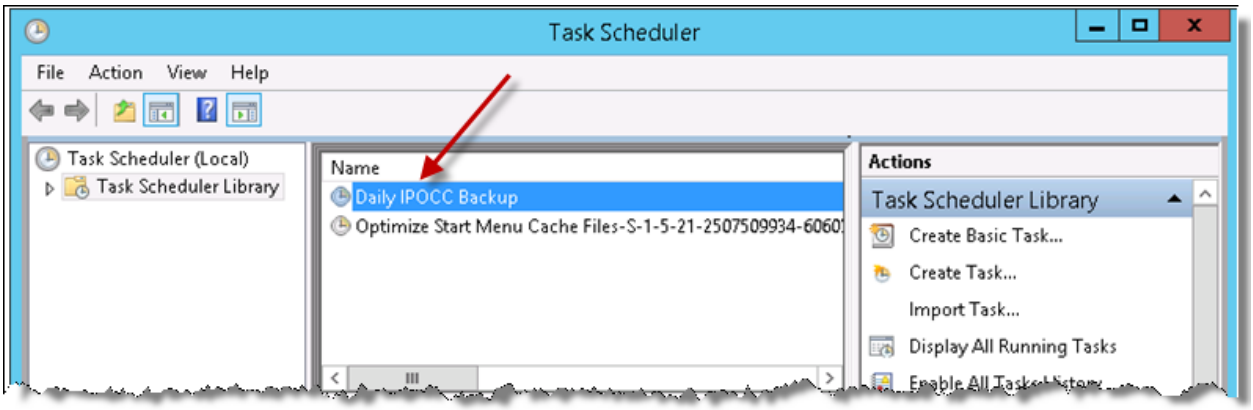
10. In the **Start In (optional)** field type **C:**. Then click the **Next** button.



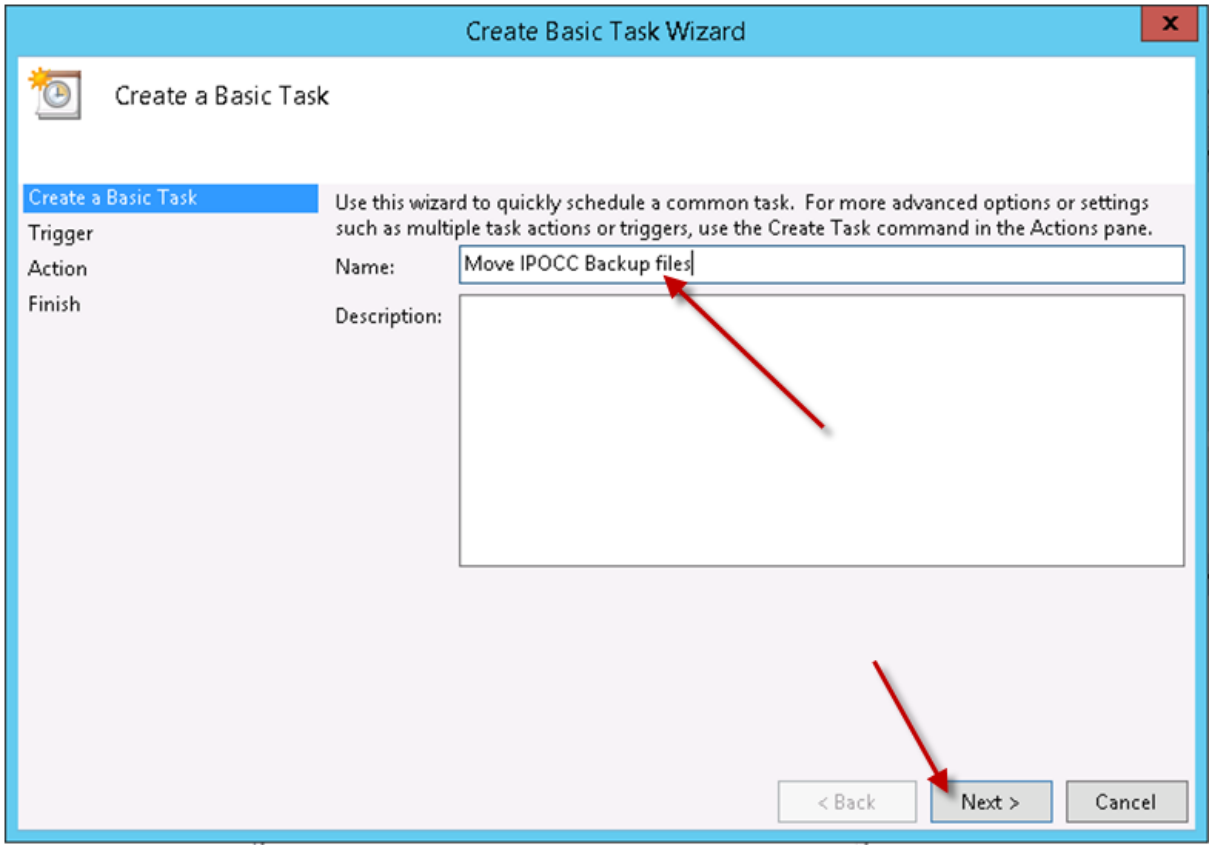
11. The **Trigger** and **Action** are displayed. Click the **Finish** button.



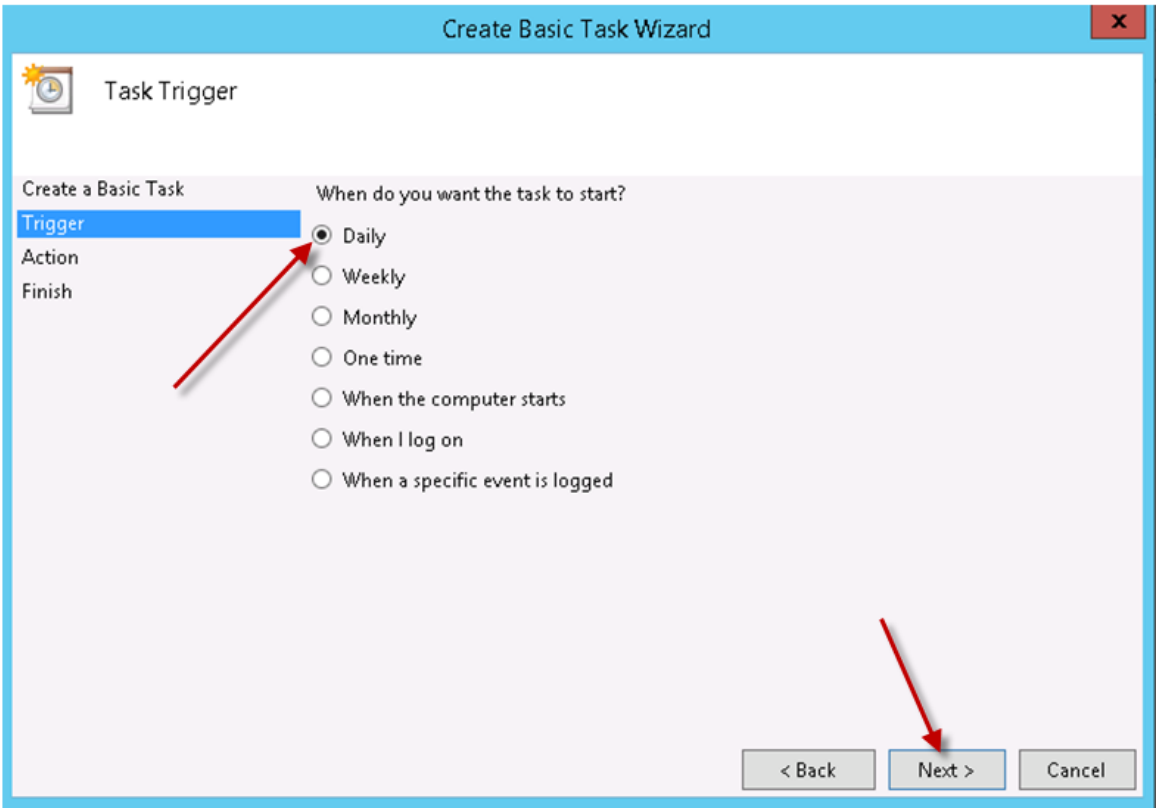
12. The new task is displayed. Click the **Create Basic Task** option to create the 'move' task. The task to move the files from the backup folder will occur after the backup files have been created and saved in the backup folder. In this example, a period of 3 hours will be allowed between the backup of the files and the files being moved to a defined location on the customer's network.



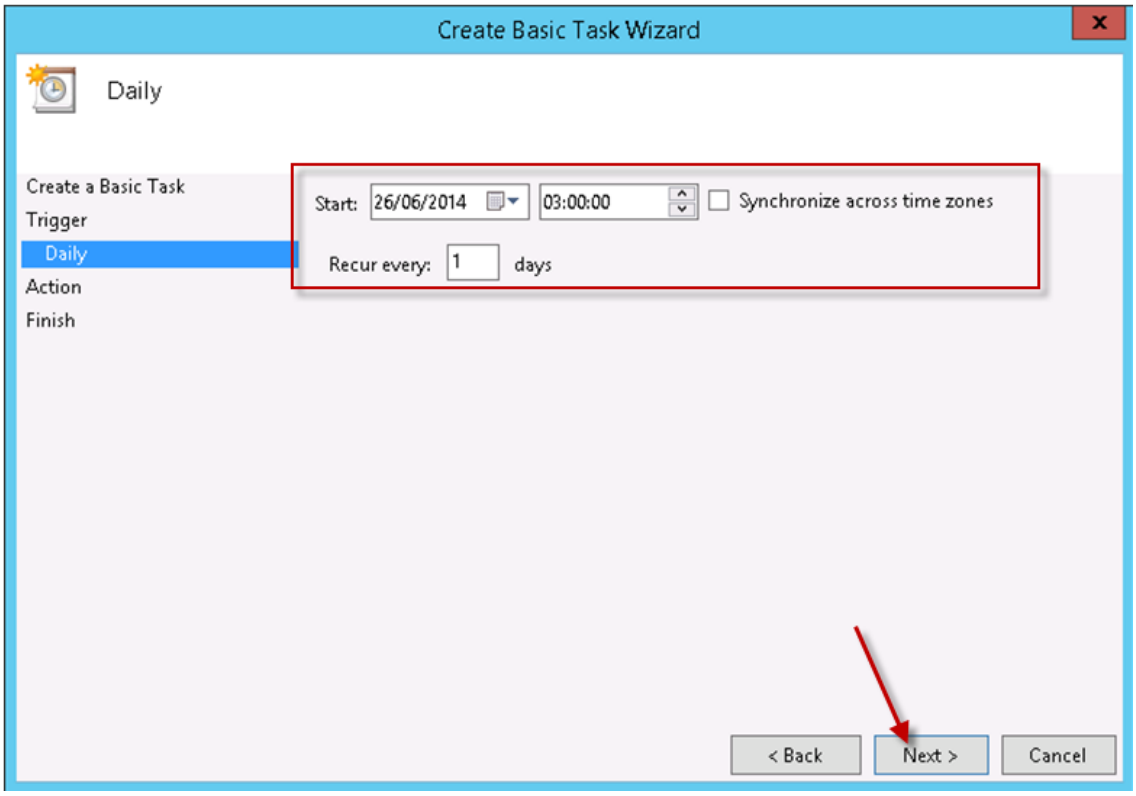
13. In the **Name** field type **Move IPOCC Backup files** and then click the **Next** button.



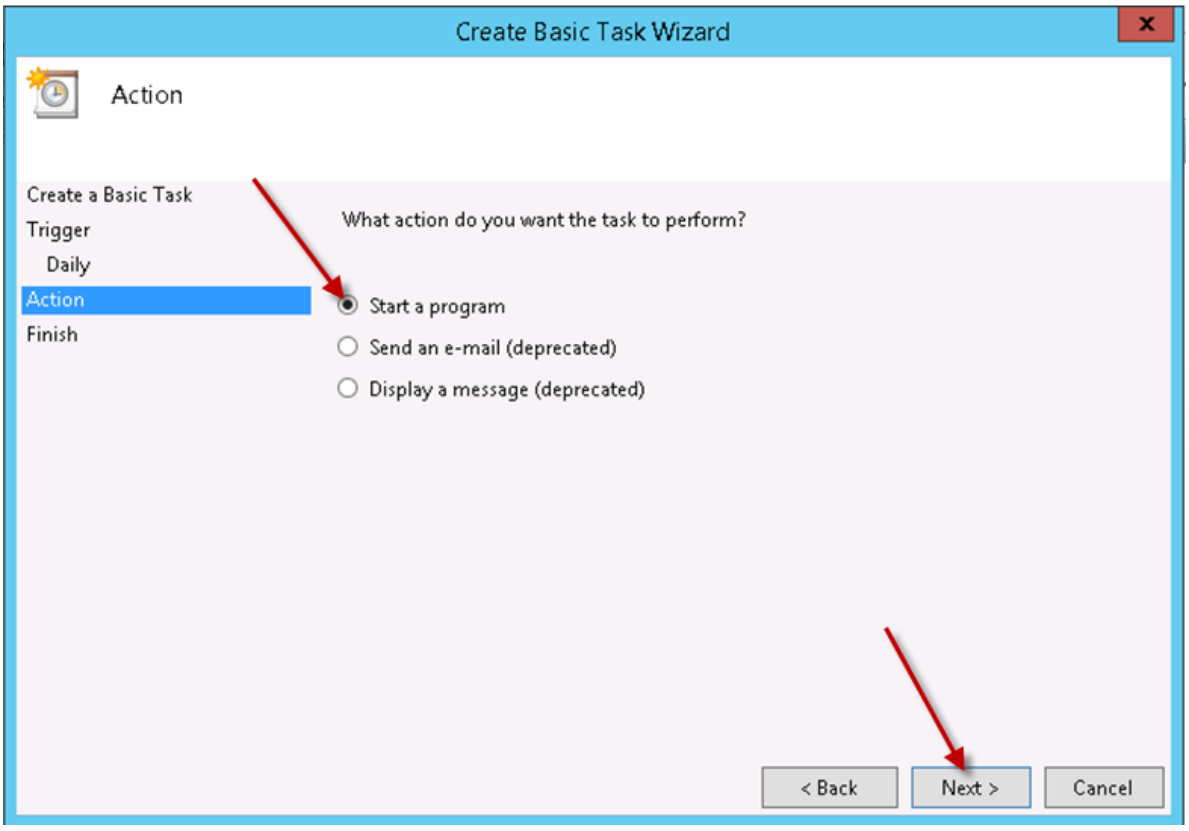
14. Check that **Daily** is selected and then click the **Next** button.



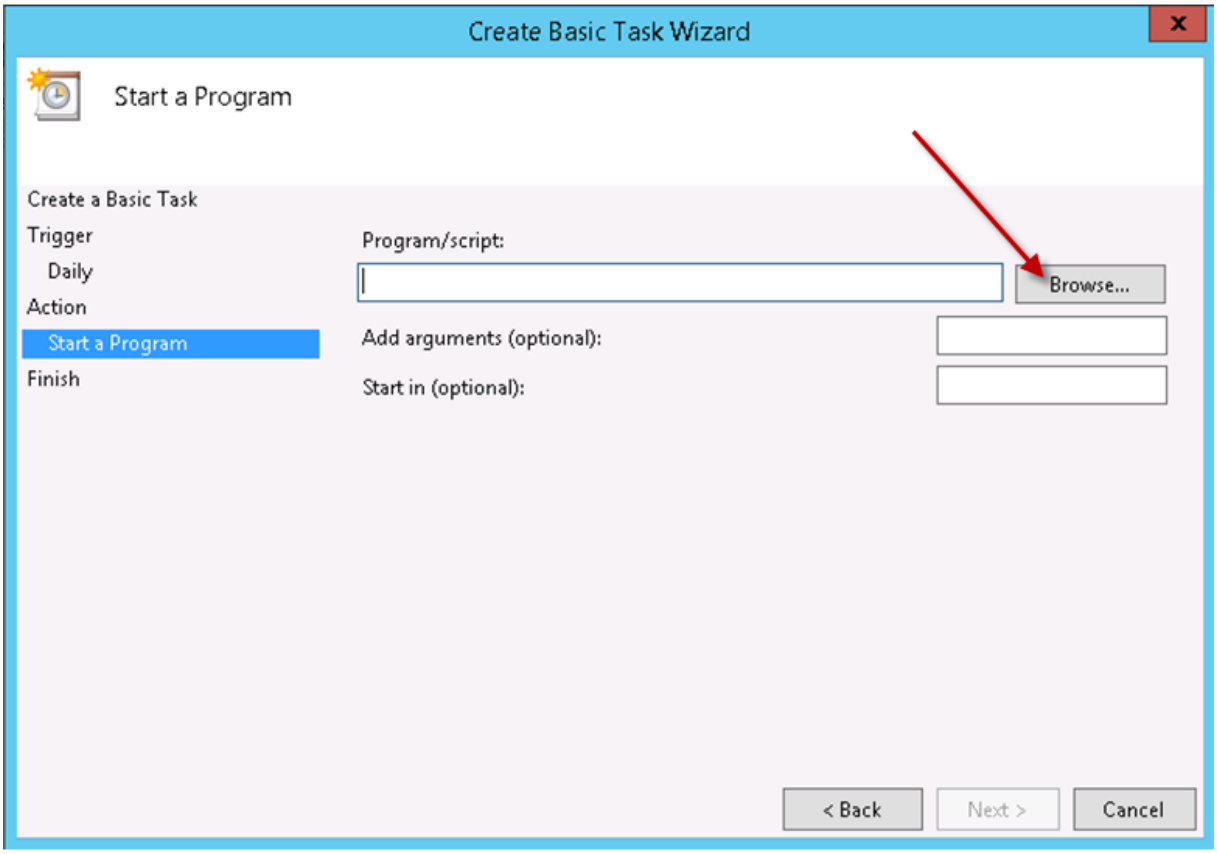
15. Click the **Start Date** and **Time** and define the time backup should run (in this example 3 hours after the initial Backup task has completed). In this example the Recur every period will be 1 day. Click the **Next** button.



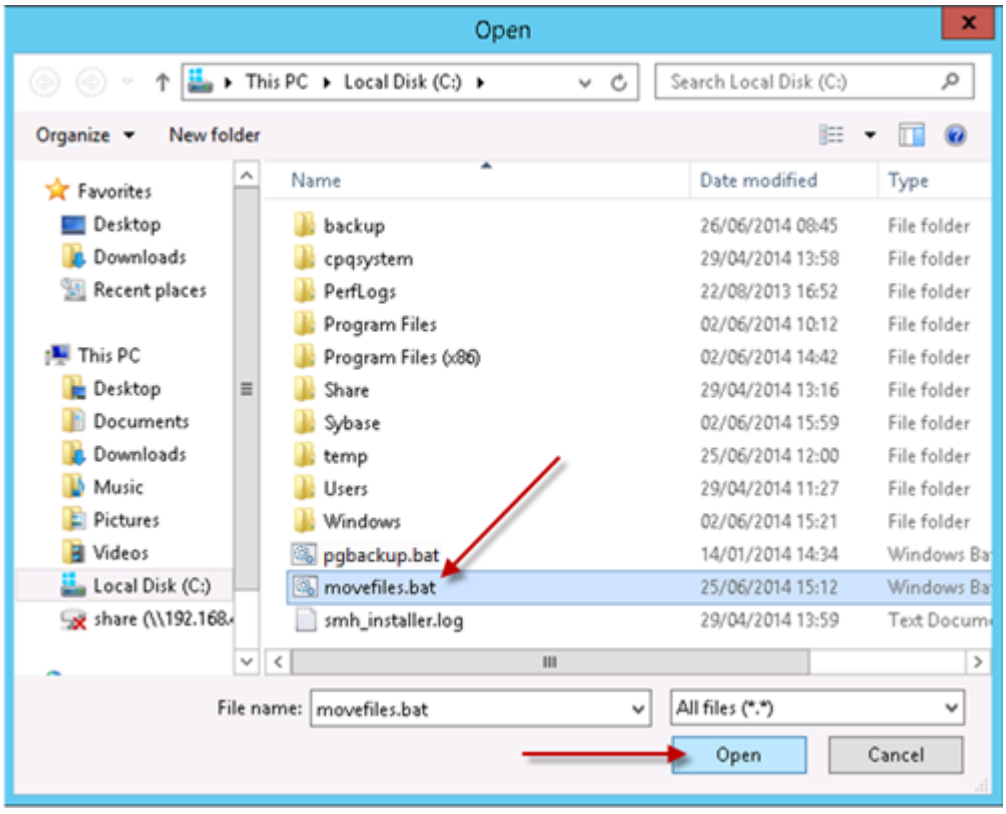
16. Click **Start a program** and then select the **Next** button.



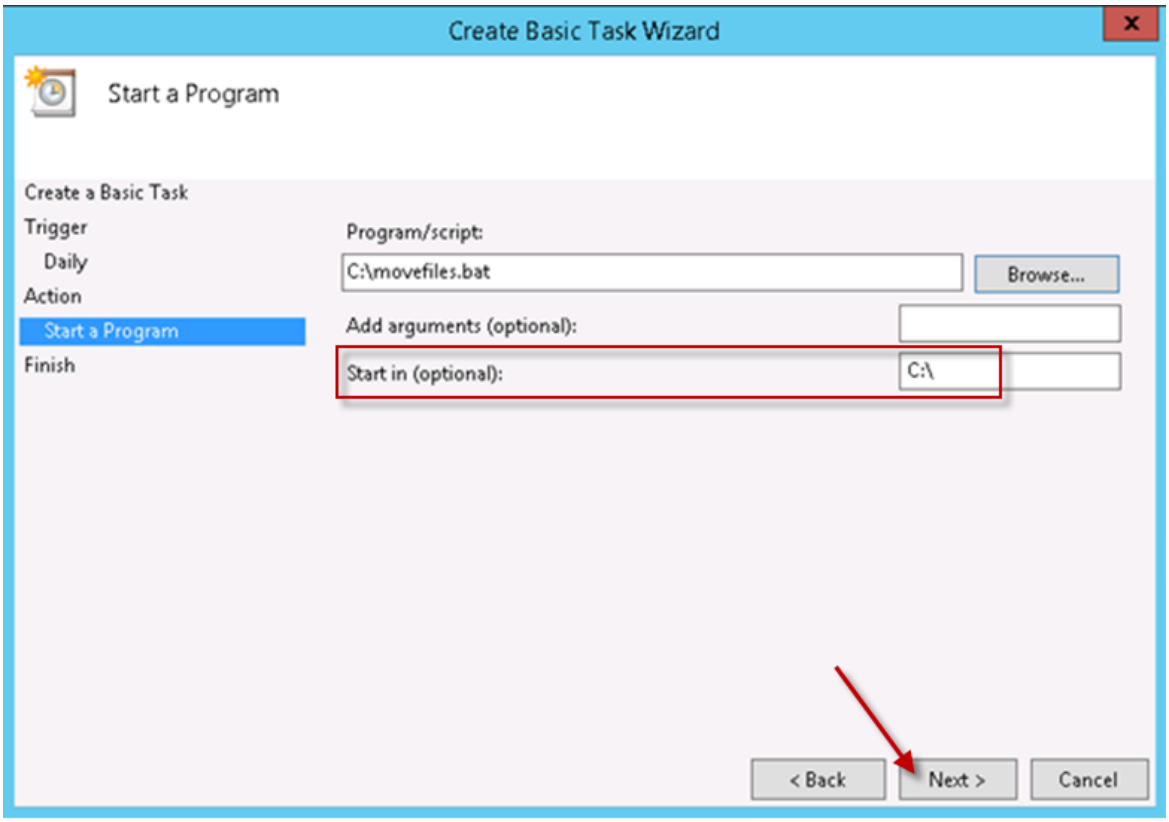
17. Click the **Browse…** button.



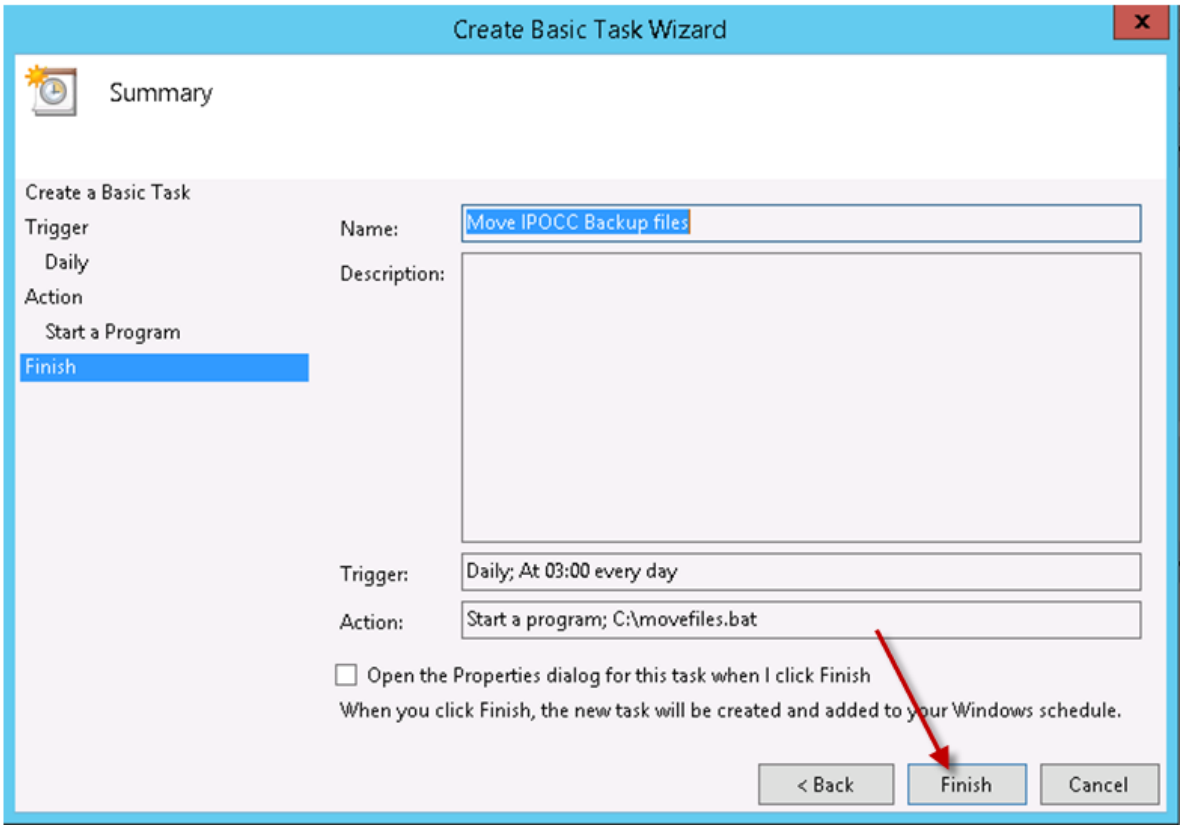
18. Click the **movefiles.bat** file and then click the **Open** button.



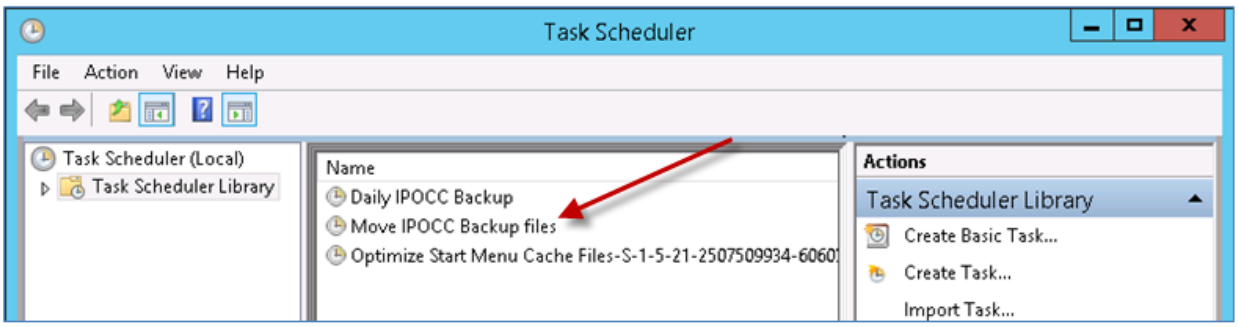
19. In the **Start In (optional)** field type **C:** and then select the **Next** button.



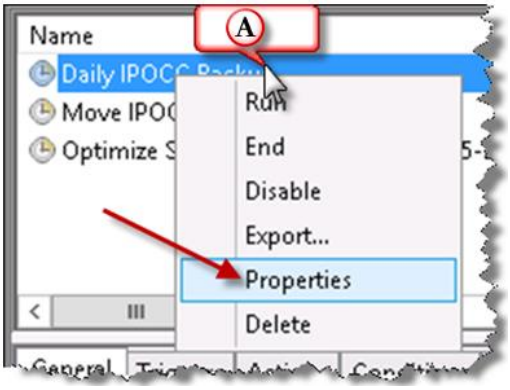
20. Click the **Finish** button.



21. The new task is displayed; however the tasks will only run when the Administrators account is logged in to the Server.

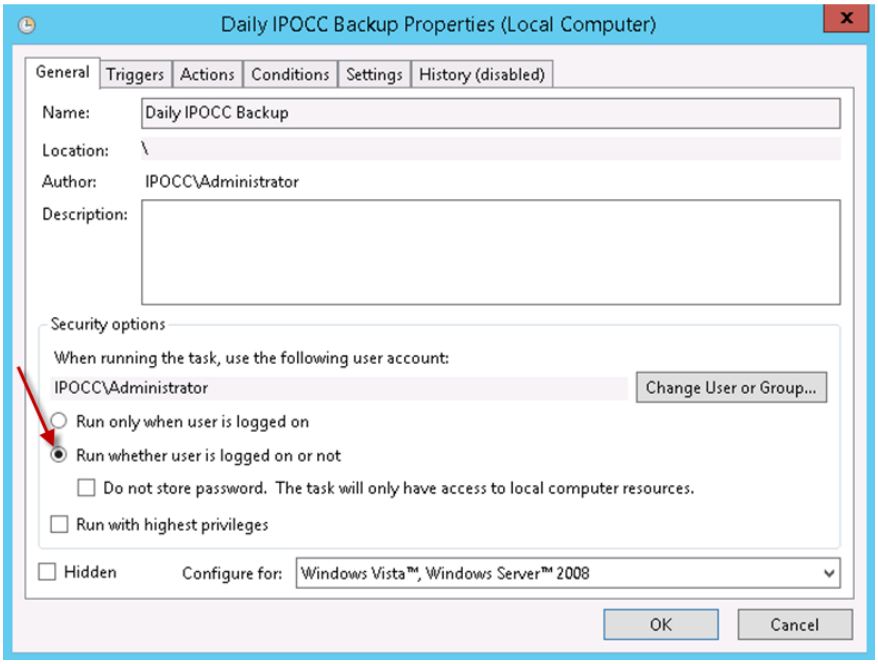


22. This can be overcome by defining that the Task can be run regardless of whether the administrators account is logged in. Using the right mouse button select the first task and click **Properties**.

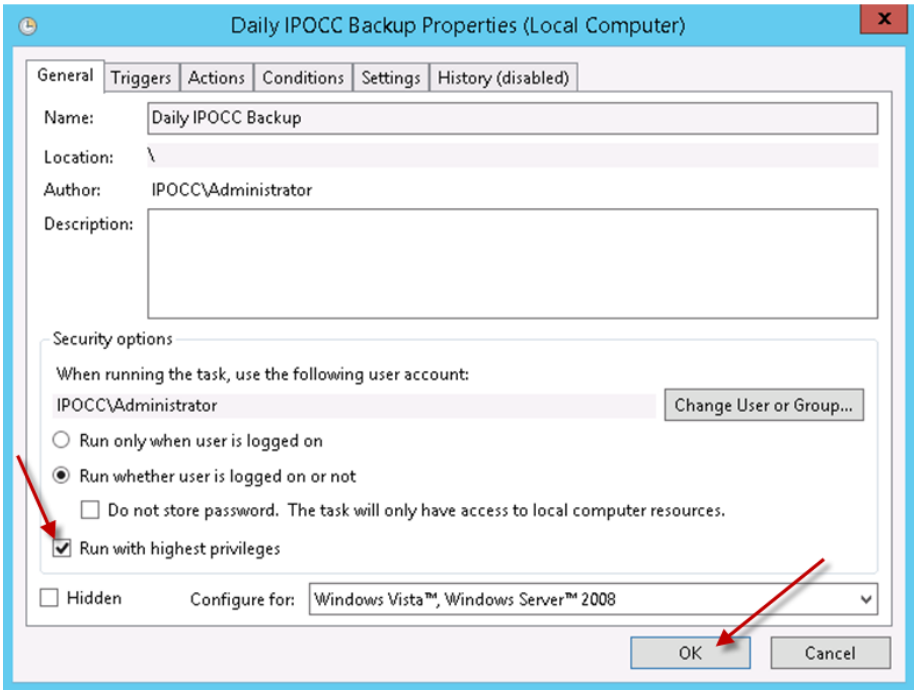


A. Right click

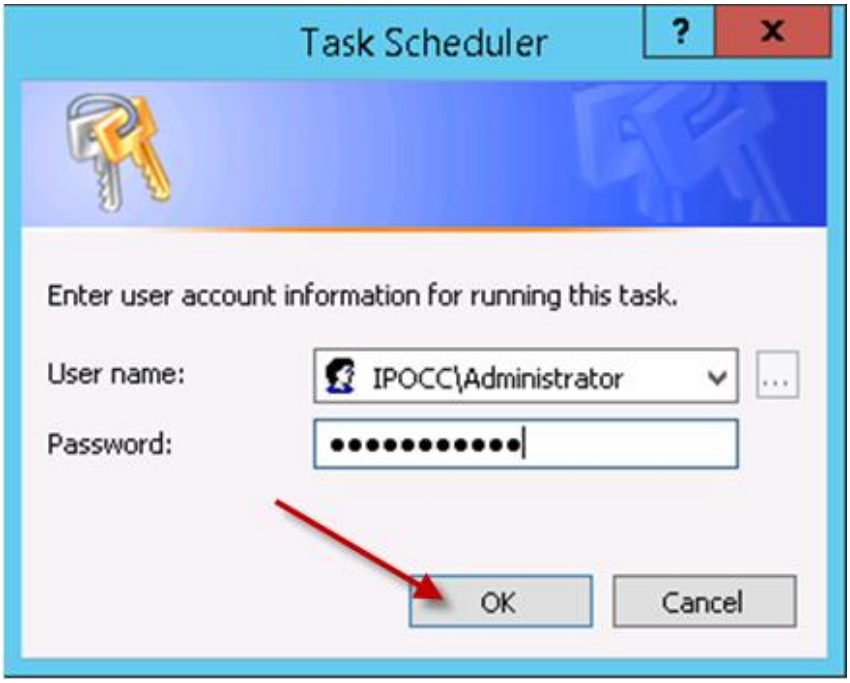
23. Click the option to **Run whether user is logged on or not**



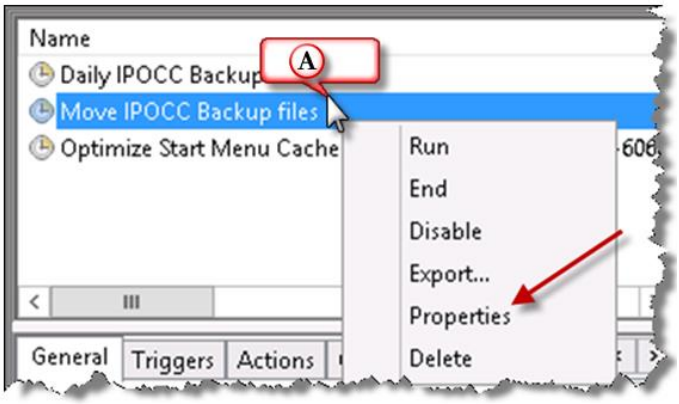
24. Click the **Run with the highest privileges** check box and then click the **OK** button.



25. To be able to run the task while logged off, the account requires the correct rights to run the task. Enter the **User name** and **Password** for the required account and then click the **OK** button.

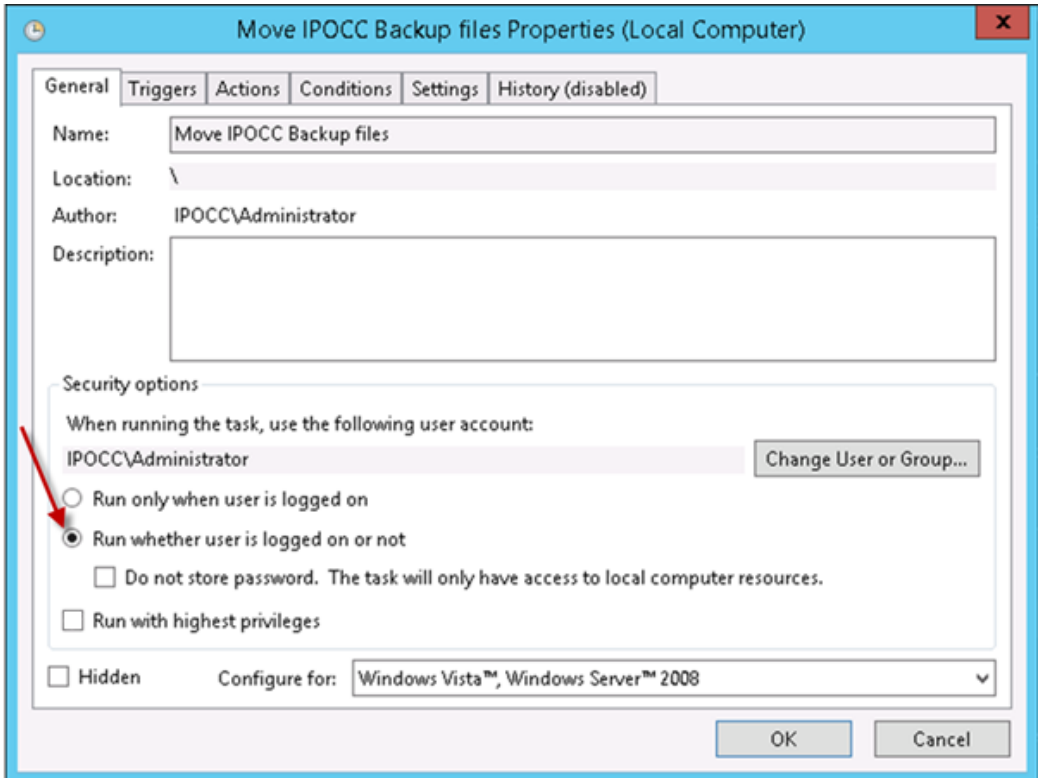


26. Repeat the process in relation to the second task. Using the right mouse button select the second task and click **Properties**.

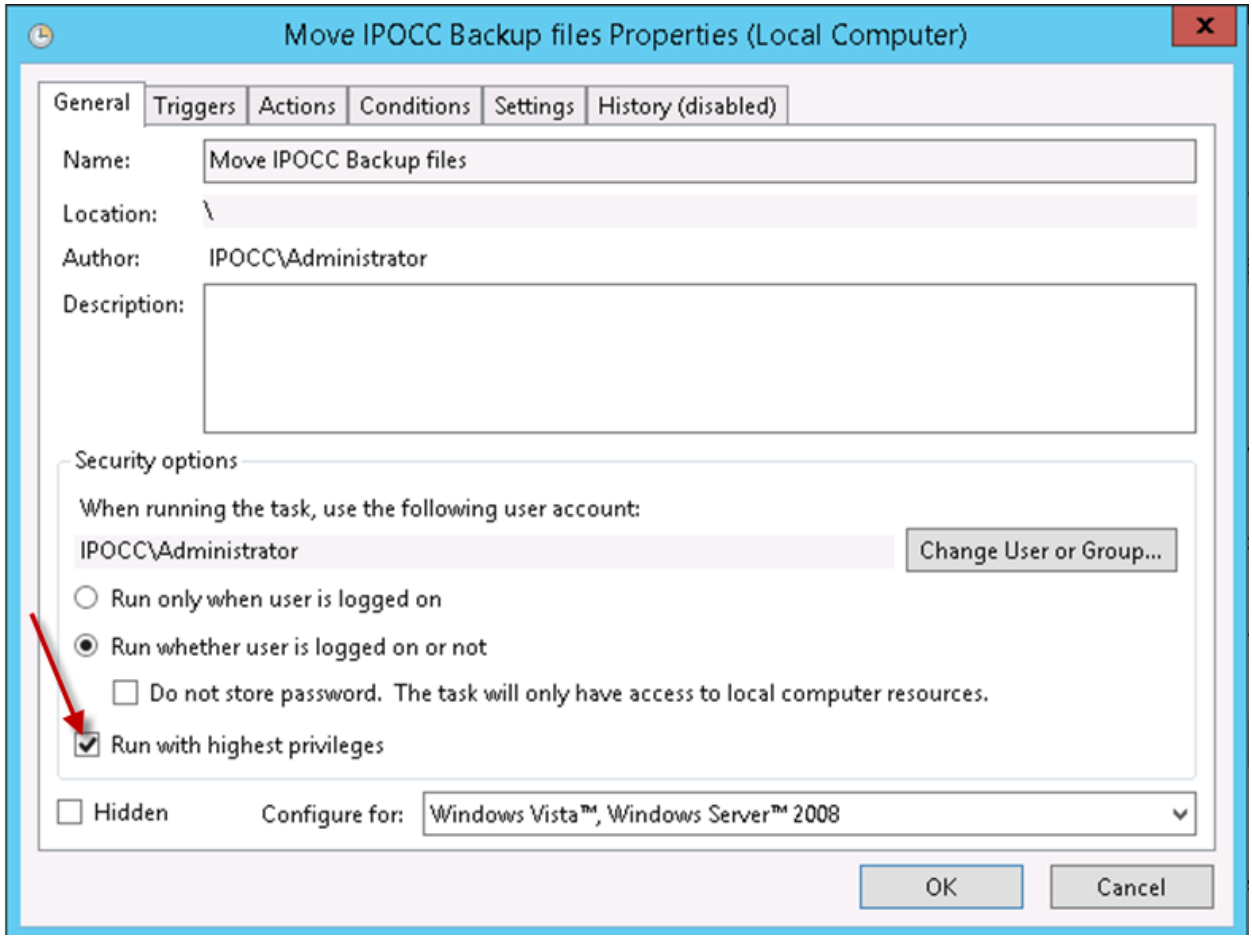


A. Right click

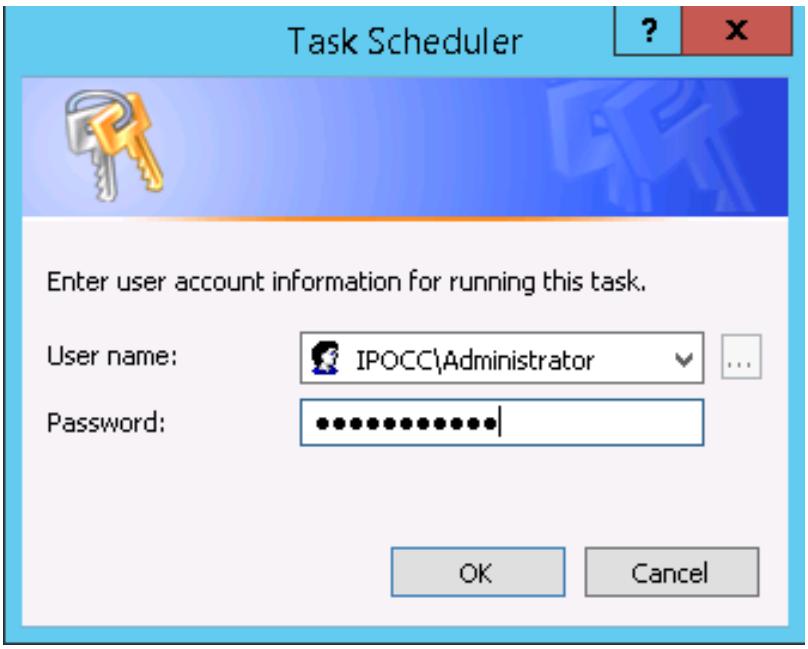
27. Click the option to **Run whether user is logged on or not**



28. Click the **Run with the highest privileges** check box and then click the **OK** button.

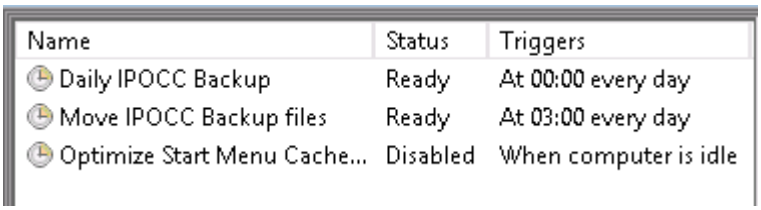


29. To be able to run the task while logged off, the account requires the correct rights to run the task. Enter the **User name** and **Password** for the required account and then click the **OK** button.

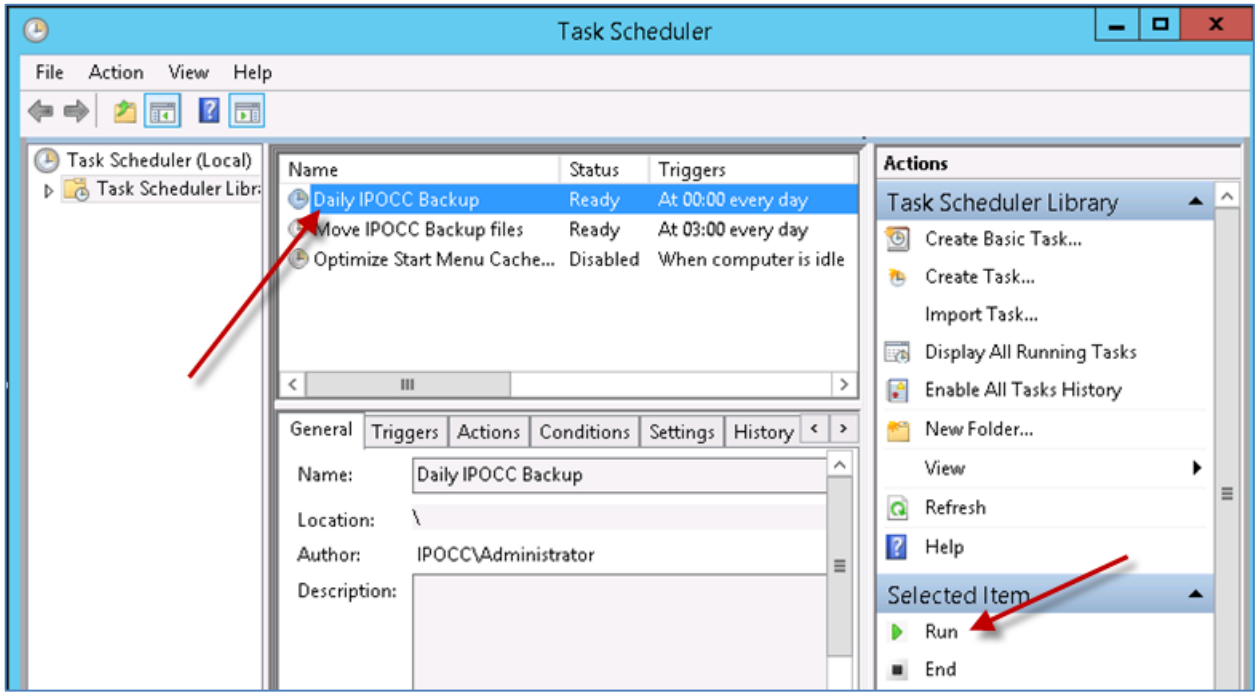


Testing the Tasks

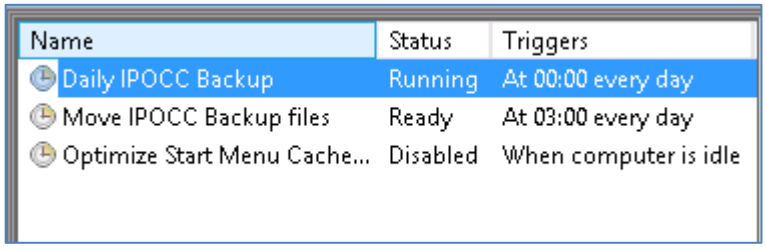
1. In this example, as the scheduled tasks do not run until early morning, it is worth testing each task.



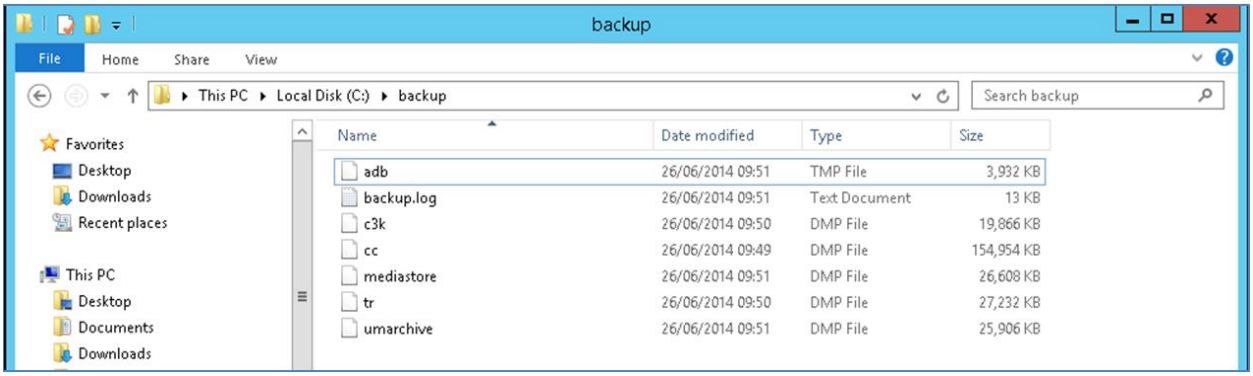
2. Select the **Daily IPOCC Backup task** and then select the **Run** option.



3. The Task Status changes to **Running**.

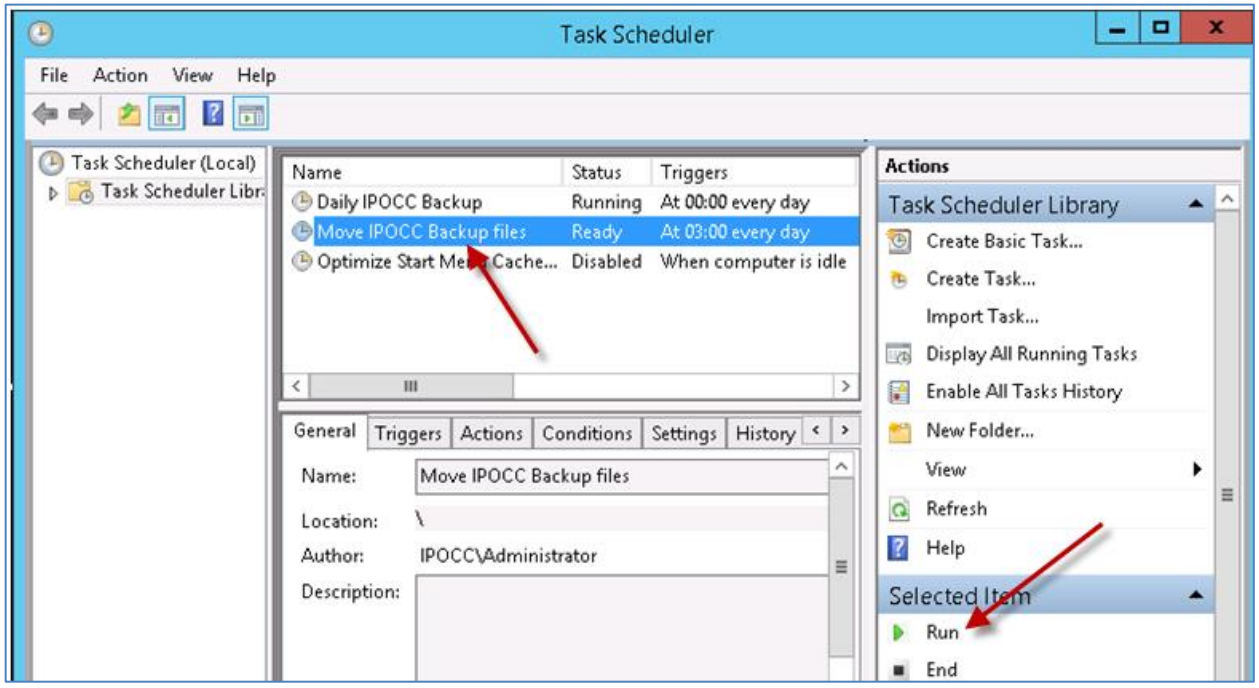


4. The backup files are created.

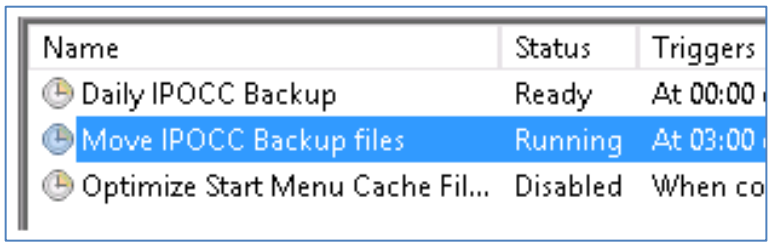


Depending on the size of the backup and performance of the IP Office Contact Center Server, this process may take some time to complete.

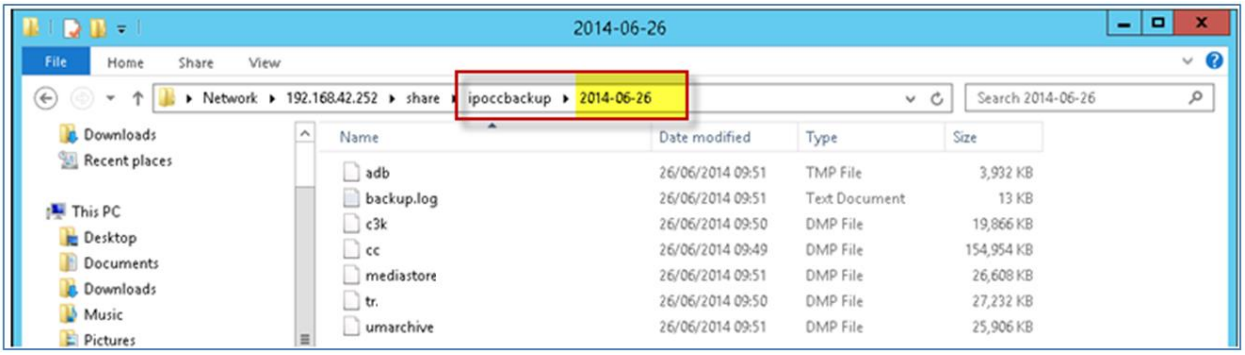
5. Follow the same procedure in relation to the second task. Select the **Move IPOCC Backup files** task and then select the **Run** option.



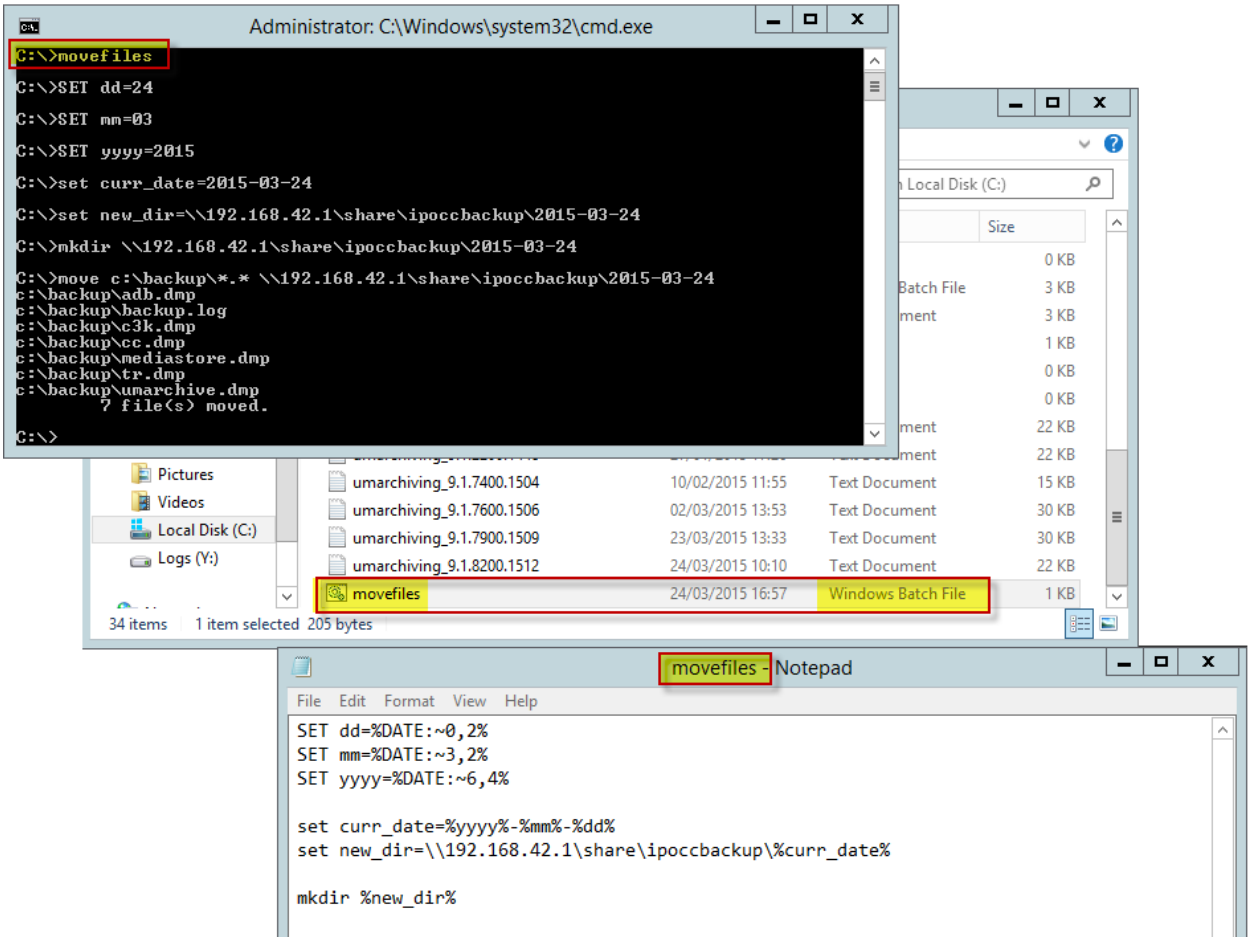
6. The Task Status changes to **Running**.



7. When the task is complete, check your network share folder for the backup files contained within the date stamped folder.



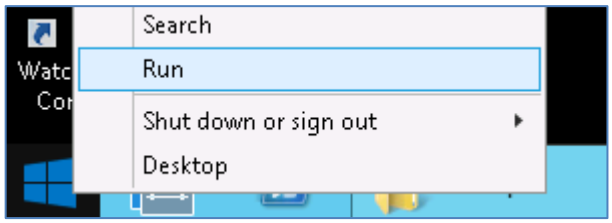
Note: The above tests can also be completed via the command prompt. Open a Windows command prompt and manually run each batch file. In this example, a batch file named **movefiles** has been created.



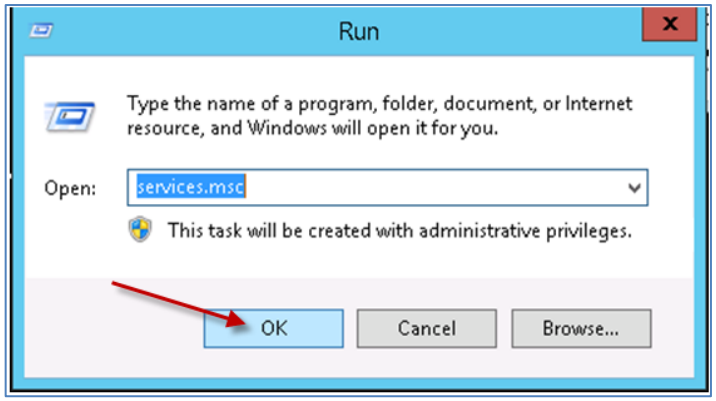
Restoring IP Office Contact Center Databases

Before you can restore any of the IP Office Contact Center databases you must stop all of the IP Office Contact Center Services.

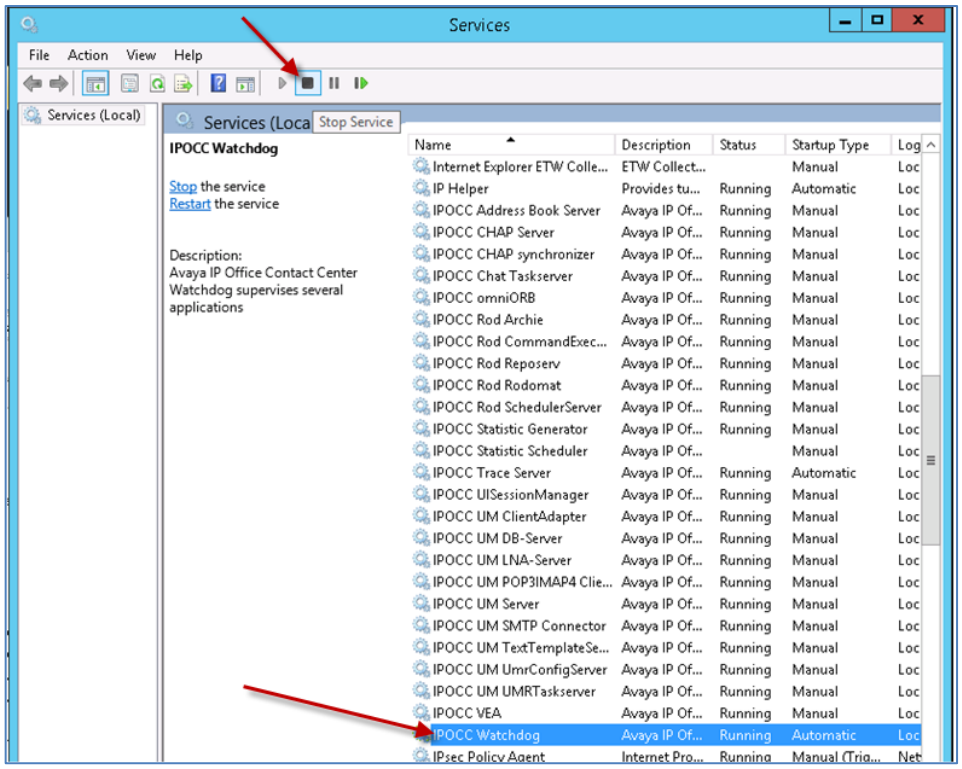
6. From the Windows menu click **Run**.



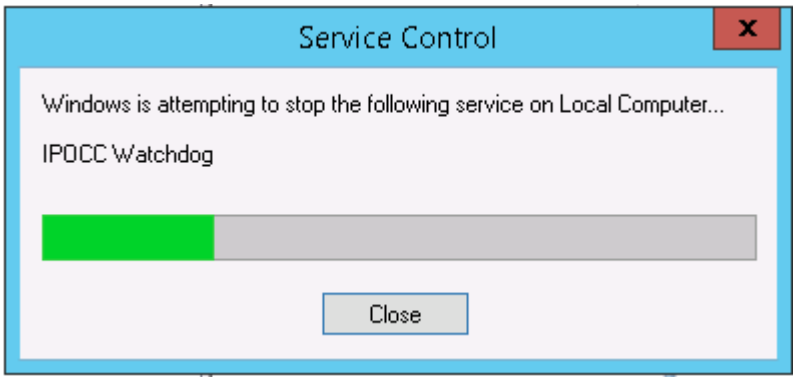
7. In the open field type **services.msc** and then click the **OK** button.



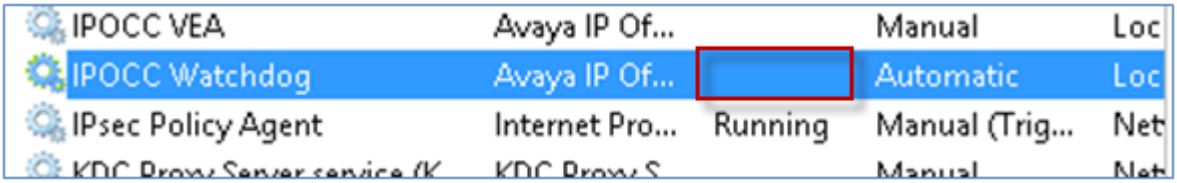
8. Select the **IPOCC Watchdog service** and then click to **Stop** the service.



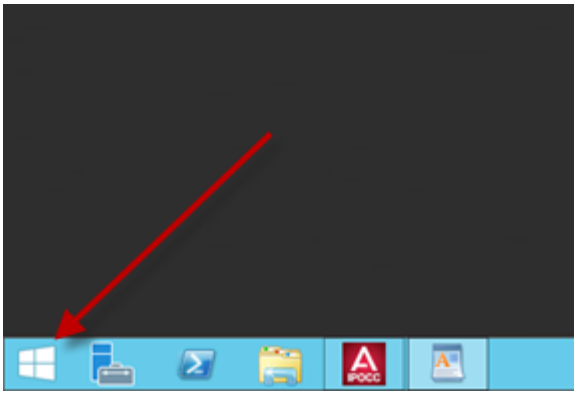
9. The **Service Control** window is displayed as the services are closed down.



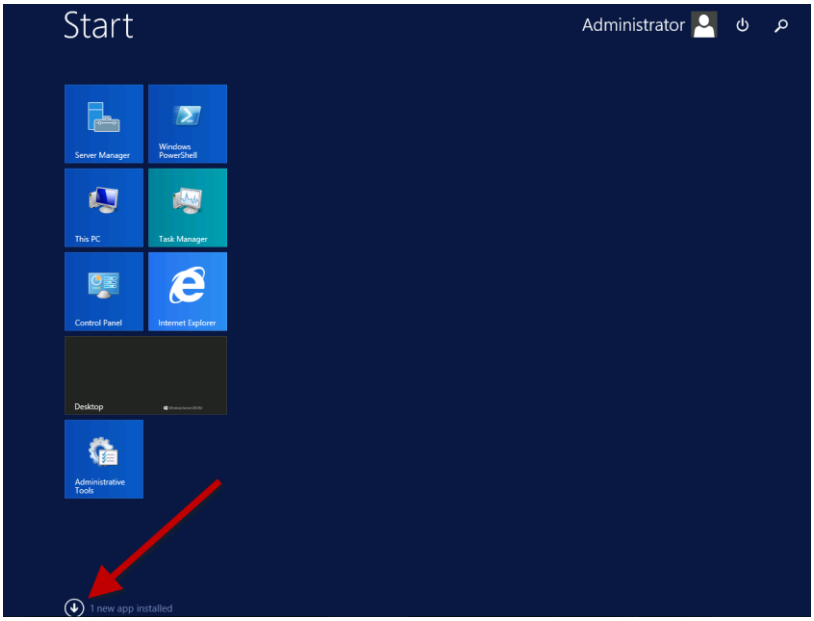
10. The Services are stopped which is indicated by the word **Running** no longer being displayed. The restore process can proceed.



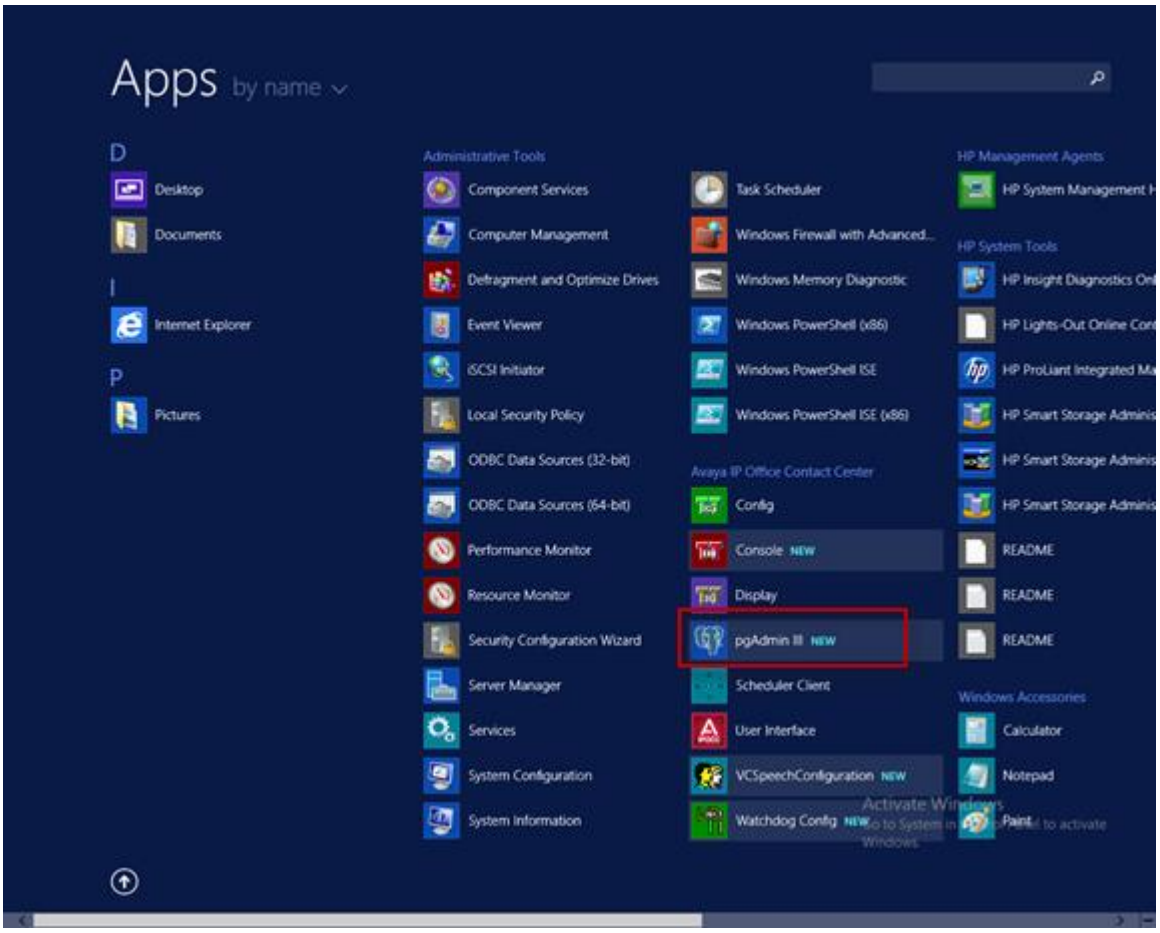
11. Open a command prompt, Start by clicking the **Windows icon**.



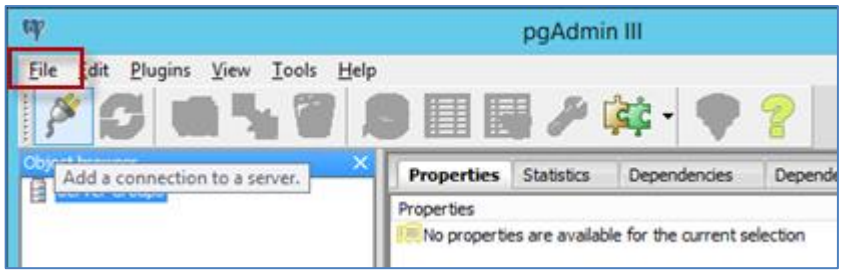
12. Click the **down arrow**.



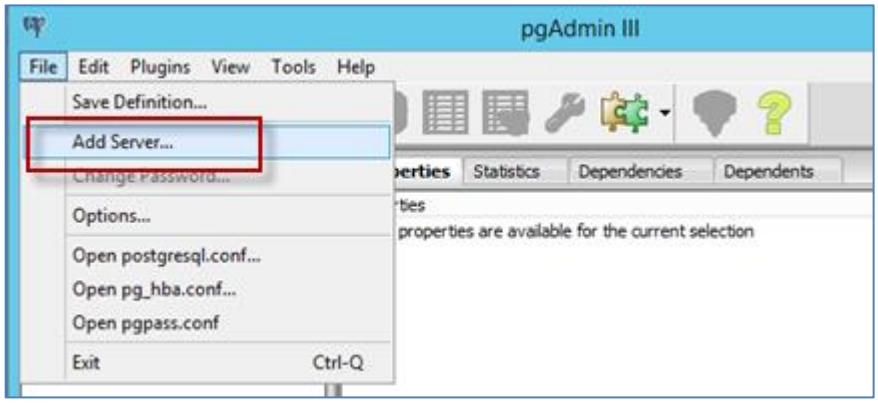
13. Click the program **pgAdmin III**.



14. Click the **File** option from the menu.

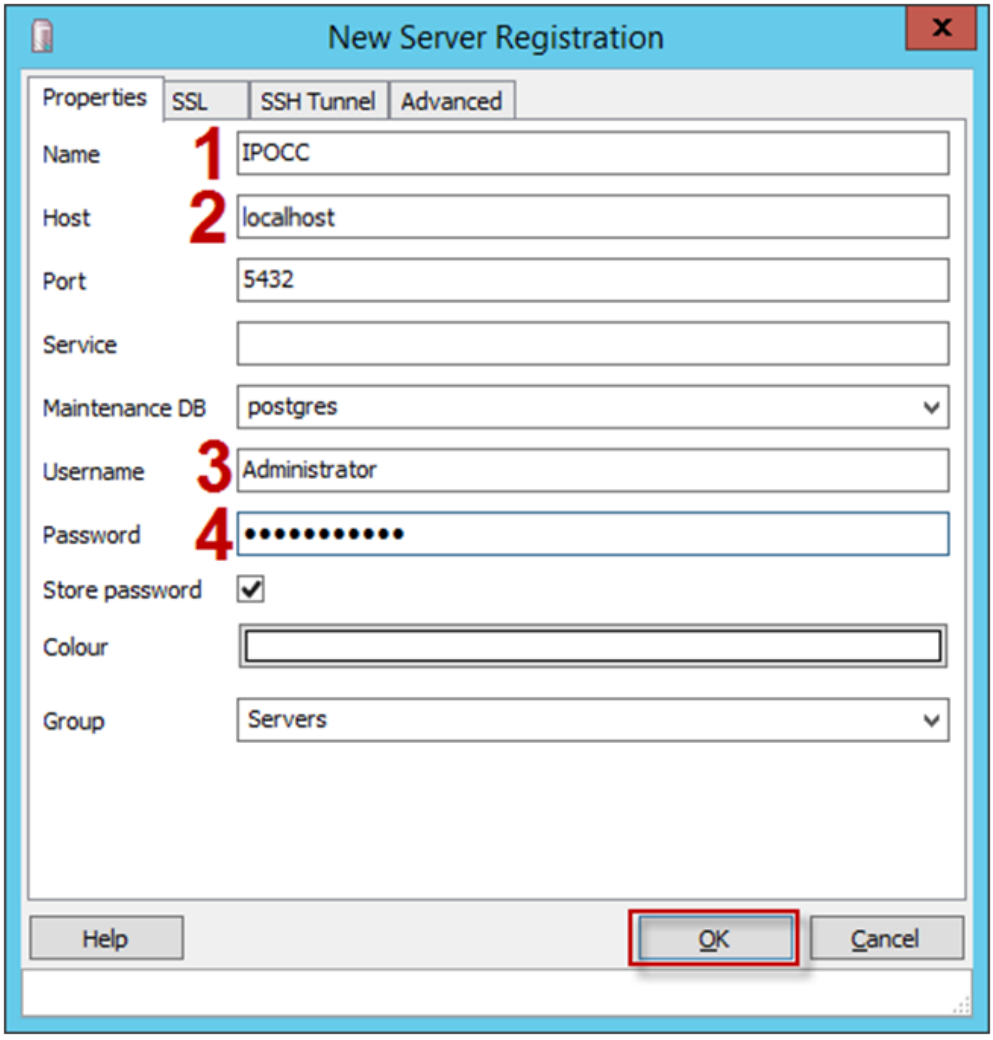


15. Click **Add Server…**.

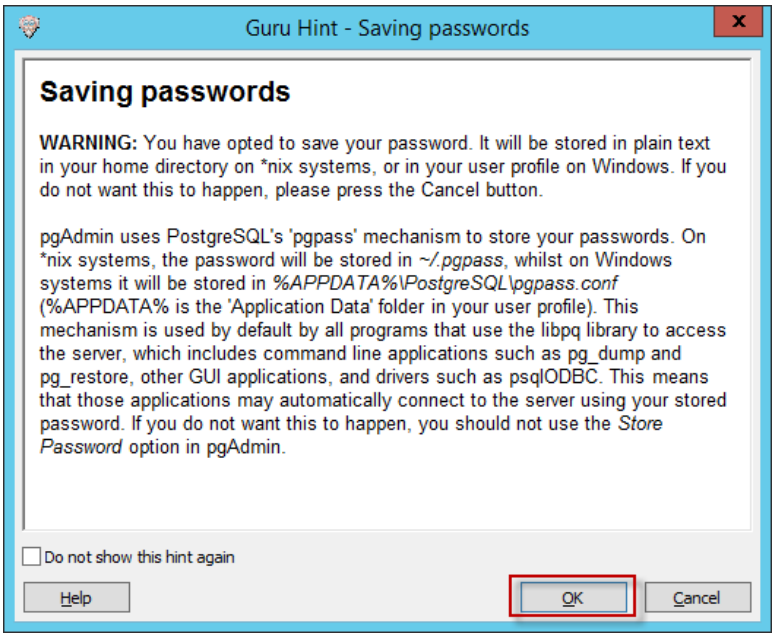


16. In the **New Server Registration** window the details of the IPOCC database must be added.

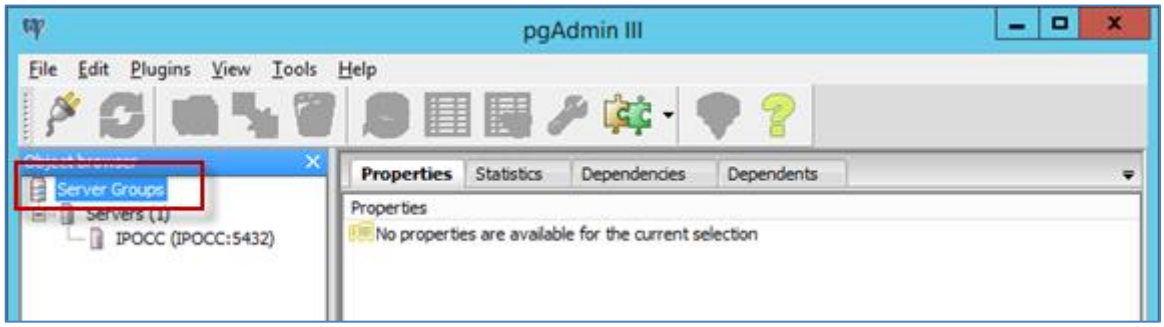
1	**Name**	Name of your connection e.g **IPOCC**
2	**Host**	**localhost** or **127.0.0.1**
3	**Username**	Username of the database e.g. **Administrator**
4	**Password**	Password for the database e.g. **IPoffice123**



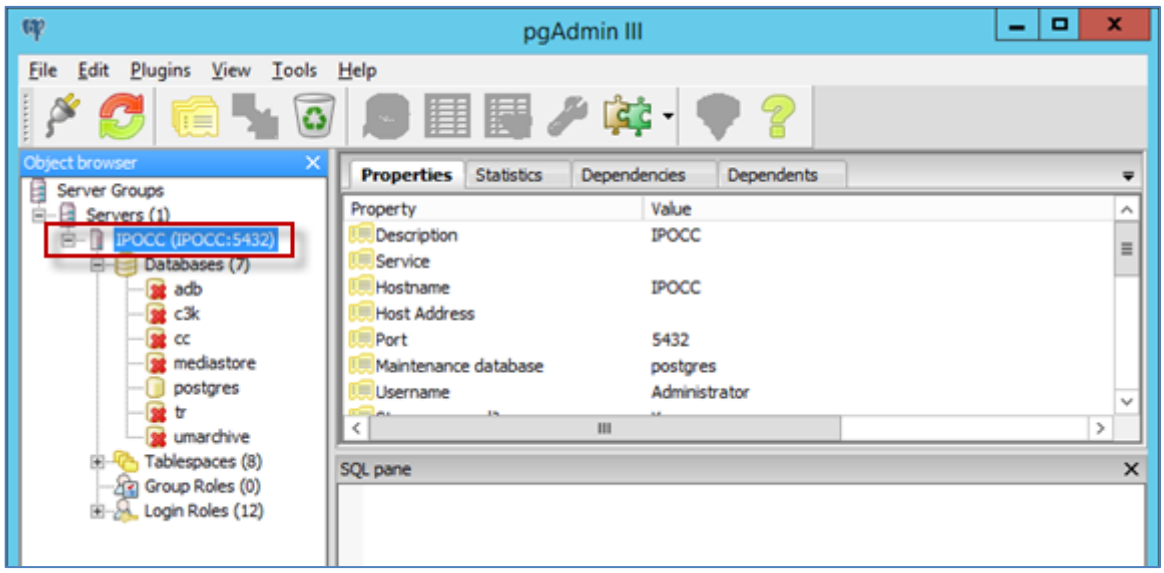
17. Click the **OK** button.



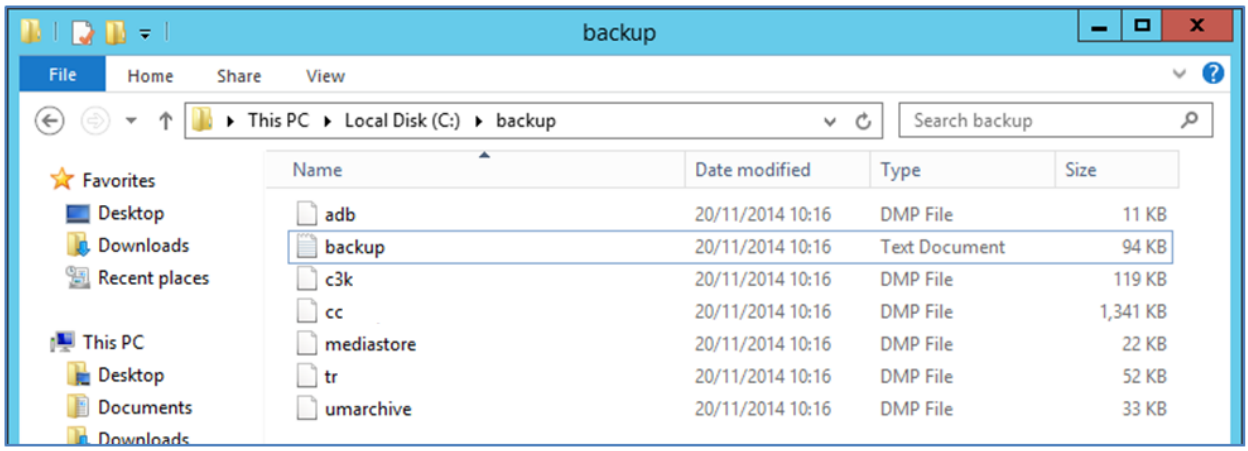
18. Double click on the **Server Groups** tab.



19. Click the **New connection** and then click **+**.

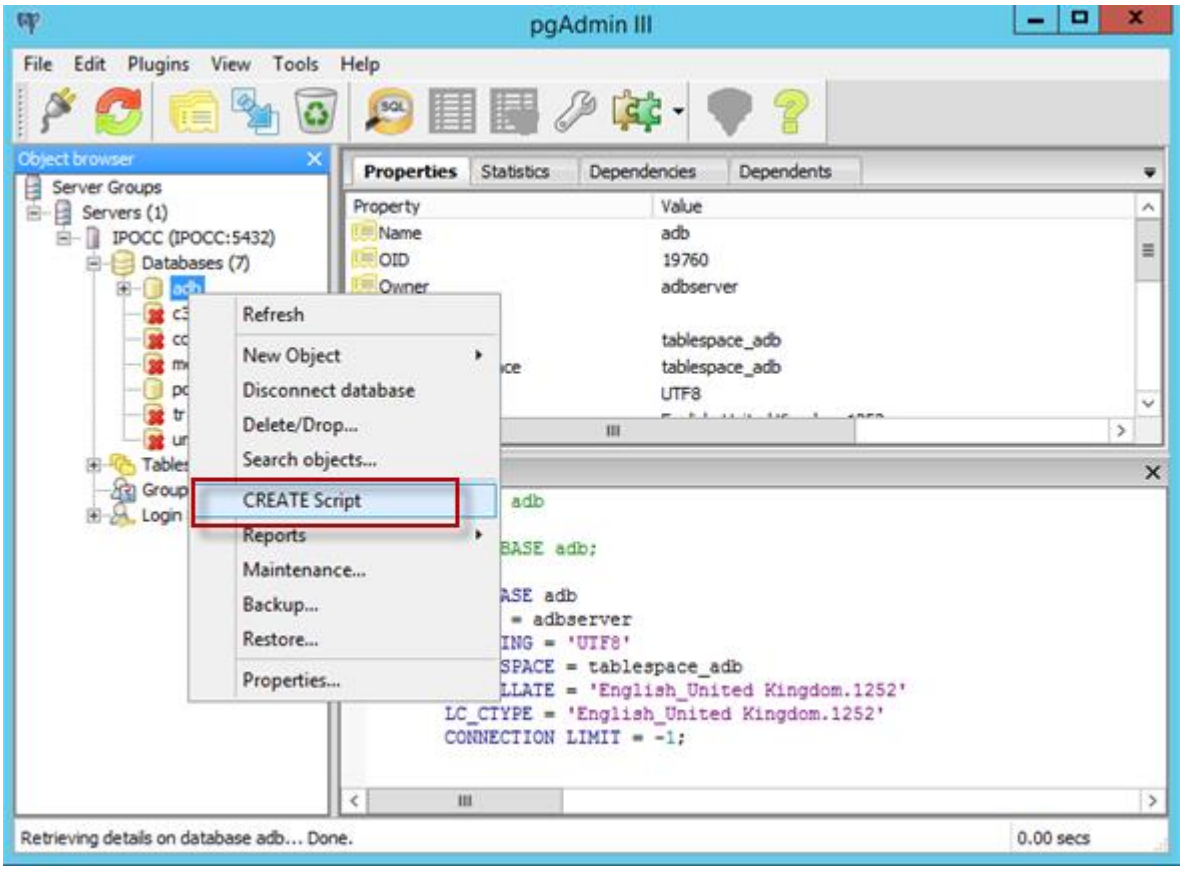


20. Each of the Databases must to be restored individually. Please repeat this process for all of the databases below, to restore a complete backup..

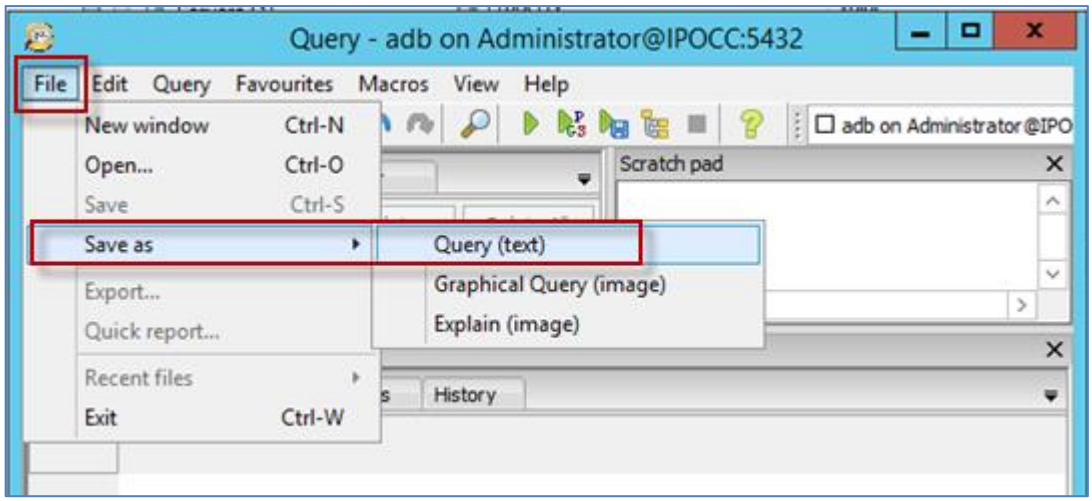


Databases	Contents
adb	Address book data
c3k	Emails
Cc	Configuration / Statistics
mediastore	Chat data
tr	Task Reporting data
umarchive	Archived emails

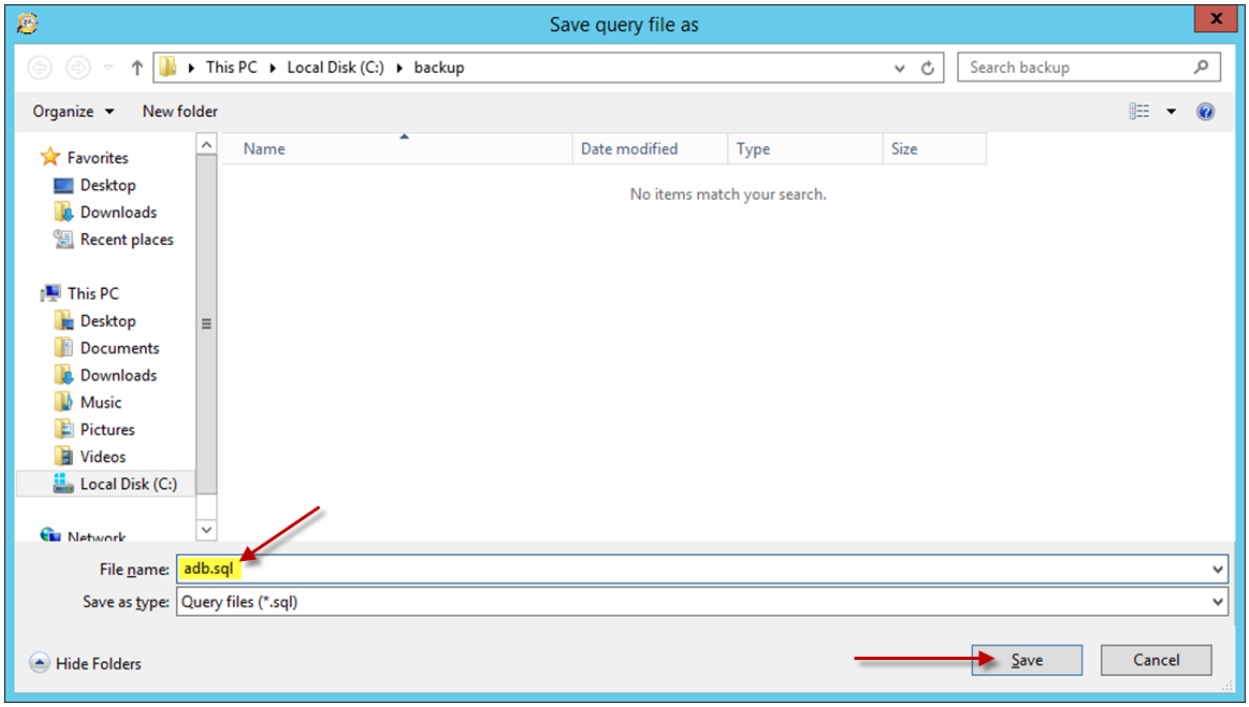
21. Right mouse button on the first database and click **CREATE Script**.



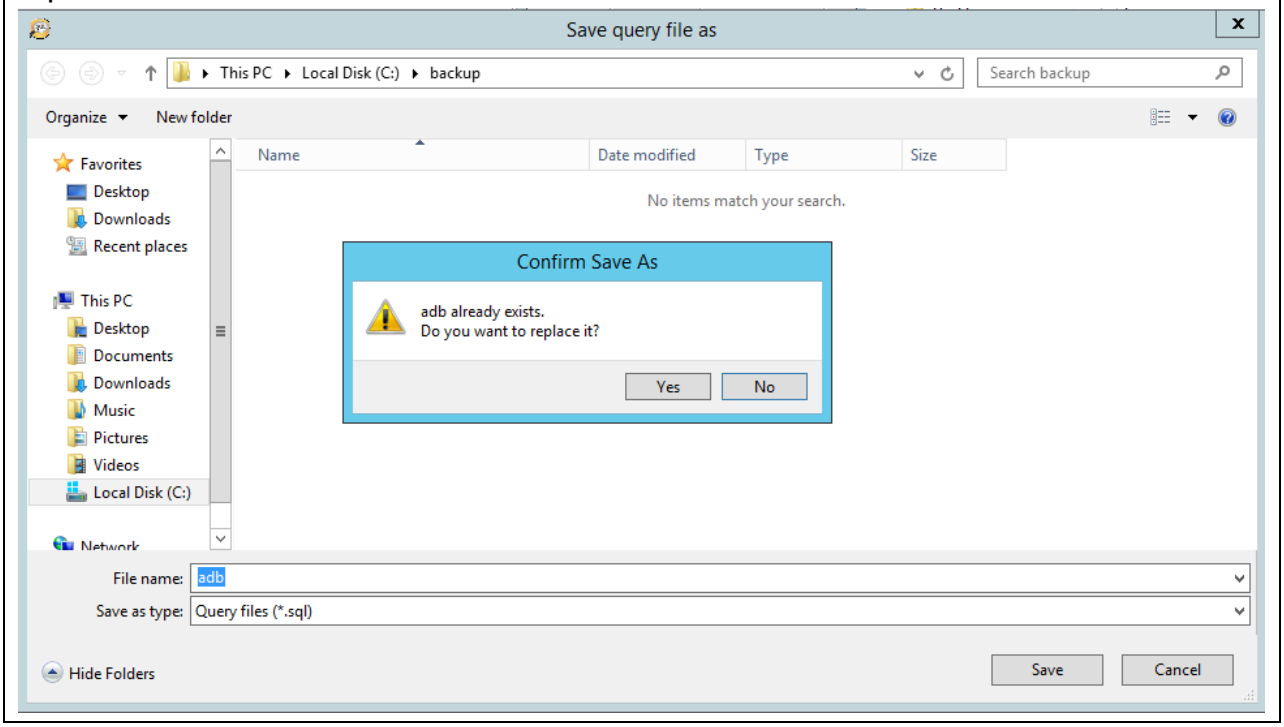
22. Click **File** and then click **Save – Query (text).**



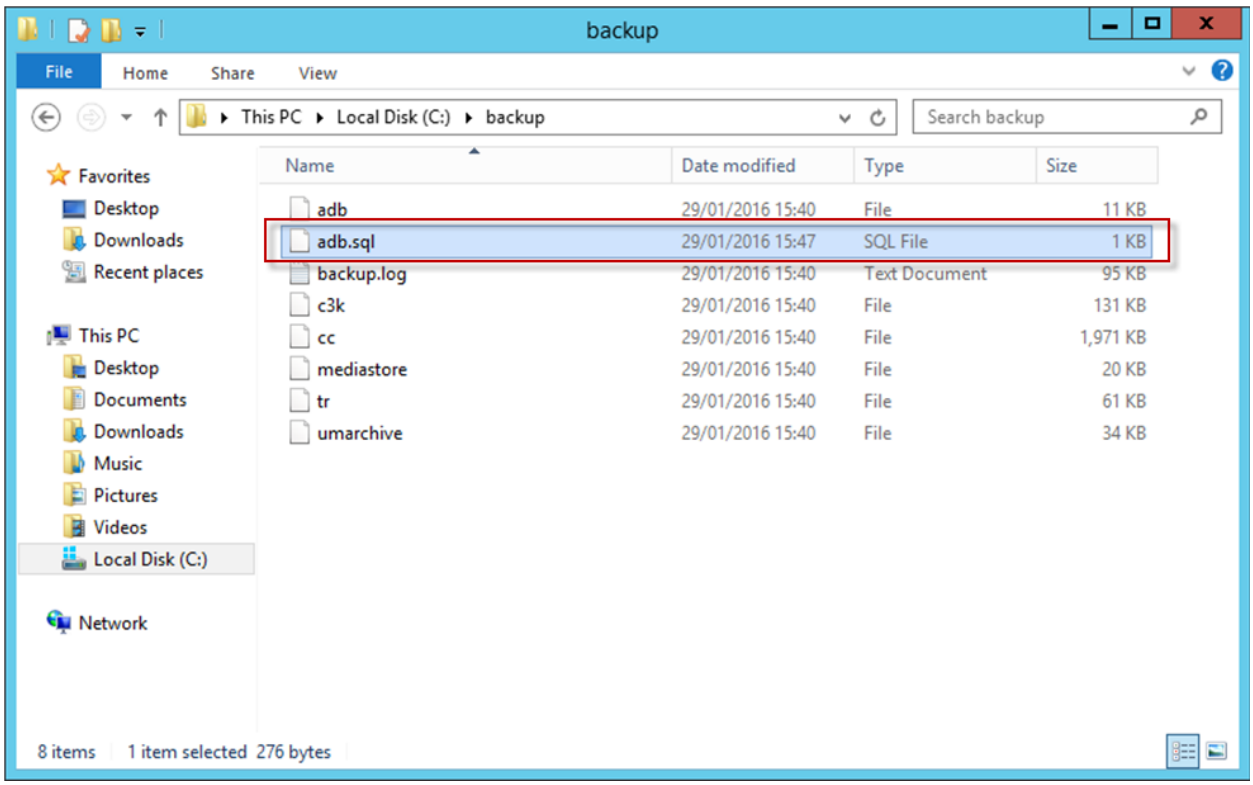
23. Click the **location** of the file. Give the query file the same filename as your database for example **adb** and **manually type in the sql extension**. Then click the **Save** button.



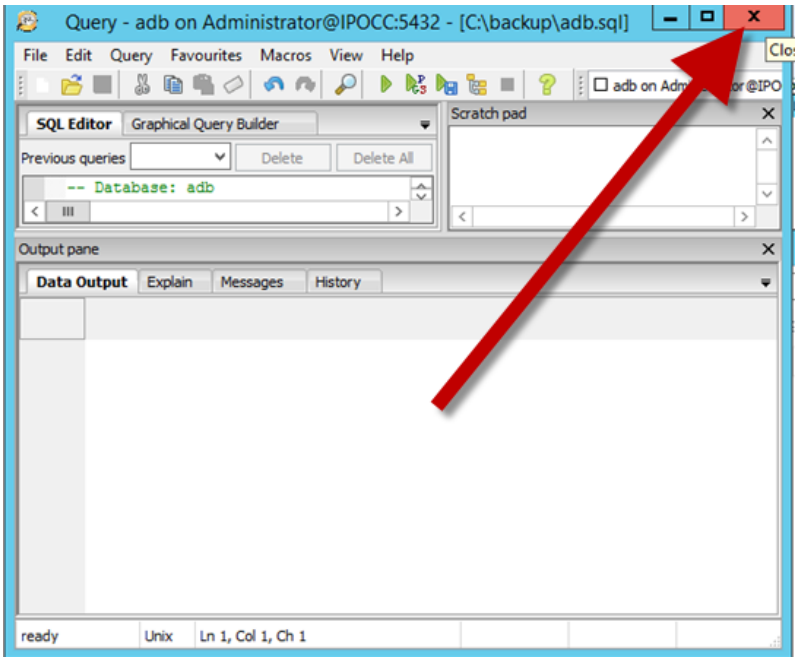
Note: The script must be saved in the same location as the backup and have an sql extension. The SQL extension must be manually typed in the **File Name** field. If you do not manually add the sql extension, a warning is displayed stating that the adb will be replaced.



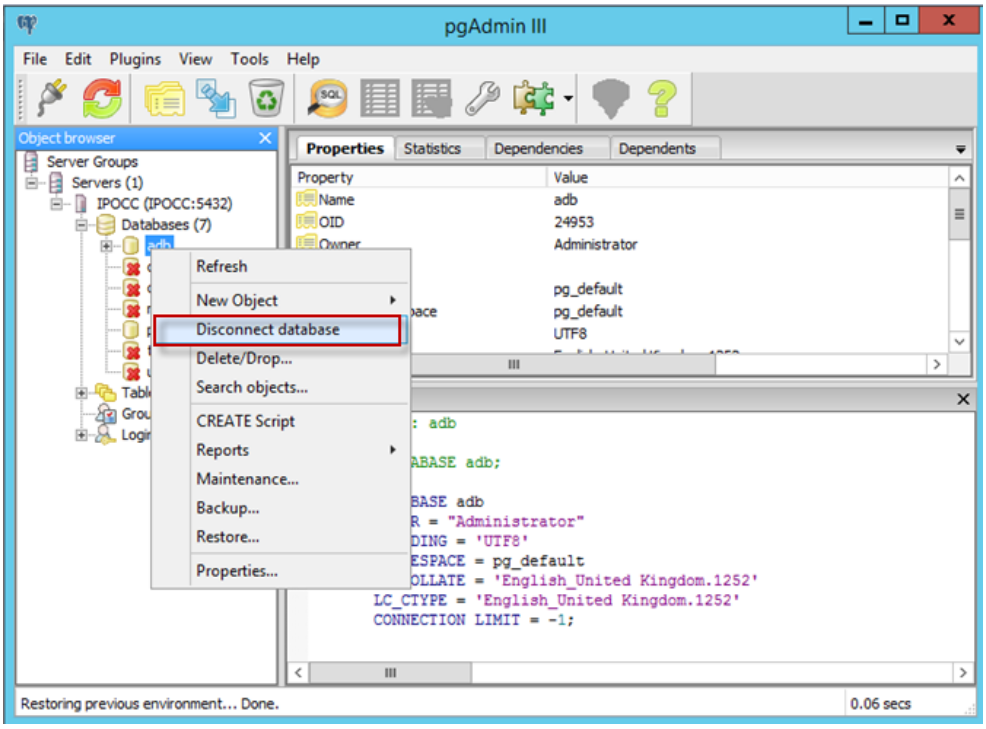
24. The file will be saved with the sql extension.



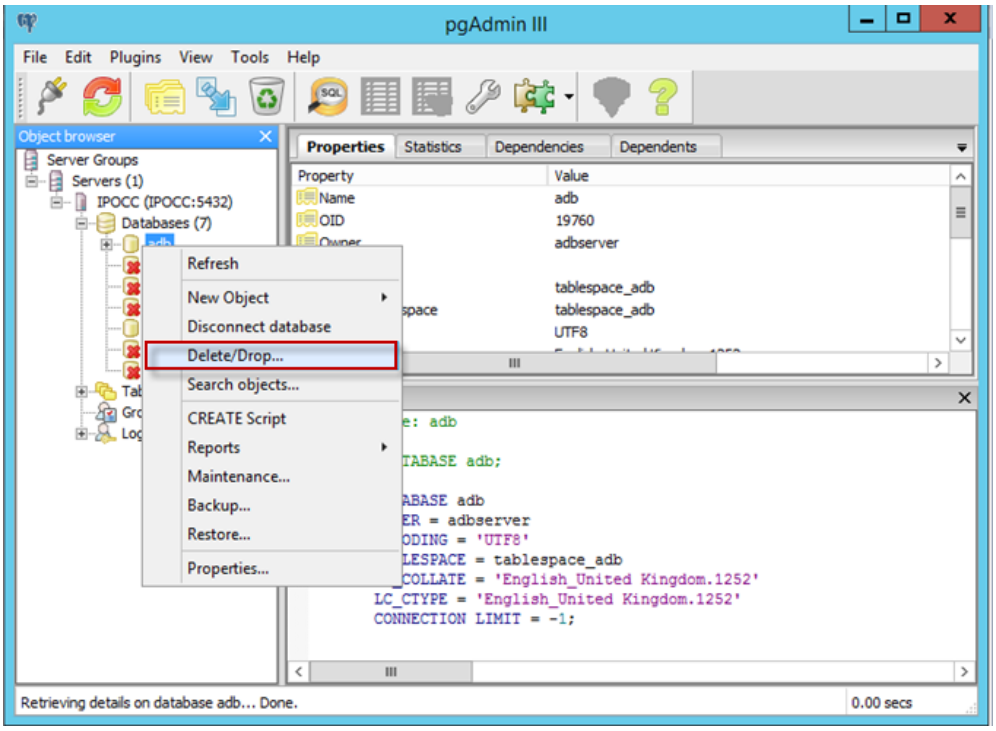
25. Now that the file has been saved. Click the **X** to close the **Query** window.



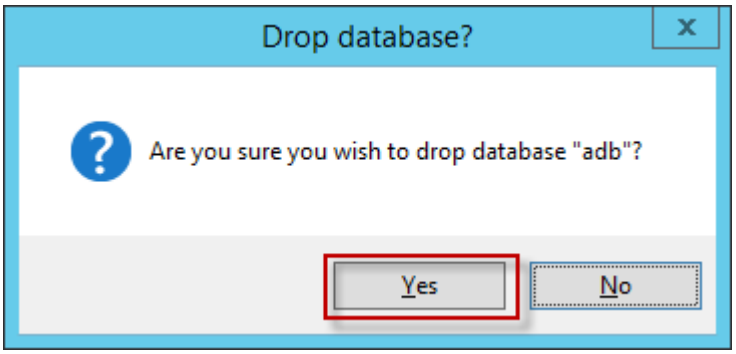
26. With the right mouse button, click the same database and then click **Disconnect database**.



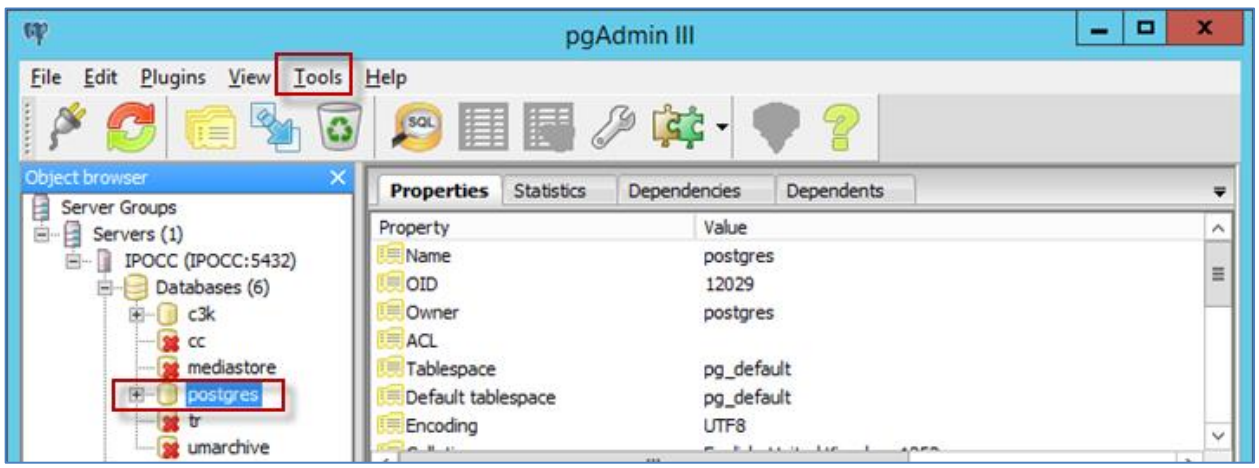
27. With the right mouse button, click the same database and then click **Delete/Drop**.



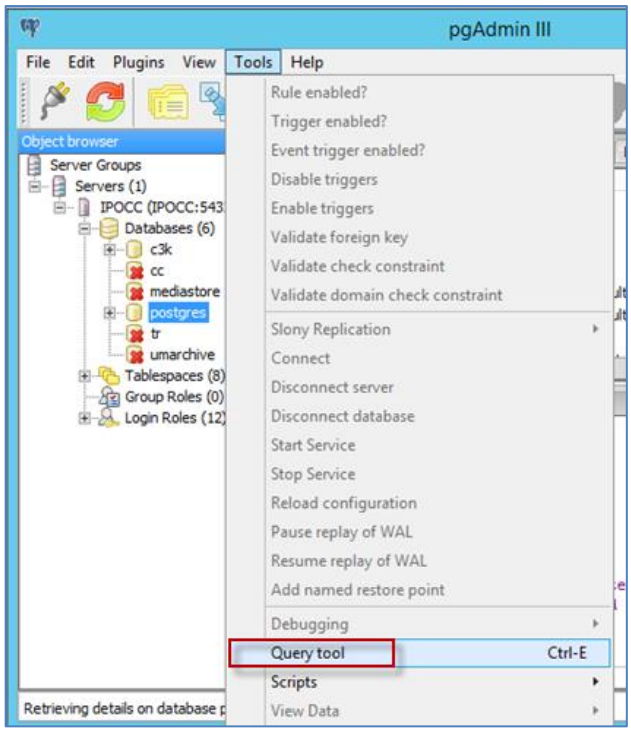
28. Click **Yes** to drop the database.



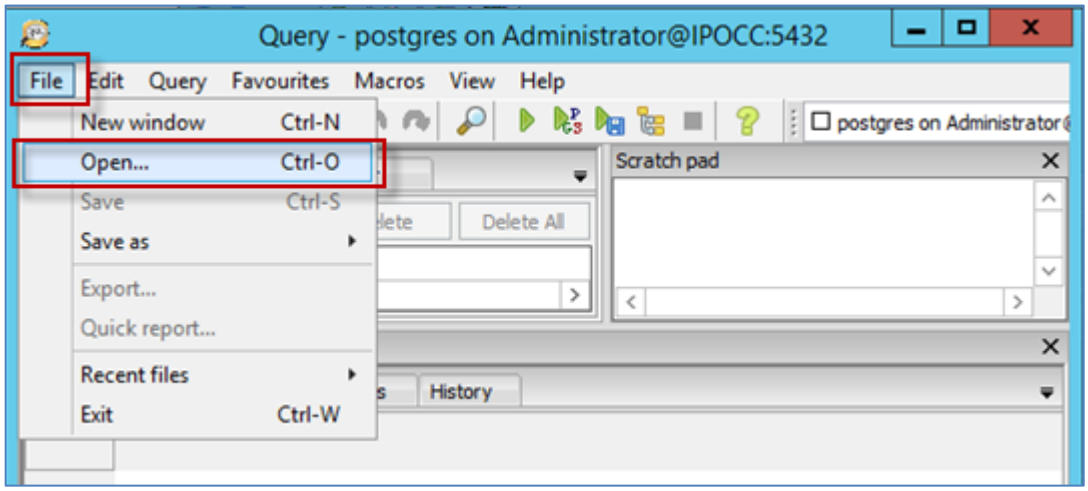
29. Click the **postgres** database and then click **Tools** from the menu.



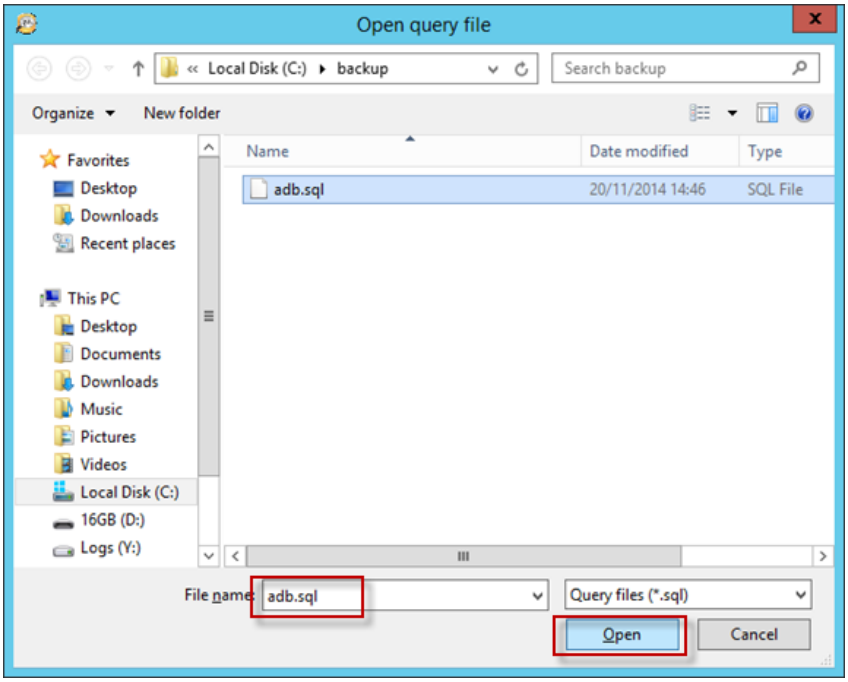
30. Click **Query tool**.



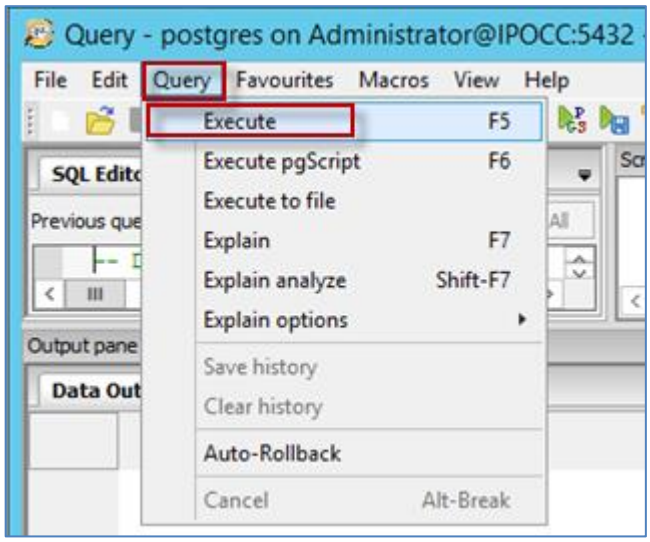
31. Click **File** and the click **Open**.



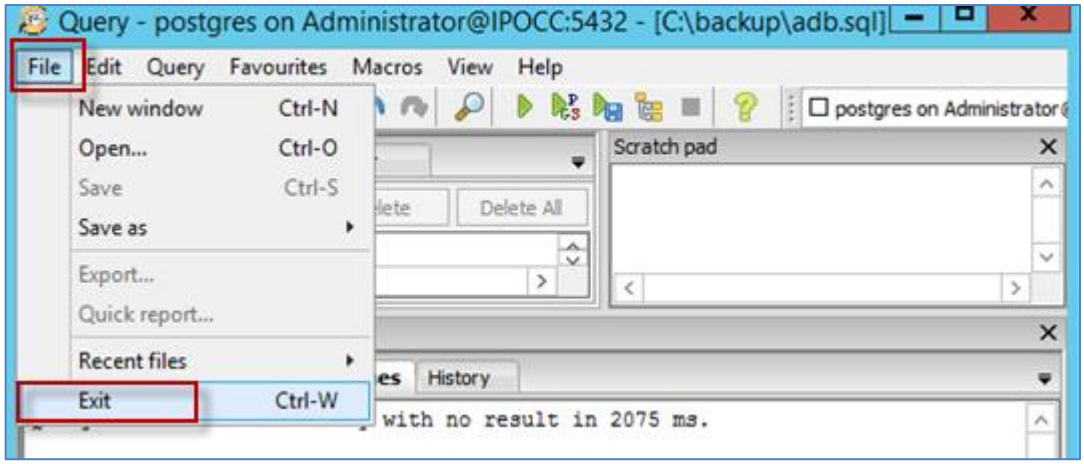
32. Click the database sql file to be opened, that has pervious been deleted/dropped and then click the **Open** button.



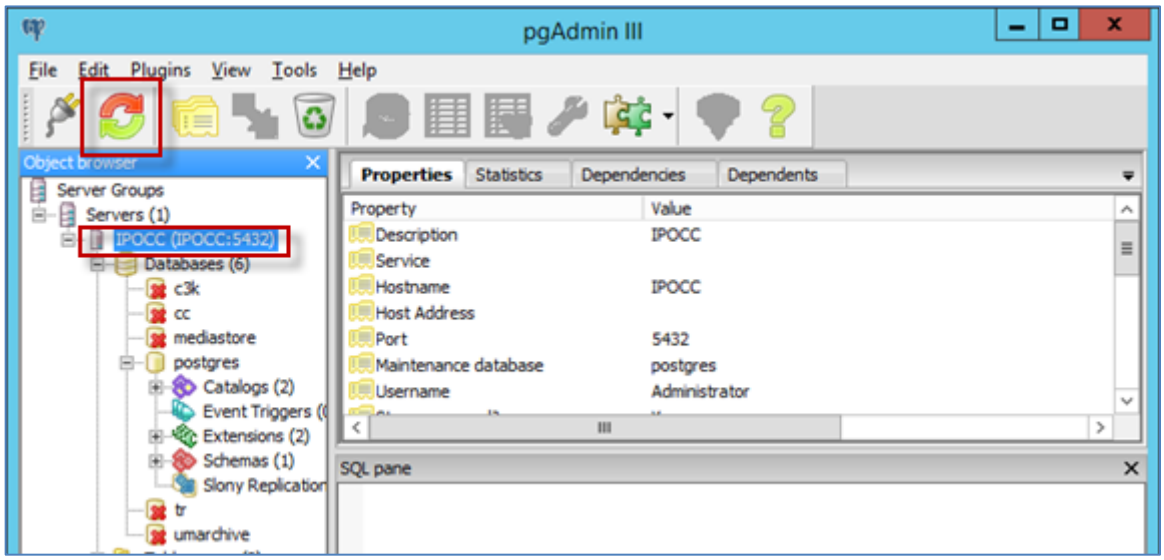
33. Click **Query** and the click **Execute**.



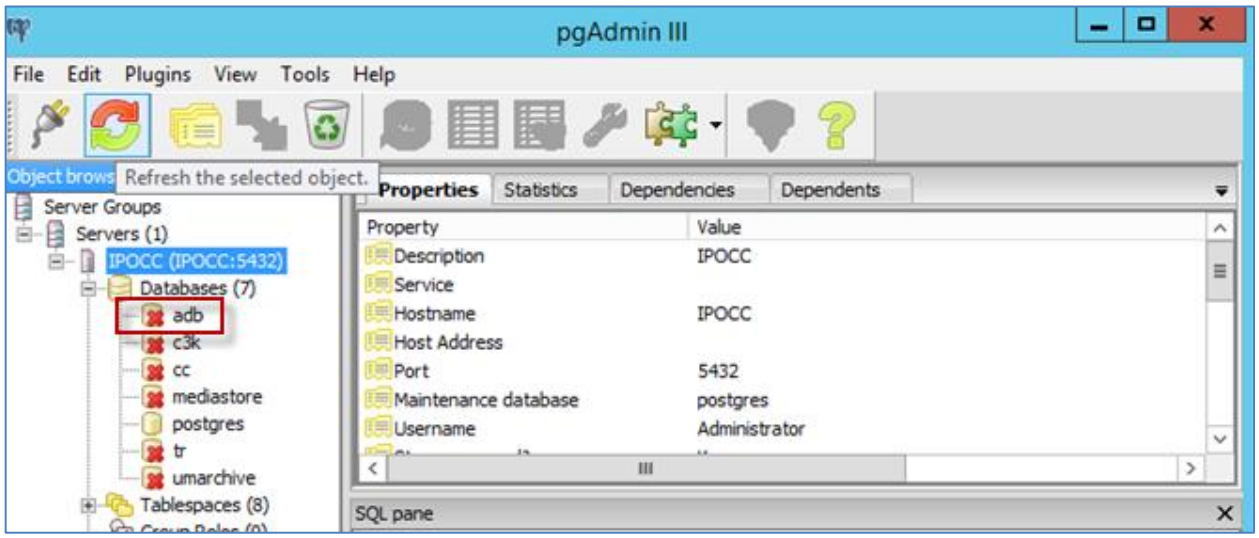
34. Click **File** and then click **Exit**.



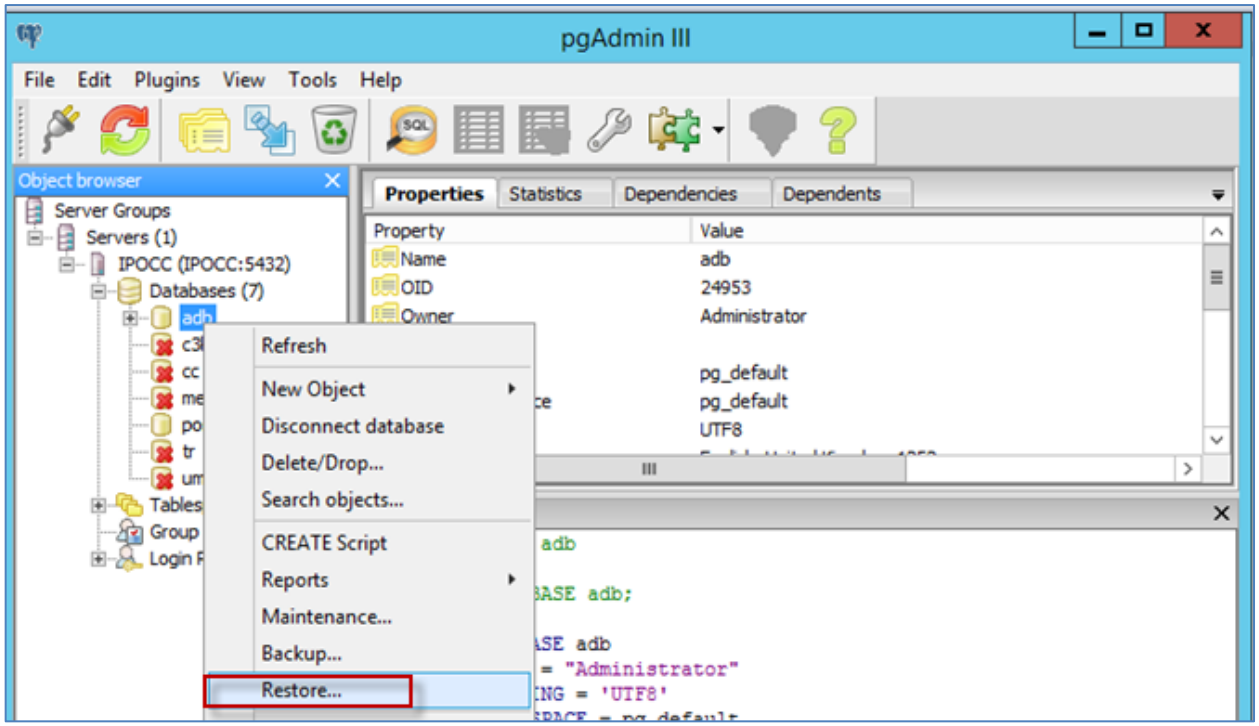
35. Click the **new database connection** and then click the **refresh icon**.



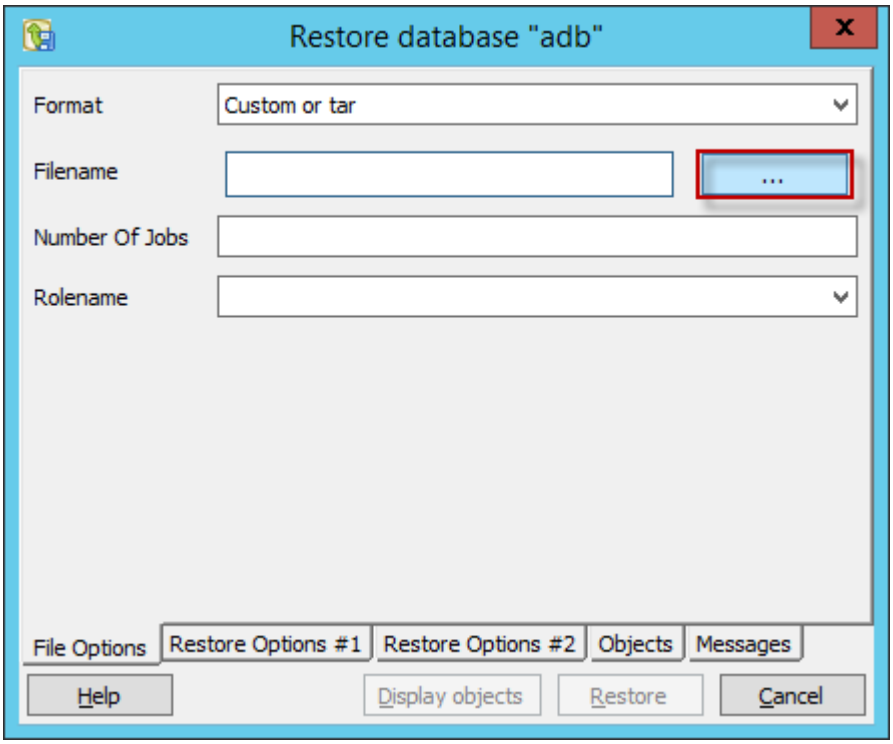
36. A **new blank database** file is displayed.



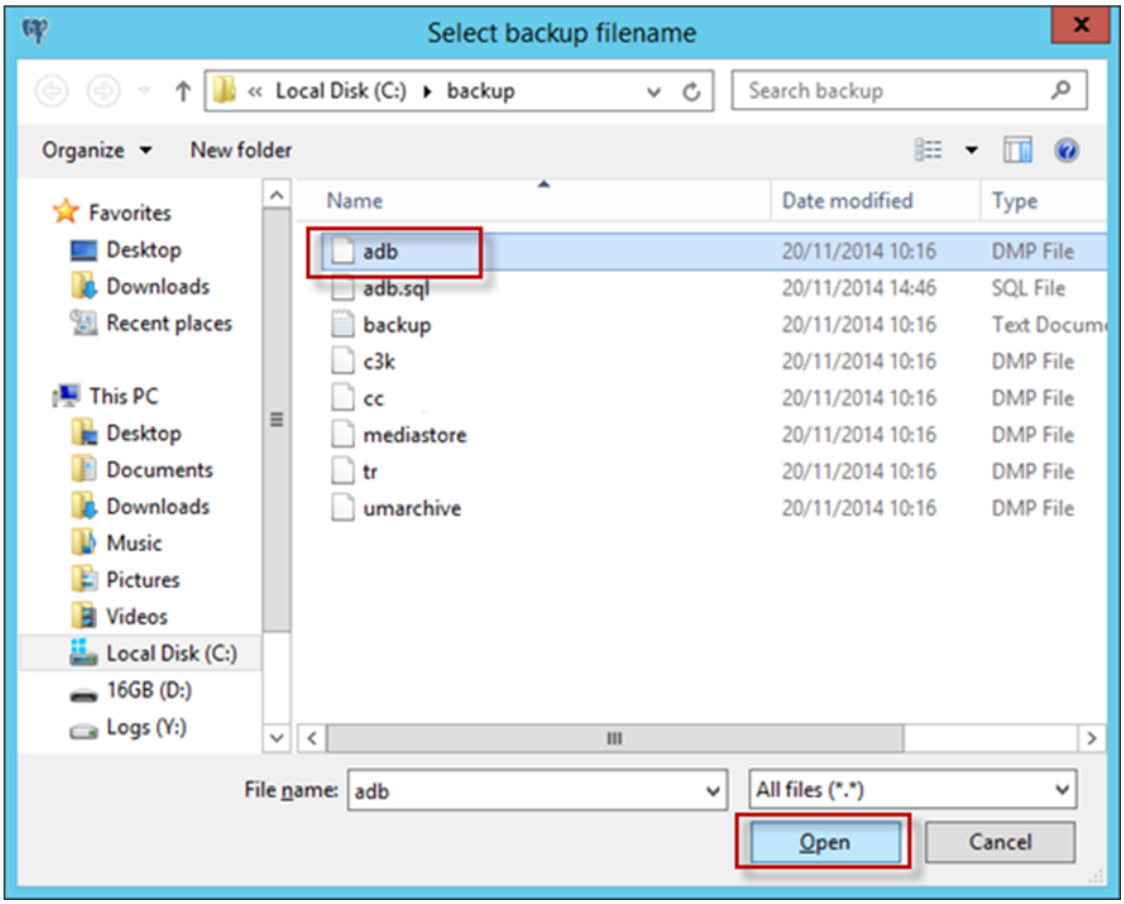
37. Using the right hand mouse button, on the **new blank database** click **Restore…**.



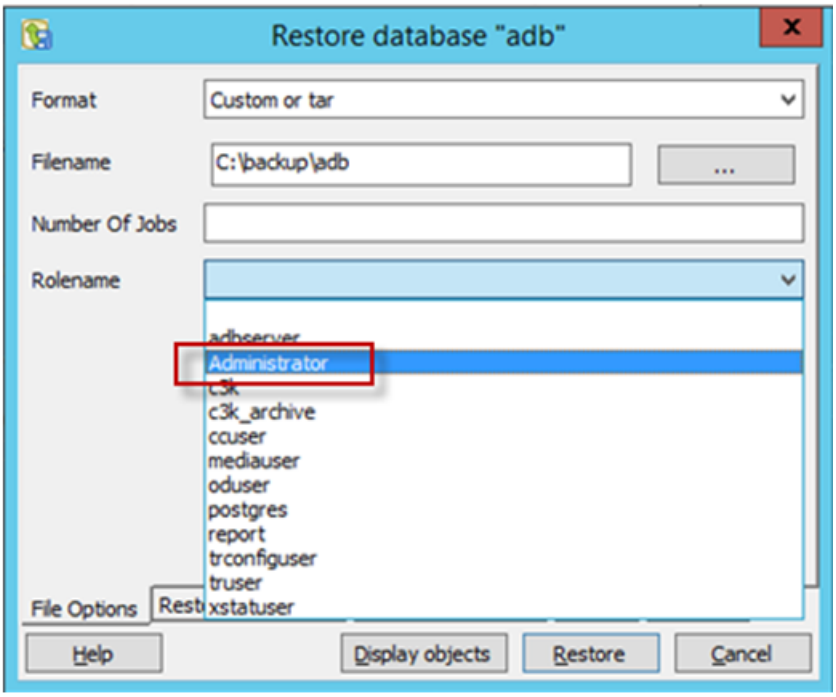
38. Click the builder button.



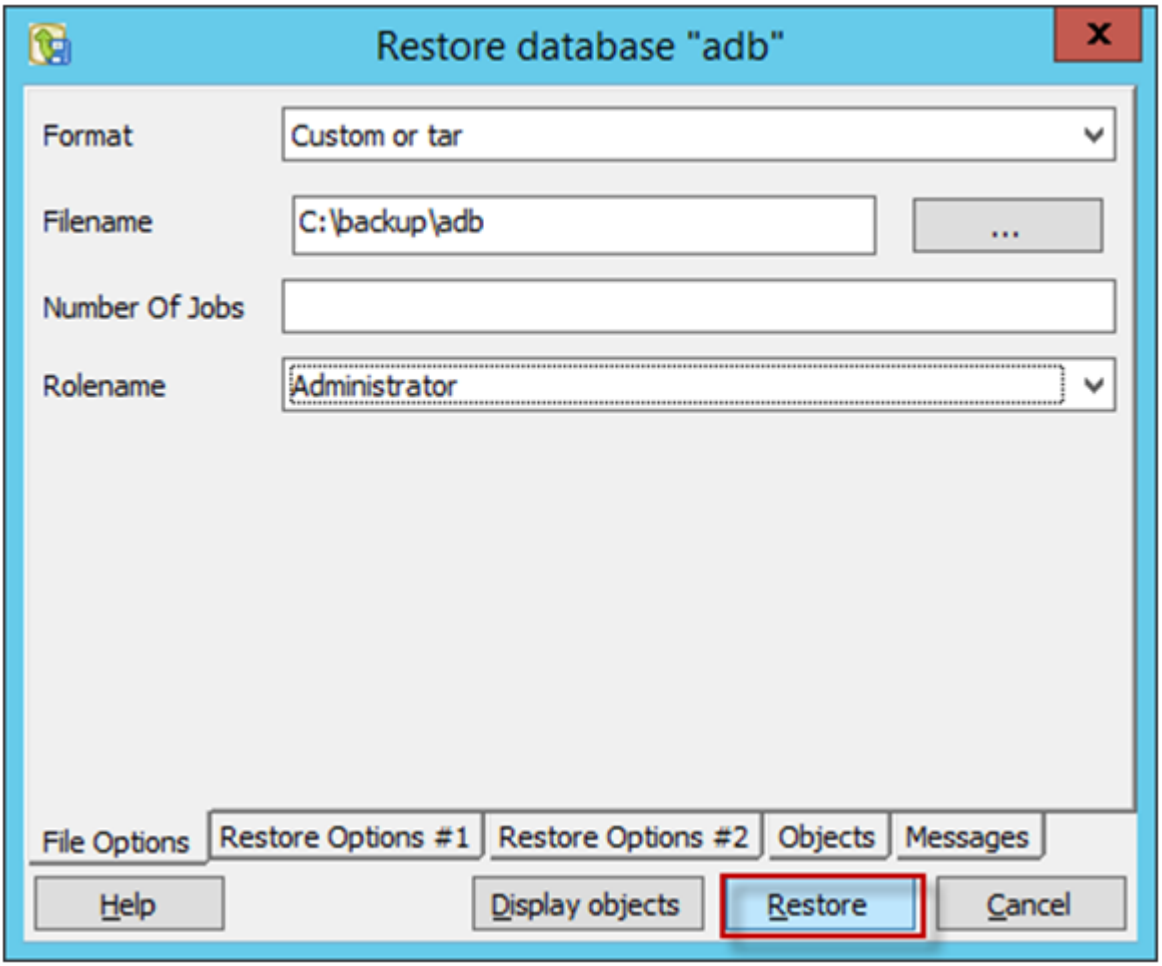
39. Click the backup of the database and then click the **Open** button.



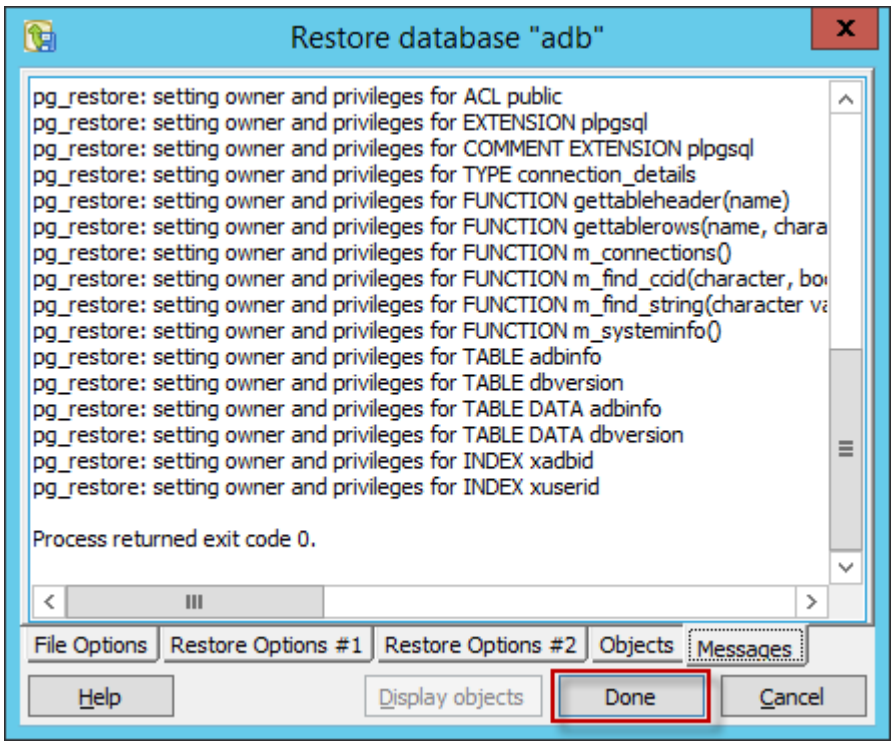
40. From the **Rolename** drop down box, click **Administrator**.



41. Click the **Restore** button.



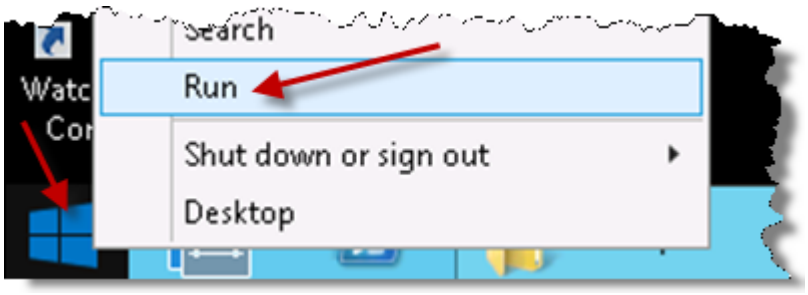
42. .When the database has been restored, click the **Done** button.



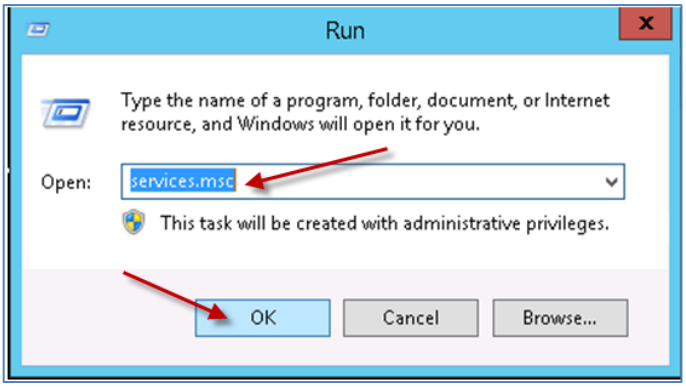
Note: The restore process can take up 30 minutes for each individual database.

43. Repeat the above process to restore the remaining databases.

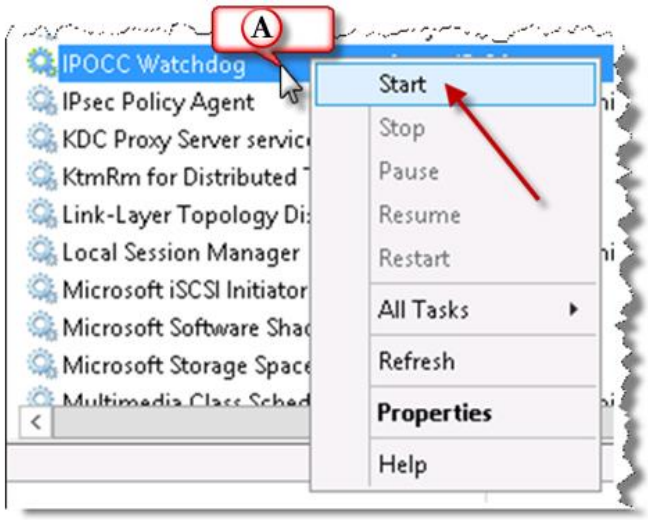
44. All of the IP Office Contact Center services must be now be restarted. From the Windows menu click **Run**.



45. In the **Open** field type **services.msc** and then click the **OK** button.



46. Right click on the **IPOCC Watchdog service** and then select to **Start** the service.

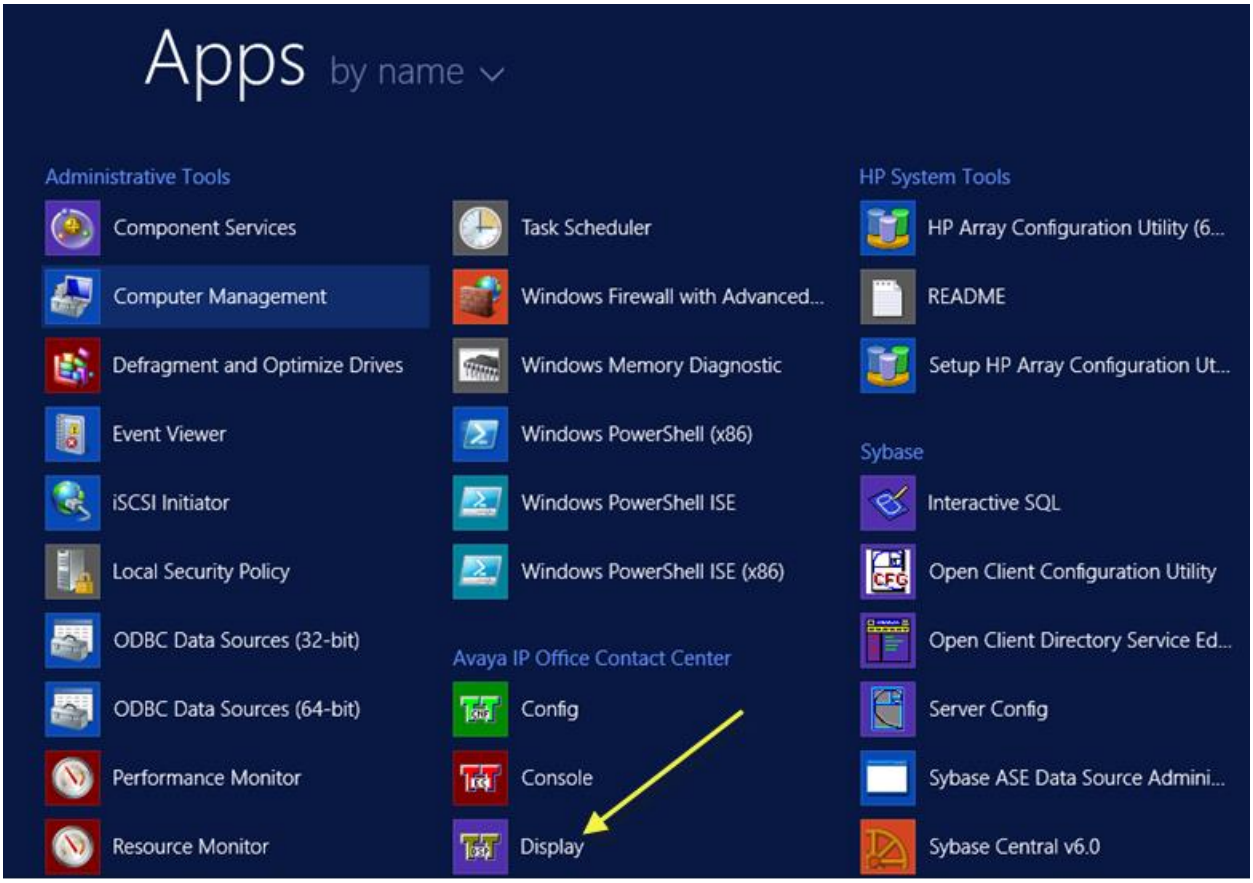


A. Right click.

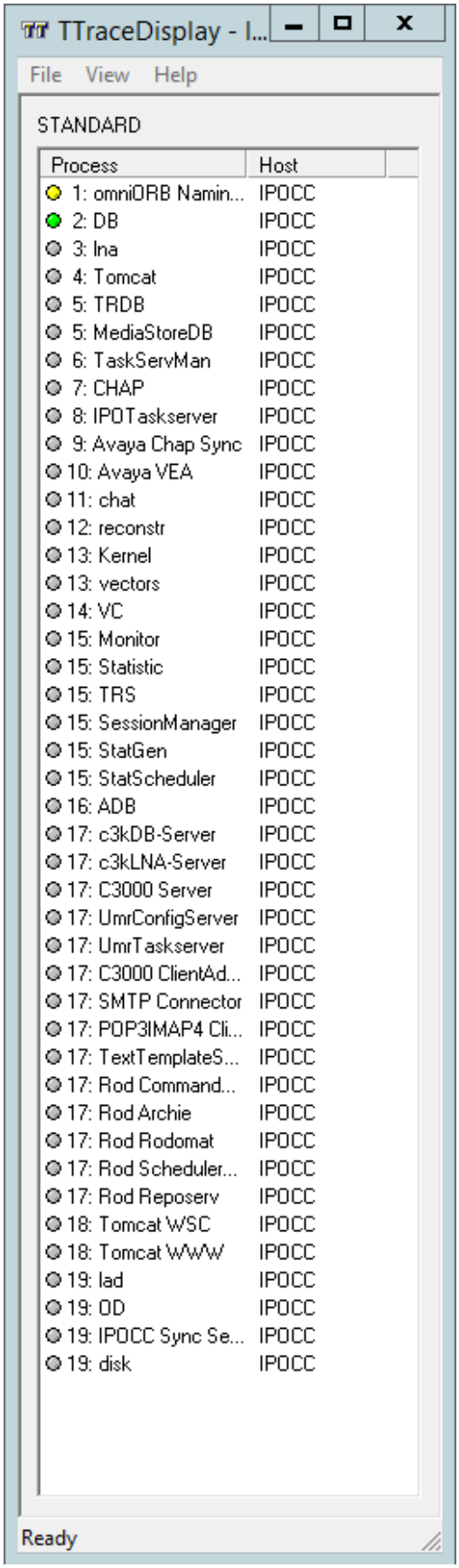
47. When the IPOCC Watchdog is **Running**, it will start all other required services.



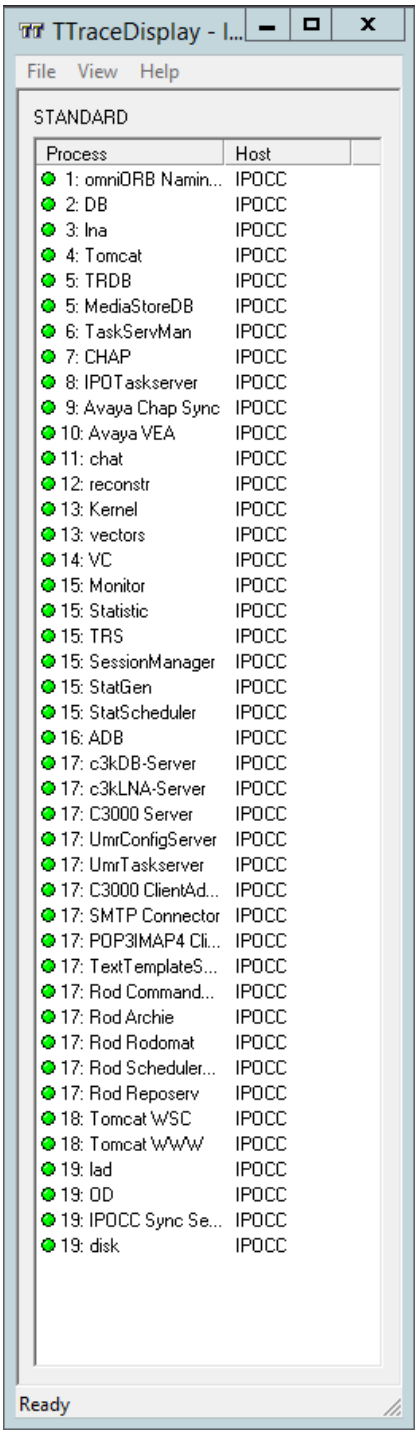
48. From the window menu click **TT Display**.



49. The **TTraceDisplay** will show the services status as they are started.


TTraceDisplay - I...
File View Help
STANDARD
Process Host
1: omniORB Namin... IPOCC
2: DB IPOCC
3: lna IPOCC
4: Tomcat IPOCC
5: TRDB IPOCC
5: MediaStoreDB IPOCC
6: TaskServMan IPOCC
7: CHAP IPOCC
8: IPOTaskserver IPOCC
9: Avaya Chap Sync IPOCC
10: Avaya VEA IPOCC
11: chat IPOCC
12: reconstr IPOCC
13: Kernel IPOCC
13: vectors IPOCC
14: VC IPOCC
15: Monitor IPOCC
15: Statistic IPOCC
15: TRS IPOCC
15: SessionManager IPOCC
15: StatGen IPOCC
15: StatScheduler IPOCC
16: ADB IPOCC
17: c3kDB-Server IPOCC
17: c3kLNA-Server IPOCC
17: C3000 Server IPOCC
17: UmrConfigServer IPOCC
17: UmrTaskserver IPOCC
17: C3000 ClientAd... IPOCC
17: SMTP Connector IPOCC
17: POP3IMAP4 Cli... IPOCC
17: TextTemplateS... IPOCC
17: Rod Command... IPOCC
17: Rod Archie IPOCC
17: Rod Rodomat IPOCC
17: Rod Scheduler... IPOCC
17: Rod Reposerv IPOCC
18: Tomcat WSC IPOCC
18: Tomcat WWW IPOCC
19: lad IPOCC
19: OD IPOCC
19: IPOCC Sync Se... IPOCC
19: disk IPOCC
Ready

50. When all of the icons are Green, this indicates that the components are in Service and IP Office Contact Center can be used.

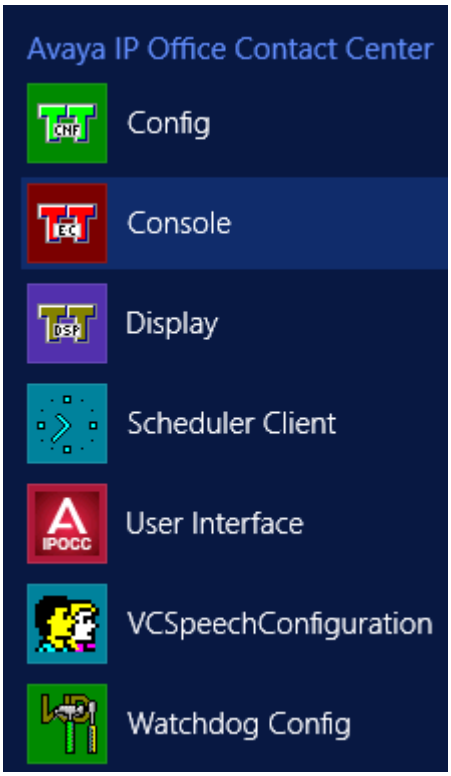


51. The Trace Display shows all the running services as indicated by a green status icon. Any services that are yet to start will display a grey icon; those that have just started will display a yellow icon. Any services that have failed to start correctly will display a red icon.

TTrace Console

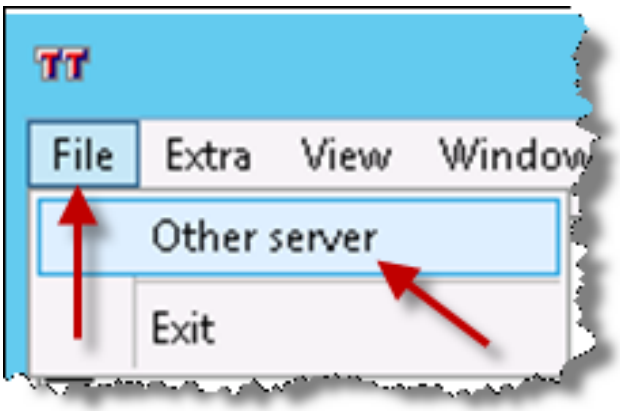
TTrace Console is used to view and configure the information that is stored in the IP Office Contact Center logs files. Each log file has default settings but optional switches can be set to obtain more data requested by Avaya support. Please note that if optional switches are set to active, the log files can used a lot of hard drive space.

The TTrace Console will show approximately 300 lines of information at once, with the remaining data stored in logs files. Individual Logs files can have a maximum size of 150MB. When the log file reaches 150MB a new file is created.

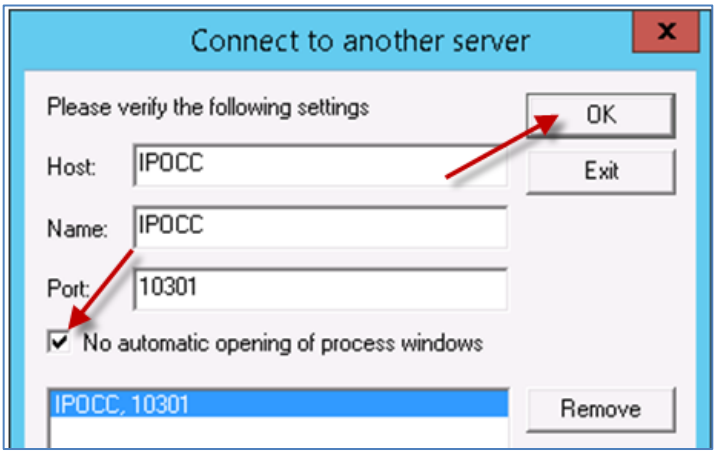


When TTrace Console is opened, multiple windows are displayed as default. To stop all of the default windows opening:

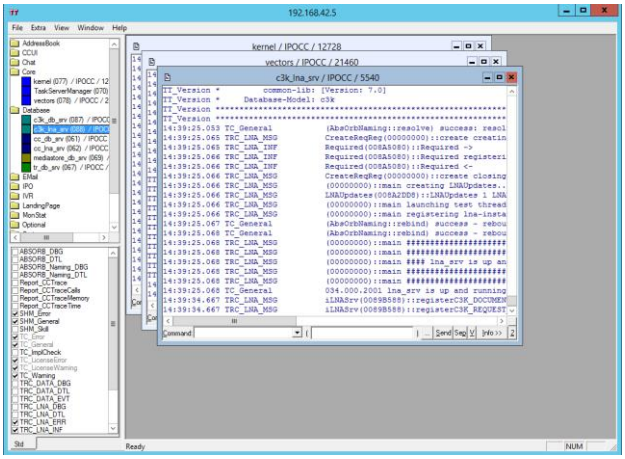
1. Click **File** then select **Other** server.



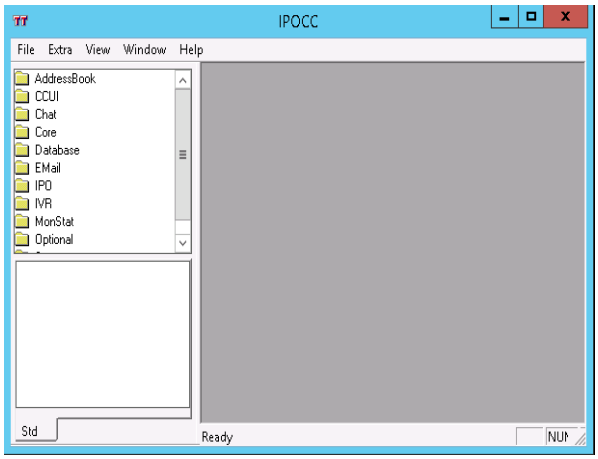
2. Select your **IP Office Contact Center** and then select the option **No automatic opening of process windows**. Then click the **OK** button.



Before



After

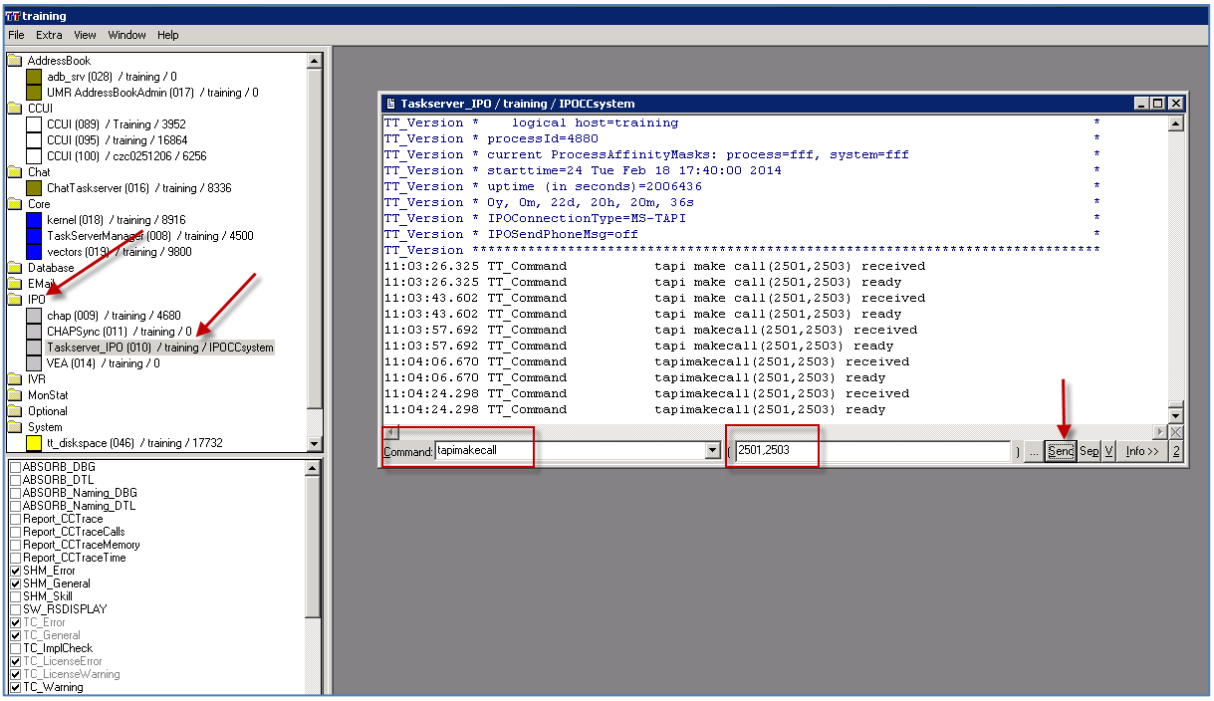


Testing the TAPI link from TT Trace Console

To test the TAPI link:

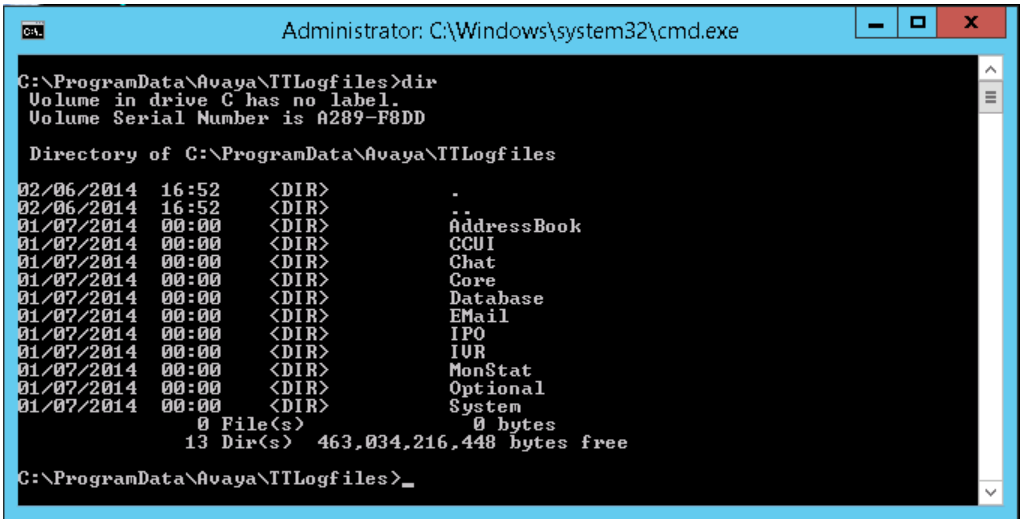
1. Open TTrace Console and select Select IPO followed by Task Server.

2. In the command filed, enter **tapimakecall**. Enter the extension numbers of two of the IP Office Contact Center extensions separated by a comma. For example, 2501,2503 . Click the **Send** button. If TAPI is working the phones will initiate a call.



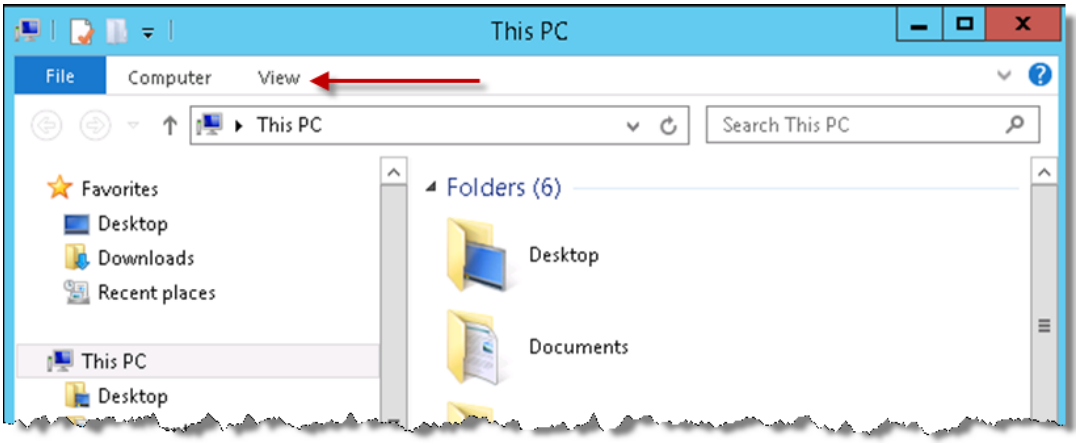
Log File Location

The logs files are stored in the following location : **C:\ProgramData\Avaya\TTLogfiles**

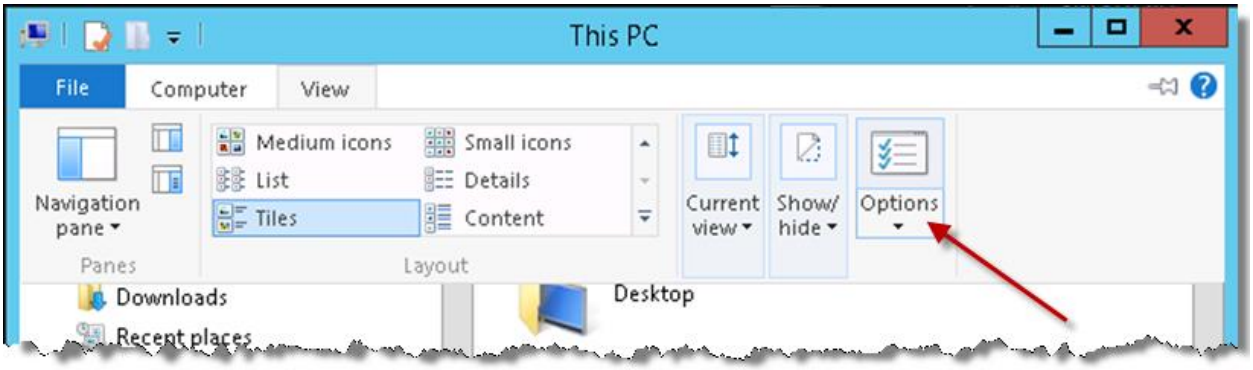


As default the above folder is hidden and you will have to change your Server folder options to Show hidden file, folders and drives.

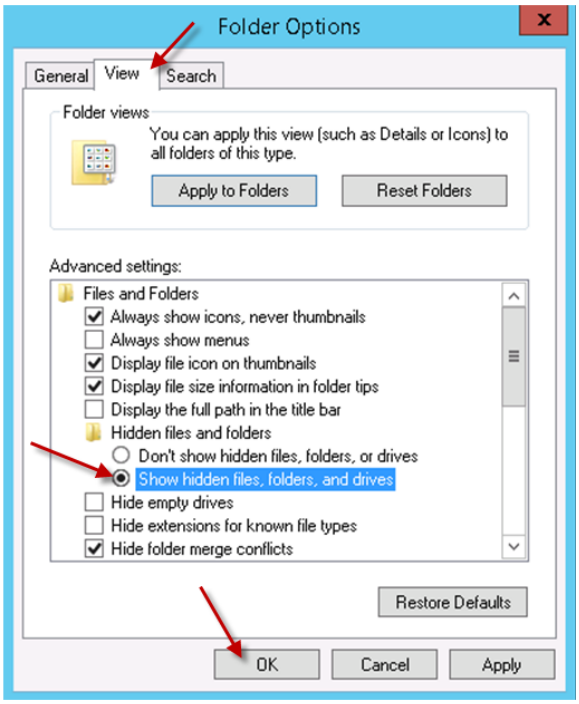
1. Open **Windows Explorer** and then select **View**.



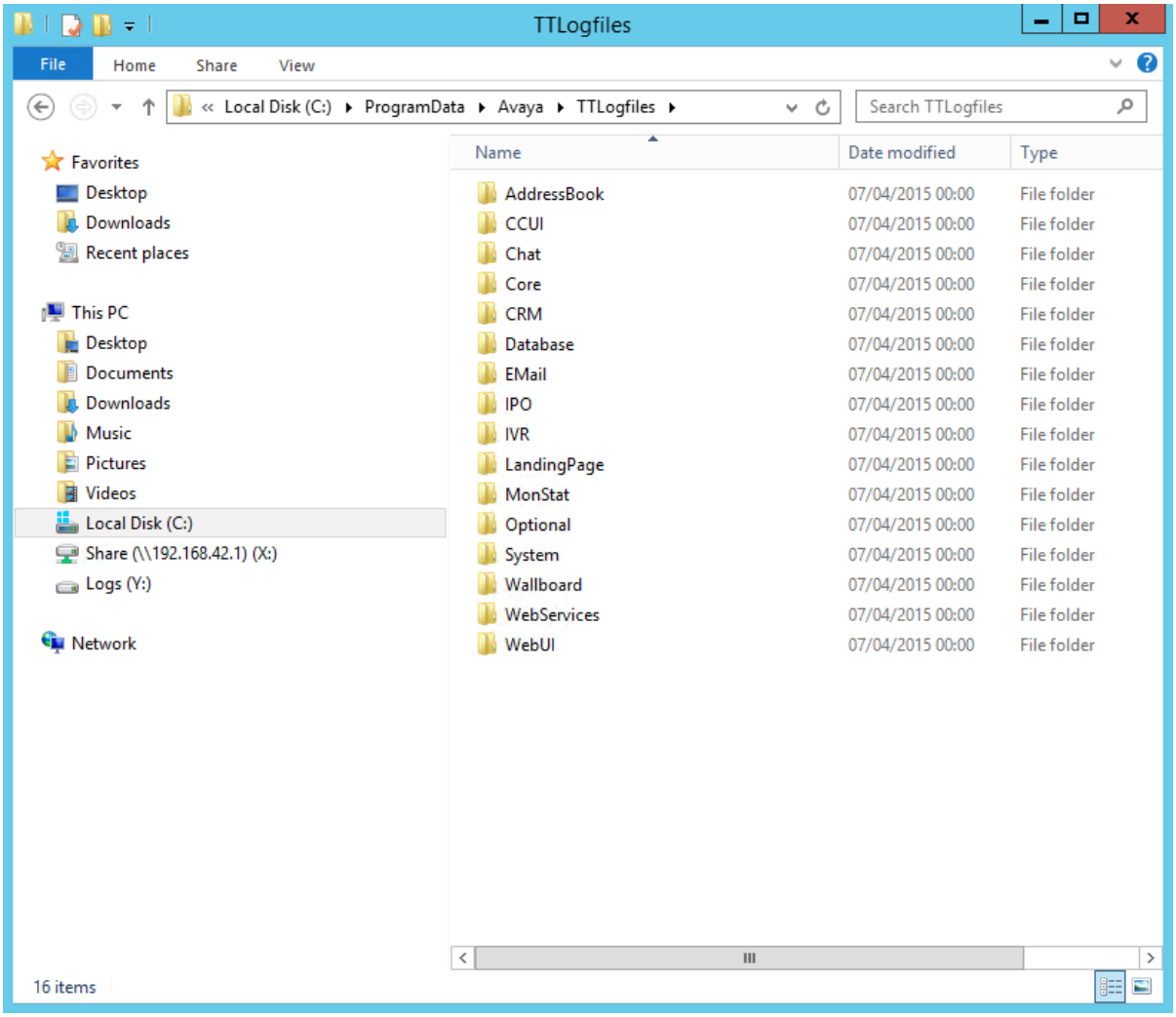
2. Click **Options.**



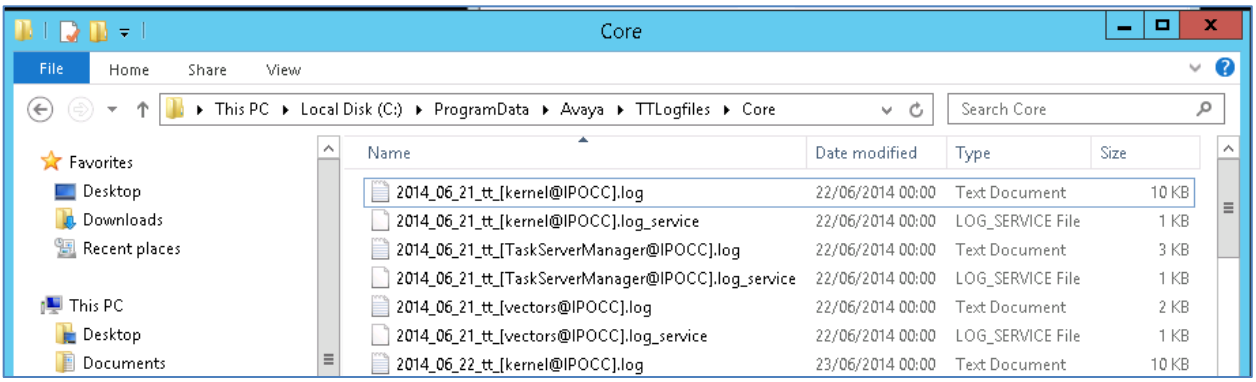
3. Click the **View** tab and select **Show hidden files, folders, and drives** and then click the **OK** button.



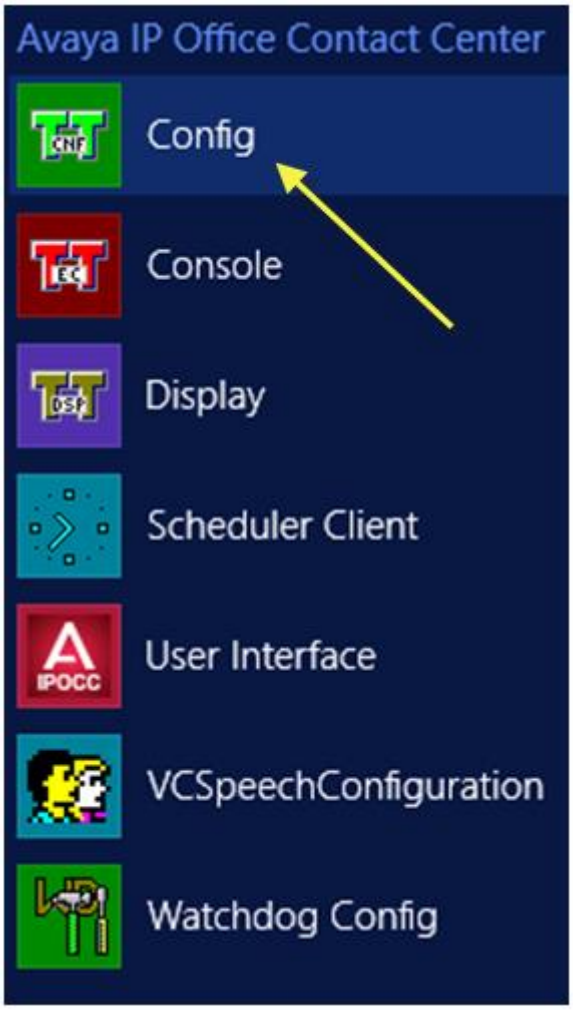
4. The log file directories are displayed.



5. A new log file for each process is created each day and as default is only kept for 10 days.

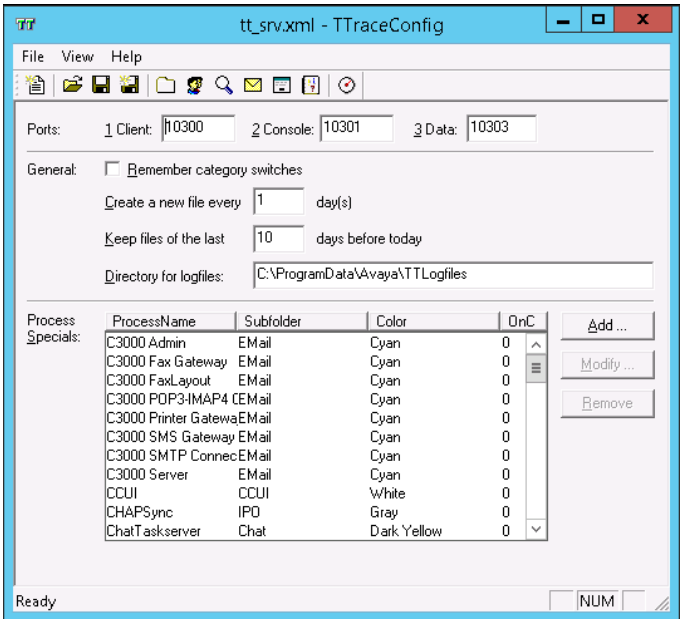


6. To view the options for the logs file, Click **TT Config**.



7. You now have the option to change the details of the log file.

Note: The default Ports should not be changed.



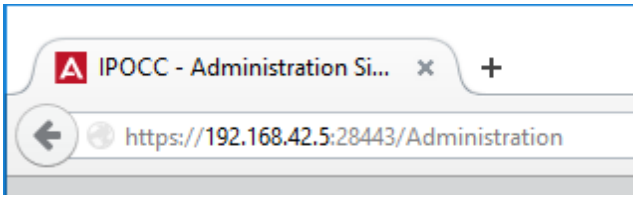
IP Office Contact Center Administration Page – Contact Center Logs
IP Office Contact Center logs can be generated from the IP Office Configuration page for seventeen log categories.

I. Address Book
II. Core Logs
III. IP Office Logs
IV. Optional Logs
V. WebServices Logs
VI. Wallboard Logs
VII. UI Logs
VIII. Database Logs
IX. IVR Logs
X. System Logs
XI. Landing Page Logs
XII. Test Logs
XIII. Chat Logs
XIV. Email Logs
XV. Server Logs
XVI. CRM Logs
XVII. Web UI Logs

To download logs, login to the IP Office Contact Center Administration Page:

1. In your Web Browsers, address bar enter

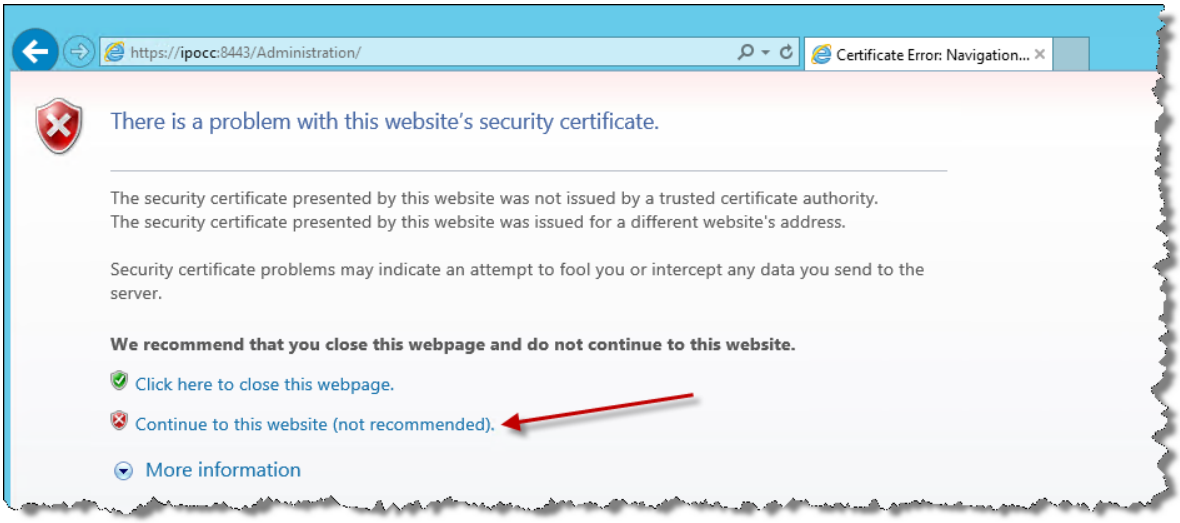
https://<hostname of IPOCC Server>:28443/Administration



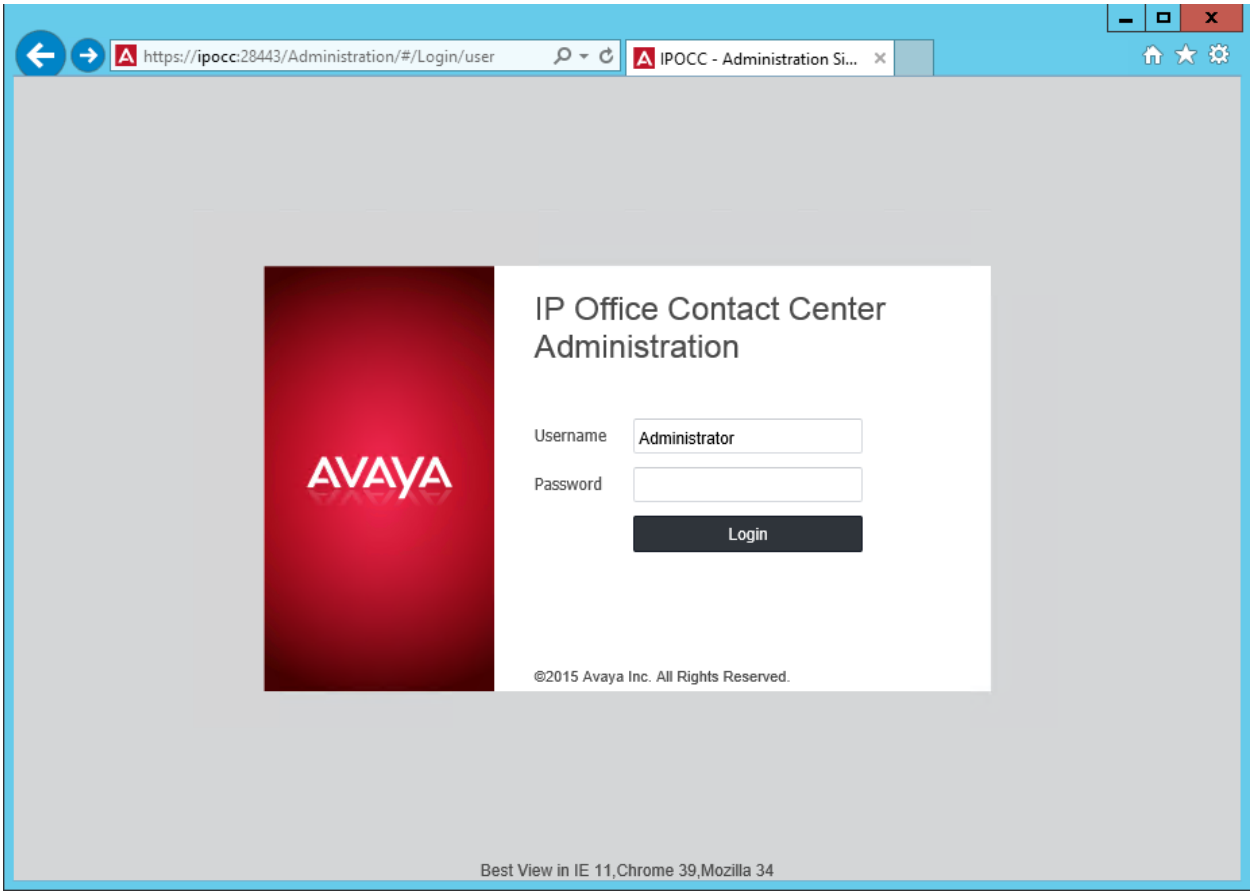
Note: The Administration Page supports the following Web Browsers - Internet Explorer 11+Firefox 32+Chrome 39+

Note: If a Certificate warning is displayed, please refer to the IP Office Installation Task Based Guide for details detailing to the certificate installation.

2. If a Website security certificate warning is displayed, click the **Continue to this website** link.



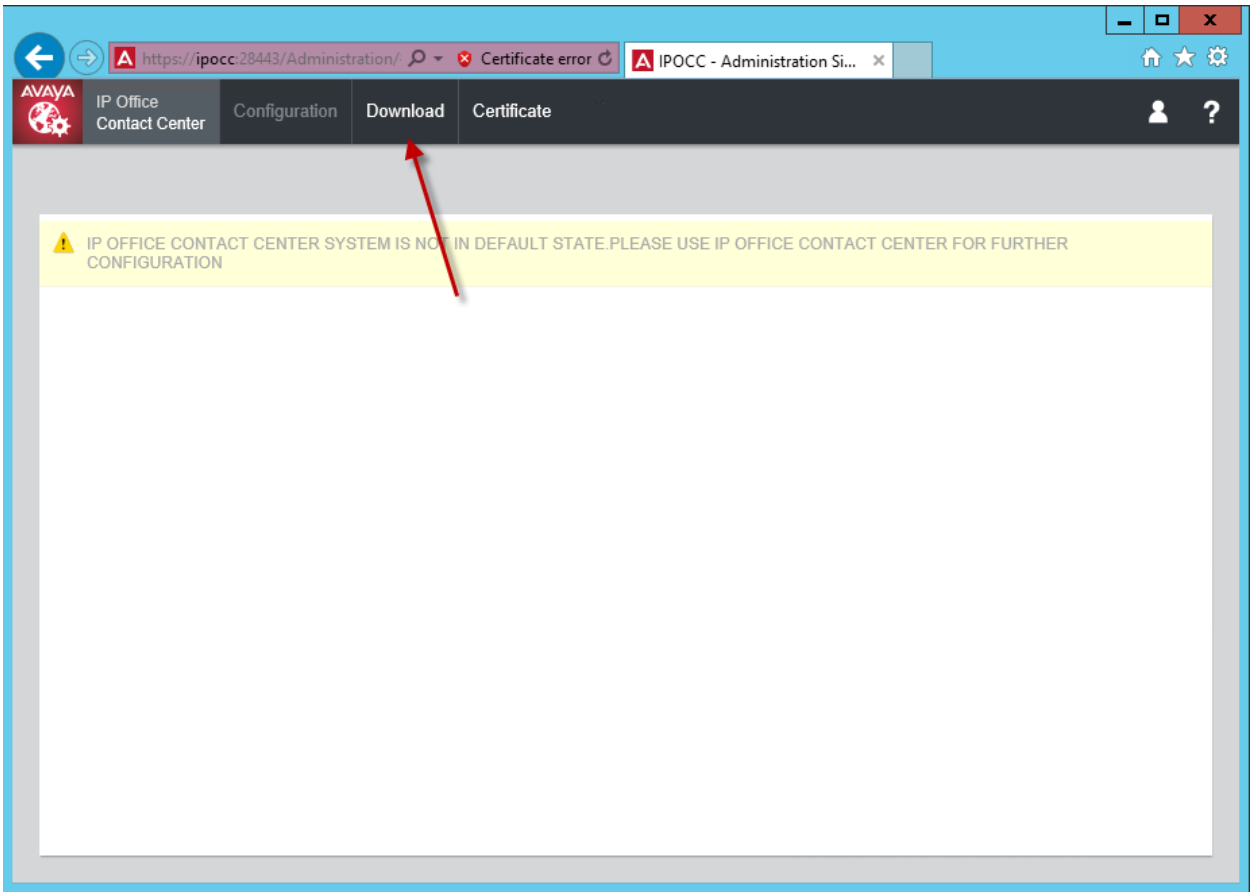
3. The **IP Office Contact Center Administration** page is displayed.



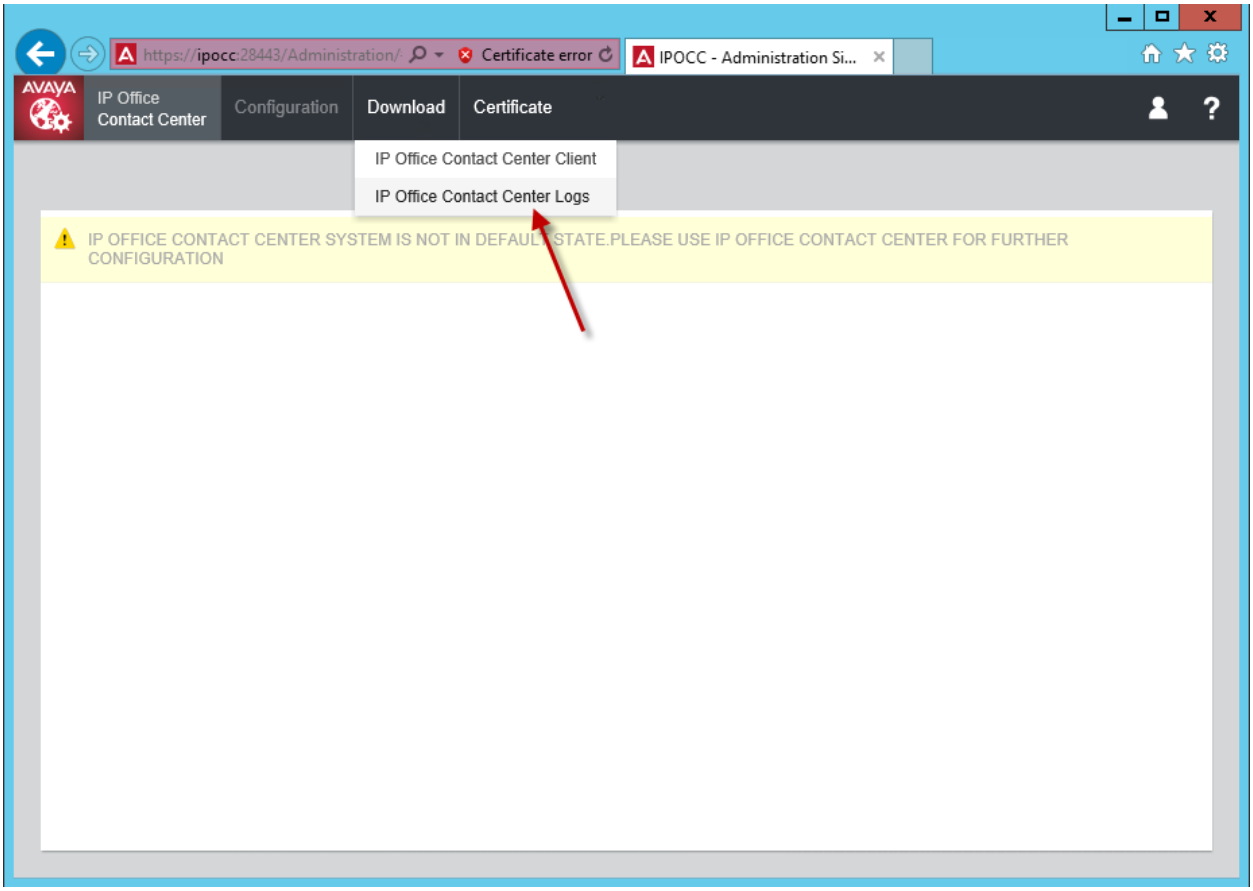
4. The default **User Name** and **Password** required to login to the IP Office Contact Center Administration page is **Administrator.** The **Username** field will be populated. In the **Password** field type the IP Office Contact Center Administration password and then click the **Login** button.



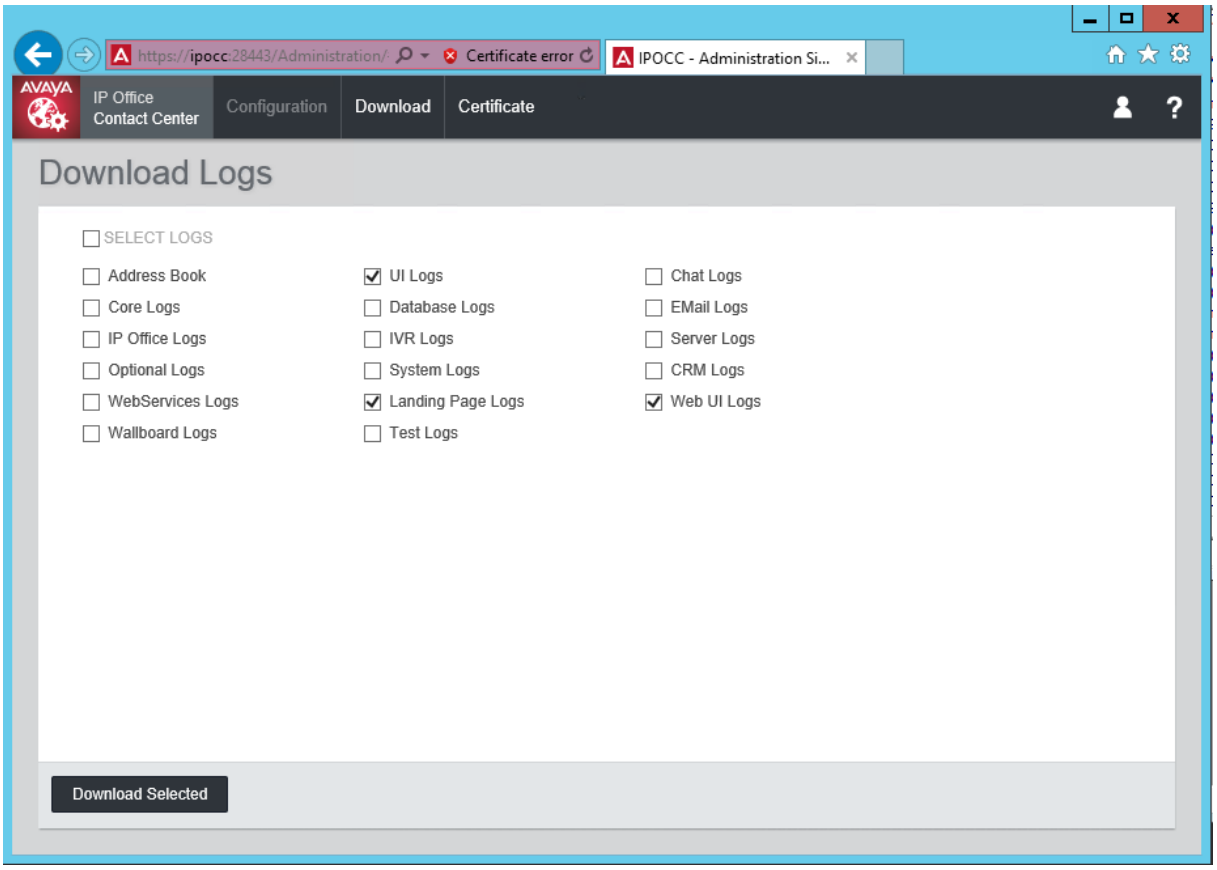
5. Click the **Download** link.



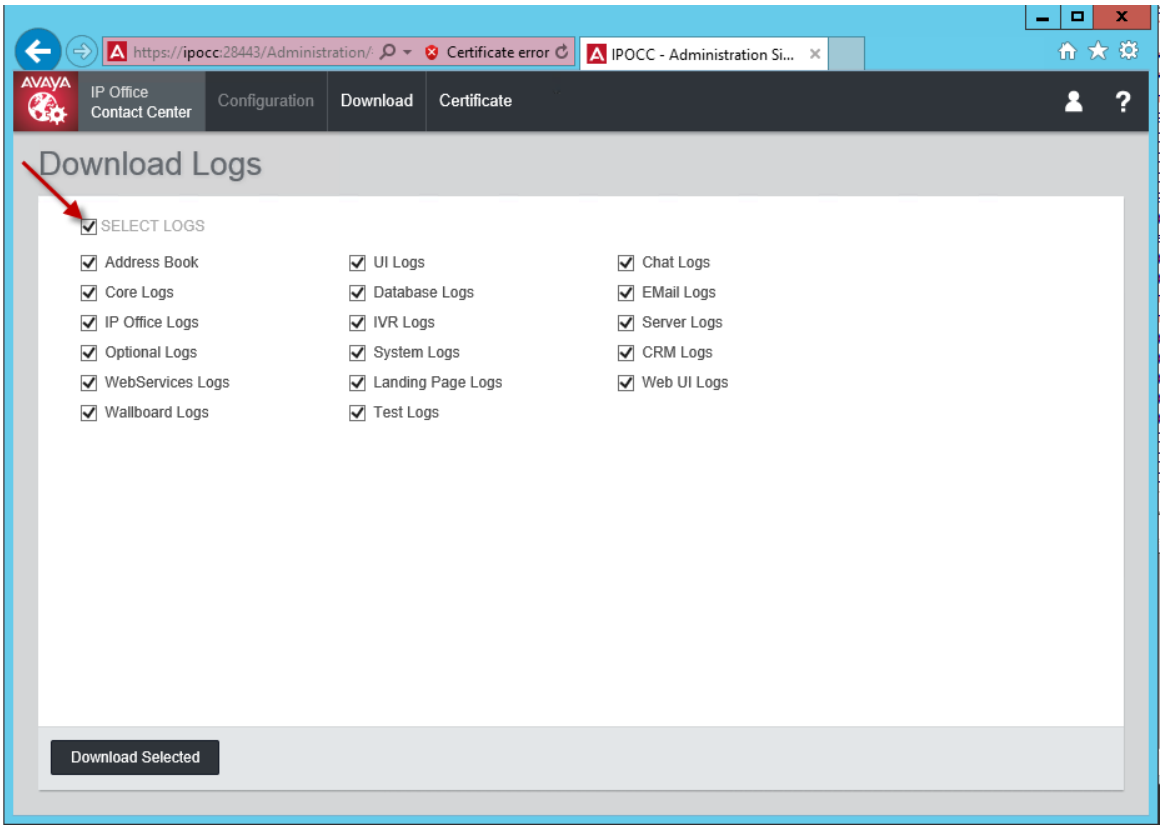
6. Select **IP Office Contact Center Logs** link.



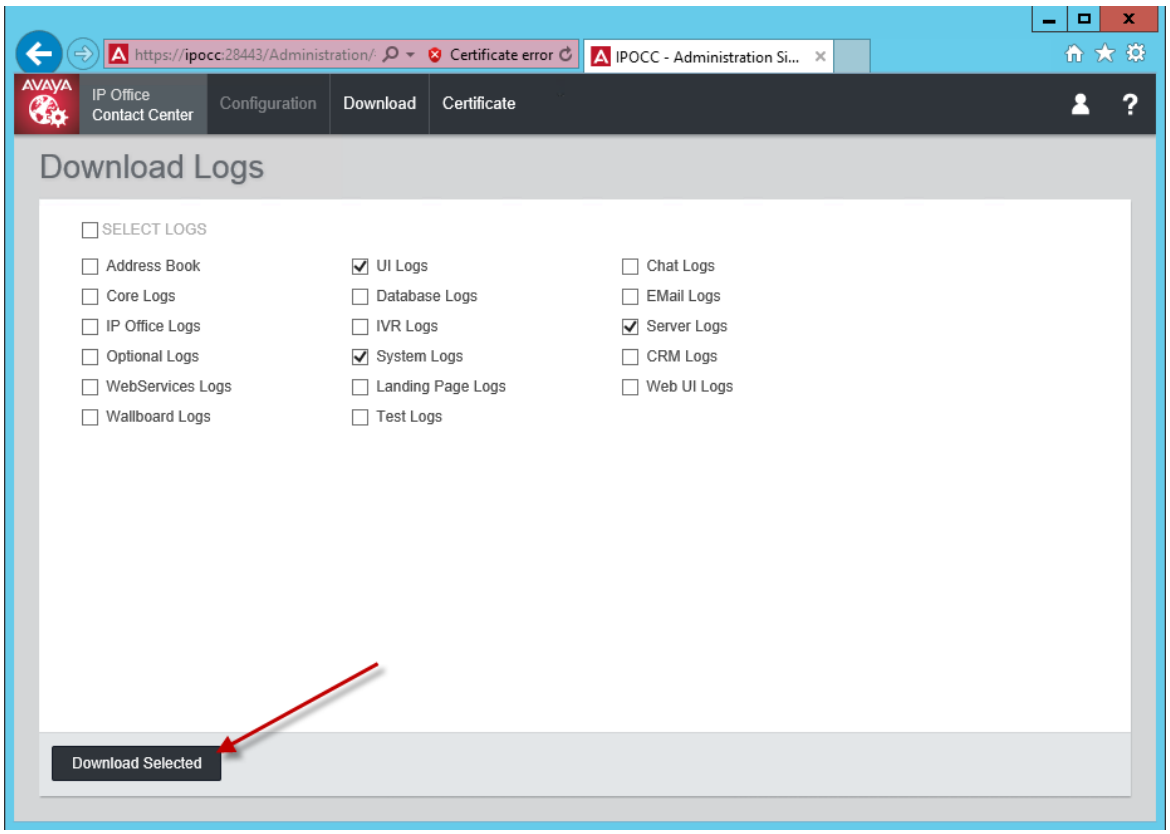
7. Then click the check box adjacent to the logs files to be downloaded.



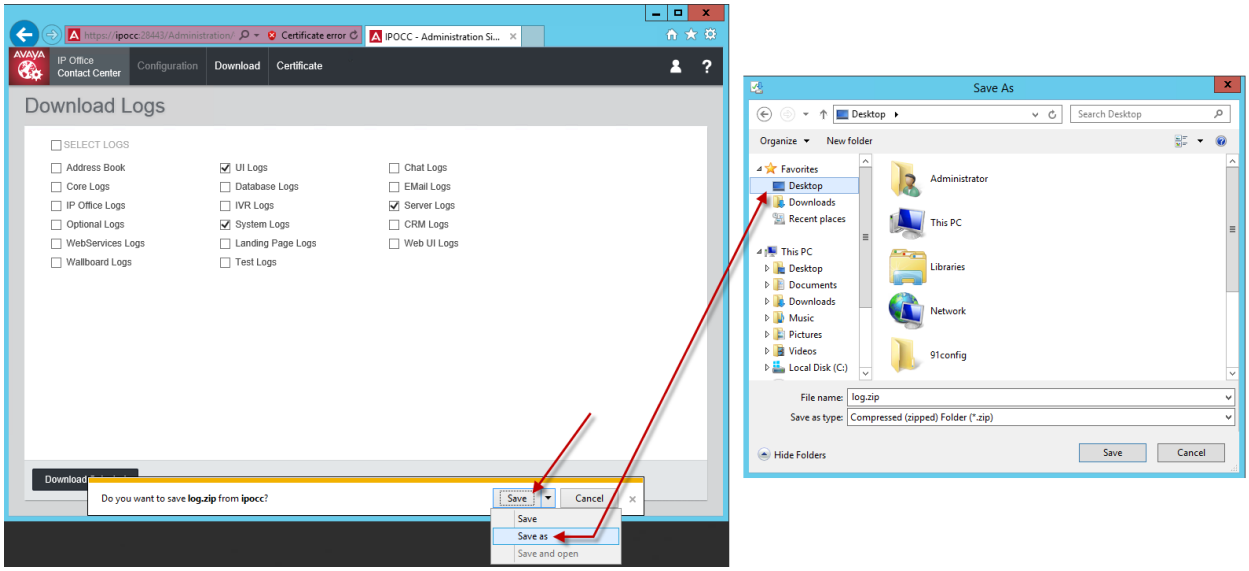
8. To select all logs, click the **Select Logs** check box.



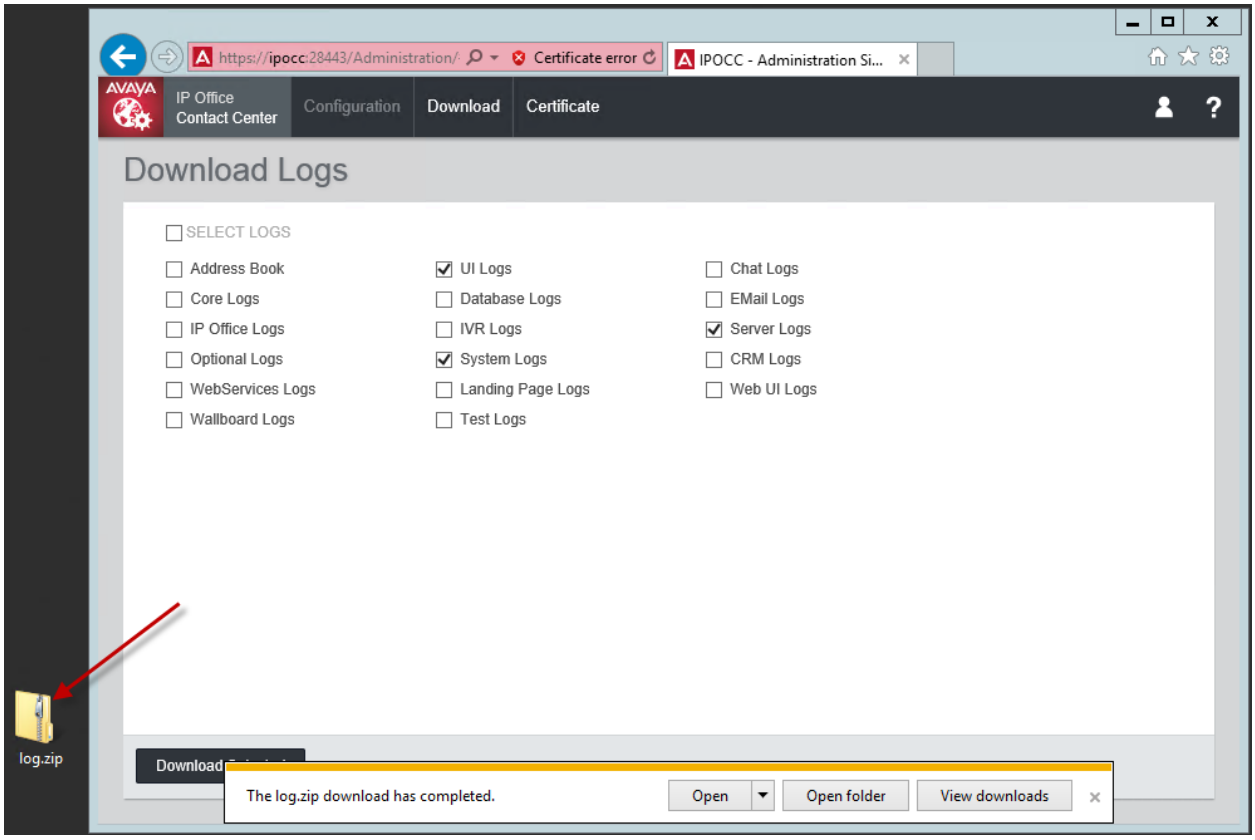
9. Click the **Download Selected** button.

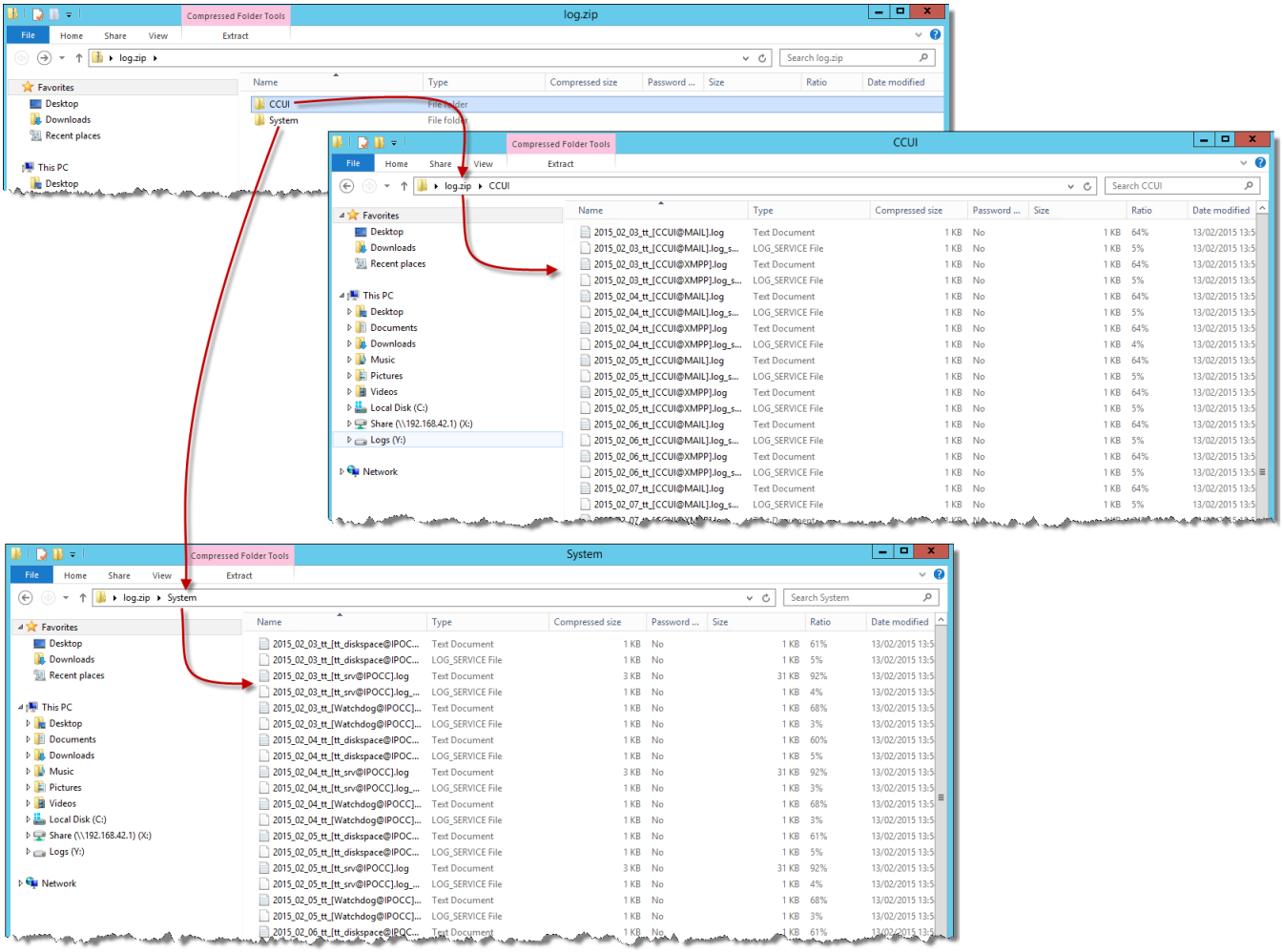


10. Click **Save**, followed by **Save as** and select the location to which the logs will be saved. Then click the **Save** button.



11. Each log folder will bundled in a single zip file/ archived and downloaded.





Task Flow Editor Good Practice Procedures

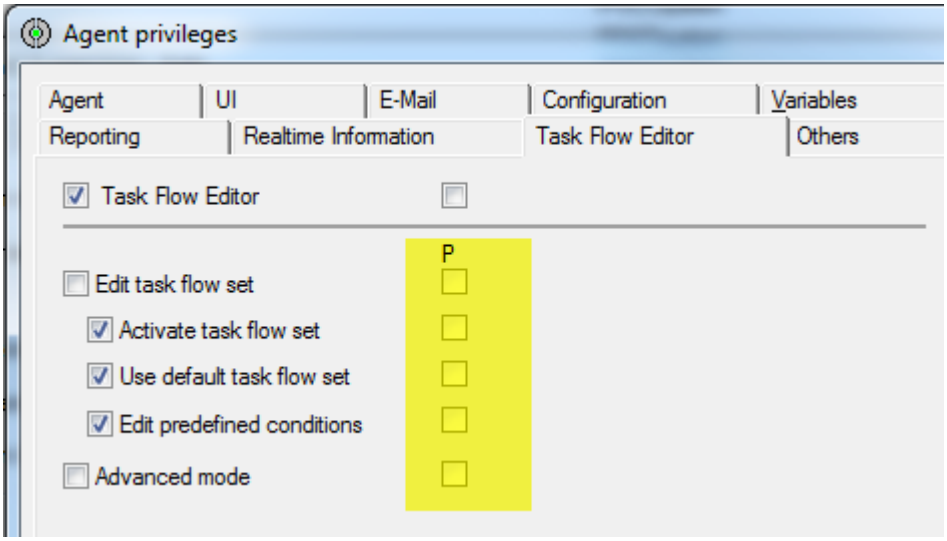
When configuration changes are made to a Task Flow, they should be saved with the file name representing the current date with the Task Flow also set as the default task flow set. Consequently, if the IP Office Contact Center server is rebooted the latest default task flow will be loaded with the latest configuration.

Agent Privileges

There may be circumstances when an agent or IP Office user does not appear to have the ability to view certain IP Office Contact Center interface screens or change IP Office Contact Center settings. Initially this may appear to be a maintenance issue, where as in practice it is possible that the agent has not been assigned Privileges or Authorizations.

Privileges

Privileges determine which modules in the IP Office Contact Center system an agent can use and which actions they can perform within the modules.
The “P” above a check box means that the agent can assign other agents with Permissions to do other tasks.



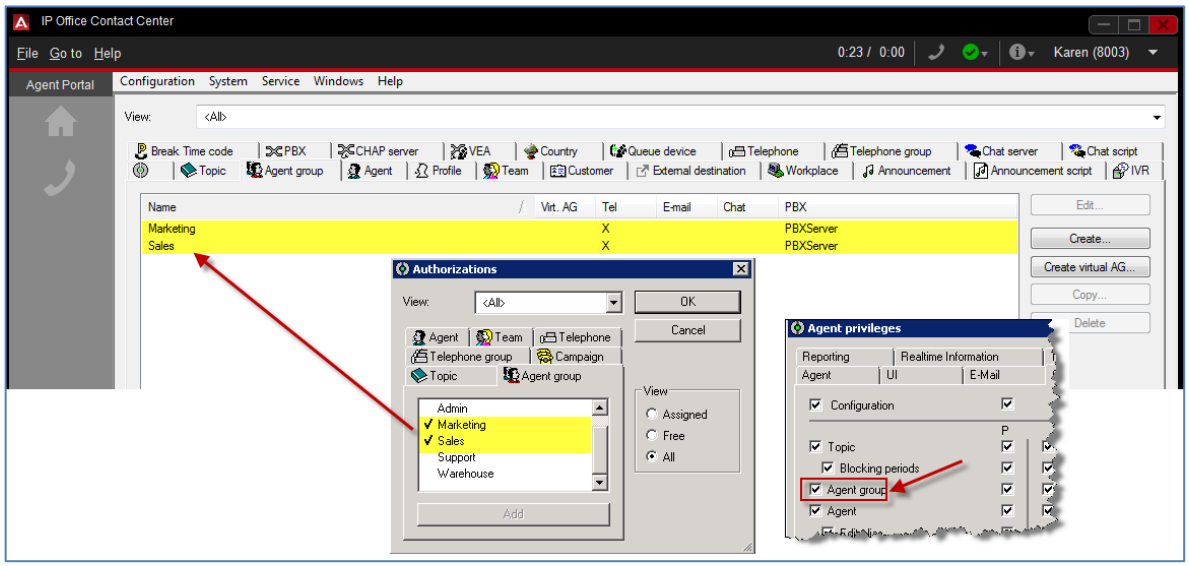
Authorization

Authorizations are used to determine which Topics, Agents, Agent Groups, Workplaces and Teams an agent can view and potentially configure from their agent profile.

They also determine which Topics an agent can dial from to make an external call.

Note that an agent may require additional privileges to configure authorized features of IP Office Contact Center. For example, the authorization can determine which agents groups an agent can configure, if they have the Agent Group configuration privilege.

In the example below, the agent can view and configure the Marketing and Sales Agent Group but they do not have Authorization to view the Admin, Support or Warehouse groups.

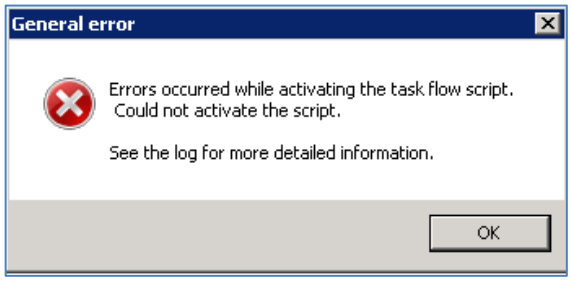


For further details relating to IP Office Contact Center Privileges and Authorizations, please refer to the IP Office IP Office Contact Center Telephony User Interface Configuration Task Based Guide.

Error List

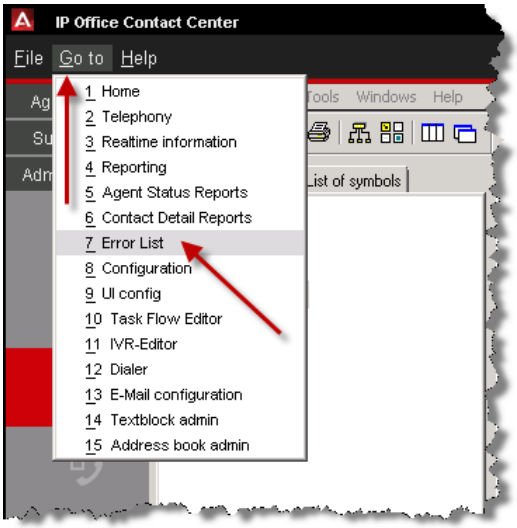
Once an IP Office Contact Center Call Flow is created it must be activated before it can be used. During the activation process, a consistency check is undertaken to determine if the call flow contains any configuration errors.

If an error is encountered, a **General Error** message is displayed.

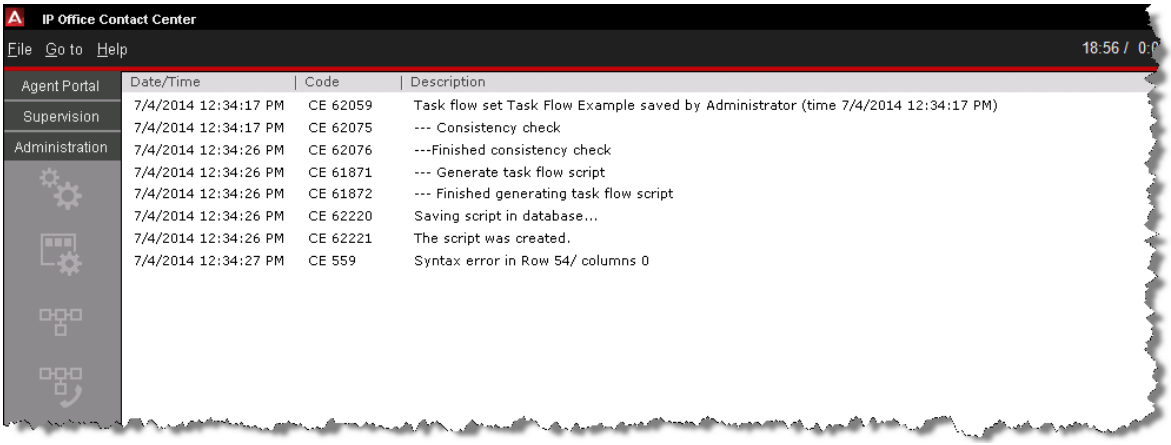


To determine which errors are contained within the call flow IP Office Contact Center's Error list can be viewed.

1. To open the error list, select **Go To**, followed by **Error List.**

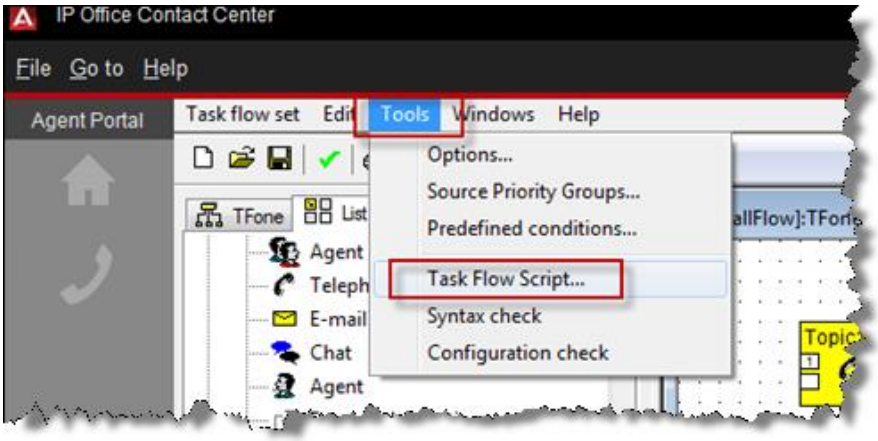


2. The error list is displayed.

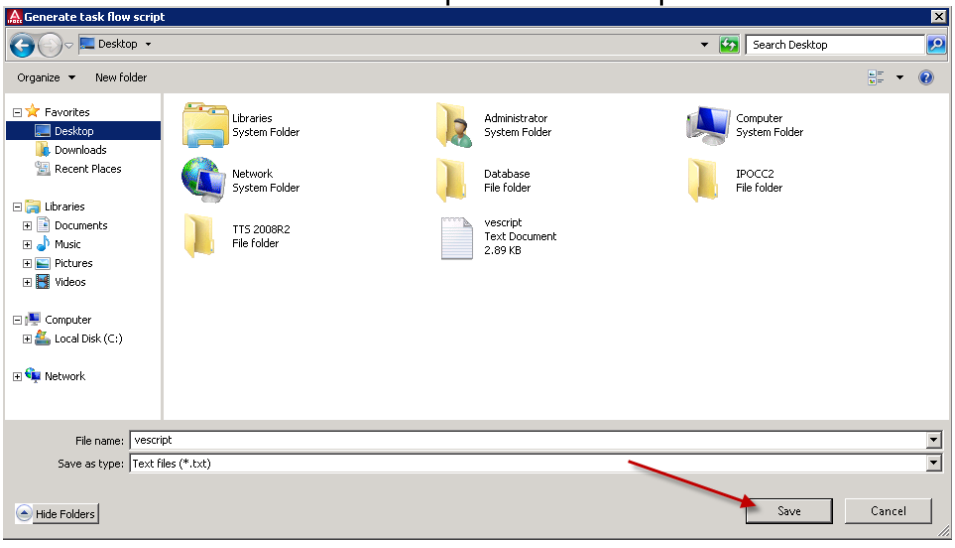


The error list can now be checked using a Task Flow Script files that can be saved and then viewed against the Error list to determine which part of the call flow may contain a configuration error

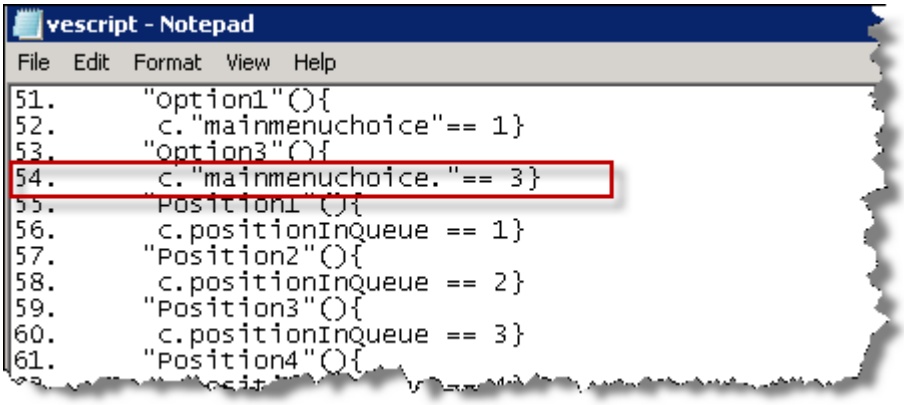
3. From Task Flow Editor, select **Tools** followed by **Task Flow Script**.



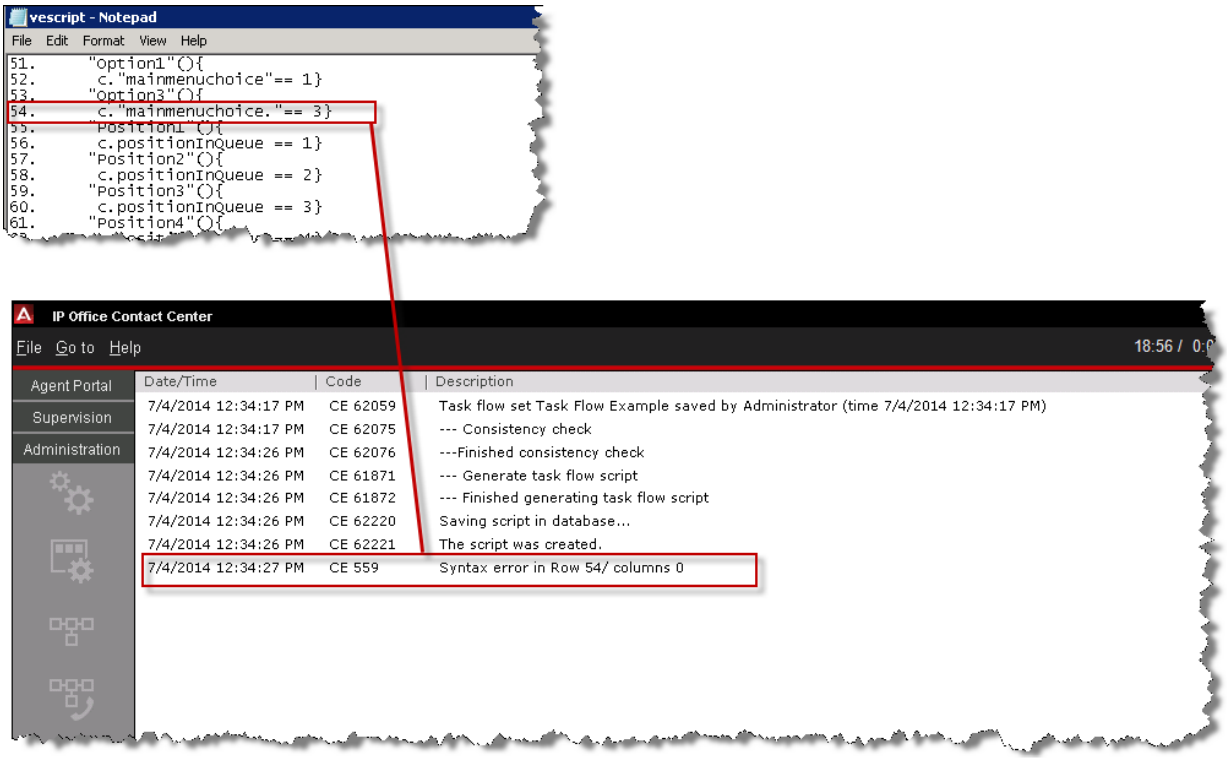
4. Save the Task Flow Script file to the required location.



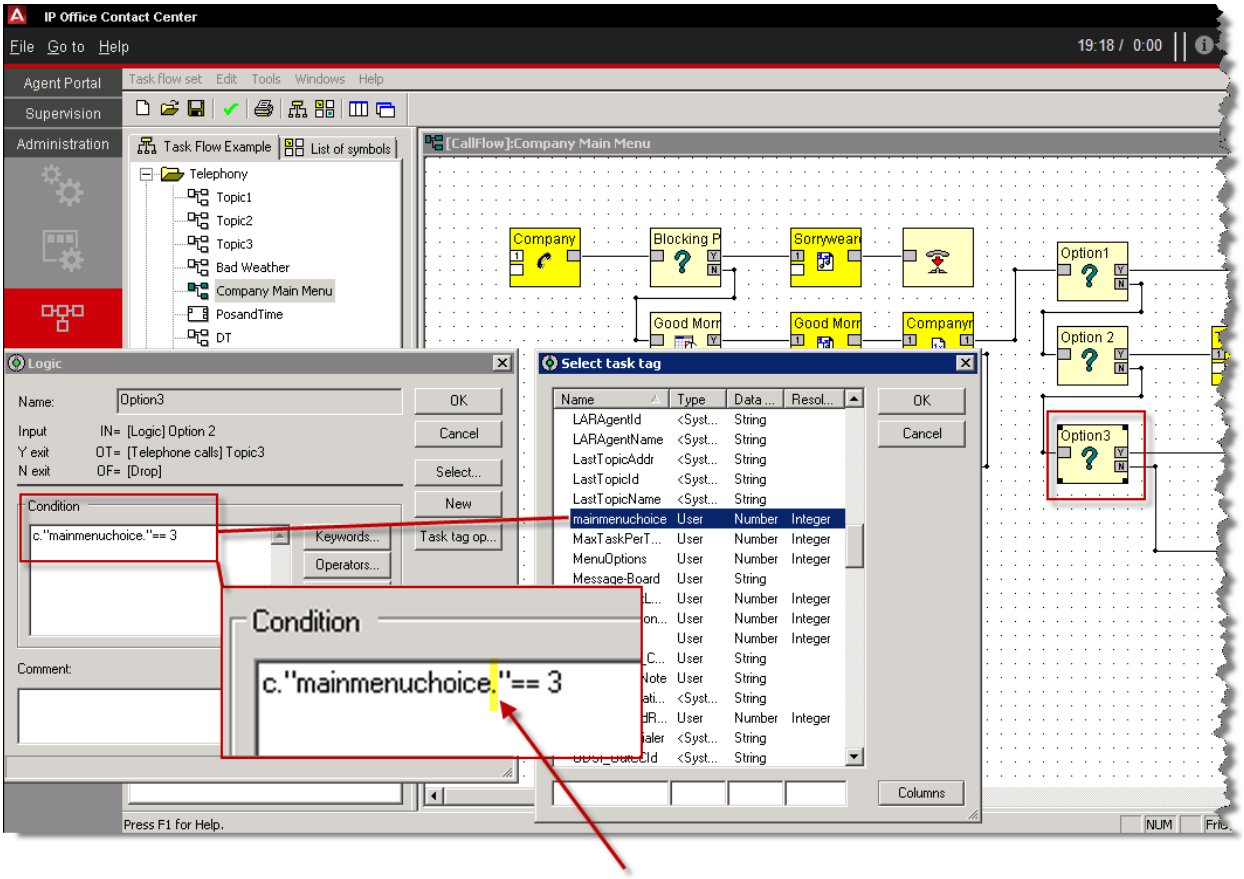
5. When the Task Flow Script file is opened, any Errors are listed against row numbers.



6. These can be checked against the Error List.



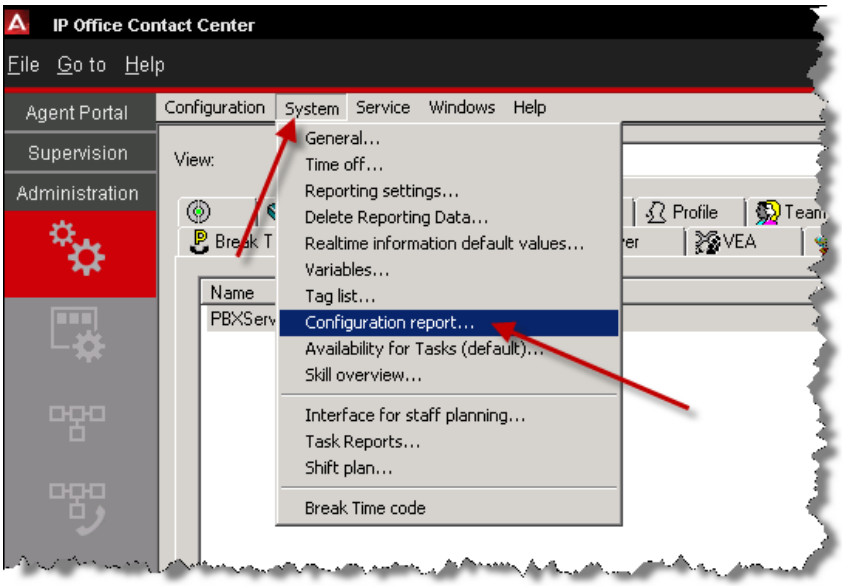
In this example, a Task Tag has been incorrectly referenced in a call flow **Logic** element. It incorrectly includes a full stop after the Tag name **mainmenuchoice.** The correct Tag name is **mainmenuchoice** (without a fill stop after the tag name).



Configuration Report

A configuration report can be generated that will detail the configuration parameters that have been set to configure the IP Office Contact Center system.

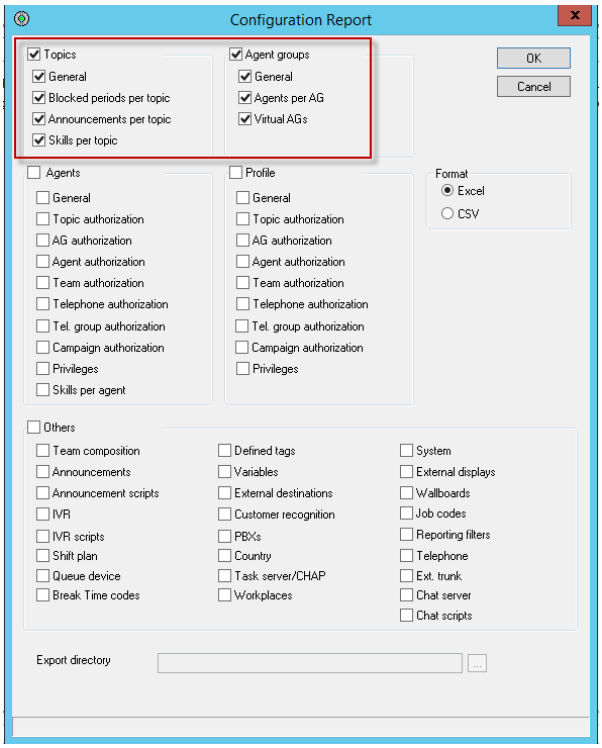
1. To generate the report, select **System** followed by **Configuration report…**



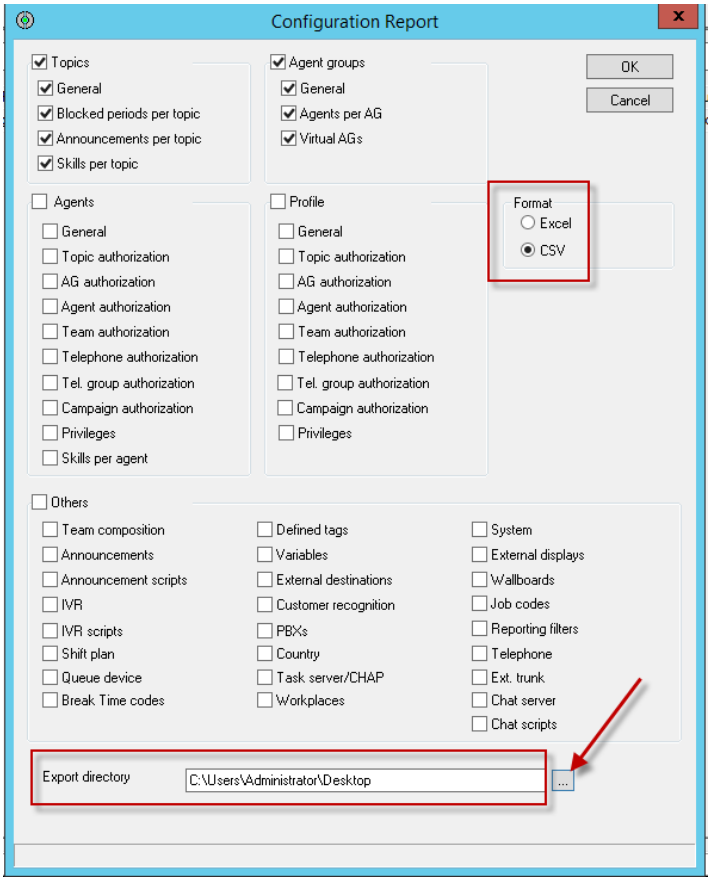
2. The Configuration Report dialogue box is displayed, from which a wide range of reporting parameters can be selected.



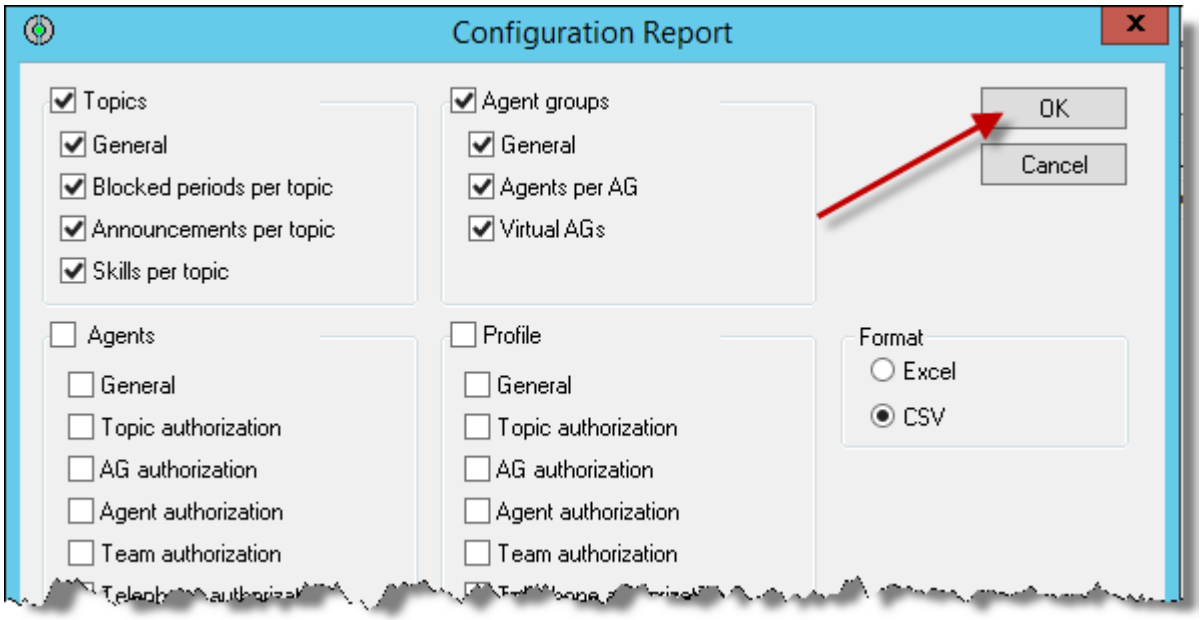
3. In this example, reporting parameters have been selected in relation to IP Office Contact Center Topics.



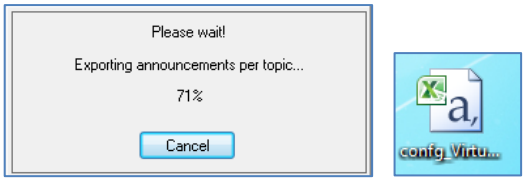
4. The reporting format can be selected and the location to which the report will be exported can be defined.



5. Click the **OK** button.



6. The Configuration report(s) are generated.



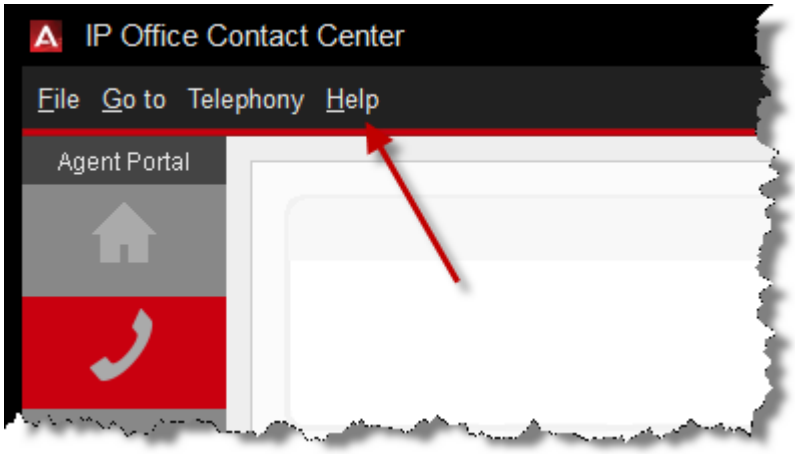
7. Open the report to display the selected IP Office Contact Center configuration parameters.



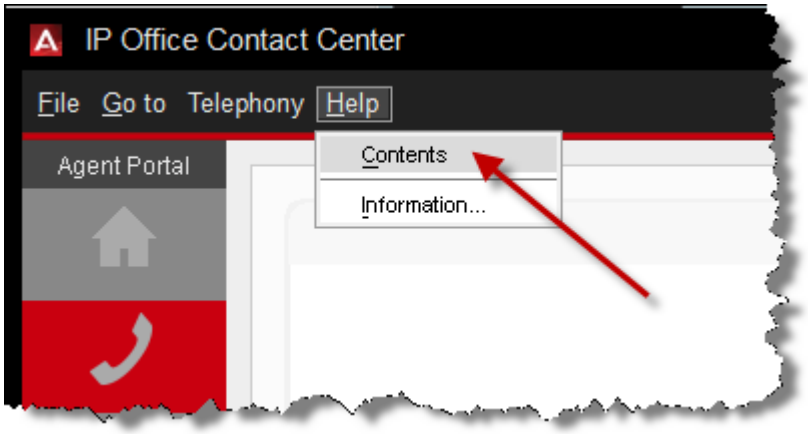
IP Office Contact Center Help

When using the IP Office Contact Center Interface there is a wide ranging help system available to User's and Administrators of the IP Office Contact Center System.

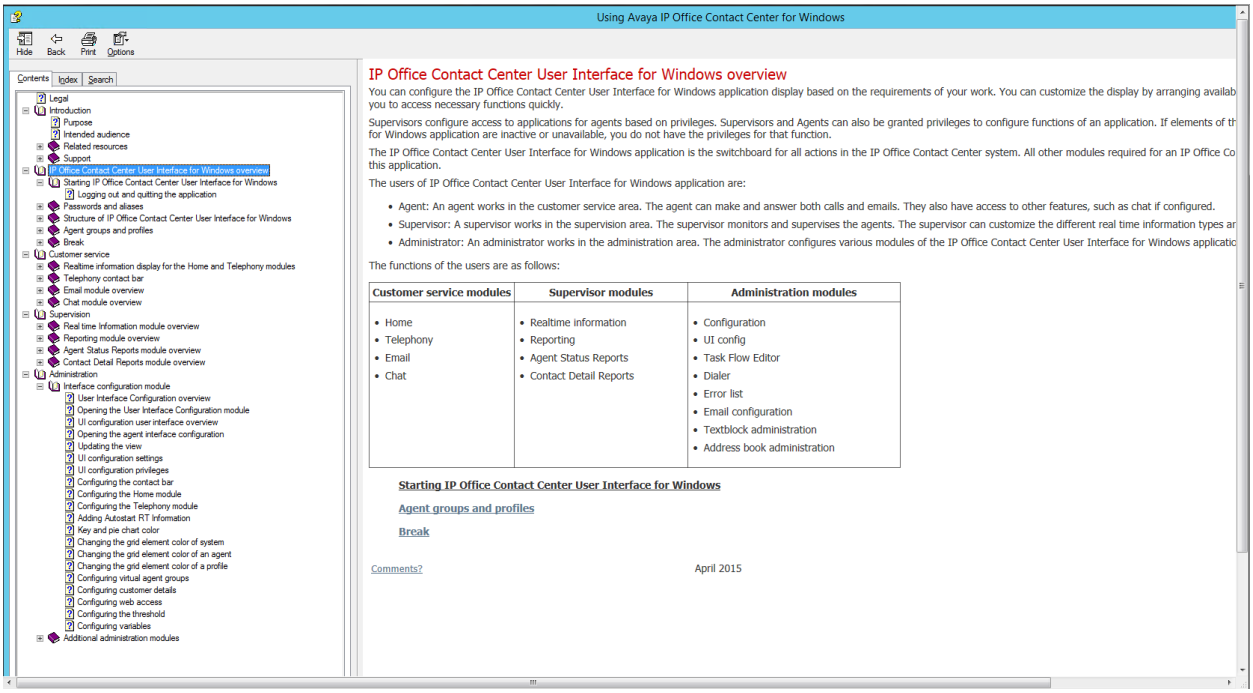
1. From the IP Office Contact Center interface's **Menu** bar select **Help**.



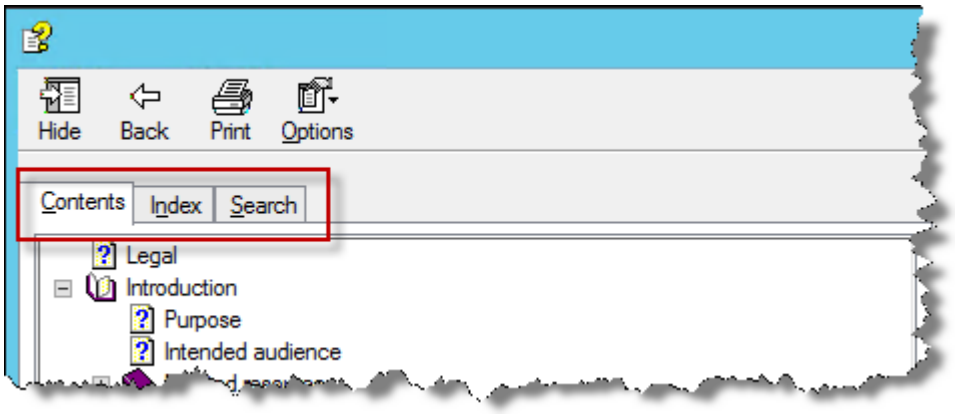
2. Select **Contents**.



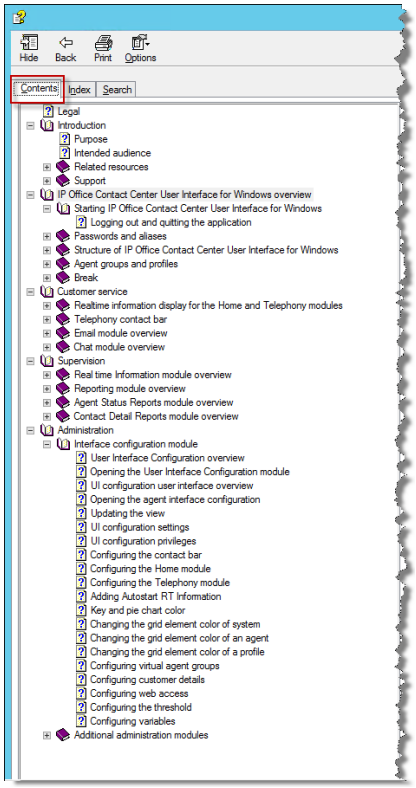
3. The IP Office Contact Center's Help system is displayed.



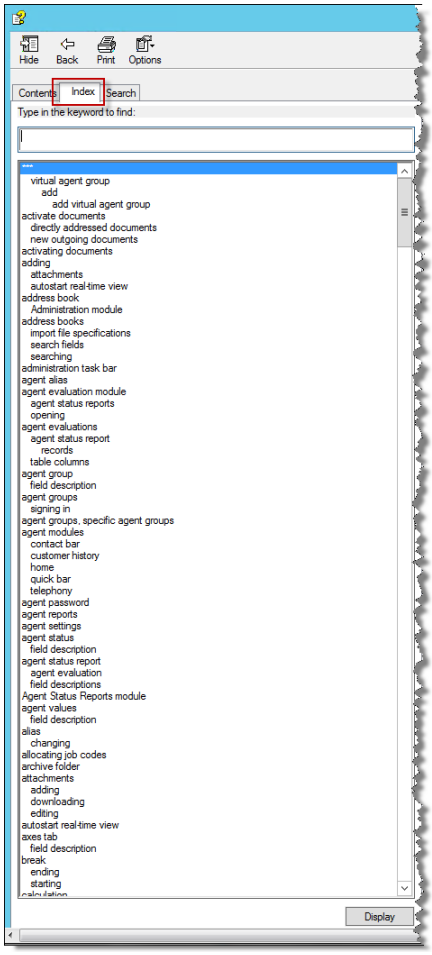
4. In the Help systems panel to the left a **Contents**, **Index** and **Search** tab are displayed.



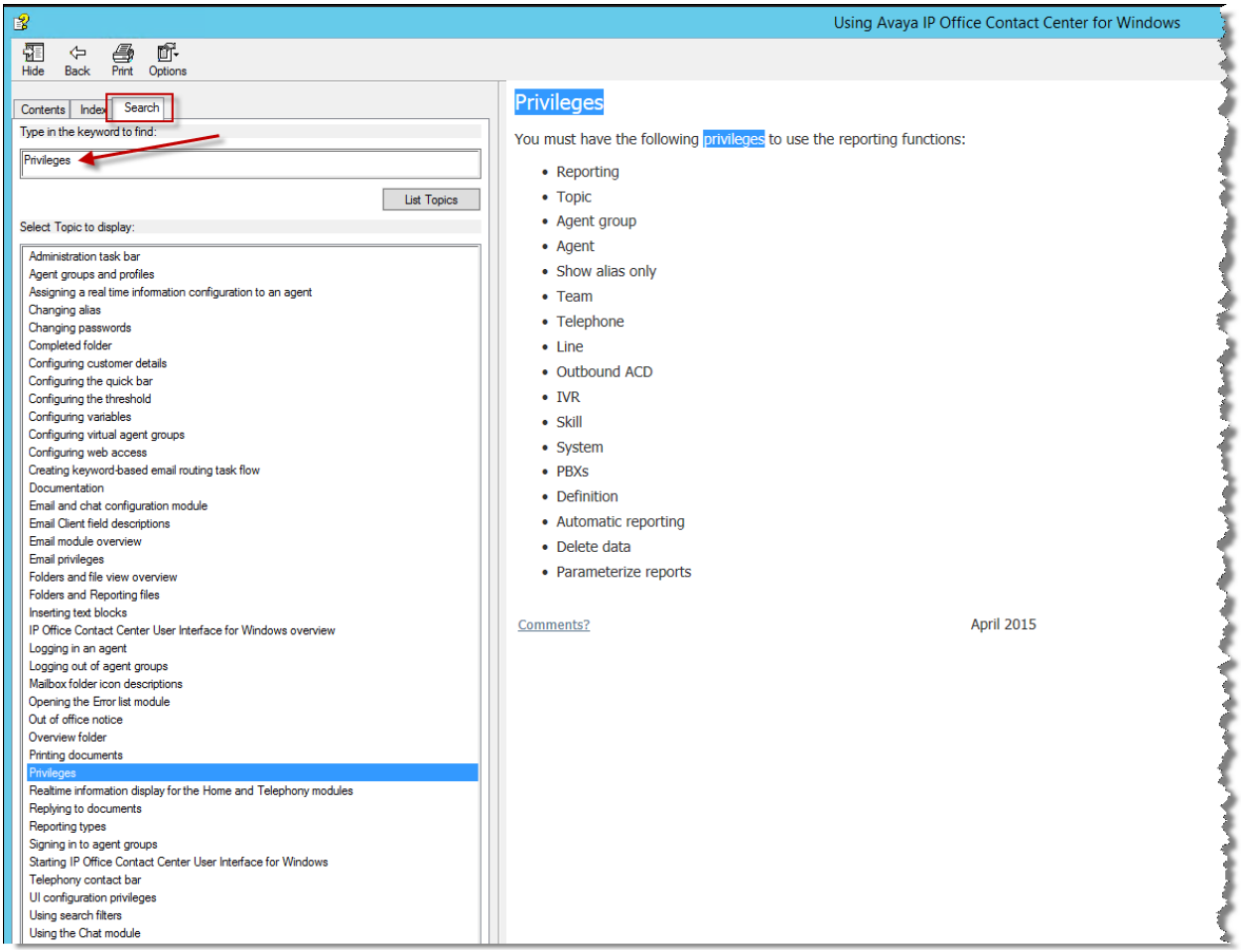
5. The **Contents** tab displays a list of categorized help content relating to a wide variety of IP Office Contact Center features.



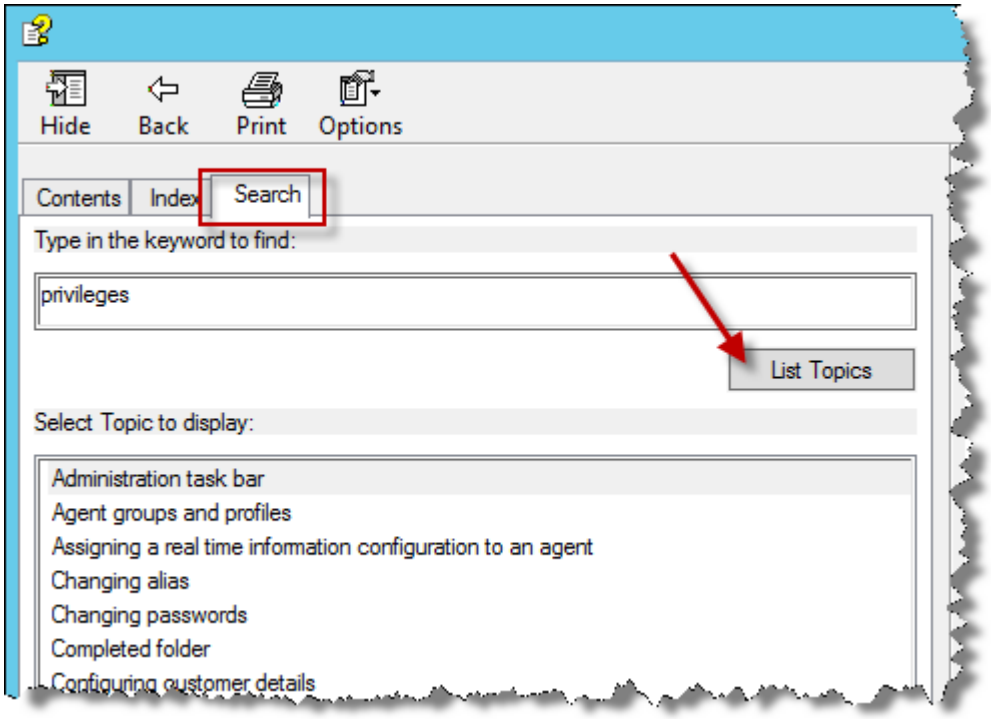
6. The **Index** tab displays help content sorted in alphabetical order.



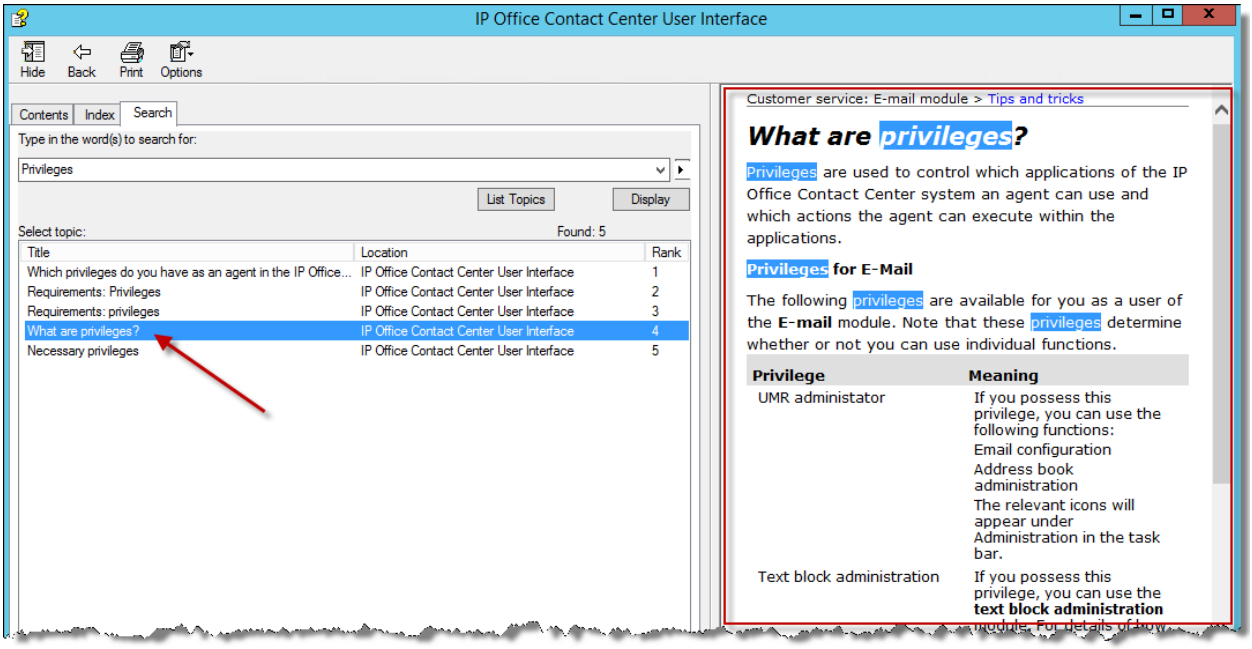
7. The **Search** tab allows the user to enter a word as a search criterion. In the example below, a search has been made against the word **Privileges**.



8. Topics can be listed based on the search criterion by selecting the **List Topics** button.



9. The associated help content related to a selected Topic is displayed by clicking the **Display** button.

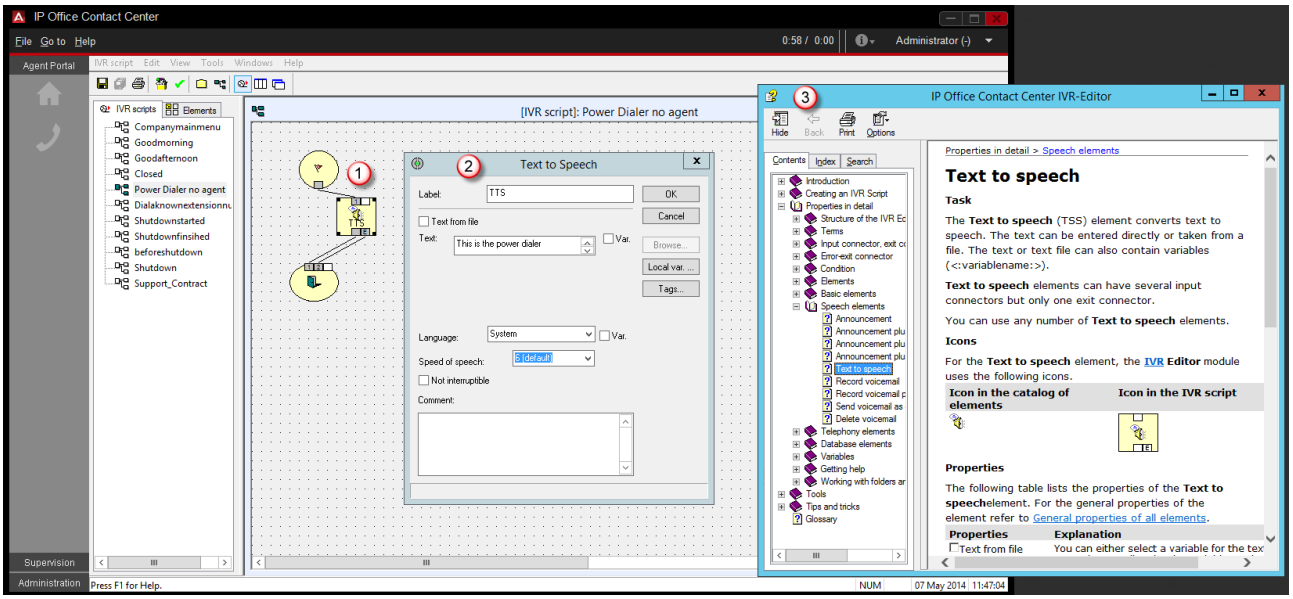


Context Sensitive Help

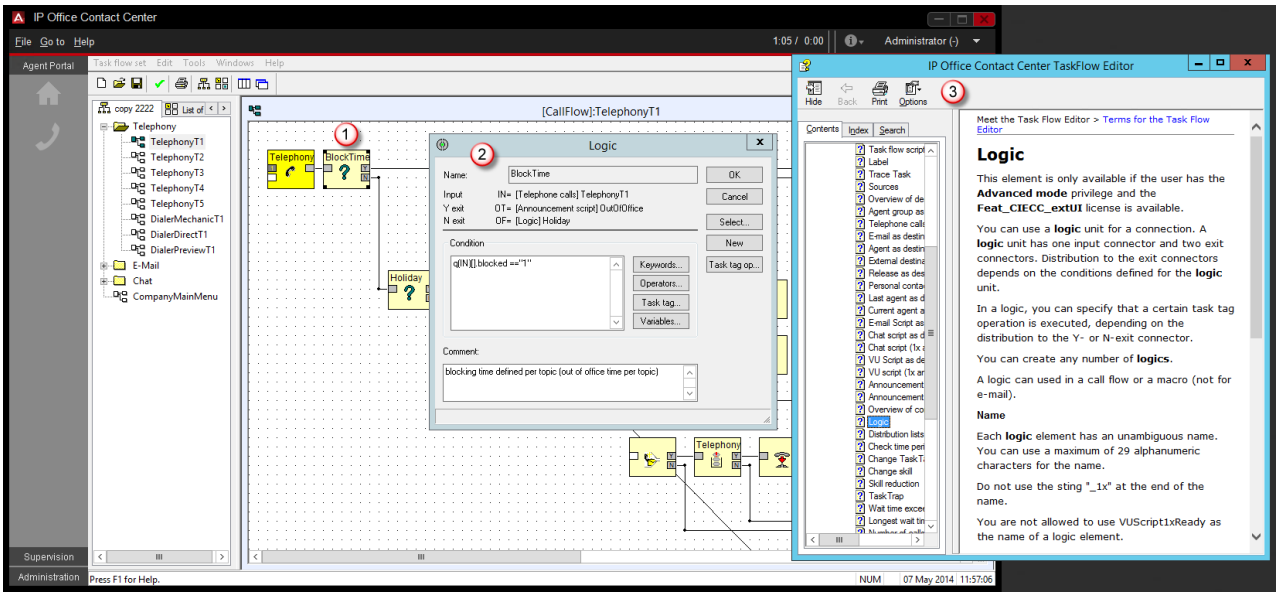
When using Task Flow Editor or IVR Editor, help content regarding the selected element can be displayed by pressing the keyboard's F1 button.

In this example IVR Editor is being utilized. To open context sensitive help:

1. Double click on the element for which help is required.
2. Select the open dialog box.
3. Press the keyboards F1 key and the help content is displayed associated with the specific element, in this example Text to Speech.



The same process can be followed to provide context sensitive help in relation to call flow elements with Task Flow Editor.



Supported Upgrade Paths to IP Office Contact Center 9.1.6 FP

The following upgrade paths to IPOCC 9.1.6 FP are supported:

- 9.0.2 to 9.1.6 (The Data Migration tool must be run)
- 9.0.3+ to 9.1.6 (The Data Migration tool must be run)
- 9.1.0+ to 9.1.6 (The Data Migration tool does not need to be run)

Upgrades on all platforms are supported (ISO, OVA, Appliances R210/R620)

Note: The IP Office system must be upgraded to IP Office 9.1.6 FP1 before the IP Office Contact Center is upgraded to 9.1.6 FP.

Note: An IP Office Contact Center system running software version 9.0.x with server edition, will have previously been issued with a **Base100 license**. When the system is upgraded to 9.1, (i.e. the last GA version not this 9.1.6 FP release), the Base100 license is no longer supported. The system will appear to function, but there will be an error shown in the User Interface that a **Base250 license** cannot be found. Also, you will no longer be able to create or copy agents.

Therefore when upgrading from 9.0.x, if the system has a Base100 license, the license must be changed to a **Base250 license**.

Upgrading the IP Office Contact Center from Version 9.0.x to 9.1.6 FP

A backup of the IP Office Contact Center databases must be performed before any maintenance procedures commence. Please refer to the *Backing up the IP Office Contact Center Database (Manually / Automatically* section of the Maintenance guide that matches the IP Office Contact Center version of the IP Office Contact Center server being upgraded.

If you are upgrading from an IP Office Contact Center 9.0.x system and require details of how to backup a Sybase database, please refer to the *IP Office 9.0.3 IP Office Contact Center Maintenance Task Based Guide Issue 1.01* Task Based Guide.

Note: With regards to Sybase JDBC connections, due to the substitution of Sybase by PostgreSQL there is no longer a Sybase JDBC Driver included in IP Office Contact Center. Therefore if the customer has an existing configured external import connection for an address book that users this driver, the customer is required to provide this driver again for the existing connection to continue to work.

Note: AutoSync is not enabled on an upgrade from 9.0 or 9.1 to 9.1.6. Please refer to the Auto Sync section of the IP Office Contact Center Installation guide for information on how to enable if required.

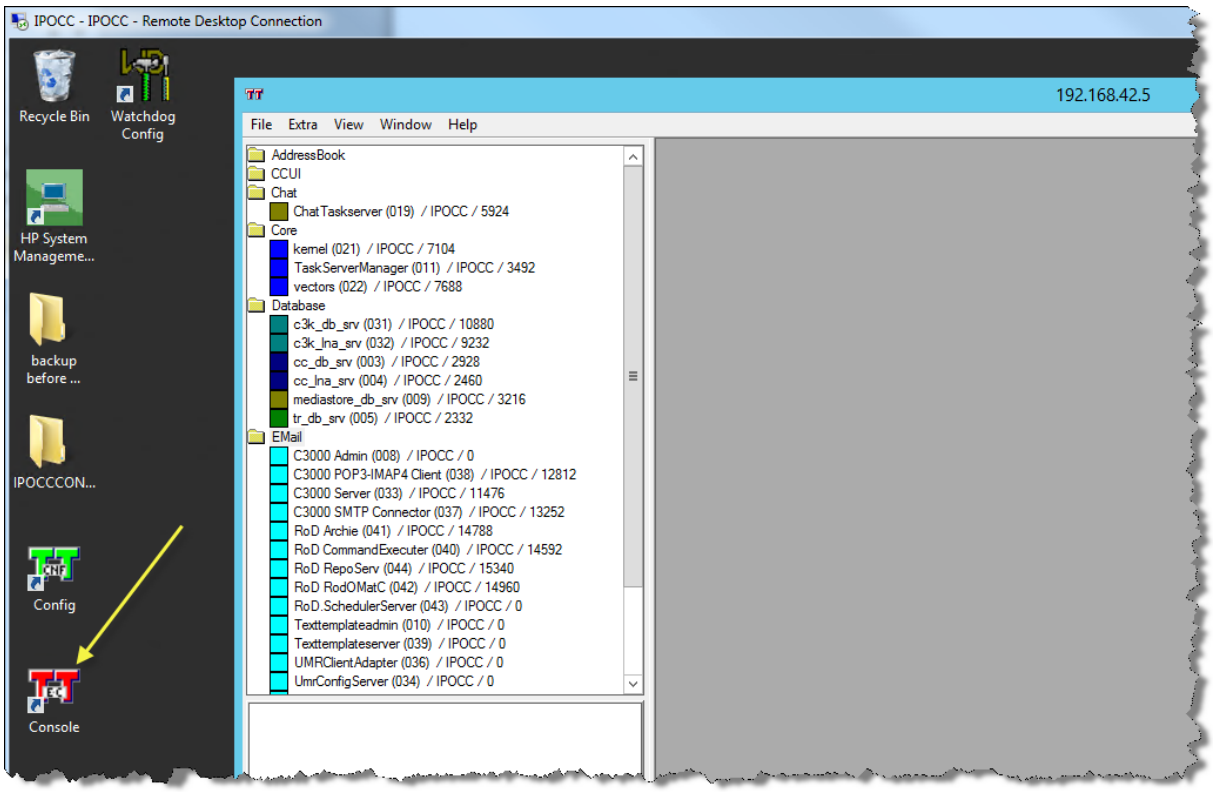
Note: In order for the Wallboard to function after the upgrade to 9.1.6. It is necessary to import a security certificate. Please refer to the Creating the IP Office Contact Center Certificate via the IP Office Server Edition Manager and Internet Explorer section of the IP Office Contact Center Installation guide for information.

Database Migration

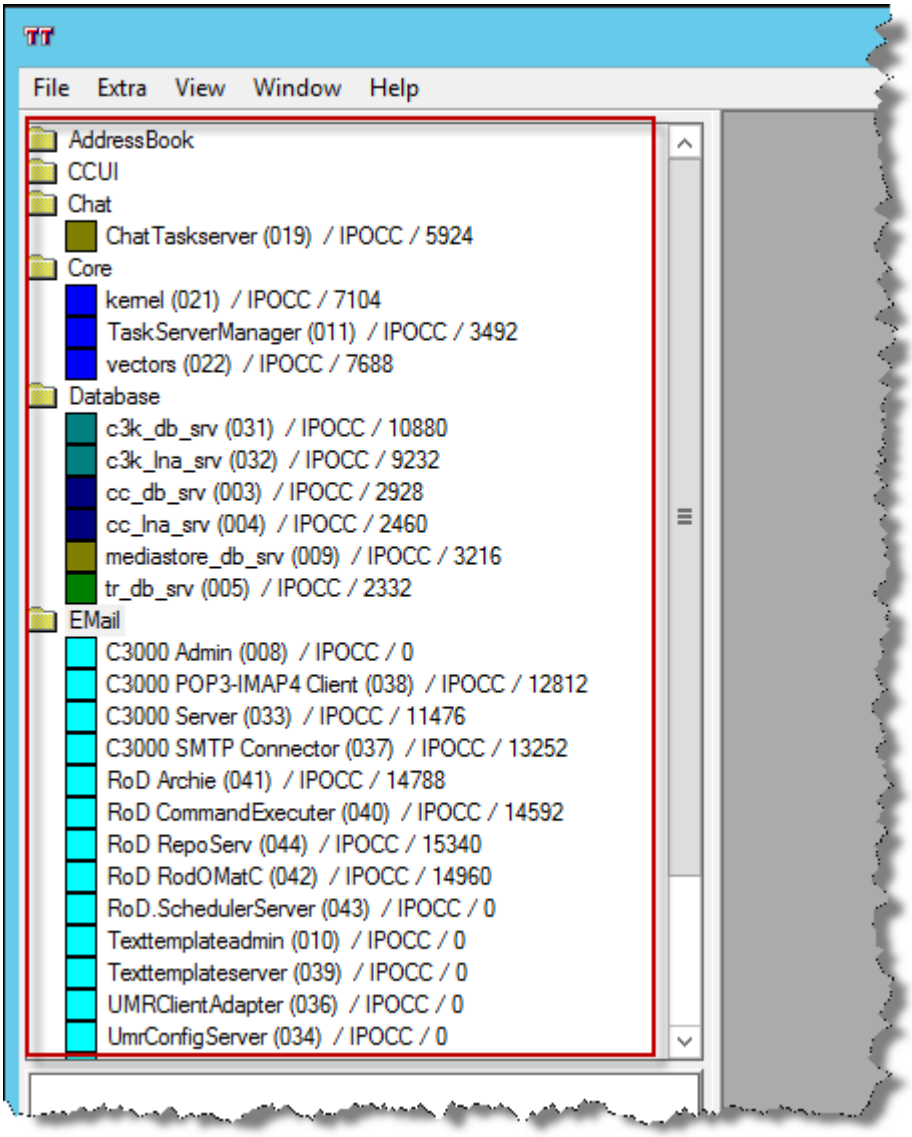
Before the Migration process is started the IPOCC Watchdog service must be stopped.

1. Login to the IP Office Contact Center Windows server.

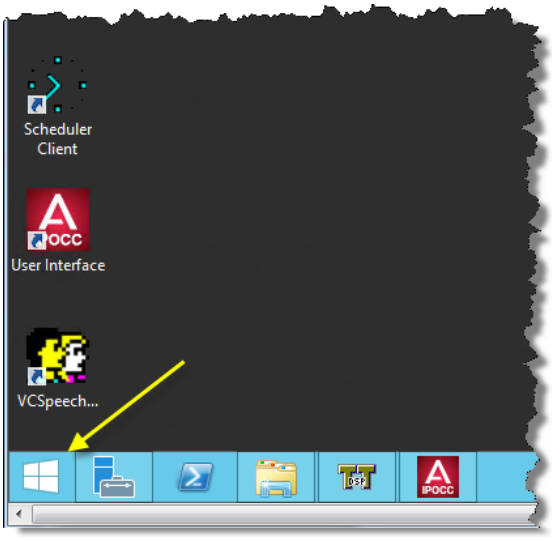
2. Before stopping the Watchdog service, open TTConsole.



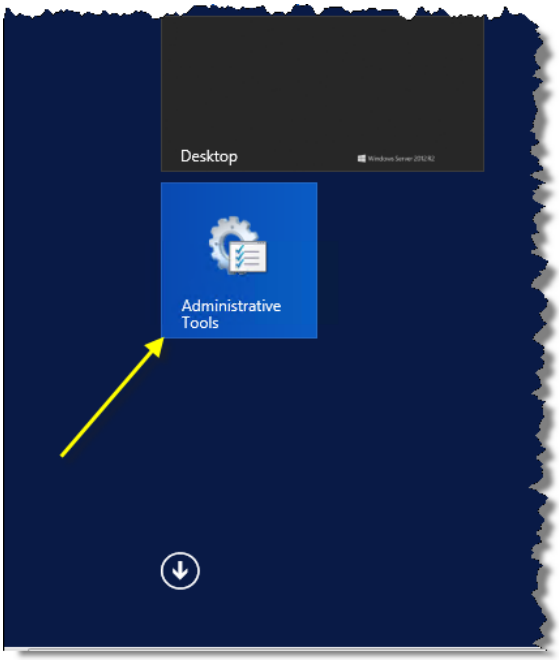
3. Any running processes are displayed in the console's left panel.



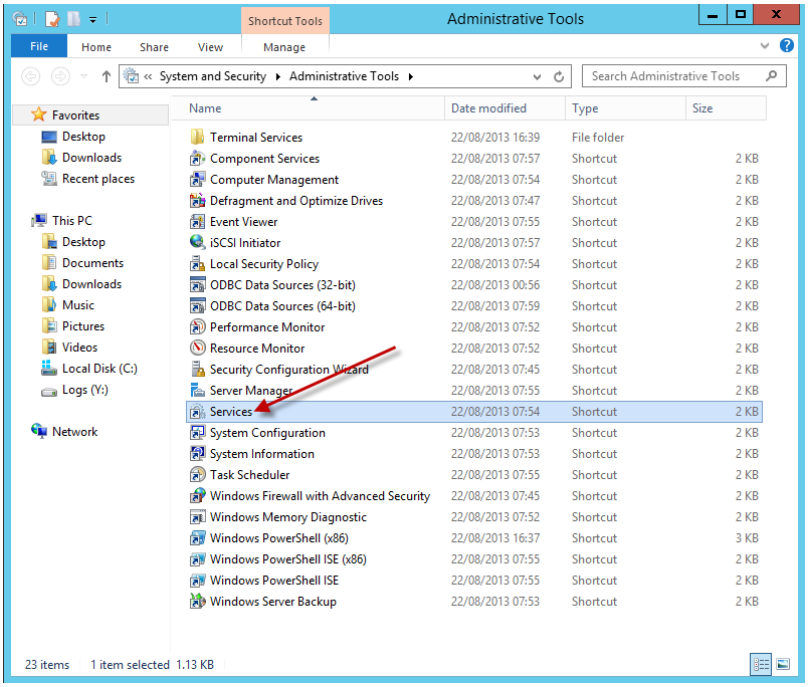
3. Select the **Windows** button.



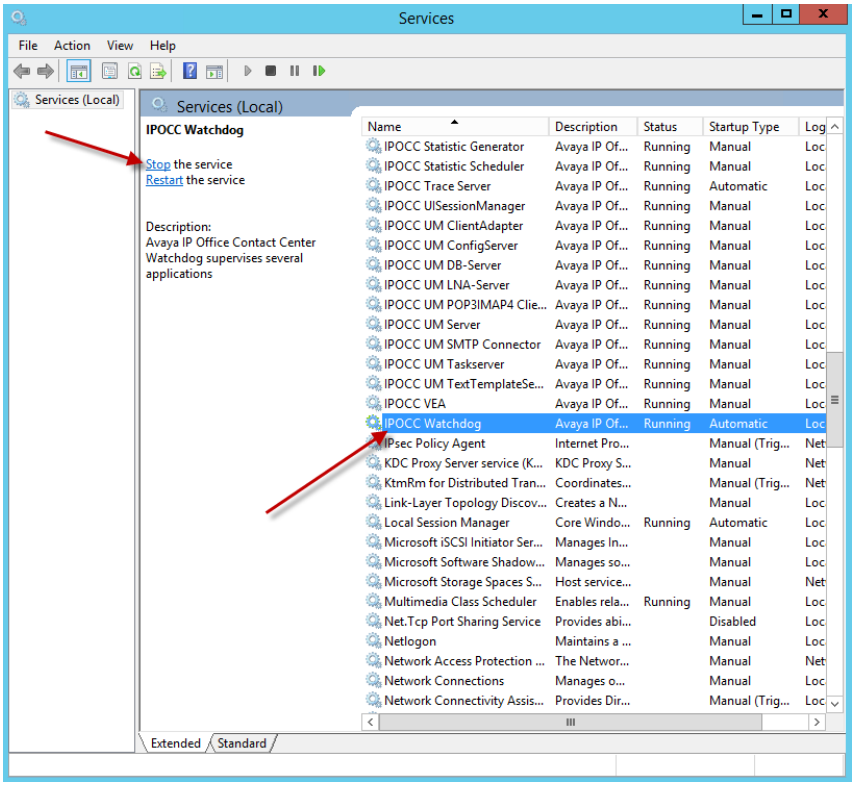
4. Click the **Administrative Tools** button.



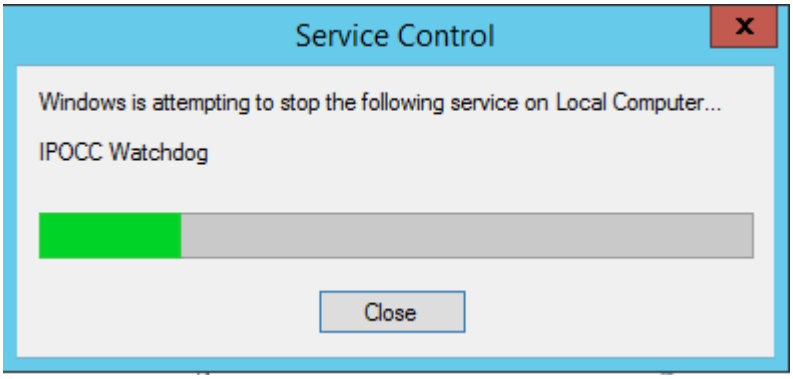
5. Double left click on **Services**.



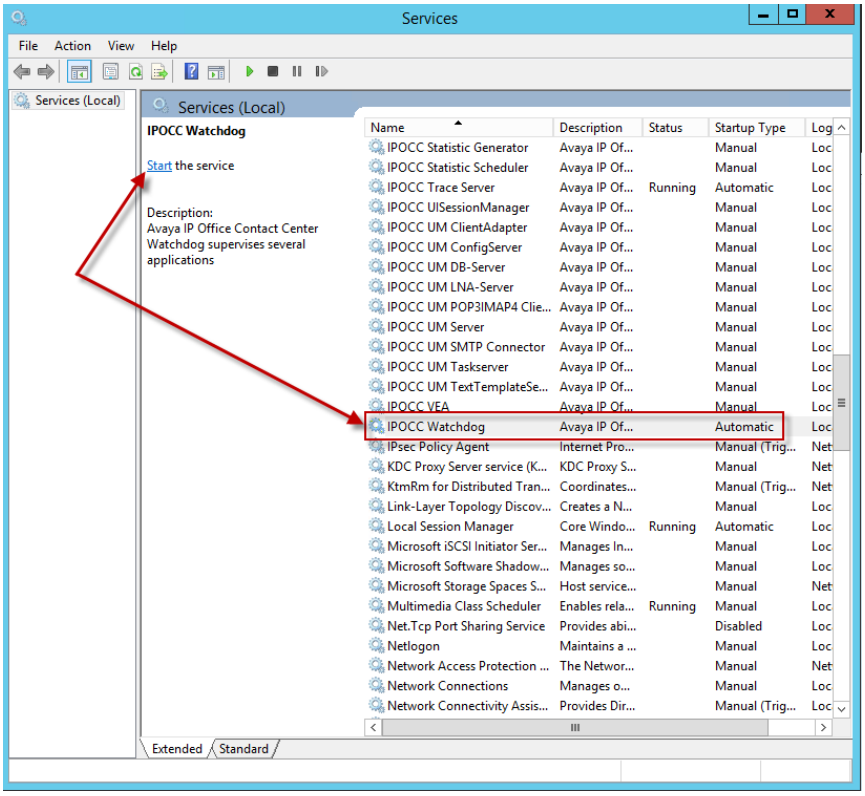
6. Scroll down to the **IPOCC Watchdog** service. Select the **IPOCC Watchdog** service and then click **Stop**.



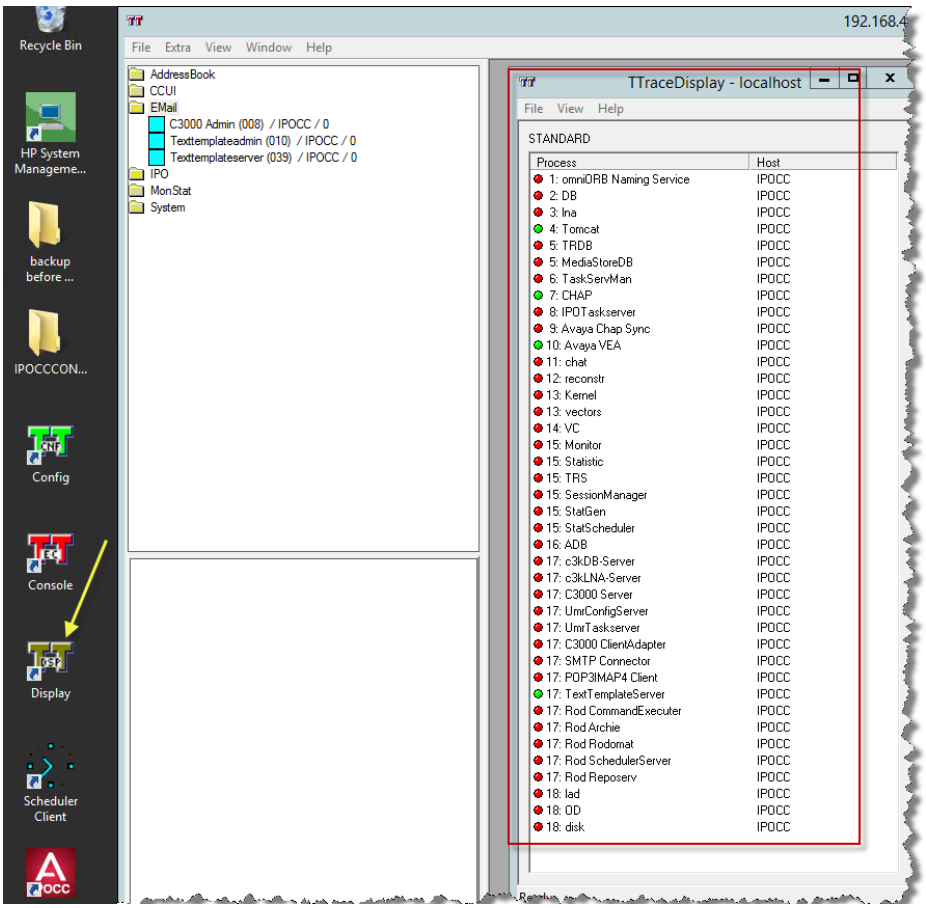
7. The **IPOCC Watchdog** service will be stopped.



8. This will be indicated by only the **Start the Service** link being available for this service.

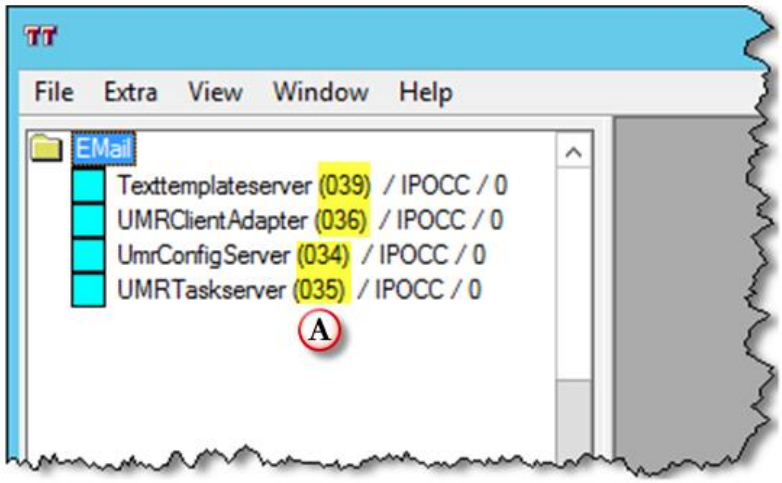


9. Open TTDisplay, the services will be stopped and the corresponding processes in TT Console will be closed.



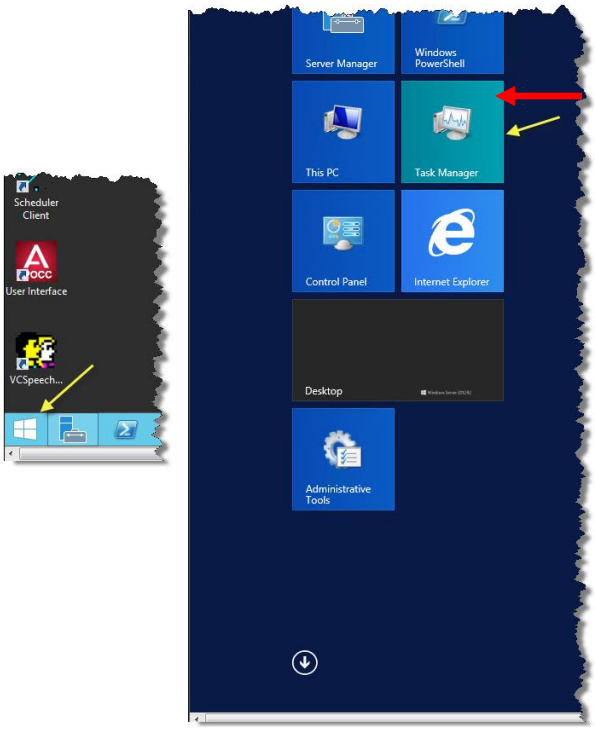
10. The TTConsole presentation may differ from that displayed in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and some Java processes are related to the wrapper (9.0.2) which starts the JVM and not the Java process itself. With IP Office Contact Center 9.0.3 the Commons Daemon is utilized.

11. If a hanging process is identified in TTConsole note the PID (Process Identification Number) of the process displayed in left hand panel of TTConsole.

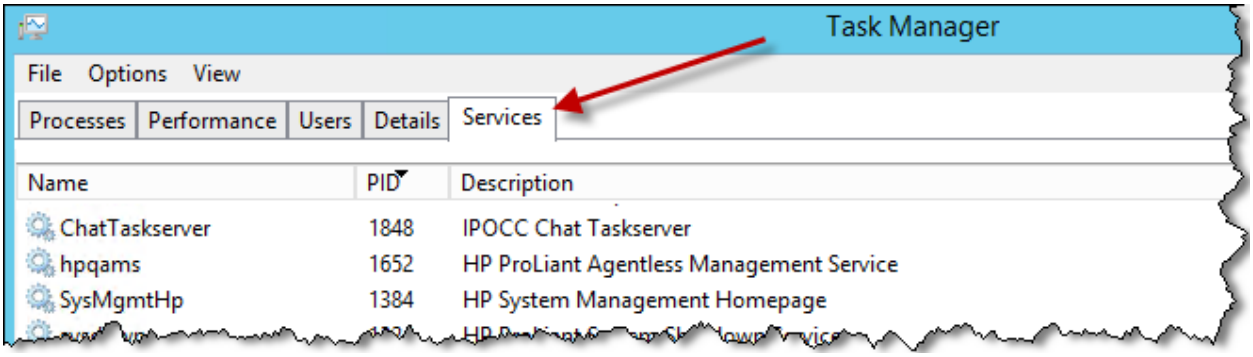


A. PID

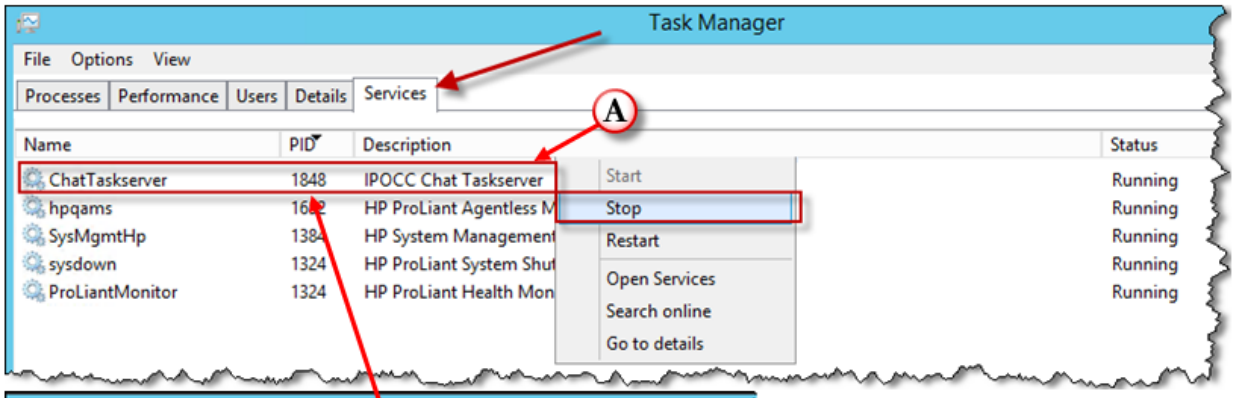
12. Select the **Window's** button and click on **Task Manager**.

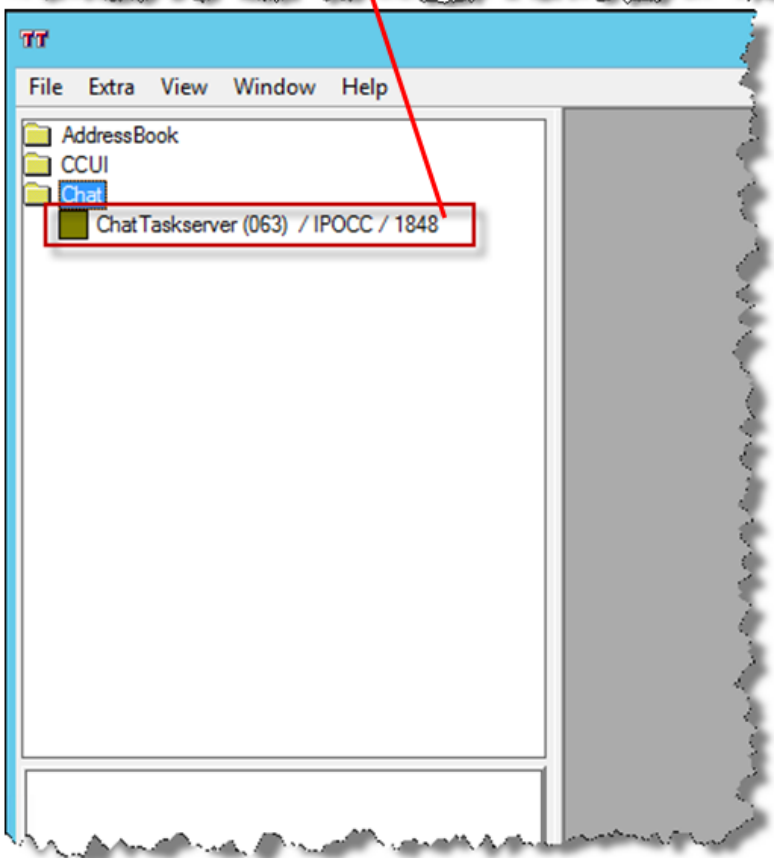


13. The PID's are displayed.



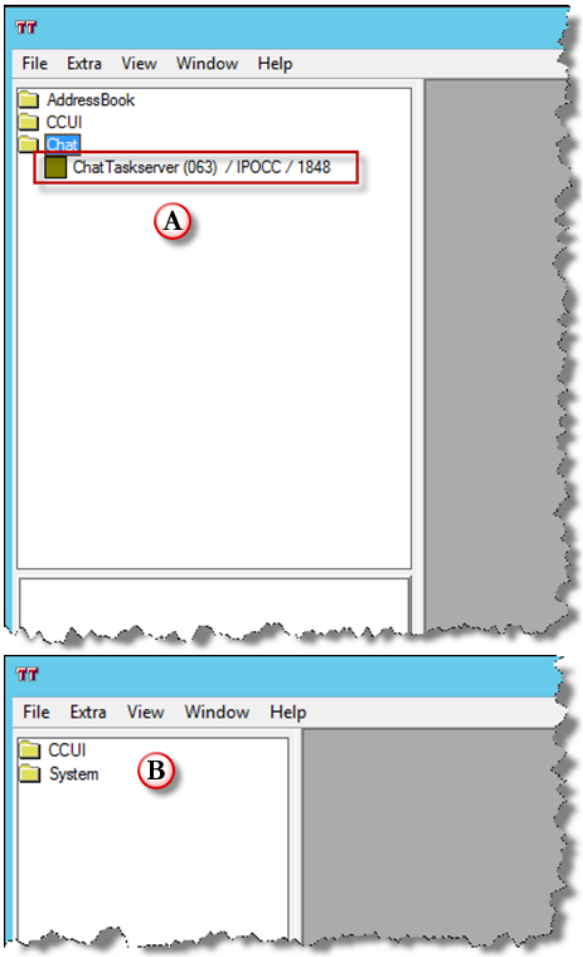
14. Stop the process with PID's that are displayed in TTConsole. In this example, the **ChatTaskserver** process is still running.





A. Right click.

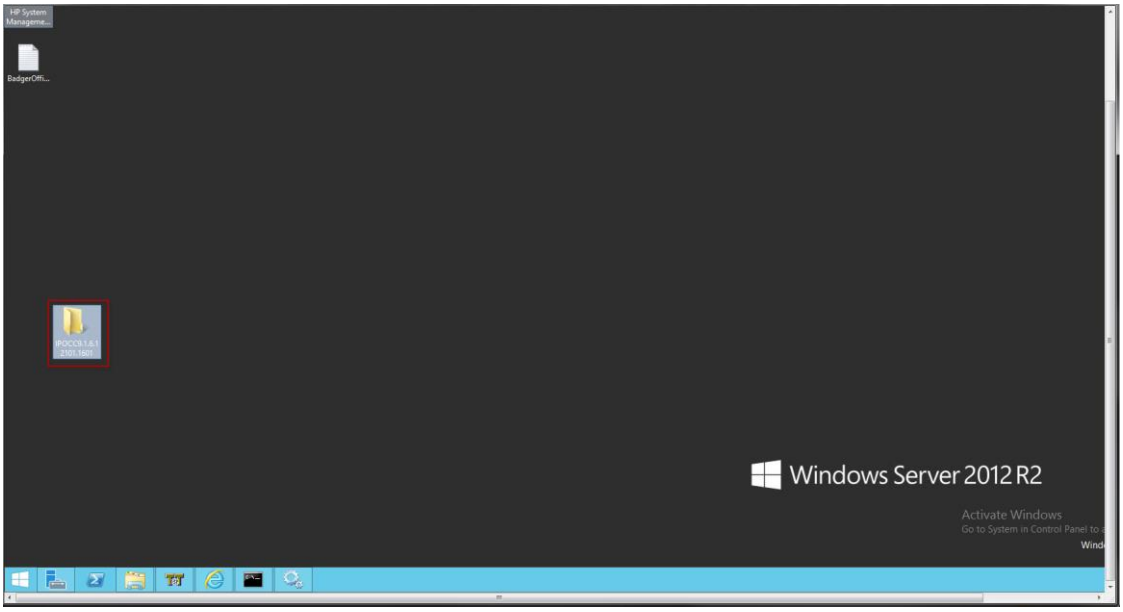
15. Check in TTConsole that the process has stopped.



A. Before the process has stopped.

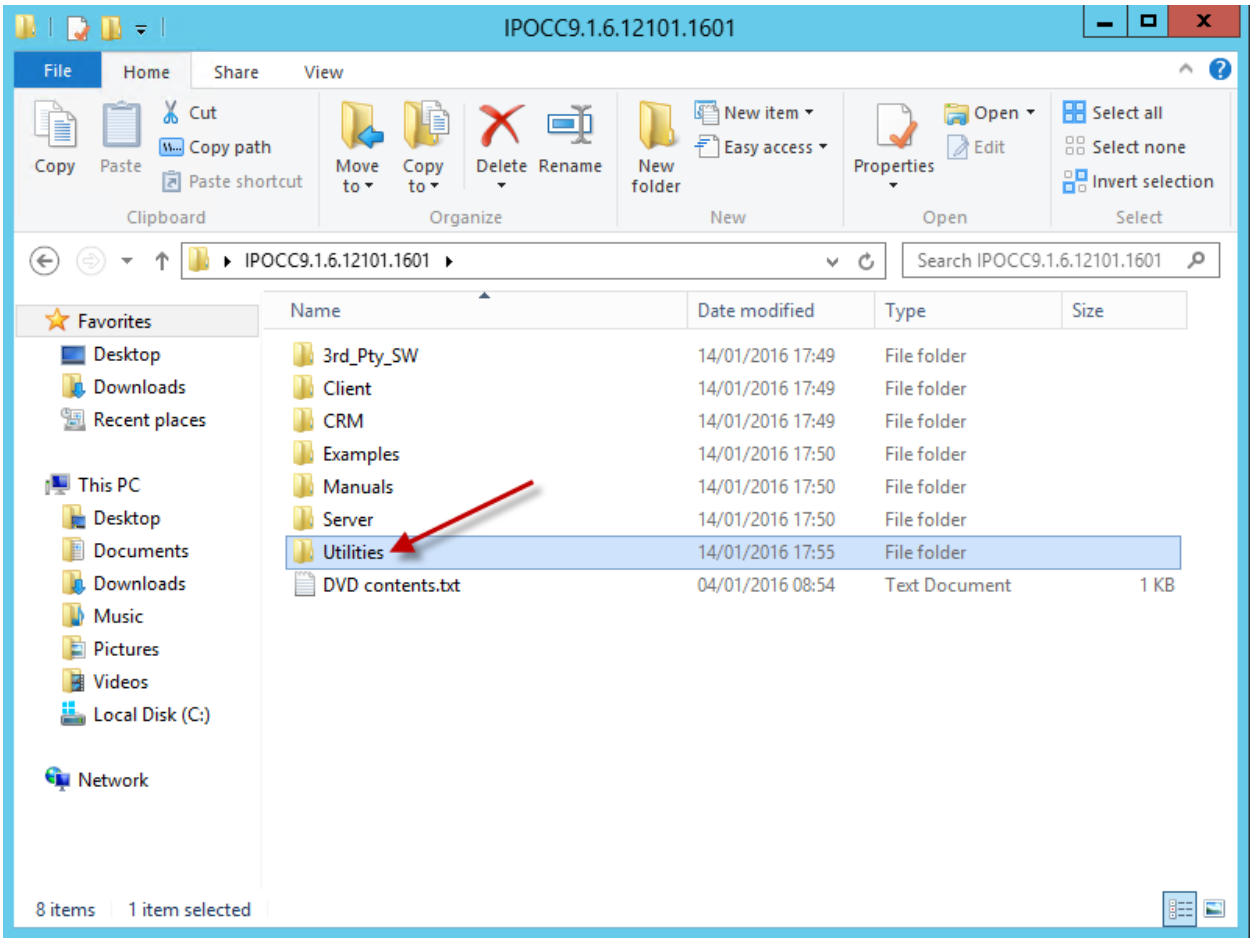
B. After the process has stopped.

16. Once you have obtained the IP Office Contact Center 9.1.6 software, it is best practice to copy the 9.1.6 software folder to the desktop of the IP Office Contact Center server. A network share can also be used if required.

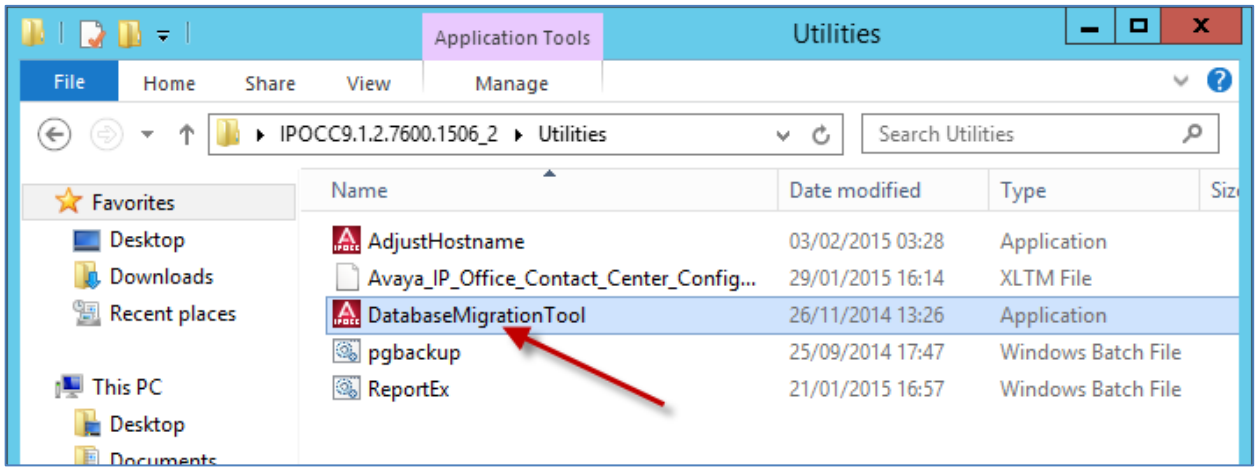


The Migration process can now commence.

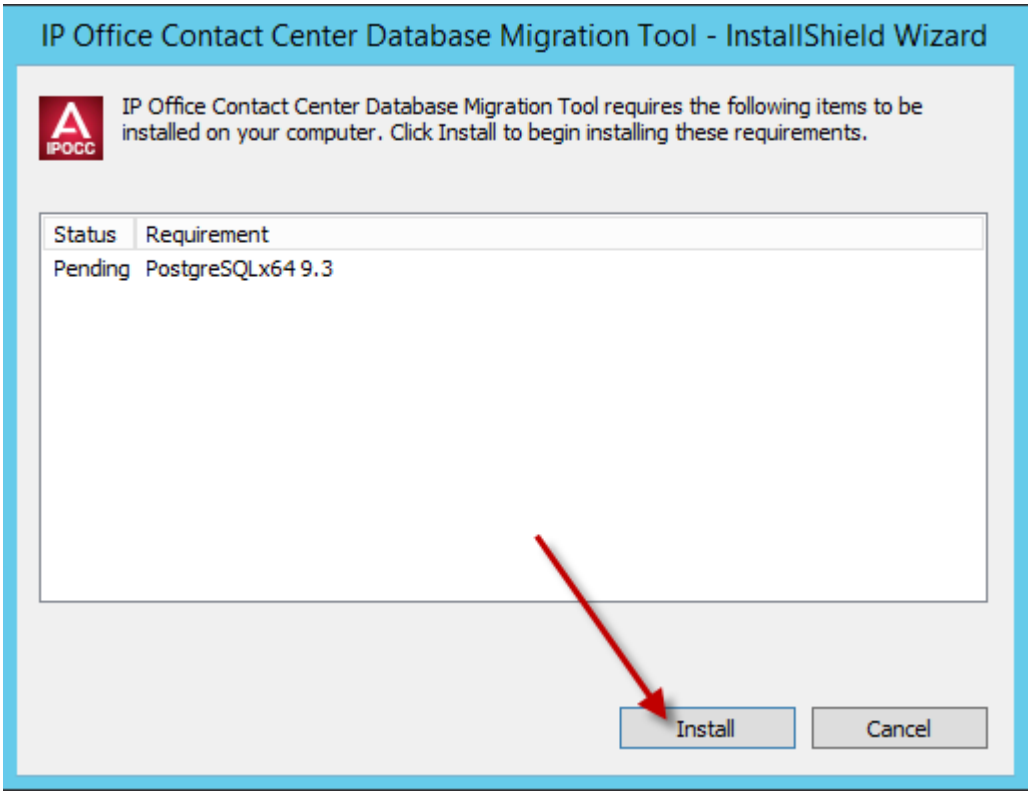
17. Open the IPOCC 9.1.6 software folder that you have copied to the server's desktop, followed by the **Utilities** folder.



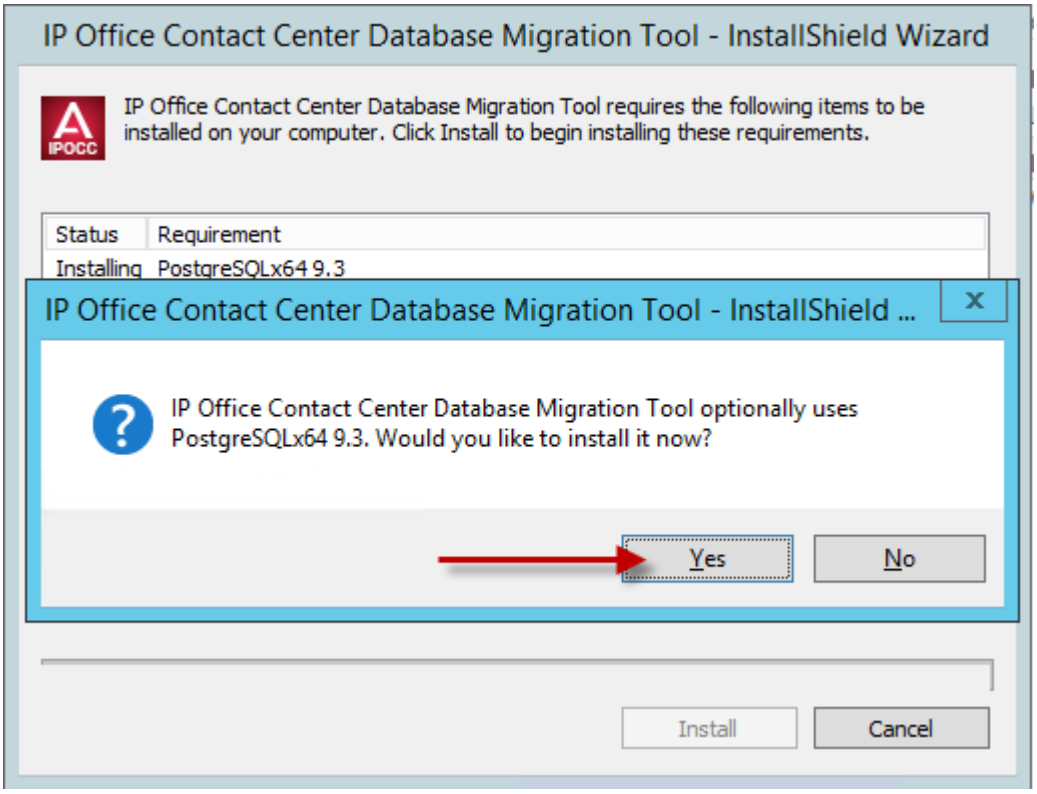
18. Double left click on the **DatabaseMigrationTool**



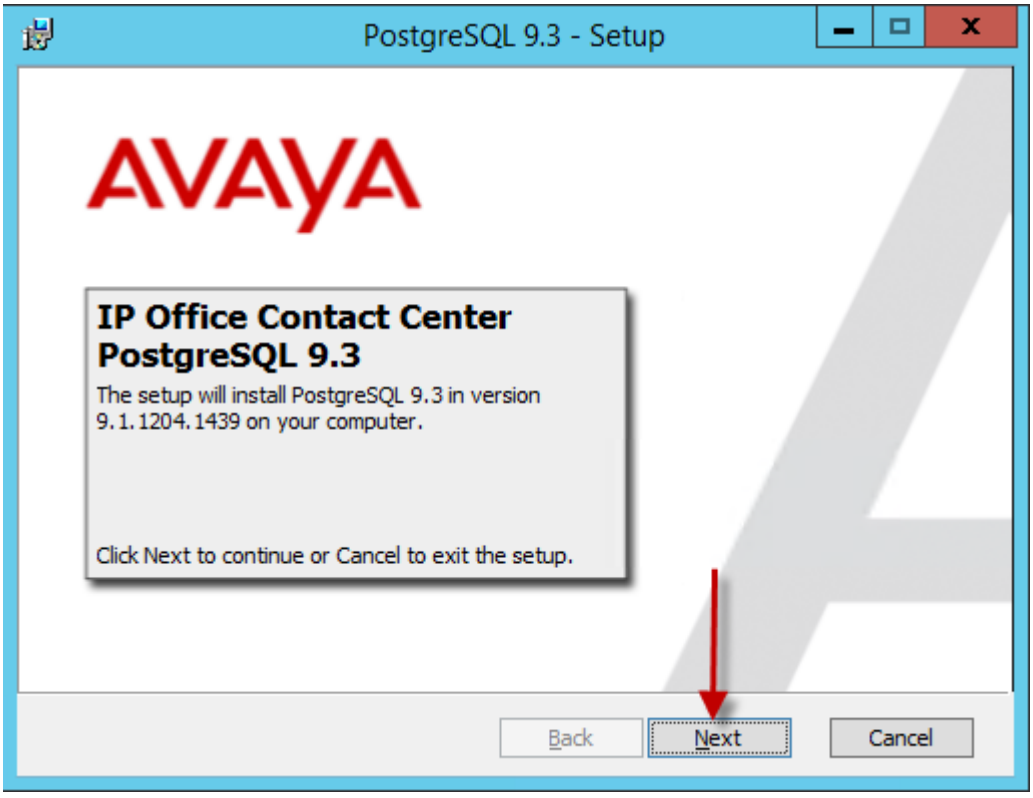
19. Click the **Install** button.



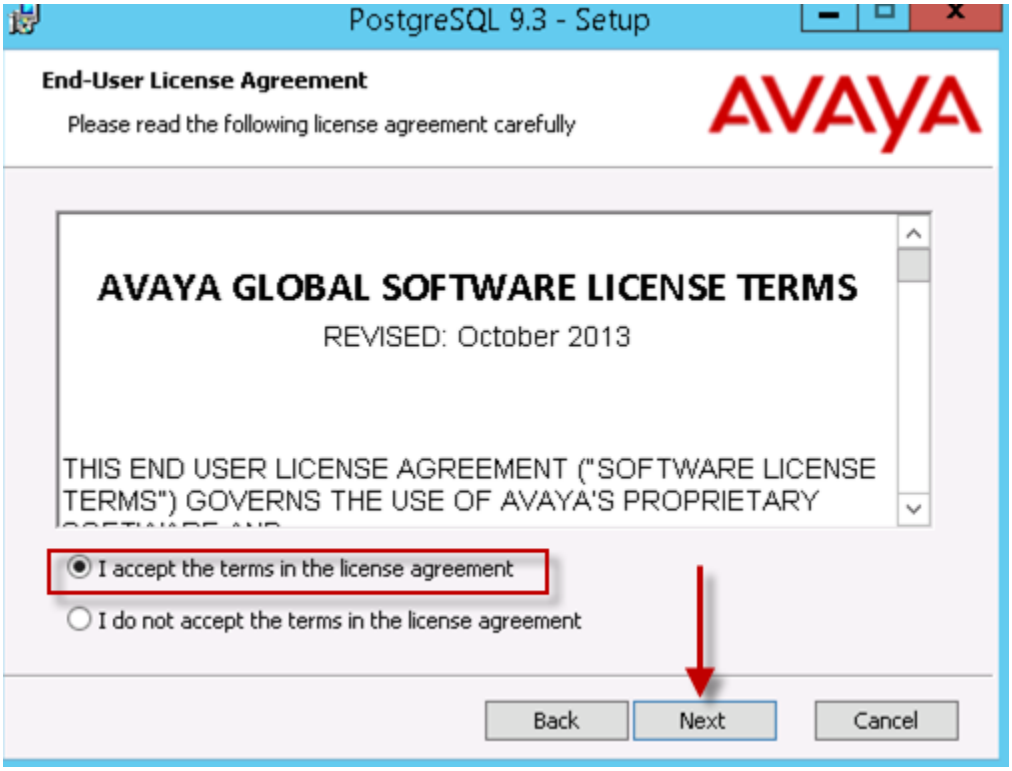
20. A dialog box is displayed. Click **Yes**.



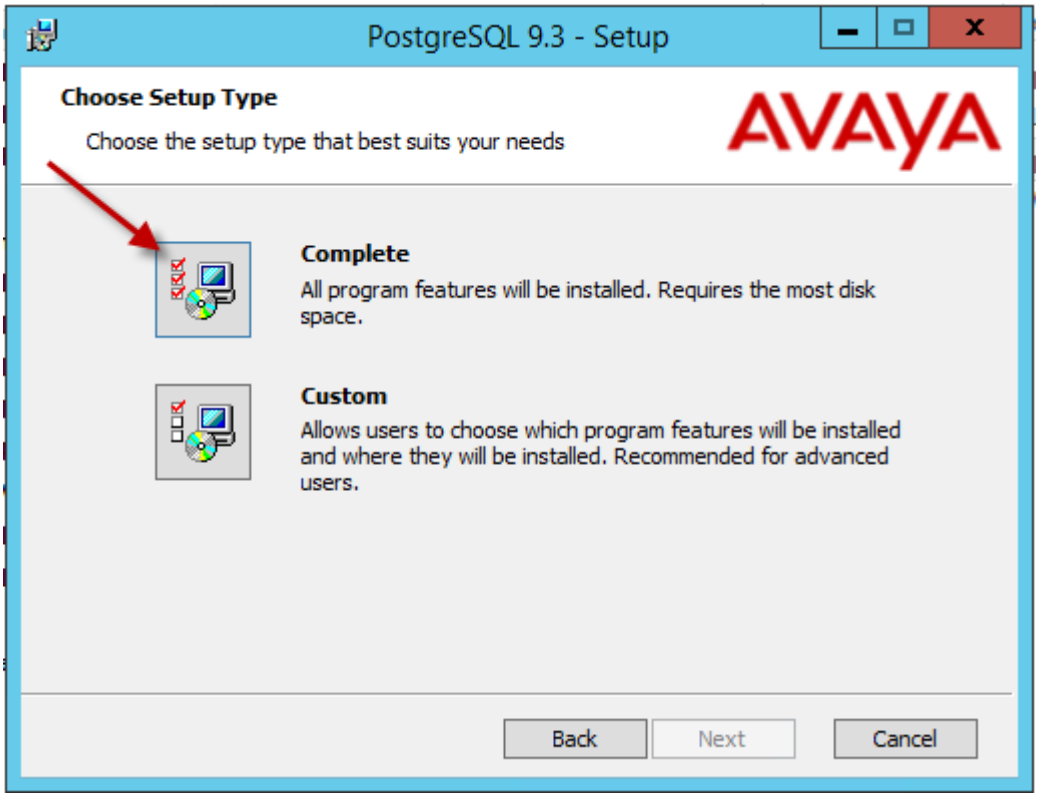
21. The **PostgreSQL 9.3 Setup** screen is displayed. Click **Next**.



22. The **End-User License Agreement** screen is displayed. Click the **I accept the terms in the license agreement** button. Click **Next**.

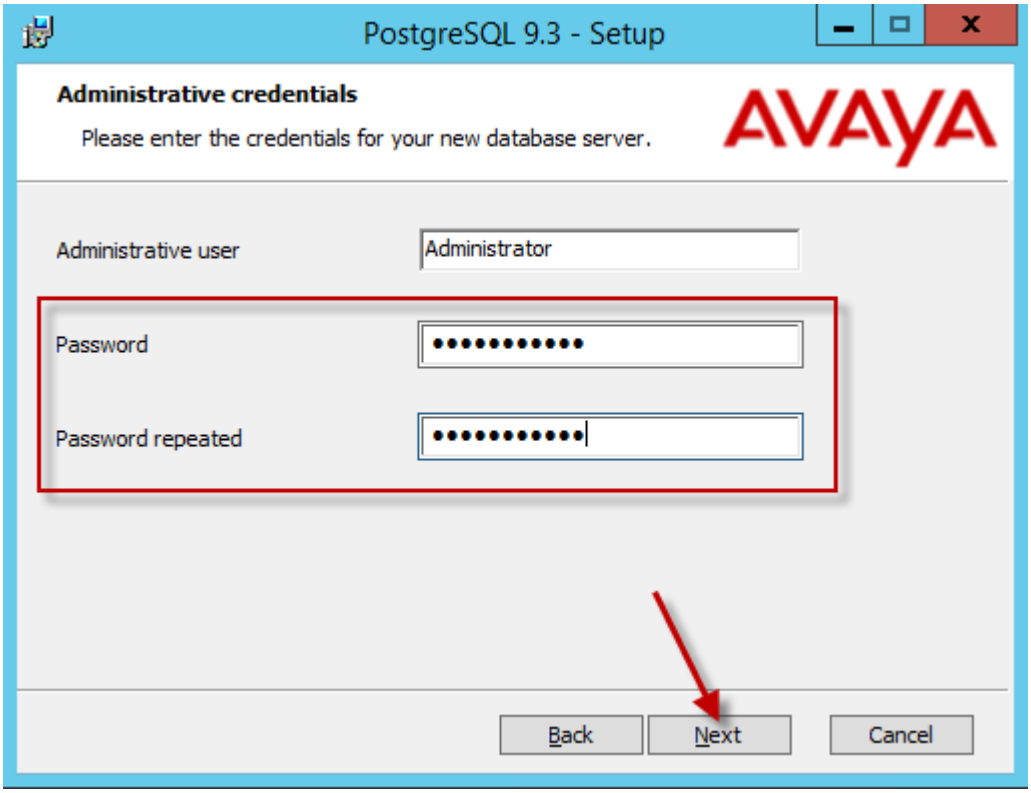


23. Click the **Complete** button.

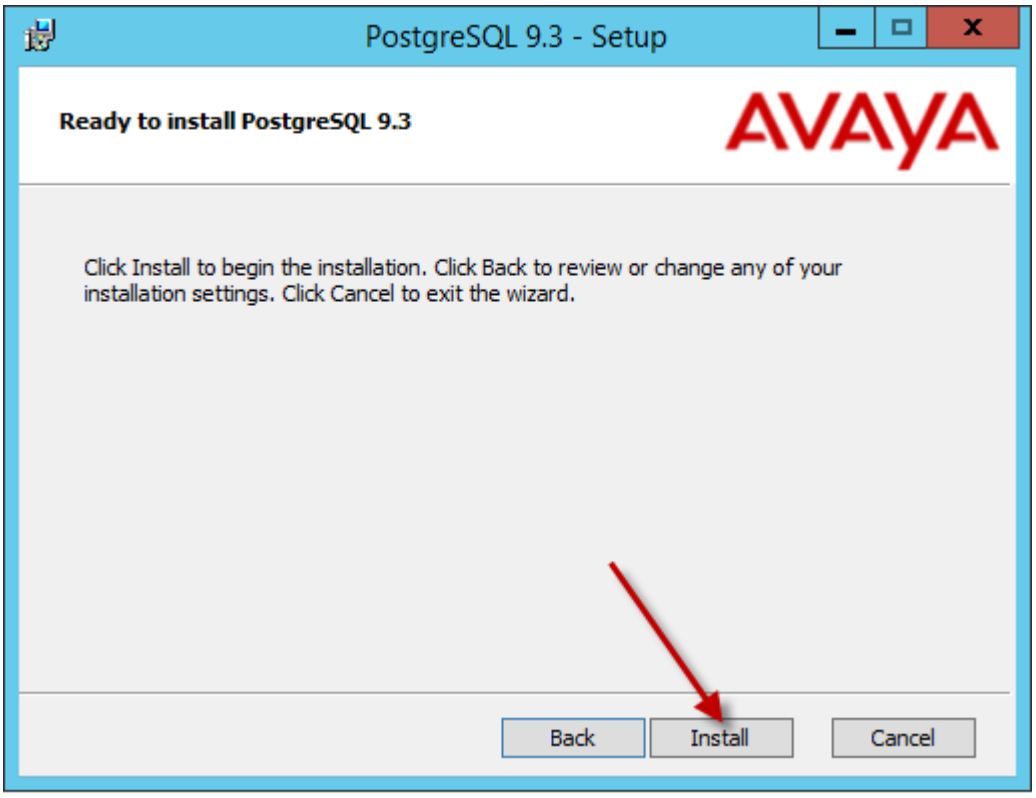


24. Enter the **Administrative** password for the database server. Click **Next**.

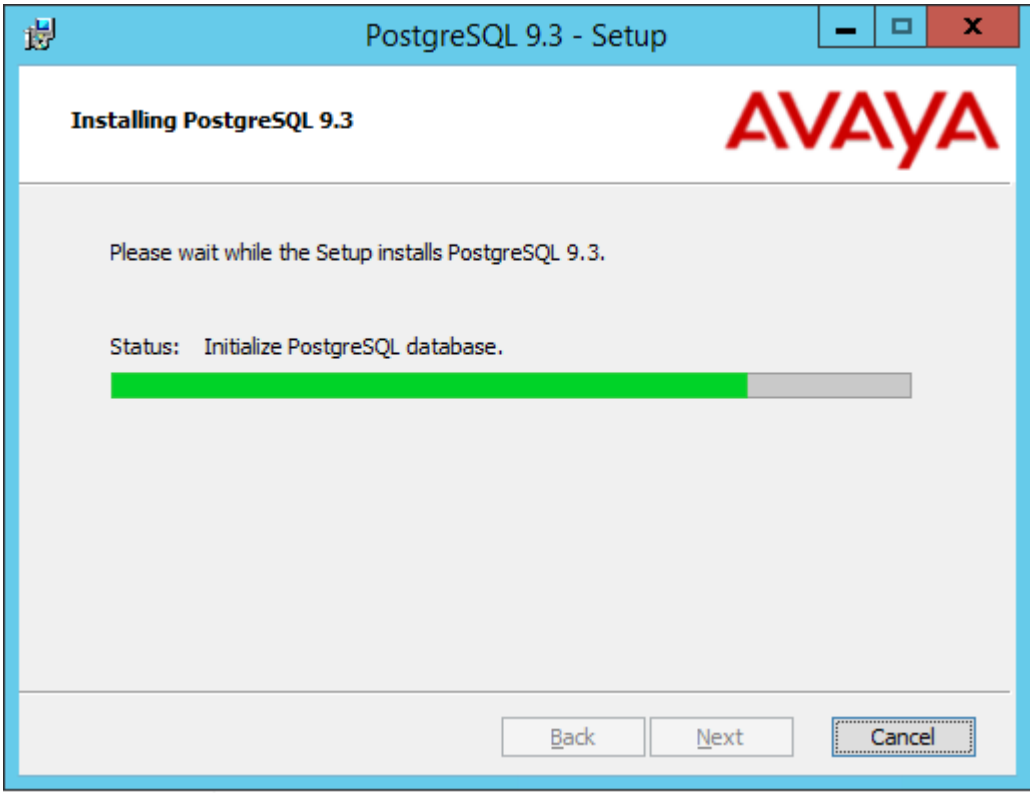
Note: This password has a minimum length of 8 characters. The password's complexity is 'Medium' i.e. requiring two code point sets for example, upper and lower case characters. Make a note of this password as it will be required later in the process.



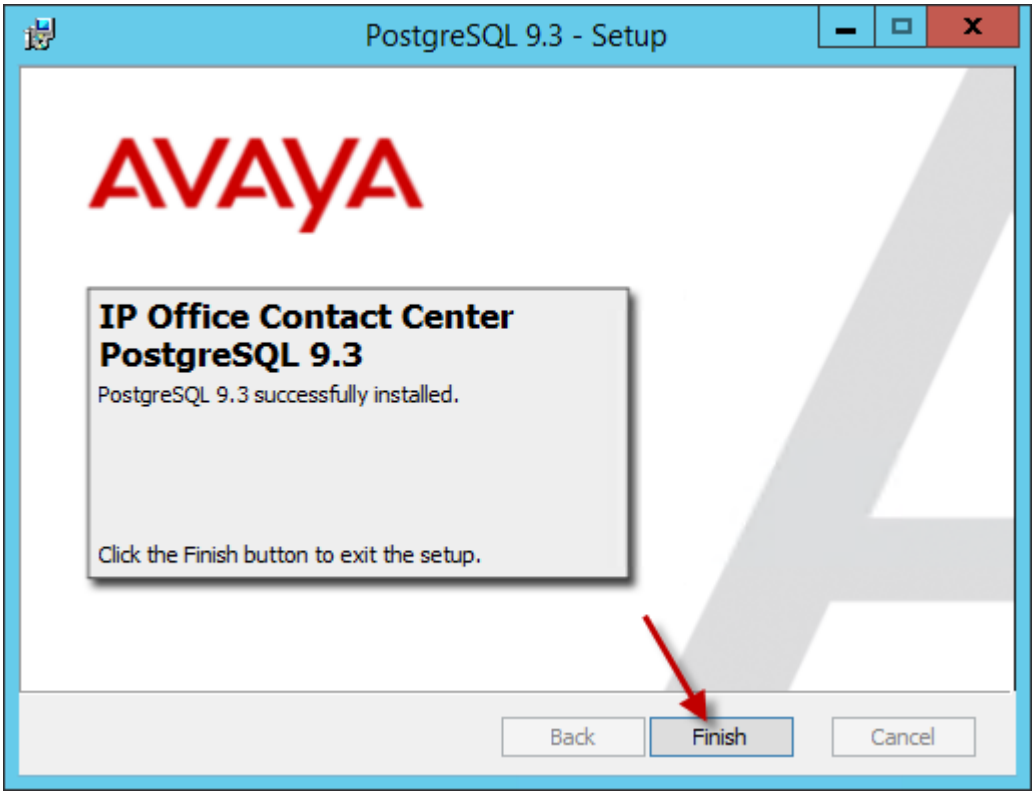
25. Click the **Install** button.



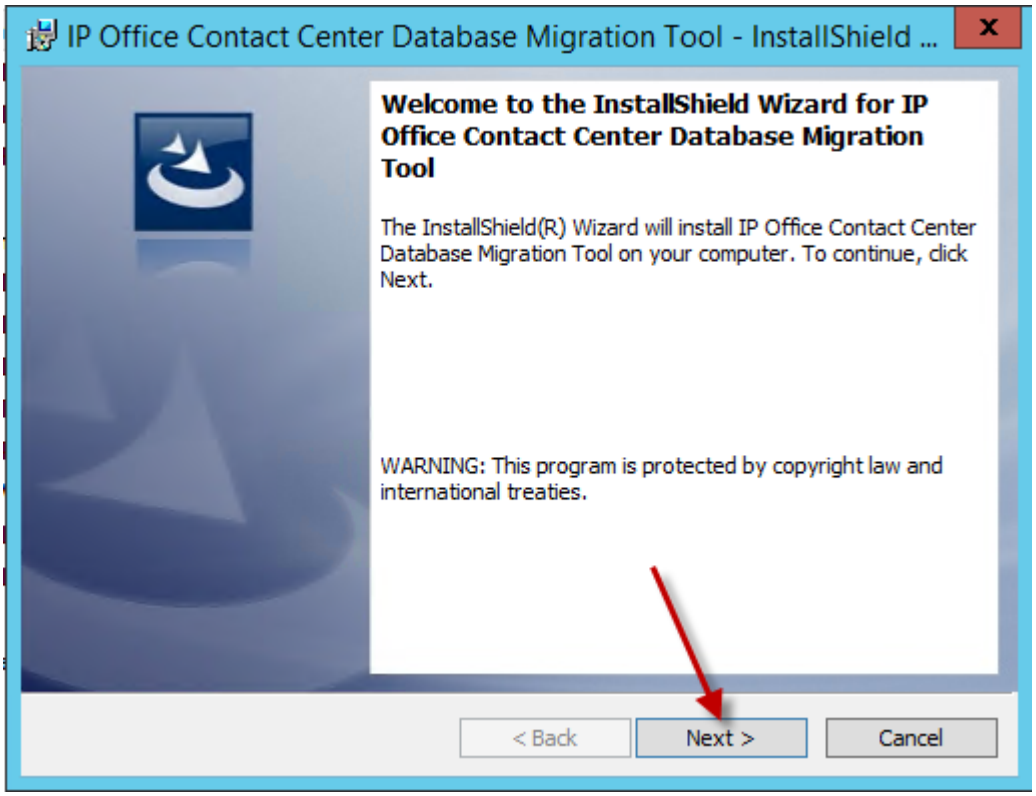
26. The Installation of PostgreSQL 9.3 will commence.



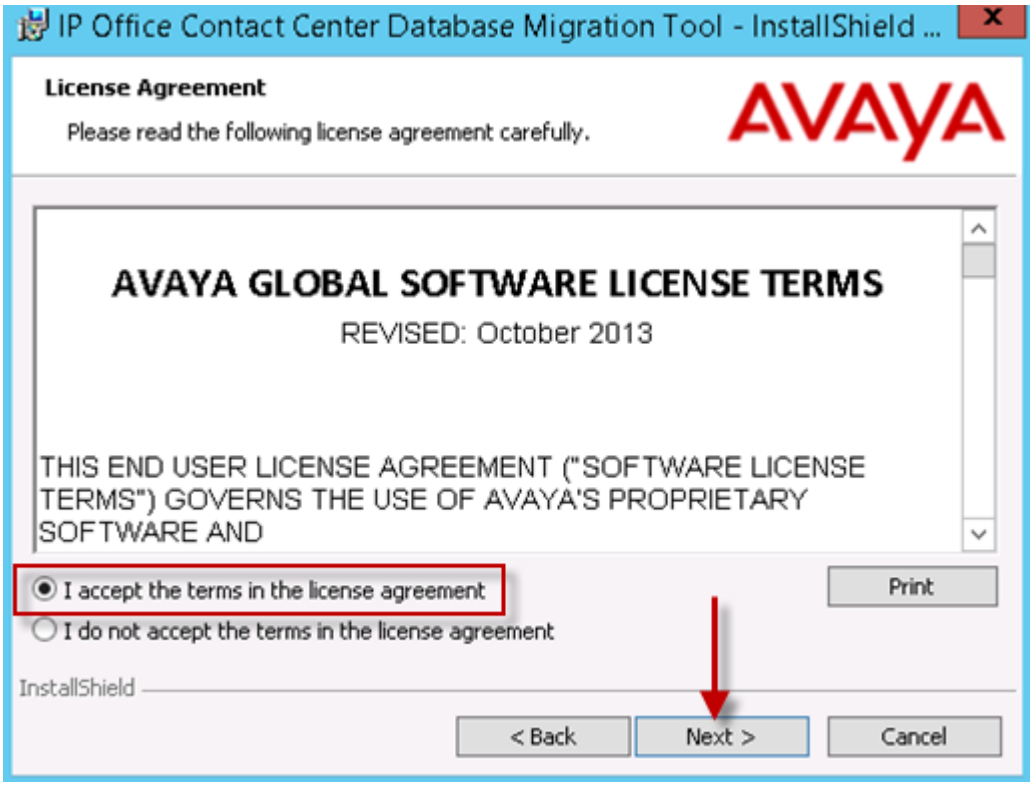
27. Click the **Finish** button.



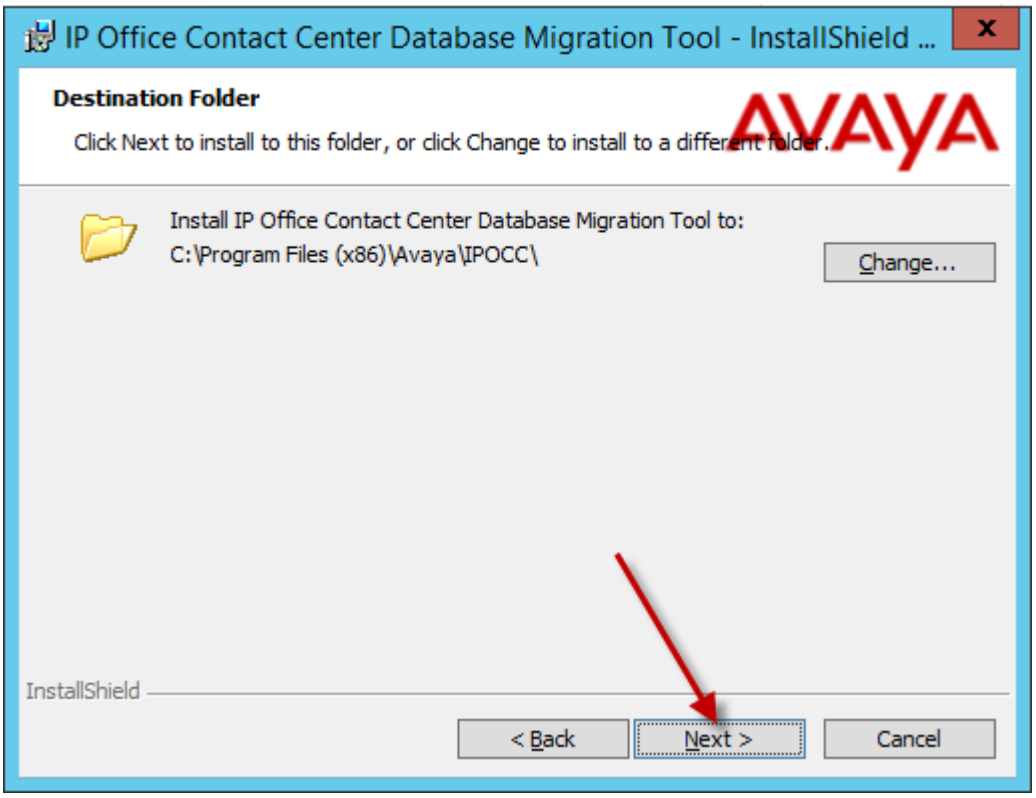
28. The **Migration Tool** will automatically open. Click the **Next** button.



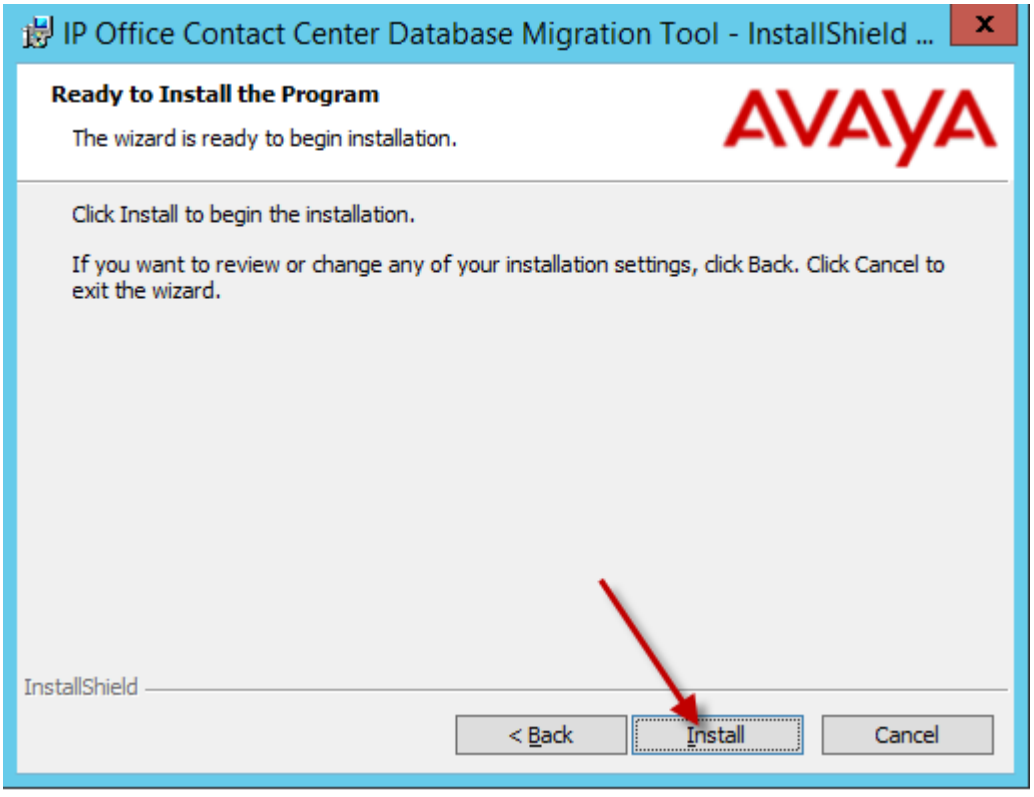
29. The **License Agreement** screen is displayed. Read the agreement and click the **I accept the terms in the license agreement** button.



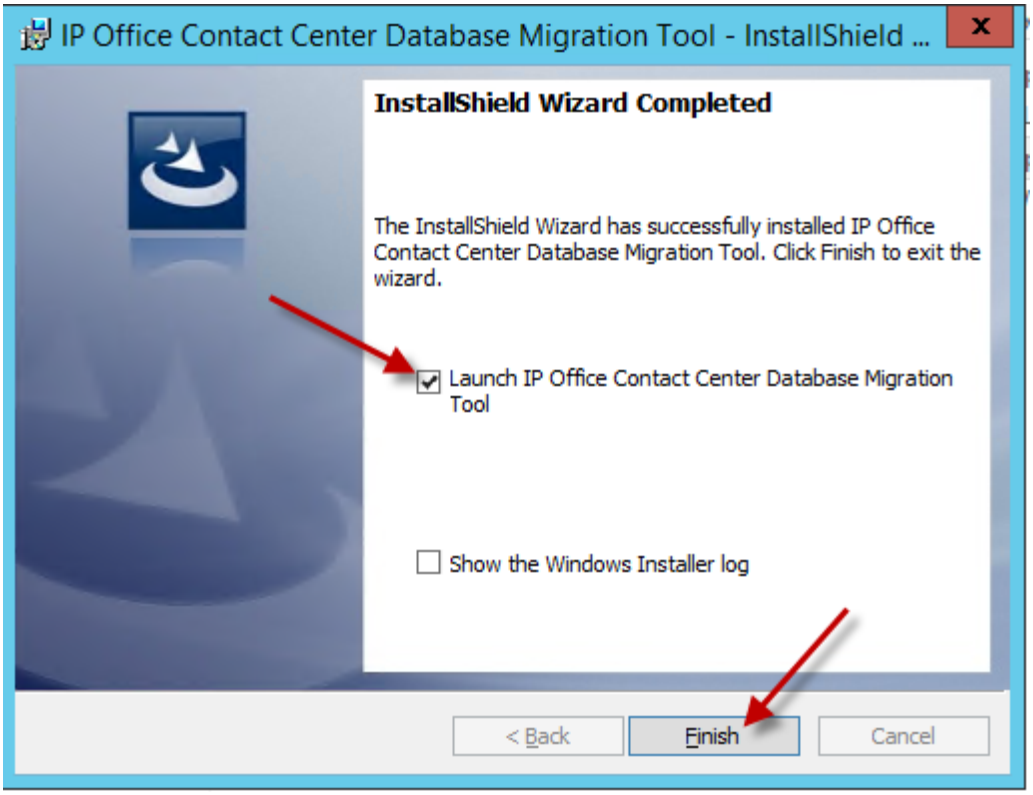
30. The **Destination Folder** screen is displayed. Click **Next**.



31. Click the **Install** button.



32. The installation will proceed. Click **the Launch IP Office Contact Center Database Migration Tool** check box. Click the **Finish** button.

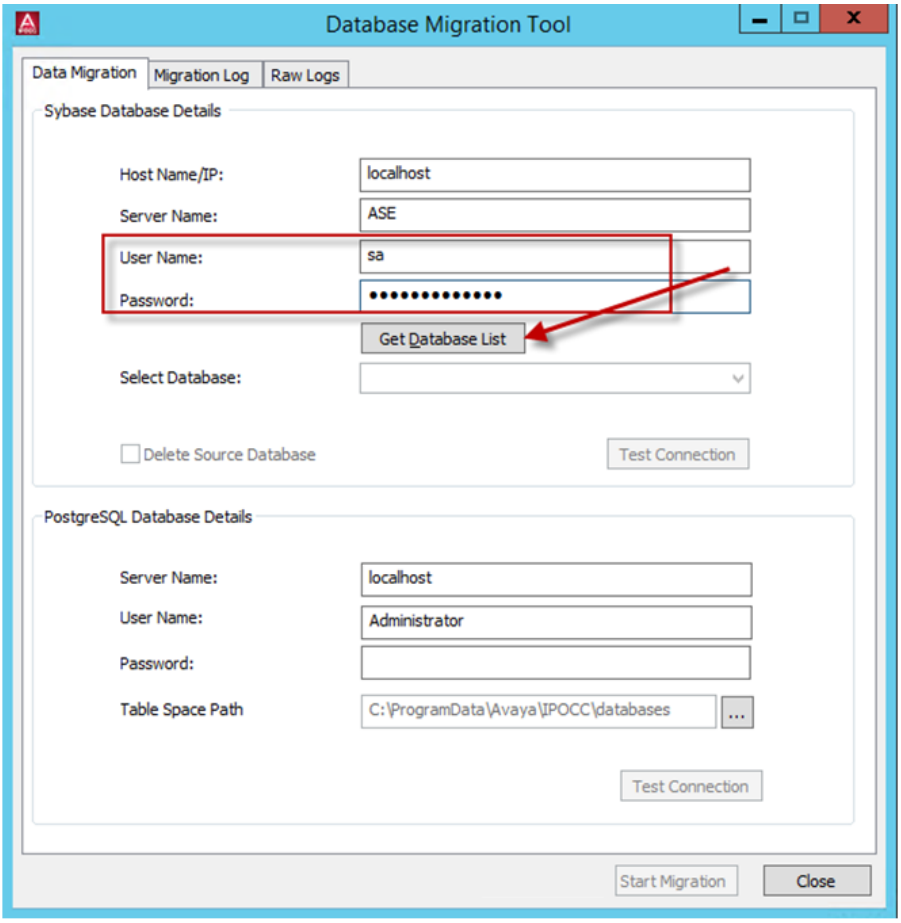


33. The **Data Migration Tool** will launch and display the contents of the **Data Maigration** tab. Enter the following details:

    - User Name: sa
    - Password: Administrator

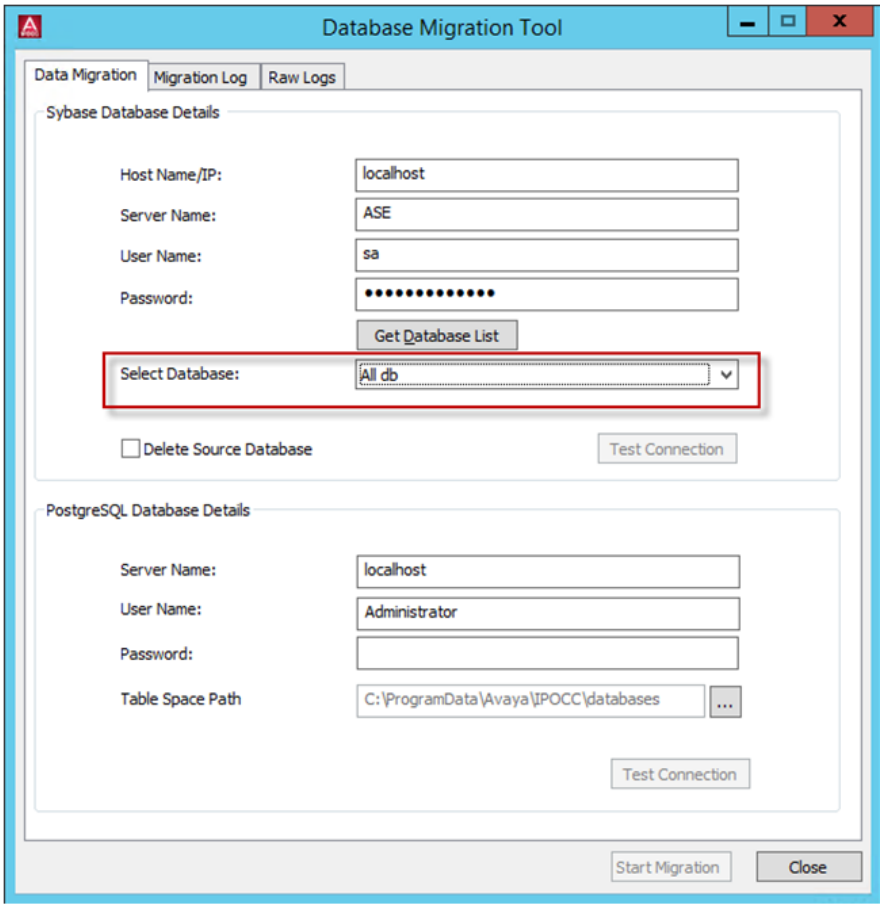
Note: This is the password used when the original 9.0.x database was installed. If an OVA system has been installed the default password is **Administrator**. If an ISO installation has taken place, this password is defined during the installation process. The default is **Administrator**, but the password could have been changed.

34. Click the **Get Database List** button.



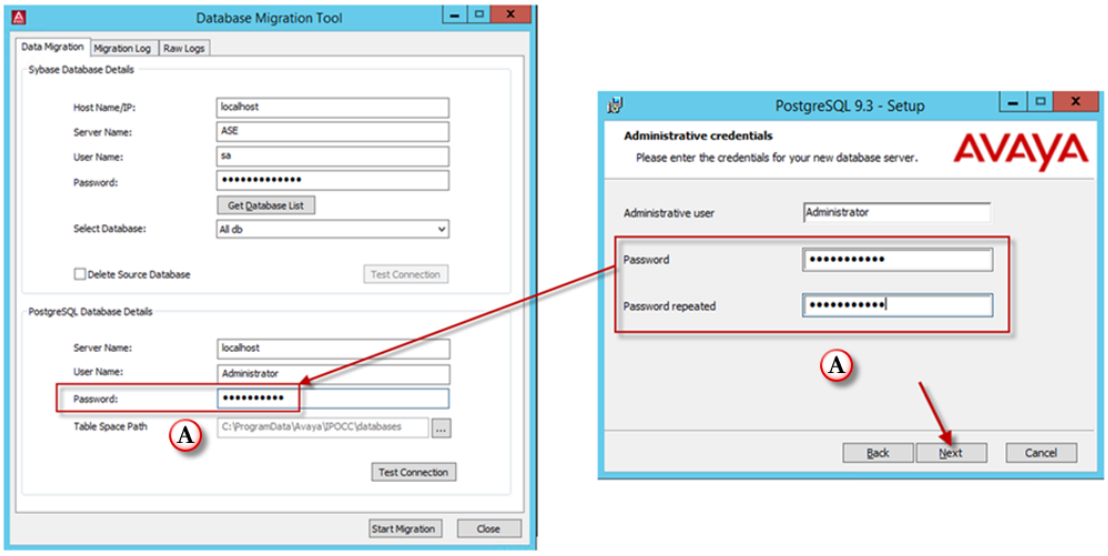
Note: Server Name cannot be left blank. It should contain **ASE** or the IP address of IP Office Contact Centre 9.0.X server

35. The **Select Database** field will be populated. Leave this as **All db**.



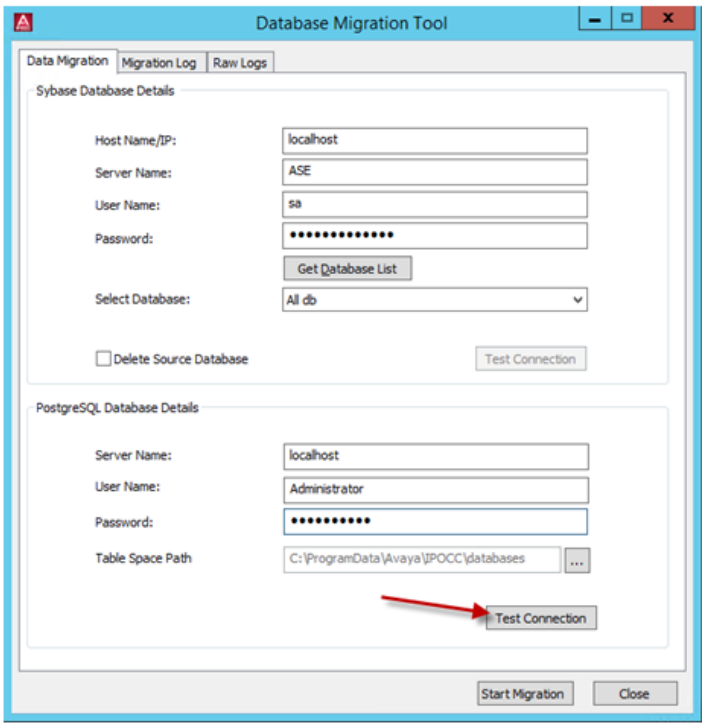
Note: The **Select Database** drop down menu will only be populated once the **Host Name, Server Name, User name** and **Password** values are entered.

36. In the **PostgreSQL Database Details** panel's **Password** field, enter the password that was previously created when installing PostgreSQL.

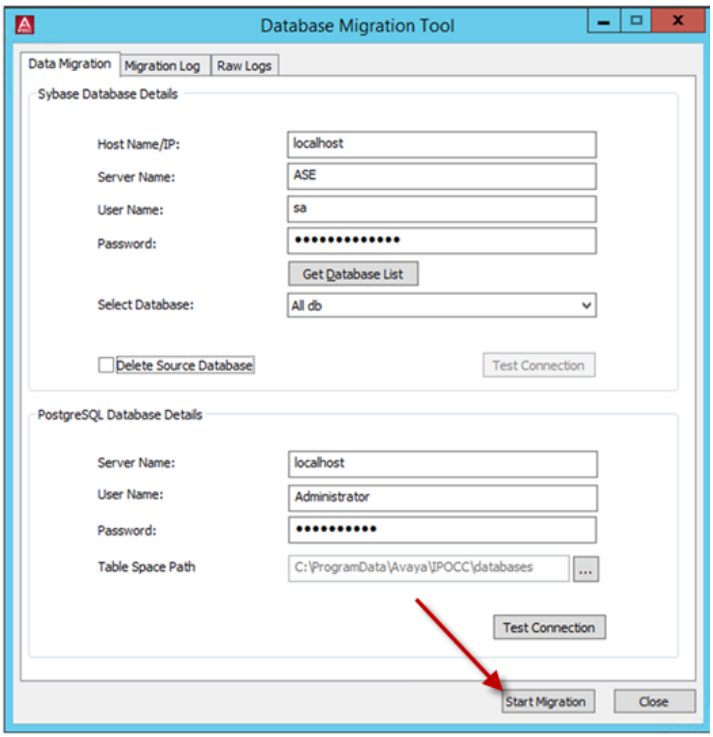


A. This is the password that was created earlier.

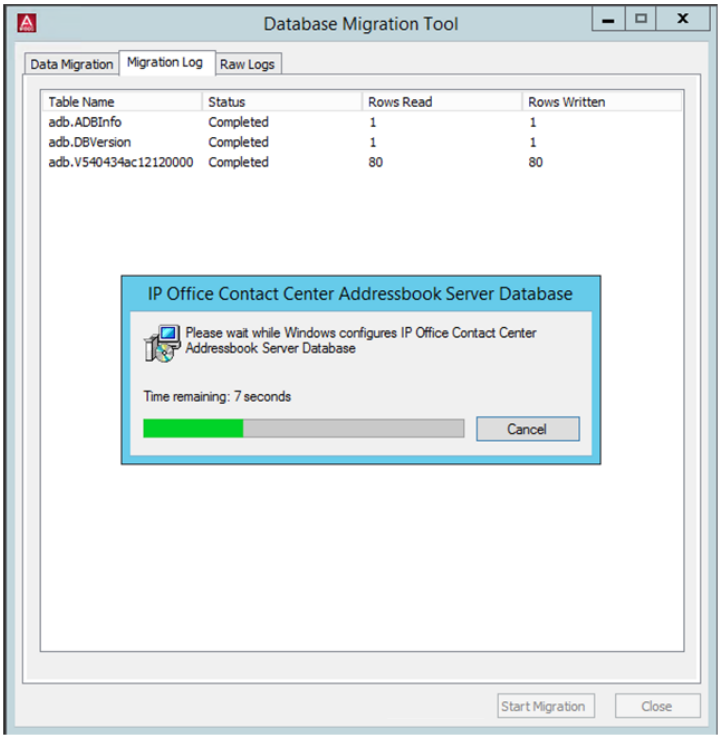
37. Click the **Test Connection** button to test the connection to the database. If the connection fails, make sure that you have entered the PostgreSQL database password correctly.



38. Click the **Start Migration** button.

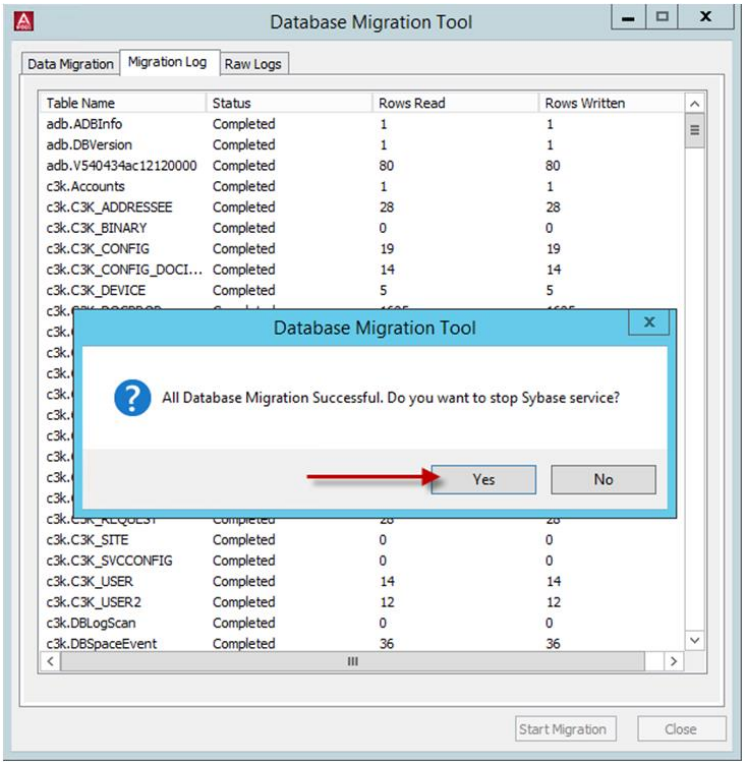


39. The Migration will commence.



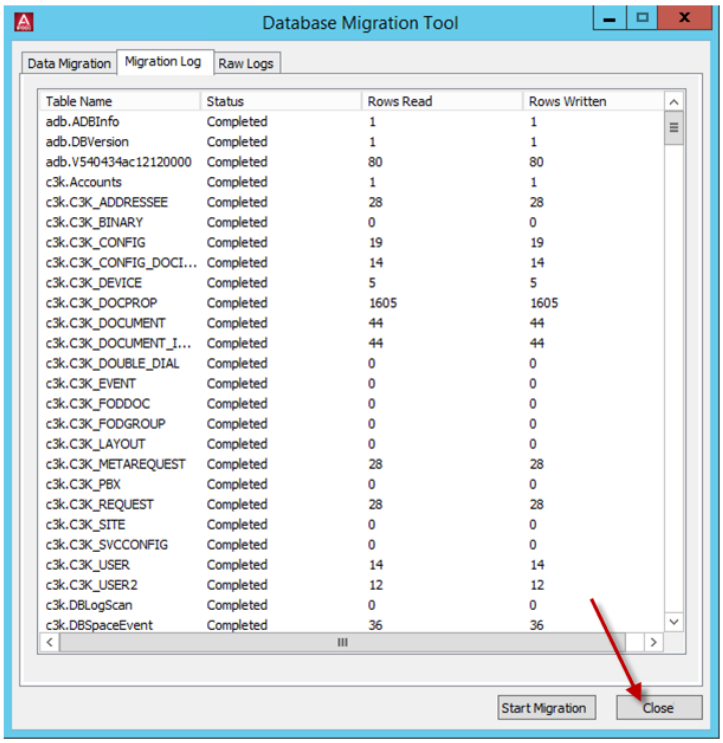
Note: A Database Migration can take a long time and is dependent on the size of the database to be migrated.

40. Once the database has been migrated, a dialog box will be displayed asking whether the Sybase service should be stopped. Click **Yes**.



Note: The Sybase Service will be set so that it will no longer start after the next system restart.

41. Click the **Close** button.



Recovery Steps if the Migration Fails

If the migration process fails, for example due to a power failure during the migration, the following steps must be taken:

The following need to be deleted from the PostgreSQL in the correct order.

1. The Database
2. The Tablespace
3. The User created for the database

This table depicts the parameters of each database

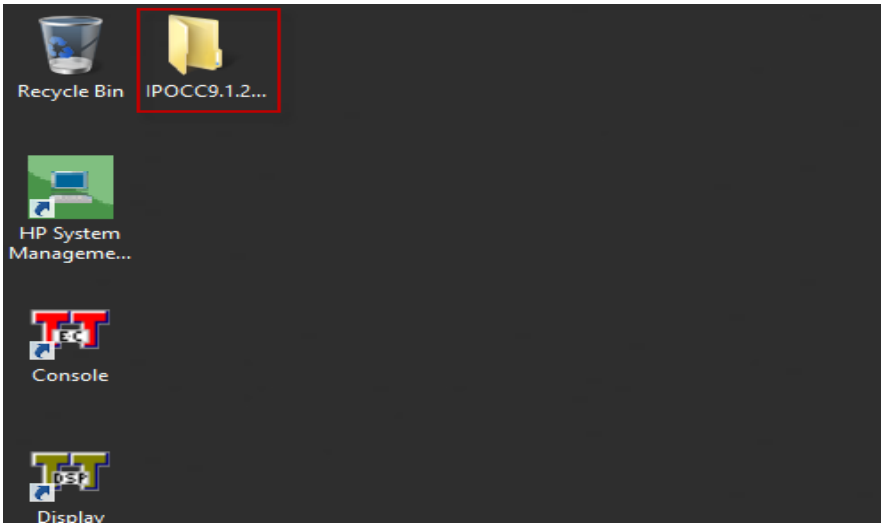
Database Name	Tablespace	User Name
adb	tablespace_adb	adbserver
c3k	tablespace_c3k	c3k
cc	tablespace_cc	ccuser
mediastore	tablespace_mediastore	mediauser
tr	tablespace_tr	truser
umarchive	tablespace_umarchive	c3k_archive

On the Sybase database, check and remove any views with the naming format *_MVW

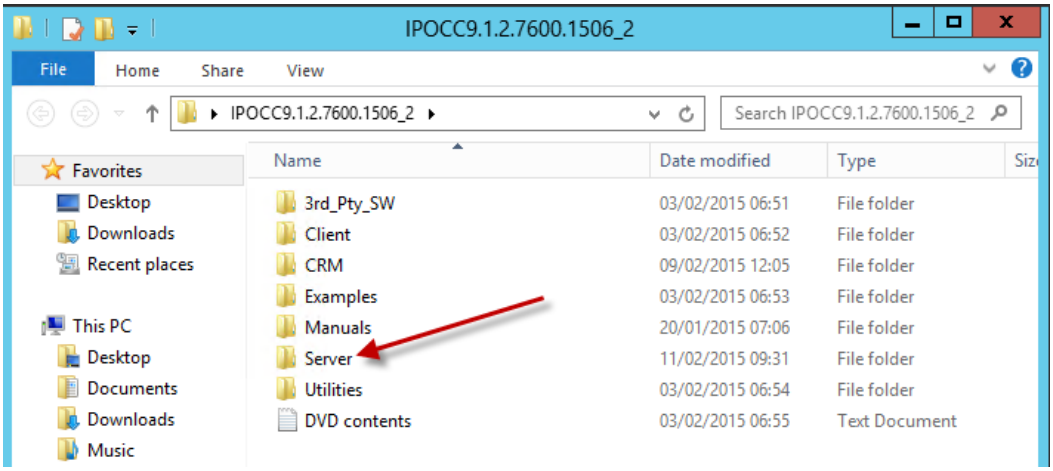
4. After deleting the migrated databases, the Migration Tool must be restarted.

Post Database Migration – Upgrading the IP Office Contact Center Software to 9.1.6

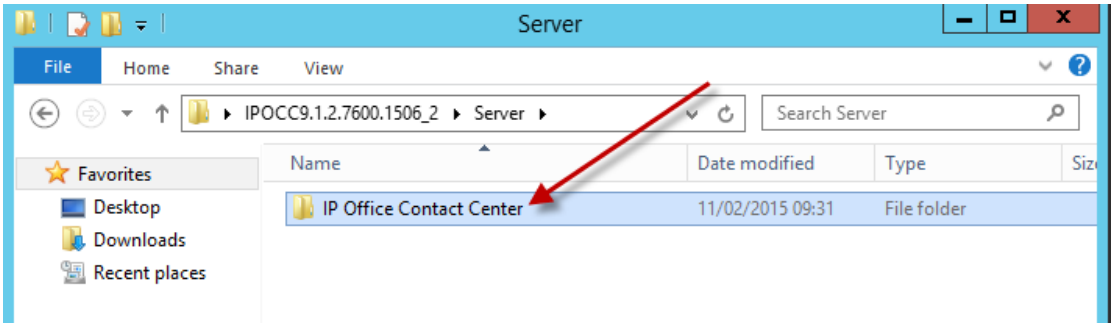
42. Open the IPOCC 9.1.6 software folder that was previously copied to the servers desktop.



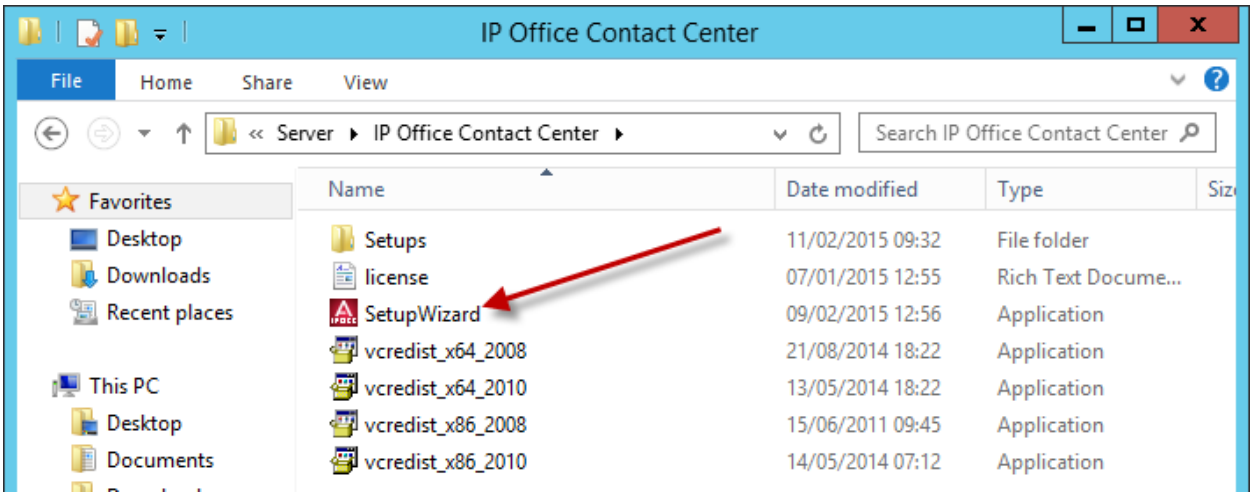
43. Open the **Server** folder.



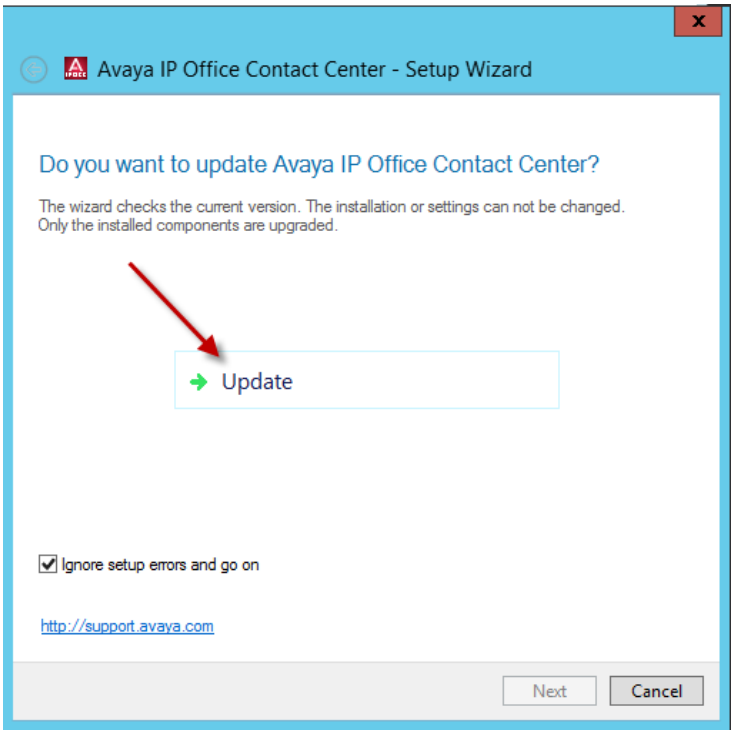
44. Open the **IP Office Contact Center** folder.



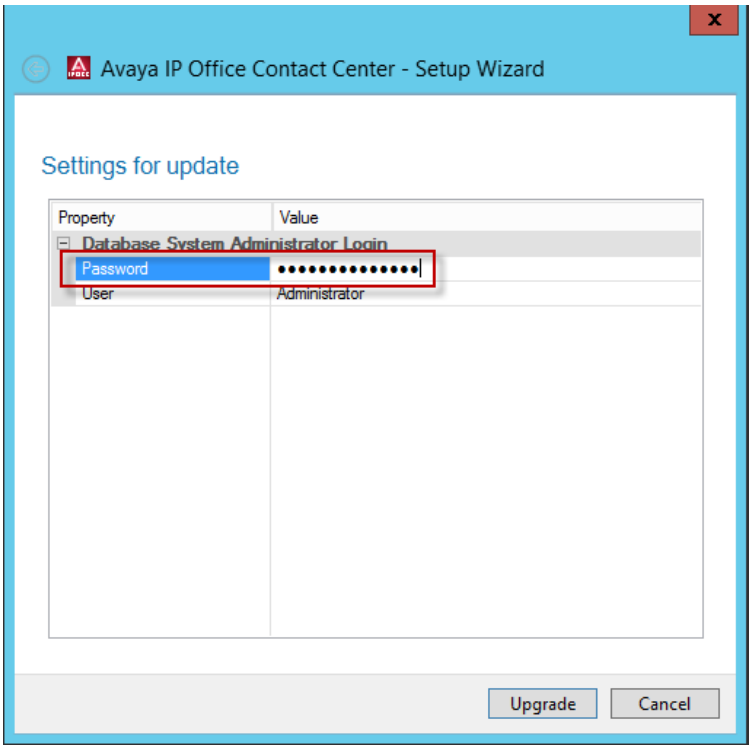
45. Double left click on the **SetupWizard** file.



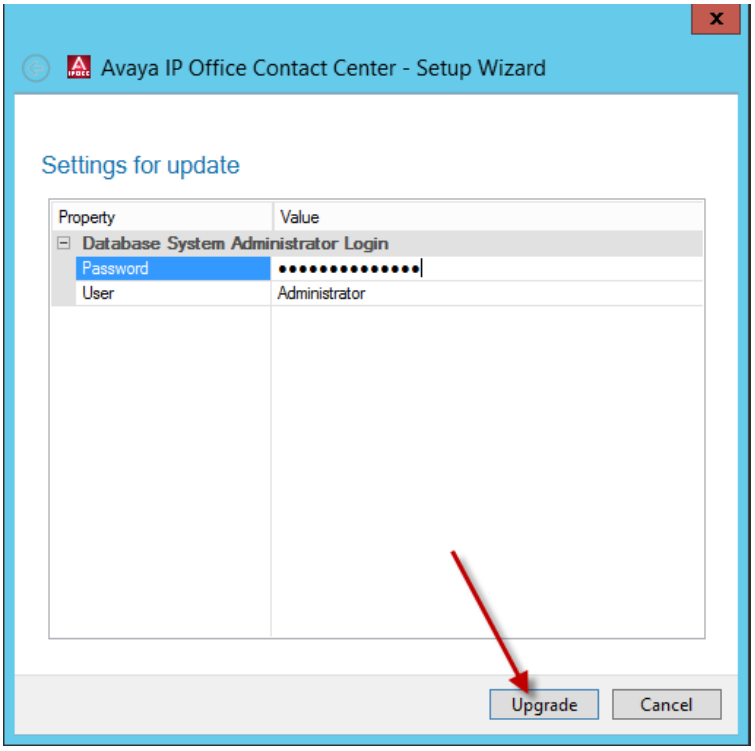
46. Click the **Update** button.



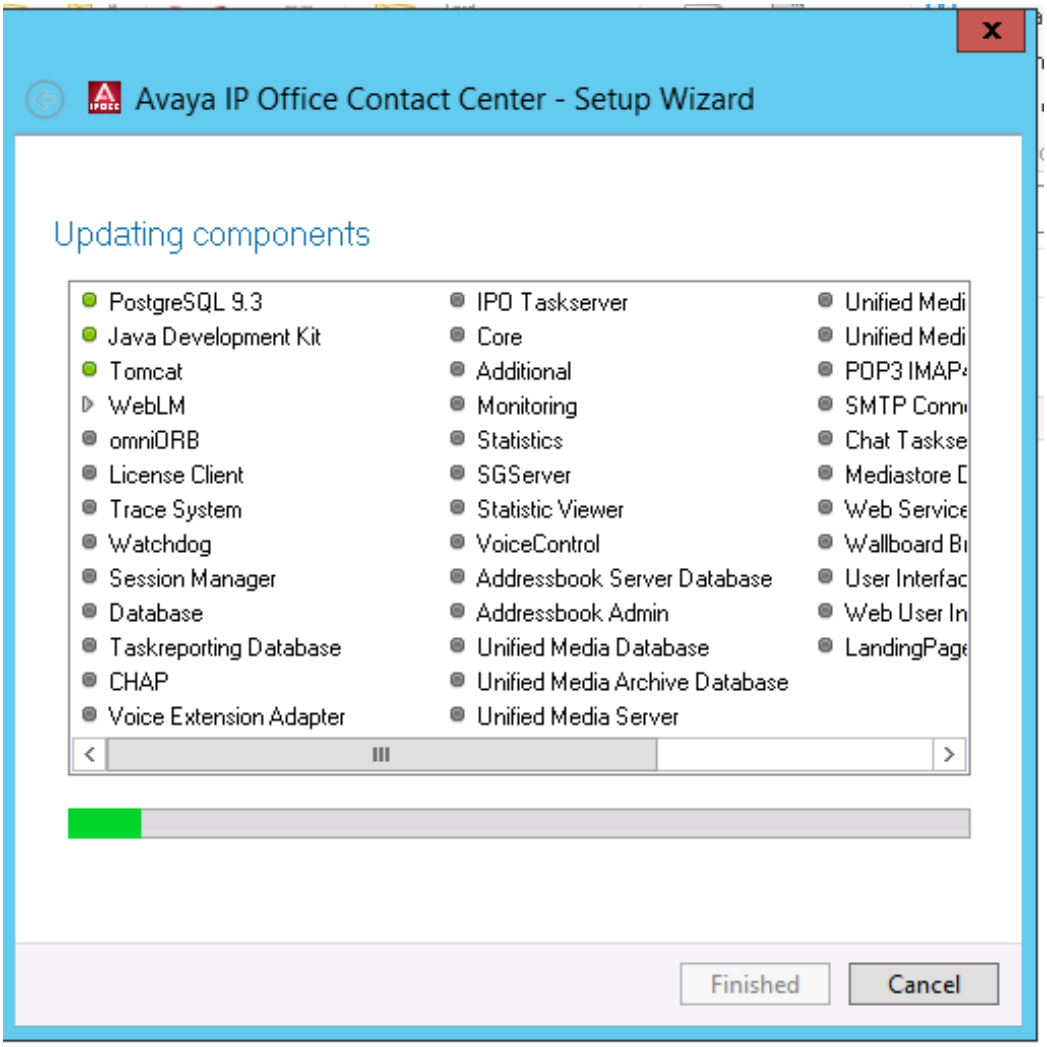
47. Enter the **Password.** (Password for the IP Office Contact Center PostgreSQL Database e.g. Administrator. This is the password defined when installing the PostgreSQL database).



48. Click the **Upgrade** button.

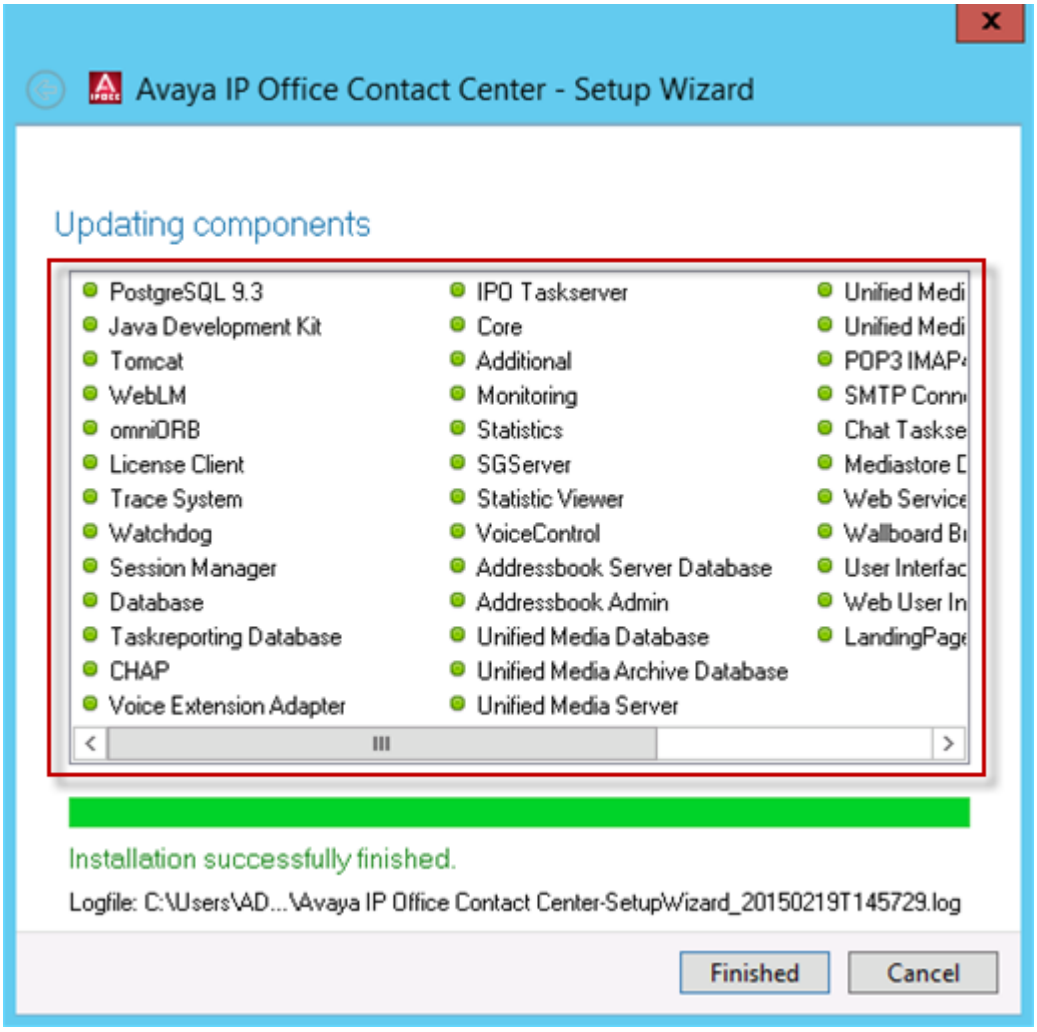


49. The IP Office Contact Center upgrade will commence.

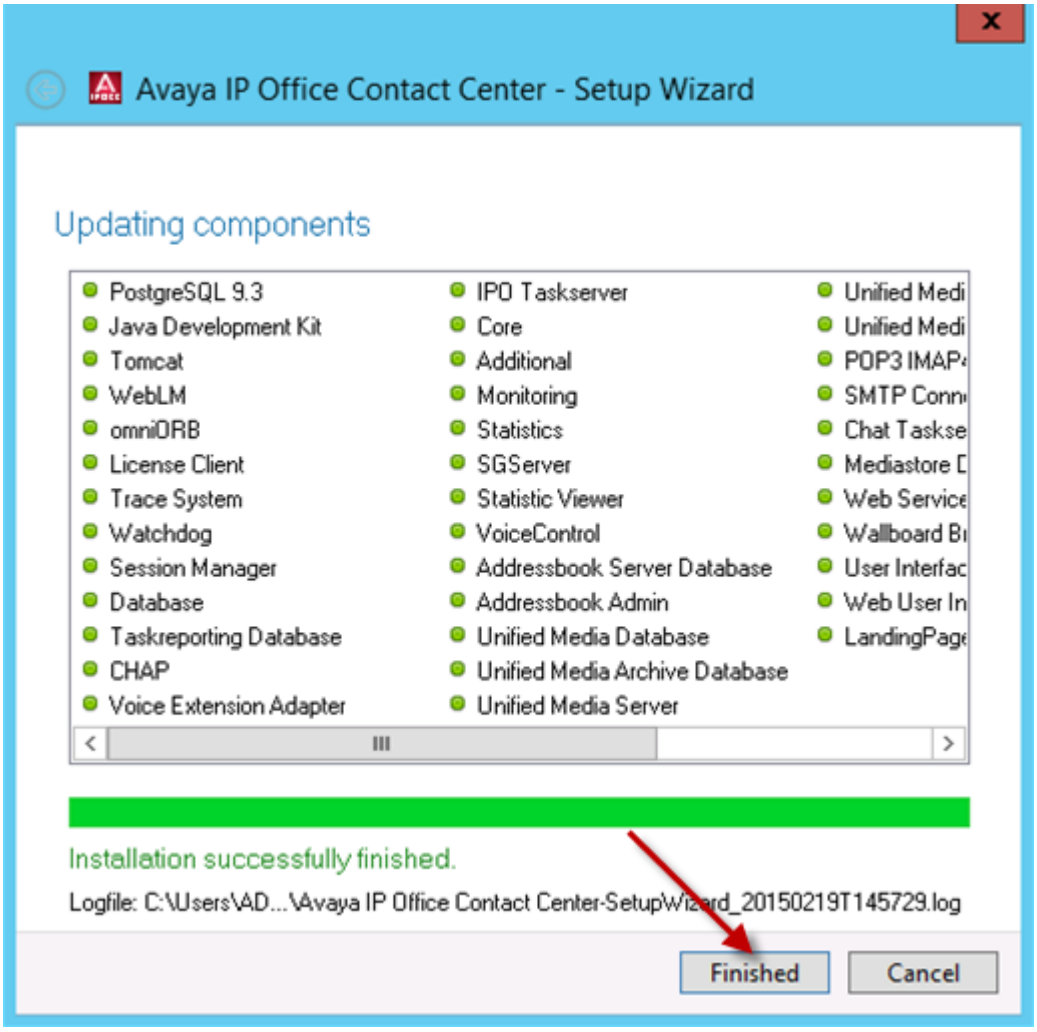


50. When the Upgrade has completed successfully, all of the updated components will have a green icon adjacent to them.

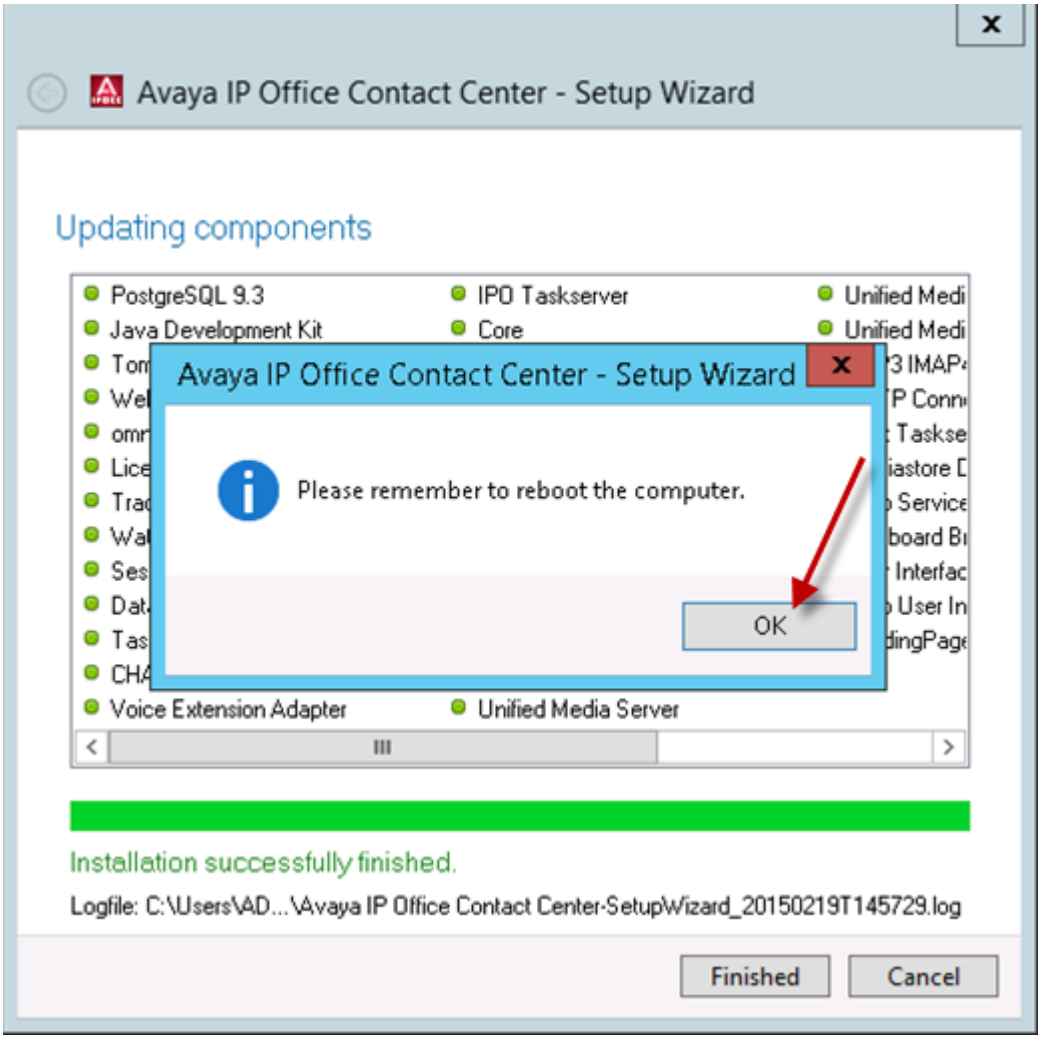
Note: This process can take up to 25 minutes to complete.



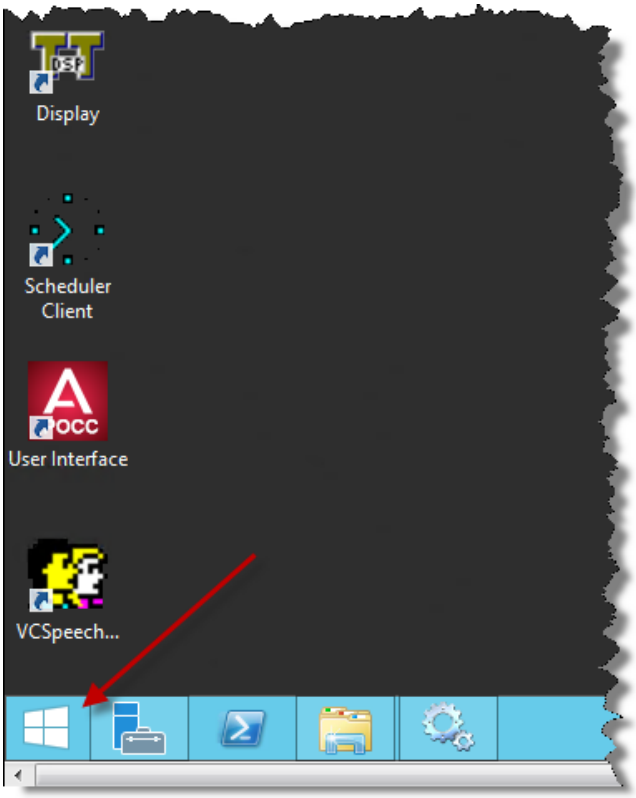
51. Click the **Finished** button.



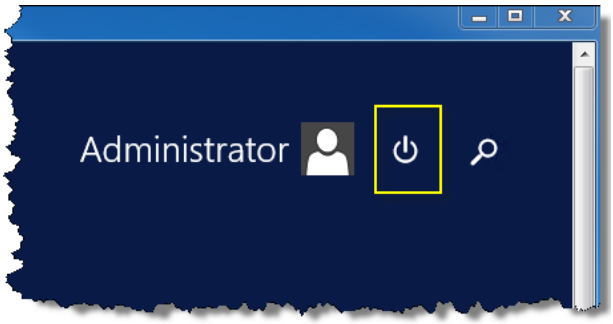
52. You will be prompted that the server requires rebooting. Click **OK**.

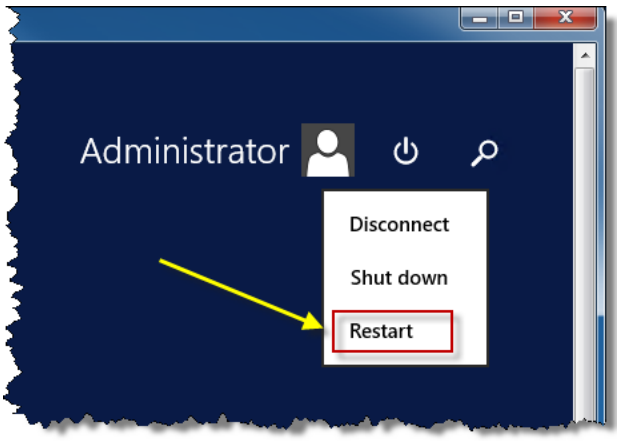


53. Reboot the server. Click on the **Windows** button. Note: Make sure that any IP Office Contact Center User Interfaces are closed down before the server is rebooted.

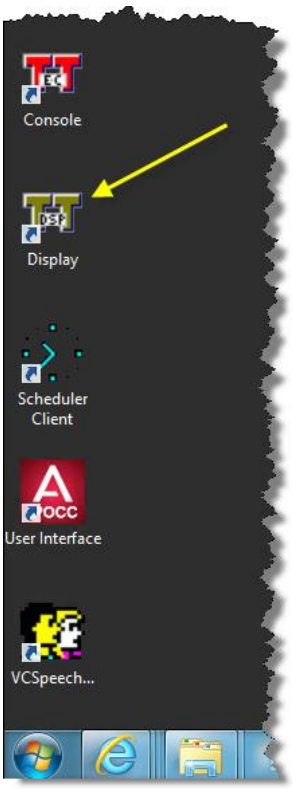


54. Then select the **Power Options** button and click **Restart**.



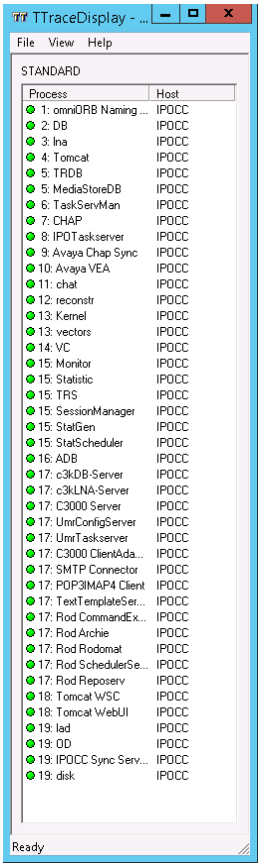


55. Once the server has rebooted, log back into the server and open **TTrace Display**.



Note: The Watchdog wizard will automatically run and does not require any manual input.

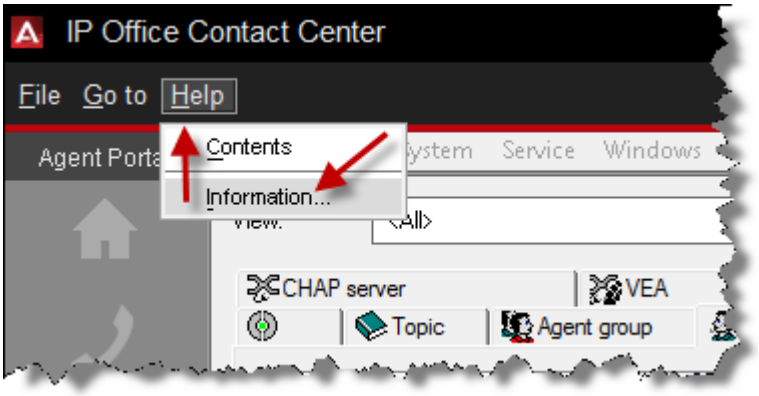
56. The services will restart indicated by a green icon adjacent to each service.



57. Login to the IP Office Contact Center as an administrator on the server.



58. Click **Help** followed by **Information**.



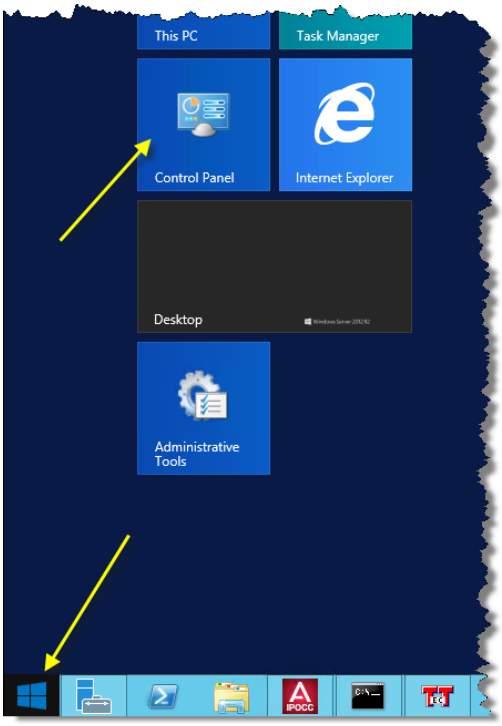
59. The upgraded version of IP Office Contact Center will be displayed.

Note: Version number displayed may be newer than the screenshot below.

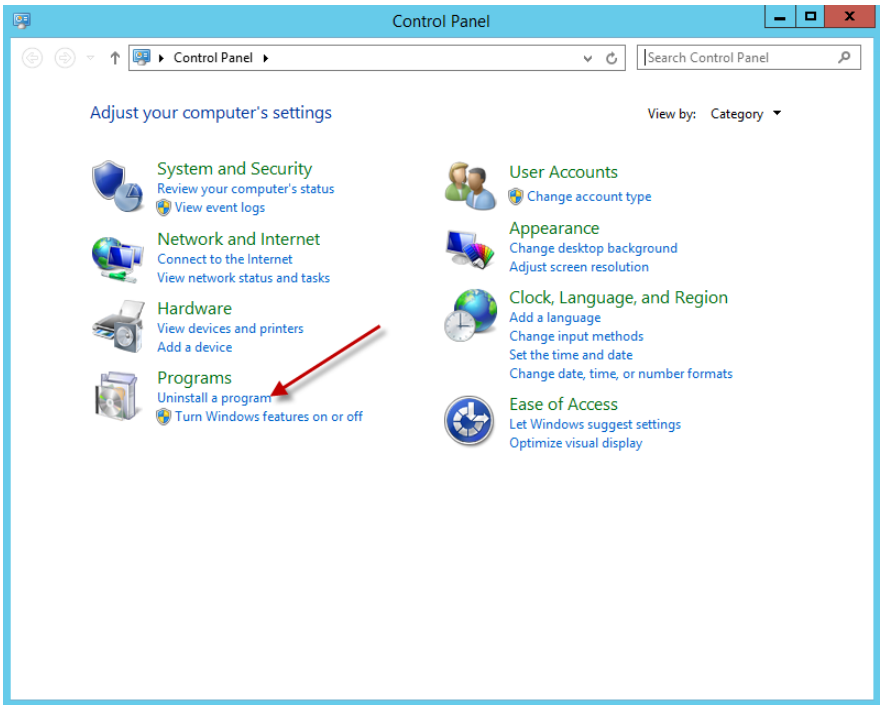


Note when upgrading from an **IP Office Contact Center version 9.0.2** there may be circumstances when the IPOCC Unified Media Server upgrade process fails. This can be resolved as follows:

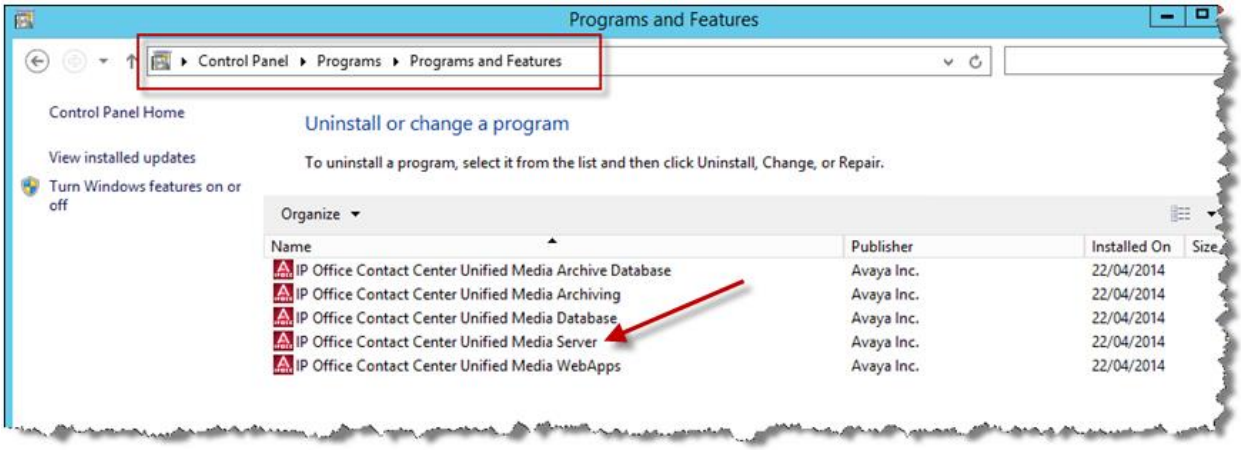
- Open the server's **Control panel**, by select the **Windows** button followed by the **Control Panel** button.



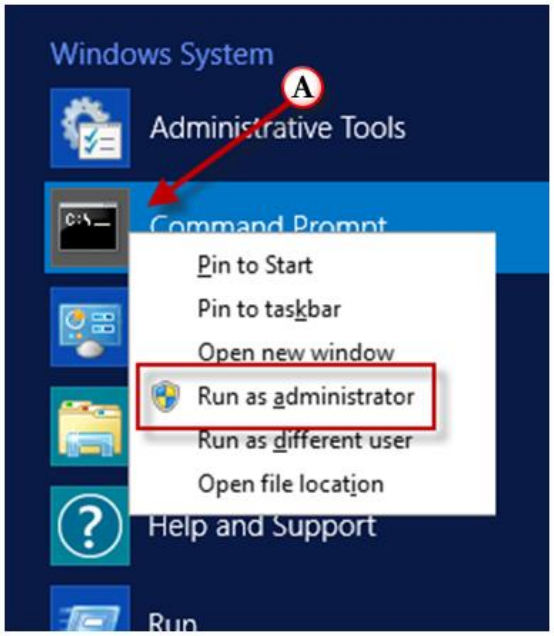
- Click the **Uninstall a program** link.



- The **Program and Features** page is displayed. Uninstall **IP Office Contact Center Unified Media Server**.



- Open the server's command prompts as an **Administrator**. Right click on the **Command Prompt** icon and select **Run as administrator**.



A. Right click

- **Execute the following commands from the command prompt:**

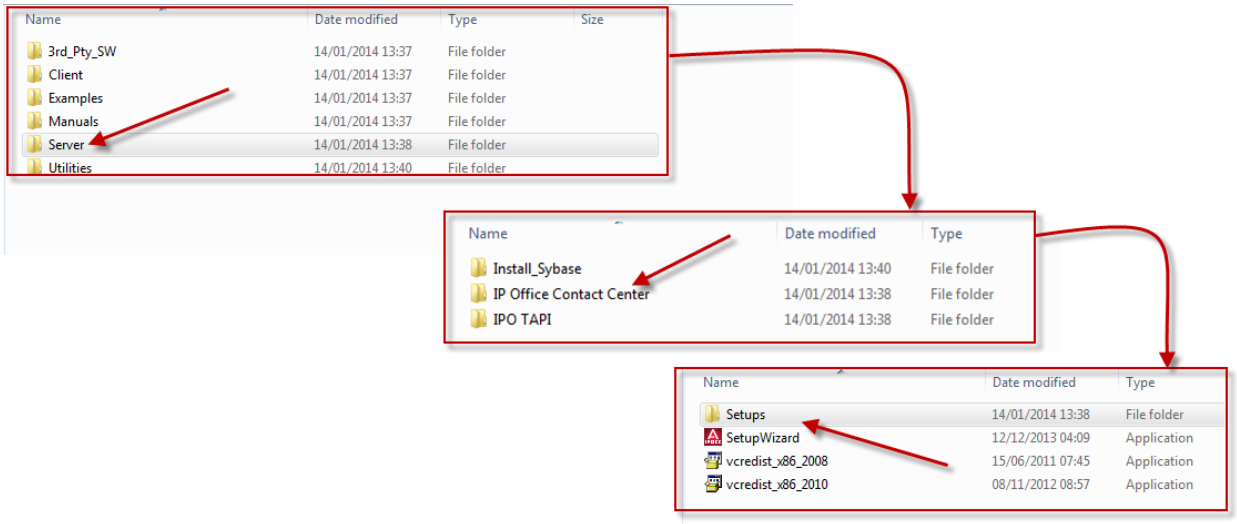
  sc delete "C3000 ClientAdapter"

  sc delete "C3000 UmrConfigServer"

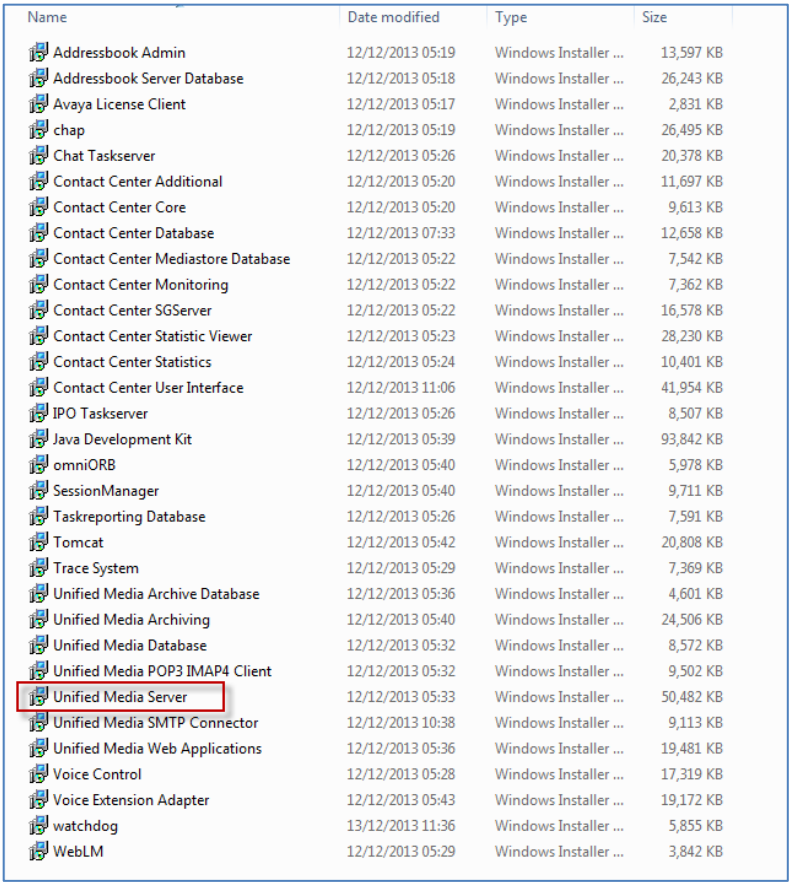
  sc delete "C3000 UmrTaskserver"

  sc delete "C3000 TextTemplateServer"

- Once the commands have been completed, install **IP Office Contact Center Unified Media Server** available within the **Server** folder of the **IP Office Contact Center 9.0.2** installation software. From the **Server** folder, open the **IP Office Contact Center** folder followed by the **Setups** folder.

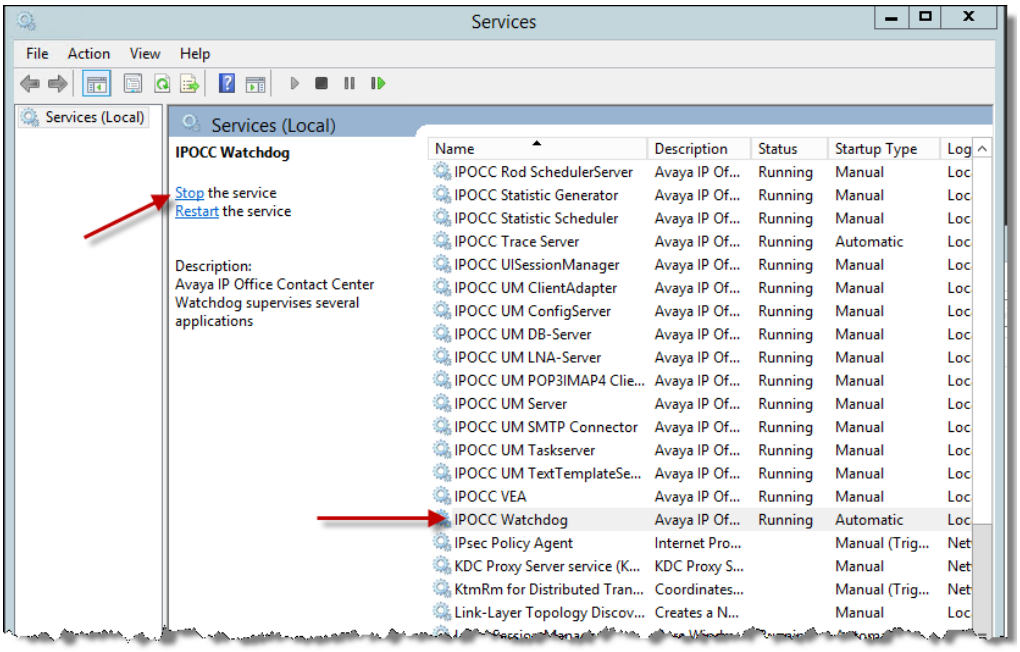


- Install the IP Office Contact Center **Unified Media Server** software.

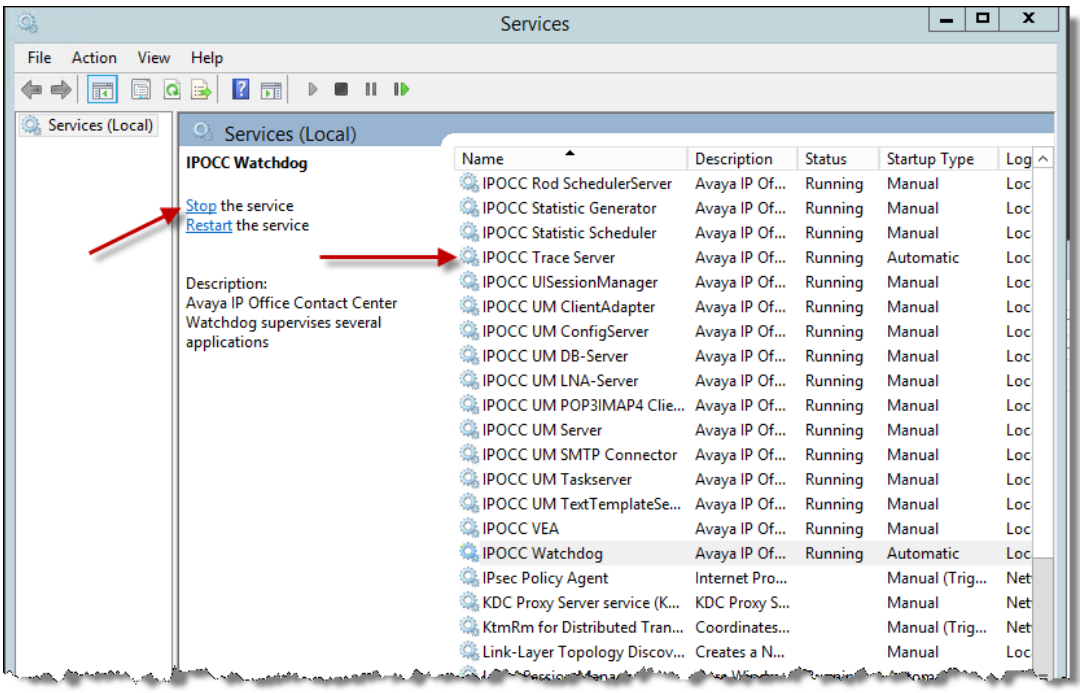


Uninstalling Sybase on Completion of a Successful Migration to IP Office Contact Center 9.1.6 FP

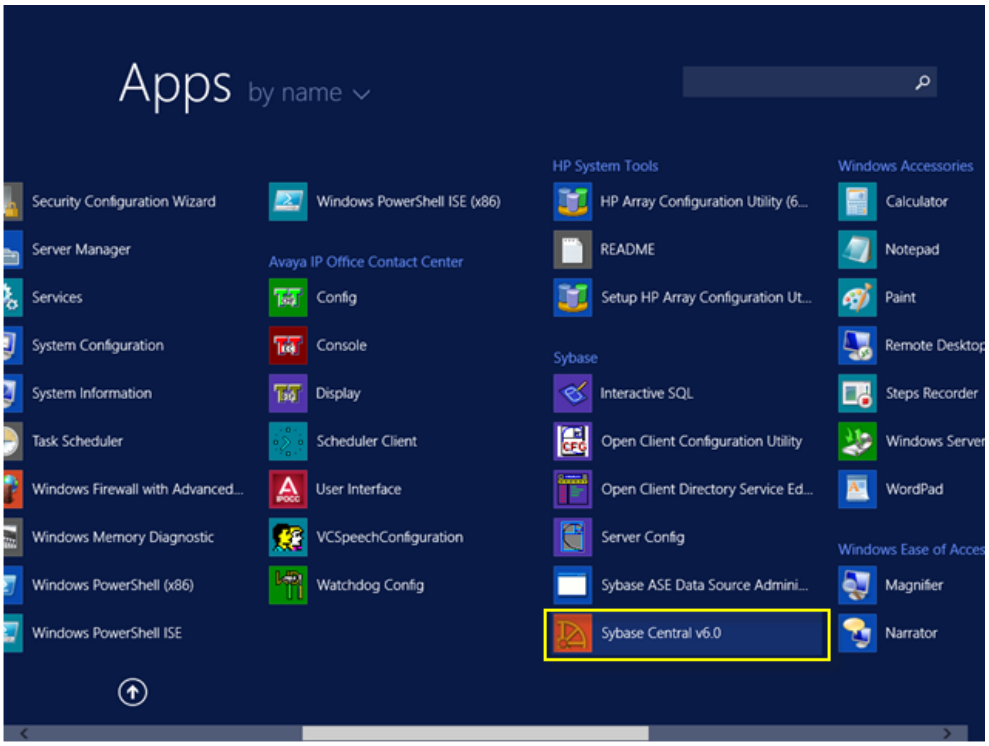
1. Stop the **Watchdog** service by selecting **IPOCC Watchdog** and clicking the **Stop** link.



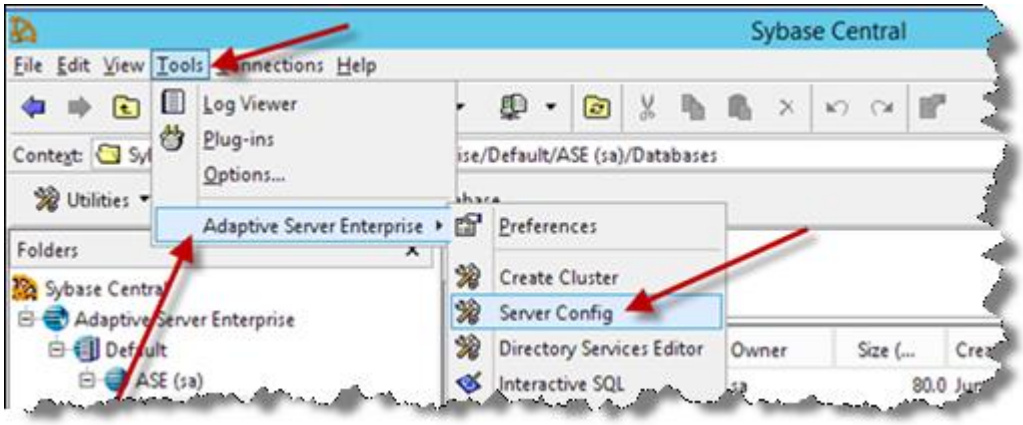
2. Stop the **IPOCC Trace Server** by selecting the IPOCC **Trace Server** and clicking the **Stop** Link.



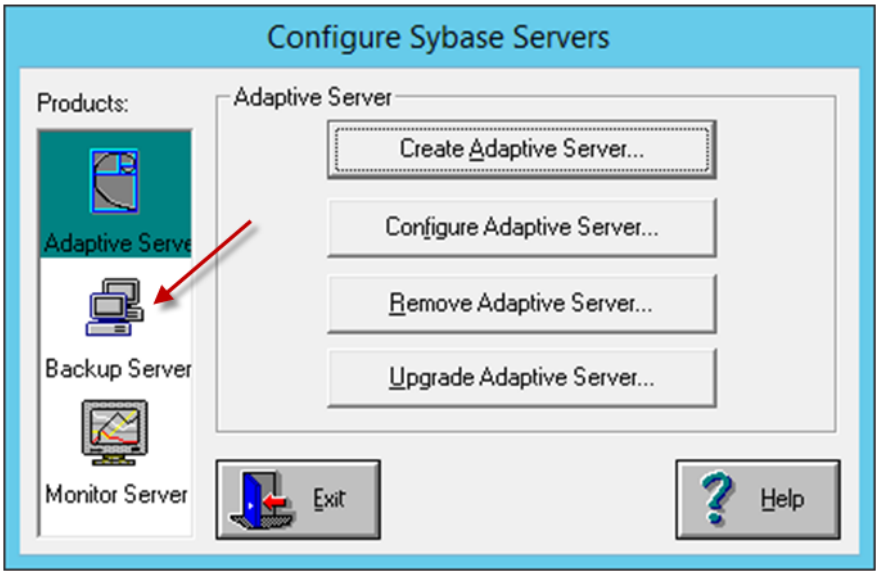
3. Open **Sybase Central**.



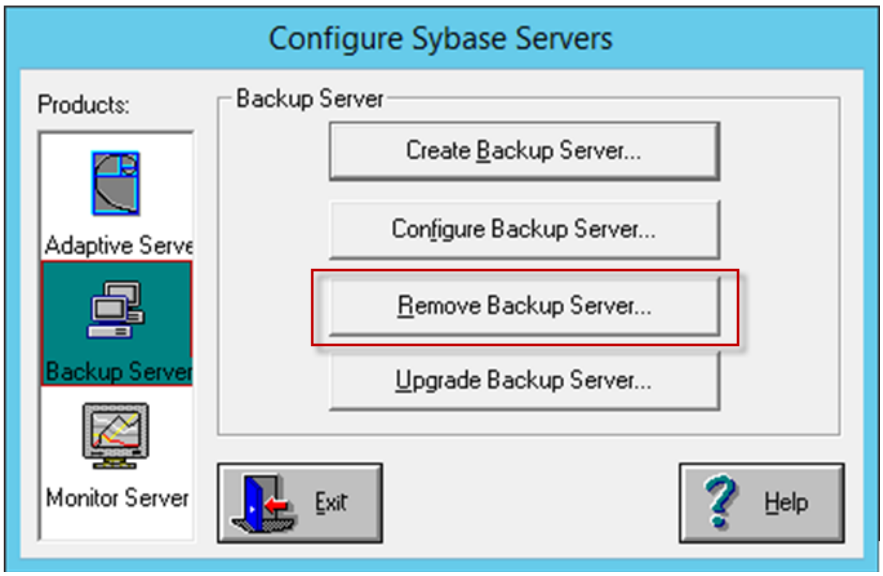
4. Select **Tools**, followed by **Adaptive Server Enterprise** and **Server Config**.



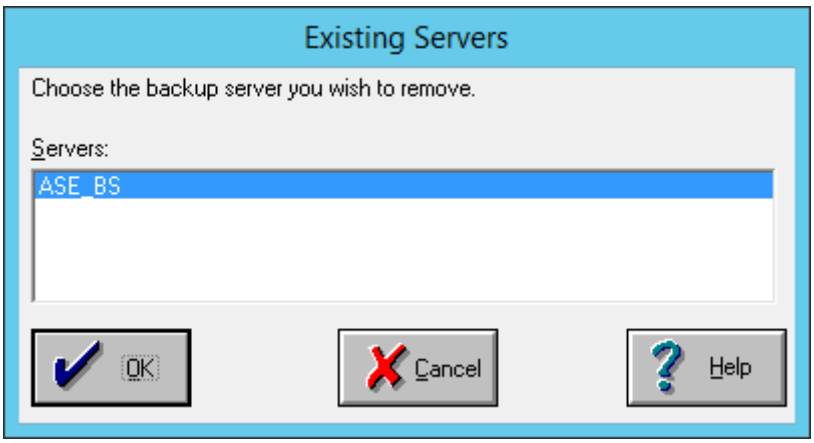
5. Click **Backup Server.**



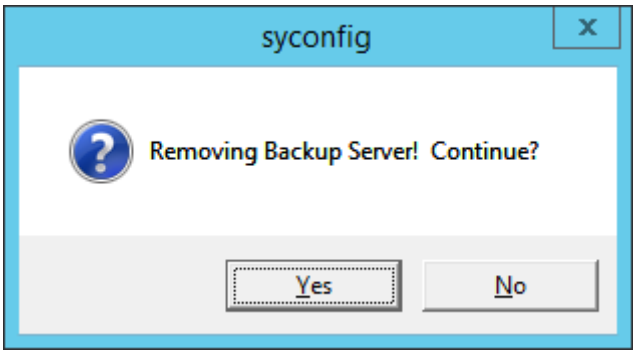
6. Click the **Remove Backup Server....** button.



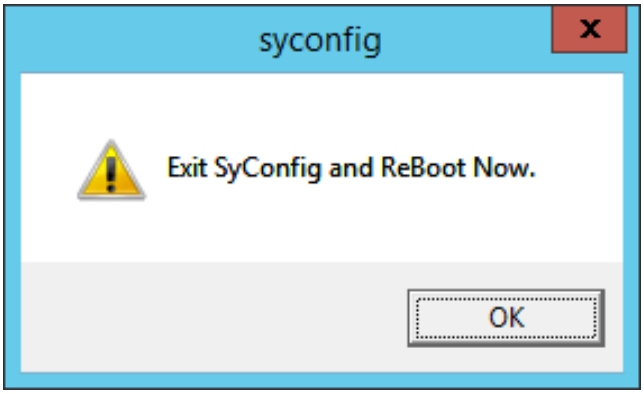
7. Click **OK.**



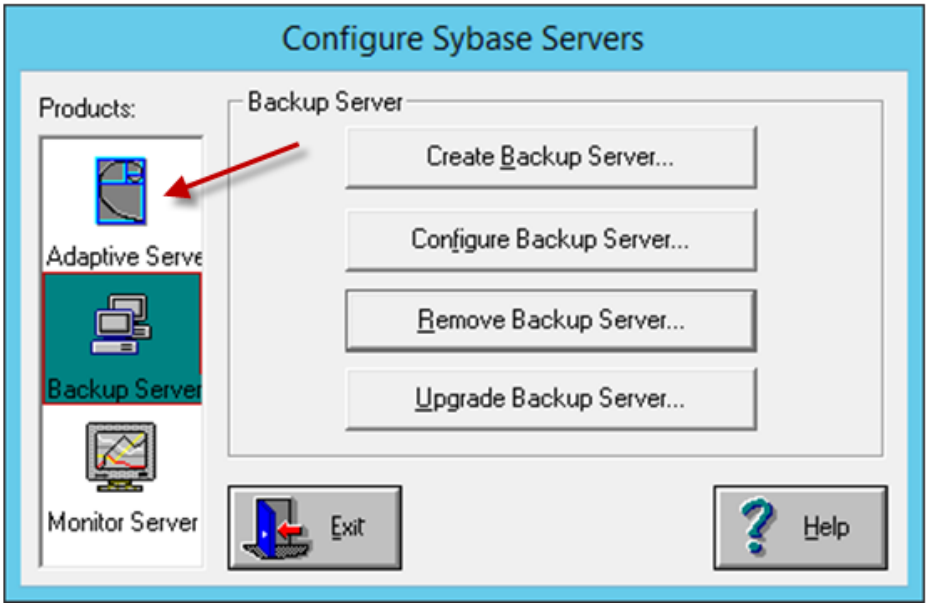
8. Click **Yes**



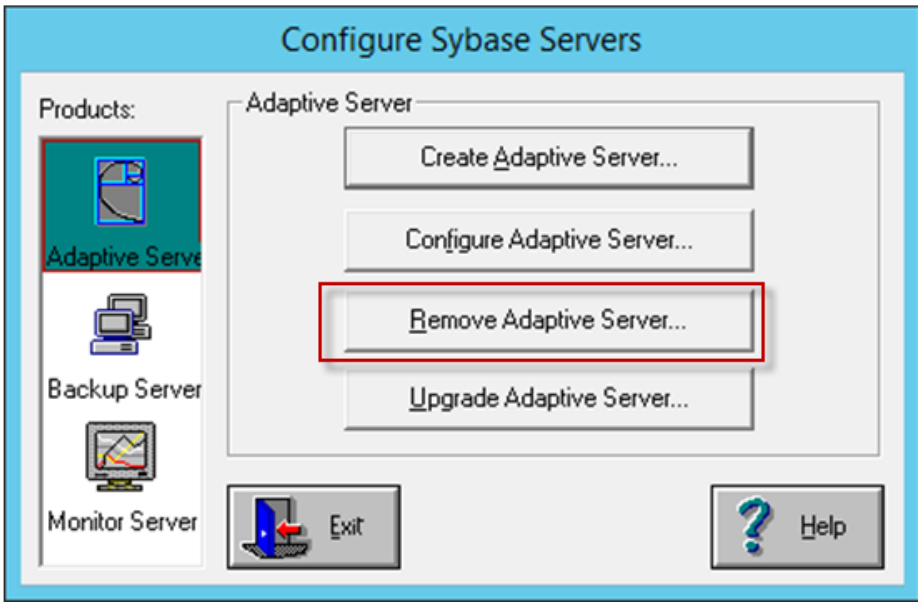
9. Click **OK**



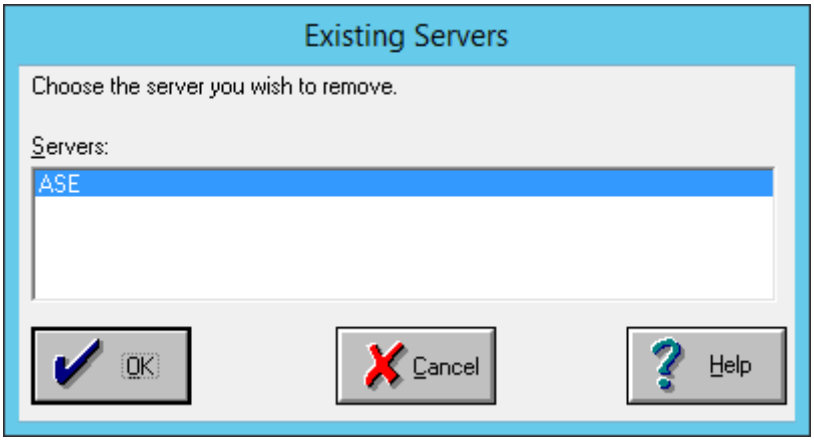
10. Click **Adaptive Server.**



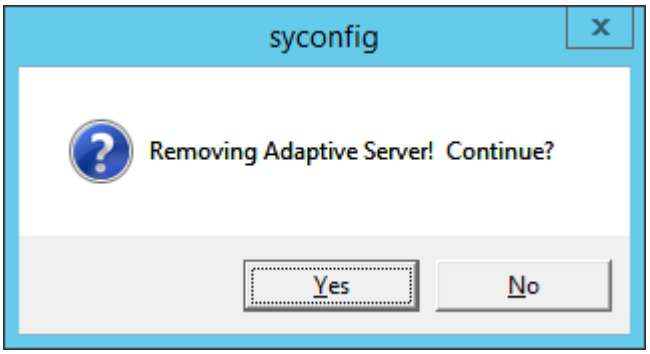
11. Click the **Remove Adaptive Server....** button.



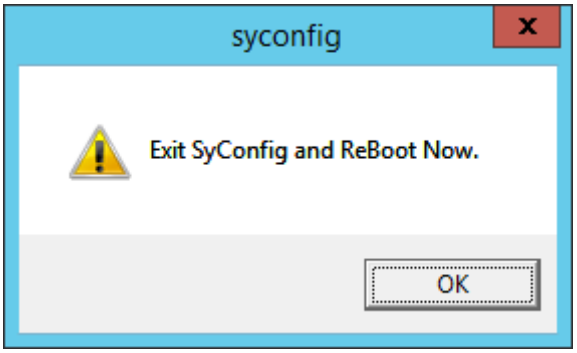
12. Click **OK.**



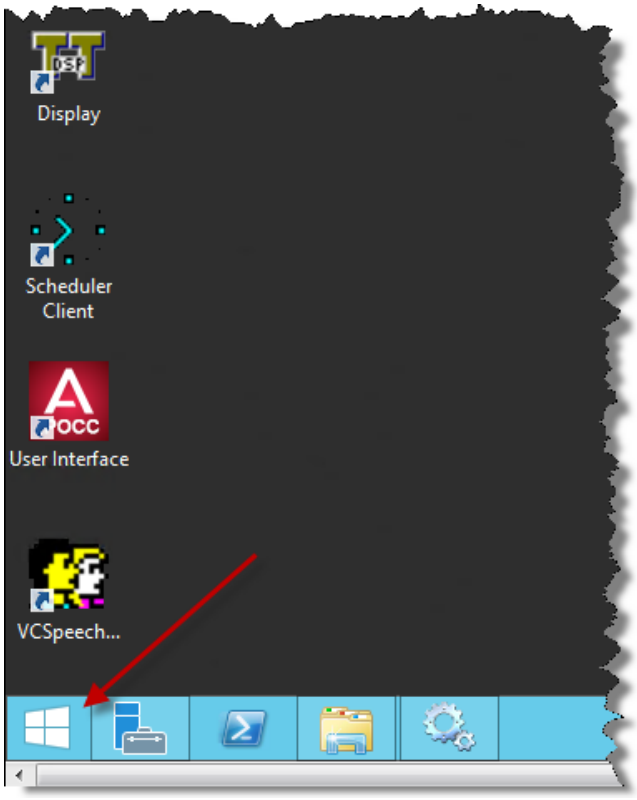
13. Click **Yes**



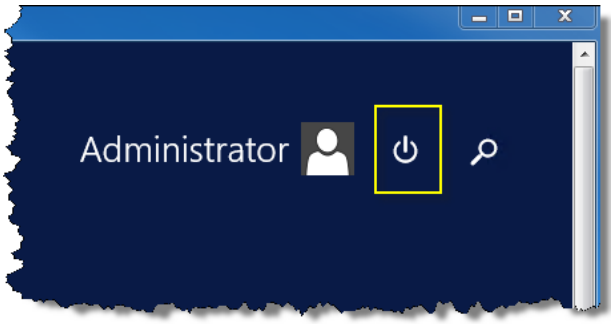
14. Click the **OK** button.

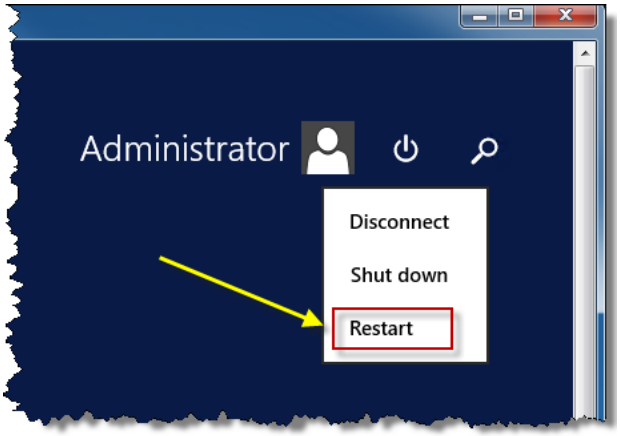


15. Reboot the IP Office Contact Center server.
16. Click on the **Windows** button.

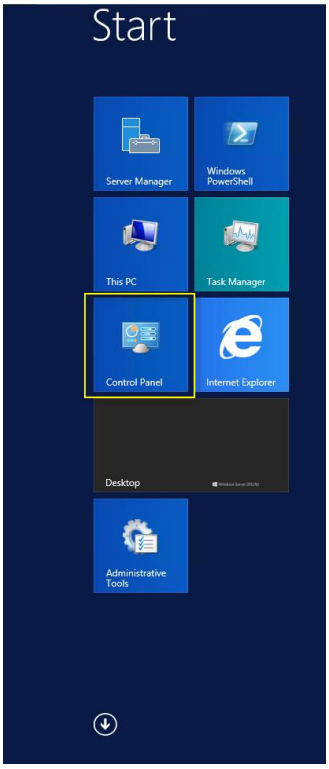


17. Then select the **Power Options** button and click **Restart**.

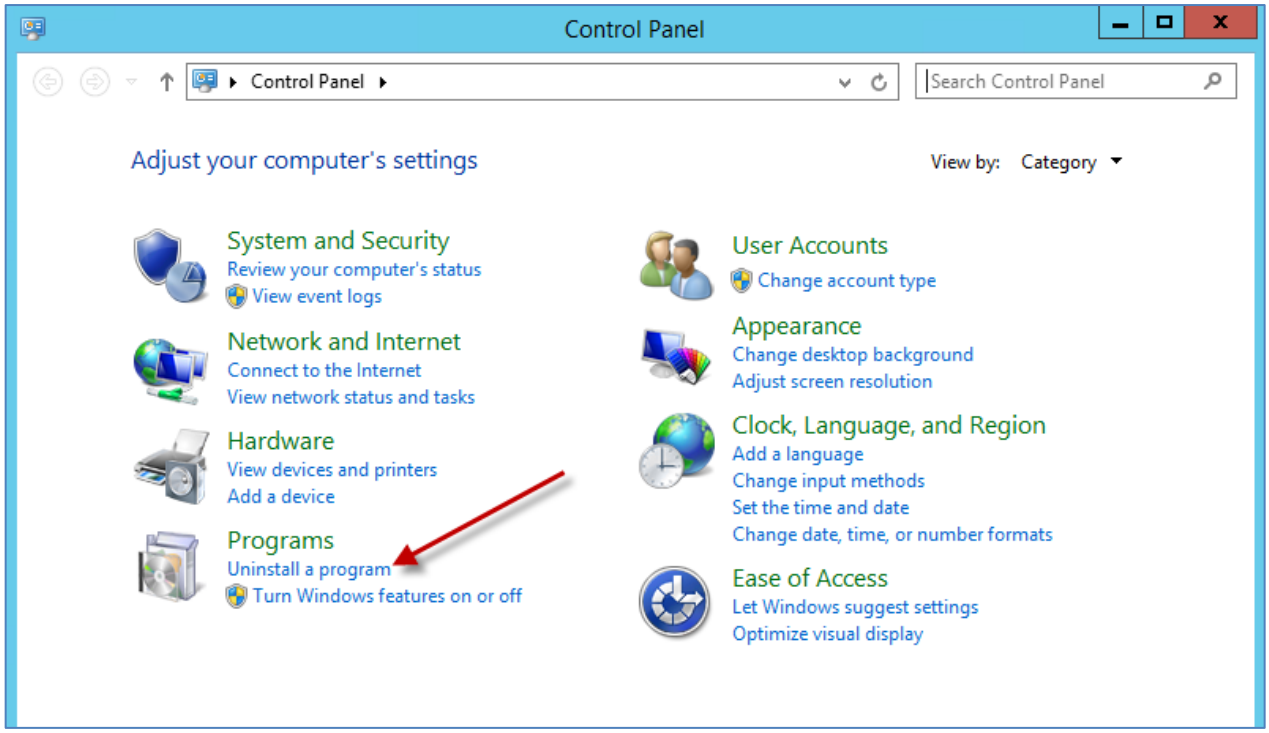




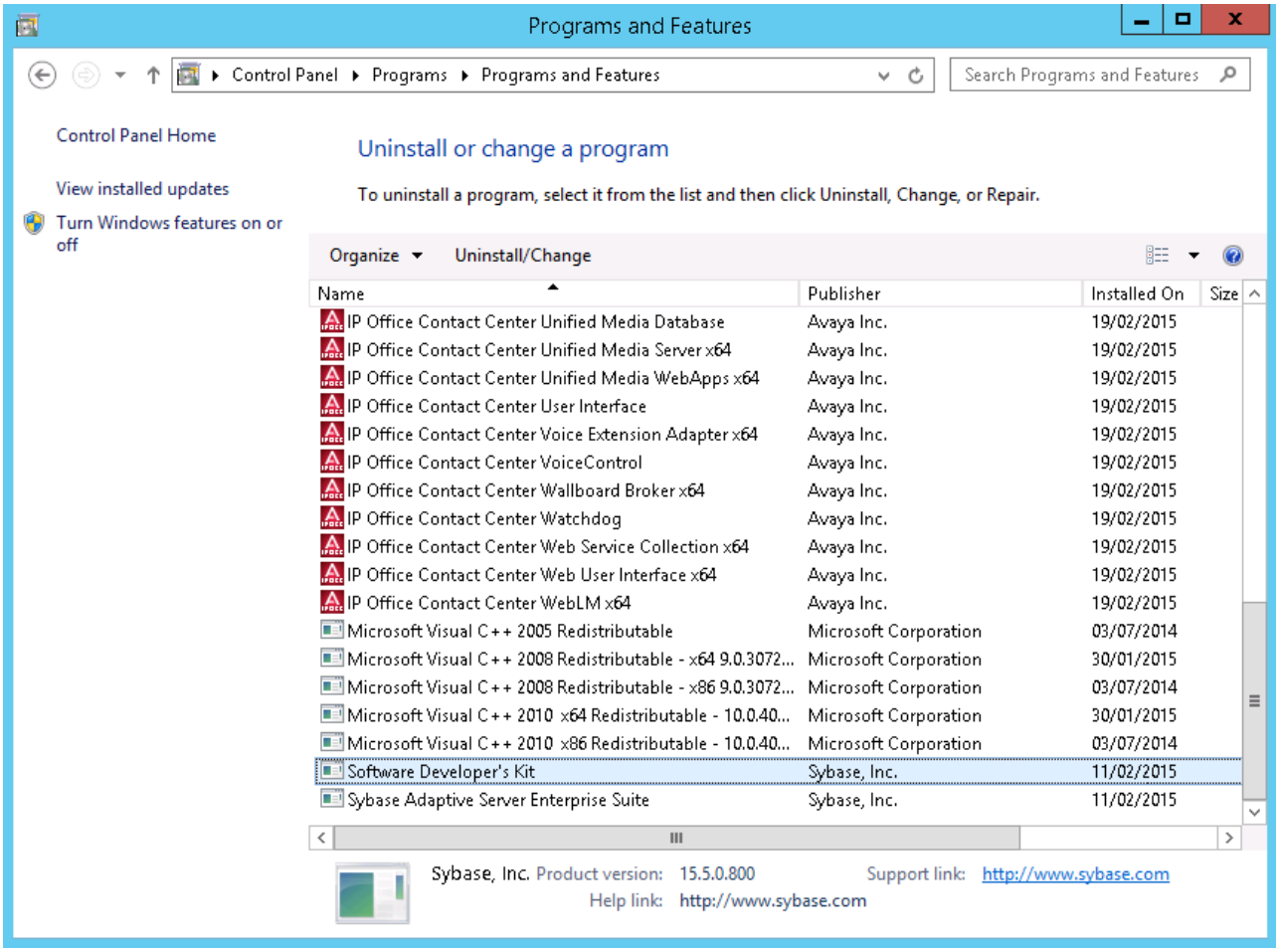
16. Once the server has rebooted log back in via a Remote Desktop Connection.
17. Open the **Control Panel**.



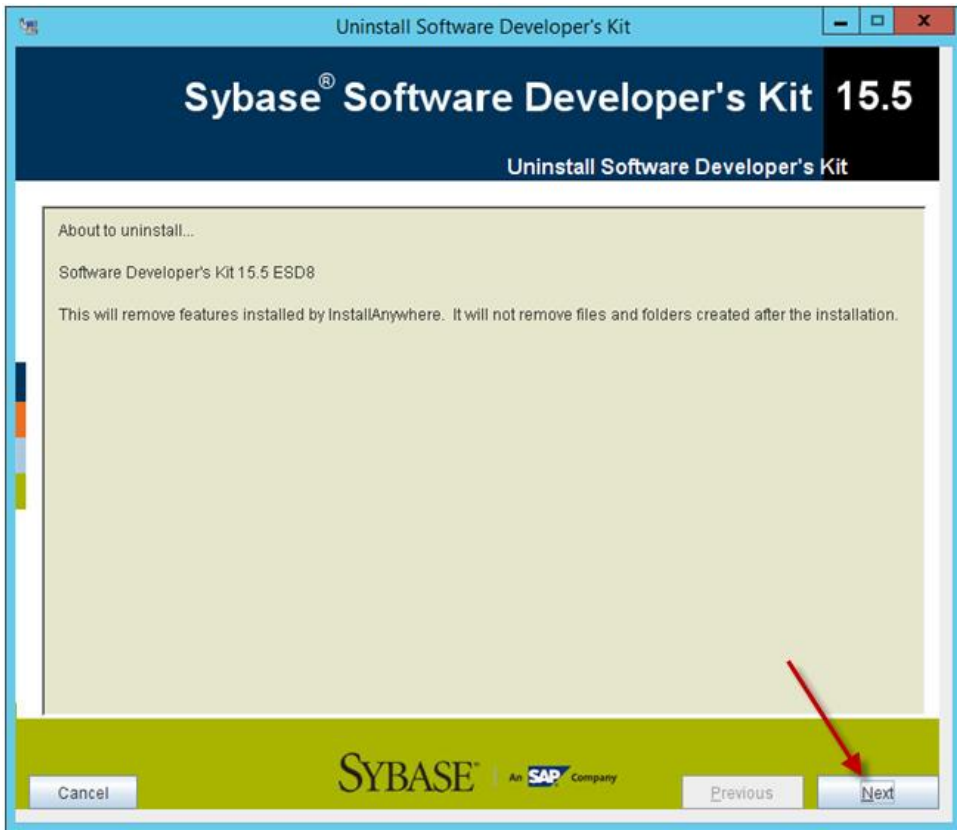
18. Click **Uninstall a program**.



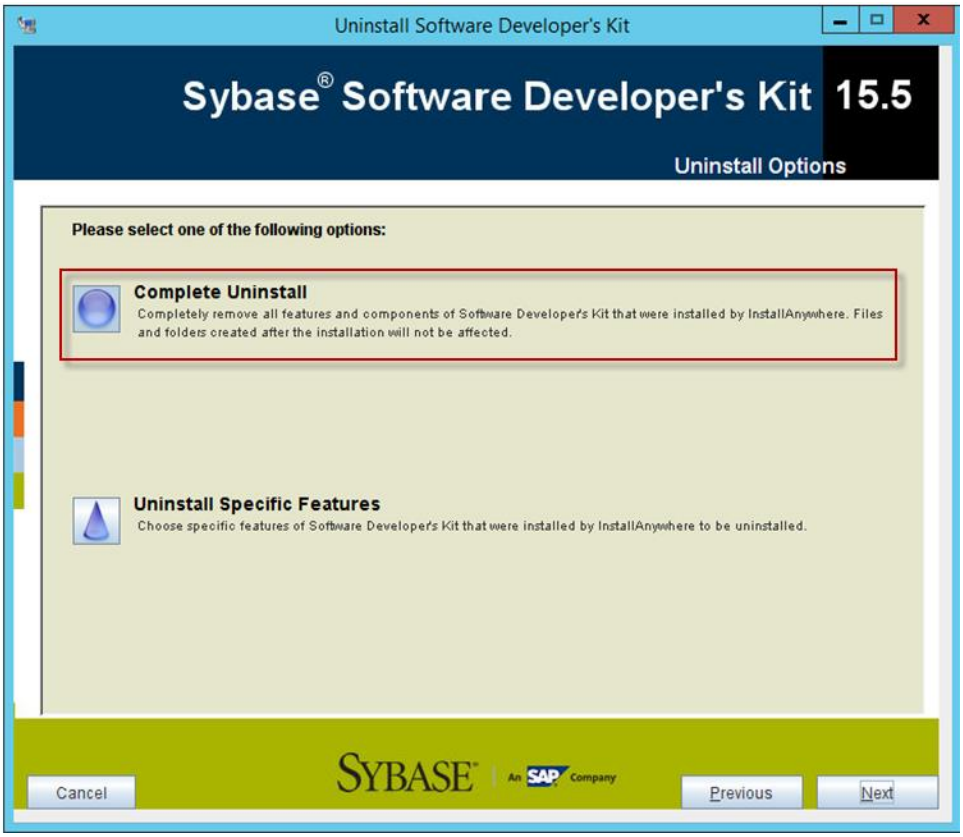
19. Click **Software Developer Kit** and then select the **Uninstall/Change** option.



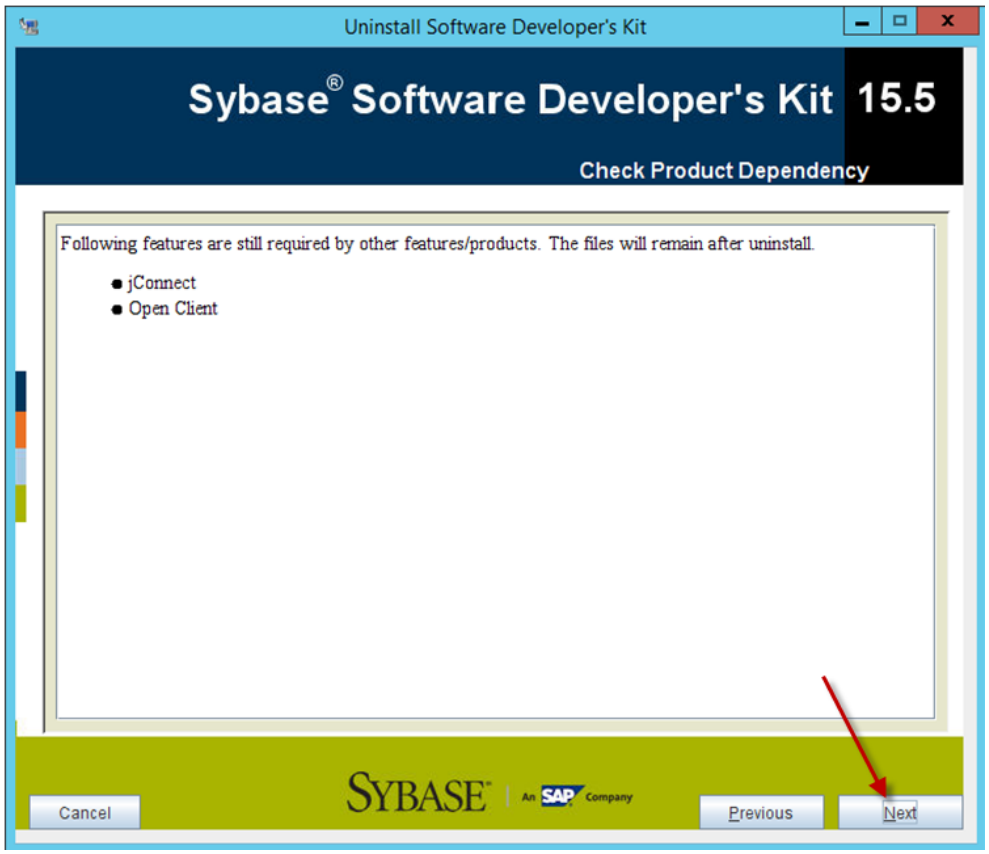
20. Click the **Next** button.



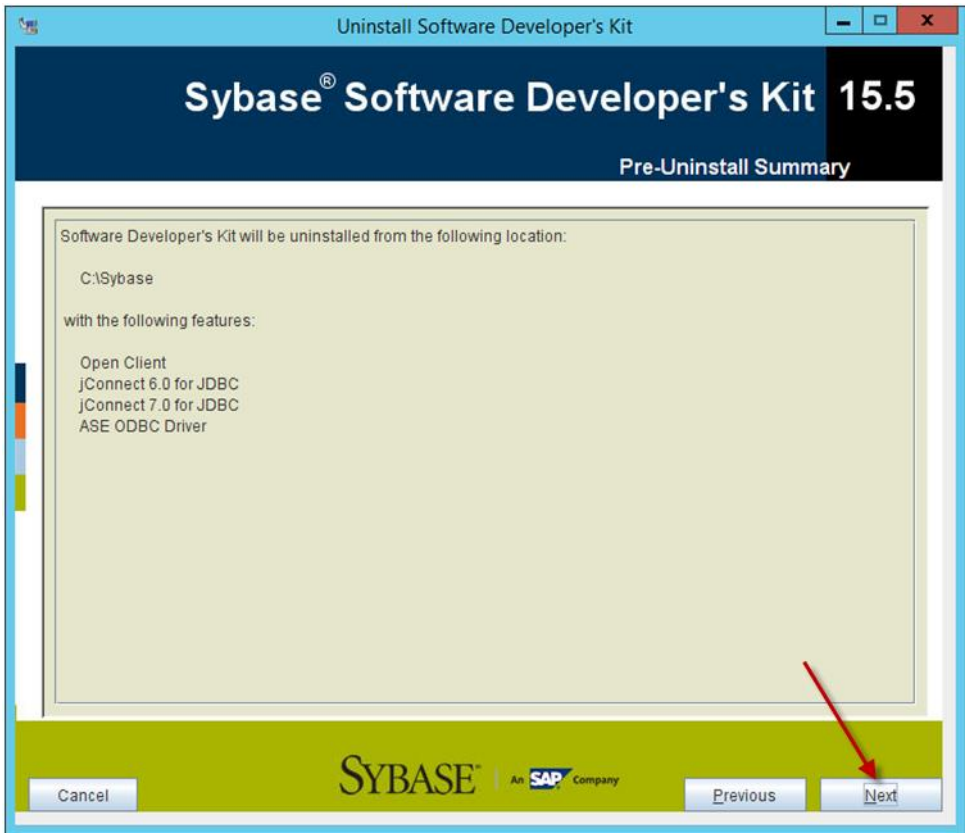
21. Click the **Complete Uninstall** option.



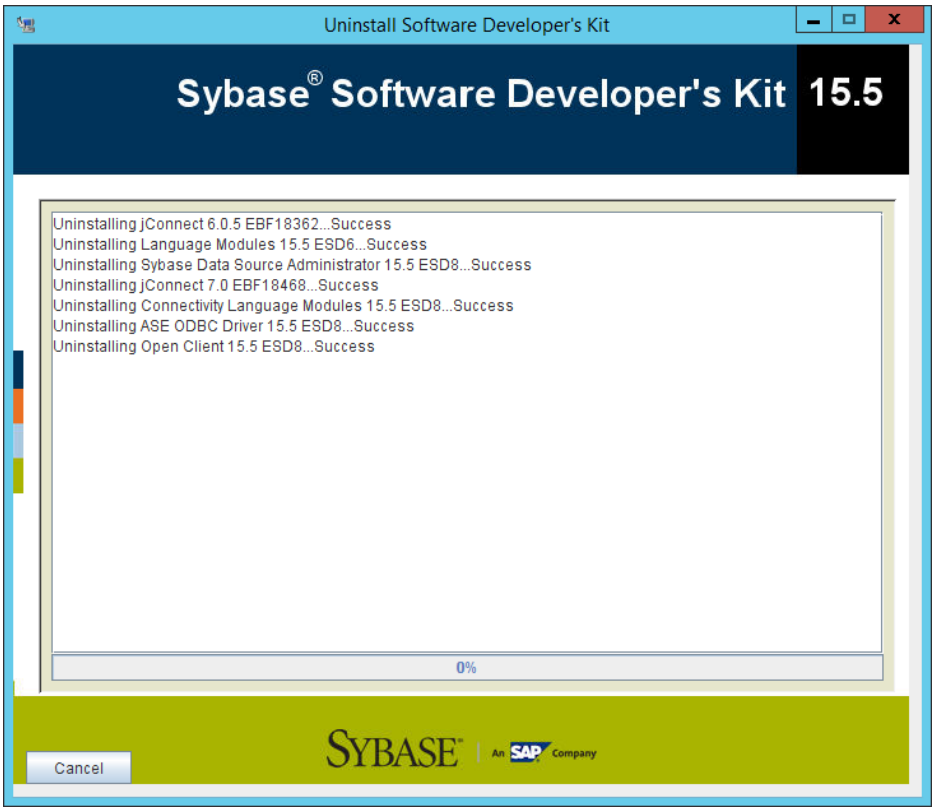
22. Click the **Next** button.



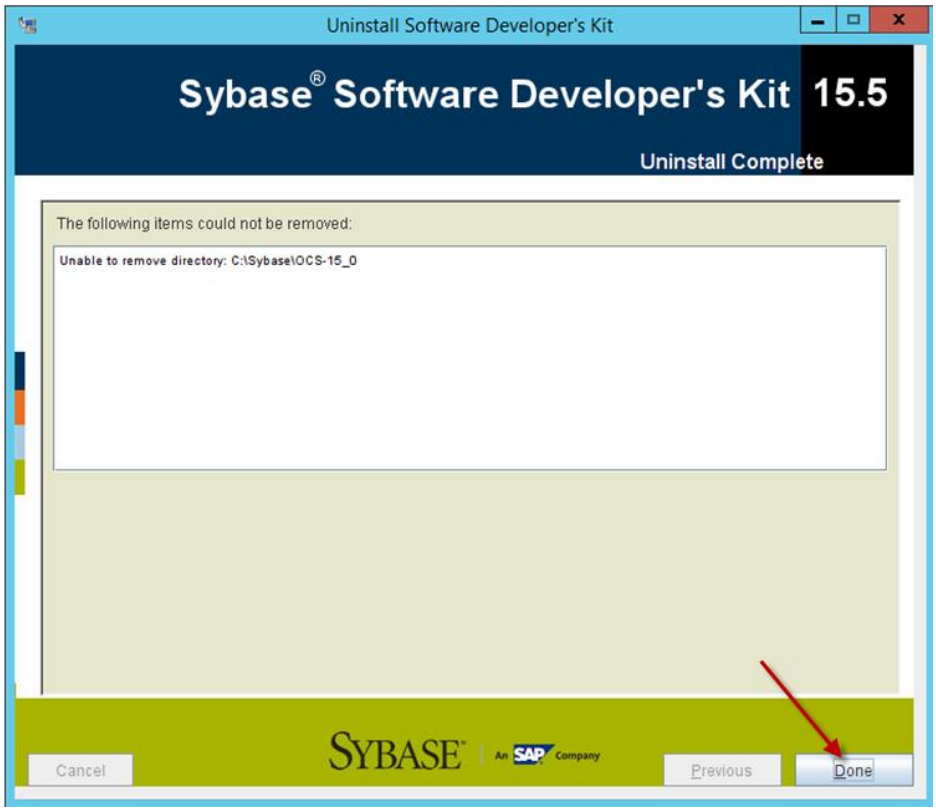
23. Click the **Next** button.



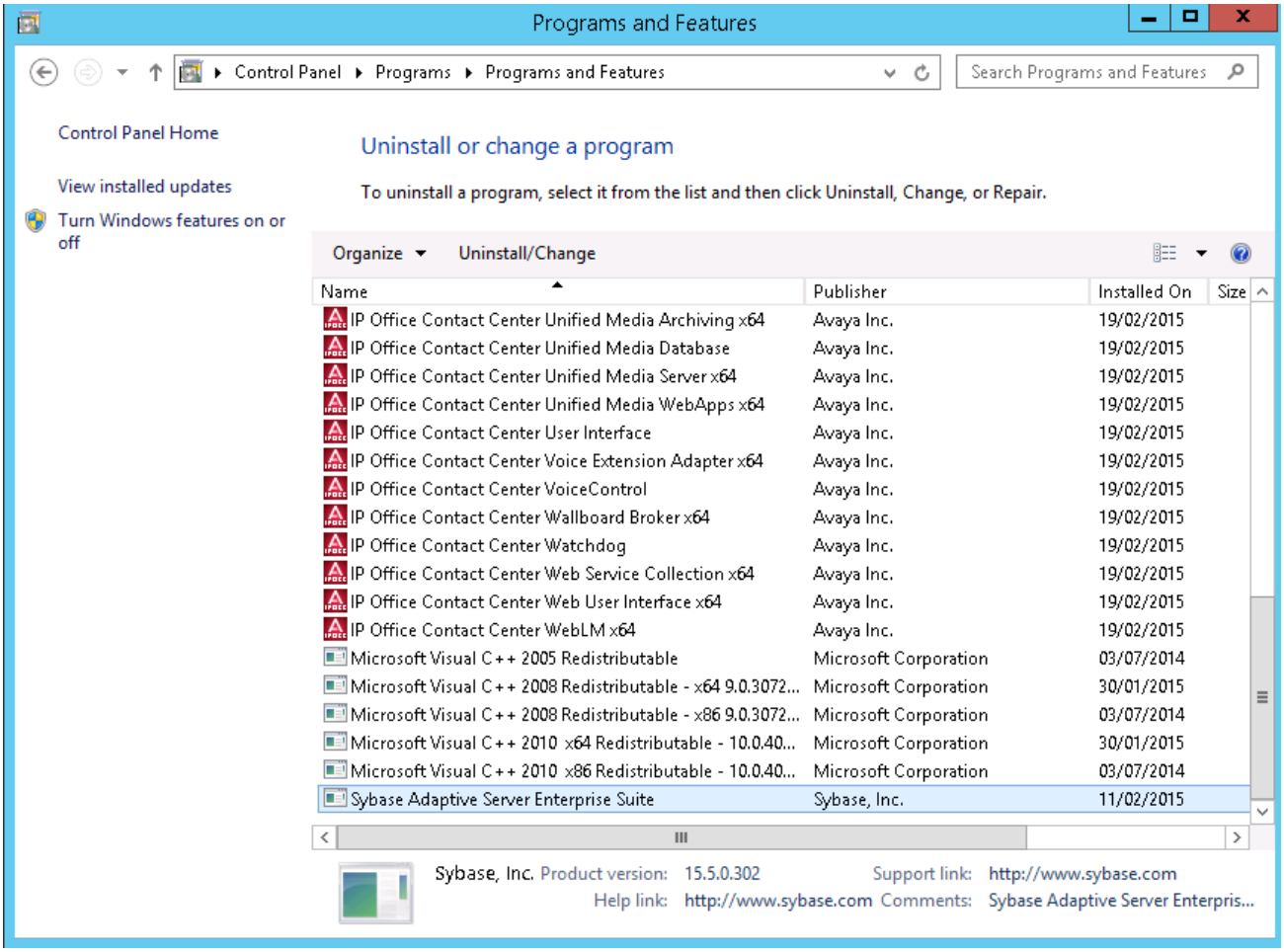
24. Software uninstallation process will commence.



25. Once the software has uninstalled, click the **Done button**.



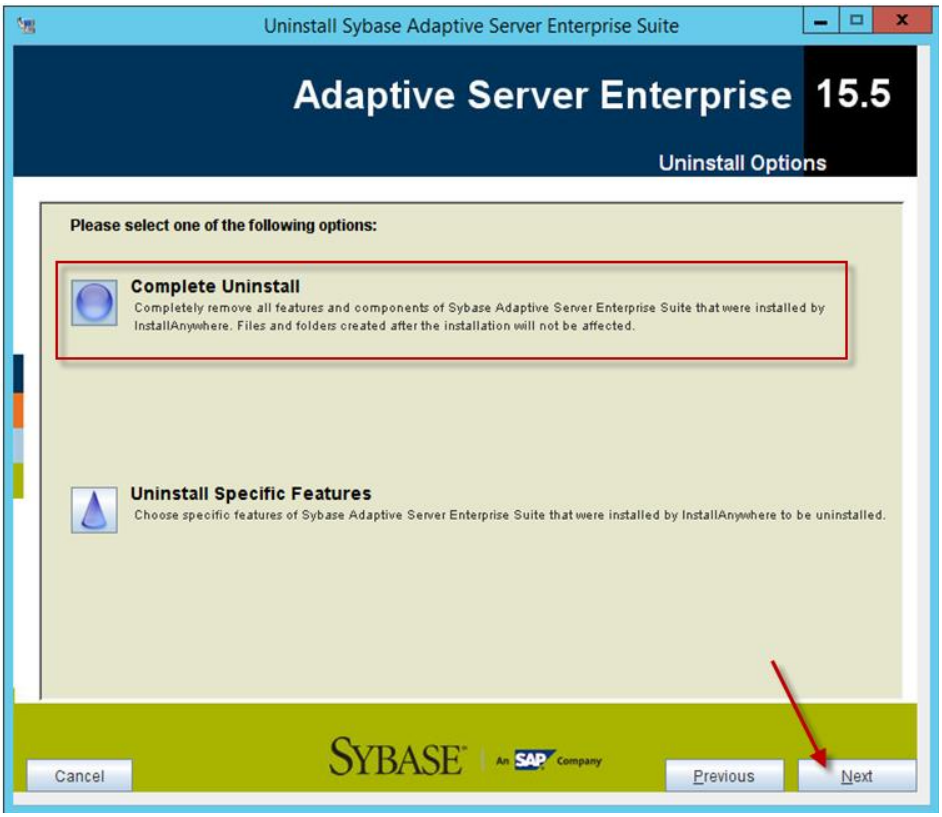
26. Next click **Sybase Adaptive Server Enterprise Suite** and then select the **Uninstall/Change** option.



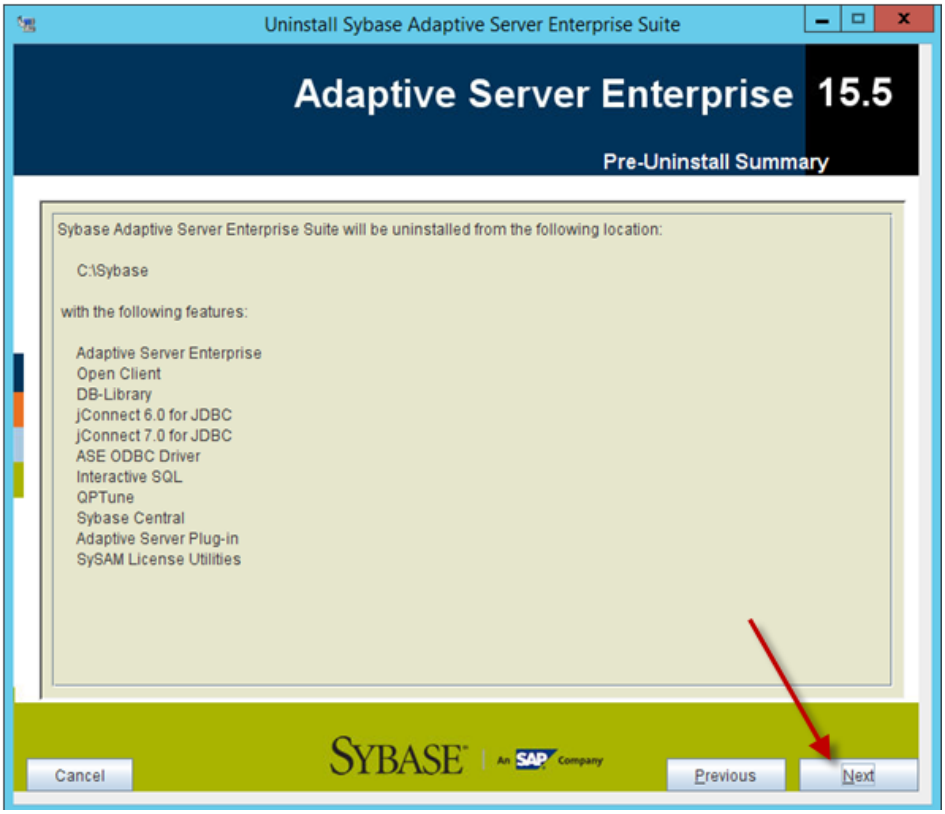
27. Click the **Next** button.



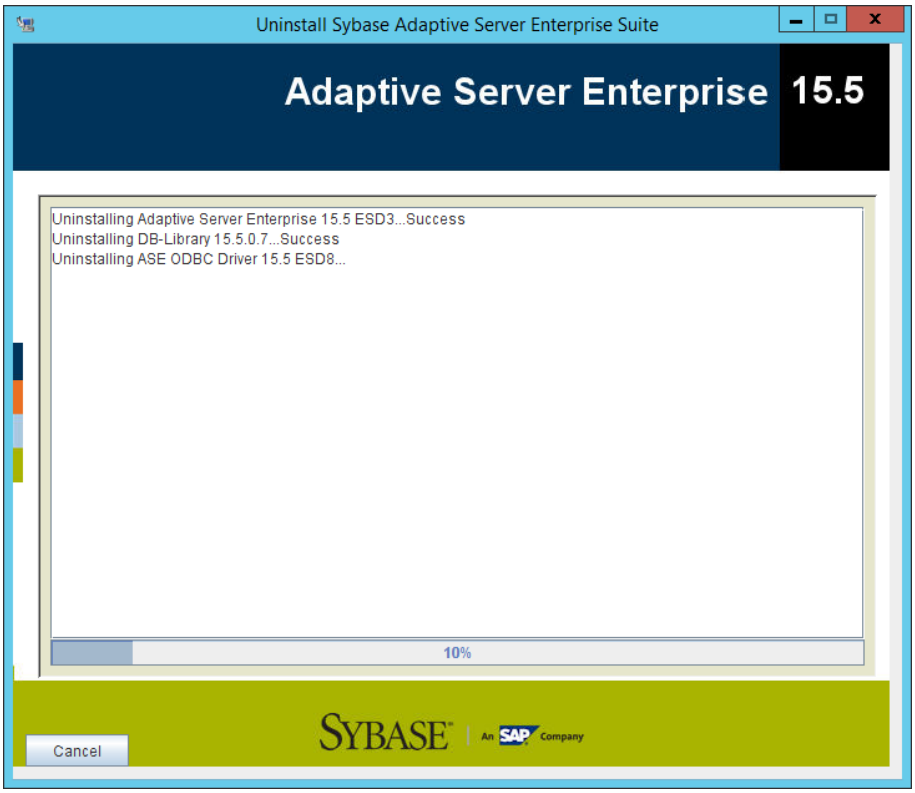
30. Click **Complete Uninstall** option and then select the **Next** button.



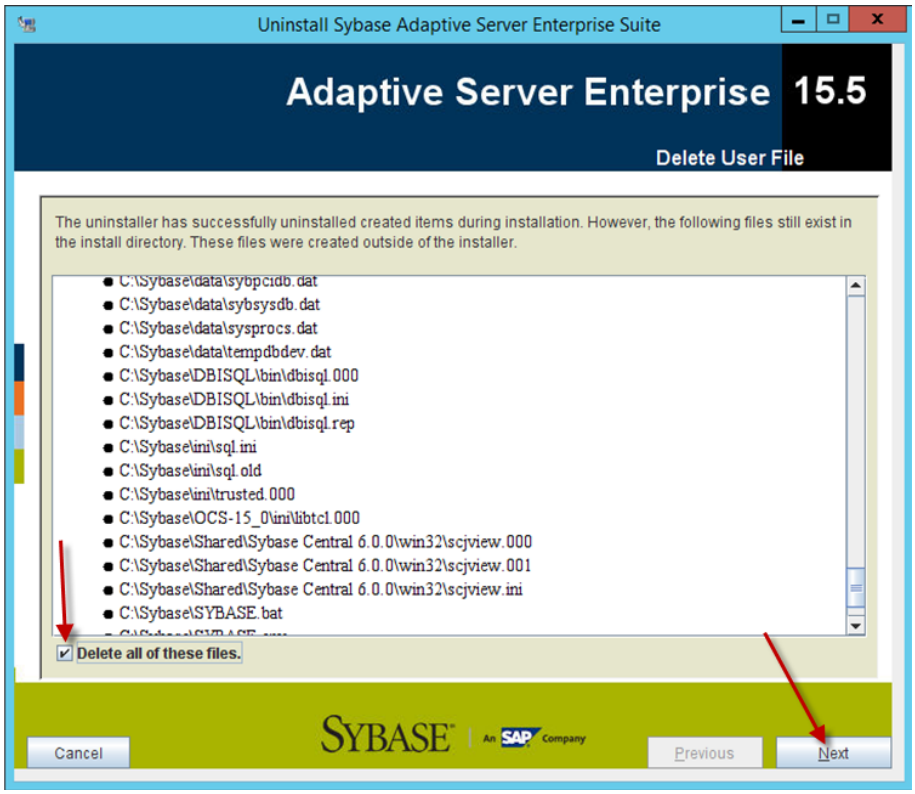
31. Click the **Next** button.



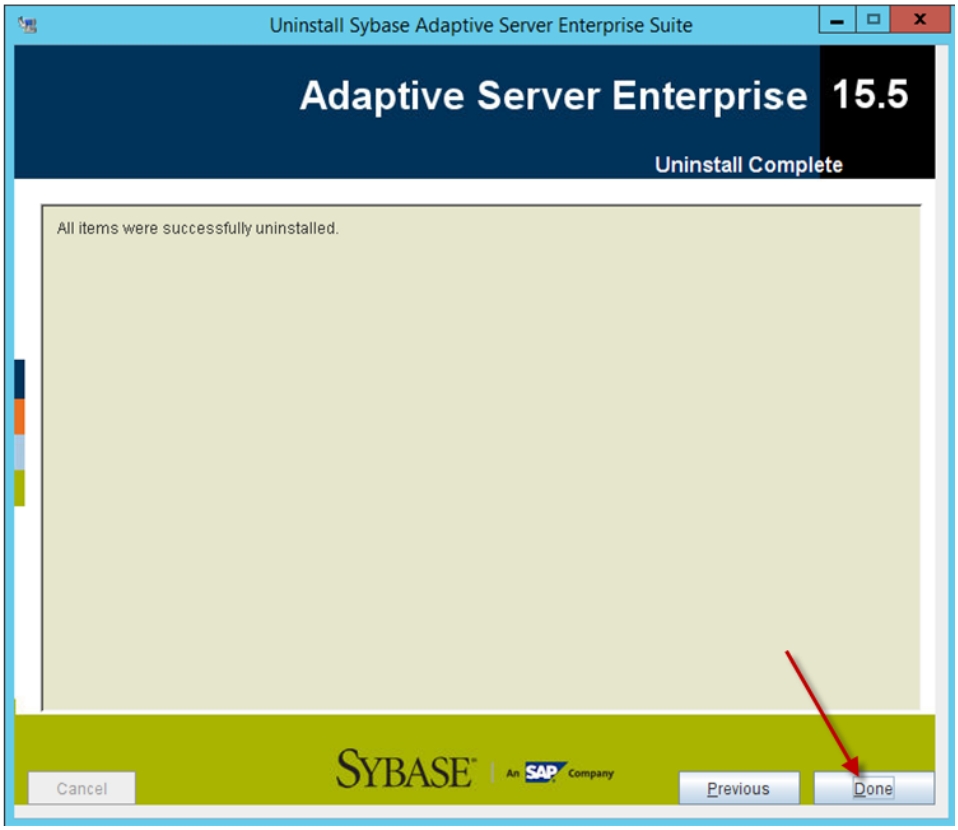
32. The uninstallation process will commence.



33. Click the **Delete all of these files** check box and then select the **Next** button.

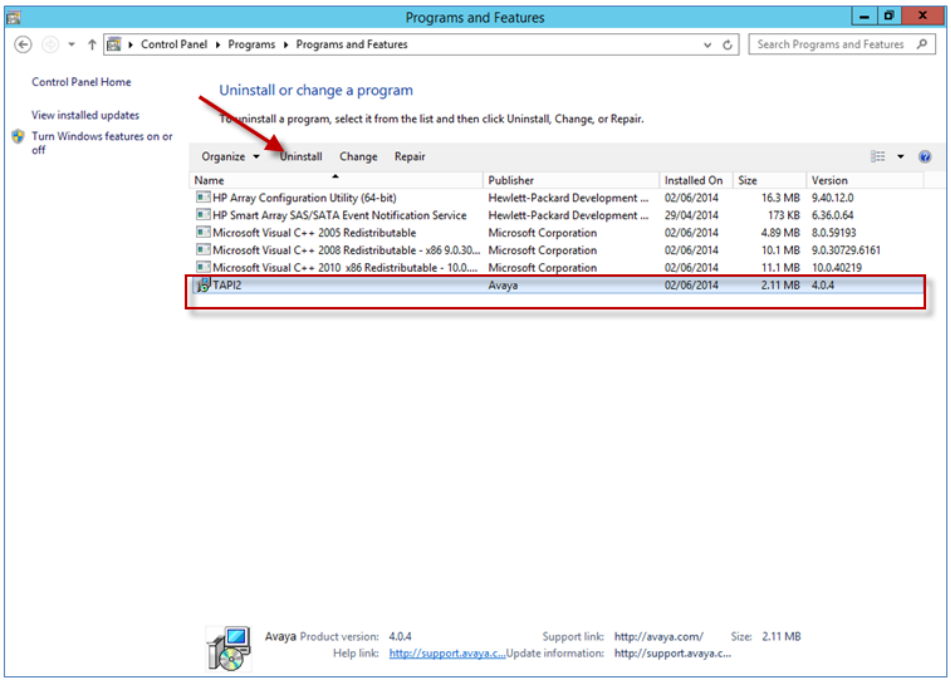


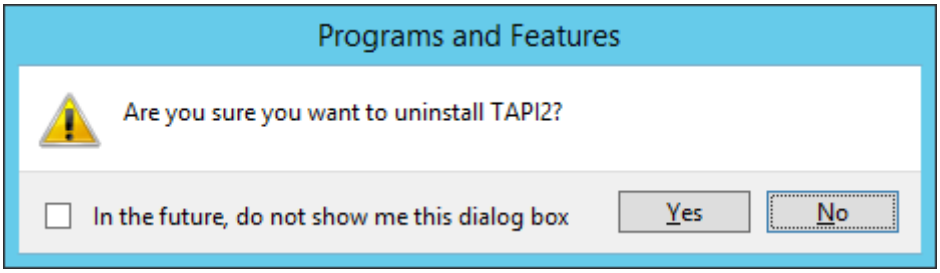
34. Click the **Done** button**.**



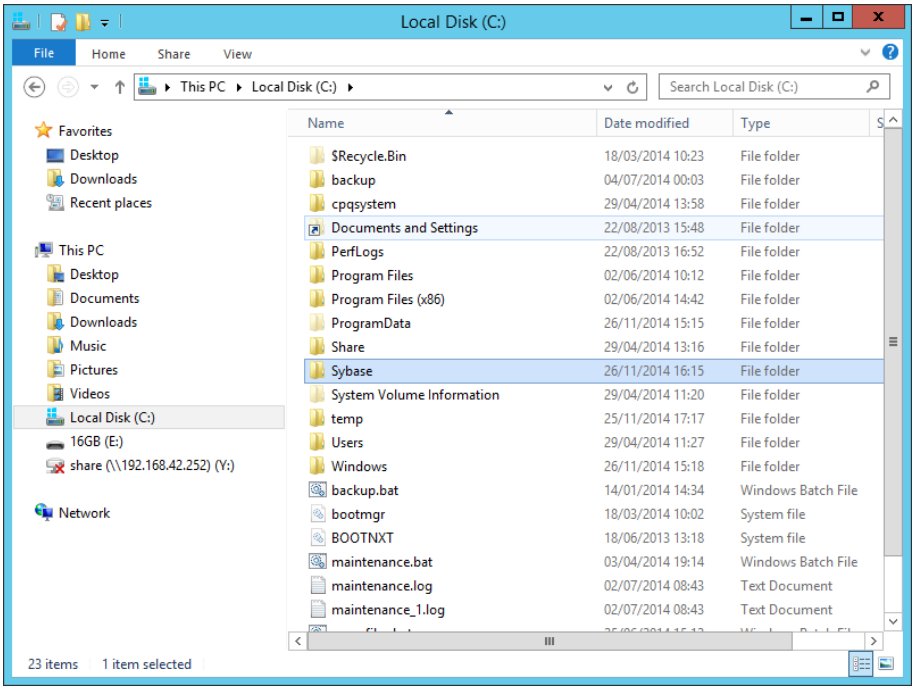
35. Uninstall TAPI2 if no longer required.

Note: Only IP Office Contact Center systems prior to release 9.0.3 utilized the TAPI driver.





36. The Sybase folder can now be deleted



Remote Migration from 9.0.X to 9.1.6

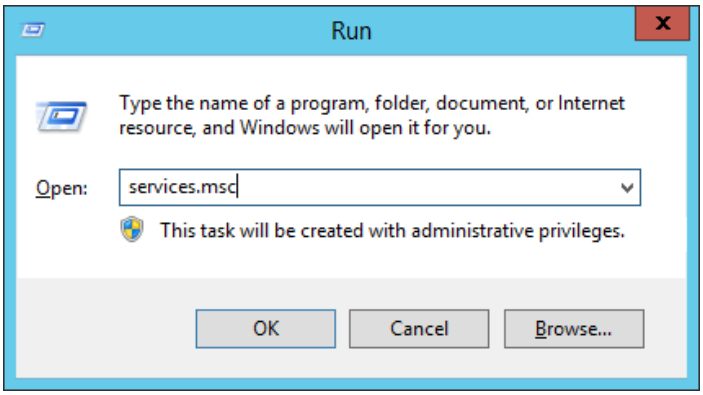
When migrating from an IP Office contact Center server running Version 9.0.X to a separate IP Office Server running Version 9.1.6 the migration process is split into two parts.

Part 1 is setting up the original 9.0.X IP Office Contact Center Server to allow the new server to move the database.

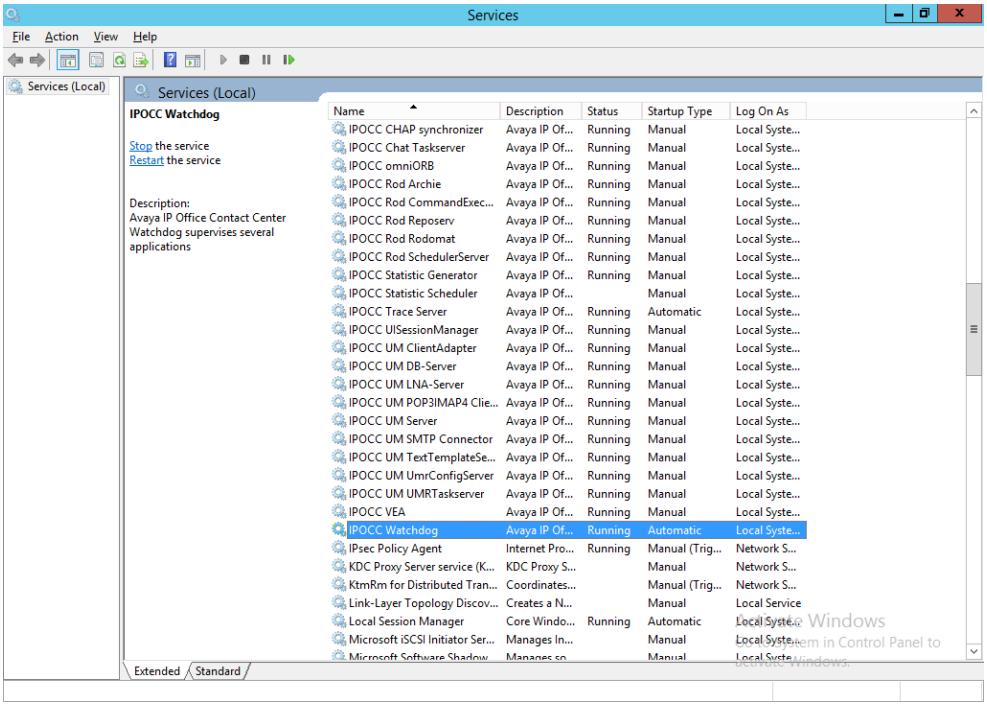
Part 2 is setting up the new 9.1.6 IP Office Server and using the Database Migration Tool to migrate the database from the old server.

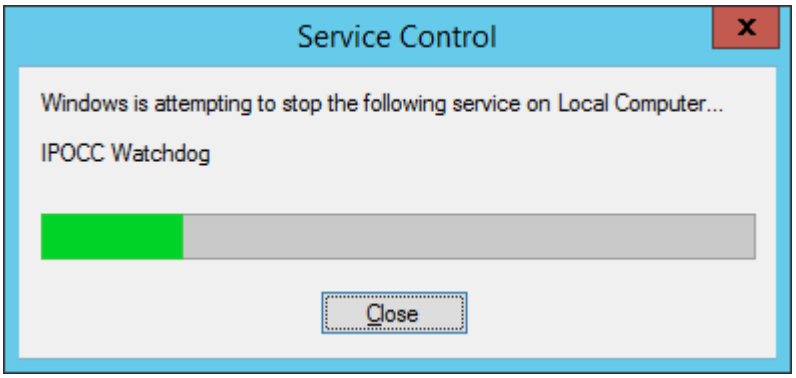
Part 1 - 9.0.X IP Office Contact Center Server

1. Stop the IPOCC Watchdog Service.

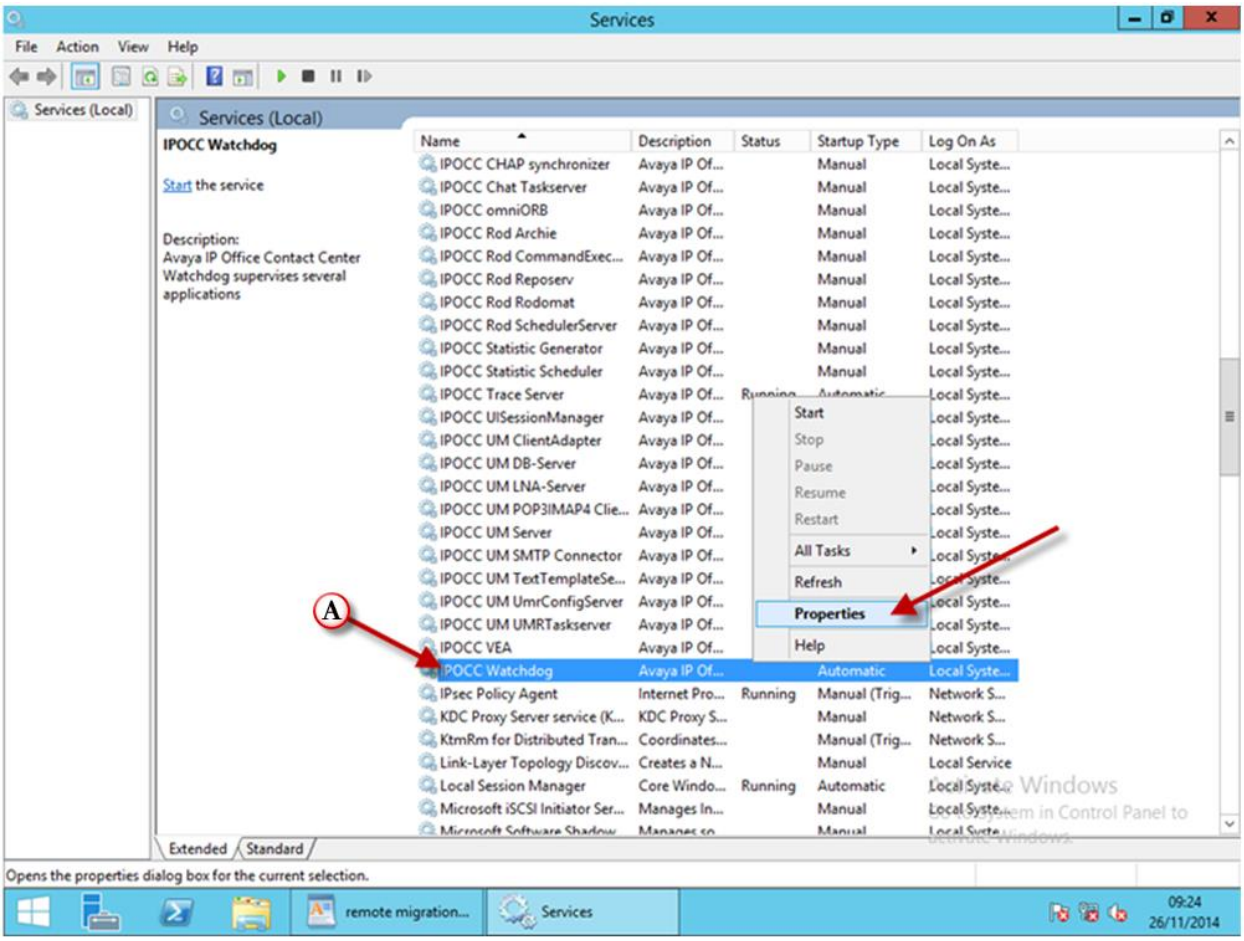


2. Select the **IPOCC Watchdog** service and click **Stop**.



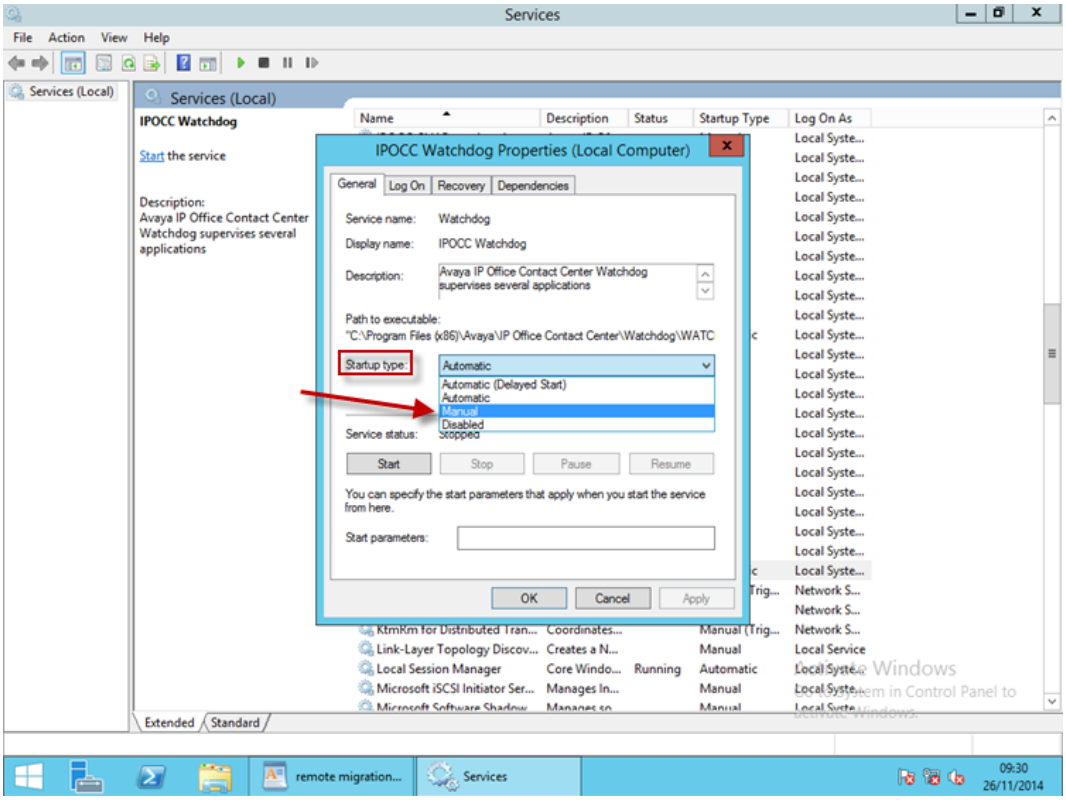


3. Right Mouse click on the **IPOCC Watchdog** and click **Properties**.

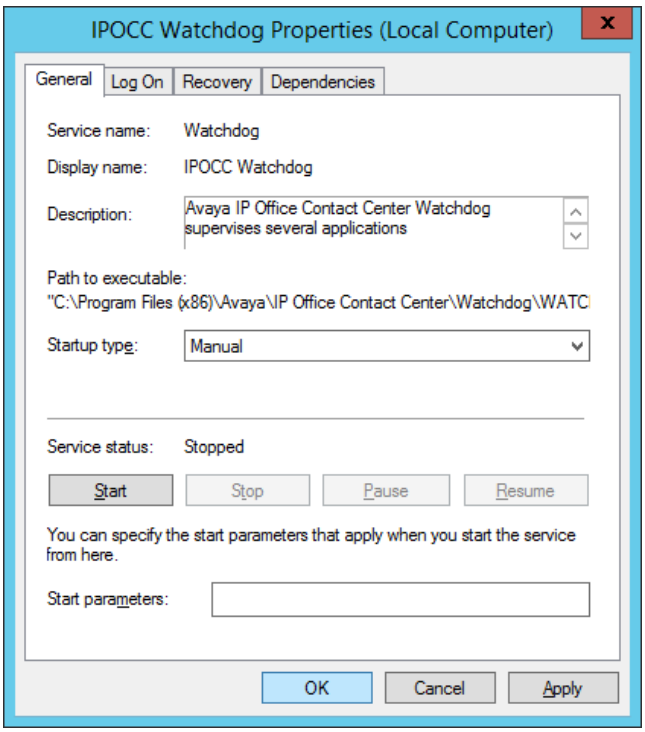


A. Right click

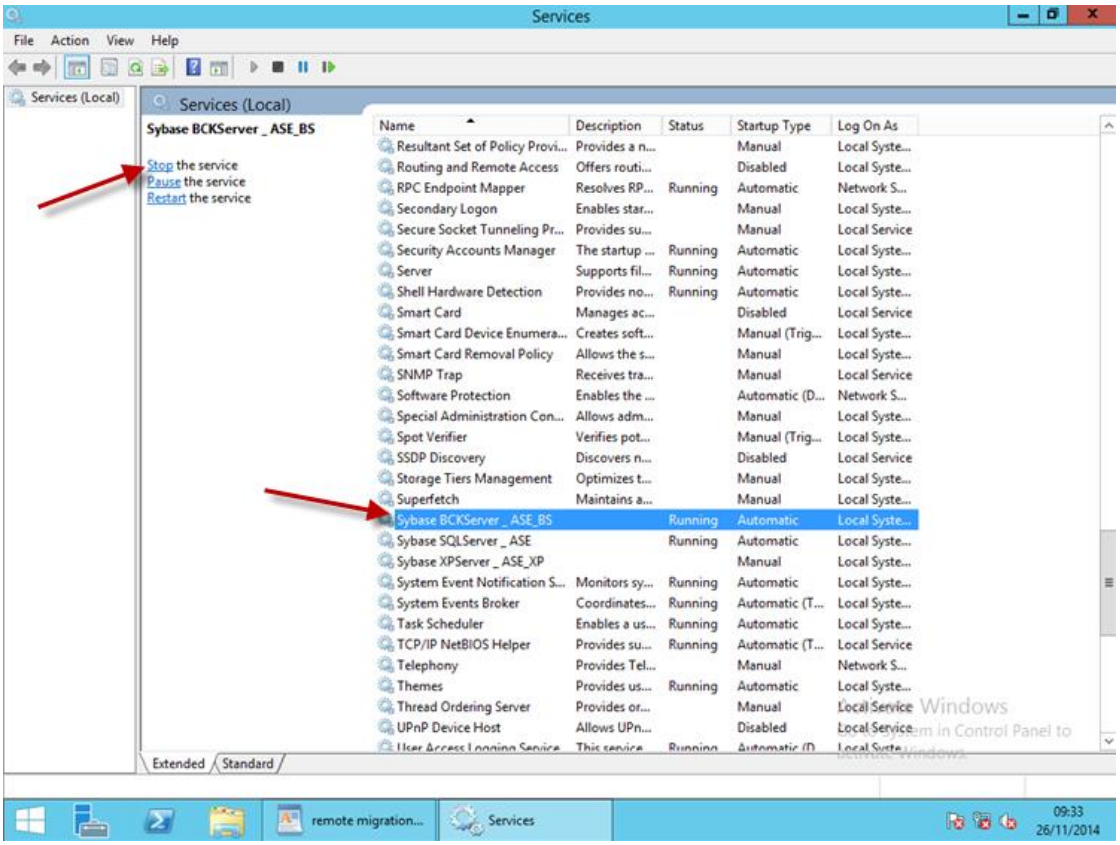
4. Change the **Start type** to **Manual**.

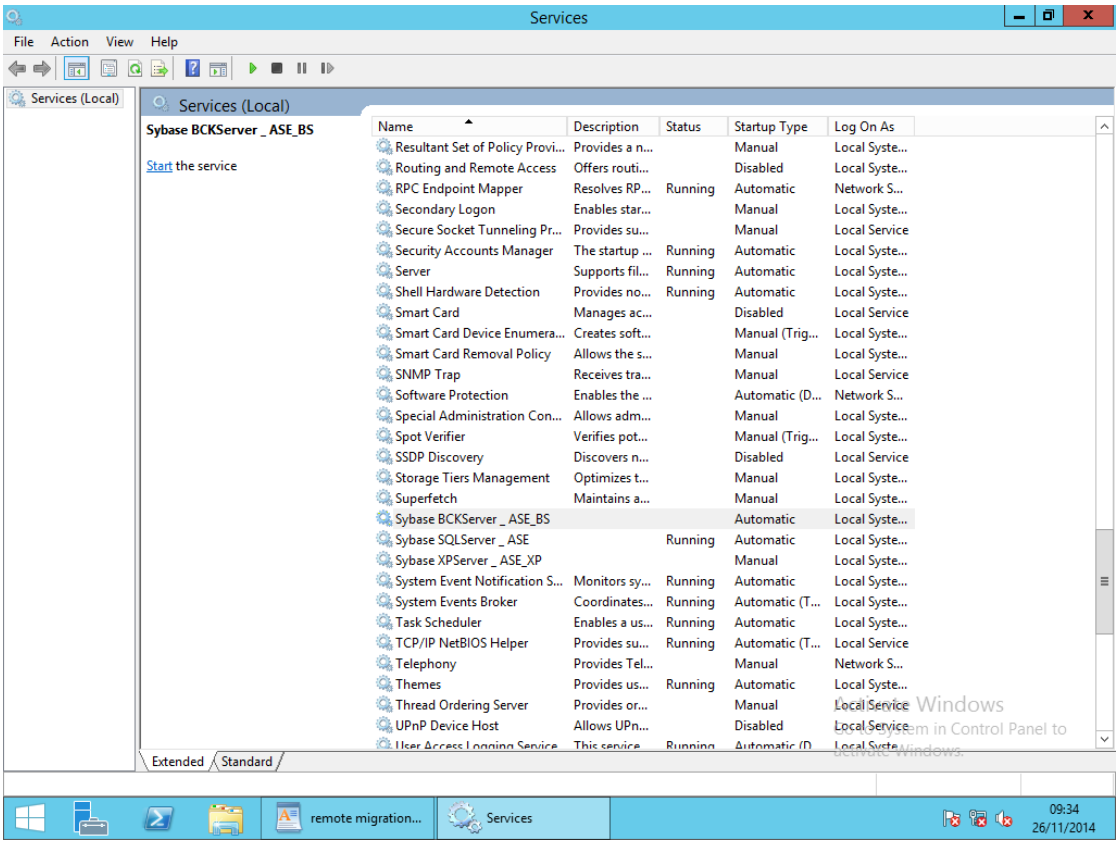


5. Click the **OK** button.

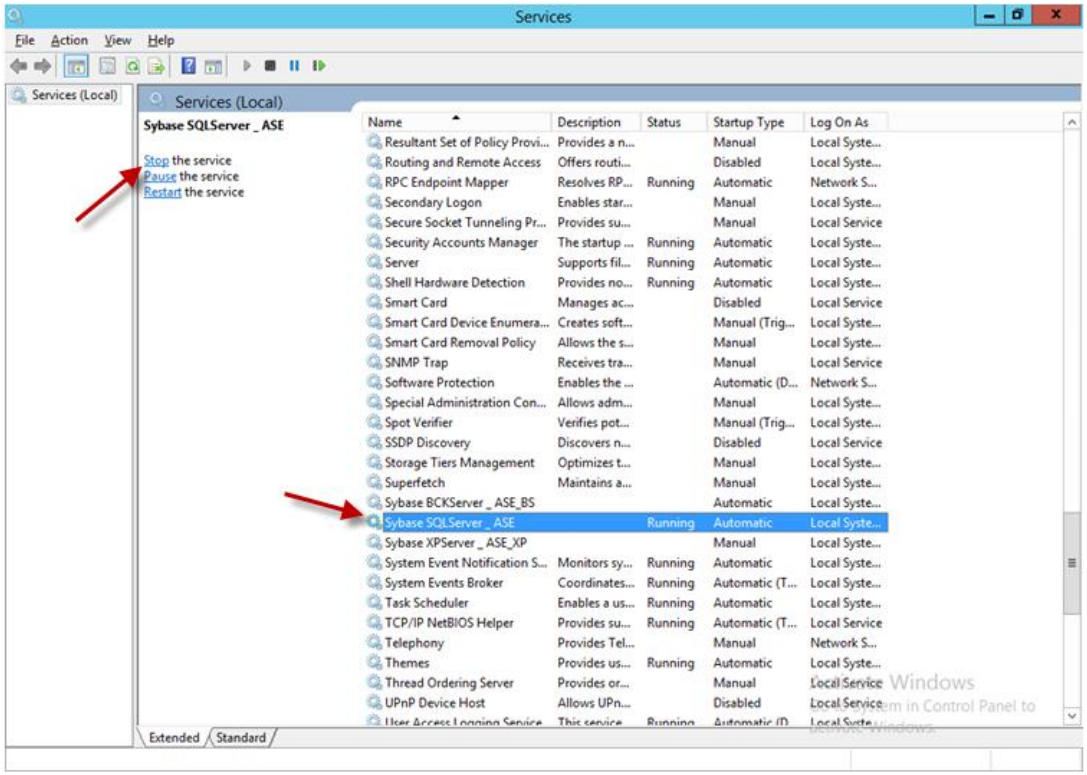


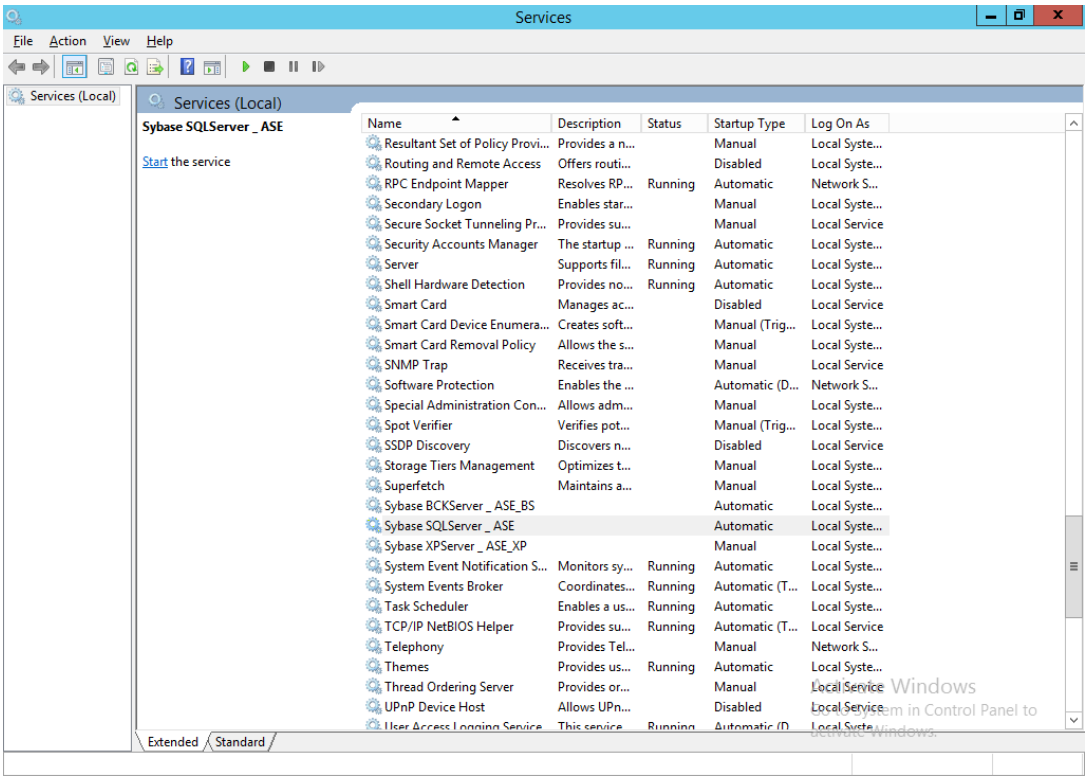
6. Stop the **Sybase BCKServer_ASE_BS** service**.**



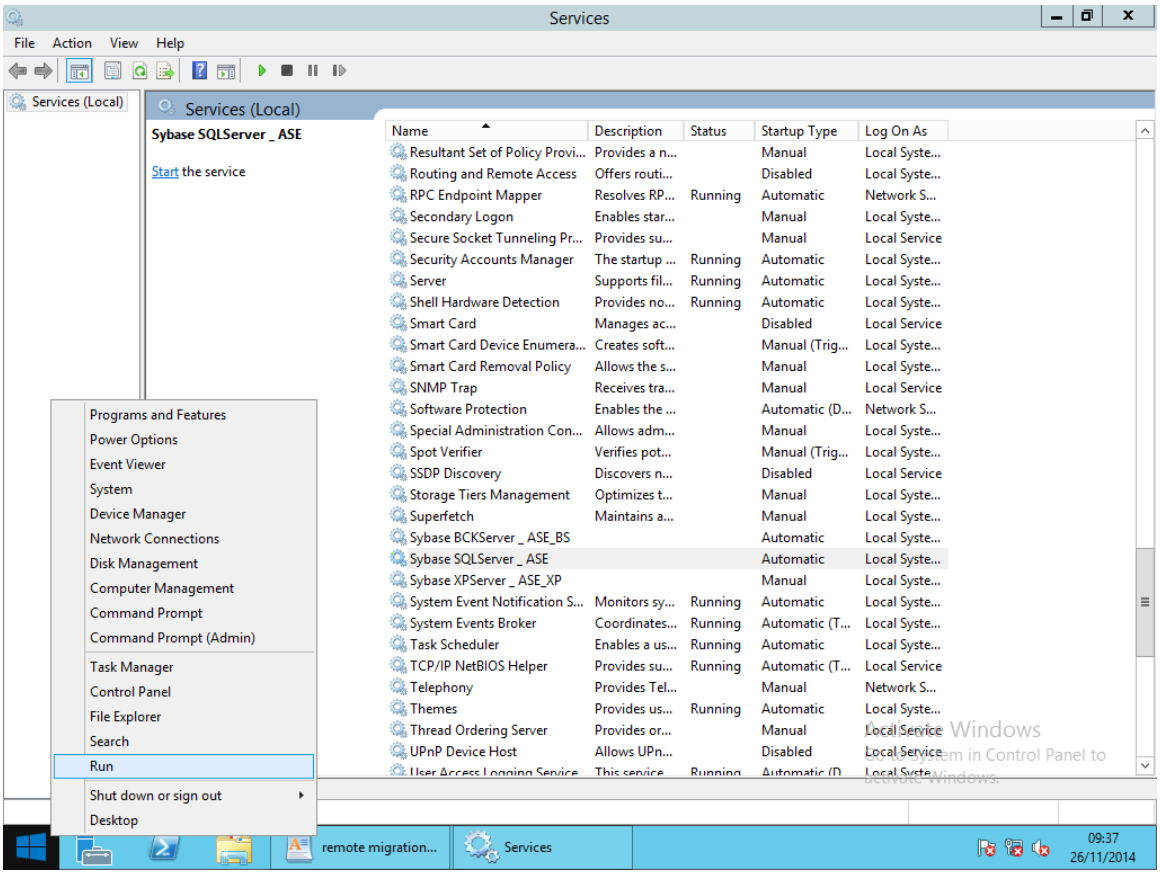


7. Stop the Sysbase SQLServer _ASE.

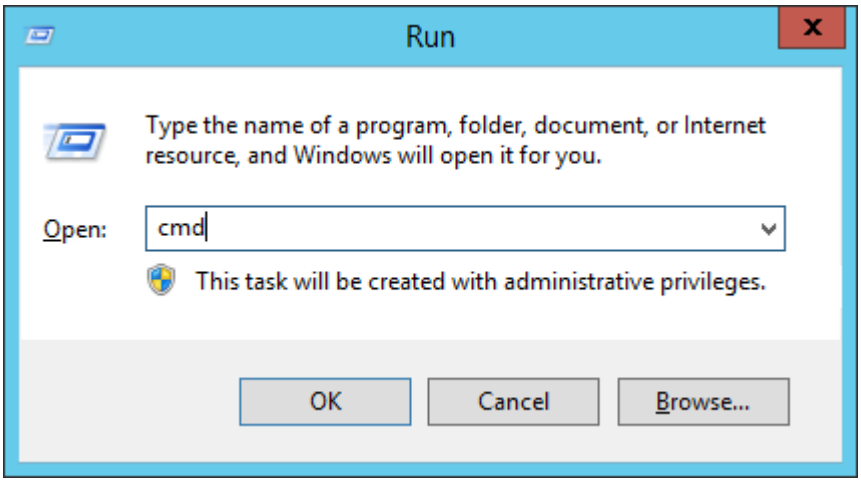




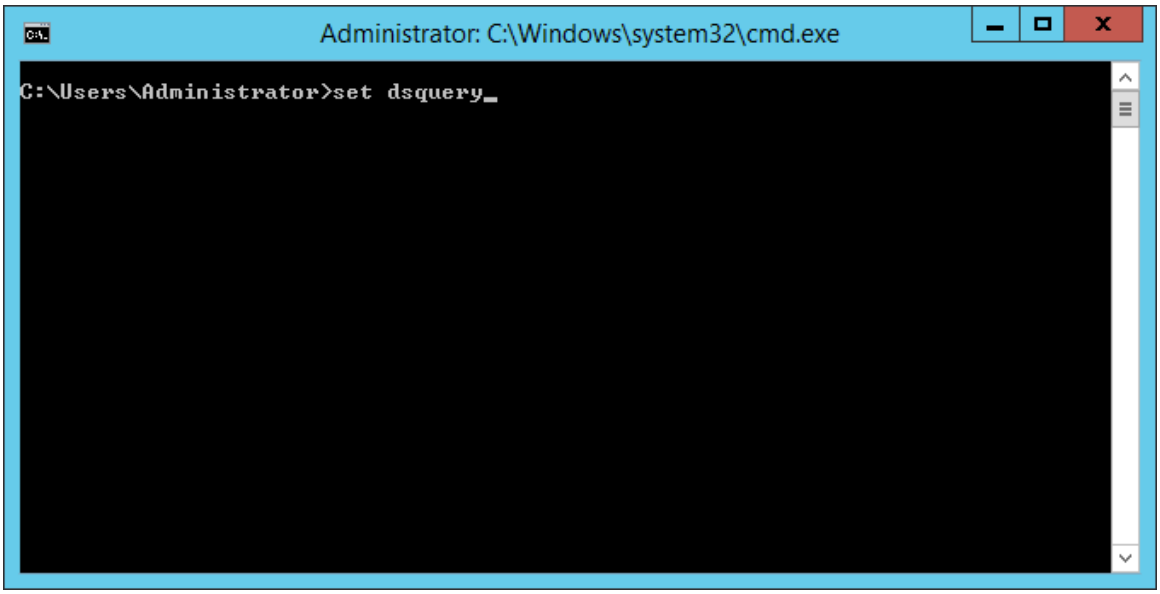
8. Right Mouse Click on the **Windows** icon and click **Run**.



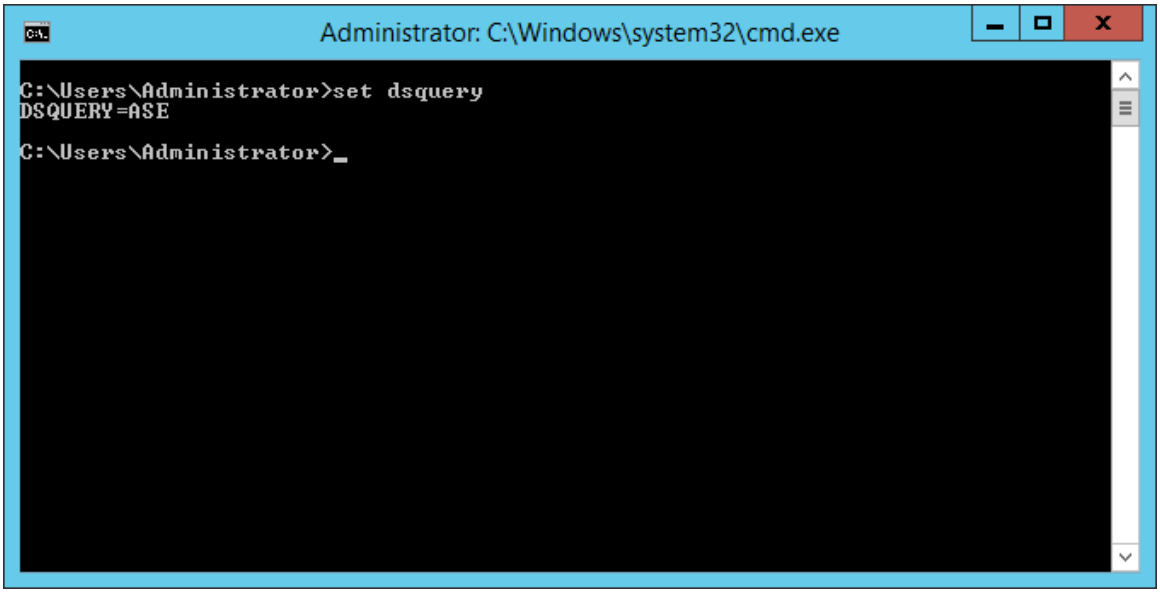
9. Type **cmd** and click the **OK** button.



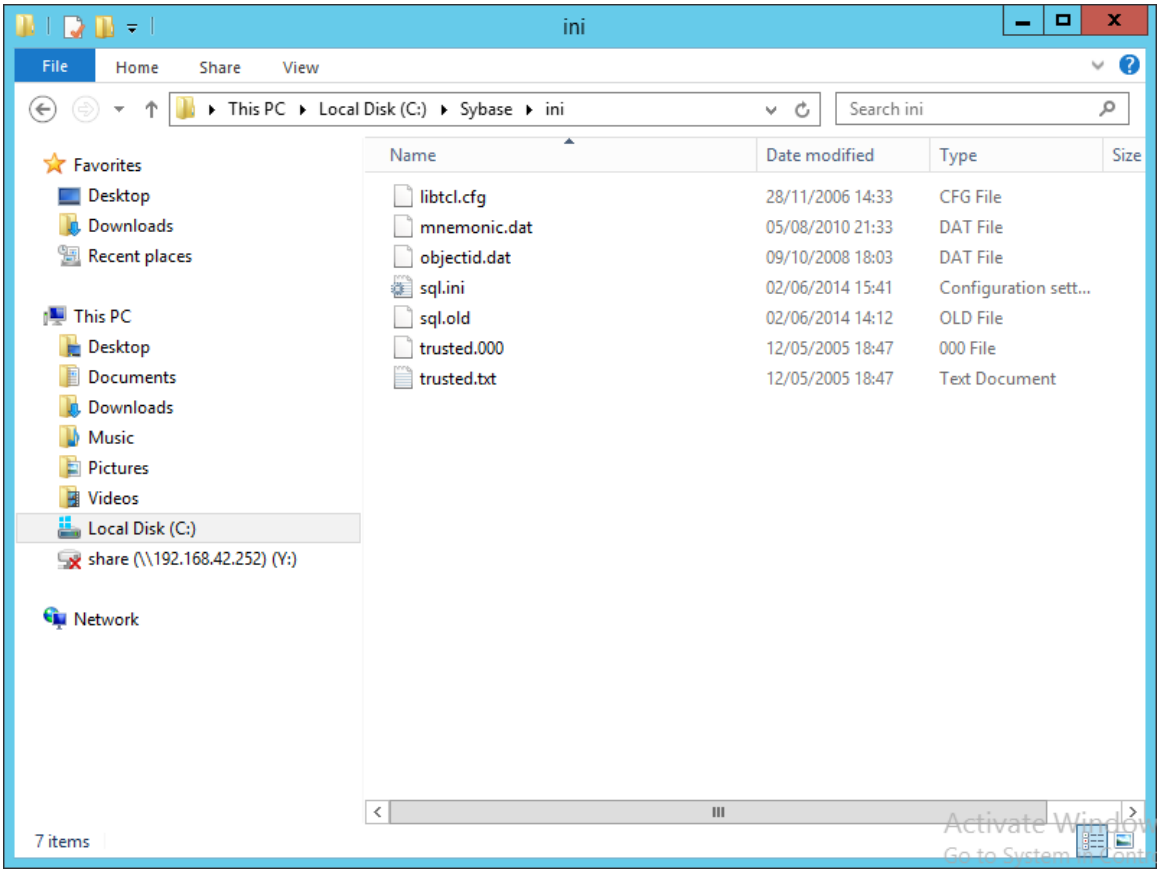
10. Type **set dsquery**



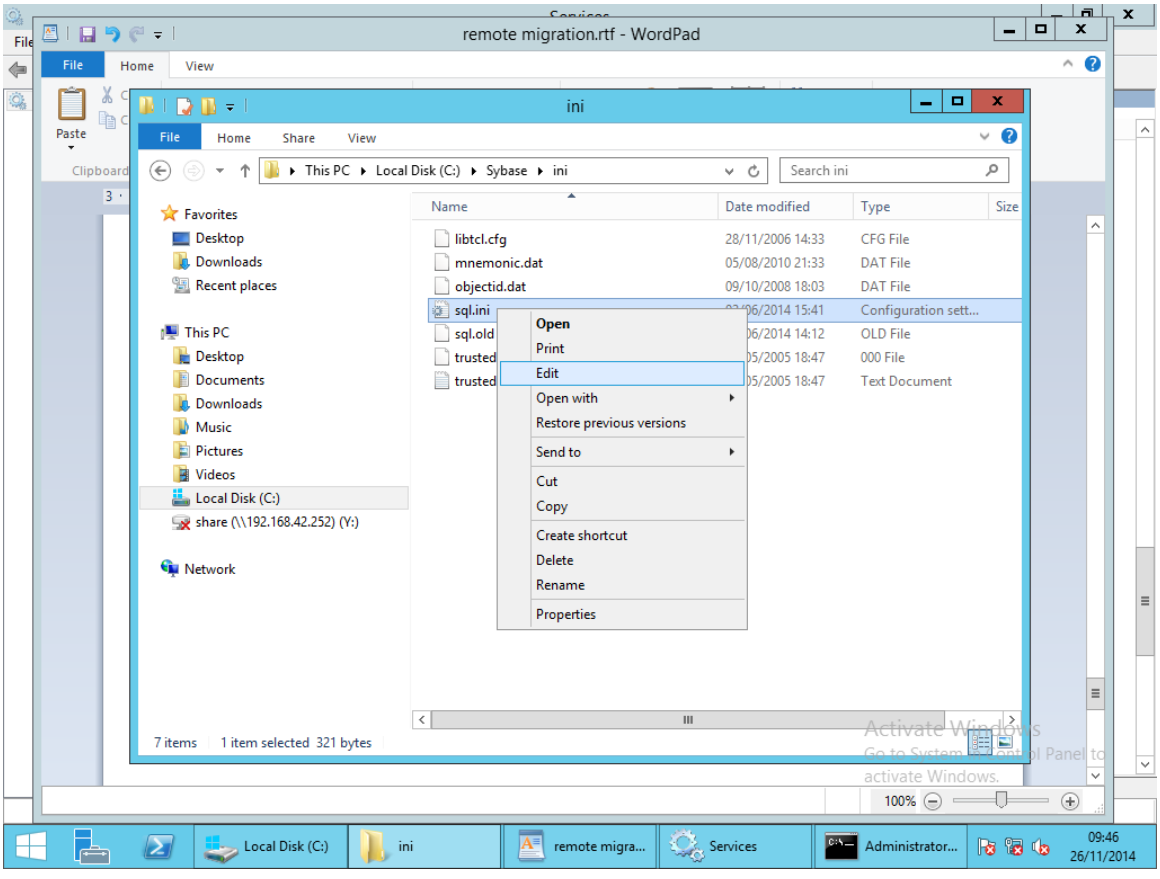
11. Press the keyboards enter key.



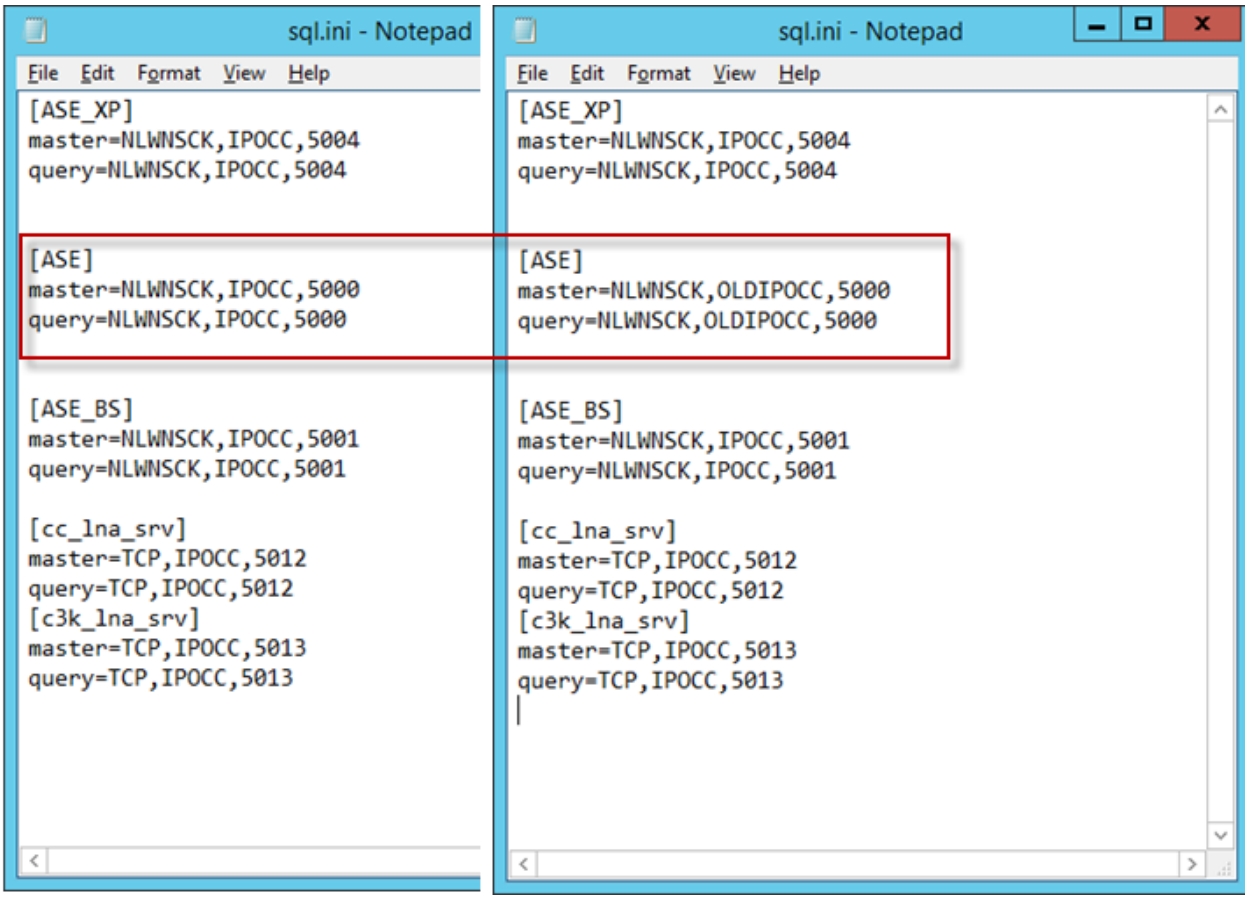
12. Open the location, **This PC > Local Disk> Sybase >ini**



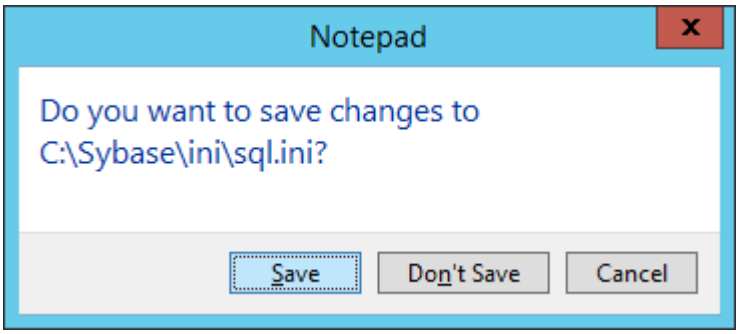
13. With the Right Mouse Button click **sql.ini** and the click **Edit**.



14. Change **[ASE] IPOCC** to **OLDIPOCC (i.e. enter a new Server Name). Then** Click X to close the window.



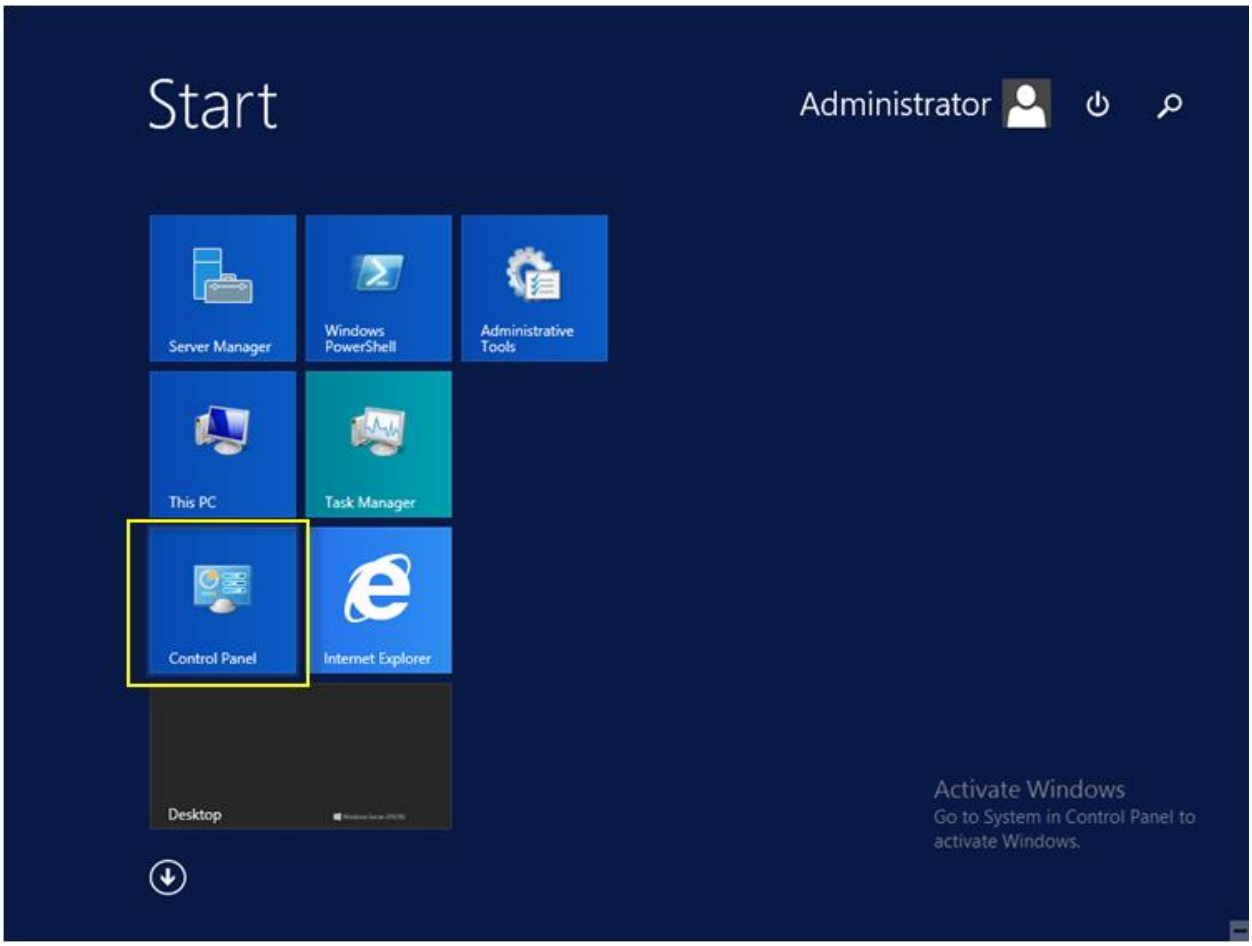
15. Click **Yes** to Save the file.



16. Click the **Windows** icon



17. Click **Control Panel**.



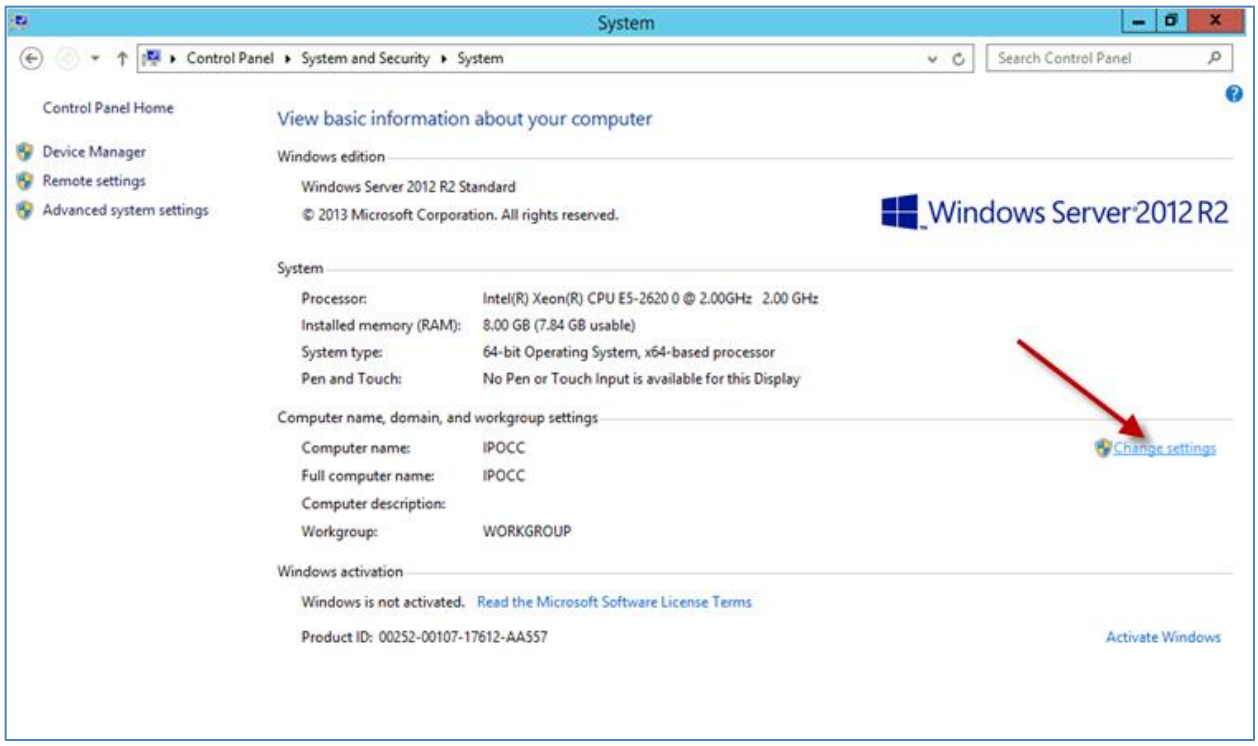
18. Click **System and Security**.



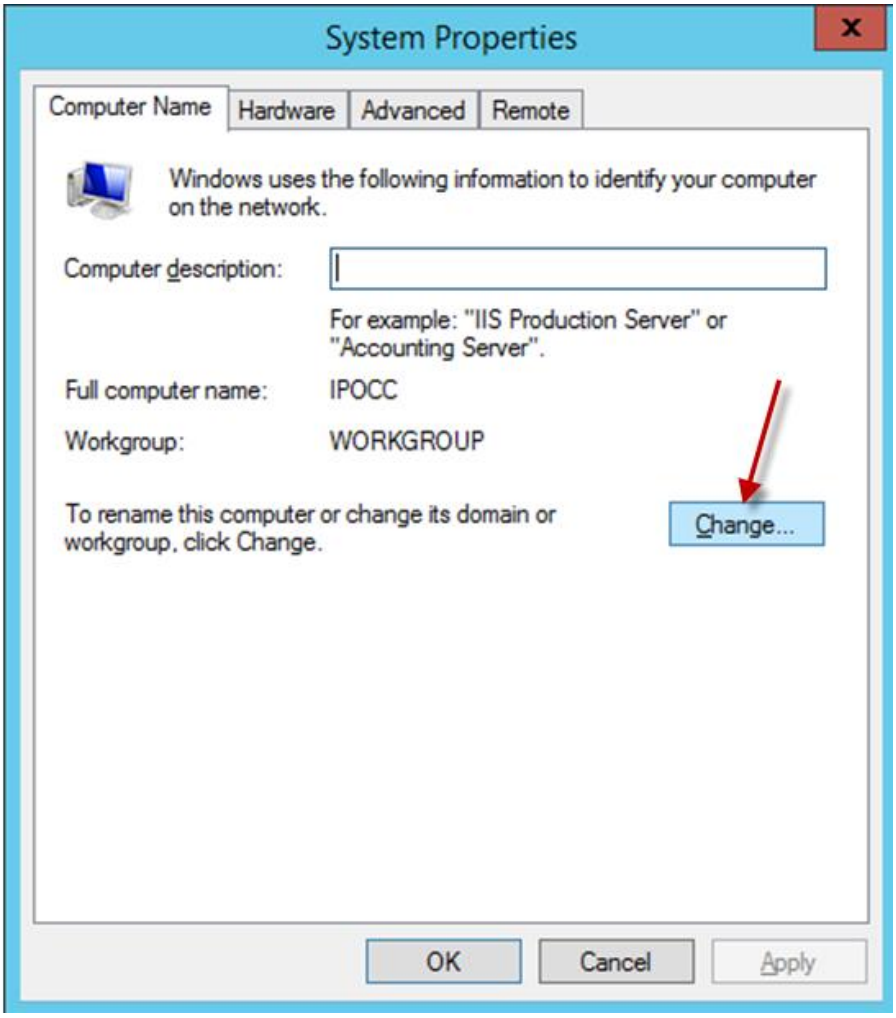
19. Click **System**.



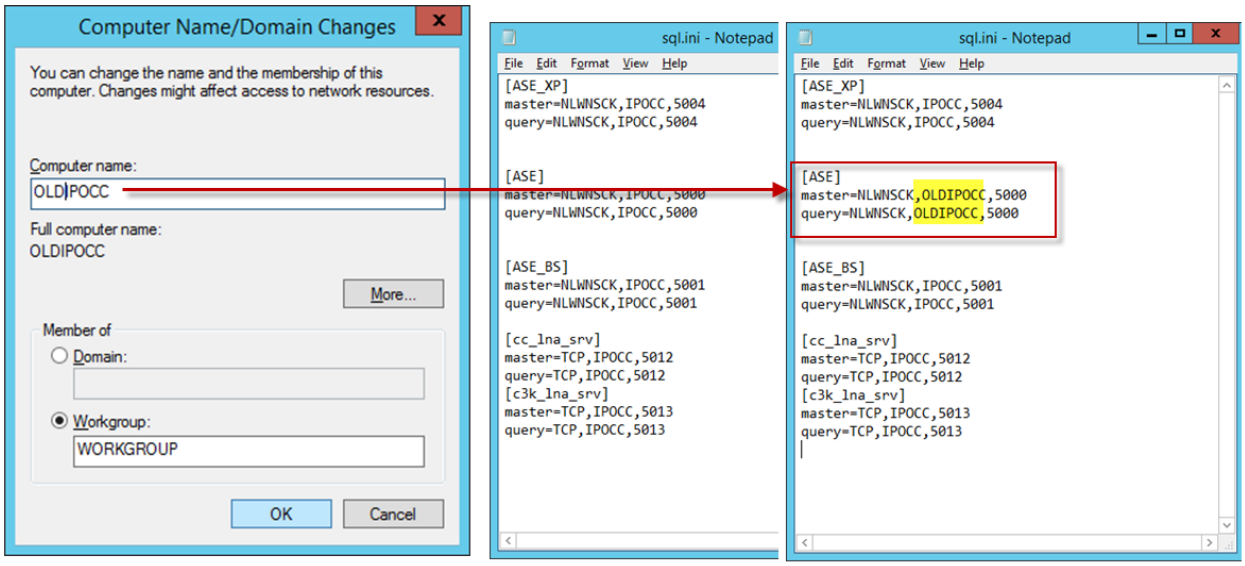
20. Click the **Change settings** link.



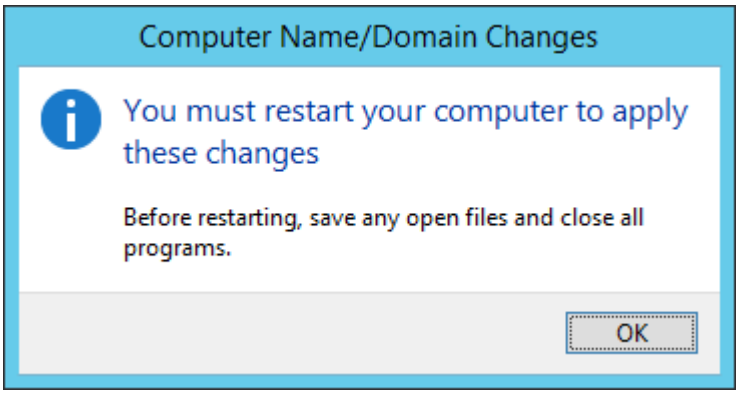
21. Click the **Change** button.



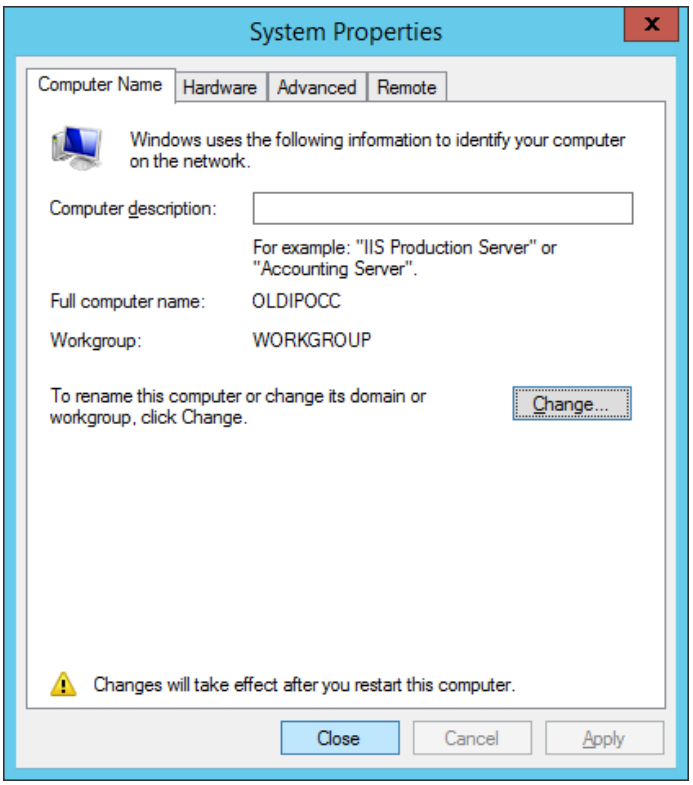
22. Change the name to the name previously defined in the ini file eg. OLDIPOCC and then click the **OK** button.



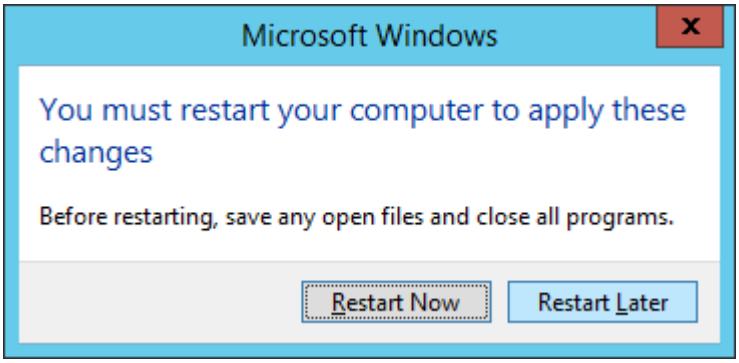
23. Click **OK**.



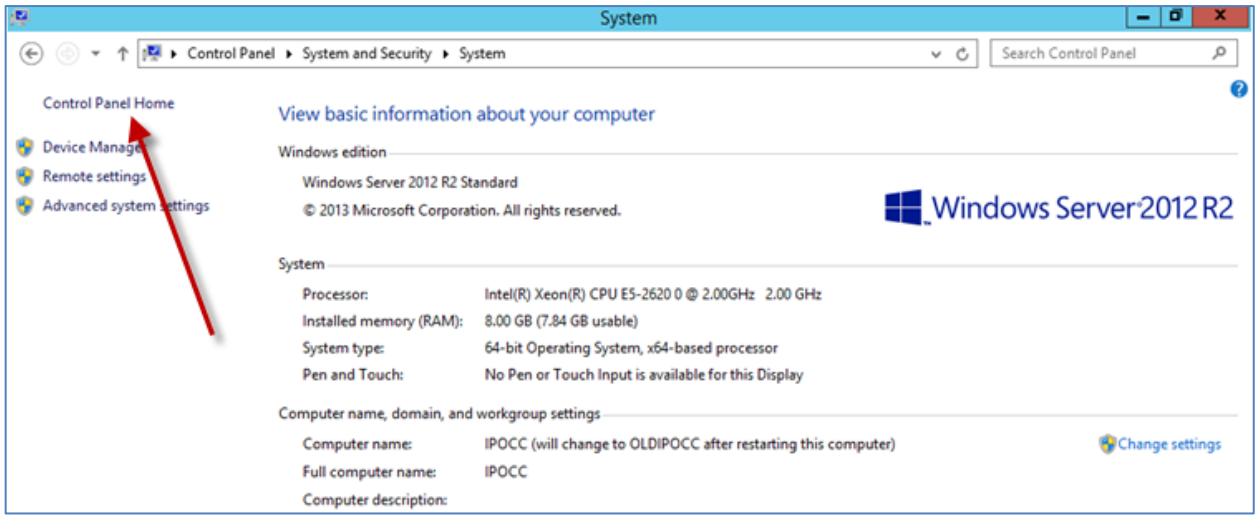
24. Click **Close**.



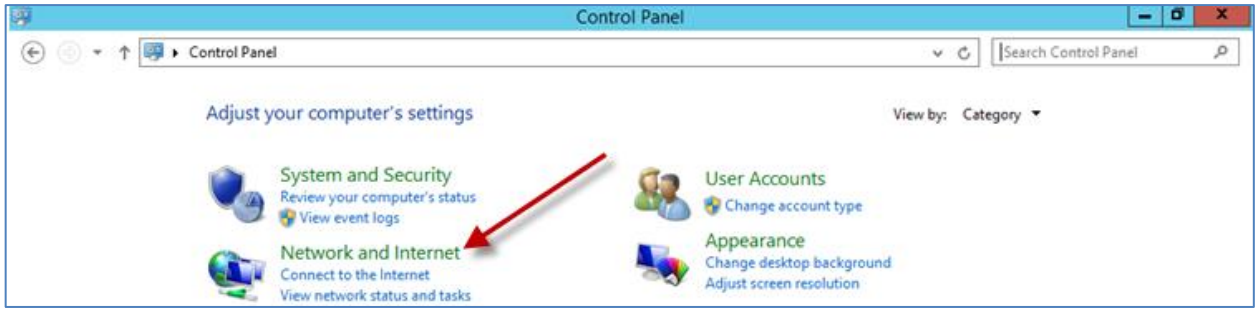
25. Click **Restart Later**.



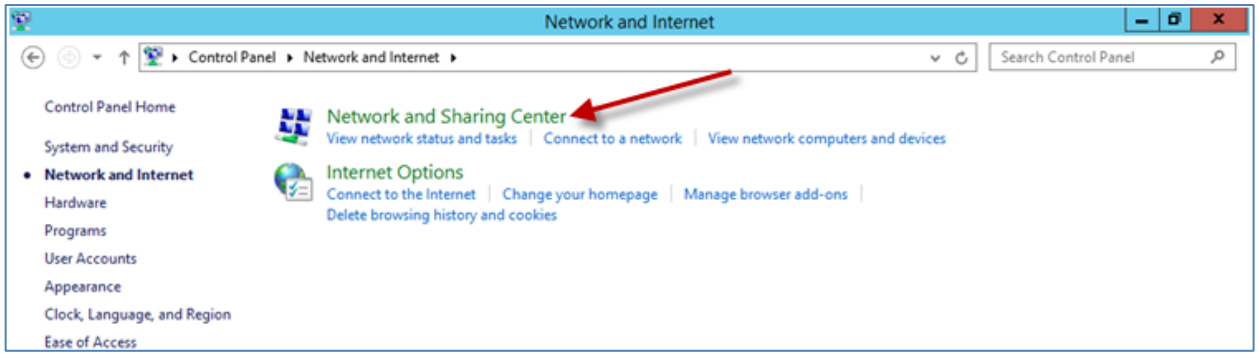
26. Click the **Control Panel Home** link.



27. Click **Network and Internet**.



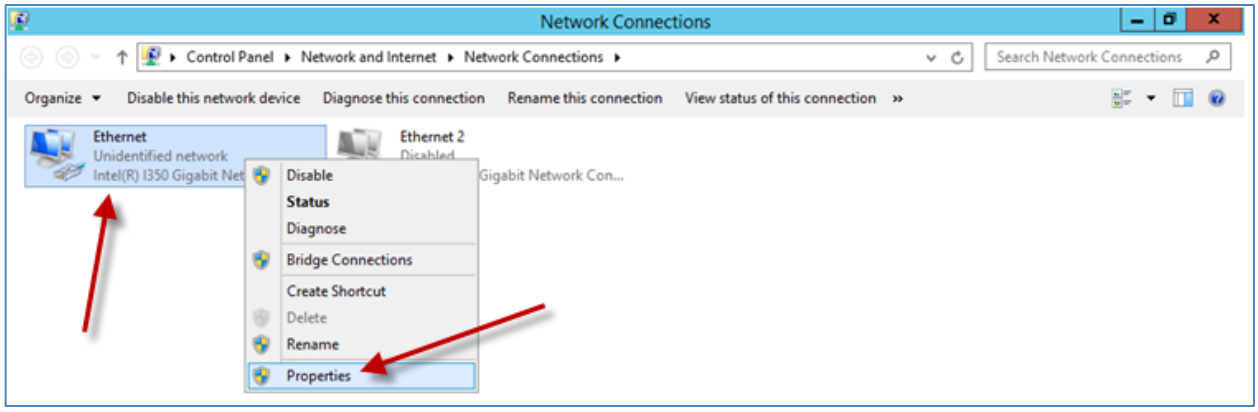
28. Click **Network and Sharing Center**.



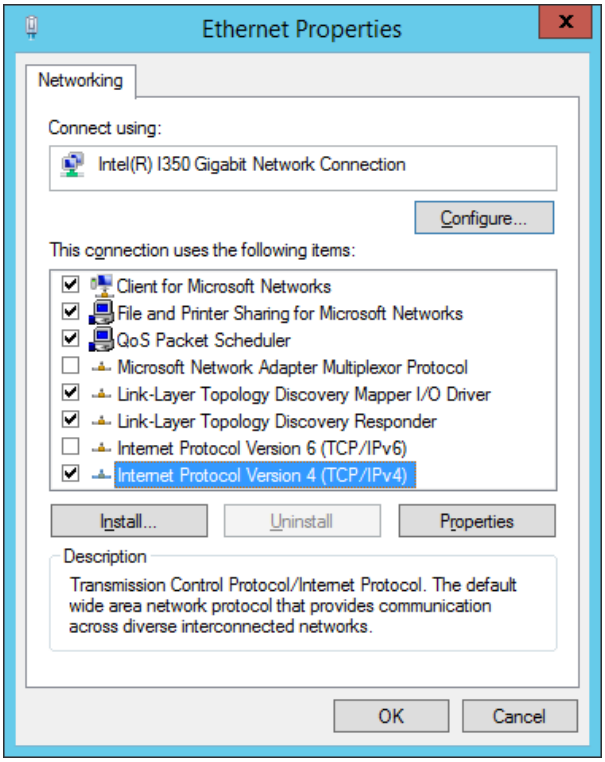
29. Click the **Change adapter settings** link.



30. Right Mouse Click on the active Network connect and click **Properties**.

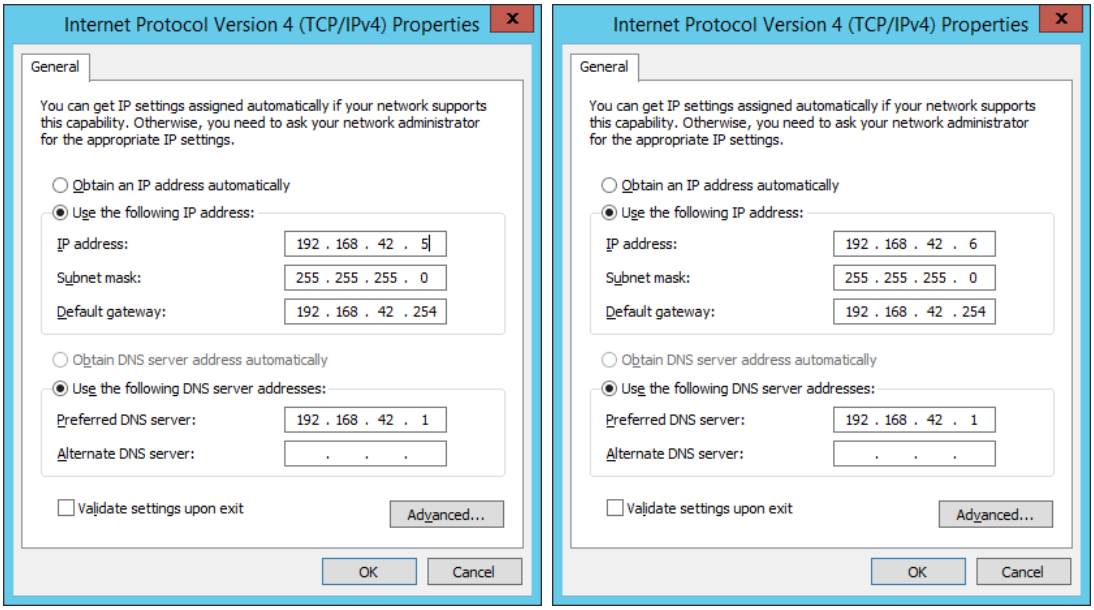


31. Click **Internet Protocol Version 4 (TCP/IPv4).**

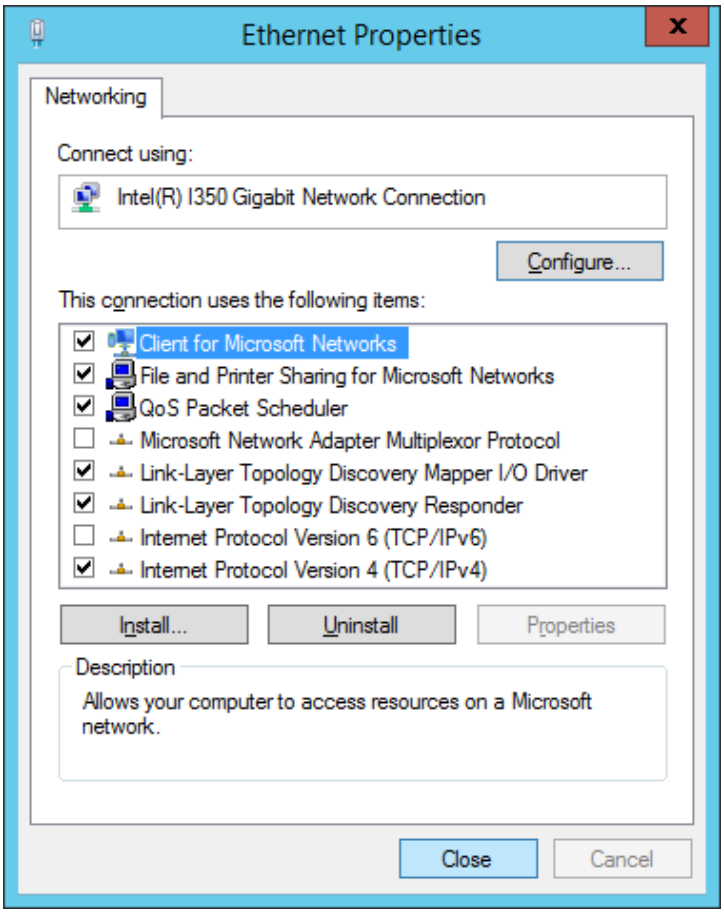


32. Change the **IP address** to new IP Address and click **OK**.

Note: The original IP Office Contact Center 9.0.3 needs to have a different IP address because the initial IP address will be used on the new 9.1.6 IP Office Contact Center.



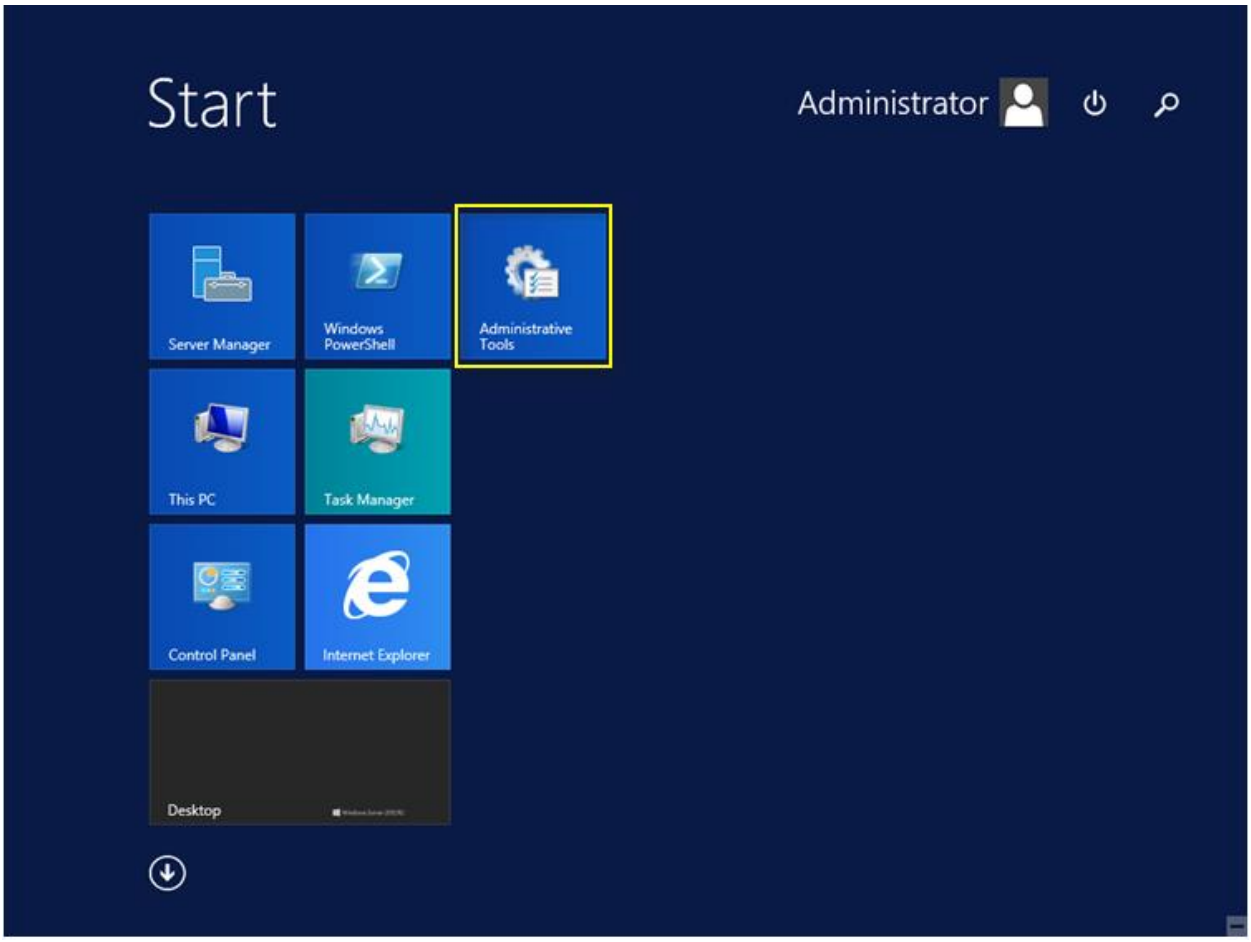
33. Click **Close**.



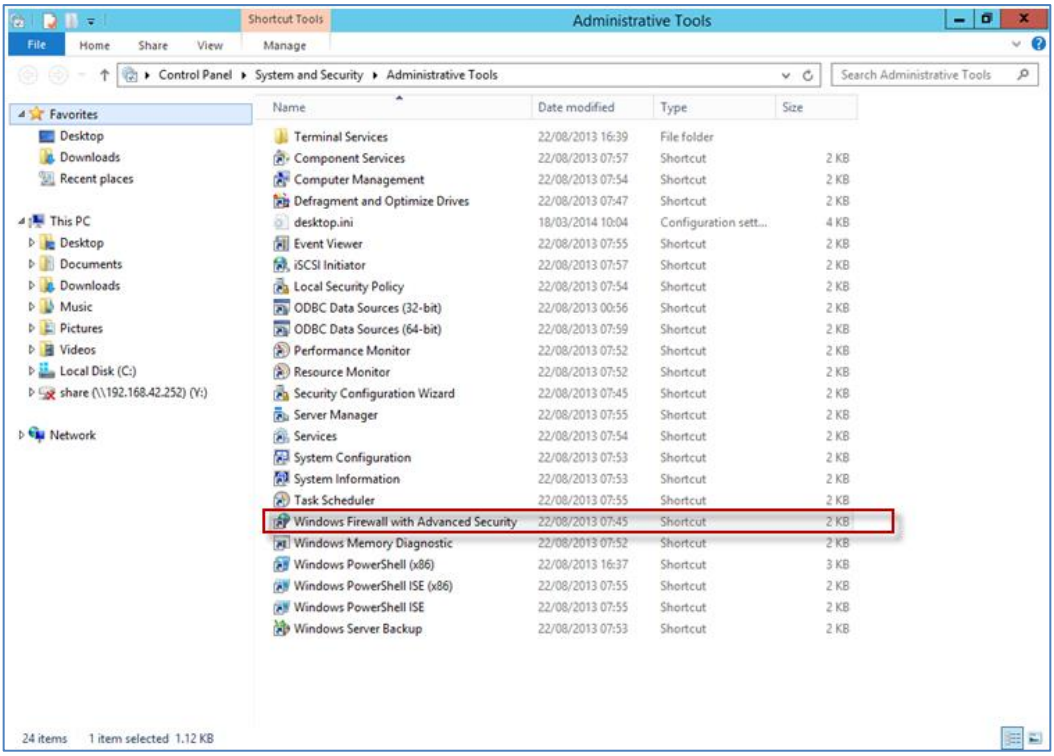
34. Click the **Windows** icon.



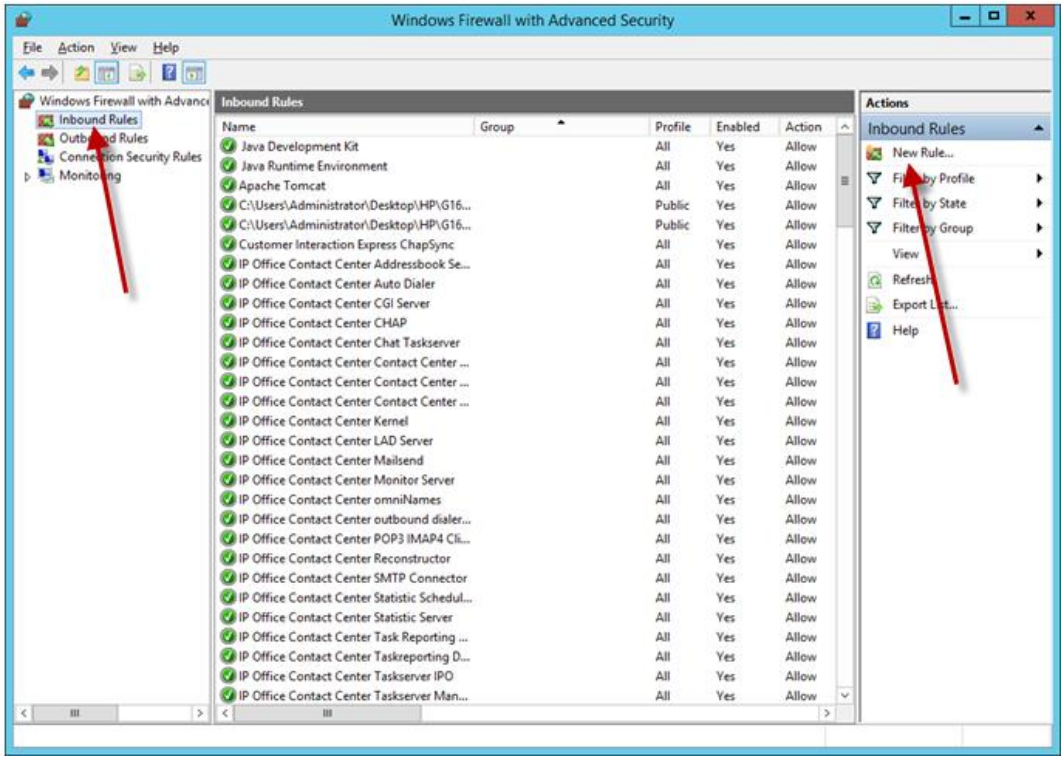
35. Click **Administrative Tools.**



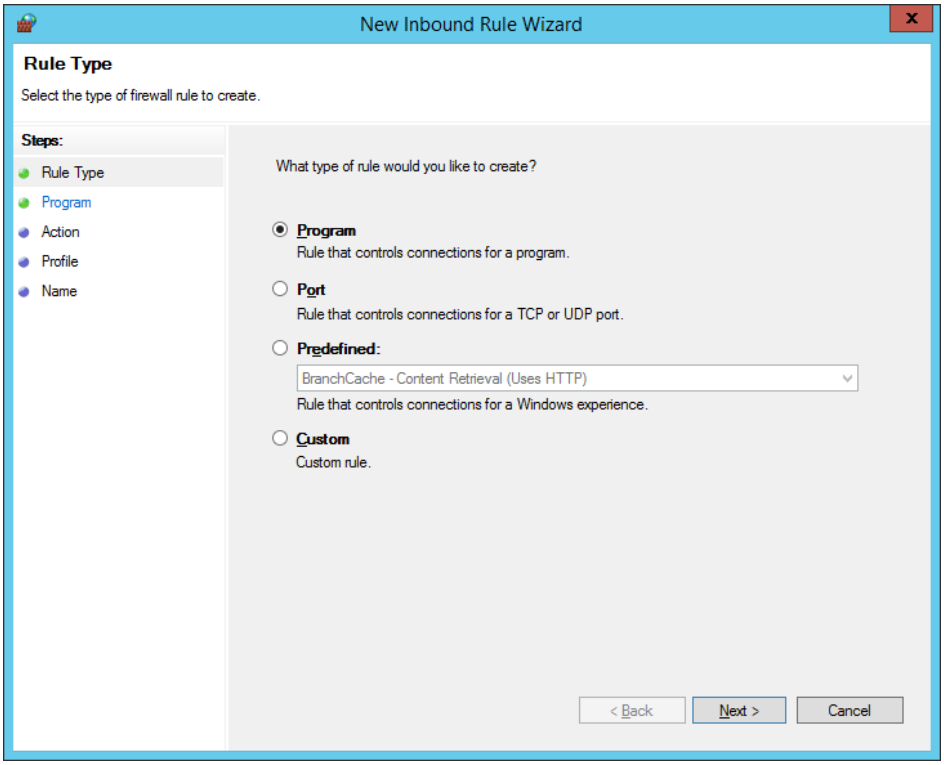
36. Click **Windows Firewall with Advanced security**.



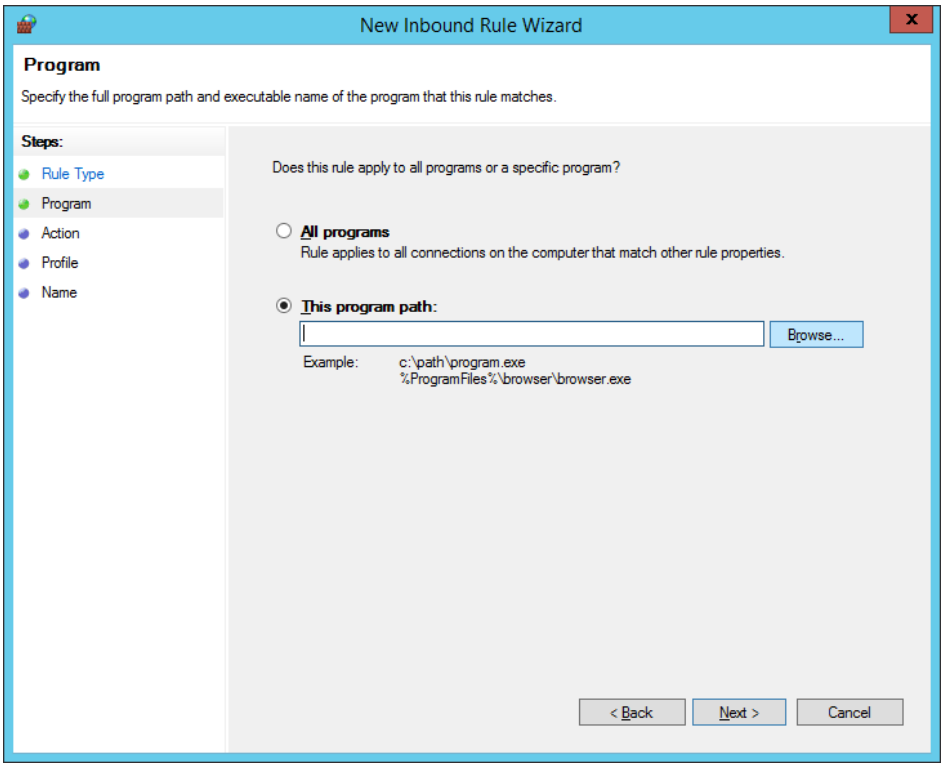
37. Select **Inbound Rule** and then click **New Rule....**



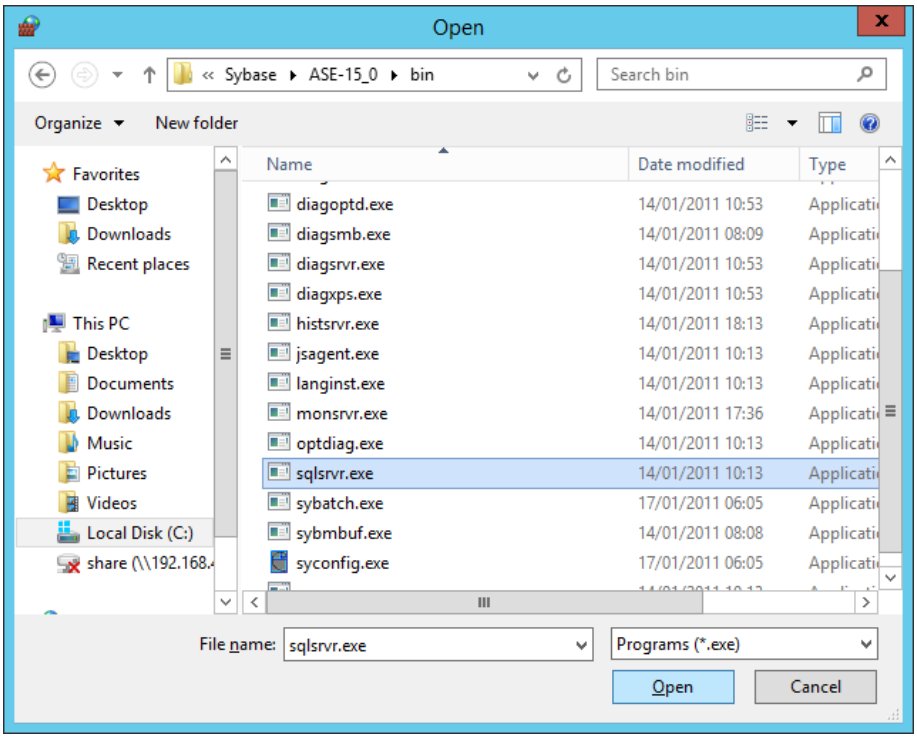
38. Click **Next**.



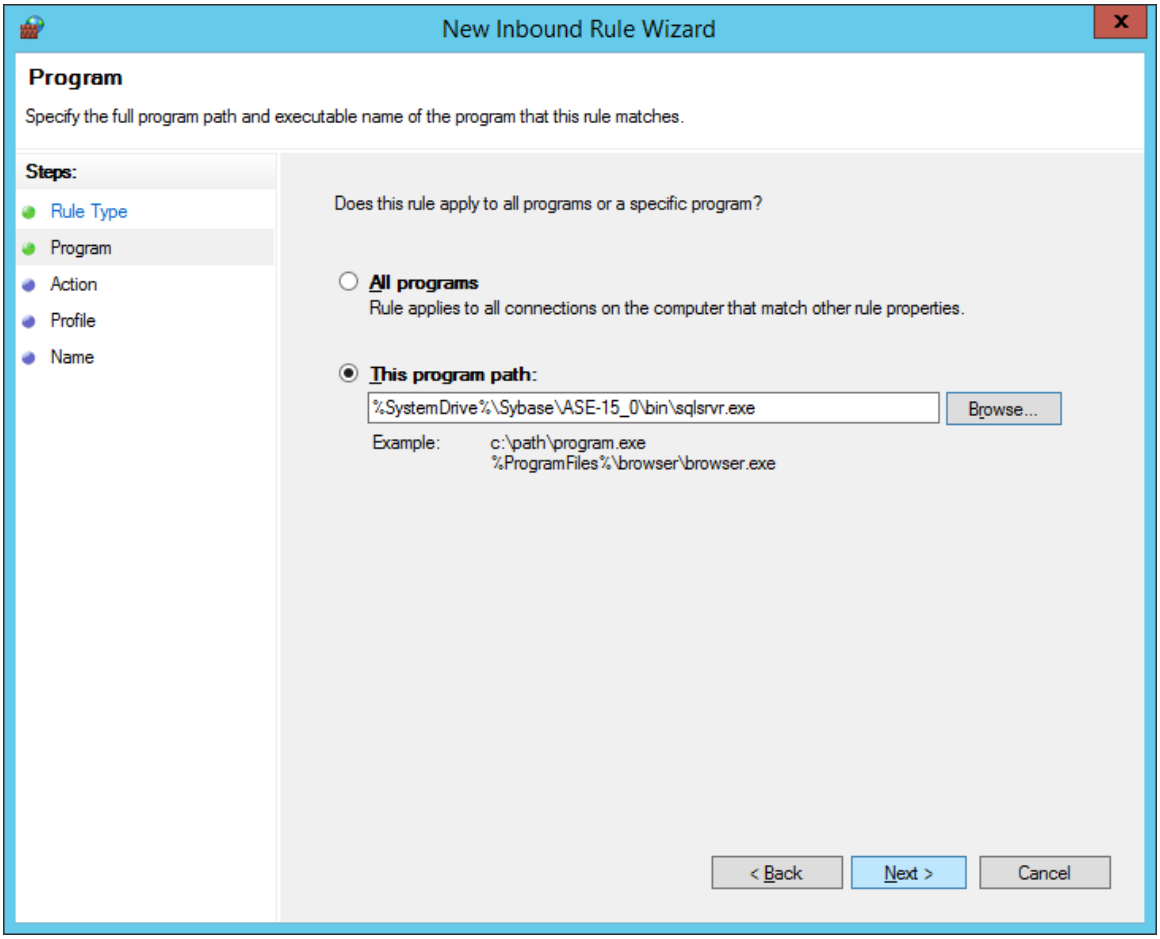
39. Click the **Browse...** button.



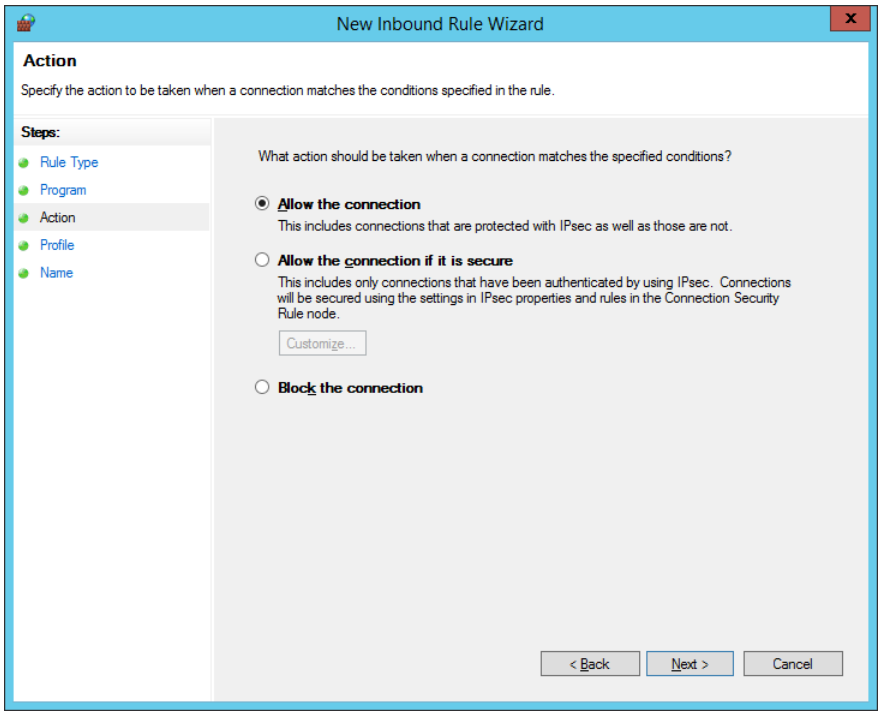
40. Locate the file **c:\Sysbase\ASE-15_0\bin\sqlsrvr.exe** and click **Open**



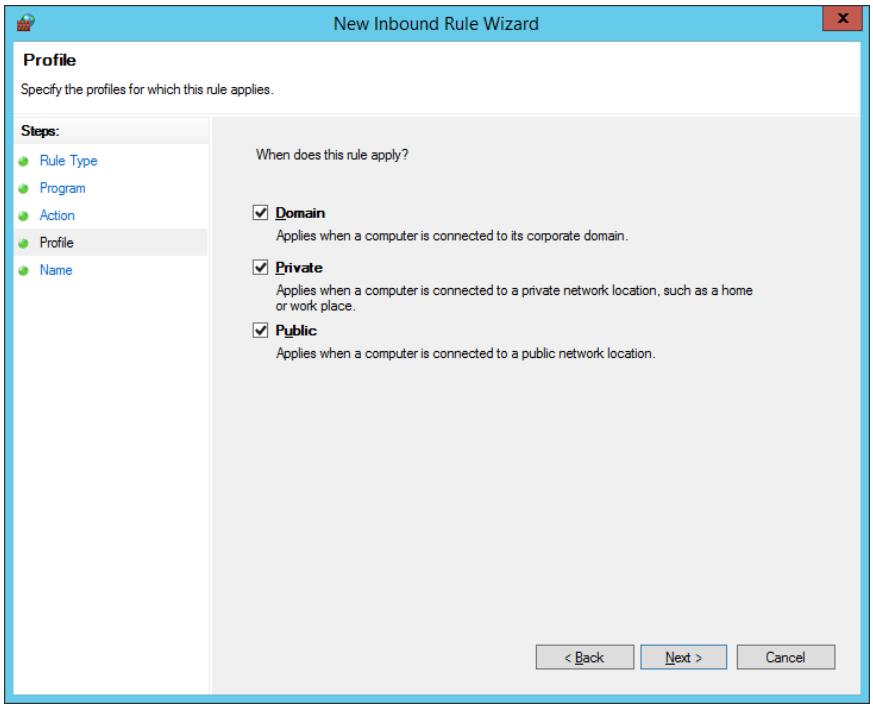
41. Click **Next**.

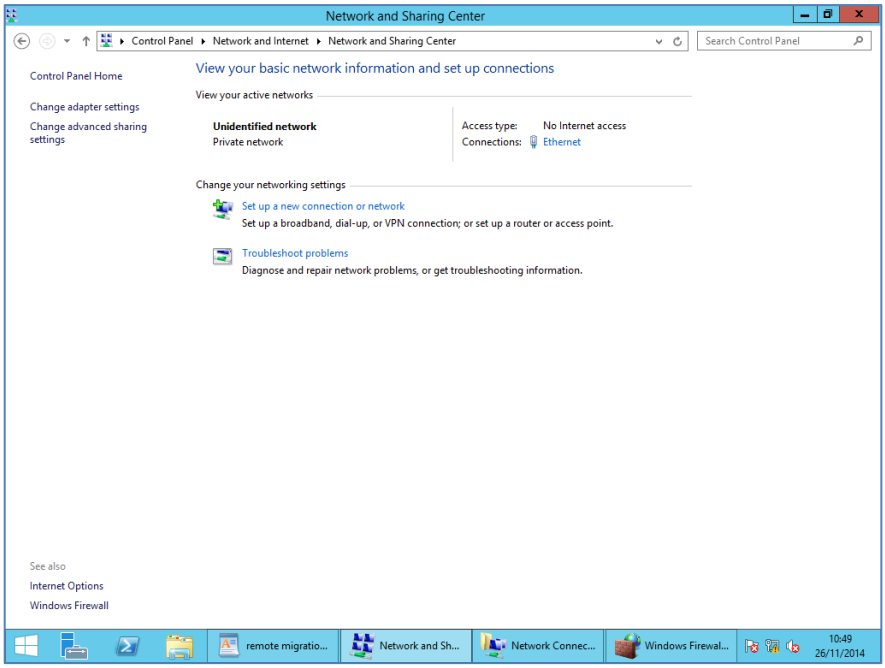


42. Click **Allow the connection** and then click **Next**.

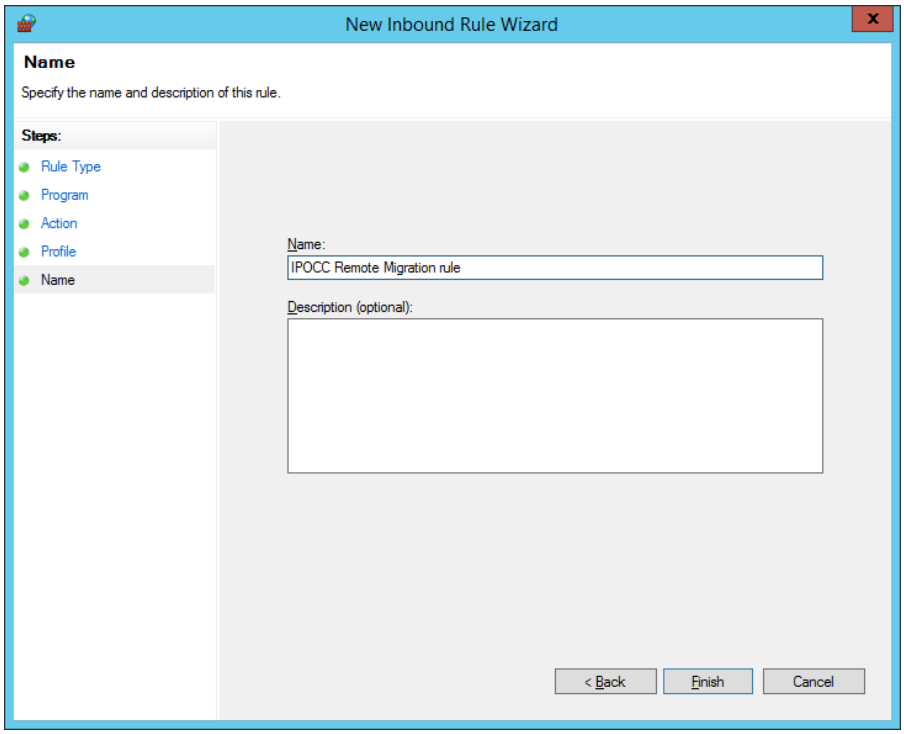


43. Select the connection on your network for the firewall rule. Check the rule profile requirement by looking at your network connection.

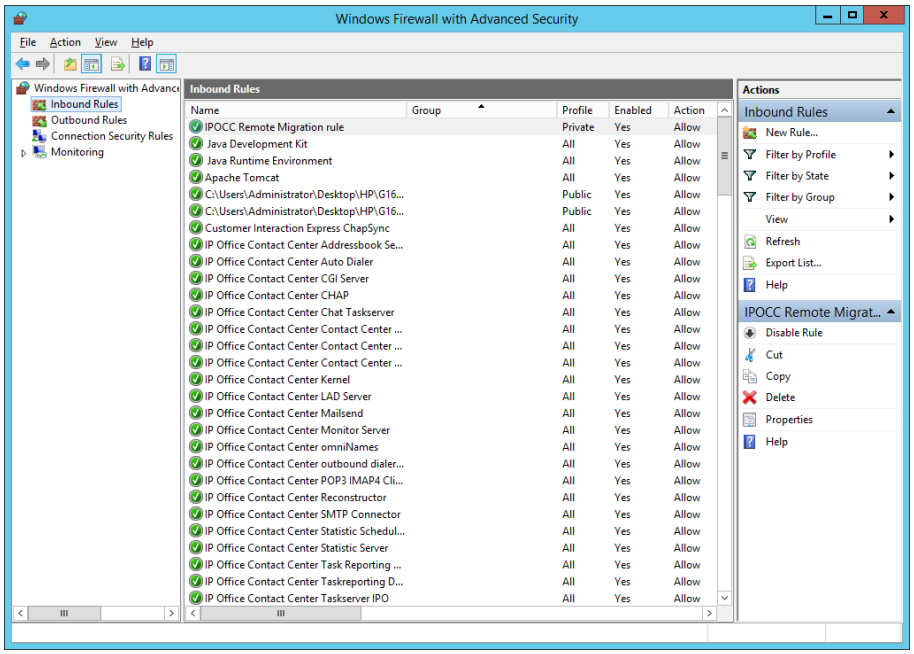




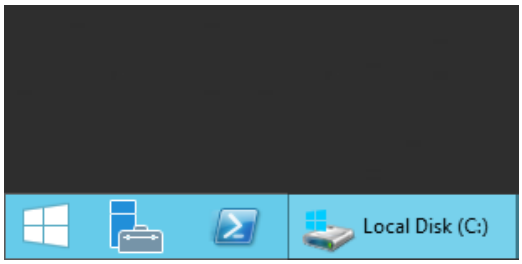
44. Type **IPOCC Remote Migration rule** and click **Finish**.



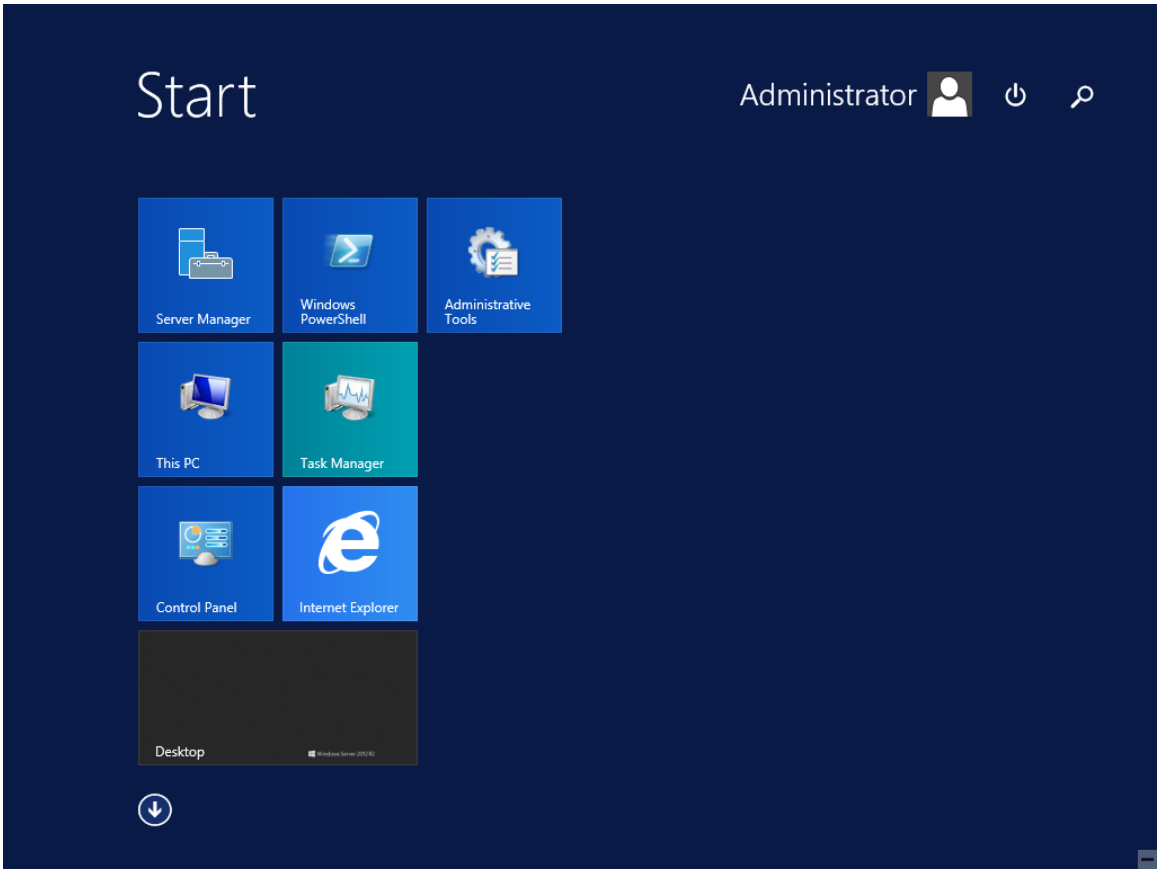
45. The new firewall rule is displayed.



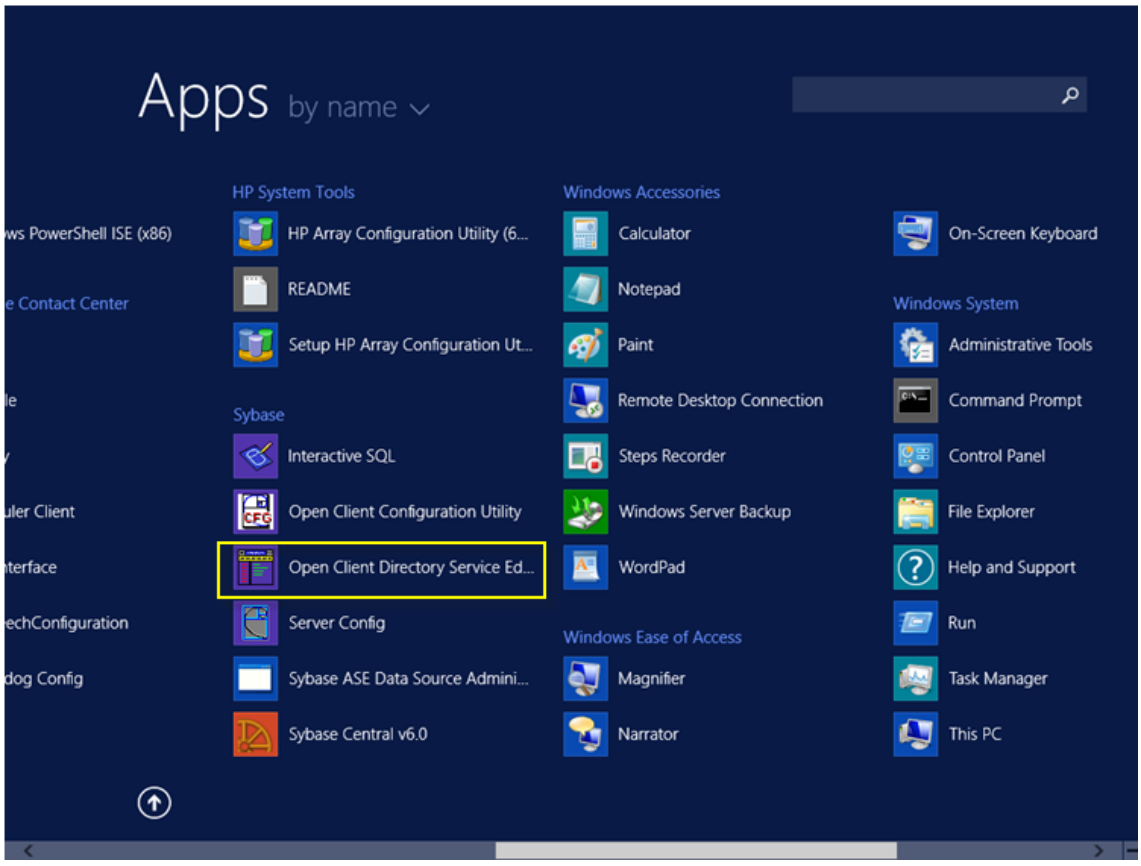
46. Click the Windows icon.



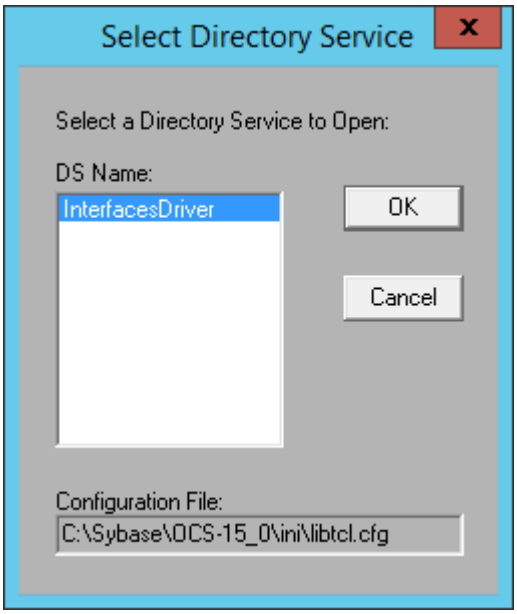
47. Click the down arrow.



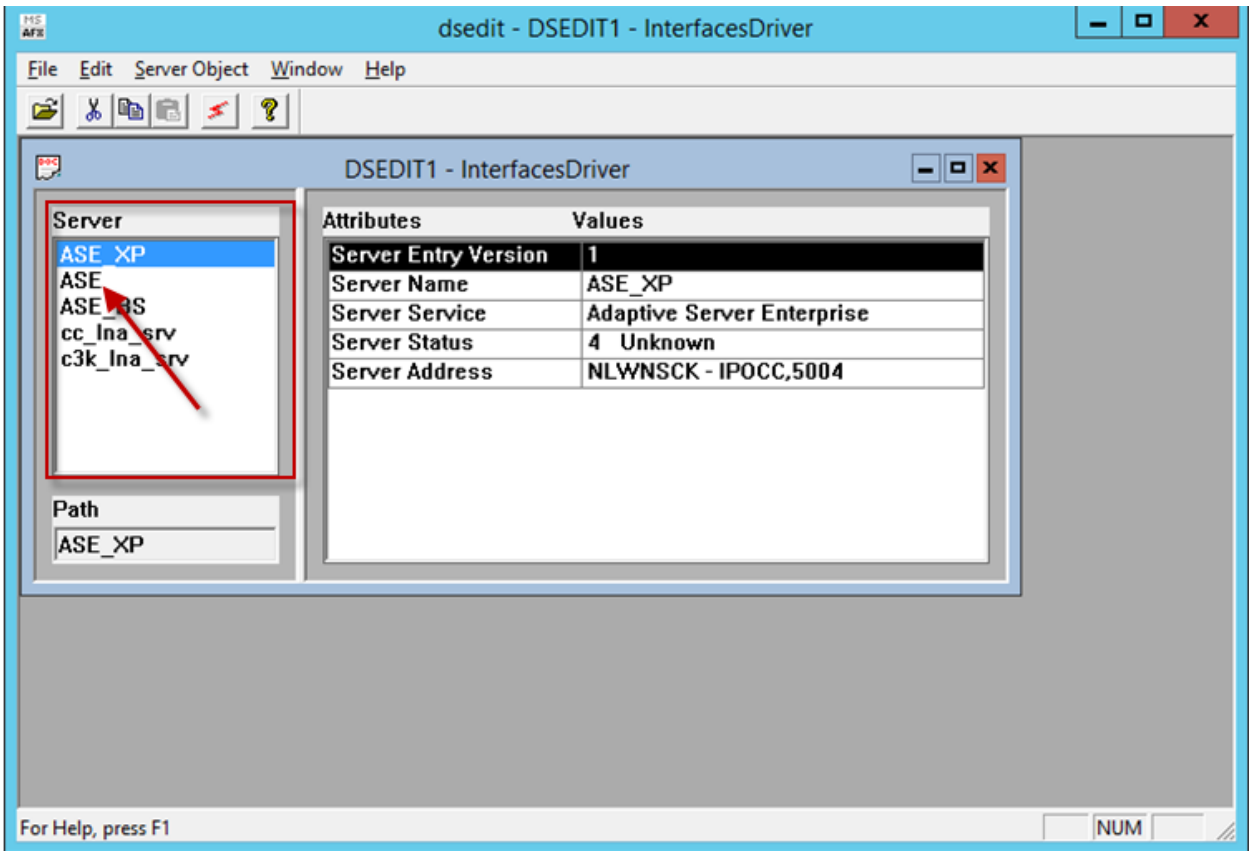
48. Click the **Open Client Directory Service Editor**.



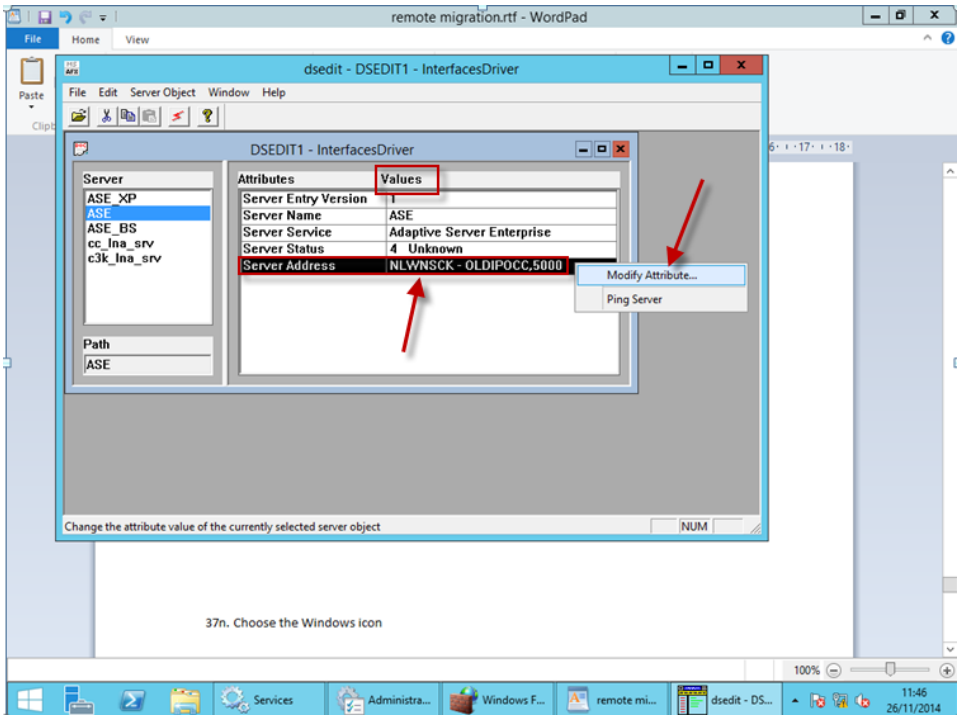
49. Click **OK**



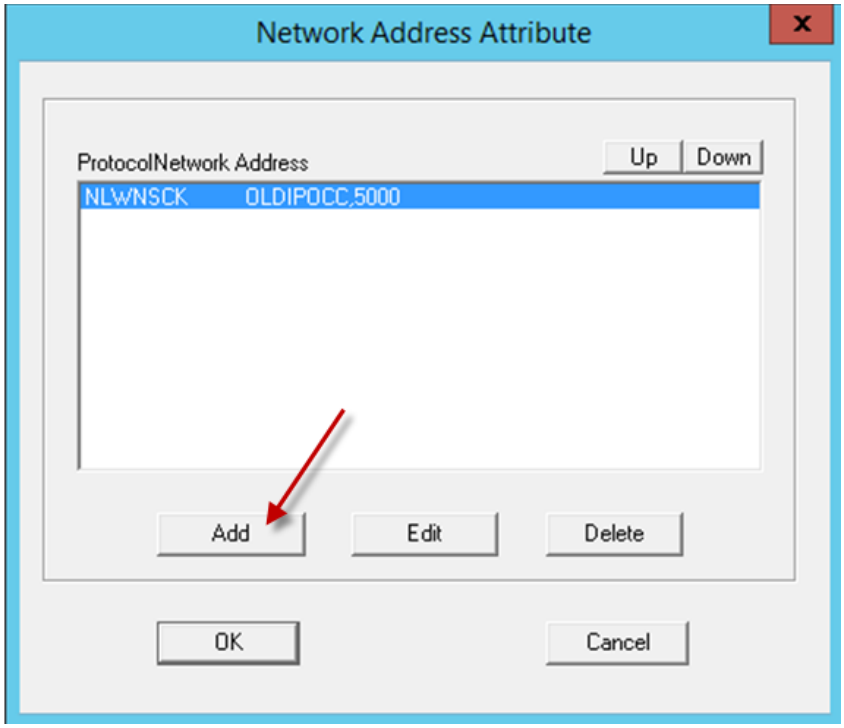
50. Click **ASE** under the **Server** window.



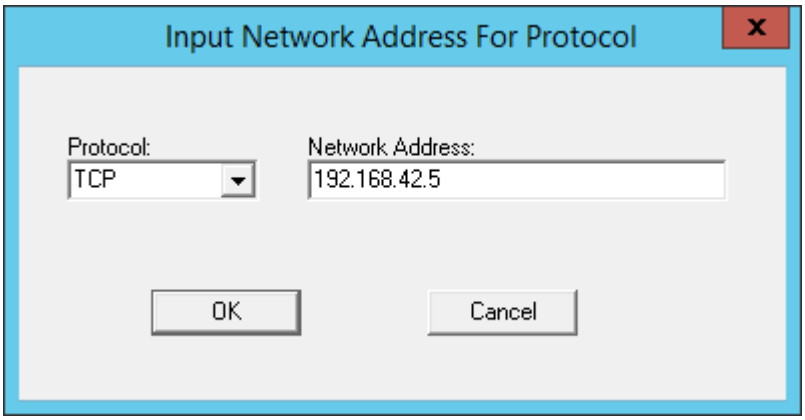
51. Right Mouse Click on the **Value** field for **Server Addresses** and click **Modify Attributes.**



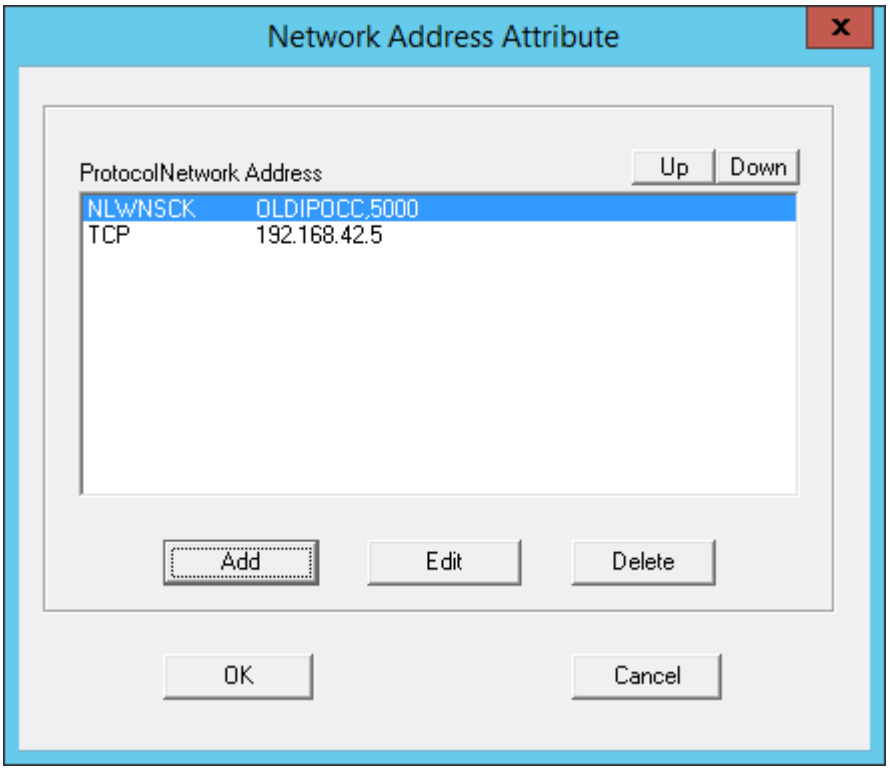
52. Click **Add**



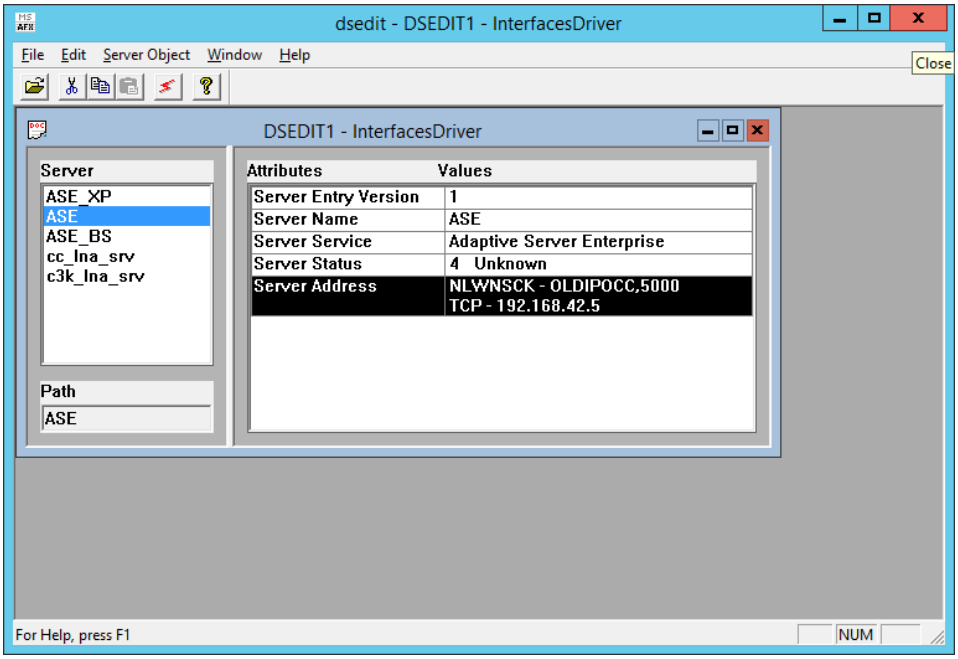
53. Enter the IP Address of the **new 9.1.6 Server** and then click **OK**



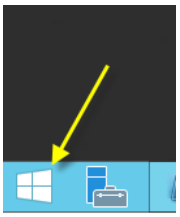
54. Click **OK**.



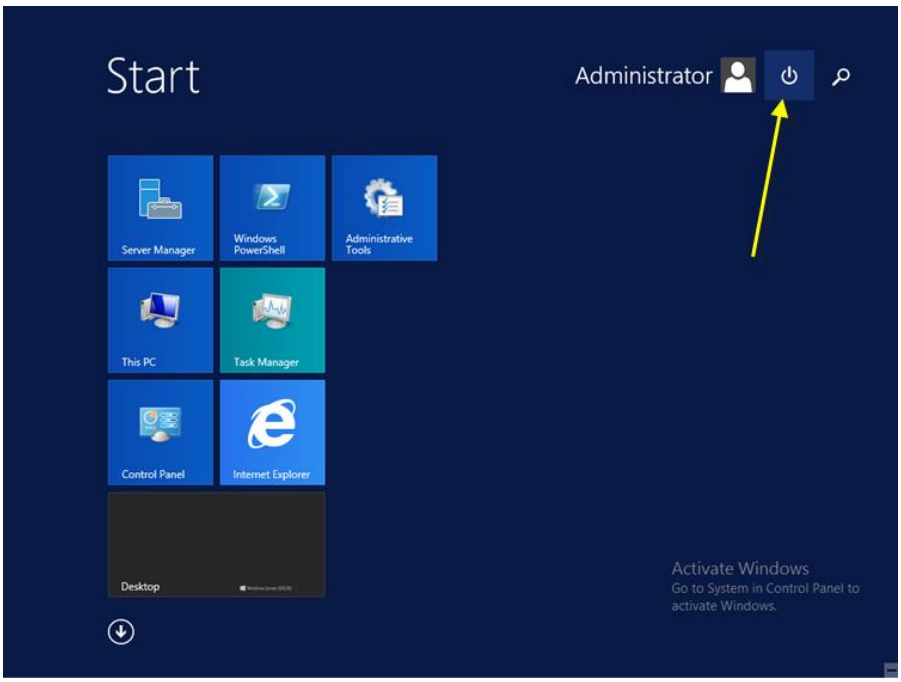
55. Close the window down by clicking the X button.



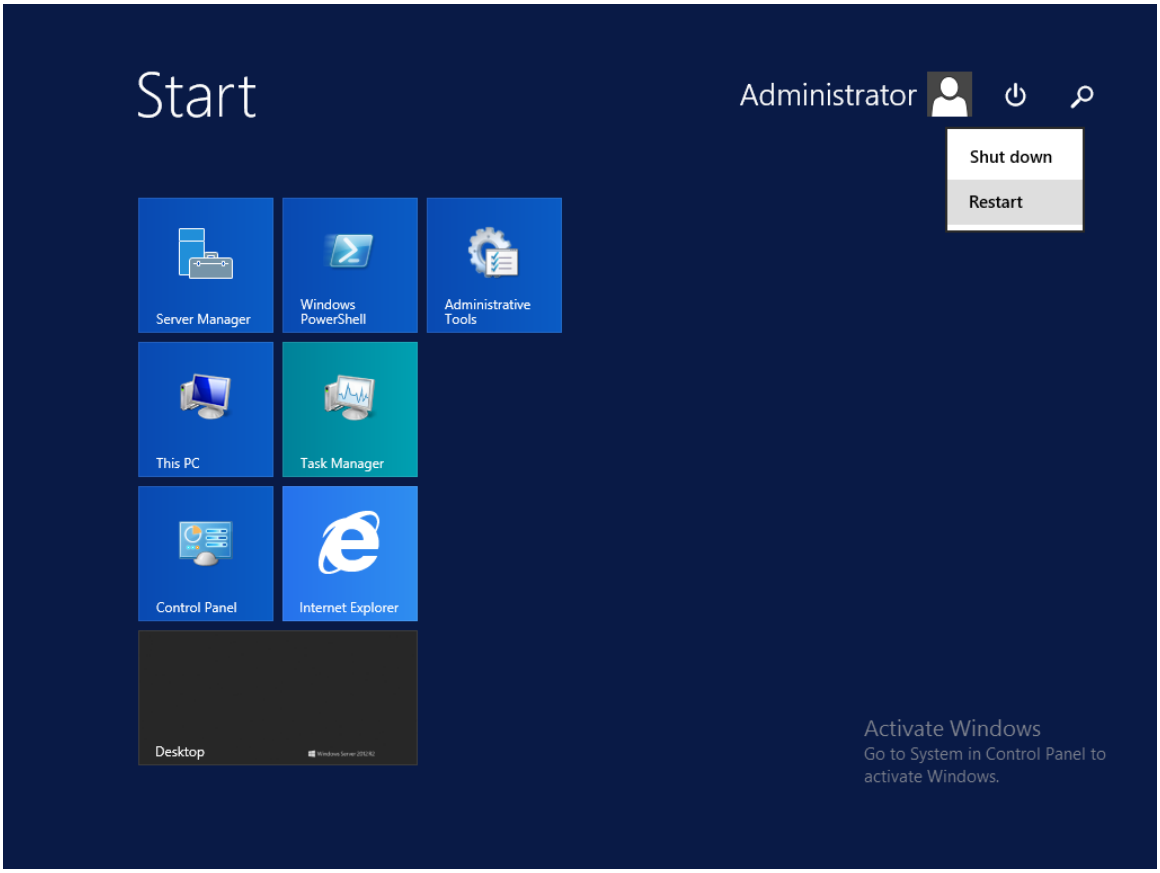
56. Click the **Windows** icon.

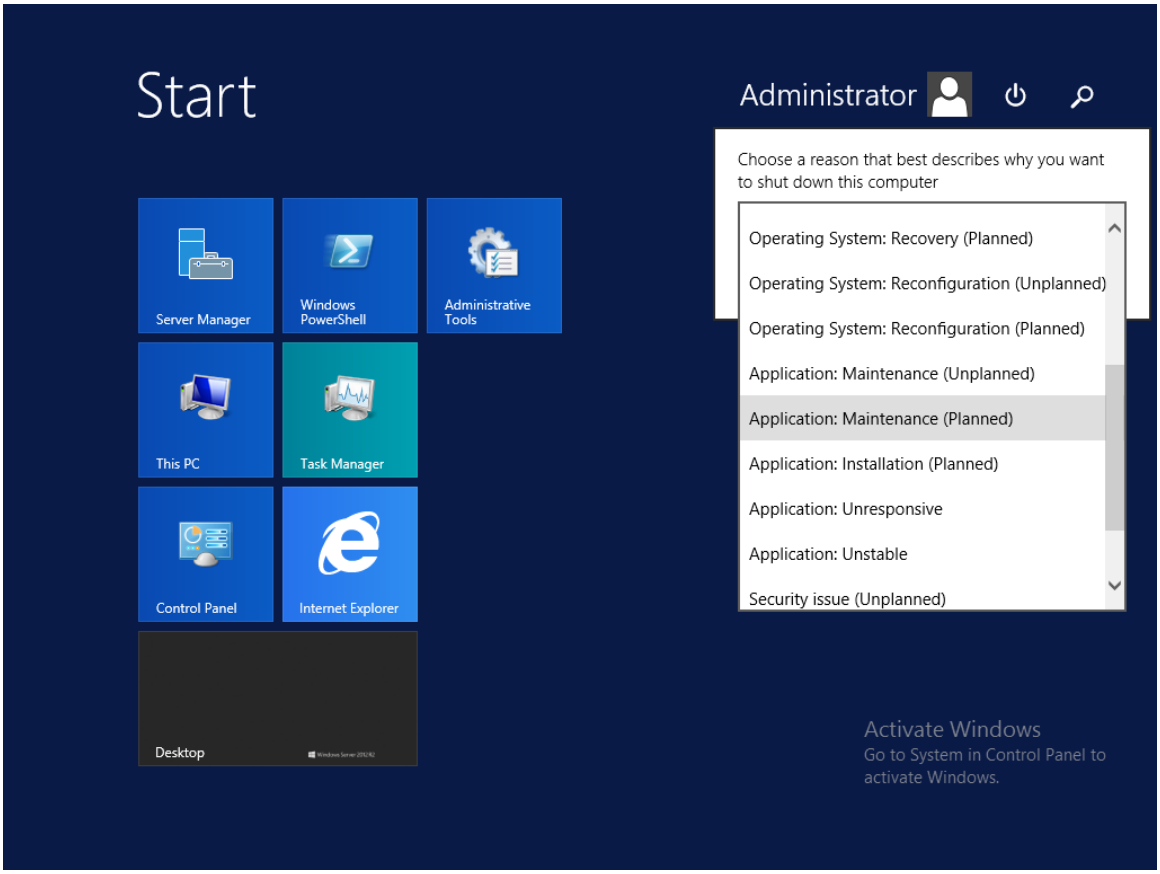


57. Click the **Power** button.

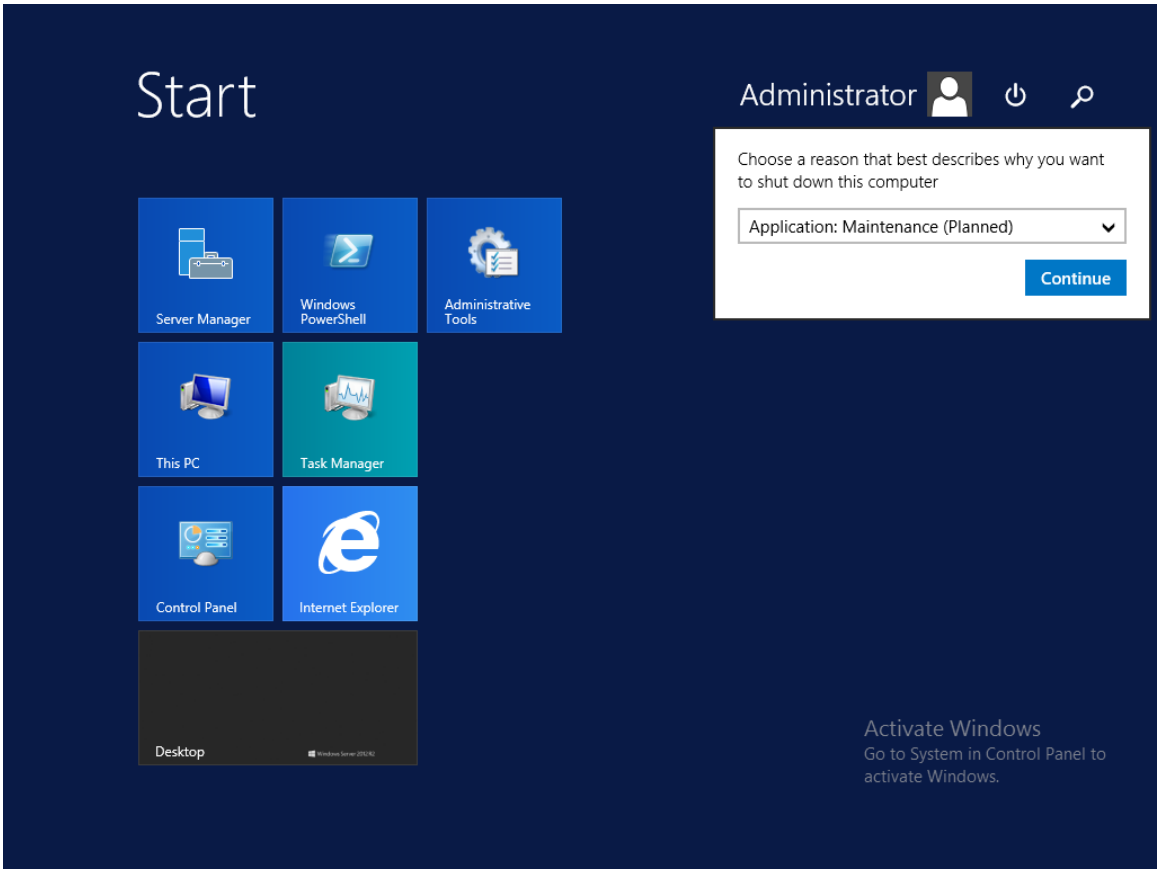


58. Click **Restart**.

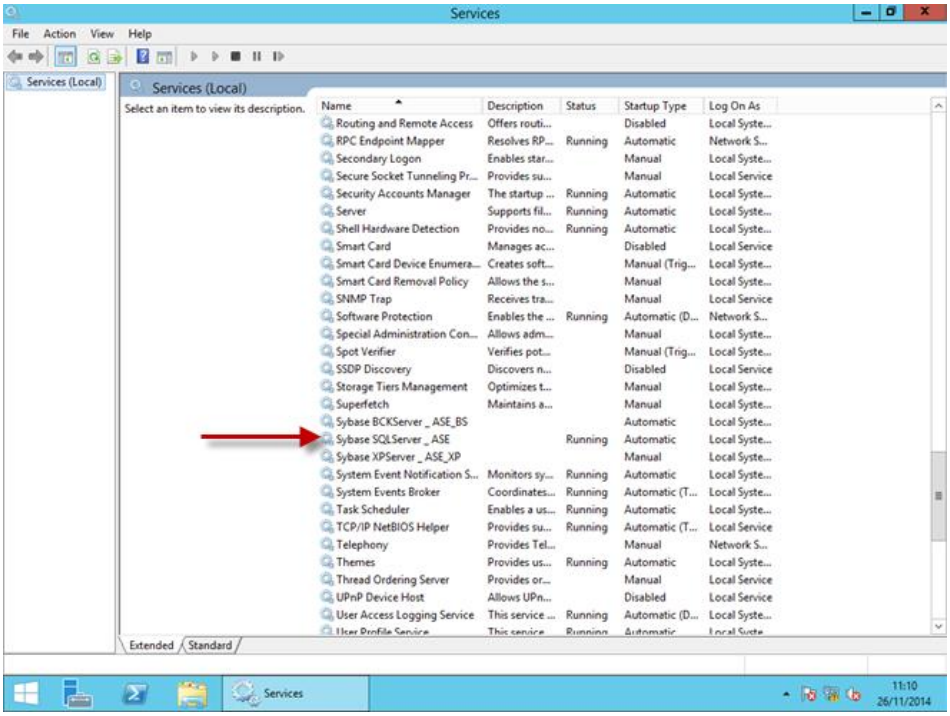




59. Click **Continue**.



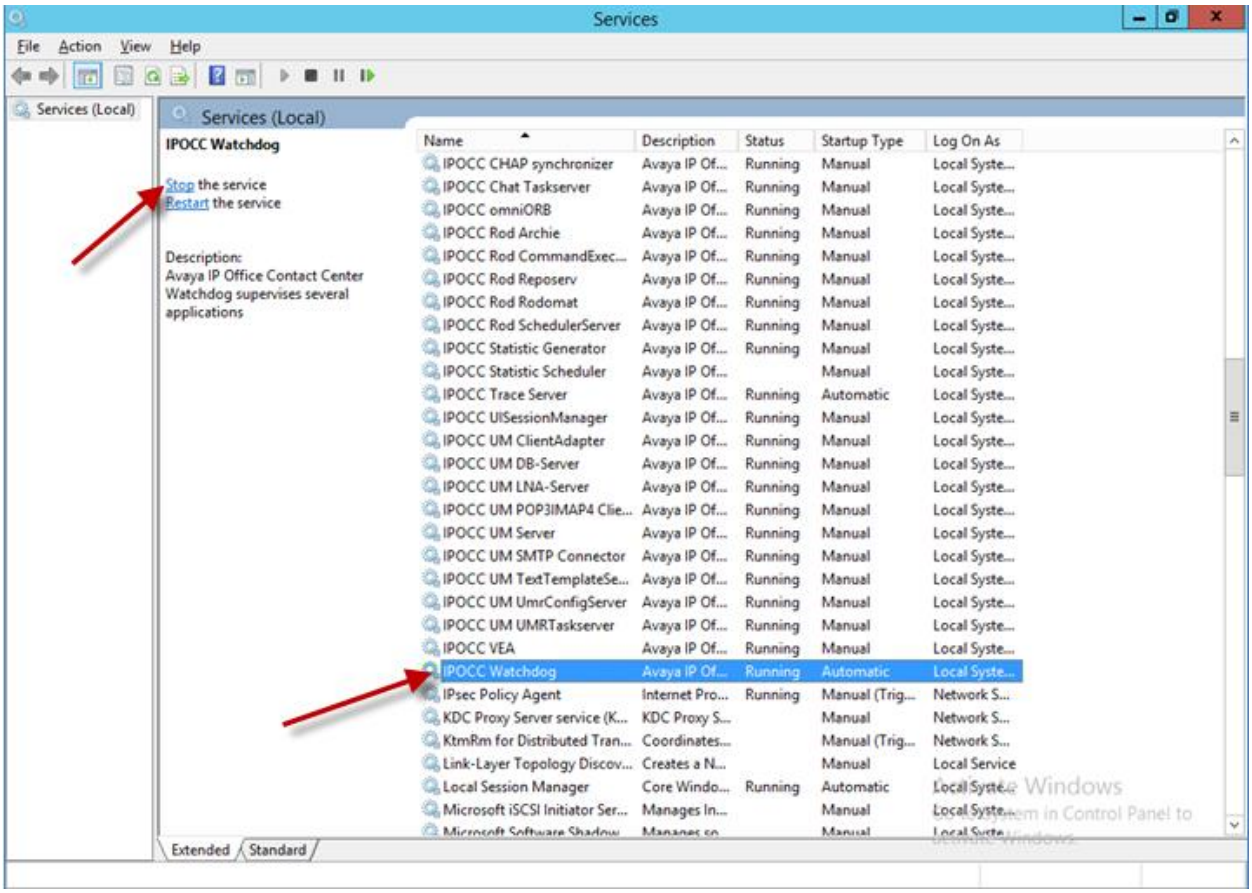
60. Login to the Server after the reboot and check that the Sybase service is running.



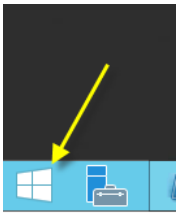
Part 2 - 9.1.6 IP Office Contact Center Server

1. Follow normal 9.1.6 installation steps until the point after the WebLM license installation. Please refer to the IP Office Contact Center 9.1.6 Installation Guide for details of the IP Office 9.1.6 installation process.

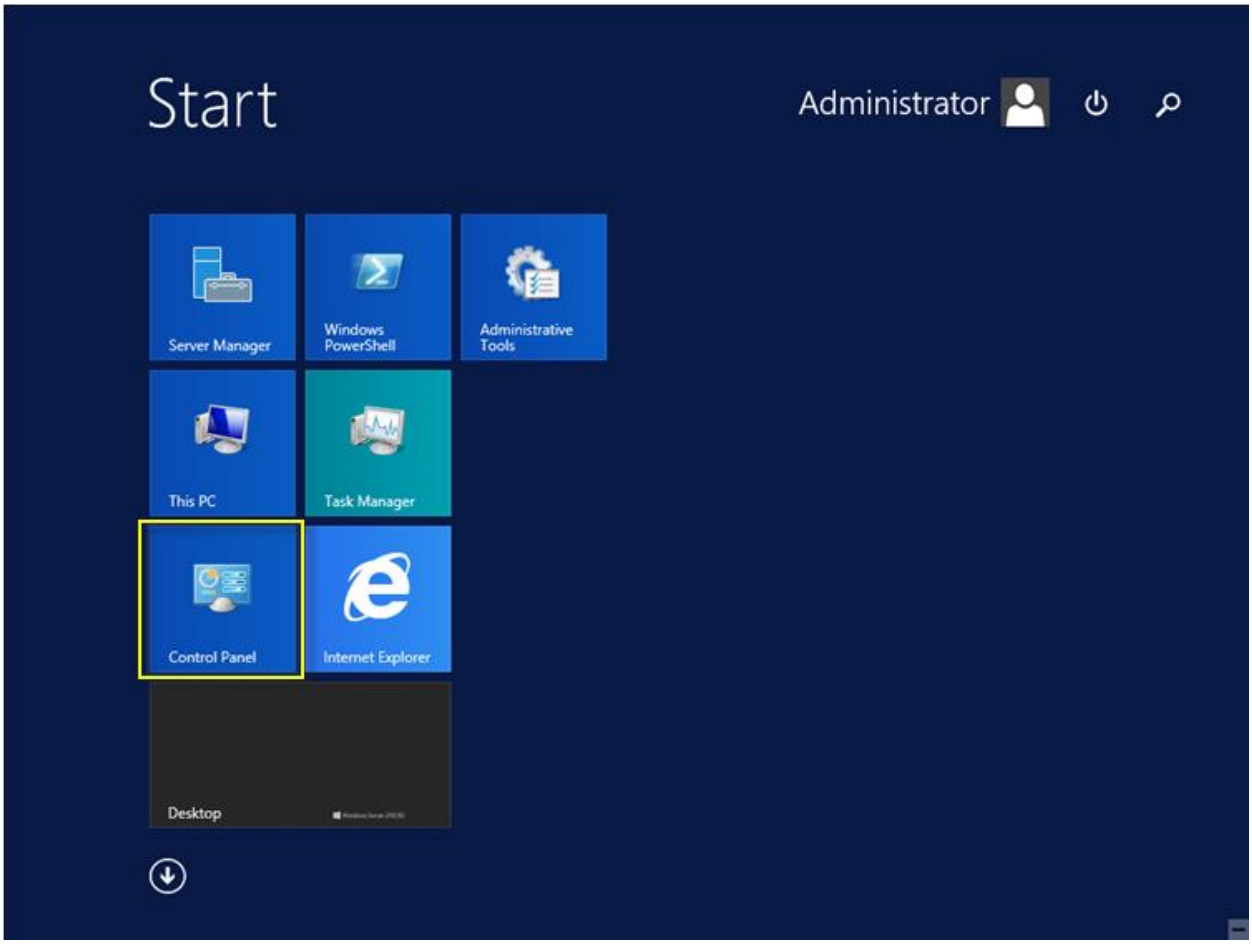
2. Stop the **Watchdog service**.



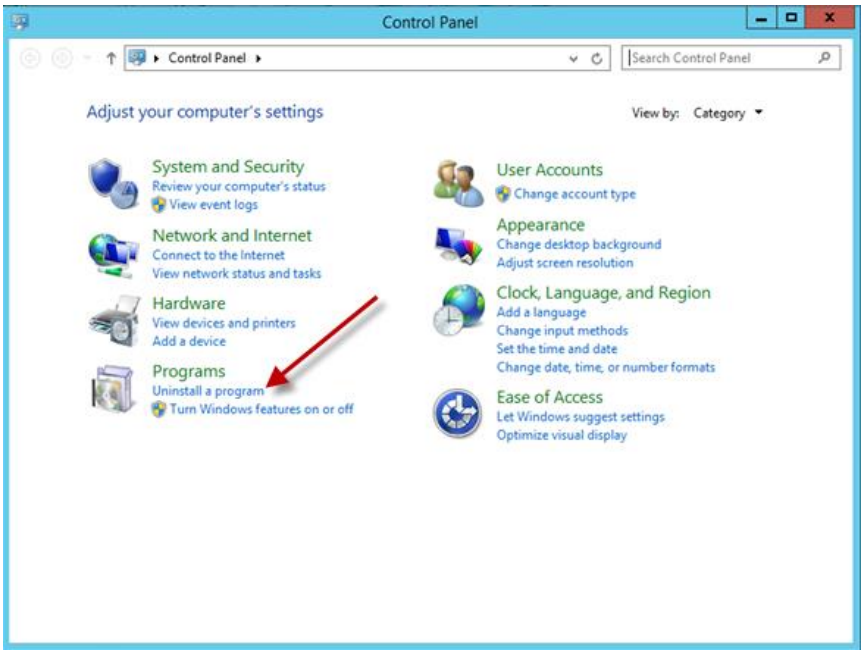
3. Click the **Windows** icon.



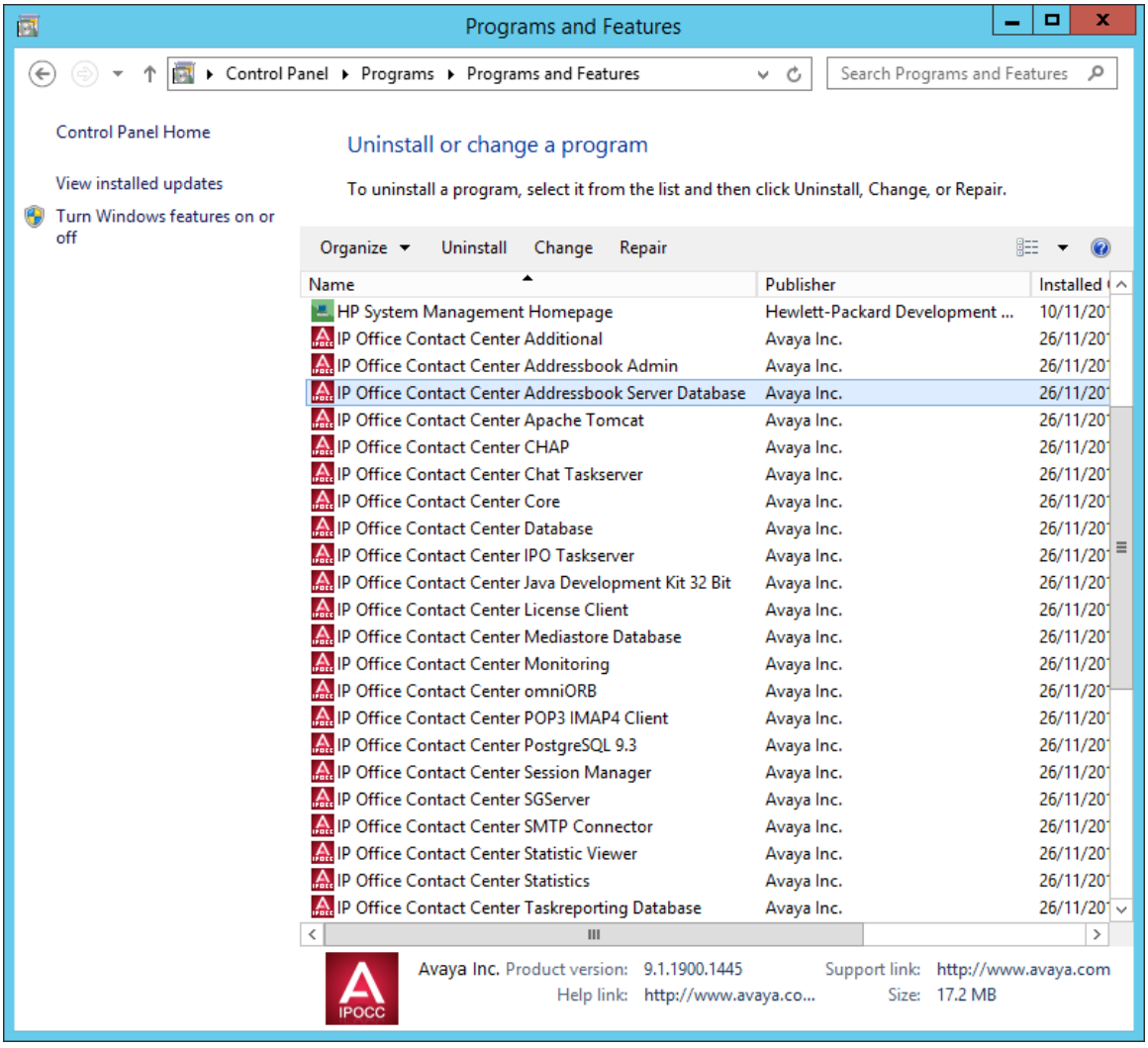
4. Click **Control Panel**.



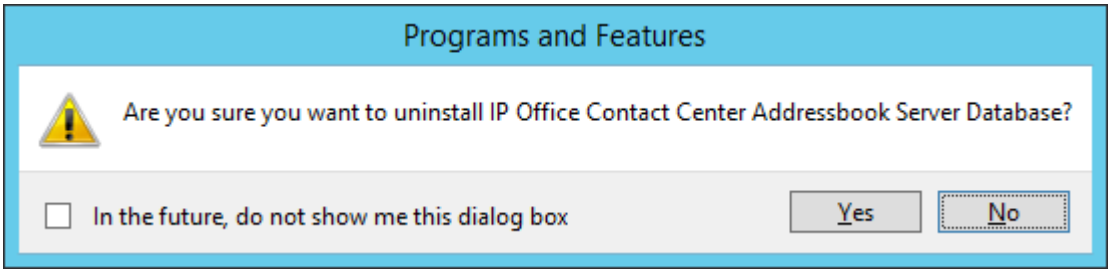
5. Click **Uninstall a program**.



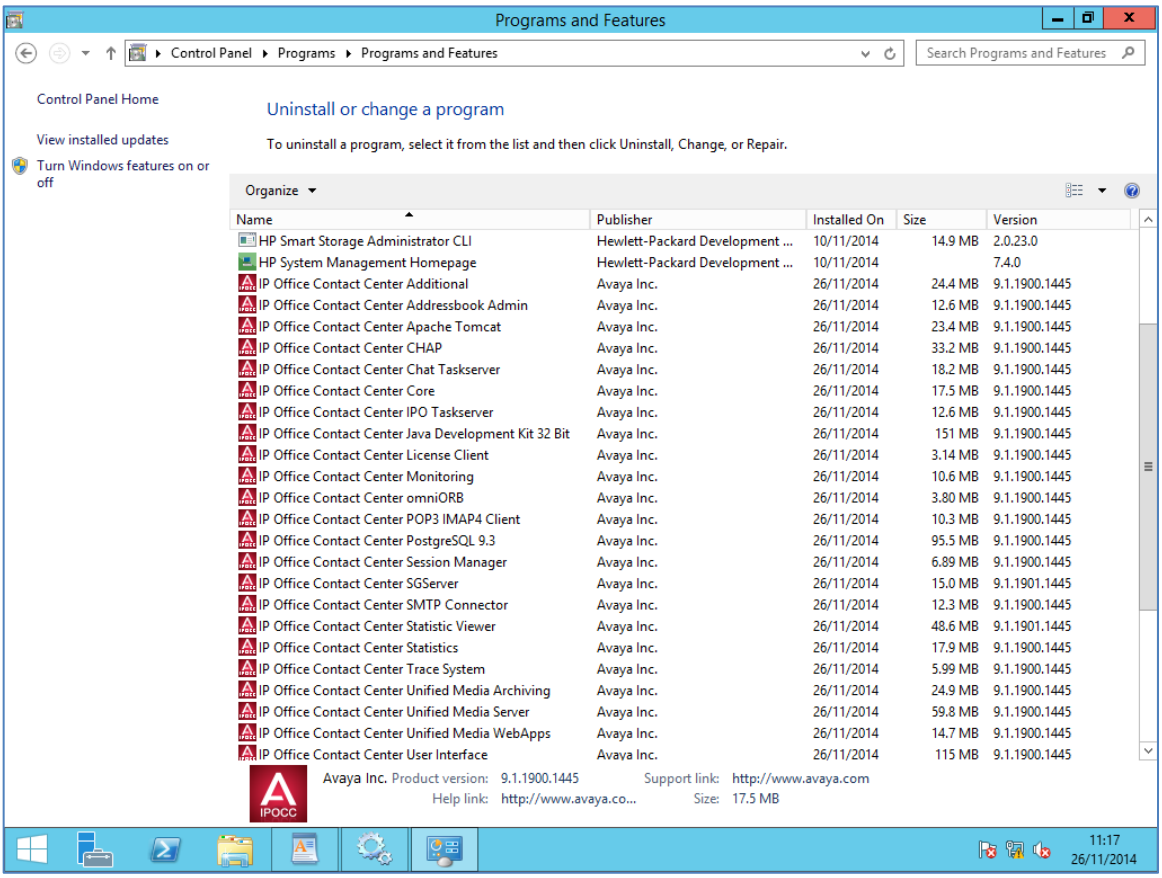
6. Only uninstall the:
    a. IP Office Contact Center Addressbook Server Database
    b. IP Office Contact Center Database,
    c. IP Office Contact Center Mediastore database
    d. IP Office Contact Center Taskreoprting Database
    e. IP Office Contact Center Unififed Media Archive Database
    f. IP Office Contact Center Unified Media Database



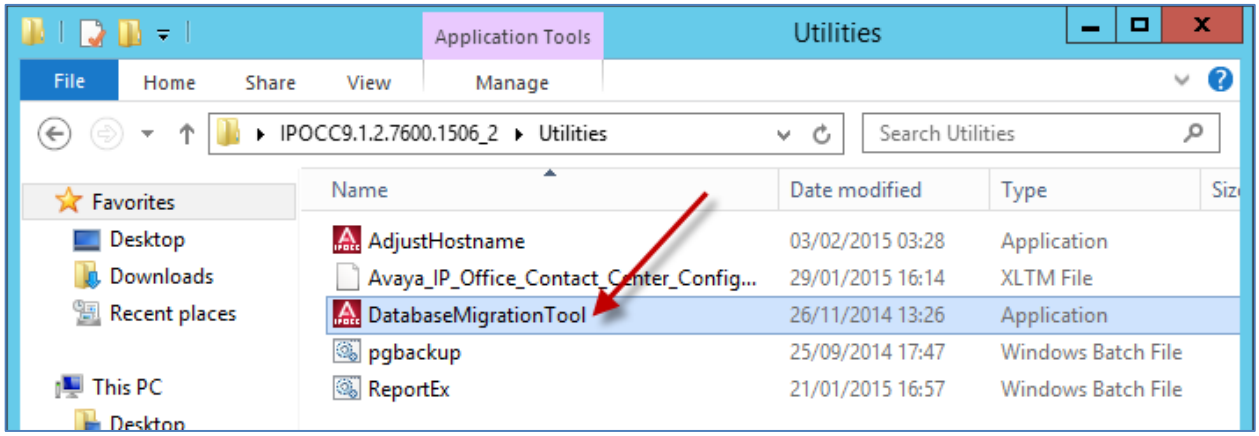
7. For each individual database, Click **Yes** to uninstall.



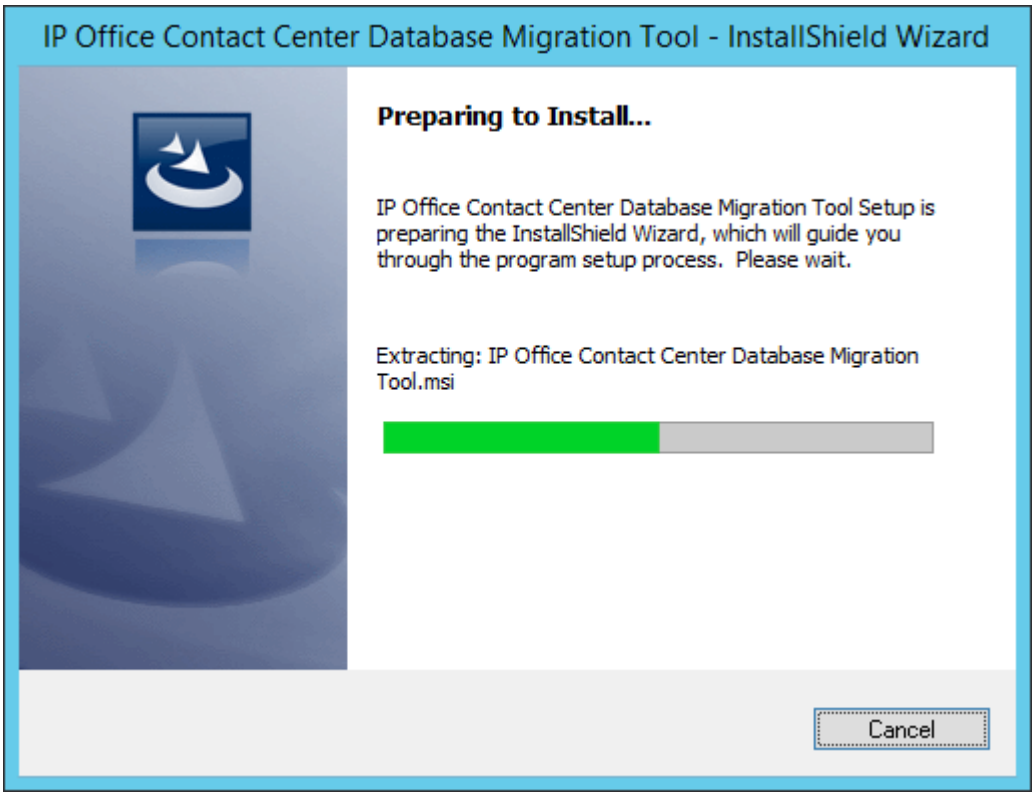
8. Continue until all of the above databases listed ‘a’ to ‘f’ have been removed.Click the X to exit **Programs** and **Features**.



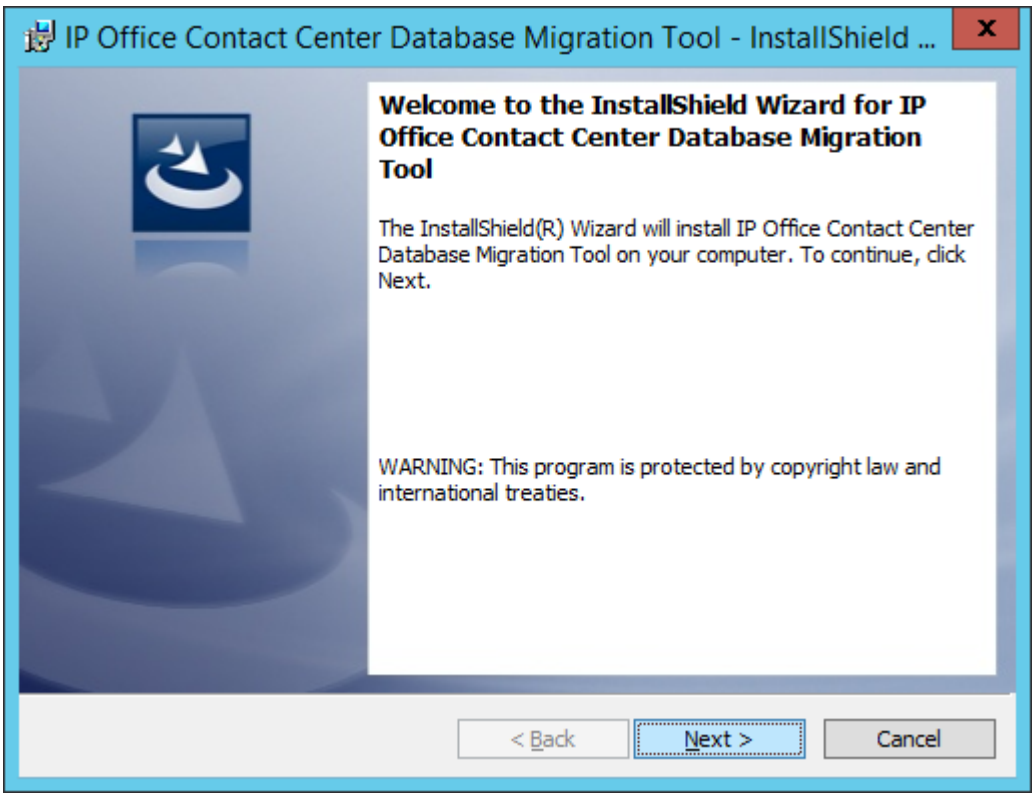
9. From the folder containing the 9.1.4 installation files, open the **Utilities** folder and then click the **DataMigrationtoolTool**.



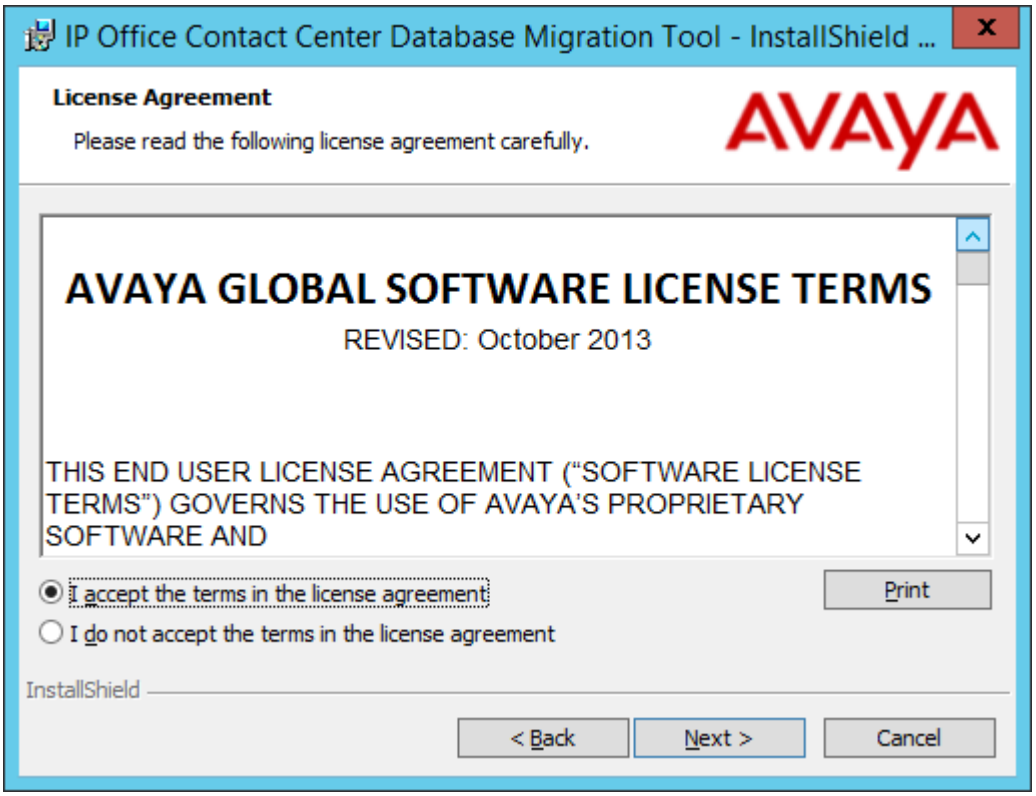
10. The software will now install.



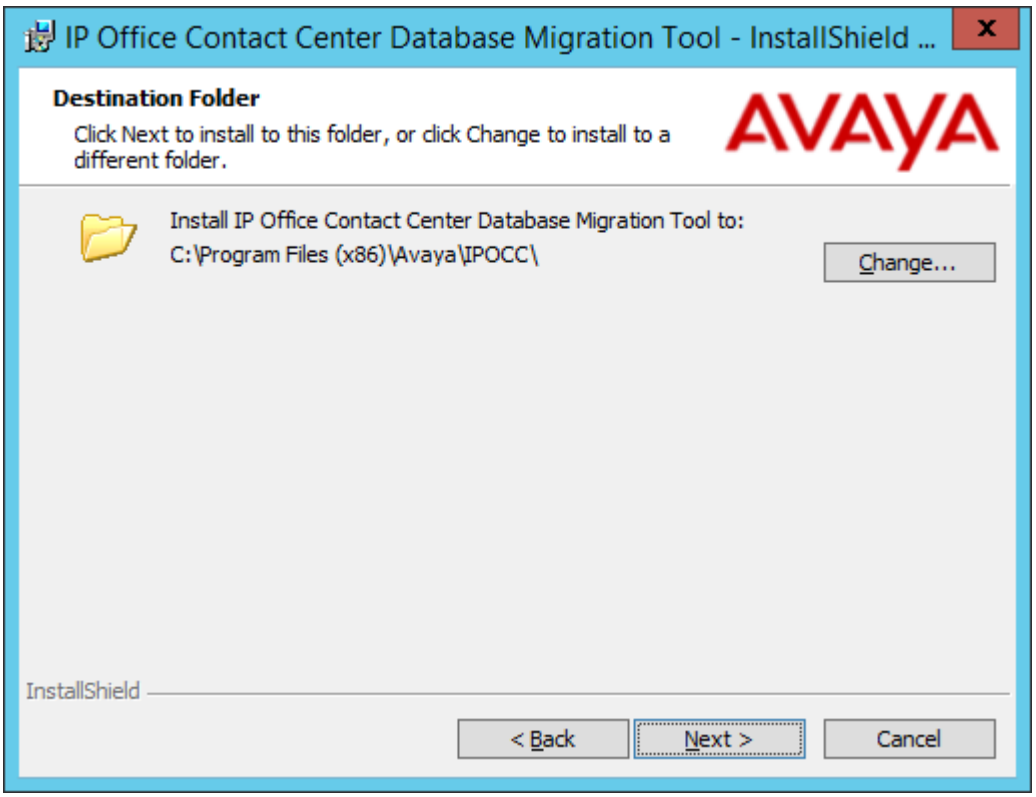
11. Click **Next.**



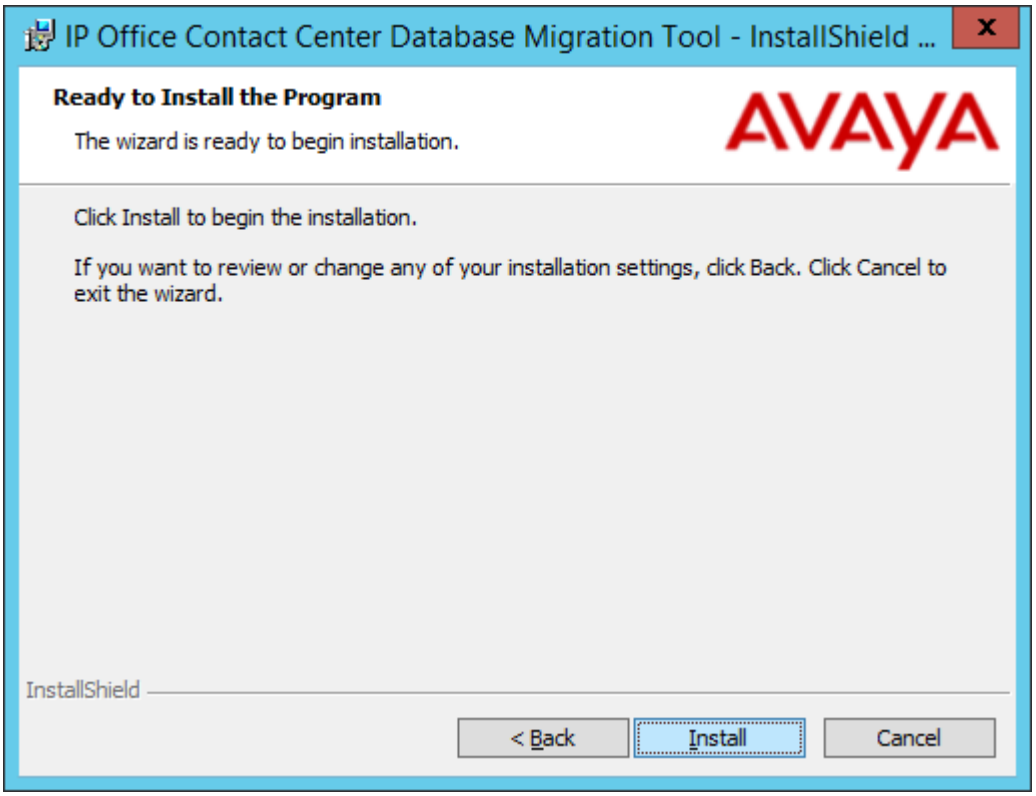
12. Click **I accept the terms in the license agreement.**



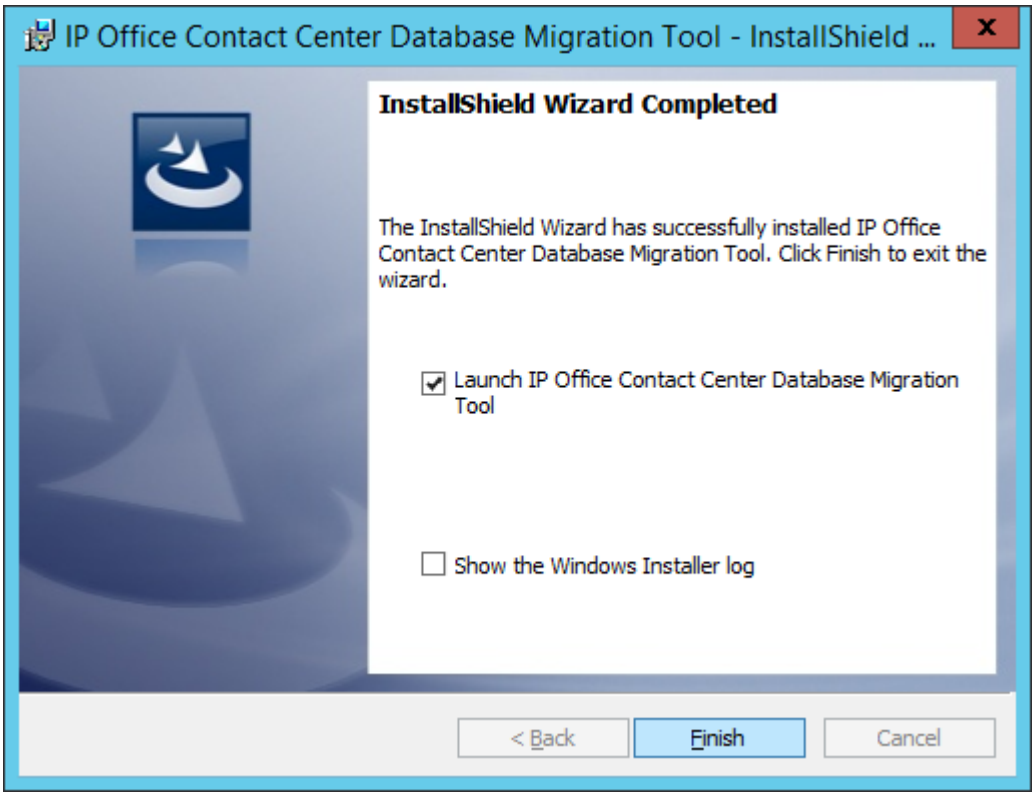
13. Click **Next**.



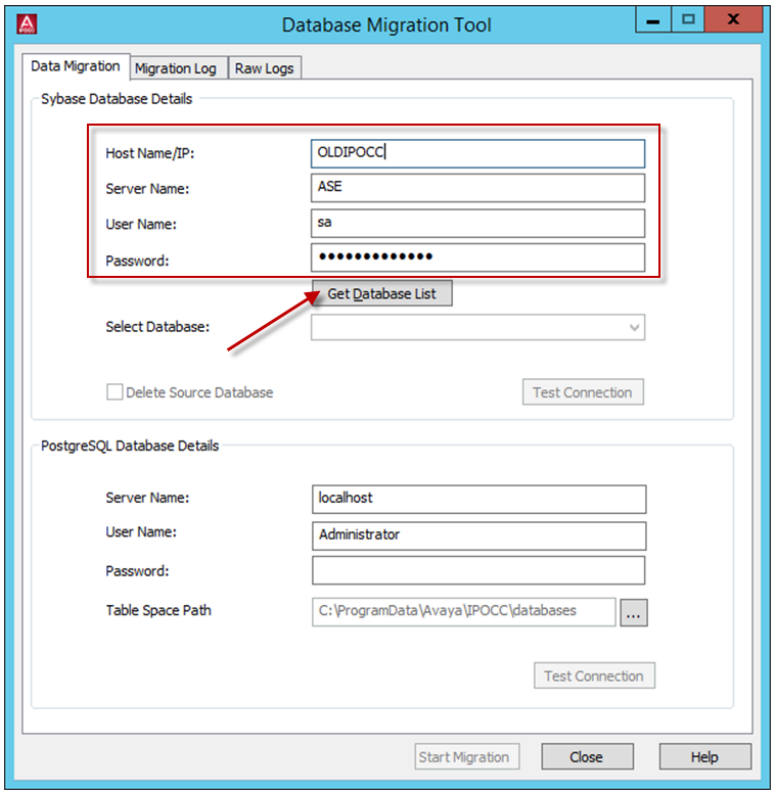
14. Click **Install**



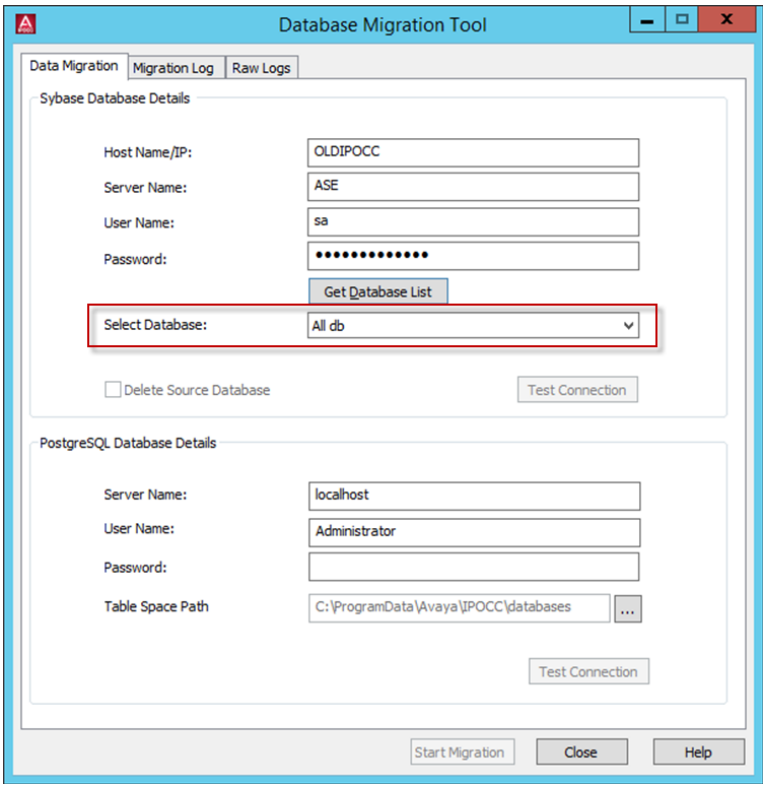
15. Click the **Launch IP Office Contact Center Database Migration Tool** check box.



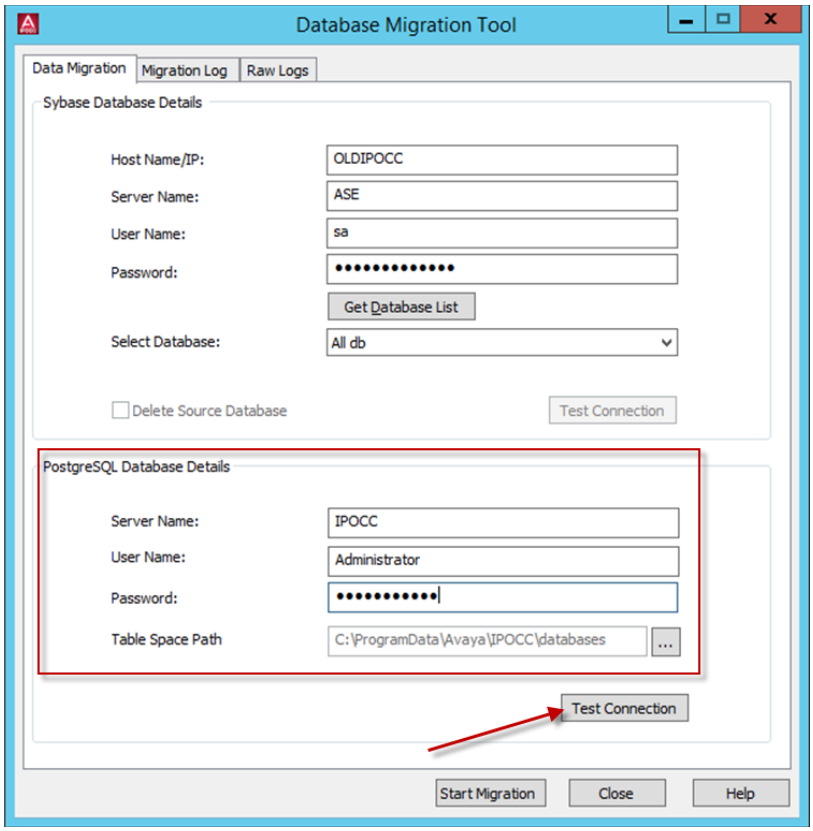
16. Enter the IP Office Contact Center 9.0.x Sybase Database details and then press the **Get Database List** button.



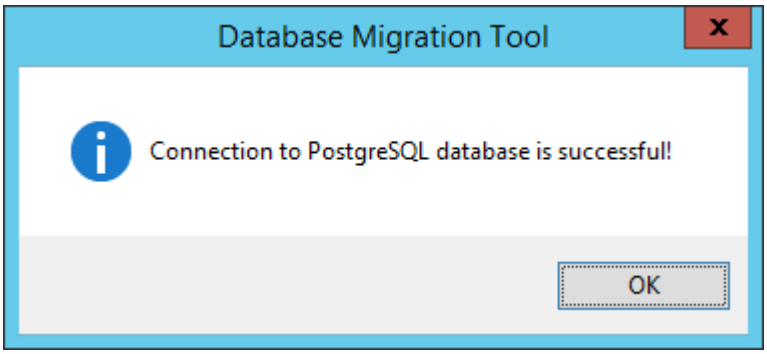
17. The Database will be displayed.



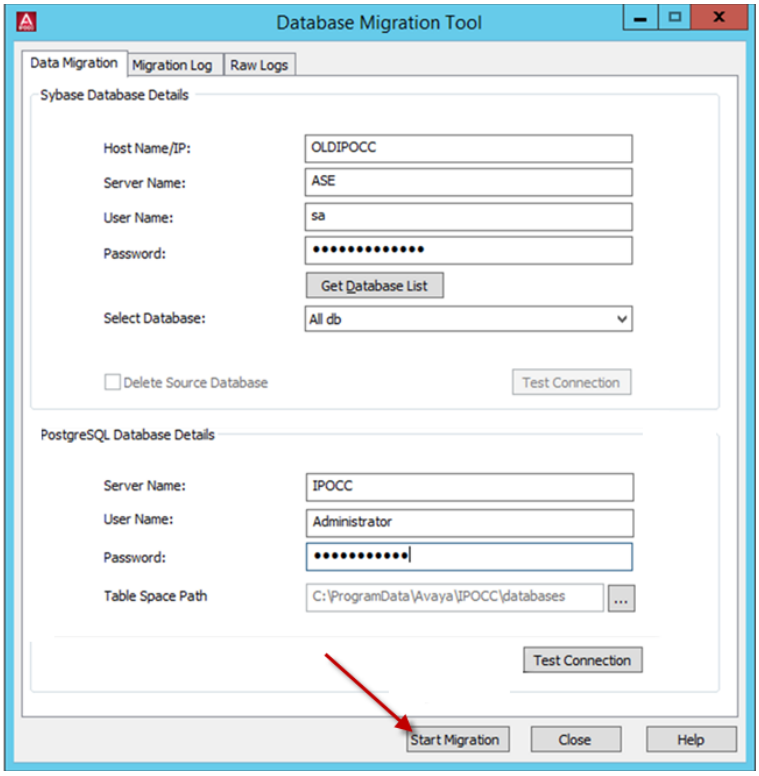
18. Enter the IP Office 9.1.6 **PostgreSQL** details and click Test connection.



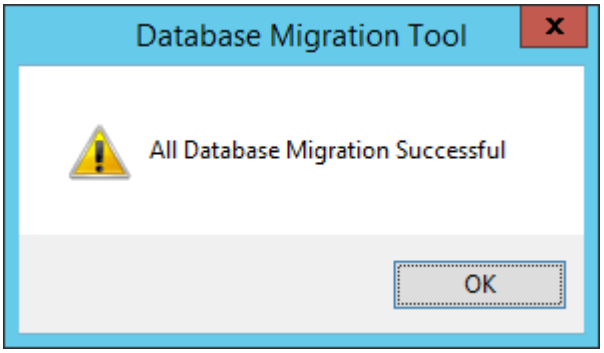
19. Click **OK**.



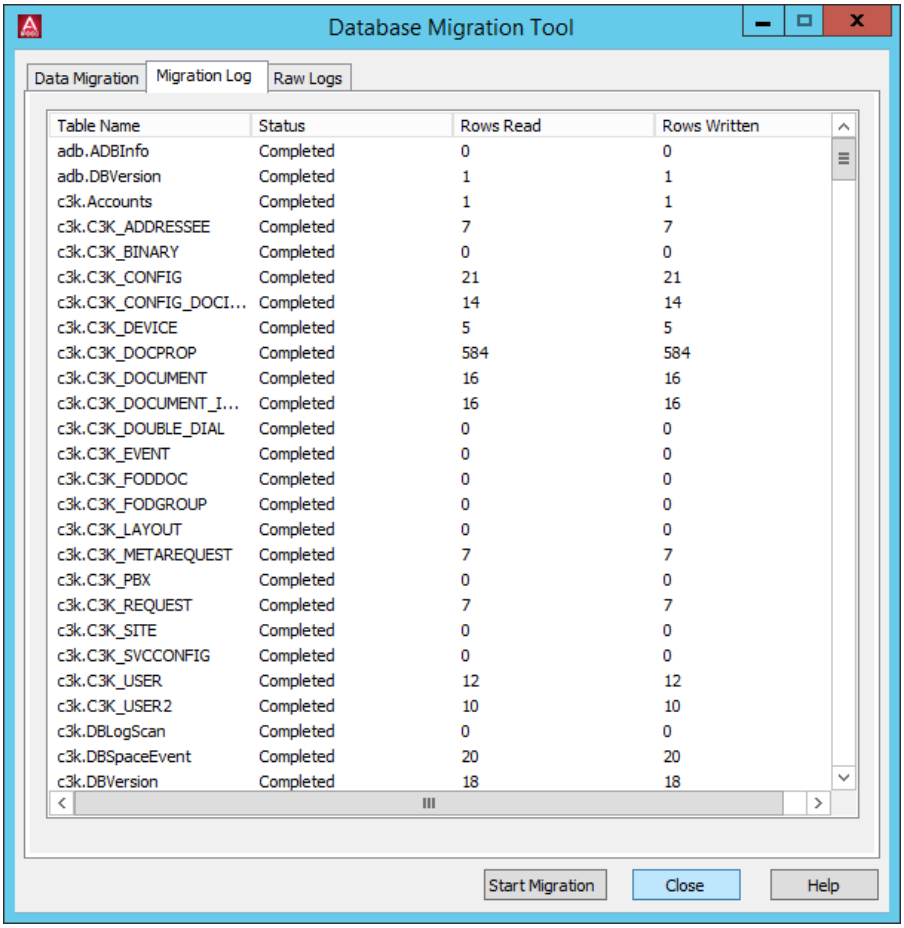
20. Click the **Start Migration** button.



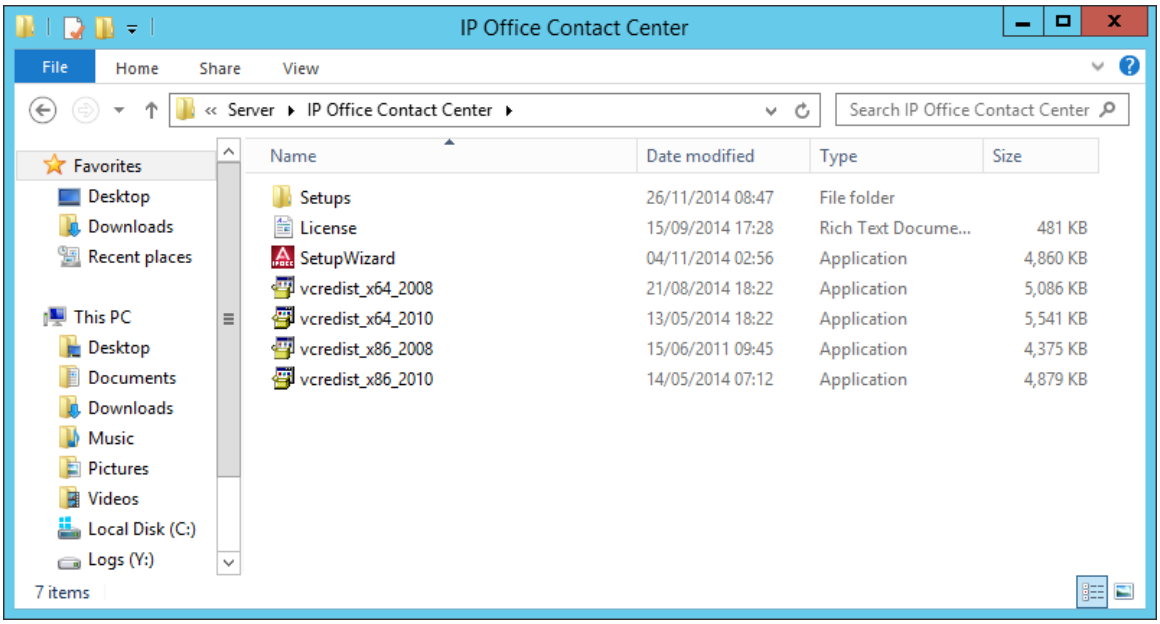
21. Click **OK**.



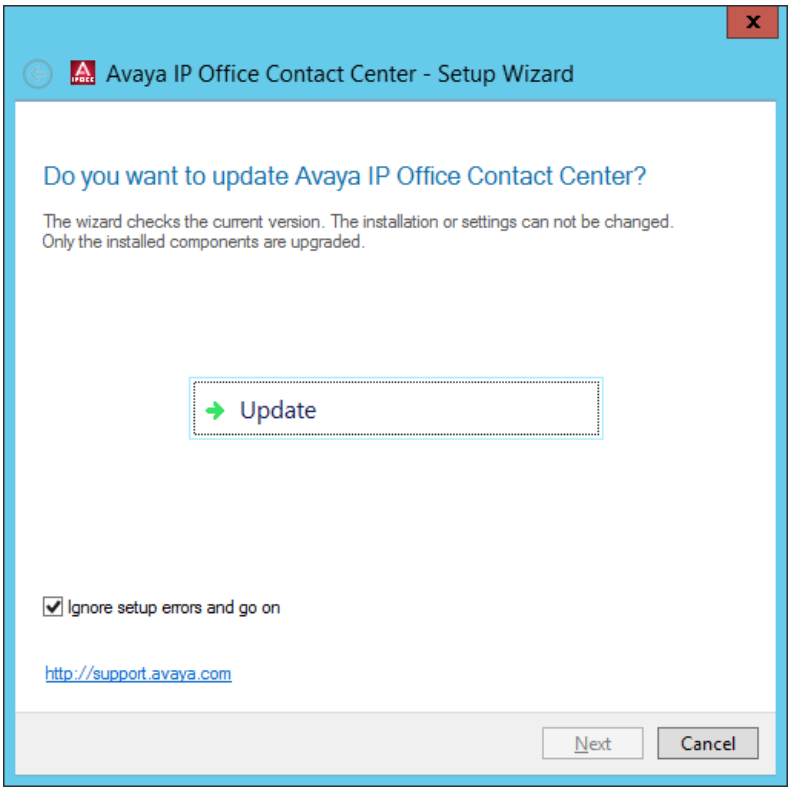
22. Click **Close**.



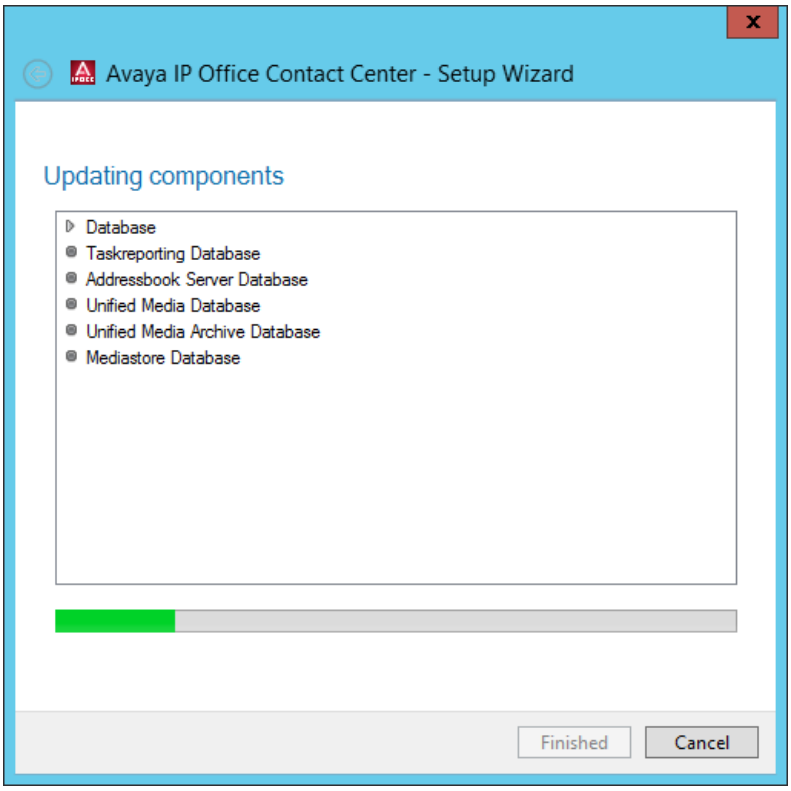
23. Run the **SetupWizard** file from within the IP Office Contact Center software folder.



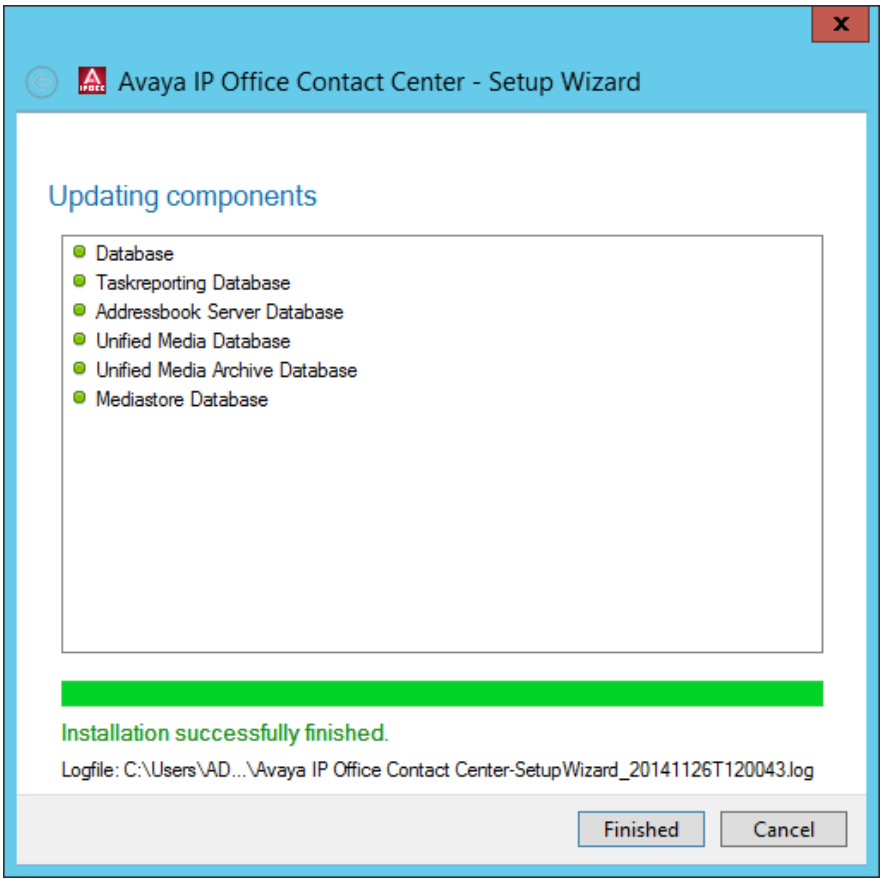
24. Click **Update**.



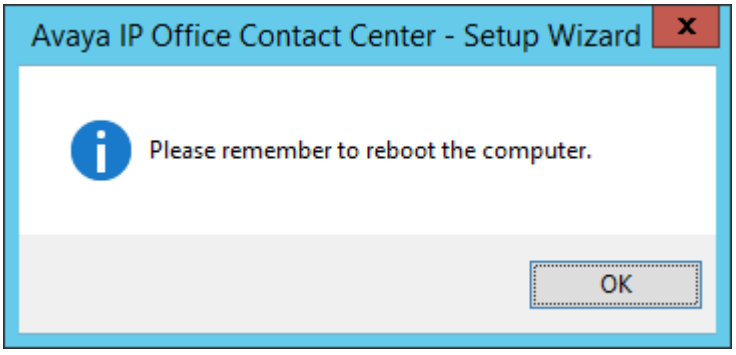
25. The Wizard starts to update the databases.



26. Click **Finished**.



27. Click **OK**.



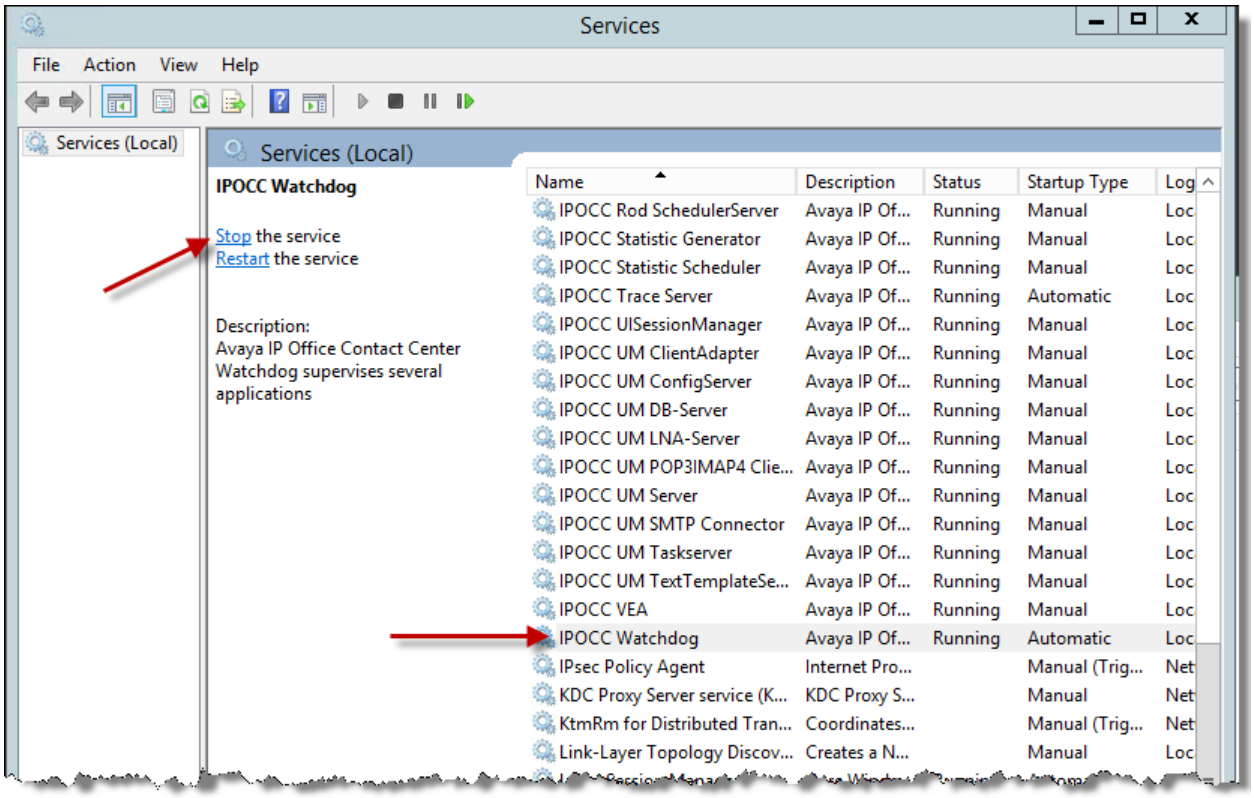
28. Reboot the Server. Once rebooted, log back into the Server and check the IP Office Contact Center services.

Update the client Pc's with the New User Interface software. Please refer to the Upgrading the *IP Office Contact Center Agent Interface Client Software* section of this guide.

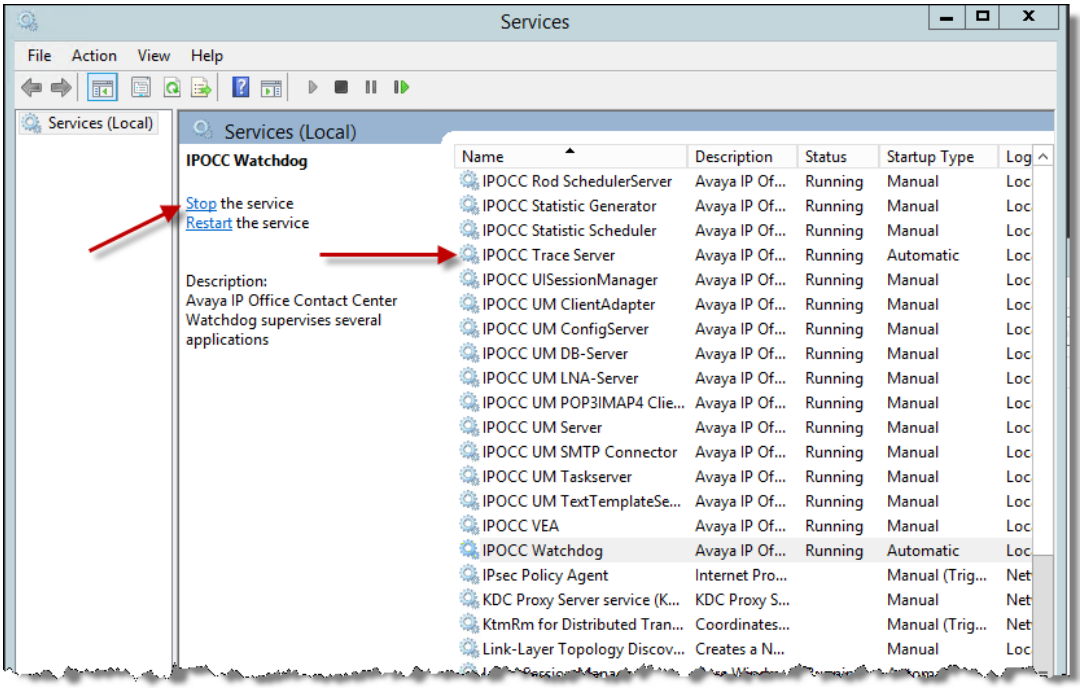
Uninstalling IP Office Contact Center 9.0.X from the Original IP Office 9.0.X server, upon completion of a successful Remote Migration to IP Office Contact Center 9.1.6

> Note: Removing the old IP Office Contact Center software will stop multiple connections to the IP Office and will lower the overheads on the old server.

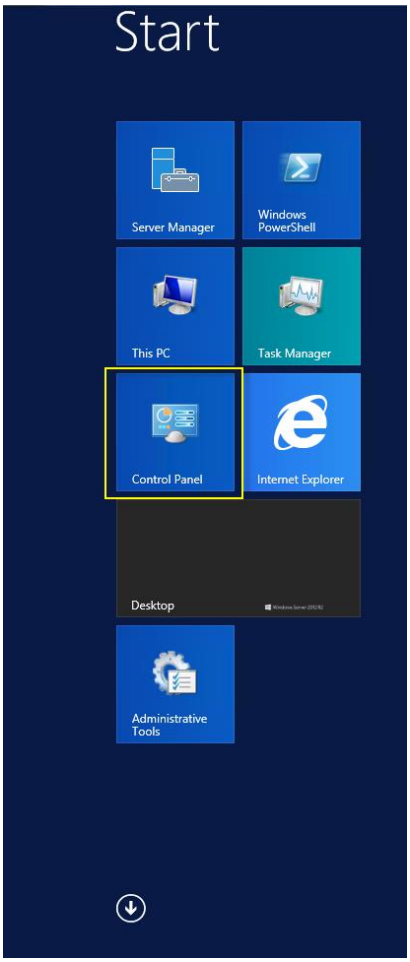
1. From the original IP Office Contact Center 9.0.3 server, stop the **Watchdog** service by selecting **IPOCC Watchdog** and clicking the **Stop** link.



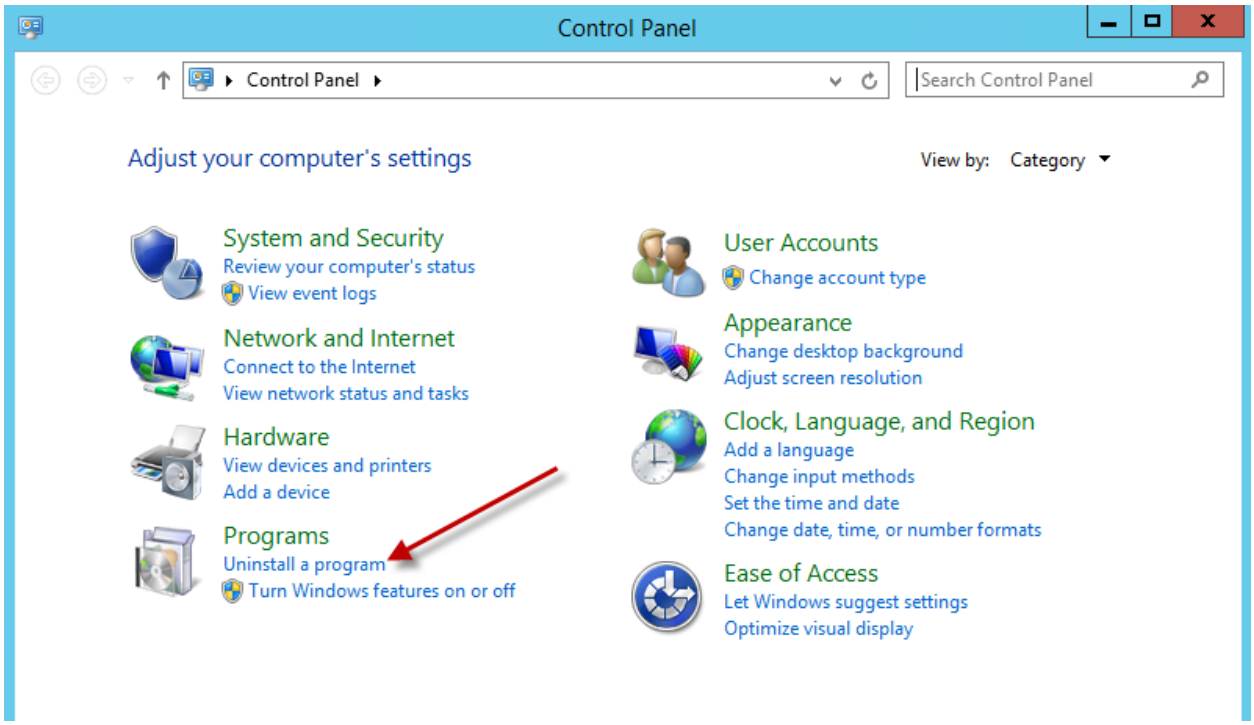
2. Stop the **IPOCC Trace Server** by selecting the IPOCC **Trace Server** and clicking the **Stop** Link.



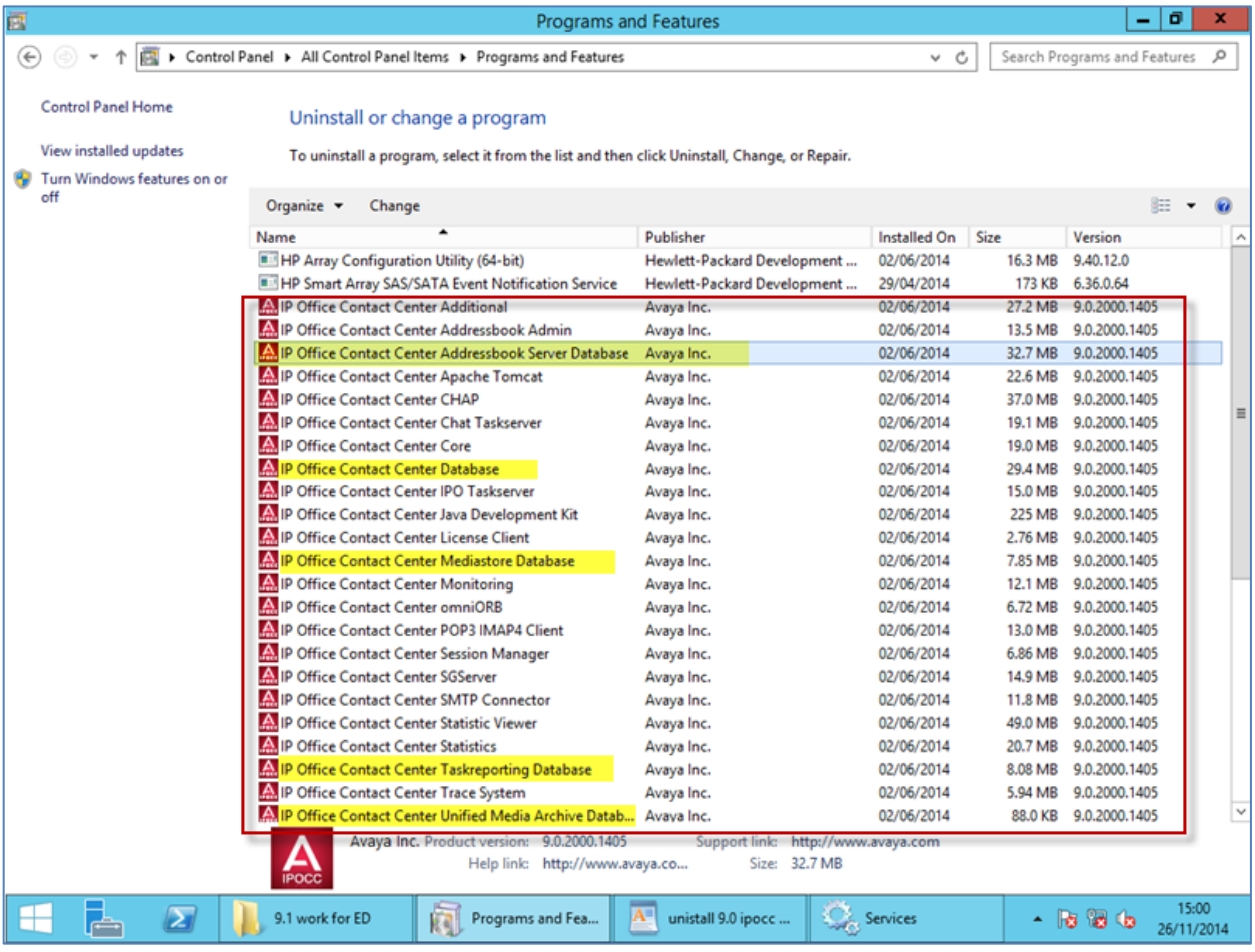
3. Close the **Services** window and open the **Control Panel**.



4. Select **Uninstall a program**.

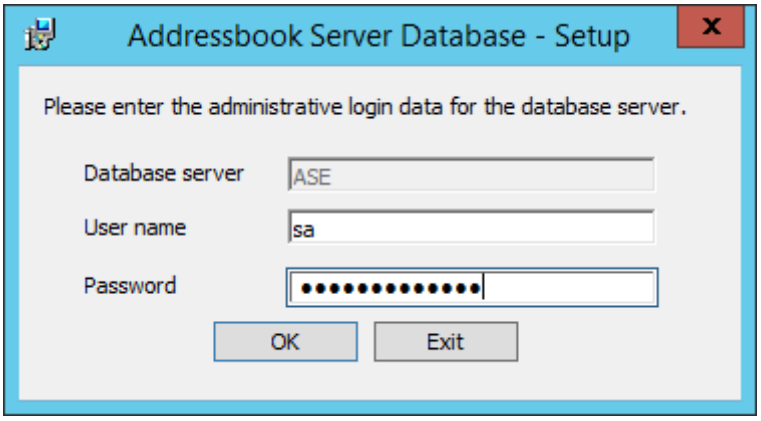


5. Remove the databases first.

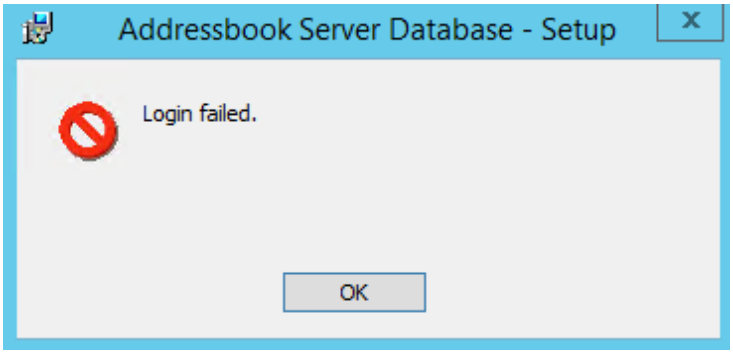


6. Select the individual database to be removed and click **Change**.

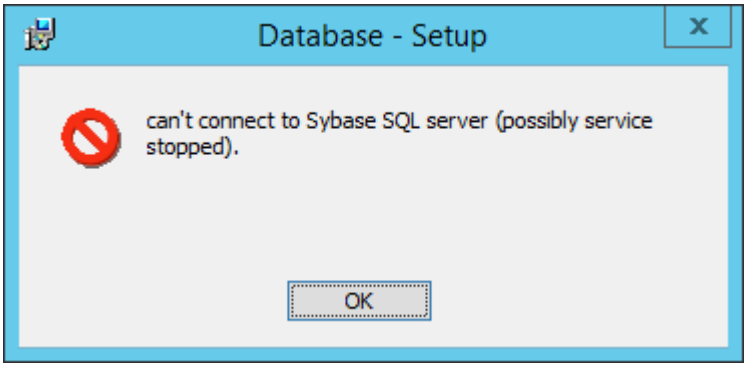
7. Type the Administrative login details for the Sybase database server database password. This will have been previously defined during the installation of IP Office Contact Center Sybase Database.

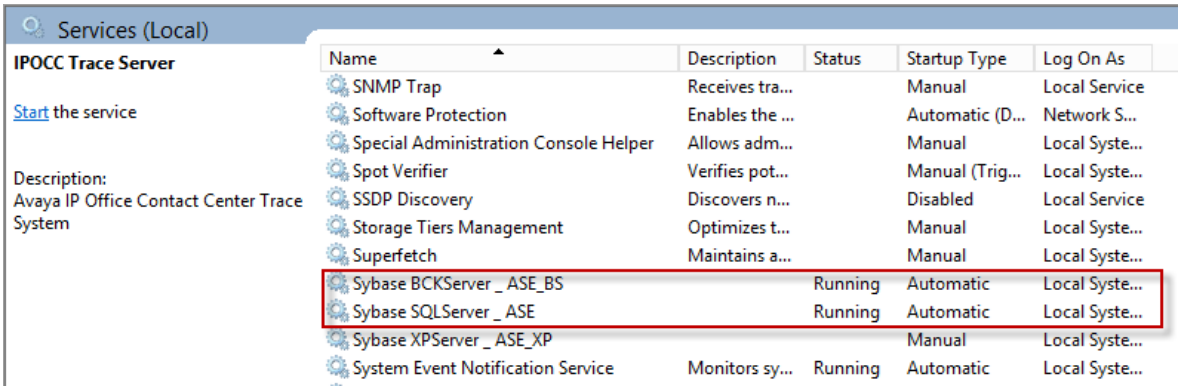


Note: If the incorrect details are used a warning message is seen. Choose OK and reenter the correct details.



Note: If the Sybase SQL server services are not running, you will not be able to connect to the database and therefore you will be unable to uninstall the database. The warning message below will be displayed. Click **OK** and check that the Sybase SQL services are running and try again.

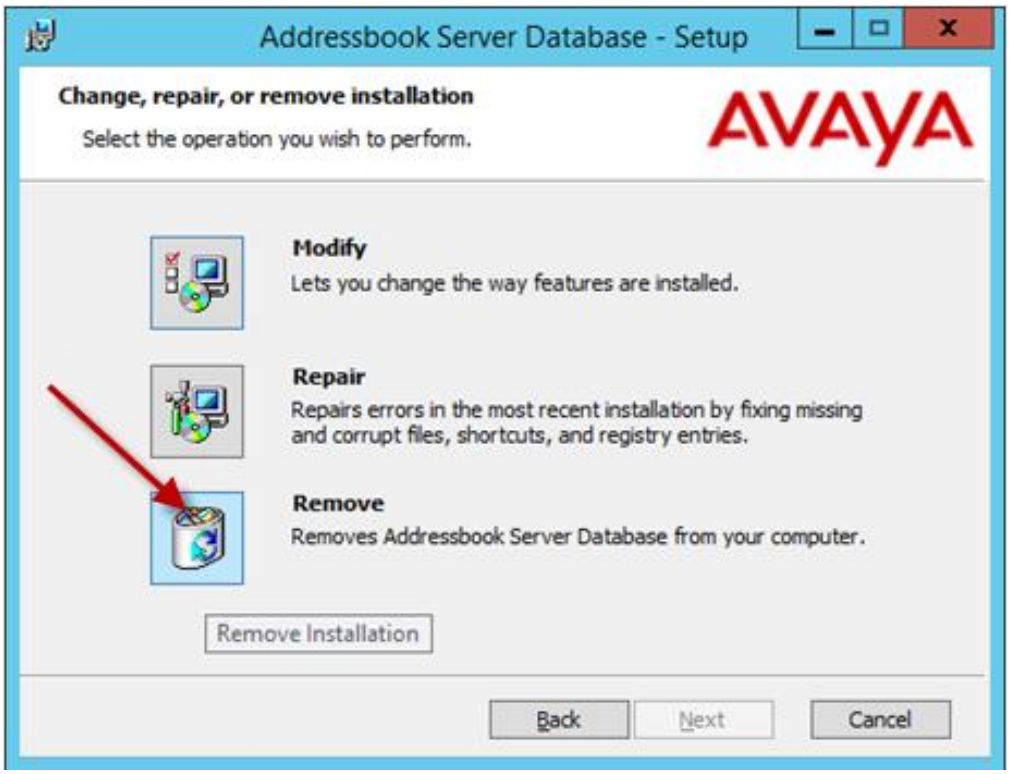




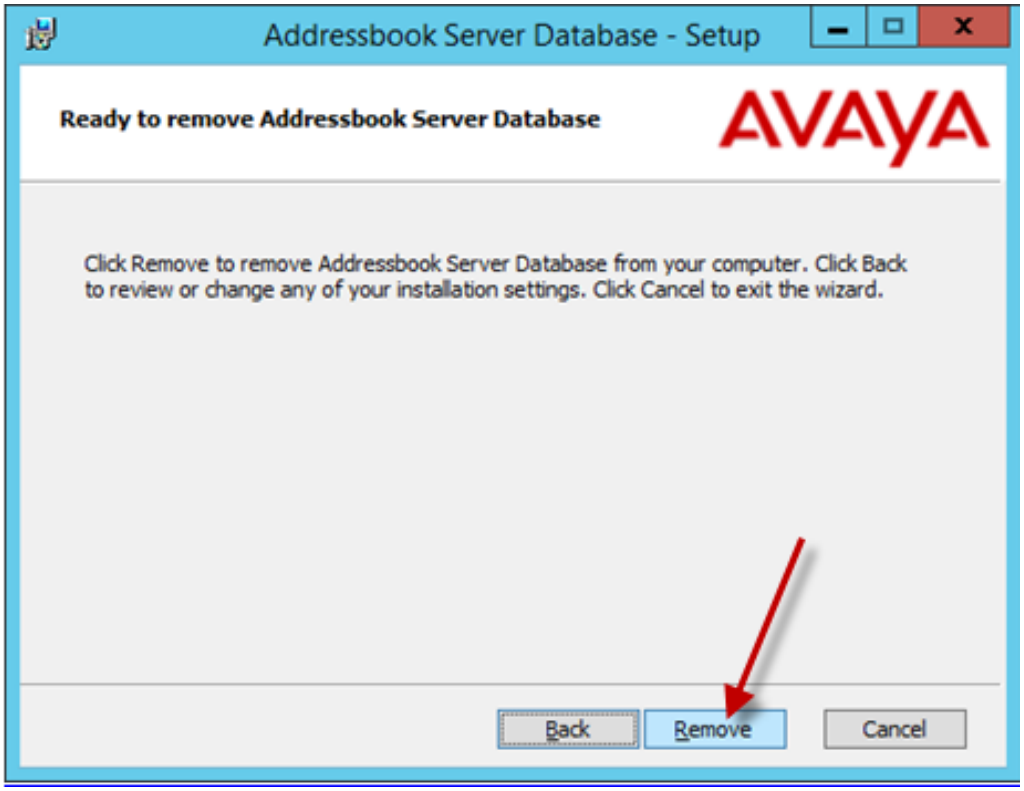
8. Click **Next**



9. Click the **Remove** icon.



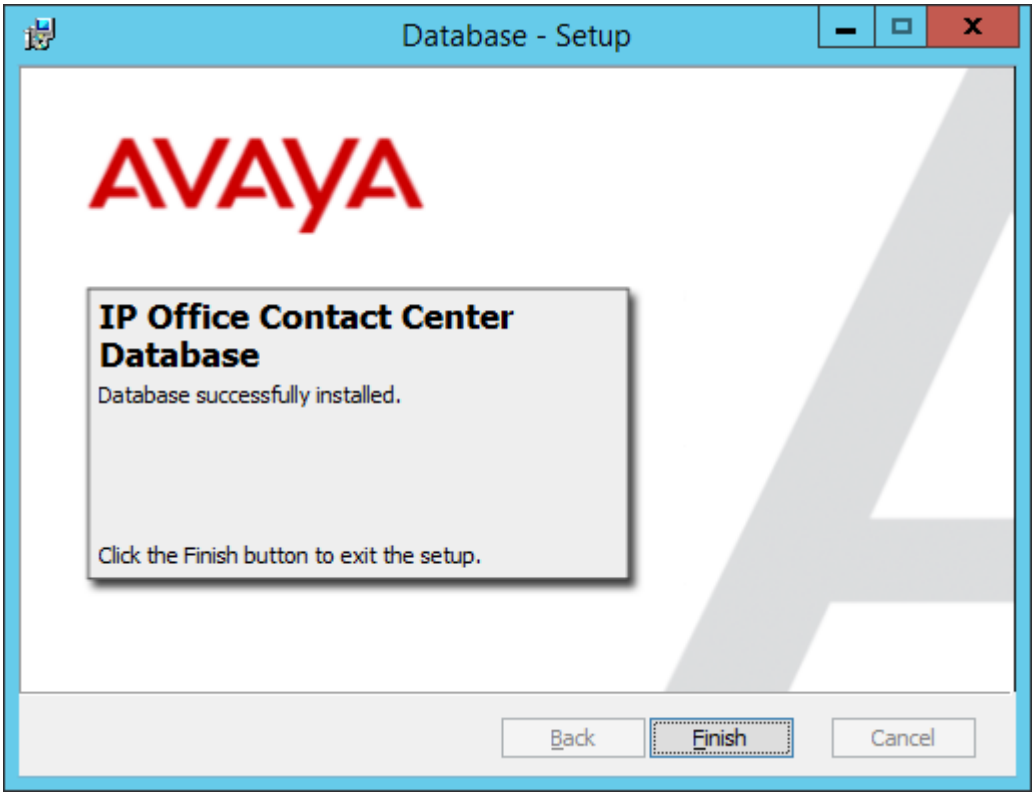
10. Click the **Remove** button.

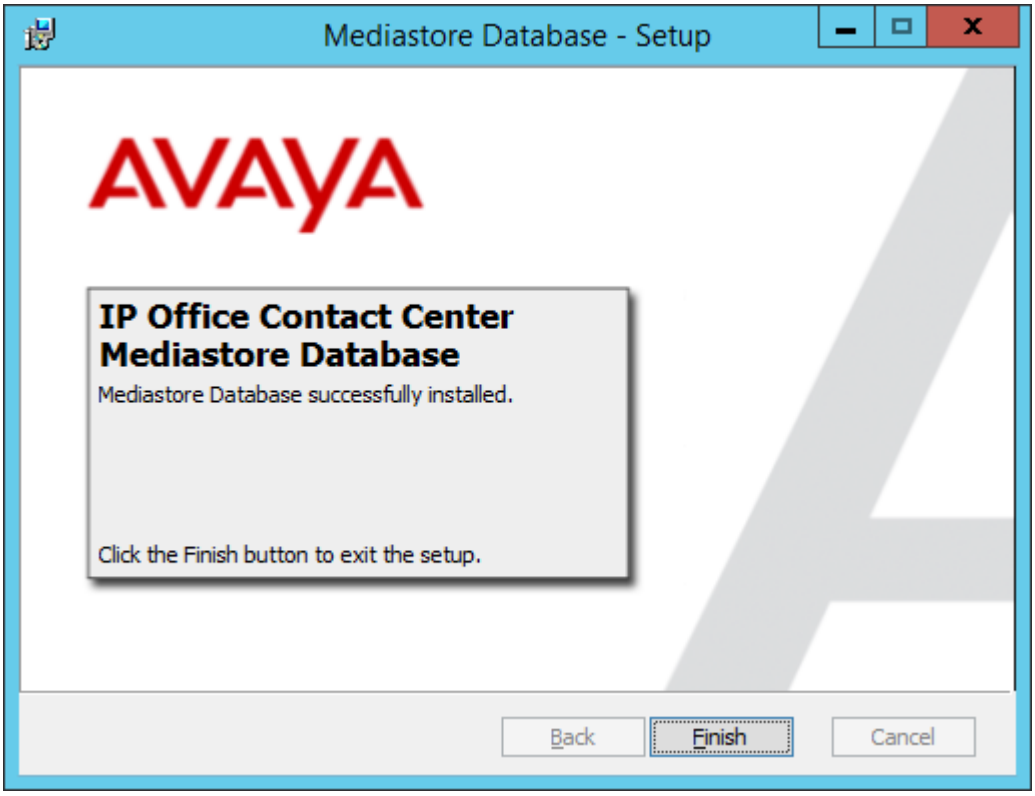


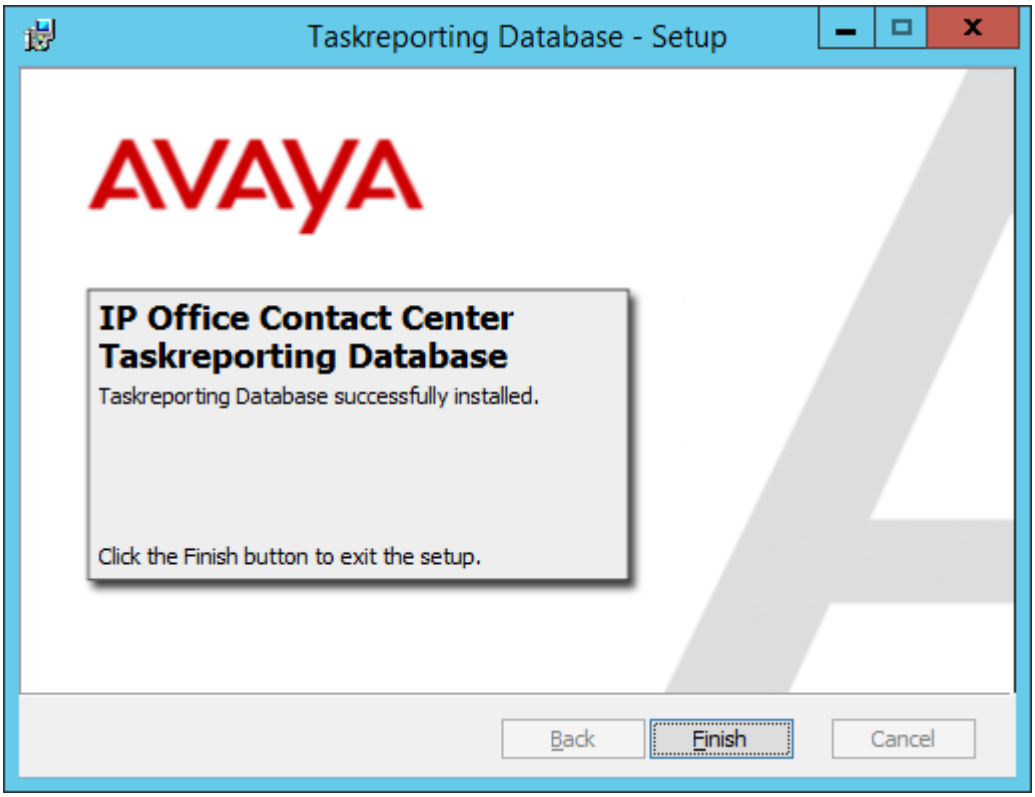
11. Click the **Finish** button.

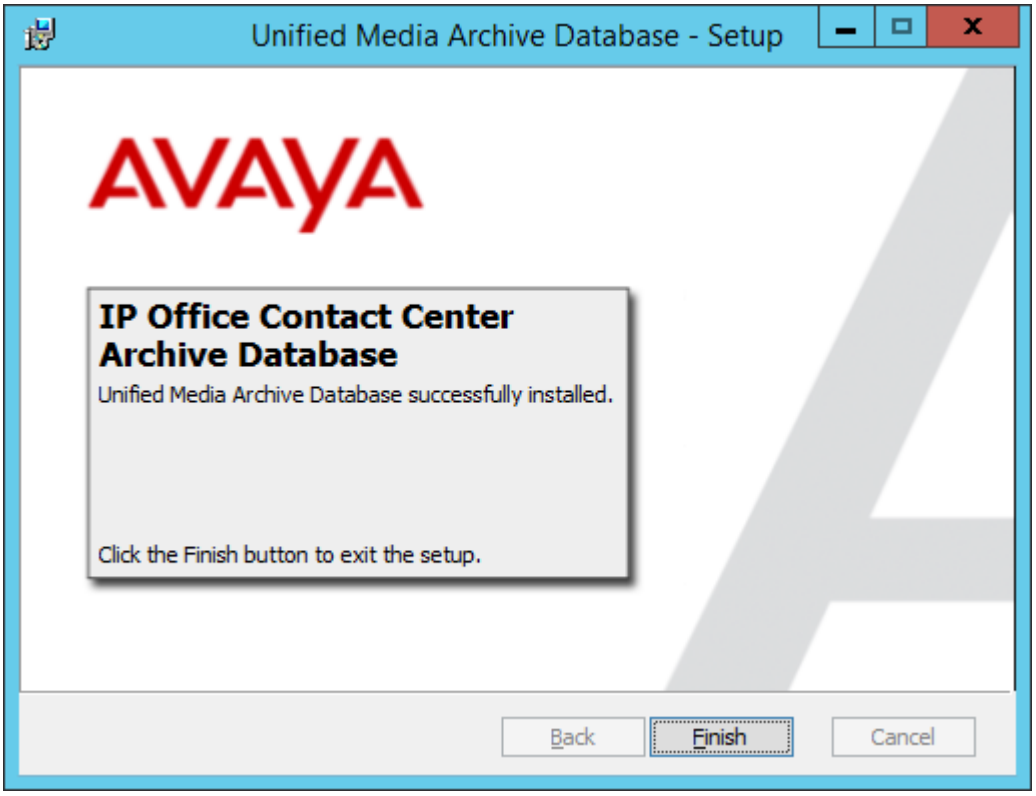


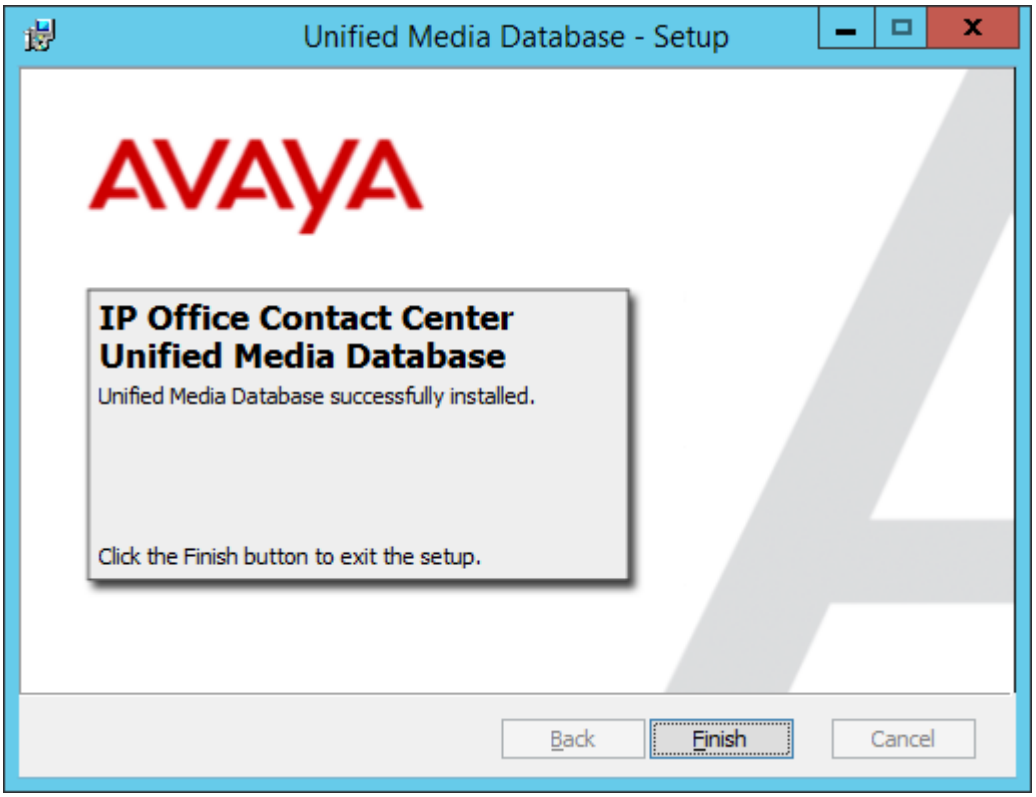
12. Repeat this process to remove all the other IP Office Contact Centre Databases.



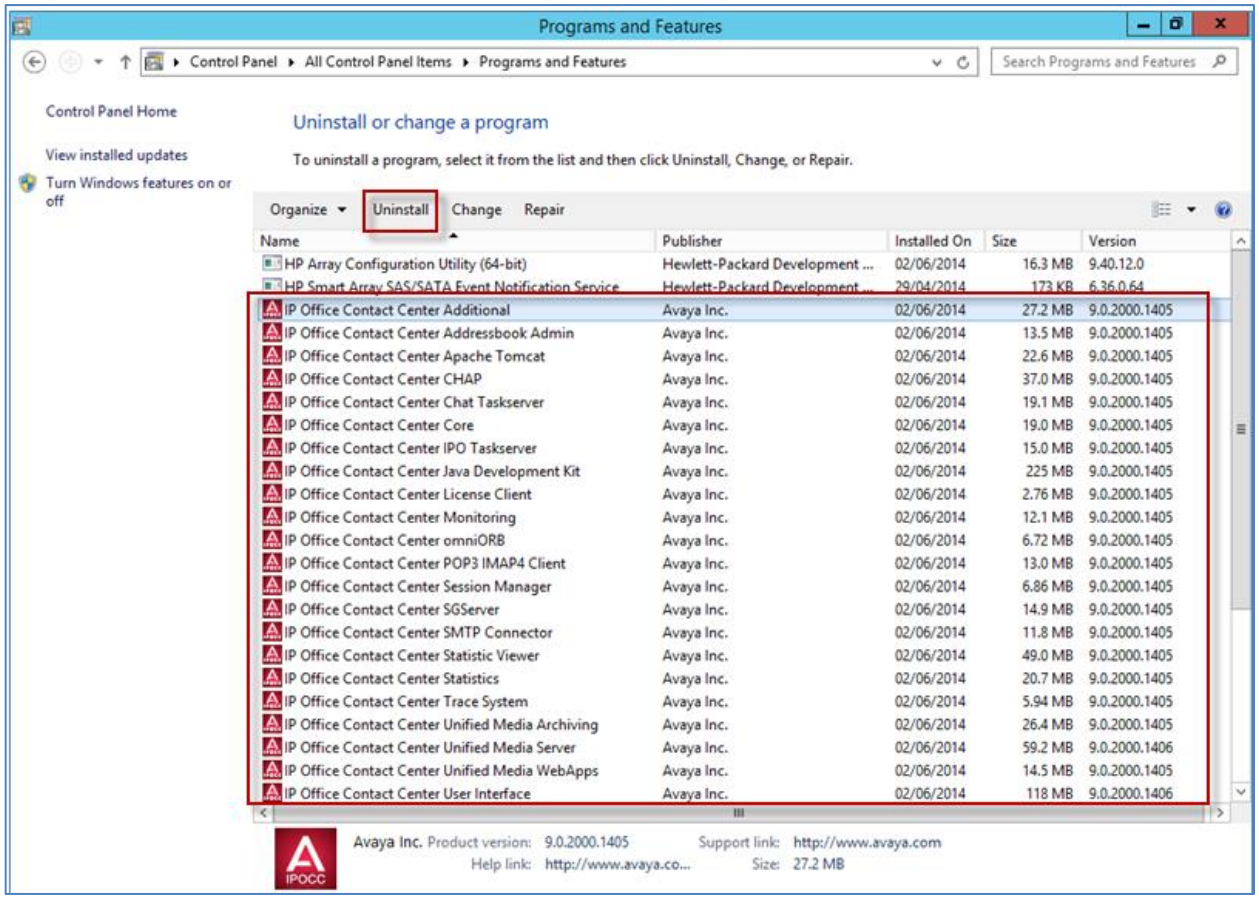

Mediastore Database - Setup
AVAYA
IP Office Contact Center
Mediastore Database
Mediastore Database successfully installed.
Click the Finish button to exit the setup.
Back
Finish
Cancel


Taskreporting Database - Setup
AVAYA
IP Office Contact Center
Taskreporting Database
Taskreporting Database successfully installed.
Click the Finish button to exit the setup.
Back
Finish
Cancel

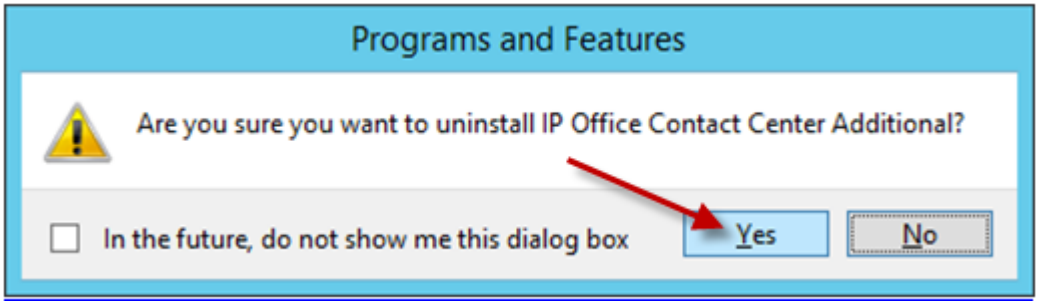




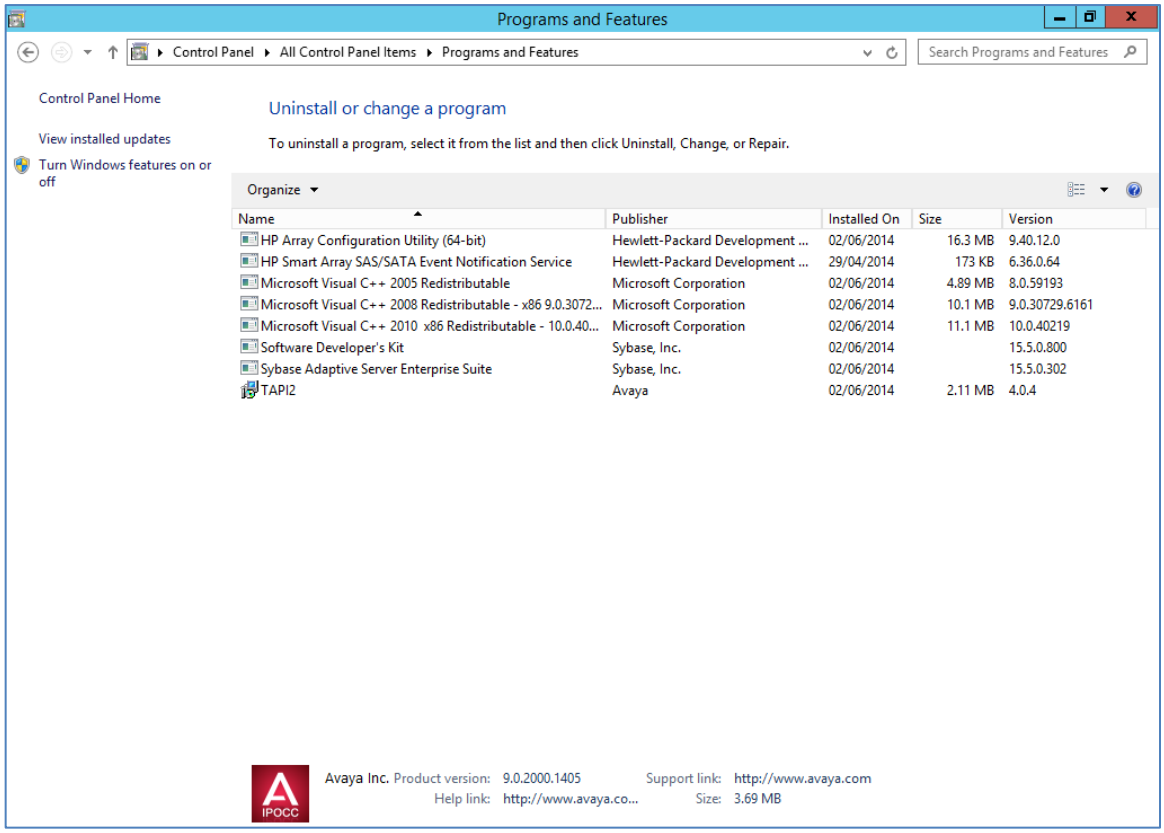
13. Remove all of the remaining individual IP Office Contact Center Programs, by selecting each IP Office Contact Center program individually and clicking the **Uninstall** button.



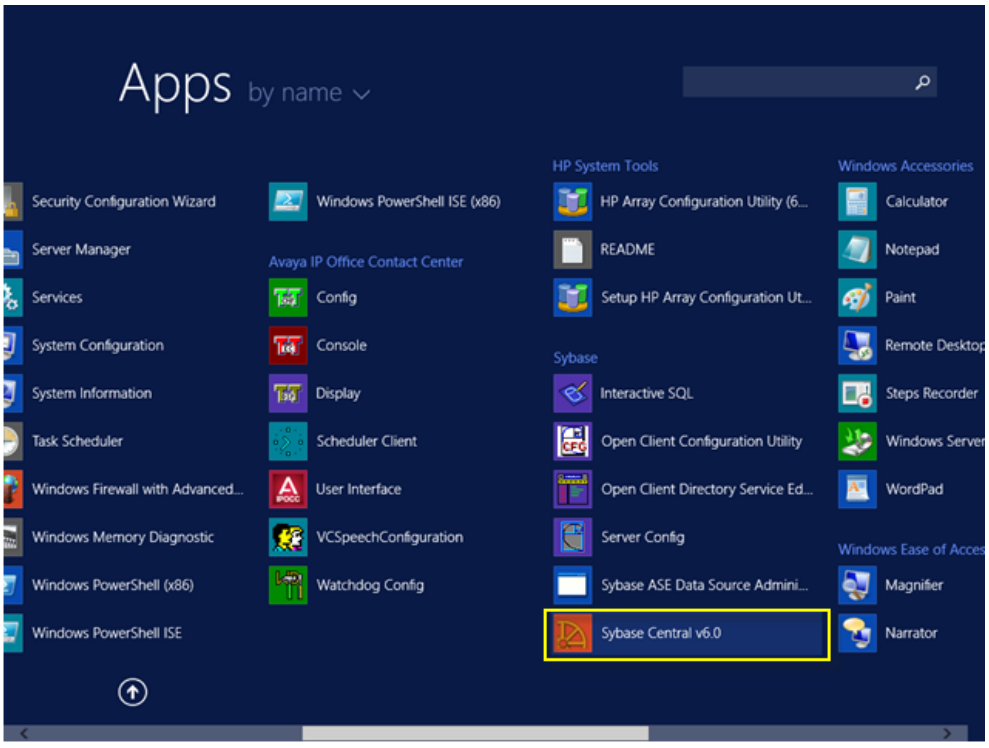
14. For each program, you will be requested to confirm the **Uninstallation** process by click the **Yes** button on the displayed **Programs and Features** dialog box.



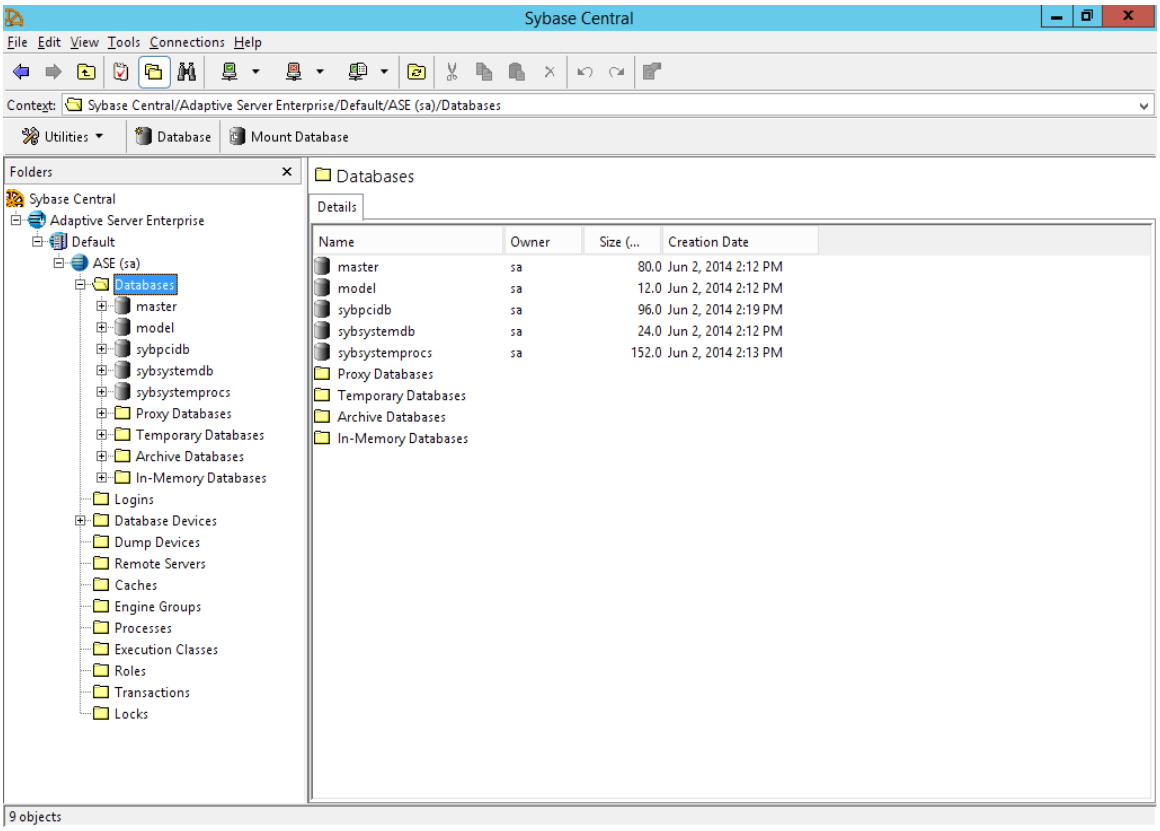
15. All of the IP Office Programs are removed.



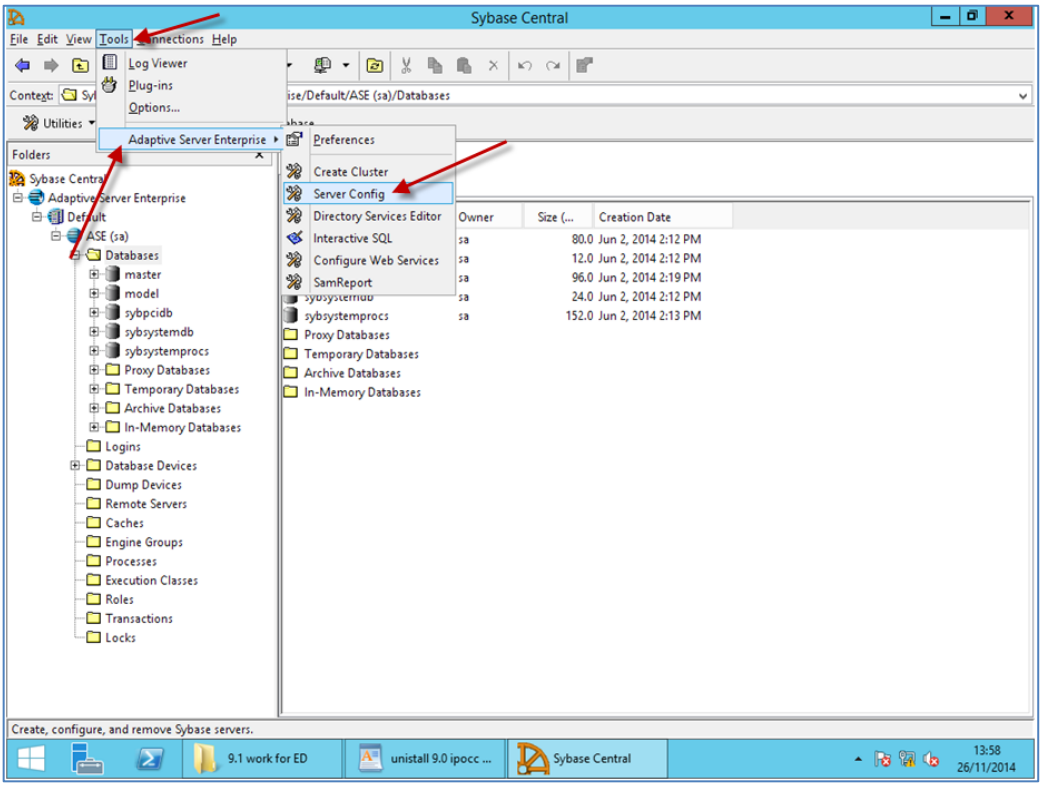
16. Open **Sybase Central**.



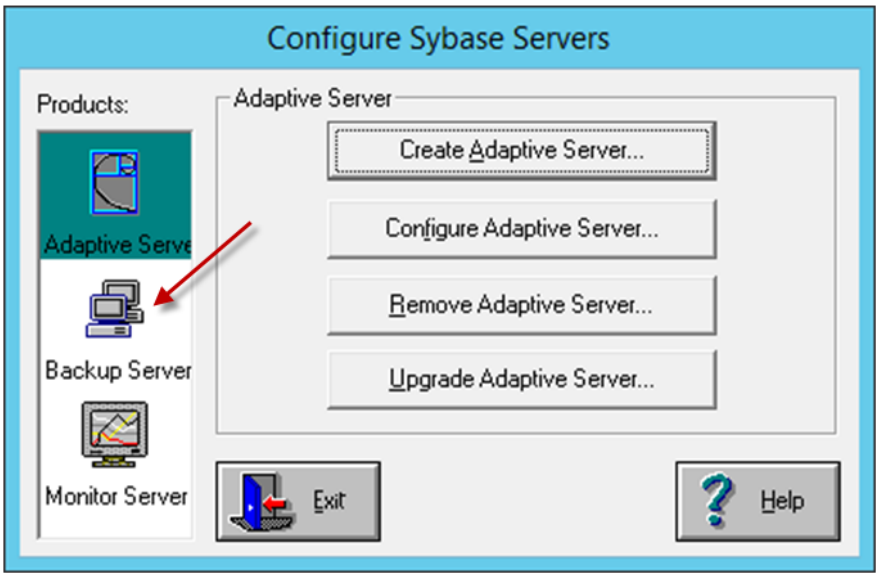
17. Connect to the Adaptive Service Enterprise if necessary.



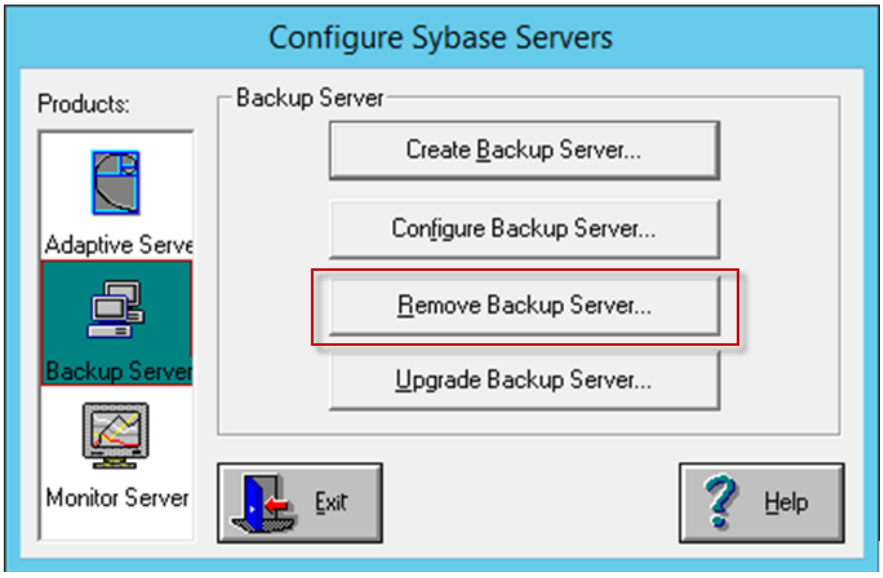
18. Select **Tools**, followed by **Adaptive Server Enterprise** and **Server Config**.



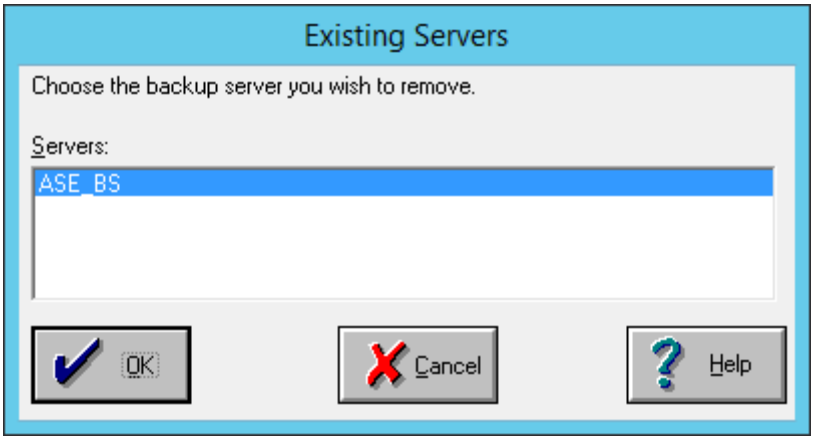
19. Click **Backup Server.**



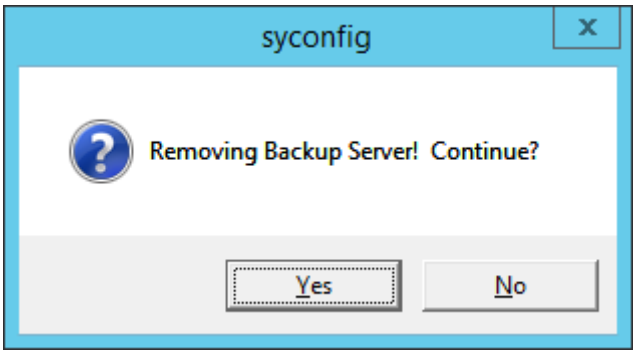
28. Click the **Remove Backup Server....** button.



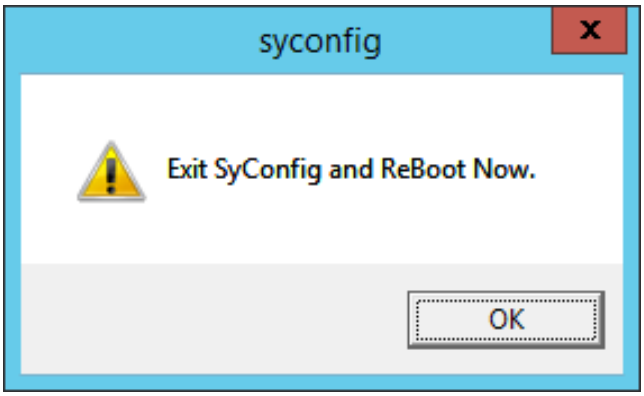
29. Click **OK.**



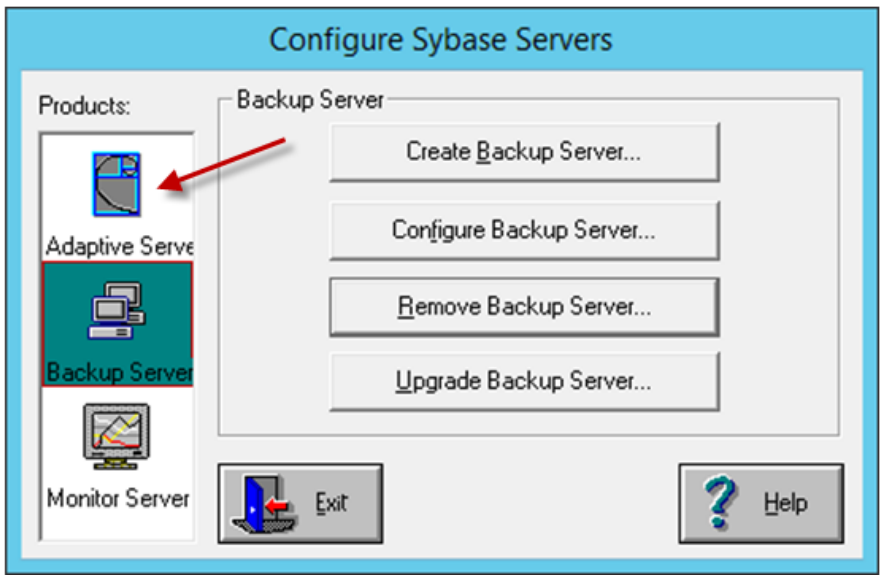
30. Click **Yes**



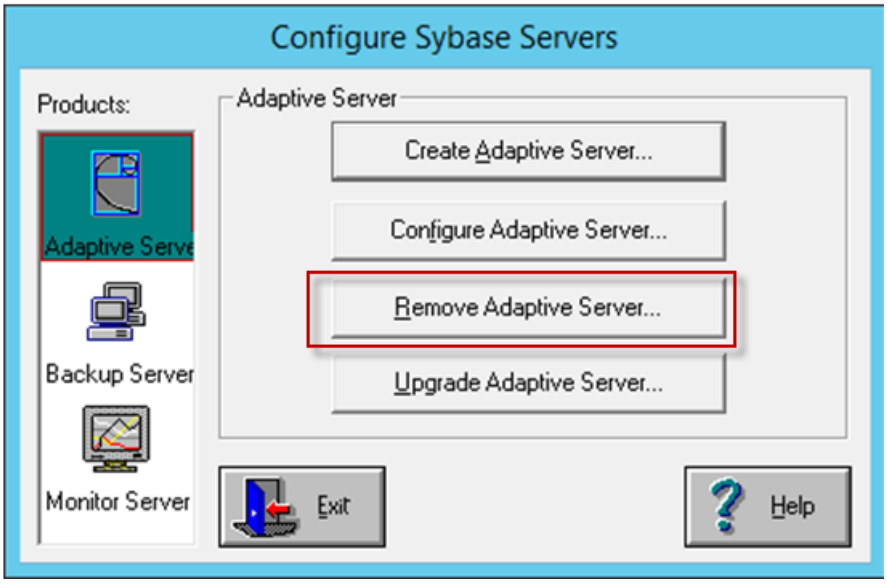
31. Click **OK**



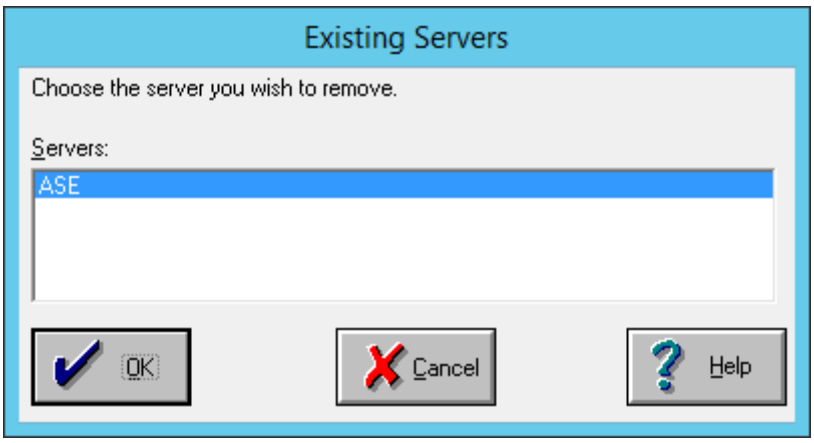
12. Click **Adaptive Server.**



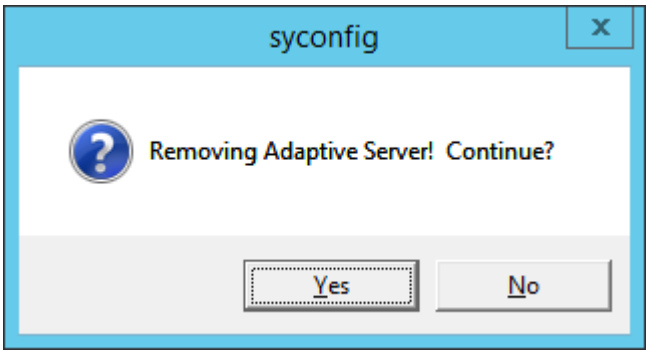
32. Click the **Remove Adaptive Server....** button.



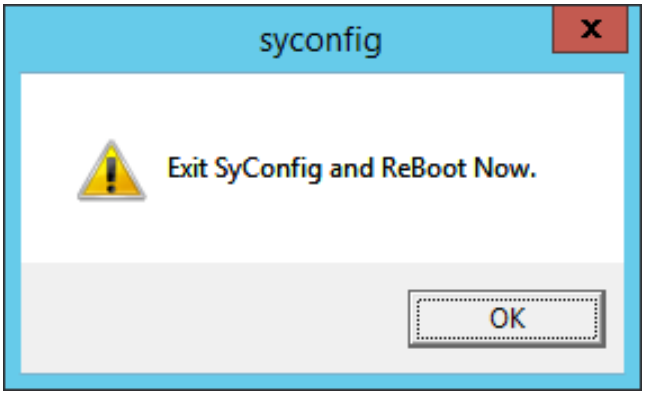
33. Click **OK.**



34. Click **Yes**

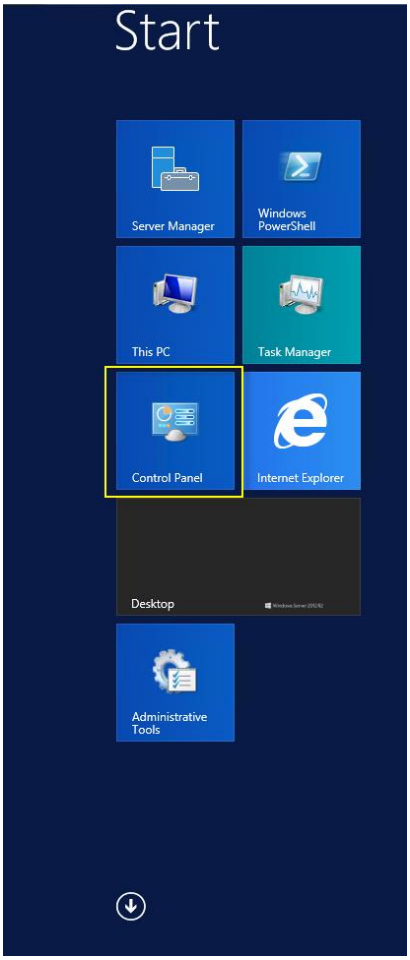


35. Click **OK**

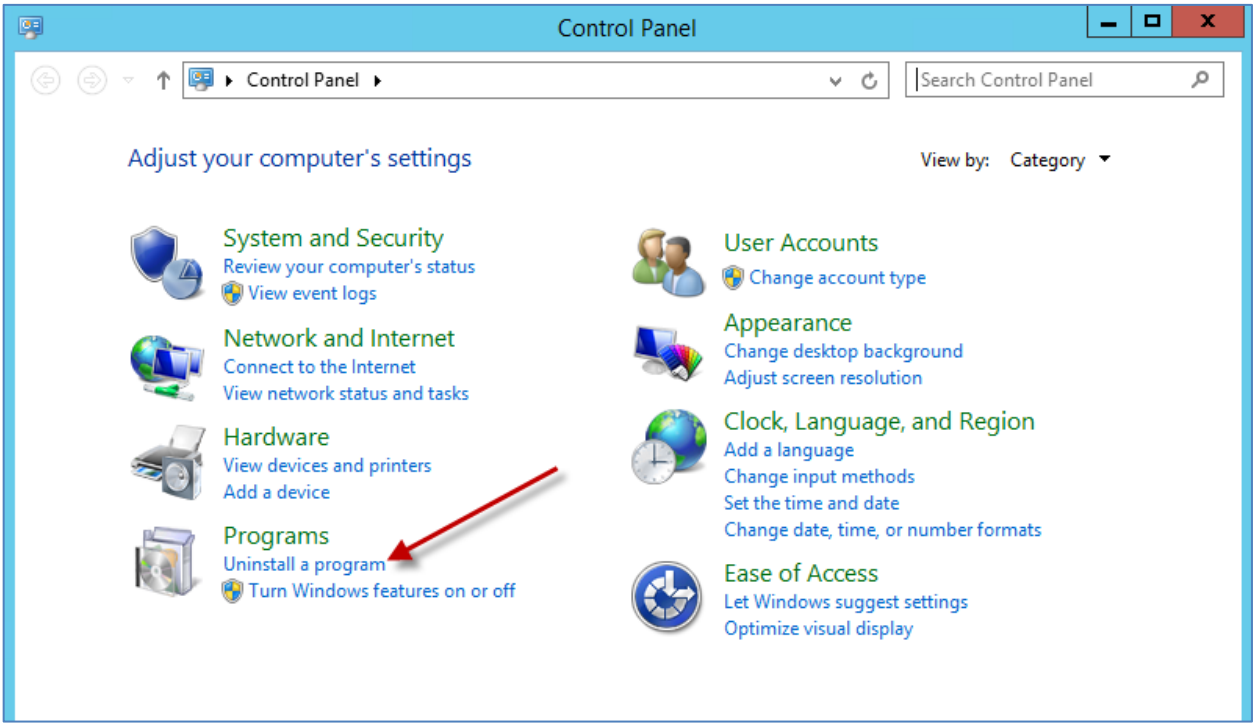


36. Reboot the IP Office Contact Center server. Once the server has rebooted log back in via a Remote Desktop Connection.

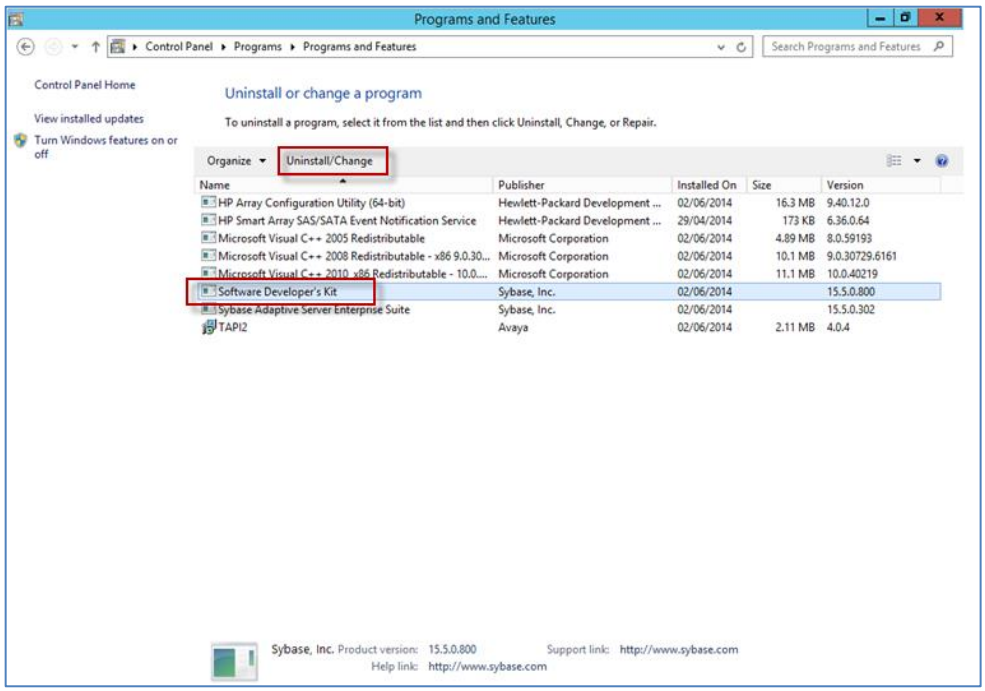
37. Open the **Control Panel**.



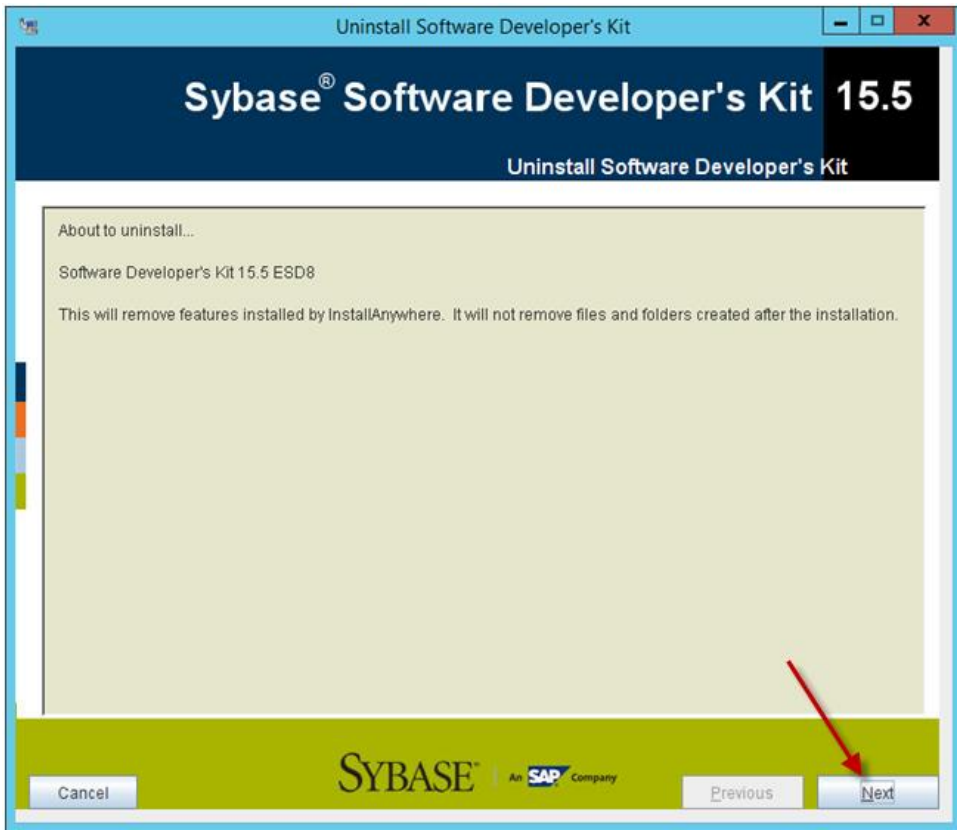
38. Select **Uninstall a program**.



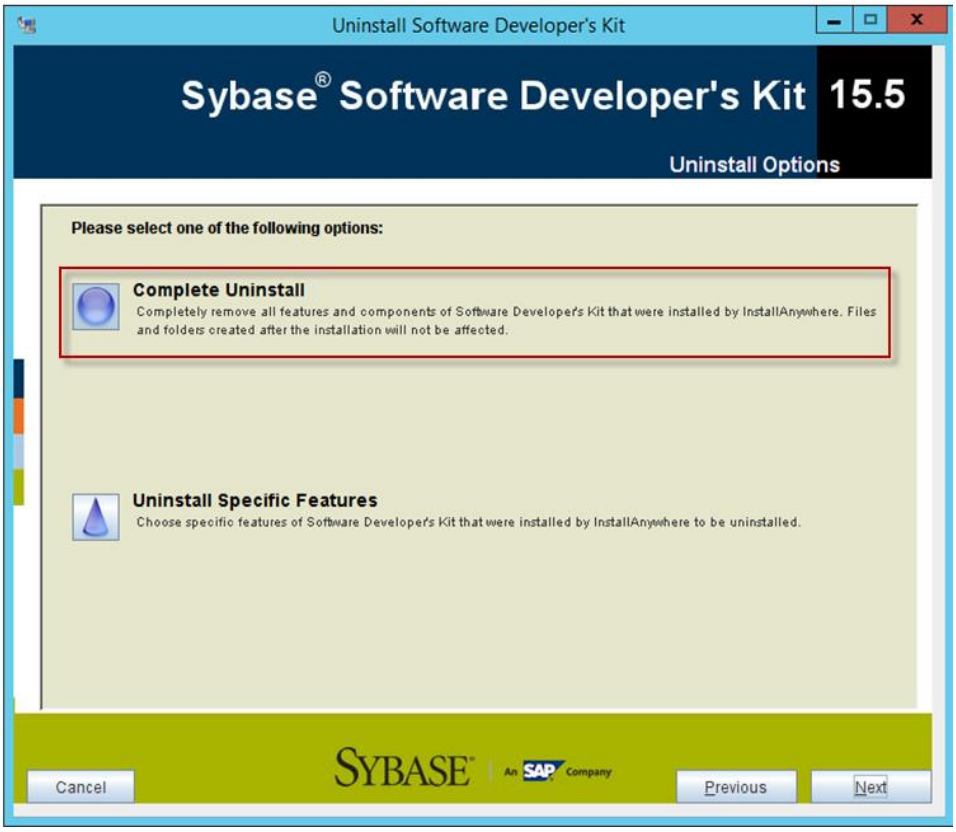
39. Then uninstall the **Software Developer Kit.**



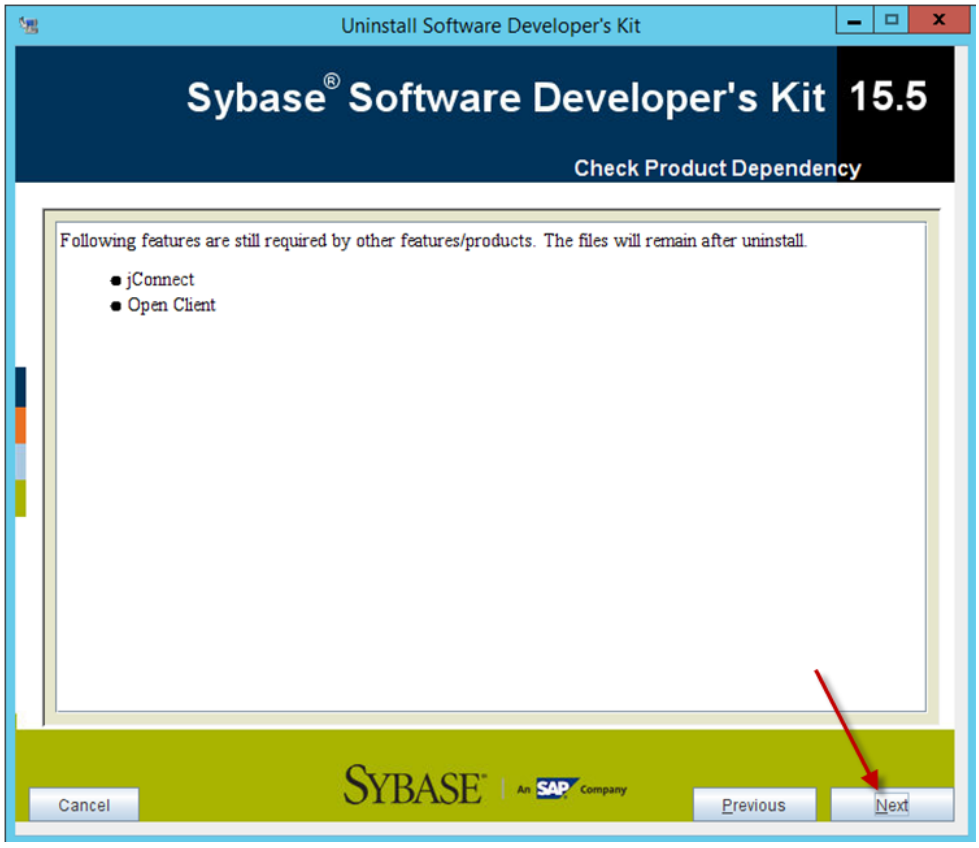
40. Click the **Next** button.



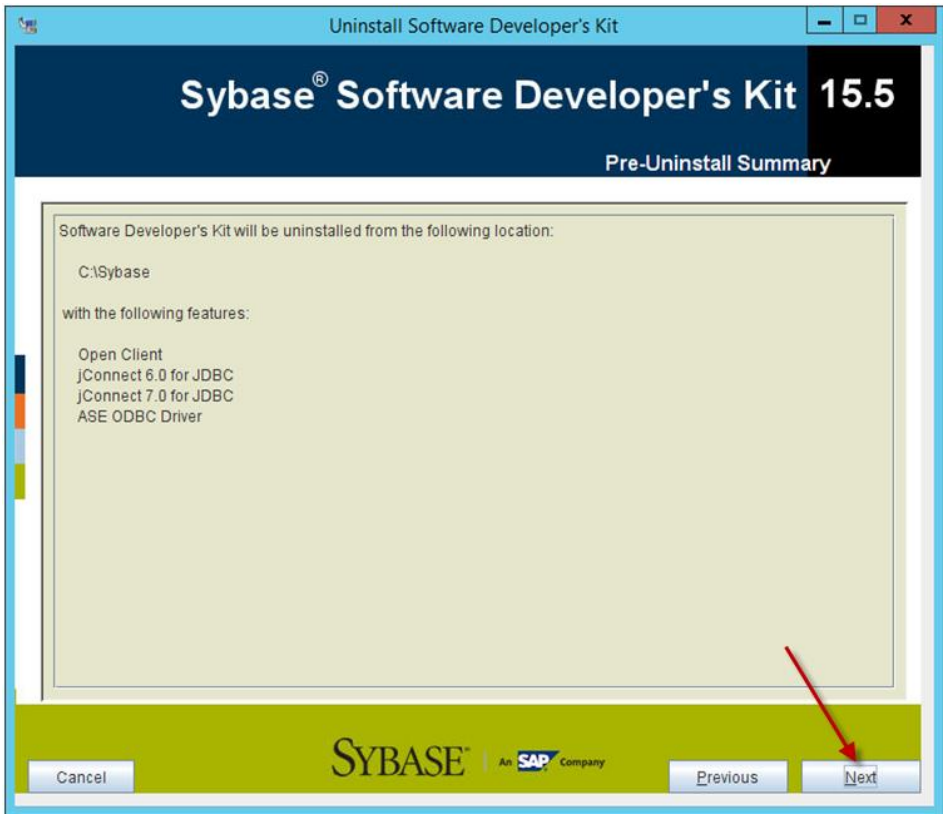
41. Select **Complete Uninstall**



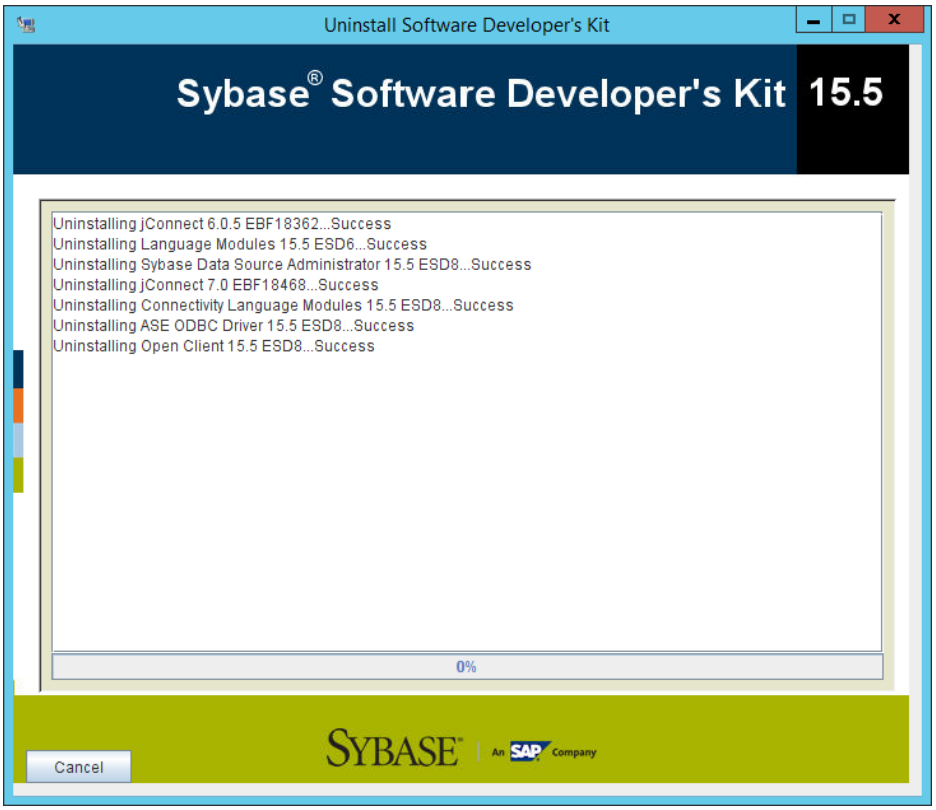
42. Click **Next**.



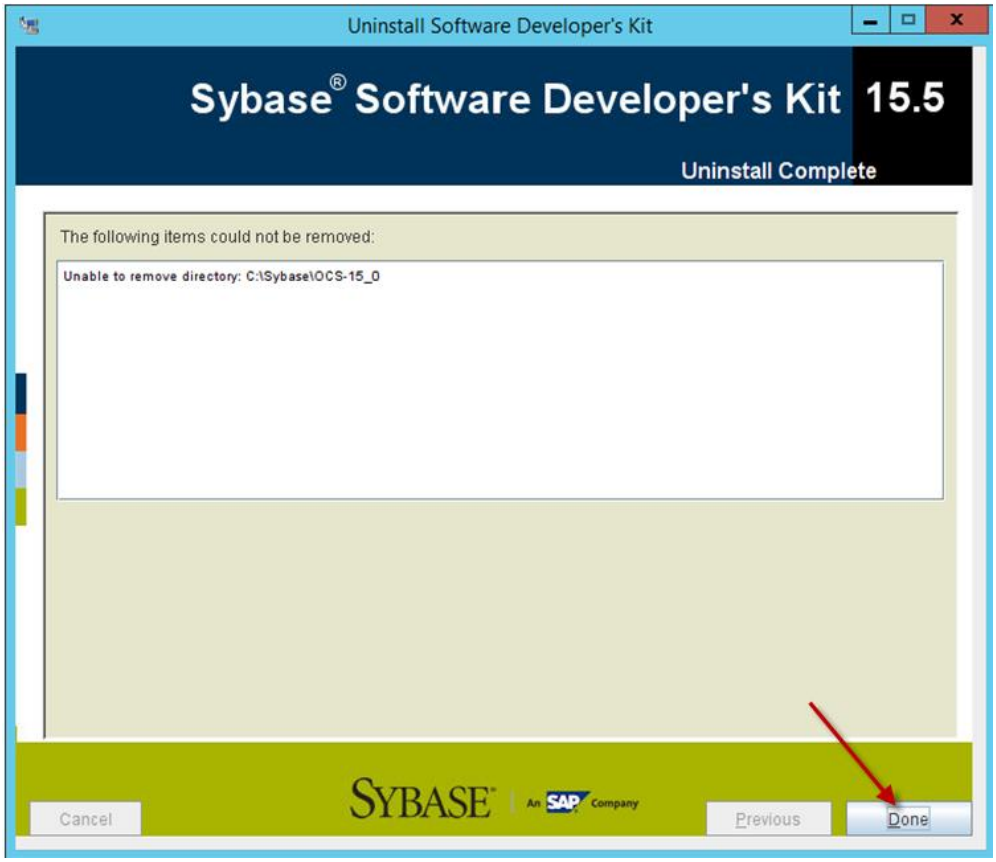
43. Click **Next**



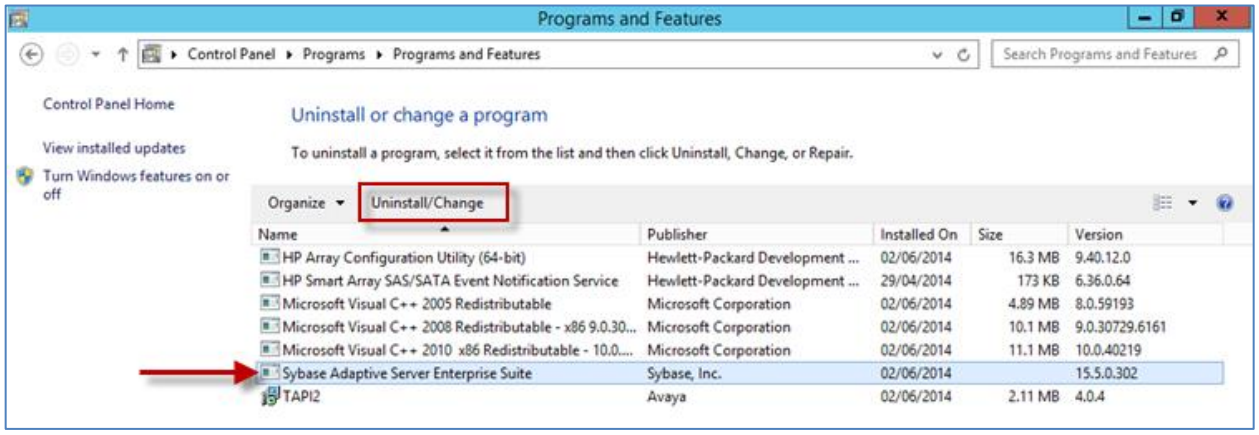
44. Software uninstallation process will commence.



45. Once the software has uninstalled, click **Done**.



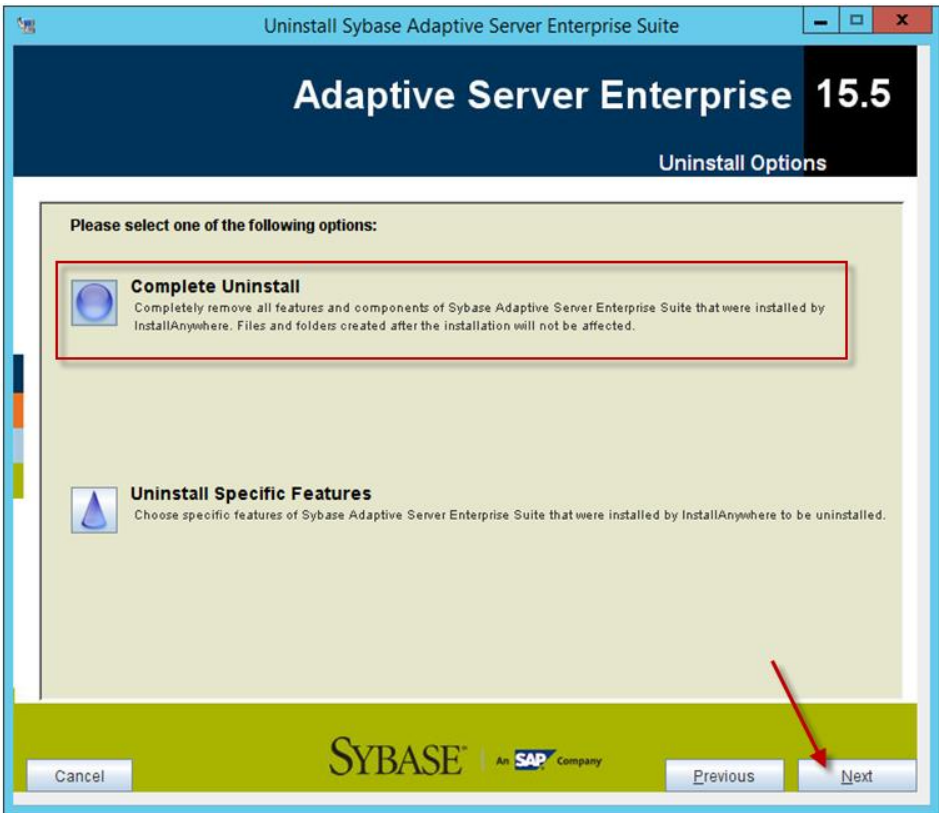
46. Next uninstall the **Sybase Adaptive Server Enterprise Suite**.



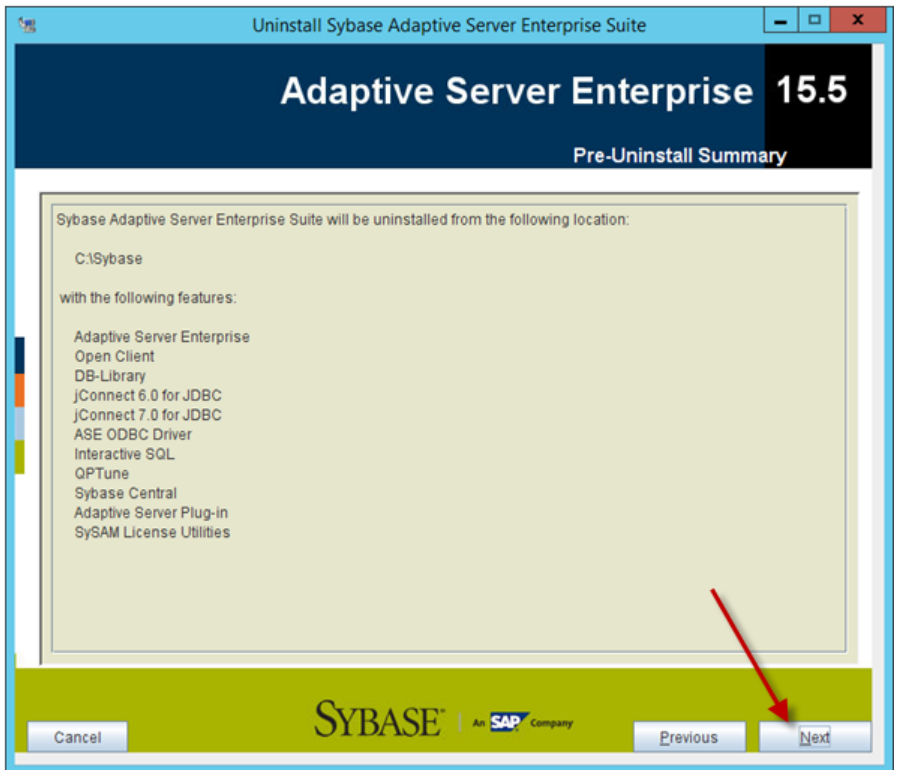
47. Click the **Next** button.



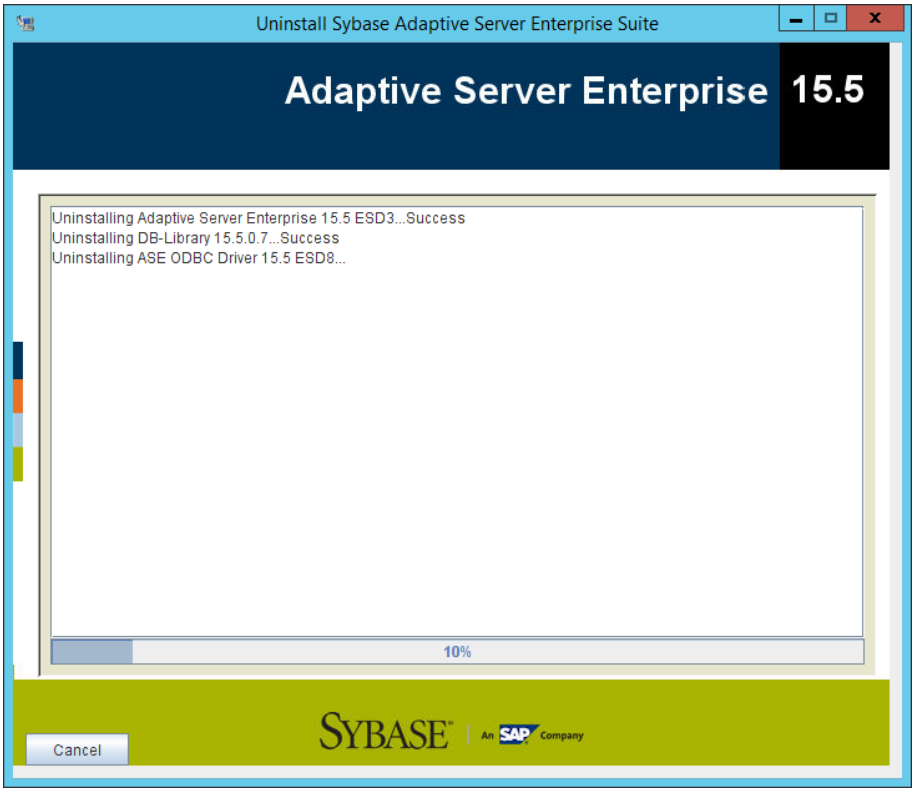
37. Then select **Complete Uninstall** and click the **Next** button.



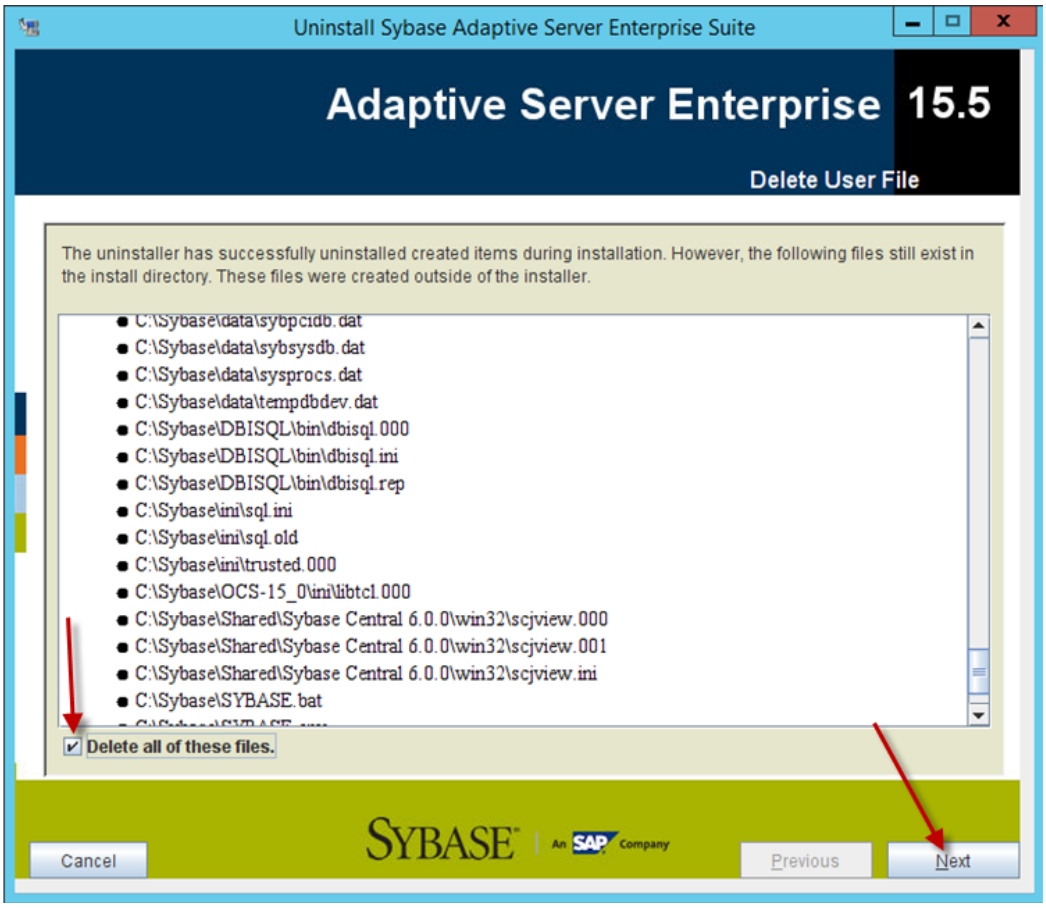
38. Click the **Next** button.



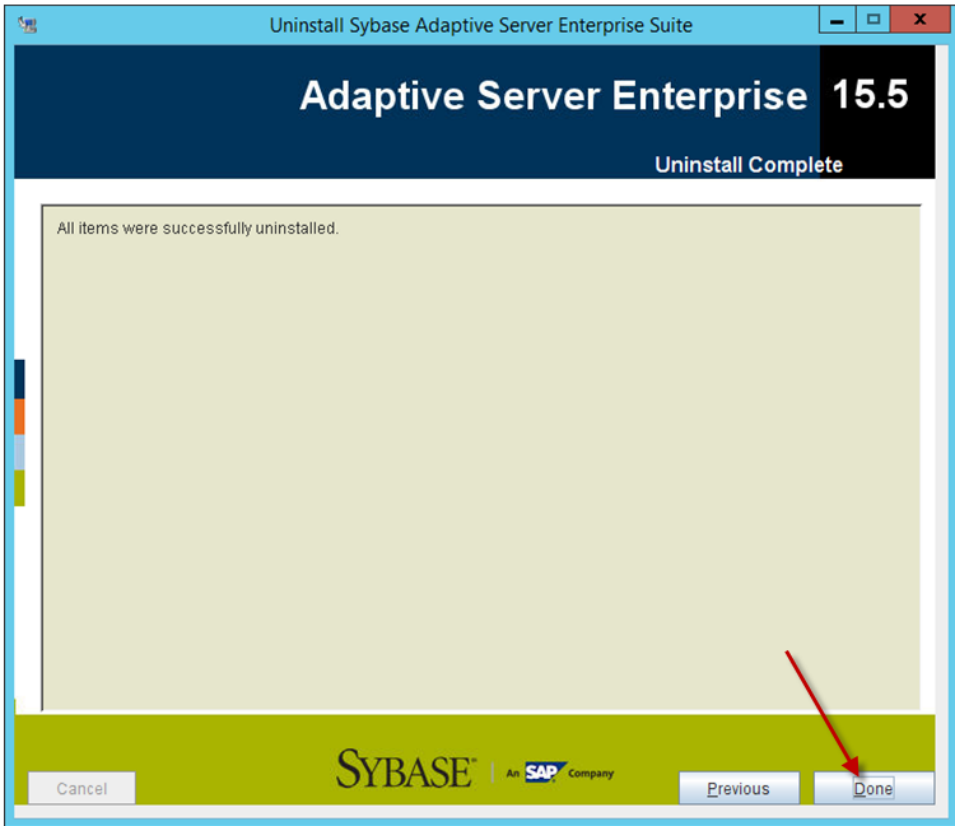
39. The uninstallation process will commence.



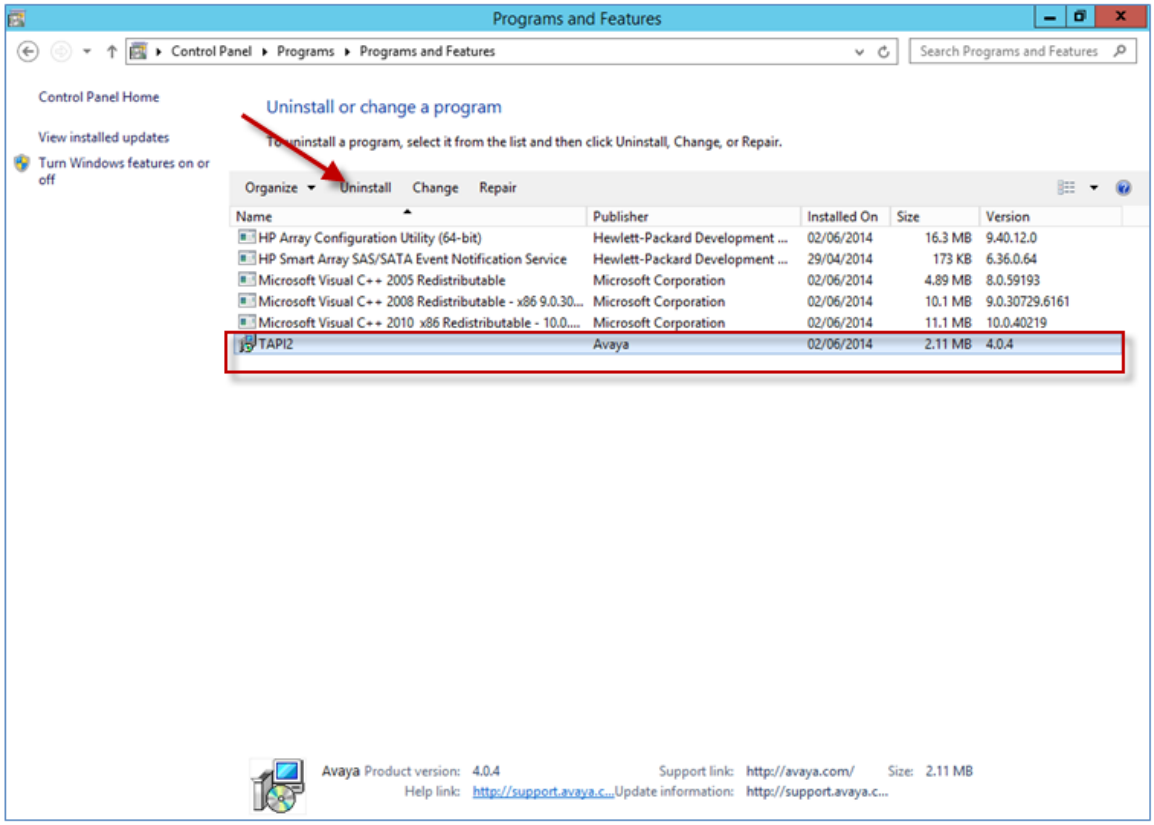
40. Click the **Delete all of these files** check box and then click **Next**.

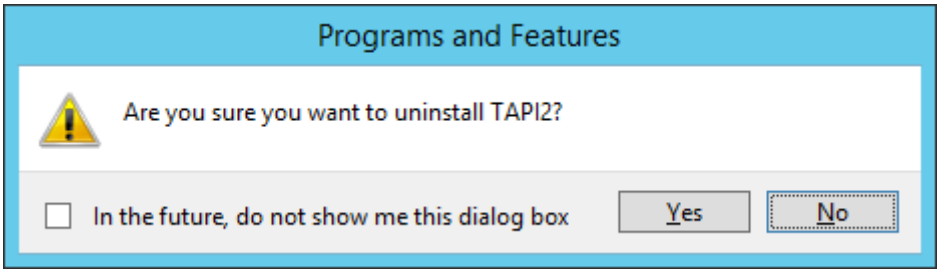


41. Click **Done.**

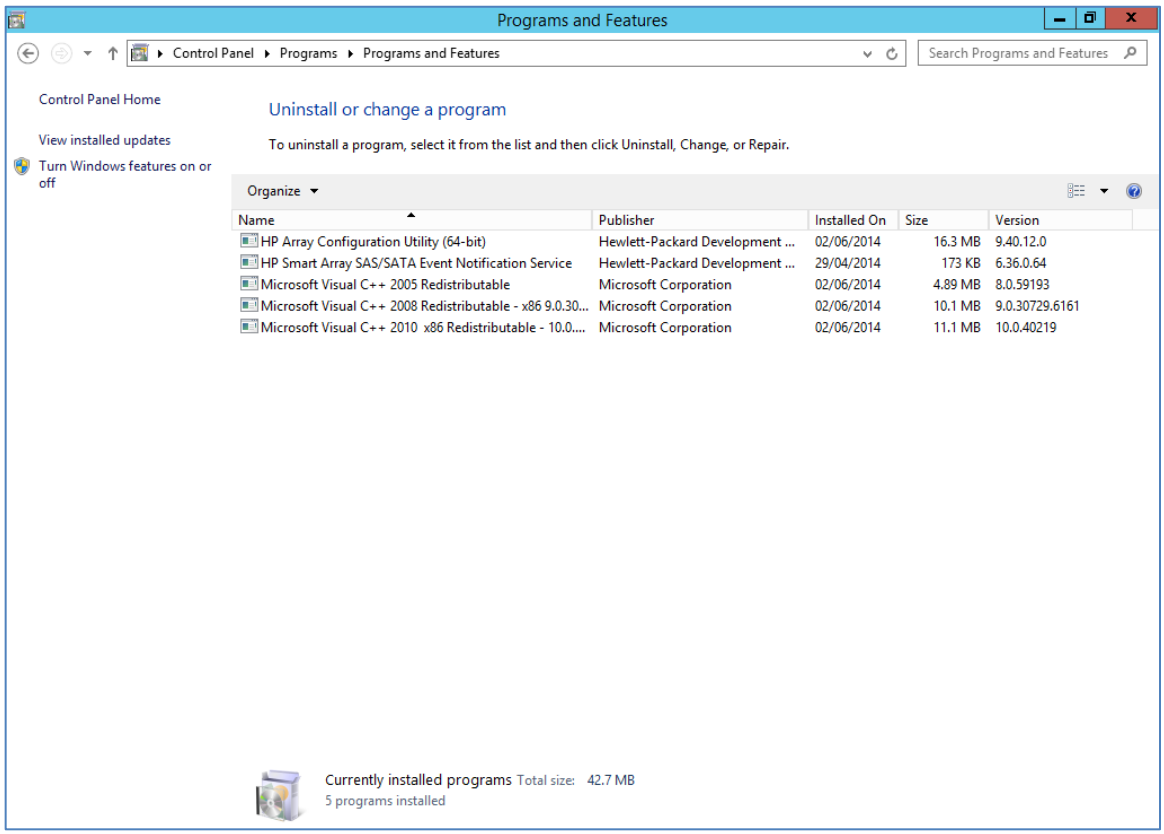


42. Uninstall TAPI2 if no longer required.

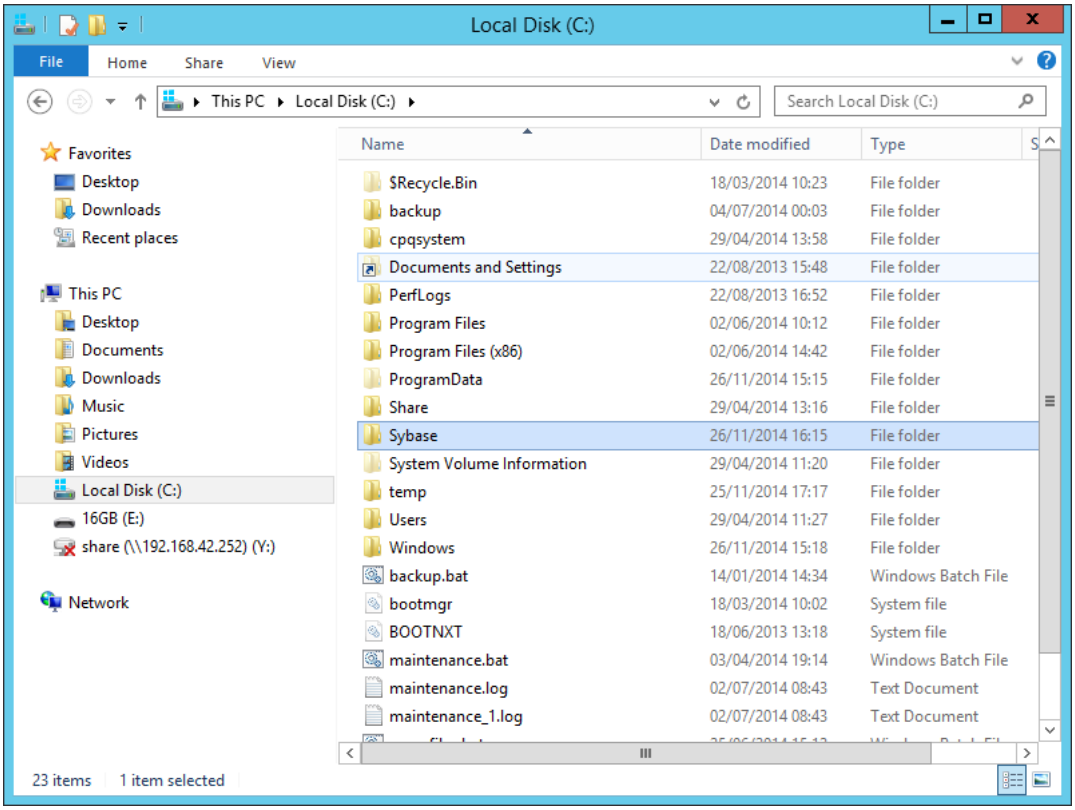




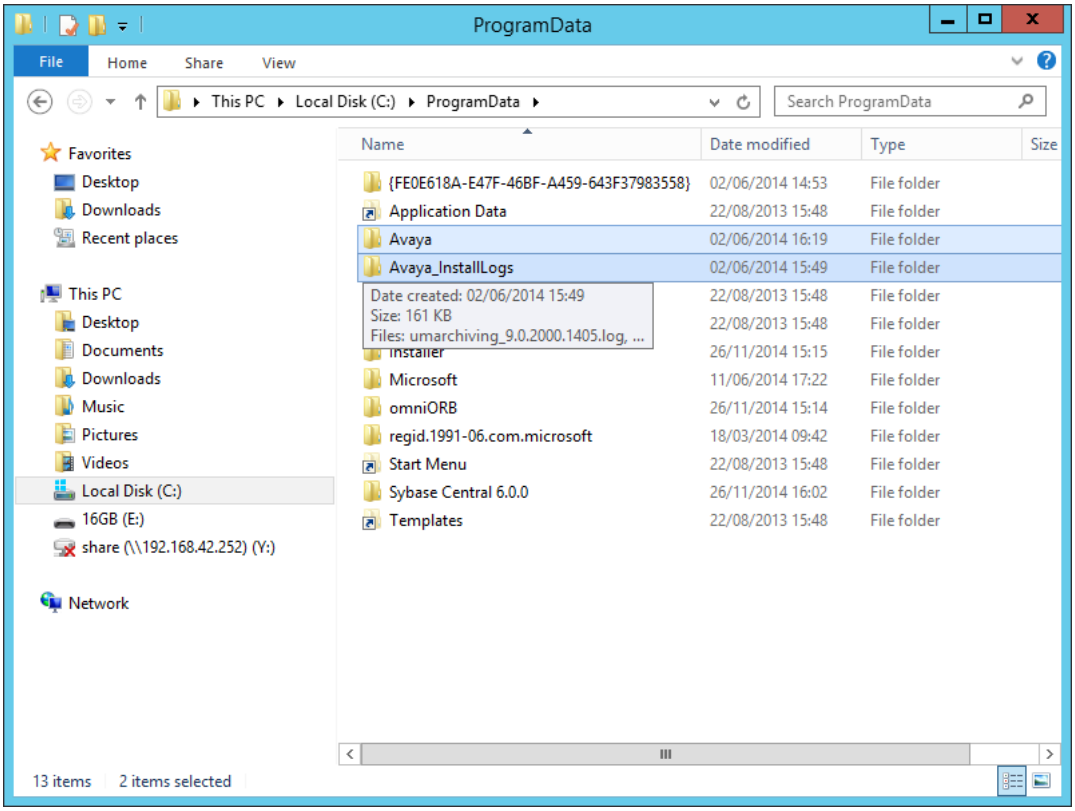
43. Remove the Microsoft C++ files if no longer needed



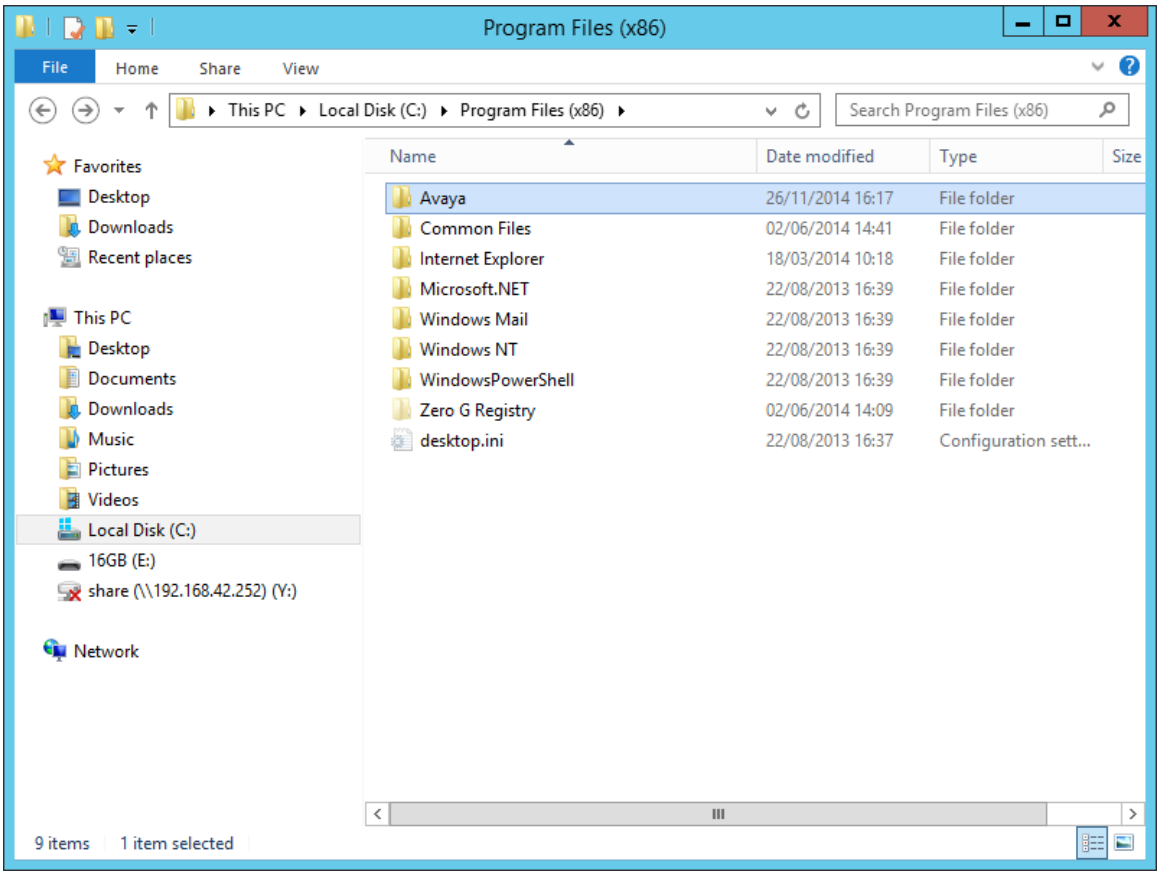
38. The Sybase folder can now be deleted



44. The Avaya, Avaya Install logs and Sybase Central 6.0.0 Folders under ProgramData can now be deleted.



41. Delete Avaya Folder



Upgrading the IP Office Contact Center from Version 9.1 to 9.1.6 FP

A backup of the IP Office Contact Center databases must be performed before any maintenance procedures commence. Please refer to the *Backing up the IP Office Contact Center Database (Manually / Automatically* section of the Maintenance guide that matches the IP Office Contact Center version of the IP Office Contact Center server being upgraded.

Note: if upgrading from a release older than 9.1.6, the syntax to use should be pgbackup.bat "C:\Program Files (x86)\Avaya\IP Office Contact Center\PostgreSQL\9.3\bin" Administrator <database password> c:\Backup

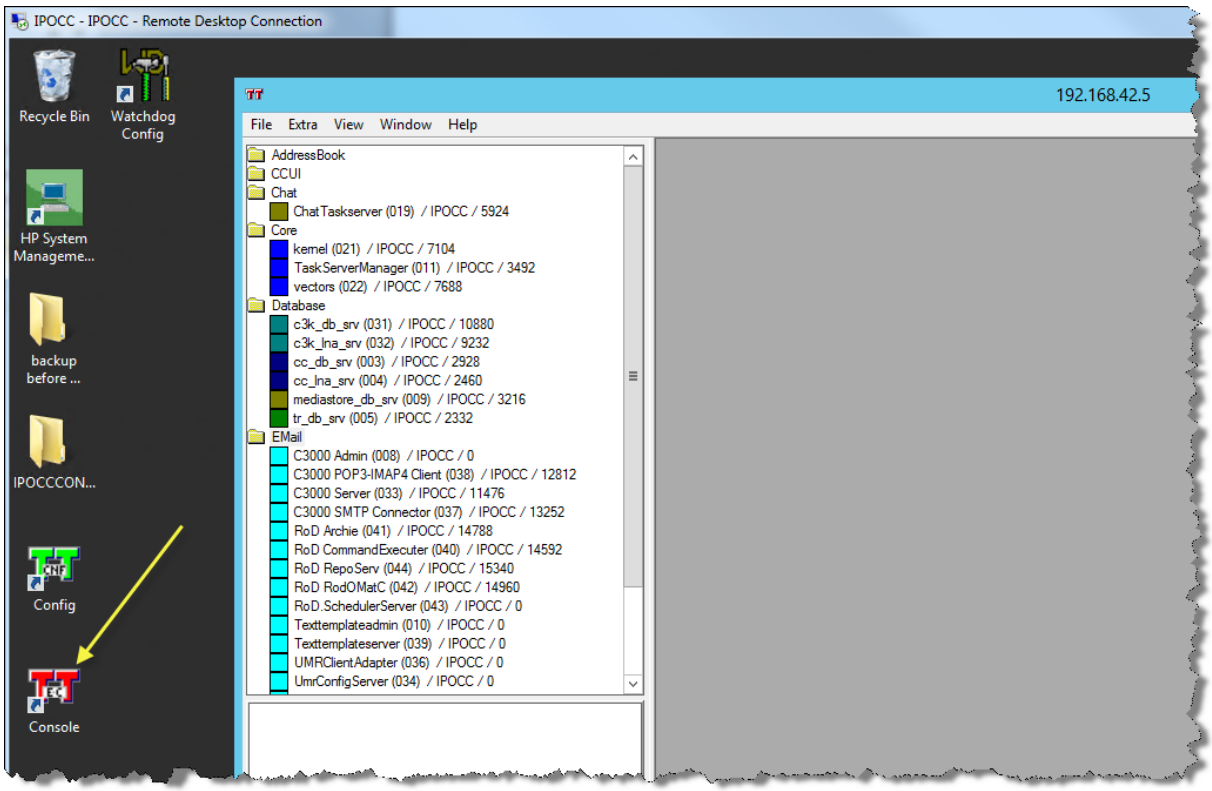
Note: AutoSync is not enabled on an upgrade from 9.1 to 9.1.6. Please refer to the Auto Sync section of the guide for information on how to enable if required.

Note: The User configuration now required on the IP Office Contact Center User, is not updated on an upgrade from 9.1.0 to 9.1.6. Please refer to the **Confirm the IP Office Contact Center User configuration** section of the Installation Task Based Guide.

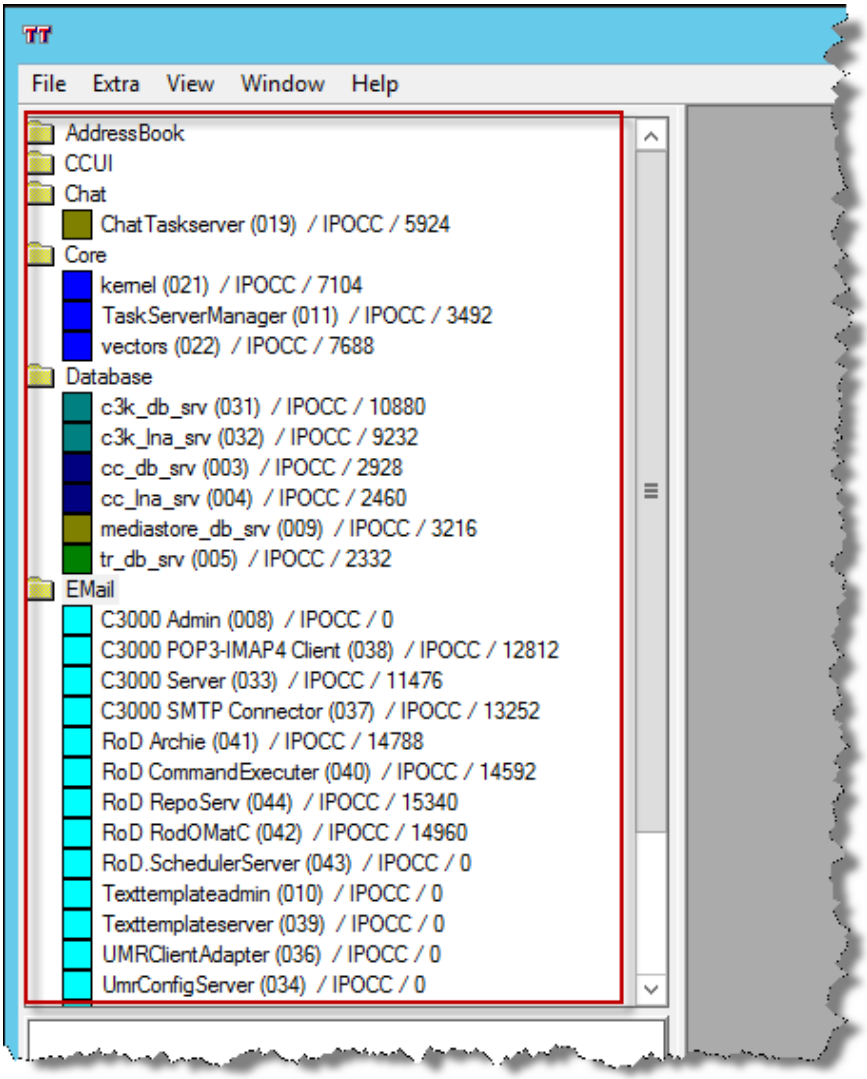
Before the Migration process is started the Watchdog service must be stopped.

1. Login to the IP Office Contact Center Windows server.

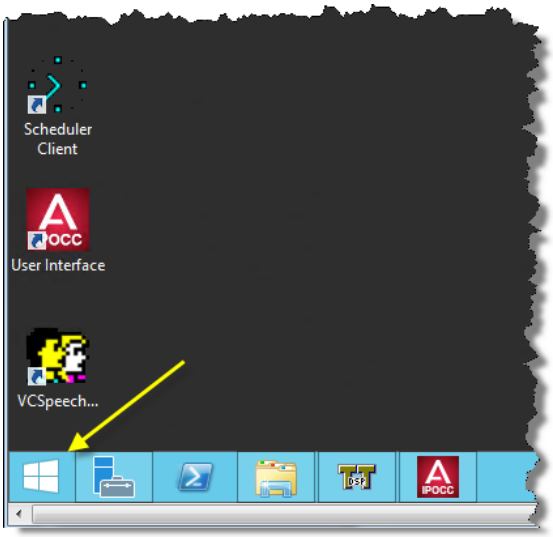
2. Before stopping the Watchdog service, open TTConsole.



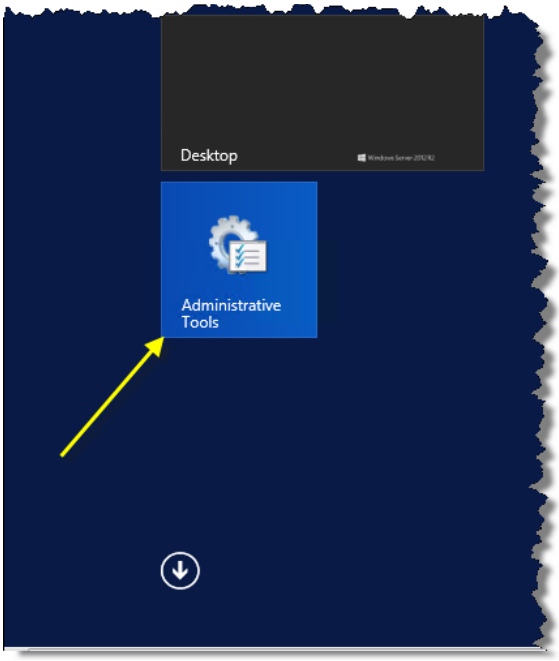
3. Any running processes are displayed in the console's left panel.



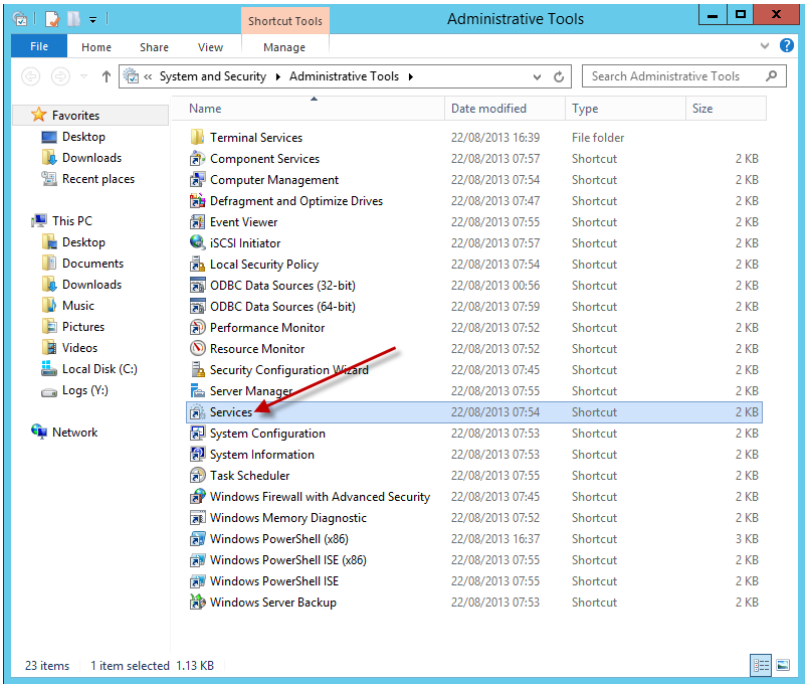
4. Select the **Windows** button.



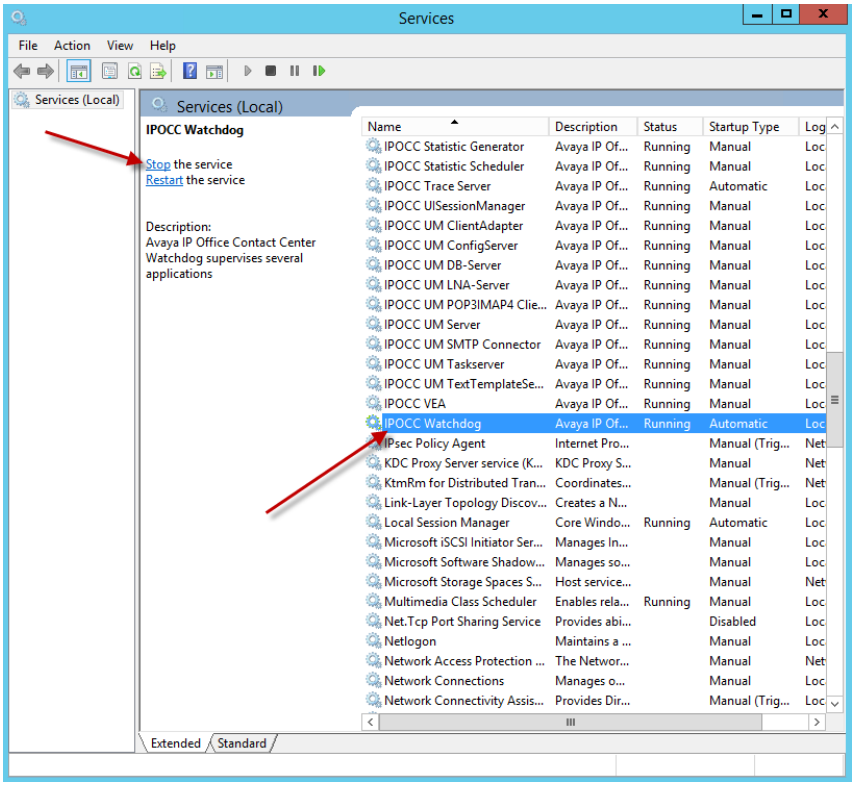
5. Click the **Administrative Tools** button.



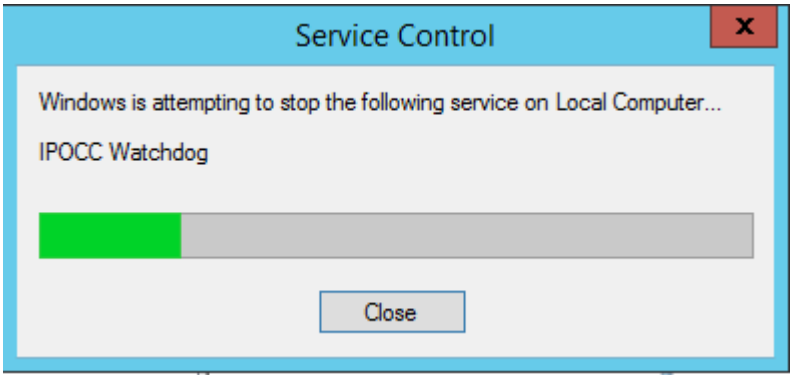
6. Double left click on **Services**.



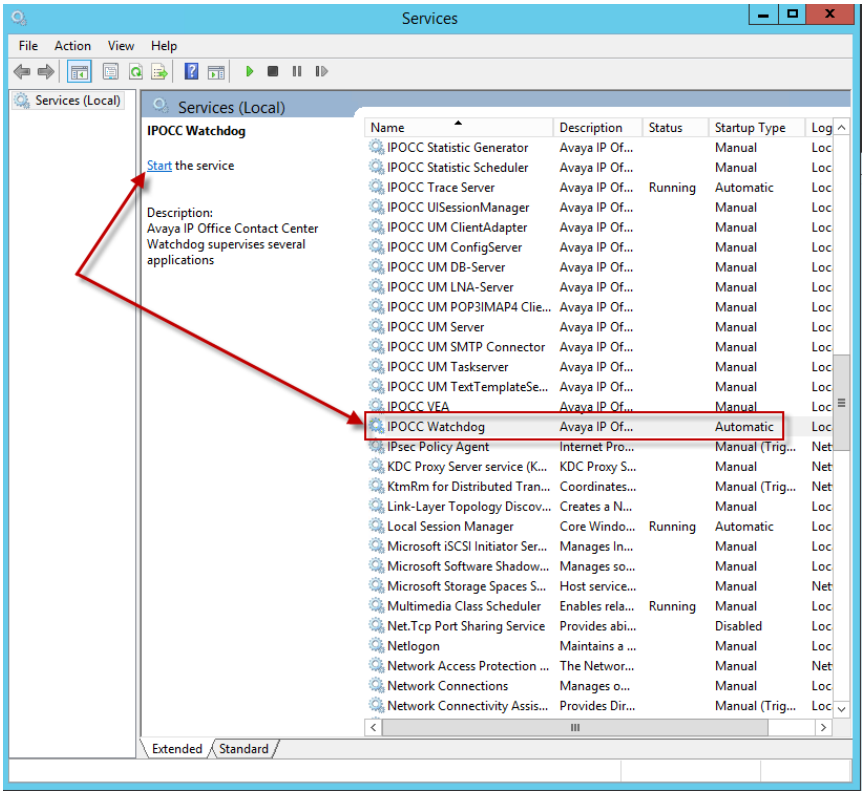
7. Scroll down to the **IPOCC Watchdog** service. Select the **IPOCC Watchdog** service and then click **Stop**.



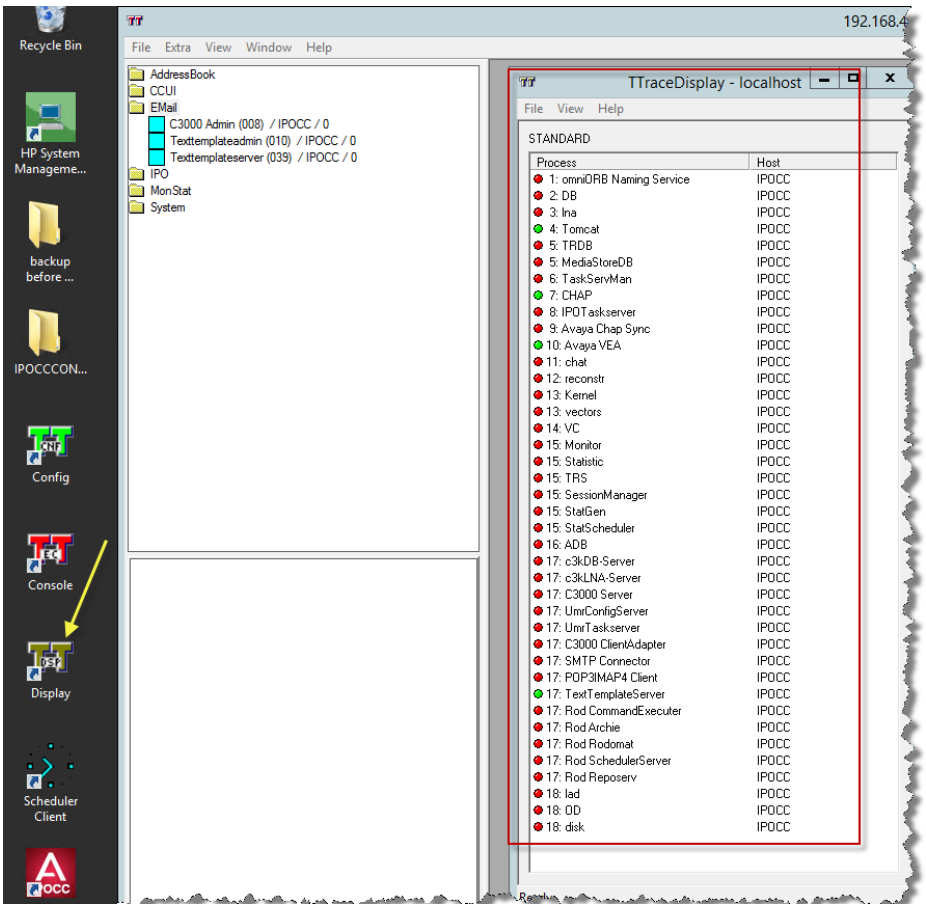
8. The **IPOCC Watchdog** service will be stopped.



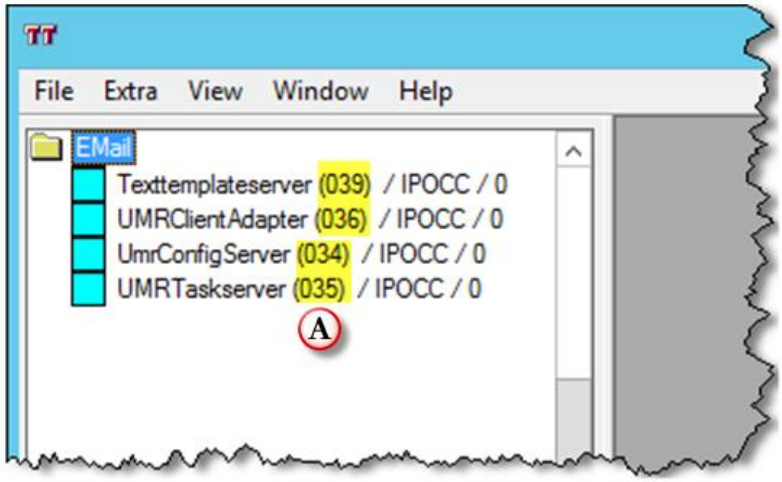
9. This will be indicated by only the **Start the Service** link being available for this service.



10. Open TTDisplay, the services will be stopped and the corresponding processes in TT Console will be closed.

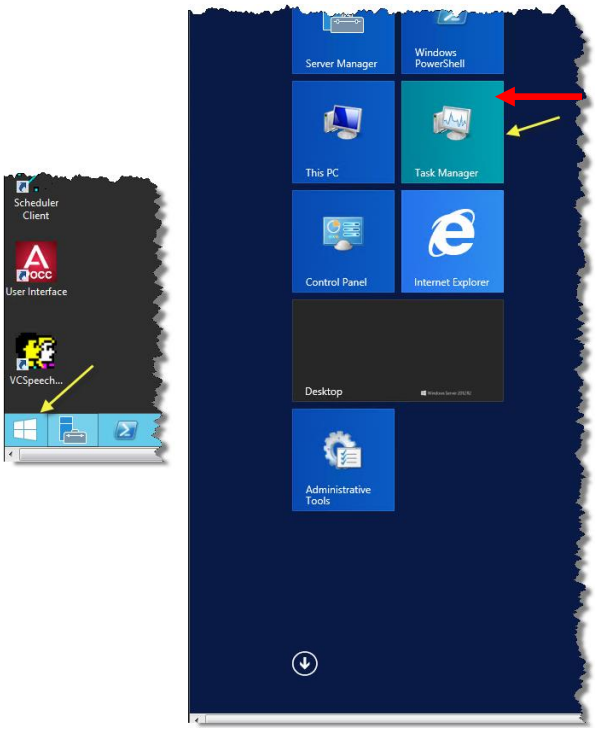


11. If a hanging process is identified in TTConsole note the PID (Process Identification Number) of the process displayed in left hand panel of TTConsole.

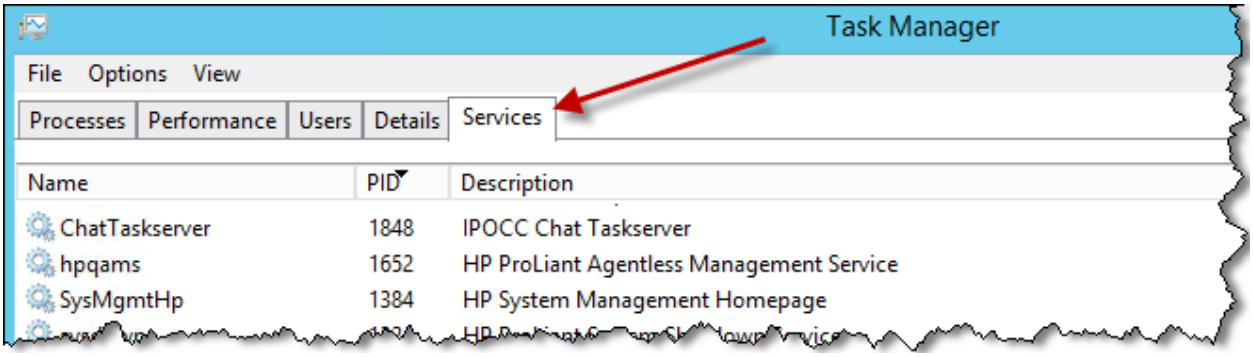


A. PID

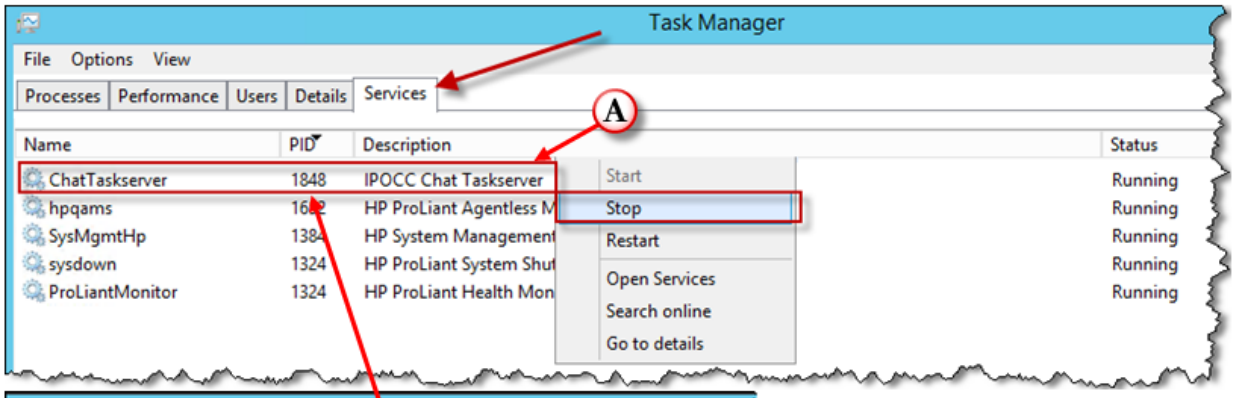
12. Select the **Window's** button and click on **Task Manager**.

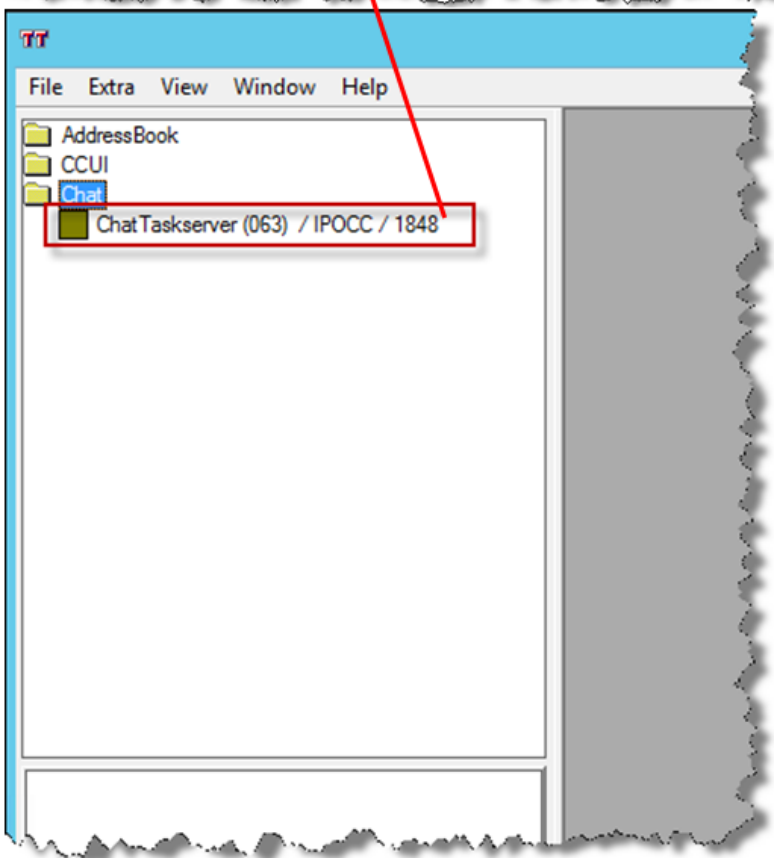


13. The PID's are displayed.



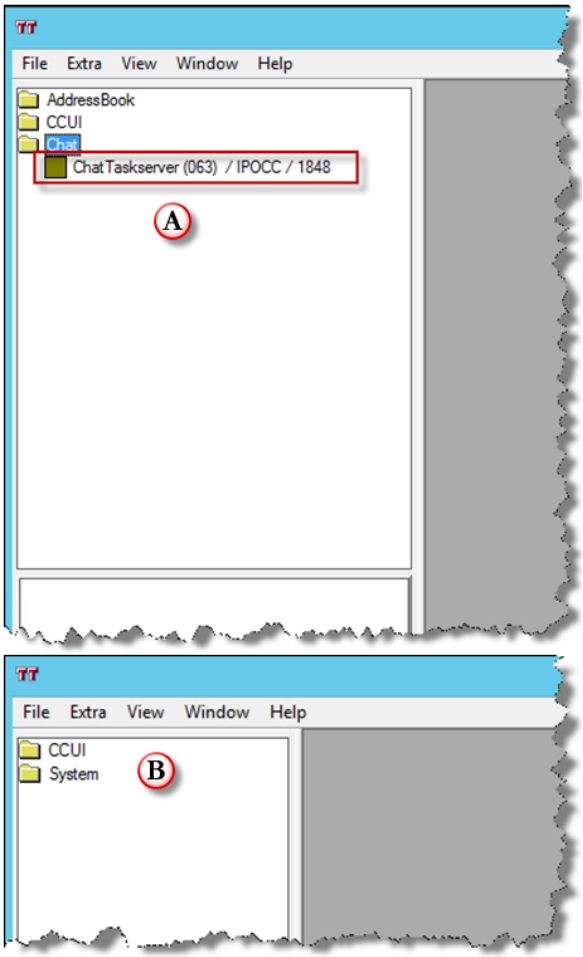
14. Stop the process with PID's that are displayed in TTConsole. In this example, the **ChatTaskserver** process is still running.





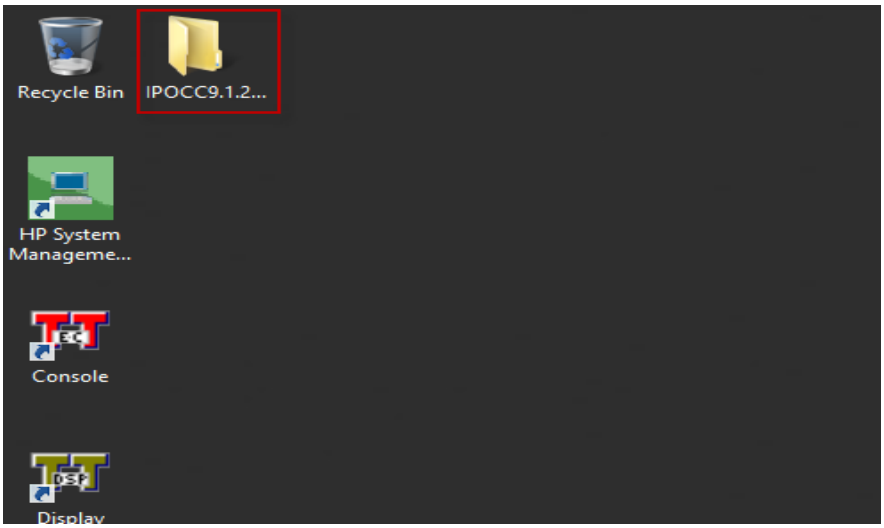
A. Right click.

15. Check in TTConsole that the process has stopped.

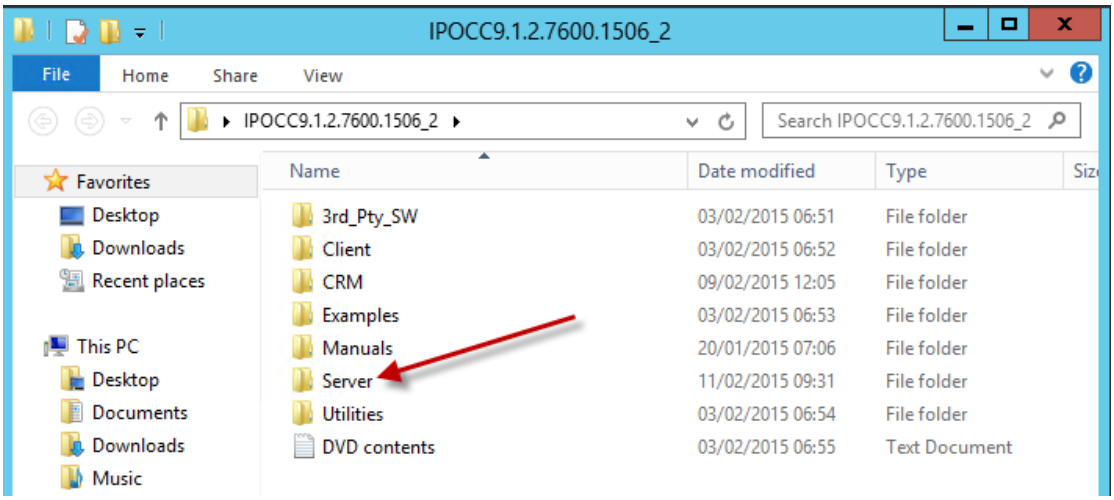


A. Before the Process has stopped
B. After the process has stopped.

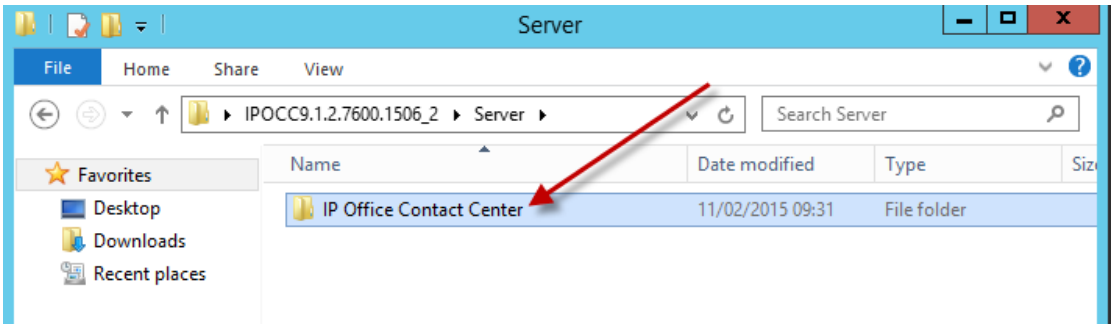
18. Once you have obtained the IP Office Contact Center 9.1.6 software, it is best practice to copy the 9.1.6 software folder to the desktop of the IP Office Contact Center server. A network share can also be used if required.



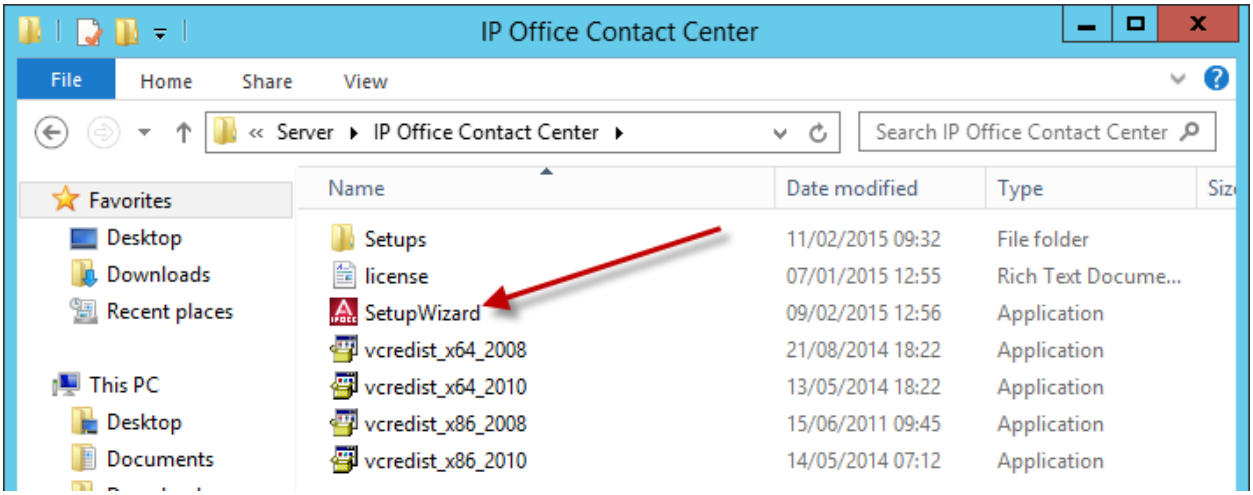
19. Open the **Server** folder.



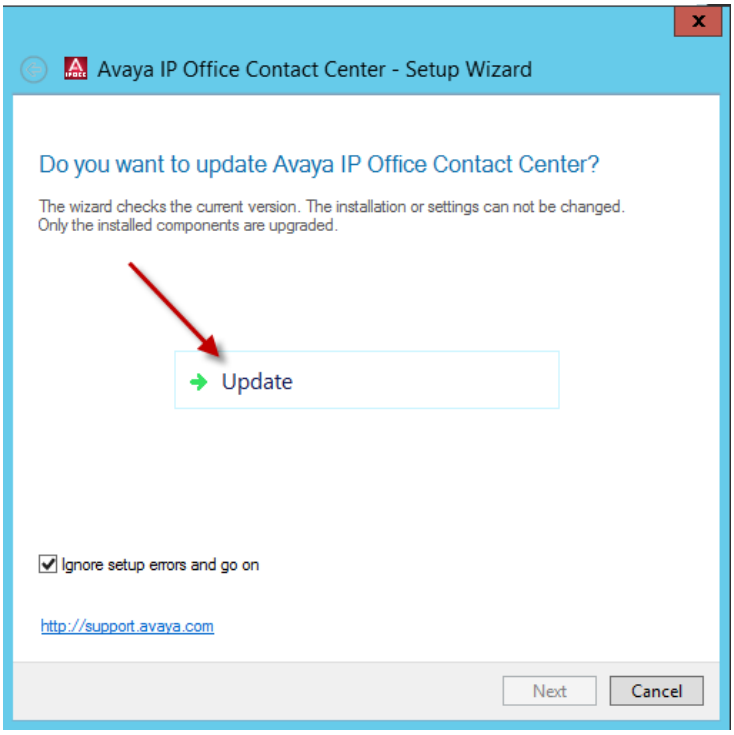
20. Open the **IP Office Contact Center** folder.



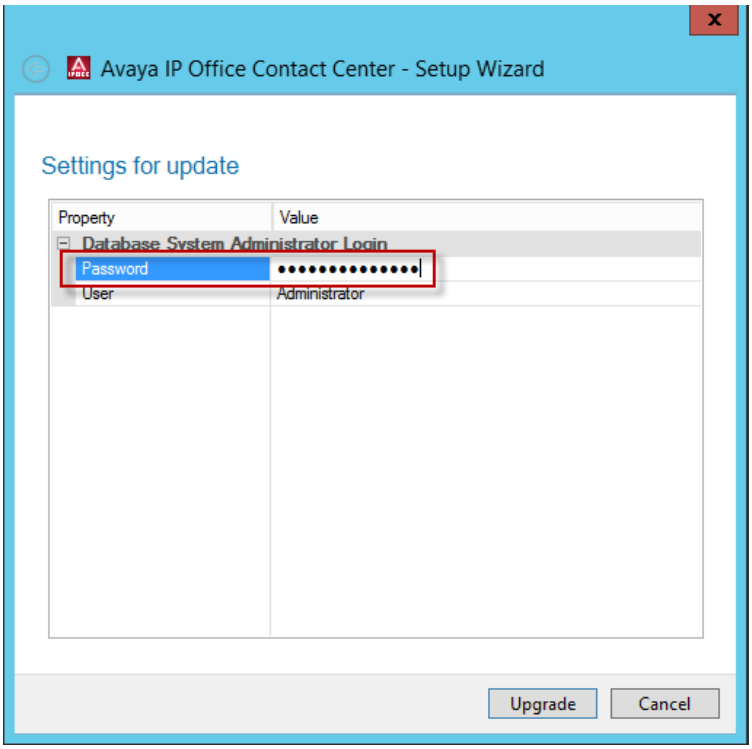
21. Double left click on the **SetupWizard** file.



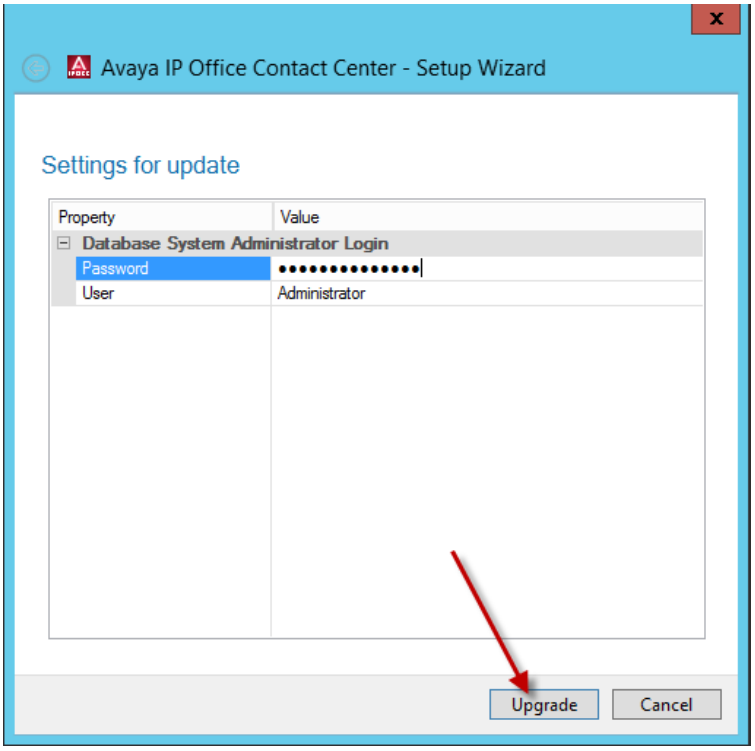
22. Click the **Update** button.



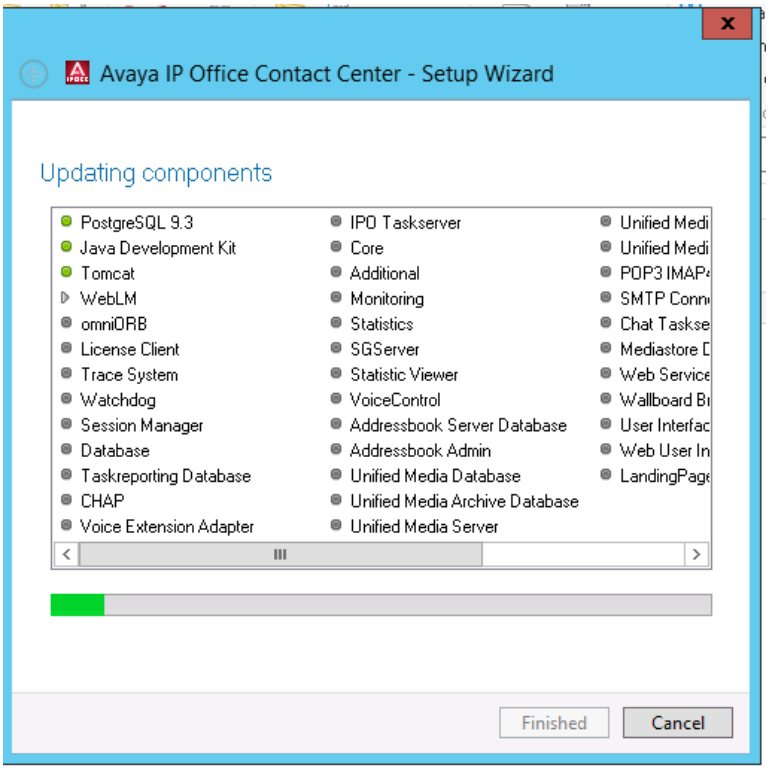
23. Enter the **Password.** (Password for the IP Office Contact Center PostgreSQL Database. For example Administrator. This is the password defined when installing the PostgreSQL database).



24. Click the **Upgrade** button.

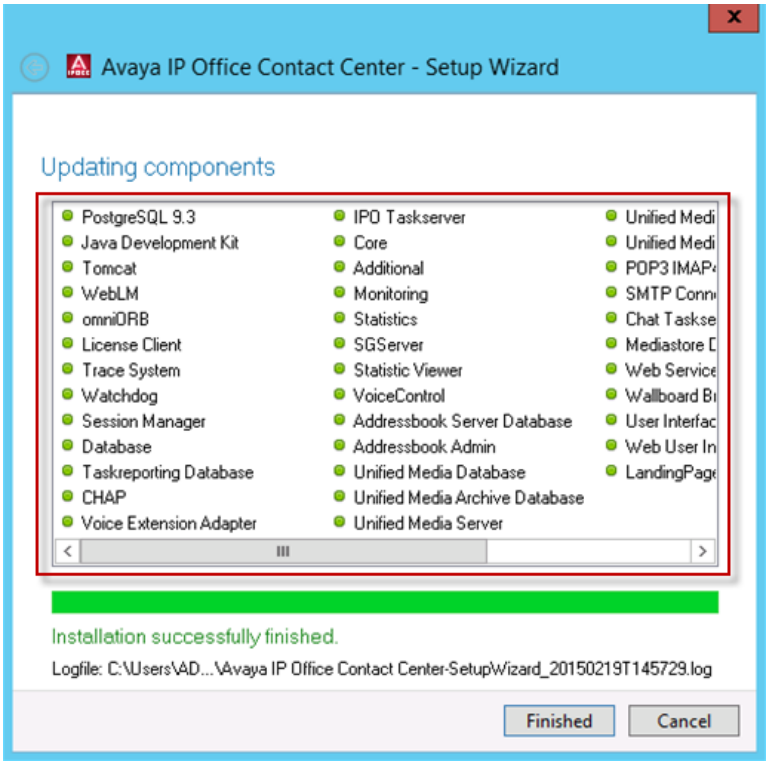


25. The IP Office Contact Center upgrade will commence.

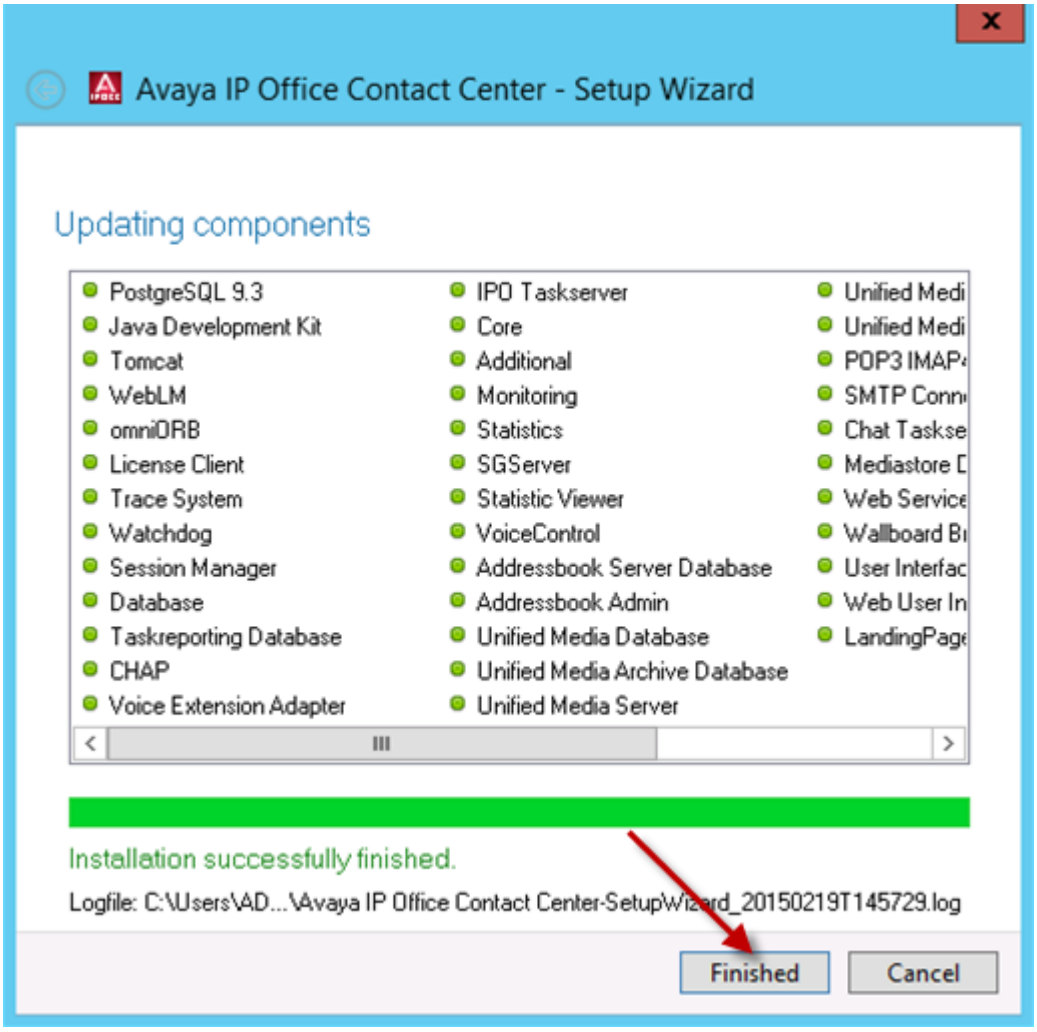


26. When the Upgrade has completed successfully, all of the updated components will have a green icon adjacent to them.

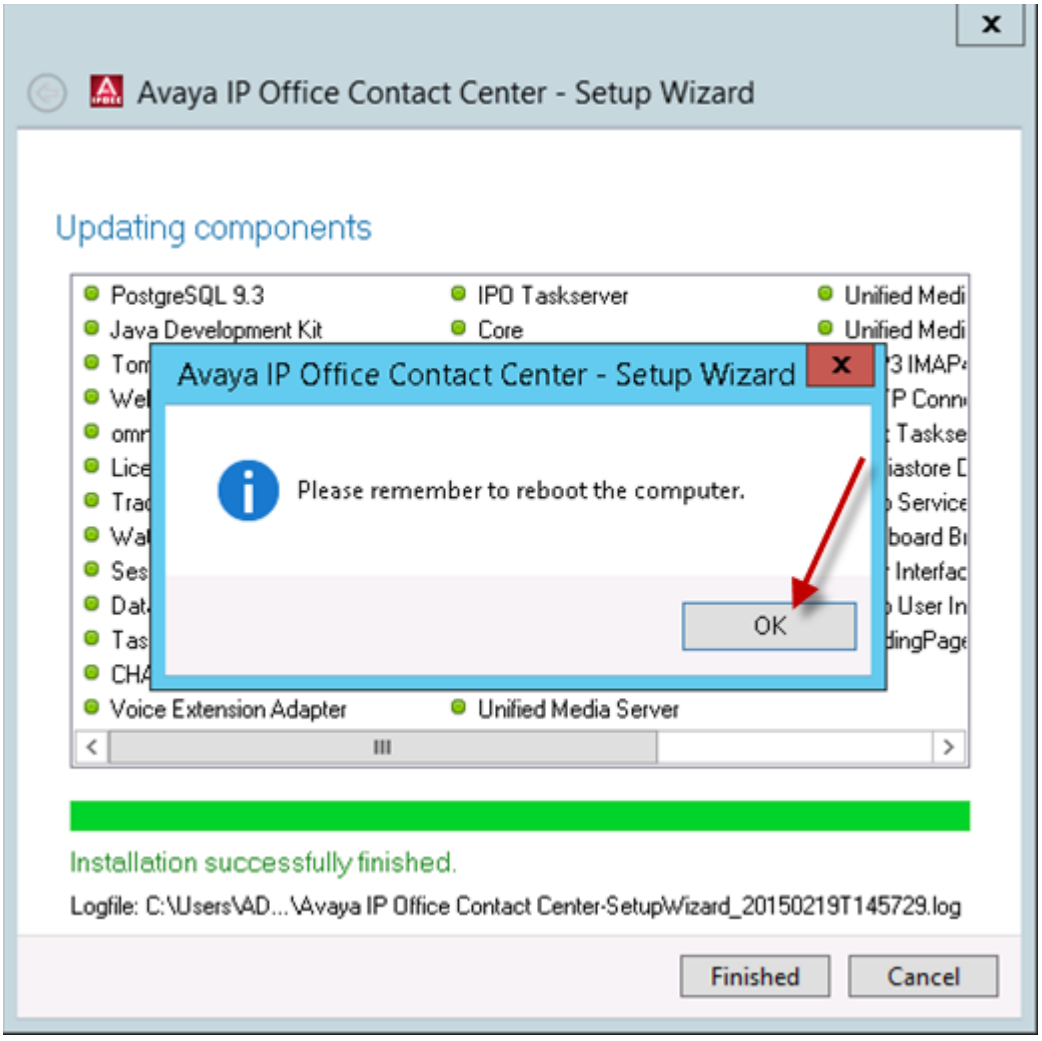
Note: This process can take up to 25 minutes to complete.



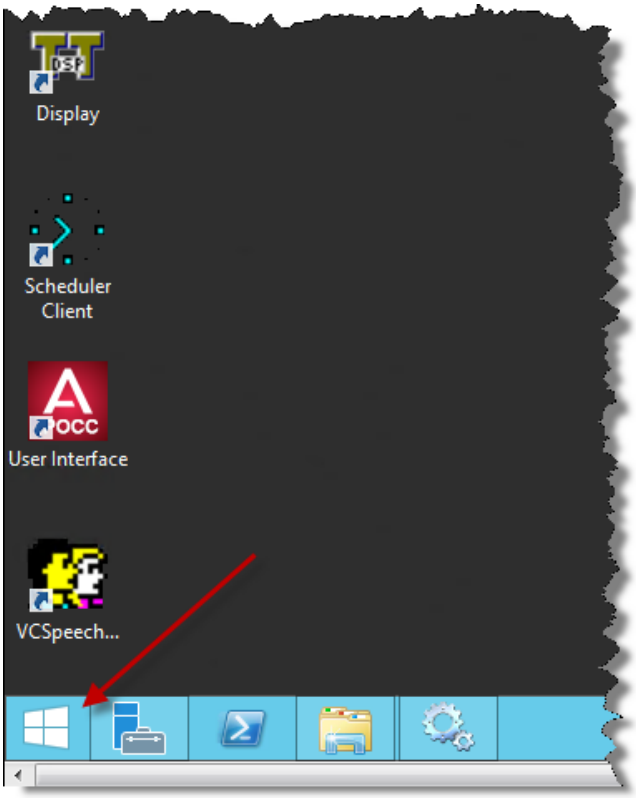
27. Click the **Finished** button.



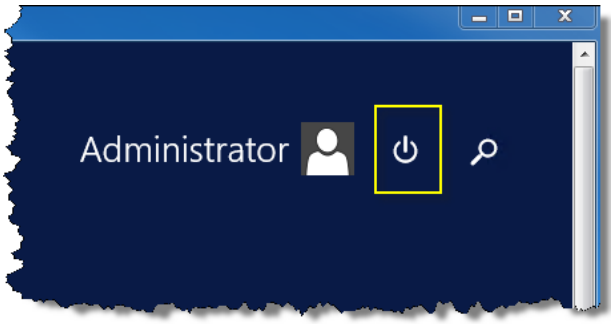
28. You will be prompted that the server requires rebooting. Click **OK**.

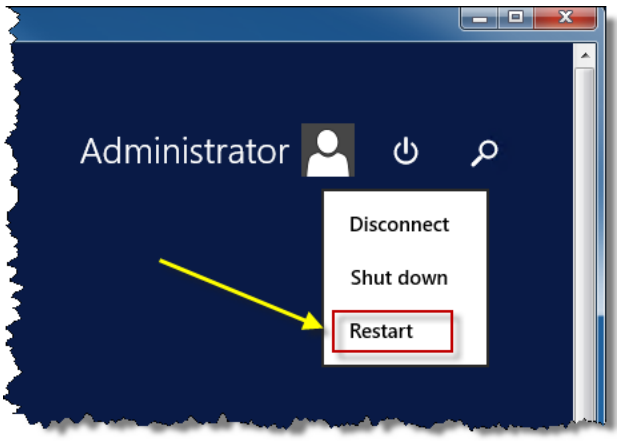


29. Reboot the server. Click on the **Windows** button. Note: Make sure that any IP Office Contact Center User Interfaces are closed down before the server is rebooted.

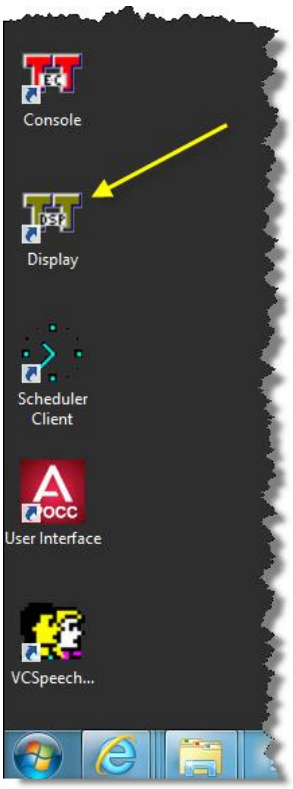


30. Then select the **Power Options** button and click **Restart**.

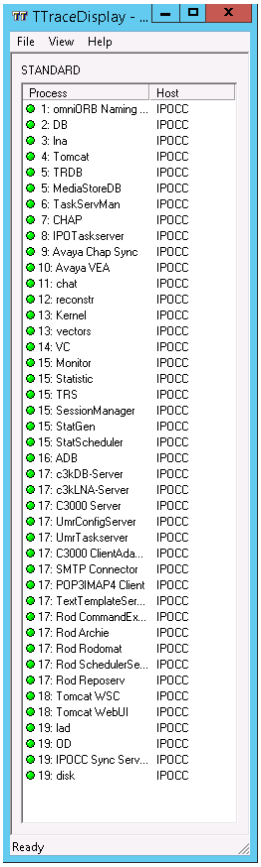




31. Once the server has rebooted, log back into the server and open **TTrace Display**.



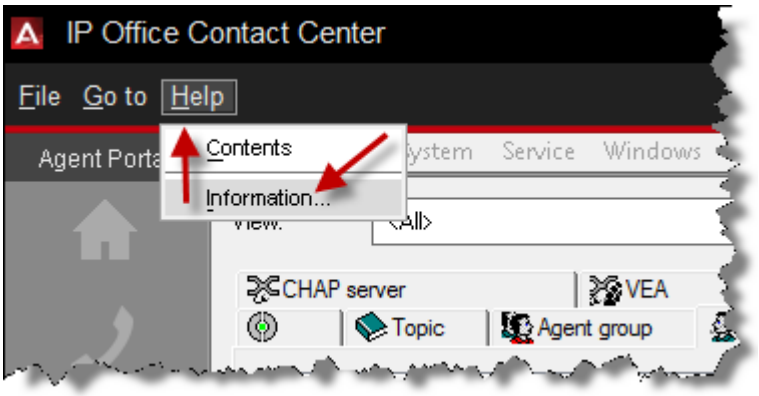
32. The services will restart indicated by a green icon adjacent to each service.



33. Login to the IP Office Contact Center as an administrator on the server.



34. Click **Help** followed by **Information**.



35. The upgraded version of IP Office Contact Center will be displayed.

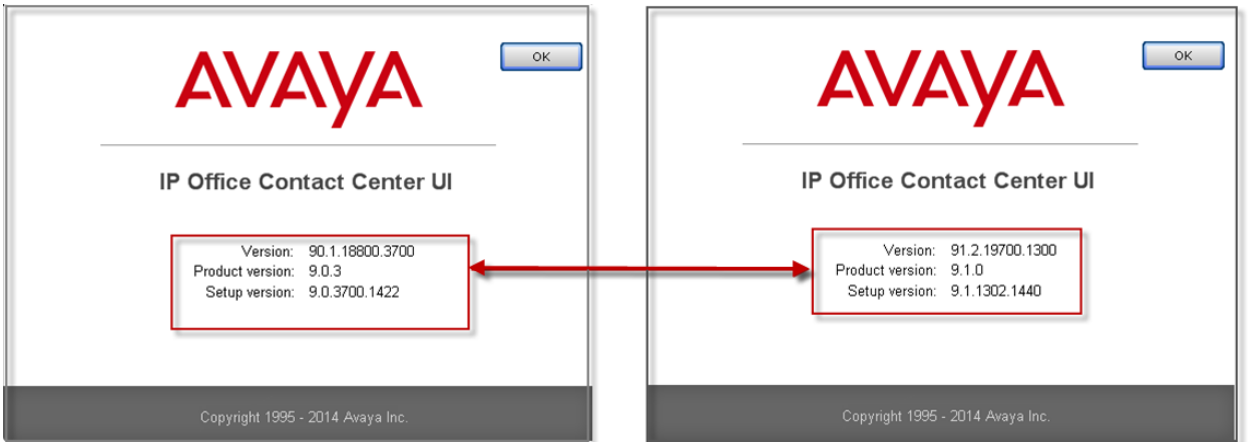


Upgrading the IP Office Contact Center Agent Interface Client Software

Note: IP Office Contact Center 9.1.6 Windows client uses port 8443

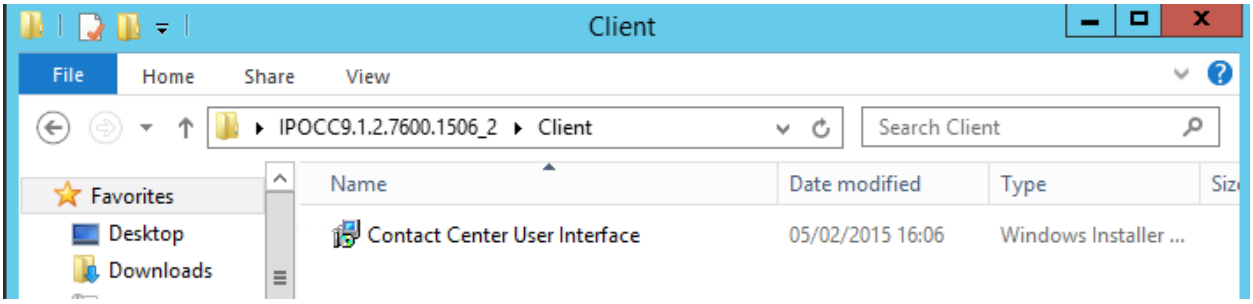
1. The IP Office Contact Center Agent Interface client software can now be upgraded.

2. Make a note of the current client software version.

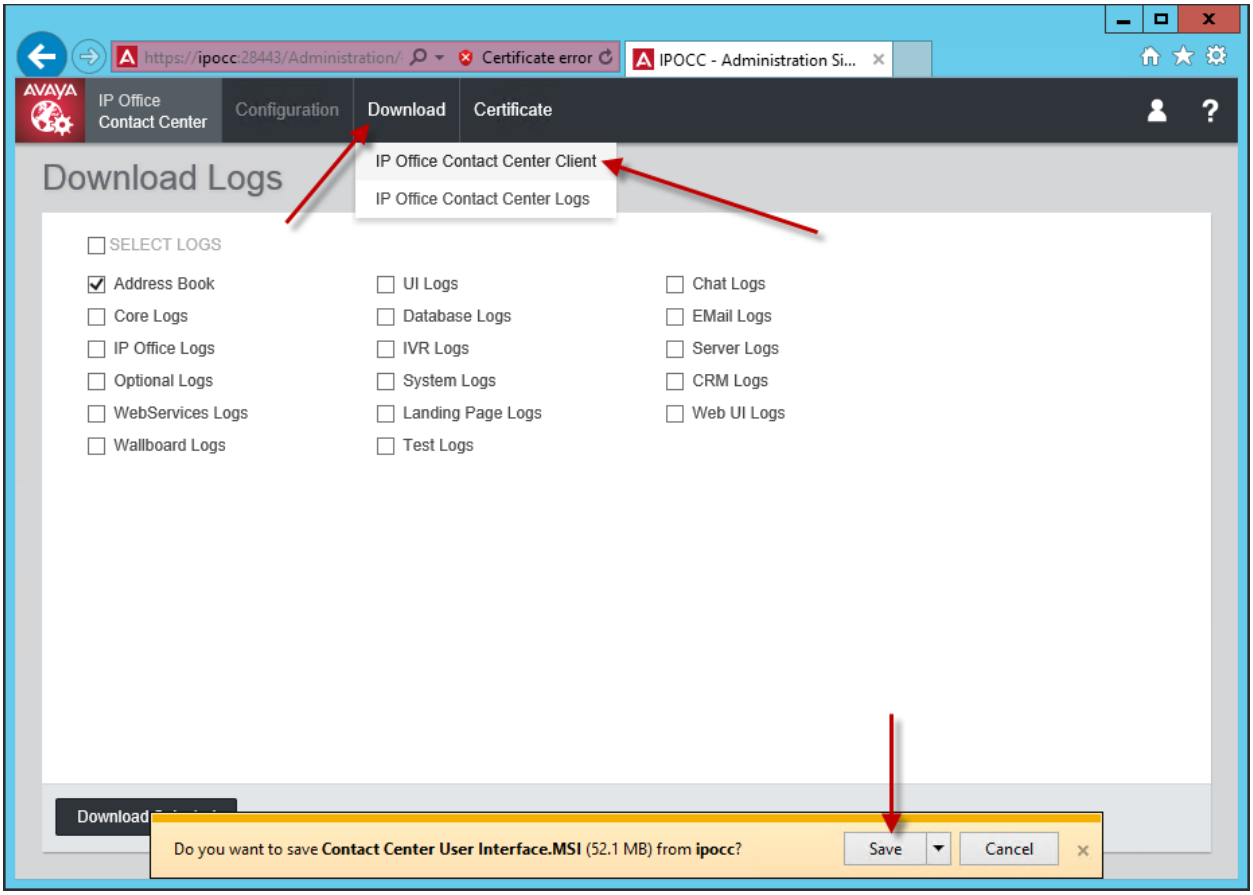


3. Then log out of the agent interface, as an upgrade is not possible if the agent's User Interface is running.

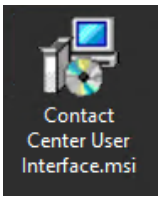
4. The client software is available from the Client Folder within the main IP Office Contact Center 9.1.6 software suite.



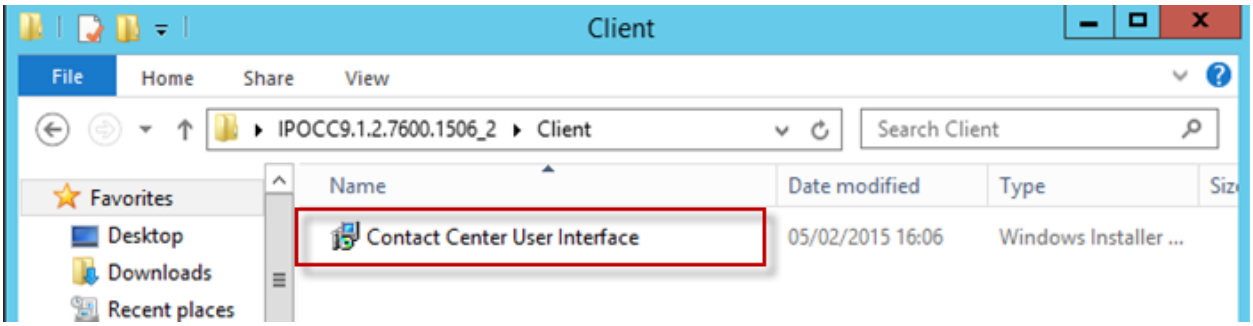
5. The client software is also available from the **IP Office Contact Center Administration Page**. Click the **Download** link, select the **IP Office Contact Center Client** link and download and save the application as required.



6. Save the client to the server's desktop.



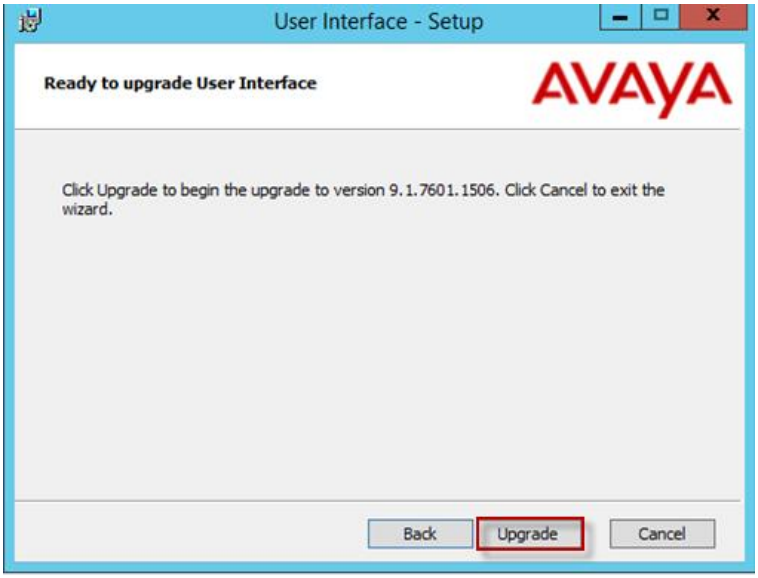
7. Double click on the Installer file.



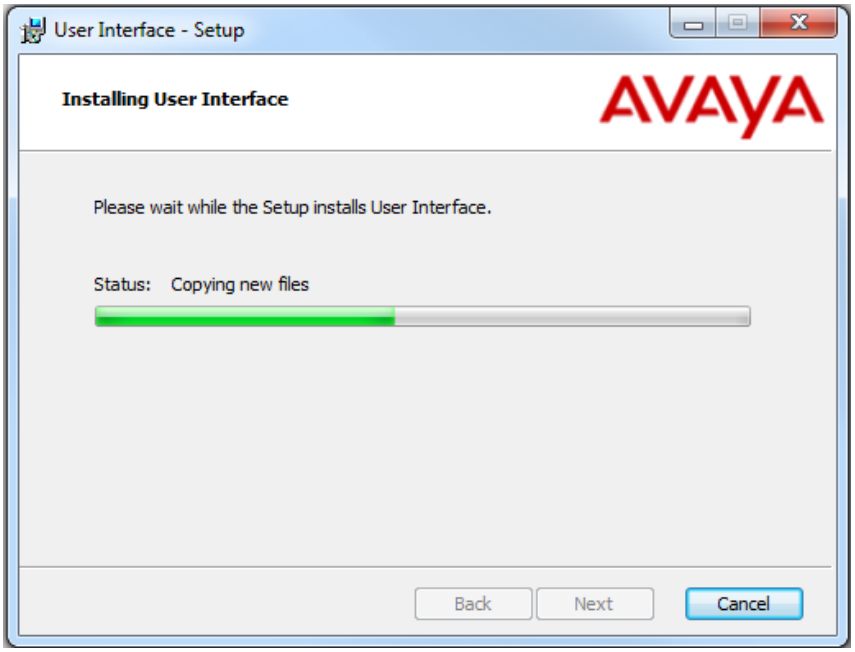
8. A notification window is displayed, stated that the User Interface will be upgraded. Click **Next**.



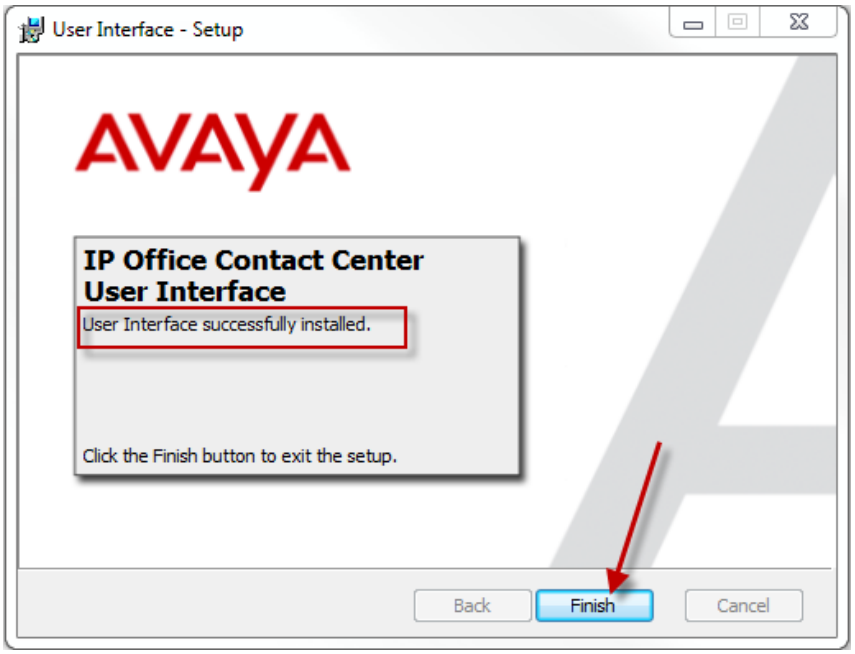
9. Click the **Upgrade** button.



10. The upgrade will proceed.



11. Click the **Finish** button.



12. Log back into the User interface.



13. Click **Help** followed by **Information**.

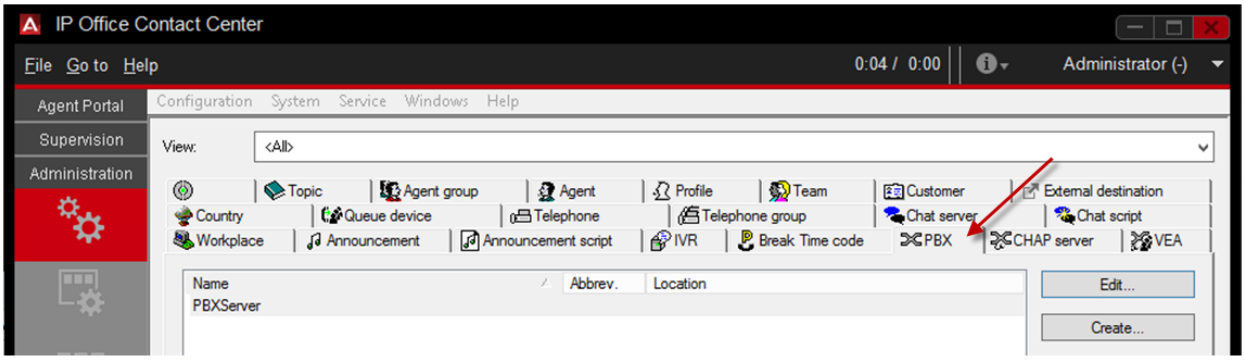
14. The upgraded software version is displayed which can be compared with the pre upgrade software release.



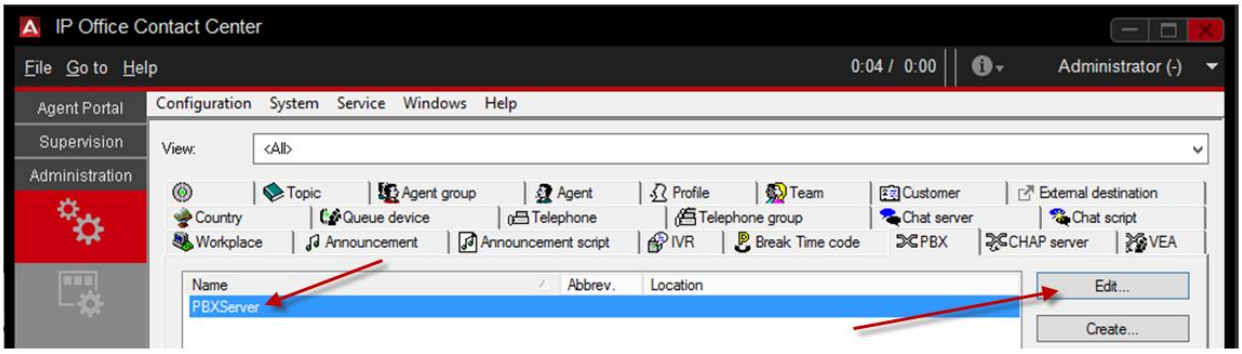
How to Disable the IP Office Contact Center Auto Sync Service

This operation maybe required to investigate why some configuration parameters from IP Office Contact Centre or IP Office are not synchronized.

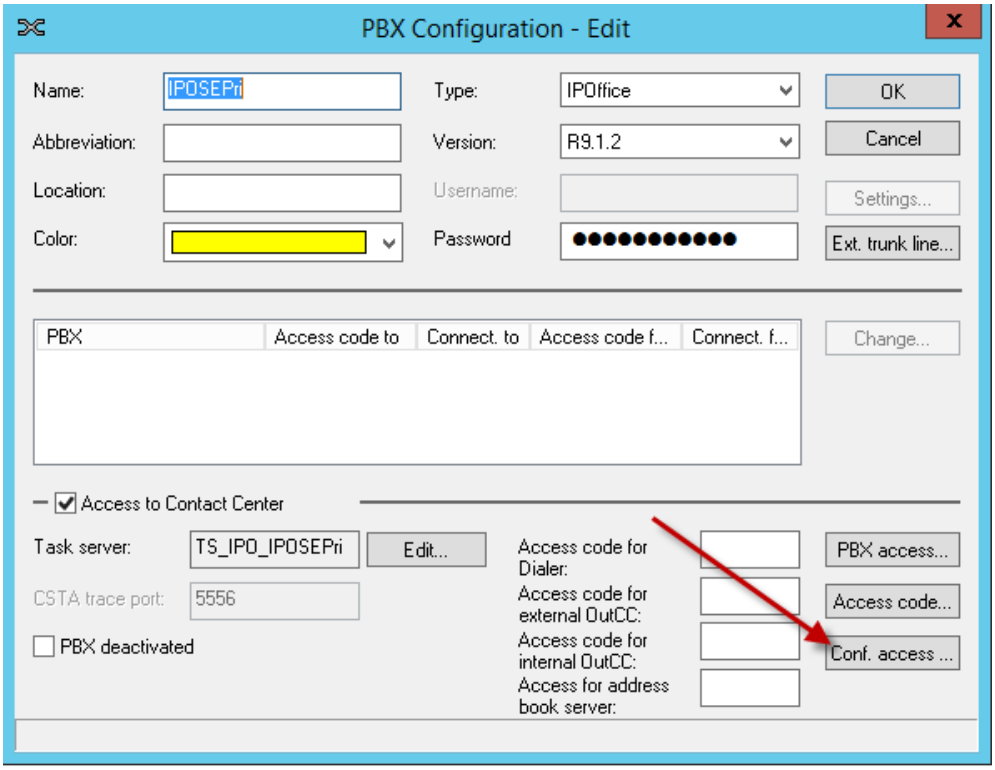
1. Click the **PBX** tab.



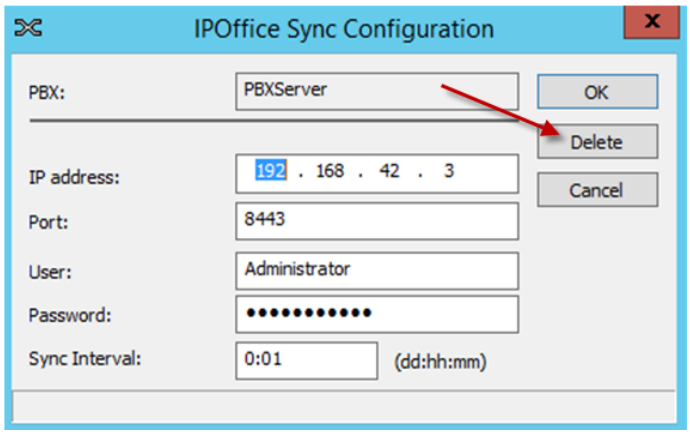
2. Click **PBXServer** and select the **Edit…** button.



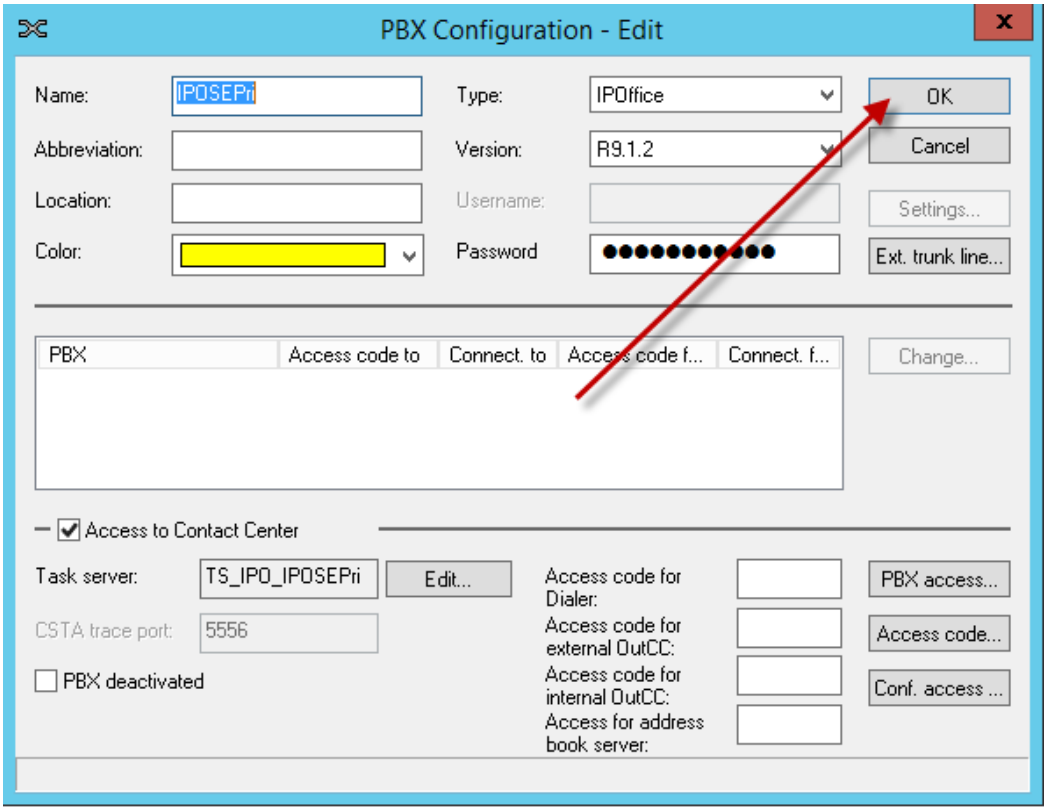
3. Click the **Conf access …** button.



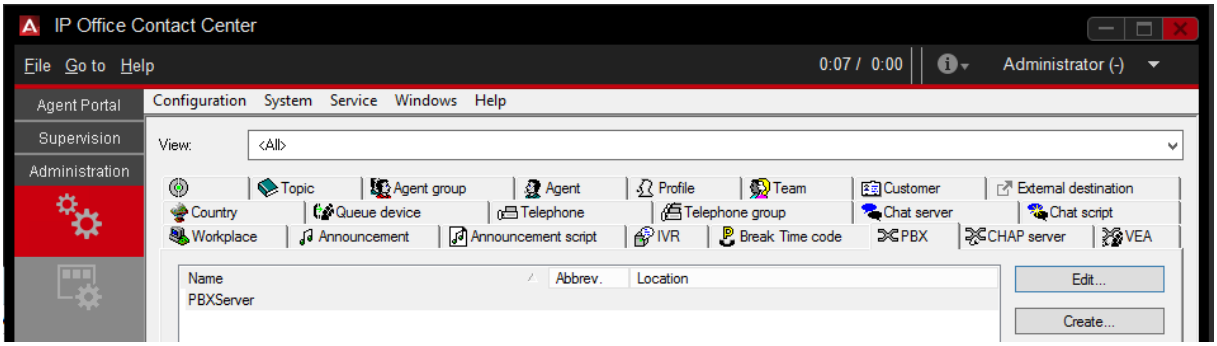
4. Click the **Delete** button.



5. Click the **OK** button to return.



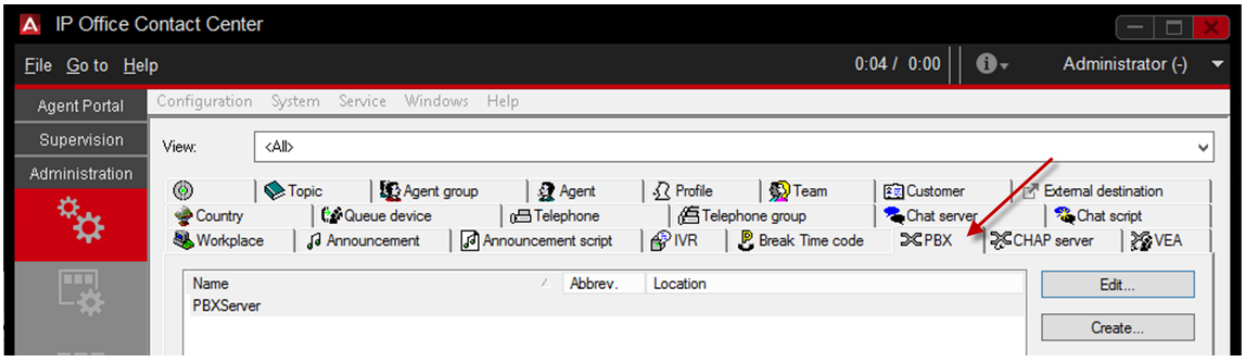
6. The Auto sync has now been disabled



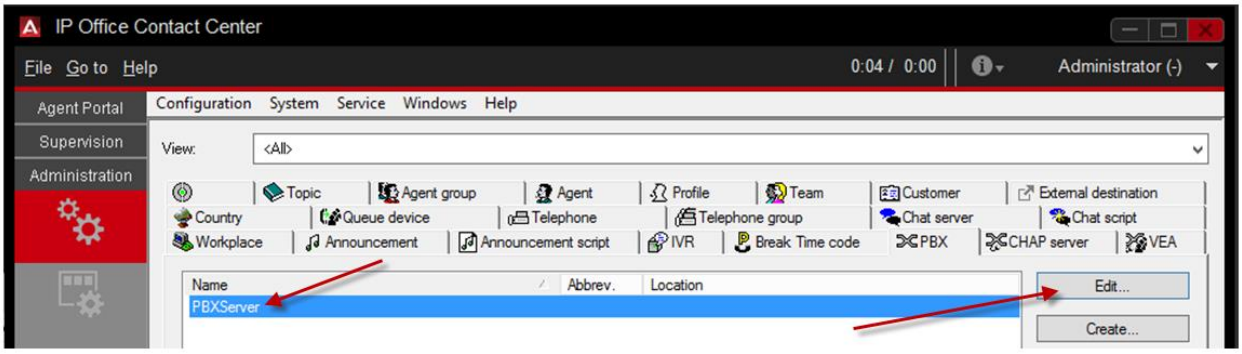
How to Enable the IP Office Contact Center Auto Sync Service

If an IP Office Contact Center system has been upgraded to version 9.1.6 FP, the Auto Sync service will be disabled. To enable Auto Sync:

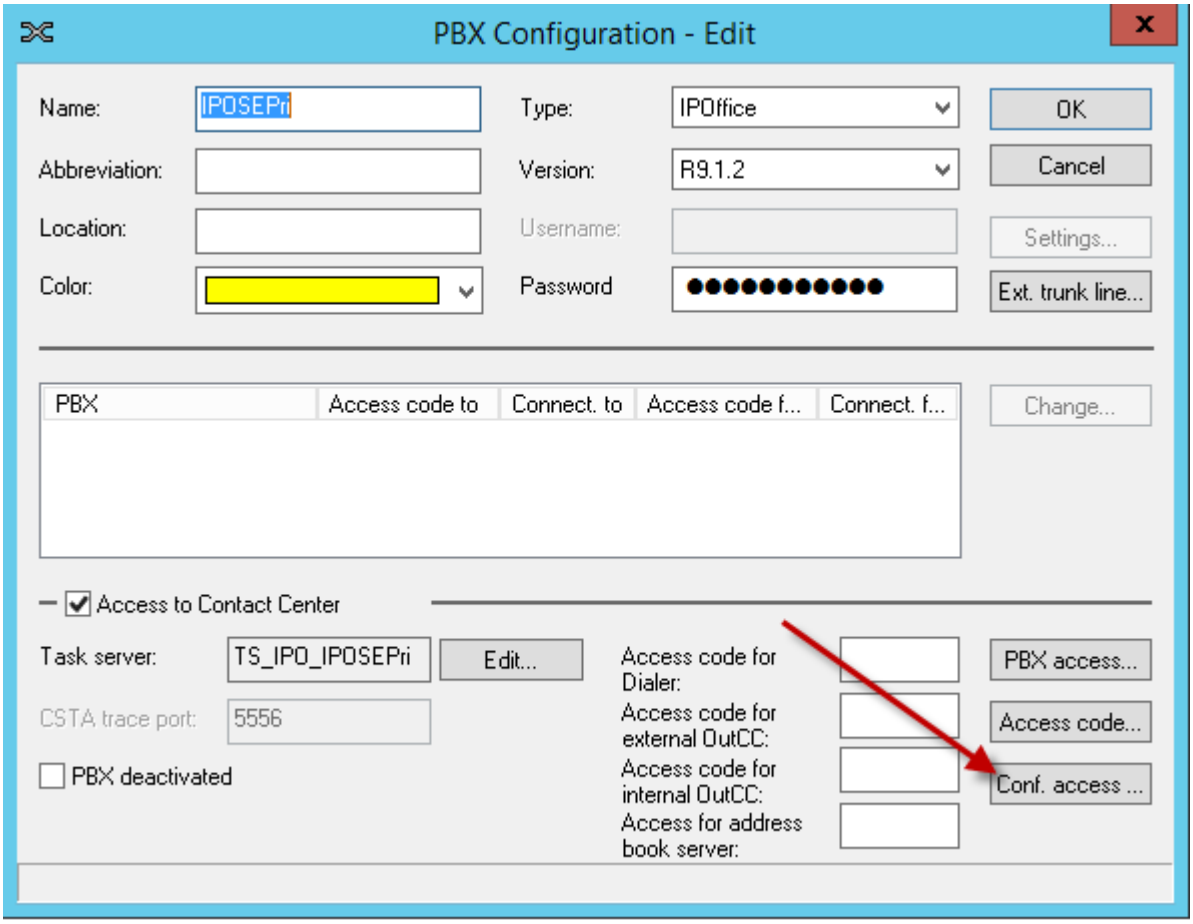
1. Click the **PBX** tab.



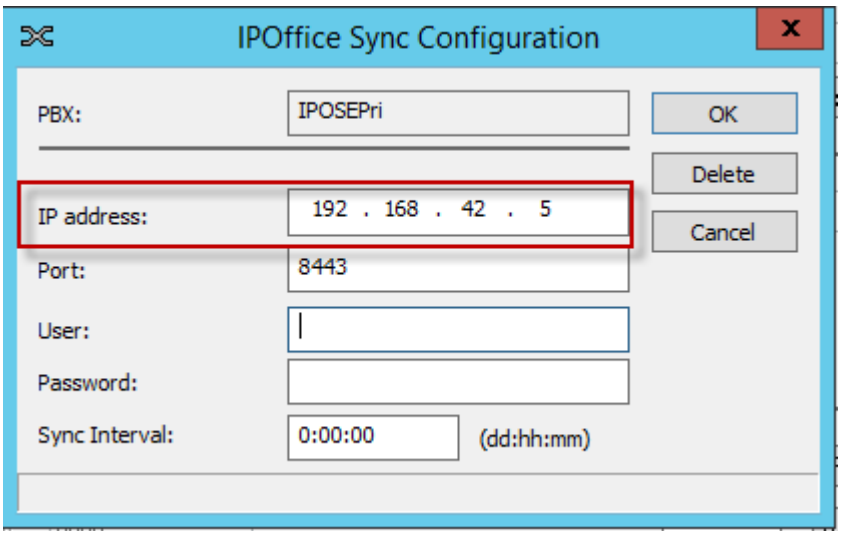
2. Click **PBXServer** and select the **Edit…** button.



3. Click the **Conf access …** button.



4. Enter the IP Address of the IP Office System in the **IP address:** field



Enter the port number (7070 for Server Edition or 8443 for 500v2)

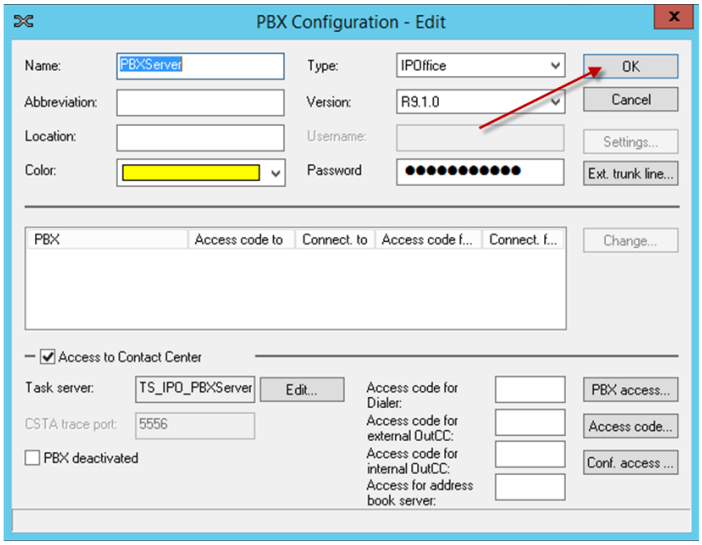
Enter the User name of the xxxxx in the **User:** field. (This is the Account created for Auto Sync, See the Installation Task Based Guide for more information).

Enter the password of the xxxxx in the Password field.

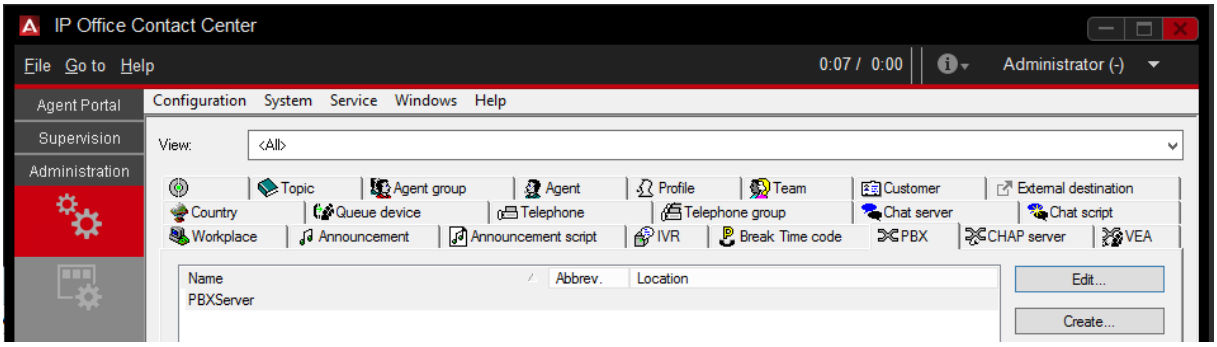
Enter the Sync Interval in the **Sync Interval:** field.

Click the **OK** button.

5. Click the **OK** button to return.



6. The Auto sync has now been enabled

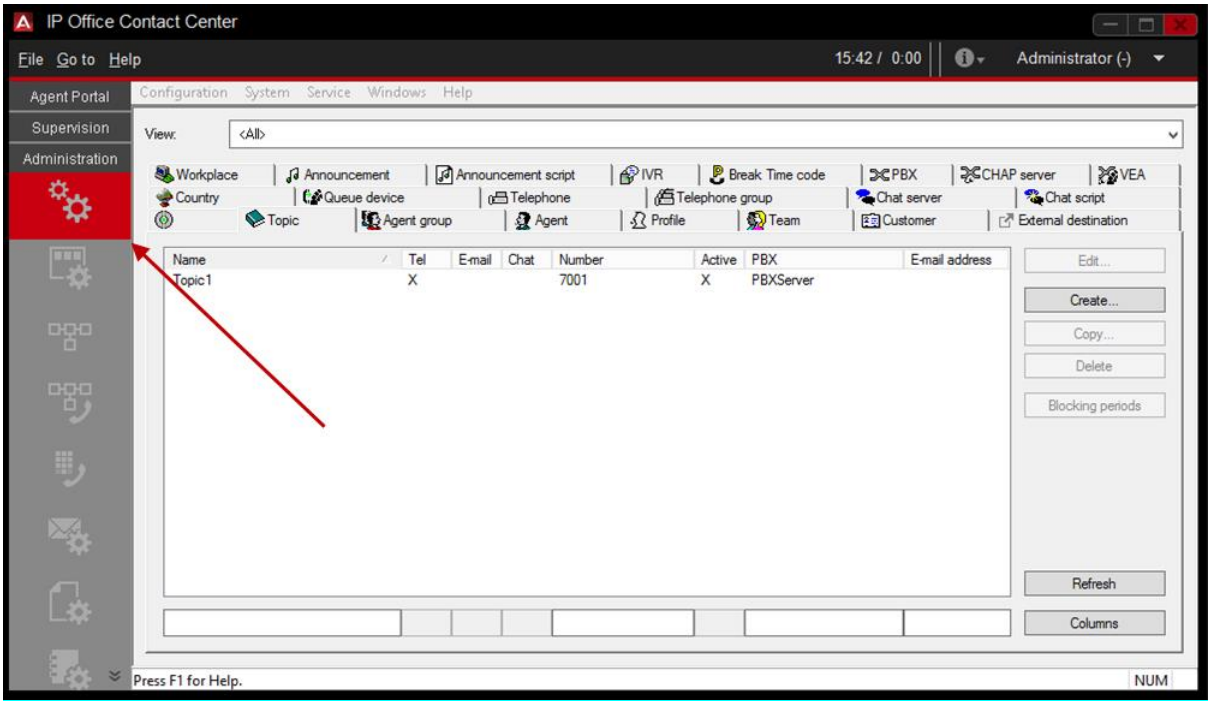


How to change the IP Office Contact Center SIP Extension while using Auto Sync

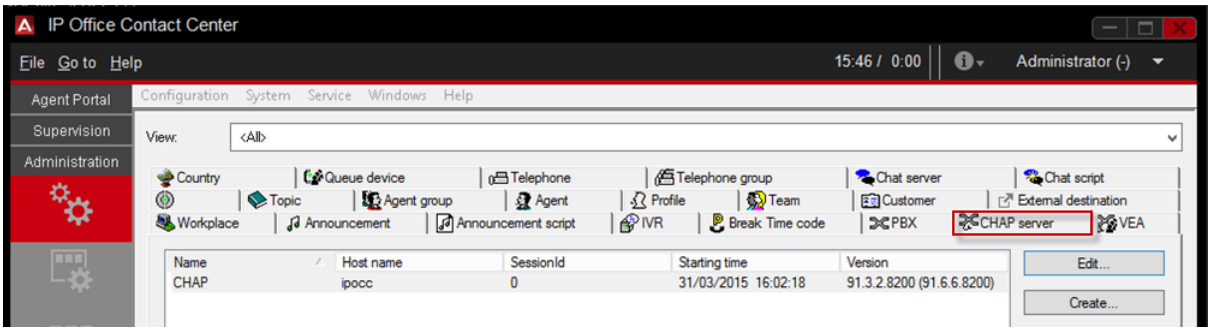
If you are required to change the IP Office Contact Center SIP Extension, it is necessary to determine whether you are using Auto-Sync between the IP Office and the IP Office Contact Center.

If Auto Sync is being used, you can follow the steps below to change the SIP extension that is required for the IP Office Contact Center.

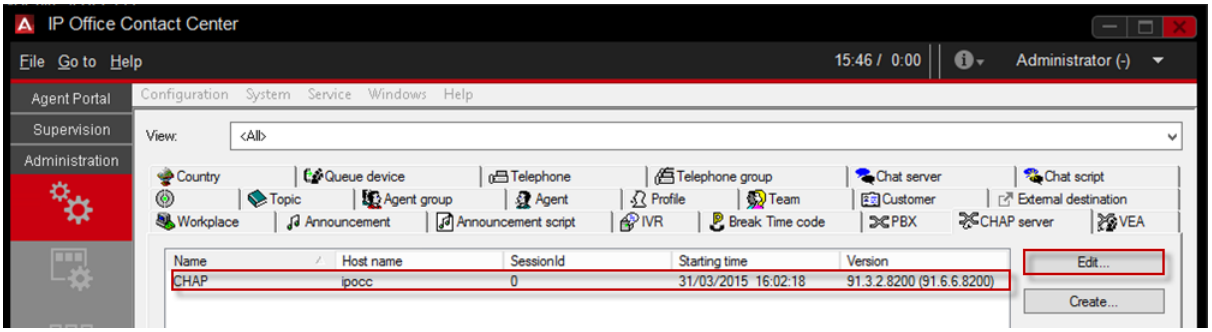
1. Login to IP Office contact Center with Administrator and choose **Administration – Administration tools**.



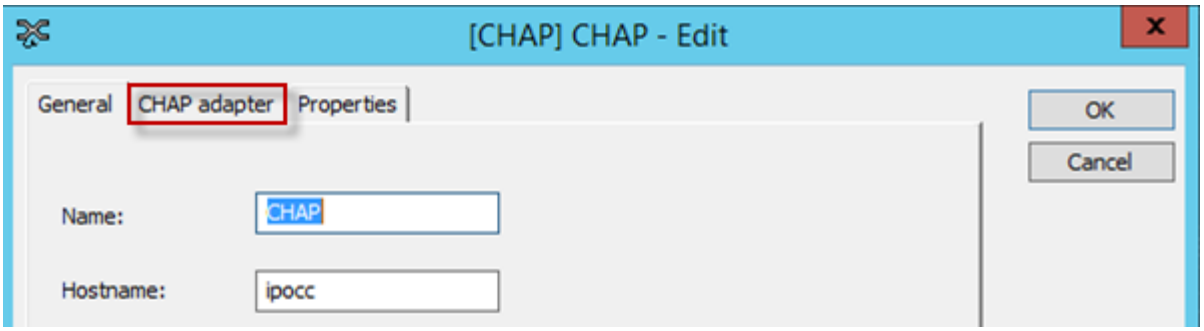
2. Choose **CHAP Server** tab.



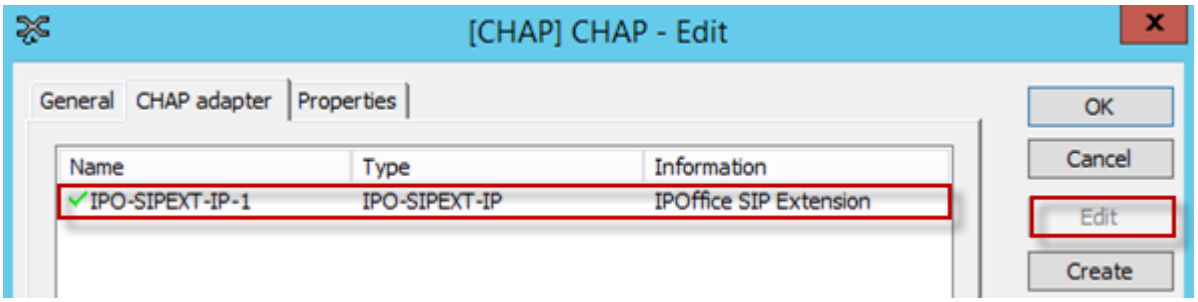
3. Choose the **CHAP** option and then select the **Edit** button.



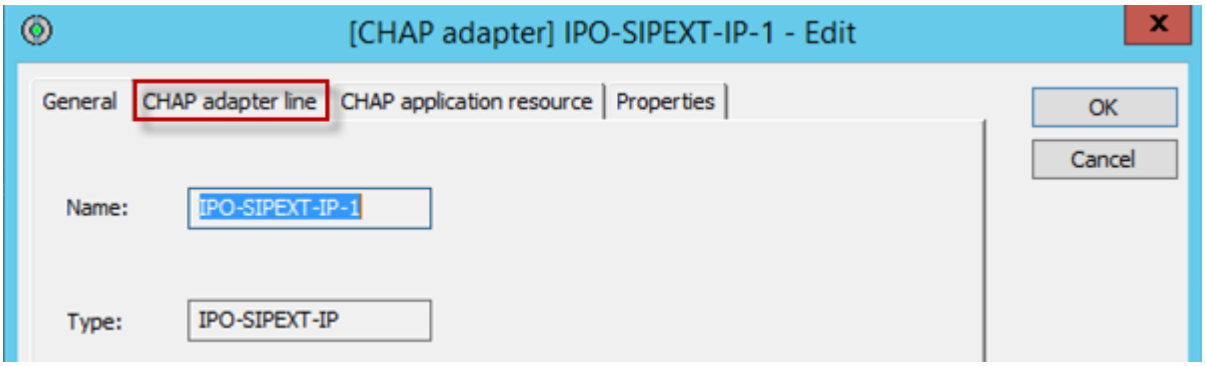
4. Choose **CHAP adapter**.



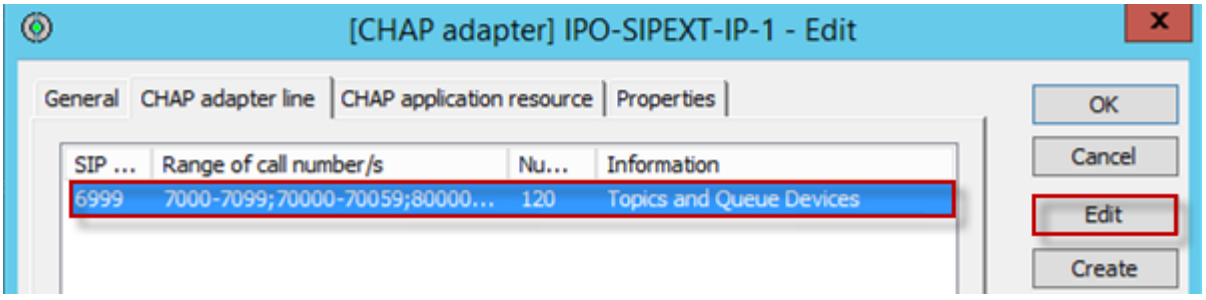
5. Choose **IPO-SIPEXT-IP-1** and then select the **Edit** button.



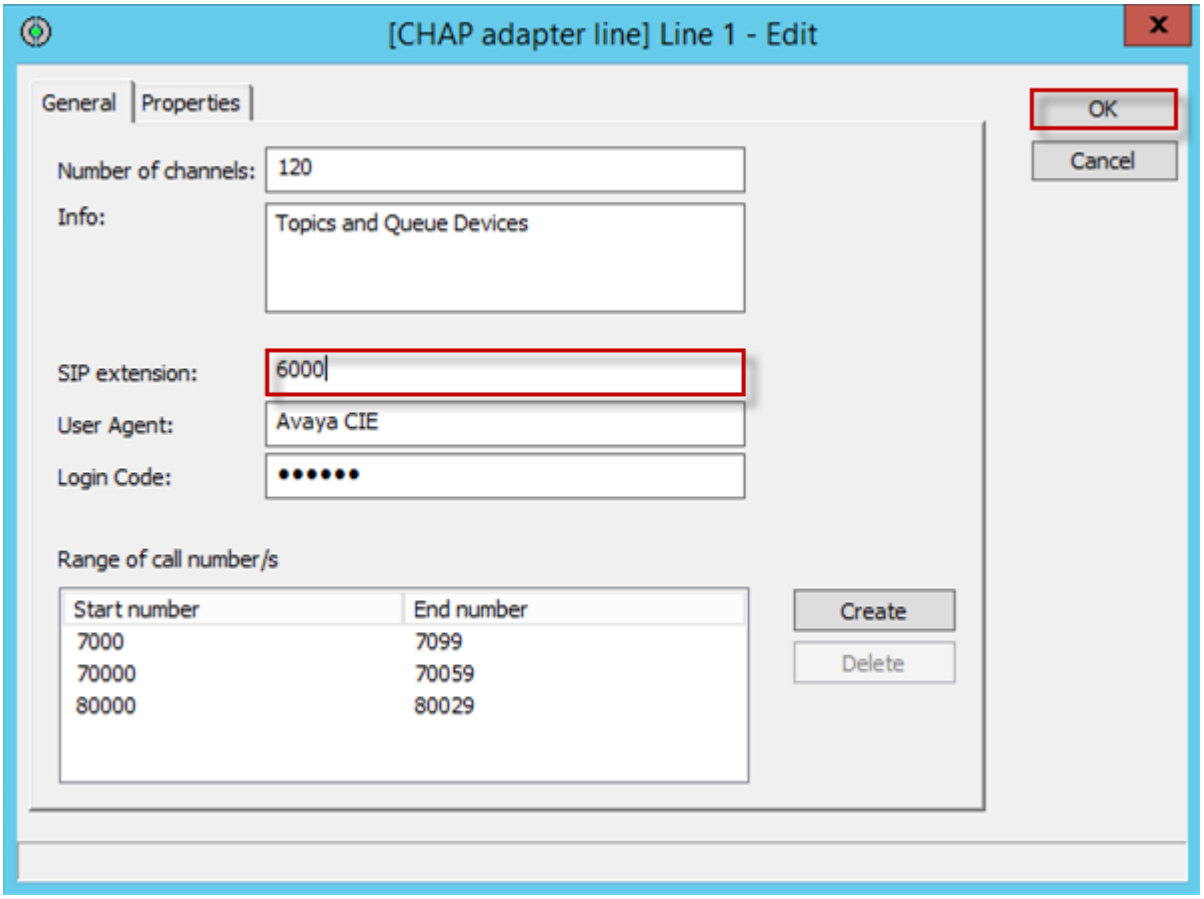
6. Choose the **CHAP adapter line** tab.



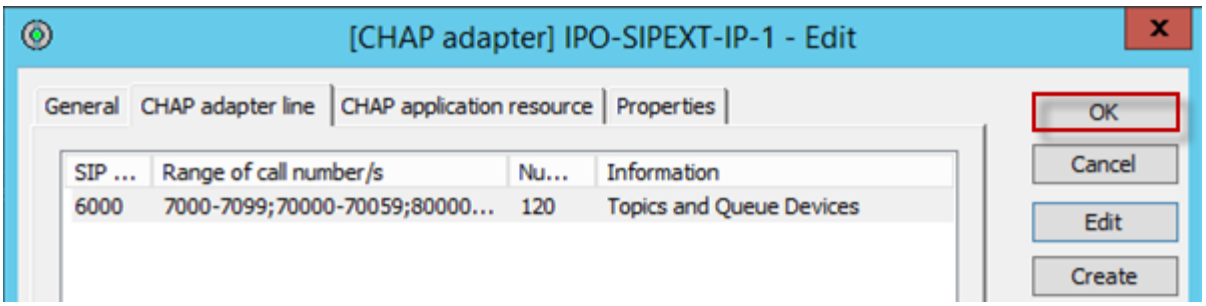
7. Choose the **CHAP adapter line** and then select the **Edit** button.



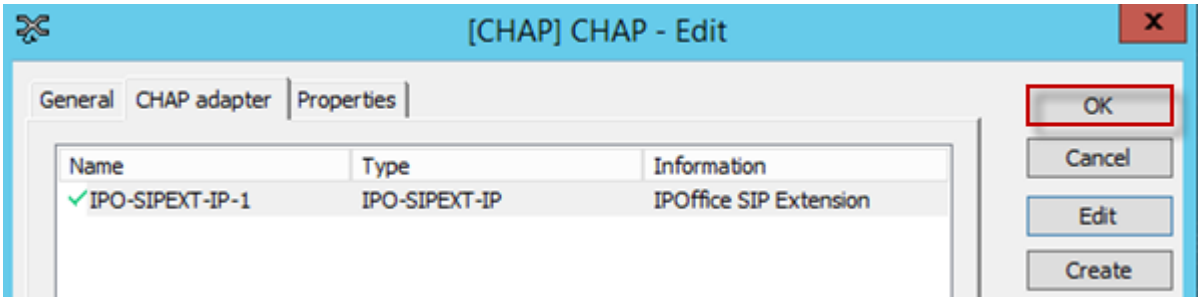
8. Change the **SIP Extension** to the new number and then select the **OK** button.



9. Choose the **OK** button.



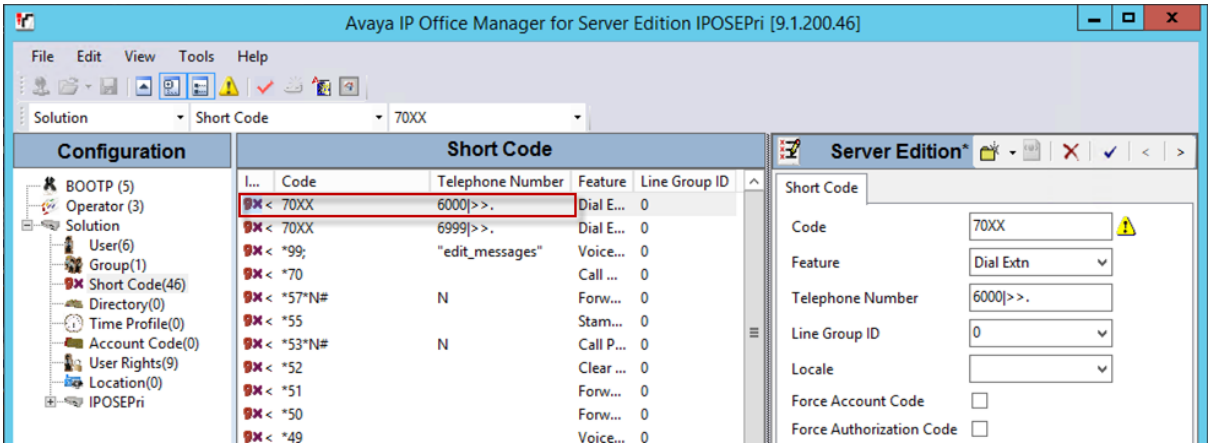
10. Choose the **OK** button.



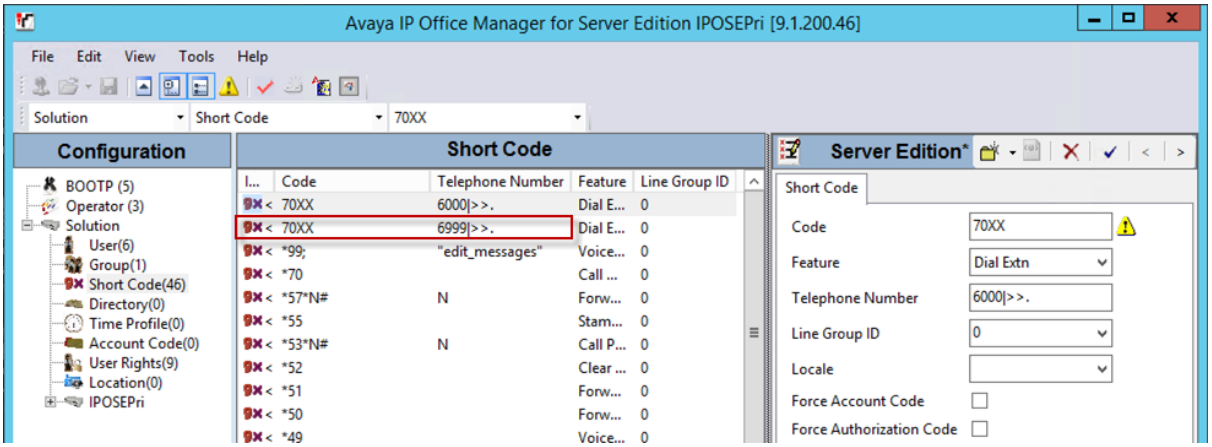
11. The new change can be seen in **TTrace IPO - IpoSyncService**

```
09:31:16.422 TC_General          Syncing  Contact center user
09:31:18.113 TC_General          SIP extension addded successfully with guid  =B2701380E2E711DD8AB36C3BE5A7CC3C
09:31:21.918 TC_General          COntact center user  is updated with new extension =6000
09:31:21.920 TC_General          Syncing  shortcodes data if any changes
09:31:23.645 TC_General          Added Shortcode  70XX
09:31:30.891 TC_General          Heartbeat Check : IPO is Reachable.
09:31:52.038 TC_General          SMAClientConnector.onMessage() Received notiffication... <?xml version="1.0" enc
09:31:52.355 TC_Error            Exception occured while getting user: java.lang.NullPointerException
09:31:52.355 TC_General          User added is not of type IPOCC Agent. Hence ignoring
09:33:00.957 TC_General          Heartbeat Check : IPO is Reachable.
```

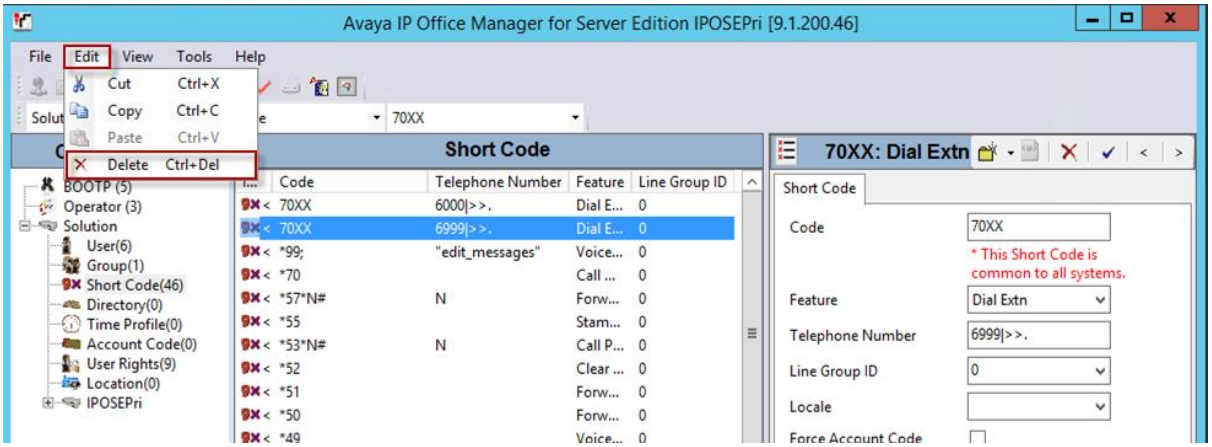
12. The new short code can now be viewed in **IP Office Manager – Solution – Short Code**.



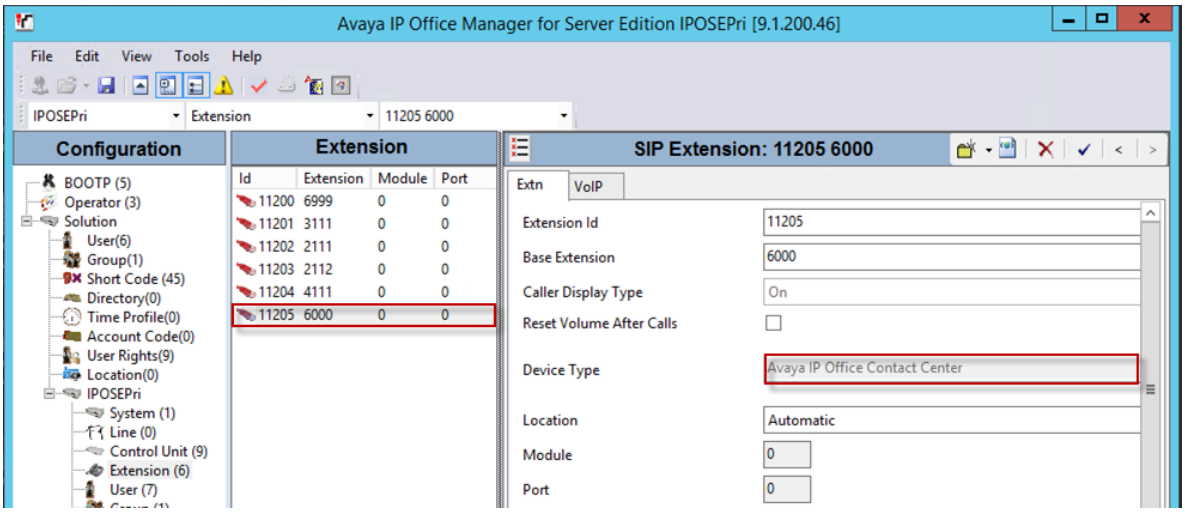
13. We now need to delete the old short code. Choose the **old short code**.



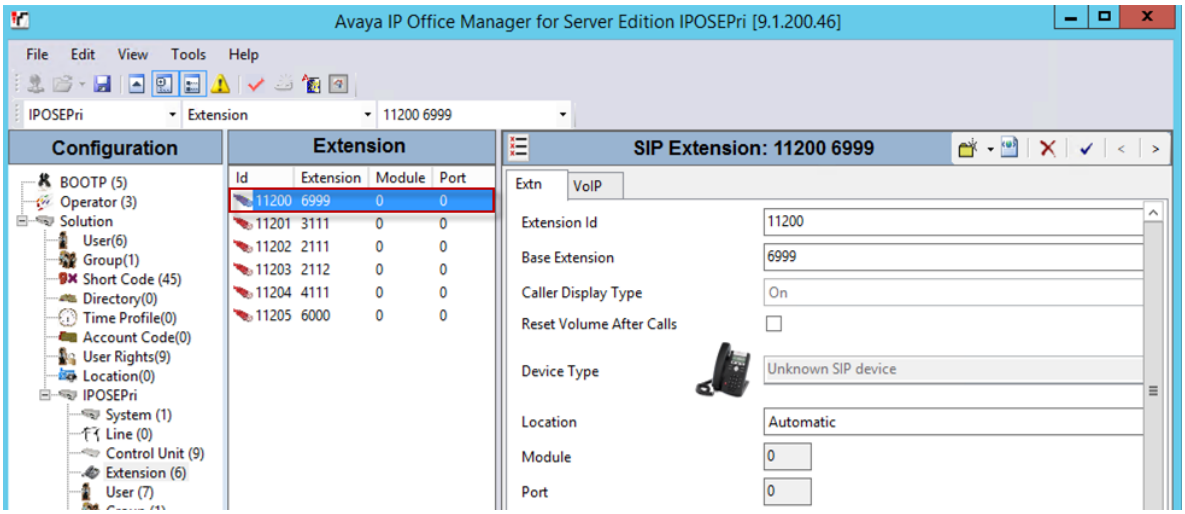
14. Choose **Edit** and then select **Delete**. The old short code will be deleted.



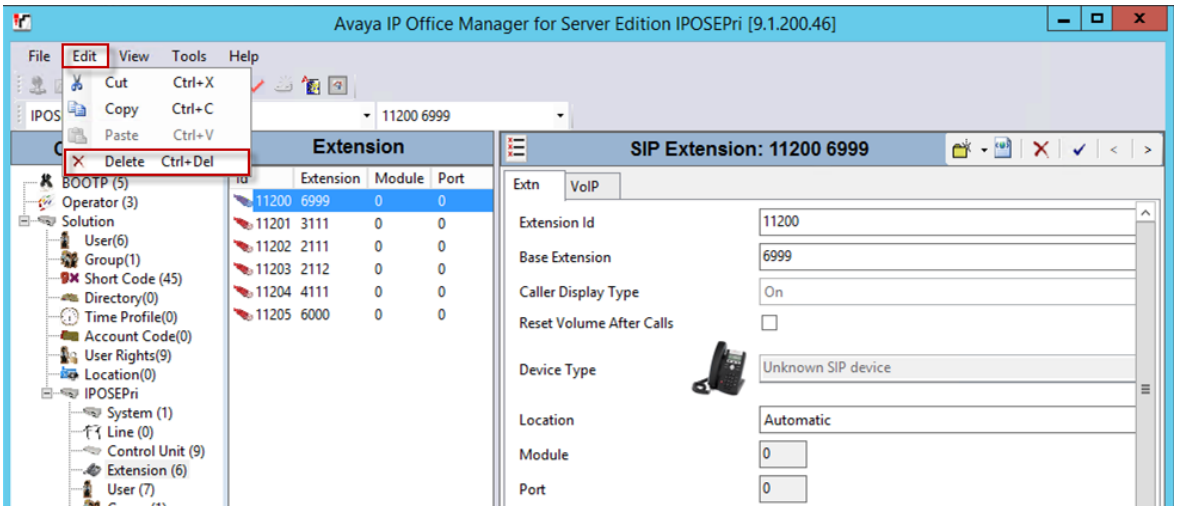
15. The new SIP extension can now be seen in **IP Office Manager – Solution – Primary- Extension.** You can also check the Device type shows **Avaya IP Office Contact Center**.



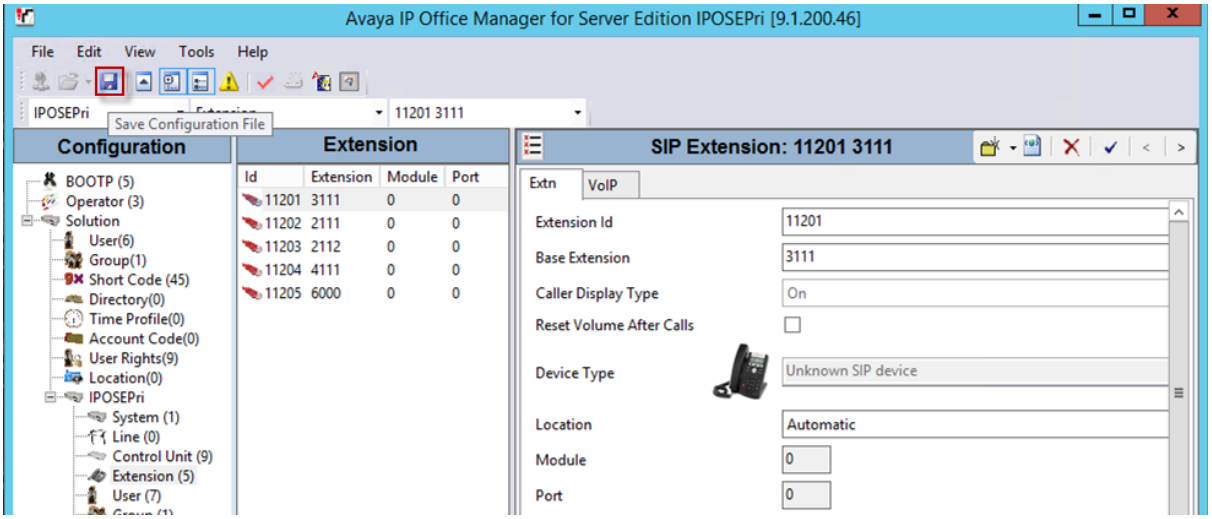
16. We now need to delete the old SIP Extension. Choose the **old SIP extension**.



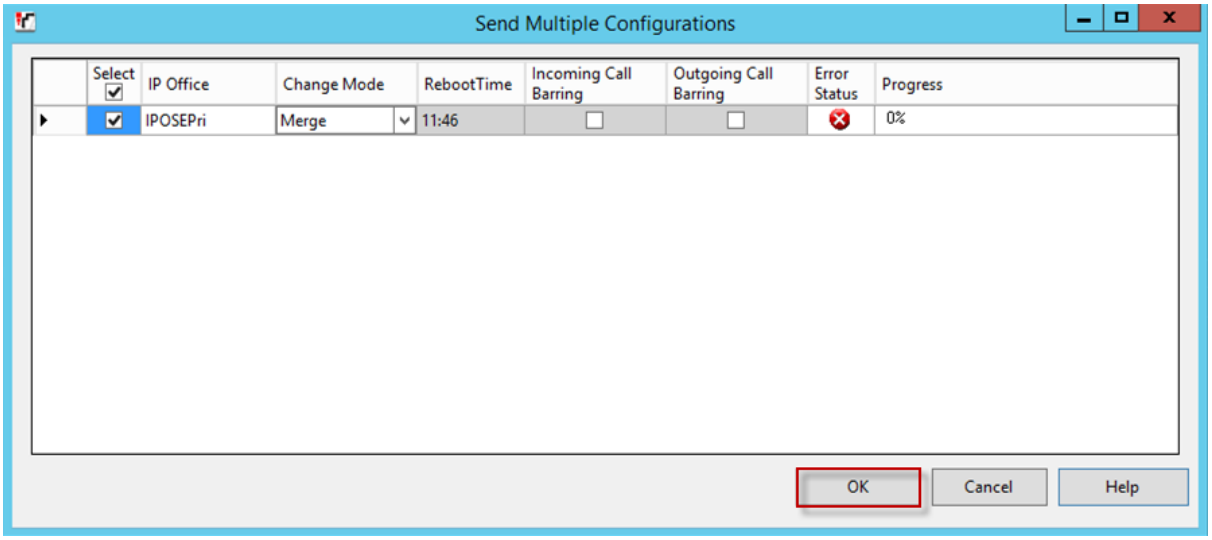
17. Choose **Edit** and then select **Delete**.



18. Choose the **Save** button.



19. Choose the **OK** to confirm.

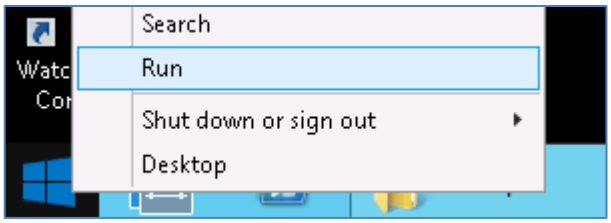


20. You can now place a test call to one of your topic to test the change.

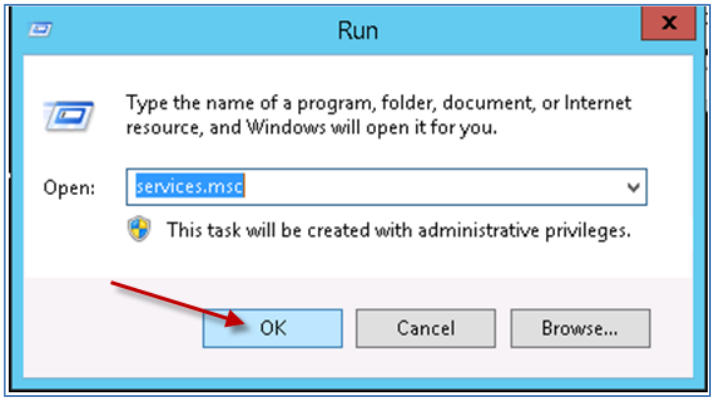
Uninstalling 9.1.6 Software

If required after consulting Avaya support, the IP Office Contact Center software can be uninstalled. The first step in this process is to stop the IP Office Contact Center services.

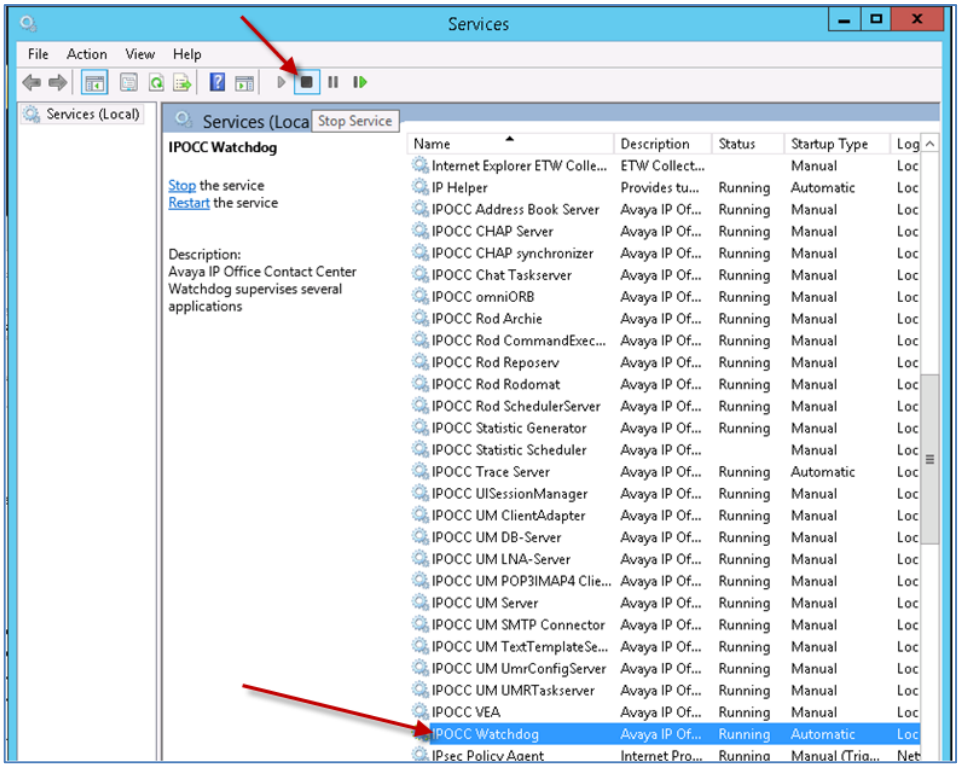
1. From the Windows menu click **Run**.



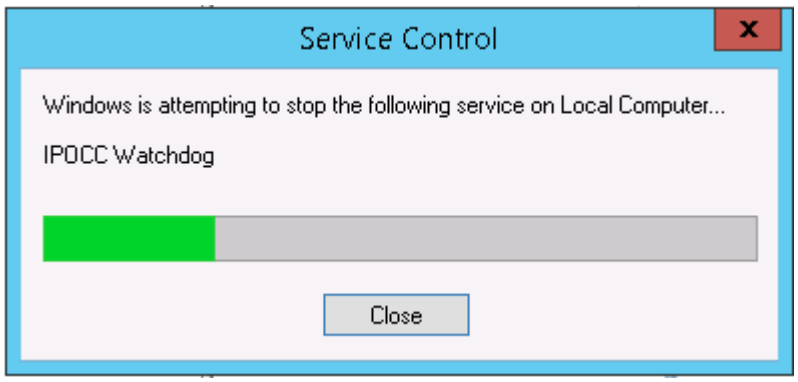
2. In the open field type **services.msc** and then click the **OK** button.



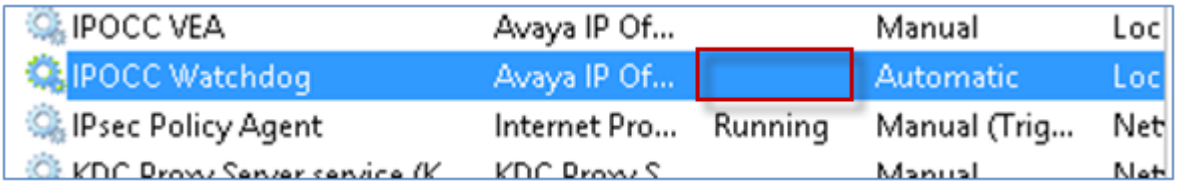
3. Select the **IPOCC Watchdog service** and then click to **Stop** the service.



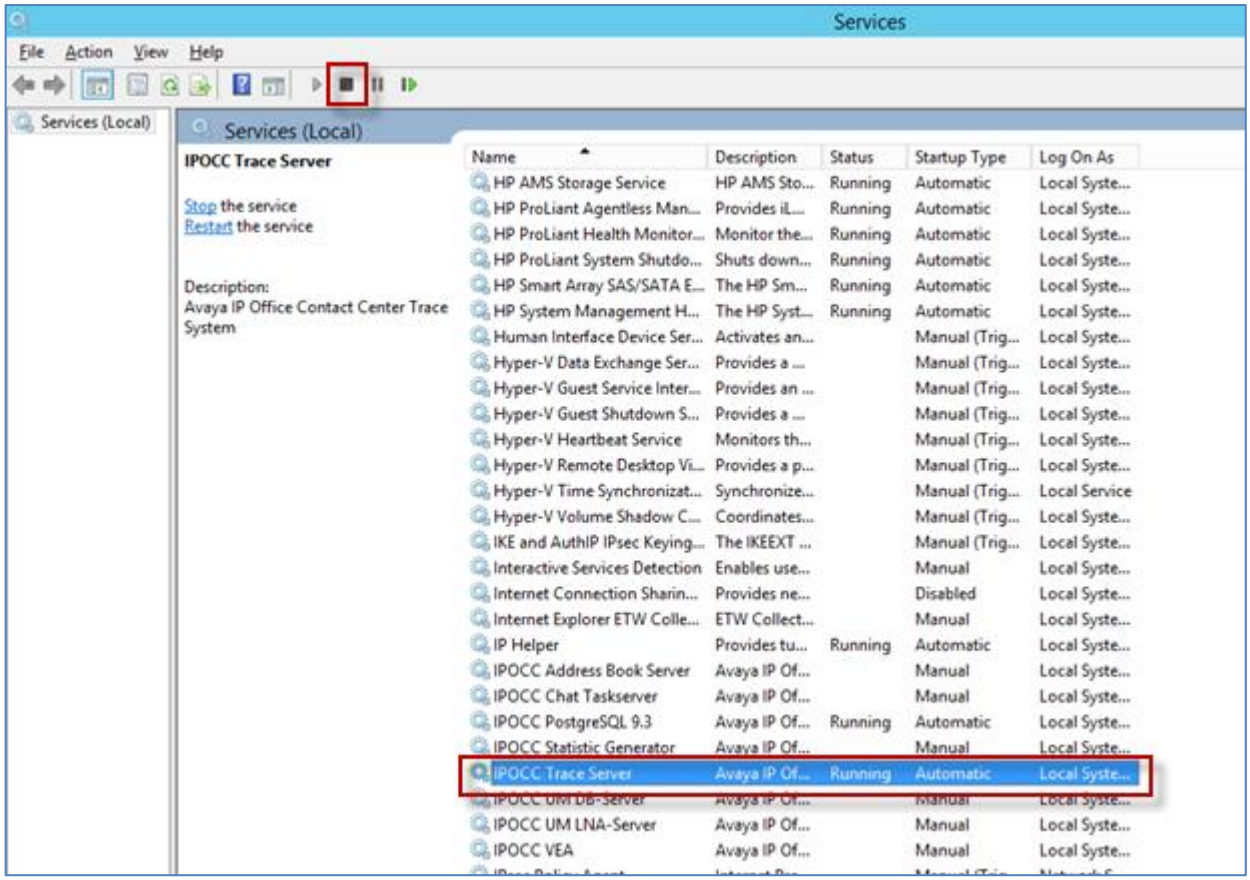
4. The **Service Control** window is displayed, as the services are closed down.



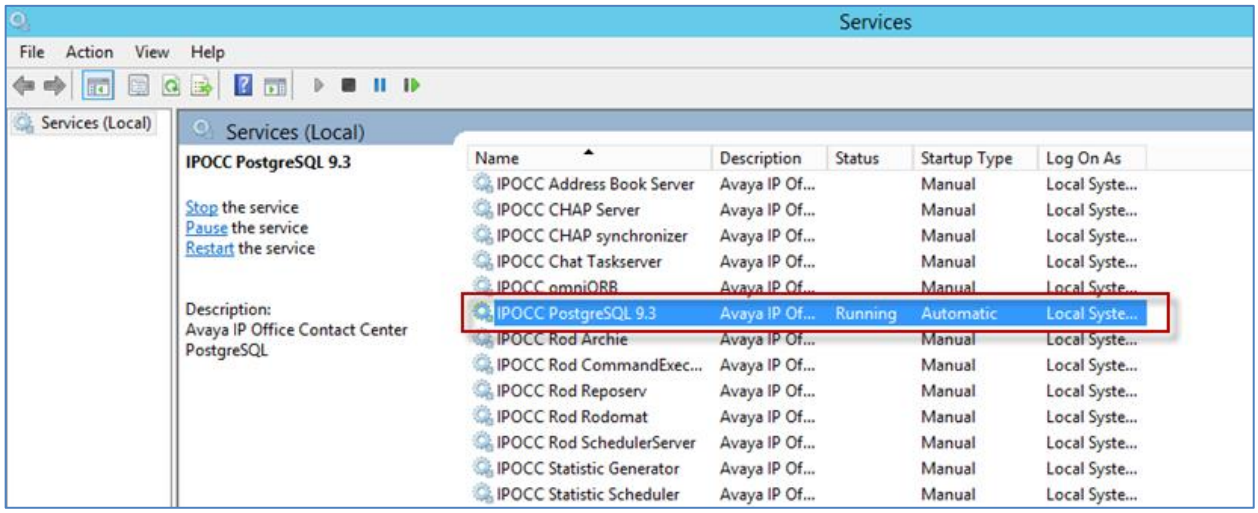
5. The Services are stopped, which is indicated by the word **Running** no longer being displayed. The backup process can now proceed.



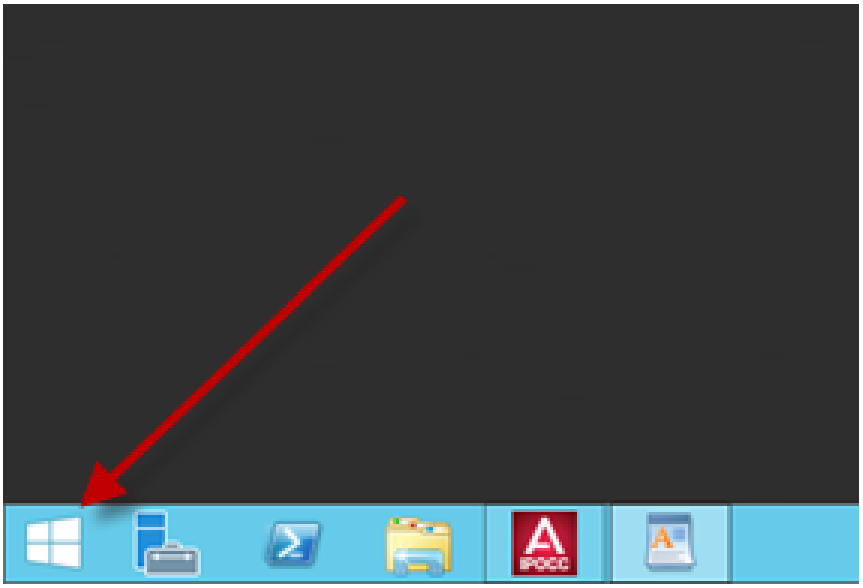
6. The IPOCC Trace Server must now be stopped. Click the **Stop** button.



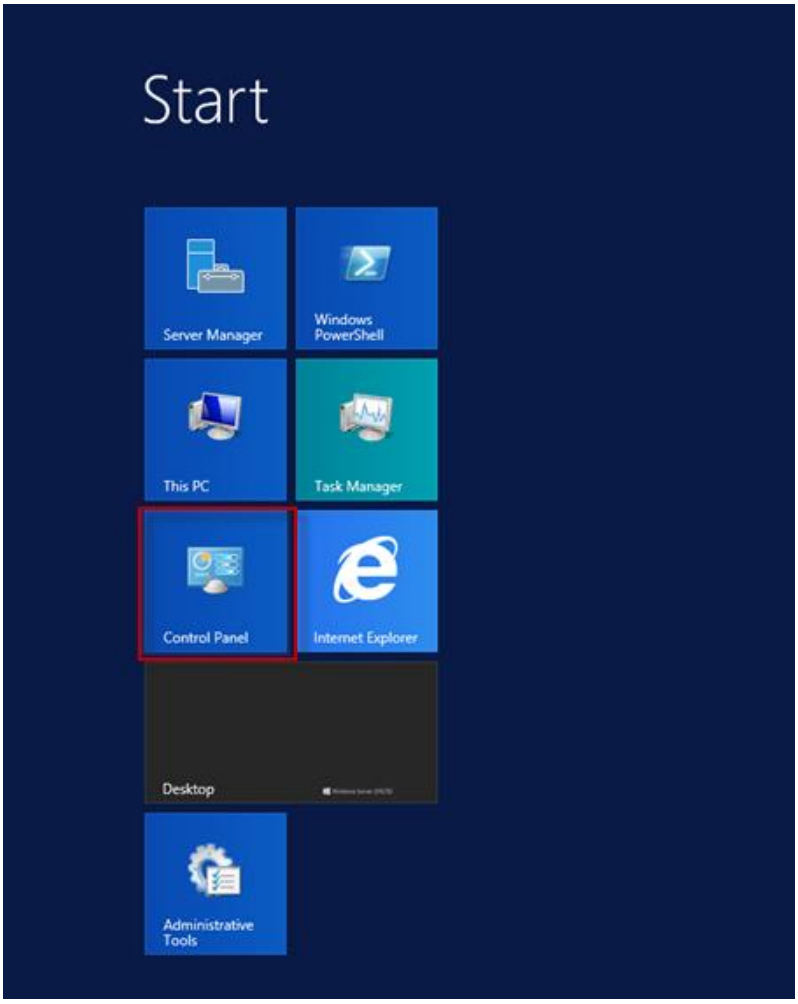
7. Check that the **IPOCC PostgresSQL 9.3** service is running.



8. Click the **Windows** icon.



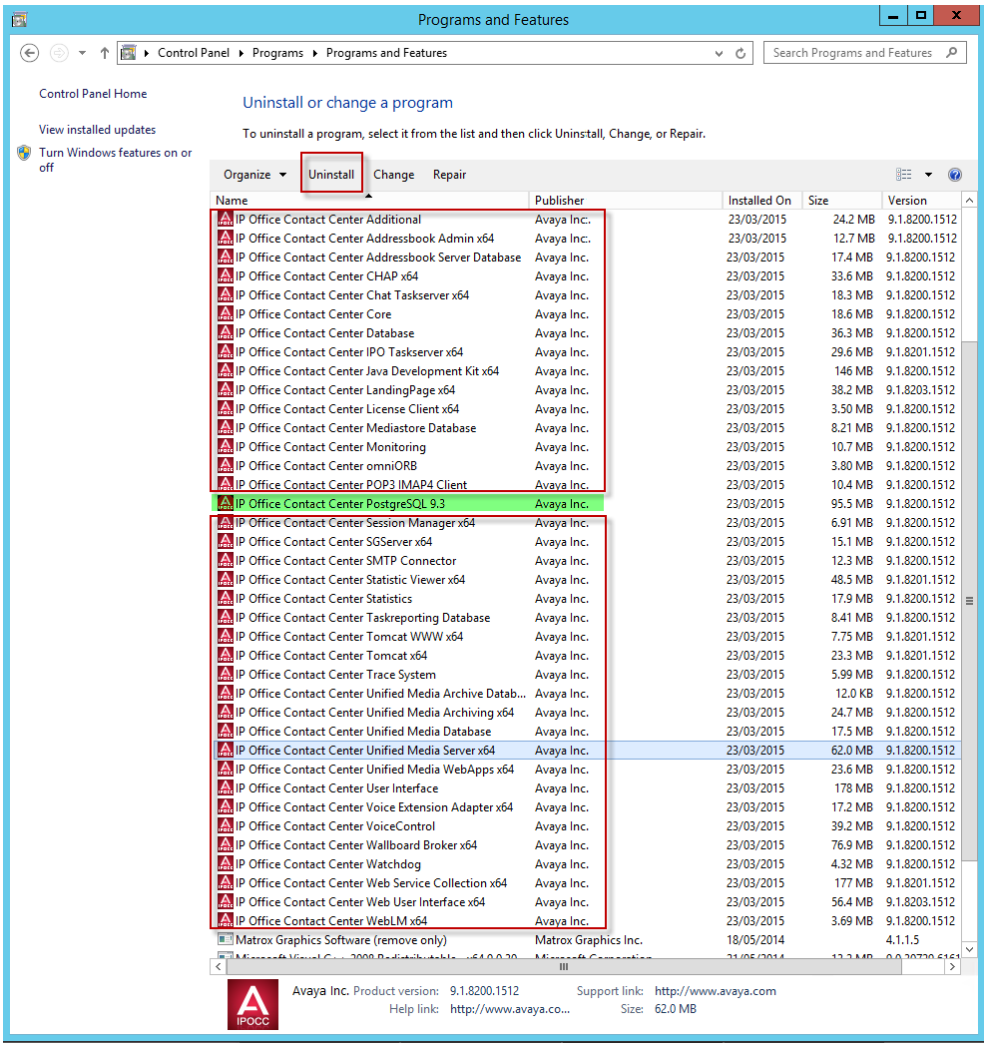
9. Click **Control Panel**.



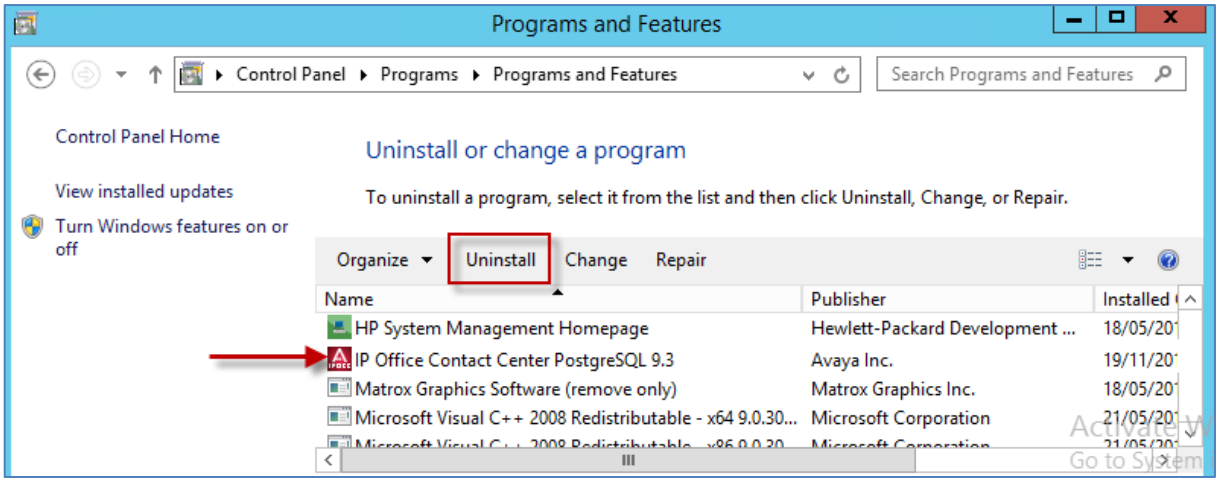
10. Click the **Uninstall a program** link.



11. Individually uninstall all **IP Office Contact Center xxx** programs except **IP Office Contact Center PostgreSQL 9.3**



12. Once all of the other IP Office programs have been uninstalled, the **IP Office Contact Center PostgreSQL 9.3 program** can be uninstalled.



Note: The uninstall mechanism only removes files and folders which are created during installation. Any folders and files which are created once the IP Office Contact Center is up and running (logs or similar) are not removed automatically

Note: When an IP Office Contact Center Wallboard is uninstalled, the background and company logo images remain on the server. The location of these files is <ProgramData>\Avaya\IP Office Contact Center\WallboardBroker\uploads folder. Where ProgramData is typically located on the server's C Drive for example C:\ProgramData\.

Installing a Patch or Service Pack

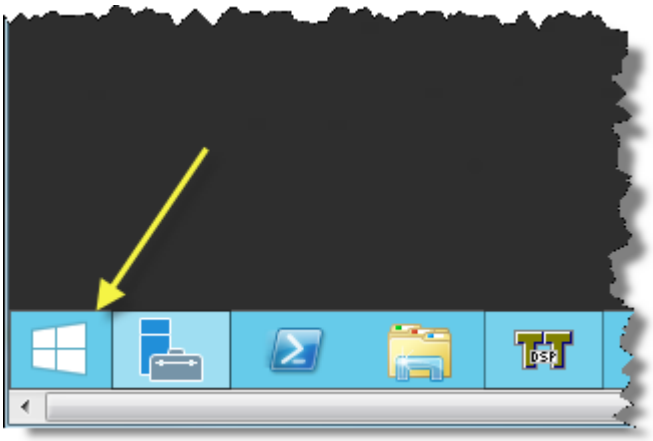
There may be circumstances when Avaya request that a Service Pack or Patch be installed in relation to IP Office Contact Center.

Note: The following section outlines the general principles relating to installing a Patch onto the IP Office Contact Center server. You must always refer to any documentation or installation instructions that accompany the patch prior to its installation. It is good practice to perform a database backup prior to applying any patches that include database packages.

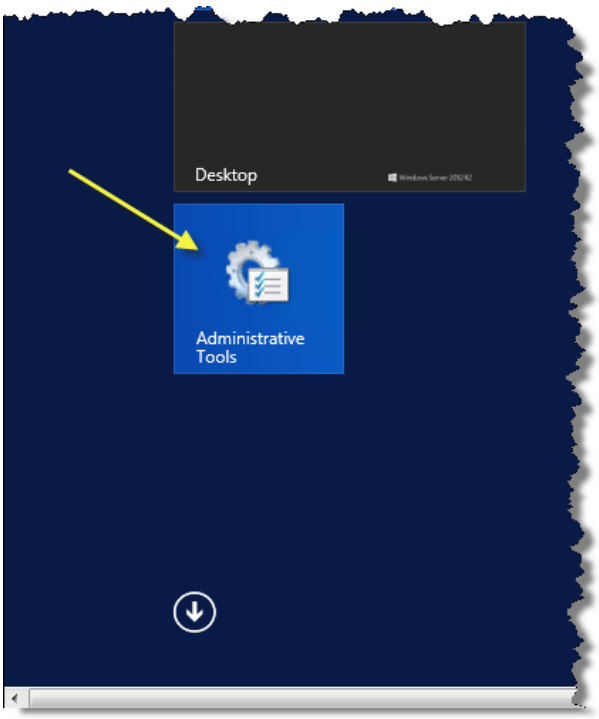
Generic Patch Installation Example

Before a patch is installed, the **Watchdog** has to be stopped.

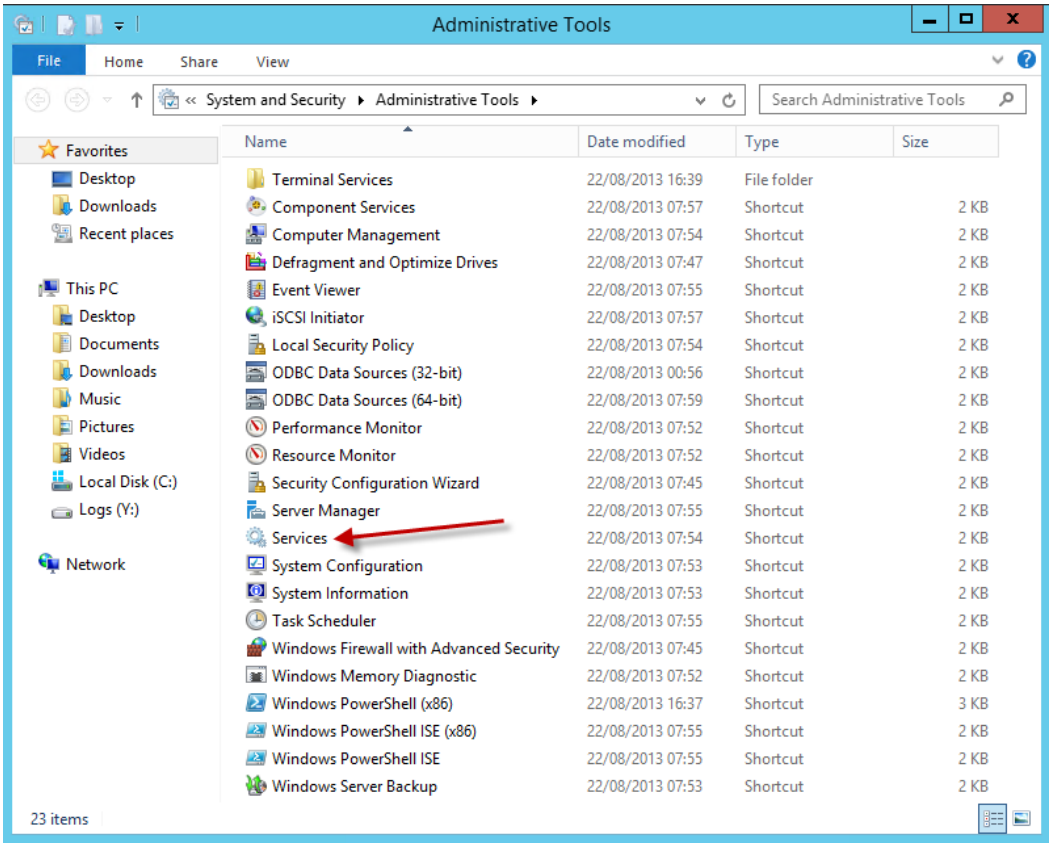
1. Click on the server's **Windows** button.



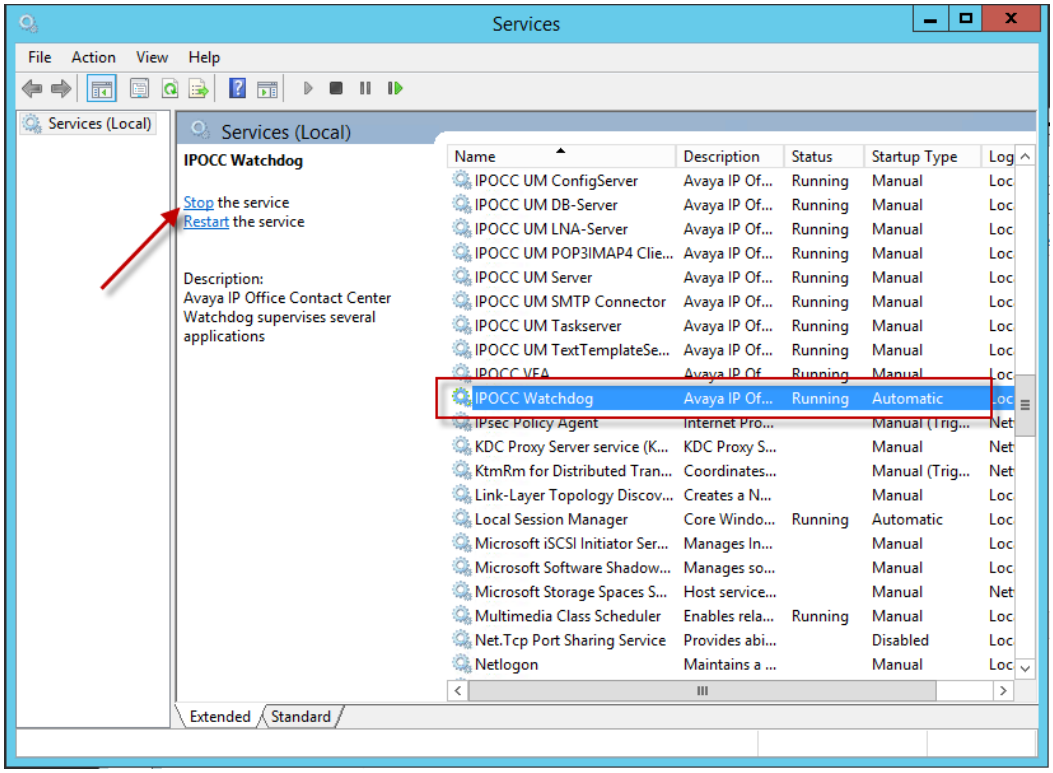
2. Open **Administrative Tools**.



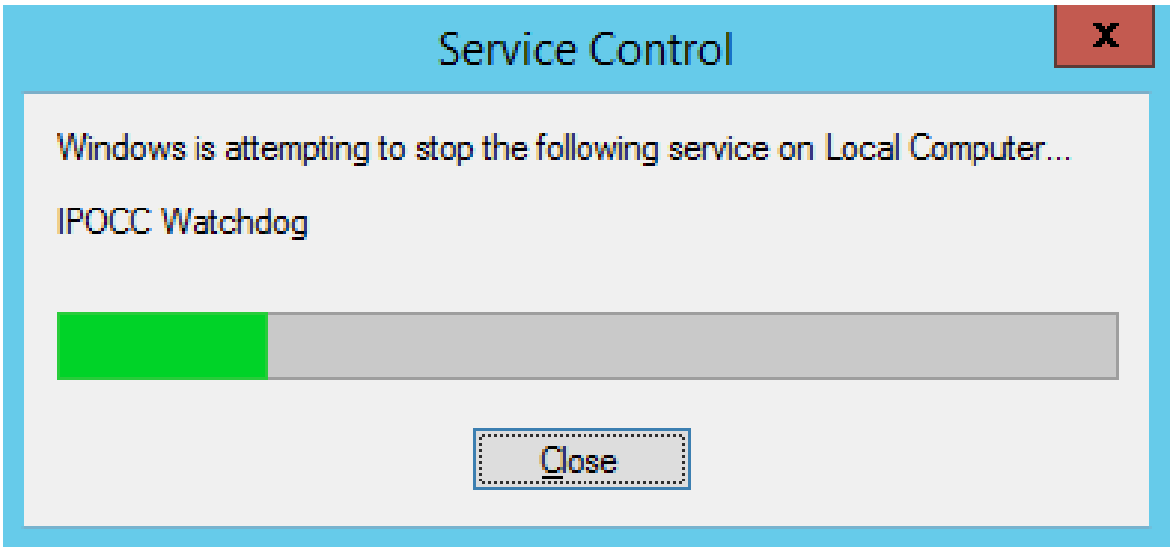
3. Double left click on the **Services** link.



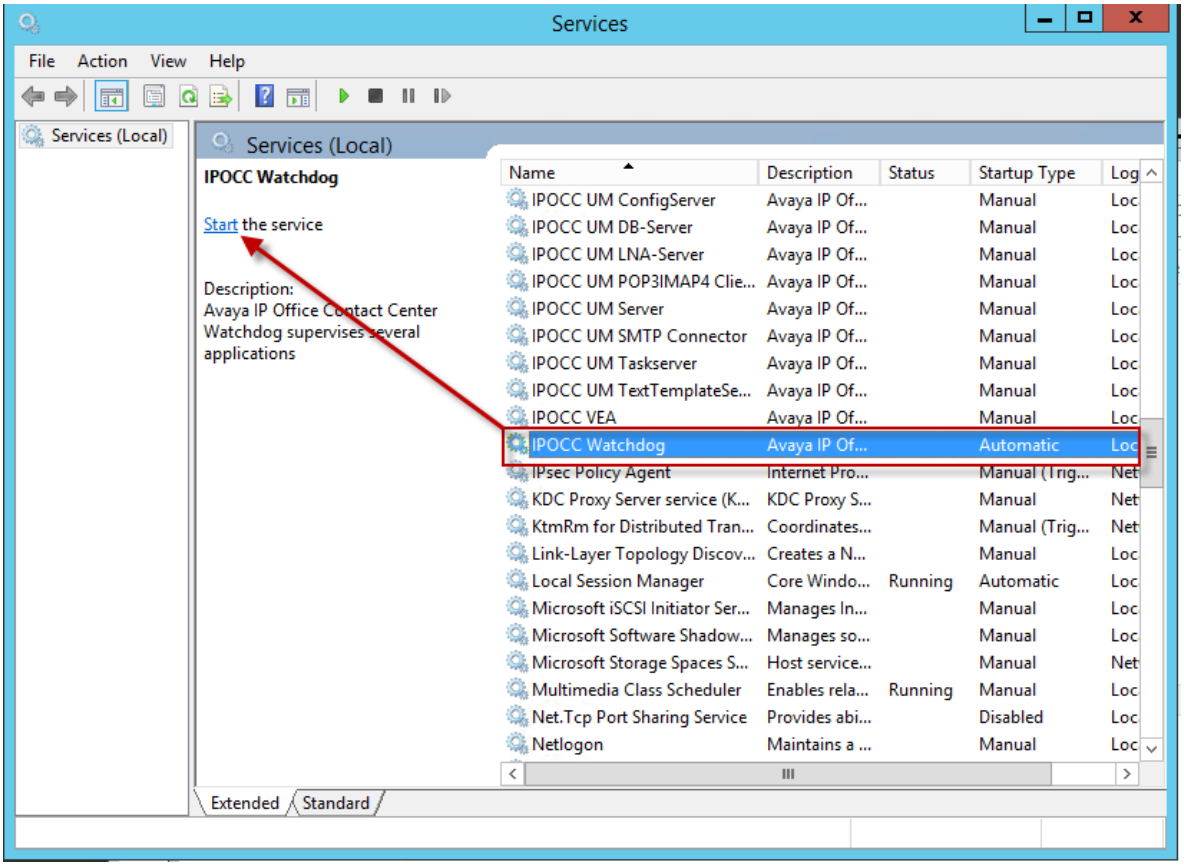
4. Select the **IPOCC Watchdog** service and then click on the **Stop** link.



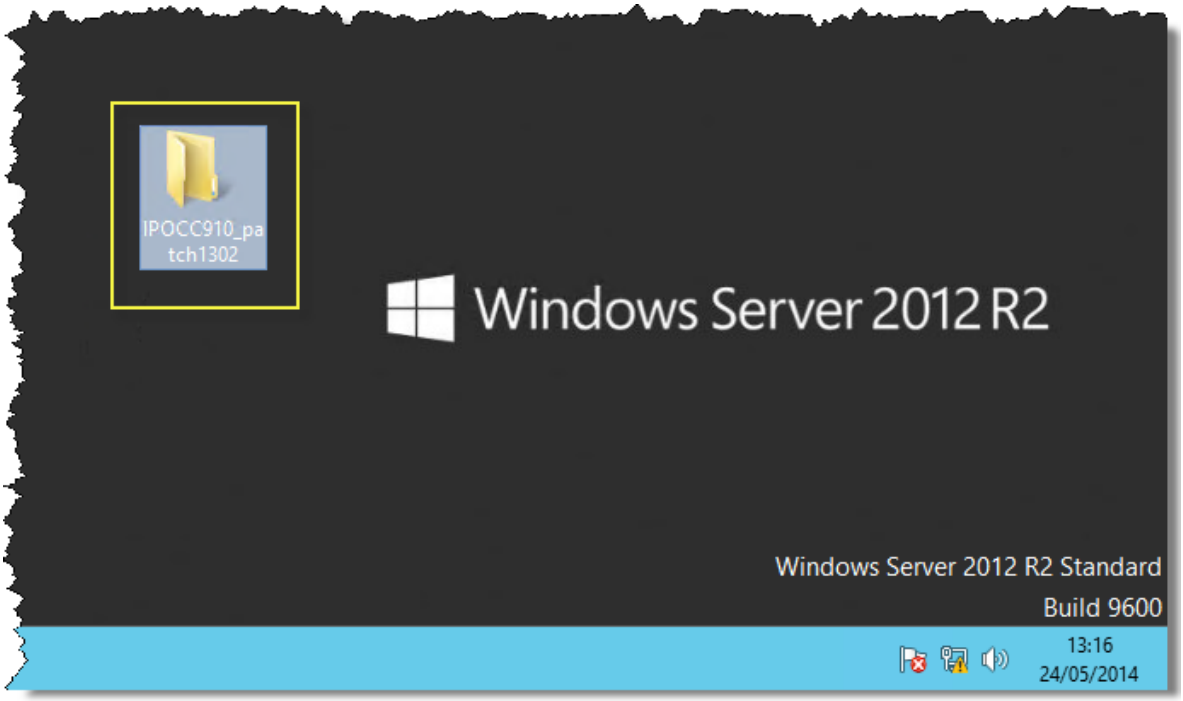
5. The **Watchdog Service** will stop.



6. This is indicated by only a **Start** link being displayed in relation to the Watchdog Service.



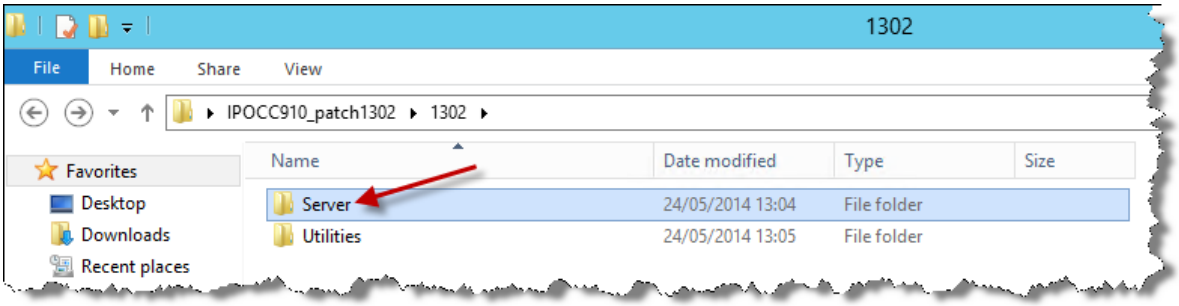
7. Once the required patch has been obtained from Avaya, copy the patch on to server's desktop.



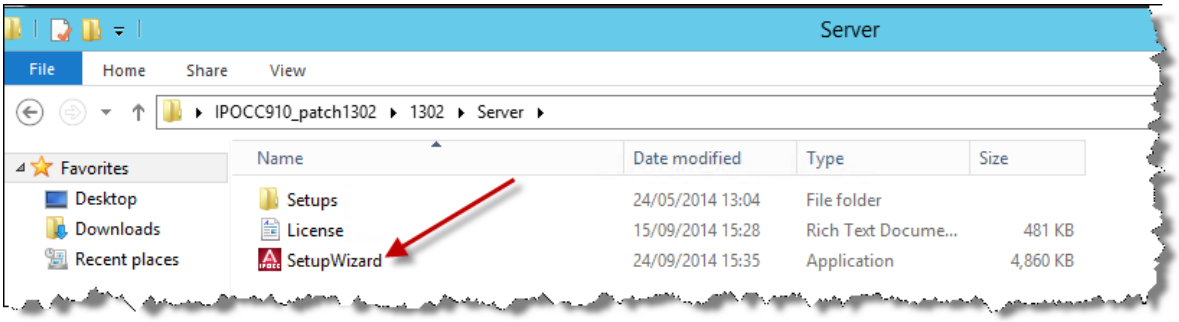
8. Unzip the patch.



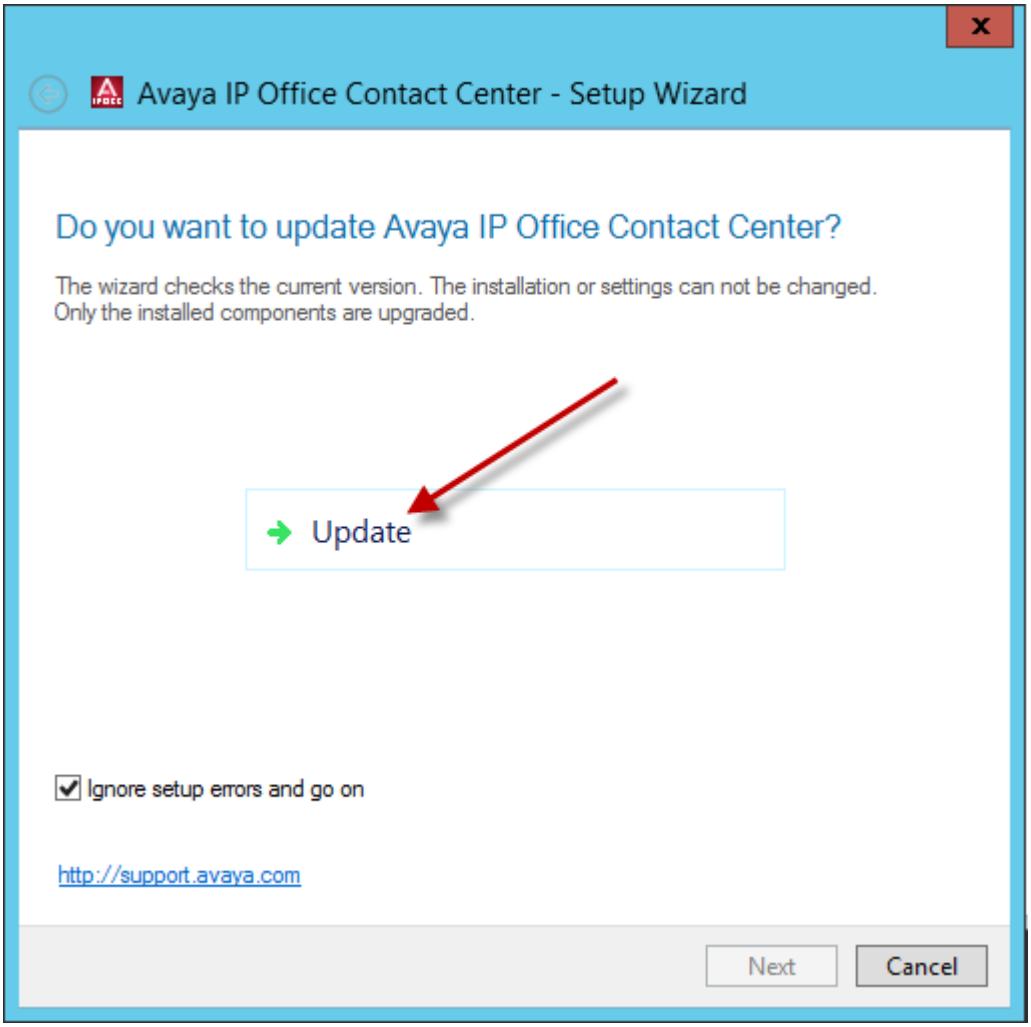
9. Open the **Server** folder.



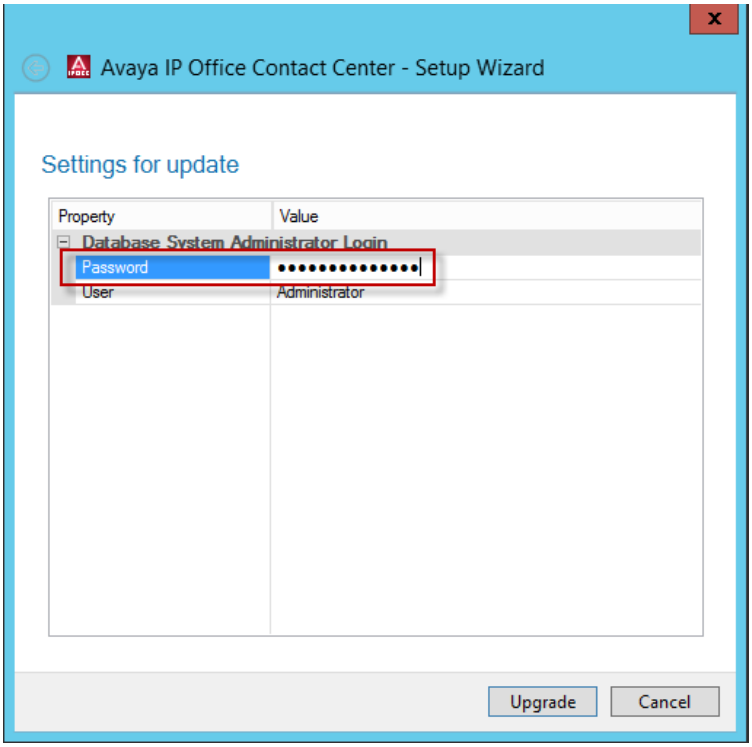
10. Double click on the **Setup Wizard** icon.



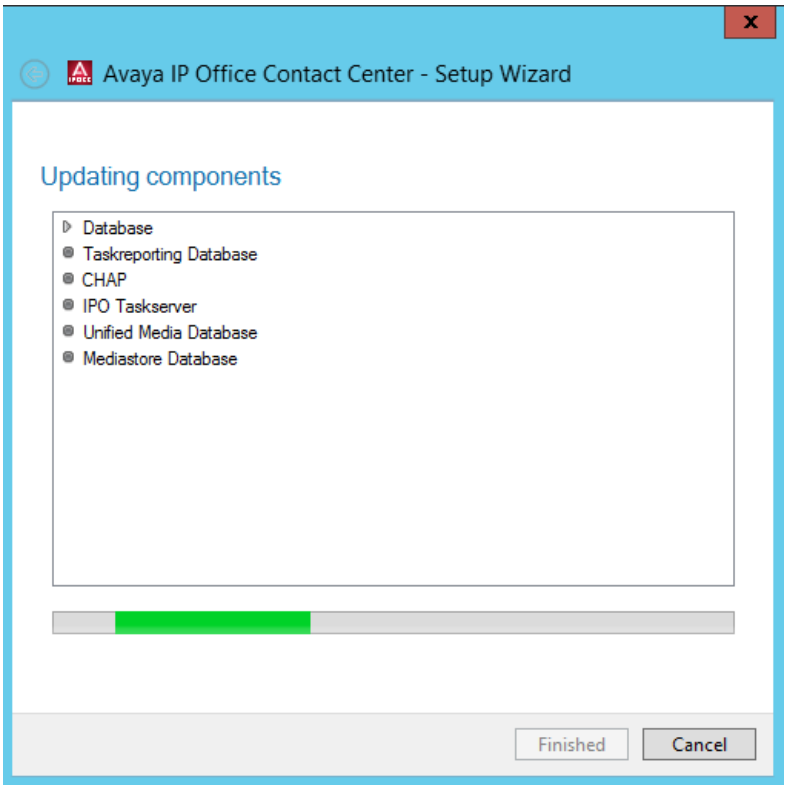
11. Click **Update**.



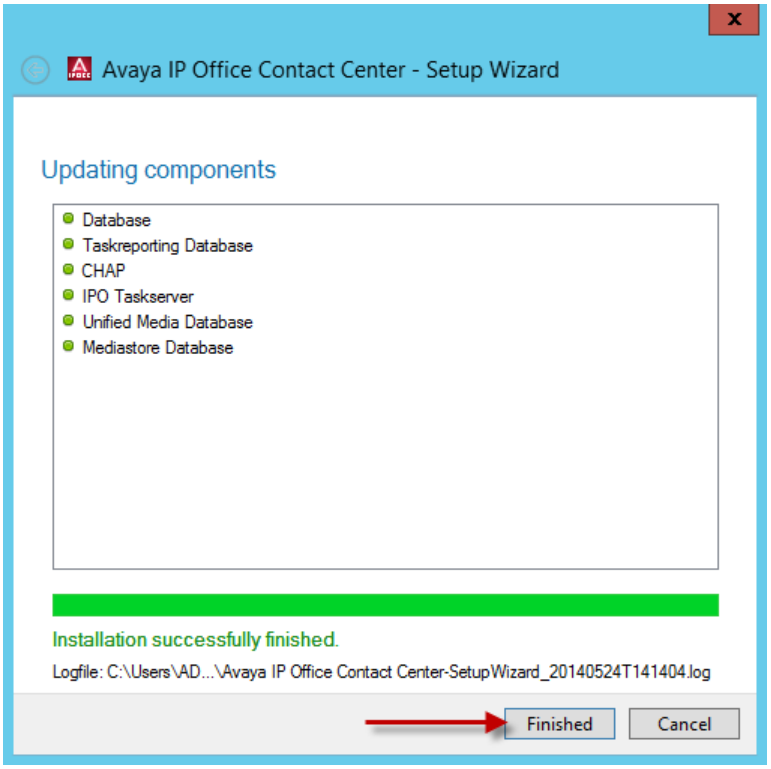
12. Depending on the components being upgraded you may be asked to enter the password of the Database. Enter the Database **Password**.



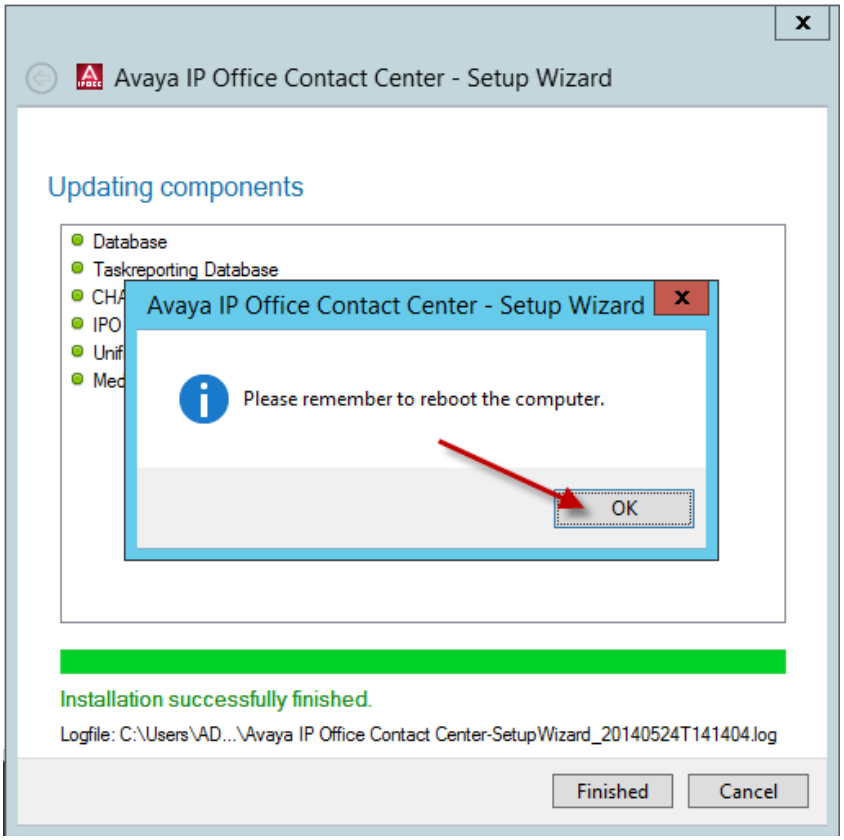
13. The **Update** is installed.



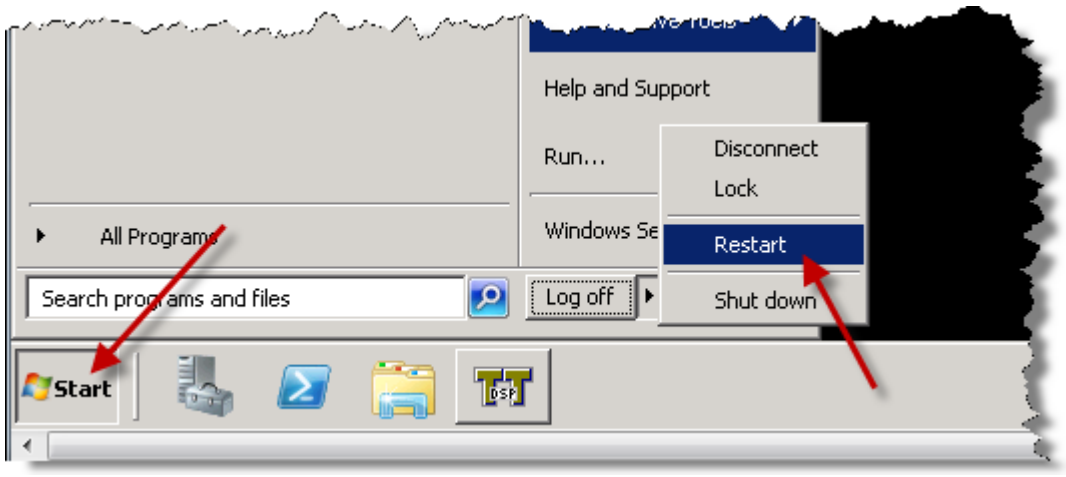
14. Once the update has finished, click the **Finished** button.



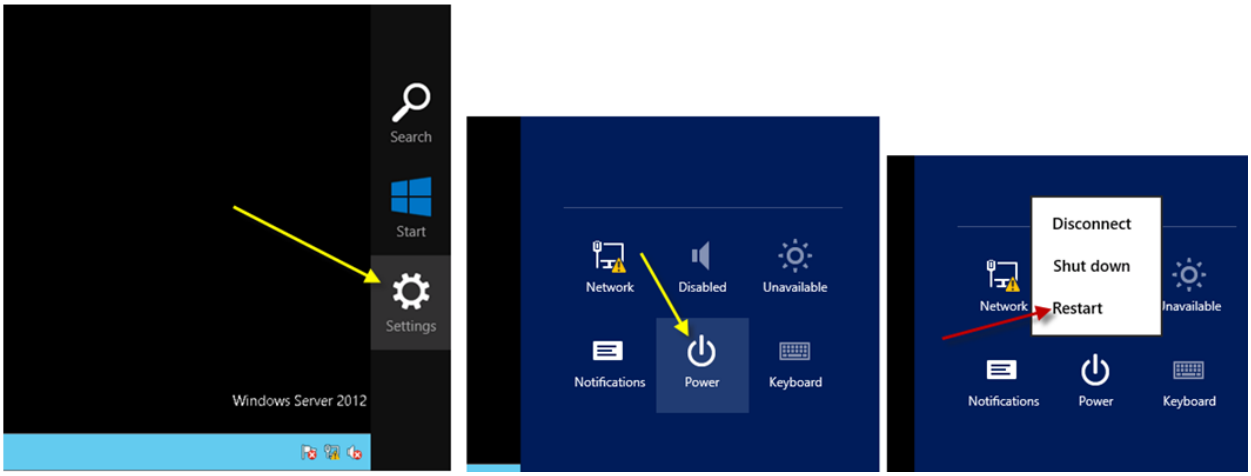
15. You will be prompted to reboot the server. Click the **OK** button.



16. Restart the server. From the server's desktop click **Start** followed by **Restart**.

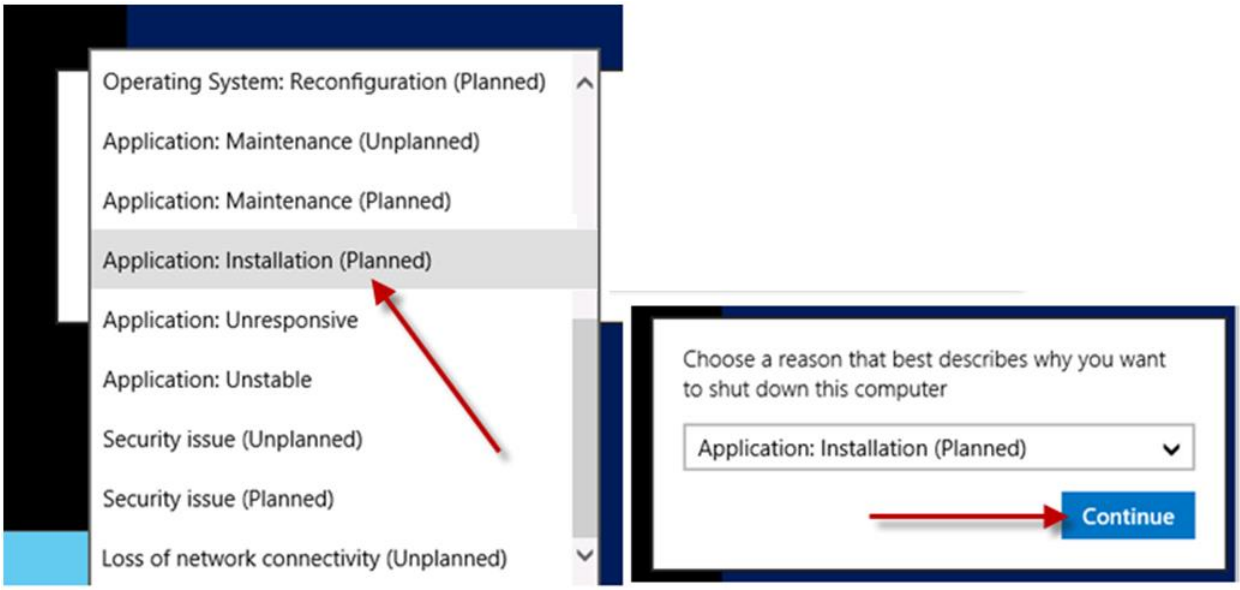


With Windows 2012 server, click the **Settings** icon, then click the **Power** icon followed by **Restart**.



Windows 2012 Server

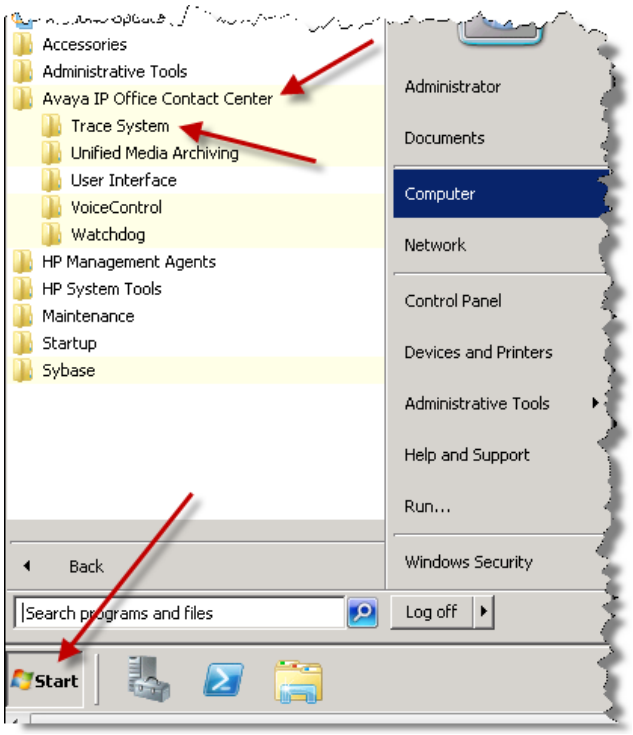
Select **Application: Installation (Planned),** then click the Continue button.



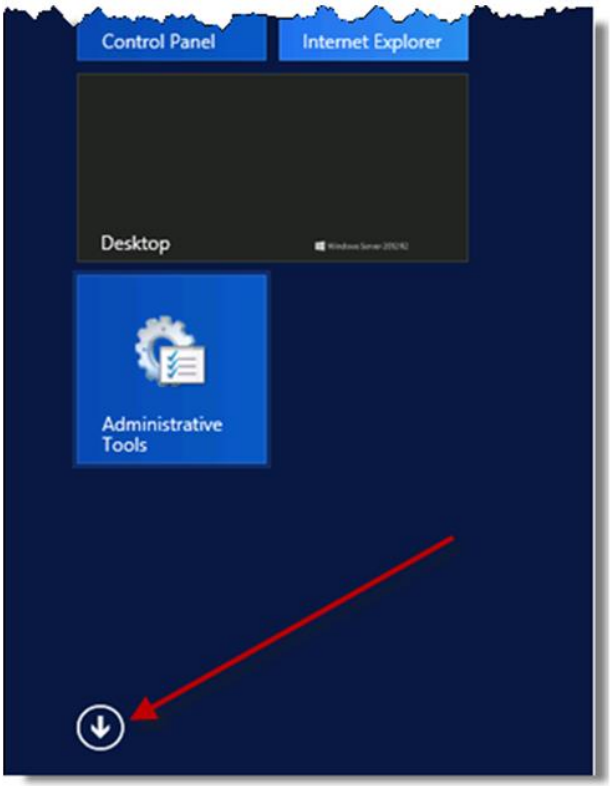
Windows 2012 Server

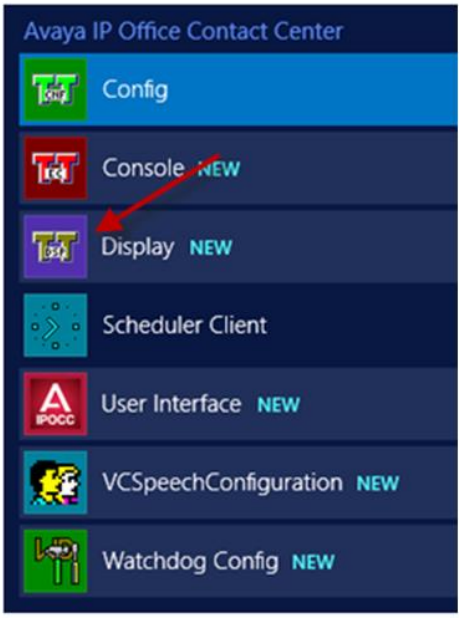
17. Once the server has rebooted, log back into the server via a remote desktop connection.

18. Check that all of the server's components are running. To do this click **Start** followed by **All Programs**, open the **Avaya IP Office Contact Center** folder. Then open the **Trace System** folder.



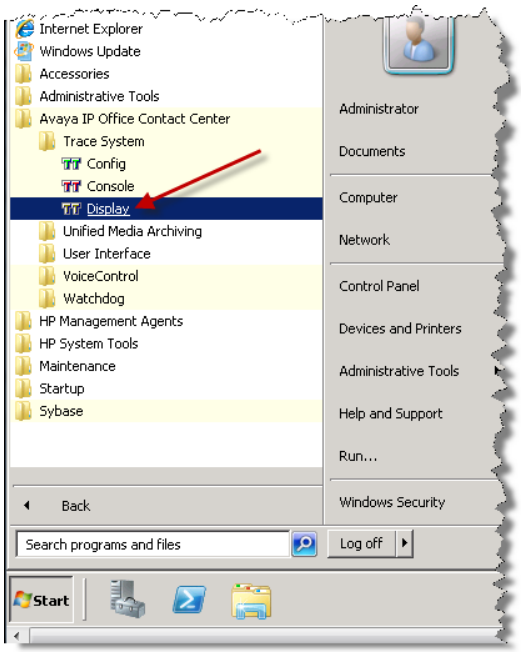
With Windows 2012 server, click the **down arrow** icon and click the **TT display** icon.



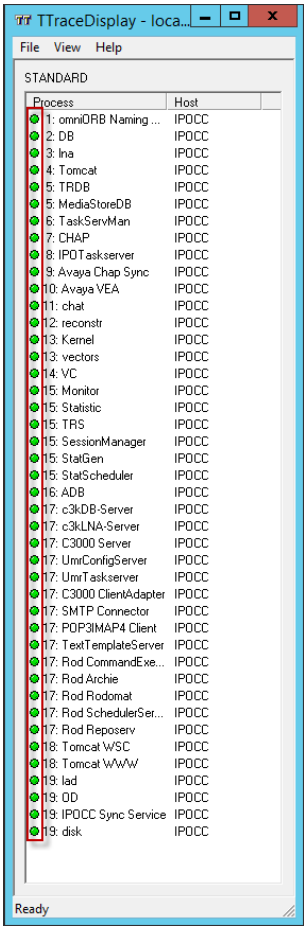


Windows 2012 server

19. Click the **TT Display** link.



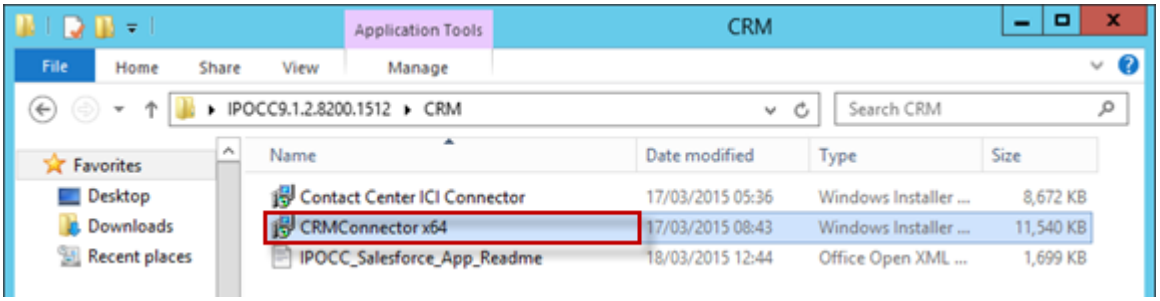
20. Check that all components are running as indicated by green icons adjacent to the components.



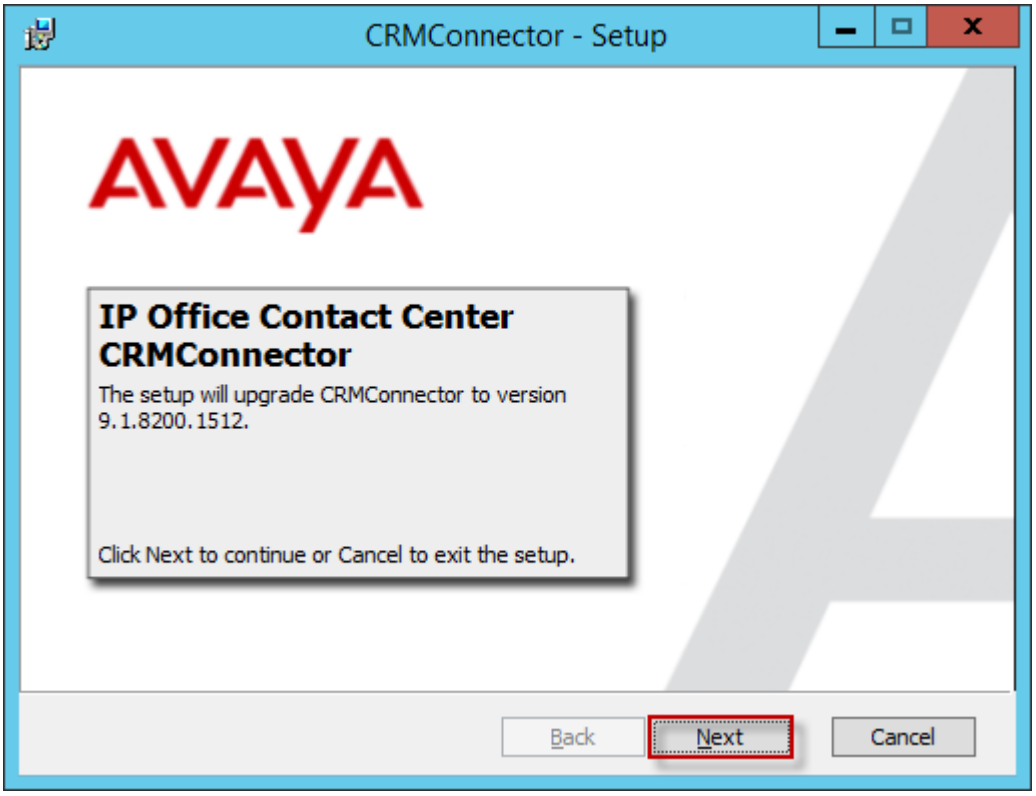
Note: As part of the upgrade you may need to update the CRM connectors as they are not currently upgraded with the above. You will need to stop, update and then start the IPOCC watchdog in the same process as above.

Upgrading Sales Force CRM Connector

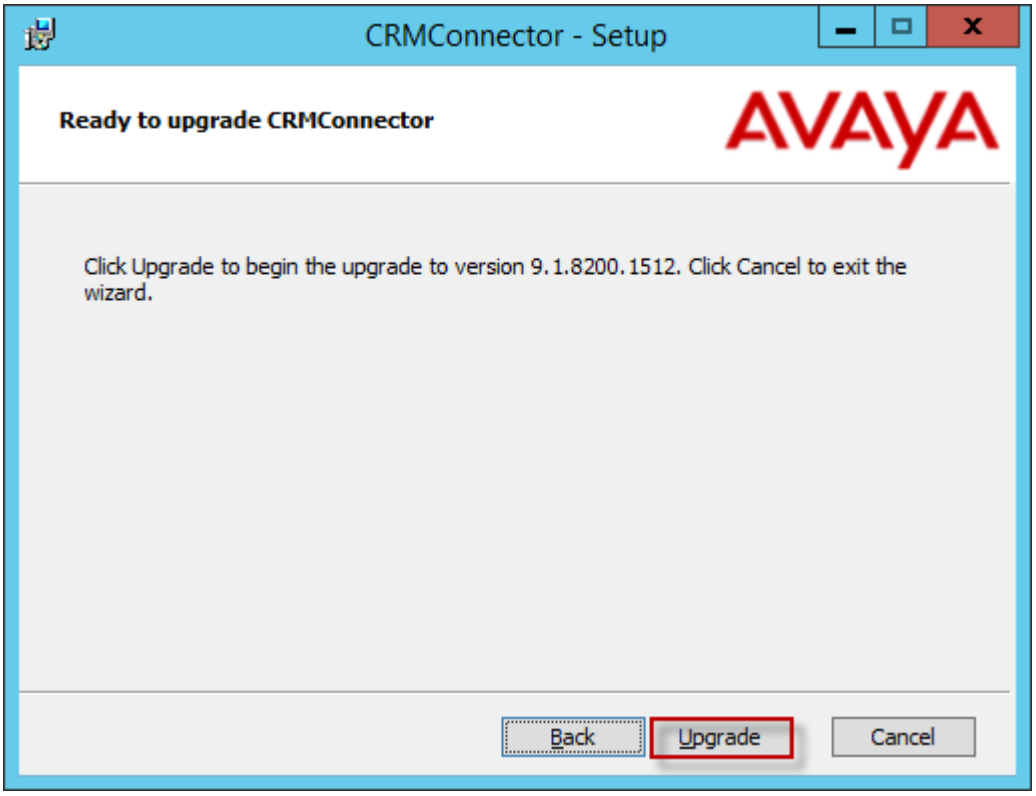
1. After upgrading the IP Office Contact Center, open the CRM folder from the install directory. Then run the **CRMConnector x64**.



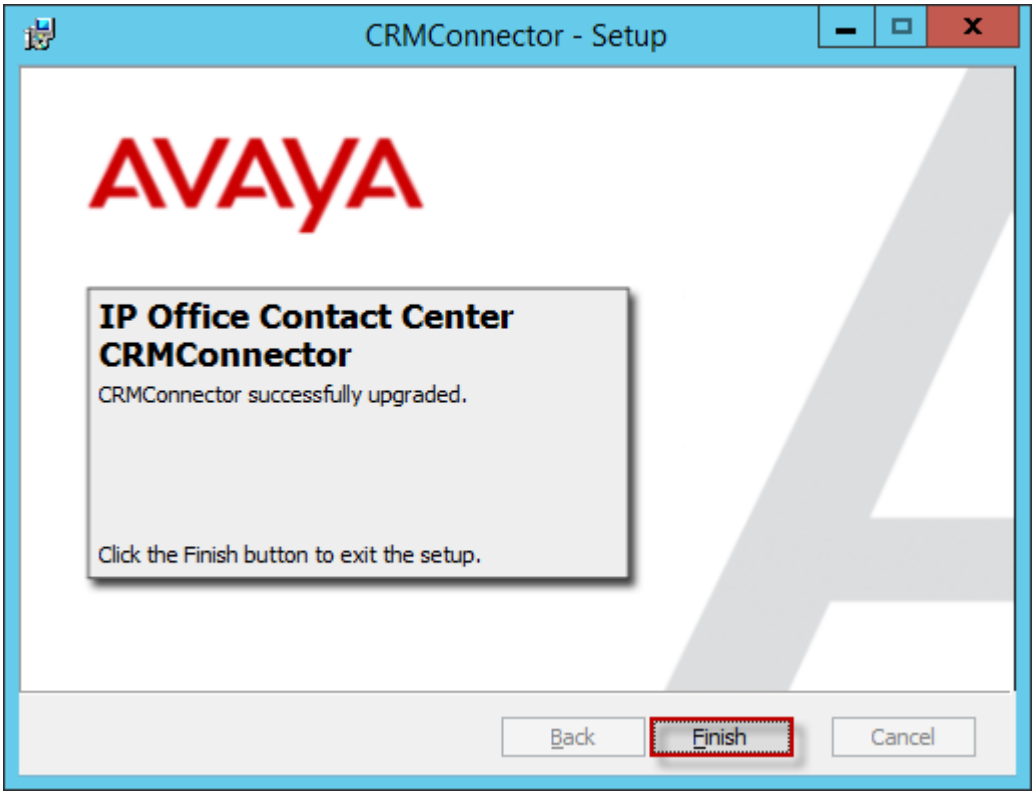
2. Choose the **Next** button.



3. Choose the **Upgrade** button.

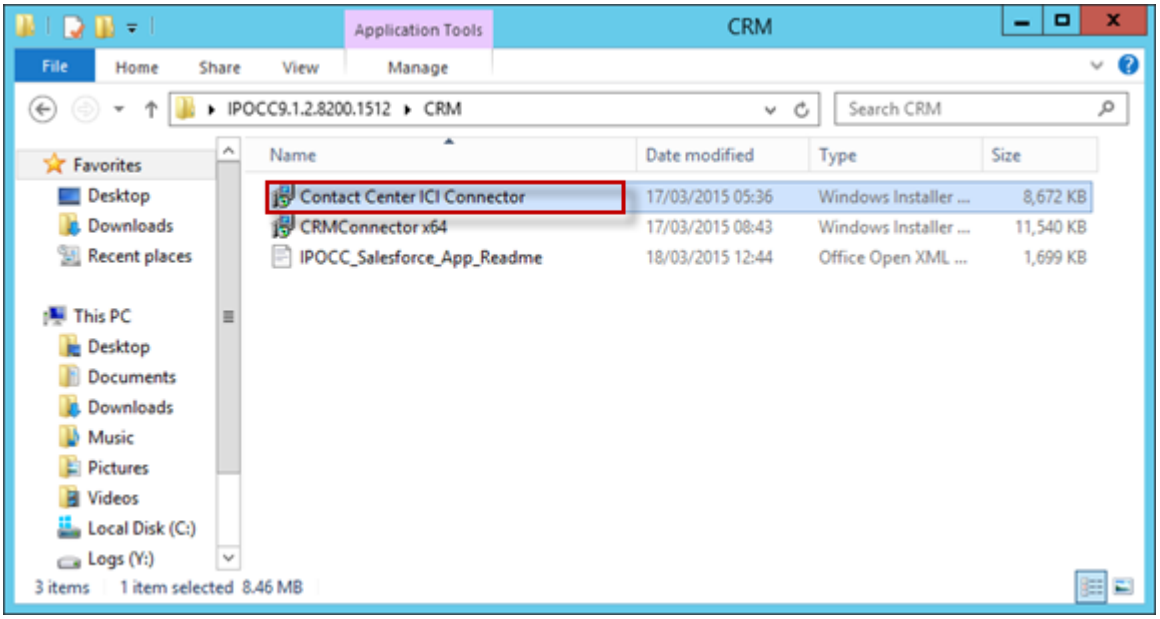


4. Choose the **Finish** button.



Upgrading SAP CRM Connector

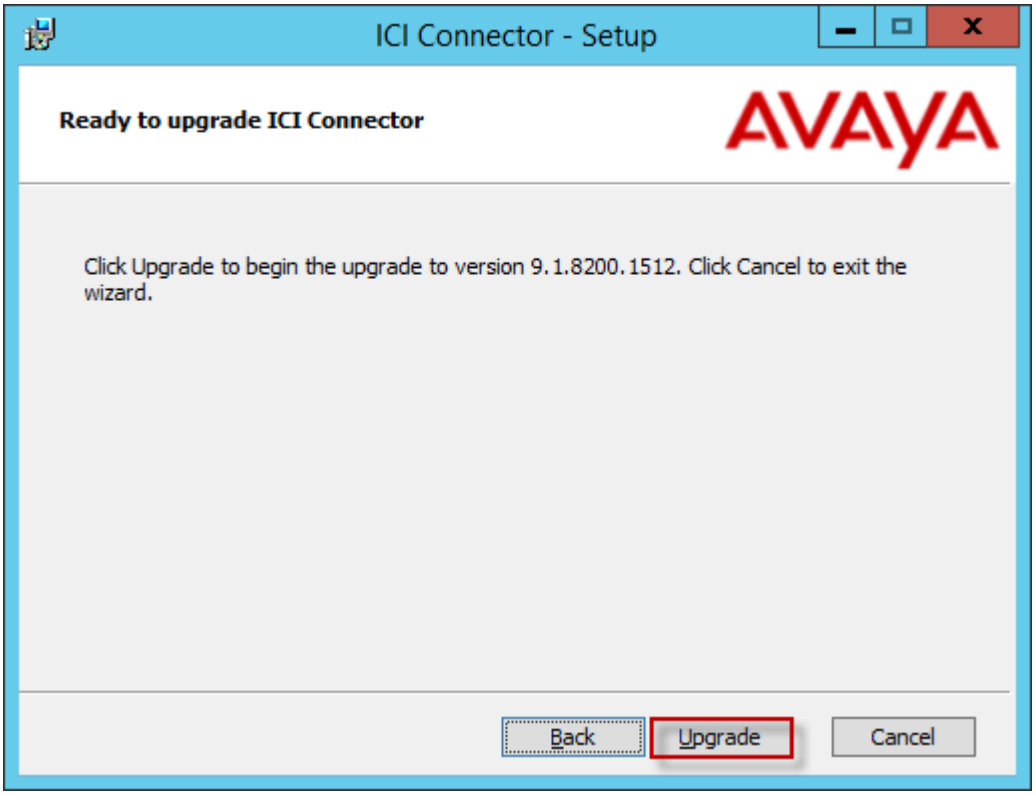
1. After upgrading the IP Office Contact Center, open the CRM folder from the install directory. Then run the **Contact Center ICI Connector**.



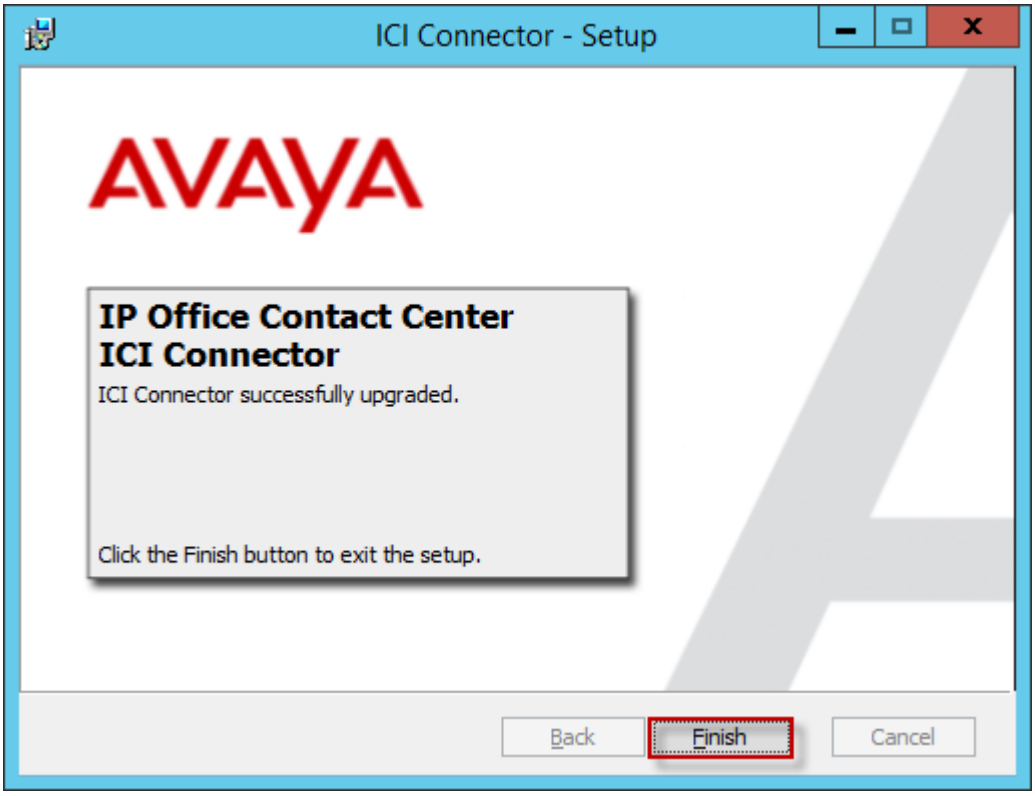
2. Choose the **Next** button.



3. Choose the **Upgrade** button.



4. Choose the **Finish** button.



Troubleshooting

The ***Avaya IP Office Contact Center Error Reference*** guide is available that provides a detailed list and description of IP Office Contact Center error messages and alarms.

Avaya Communicator for Windows Softphone 2.0.3+

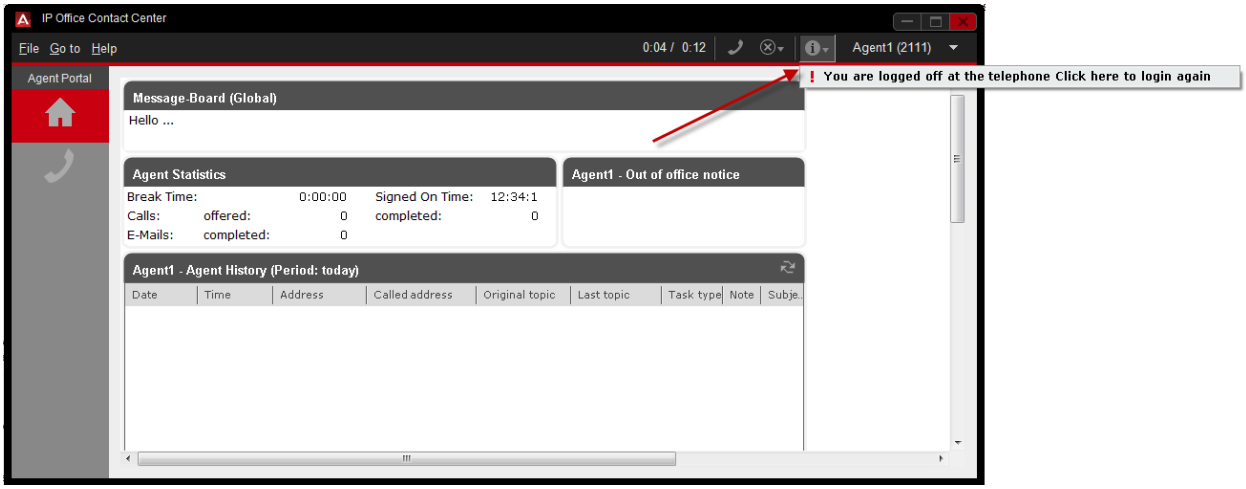
- When Using the Avaya Communicator for Windows, it cannot be used in “Simultaneous” mode. Consequently it cannot be used with a desk phone associated with it. It must be used as a standalone device.
- If an agent wishes to use the Avaya Communicator for Windows and they have an existing deskphone, they MUST logoff from their deskphone before any attempt is made to Login to Avaya Communicator for Windows.

Troubleshooting IP Office Contact Agent Login Problems after IP Office Restart.

Condition

After an IP Office restart, the IP Office Contact Center Agents are logged out for User Interface. In the User Interface information field "i" the following message is displayed "You are logged off at the telephone. Click here to login again".

All agents who are currently logged into the IP Office Contact Center User Interface are logged out when the IP Office is rebooted. In the information field of the User Interface, a message appears stating “You are logged off at the telephone. Click here to login again".



Other Agent Interface error messages that may be displayed during an IP Office restart include:







Cause

What happens during IP Office restart?
When an IP Office reboot is started, the connection to the IP Office Contact Center server via SIP and TAPI is lost. As a consequence all logged in Agents are logged out of the User Interface.

Within the IP Office Contact Center server, Chap attempts to reconnect to the IP Office every 3 seconds and the Taskserver_attempts to reconnect in a cycle of every 30 seconds.

Solution

When the IP Office completes its reboot sequence and the system is up and running the Chap is able to reconnect.

It will take the IP Office 3 minutes until the TAPI connection to the IP Office Contact Center is fully functional. After this time the Taskserver connection to the IP Office is successfully established.

After successful authentication of all configured telephones, the agents can log in manually to the IP Office Contact Centre User Interface:

From the User Interfaces Information field, the agent can select "**Connection to the PBX broken. Click here to login again**".They will be logged back into the IP Office Contact Center user interface.

Troubleshooting after OVA Installation

Condition

Unable to Ping the IP Office Contact Center Server or make a Remote Connection to the server.

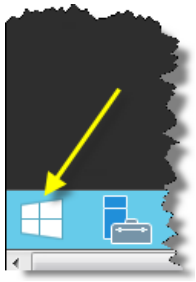
Cause

If during the OVA installation the new network is marked as **Public Network** you will not be able to ping the server or make a remote connection to the IP Office Contact Center server.

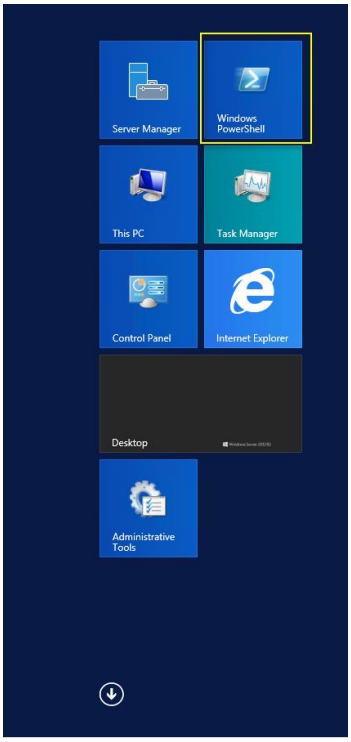
Solution

If you have forgotten to mark your new network as **Private Network,** after the server has restarted, you can re-mark from a **Public** to **Private Network** as follows:
:

1. Open **Windows PowerShell** by selecting the **Windows** button.

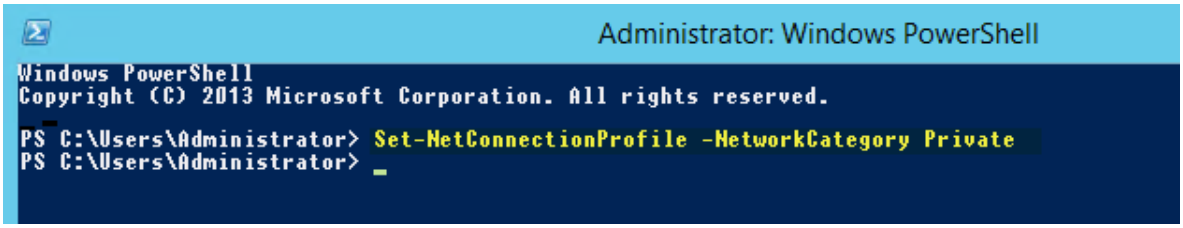


2. Click the **Windows PowerShell** button.



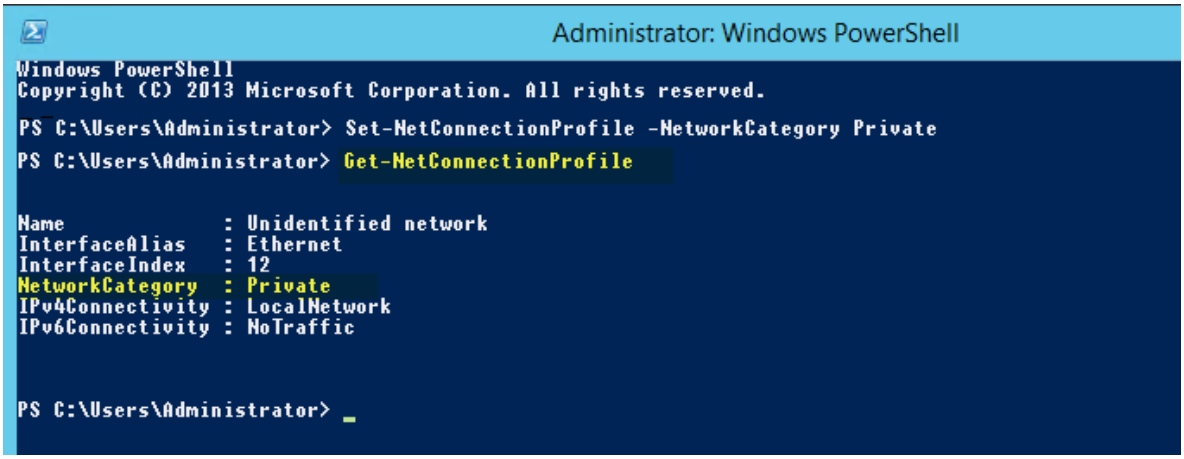
3. Execute the command:

   Set-NetConnectionProfile -NetworkCategory Private



4. The profile can be checked to validate that the changes have been made by using this command

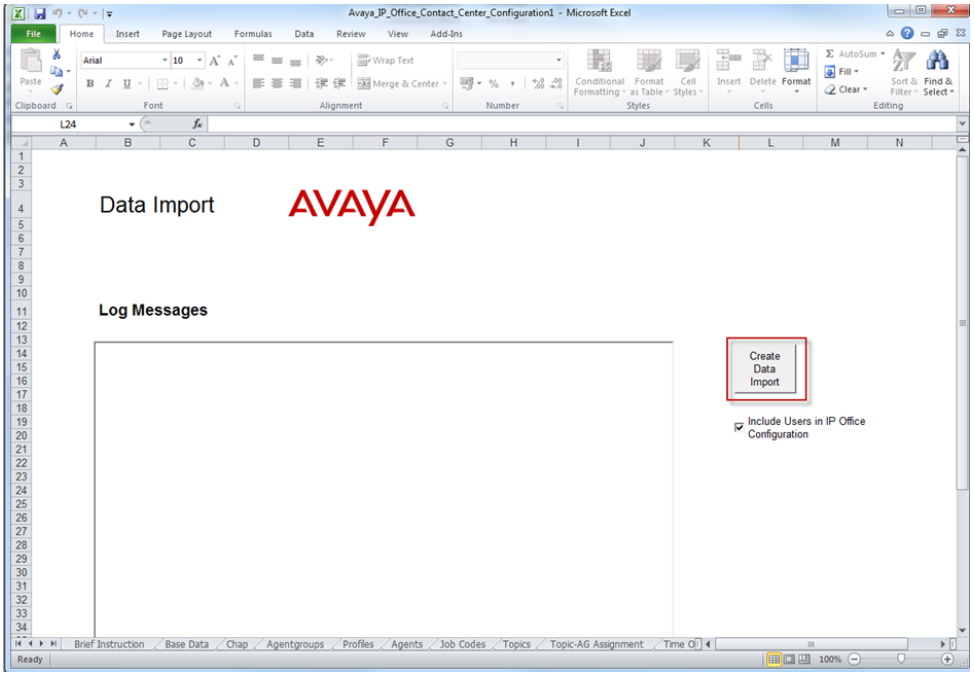
   Get-NetConnectionProfile



Troubleshooting – the “Create Data Import” button is inactive in the IP Office Contact Center Configuration Spreadsheet

Condition

The “Create Data Import” button is inactive in the IP Office Contact Center Configuration Spreadsheet.



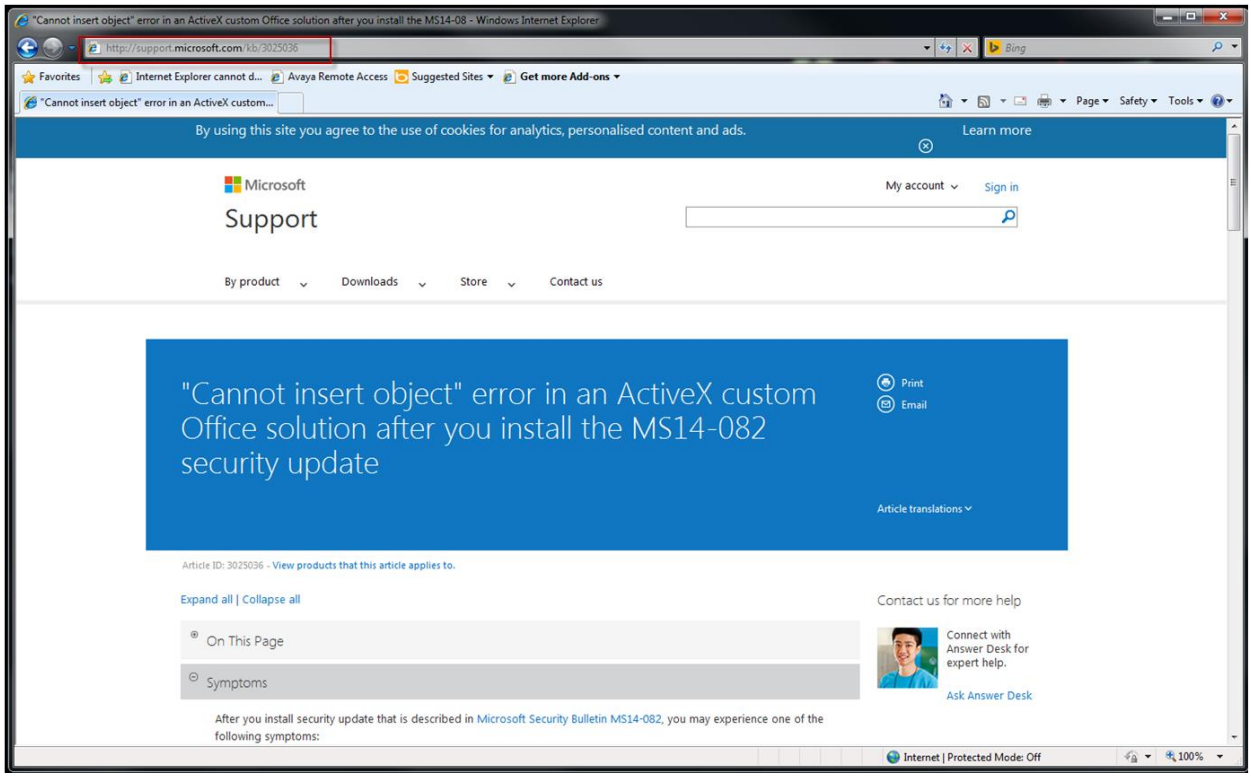
Cause

This problem is caused by a Microsoft security update.

Solution

Install the required Microsoft Fix it file.

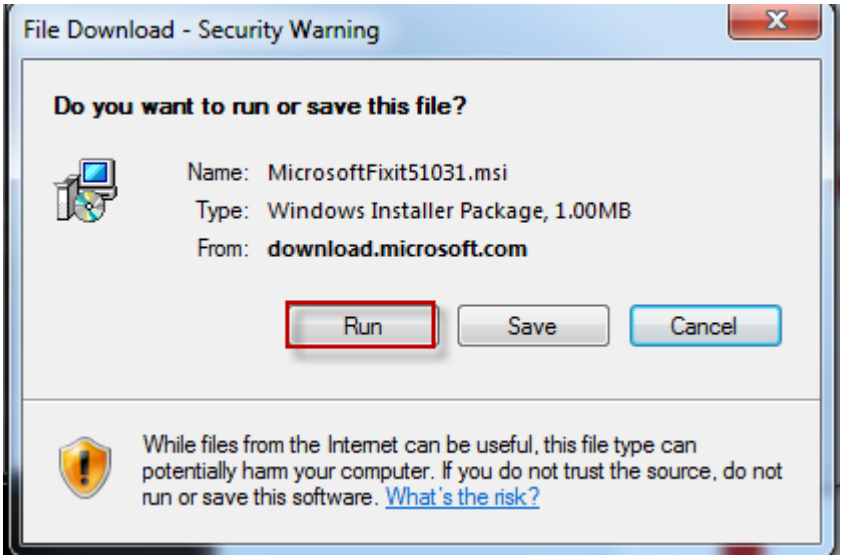
1. Open an Internet Browser and in the address field enter **http://support.microsoft.com/kb/3025036**



2. Scroll down the page until you can see **Microsoft Fix it 51031**.Double click on the **Fix it button**.



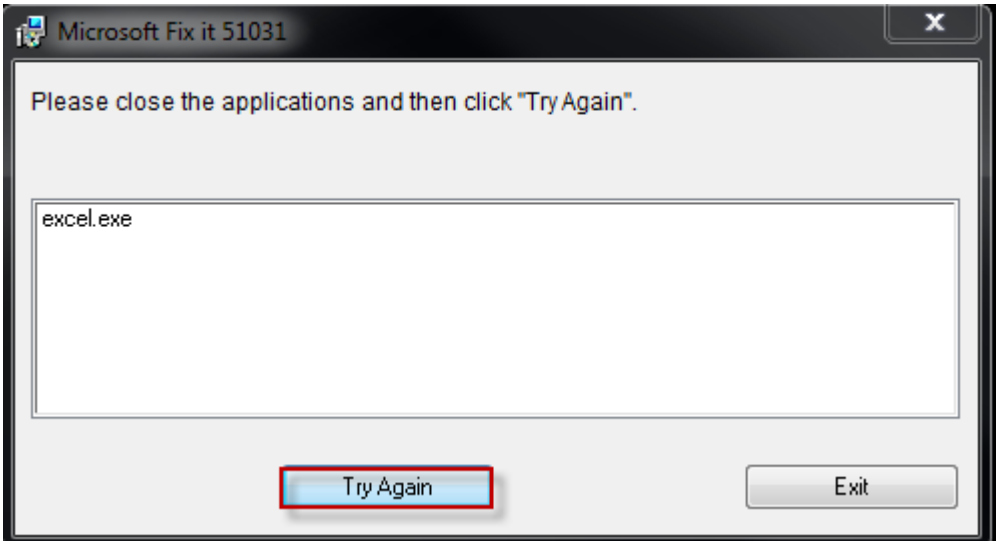
3. Click the **Run** button..



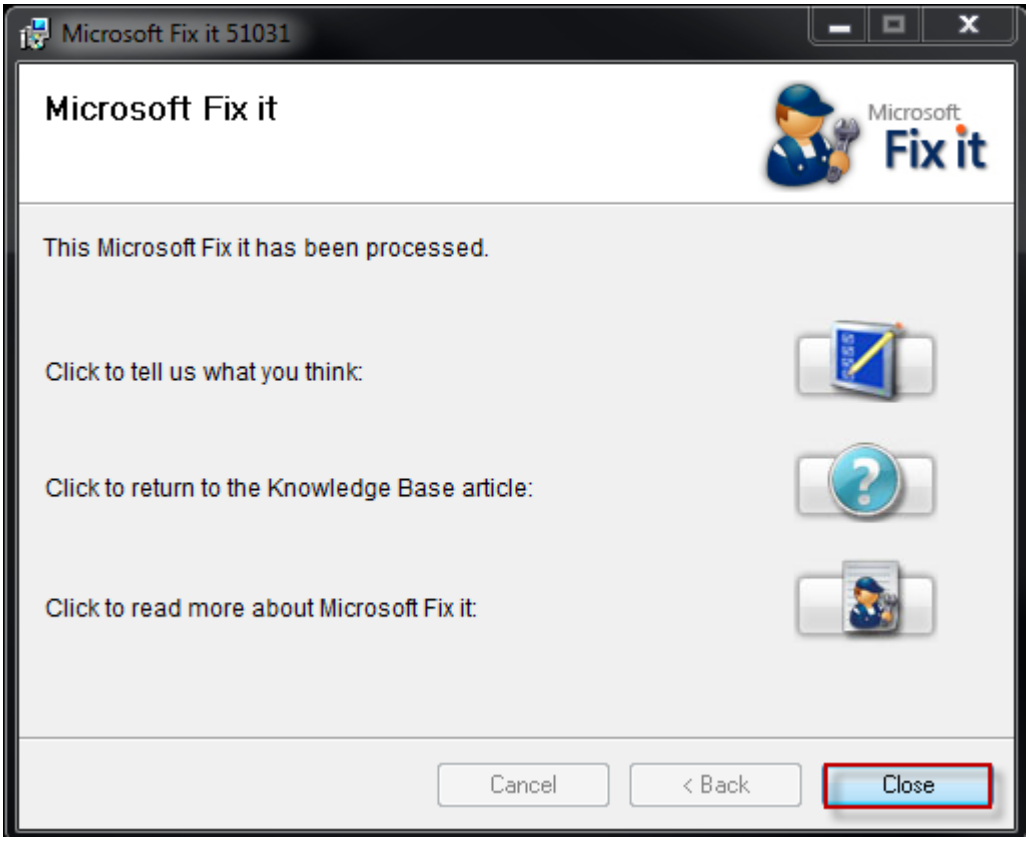
4. Read the Microsoft software license terms and choose **I Agree** and then select the **Next** button.



5. If the Excel Configuration spread sheet is open a warning is displayed, close the spread sheet and click the **Try again** button.



6. Once the Fix has been completed and applied, click the **Close** button.



7. Reopen the Excel spread sheet and the **Create Data Import** should be available and active.

Troubleshooting – Calls are no longer routed to an IP Office Contact Center Agent.

Conditions

Calls unexpectedly stop being distributed to IP Office Contact Center Agents.

The Task server crashes and calls are disconnected.

Cause

When the wrap up time configured for IP Office Contact Center Agents is less than the wrap up time in the IP Office for the User of the Extension, calls can stop being distributed to those Agents, due to a timer conflict.

Solution

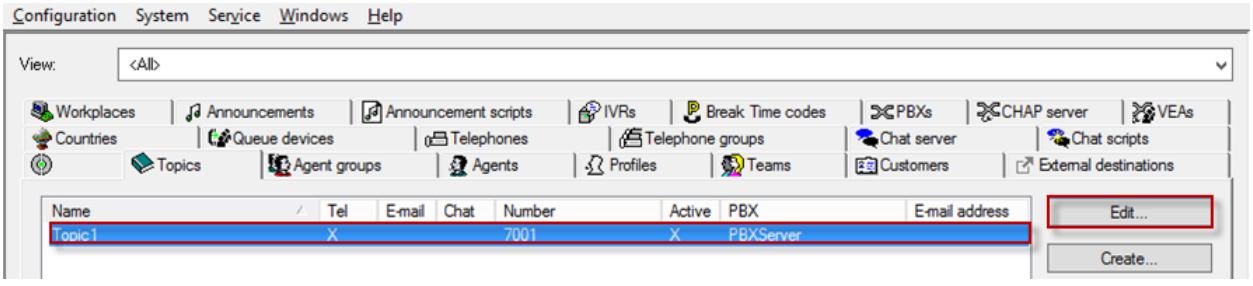
IPOCC Agents wrap up time in the IP Office contact Center must be higher than the wrap up time in the IP Office.

The steps below show how to check and change the Wrap-up time for Agents in both the IP Office Contact Center and the IP Office. Both single Agents and Agents assigned with User rights are illustrated.

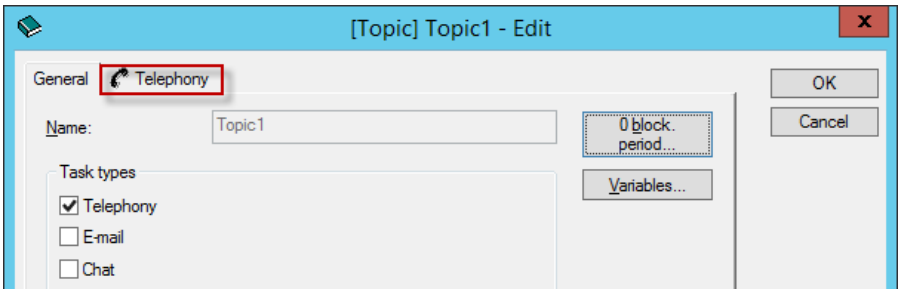
IP Office Contact Center Settings

The IP Office Contact Center Agents, wrap up is set in two places. When a call comes from each topic, the wrap up time is set for that topic call. So each topic must be checked. Each individual Agent can then be set with a percentage of the topic's wrap-up time.

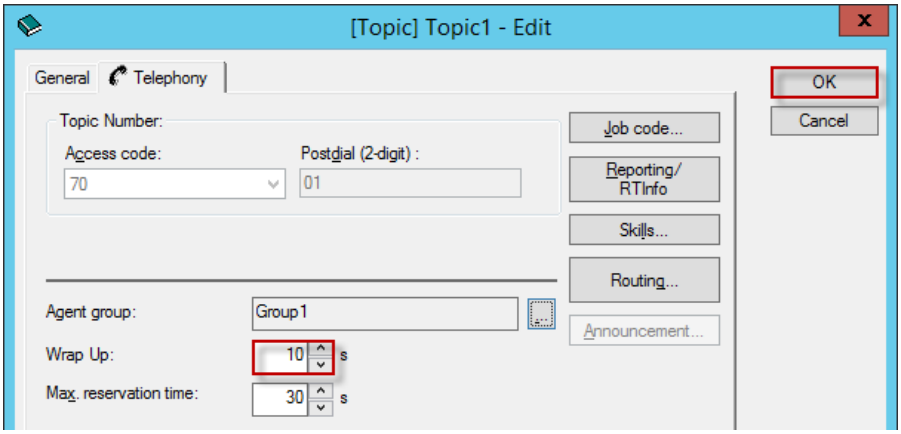
1. From the **Administration** – **Configuration** screen, click **Topics**. Then select your first **Topic** and choose the **Edit** button.



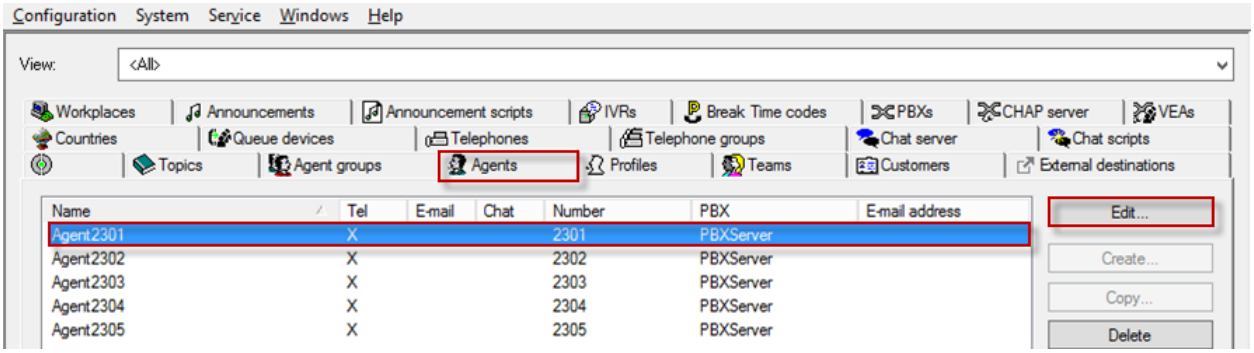
2. Click the **Telephony** tab.



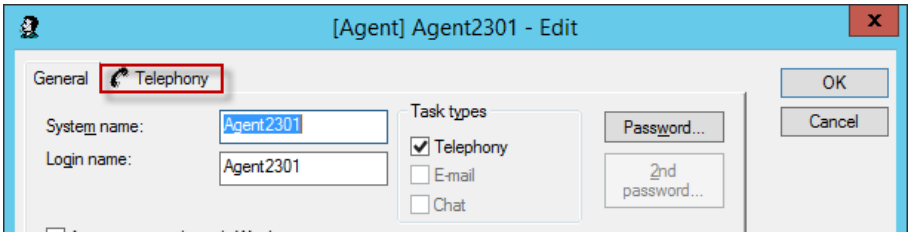
3. Increase the Wrap Up time, so that it is greater than that defined in the IP Office (Checked later).Then click the **OK** button. Repeat this process for all Telephony Topics.



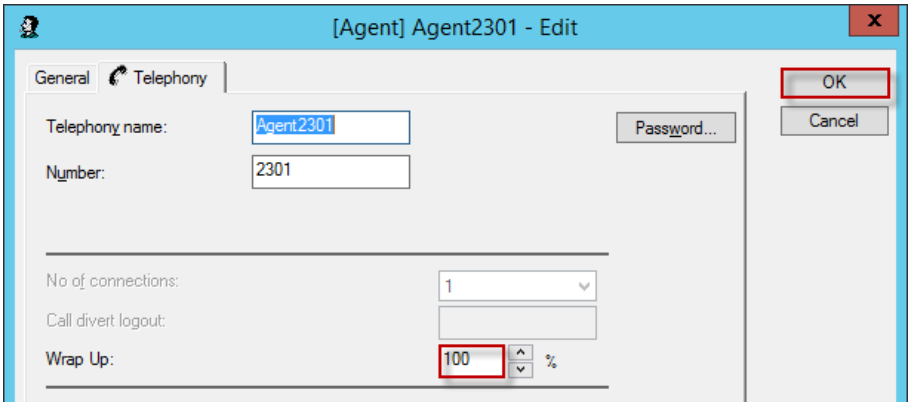
4. Click the **Agents** tab and then select and **Agent** and click the **Edit** button.



5. Click the **Telephony** tab.

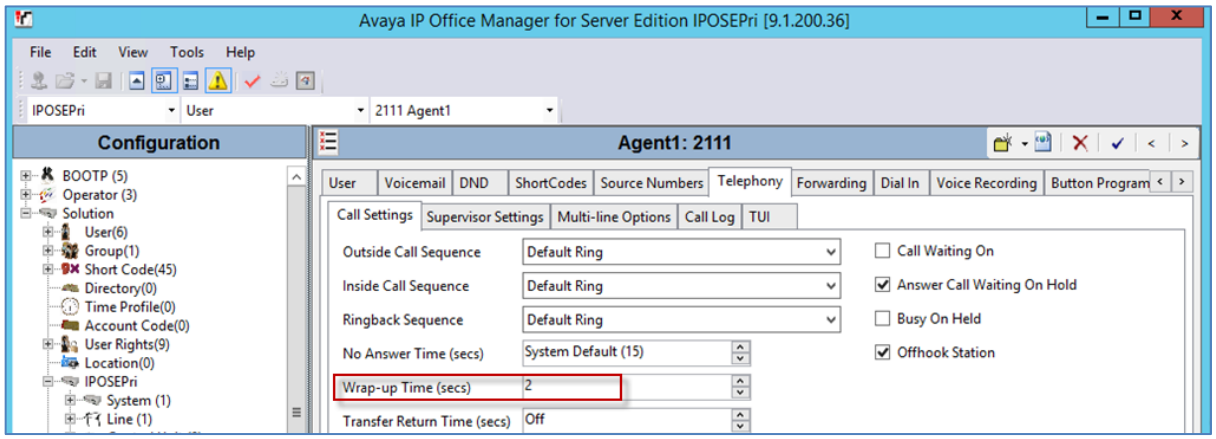


6. Check the Agent's **Wrap Up** percentage. Note that the combination of each Topic's wrap up time with the percentage, must be greater than the wrap up time in the IP Office. Once set, click the **OK** button. Then repeat the process for all Telephony Agents.

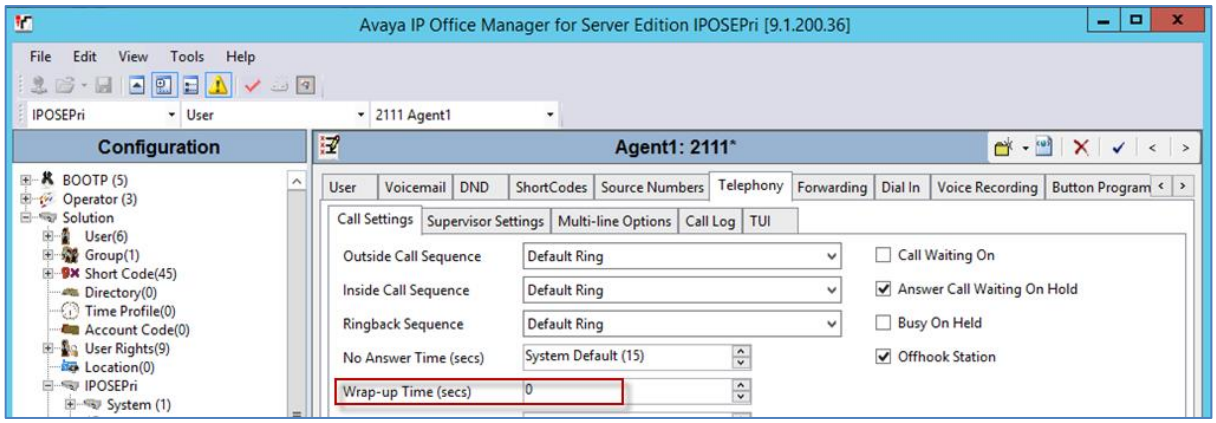


IP Office Manager Setting

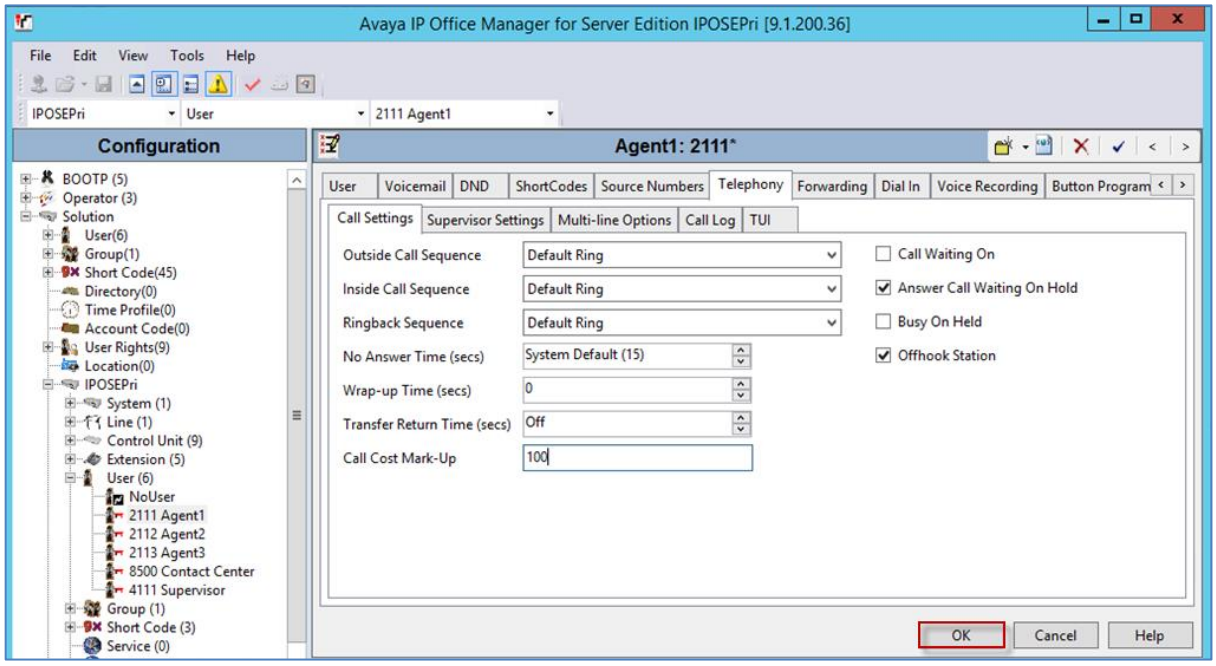
1. Login to IP Office Manager, and then select the required **Agent** under **Users** followed by the **Telephony** tab. The Agents Wrap-up is displayed. If a padlock is displayed adjacent to the Wrap-up time field, go to step 6.



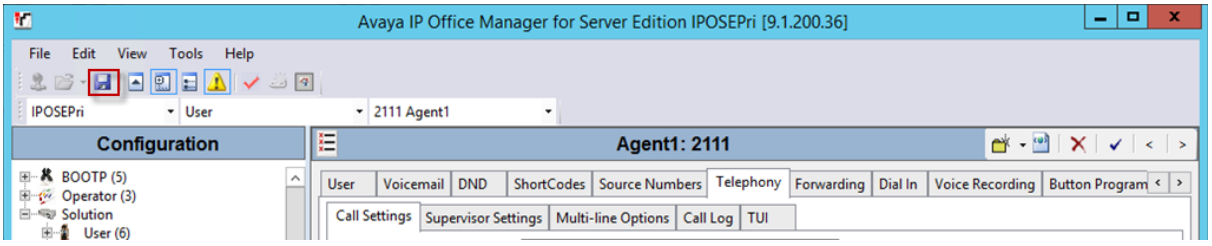
2. Change the **Wrap-up time (secs)** to a figure below the lowest time of the IP Office Contact Center topic for this Agent.



3. Click the **OK** button.

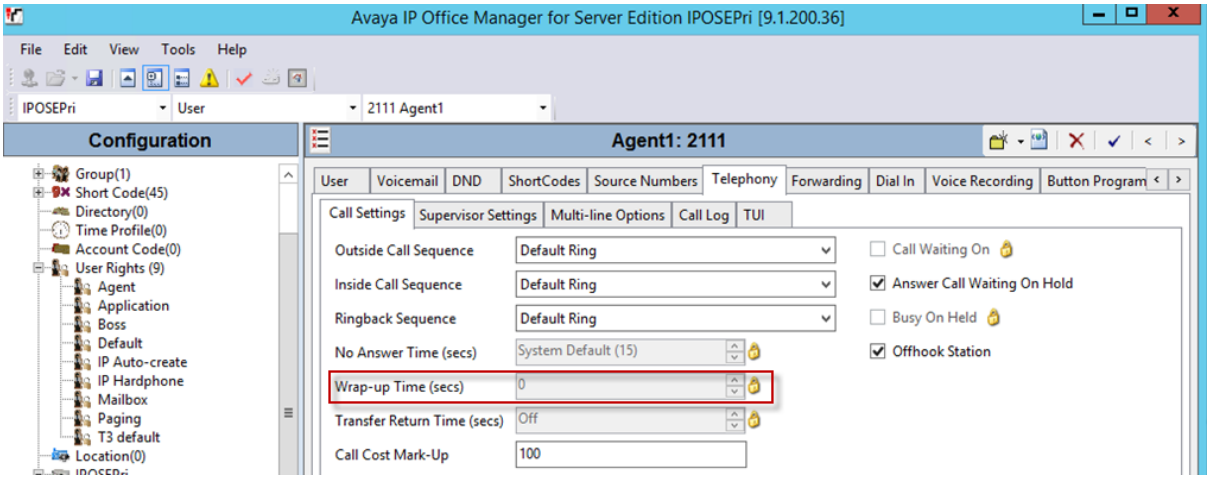


4. Click the **Save** button.

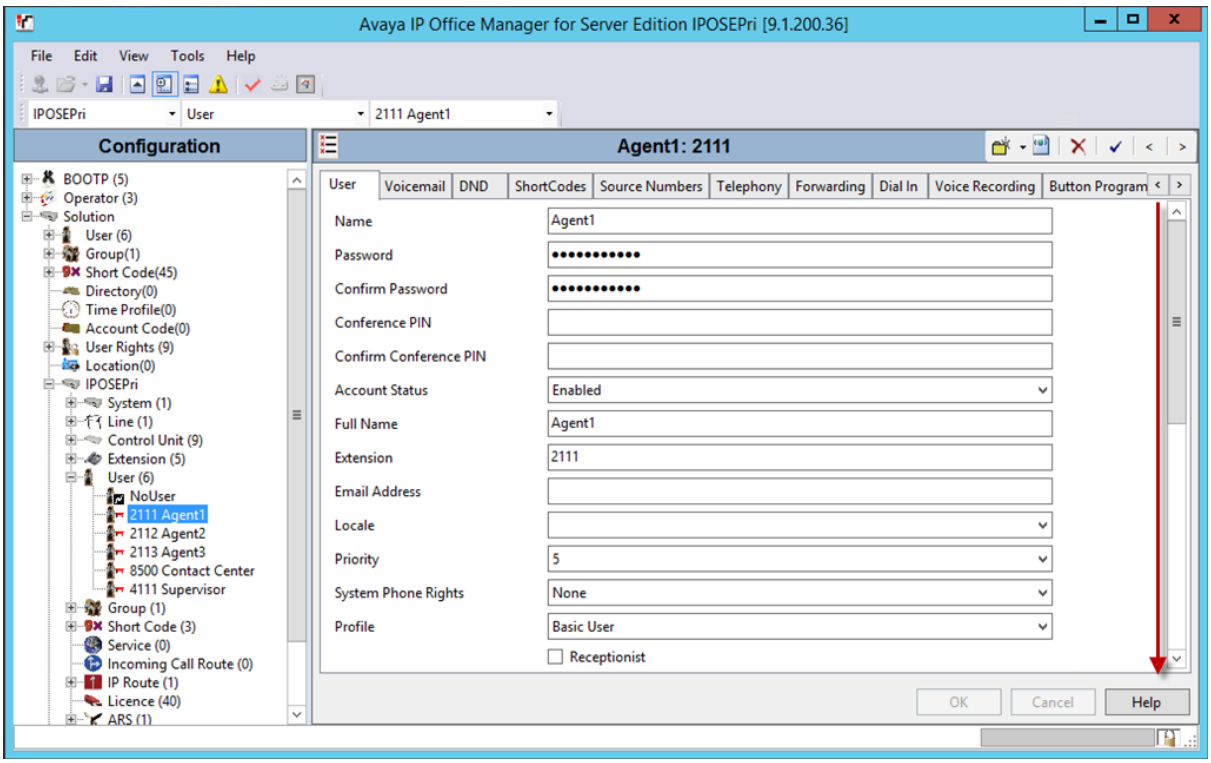


5. Repeat the above process for all Agents/Supervisors that receive telephony calls from the IP Office Contact Center.

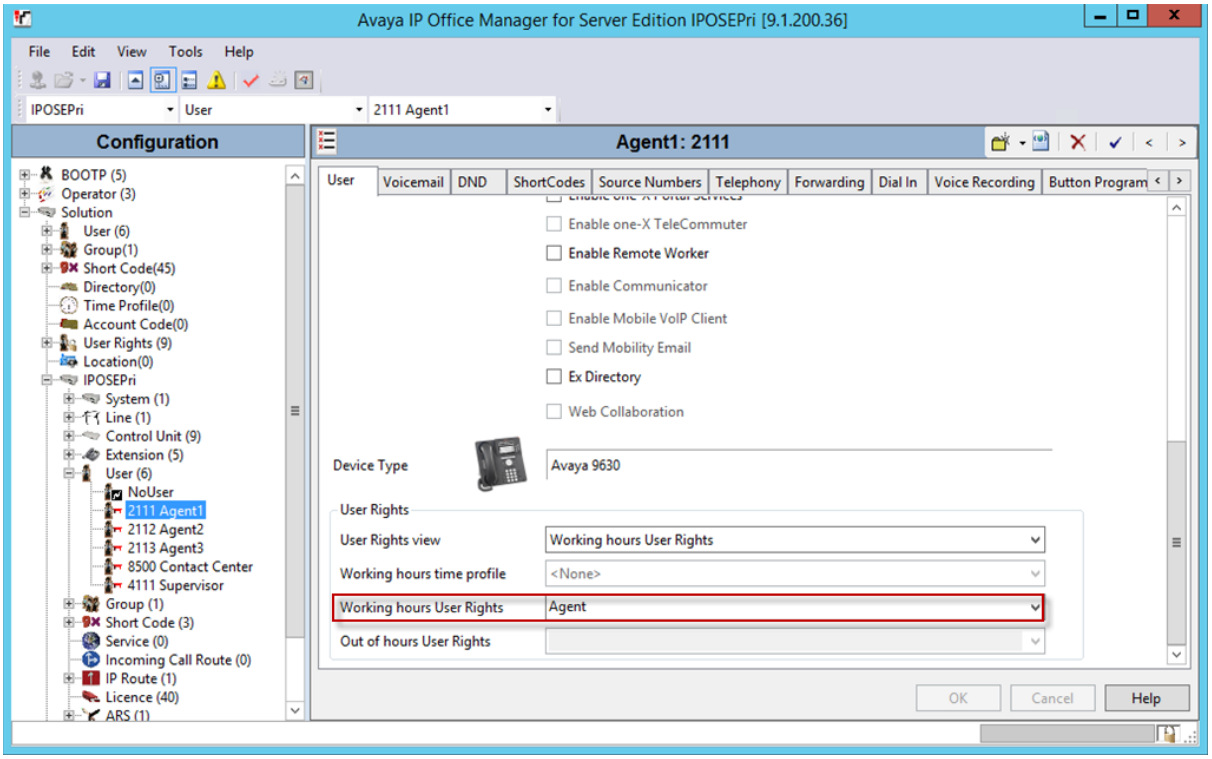
6. If your agents are using IP Office User Rights to assign Wrap-up Time, a padlock is displayed adjacent to the Agent in question.



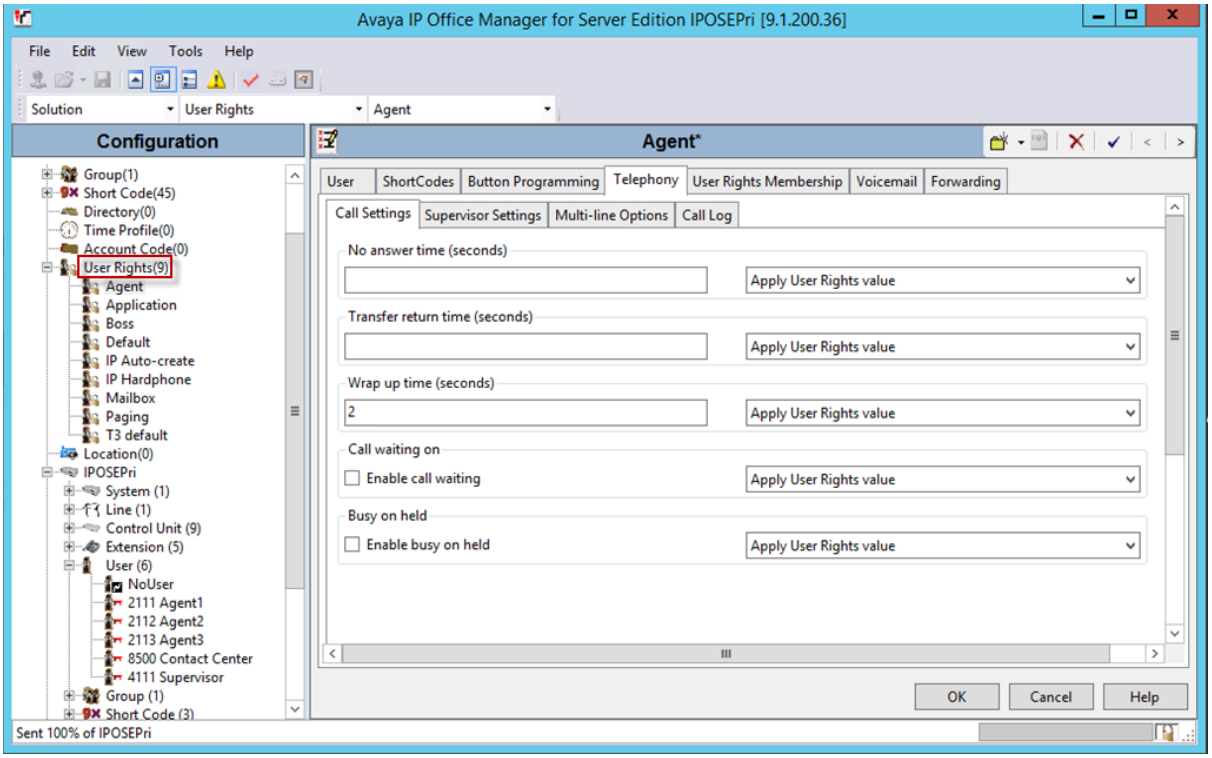
7. To find out to which User Rights group the Agent is assigned, click the **User** tab and use the scroll bar to view the **User Rights** fields.



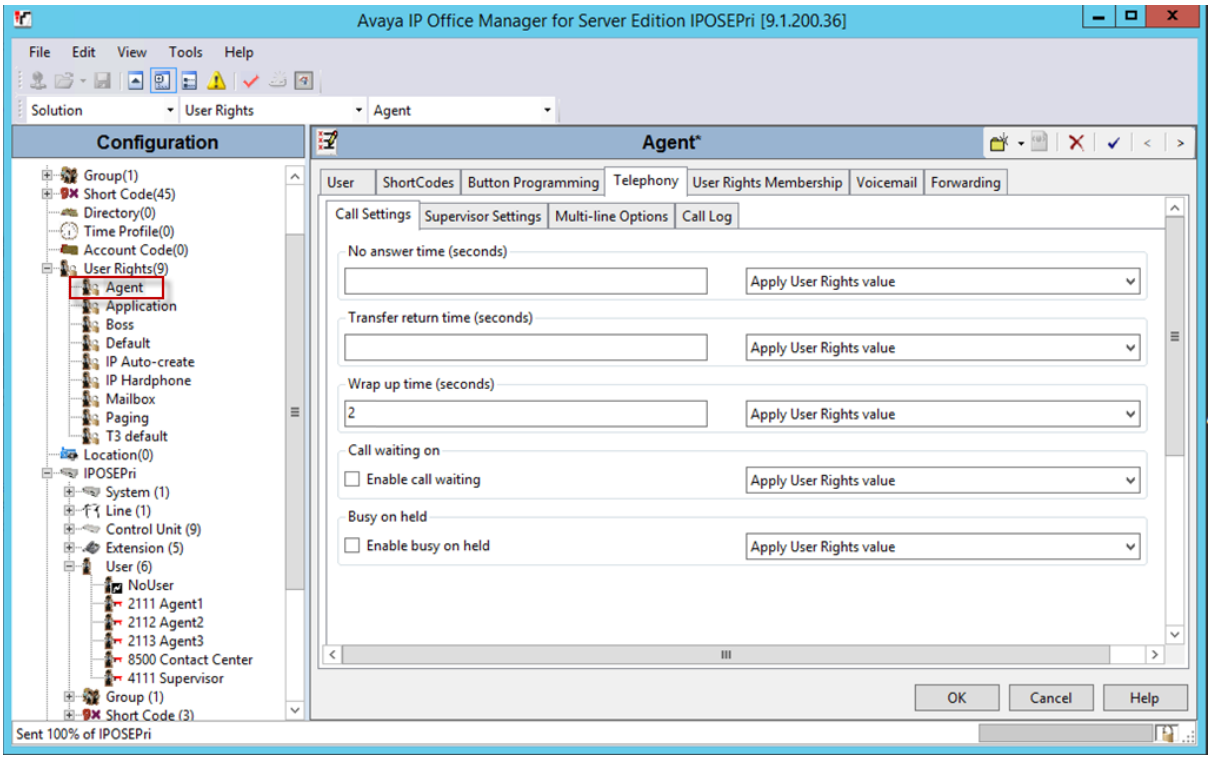
8. Depending on the configuration of your IP Office, one or more of the User Rights Groups may require updating. In this example, the User Rights Group “Agents” will be examined.



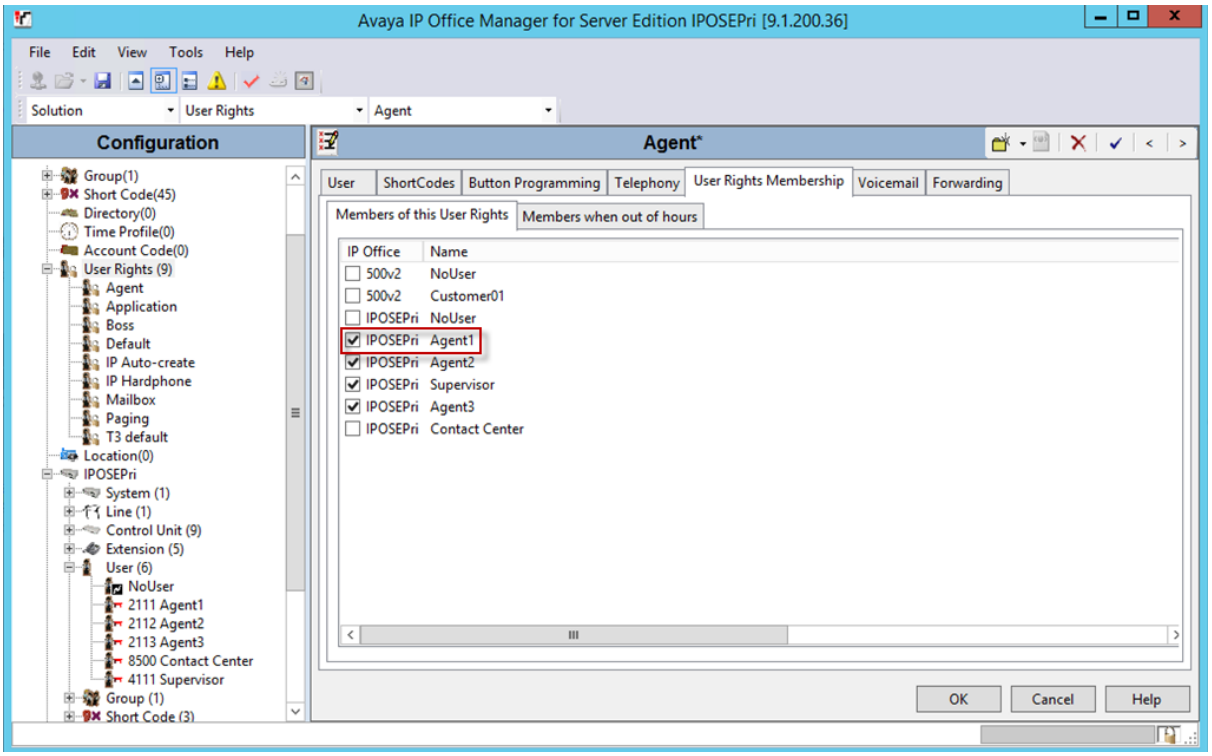
9. Open the **User Rights** link.



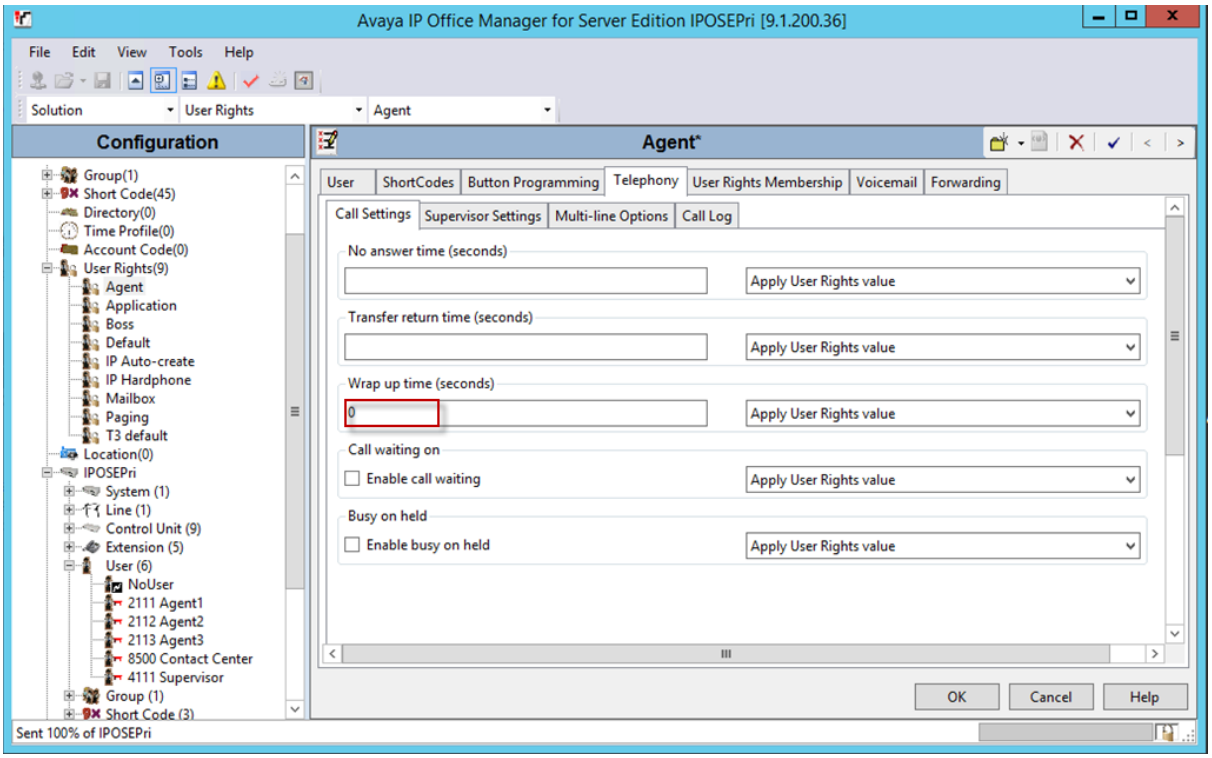
10. Click the required **User Rights Group** for the **Agent** and then select the **Telephony** tab.



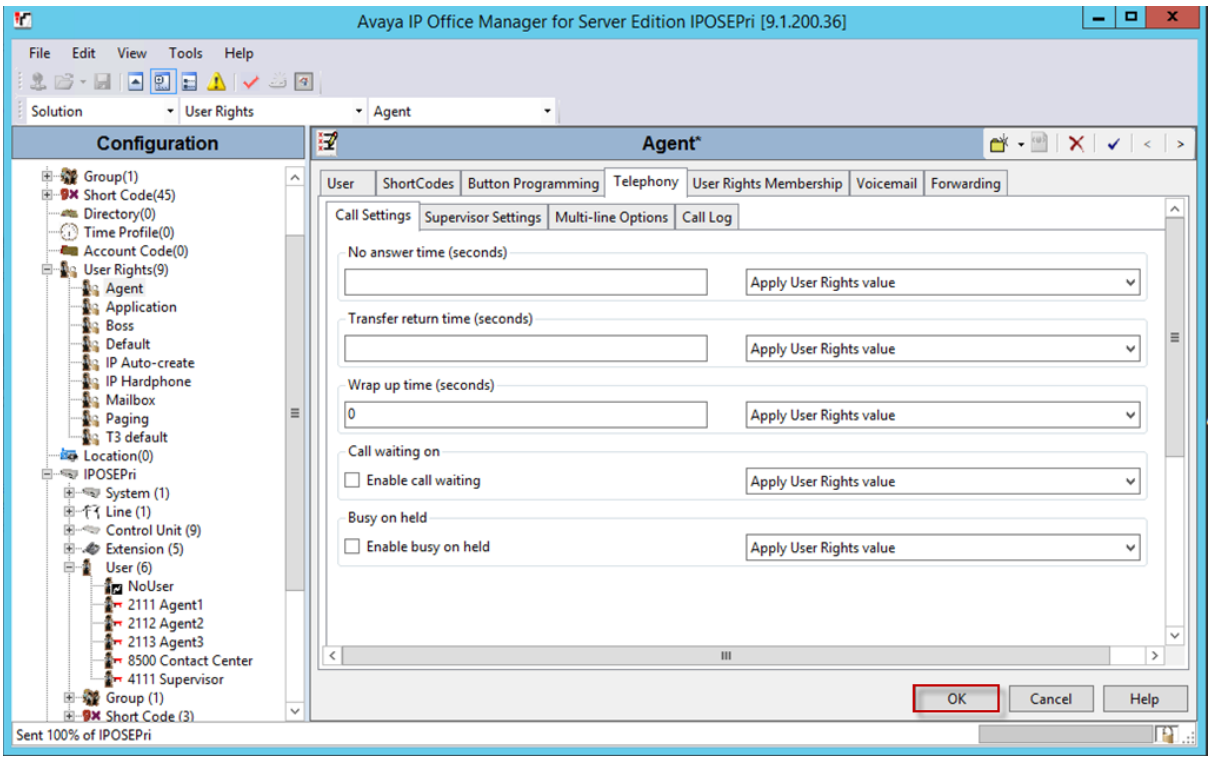
11. Before changing the Wrap-up Time, check which other Agents/Users are using this set of User rights. Click the **User Rights Membership** tab. Then select the **Telephony** tab to return.



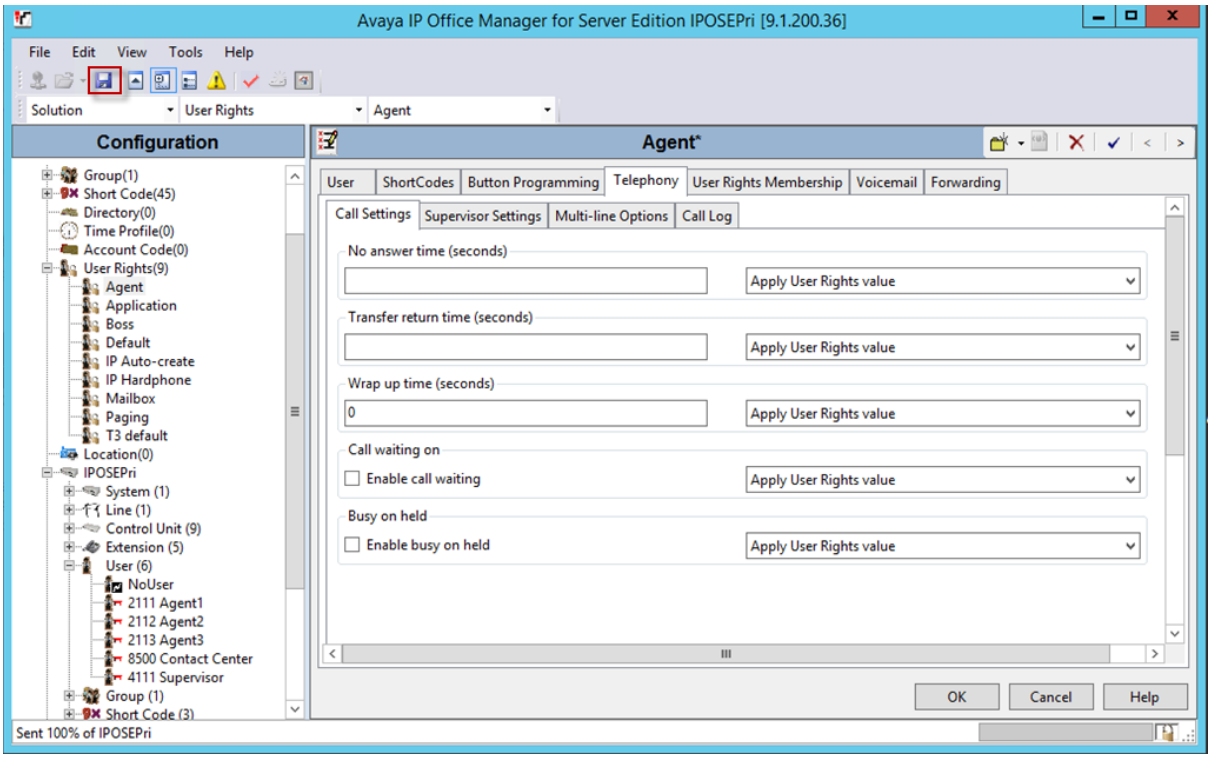
12. Change the **Wrap-up time (secs)** to a figure below the lowest time of the IP Office Contact Center topic for all Agents in this Profile.



13. Click the **OK** button.



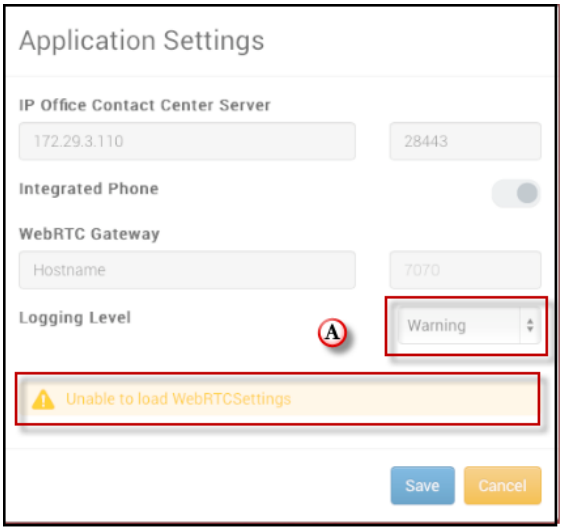
14. Click the **Save** icon. This will update all the Agents/Users in the User Rights Group.

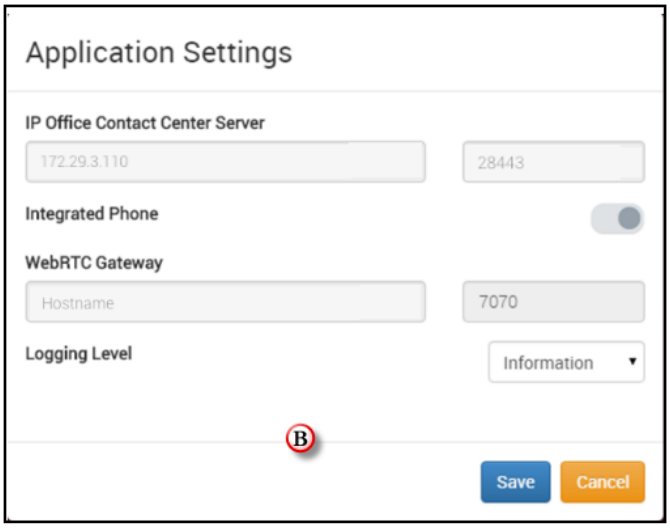


Troubleshooting – WebRTC Application settings are not displayed on the Agents Web Interface.

Condition

An IP Office Contact Center Server is upgraded from 9.0.3 to 9.1.6. When the IP Office Contact Centre agent logs in from a supported browser, the **Application Settings** screen is not available from the Agent's Interface and a warning is displayed.





A. Application Settings screen with Warning displayed, when Auto Synchronization is not configured.

B. Application Settings screen when Auto Synchronization is configured.

Cause
The synchronization service has not been configured and is therefore unavailable. Consequently the IP Office Contact Center server is unable to retrieve details relating to WebRTC/IP Office.

Solution

If you are planning to use Web RTC, the Synchronization Service must be configured. Otherwise the User Interface will not be able to retrieve the he WebRTC settings. Please refer to the *IP Office and IP Office Contact Center Auto Synchronization* section of the *IP Office Contact Center Installation Task Based Guide* for details relating to Auto Synchronization configuration.

Troubleshooting – Calls not alerting all available agents.

Condition

In some circumstances, calls targeted by the IP Office Contact Center to be delivered to an agent, bounce into the Agent's voicemail and do not reach other available IP Office Contact Center Agents.

Cause

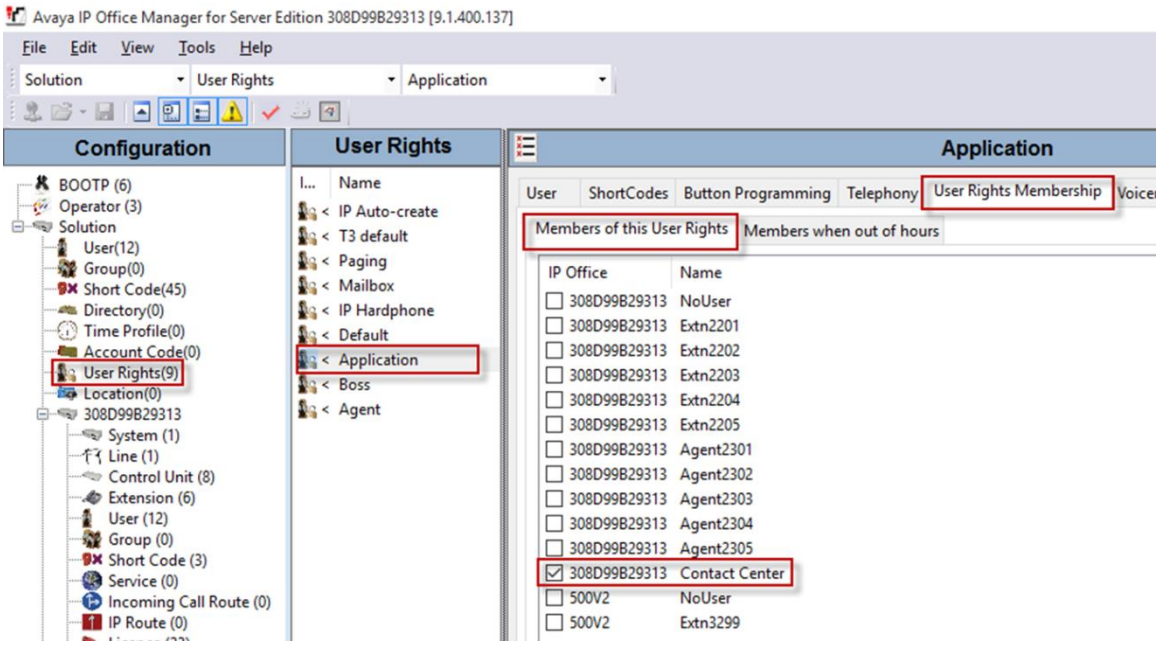
There is a timing conflict in the IP Office configuration, relating to the IP Office Contact Center SIP extension.

Solution

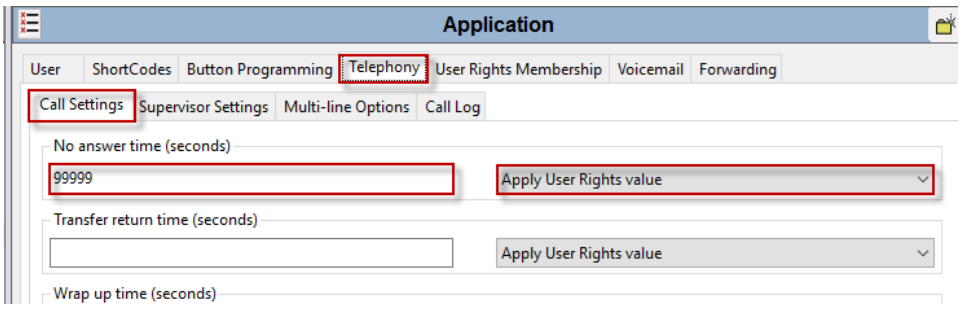
Change the settings for the IP Office Contact Center SIP extension, in the IP Office.

1. Open **IP Office Manager** and connect to the **IP Office**.

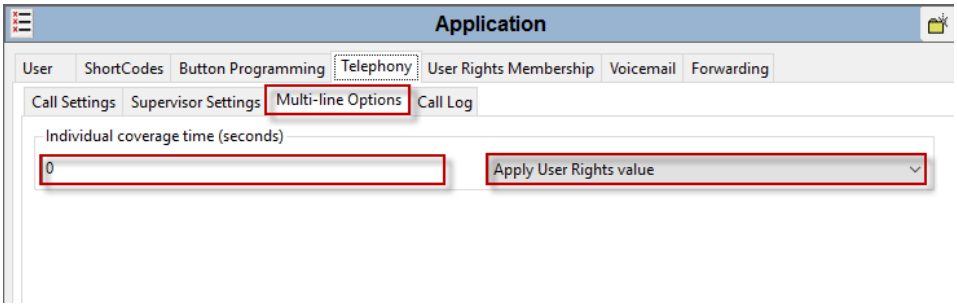
2. Click **User rights** – **Application** – **User rights Membership** – **Member of this User Rights**. Check that the **Contact Center** extension is in the Application User Rights Group.



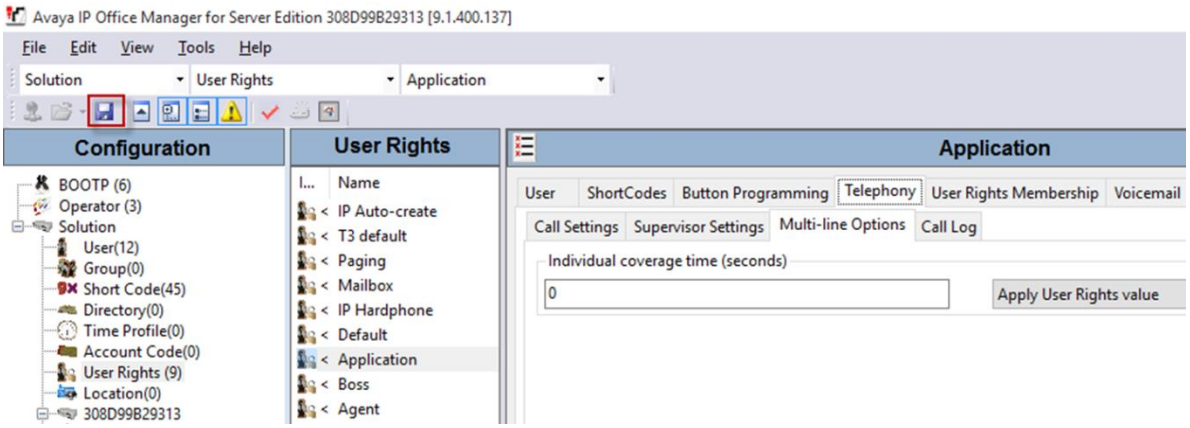
3. Click **Telephony**- **Call Settings**. Then enter **99999** in the **No answer time (seconds)** field and check that the **Apply User Right value** is set.



4. Click on the **Multi-line Options** tab. Enter **0** in the **Individual coverage time (seconds)** field and check that the **Apply User Right value** is set.



5. **Save** the changes to the configuration.


Avaya IP Office Manager for Server Edition 308D99B29313 [9.1.400.137]
File Edit View Tools Help
Solution
User Rights
Application
Configuration
BOOTP (6)
Operator (3)
Solution
User(12)
Group(0)
Short Code(45)
Directory(0)
Time Profile(0)
Account Code(0)
User Rights (9)
Location(0)
308D99B29313
User Rights
I...
Name
IP Auto-create
T3 default
Paging
Mailbox
IP Hardphone
Default
Application
Boss
Agent
Application
User
ShortCodes
Button Programming
Telephony
User Rights Membership
Voicemail
Call Settings
Supervisor Settings
Multi-line Options
Call Log
Individual coverage time (seconds)
0
Apply User Rights value

Troubleshooting – An Agent Profile cannot be deleted

Condition

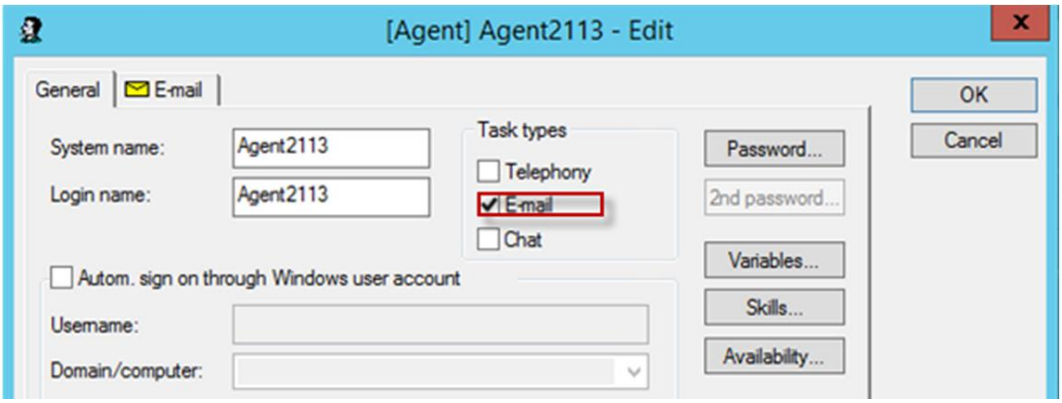
An Agent Profile cannot be deleted from the IP Office Contact Center.

Cause

The Agent still has emails in their Inbox.

Solution

Remove the emails from the Agent's **Inbox**. Only E-mail task type is required to access the Agent's email tasks.



Troubleshooting – IP Office Contact Center Chrome User Interface warning over non compatible versions.

Condition

An error message is seen if an incompatible version of the IP Office Contact Center Chrome User Interface when it is used with a non-compatible server.

Cause

The version of the IP Office Contact Center Customer Chrome User Interface and the IP Office Contact Center server are not compatible.

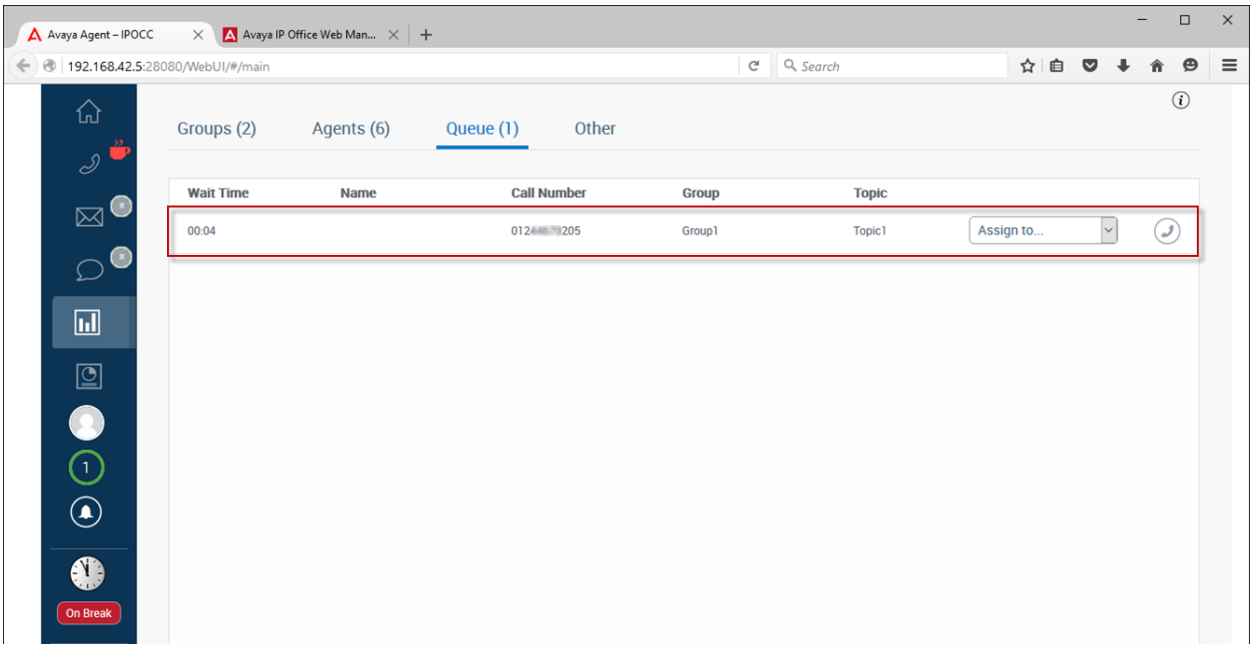
Solution

Install the latest IP Office Contact Center Chrome User Interface from the Chrome app store.

Troubleshooting – IP Office Contact Center User Interface Queue tab is not updating.

Condition:

The Supervisor using the IP Office Contact Center User Interface cannot see the Queued calls.



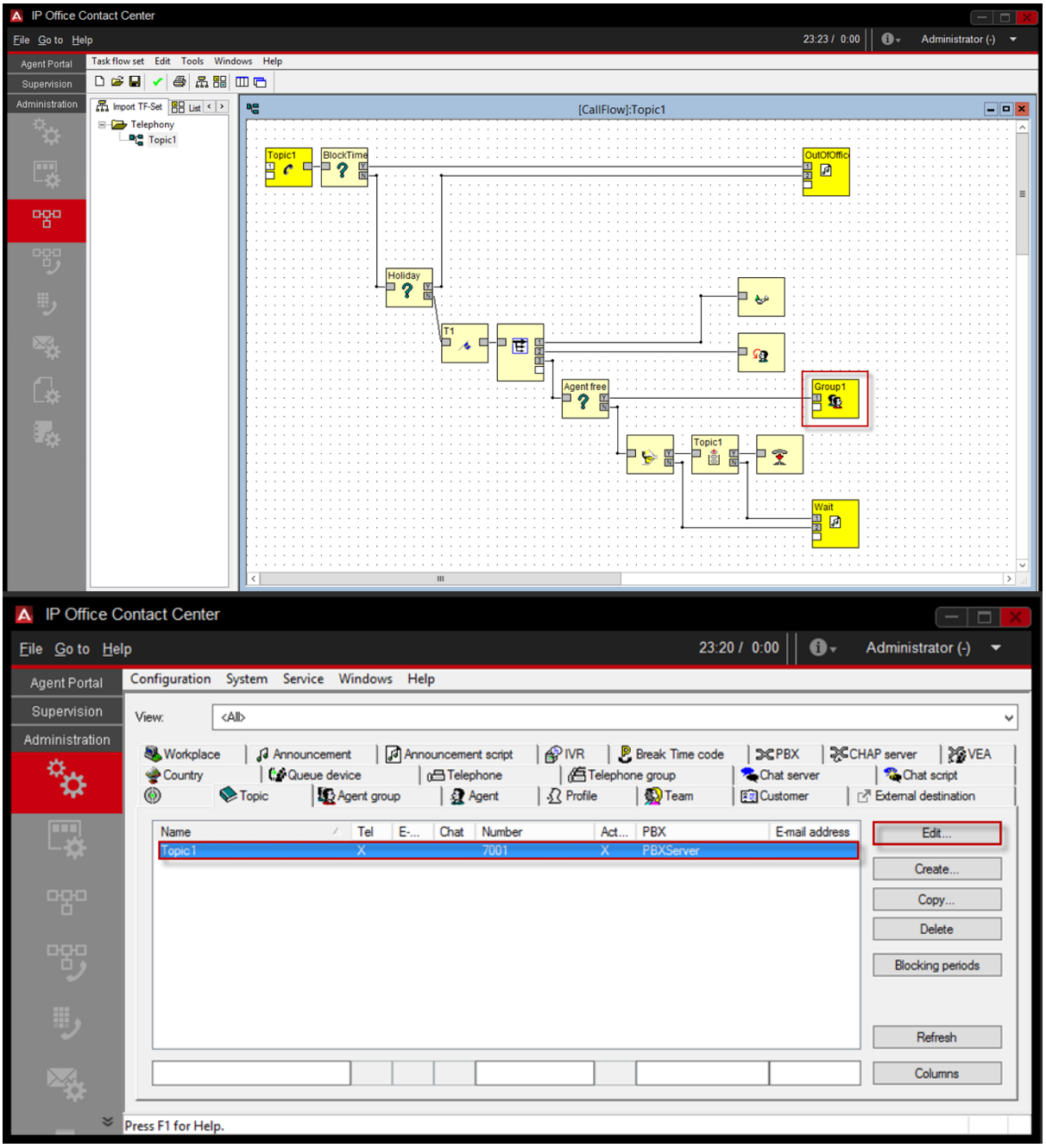
Cause

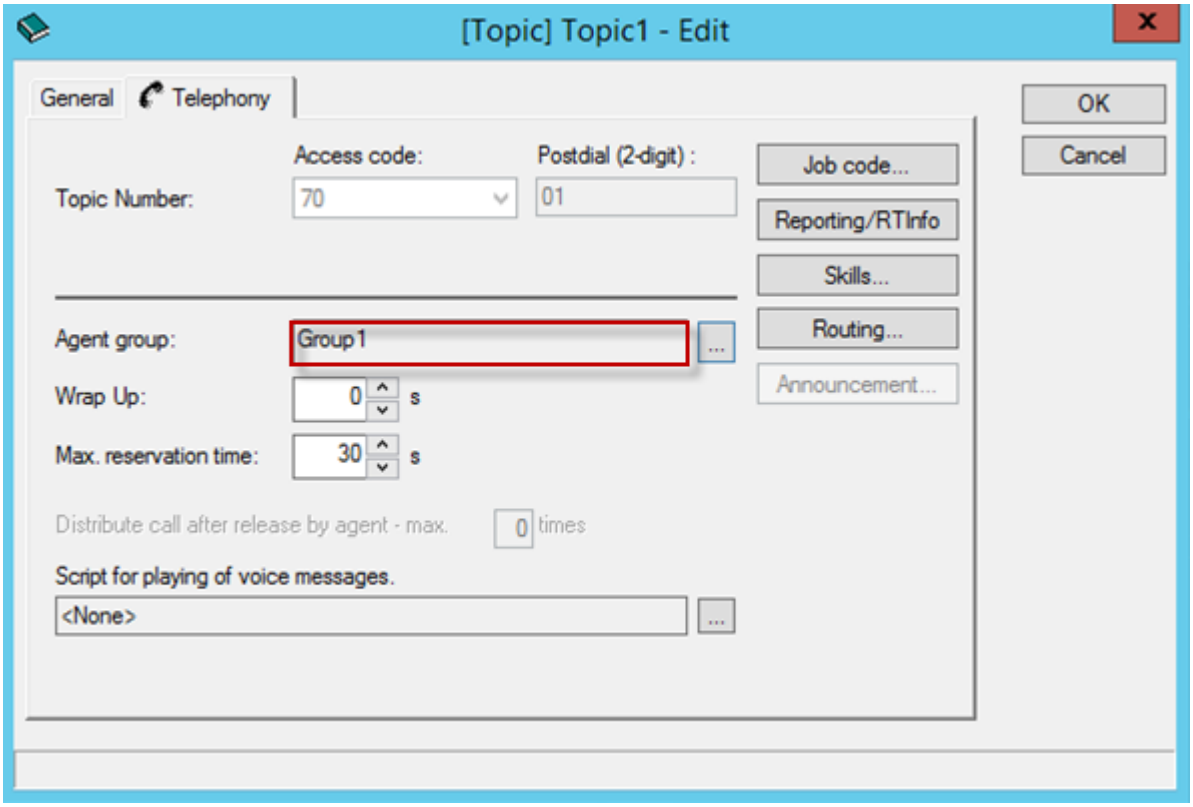
The Agent group is not assigned to the Topic.

Solution

Group Mapping Requirement

Topic and agent group mapping must match the mapping in the task flow for the telephony, email, and chat channels. For example, if you create a new topic with telephony, chat, and email enabled, this topic must be mapped to a specific agent group. You must also enable the appropriate channels (in this case, telephony, chat, and email) in the agent group. The task flow of all channels for the topic must map to this agent group only.

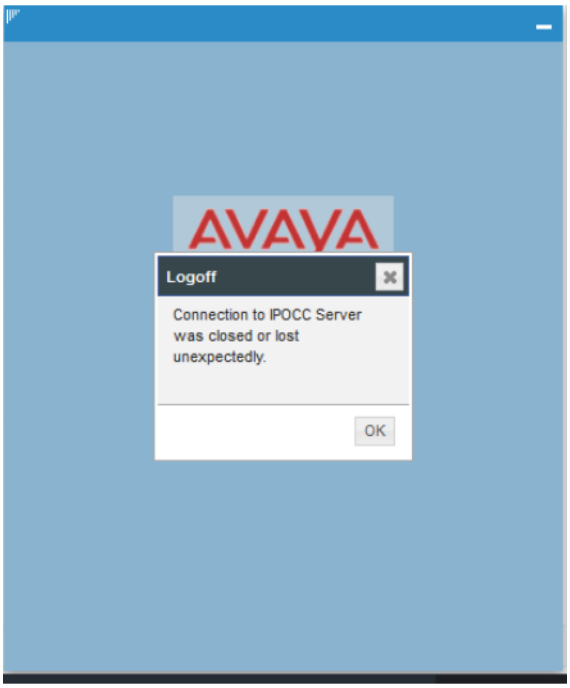

IP Office Contact Center
File Go to Help
23:20 / 0:00
Administrator (-)
Agent Portal
Supervision
Administration
Configuration System Service Windows Help
View: <All>
Workplace Announcement Announcement script IVR Break Time code PBX CHAP server VEA
Country Queue device Telephone Telephone group Chat server Chat script
Topic Agent group Agent Profile Team Customer External destination
Name Tel E-... Chat Number Act... PBX E-mail address
Topic1 X 7001 X PBXServer
Edit...
Create...
Copy...
Delete
Blocking periods
Refresh
Columns
Press F1 for Help.


[Topic] Topic1 - Edit
General
Telephony
OK
Cancel
Access code:
Postdial (2-digit) :
Topic Number:
70
01
Job code...
Reporting/RTInfo
Skills...
Routing...
Announcement...
Agent group:
Group1
Wrap Up:
0
s
Max. reservation time:
30
s
Distribute call after release by agent - max.
0
times
Script for playing of voice messages.
<None>

Troubleshooting – The connection to the IP Office Contact Center was closed or lost unexpectedly

Condition

Agent Interface Unexpectedly disconnects from the IP Office Contact Center Software.



Cause

The connection to the IP Office Contact Center has been attempted via a Proxy and no proxy exceptions have been added.

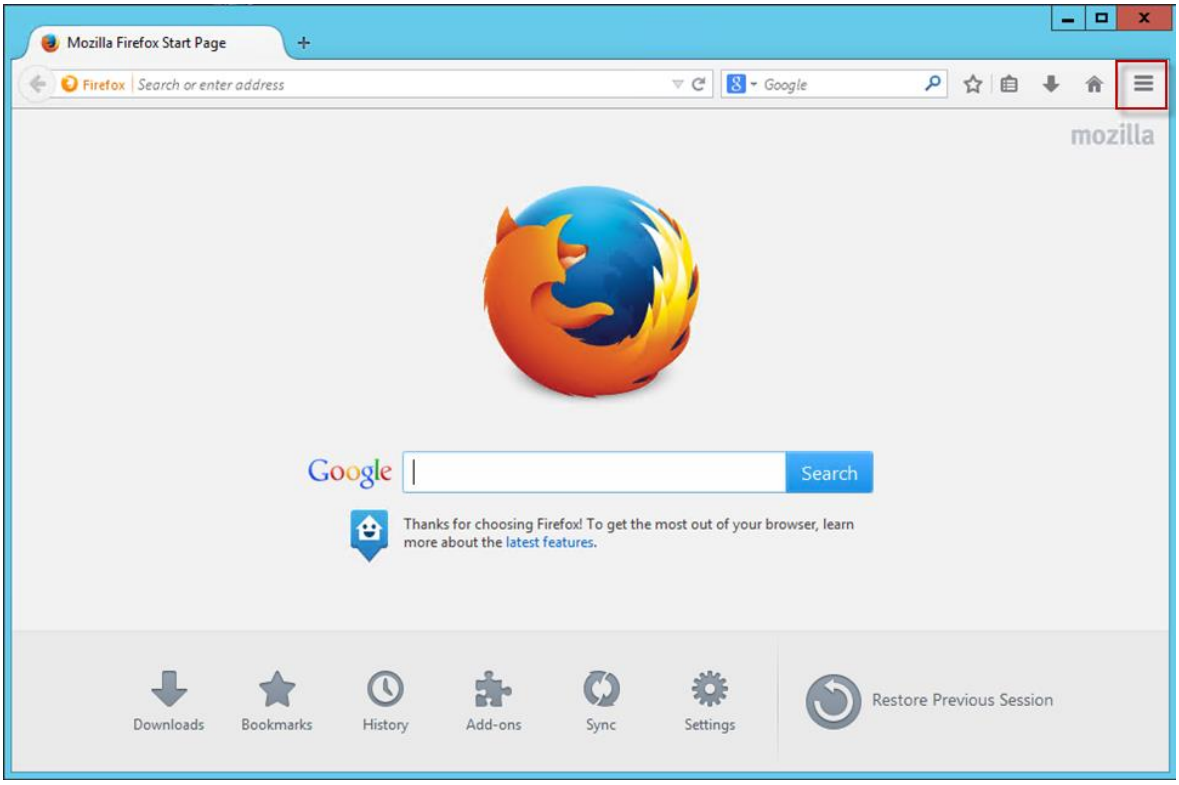
Solution

Add a proxy exception to your connection.

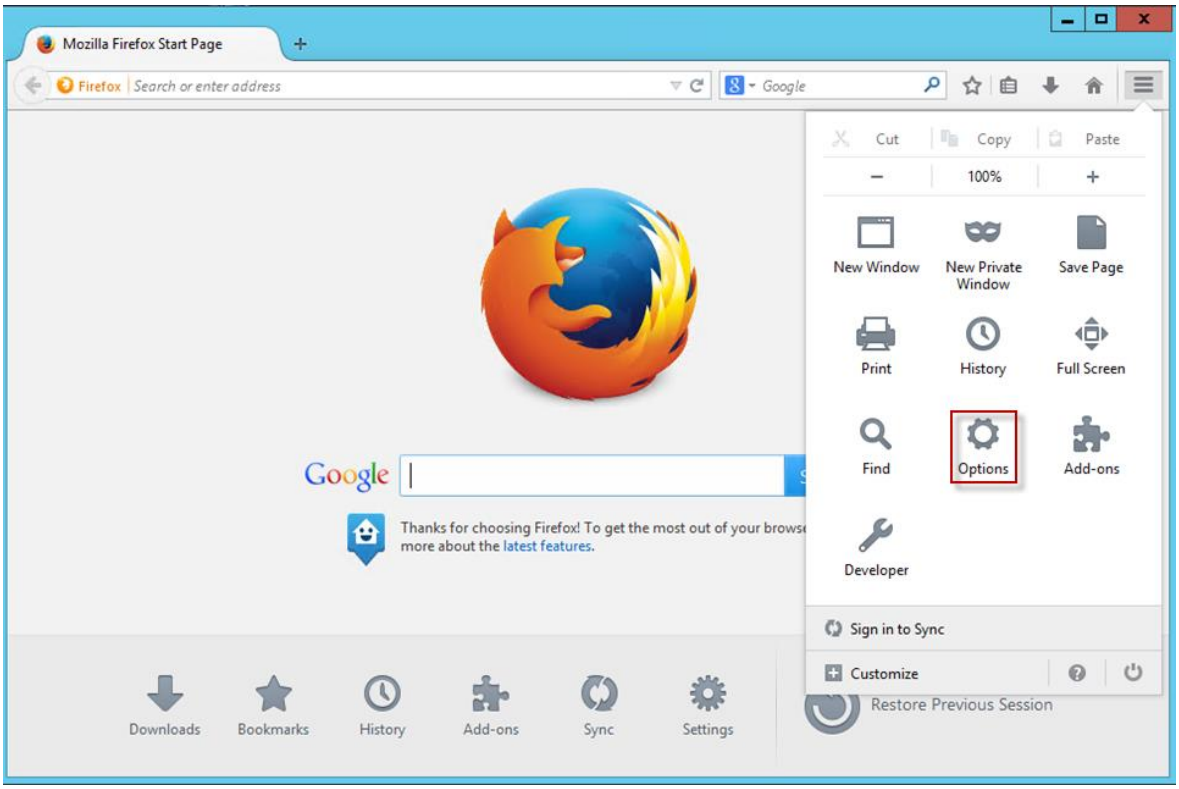
When using a Proxy with for example, Mozilla Firefox a proxy exception must be created for the IP Office Contact Center client.

The following example relates to Mozilla Firefox but the same principles apply to other supported web browsers.

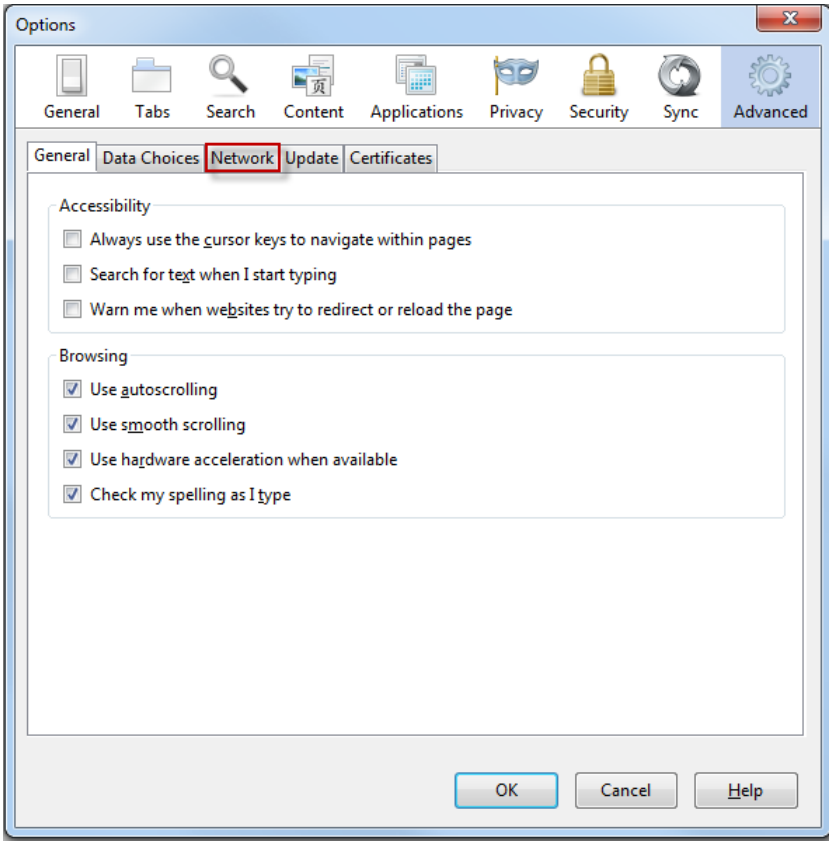
1. Open the browser and click the **Open menu** icon.



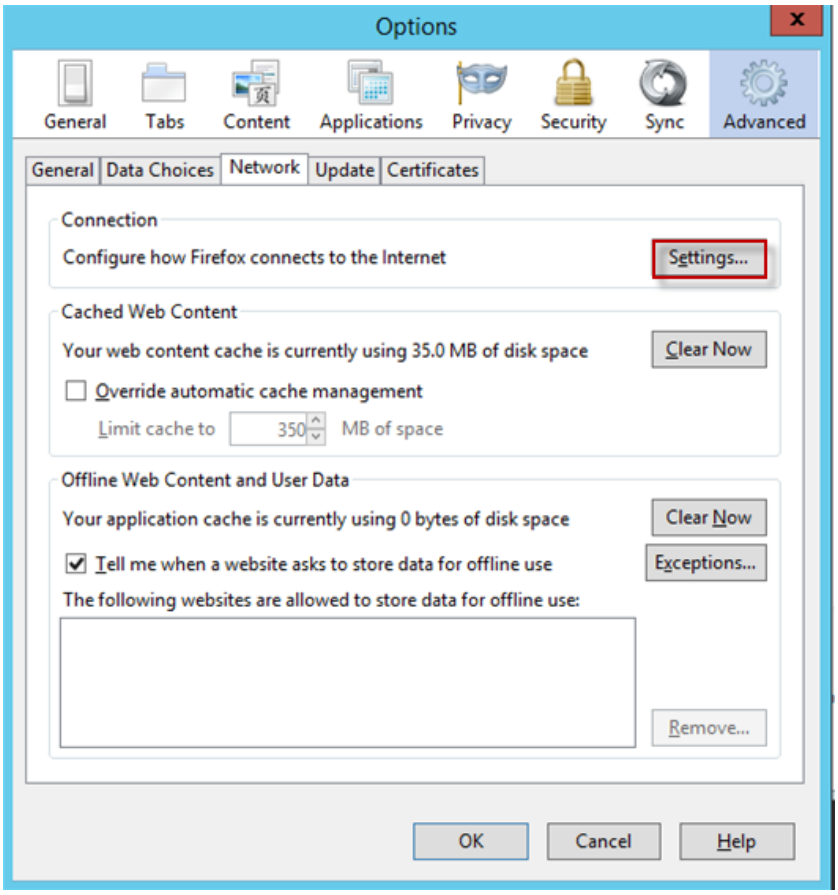
2. Choose the **Options** icon.



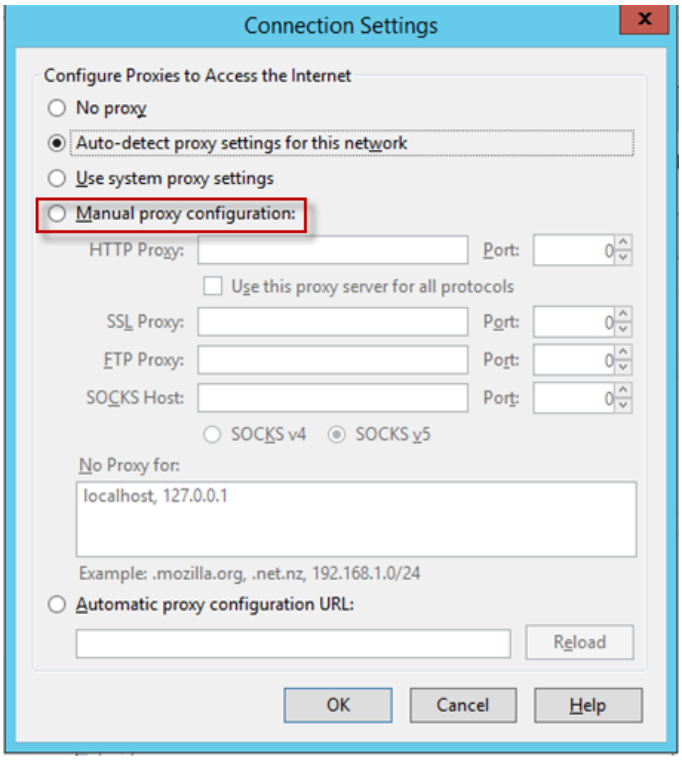
3. Click the **Network** Tab.



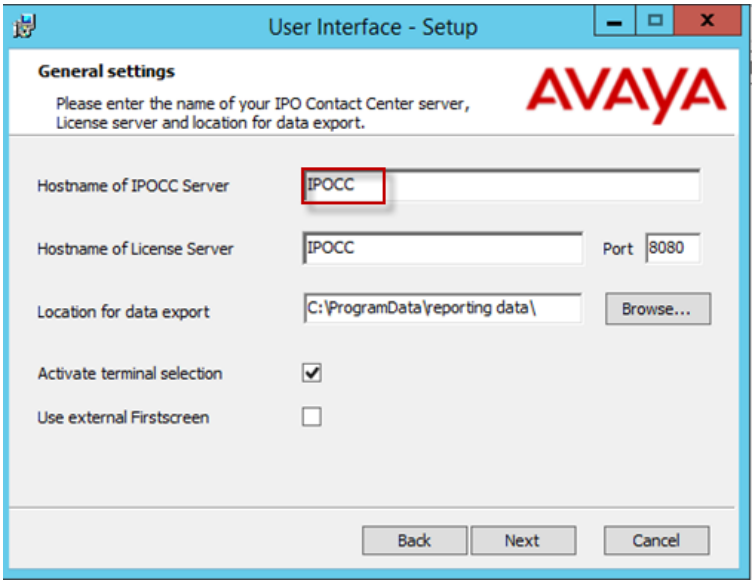
4. Click the **Settings** button.



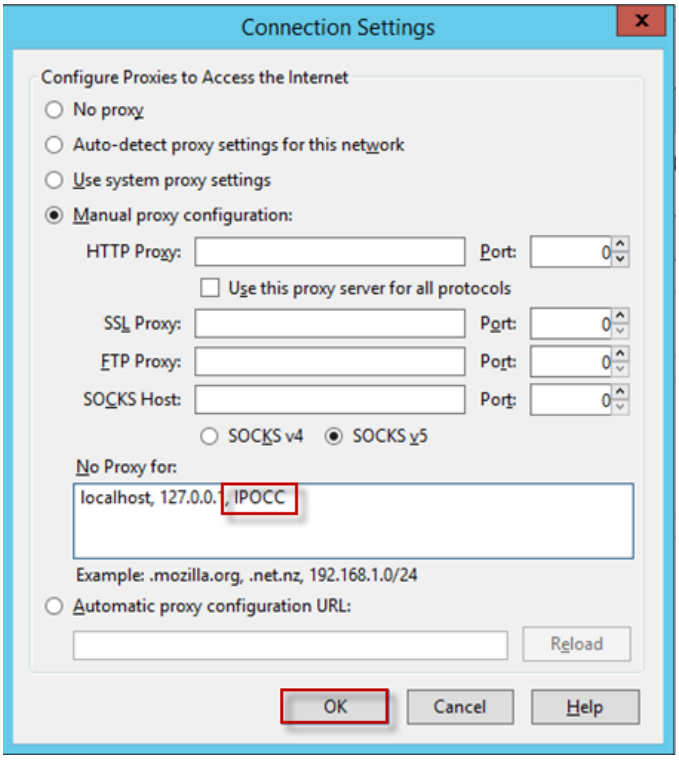
5. To add a no proxy exception, click the **Manual proxy configuration** option.



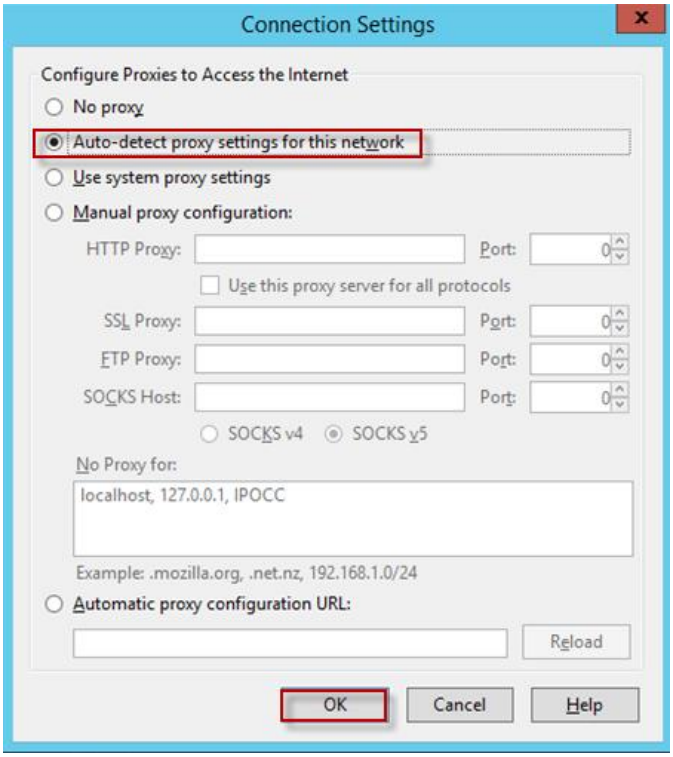
6. In the **No Proxy for:** field we need to enter the **Hostname** for the IP Office Contact Center server. The **hostname** is confirmed during the installation of the Client software.



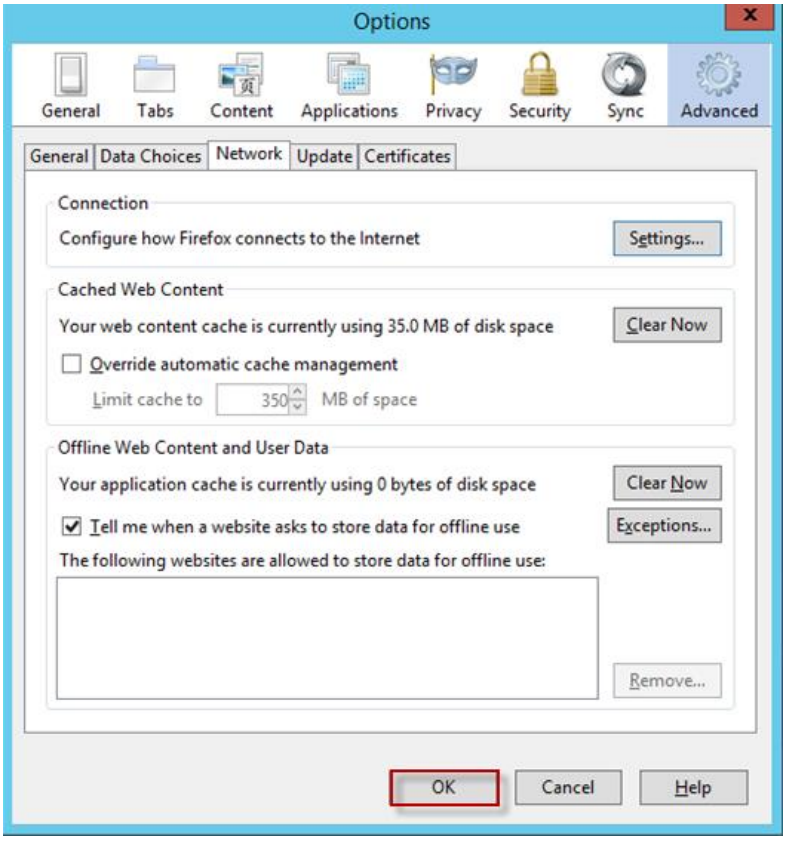
7. Enter the **Hostname** and then click the **OK** button.



8. Clixk the **Auto-detect proxy settings for this network** radio button and then click the **OK** button.



9. Click the **OK** button to confirm the changes and close the dialogue box.



Troubleshooting Contact Recorder - When two recordings are made instead of one , when a Topic call is transferred from one agent to another.

Condition

- An incoming call is received to Topic A and answered by an Agent within Agent Group1 that is assigned to that Topic.
- The agent presses the transfer button on the UI and makes a blind transfer to another Topic B.
- The Call is successfully transferred and when an agent from Agent Group 2 in Topic B answers the incoming call, the recording prompt is played informing them that the call is recorded.
- Contact Recorder will produce two recordings, one for the call ansered by the Agent from Topic1 and one for the blind transfer to the Agent associated to the Agent Group in Topic2.

- If instead of blind transfer, the Agent in Agent Group1 performs an assisted transfer, only 1 recording will be present in Contact Recorder and will contain only the conversation between the customer and the Agent in Agent Group 1.

Cause

The recording is controlled by the **VMProRec** variable and associated tag, assigned to the Topic. A value relating to the **VMProRec** tag can be selected:

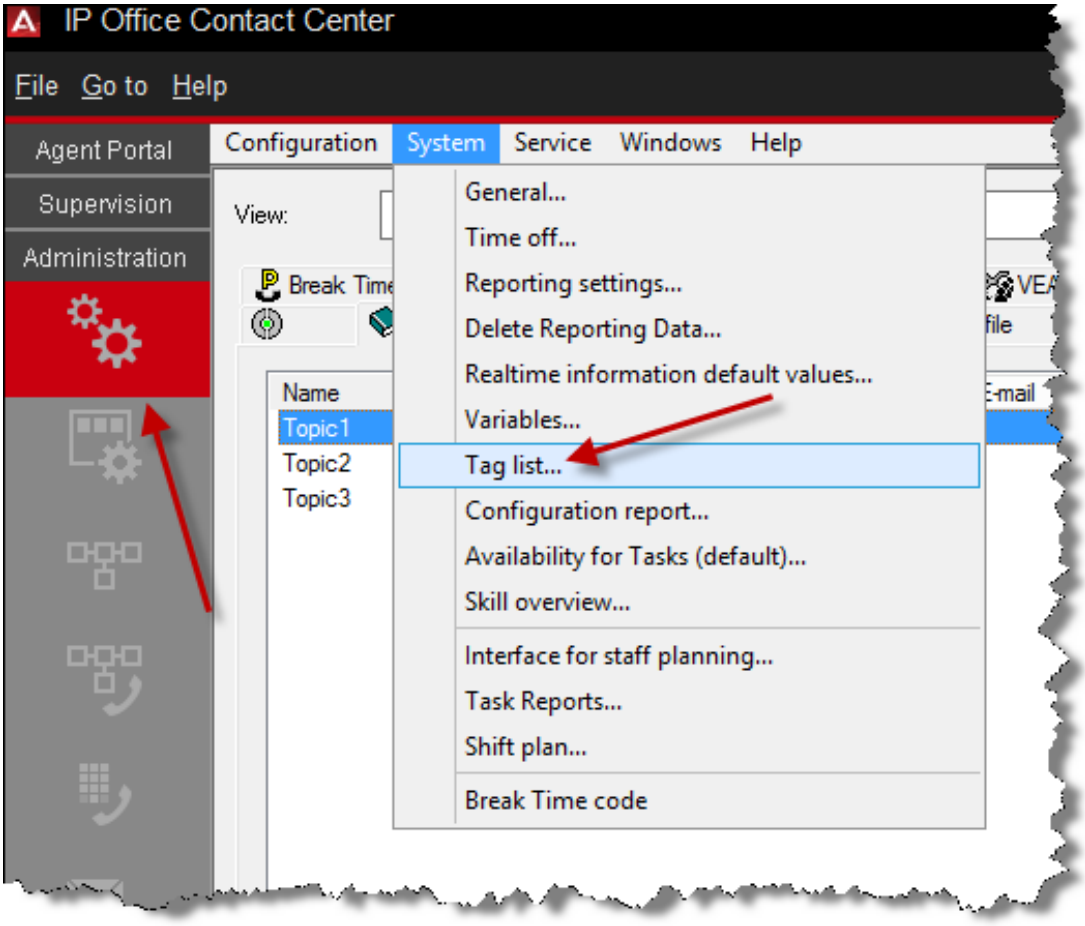
"1" Recording uses Voice Recording Library (VRL)
"2" Recording uses Voice Recording Library Authenticated (VRLA)
"0" No automatic recording

When the **VMProRec** tag in Topic B is configured to value "0", two recordings are made, one containing the conversion between the customer and Agent1 and the other containing the conversation between the customer and Agent2. In the blind transfer scenario, the first tags are copied when the agent is connected to the customer.

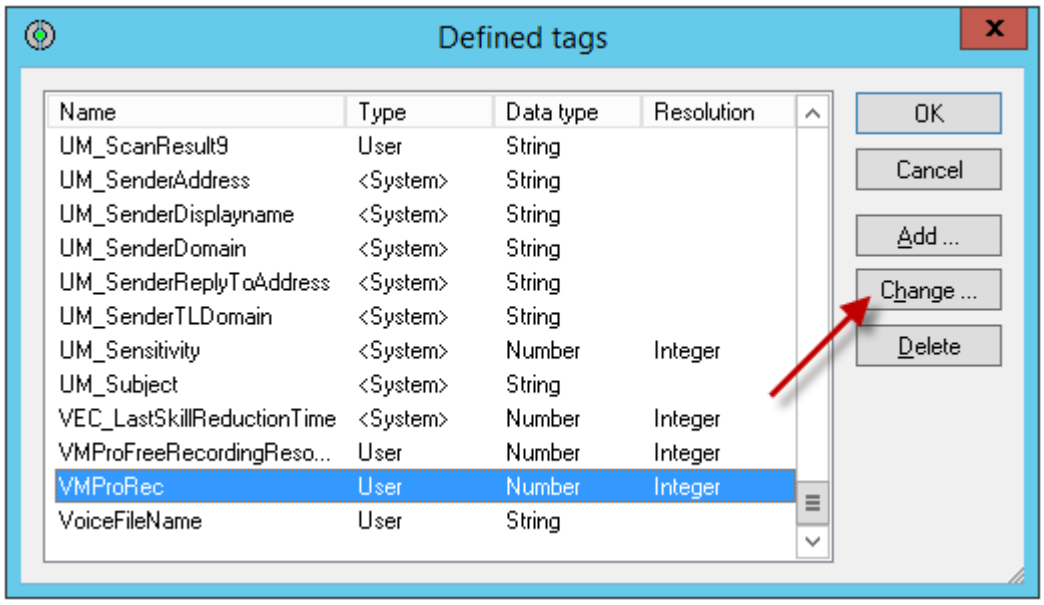
Solution

Assign a VMProRec variable with a Tag Value of 1 to the first Topic1 from which the calls will be transferred and a VMProRec variable with a Tag value of 0 to the second Topic2 i.e. the transfer destination Topic.

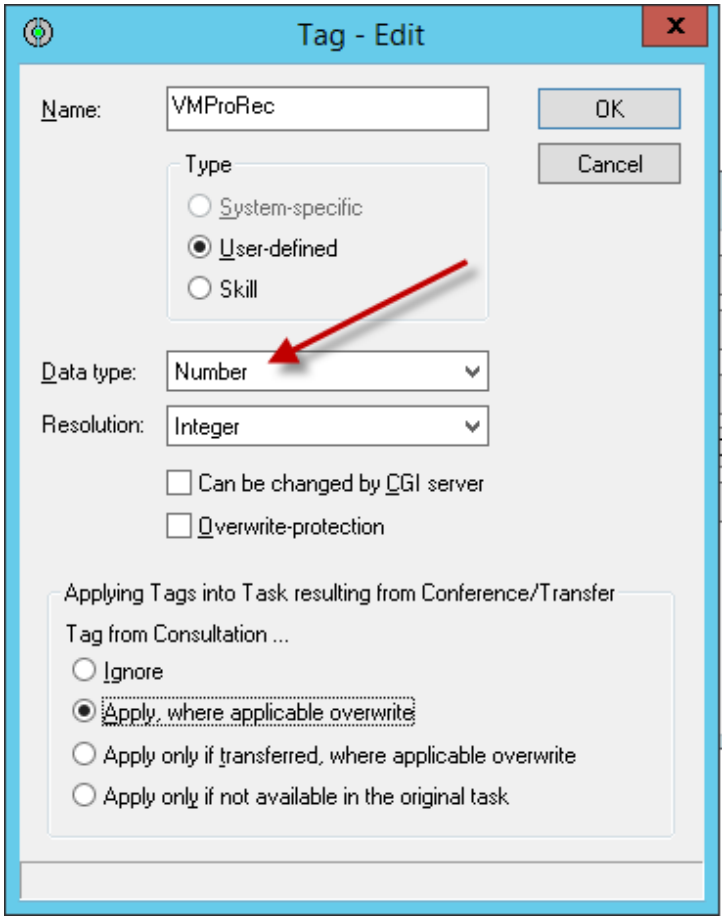
1. From the User Interface select **Configuration**, then select **System** followed by **Taglist**.



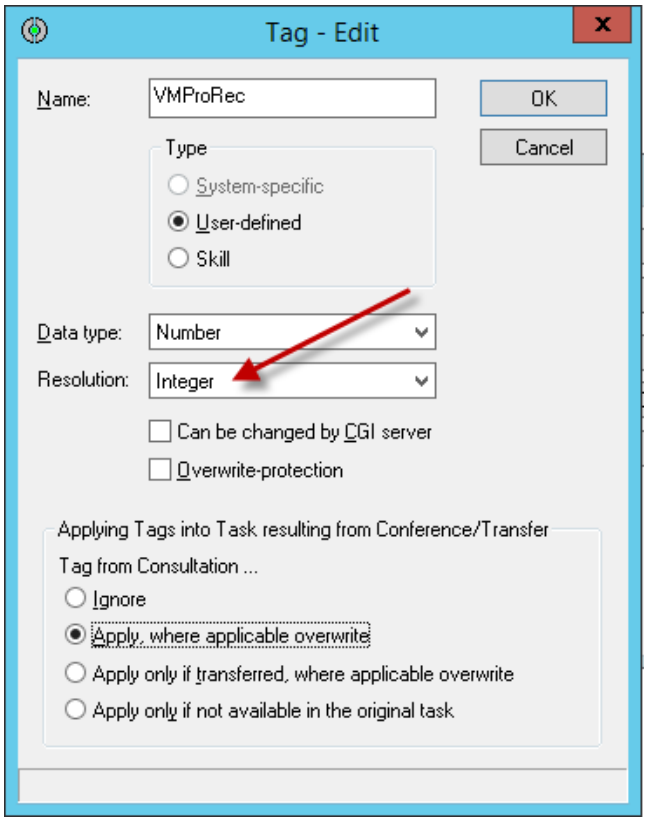
2. Select the **VMProRec** Tag and click the **Change** button.



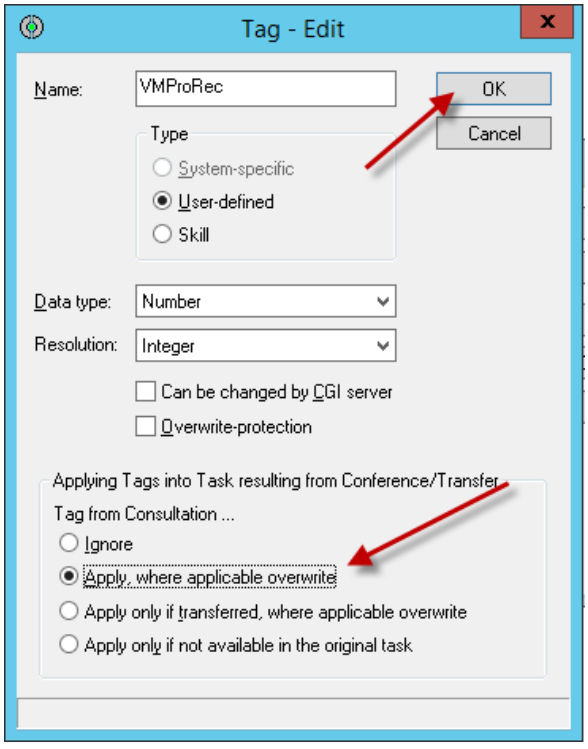
3. Set the **Data type** to **Number**



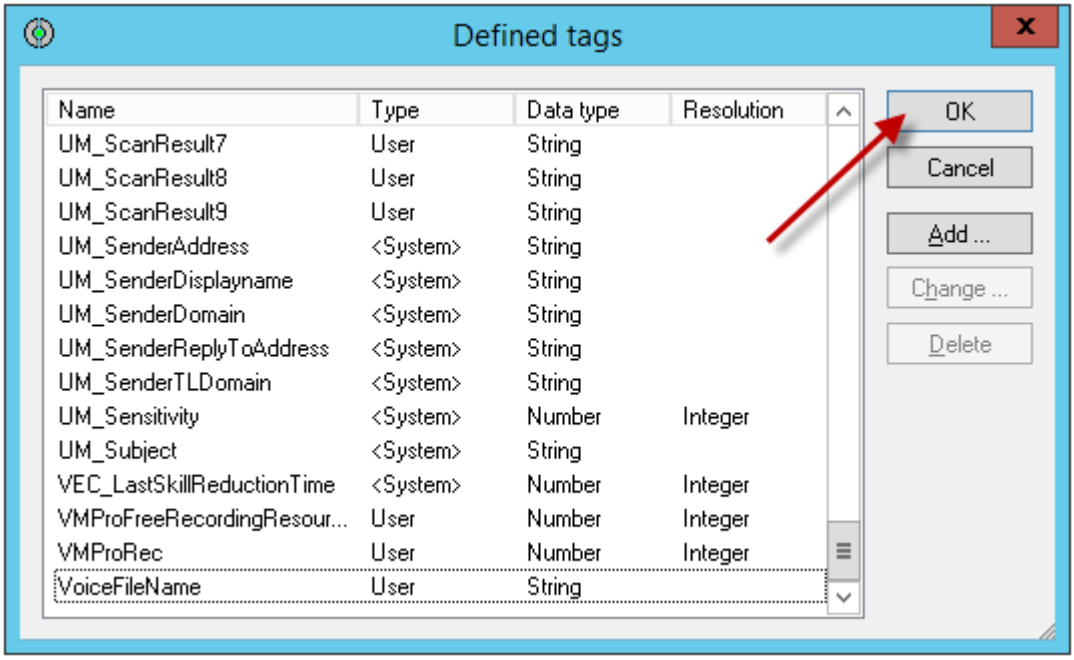
4. Set the **Resolution** to **Integer**.



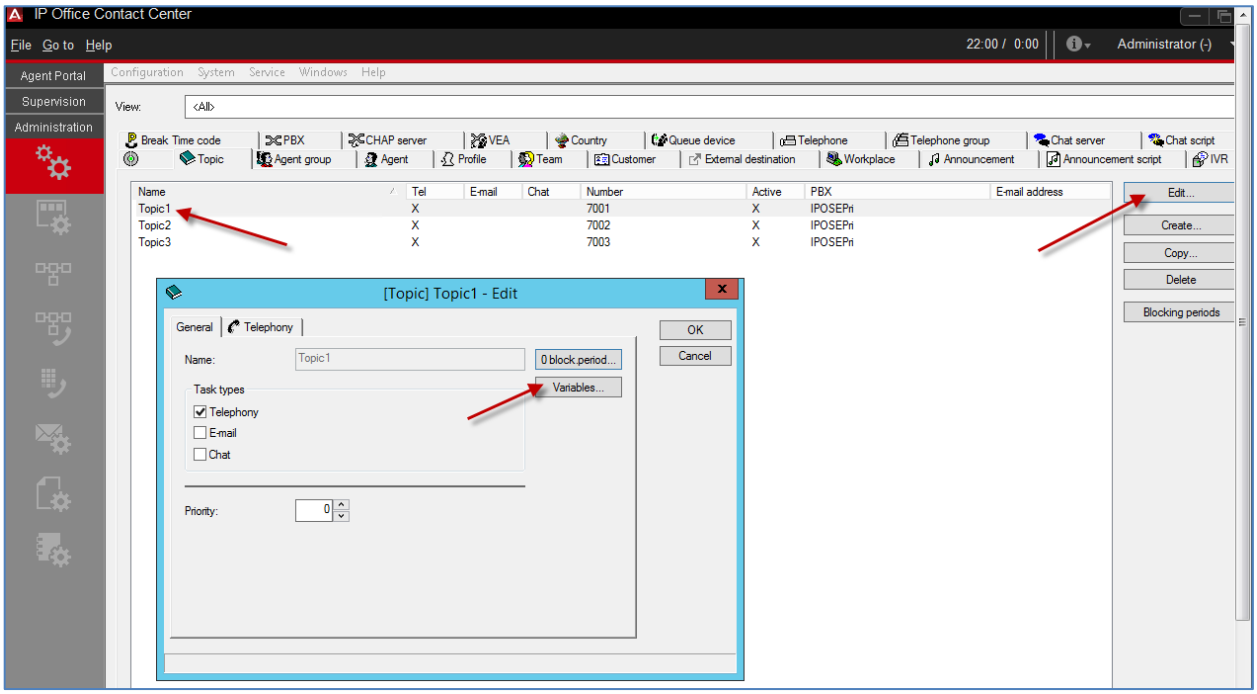
5. Select the **Apply, where applicable overwrite** radio button then click the **OK** button.



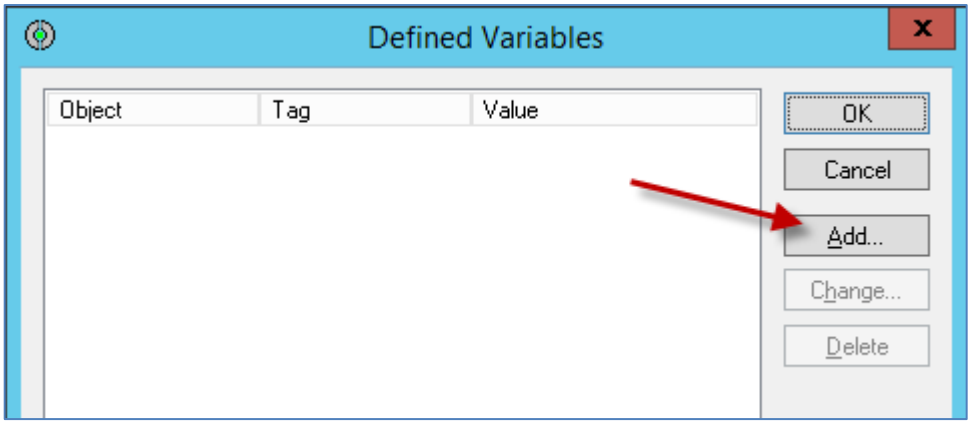
6. Click the **OK** button.



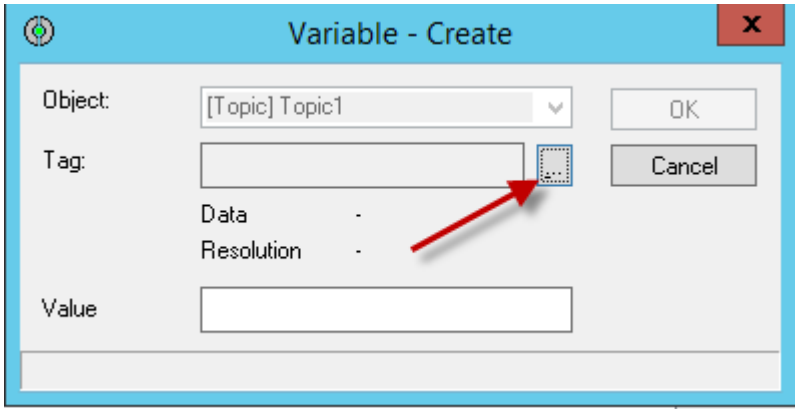
7. Select the first Topic1, click the **Edit** button, then click the **Variable** button.



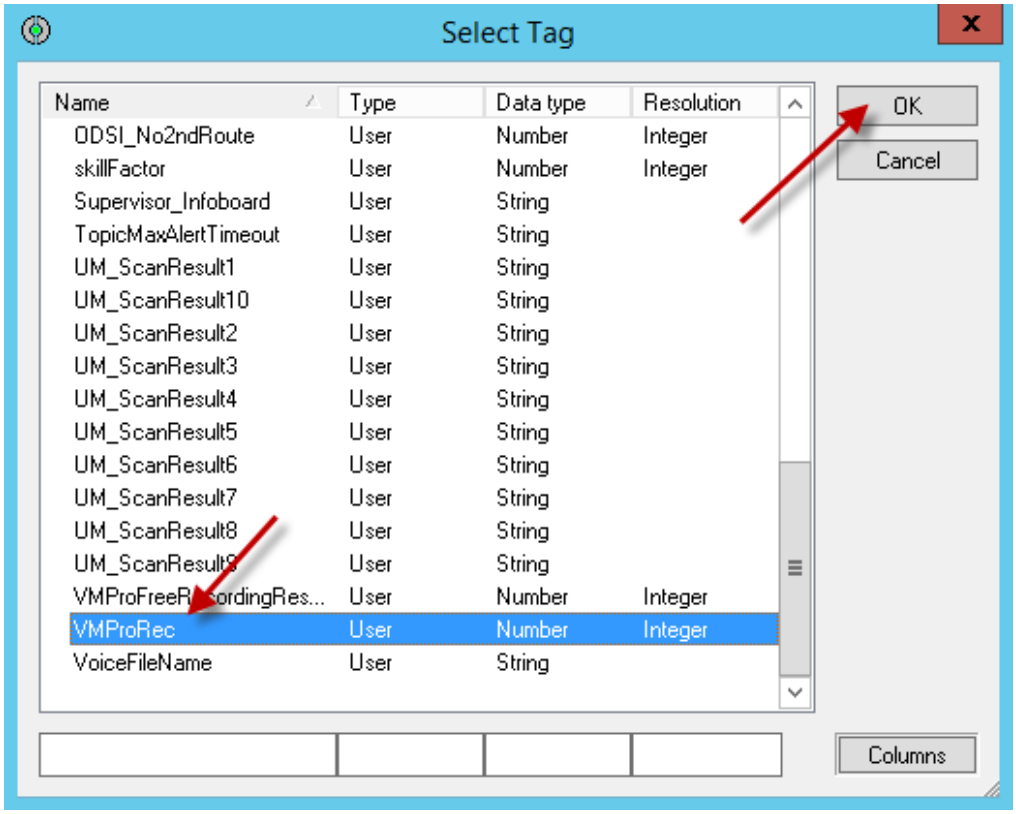
8. Click the **Add** button.



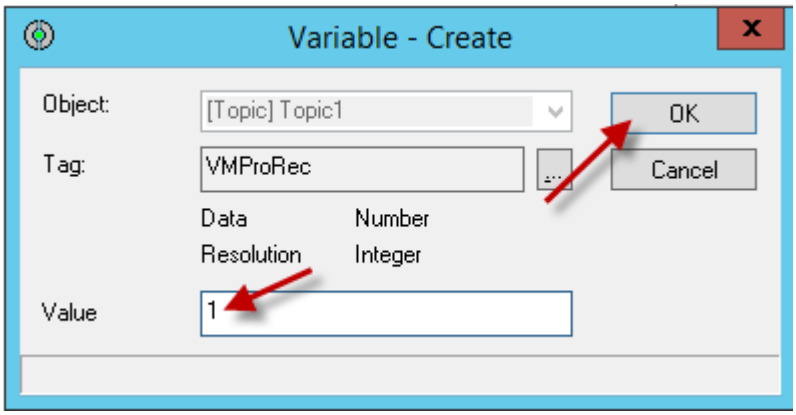
9. Click the **Builder** button.



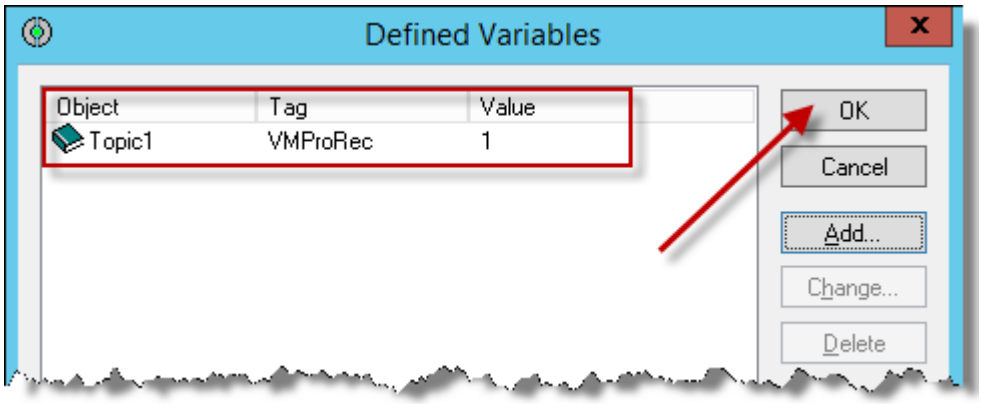
10. Select the **VMProRec** Tag and click **OK**.



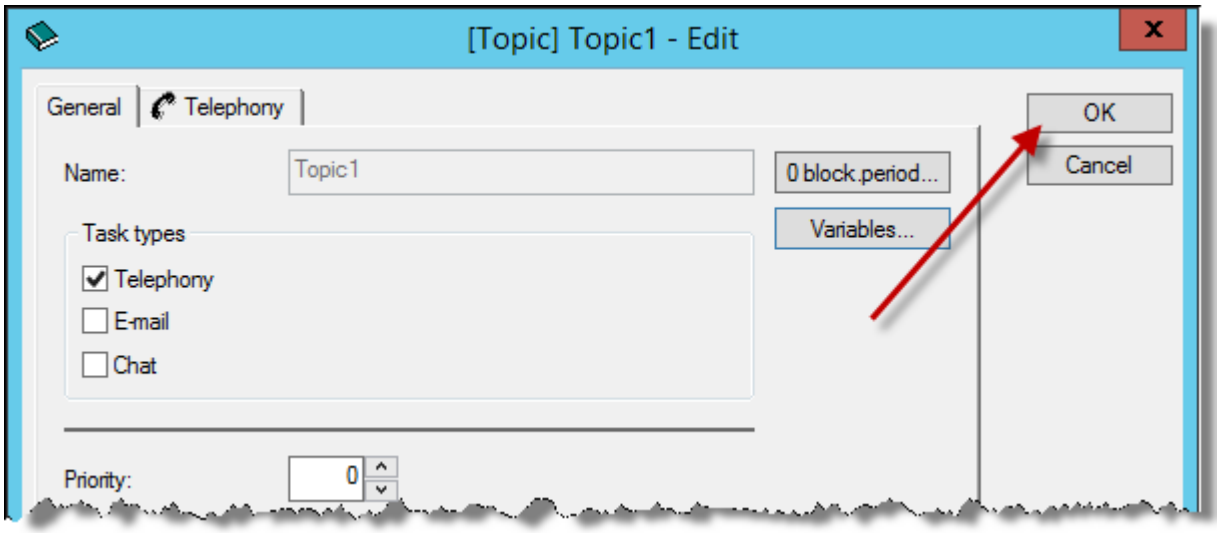
11. Set the **Value** "**1**" and then click the **OK** button.



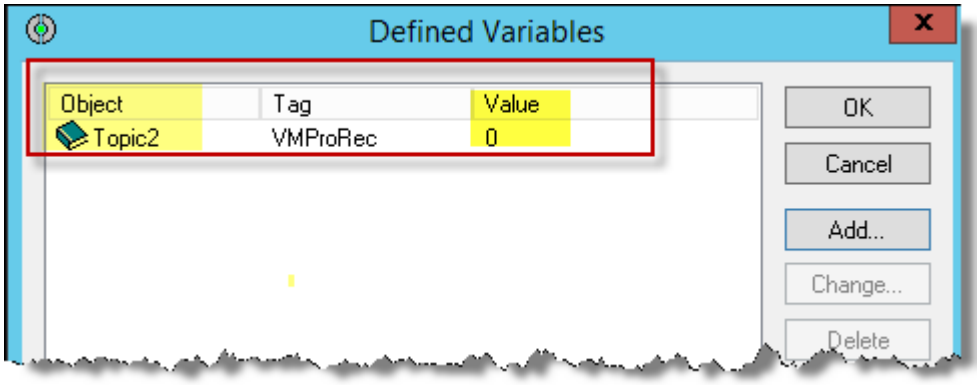
12. The defined Variable is displayed. Click **OK**.



13. Click the **OK** button for Topic1.



14. Repeat this process for the transfer destination Topic2., but this time set the **VMProRec variable to 0.**



Once the configuration is in place, when a blind transfer is made from Topic 1 to Topic 2. Contact Recorder will make one recording in relation to the blind transfer.
When a consultation transfer is made from topic 1 to topic 2 Contact Recorder will make one recording in relation to the Consultation Transfer.

Troubleshooting Sending Emails when using McAfee Virus Scanner

Condition

- If you are using a McAfee virus scanner, you cannot send email messages as default.

Cause

Port 25 (well-known port for the SMTP protocol) is blocked in the default configuration of McAfee.

Solution

You must tell McAfee that SMTPConnector, IVR, Scheduler and TTrace are a trusted program.

1. Right-click McAfee on the task bar.
2. Select **VirusScan Console**.
3. Double-click **Access Protection**.
4. Click the **Port Blocking** Tab
5. Select **Prevent mass mailing worms from sending email**.
6. Click **Edit**.
7. Add **SMTPConnector.exe, ivr.exe, scheduler.exe and mailsend.exe**.

MSI Repairs to Tomcat services

Condition

- If you repair any of the following files, the security certificate will revert to the default one.
    - Tomcat WWW x64.msi
    - Tomcat x64.msi
    - Web Services Collection x64.msi

Cause

The default security certificate replaces any custom security certificate, during the repair of the Tomcat service.

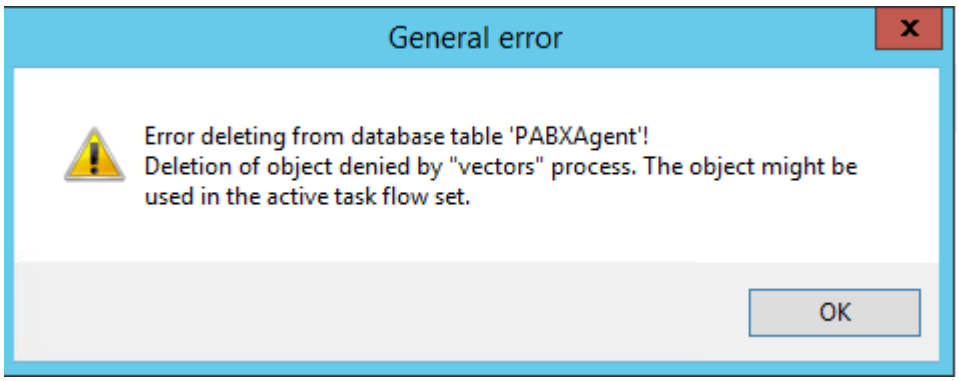
Solution

Reinstall the security certificate, if the customer is not using the default. Refer to the IPOCC 9.1.6 FP Installation Task Based Guide.

Deleting Multiple Agents causes Error

Condition

- If you try and delete more than one Agent at once in the IP Office Contact Center you will receive a warning message. When you click the OK button only one Agent is deleted.

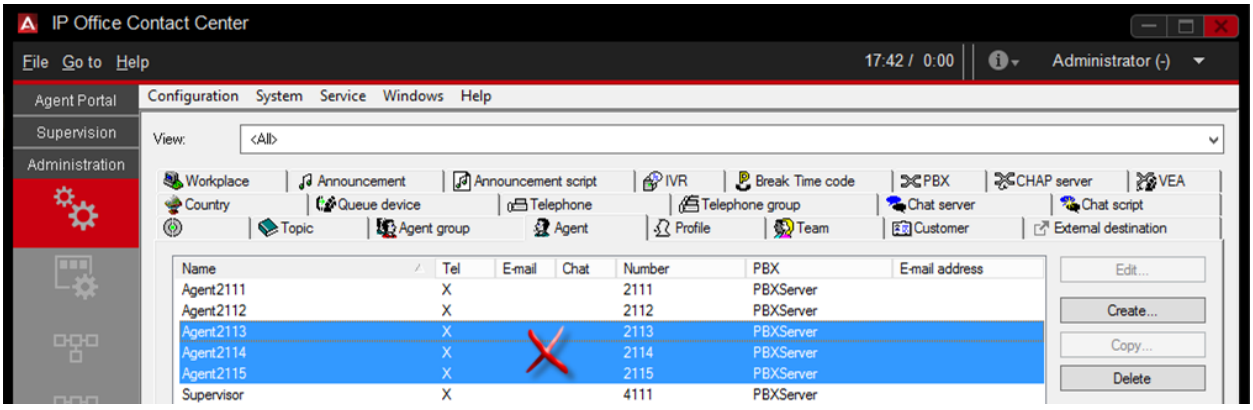


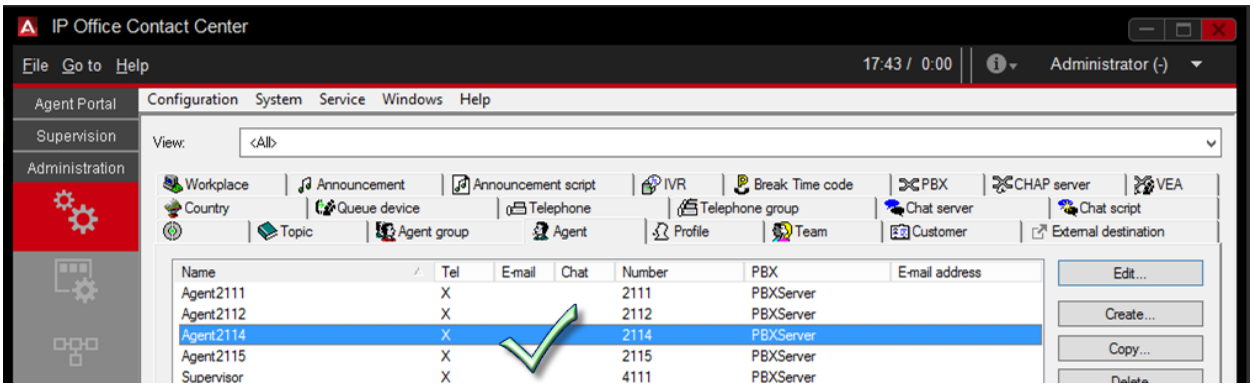
Cause

Known issue.

Solution

Only select one Agent at a time when deleting Agents

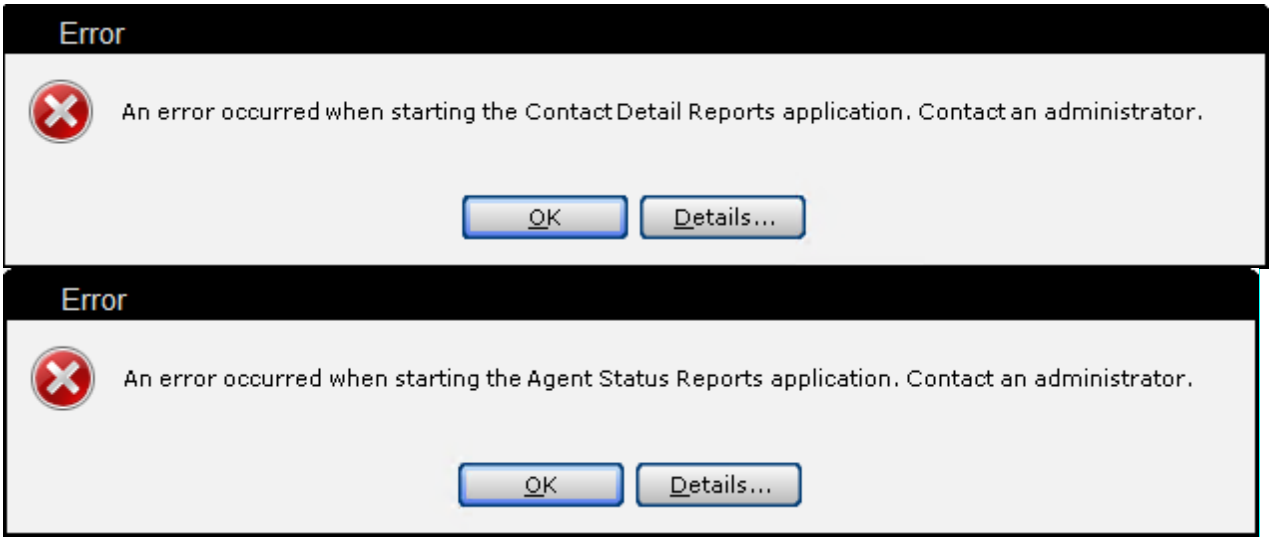




Restarting the IP Office Contact Center Watchdog while Supervisors are viewing the Agent Status/ Contact Detail Reports.

Condition

- If the IP Office Contact Center Watchdog service is restarted on the IP Office Contact Center server while a Supervisor is logged in viewing the Agent Status Reports or the Contact Detail Reports. When the Supervisor tries to view either Report an error message is displayed.

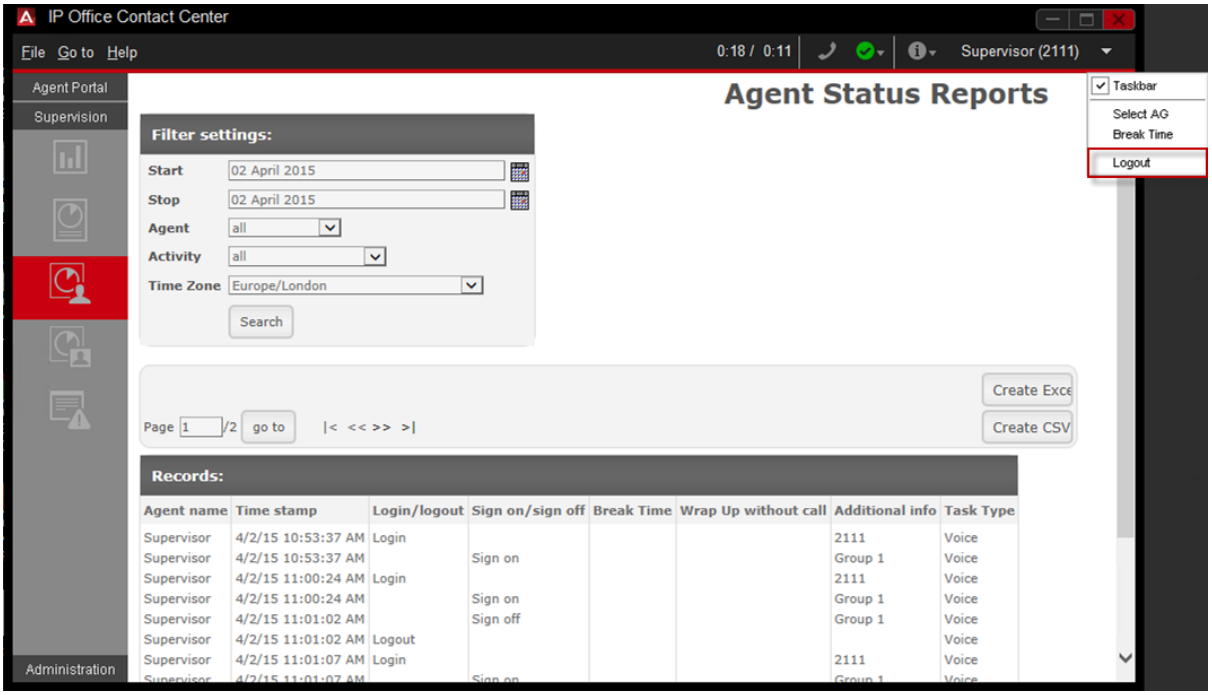


Cause

No Fix Planned – Working as Designed

Solution

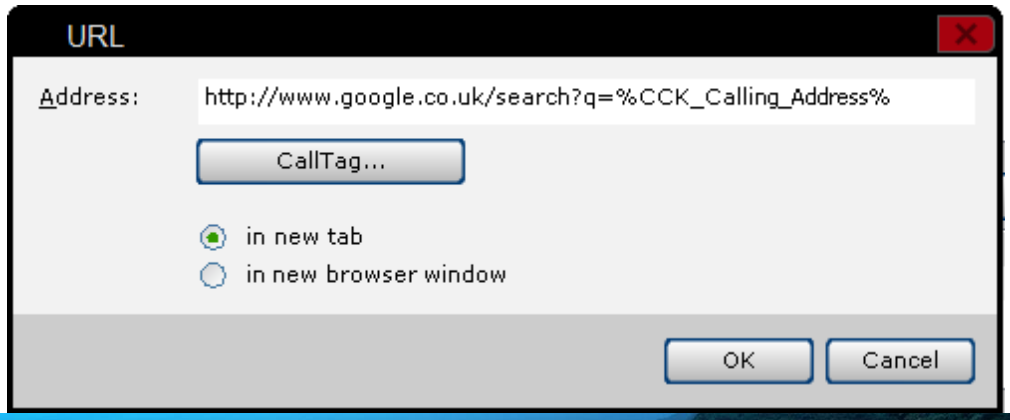
Logout and Login the Supervisor to view the reports one all services have restarted.

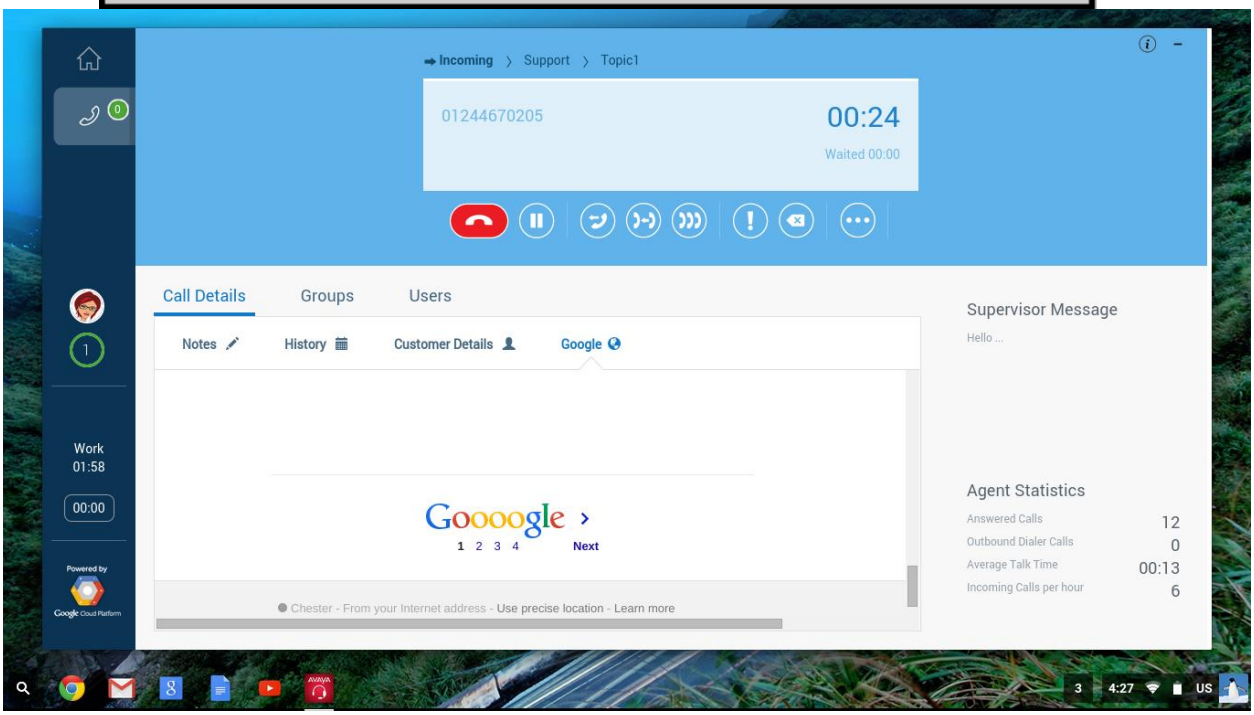

IP Office Contact Center
File Go to Help
0:18 / 0:11
Supervisor (2111)
Agent Portal
Supervision
Administration
Agent Status Reports
Taskbar
Select AG
Break Time
Logout
Filter settings:
Start 02 April 2015
Stop 02 April 2015
Agent all
Activity all
Time Zone Europe/London
Search
Create Exce
Create CSV
Page 1 /2 go to |< << >> >|
Records:
Agent name | Time stamp | Login/logout | Sign on/sign off | Break Time | Wrap Up without call | Additional info | Task Type
Supervisor | 4/2/15 10:53:37 AM | Login | | | | 2111 | Voice
Supervisor | 4/2/15 10:53:37 AM | | Sign on | | | Group 1 | Voice
Supervisor | 4/2/15 11:00:24 AM | Login | | | | 2111 | Voice
Supervisor | 4/2/15 11:00:24 AM | | Sign on | | | Group 1 | Voice
Supervisor | 4/2/15 11:01:02 AM | | Sign off | | | Group 1 | Voice
Supervisor | 4/2/15 11:01:02 AM | Logout | | | | | Voice
Supervisor | 4/2/15 11:01:07 AM | Login | | | | 2111 | Voice

Navigation within the Web UI option for IP Office Contact Center Chrome User Interface

Condition

- Using the Web UI option on an IP Office Contact Center Chrome User Interface. To show a Web search within when a call arrives. If you choose to navigate within this web session. You cannot go back to the default search results as the navigation button are not displayed.





Cause

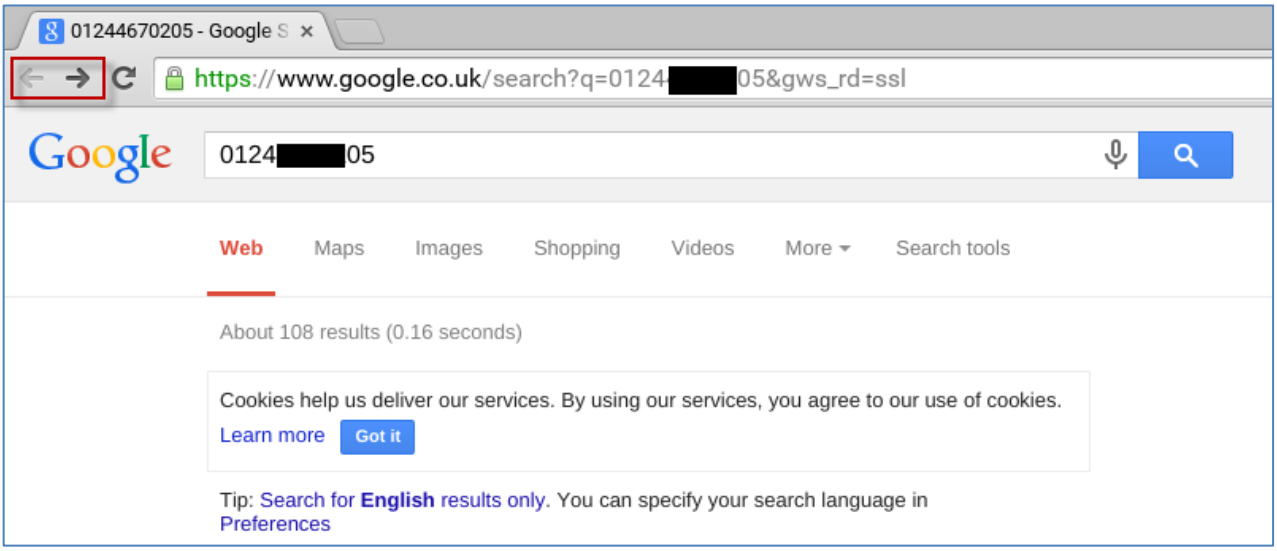
No Fix Planned – Working as Designed

Solution

Edit your Web access search to **in new browser** window.



The Search will now open a new browser session for the search allowing the use of the navigation buttons.



Changing the PostgreSQL Database password

Condition

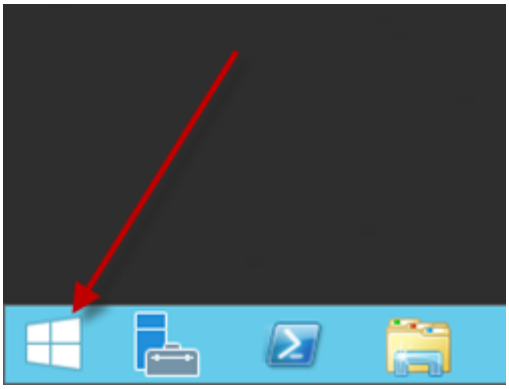
The PostgreSQL database password is unknown and needs to be updated to a known password to gain access to the database.

Cause

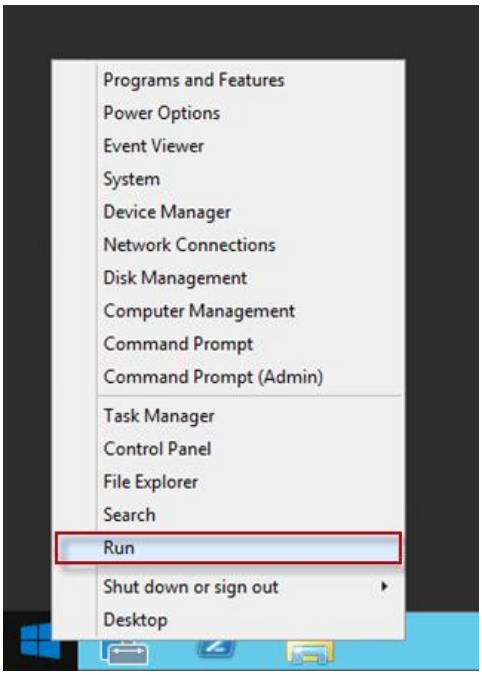
Forgotten password

Solution

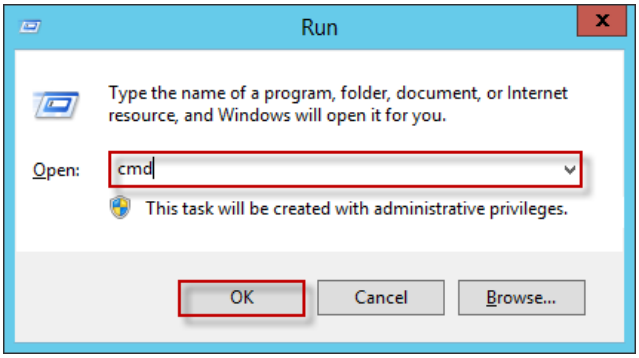
1. Using the **secondary mouse button**, choose the **Windows icon**.



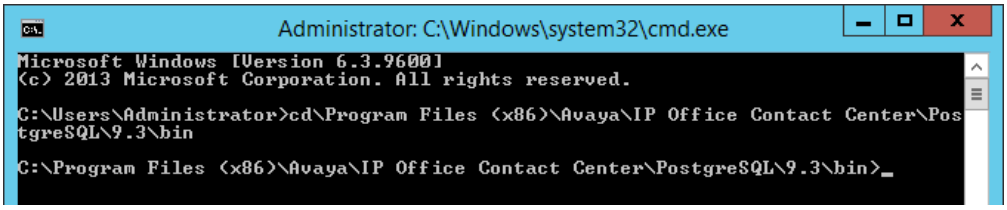
2. Choose **Run**.



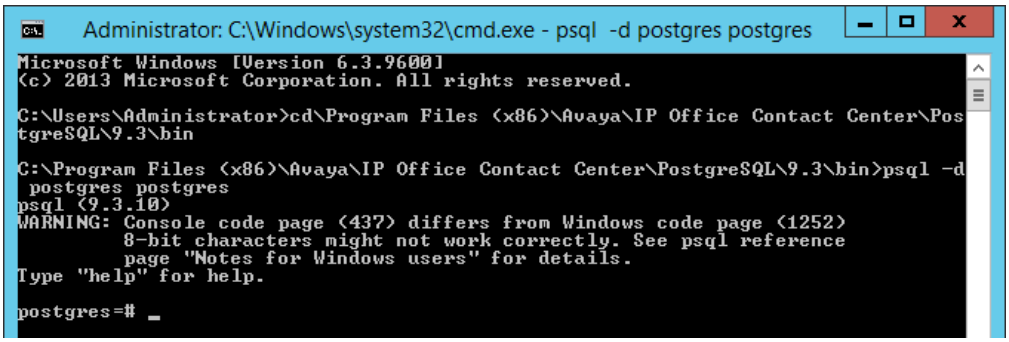
3. Type **cmd** and choose the **OK** button.



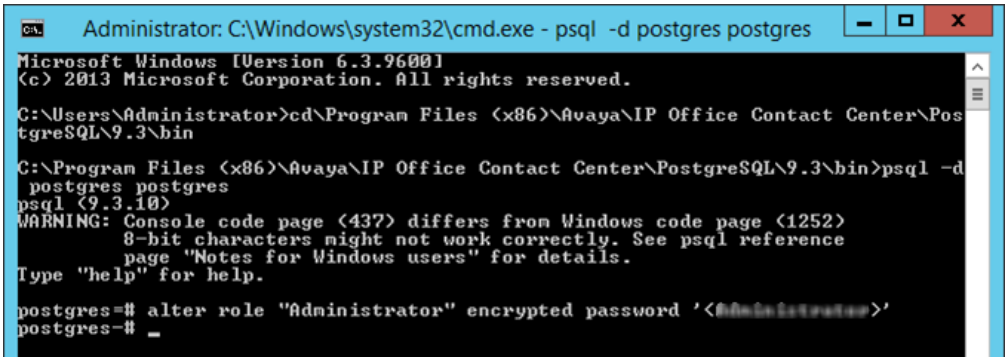
4. Type **cd\Program Files (x86)\Avaya\IP Office Contact Center\PostgreSQL\9.3\bin** and press **Enter**



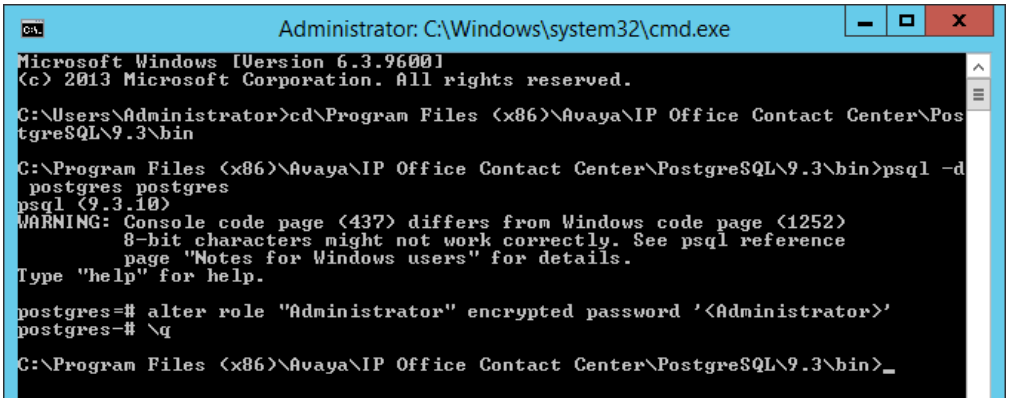
5. Type **psql –d postgres postgres** and press **Enter**.



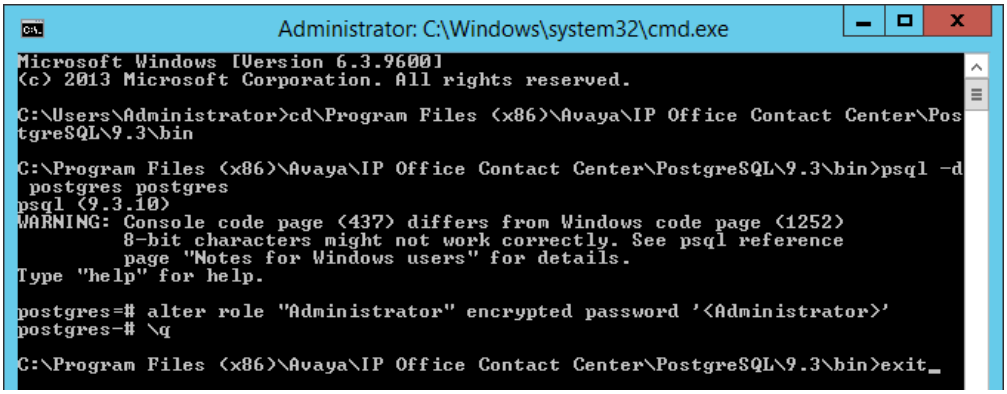
6. Type **alter role “Administrator” encrypted password ‘<XXXXXXXXXXXXX>’** and press **Enter**. Where XXXXXXXXXXXXX is the database new password



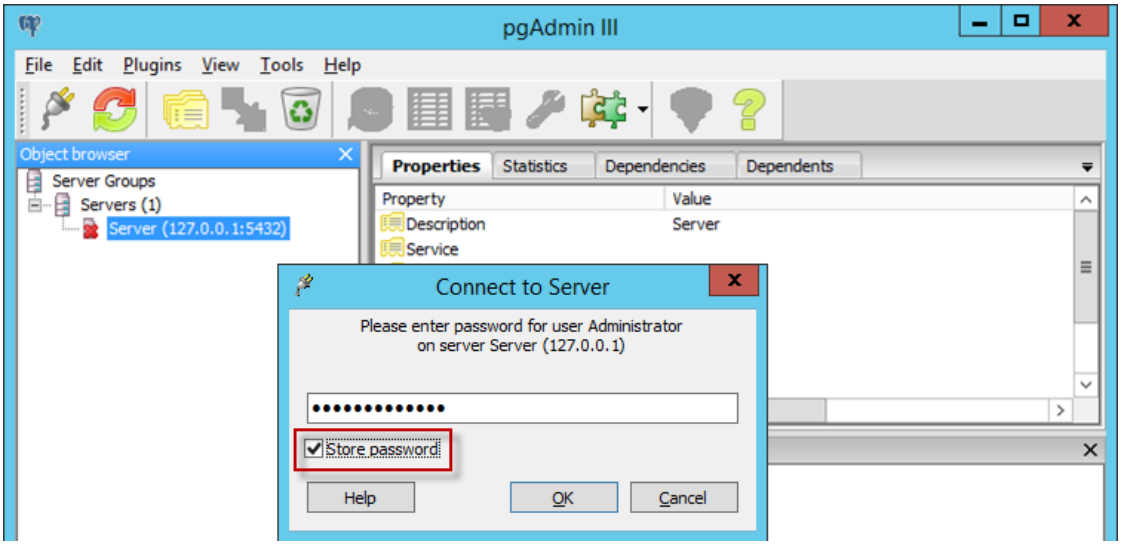
7. .Type **\q** and press **Enter**.



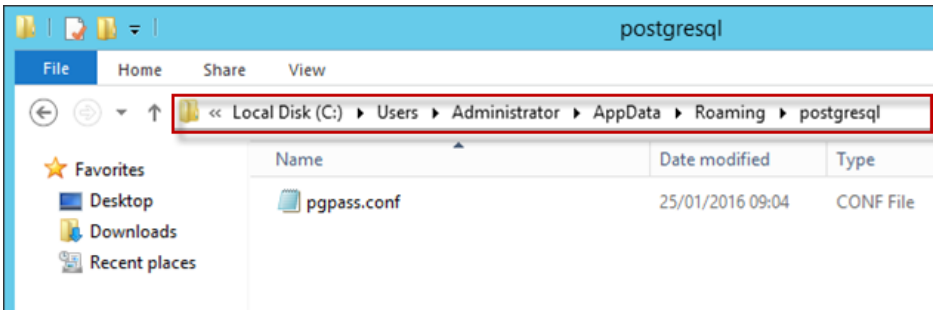
8. Type **exit** and press **Enter**. The command window, will now close.



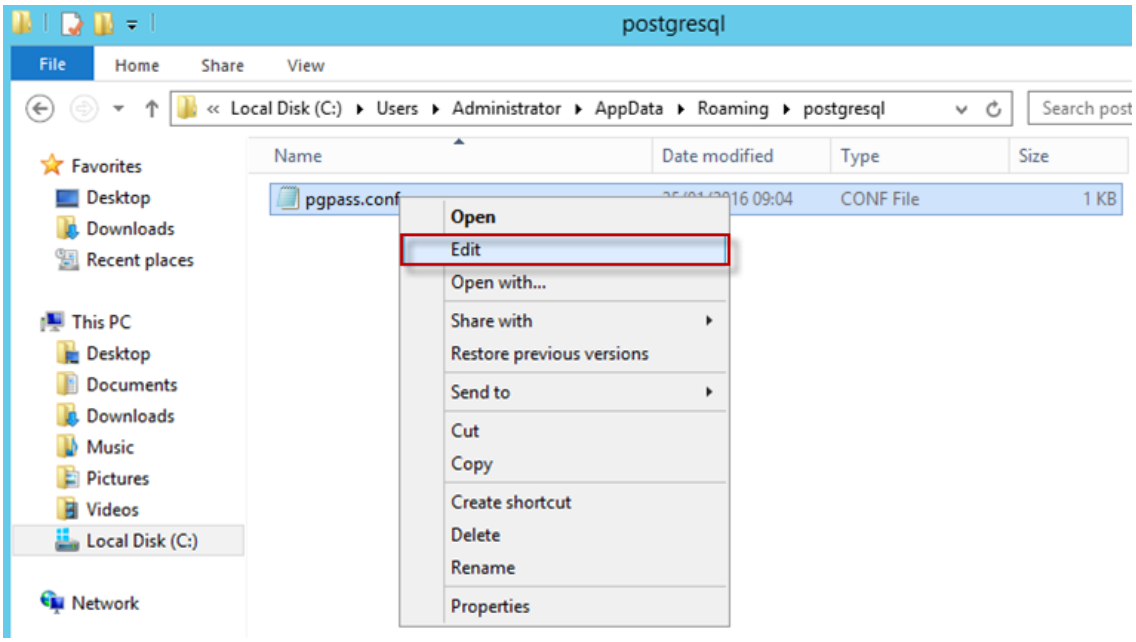
If you have used pgAdmin III to access the database and selected the option to store the password. Now that the password has changed you need to change the stored password to gain access.



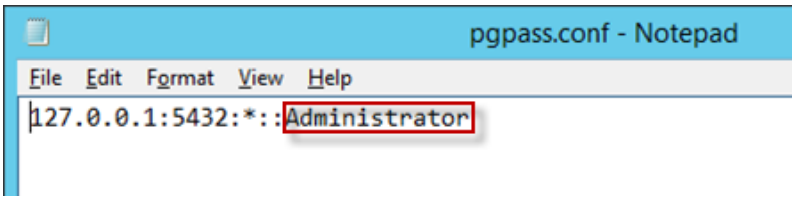
1. Open Windows Explorer and change the location to **c:\Users\XXXX\AppDate\Roaming\postgresql**. Where XXXX is the User account in use when the password was previously stored.



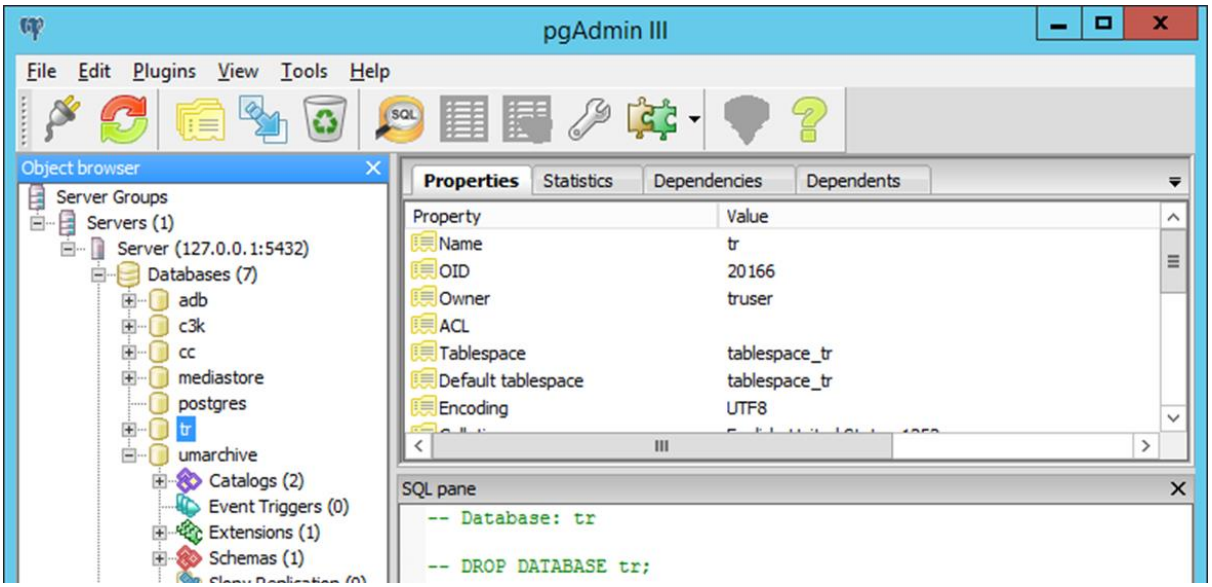
2. Using the **secondary mouse button** choose the **pgpass.conf** file and select the **Edit** button.



3. Update the password and save the file.



4. Now using pgAdmin III, the password has been updated and the Database access resumed.



Licensing – Grace Period

The WebLM service has a built in grace period of 30 days, that allows for issues that may occur with contacting the license service from other IP Office Contact Center components.

Examples where the IP Office Contact Center licenses cannot be confirmed:

A. When adding more Agents/Supervisors/Wallboard licenses, the existing licenses file needs to be removed before adding the new license file.

B. Issues with the Tomcat service.

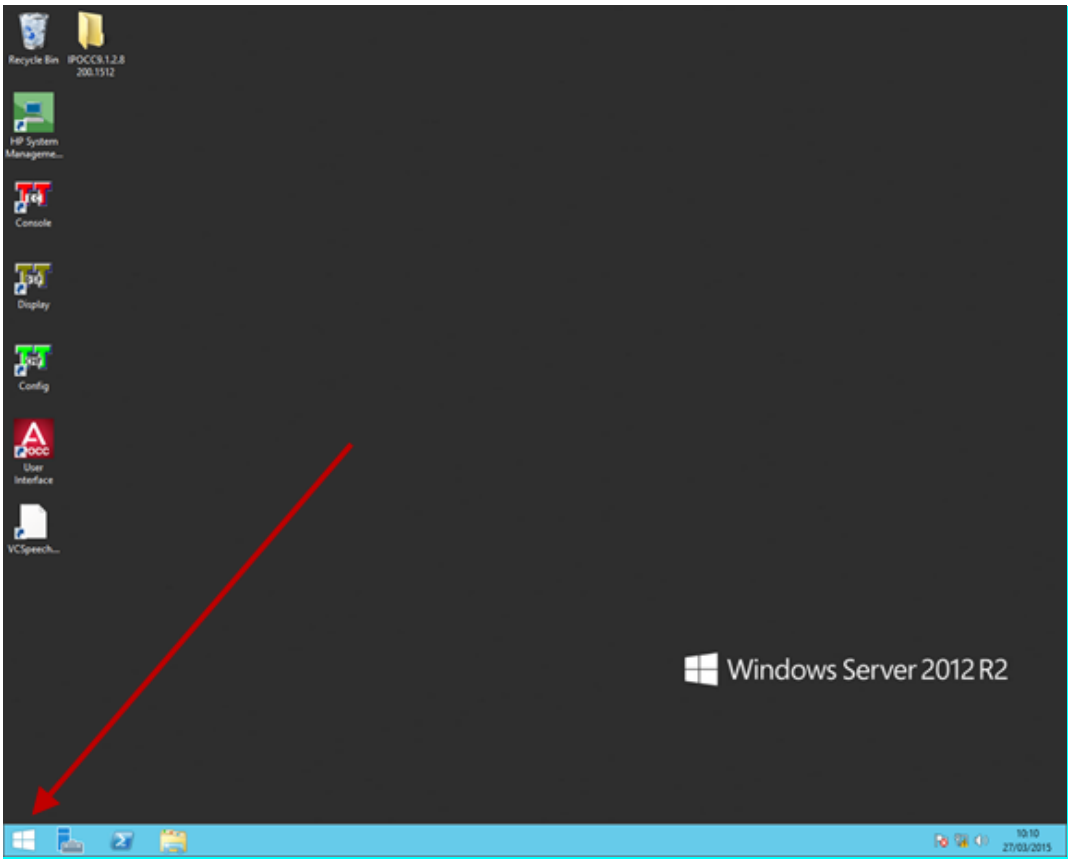
C. Issues with the WebLM service (local or remote WebLM service).

D. Issues with Firewall ports.

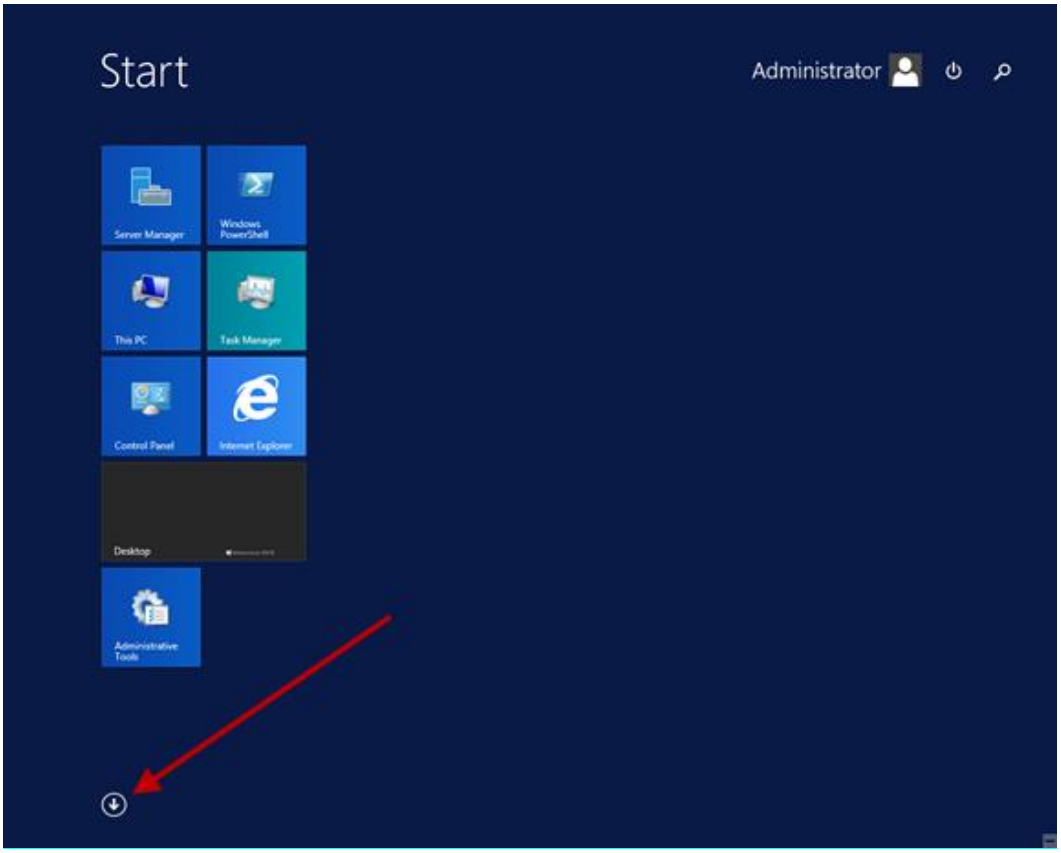
E. The customer has reached the end of their trial period.

The following steps describe the procedure for a workaround for the issue

i. Choose the **Windows** icon.



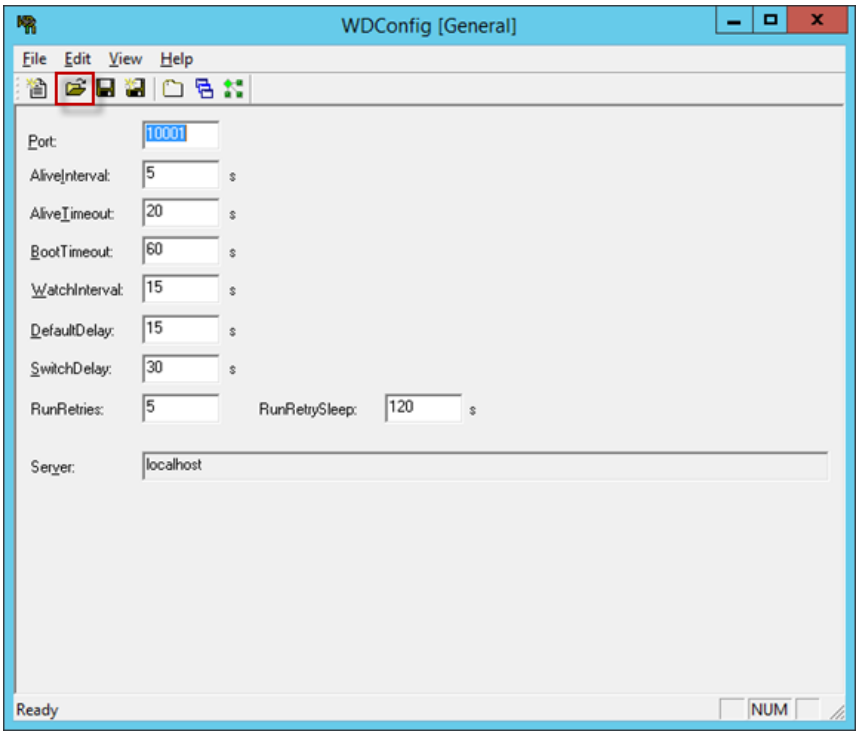
ii. Click the **down arrow**.



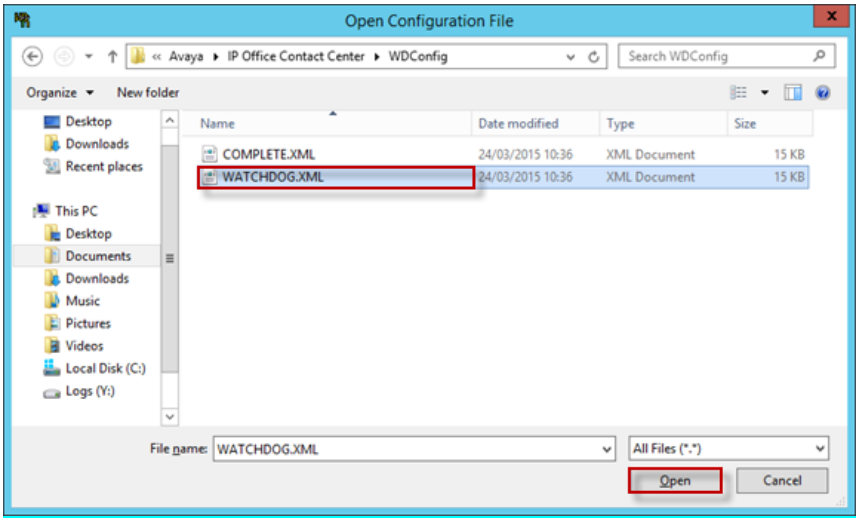
iii. Click **Watchdog config**.



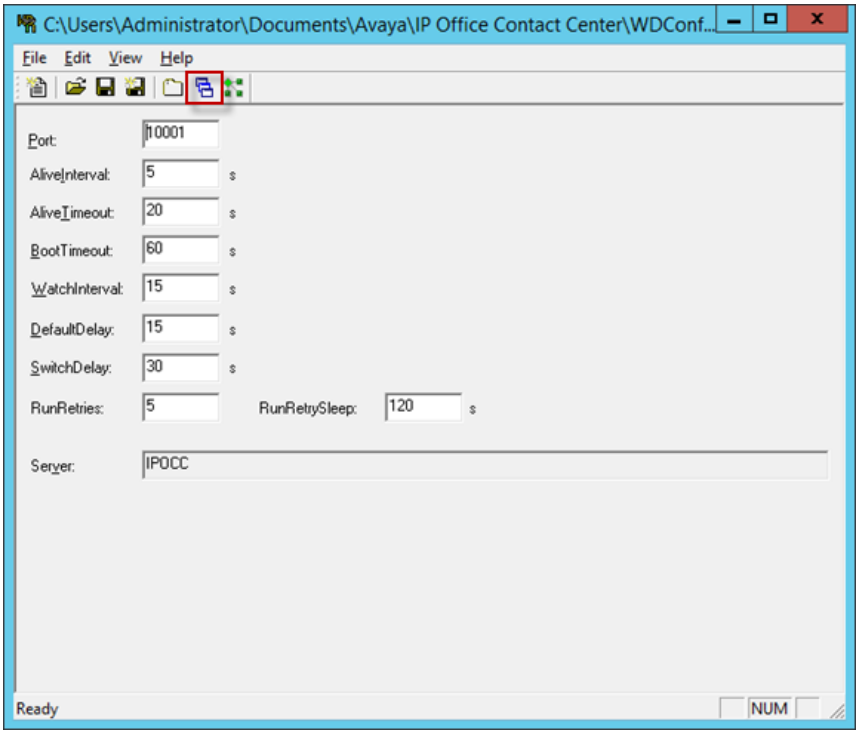
iv. Click **Open**.



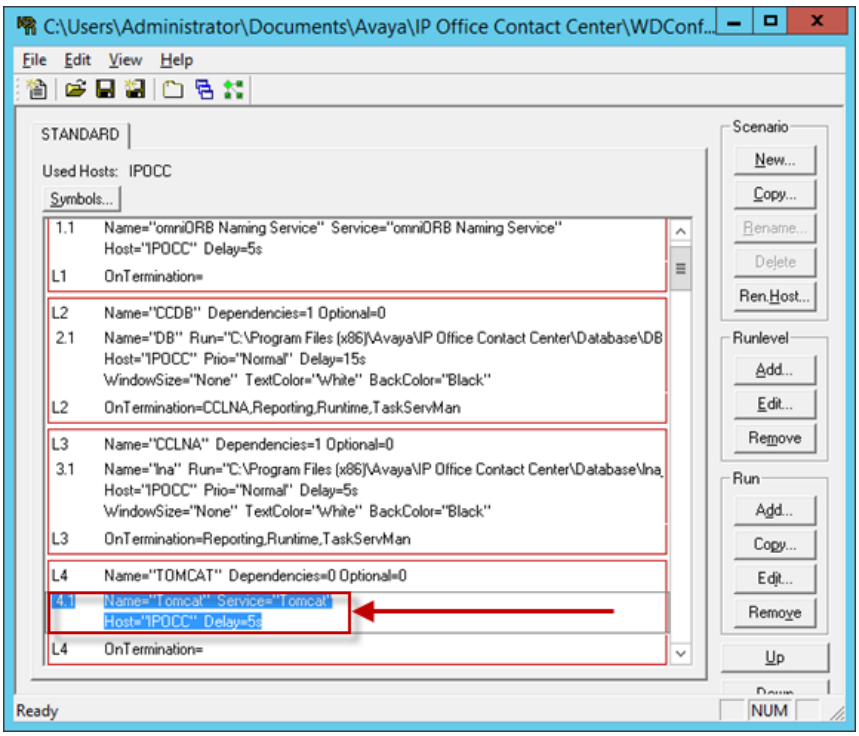
v. Browse to the location **c:\Users\Administrator\Doucements\Avaya\IP Office Contact Center\WDConfig** and then select the **WATCHDOG.XML** file and then choose the **Open** button.



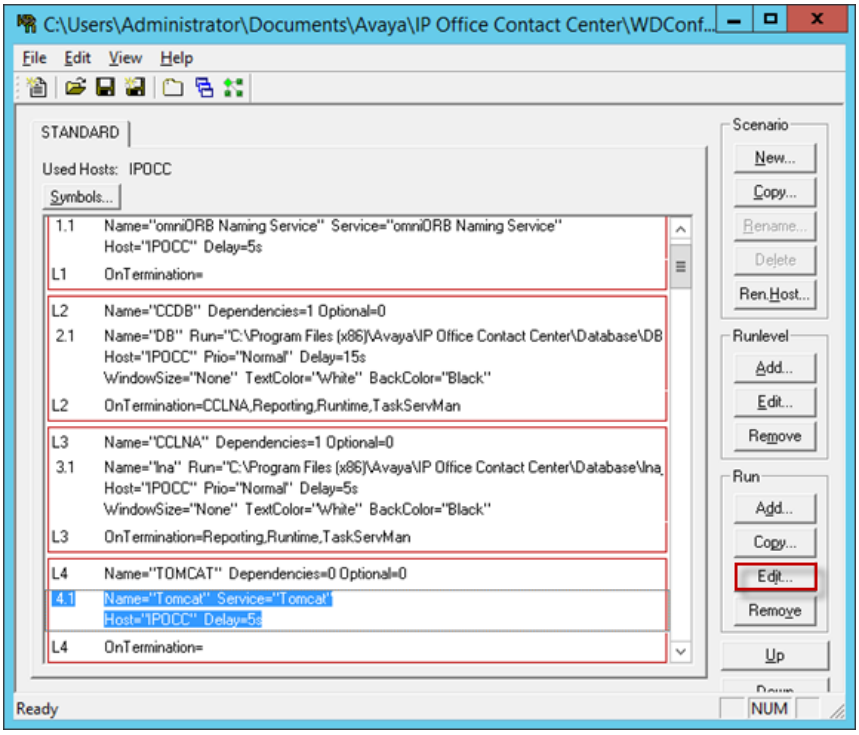
vi. Click the **Scenarios** button.



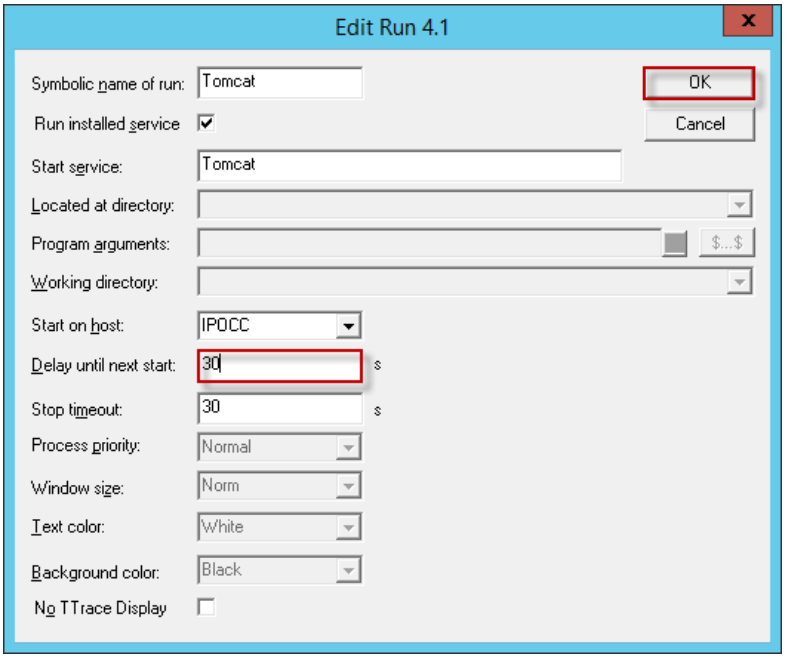
vii. Click the **L4.1** level.



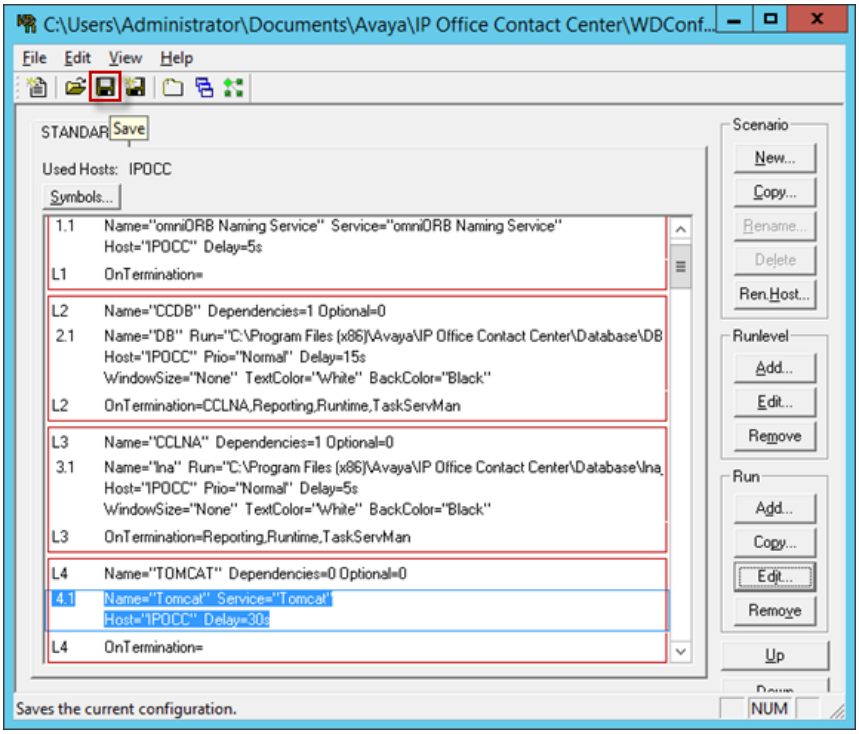
viii. Click the Run-**Edit** button.



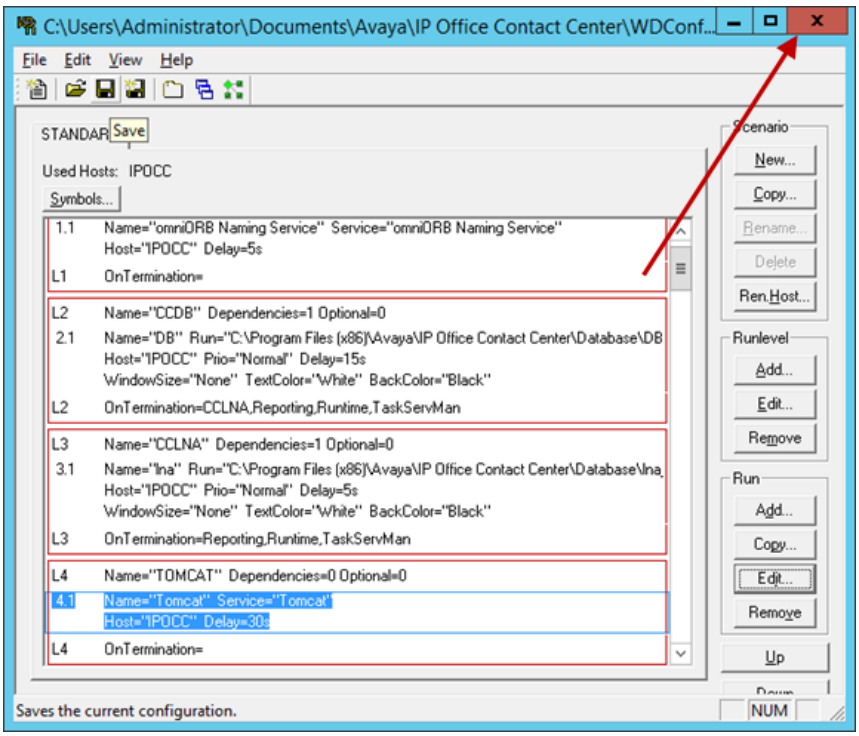
ix. Change the Delay until next start from 5 to **30** seconds and then choose the **OK** button.



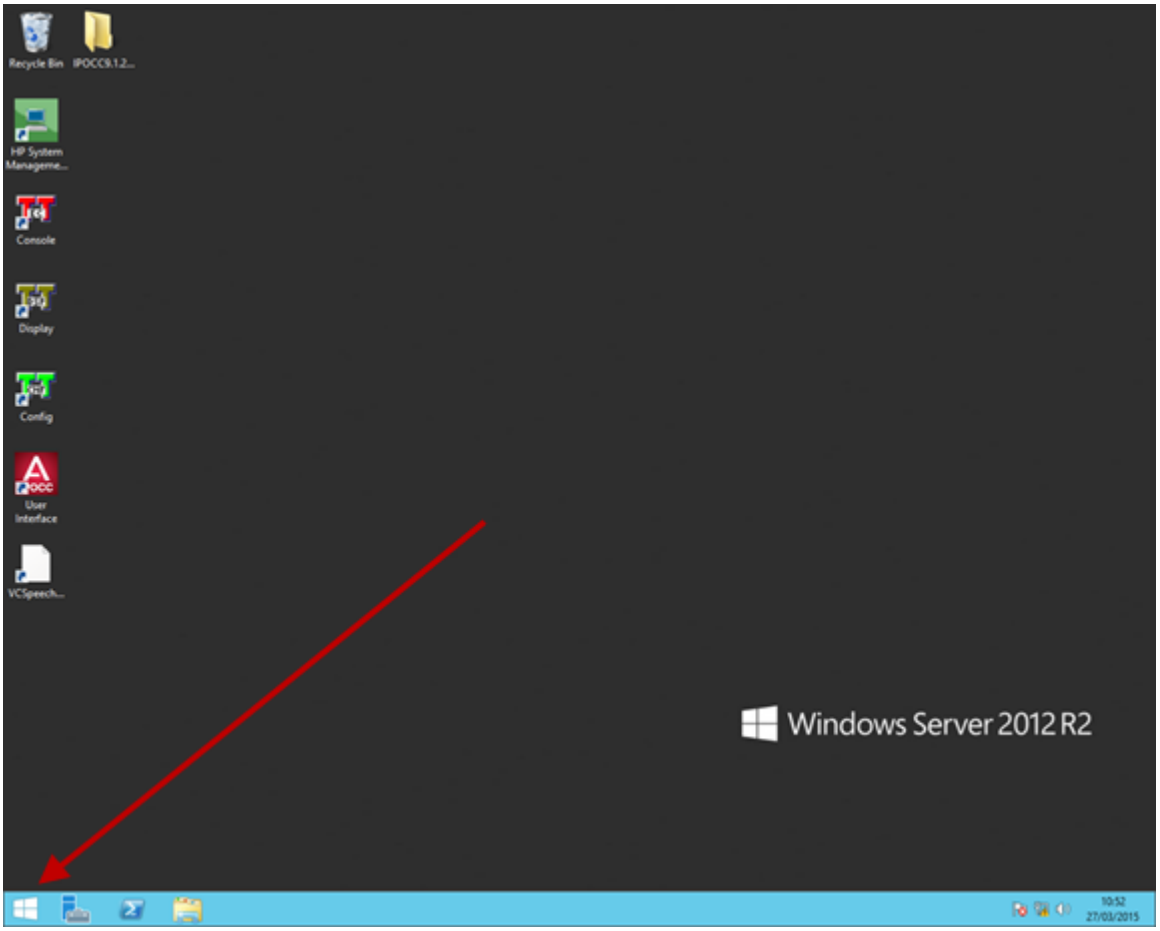
x. Click the **Save** button.



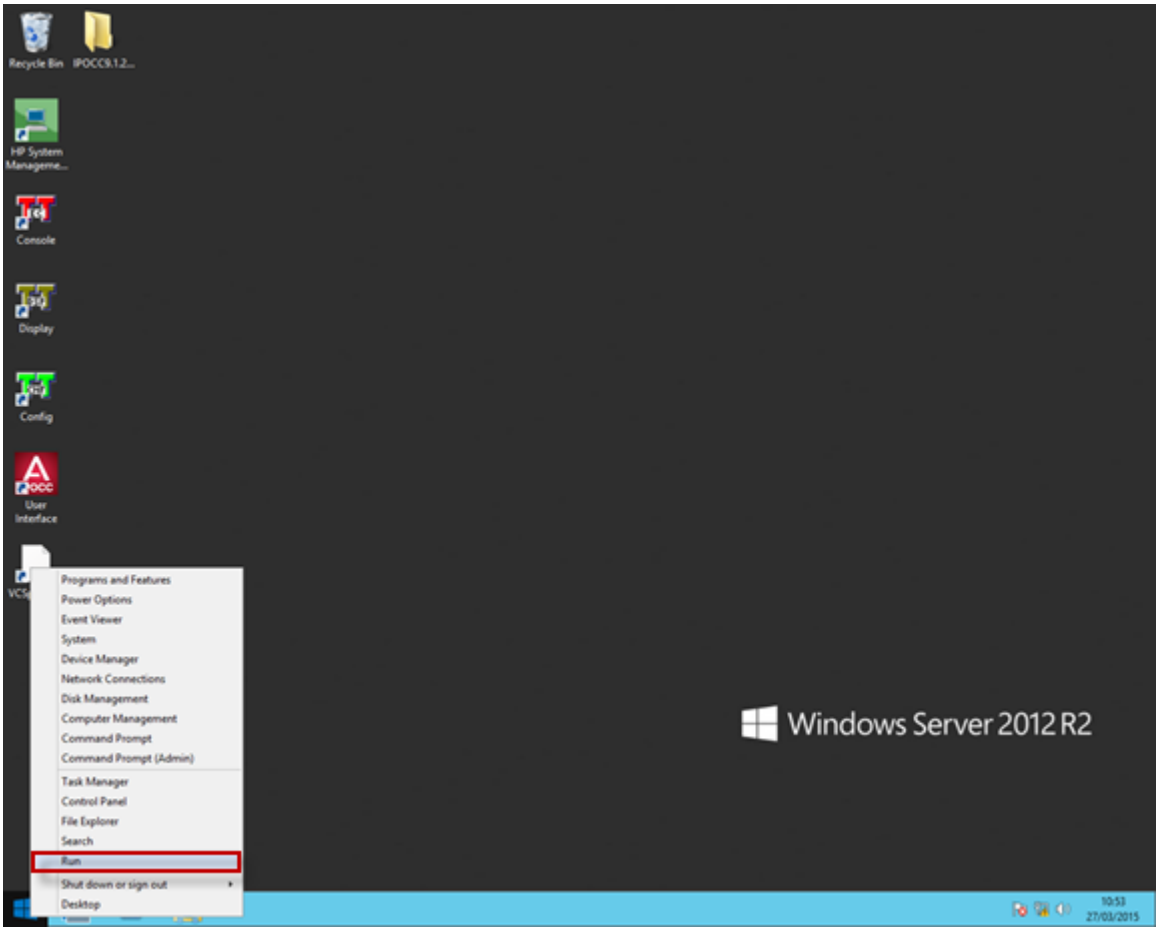
xi. Click the **X** button.



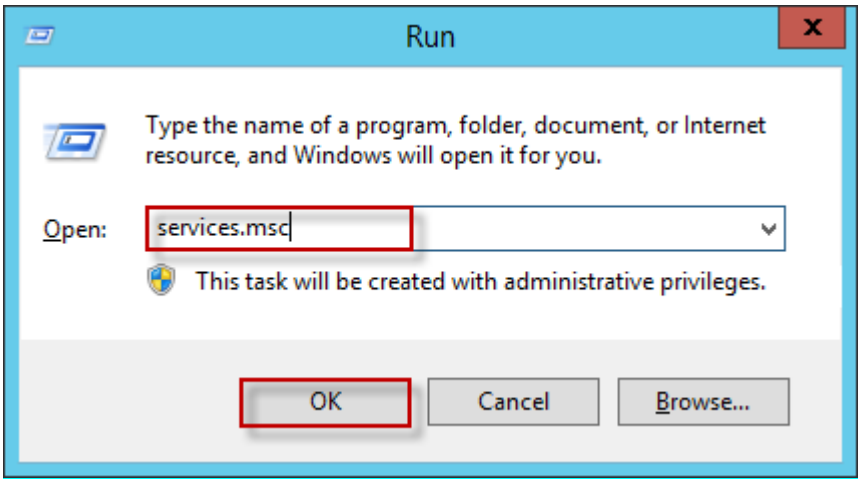
xii. Using the **Right Mouse** button click the **Windows** icon.



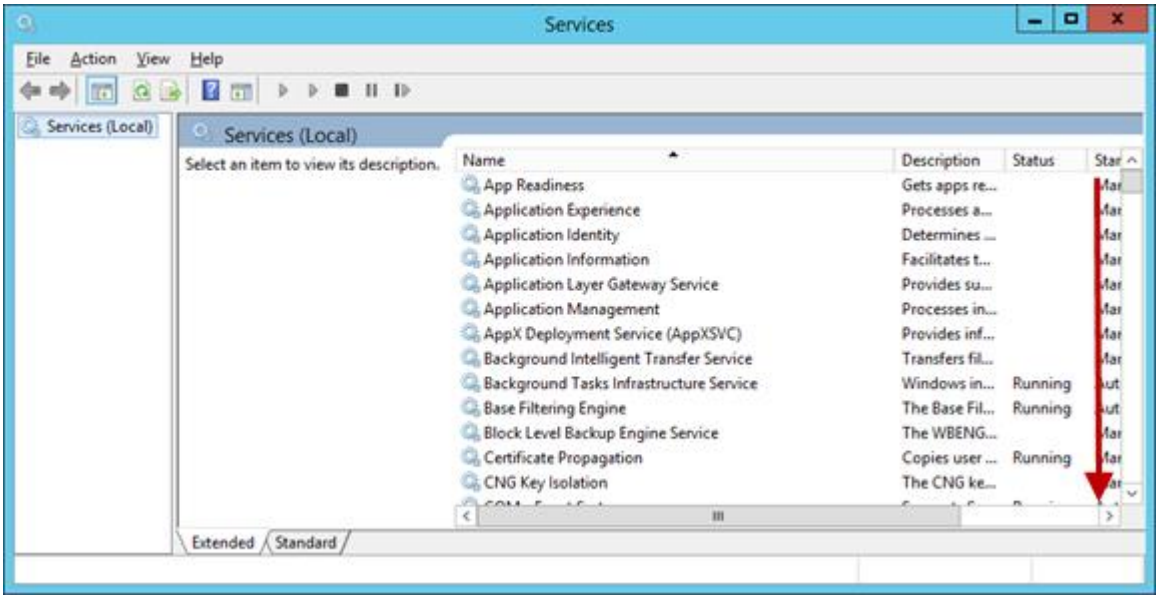
xiii. Click **Run**.



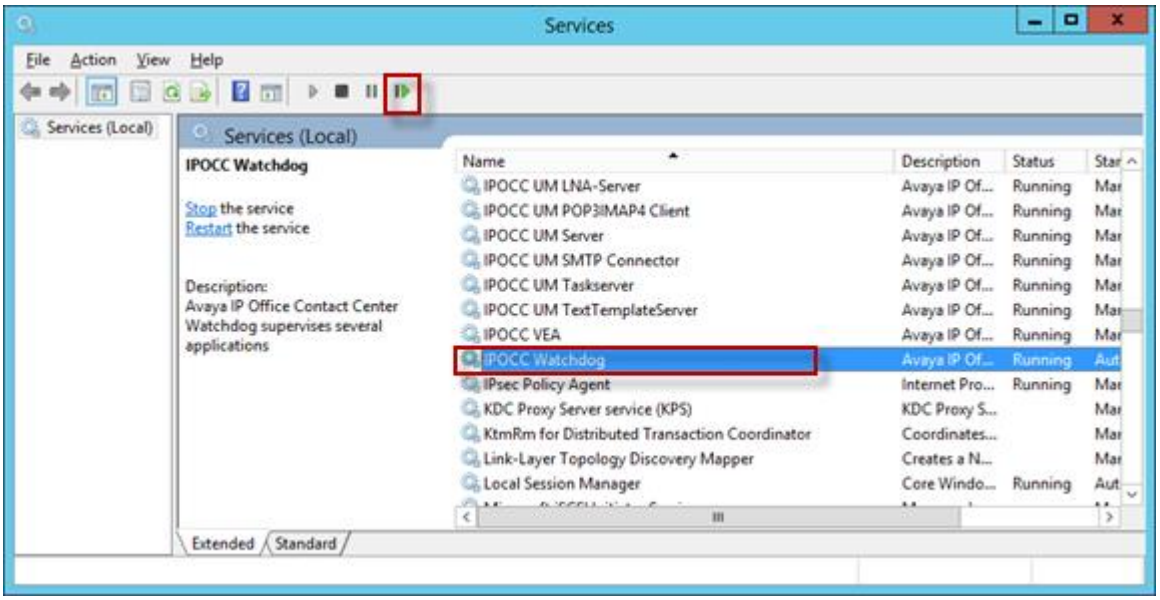
xiv. Type **services.msc** and then click the **OK** button.



xv. **Scroll down** until you can see IPOCC Watchdog.



xvi. Click **IPOCC Watchdog** and then choose the **Restart** button.



xvii. Check in the TTrace to see if you still have the issue.

Troubleshooting - IP Office Contact Center – AVG Antivirus issue

Condition:

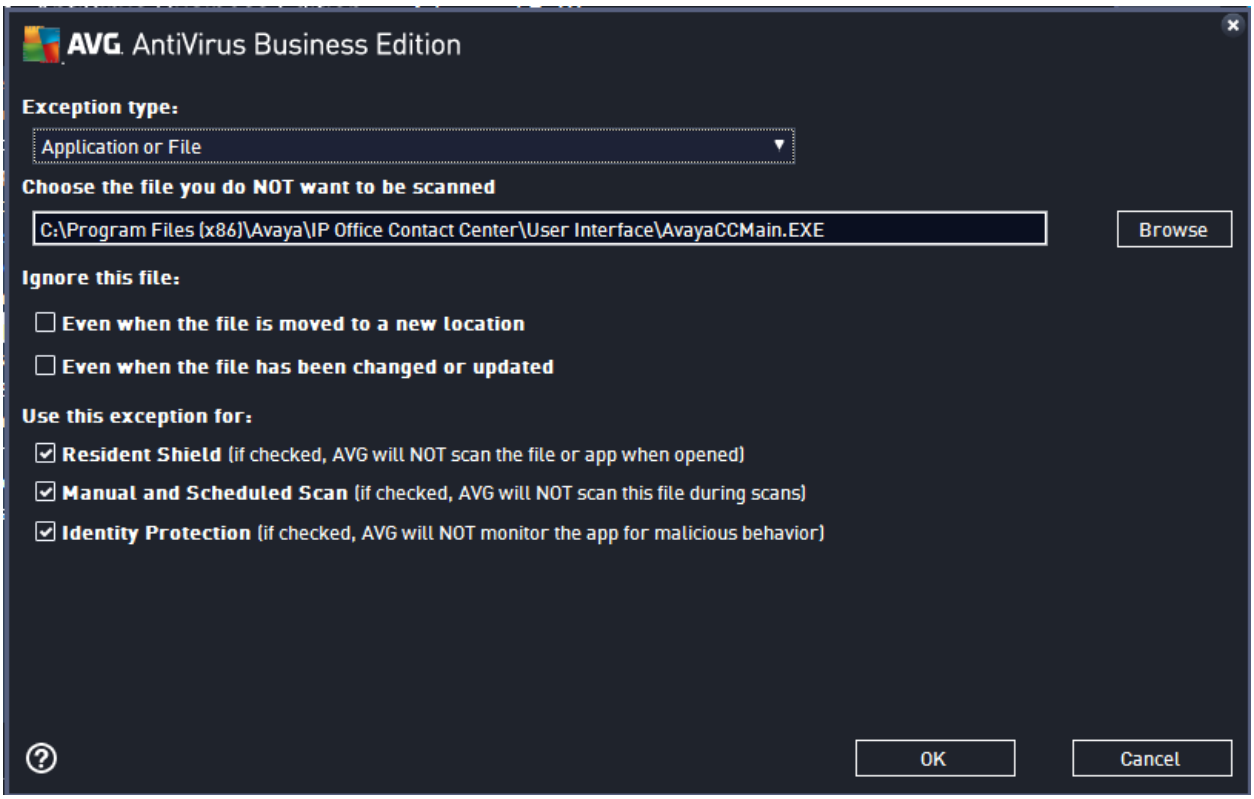
It has been found that when using AVG Antivirus with the IP Office Contact Center client, the client can crash when viewing certain parts of the product.

Cause

Possible conflict in the two software components.

Solution

Create an Exception for the AvayaCCMain.exe file



Routine Maintenance Checklist

Routine maintenance tasks consist of daily, weekly, and monthly backups and software version updates.

#	Task	Description	Notes	✓
1	Back up the database daily.			
2	Improve the database access time monthly or up to every 3 months.	After initial installation, when more changes typically occur, Avaya recommends a weekly interval. The interval depends on the data quantity. Smaller data quantities require longer intervals.	This process can take several hours.	
3	Reorganize the UM database monthly.	Some tables in the database are called data-only locked (DOL) tables. These tables have different structures than those used as all pages locked (APL) tables.		
4	Perform periodic database updates.			
5	Perform periodic system diagnostics.			

File Locations

If you are using Microsoft Windows 2008, the system files and log files are stored in the following locations:

Files	Location
All IP Office Contact Center component files	C:\Program Files (x86)\Avaya\IP Office Contact Center\
Watchdog files	C:\Program Files (x86)\Avaya\IP Office Contact Center\Watchdog
Task flow data files and recorded message files	During activation of a task flow, the task flow is exported and the exported file with suffix cfe is stored in the folder C:\Users \Public\Documents Voice messages recorded with the internal IVR are stored in the folder C: \ProgramData\Avaya\IP Office Contact Center\VoiceControl \work\DefaultRecordings
Task flow export files	If you use a User Interface on a server, the TaskFlow Editor export files will be stored here: C:\Users\Public\Documents.
Error dump files	C:\Users\username\AppData\Local\Temp\ or

	C:\ProgramData\Microsoft\Windows\WER\ReportQueue\
TTrace log files	C:\ProgramData\Avaya\TTLogfiles
Exported statistic reports	C:\ProgramData\reporting data
Installation logs	SetupWizard and every setup created is stored in a log file in the folder C:\Users\<LOGGEDIN USER>\AppData\Local\Temp

Server Field Replaceable Units (FRU's)

Below is a table that describes the FRU's available for IP Office Contact Center Pre Staged Server's.

Base Server Description	**Description**
Small Appliance (100 agents or less)	R220 IP Office Contact Center SERVER (R9.1 SW pre-loaded)
Large Appliance (250 agents or less)	R630 SRVR P Office Contact Center (R9.1 SW pre-loaded)
R220 FRUs	**Description**
R220 SRVR 1CPU LOW2	R220 P Office Contact Center SERVER FRU
R220 XL 500GB 7200 HDD	R220 HDD FRU
R220 XL/R320 4GB UDIMM	R220 Memory FRU
R220 XL 250 WAC PWR SUPP	R220 Power Supply FRU
R220 XL/R320 DVD/RW DRIVE	R220 DVD Assembly FRU
R220 XL CHASSIS FAN	R220 Chassis Fan FRU
R630 FRUs	**Description**
R630 SRVR 2CPU HI BRDCM FRU	R630 SERVER VLARGE AVP/SP/AMS/ASBCE/MX/IQ/IPOCC FRU
R630 600GB 10K SAS 2.5" HDD	R630 HDD FRU
R630 4GB RDIMM	R630 Memory FRU
R630 750 WAC PWR SUP	R630 Power Supply FRU
R630 INSTL 1Gb PCIE DUAL PT NIC	R630 NIC Assembly FRU
R630 DVD-RW DRIVE W/BRKT	R630 DVD Assembly FRU
R630 CHASSIS FAN	R630 Chassis Fan FRU
R630 RAID BATTERY	R630 RAID Battery. Consumable item.

For further details relating to the R630 RAID Battery and Hard Disk Drive FRU's, refer to the *Maintaining and Troubleshooting the Dell PowerEdge R630 Server* guide that is available from Avaya's support website: http://support.avaya.com

Avaya Documentation

- http://support.avaya.com/

Avaya IP Office Contact Center Task Based Guides

- IP Office Contact Center Documentation Catalog
- IP Office Contact Center Installation
- IP Office Contact Center Telephony User Interface Configuration
- IP Office Contact Center Task Flow Editor -Telephony
- IP Office Contact Center Reporting
- IP Office Contact Center IVR Scenarios
- IP Office Contact Center Contact Recorder Configuration
- IP Office Contact Center Email & Chat Service
- IP Office Contact Center Maintenance
- IP Office Contact Center Dialler Configuration

Please note, only the IP Office Contact Center Task Based Guides listed above are available from Avaya. Further IP Office Task Based Guide documentation as listed below is available directly from ITEL. http://www.iteluk.com/

ITEL IP Office 9.0 Task Based Guides

Initial Installation

1. IP Office Configuration Maps
2. IP Office Hardware Installation
3. IP Office Initialisation
4. IP Office Manager
5. IP Office Voicemail Pro Initial Installation Guide
6. IP Office Small Community Networking
7. IP Office Customer Call Reporter Initial Installation Guide
8. IP Office Server Edition Configuration
9. IP Office Security Policies

UCM

10. IP Office Unified Communications Module

Core Telephony

11. IP Office Telephony and Call Routing
12. IP Office Short Codes Summary
13. IP Office Hunt Group Setup and Operation
14. IP Office Conferencing
15. IP Office IP Telephony Guide
16. IP Office Computer Telephony Integration – 1st Party

Users, Telephone & Softphone Configuration

17. IP Office Configuring IP Office Phones and User Accounts
18. IP Office Call Handling
19. IP Office Configuring the IP Office Softphone

Auto Attendant & Voicemail

20. IP Office Embedded Voicemail (Intuity Mode) Flowchart
21. IP Office Auto-Attendant Setup and Operation
22. IP Office Embedded Voicemail
23. IP Office Embedded Voicemail Flowchart

Voicemail Pro

24. IP Office Voicemail Pro Summary Guide
25. IP Office Voicemail Pro – Voicemail User Guide

One X Portal & IP Office Applications

26. IP Office One X Portal Guide
27. IP Office One X Mobile Preferred Implementation
28. IP Office Plug-in for Microsoft® Outlook®
29. IP Office MS Lync Plugin
30. IP Office Avaya Flare
31. IP Office One X Mobile Essential

Customer Call Reporter – CCR

32. IP Office Customer Call Reporter Configuration Guide
33. IP Office Customer Call Reporter Wallboard Guide

Contact Store & Receptionist Console

34. IP Office Contact Store
35. IP Office Receptionist Console

Maintenance

36. IP Office Backup and Restore
37. IP Office System Status Application
38. IP Office Upgrade Guide