Avaya Control Manager

Release Notes

Note: Control Manager release for Avaya Oceana™ deployment only

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Chapter 1: Introduction

Purpose

This release notes announces the controlled availability of Avaya Control Manager 8.0.4 and provides information on new feature, defects fixed and known defects.

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

Avaya Control Manager is an operational administration solution that enables administrators to control key administrative elements across Avaya Oceana™ solution offerings, as well as Avaya based contact center and Avaya Aura® unified communications environments.

It provides the ability for both technical and non-technical administration users to manage several key day-to-day operations such as agents, users, extensions, voice mails and skills administration from a single web-based user interface. Avaya Control Manager is not intended to completely replace every single Avaya product administration tool, its main purpose is provide a single user friendly centralized administration tool to allow users to administer key day-to-day administration tasks across their complete Avaya based environment.

Avaya Control Manager 8.0.4 is cumulative release which includes all the fixes from Avaya Control Manager 7.1.2.2 (Service Pack 2), 7.1.101 (Service provider edition),8.0.1,8.0.2 and 8.0.3.

Avaya Control Manager 8.0.4 is available as part of the Avaya Oceana™ Solution 3.5 solution offerings from Avaya. For Enterprise usage outside these solution offerings, please discuss the availability of Control Manager 8.0.4 with your account manager or business partner.

Related resources

Documentation

The following table lists the related documents for Avaya Control Manager.

Title	Description
Avaya Control Manager Overview and Specification	This document describes the features and specifications for the Control Manager product.
Avaya Control Manager Customer Requirements	This document describes the prerequisites that customers must follow before having Control Manager installed and the database maintenance procedures customers should follow during normal operation.
Installing Avaya Control Manager for Enterprise - Non-High Availability	This document describes how to install, configure, and test a non-HA Enterprise Control Manager system.

Title	Description
Installing Avaya Control Manager for Enterprise - High Availability	This document describes how to install, configure, and test an HA Enterprise Control Manager system.
Upgrading to Avaya Control Manager 8.0.4 for Enterprise - Non-High Availability	This document describes how to upgrade a non-HA Enterprise Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.
Upgrading to Avaya Control Manager 8.0.4 for Enterprise - High Availability	This document describes how to upgrade an HA Enterprise Control Manager system from an earlier release to the current release. The document includes upgrade checklist, upgrade procedures, and verification procedures for each supported upgrade path.
Configuring Avaya Control Manager	This document describes how to configure Control Manager to work with other Avaya products.
Avaya Control Manager Release Notes	This document contains any special release information, upgrade steps, and known issues.
Avaya Control Manager Port Matrix	This document describes the port usage for Control Manager.
Using Avaya Control Manager to Administer Avaya Products	This document describes how to use Control Manager to administer features on Avaya products.
Administering Avaya one-X® Agent Central Management Using Avaya Control Manager	This document describes how to use Control Manager to administer Avaya one-X® Agent.
Administering Avaya Control Manager Central License and Traffic Tracker	This document describes how to use Control Manager Central License and Traffic Tracker.
Administering an Avaya Aura® Experience Portal Sample Application using Avaya Control Manager	This document describes how to use Control Manager with an Experience Portal.
Avaya Control Manager Events, Alarms, and Errors Reference	This document describes the SNMP notifications for Control Manager.
Using Avaya Control Manager Conversation Sphere	This document describes how to use Control Manager Conversation Sphere to administer vectors, strategies, and call flows.

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the Search field and click Go to search for the course.

Course code	Course title
Virtual Trainings	
ASPS-5300	Avaya Control Manager for Enterprise
ASPS-5307	Avaya Control Manager for Cloud Service Providers

AIPS-4303	Avaya Control Manager Instance Management for Cloud Service Providers
Online Test	
5306	Avaya Control Manager Implementation and Support Test
5307T	Avaya Control Manager Implementation and Support Test for Cloud Service Providers
2092T	Avaya Control Manager Instance Configuration and Administration Test for Cloud Service Providers

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Avaya Technical Support contact information

The Avaya Technology and Consulting (ATAC) CRM/CTI/Contacts Center Team is responsible for providing Pre-Sale Sales and Technical support for Avaya Control Manager, along with most of the other Products and Solutions in the Avaya CRM/CTI/CC Product and Solutions Portfolio.

Should feature and functionality support be required for any release, use the following contact information.

ATAC Pre-Sales, Sales and Technical Support	
US and AI	720-444-7700 or 888-297-4700
EMEA	720-444-7700 or 31 70 414 8099
APAC	720-444-7700 or 65 6872 2693

Chapter 2: Overview

Avaya Control Manager complements the entire Avaya suite by effectively combining and integrating management and administration of a wide range of contact center entities. Rather than focus on technology components and IP telephony entities, Avaya Control Manager sets the spotlight on clear and intuitive functional hierarchy and call center business logic.

The solution circumvents tedious Communication Manager, CTI system, IVR, and call recording system setup and maintenance by making it easy to perform a one-time definition of all relevant contact center data and entities, thereby allowing Avaya Control Manager to manage and centrally apply them across Avaya's Contact Center product offerings as detailed below. Agents, skills, VDNs, extensions, call flows; IVR working hours, dynamic prompts, and menu content can all be easily set up and managed through a unified and intuitive browser-based interface.

Avaya Control Manager features a broad array of centralized security features, including the ability to apply roles-based permissions for every object administered.

Avaya Control Manager also supports complete Active Directory integration with single sign-on functionality. It can easily be implemented and operated by non-technical personnel, effectively returning control from IT to the contact center professionals and business managers who use and rely on the solution on a daily basis. Avaya Control Manager provides the powerful ability for both technical and non-technical administration users to manage all the key day-to-day administration tasks such as Agents, Users, Extensions, and Voice Mails from an easy-to-use interface through a web solution application. For more information, refer to the Using Avaya Control Manager document or Offer Definition document.

Transport Layer Security (TLS) is only supported for web browser based connections.

What's New in Avaya Control Manager 8.0.4

1. Avaya Control Manager 8.0.4 release is only available for Oceana deployment. This release of Control manager does not support Enterprise and xCaaS deployments

2. Cross-services solution for Avaya Control Manager – Communication Manager interop and leveraging Communication Manager concurrency support

3. Administration of behaviors used by Oceanalytics reporting via Avaya Control Manager and the ability to support Service Level reporting by routing service.

4. Avaya Aura® 8.0 Support

5. Avaya Oceana™ Solution

    – Introduced support for Avaya Oceana™ Solution 3.5 and ability to be backward compatible to Avaya Oceana™ Solution 3.4

    – Support for additional fields as parameters to Avaya Oceana™ Solution screenpops. Below is the complete list of Screenpop paramters supported.

        – Contact ID

        – Date

        – Originating Address

        – Originating Name

- Prompted Digites
- Service Name
- Skill
- Start Time
- UUI
- VDN

- Ability to limit on the number of WebRTC enabled agents that can be configured for the Voice provider.

- Support for new Avaya Oceana™ Solution VDN types
  - Treatment
  - Coverage
  - Fallback

- Support for Channel Exclusivity rules using Avaya Oceana™ Solution user templates. These rules will define when contacts can be presented to agents who are already active on contacts but may not have reached their multiplicity limits.

- Support for Avaya Oceana™ Solution Auto Answer using Avaya Oceana™ Solution User Profile tempaltes.

- Transfer to service support for generic channel

- Avaya Oceana™ Solution Deferral Code support

- Support for Email channel handling settings. Following is the complete list of email handling settings
  - Enabling or disabling defer contact
  - Defining or updating max defer time for emails in hours.
  - Defining or updating max defer contact value for emails between 0 to 5.
  - Defining or updating defer time intervals (must be in multiples of 5).

- Support for Email Signature settings. Following is the complete list of email signature settings
  - Max Images Per Signature
  - Max Images Per Agent
  - Max File Size (In KB)
  - File Types Allowed
  - Characters Per Signature
  - Disable Email Signature

6. Support for Group Management/Partitioning of data/entities for different systems.

7. Support for Avaya Analytics™

8. Support for Workspaces for Elite

9. Ability for Administrator to enable/disable Agents using media in browser. This is only applicable for users with a Communication Manager account.

10. Supporting additional "Goto Stpes" for Conversation Sphere

- No Match
  - Queue Fail
  - Vector Queue Fail

11. Avaya one-X® Agent

  - Support for Click To Dial for Chrome browser.

12. API Enhancements

  - New SOAP API based support for Provisioning Elite workspaces to users
  - New ReSTful API based Odata for retival of list of users.

13. Avaya Oceanalytics is now rebranded to Avaya Analytics.

14. Installation improvements:

  - Oceana Customer Management Tool is now bundled with ACM Installer.
  - Installer UI Changes
    - Merged "Configure Avaya Contact Center Control Manager" and "License Server Installation" in to one dialog – "Configure Language and License"
    - Removed fields for CM Version, Central Logging, License Server Host

      License Server Port and AACC Integration fields.
  - Removed legacy services from installation
    - SNMP Agent
    - Log Server
  - Removed legacy ActiveMQ content.
  - Added installation support for Group Management portal.
  - Open Java version now updated to OpenJDK_JRE_8_30_0_2_x64
  - Tomcat upgraded to 8.5.20
  - Java upgraded to 1.8.172
  - Support the latest .Net framework (4.7.x)

15. Significant quality improvement and bug fixes

Localization

The Avaya Control Manager 8.0.4 User Interface Supports the following languages:

- English
- Brazilian Portuguese
- French
- German
- Italian
- Japanese
- Korean
- Latin Spanish
- Russian

- Simplified Chinese
- Traditional Chinese

Chapter 3: Avaya Control Manager Installation

Downloading Avaya Control Manager 8.0.4

All Avaya Control Manager software Releases are available to download from https://support.avaya.com/ under the Avaya Oceana™ Solution 3.5 product area.

After download, you must verify the MD5 checksums to ensure that all have been downloaded successfully. After you have downloaded your software, extract its content to your local hard-disk using a utility, such as WinZip. Or in case of an ISO image, mount the image to access the content.

Installation and Upgrade

Installation Note:

Before upgrading to ACM 8.0.4, please remove/uninstall all 8.0.3 patches installed including 8.0.3.0.1 patch.

Please refer to "Uninstalling Control Manager patches" section of "Upgrading a system using an in-place upgrade" chapter from Control Manager upgrade documents for patch uninstallation.

Enterprise customers with High Availability

Please review the following documents before attempting installation or upgrade of Control Manager 8.0.4 as well as hardware and software pre-requisites:

- *Installing Avaya Control Manager for Enterprise - HA*
- *Upgrading to Avaya Control Manager 8.0.4 for Enterprise -HA*

Enterprise customers without High Availability

Please review the following documents before attempting installation or upgrade of Control Manager 8.0.4 as well as hardware and software pre-requisites:

- *Installing Avaya Control Manager for Enterprise - non-HA*
- *Upgrading to Avaya Control Manager 8.0.4 for Enterprise - non-HA*

Note: *All of the Installing/Upgrading documents can be found in the Avaya support site, under "Installation, Upgrades & Config" content type under the Avaya Oceana™ Solution 3.5 product area.*

Patches and tools

Please note that the download site contains both the Avaya Control Manager ISO file, which contains the Avaya Control Manager application and tools, as well as the additional patches and tools listed below. Please review the readme file in each patch zip file for installation instructions.

- **ACM_Patch_8.0.4.0.1.6_2018-07-25.zip**: This patch is relevant to ACM Enterprise, resolves the following issue, and should be applied on all installations:
  - **ACM-23024 –** Email Handling Settings - Max defer contacts should not have a limit

Chapter 4: Customer found defects, known issues and workarounds

Customer found defects addressed in Avaya Control Manager Release 8.0.4

All customer issue fixes that were included in the previous Control Manager releases are included in 8.0.4:

The following is the list of customer found issues that were addressed in this release:

#	Title	Service Request No.
ACM-14260	ASP Error SynchronizationLockException being thrown while initializing logging	1-34L2XKI
ACM-16129	ACM 7.1 SP2 Insconsistent behavior when saving OneX Agent	1-5BD328C
ACM-21109	ActiveMQ related services do not start after reboot	1-5ZFGROQ
ACM-21110	Notification service goes to 100% CPU	1-5Z9840C,1-626HIEQ,1-631NN3U
ACM-21289	Users are automatically logged out when switching between portals	1-5TL6W7B,1-63UOG1B
ACM-22305	Queue-fail is missing in Conversation Sphere when importing a vector	1-64TSAGV
ACM-22359	NOMATCH is missing in Conversation Sphere when importing a vector	1-64YB1IA
ACM-22461	ACM 7.1.2.2.1 TTY settings not saved to user template from Master	1-65HTOUD
ACM-22567	8.0.2 -> 8.0.3 upgrade fails on secondary ACM	1-66EDTOJ
ACM-22578	8.0.2 OneX default Reason code 10 displayed without being configured	1-66FC4MY,1-670G5BN,1-67AFK7J

#	Title	Service Request No.
ACM-22655	ACM 8.0.3: OneX AuxReasonCodes.xml uses non-defined DefaultGuid.	1-6804D2I
ACM-22659	Installing 8.0.3 - installer halted on primary server	1-66YDIIT
ACM-22662	Cannot clone Oceana agent	1-677M5XH
ACM-22664	8.0.3 Reason codes disappear	1-670BCTJ,1-6A0RXSX
ACM-22665	8.0.3 Contact List removed from all templates when one template is deleted.	1-67058A3,1-67OHERA
ACM-22683	8.0.2 Dual SSO/non-SSO implementation has problem with updating templates from 1XA	1-677UBAT
ACM-22684	8.0.3 Installation failure	1-671RR6K
ACM-22692	System Log must be enabled for the Audit Log button to appear	1-677G6EK
ACM-22740	CM options - extensions - show usage button is missing	1-67A3KEY
ACM-22867	8.0.3.0.1 Saving Extension from CM Options resets security code	1-6A90M2R
ACM-22868	8.0.3.01 Bulk Action sent to scheduler instead of provisioning when immediate execution selected	1-6A8R1E3,1-6AG3261,1-6AO5RAP
ACM-22938	EC500 parameter is not displayed in CM Options for some set types	1-6AWTXFA
ACM-23233	Cannot configure permissions to view Logs Portal	1-6BCBD3O

Known Issues