



Avaya Oceana™ 3.5.0.0 Solution Release Notes

27 November 2018

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Document changes

Date	Description
Oct 10 th 2016	Initial Avaya Oceana 3.2 Solution Release Notes
Oct 26 th 2016	Updated to Avaya Oceana 3.2 Solution SP1 Release Notes
Dec 19 th 2016	Updated to Avaya Oceana 3.2 Solution FP1 Release Notes
Feb 28 th 2017	Up issued Agent Controller Service svar with security fix
Mar 31 st 2017	Updated to Avaya Oceana 3.2 Solution FP2 Release Notes
Apr 28 th 2017	Updated to Avaya Oceana 3.2 Solution FP2-SP1 Release Notes
May 26 th 2017	Updated with Avaya Oceana Snap-ins 3.2.2.1 Hotfix lineup
July 7 th 2017	Updated to Avaya Oceana 3.3 Solution Release Notes
July 21 st 2017	Updated to new filename for System Manager Patch for Breeze 3.3.1
Aug 2 nd 2017	Update to Workarounds and Considerations
Sep 11 th 2017	Updated ACM and ACM patch versions
Oct 13 th 2017	Updated to Avaya Oceana 3.3.0.1 Solution Release Notes
Oct 20 th 2017	Added names of hotfix patches on MPL
Oct 24 th 2017	Update to Workarounds and Considerations
Nov 6 th 2017	Update to Issues Addressed in Recommended Hotfixes
Dec 18 th 2017	Updated to Avaya Oceana 3.4 Solution Release Notes
Dec 21 th 2017	Updated to include Recommended Hotfixes
Jan 19 th 2018	Updated Recommended Hotfix section with latest fixes
Jan 30 th 2018	Updated Recommended Hotfix section with latest fixes AMC and Email hotfixes
Feb 2 nd 2018	Updated OCP hotfix JIRAs to OCPROVIDER-3264 + Workaround Section
Feb 14 th 2018	Updated Breeze patch to latest version on support.avaya.com
Mar 5 th 2018	Updated hotfix section
Mar 14 th 2018	Updated ACM patch version to #54
Apr 20 th 2018	Updated UCM,Email, and OBCService hotfix svars
Apr 20 th 2018	Updated ContextStoreManager and UCASStoreService hotfix svars
May 3 rd 2018	Updated to Avaya Oceana 3.4.0.1 Solution Release Notes
Aug 14 th 2018	Updated to Avaya Oceana 3.5.0.0 Solution Release Notes
Aug 15 th 2018	Updated UAC svars. Hotfix for UNIDESK-12243 and UNIDESK-12221
Sept 21 st 2018	Updated Supported Web Browsers table page 7
Sept 27 th 2018	Updated Known Issues with AOEC-6885 and UNIDESK-12516
Nov 14 th 2018	Update to Workarounds and Considerations section
Nov 23 rd 2018	Update to Issues Addressed in Recommended Hotfixes section
Nov 27 th 2018	Updated WebRTC SDK with the Chrome 71 Fix
	Updated Recommended hotfixes section now with AvayaOceana_UAC_3.5.0.0.4 Patch and AvayaOceana_Breeze_3.5.0.0.1 hotfix.
	Updated Workarounds and Considerations section to include a new section on WebRTC transfer to service



Introduction

This document provides information to supplement Avaya Oceana™ 3.5 Solution software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>. As part of this release, Avaya Oceanalytics™ is rebranded to Avaya Analytics™. Additionally Avaya Oceana™ Workspaces is now known as Avaya Workspaces.

What's in Avaya Oceana™ 3.5 – Key features

Avaya Oceana™ 3.5 is Avaya's next generation customer engagement solution designed for the digital age. Key new features in this release are:

New in Oceana 3.5

- Voice call handling by the Workspaces WebRTC Agent
- AMV OEM WebRTC components replaced with the Avaya Aura Web Gateway (AAWG) solution
- Watson Integration and support for custom json structured data with Chat API
- Transfer to Service Reduced list
- Voice Enhancements - Advanced Wait Treatment
- Event Driven Supervisor Dashboard
- Defer Email
- Customer Management/Customer Journey Improvements
- Workspaces Agent State Timer
- Auto Answer
- Data partitioning for agents
- Disaster Recovery – removal of dependency on System Manager during Oceana switchover.
- Capacity improvements.
- Channel Exclusivity
- Avaya Workspaces for Elite 3.5
 - Avaya Workspaces integration with Avaya Aura
 - Support for Elite AUX and ACW including pending states
 - Support for CMS reporting
 - Support of CM work mode Auto-In/Manual-In
 - Support of CM Auto Answer
 - Compressed layout (Ability to expose more of the canvas area to the widgets)
 - VDN and Skill (Huntgroup) of call displayed on workcard
 - Widgets available to Agent on alerting interaction
 - Agent state timer
 - Extended widget API to expose call control capabilities to the widgets including the ability to update the call UI
 - Internationalized and Localized in G14 languages (Agent and Supervisor only)

Avaya Oceana™ is Avaya's next generation customer engagement solution.

- Support for Voice, WebRTC Voice and Video, Chat, Email, SMS, Social and Co-browse interactions
- Omni Channel Workflow and Attribute based Routing
- Multi-Session Customer Journey
- OOB Omni Channel Reporting and Analytics provided by Avaya Analytics™



- Avaya Oceana Workspaces™ for Agents and Supervisors
- Chat Bot Plug-in SDK for integration with third party Automated Chat Engines
- Mobile SDKs for iOS and Android to support chat and WebRTC voice and video calls from mobile apps
- JavaScript SDK to support WebRTC voice and video calls from Chrome, Firefox and Edge browsers
- WebRTC Agents
- Reference Web UX for chat and co-browse
- Centralized Administration via ACM
- Avaya WFO/WFM integration for call recording
- Internationalized and Localized in G14 Languages (Agent and Supervisor only)
- Avaya 9600 Series IP Desk Phone support (SIP/H.323)
- Avaya Breeze™ 3.5.0.1 support
- Avaya Aura 8.0, 7.1.x, 7.0.1, and 6.3 Integration
- Transfer Files during a chat session
- Supervisor Observe, Coach and Barge-in Chat and SMS
- Customer Journey with CRM Integrations
- Transfer to Service
- Proactive Outreach Manager
- Avaya Workforce Optimization Support
- Support for Solution Disaster Recovery
- OceanaDataViewer – support tool to review non real-time digital channel queue
- De-Queue Social Interactions via OceanaDataViewer
- Language Routing of SMS and Social Interactions with External Language Analyzers
- Supervisor Agent Virtual Groups
- Increased capacity to 2000 concurrent agents and 200 concurrent supervisors
- Support Amazon cloud (Oceana certified to be deployed on AWS)
- Solution-based High Availability (aka Campus HA)
- Video and Custom Channel
- Simplified installation and upgrades
- Workflow simplification
- Footprint reduction (VMs, memory, vCPUs);
- Additional features for Digital channels (email, Social, SMS)
- Enhanced error logging & Alarming
- API's extension for Call Recording integration
- SMS and Social Automation
- Integration with Elite Call Prompting for voice call segmentation prior to the call being Adjunct Route to Oceana.
- Oceana widget Framework to allow control of transfer to service list
- Email Signatures
- Disaster Recovery 2+1 Omnichannel database deployments

Avaya Oceana™ 3.5 Specifications

Solution Components

Built using Avaya™ Breeze snap-ins like Work Assignment, Engagement Designer and Context Store that were designed to handle interactions across all channels Avaya Oceana is an all in one omnichannel next generation customer engagement solution.

The Avaya Oceana™ solution is composed of the following high-level sub-systems

- The market-leading Avaya Aura suite, including Call Center Elite



- A set of core Omnicenter components, deployed on the Avaya Breeze™ platform
 - Common Components (UCM, UCA, CSC)
 - Work Assignment
 - Context Store, Customer Journey, Customer Management
 - Chat, Email, SMS, Social Omnichannel Controller
 - Oceana Workspaces & SDK
 - Engagement Designer
- Avaya Control Manager for administration
- A multichannel component for managing chat, email ingress
- Unified User Workspaces for Agents and Supervisors (Avaya Oceana™ Workspaces)
 - Next Generation Reporting and Analytics designed to provide management deep and broad insights right across the solution (Avaya Analytics™)
- Avaya Aura Web Gateway (AAWG) for WebRTC voice and video call handling

Avaya Workspaces for Elite 3.5 Specifications

Solution Components

The Avaya Workspaces for Elite solution is composed of the following high-level sub-systems

- Common Components (UCMSERVICE, UCASERVICE, CallServerConnector).
- Avaya Workspaces & SDK.
- Avaya Control Manager for administration.
- Customer Journey for| Elite
 - Context Store
 - Customer Journey
 - Customer Management

Operating System and Virtualization Support

Operating Systems Compatibility

Avaya Oceana™ is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. All Operating Systems (OS) software required by Avaya Oceana™ must be provided by the end customer and/or system integrator where it is not explicitly provided as standard by Avaya.

Avaya Oceana™	Operating System
Avaya Oceana™ Workspaces	Microsoft Windows 10, Apple Mac OS 10.9 to 10.11
Avaya Control Manager	Windows 2012 64 Bit R2 Standard and Enterprise Editions with .NET 4.5.2 Microsoft Windows Server 2016 (Standard or Enterprise Edition)
Omnichannel Database Server	Windows 2012 64 Bit R2 Standard Edition only with .NET 4.5.2



Supported Web Browsers

Avaya Oceana™ Component	Microsoft Internet Explorer	Microsoft Edge	Google Chrome	Mozilla Firefox	Apple Safari
Avaya Oceana™ Workspaces	11*	40, 41	60-65, 66*	Not Supported	11
Avaya Oceana™ Workspaces – WebRTC Agent	Not Supported	Not Supported	65, 66*	Not Supported	Not Supported
Supervisor Dashboard	11	40, 41	60-65, 66*	Not Supported	11
Admin Widget Framework	11	40, 41	60-65, 66*	Not Supported	11
Customer Journey	11	40, 41	60-65, 66*	Not Supported	10, 11
Avaya Co-Browse	11	40, 41	64, 65, 66*	56	10, 11
Email Attachment Upload	11	40, 41	60-65, 66*	Not Supported	11
Avaya Control Manager	11	40, 41	65, 66*	51	11
Customer WebRTC application	Not Supported	41	60-65, 66*	58, 59	Not Supported
Customer Web Chat Portal	11	40, 41	60-65, 66*	51	10, 11
Avaya Analytics (Real Time Reporting) *	11	40, 41	60-65, 66*	Not Supported	11
Avaya Analytics (Historical Reporting) **	11	40	60+	52+	10

*Avaya Analytics (Real-Time reporting) via Avaya Workspaces

**Avaya Analytics (Historical Reporting) via Oracle OBI

*** if available in advance of design close

Note: Browsers on mobile devices are not supported in this release for Workspaces

Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.5 Snap-in's can only be deployed on Avaya Breeze Clusters and Nodes. Customer's deploying Avaya Oceana™ are responsible for providing supported virtualized s/w, licenses and host platforms per Avaya recommendations. Please refer to the official Avaya Breeze Platform Documentation for additional information.



Below are the VM Ware Version supported with Avaya Oceana™ 3.5 and Breeze 3.5

VM Ware Version	Avaya Oceana™	Avaya Control Manager
VMware ESXi 6.0	Yes	Yes
VMware ESXi 6.5	Yes	Yes
Citrix/Xenapp 7.6	Yes	Yes

Oceana Solution on Amazon Web Services – Hybrid Solution Support

Oceana now adds support for deploying an Oceana Hybrid Solution on Amazon Web Services (AWS). There are two documents that are published by Avaya which outline this new capability.

- ❖ For a solution overview including capacities and limits, please consult the Oceana 3.5 product documentation suite on support.avaya.com
- ❖ For deployment steps and procedures, please consult Avaya Application Note “Deploying Avaya Oceana Solution on AWS”

Installation

Product compatibility

For a complete and updated list of supported Avaya Oceana components, refer to the detailed interoperability matrix available on support.avaya.com - <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Avaya Aura® Lineup summary

Avaya Aura® Version	Oceana 3.5	Avaya Workspaces for Elite
6.3.x	Yes	No
7.x.x	Yes - 7.0, 7.0.1, 7.1, 7.1.1, 7.1.2, 7.1.3	Minimum of 7.1.2 required for full functionality
8.0	Yes	Yes

Note 1: Please refer to support.avaya.com for latest released version of software.

Note 2: For Communication Manager 6.3.x support please reference PCN1798S.

Note 3: System Manager 8.0 is required for Oceana 3.5.

Platform details

This section provides information on the System Manager and Breeze platform required for deployment of the Avaya Oceana™ Solution software.

Product	File name	Location	PLDS Download ID
System Manager	SMGR-8.0.0.0.931077-e65-18.ova System_Manager_R8.0_r800008090_mandatoryPatch.bin datamigration-8.0.0.0.9-27.bin System_Manager_8.0_GA_hotFix2_r800008174.bin	https://support.avaya.com	SMGR80GA001 SMGR803GA014 SMGR803GA012 SMGR80GA016
Avaya Breeze™ OVA	Avaya Breeze™ 3.5.0.1 OVA	https://support.avaya.com	AB000000105
Avaya Breeze™	Avaya Breeze™ 3.5.0.1 ISO installer	https://support.avaya.com	AB000000108



ISO			
Avaya Breeze™ AWS OVA	Avaya Breeze™ 3.5.0.1 KVM ONLY OVA Avaya Breeze™ 3.5.0.1 AWS ONLY OVA	https://support.avaya.com	AB000000107 AB000000106

Please refer to official Avaya System Manager and Avaya Breeze™ documentation and corresponding release notes for correct installation procedures. There are upgrade procedures later in this document that summarizes the upgrade procedures from an Oceana Solution perspective.



Solution Software details

The following tables provide details of the software required for deploying the Avaya Oceana™ Solution. All the software required is available via PLDS at the Avaya Support website <http://support.avaya.com>

Breeze Element Manager Services (provided in above referenced System Manager patch)

Cluster	Service	Version
Cluster 1, 2, 3, 4	CallEventControl	3.5.0.1.02350101
	Eventing Connector	3.5.0.1.02350101
Cluster 2	AuthorizationService	3.5.0.1.02350101

Avaya Oceana Snap-ins 3.5.0.0 GA

Download ID	File	Notes
AOC00000056	AvayaOceanaSnapins_3.5.0.0_20180815_1446.zip *UAC svars were updated 15-08-2018	MD5 Checksum = 012027b67eae235d5f9a91e4ef0ebc9b
	Cluster #1 :	CallServerConnector-3.5.0.0.901401.svar
		ContactCenterService-3.5.0.0.902101.svar
		ContextStoreManager-3.5.0.0.901401.svar
		ContextStoreQuery-3.5.0.0.901401.svar
		ContextStoreRest-3.5.0.0.901401.svar
		CustomerJourneyService-3.5.0.0.901401.svar
		CustomerManagement-3.5.0.0.901401.svar
		EngagementDesigner-3.5.0.0.0146002.svar
		OceanaCoreDataService-3.5.0.0.901401.svar
		OceanaMonitorService-3.5.0.0.901401.svar
		OmniCenterProvisioningCollector- 3.5.0.0.901401.svar
		OpenUCM-3.5.0.0.901401.svar
		UCAStoreService-3.5.0.0.901601.svar
		UCMDataCollector-3.5.0.0.901901.svar
		UCMSERVICE-3.5.0.0.902001.svar
		WAIMRestService-3.5.0.0.901601.svar
		WorkAssignmentManagerService- 3.5.0.0.901601.svar
	Cluster #2 :	AvayaMobileCommunications- 3.5.0.0.901401.svar
		BotConnector-3.5.0.0.046021.svar
		OceanaMonitorService-3.5.0.0.901401.svar
		*UnifiedAgentContextService- 3.5.0.0.902301.svar
		*UnifiedAgentController-3.5.0.0.902301.svar
	Cluster #3 :	AgentControllerService-3.5.0.0.901401.svar
		AutomationController-3.5.0.0.901401.svar
		CustomerControllerService-3.5.0.0.901401.svar
		EmailService-3.5.0.0.901601.svar



		GenericChannelAPI-3.5.0.0.901401.svar
		MessagingService-3.5.0.0.901401.svar
		OBCService-3.5.0.0.901401.svar
		OceanaDataViewer-3.5.0.0.901401.svar
		OceanaMonitorService-3.5.0.0.901401.svar
		OCPDataServices-3.5.0.0.901401.svar
		ORCRestService-3.5.0.0.901401.svar
		SMSVendorSnapin-3.5.0.0.901401.svar
	Provisioning Cluster :	OceanaConfiguration-3.5.0.0.901401.svar
	Tasks :	ContextStoreTasks-3.5.0.0.901401.svar
		EngagementDesignerTasks-3.5.0.0.46002.svar
		OceanaTasks-3.5.0.0.901401.svar
		WATasks-3.5.0.0.901401.svar
	Flows :	OceanaChatAssistedService.xml
		OceanaChatTransfer.xml
		OceanaEmailAssistedService.xml
		OceanaEmailResumeService.xml
		OceanaEmailTransfer.xml
		OceanaGenericAssistedService.xml
		OceanaGenericTransfer.xml
		OceanaSMSAssistedService.xml
		OceanaSMSTransfer.xml
		OceanaSocialAssistedService.xml
		OceanaSocialTransfer.xml
		OceanaVideoAssistedService.xml
		OceanaVideoTransfer.xml
		OceanaVoiceAssistedService.xml
		OceanaVoiceSelfService.xml
		OceanaVoiceTransfer.xml
		OceanaWebVoiceAssistedService.xml
		OceanaWebVoiceTransfer.xml

Avaya Oceana Tasks 3.5.0.0 GA

Download ID	File	Notes
AOC00000057	AvayaOceanaTasks_3.5.0.0_20180809_1600.zip	MD5 Checksum = ead182a398c6b72fbc0696411283f49e
		ContextStoreTasks-3.5.0.0. 901401.svar
		EngagementDesignerTasks-3.5.0.0.0146002.svar
		OceanaTasks-3.5.0.0. 901401.svar
		WATasks-3.5.0.0. 901401.svar



Avaya Oceana Workflows 3.5.0.0 GA

Download ID	File	Notes
AOC00000058	AvayaOceanaWorkflows_3.5.0.0_20190809_1559.zip	MD5 Checksum = 87948093e0dd83db878fff883b6b3a16
		OceanaChatAssistedService.xml
		OceanaChatTransfer.xml
		OceanaEmailAssistedService.xml
		OceanaEmailResumeService.xml
		OceanaEmailTransfer.xml
		OceanaGenericAssistedService.xml
		OceanaGenericTransfer.xml
		OceanaSMSAssistedService.xml
		OceanaSMSTransfer.xml
		OceanaSocialAssistedService.xml
		OceanaSocialTransfer.xml
		OceanaVideoAssistedService.xml
		OceanaVideoTransfer.xml
		OceanaVoiceAssistedService.xml
		OceanaVoiceSelfService.xml
		OceanaVoiceTransfer.xml
		OceanaWebVoiceAssistedService.xml
		OceanaWebVoiceTransfer.xml
		OceanaChatAssistedService.xml

Context Store Snap-ins 3.5.0.0 GA

Download ID	File	Notes
CS000000100	ContextStoreManager-3.5.0.0.901401.svar	MD5 Checksum = 39e1b1e3bfbfe1168d0785985cbc65f1
CS000000108	ContextStoreQuery-3.5.0.0.901401.svar	MD5 Checksum = a2d102fa75bd44c274c4226c9e14f111
CS000000101	ContextStoreRest-3.5.0.0.901401.svar	MD5 Checksum = bacfd45bb071292a1db01ad0b9d518b1
CS000000106	ContextStoreTasks-3.5.0.0.901401.svar	MD5 Checksum = 7c6ffdebedfcc39016cba57e735162e4

Customer Journey & Customer Management Snap-ins 3.5.0.0 GA

Download ID	File	Notes
CS000000109	CustomerJourneyService-3.5.0.0.901401.svar	MD5 Checksum = b24dda852455ab744f572c775c2582b6
CS000000110	CustomerManagement-3.5.0.0.901401.svar	MD5 Checksum = d0d16f822b559032c7326a6c3ba9ffbe

Social Media Snap-in 3.5.0.0 GA (*Cluster 3)

Download ID	File	Notes
AOC00000059	SocialConnector-3.5.0.0.0460025.svar	MD5 Checksum = 9396f4ce30208547d0c5879ac69e0f47

Avaya Multimedia Server 3.5.0.0 GA DVD

Download ID	File	Notes
AOC00000060	OCEANA_3.5.0.0-12.iso	MD5 Checksum = caf0410b32a2a264e6f6043f83fc7df4



Centralised Logging Service Snap-in 3.5.0.0 GA

Download ID	File	Notes
AOC00000061	CentralizedLoggingService-svar-3.5.0.0.11350007.svar	MD5 Checksum = 2e45e963b789ffb8aeb3c3f3cb9898e1

Reliable Event Streaming Snap-in 3.5.0.0 GA

Download ID	File	Notes
AOC00000062	reliableEventStreaming-svar-3.5.0.0.11350007.svar	MD5 Checksum = e0e5e38ed644f82de96974cfa16e41ee

Co-Browse Service Snap-in 3.5.0.0 GA

(*Refer to Oceana Deployment guide for installation instructions)

Download ID	File	Notes
CB0000000011	CoBrowse-3.5.0.0.0460018.svar	MD5 Checksum = 97dbf544abeb3470943bd87aa0204adc

Packetbeat and Metricbeat Service 3.5.0.0 GA - (*Optional – Cluster #1, #2 and #3)

Download ID	File	Notes
AOC00000065	PacketbeatService-svar-3.5.0.0.350007.svar	MD5 Checksum = 8cbf29a9850e4824a272be336eb0b6c7
AOC00000066	MetricbeatService-svar-3.5.0.0.350007.svar	MD5 Checksum= 488273b321af752636cb27dc1d366ae8

Avaya Contact Center Control Manager 8.0.4.0

Download ID	File	Notes
ACCM000060	ACM_8.0.4.0_411_20180719_2332.iso	MD5 Checksum= e7810db89b5dce91a91967da5cb99805
ACCM000061	ACM_Patch_8.0.4.0.1.6_2018-07-25.zip	MD5 Checksum= f9f6c685e4b1a00e1403bfbdb1261212

Avaya Workspaces for Elite 3.5.0.0 GA

Download ID	File	Notes
AOC00000067	AvayaWorkspacesforEliteSnapins_3.5.0.0_20180815_1500.zip *UAC svar were updated 15-08-2018	MD5 Checksum= 7864b511a29c2a355b53d8259914e0ad
	Cluster #1 :	CallServerConnector-3.5.0.0.901401.svar
		CentralizedLoggingService-svar-3.5.0.0.11350007.svar
		OceanaMonitorService-3.5.0.0.901401.svar
		UCAStoreService-3.5.0.0.901601.svar
		UCMSERVICE-3.5.0.0.902001.svar
	Cluster #2 :	OceanaMonitorService-3.5.0.0.901401.svar
		*UnifiedAgentController-3.5.0.0.902301.svar



Proactive Outreach Manager – (No update for 3.4.0.1/3.5)

Download ID	File	Notes
POM000000063	POM.03.01.00.00.00.019-r30271-x86_64.iso	Proactive Outreach Manager 3.1 sha256 Sum = 7c76d3b8c0fd9fcd17d310e2bf22252311236504 3ea63bfae935890389b092a

Additional Devconnect Software

The following tables provide details of the additional software required for deploying Avaya Oceana™ Solution. All the software required is available via Devconnect at the website <http://www.devconnectprogram.com>.

Experience Portal Self Service Application / Source – (Updated for 3.5)

File Name	MD5 Checksum
WorkAssignmentSelfService-3.5.0.0.6.war	cacca5d43625e5484174dedf85cb8af8
WorkAssignmentSelfService-3.5.0.0.6.zip	2945368499f673aeac2e3d4b0bf33405

Avaya Oceana PDC (Updated for 3.5)

File Name	MD5 Checksum
oceana-pdc-plugin-9.0.16.jar	4743d698c20e4238b009a28d71638ff4

Avaya Oceana Experience Portal Sample Application Support Files - (No update for 3.4.0.1/3.5)

File Name	MD5 Checksum
runtimeConfig.war	dbad55b69188cfef77fa012ab8bd6d2b
runtimeSupportTomcat8.zip	d4b7acb64eb85ab9fb5fa9f12cf2e537

Engagement Designer Workflows + prompts – (Updated for 3.5)

File Name	MD5 Checksum
Avaya Oceana Engagement Designer Workflows_Prompts.zip	d016a0d9b534a007357002e6b6088cf8
	OceanaChatAssistedService.xml
	OceanaChatTransfer.xml
	OceanaEmailAssistedService.xml
	OceanaEmailTransfer.xml
	OceanaSMSAssistedService.xml
	OceanaSMSTransfer.xml
	OceanaSocialAssistedService.xml
	OceanaSocialTransfer.xml
	OceanaVoiceAssistedService.xml
	OceanaVoiceTransfer.xml
	OceanaWebVoiceAssistedService.xml
	OceanaWebVoiceTransfer.xml
	OceanaGenericAssistedService.xml
	OceanaSimplifiedSampleFlow.xml



	OceanaVideoAssistedService.xml
	OceanaVideoTransfer.xml
	OceanaVoiceSelfService.xml
	en_us.zip

Avaya Oceana Communication Manager Vectors – (New for 3.5)

File Name	MD5 Checksum
Avaya Oceana Communication Manager Vectors.zip	9e9ecbc1a36075d20db7d3f307adfb98

Chat Reference Clients - (Updated for 3.5)

File Name	MD5 Checksum
Avaya Oceana Reference Web User Interface 3.5.0.0.zip	a3b514bc2d28a01dbfd2a3598103de58
Android_ref_client_3.5.0.0.zip	e1820d41ca471791af7eec8c843f772e
Avaya Oceana iOS Chat Ref Client	Not supported for Oceana 3.5

Avaya Oceana Generic Channel – (Updated for 3.5)

File Name	MD5 Checksum
Avaya Oceana Generic Channel 3.5.zip	285308c3bb59b66036d54ca31e28d138

Postman Collections - (No update for 3.5)

File Name	MD5 Checksum
WA32.json	4bd2093513cf33047fb5568112d50e89

Work Assignment Snap-In Developer Guide - (Updated for 3.5)

File Name	MD5 Checksum
Work_Assignment_Snap-In_Developer_Guide_Release_3_5.pdf	4e5f2c198c13b049d7b3b2412574e3d4

Avaya Oceana Email Open Interfaces Guide – (To be Updated for 3.5*)

File Name	MD5 Checksum
Avaya Oceana Email Open Interfaces 3.4.0.1.pdf	9790d4150cad3b10c36e83e8d44accb2

* An updated 3.5 document is still work in progress and will be up-issued as soon as it is available and uploaded to Devconnect.

WebRTC Reference clients and Developer Guide- (Updated for 3.5)

File Name	MD5 Checksum
AvayaOceanaWebVoiceVideo-SDK3.5.0.0.1.zip	672542c9ccdb701c895cfdc5fa59c632

Breeze ClientSDK - (Updated for 3.5)

Release	Location
Avaya Breeze™ Client SDK Release 4.0	http://www.devconnectprogram.com
Please refer to the following page on DevConnect to see which packages are relevant to Oceana (Infrastructure Requirement column):	https://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/programming_docs/current/introduction/



Backing up and upgrading the software

See upgrade section later in the document for details.

Also refer to Appendix A: Backup and Restore section of the “*Deploying Avaya Oceana™ Solution*” document.

Installing the release

Refer to Avaya Support website <http://support.avaya.com> and <http://www.devconnectprogram.com> for software download details.

For detailed information on deployment, please refer to:

“*Deploying Avaya Oceana™ Solution*” document. AOK ID <https://downloads.avaya.com/css/P8/documents/101051566>

For information about Avaya Aura® System Manager: Release 8.0.0.0 Product Correction Notice refer to:

Avaya Sytem Manger PCN– AOK ID <https://downloads.avaya.com/css/P8/documents/101051043>

For information about Avaya Breeze™ Platform documentation refer to:

Avaya Breeze 3.5 Release notes – AOK ID <https://downloads.avaya.com/css/P8/documents/101xxxxxx>

(Will be updated when Breeze 3.5.0.1 Release Notes are published)

For information about Avaya Engagement Designer documentation refer to:

Avaya Engagement Designer 3.5 Release Notes - AOK ID <https://support.avaya.com/css/P8/documents/101051470>

For information about Avaya Context Store documentation, refer to:

Avaya Context Store Snap-In Release Notes 3.5.0.0 - AOK ID <https://downloads.avaya.com/css/P8/documents/101051177>

For additional information about Avaya Control Manager 8.0.4 refer to:

“Avaya Control Manager 8.0.4 Release Notes” - AOK ID <https://downloads.avaya.com/css/P8/documents/101051472>

For additional information about Deploying Avaya Workspaces on Elite refer to:

“Deploying Avaya Workspaces for Elite” - AOK ID <https://downloads.avaya.com/css/P8/documents/101051564>

For additional information about Using Avaya Workspaces on Elite refer to:

“Using Avaya Workspaces for Elite” - AOK ID <https://downloads.avaya.com/css/P8/documents/101051556>

Issues Addressed in Recommended Hotfixes

Hotfixes are available for download from the Meridian PEP Library (MPL). Please download from this location or contact Avaya Support for assistance.

Note: For patching/hotfixing a live system please refer to the individual Readme files and the Oceana 3.4.0.x Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

Recommended hotfixes address the following issues:

Error on agent screen following successful transfer to service of an Oceana WebRTC call:

WebRTC agents are unable to log in and register as a SIP endpoint when using Chrome version 71:



File Name	MPL Patch Name
AvayaOceana_UAC_3.5.0.0.4_Patch.zip	AvayaOceana_UAC_3.5.0.0.4

Missing <routeconferencevideo> message resulting in no video following transfer-to-service of a WebRTC video call with recording enabled:

File Name	MPL Patch Name
AvayaOceana_Breeze_3.5.0.0.1_Hotfix.zip	AvayaOceana_Breeze_3.5.0.0.1



Oceana 3.4.0.x to 3.5 Upgrade Procedure

Pre-upgrade notes:

- For a live system please refer to the Oceana 3.5 Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

It is recommended to always take a backup of **ALL** solution databases prior to starting the upgrade sequence.

- Cluster #1
 - *UCAStoreService* cluster database
There is no requirement to restore the UCA Cluster Database backup during the upgrade procedure as during the Breeze upgrade procedure as the DB will be maintained. – this backup is purely precautionary in case of issues when upgrading nodes in cluster 1.
 - *EngagementDesigner* cluster database (workflow)
This backup can be taken as a precaution in case of issues when upgrading nodes in cluster 1. There is no requirement to restore the Engagement Designer database during the Breeze upgrade procedure as the DB will be maintained.
Oceana 3.4.0.x workflows are not compatible with Oceana 3.5, and any existing custom workflow changes will need to be re-applied to the new default Oceana 3.5 workflows after they are deployed.
- SMGR Database backup – see SMGR documentation for details.
 - Make sure the SMGR backup is taken *after* the Cluster #1 UCA/ED cluster database backups are performed.
 - This SMGR backup will then have a record of the Cluster 1 backup details if required.
- Avaya Control Manager SQL databases – see ACM upgrade section below.
- Omni-Channel Multimedia Cache database.

Note:

- The **Sample Experience Portal Self Service Application** for voice has changed for Oceana 3.5. The new Experience Portal 3.5 application must be deployed to be compatible with the new Oceana 3.5 software and Workflows, and any custom workflow changes will need to be re-applied.
- **Communication Manager Vectors.** There have been improvements and enhancements to the Communication Manager vectors. It is mandatory to deploy these updated vectors for compatibility with the Oceana 3.5 software. Any custom vector changes will need to be re-applied. Please refer to the “Deploying Avaya Oceana™ Solution” document for Oceana 3.5 for new CM and Vector information.
- Avaya recommends that the new sample reference Workflows, Vectors and EP application are deployed and verified prior to any customization. In addition these reference versions should be left in place to aid troubleshooting and debugging.
- The **Sample Chat WebUI** has also been updated for 3.5 so must also be upgraded if being used.

Upgrade Avaya Control Manager from 8.0.3 / 8.0.3.0.1 to 8.0.4.0

The official upgrade procedure for Avaya Control Manager is documented in the "Upgrading Avaya Control Manager 8.0.4 for Enterprise" guide.

The summary steps are as follows:

- Copy the Avaya Control Manager installer onto the server
- Stop all ACM services including Tomcat.
- Backup the ACM SQL server databases. Reference "Upgrading Avaya Control Manager 8.0.4 for Enterprise " guide.



- Copy the existing “license.lic” file to a safe location prior to installing 8.0.4 as it will be required during the install. The file is located in “C:\Program Files (x86)\Avaya\Avaya Control Manager\Services\ACCCM License Server”.
- Uninstall the 8.0.3.0.1 patch if this is installed on the system.
- Install the 8.0.4 software following the instructions provided in the “Upgrading to Avaya Control Manager 8.0.4 for Enterprise” guide which is available on support.avaya.com

Note:

- .Net 4.5.2 must be installed as a pre-requisite before installing the ACM 8.0.x software.
- An updated license file is required for ACM 8.0.x if upgrading from 7.1.3.x
- Install the cumulative patch “ACM_Patch_8.0.4.0.1.6_2018-07-25.zip” as per the patch release notes

Note: ACM 8.0.x mandates the use of secure links over https. A signed certificate must be installed in IIS before using ACM.

Upgrade Omni-Channel Windows Server from 3.4.0.x to 3.5.0.0

Note: The procedure below is for upgrading a standalone server. There are additional important steps required if the Omni-Channel Windows server is deployed in a High Availability or Geo Redundant environment, please refer to the Avaya Oceana 3.5 Deployment Guide and Oceana Solution Disaster Recovery Guide for details.

Backup Cache Database

On the Omni-Channel Windows server:

- Browse to **D:\Avaya\Oceana\Oceana\BackupAndRestore**.
- Select **BackupAndRestore.exe**.
- Using the Backup and Restore utility:
 - Under the **Select file to browse to:** section, select the **Browse** button.
 - Browse to the location of the Backup file.
 - Use a relevant name for the **.cbk** file.
 - Click **Save**.
 - Select **Backup Database**.
 - The Backup procedure now runs and should return a **Backup Complete** dialog.
 - Click **OK**.

Uninstall Avaya Oceana 3.4.0.x application

On the Omni-Channel Windows server:

- Go to the **Control Panel** and select **Uninstall a program**.
- Select **Avaya Oceana** in the list of programs and select **Uninstall/Change**.
- On the dialog provided, select **Remove** to confirm that the application should be uninstalled.
- Confirm by selecting **Yes**.
- When the uninstall completes, confirm that the server is to be rebooted.

Install Avaya Oceana 3.5.0.0 application

On the Omni-Channel Windows server:

- Copy the new DVD/ISO to the server. Again, it is recommended to copy this to a drive on the C: partition.
- Browse to this location and right-click on the iso file and select **Mount**.
- When this mounts successfully, select **setup.exe**.
- Follow the install procedure, selecting the correct drives for each partition.
- Make sure to choose the **same drive letters** as used in the previous installation.



- Accept the EULA.
- When the install completes, confirm that the server is to be rebooted.

Restore Cache Database

On the Omni-Channel Windows server:

- Browse to <application drive>:\Avaya\Oceana\Oceana\BackupAndRestore.
- Select **BackupAndRestore.exe**.
- Using the Backup and Restore utility:
 - Under the **Select file to restore from:** section, select the **Browse** button.
 - Browse to the location of the Backup file.
 - Select the relevant **.cbk** file.
 - Click **Open**.
 - Select **Restore Database**.
 - On the Drive restore screen, perform the steps.
 - In the **Select your database drive letter** field , select the drive where you installed the Intersystem Cache database.
 - Click Restore
 - The Restore procedure now runs and should return a **Restore Complete** dialog.
 - Click **OK**.

Note 1: If the OCP Cache user passwords are modified from the default values, then these will need to be updated, as the restored backup does not contain these passwords.

Note 2: If the OCP Cache server was setup for secure connections, then this procedure will need to be re-run after the restore.

The Omni-Channel Windows server is now upgraded.

Since Oceana 3.4.0.x the the Multimedia Admin tool must be launched from the Avaya Control Manager browser session “OC Database Administration Clients” page. Please refer to the latest Oceana Deployment Guide for details.

After Upgrading the Avaya Control Manager and the Omni-Channel Windows Server these servers should not be used until the System Manager and Breeze nodes are also upgraded as per the following procedures.

SMGR 7.1.2.x / 7.1.3.x to SMGR 8.0 Upgrade Procedure

Verify System Manager 7.1.x patch level

The System Manager migration to 8.0 should be completed before starting the Avaya Breeze update to 3.5.

- Migrations are supported from SMGR 7.1.2.x, 7.1.3.x. Please make sure you are running the latest posted System Manager patch available for your release prior to creating the backup set for migration. Please check support.avaya.com for further details on the latest patches available.
- It is also recommended to make a VMWare snapshot of the System Manager prior to attempting the upgrade. After the upgrade and migration has been confirmed to be successful, remove the snapshot if desired.

Note: Full details on the upgrade procedure to System Manager 8.0/Breeze 3.5.0.1 platform can be found in the Avaya Breeze Platform Release Notes, Release 3.5.0.1, and the Deploying Avaya Breeze” guide/“Upgrading Avaya Breeze and Deploying Avaya Aura® System Manager Guides. What is captured below is a tailored procedure to upgrade the platform from an Oceana system perspective.



Backup Oceana Administration (UCA) and Engagement Designer (Workflow) databases

The backup of UCA must take place prior to backing up the System Manager 7.1.2.x/7.1.3.x database to create a record which will allow the restore to work on System Manager 8.0. Again this backup is only precautionary.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Select Cluster #1.
- Click **Backup and Restore**.
- From the drop-down menu, select **Configure**.
- Configure the parameters that the database is being backed up to.
- *It is recommended to configure a remote location for your backup i.e. not the System Manager or a Breeze node, as these may not be available post-upgrade.*
- Click **Test Connection** and ensure that this returns successfully.
- Click **Commit**.
- Select Cluster #1.
- Click **Backup and Restore**.
- From the drop-down menu, select **Backup**.
- Select the **ucastoreservice_ucadb** and **engagementdesigner_workflow** databases.
- Enter a **Backup Password** (This is the password used to encrypt the backup – this is mandatory for all database backups on SMGR 7.1 and higher.)
- Click **Backup**.
- Confirm the backup completed successfully by going to “**Backup and Restore**” -> “**Job Status**”. Check backup folder location for file with timestamp and service name. Ensure this file is located somewhere that will not be impacted during the upgrade i.e. not the System Manager or any of the Oceana Avaya Breeze nodes.

Backup System Manager 7.1.x database

In order to preserve System Manager configuration, a migration is required.

Prior to starting the migration, a full System Manager backup must be taken.

Note: If the System Manager is running in geo-redundant mode, special procedures must be followed, consult “Upgrading Avaya Aura System Manager to Release 8.0” for more information.

- On System Manager, in **Services**, click **Backup and Restore**.
- On the Backup and Restore page, click **Backup**.
- On the Backup page, click **Remote**.

(Because this is a migration – a REMOTE backup is recommended. If you chose “Local” the backup file will not be available since the old System Manager VM will be powered off during the migration procedure).

- In the **File Name** field, enter the backup file that you want to create.
- Click **Now**.

If a Local backup is performed remember to copy the backup file to a location that will not be impacted during the upgrade i.e. not the System Manager or any of the Oceana Avaya Breeze nodes.

Note: Take a record of /etc/hosts entries on System Manager, FQDN, vFQDN, IP, Subnet Mask, Gateway IP, Domain, Time server, DNS etc., as well as the type of licenses in use, as these will be required when installing the new System Manager 8.0.

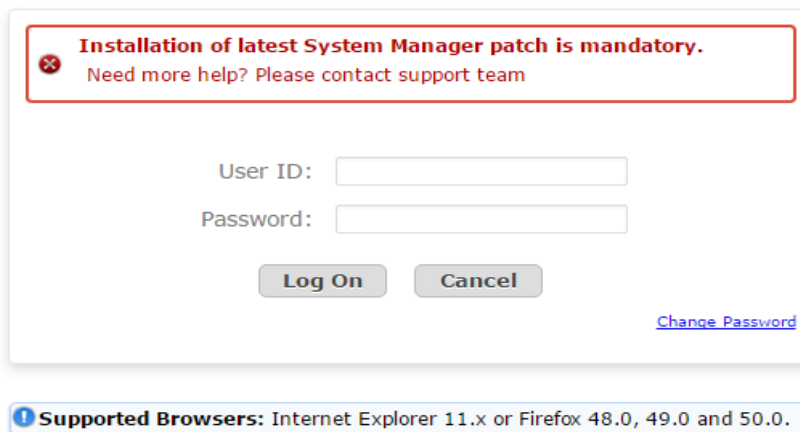
Deploy System Manager 8.0

Please reference the *Deploying Avaya Aura® System Manager Guide* for details on how to deploy System Manager 8.0 using SMGR-8.0.0.0.931077-e65-18.ova / SMGR-8.0.0.0.931077-AWS-18.ova.

Ensure that the same hostname, FQDN, IP, vFQDN and other system parameters are used when provisioning the new System Manager.

Note:

- After deploying and powering on the System Manager 8.0 server, allow it to fully initialize prior to running the migration tool or applying subsequent patches.
- This will allow for the proper access permissions to be granted to the customer login which happens during the post install processing.
- Once this message is displayed on the System Manager web console, then it is time to proceed with the Data Migration & Integrated Patch installation - do not proceed to the next step until this message appears.



Migrate 7.1.x data to System Manager 8.0 and install Integrated Patch

A single command can be used to initiate the Data Migration and installation of the Integrated Patch:

- Using a valid CLI login, as defined during the new OVA configuration, login to the System Manager 8.0 system using SSH
- Copy the System Manager 8.0 approved Data Migration Utility to the System Manager `/home/<user>` folder, where user is the System manager CLI user that is logged in using SSH.
- Copy the System Manager remote backup file taken earlier on the System Manager 7.1.x to the `/swlibrary` folder.
- Copy the Integrated Patch **System_Manager_R8.0_r800008090_mandatoryPatch.bin** to the `/swlibrary` folder.
- From the command line, execute:
 - `upgradeSMGR /home/<user>/datamigration-8.0.0.0.9-27.bin -m -v`
- When prompted "Enter the location of backup file (full path):", enter the full path to the System Manager backup file (eg. `/swlibrary/<backupfile_name>`)
- When prompted "Enter the patch file compatible on 8.0 GA", enter the full path to the System Manager Integrated patch file (e.g. `/swlibrary/System_Manager_R8.0_r800008090_mandatoryPatch.bin`)
- When prompted "You are about to run the System Manager Data Migration. The System Manager will be inaccessible for approximately 60 minutes, depending on the resources available on the system. To continue, press [Y/N]:", choose **Y**.
- At this point, Data Migration of the System Manager backup file and installation of the System Manager Integrated Patch has started and will run to completion - you can follow progress of these in the following logs:
 - `/var/log/Avaya/datamigration/data_migration.log` for the Data Migration process
 - `/var/log/Avaya/datamigration/backgroundprocess.out` for the Integrated Patch installation
- When the Data Migration and Integrated Patch procedures complete successfully, ensure it is possible to login to the System Manager Web console. Note, you may need to re-establish your Web console password.



At this point, it is recommended to take another System Manager backup as good practice after an upgrade.

Apply System Manager 8.0 Hotfix patch

The final step in completing the System Manager 8.0 deployment is to update the patch level as follows: Login to the System Manager 7.1.x system using SSH.

- Copy the System Manager patch **System_Manager_8.0_GA_hotFix2_r800008174.bin** to /swlibrary of System Manager.
- Login to the System Manager 8.0 system using SSH, and from the command line, execute:
 - `SMGRPachdeploy System_Manager_8.0_GA_hotFix2_r800008174.bin`

License System Manager and set Enrollment password

Now that System Manager 8.0 is deployed successfully, ensure the following steps are completed:

- Apply a new System Manager 8.0 license
- Apply all previous System Manager licenses using new Host ID
- Set the enrollment password prior to performing the Avaya Breeze upgrades

Avaya Breeze 3.4.0.x to 3.5 upgrade

- Due to changes in the *OceanaConfiguration svar* core attributes in 3.5.0.0, it is required to delete the 3.4.x version of the *OceanaConfiguration svar* before loading the new version to pick up the new changes. Deleting the old svar will mean that all *OceanaConfiguration svar* attributes will need to be configured again from scratch for 3.5.
- **Therefore, it is required to record all the current *OceanaConfiguration svar* attributes. It is recommended to note or take screen captures of all attributes at this point.**

Remove existing Engagement Designer Workflows

Note: There are fundamental changes to the workflows in Oceana 3.5. This means customized workflows from Oceana 3.4.x do not work on Oceana 3.5. For example, the Context Store Web Services have changed in Oceana 3.5. Oceana 3.5 provides new default Engagement Designer workflows to support these changes and other important improvements.

It is recommended to load and deploy the new default Oceana 3.5 ED workflows, verify they are working, and then customize these new workflows for your solution.

Therefore, the Oceana 3.4.0.x workflows should be removed from the system at this point.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- Under **Workflows** Tab, select a 3.4.0.x workflow and click **Undeploy Workflow**.
- Repeat for all 3.4.0.x workflows

Remove existing Engagement Designer Tasks

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- Under **Bundles** Tab, select a 3.4.0.x bundle and click **Undeploy**.
- Once the bundle is undeployed, select the bundle and click **Delete**.
- Repeat for all 3.4.0.x bundles.



Deny all clusters

Place all clusters into Denying state:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox next to the cluster that will be placed in “Deny New Service” state.
- From the **Cluster State** drop-down menu, select **Deny New Service**.
- Click **Continue**.
- Verify that the **Cluster State** column for the cluster changed to **Denying**.
- Repeat for all clusters.

Remove all Oceana 3.4.0.x snap-ins from clusters

All Oceana snap-ins should be removed from the clusters in System Manager:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the cluster to be modified.
- Click the **Edit** button.
- In the **Service** tab, select **Uninstall / Force Uninstall** button for all snap-ins, except the **EventingConnector & CallEventControl** snap-ins. These will need to be replaced with the 3.5.0.0 versions later in the procedure.
- Press **Commit**.
- Repeat for all clusters.

Ensure that all snap-ins are fully uninstalled before proceeding. This can take up to 15 minutes to complete.

Delete all Oceana 3.4.0.x snap-ins

Delete the old Oceana 3.4.0.1x version of snap-ins (note this is a mandatory step due to changes in snap-in properties in Oceana 3.5.0.0). **Note:** As mentioned previously do not delete the old *OceanaConfiguration* svar until the svar cluster attributes are recorded as these will need to be applied later when the new version of this svar is installed.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Service Management**.
- Click the checkbox for the snap-ins to be deleted (ensure the snap-ins are in a **Loaded** state).
- Click **Delete** and confirm the deletion.

Upgrade all existing Breeze nodes using 3.5 ISO

Note: It is recommended to take a snapshot of the existing Breeze nodes, prior to upgrading to the ISO / Integrated patch builds (the snapshots can be removed when upgrade is proved successful).

- Login to the Breeze nodes using SSH
- Copy the Avaya Breeze 3.5.0.1 ISO **aus-installer-3.5.0.1.350101.iso** to each node.
- From the command line, execute:
 - o `upgradeCE aus-installer-3.5.0.1.350101.iso`
- The nodes will be rebooted once the upgrade completes.
- After the reboot, wait until the new nodes are replicating successfully with SMGR and they pass the maintenance tests.

Create Cluster Database for all clusters

Prior to Oceana 3.5, only Cluster #1 had the requirement for a Cluster Database.



In Oceana 3.5, there is a requirement now to have a Cluster Database for all clusters due to changes in the OceanaMonitor service.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the cluster where you want to add the Cluster Database.
- Click **Edit**.
- In the **General** tab, select the checkbox for **Enable Cluster Database**.
- Click **Commit**.
- Repeat for all clusters.

Load all Oceana 3.5.0.x snap-ins on System Manager

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Service Management**.
- **Load** all the new Oceana 3.5.0.0 versions of the snap-ins for all clusters. These new snap-ins are listed in the Oceana 3.5.0.0 Release Notes.
- Note that the pre-installed SVARs (**CallEventControl**, **EventingConnector** and **AuthorizationService**) have changed in Oceana 3.5 to version **3.5.0.1.02350101**. Ensure that all relevant Oceana clusters contain these versions.

Add the Oceana Configuration snap-in to Provisioning Cluster

The Oceana Configuration snap-in needs to be installed on the Provisioning Cluster that was used for Oceana 3.4.x, and the recorded cluster attributes taken earlier for this svar need to be re-added.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the relevant Oceana Configuration cluster.
- Click the **Edit** button.
- In the **Services** tab, add the new Oceana 3.5 Oceana Configuration snap-ins to that cluster.
- Press **Commit**.
- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Configuration**, then **Attributes**.
- Under **Service Clusters**, select the Provisioning Cluster to be used for the Oceana Configuration snap-in in the **Cluster** drop-down menu.
- In the **Service** drop-down menu, select the Oceana Configuration snap-in.
- Using the data recorded earlier from the Oceana 3.4.x system, make the relevant changes to the various attribute options. Also if required for additional information on configuring the Oceana Configuration snap-in attributes, refer to the instructions outlined in the Oceana 3.5.0.0 Solution Deployment Guide.
- Select **Commit**.

Add Oceana 3.5 snap-ins to the relevant Clusters

Please refer to the Oceana 3.5 Solution Deployment Guide for details of what cluster the Oceana 3.5 snap-ins should be deployed to.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the relevant cluster.
- Click the **Edit** button.



- In the **General** tab, assign the cluster to the same **Cluster Group** assigned to the Provisioning Cluster.
- In the **Services** tab, add the new Oceana 3.5 snap-ins required for that cluster.
- Press **Commit**.
- Repeat for all clusters.

Note - while loading the 3.5 snap-ins to the relevant clusters, you should replace the 3.4.0.x versions of the **CallEventControl**, **EventingConnector** and **AuthorizationService** snap-ins with the Oceana 3.5 version - **3.5.0.1.02350101**.

Manual snap-in Attributes configuration

The new Oceana Configuration svar configures the majority of the svar attributes but there are a few manual updates required to individual Service Cluster attributes:

Cluster #3

- For the optional SMSVendorSnapin & OceanaDataViewer snap-ins, the attributes should be set manually as per the latest Deployment Guide.
- For the BotConnector snapin, set the Site ID for the automation server being used.
- For the SocialConnector snapin, set the Messaging Snapin key.
- For the UCASStoreService, it has token authentication access configured by default. There are 2 options:
 - Set **Enable Tokenless Access** to **True** so that Oceana operates similarly to Oceana 3.3.0.x
 - Set **Enable Tokenless Access** to **False** (default value) and configure token access as per the Oceana 3.5 Solution Deployment Guide.
- For the Generic Channel snapin the attributes must be set manually i.e. the CoreDataService and ORCRestService Cluster settings.

Once all snap-ins have installed successfully, reboot Cluster #3 to ensure these manual attribute changes are correctly picked up.

Cluster #1

- For the ContextStoreManager snapin, the “CS Threshold” attributes must be manually set for a 100-agent Oceana deployment
 - Set **CS Threshold: Service High Requests per Second** to 21
 - Set **CS Threshold: Service Low Requests per Second** to 19
 - Set **CS Threshold: Instance High Requests per Second** to 12
 - Set **CS Threshold: Instance Low Requests per Second** to 11

These changes can be applied at run-time. There is no need to reboot Cluster #1

Accept all Clusters

Place all clusters into Accepting state:

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Click the checkbox for the cluster to be accepted.
- From the **Cluster State** drop-down menu, select **Accept New Service**.
- Click **Continue**.
- Verify that the **Cluster State** column for the cluster changed to **Accepted**.
- Repeat for all clusters.



Add Engagement Designer Tasks

Once the Engagement Designer snap-in is installed, then the updated 3.5 tasks need to be deployed.

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- Select the **Bundles** tab.
- Click **Upload** and browse to the relevant files
- Once selected, click **Upload**.
- Select the checkbox next to the uploaded tasks and select **Deploy**.
- Repeat for all four required tasks:
 - EngagementDesignerTasks
 - CSTasks
 - OceanaTasks
 - WATasks

Once the tasks are deployed successfully, then deploy the Engagement Designer Workflows from the System Manager **Designer Console URL** on cluster #1.

Load and Deploy Engagement Designer Workflows

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Designer Console URL**.
- In the Tool bar, select **Import**.
- Select the sample voice flow. For example, select “OceanaVoiceAssistedService.xml”
- Click **Import**.
- Click the drop-down menu beside the **untitled** text available at the top center of the tool bar.
- Save the flow using the **Save As** icon.
- Give the flow a name.
- Select the folder where you want to save the workflow.
- Click **Save**.
- Click the **Deploy** icon.
- The name and version are auto-selected, but can be changed if desired.
- Attributes can be set to appropriate values at this stage or left as default value and changed later.
- Click **OK**.
- On the top right corner of the Engagement Designer user interface, Select **Admin Console**.
- In the **Workflows** tab ensure the flows are listed and deployed.

Note: For additional information on Workflows, Workflow Attributes, Transfer to Service workflow, and workflow routing rules, please refer to the latest “Deploying Avaya Oceana™ Solution” guide.

Set the Routing Rules for Engagement Designer Workflows

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- In the **Routing** tab, select the Rule and click **Edit**.
- Select the appropriate Oceana 3.5 WorkFlow and click **Save**.
- Repeat the above for all existing Rules.



Set the Workflow Attributes

- On System Manager, in **Elements**, click **Avaya Breeze™**.
- In the left navigation pane, click **Cluster Administration**.
- Under **Cluster #1, Service URL**, launch the Engagement Designer **Admin Console URL**.
- On the **Workflows** tab, select the workflow
- Click **Attributes**.
- Click on the variable.
- Set the desired value.
- Click the **tick** button.
- **Click Close**.

Note: Each workflow has a different set of attributes. The attributes can be set during deployment stage or after. Please refer to the Oceana 3.5 Solution Deployment Guide for details on WorkFlow attributes.

WebRTC

- Oceana 3.5 requires explicit Routepoint configuration. Refer to the WebRTC Routepoint configuration procedure in the “*Deploying Oceana*” Guide
- Remove the AMV Gateway and AMV Media broker if present.
- If AAWG is present, upgrade to AAWG 3.4.1 following the AAWG upgrade procedure outlined in the “*Administering the Avaya Aura Web gateway*” guide. If AAWG is not present, install AAWG 3.4.1 following the Oceana AAWG installation procedure in the “*Deploying Oceana*” Guide.
- If AADS is present, upgrade to AADS 7.1.3.1 following the AADS upgrade procedure outlined in the “*Deploying Avaya Aura device Services*” guide. If AADS is not present, install AADS 7.1.3.1 following the Oceana AADS installation procedure in the “*Deploying Oceana*” Guide.
- If the AAWG controlled AAMS is present, upgrade to AAMS 8.0.0.150 following the AAMS upgrade procedure outlined in the “*Deploying and Updating Avaya Aura Media Server Applicnace*” guide. If AAWG controlled AAMS is not present, install AAMS 8.0.0.150 following the Oceana AAMS installation procedure in the “*Deploying Oceana*” Guide.
- If the Breeze controlled AAMS is present, upgrade to AAMS 8.0.0.150 following the AAMS upgrade procedure outlined in the “*Deploying and Updating Avaya Aura Media Server Applicnace*” guide. If the Breeze controlled AAMS is not present, install AAMS 8.0.0.150 following the Oceana AAMS installation procedure in the “*Deploying Oceana*” Guide.
- Upgrade the ASBCE to ASBCE 7.2.2 GA build #15522 following the upgrade procedure in the “*Upgrading Avaya Session Border Controller for Enterprise*” guide.
- Customer Web and Mobile applications will need to re built following guidelines in the “*AvayaOceana™ Web Voice and Video Software Development Guide_3.5.0.0*”

Important changes in Oceana 3.5

Note that there are some fundamental changes in Oceana 3.5 that customers should be aware of.

- WebRTC AMV OEM components have been replaced by AAWG solution
- The **Sample Experience Portal Self Service Application** for voice, has changed for Oceana 3.5 and must be upgraded to be compatible with the new Oceana 3.5 software and Workflows.
- **Communication Manager Vectors**. There has been improvements and enhancements in the Communication Manager vectors for the voice channel. It is mandatory to update these vectors for compatibility with the Oceana 3.5 software. Please refer to the “*Deploying Avaya Oceana™ Solution*” document for Oceana 3.5. for information on the new vectors.
- The **Sample Chat WebUI** has also been updated for 3.5 so must also be upgraded.



Functionality not supported

From a WebRTC perspective the following functionality is not supported in this release of Avaya Oceana™:

- The AMV OEM WebRTC components are not supported, they are replaced by AAWG
- WebRTC customer calls and WebRTC Agents are not supported in a cloud or hybrid deployment, only on premise deployments are supported
- Endpoints other than Avaya Oceana Workspaces, for example Avaya Media Client, are not supported for video.
- Audio wait treatment will be provided to incoming video call, video wait treatment is not supported.
- WebRTC Agents do not support
 - Consult, Transfer , Conference, Observe
 - Mute audio on a voice call
 - Agent browser refresh or killing the browser during an active call. This will result in loss of the call
 - Dynamically changing Audio or video devices from within the Workspaces application. Audio and video devices are controllable at a browser level rather than an application level
- Enhanced Engagement Designer workflows that require knowledge of agent transfers and conferences are not supported in this release. So once a WebRTC call has been presented to an agent, Engagement Designer will be unaware of any further telephony actions, such as transfer/conference, that the agent carries out on the call. If the Workflow then implements any further processing of the call, this could result in an error, as the party(s) present on the call may be different to what Engagement Designer expects.

Work Assignment:

It is not possible to queue to a required agent and preserve this item in queue if the agent logs out before getting routed that contact.

If the agent logs out while Required Agent contacts are waiting for them, this will result in an error in the ED flow that would need to be handled by a customized workflow.

Defects resolved in Oceana 3.5.0.0

Context Store / Customer Management

Fixed Defect	Description
AOEC-2937, AOEC-3537, AOEC-3759, AOEC-4827	When very high number of interactions have been recorded for the same customer – the presentation of the large set of journey data can cause intermittent issues such as delay, loss of linkage lines between interactions and, in worst case scenario, failure to retrieve display data.
AOEC-3841	<i>ContextStoreSpace DataGrid</i> Settings not sized correctly by the Oceana Configuration service, for an Oceana Solution with Deployment Type Extra Large .
AOEC-3981	<i>ContextStore ManagerSpace DataGrid</i> Settings not sized correctly by the Oceana Configuration service, for an Oceana Solution with Deployment Type Small & Lab .
AOEC-4876	After an agent accepts any contact, the Customer Journey ‘Filter Data’ result should be seen and highlighted after selecting ‘Filter Data’ followed by ‘Hide Data’ followed by ‘Show Latest Data’ however no text is highlighted.
CSSNAPIN-4846	EDM reconfigure at runtime is not working when EDM feature is enabled for the first time AFTER cluster creation. Contexts with ‘persistToEDM’ flag set to ‘true’ will not be persisted to the EDM’s ‘cs_operation’ table.



Unified Agent / Workspaces

Key	Description
UNIDESK-11215	No method to dispose the client sdk instance with CustomerInteractionServicesSDK.node.js
UNIDESK-11275	Workspaces On Elite - Workspaces and agent extension goes out of sync when Pending Not Ready is set while agent in Manual-In mode
UNIDESK-11333	The due date column on the deferred interaction list shows the text 'invalid date
UNIDESK-11467	WORKSPACE – The mouse pointer remains in edit mode after the Agent formats text which means they can't continue working
UNIDESK-12110	Workspaces is only showing Real-Time data for the first Supervisor administered; all others only see 'Loading'
UNIDESK-12060	Duplicate Views visible in views manager
UNIDESK-12090	Supervisor client is unresponsive for 11 mins after logging in
UNIDESK-11958	Workspace for Elite agent receives "You have been removed as a Reserve on a channel" notification on login
UNIDESK-11422	WORKSPACE - Safari -Navigation menu is disappeared and Agent name drop-down is not displayed fully.
UNIDESK-11883	Supervisor Observe/Coach/Barge window is blank after Barge-in
UNIDESK-11927	Workspace allows only one new view creation per login
UNIDESK-11702	Oceana Workspace - Agent Drop-Down not functional - Agent can't log out
UNIDESK-11863	Delphi - Unable to save view due to invalid JSON in config file
UNIDESK-12044	Defer button is not visible on email when email channel goes to Rona
UNIDESK-11080	Start Button is not available on Supervisor workspace when logged in without voice channel.
UNIDESK-11017	Email Templates do not work using Safari v 9.0.3
UNIDESK-11139	Workspaces – The Co-browse widget does not display fully on Workspaces
UNIDESK-11461	Defer Email_There is missing some timer for defer email
UNIDESK-11315	The contact interaction is lost after we close the browser then login agent again on browser
UNIDESK-11885	Agent's chat channel goes Not Ready when Supervisor ends Observe Agent
UNIDESK-11666	Customer history and details are not displayed on Workspaces for voice calls as the default layout is still using the CRM customer widgets. These widgets need to be replaced as the defaults on the core widget layout. Same applies for Video layout
UNIDESK-11806	Compressed layout – Missing button of Deferred Interactions list
UNIDESK-11664	Email signature images decode images function breaks all links added to an email signature
UNIDESK-10725	WebRTC agent can hear himself when handling video call
UNIDESK-10967	Workspaces On Elite - External Screenpop not Launched
UNIDESK-11985	Workspace Client creates new email signature for every login
UNIDESK-11466	Email signature images do no render correctly in some mail clients (e.g Outlook)

UNIDESK-11934	Workspaces On Elite - Work Mode (Manual-In/Auto-In) not updating on Agent until refresh
UNIDESK-11658	Workspaces on Elite - ACW card does not appear when ACW enabled until Agent refreshes
UNIDESK-11346	Reporting Dashboard Performance: Reporting View Widget causing performance problem
UNIDESK-11185	Workcard visual cue on auto-answer after transfer incorrect
UNIDESK-11238	Observed button is still available in My Agent of SUP work space if SUP observe, Coaching.
UNIDESK-11722	Workspace – SMS - when in barge, supervisor coaching message is limited
UNIDESK-11828	The external screenpop is not launched and screenpop widget is not focus on Agent accept contact
UNIDESK-11491	Workspace – Defer Email – Error message “Failed to remove attachment” when agent removes attachment file on draft email after defer email is retrieved
UNIDESK-11249	Need to protect core widget functionality from errors within custom developed widgets
UNIDESK-11852	Supervisor can't change Agent's state
UNIDESK-12036	Force Agent Disposition code is enabled, The End Button is disabled but shortcut keys can end the work card
UNIDESK-12029	Workspaces - Error toasts are not displaying any text, just the code
UNIDESK-7436	Transfer/conference button is disappeared on consult call after the main call is drop.
UNIDESK-10145	Edge – Workspaces - Agent should not be able to navigate backwards
UNIDESK-9557	UAC PU state showing as unknown on Oceana monitor tool but grid shows the PUs are running
UNIDESK-11129	Workspace – My Agents Widget - The agent status is not working with warning message if the supervisor leave Agent widget open more than 5 minutes
UNIDESK-11498	Customer Detail doesn't display in Observe/Coaching/Barge-in contact
UNIDESK-11172	New reporting widgets need to have horizontal scroll bar added
UNIDESK-11936	Defer times administered on ACM are incorrectly rounded on Workspaces
UNIDESK-11645	Co-Browse page is blank if moving to another contact and move back to chat/voice
UNIDESK-11941	User can keep deferring emails past the max allowed setting once the agent has active emails before limit is reached
UNIDESK-9199	Widget Framework - Import of exported layout fails
UNIDESK-11971	Supervisor workspace, the total of number missing coaching message of the all interactions are notified on one work card.
UNIDESK-11875	Producer, Workspaces and configuration errors on workspace when agent logs in or refreshes his browser.
UNIDESK-12046	Release Icon not visible when mandatory Disposition code is required
UNIDESK-10999	Workspace_Email Signature_Edge_The layout of HTML email signature is break
UNIDESK-11000	Workspace_Email Signature_Edge_ Agent can input characters into the Save button on the HTML signature tab
UNIDESK-10591	Widget Framework - First layout change after a cluster reboot does not take affect

UNIDESK-11277	Supervisor RT Dashboard not showing data
UNIDESK-9860	Edge –The HTML format is lost when we copy HTML text then paste it into Email body
UNIDESK-11296	The agent status is not update with Warning message if the supervisor switch between Team view and My Agent widget.
UNIDESK-11179	Chat – The coaching message between agent and supervisor are not showed at agent
UNIDESK-11258	Duplicate Supervisor broadcast messages appear in Notifications tab and logs
UNIDESK-11438	WORKSPACE- New agent icon appear after SUP changes agent status in "My Agent Widget".
UNIDESK-11163	work card not loading on workspaces for elite when call routed to agent
UNIDESK-11376	When Agent goes on Hold for the 1st time and then unholds Active Call Card Timer Resets
UNIDESK-11458	Oceana Workspaces should display Customer Details and Customer History by Default for Generic Channel Contacts
UNIDESK-11646	Workspace – Defer Email – Display html tag on email body when agent use email template to reply a defer email
UNIDESK-11662	Defer email – Suggested content widget does not display when agent retrieve draft email
UNIDESK-11642	Workspaces Compress - Missed message of customer is not displayed on work card
UNIDESK-11657	Supervisor cannot set disposition code when observing, coaching
UNIDESK-11689	Unable to send Phrases on active SMS or Chat contacts without initially editing Phrase and then sending
UNIDESK-11804	Force disposition code before ending contact is not working
UNIDESK-11616	Compressed Layout - The footer overlaps the "Cancel" and "Insert" buttons when agent preview email template
UNIDESK-11999	Ending Co-Browse notification message is not displayed on Agent side
UNIDESK-11818	Workspaces – Desktop notification is appearing when Workspaces is the active window
UNIDESK-11966	Canned views and dashboards are not displayed on supervisors workspaces after upgrade
UNIDESK-11882	Channel Exclusivity_ Supervisor doesn't display the notification about on/off Reserve channel
UNIDESK-12243	*Fixed with new UAC svar updated 15-08-2018 Observe icon missing from Agent workcard header when Supervisor observes. Note: The Agent will not be aware that they are being observed. If it is required that the Agent be aware that the Supervisor has joined the interaction then the Supervisor must coach the interaction.
UNIDESK-12221	*Fixed with new UAC svar updated 15-08-2018 Cannot download Workspaces logs from workspaces client - Chrome, Edge and Safari Workaround: Clearing browser cookies resolves this issue

Omni Channel Provider

Fixed Defect	Description
OCPROVIDER-3457	Multiple ActionIDs showing in email subject for email reply
OCPROVIDER-3524	Customer history search just display context of the first page although Agent tries to move to the next pages

AOEC-5557	Clicking back button on email details page of OCP data viewer results in error
AOEC-5615	Chat - Incorrect in time to display comfort message
AOEC-5695	MMAdmin - WebChat – The On Hold URLs doesn't show attributes when we double click on it
AOEC-5806	Workspace – Customer history search – The html string is displayed in email transcript
AOEC-6057	Oceana DataViewer button labels need spaces on email home page
OCPROVIDER-3124	CCMMAdmin - when a auto-phrase is create with in excess of 6000 characters then a preview of the text is not available.
OCPROVIDER-3244	OC Admin - After configuring a long auto phrase the phrase text is blank
OCPROVIDER-3361	The maximum file transfer size is not highlight when we do not enter value then click Save button
OCPROVIDER-3265	OC admin displays route point entry for a rule group but the database is missing the route point causing Email service to ignore the rule on Oceana 3.4
OCPROVIDER-3261	OC admin should prevent the creation of SMS and Social account details without selecting a route point
OCPROVIDER-3258	OC Admin tool should block users from saving a rule group if a route point has not been selected (including the default rule)
OCPROVIDER-3720	Can delete Auto response – Out of hour that is associated with the email rule
OCPROVIDER-3625	Should prevent and have a warning message if Admin input the invalid value to SMS capability
OCPROVIDER-3238	Omni Administration_ Can save Social Gateway Details with the SocialHandle is blank
OCPROVIDER-3239	Omni Administration_ The Personal ID is not clear when creating new Social Gateway Details
OCPROVIDER-3202	Generic contacts are showing inconsistently on customer history widgets. Missing icon
OCPROVIDER-3007	Email - Rule Group - Current Search Criteria Summary is duplicated when Edit Current Search Criteria of Rule
AOEC-5766	sms and social interactions fail due to having null last name
OCPROVIDER-3606	Line message fail to reach to an agent due to Internal Server Error
AOEC-5607	Email processing suspends intermittently due to boolean value not always reset
OCPROVIDER-3451	Fail over to Primary OCP causes the primary not to keep up with 12K incoming Emails.
AOEC-6155	Repeated defer email count is not incremented in common scenario
AOEC-5534	Contact is stuck when customer drops the chat quickly right after supervisor starting coach session
AOEC-4181	Chat Contact creation should require a Route point



AOEC-6068	Draft Attachments are sent with Email Reply After Retrieve
AOEC-5633	Multiple Entry ServiceMap Overwritten by OCP after Chat creation
AOEC-4428	Recurrent ED workflows and workcards for leftover sessions cleaned after OCP failover
AOEC-5484	Refreshing chat session at customer end leaves customer with view only capabilities
AOEC-5574	Oceana EmailService Snap-In is using the wrong Breeze network interface
AOEC-6172	Race condition prevents Email rules synch between nodes
AOEC-5689	Trying to send an image or emoji in Social opens up a duplicate workcard.
AOEC-6270	Un-handled exception within email service causes outbound email processing to stop. Intermittent.
AOEC-6358	Inbound Email processing fails to process email when 'To' alias contains double quotes
OCPROVIDER-3592	Adding or removing mailbox in Admin not picked up
OCPROVIDER-3662	New route point displayed on OC Admin for email rule groups but not showing for SMS and Social configuration until client is restarted
AOEC-5626	Customer Web UI may receive notification of invalid email address after reconnecting to a HA lab
OCPROVIDER-3446	IMH not running on one node of OCP cluster after reboot of cluster
AOEC-5525	Empty SiteID results in Automation failure StartChat
OCPROVIDER-3822	Aliases cannot be set as Agent Initiated mailboxes
AOEC-5531	In the customer controller when a websocket times out it should notify ORC that the room is closed
AOEC-5568	Shared mailboxes do not authenticate over IMAP
AOEC-5788	Multimedia contacts are not getting closed during OCP cluster restart
AOEC-5565	Email – Customer's mailbox – Missing Customer id in Subject section in body if agent used suggested response contained placeholder Email subject
AOEC-6305	EmailService: Duplicate Emails recurring due to error posting request to ORC
AOEC-4315	SMS outage after OCP DB switchover
AOEC-5670	Deleted mailboxes not always removed from Email space (Clone - 3.4 Hot-Fix)

Outbound

Title	Description
OUTBOUND-300	Analytics Report shows "Oceana Service" instead of Campaign Name

Unified Collaboration Administration

Fixed Defect	Description
n/a	

Unified Collaboration Model

Fixed Defect	Description
UCCM-1224	UCM DC license check to change from UCM_Reporting to a common Oceana license



SocialConnector

Fixed Defect	Description
SOCLMEDIA-1192	Account Identifier having similar kind of names
SOCLMEDIA-1195	Unable to Observe alert message for the change of the attributes Enable Oceana
SOCLMEDIA-1245	Regression: Agent Role is not sending to AMA
SOCLMEDIA-1247	Social Connector JSON log file display outbound direction for an inbound message.
SOCLMEDIA-1250	Add workRequestId in SocialConnector JSON log
SOCLMEDIA-1324	Facebook public message fail to reach to social connector

CoBrowse

Fixed Defect	Description
CBSNAPIN-2804	The agent is lost focus while inputting data into co-browse form
CBSNAPIN-1541	After DB disconnect, if session ends then client should not be established with same session.
CBSNAPIN-2967	Agent is not able to see customer's page in active co-browse session.
CBSNAPIN-2858	Exception when select box id contains character #
CBSNAPIN-3031	Customer can not see Agent's activity when agent is in control of the CoBrowse session.
CBSNAPIN-3131	Inactive Timeout is not working properly when Inactive and Session Timeout are set as 30 Mins
CBSNAPIN-3139	AcsToken/Auth key is printed in log
CBSNAPIN-3088	Agent is able to update fields after the control is revoked
CBSNAPIN-2798	Agent cannot modify text box with dynamic object association in angular based webpage when in control
CBSNAPIN-2869	Drop down highlight issue
CBSNAPIN-3027	Co-browse connection retry when do tab switch and perform some activities
CBSNAPIN-2875	Radio button is visible when dynamic content on top of it
CBSNAPIN-2976	Unable to co-browse due to retry connection seen when agent takes the session control (Customer on ipad)
CBSNAPIN-2847	Transformed select box after choosing do not get destroyed on session close

Avaya Control Manager

Fixed Defect	Description
	(Refer to Avaya Control Manager 8.0.4 release notes)

Work Assignment

Fixed Defect	Description
AOEC-5921	Metrics for Required Resource are inconsistent when Agent Not Ready
AOEC-5883	Synchronous Match Request Returns Queued Response

Call Server Connector (CSC)

Key	Description
AOEC-4535	[Workspaces on Elite] stuck contact after RONA
AOEC-4532	ECC: Error in CSC pu logs while it sends response to ECC.



AOEC-4292	CSC: javacores seen on cluster reboot after installation
AOEC-3777	ECC – number of resources in ucm space is lesser than the configured when restarting CSC using deploy pu attribute
AOEC-4964	3.4 Oceana agent in Availability = 'false' status

WebRTC

Key	Description
n/a	

BotConnector

Fixed Defect	Description
CHATBOT-2091	BotConnector - Credentials printed in clear text in BotConnector log file
CHATBOT-1738	Alarm description shown on the SMGR while stopping the snapin is not correct

Engagement Designer

Key	Description
WORKFLOW-7124	When we are adding media file to additional Media/Text field and iteration count is greater than 1, Wfd is giving error
WORKFLOW-7111	Error Handled - When true, instances are not getting archived
WORKFLOW-7092	Admin console- Search - Search functionality is not working for some columns like as (Deployed, Deployed Nodes in Bundles tab, Deployed on in Workflows tab)
WORKFLOW-7076	Admin console - WFI/property node window - Email body value is null when we pass the very long message to Email body during deployment
WORKFLOW-6955	Send SMS task remains in Active state
WORKFLOW-6734	thenValue is always assigned if Function is "start with/end with/contains" and Input of Conditional Assign in WFI is empty if we input value directly to "Assign With" field
WORKFLOW-6724	Email task - remains in active state when there are more than 20 emails sent using loop execution
WORKFLOW-6701	Integer Property value not picked up during deployment
WORKFLOW-6391	Subprocess - Xor/Ior - On Expanding subprocess with XOR/IOR after it, Wfd get distorted
WORKFLOW-5854	Debugger - Previous WFD is being picked on running debugger on edited WFD or another WFD

Known Defects in Oceana 3.5.0.0

Avaya Control Manager

TITLE	Brief Description of how issue will affect the customer
ACM-17298 - Windows Security message box is	If the ACM session expires while the user is in the Work Assignment portal the user will be presented with a windows username/password dialog. Workaround:

getting displayed after ACM timeout on Work Assignment attribute/properties page.	The user needs to enter their ACM login credentials to continue.
ACM-17635 – Cannot edit or delete a screenpop with a non-English name	ACM allows for the creation of Screenpops whose names contain non latin characters, however these screenpops cannot be edited or deleted at this time. Workaround: Avoid using non latin characters in screenpop names
ACM-18007 – Agent cannot login to Oceana Workspaces after Extension is removed from monitored list	The association between an agent and an Extension is established when the agent details are saved. If the agents extension is subsequently removed from the list of Oceana Extensions under the Oceana Server Details, this link will be broken and will not be re-established even if the extension is added back into the list. As a result, the agent will not be able to login to Oceana Workspaces as they do not appear to have a default extension. Workaround – In the scenario above, the agent details must be re-saved in order to create the association between the agent and the extension.
ACM-19831 - ACM 8.0.1 - HA - Database connection string in ACM-APP2 (Secondary) in Datacenter 2 is not updated when Datacenter 1 is down	Workaround: - Stop the HA service on the secondary application server (ACM-APP-2). In this scenario there is no need to have HA service running since only one DC is functional. - Verify that the HA service on the ACM-APP-2 server is set to Manual and not Automatic or Automatic (Delayed Start). This is to ensure that the service does not start automatically during the procedure. - On the ACM-APP-2 server, update the C:\Windows\System32\Nav360Config.xml file so that the connection string points to the secondary database, ACM-SQL-2. - Verify that the C:\Windows\Syswow64\Nav360Config.xml file is also updated from the change you made in the C:\Windows\System32\Nav360Config.xml file. If you have created a hard link between the NAV360Config.xml and it is still in place, the file must get updated when you saved the file in C:\Windows\System32. For more information, see Creating a hard link between the NAV360Config.xml files. - Stop the Audit Log and License Tracker services on the ACM-APP-2 server - Start the Audit Log and License Tracker services on the ACM-APP-2 server

ACM-22627 – “Failed to fetch extension” error when saving Oceana agent	When adding agents to Oceana, their assigned extension details are checked to see if they are video enabled and to determine the number of lines. This detail is contained in the "ExtensionDetail" table in ACM. For extensions created through ACM prior to 8.0.4, the "ExtensionDetail" information is not populated. As a result, an error is generated when attempting to save an agent who has one of these extensions assigned. Workaround: To fix a single extension - open the extension details in the ACM extension management page and save the existing details. This will populate the missing data. To fix a range of extensions - create a bulk job in ACM to update a station field (e.g. IP Video enable flag), run the job and all of the selected stations will be updated. NOTE: only use the IP Video Enabled flag if you know the current value of this for all the selected stations. The intent of this workaround is to re-save the existing data rather than make changes to it.
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Work Assignment

TITLE	Brief Description of how issue will affect the customer
AOEC-5928 WAIMRestService alarm not getting raised only log shows some events	Alarms that are raised by Work Assignment that indicate issues connecting to the service grid are no longer visible in SMGR alarming. Workaround: Issue can be seen by looking at WA Rest Service logs.

Call Server Connector (CSC)

TITLE	Brief Description of how issue will affect the customer
AOEC-6403	Intermittently an Agent might not be able to log out. Workaround: reboot Cluster 1.
AOEC-6352	Intermittently if an Oceana customer call is transferred by non-Oceana agent then after such call is dropped a stuck Workcard might be left in WorkSpaces. Workaround: reboot Cluster 1.
AOEC-6481	Intermittently after an Agent single-step transfers a call to another agent with auto-answer enabled the transferred-to agent might not see a workcard on their WorkSpaces. Workaround: this is believed to affect a single call at a time only and once the call is dropped nothing else needs to be done to recover.

Unified Collaboration Model

TITLE	Brief Description of how issue will affect the customer
AOEC-6341	Interruptibility rules are not working as expected
UCCM-930	Consider reporting UCM DC Adapter heartbeat by UCM instead of UCM DC
AOEC-6089	No EndContact request received
AOEC-6393	Explicit application Ack needed to avoid dropping contacts in HA cases



Omni Channel Provider

TITLE	Brief Description of how issue will affect the customer
OCPROVIDER-1432	Loss of active queued contacts on restart of ORC
OCPROVIDER-2057	If no Adhoc Mailboxes are setup in MM Admin, a blank list is sent up to UAC and no FROM address can be selected
OCPROVIDER-2288	Update the Web On Hold message group on Transfer to Service
AOEC-5590	Social close contact audit action takes 10 minutes to close the websocket resulting in loss of service.
AOEC-5553	customer journey is not available for the social contact which was marked as closed through OCPDataViewer.
AOEC-5579	Issue with the capabilities to handle customer's phone number with (+) followed by country code as prefix
AOEC-5588	SMS Automation is escalating straight away
AOEC-5566	Changing Audit Service attribute requires a cluster reboot.
AOEC-5580	Social channel customer reply window doesn't have character limit on the workspace
AOEC-5562	Email service will not process mailbox rules without route points configured post upgrade to 3.4
OCPROVIDER-3548	OCP admin tool doesn't run correctly from a browser on the OCP admin server
OCPROVIDER-3576	OCP DB Server failover: WebUI became disconnected from OCPNode
OCPROVIDER-3214	Workspace_The title of the workcard displays UNKNOWN when accepting a re-queue contact
OCPROVIDER-3438	Inline images in body placeholder for autoresponses/autosuggests do not work
OCPROVIDER-2488	Issue with the capabilities to handle customer's phone number with (+) followed by country code as prefix
OCPROVIDER-2898	Social close contact audit action takes 10 minutes to close the websocket resulting in loss of service
OCPROVIDER-2898	Social close contact audit action takes 10 minutes to close the websocket resulting in loss of service
OCPROVIDER-3173	Should not require a reboot to login an agent post GenericChannel provider creation
OCPROVIDER-2779	Changes to the Enable or disable language analyser for SMS on MessagingService should not require a reboot on OCP node
OCPROVIDER-3688	customer number assigned randomly for a LINE channel user
OCPROVIDER-3632	OCP admin does not prompt for uninstall of previous version and as a result user continues to use old version. Workaround : Uninstall Oceana OCP admin client and relaunch from ACM.
AOEC-6238	The Max Active Email Contacts count does not include Deferred or Transferred Email Contacts
AOEC-6217	Click on a defer email in the Customer History Tab , transcripts is not available
AOEC-6230	Issues with closing WebSockets on Chrome
AOEC-6343	Email does not work for SSL port 465 when using SMTP over the secure ethernet interface
AOEC-6198	Oceana OCP DB mirror configuration issue
AOEC-6114	Oceana OCP DB failover - standby intermittently fails to pull email for a short period of time
AOEC-5671	Oceana digital OCP admin does not prompt for uninstall of previous version and as a result user continues to use old version Workaround: The OCP admin client can be manually uninstalled from the client PC through the "Add/Remove" programs option. The client appears as "Admin" published by Avaya within Add/Remove programs.
AOEC-5595	Oceana digital OCP admin tool doesn't run from a browser on the OCP Cache server
AOEC-6333	OCP active node network disconnect may stop email processing from some of the configured

	mailboxes. This issue only happens if the network disconnect happens while a request in being processed by the node. Workaround: A reboot of the impacted node is required to resume normal processing.
AOEC-6267	Network disconnect & shutdown of CCC active node causes temporary stuck email cards If an agent tries to reply to an email while the nodes in the common cluster that was hosting the primary load balancer is switching over, the email won't get sent and the card remains open. If the agent later re-tries they should be able to send. This issue may exist for several minutes but the system does recover.
AOEC-5544	CACHE HA – connection hangs if projection is executing while switchover happens and email stops processing Email replies from agents may not be sent for ~10 minutes after the Cache switchover, if a sending thread is blocked. New emails received at the mail server may not retrieved by Oceana for 15 minutes after Cache switchover. This does not impact all mailboxes (50%). No emails are lost. Workaround: The system will recover and pending emails will be sent.
AOEC-6238	The Max Active Email Contacts count does not include Deferred or Transferred Email Contacts
AOEC-6344	Email - No support for TLSv1.2 when using the secure ethernet interface
AOEC-6041	Email Agents operating on the public internet are unable to view or upload attachments
AOEC-5556	OCP Database user passwords should be maintained after an OCP upgrade The database passwords revert to default during an upgrade and must be manually changed after the upgrade.

Unified Agent / Workspaces

Key	Brief Description of how issue will affect the customer
UNIDESK-12003	Oceana Workspaces - properly handle scenario when Authentication Token expires
UNIDESK-12015	Realtime Reporting: Export Dashboard removes Delete functionality
UNIDESK-10893	The transferred contact is showed as CONFERENCE when the first party click Extend time
UNIDESK-12091	The consult / transfer button is appeared on consult call.
UNIDESK-9236	Remove Email Attachment – Attachment is disappeared after refresh browser
UNIDESK-11972	Intermittently an unexpected team warning is displayed when supervisor observes a chat and customer management error displayed when super releases the observe
UNIDESK-12037	Display names for AgentByAux SOD and MW report is incorrect on Sprint 45 build
UNIDESK-12050	Dashboard viewer icon is not available after upgrade on admin user
UNIDESK-12067	[Customer History] The channel icon in Customer History doesn't display properly for voice channel.
UNIDESK-12031	Auto Answer – The external screen-pop should be suppressed on auto-answer until the agent explicitly select the workcard
UNIDESK-11667	Changing Not ready reason code second time does not get reflected if agent state is preset to not ready
UNIDESK-11998	Workspaces On Elite - No toast notification for Supervisor state change received by Agent
UNIDESK-12018	Realtime Reporting: Dashboard Manager Widget Import button still active after 6 Dashboards

	exceeded
UNIDESK-12072	Incorrect labels are seen for AgentbyAux SOD report for chart type as Bar
UNIDESK-12071	Formatting does not work for non table chart types in supervisor reporting desktop
UNIDESK-12068	Single instance reports do not show data for routing service by agent and routing service reports
UNIDESK-12035	Supervisor Dashboards scroll bar does not work
UNIDESK-12033	Delphi - Apply a limit to the amount of views a user can create
UNIDESK-12107	Realtime Report: Agent Performance Canned dashboard difficult to view
UNIDESK-11510	when UAC node recovers in two node cluster (after HA failure) seeing lots of RONA
UNIDESK-8269	Supervisor Desktop not showing Observe icon when in Not Ready Pending
UNIDESK-9580	Transfer Chat - Customer Detail- Missing Agent information in Customer Detail and in Interaction Detail when Supervisor transfers chat to original Agent.
UNIDESK-11984	Customer name doesn't display in Interaction Details.
UNIDESK-11931	Agent status disappears after we click End Observe at SUP.
UNIDESK-11074	Workspaces - Supervisor Dashboard - Agent state displays Logged Out instead of Offline when agent exits Workspaces
UNIDESK-8640	Transfer to service option should disappeared on the conference call.
UNIDESK-8068	Workspaces displays contact state as 'Conference' when 1 agent is in ACW on a contact
UNIDESK-12084	Intermittently we see an error suggesting another client has overridden the session when this is not the case
UNIDESK-11929	Change 'supervisorReportingURL' to suggestedCustomLinkURL' in System Preferences
UNIDESK-12002	Oceana Workspaces - Display Address Book menu item only when available
UNIDESK-12070	Chat-Agent side should use the PhoneNumber as the DisplayName when no name details are supplied but a PhoneNumber is supplied
UNIDESK-10782	Unable to close SMS or Social workcard interactions during UAC failover
UNIDESK-12007	Work space – Supervisor cannot see work code of different partition when agent selects it from My Agent widget
UNIDESK-11364	Agent and customer conversation in transcript is displayed at the same side if Chat header is included Placeholder
UNIDESK-11618	Edge – Email Template – Break lines are removed when agent use email template with HTML format to reply plaint text email
UNIDESK-11178	Contact is removed from myAgents widget after super finishes coaching or observing session
UNIDESK-12077	Workspaces - Cannot edit an Email address
UNIDESK-12073	Section 508 - Workspaces should have a keyboard shortcut to defer an email
UNIDESK-12062	Workspaces browser tab appears to terminate during traffic run
UNIDESK-11128	EDGE – The comfort message is showed as blank if it contain special character
UNIDESK-11829	Chat - The URL is not fully highlight on agent
UNIDESK-12005	Defer email request displays false warning when OCP has failed over
UNIDESK-11113	Migration confirmation message is displayed incorrectly after the default widget layout has been modified
UNIDESK-12004	Defer Email – Defer menu display Defer code with contact type is not Email
UNIDESK-12008	Email Signature – The image is insert to email body unexpected when we insert image to signature while email contact is open
UNIDESK-12083	CoBrowse links enabled incorrectly when super is on coaching tab after applying disposition code
UNIDESK-10754	Call button with dial pad control does not append trunk code when enabled
UNIDESK-11991	Email Signature – Fail to upload image when we set Max image Per Agent or Max File Size as blank then save it
UNIDESK-12100	No error is displayed on workspaces when a user with no channel providers attempts to log in
UNIDESK-11986	Coaching icon displayed on Agent instead of Barged after Supervisor Barge-In



UNIDESK-12080	Time is not the same in Customer History Search field
UNIDESK-11989	Email Signature – Images have file type .webp,.psd,.apng is not showed correctly
UNIDESK-12079	The order of Interaction log doesn't display properly.
UNIDESK-12098	Interaction details Topic should be displayed as a "Service" as there is a separate topic feature in OCDS which can cause confusion
UNIDESK-12209	Avaya call recording of a WebRTC agent video call results in one way video when CM 8.0 is used

Outbound

Title	Brief Description of how issue will affect the customer
OUTBOUND-211 Supervisor View does not show Agent ID or Service Name	In Supervisor view, the "My Agents" table has empty values for "Agent ID" and "Service Name".
OUTBOUND-294	When moved agent from campaign1 to campaign2 then workspace is not showing campaign2 though agent finished his campaign1 work and moved to campaign2
OUTBOUND-305	Outbound call: Offered, Answered, Abandoned measures are not updated in real time report.
OUTBOUND-309	POM agent stuck in wrap up state, when ACW from ACM is disabled and it is configured in POM campaign strategy.

Context Store / Customer Management

TITLE	Brief Description of how issue will affect the customer
AOEC-6055	For 100-Agent Oceana deployment, the CS Threshold values (ContextStoreManager attributes) must be manually increased as per below. If not increased, due to the increase in journey touchpoints being set by Oceana 3.5, throttling will engage and block requests to OceanaCoreDataService and ContextStoreRest until the request rate drops below the “low” watermark: • <i>CS Threshold: Service High Requests per Second: 21</i> • <i>CS Threshold: Service Low Requests per Second: 19</i> • <i>CS Threshold: Instance High Requests per Second: 12</i> • <i>CS Threshold: Instance Low Requests per Second: 11</i>
AOEC-6306	OceanaCoreDataService very intermittently fails to initialize correctly. Symptom: requests to the OCDS result in a 404 response with message “Could not connect to the managerSpace” Workaround: Reinstall the OceanaCoreDataService snapin using the Breeze Element Manager
AOEC-5620, AOEC-4695	If Oceana continues to handle contacts for several hours when unable to write to the External DataMart in which Customer Journey data is stored, increased consumption of CPU and memory resources will result. Possible reasons for being unable to write to EDM include invalid DB credentials configured (ContextStoreManager attributes), the disk of the EDM DB is full. Symptom: If ContextStore is unable to write journey data to the EDM, the following alarm is raised to System Manager; ContextStoreManager_CS_EVT_4, “Failed to persist item to external data mart.” Workaround: The EDM PU must be undeployed and, if still running, the process associated with that PU must be manually killed to release consumed CPU and memory resources. NB: This second step, if necessary, requires root user access. If the raised alarm is acted on within a few

	hours, the second step will not be necessary. • Login to all Breeze nodes in the Cluster 1 as root user • Run the command <code>ps -ef grep 'cs-edm'</code> on each of the nodes to find the applicable node and process id for the EDM PU. • Undeploy the EDM PU through SMGR > Avaya Breeze>Configuration->Attributes->Service Clusters. Select appropriate 'Cluster'. Select 'ContextStoreManager' 'Service. Unselect 'EDM: Enable Persistence to database' attribute, then select it again and choose 'false'. Select 'commit'. • Run the command <code>ps -ef grep 'cs-edm'</code> to check if the EDM PU pid has been removed. • If the EDM PU pid is still visible,run the command <code>kill -9 <<process_id>></code> on the applicable node to kill the EDM PU pid. • Verify that the EDM PU has been undeployed by re-running the command <code>ps -ef grep 'cs-edm'</code> on each Breeze node. • If it has not been undeployed, repeat steps 3-6 above. • Correct the EDM inaccessibility issue, for example correct the EDM password or make space on the EDM. • Redeploy the EDM PU through SMGR > Avaya Breeze>Configuration->Attributes->Service Clusters. Select appropriate 'Cluster'. Select 'ContextStoreManager' 'Service. Unselect 'EDM: Enable Persistence to database' attribute, then select it again and choose 'true'. Select 'Commit'. • Verify that the EDM PU has been deployed by re-running the command <code>ps -ef grep 'cs-edm'</code> on each Breeze node and checking that persisted contexts are visible in the EDM.
AOEC-5899	Label and icon not shown correctly on Customer Journey for 'generic' channel contacts when "friendly" name is not set.
AOEC-6260	Customer Management 'get Customer Record' API is not supported, but this API currently returns an error message rather than clear 'not currently supported' response
AOEC-6296	Transcripts through Customer Journey. If the transcript contains text in angle brackets without trailing and leading whitespaces (e.g. <noSpace>) the text between those brackets is missign from the displayed transcript. This does not occur in transcripts retrieved via the 'Customer History Search' widget

WebRTC

Title	Brief Description of how issue will affect the customer
CM-22890	After the Agent mutes video subsequent attempts by the customer to mute or disable video fail
CM-220868	The Transfer to service of Web voice or video calls may intermittently fail on deployments using CM 8.0. The issues is resolved in CM 8.0 SP1 Patch2.
AOEC-6885	A WebVoice or Video call that is transferred-to-service shows a 503004 error on transferring agent desktop
UNIDESK-12516	No video when an Oceana Video call is transferred-to-service and accepted by the second agent

Co-Browse

Title	Brief Description of how issue will affect the customer
CBSNAPIN-3127	Marker and Highlight feature is not working on IPAD
CBSNAPIN-3055	On firefox iframe not working when agent is in control
CBSNAPIN-2988	Pentool annotations made within the iframe appear to be shifted on the agent



	side, when customer is using firefox browser.
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Platform

Title	Brief Description of how issue will affect the customer
ZEPHYR-65401	While trying to login to Kibana UI (Workspaces for Elite Small Deployment) with username and password, using the Cluster FQDN/IP, login fails with javascript error Workaround: Use the Breeze asset FQDN/IP instead of cluster FQDN/IP or Reinstall CentralizedLoggingService Snap-in

Engagement Designer

TITLE	Brief Description of how issue will affect the customer
Please refer to	https://support.avaya.com/css/P8/documents/101051470
WORKFLOW-7882	Contacts not reaching Engagement Designer on one node in Oceana cluster resulting in lots of cancelrouterequests. This intermittent issue happens when Engagement Designer starts up before the eventing framework. WORKAROUND: Create a routing rule in ED admin console, it can be any rule not necessary related to the workflow or the event that is being used go to ED admin console create a new dummy event create a workflow which starts with that event in routing rules, create a rule which says (any condition), invoke the workflow

Application Enablement Services

Title	Brief Description of how issue will affect the customer
AES-17564	Applies only to Workspaces on Elite. Consider following scenario: timed After Call work is enabled on an Elite skill. Agent1 answers an ACD call for that skill and uses single-step transfer to transfer the call to another agent. Agent1 moves to ACW state on Elite but Workspaces show the the agent is in Ready state.

Communication Manager

Title	Brief Description of how issue will affect the customer
CM-21974	Applies only to Workspaces on Elite. Consider following scenario: timed After Call work is enabled on an Elite skill. Agent completes handling of an ACD call for that skill and enters ACW state. While in ACW the agent receives a direct call and answers. Once the agent leaves ACW state and becomes Ready



	Workspaces still show the agent in ACW state.
AOEC-6417	Creating Sip Set and forgetting to add "Avaya 3PCC" causes issues after adding "Avaya 3PCC". Even after re-syncing the CM with the ACM the agent won't be able to login to Workspaces. Workaround: 1. For the problem agent, remove Voice channel from Avaya Oceana tab in ACM and give user MM channels only. 2. login agent and logout again 3. Add voice channel back 4. Login in voice agent now with SIP and it logs in without issue.

General

Title	Brief Description of how issue will affect the customer
AOEC-6322	Some voice agents go RONA under heavy traffic conditions. An issue exists whereby Oceana temporarily loses connectivity with AES and as a result any agents who are presented voice calls during this disconnect will be set AUX on the CM as the calls will RONA. Once the connection between Oceana and AES is re-established, the agent state will be refreshed in Workspaces and the agent will appear as Not Ready. Workaround: The agents should be able to make themselves "Ready" within Workspaces and continue to receive new contacts.
UCAM-416	Installing 2 versions of the same svar results in duplicate json log statements
AOEC-3888	Intermittently when installing or upgrading a GigaSpace based SnapIn (e.g. Call Server Connector or UCMService) there might be no PU logs created (under /var/log/Avaya/dcm/pu). Workaround: A node reboot resolves this issue.
SMGRSSOCLIENT-8	Oceana Disaster Recovery - following a complete switch over to DC2, attempts to launch ED Admin or Designer consoles fails from SMGR2. Workaround: There is no current workaround for this issue but its impact can be minimized by keeping the workflows in sync when the two sites are operational. While configuring the Oceana data centers, ensure that the ED workflows and tasks are deployed to both sites. Any subsequent changes made to the workflows in DC1 should immediately be deployed on DC2 also, keeping the two sites in sync.
AAWFO-691	ACR cannot use Oceana call attribute to record or tag call
AOEC-2235	Transfer to Service failure scenario with Avaya Call recording. The Voice work card does not display on an agent Workspaces UI after agent1 initially consults agent2 into a customer call. Agent 2 then drops out of the conference and agent 1 then does a transfer to service which ends up at agent2 again. In this scenario with ACR recording the workcard will not display on workspaces but is ringing on the agent2 physical set.
JOULE-3081	Video and Custom Channel are not currently included in the interruptibility



	matrix in ACM.
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SocialConnector

Title	Brief Description of how issue will affect the customer
SOLMEDIA-1424	Oceana Agent response is not delivered to customer FB post AVA responses to public Facebook posts and comments, regardless of the attached contact center is not support, so both all versions of Oceana and AACC are affected. Once AVA get the approval from Facebook, AVA responses to public Facebook posts/comments should work again without any code changes on our end (AVA/Oceana/AACC). ALRDENVER-5679 is created in AVA to track this issue.

BotConnector

Title	Brief Description of how issue will affect the customer
CHATBOT-2541	If at runtime we disable the Avaya Automated Chat by removing the value in "Automated Chat Base URL" Null Pointer Exception keeps on appearing in BotConnector until it is restarted. Workaround: Stop and Start the BotConnector service after removing the value in “Automated Chat Base URL”



Workarounds and Considerations

Defer Email

'Wait Time' defer configuration on ACM is ignored, use OceanaResumeEmail work flow configuration attribute instead. Customer history does not show defer state/transcripts.

Defer email details are not recovered after upgrade/full reboot although the saved email draft+attachments will be still available. Max Active Emails in OCP Admin does not include Defers/Transfers.

Consult Transfer To Service

The UnifiedAgentController svar has a new attribute "Enable Consult To Service" which is 'false' by default. 'This feature is available' on controlled introduction for approved lead customers. Please consult with Avaya before enabling this feature. It can be enabled by changing the default value to true.

Avaya Control Manager 3.5 features

To get access to all newly added 3.5 features you must select the version 3.5 under Configuration Portal --> Avaya Oceana --> Server Details --> Connection Details.

"Short AUX" configuration

When configuring items in the "System Properties" tab for an Oceana server within Avaya Control Manager a value must be entered for the "Short AUX" field even though this field does not appear as mandatory on the page.

Channel Exclusivity and Interruptibility

Video and Custom Channel are not currently included in the interruptibility matrix in Avaya Control Manager.

Oceana svar bundles

Oceana svar bundles are not supported since Oceana 3.4.0.x.

Solutions not using the Oceana Provisioning cluster to push attributes

In a solution without the Oceana Provisioning cluster, any dynamic cluster selection attributes within a service will get cleared on the uninstall of the last running service. For example for a disaster recovery solution, upon the uninstall of the UCASStoreService the 'Geographical server cluster name' attribute will get cleared on the primary and disaster cluster attributes. This means that upon re-install of the service this attribute needs to be reconfigured to point to the appropriate cluster. Once this installation has been completed a reboot of both the primary and the disaster recovery clusters is required to ensure that the configuration has been picked up correctly.

Increase the number of worker connections for a Workspaces for Elite "LARGE" configuration

When attempting to login 7,500 simultaneous agents using a Workspaces for Elite "LARGE" configuration, the login process can fail after the request when approx. 6,000 agents is completed.

To **workaround** this issue the value of the "worker_connection" configuration needs to be increased.

Login to a UAC node as "root" user

1. Type "**stop -s secmod**"
2. Edit the file "**/etc/nginx/nginx.conf**"
3. Change the value of "**worker_connection**" from "**4096**" to "**6144**"
4. Type "**start -s secmod**"

Repeat for the remaining UAC nodes in the cluster

Changes to UCM Reporting licencing



In Oceana 3.5 the UCM_Reporting license is not required to be installed anymore. This is now covered as part of the Oceana licence.

Oceana SVAR Hotfixes/Patching

For patching/hotfixing a live system please consult to the individual hotfix readme file. Also please refer to the Oceana 3.5 Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

OCP Admin Tool for MultiMedia Server

Since Oceana 3.4.0.x the OCP Admin Tool needs to be launched by logging into the ACM server via the browser and navigating to the correct menu. Please refer to the Oceana 3.5 Deployment Guide for details. Note: currently the OCP admin tool is not supported from a browser session to ACM running on the OCP Multimedia server itself.

Oceana SVAR name changes 3.3 to 3.4.0.x

In Oceana 3.4 a number of svars had name changes as part of a naming consistency initiative. Any custom clients/ applications created using the Oceana 3.3 service names will need to be updated. Please refer to Appendix C for details.

Manual attribute value override for ContextStoreManager service

The values set by OceanaConfiguration service are incorrect for 100-agent Oceana deployments. For the ContextStoreManager snapin, the “CS Threshold” attributes must be manually set for this deployment size. These changes can be applied at run-time. There is no need to reboot Cluster #1

- Set **CS Threshold: Service High Requests per Second** to 21
- Set **CS Threshold: Service Low Requests per Second** to 19

- Set **CS Threshold: Instance High Requests per Second** to 12
- Set **CS Threshold: Instance Low Requests per Second** to 11

WebRTC

AMV OEM WebRTC components

AMV integration is no longer supported in Oceana 3.5. As indicated in the Oceana 3.5 documentation, only AAWG integration is supported..

WebRTC Agent call capabilities

WebRTC Agents do not support consult, transfer , conference, observe in this release. Transfer-To-Service IS supported.

WebRTC configuration

WebRTC agents are enabled using ACM when assigning a voice or video channel to an agent. WebRTC routepoints must be explicitly configured using ACM. WebRTC calls use the new CM routing vector introduced in Oceana 3.5.

Customer Web and Mobile Applications

Customer Web and Mobile applications will need to be built following guidelines in the AvayaOceana™Web Voice and Video Software DevelopmentGuide_3.5.0.0. Web and Mobile applications built for a previous release will need to be re-compiled.

WebRTC Codecs



For voice and video, the G711 codec must be prioritised across the solution. For video, the h264 codec must be prioritised across the solution.

WebRTC Call recording

Recording of the audio component of Web video calls is supported

Transfer to Service of non-recorded video calls

While most implementations will have recording enabled for their WebRTC agents, customers who do NOT have recording enabled should be aware of the following limitations affecting Video calls that are transferred using the transfer-to-service feature:

- When answering a call that has been transferred to service, the agent must enable video manually. Video will not establish automatically. This only applies if the call is not being recorded. Recorded calls will behave as expected and video will establish automatically following transfer to service.
- It is recommended to have the bandwidth setting on the CM ip-codec-set and AAWG Video Media Settings page set at 768 Kbps and to use video resolutions of 360p or higher for callers using a browser on a windows PC. However, customers who wish to support the lower video resolution of 240p for browsers should lower the bandwidth setting to 384Kbps on both the CM ip-codec-set and the AAWG Video Media Settings page. This ensures that the video resolution is correctly normalized on both customer and agent leg of the call and that video re-establishes following transfer to service. The change is not required if recording is enabled. The change is NOT required to support lower resolutions on mobile devices.

Web Video Avaya Aura interoperability

Web Video is only supported on Avaya Aura Release 7.1.2 and higher. Implementation of web video on an Aura lineup below 7.1.2 is NOT supported.

Route points and email configuration.

In Oceana, Route points perform an important function; they are logical entities representing the fact that the call or interaction is under the control of the Contact Center (as opposed to, for example, a personal call or a messaging session between two non-agent parties) and are used as a differentiator in Reporting and customer business logic. All contacts that involve Oceana – be they outbound or inbound – are required to be associated with a Route point, explicitly defined in Administration. The Route point can change throughout the lifecycle of a contact – for example, if it is transferred to another service – but at least one must always be present. In addition, all Multimedia contacts – such as Chat, SMS or Generic – are required to be associated with an explicitly configured route point at contact creation time.

For example, for Chat, customers should pass in the value of the configured Route point in ACM when invoking the CreateContact API.

In Oceana 3.4, Route points must now be configured in all rules, including system rules, **prior** to start up of the EmailService. This especially applies to upgrades from Oceana 3.3. Rules that already had route points assigned in Oceana 3.3 should also be open and re-saved. If this activity is carried out after the EmailService is running, a re-install of the EmailService is required or a restart of Cluster #3. Route points are configured using the Oceana Admin tool. Any newly added rules should also have a route point.

1. Firstly you should set them on the system rules under E-mail->System Rules.

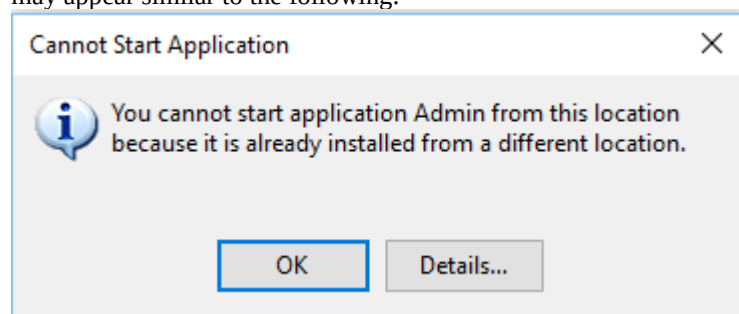
The image shows two configuration windows from the Avaya Control Manager. The top window is titled "System Default Rule" and contains fields for "Route point" (set to "MMRoute point"), "Auto-Response", "Priority" (set to "4"), and an "Edit Attributes" section with checkboxes for "Language 0/4", "Location 0/3", and "Service 0/4". The bottom window is titled "System Delivery Failure Rule" and contains fields for "Route point" (set to "MMRoute point"), "Keyword Group" (set to "Delivery failure keywords"), "Priority" (set to "4"), and an "Edit Attributes" section with checkboxes for "Language 1/4", "Location 1/3", and "Service 0/4". A checkbox labeled "Will close contact" is also present at the bottom of this window.

2. Then you need to set them for all rules under E-mail->Rule Groups. The Route point drop down is found under step 4 of 4.

The image shows a configuration window titled "demo" with a "General Settings" tab. It contains fields for "Name" (set to "demo"), "Priority" (set to "1 (Highest)"), "Route point" (set to "MMRoute point"), "CS Lease Time" (set to "96"), and a "Disclaimer" field. An "Edit Attributes" section on the right has checkboxes for "Language 1/4", "Location 1/3", and "Service 0/4". At the bottom, it says "Step 4 of 4" and has "Previous", "Save", and "Cancel" buttons.

Error downloading OmniChannel Administration client from ACM

While attempting to launch the OmniChannel administration client from within Avaya Control Manager an error popup may appear similar to the following:



Clicking "Details..." displays a message similar to the following:

```

SOURCES
Deployment url      : https://awsacm150.odl.lab/admin/Admin.application?
sessionkey=1618558054&omnidb=192.168.2.155
Server             : Microsoft-IIS/8.5
X-Powered-By      : ASP.NET

IDENTITIES
Deployment Identity : Admin.application, Version=1.0.0.56, Culture=neutral,
PublicKeyToken=0000000000000000, processorArchitecture=msil

APPLICATION SUMMARY
* Installable application.
* Trust url parameter is set.

ERROR SUMMARY
Below is a summary of the errors, details of these errors are listed later in the log.
* Activation of https://awsacm150.odl.lab/admin/Admin.application?sessionkey=1618558054&omnidb=192.168.2.155
resulted in exception. Following failure messages were detected:
+ You cannot start application Admin from this location because it is already installed from a different
location.
+ You cannot start application Admin from location https://awsacm150.odl.lab/admin/Admin.application?
sessionkey=1618558054&omnidb=192.168.2.155 it is already installed from location
http://192.168.2.155/admin/Admin.application?1607837598. You can start it from location
http://192.168.2.155/admin/Admin.application?1607837598 or you can uninstall it and reinstall it from location
https://awsacm150.odl.lab/admin/Admin.application?sessionkey=1618558054&omnidb=192.168.2.155. If you reinstall the
application, be aware that you might lose any customizations that you made to the application.

```

This indicates that the Omnichannel administration client is already installed on this client PC and that it was downloaded from a different ACM server. The existing client must be uninstalled from Windows Add/Remove programs before the new download can take place. The application appears as “Admin” with publisher “Avaya”. Once this has been removed, re-try the download from ACM.



Multimedia Admin tool must be launched from the Avaya Control Manager

In Oceana 3.5 the the Multimedia Admin tool must be launched from the Avaya Control Manager. Please refer to the latest Oceana Deployment Guide for details.

Priority value not picked up automatically during deployment of Voice Self Service workflow

For Voice Self Service using EliteIVR, the priority value “5” that is set by default in the workflow is not picked up during workflow deployment. This value has to be set manually during or after the deployment of the workflow.

Configuring the sample SelfService workflow

In this section of the Oceana 3.4 Deployment Guide, if editing the default rule to rename as Assisted Service, take care to ensure the Condition is set to “is not equal to SelfService”

Breeze Clusters and Nodes used by Oceana

The Breeze Clusters and Nodes used by Oceana are for the exclusive use of Oceana. Do not install third-party or custom Service Archives (SVARs) on the Oceana Breeze Nodes. Do not add additional Breeze Nodes to the specified Oceana Breeze Clusters.



Widget Framework Backwards Compatibility

If you are a customer who has developed widgets for workspaces 3.3, your widgets will need to change to use the widget framework build tools provided in 3.4.

Workspaces 3.4 widget framework now provides build tools to enable third party widget developers to create widgets that align with workspaces standards.

The build tools provide the following:

- Create widget file structure
- Automatically define widget.json file
- JavaScript Minification
- Allow HTML definition in a single file
- Bundle folder creation to facilitate bulk import of widgets into workspaces

Example to change your 3.3 widgets:

3.3 widget would define its html markup in the widget.js file as follows:

```
return {  
  scope: {},  
  replace: true,  
  template: '<html><head>Widget Title</head><body>Some widget content</body></html>'  
  link: widgetContainer  
};
```

The same widget in 3.4 will specify the following into two separate files.

widget.js (Auto generated by build tools)

```
return {  
  scope: {},  
  replace: true,  
  template: template,  
  link: widgetContainer  
};
```

Widget.html (file auto generated by build tools) : <html><head>Widget Title</head><body>Some widget content</body></html>

Workspaces Widget Framework Administration – Upgrade Tasks & Experience

	Greenfield Site	3.4 – 3.5 Upgrade (No previously saved layout)	3.4 – 3.5 Upgrade (Previously saved layout)
Upgrade Process	Default Layout will be used.	Default Layout will be used.	Administrator Login is required as part of upgrade to migrate saved layout.
Modified Core Widgets	Will be picked up automatically and displayed in default layout.	Will be picked up automatically and displayed in default layout.	Will be migrated automatically when the Administrator logs in for the first time (see above). Administrator will be notified of migration, and that new Widgets are available.
New Core Widgets	Will be displayed on default layout.	Will be displayed on default layout.	Will need to be added manually by an Administrator to the layout.



Communication Manager Configuration and Call Transfer Scenarios

Oceana does not support Communication Manager (CM) configurations and operations which result in a consult call for transfer or conference having the same UCID (Universal Call Id) as a main call. One example of such CM configuration is enabling of Special Application SA8702

Avaya™ Breeze platform, System Manager and NTP sync

Ensure all Avaya™ Breeze platform nodes and the System Manager are properly synchronized with a valid NTP server. Any drift between Avaya™ Breeze nodes can cause Oceana PU's to enter a compromised state and will cause the system to fail. Side effect of System Manager not properly synchronized with a valid NTP server is replication will no longer work with managed elements. If the Workspaces Avaya™ Breeze nodes are out of sync by 1-2 mins, authentication failures to one node may occur. In addition any external entity interfacing with the Authorization Service need to be in sync. For e.g. If OSA is not in complete sync with the Authorization service installed on UAC cluster nodes, then WFM will not be able to connect to the Kafka interface.

Deployed Engagement Designer Workflows no longer show up in Service Management on System Manager

Workflows will not be deployed as svars on the System Manager. All administration Workflows and bundles must be done from the Engagement Designer Admin UI.

Experience Portal 7.1 does not support TLS 1.2

Experience Portal 7.1 does not support TLSv1.2. If using Experience Portal in an Oceana solution where the System Manager is configured to support TLSv1.2, it is necessary to perform the following:

Select Cluster 1 and set Cluster State to 'Deny New Service'. Next edit Cluster 1 and on the General tab, Cluster Attributes, change the "Minimum TLS Version for Non-SIP Traffic" from the default of 'Use System Manager Global Setting to 'TLSv1.0'. Note: This is expected to be resolved in Experience Portal 7.2.

New property for EP Application config.properties file

For the updated Experience Portal Sample Application, there is a new property in the config.properties file. The CustomerAPI setting is used to indicate if Customer Management should be used in the call flow. For Voice only environments, please set this to false. Otherwise leave untouched.

```
<!-- Set to false if deployed in voice only environment -->  
CustomerAPI=true
```

Please note that if you are migrating from an older app you must have this property in your configuration file or the call will fail.

ACR Beep Tone configuration

If using ACR beep tone, it must be configured so that the CM injects the tone and not ACR. Follow the settings below based on CM version :

ACR15.1 + Aura7CM

On ACR - set the property **dmcc.addbusyverify=true** and restart the recorder.

On CM – add the “verify” key feature to DMCC ports which are configured on ACR

change station 2370013 Page 4 of 5

STATION

SITE DATA

Room: _____	Headset? ☐ n
Jack: _____	Speaker? ☐ n
Cable: _____	Mounting: ☐ d
Floor: _____	Cord Length: 0
Building: _____	Set Color: _____

ABBREVIATED DIALING

List1: _____ List2: _____ List3: _____

BUTTON ASSIGNMENTS

1: <u>call-appr</u>	5: <u>verify</u>
2: <u>call-appr</u>	6: ☐
3: <u>call-appr</u>	7: _____
4: <u>conf-dsp</u>	8: _____

ACR15.1 + AACC 6.4 SP15 + CM 6.3

On ACR - set the property **dmcc.addbusyverify=true** and restart the recorder.

Once the ACR property is set true, the busy verify beep tone is on

Outbound (POM)

1. Oceana only generates reports for Work Assignment routed calls, Ad-Hoc, Personal and Outbound calls are not currently reported. POM reports should be used to monitor Campaign and Outbound call statistics.
 - a. Customers must enter the same list of Disposition Codes into both POM and Oceana
2. POM campaigns must use the full list of Disposition Codes to match the list in Oceana
3. After Contact Work must be enabled (Global Setting)
4. The agent must answer the POM nail-up on the phone-set of softphone
5. POM requires the entry of a Disposition Code prior to closing the contact
 - a. If a Disposition Code is not entered Oceana will add the POM default Code instead
6. Both POM and Avaya Analytics™ are required for a full view of Outbound activities. Oceana only generates reports for Work Assignment routed calls, Ad-Hoc, Personal and Outbound calls are not currently reported
 - a. POM will provide campaign reporting
 - b. Avaya Analytics™ will provide User reporting

Transfer to Service Limitations

Communication Manager limitations - Oceana transfer to service feature cannot be used during a conference (e.g. a customer and two Oceana agents). Additionally ACR call recording beep tone is not supported with Transfer to Service.

Supervisor Dashboard Enhancements - Limitations

- Only one supervisor can observe/coach/barge-in on a contact. Once a contact is in an observed state, if another supervisor tries to observe, they will see the observed icon and will not be able to click observe
- In the case where two supervisors click the observe button at the same time, the chat provider will only allow one supervisor to observe



- If a supervisor is viewing his agents and groups on the supervisor dashboard and one of his agents is currently being observed by another supervisor, he will not have access to any information telling him who is observing the interaction. Workspaces does not currently receive this information so we cannot display the observer in this release.
- If a supervisor, sup1, is assigned to a virtual group, groupA and groupA is assigned to a supervisor, sup2 - sup1 will not have any ability to call supervisor from his toolbar. This button will not appear on the toolbar because sup1 is not official tied to sup2, he is only in sup2's group. The call supervisor button will only appear for agents who are in a supervisor's team, not just in their group.
- The team viewer for a supervisor will display all members of the supervisor's team and groups. The team viewer for an agent will only display the agent's team.
- An agent will not be informed of which groups they are assigned to on Workspaces.
- An agent will not know which members are in his group; this information is only available to the supervisor.

MS Edge 40 Limitations

1. Unable to download logs when McAfee is installed.
Workaround: Temporarily disable McAfee, download logs, re-enable McAfee
2. Screen pops configured to auto close an interaction end will not auto close if McAfee is installed
Workaround: Close configured screen pops manually
3. Windows 10 does not bring to front a minimized MS Edge 40 window when a a browser tab/window needs to come into focus. The issue was confirmed by Microsoft: <https://connect.microsoft.com/IE/feedback/details/2236027/microsoft-edge-bug-report-javascript-window-focus>
These issues are resolved in MS Edge 41 which comes with Windows 10 Fall Creators Update.

Out of the Box Experience Portal Self Service application in FP2/FP2_SP1

Note that the new SSA application provided with FP2 defaults to HTTP requests to Context Store (writing context as part of call data) and Work Assignment (as part of metrics request).

If you want to switch to HTTPS, update the Work Assignment url protocol in the Experience Portal config file, and set the secure checkbox to true in the Experience Portal application config page.

The System Manager default Certificate or the custom 3rd party certificate being used in the setup should be imported to Tomcat (using the runtimeConfig.war) to ensure that these requests work and calls can be transferred to CM successfully.

ACM License file must be named 'License.lic'

It is required to rename the license file to "License.lic" as issues have been found when different names are used.

Note: An updated license file is required for ACM 8.0.1.

Remove Compatibility settings in IE before using Avaya Control Manager

Previously it was necessary to set the Compatibility settings in IE before using Avaya Control Manager. This is no longer required in ACM 8.0.1. On upgrades the site should be removed from the Compatibility list. In IE: Go to Settings, Select Compatibility View Settings, remove the ACM hostname to the list and Close.

Browser plugin required for non Microsoft Internet Explorer browsers to launch Omnicon Administration client

The Omnicon Administration client which is used to manage mailboxes e.t.c can be launched from within Avaya Control Manager. This is a .Net click-once client application which launches automatically when using Internet Explorer, however, a plugin/add-on is required in order to launch this client from non-Internet Explorer browsers. These plugins are available to download for the relevant browser.



Viewing multi-session customer journey for Voice and SMS channels

It will be necessary to map the telephone number to the existing contact email address in the OCP Multimedia Cache database server.

Multimedia DVD Installer

The Multimedia DVD installer disables SSL 3.0, TLS 1.0 and TLS 1.1 as part of the install.

Authorization Service snap-in does not support user sign out

On Breeze 3.3 the Authorization Service snap-in does not support user sign out, this means if you have SAML Authentication configured, the user will remain authenticated until their IDP session times out there is no way to force it from Oceana. The consequence of this is if an Oceana Supervisor or Agent (in a SAML environment) exits Workspaces they will not be directed to an Authentication screen but instead will be redirected to the Activate screen in Workspaces.

Setting Service Name for display on agent work cards and Avaya Analytics™ reports.

ServiceName (i.e. a human readable tag of a routing attribute set) are now using an improved best algorithm, this will ensure more sets of attributes will have a user friendly service name, if your attributes are not getting matched with any ServiceName, ensure at least one administered service's attributes is a subset of the routed attributes

Voice Flow will be left in Active state and RONA will not work if incoming calls are made from an Oceana station

If an incoming voice call is originated from a station that is configured in Avaya Control Manager as an Oceana resource, the Engagement Designer flow will be left in Active state although the call is successfully answered by the Agent and Ended. If the call is left to RONA at an agent it will not be presented to the next available agent. This is because Oceana will not see the call as an ExternalResourceInteraction. Voice calls into Oceana should be made from stations that are NOT assigned to any Oceana Agents in ACM.

In addition, if using a station on another CM to originate the call into Oceana, but the same station ID exists on the Oceana CM and is assigned to Oceana in ACM, then RONA will not function.

Workaround: Ensure originating stations on the other CM don't exist as Oceana enabled stations on agent CM. This is the current design intent.

Upgrading Avaya Breeze Platform consideration

If upgrading/patching the Avaya Breeze platform, please ensure that the Common Cluster is upgraded first (including any UCA database restores if required) before upgrading any other cluster. This will ensure dependent clusters synchronize as part of the upgrade.

It is recommended to always take a backup of **ALL** databases (ACM, Common Cluster & Multimedia Cache OC Admin) prior to any upgrade procedure.

LDAP Username configuration in Avaya Control Manager

The Breeze Authorization Service requires that users authenticate with a username in the format [username@domain.com](#). When adding Oceana agents through Control Manager, the LDAP username field on the UI is used to populate the agents logon ID, so the value in the field must follow the above format.

Active Directory Sync to Avaya Control Manager does not create users when Active Directory contains more than 1500 users

When using the AD Sync functionality in Avaya Control Manager to import users from Active Directory, it has been observed that the synchronizer fails to create any agents when more than 1500 users exist within Active Directory. This is caused by the fact that Active Directory returns 0 users when requested to return more than 1500 users. The limit is defined within active directory under the "MaxValRange" property and can be modified using the Microsoft NTDSUTIL. Refer to the Microsoft documentation of NTDSUTIL for full details.



HTTPS Configuration

For instructions on how to enable HTTPS, please refer to *Administering Avaya Breeze* documentation.

Ingress Vector to Adjunct route behavior for an outstanding Adjunct Route when CSC application fails

In the Ingress Vector to Adjunct Route when a Route Request is sent to CSC the vector enters a wait. When CSC-AES connection is disconnected for whatever reason e.g. Breeze node hosting Primary CSC PU is powered down and AES detects that CSC has disconnected the wait in the vector is NOT aborted and the call doesn't proceed to the Elite fallback mechanism. There is some variance to this behavior depending on AES version used:

- AES 6.3.3 - AES never cancels a CM Route Request as a result of Router Application (CSC) going away with an active Route Request.
- AES 7.0.1 SP2 - AES cancels a CM Route Request as a result of Router Application (CSC) going away with an active Route Request however there's a risk of TServer (AES component) crash
- AES 7.1.1 Superpatch 1 (not available yet) - AES cancels a CM Route Request as a result of Router Application (CSC) going away with an active Route Request

Saving changes to the Social Gateway Account

A user cannot make changes to the Account tab of the Social Configuration on OC admin tool without editing the Gateway Name field. Make a change to the Gateway Name field to enable the Save button to allow other changes be persisted.

Shutdown of the Messaging Service

In order to shutdown the MessagingService for sites with production traffic, it is desirable that new Social and SMS sessions are not routed to allow a maintenance window commence without new traffic arriving. To do this, a new attribute has been created which when enabled, prevents new Social and SMS sessions be queued. Existing Social and SMS sessions can be answered and completed by agents. When the MessagingService global attribute on SMGR called "Shutdown Mode" is enabled (set to true) new SMS and Social contacts are blocked.

Note: this is a global attribute, not cluster level.

Behavior of search in Email Template Feature

Expanding of folders during the search will display all the templates under the folder even if they do not match the search criteria. These steps are applicable only for Edge browser if the Workspace URL is accessed in secure mode(https). The steps are important. You need to first accept OCPDS certificate and then login to workspace in the same tab.

1. Accept Certificate for Email template on workspace via link:
<https://ocp151.aoc.com/services/OCDataServices/aot/v1/templates>
2. Login agent on workspace

Attribute controlling Messaging Contact rate limiting

A new 'Agent Count' Attribute has been added to the CustomerControllerService in Oceana 3.5 which should be populated with the number of messaging agent's licensed. This value is used to define a maximum contact rate for Chat, SMS, and Social contacts which matches the supported capacity for the number of agents configured. The default value is 1000 agents supporting a maximum contact rate of 1000 contacts per channel.



Oceana Windows Server Firewall Changes

Note: Configure firewall prior to setting up mirroring for Intersystem Cache Database High Availability and/or Geo Redundancy.

Inbound Rules

1. Open Windows Firewall with Advanced Security
 2. Click on "Inbound Rules"
 3. For each of the listed inbound rules - set them to Enabled
-
- BranchCache Content Retrieval (HTTP-In)
 - BranchCache Hosted Cache Server (HTTP-In)
 - BranchCache Peer Discovery (WSD-In)
 - COM+ Network Access (DCOM-In)
 - File and Printer Sharing (Echo Request - ICMPv4-In)
 - Network Discovery (LLMNR-UDP-In)
 - Network Discovery (SSDP-In)

Outbound Rules

1. Open Windows Firewall with Advanced Security
 2. Click on "Outbound Rules"
 3. For each of the listed outbound rules set them to Enabled
-
- BranchCache Content Retrieval (HTTP-Out)
 - BranchCache Hosted Cache Client (HTTP-Out)
 - BranchCache Hosted Cache Server(HTTP-Out)
 - BranchCache Peer Discovery (WSD-Out)
 - File and Printer Sharing (Echo Request - ICMPv4-Out)
 - Network Discovery (LLMNR-UDP-Out)
 - Network Discovery (SSDP-Out)

Do this on each of the Cache windows installations.



General Items

Languages supported

Avaya Oceana™ Workspaces 3.4.0.0 is fully localized to support the G14 Languages - German, French, Italian, Korean, Japanese, Russian, Brazilian Portuguese, LA Spanish and Simplified Chinese.

Documentation errata

N/A

Contacting support

Contact Support Checklist

If you are having trouble with Avaya Oceana 3.2 Solution, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

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

Appendix

Appendix A: Solution Reference Information

Solution Information

Avaya Oceana™ product page on

<https://sales.avaya.com/en/pss/avaya-oceana>

Product Compatibility Matrix to determine products release levels compatible with Avaya Oceana™ is available at

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Technical Documentation can be found at

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

DevConnect information can be found at

http://www.devconnectprogram.com/site/global/products_resources/avaya_contact_center_control_manager/overview/index.jsp

Avaya Product Lifecycle Policy

<https://support.avaya.com/css/P8/documents/100081098>



APS Application Support Team engagement process

This is currently work in progress

Appendix B: Configuration of Avaya Analytics™ for Oceana Workspaces

The following outlines how supervisor agents can configure the Oceana workspaces client to display Avaya Analytics™ dashboards.

Login as a supervisor:

- Use the credentials of a supervisor account to login to the client. On the Workspaces login page, simply enter username/password, click “Sign in”
- As a supervisor you will be able to see the supervisor dashboard icon (stacked barchart icon) in the sidebar. When you click on this icon and no dashboards are configured you will see a “No reports are currently configured” message in the Reports and Dashboards area.

Configuring Analytics dashboards

- To configure dashboards, click on the Settings icon in the sidebar and go to the “Reports” tab.

Adding the default dashboard to the client:

- A URL can be set in ACM that acts as a default URL that supervisors have to option to add to their list of dashboards should they see fit. Details on how to set this are documented in the “*Setting the base URL for dashboards in ACM*” section below. If this value has been configured, supervisors can add it to their client configuration as follows:
- Click on “ADD TO DASHBOARDS LIST” button and click “SAVE”
- Once it has been saved you can view it by clicking on the Analytics icon in the sidebar

Adding an Ocean analytics dashboard:

- Add a title and a URL, click “ADD” and then “Save”
- View the dashboard by clicking the analytics icon in the sidebar

Viewing Dashboards externally:

- Once the dashboard has been added the user can either view it within the client or they can launch it to a separate window within the browser.
- Click on round button in the bottom right that displays “Open AS SEPARATE WINDOW” when you hover over it:

Deleting a dashboard:

- To remove a dashboard, go to the Reports section of settings and click on the “X” beside the relevant entry and click “SAVE”.

Currently the following restrictions apply when using this feature:

- There is a limit of 2 dashboards per user.
- If you have a browser that prevents the setting of third party cookies then you will not be able to view Ocean analytics URLs from within the client. This is a known issue with chrome on Avaya machines as it is enforced by group policy. The work around is to use the “Open as separate window” button to launch in a separate window.
- URLs are validated and some must conform to expected URL pattern to be saved or displayed.
- Though currently there is nothing stopping the supervisor from entering any URL to be displayed in the supervisor reports there is no guarantee that the client will be able to render non-Ocean analytics URLs.
- Supervisors can only view the analytics by clicking on the home icon: the Analytics icon will not appear in the sidebar during interactions



- Because Avaya Analytics TM is doing constant polling for data users will see that the loading icon for the browser will continuously spin.
- The performance of the workspaces client will be degraded as you increase the number of configured dashboards – ref HELIX-2708.

Troubleshooting:

- Avaya Analytics TM dashboards are appearing as blank in the browser:
 - Check to ensure your browser is allowing third party cookies to be set
- Supervisor dashboards are causing the browser to slow down in IE
 - Check to ensure your browser is allowing third party cookies to be set
 - Check to ensure the client machine has enough memory to meet minimum requirements.

Setting the base URL for dashboards in ACM

- Log on to ACM
- Click on Avaya Oceana tile
- Click on Server details: Select server and click edit
- Click on System properties
- Enter the URL (eg: <http://www.irishtimes.com>) that you want to display on the home page in the “Avaya Oceana Workspaces Welcome Page URL” field and save

Testing:

Login to the client as an agent and you should see the welcome page rendered on the home page of the client.

Troubleshooting:

Welcome page is displaying as blank but can open to an external window

- Content providers can block their content from being embedded as an iframe, if this is the case you will see a warning in the browsers console. Currently we have no ability to get around this limitation and so users will have to use alternative URLs that are allowed to be embedded.
- When entering a URL in ACM be sure to set it to a full URL including either ‘http://’ or ‘https://’ at the start.
- When using a URL that is served over https you may run in to issues where by warning are shown to the user in relation to ‘mixed content’. You will get these warnings unless all content is being sourced over https.

Appendix C: SVAR names changes from Oceana 3.3 to Oceana 3.4

SVAR Name Oceana 3.3	SVAR Name Oceana 3.4
CSCService	CallServerConnector
SocialMedia	SocialConnector
chatbot	BotConnector
cecobrowsega	CoBrowse
CSQuery	ContextStoreQuery
CSRest	ContextStoreRest
CSManager	ContextStoreManager
CSTasks	ContextStoreTasks



AdminDataCollector	OmniCenterProvisioningCollector
UAC	UnifiedAgentController
UACXPS	UnifiedAgentContextService
AMC	AvayaMobileCommunications
CCService	ContactCenterService - (This component replaces UCMCommandAdapter and CCAManager)
WAManagerService	WorkAssignmentManagerService

Appendix D: UAC Internal Error Codes

Error Code	UAC String	User String	Source
1000000	Interaction not found	Interaction not found. Unable to complete requested action.	Interaction
1000001	Unable to determine information regarding this consult interaction	Unable to retrieve information regarding this consultation.	Interaction
1000002	Error encountered when attempting to update Interaction	An error has occurred while attempting to update the interaction.	Interaction
1000003	Error encountered when attempting to set disposition code	An error has occurred while attempting to set a disposition code	Interaction
1000004	Error encountered when attempting to extend ACW	An error has occurred while attempting to extend ACW.	Interaction
1000005	Error encountered when attempting to complete ACW	An error has occurred while attempting to complete ACW.	Interaction
1000006	Error encountered when attempting to set work code	An error has occurred while attempting to set a work code	Interaction
1000009	An error occurred while deferring with draft	An error occurred while saving draft. Cannot defer interaction	Interaction
2000000	Could not get profileId, cannot create any MonitorResourceSessionCommands	Could not find profile in administration service. Unable to activate any channels.	Admin
2000001	UcaRemoteAccessException thrown when attempting to read from UCA space	Unable to access administration service. Please contact administrator.	Admin
2000002	URISyntaxException thrown when attempting to build URI	Server error. Please contact administrator.	Admin
2000003	UserSession not found, cannot update preferences	Unable to update preferences. Ensure user is authenticated before retrying.	Admin
2000004	Exception updating preferences	Error occurred while trying to update preferences.	Admin
2000005	UcaRemoteAccessException thrown when attempting to delete preferences from UCA space	Error occurred while trying to delete preferences from administration service.	Admin
2000006	Could not retrieve User from UCA	Could not retrieve user from administration service.	Admin
2000007	User List returned from UCA is null or empty	No team returned from administration service for this user.	Admin
2000008	Invalid userId to use for team retrieval	Unable to retrieve team from administration service for an invalid user id.	Admin



2000009	Could not get monitorDetails	Could not retrieve channels to activate from administration service.	Admin
2000010	Connection to UCA lost, server must be restarted	Connection to administration service lost. Server must be restarted. Please contact your supervisor or administrator.	Admin
2000011	Video channel not configured on resource	Video channel is not configured on this resource. Please check resource configuration settings.	Admin
2000012	Customer details not found or customer management service could not service the request	Unable to retrieve customer details from the Customer Management snap-in. The details either could not be found or the Customer Management service could not service the request. If this issue persists, please contact your system administrator.	Admin
2000013	Customer history not found or customer management service could not service the request	Unable to retrieve customer history from the Customer Management snap-in. The history either could not be found or the Customer Management service could not service the request. If this issue persists, please contact your system administrator.	Admin
2000014	Work Code list returned from UCA is null or empty		Admin
3000000	Failed send message request to OCP	Failed to send request to omni channel provider. Ensure provider is active before trying again.	Provider
3000001	Request to Login on resource failed	Failed to log in on channel.	Provider
3000002	Request to Logout of resource failed	Failed to log out of channel.	Provider
3000003	Request to go NotReady on resource failed	Failed to change channel state to not ready.	Provider
3000004	Request to go Ready on resource failed	Failed to change channel state to ready.	Provider
3000005	Request to startInteraction on resource failed	Failed to start interaction.	Provider
3000006	Resource has transitioned to an UNKNOWN state, requests for this resource cannot be serviced	Channel has transitioned to an unknown state and cannot service requests.	Provider
3000007	Resource request failed	Channel request failed.	Provider
3000008	Resource in use by another user	Channel is already in use by another user.	Provider
3000009	An Exception has occurred while creating a Uam model object	Server error. Please contact administrator.	Provider
3000010	Error handling MonitorResourceSessionCommand, unable to find provider	Server error. Provider not found.	Provider
3000011	Resource already acquired	Channel already acquired.	Provider
3000012	Unable to locate UCM Su Provider	Unable to locate provider.	Provider
3000013	Problem making a call from resource	Unable to make call. Please retry or contact administrator if issue persists.	Provider
3000014	Problem setting the resource to not ready	Failed to set channel not ready.	Provider
3000015	Resource already not ready	Channel is already in a not ready state.	Provider
3000016	Problem setting the resource to ready	Failed to set channel ready.	Provider
3000017	Resource already ready	Channel is already in a ready state.	Provider
3000018	Problem logging out the resource	Failed to log out of channel .	Provider

3000019	Resource already logged out	You are already logged out.	Provider
3000020	Problem logging in the resource	Failed to log in on channel.	Provider
3000021	Resource already logged in	Channel is already logged in.	Provider
3000022	Problem deacquiring the resource	Failed to de-acquire channel.	Provider
3000023	Problem acquiring the resource	Failed to acquire channel.	Provider
3000024	Problem answering the resource interaction	Failed to answer interaction. Please try again.	Provider
3000025	Problem dropping the resource interaction	Failed to end interaction. Please try again.	Provider
3000026	Problem obtaining the resource interaction	Failed to retrieve interaction.	Provider
3000027	Problem in resourceInteraction, Dtmf could not be completed	Failed to complete DTMF.	Provider
3000028	ResourceInteraction could not be joined to consult	Failed to initiate consultation. Please try again.	Provider
3000029	Problem completing the consult from resourceInteraction	Failed to complete consultation. Please try again.	Provider
3000030	Problem consulting the resourceInteraction	Consultation failed. Please try again.	Provider
3000031	Problem transferring the resourceInteraction	Transfer failed. Please try again.	Provider
3000032	Problem holding the resourceInteraction	Hold failed. Please try again.	Provider
3000033	Problem unholding the resourceInteraction	Un-hold failed. Please try again.	Provider
3000034	UCM user not found	User not found.	Provider
3000035	Could not initiate login, could not update state of UCM User to pending login	Failed to log in. Please try again.	Provider
3000036	Could not complete logout, could not update UCM User state to complete logout	Failed to log out. Please try again.	Provider
3000037	Could not initiate logout, could not update state of UCM User to pending logout	Failed to log out. Please try again.	Provider
3000038	Could not complete not ready, could not update UCM User state to go to not ready	Failed to change user state to not ready.	Provider
3000039	Could not complete pending not ready, could not update UCM User state to go to pending not ready	Failed to change user state to pending not ready.	Provider
3000040	Could not complete ready, could not update UCM User state to go to ready	Failed to change user state to ready.	Provider
3000041	Failed to remove control of UCM User, could not update UCM User to remove CC Client as controller	Failed to relinquish control of user.	Provider
3000042	Failed to request control of UCM User, could not update UCM User to set CC Client as controller	Failed to request control of user.	Provider
3000043	Problem obtaining the resource	Failed to retrieve channel details.	Provider
3000044	Could not set the workcode	Failed to set the workcode	Provider
3000045	UCM connection error	An error occurred while trying to connect to UCM.	Provider
3000046	Problem observing call on resource	Failed to observe interaction.	Provider
3000047	Problem coaching the conversation interaction	Failed to coach interaction.	Provider
3000048	Problem barging the conversation interaction	Failed to barge in on interaction.	Provider
3000049	Request to observe an interaction on the resource has failed	Failed to observe interaction on channel.	Provider
3000050	Problem starting the interaction	An error occurred while trying to start the	Provider



		interaction.	
3000051	Problem retrieving the nailup state	An error occurred while trying to retrieve the nailup state.	Provider
3000052	Unable to locate UCM Resource	Unable to locate UCM Resource	Provider
3000053	Resource already ACW	Resource already ACW	Provider
4000000	Resource not found	Channel not found in administration service.	User
4000001	UserSession not found	User not authenticated.	User
4000002	Resource sessions not found	Channels not found. Ensure user has activated.	User
4000003	Client session not found	User not authenticated.	User
4000004	Unable to retrieve UserControl for resource session	Unable to update channel state, ensure user is logged in.	User
4000005	Could not find any not ready resourceSessions	Could not find any channel in a state of not ready.	User
4000006	Unable to retrieve userHandle for resourceSession	Unable to retrieve user handle.	User
4000007	Unable to retrieve ResourceSessionDetails for resourceSession	Unable to retrieve channel details, cannot update state.	User
4000008	Agent is active on another resource that is not the extension selected	Agent is active on another extension.	User
4000009	Matching ResourceSession not found	Matching User session not found.	User
4000010	Matching ResourceSession is disconnected	Matching User session is disconnected.	User
4000011	A ResourceSession is in an UNKNOWN state	Channel is in an unknown state.	User
4000012	Interaction request failed	Interaction request failed.	User
4000013	User request failed	User request failed.	User
4000014	Resource is in use by another User	This channel is being used by another user.	User
4000015	Your state has been changed by your supervisor	Your state has been changed by your supervisor	User
4000016	Conversation not found	Conversation could not be found.	User
4000017	User message invoked	**Supervisor's broadcast message will display on Agent's screen**	User
4000018	A request for this user is already in progress	A request for this user is already in progress	User
4000019	Request Timed out	Request Timed out	User
4000020	A Notification may have been dropped, please refresh your browser to resync	A Notification may have been dropped, please refresh your browser to resync	User
4000021	An Admin Listener has reconnected, please refresh your browser to resync	An Admin Listener has reconnected, please refresh your browser to resync	User
4000022	Could not create user session	Unable to create a session for this user. Please contact your system administrator.	User
4000023	Team not found	Could not find team members. If this issue persists, please contact your system administrator.	User
4000024	Team not monitored, monitor team before attempting to monitor a team member	Your team is not currently being monitored. Please monitor team before attempting to monitor a team member. Navigate to your team viewer, or refresh your browser to begin monitoring your team again.	User
4000025	Team member not found	Team member could not be found. Please try again. If this issue persists, please contact your system administrator.	User



Appendix D: Import the Avaya Oceana™ Solution sample vectors

Warning: Do not attempt using this tool without advanced Communication Manager knowledge as this method has limitations and is still work in progress. It is advised to first test and verify this procedure in a lab environment before trying to use it on a production system. Without this tool the new Oceana 3.5 vectors can be added/updated manually on the Communication Manager as per existing process.

This process is being developed to try to assist in the configuration of the required Oceana vectors.

Currently, the activity of updating the Oceana vectors is a manual one, and requires the Communication Manager admin manually adding or updating existing vectors depending on a fresh install or upgrade of Oceana.

This new process is still work in progress and has a number of limitations. The plan is to address and improve the use of this tool in future releases. For this reason it is most useful to use this method to import the vectors on new clean installs of Oceana, where the vectors do not currently exist.

The Oceana vectors are available as XML-formatted conversation files (.acs) and can be downloaded from Devconnect.

Before attempting to upload the vectors to the Communication Manager, you must first create the Communication Manager variables. The Oceana VDN numbers and announcement numbers must also be configured on the Communication Manager. Please refer to the latest Deploying Avaya Oceana™ Solution guide for details.

The .acs import files must also be manually edited and updated to replace all references to vector numbers, announcements, route-to destinations, CTI links, and goto vector references, with details from the system being used for deployment.

Note: The default .acs vector files use default vector numbers. Please note when importing the default .acs vectors, existing Communication Manager vectors currently in use by customers that are using the same vector numbers will get overwritten by the new vectors and any existing vectors will be lost. Hence, it is advised to only attempt this method on a new system, or make sure to edit the vector numbers manually in the .acs file before importing using the ACM Conversion Sphere.

Two examples:

For the Ingress Vector .acs file - this is assigned to vector 1 by default

```
<StartVector stepName="Treatment Vector" AvayaId="0" WaitTimeListen=""
GotoOptions="" RouteTo="" type_id="" Identifier="vector" VVStartVVNumber="1"
VVStartId="1354620625" VVStartSelectVV="" VVStartNewVV="y" VVComment=""
id="3823560976">

  <mxCell
style="image;image=./img/VisualVectoring/StartVector.png;edgeStyle=orthogonalEdges
tyle" parent="1690896119" vertex="1">

<mxGeometry x="50" y="30" width="40" height="40" as="geometry" />

</mxCell>

</StartVector>
```

In the Treatment, Fallback and SelfService vectors, locate the Announcement sections, and adjust the announcement numbers accordingly to the announcements you have created above. Note - in the Treatment vector, there are two

announcement numbers, one for an 'annc' step and one for a 'collect' step. Also, note that the SelfService vectors has multiple announcement segments:

```
<Announcement stepName="Announcement" AvayaId="9" WaitTimeListen=""
GotoOptions="" RouteTo="" type_id="announcement" Identifier="vector"
annExtension="8289983" VVComment="" id="56476736">

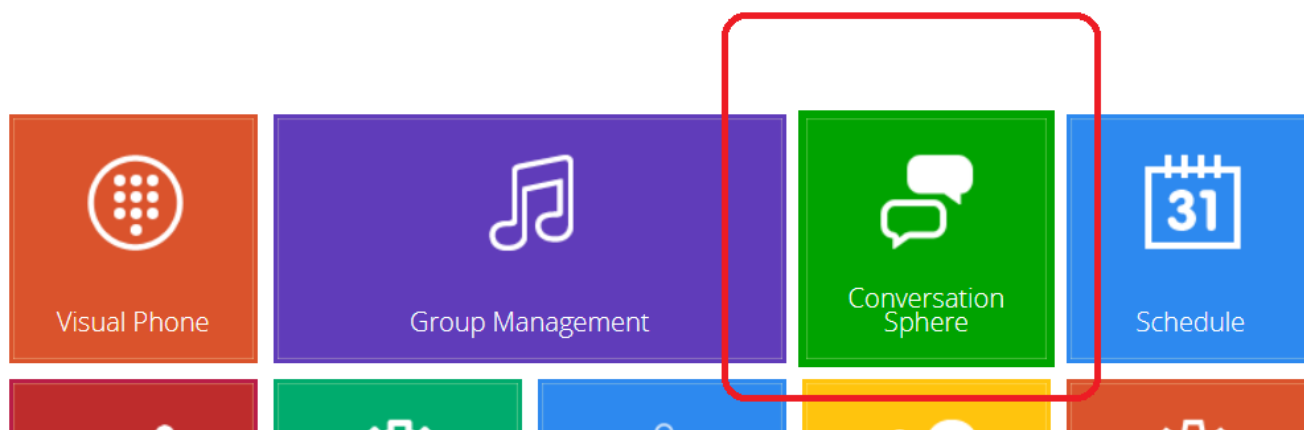
  <mxCell
style="image;image=./img/VisualVectoring/InputOutput/Announcement.png;edgeStyle=orthogonalEdgeStyle" parent="1690896119" vertex="1">

  <mxGeometry x="1400" y="30" width="40" height="40" as="geometry" />

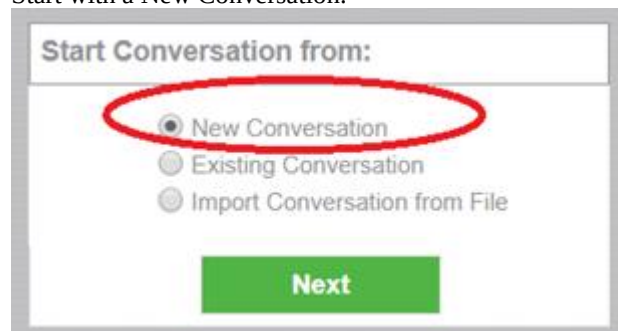
  </mxCell>

</Announcement>
```

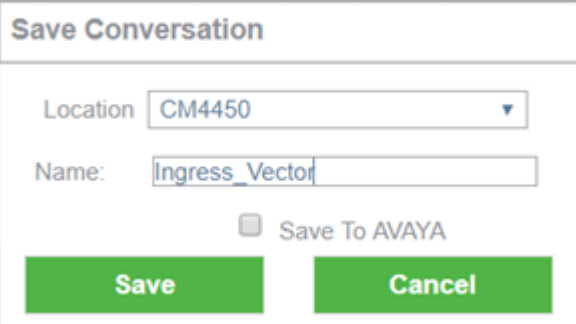
Once all the .acs vector files have been edited for the system being deployed, use Avaya Control Manager to open “Conversation Sphere”



Start with a New Conversation:

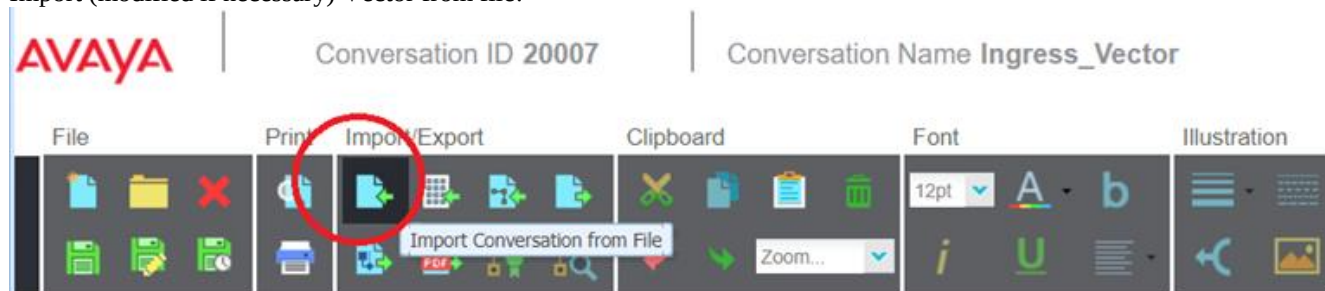


Select Oceana CM, and give a name:

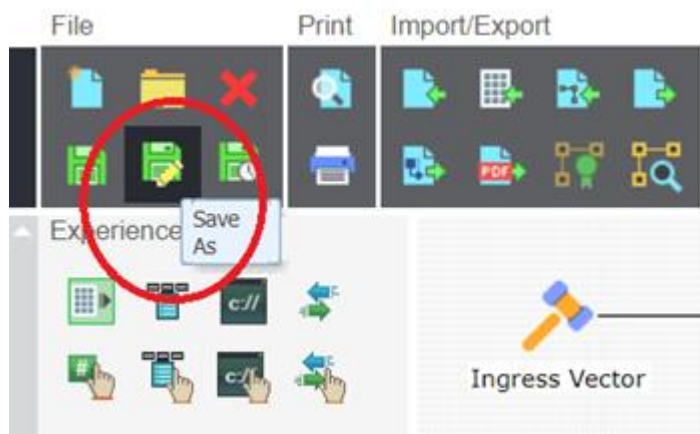


A dialog box titled "Save Conversation" with a white background and a grey border. It contains a "Location" dropdown menu set to "CM4450", a "Name:" text input field containing "Ingress_Vector", an unchecked checkbox labeled "Save To AVAYA", and two green buttons at the bottom: "Save" and "Cancel".

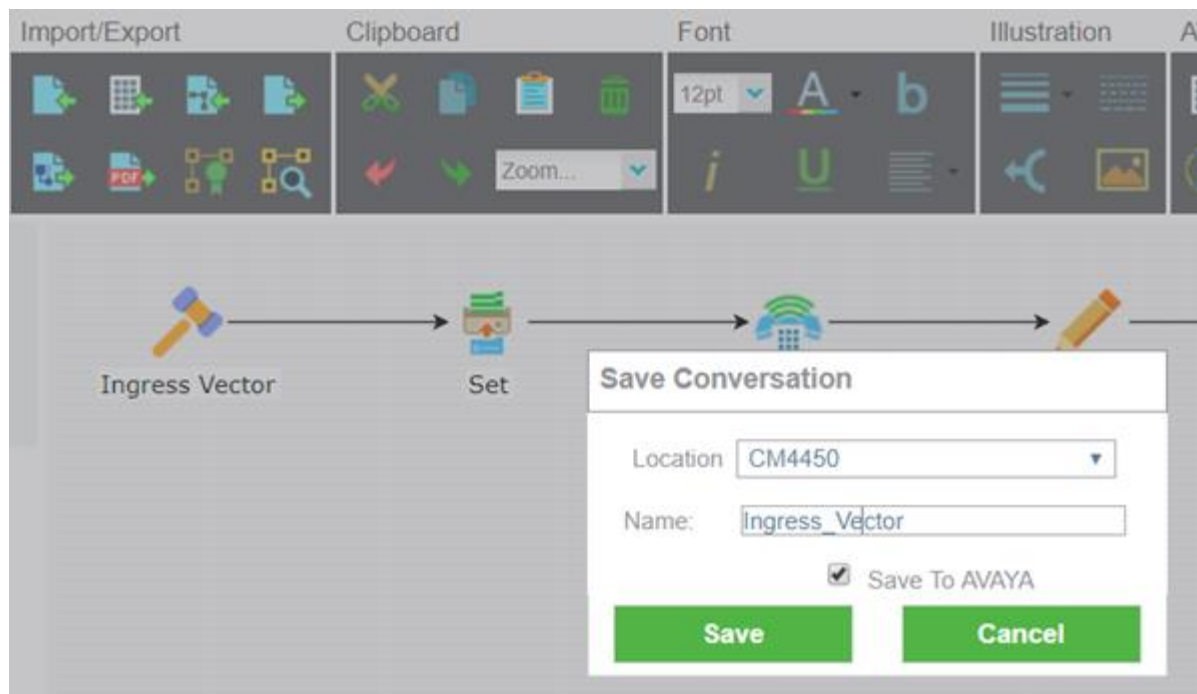
Import (modified if necessary) Vector from file:



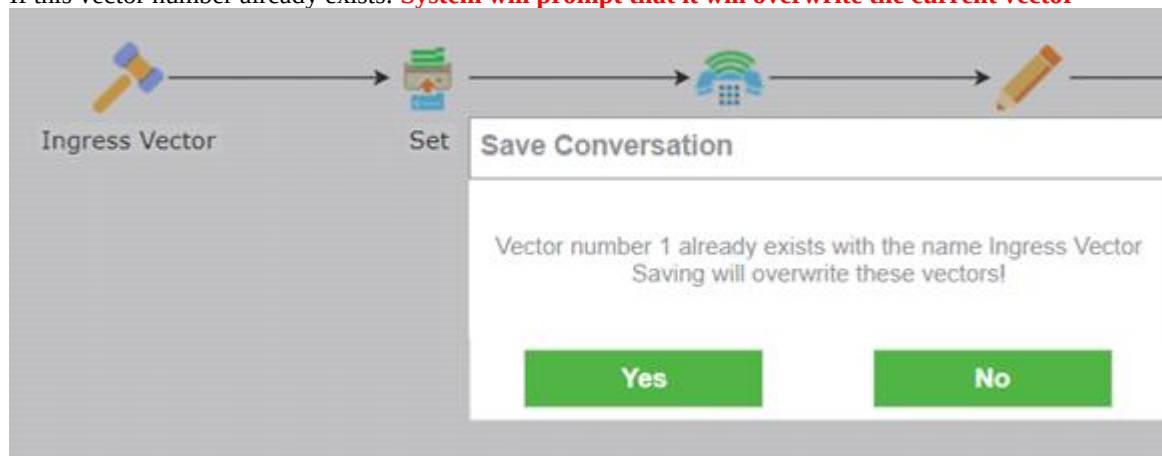
Save As:



Select Location and give a name (again.. a bug). Tick box to 'Save to AVAYA'



If this vector number already exists: **System will prompt that it will overwrite the current vector**



Repeat for all sample vector .acs files.

When all Oceana sample vectors are imported, configure and test the system using these sample vector files. Avaya recommends that the new sample reference Vectors, Workflows, and EP application are deployed and verified prior to any customization. In addition these reference versions should be left in place to aid troubleshooting and debugging.