



Avaya Oceana™ 3.5.0.1 Solution Release Notes

30 October 2019

Contents

Avaya Oceana™ 3.5.0.1 Solution Release Notes.....	1
Contents	1
Introduction.....	4
What's in Avaya Oceana™ 3.5.0.1 – Key features	4
Avaya Oceana™ 3.5.0.1 Specifications	5
Solution Components.....	5
Avaya Workspaces for Elite 3.5.0.1 Specifications	5
Solution Components.....	5
Operating System and Virtualization Support.....	6
Operating Systems Compatibility	6
Supported Web Browsers	6
Virtualization Support	7
Oceana Solution on Amazon Web Services – Hybrid Solution Support.....	7
Installation	7
Product compatibility.....	7
Avaya Aura® Lineup summary.....	7
Platform details	8
Solution Software details	9
Additional Devconnect Software.....	14
Backing up and upgrading the software	16
Installing the release	16
Issues Addressed in Recommended Hotfixes.....	17
Upgrading the software (Note: moved to a separate Guide for 3.5.0.1).....	17
Functionality not supported	19
Defects resolved in Oceana 3.5.0.0	19
Defects resolved in Oceana 3.5.0.1	27
Defects resolved in Oceana 3.5.0.1 Service Pack Patch RU_01	34
Known Defects in Oceana 3.5.0.1	35
Workarounds and Considerations.....	45
General Items	60
Languages supported	60
Documentation errata.....	60
Contacting support.....	60
Contact Support Checklist	60
Contact Support Tasks.....	60
Appendix.....	60
Appendix A: Solution Reference Information.....	60



Appendix B: Configuration of Avaya Analytics™ for Oceana Workspaces	61
Appendix C: SVAR names changes from Oceana 3.3 to Oceana 3.4	62
Appendix D: UAC Internal Error Codes	63
Appendix D: Import the Avaya Oceana™ Solution sample vectors	69



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
Dec 3 rd 2018	Updated to Avaya Oceana 3.5.0.1 Solution Release Notes
Dec 7 th 2018	Updated Devconnect section 'Chat Reference Clients'+ amendment to upgrade guide added
Jan 31 st 2019	Updated versions of Breeze ce-patch-3.5.0.1.19350101.bin and AuthorizationService-svar-3.5.0.1.19350101.svar
Mar 13 th 2019	Update to Workarounds and Considerations - AOEC-9605 & AOEC 9640
Mar 20 th 2019	Solution Software Details - Additional Required Updates – Avaya Oceana 3.5.0.1 Service Pack Patch RU_01
Mar 27 th 2019	Updated read me.rtf document added to 3.5.0.1 Service Pack Patch RU_01
Aug 28 th 2019	***Updated svar for hotfix. New Oceana Tasks - AOEC-11710
Oct 30 th 2019	****Updated Avaya Oceana 3.5.0.1 Service Pack Patch RU_02 and Breeze hotfix



Introduction

This document provides information to supplement Avaya Oceana™ 3.5.0.1 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™ 3.5.0.1 – Key features

Avaya Oceana™ 3.5.0.1 is Avaya's next generation customer engagement solution designed for the digital age. Key new features in this release are:

New in Oceana 3.5.0.1

- Outbound Channel also supports the Customer Journey feature
- Analytics performance refactoring
- Analytics Thresholds
- Consult Transfer to Service
- Multimedia DB AWS HA
- Workspaces for Elite DR Documentation
- Analytics:
 - Dashboard Layouts
 - Filtering for tables
 - Styling changes
 - Dashboard Headers
 - Remove Deleted Dimensional Data
- Reporting:
 - Source of call disconnect
 - Number of agents in Not Ready
 - Average Speed of Answer (Historical)
 - Average Speed of Answer (Realtime)
 - Maximum Positions By Routing Service
 - Maximum Time In Queue By Routing Service
 - Average Positions By Routing Service
 - Filtering and Sorting on measures not working when formats applied
- Support for shared Communication Manager, Avaya Control Manager and Application Enablement Services (AES) between Oceana Lab and Production Deployments
 - Application Note available on support.avaya.com post 3.5.0.1 GA

New in Oceana 3.5.0.0

- 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
- Support for Shared Mailboxes
- 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™ 3.5.0.1 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 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 3.5.0.1 Specifications

Solution Components

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

- Common Components (UCMService, UCASStoreService, 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 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 Workspaces	11*	40, 41	62-69*	Not Supported	11
Avaya Workspaces – WebRTC Agent	Not Supported	Not Supported	65-70*	Not Supported	Not Supported
Supervisor Dashboard	11	40, 41	62-69*	Not Supported	11
Admin Widget Framework	11	40, 41	62-69*	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	62-69*	Not Supported	11
Avaya Control Manager	11	40, 41	65, 66*	51	11



Customer WebRTC application	Not Supported	41	60-70	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

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 3.5.0.x

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_hotFix4_r800008807.bin	https://support.avaya.com	SMGR80GA001 SMGR803GA014 SMGR803GA012 SMGR80GA019
Avaya Breeze™ OVA	Avaya Breeze™ 3.5.0.1 OVA	https://support.avaya.com	AB000000105
Avaya Breeze™ ISO	Avaya Breeze™ 3.5.0.1 ISO installer	https://support.avaya.com	AB000000108
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
Avaya Breeze™ Patch	ce-patch-3.5.0.1.19350101.bin	https://support.avaya.com	AB000000135
****Avaya Breeze™ Patch	ce-hotfix-3.5.0.1.26350101.bin	https://support.avaya.com	AB000000172

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

Cluster	Service	Version
Cluster 1, 2, 3, 4	CallEventControl	3.5.0.1.07350101
	Eventing Connector	3.5.0.1.07350101
Cluster 2	AuthorizationService	3.5.0.1.19350101*

*Will need to be installed manually as it is not part of the latest System Manager hotFix4 patch

Avaya Oceana Snap-ins 3.5.0.1 Service Pack

**** Service Pack fixes available – see next section Additional Required Updates**

***** New Oceana Tasks svar – see next section Additional Required Updates**

****** Oceana Rollup Patch 02 (October 30th 2019) – see next section Additional Required Updates**

Download ID	File	Notes
AOC00000068	AvayaOceanaSnapins_3.5.0.1_20181129_1436.zip	MD5 Checksum = 41027e7001126d7f6225ea25f5144763
	Cluster #1 :	CallServerConnector-3.5.0.1.52100601.svar ****
		ContactCenterService-3.5.0.1.52100801.svar ****
		ContextStoreManager-3.5.0.1.52100601.svar ****
		ContextStoreQuery-3.5.0.1.52100601.svar ****
		ContextStoreRest-3.5.0.1.52100601.svar
		CustomerJourneyService-3.5.0.1.52100601.svar
		CustomerManagement-3.5.0.1.52100601.svar ****
		EngagementDesigner-3.5.0.1.52005.svar ****
		OceanaCoreDataService-3.5.0.1.52100601.svar ****
		OceanaMonitorService-3.5.0.1.52100801.svar ****
		OmniCenterProvisioningCollector-3.5.0.1.521001101.svar
		OpenUCM-3.5.0.1.52100601.svar
		UCAStoreService-3.5.0.1.52100601.svar
		UCMDataCollector-3.5.0.1.52100601.svar ****
		UCMService-3.5.0.1.52100601.svar ****
		WAIMRestService-3.5.0.1.52100601.svar ****
		WorkAssignmentManagerService-3.5.0.1.52100601.svar ****
	Cluster #2 :	AvayaMobileCommunications-3.5.0.1.52100601.svar
		BotConnector-3.5.0.1.05004.svar **
		OceanaMonitorService-3.5.0.1.52100801.svar ****
		UnifiedAgentContextService-3.5.0.1.521001001.svar ****
		UnifiedAgentController-3.5.0.1.521001001.svar ****
	Cluster #3 :	AgentControllerService-3.5.0.1.52100601.svar ****
		AutomationController-3.5.0.1.52100601.svar ****
		CustomerControllerService-3.5.0.1.52100801.svar ****



		EmailService-3.5.0.1.52100601.svar ****
		GenericChannelAPI-3.5.0.1.52100601.svar
		MessagingService-3.5.0.1.52100601.svar ****
		OBCService-3.5.0.1.52100601.svar
		OceanaDataViewer-3.5.0.1.52100601.svar ****
		OceanaMonitorService-3.5.0.1.52100801.svar ****
		OCPDataServices-3.5.0.1.52100601.svar ****
		ORCRestService-3.5.0.1.52100601.svar ****
		SMSVendorSnapin-3.5.0.1.52100601.svar
	Provisioning Cluster :	OceanaConfiguration-3.5.0.1.52100601.svar
	Tasks :	ContextStoreTasks-3.5.0.1.52100601.svar
		EngagementDesignerTasks-3.5.0.1.52005.svar ****
		OceanaTasks-3.5.0.1.52100601.svar ***
		WATasks-3.5.0.1.52100601.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
		OceanaVoiceSelfServiceMedia.xml
		OceanaVoiceTransfer.xml
		OceanaWebVoiceAssistedService.xml
		OceanaWebVoiceTransfer.xml

Additional Required Updates

The following are additional Avaya Oceana updates containing recommended fixes to be applied to your system.

**** Avaya Oceana 3.5.0.1 Service Pack Patch RU_02

Download ID	File	Notes
AOC00000091	AvayaOceana3501_ServicePackpatch_RU02.zip	MD5 Checksum = 340e2270e14ba1d53a1df25000969919
	Documentation	AvayaOceana- 3.5.0.1_ServicePack_Patch_RU02_Readme.rtf
	Software	AgentControllerService-3.5.0.1.521003601.svar



	AutomationController-3.5.0.1.521003601.svar
	BotConnector-3.5.0.1.10.060106.svar
	CallServerConnector-3.5.0.1.521003201.svar
	ContactCenterService-3.5.0.1.521005701.svar
	ContextStoreManager-3.5.0.1.521005001.svar
	ContextStoreQuery-3.5.0.1.521005001.svar
	CustomerControllerService-3.5.0.1.521003601.svar
	CustomerManagement-3.5.0.1.521002101.svar
	EmailService-3.5.0.1.521005001.svar
	EngagementDesigner-3.5.0.1.52022.svar
	EngagementDesignerTasks-3.5.0.1.52022.svar
	MessagingService-3.5.0.1.521001201.svar
	OceanaCoreDataService-3.5.0.1.521002101.svar
	OceanaDataViewer-3.5.0.1.521003601.svar
	OceanaEmailResumeService.xml
	OceanaMonitorService-3.5.0.1.521002401.svar
	OCDataServices-3.5.0.1.521003601.svar
	ORCRestService-3.5.0.1.521005801.svar
	UCMDataCollector-3.5.0.1.521004101.svar
	UCMService-3.5.0.1.521005001.svar
	UnifiedAgentContextService-3.5.0.1.521004701.svar
	UnifiedAgentController-3.5.0.1.521004701.svar
	WAIMRestService-3.5.0.1.521004101.svar
	WorkAssignmentManagerService-3.5.0.1.521004101.svar

**** Avaya Oceana 3.5.0.1 Service Pack Patch RU_01**

Download ID	File	Notes
AOC00000079	AvayaOceana3501_ServicePackpatch_RU01.zip	MD5 Checksum = 57e53c22d942e5e70af1ea1887c4fd41
		AvayaOceana-3.5.0.1_ServicePack_Patch_RU01_Readme.rtf
		AgentControllerService-3.5.0.1.521002301.svar
		BotConnector-3.5.0.1.10.060106.svar
		ContactCenterService-3.5.0.1.521001801.svar
		ContextStoreQuery-3.5.0.1.521001501.svar
		CustomerManagement-3.5.0.1.521002101.svar
		EmailService-3.5.0.1.521002001.svar
		MessagingService-3.5.0.1.521001201.svar
		OceanaCoreDataService-3.5.0.1.521002101.svar
		OceanaMonitorService-3.5.0.1.521002401.svar
		ORCRestService-3.5.0.1.521002301.svar
		UCMDataCollector-3.5.0.1.521001301.svar
		UnifiedAgentController-3.5.0.1.521002301.svar
		UnifiedAgentContextService-3.5.0.1.521002301.svar



Avaya Oceana Tasks 3.5.0.1 Service Pack

Download ID	File	Notes
AOC00000069	AvayaOceanaTasks_3.5.0.1_20181127_1515.zip	MD5 Checksum = 85b2f6d1863b38a3e62ce104ad429ab5
		ContextStoreTasks-3.5.0.1.52100601.svar
		EngagementDesignerTasks-3.5.0.1.52005.svar
		OceanaTasks-3.5.0.1.52100601.svar ***
		WATasks-3.5.0.1.52100601.svar

***Avaya Oceana Tasks 3.5.0.1 Hotfix

Download ID	File	Notes
AOC00000089	OceanaTasks-3.5.0.1.521005302.svar	MD5 Checksum = 010a62fff6430cfa657d002a3be693b9

Avaya Oceana Workflows 3.5.0.1 Service Pack

Download ID	File	Notes
AOC00000071	AvayaOceanaWorkflows_3.5.0.1_20181127_1516.zip	MD5 Checksum = fbc5381920a4710dbe20146a32e40b55
		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
		OceanaVoiceSelfServiceMedia.xml
		OceanaVoiceTransfer.xml
		OceanaWebVoiceAssistedService.xml
		OceanaWebVoiceTransfer.xml

Context Store Snap-ins 3.5.0.1 Service Pack

Download ID	File	Notes
CS000000111	ContextStoreManager-3.5.0.1.52100601.svar ****	MD5 Checksum = f2f5e836403e5355e33b01961534b7ed
CS000000119	ContextStoreQuery-3.5.0.1.52100601.svar ****	MD5 Checksum = 78dea0a8dd0a9ed7884b13c173daf215
CS000000112	ContextStoreRest-3.5.0.1.52100601.svar	MD5 Checksum = e3eb9b73d41cff64fdccab02ec8f9381
CS000000117	ContextStoreTasks-3.5.0.1.52100601.svar	MD5 Checksum = fbd0d32ddb900db936ec96dd3168fc61

**Customer Journey & Customer Management Snap-ins 3.5.0.1 Service Pack**

Download ID	File	Notes
CS000000120	CustomerJourneyService-3.5.0.1.52100601.svar	MD5 Checksum = 48d79d4876c75b1f75b88e9b88a514ca
CS000000121	CustomerManagement-3.5.0.1.52100601.svar	MD5 Checksum = 4f8076197b682c6731cd4e45bb648357

Social Media Snap-in 3.5.0.0 Service Pack (*Cluster 3) (no update for 3.5.0.1)

Download ID	File	Notes
AOC00000070	SocialConnector-3.5.0.0.0460025.svar	MD5 Checksum = 9396f4ce30208547d0c5879ac69e0f47

Avaya Multimedia Server 3.5.0.1 Service Pack DVD

Download ID	File	Notes
AOC00000072	OCEANA_3.5.0.1-4.iso	MD5 Checksum = 4c6f1bc3eee65d09f5660f575d8b0185

AuthorizationService Snap-in 3.5.0.1 Service Pack

Download ID	File	Notes
AB000000136	AuthorizationService-svar-3.5.0.1.19350101.svar	MD5 Checksum = 7A439ECA664FA80DB8BC21B7392EF3BA

Centralised Logging Service Snap-in 3.5.0.1 Service Pack

Download ID	File	Notes
AOC00000073	CentralizedLoggingService-svar-3.5.0.1.15350101.svar	MD5 Checksum = 7c34243ed8beef61eb7d2d995407c064

Reliable Event Streaming Snap-in 3.5.0.1 Service Pack

Download ID	File	Notes
AOC00000076	reliableEventStreaming-svar-3.5.0.1.02350101.sva	MD5 Checksum = e7d4049ec028cae783a53e02976ae762

Co-Browse Service Snap-in 3.5.0.0 Service Pack (no update for 3.5.0.1)

(*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 Service Pack - (*Optional – Cluster #1, #2 and #3)

Download ID	File	Notes
AOC00000074	PacketbeatService-svar-3.5.0.1.02350101.svar	MD5 Checksum = 3bd3bc3ca70d1e13735581610eb0c9cd
AOC00000075	MetricbeatService-svar-3.5.0.1.02350101.svar	MD5 Checksum= 94090b95676dc9df556f3f0eee4a5fa4

**Avaya Contact Center Control Manager 8.0.4.0**

Download ID	File	Notes
ACCM000062	ACM_8.0.4.0_583_20180924_2305.iso	MD5 Checksum= a888a886d68bbe8192c32e07967210a8
ACCM000063	Avaya_ACM_8.0.4.0.1.200_Patch.zip	MD5 Checksum= 76f90904e838ffbcdd18429efbf87a1a
ACCM000064	Avaya_ACM_8.0.4.0.3.7_Patch.zip	MD5 Checksum= b96d8364366503419d551ccab5298e9b

Avaya Workspaces for Elite 3.5.0.1 Service Pack

Download ID	File	Notes
AOC00000077	AvayaWorkspacesforEliteSnapins_3.5.0.1_20181129_1430.zip	MD5 Checksum= b9a8bd9df032bcf38286a4a84eae5a9a
	Cluster #1 :	CallServerConnector-3.5.0.1.52100601.svar
		CentralizedLoggingService-svar-3.5.0.1.15350101.svar
		OceanaMonitorService-3.5.0.1.52100801.svar
		UCAStoreService-3.5.0.1.52100601.svar
		UCMService-3.5.0.1.52100601.svar
	Cluster #2 :	OceanaMonitorService-3.5.0.1.52100801.svar
		UnifiedAgentController-3.5.0.1.521001001.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 = 7c76d3b8c0fd9fcdd17d310e2bf22252311236504 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 – (No update for 3.5.0.1)

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

**Avaya Oceana PDC (No update for 3.5.0.1)**

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

Avaya Oceana Experience Portal Sample Application Support Files - (No update for 3.5.0.1)

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

Engagement Designer Workflows + prompts – (Updated for 3.5.0.1)

File Name	MD5 Checksum
Avaya Oceana Engagement Designer Workflows_Prompts.zip	f992ffdb3871ed8eb4fd27b1ee41d7c7
	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
	OceanaVoiceSelfServiceMedia.xml
	en_us.zip

Avaya Oceana Communication Manager Vectors – (Updated for 3.5.0.1*)

File Name	MD5 Checksum
Avaya Oceana Communication Manager Vectors.zip	5e337f9ace7b9d83eefbb685cb2d542f *Only “SelfService_Vector.acs” has changed in 3.5.0.1

Chat Reference Clients - (Updated for 3.5.0.1) – (*new in 3.5.0.1)

File Name	MD5 Checksum
Avaya Oceana Reference Web User Interface 3.5.0.1.zip	ef521c6e353905d204733cb32076e4da
Avaya Oceana Reference Chat Transcript Filtering Service.zip*	7de717070a80289d1fab0591c567f923
Android_ref_client_3.5.0.1.zip	7f71aef2f39d50cecbd5fb2c7ed4f2fb



Avaya Oceana iOS Chat Ref Client	Not supported for Oceana 3.5.0.x
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Avaya Oceana Generic Channel – (Updated for 3.5.0.1)

File Name	MD5 Checksum
Avaya Oceana Generic Channel 3.5.0.1.zip	398ff42fcee9cfae7760611eb44110d0

Postman Collections - (No update for 3.5)

File Name	MD5 Checksum
WA32.json	4bd2093513cf33047fb5568112d50e89

Work Assignment Snap-In Developer Guide - (No update for 3.5.0.1)

File Name	MD5 Checksum
Work_Assignment_Snap-In_Developer_Guide_Release_3_5.pdf	4e5f2c198c13b049d7b3b2412574e3d4

Avaya Oceana Email Open Interfaces Guide – (Updated for 3.5.0.1)

File Name	MD5 Checksum
Avaya Oceana Email Open Interfaces 3.5.0.1.zip	862cae6d2acf5062470bdd3a210bb1d0

WebRTC Reference clients and Developer Guide- (Updated for 3.5.0.1)

File Name	MD5 Checksum
AvayaOceanaWebVoiceVideo-SDK3.5.0.1.zip	61d400738b23d4881bca5cf190d850bf

Breeze ClientSDK - (No update 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 “Upgrading Avaya Oceana® Solution” document for upgrading 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 detailed Upgrade information, please refer to:

“Upgrading Avaya Oceana® Solution” document. AOK ID <https://downloads.avaya.com/css/P8/documents/101053710>

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

Avaya Sytem Manger PCN (PSN004812u)– AOK ID <https://downloads.avaya.com/css/P8/documents/101051043>



For information about Avaya Breeze™ Platform documentation refer to:

Avaya Breeze 3.5.0.1 Release notes – AOK ID <https://downloads.avaya.com/css/P8/documents/101051645>

For information about Avaya Engagement Designer documentation refer to:

Avaya Engagement Designer 3.5.0.1 Release Notes - AOK ID <https://support.avaya.com/css/P8/documents/101053631>

For information about Avaya Context Store documentation, refer to:

Avaya Context Store Snap-In Release Notes 3.5.0.1 - AOK ID <https://downloads.avaya.com/css/P8/documents/101053555>

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:

File Name	MPL Patch Name

Upgrading the software (Note: moved to a separate Guide for 3.5.0.1)

For procedures to upgrade Oceana 3.4.0.x & 3.5 to Oceana 3.5.0.1, please refer to the following guide:

“Upgrading Avaya Oceana® Solution” <https://downloads.avaya.com/css/P8/documents/101053710>

Amendments to the “Upgrading Avaya Oceana® Solution” Guide

Amendment 1

On page 41 before the section “**Deleting all services from System Manager**” section, the following section should be added.

Deleting snap-ins from Service Profiles

About this task

Use this procedure to delete the EngagementDesigner and AvayaMobileCommunications snap-ins from Service Profiles on System Manager. This is only required if using OceanaVoiceSelfServiceMedia workflow for initiating Oceana calls, or AvayaMobileCommunications to support WebVoice, Video.

Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze™ > Configuration > Service Profiles**.
2. On the Service Profiles page, select the profile radio button and click **Edit**.



3. On the **All Services** tab click the x (cross) on each service to remove them from service profile.

Note: AvayaMobileCommunications and EngagementDesigner are the services that are added to the profiles to support WebVoice, Video and EngagementDesigner initiated calls.

4. Click **Commit**.

5. Repeat for all the Service Profiles.

Amendment 2

On page 49 after the section " **Installing services to the clusters**" section, the following section should be added.

Adding snap-ins to Service Profiles

About this task

Use this procedure to re-add the EngagementDesigner and AvayaMobileCommunications snap-ins back to Service Profiles on System Manager. This is only required if using OceanaVoiceSelfServiceMedia workflow for initiating Oceana calls, or AvayaMobileCommunications to support WebVoice, Video.

Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze™ > Configuration > Service Profiles**.

2. On the Service Profiles page, select the profile radio button and click **Edit**.

3. On the **All Services** tab , under **Available Service to Add to this Service Profile** click the + (plus) on each service to add them back to the service profile.

Note: AvayaMobileCommunications and EngagementDesigner are the services that are added to the profiles to support WebVoice, Video and EngagementDesigner initiated calls.

4. Click **Commit**.

5. Repeat for all the Service Profiles.



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.
AOEC-6306	OceanaCoreDataService very intermittently fails to initialize correctly. Requests to the OCDS result in a 404 response with message “Could not connect to the managerSpace”.



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 incorrec
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 conta
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 Routepoint
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



Defects resolved in Oceana 3.5.0.1

Context Store/Customer Management

Fixed Defect	Description
AOEC-11710	Oceana BuildService task - Proficiency spelt wrong - Causing Unrecognized field error
AOEC-6623	ContextStoreQuery returns ArrayIndexOutOfBoundsException if touchpoint parameter does not use accepted format (type__status). Customer sees a 500 error code on attempting to retrieve Customer Journey.
AOEC-7048	CustomerManagement should support separate endpoints for CustomerJourneyService and Context Store.
AOEC-7020	Customer Journey – the Topic is displayed in capital letters when a user clicks on a touchpoint however if a user hovers over the touchpoint or clicks ‘More Data’ the Topic is displayed using a mix of capital and lowercase letters. The Topic format should be consistent.
AOEC-7061	Customer Journey – if a customer opens an email transcript and filters the subject, then clears the filter, they would see that the email body/transcript is not displayed.
AOEC-7033	The transcript in the Customer Journey is split inappropriately into many lines when used with Microsoft Edge.
AOEC-6637	GET Request to customer management api constantly fails with a 400 error .in the OrcRestservice log when the email address contained an apostrophe.
AOEC-6891	Customer Journey - IE11- Transcript fails to open on selecting a touch point in the Customer Journey and then clicking the ‘TRANSCRIPT/MORE DATA’ button.
AOEC-6925	CustomerManagement rejects 'getCustomerId by email' requests which are considered to be valid by OCP e.g. both double quotes and escaped double quotes should be acceptable in an email address.
AOEC-6557	No customer details seen in Workspaces for new email customer due to Customer Management email validator rejecting ‘.local’ and ‘.lab’ domains. If this customer interacts with Oceana on a second separate interaction using the same customer email, only the current interaction is displayed in the Customer Journey. All previous interactions should also be displayed.
AOEC-6681	On a non-secure lab Customer journey widget uses https request to get transcripts when all other connections use http.
AOEC-6608	Email signature images sent as attachments do not display in the Customer Journey.
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 missing from the displayed transcript. This does not occur in transcripts retrieved via the ‘Customer History Search’ widget
AOEC-6297	Customer Journey in Workspaces makes multiple calls to retrieve {{icon}}.svg on first load as seen in the network tab of the Developer Tools.
AOEC-6555	If an agent accepts an email and replies to a customer, the customer receives the response and it contains the Customer Id in the subject. The customer replies to the agent and the agent accepts the latest email, views the Customer Journey, clicks on the touchpoint of the current contact and clicks on ‘Transcript’, the Customer Id is missing from the Subject of the part relating to where the agent replied to the customer.
AOEC-6451	When an agent replies to a Chat/SMS/Social contact and enters a break line (Shift + Enter keyboard), the Customer Journey view of the contact i.e. the transcript, does not include the break line. All text is

	displayed on one line instead.
AOEC-6628	The orientation of overlapping of interaction nodes should be reversed i.e. nodes earlier on the timeline should be overlapped by nodes later on the timeline.
AOEC-6479	The email subject field is missing from the transcript of the Customer Journey.
AOEC-6278	Customer Journey in Workspaces makes three calls to init on first load as seen through the Developer Tools network tab.
AOEC-5899	Customer journey is not displaying the correct label or icon for Generic channel.
AOEC-6387	When UAC or other makes a request for customer history a '404 Not Found' is returned in the event of the data not being found as well any unsuccessful response. This leads to the consumer of that service not being able to report accurately what occurred as a result of their request.
AOEC-6593	Assign Attributes Feature – empty attributes cannot be reset for an agent after new attributes have been temporarily 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-6471	Customer Management does not return generated ID for journey element to client.
AOEC-6726	Customer Journey needs to be updated to handle the new Multimedia transcripts format sent from OCP.
AOEC-6660	Lengthy topic name is not wrapped in customer journey view. For example a lengthy Topic set in a Chat interaction.
AOEC-2333	Change "Crmid" input in Oceana Engagement Designer Task "Get Customer Id" to the more appropriate name 'ExternalId'.
AOEC-6873	NullPointerExceptions from CustomerJourneyService are being logged in asm.log
AOEC-6867	CustomerManagement uses inappropriate content-type in 'Create Journey Element' and 'Update Journey Element' responses.
AOEC-6566	ASM logs filling up with CustomerManager exceptions causing the log files to roll over much faster than would be expected.
AOEC-7004	Customer Management returns the error 'CRM Id format is invalid' if a CRMID parameter is received which contains the '@' symbol. Supported symbols now include *(^%\$"!@~}{, and the symbols which need to use escaping are &, £.
AOEC-6362	Customer Journey – Should include 'priority' in 'More Data'.
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. 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.
AOEC-4999	ContextStoreRest JSON Logger is supposed to log to /var/log/Avaya/services/ContextStoreRest/ContextStoreRest.json.log only. However, /var/log/Avaya/sm/asm.log is also being updated with entries by ContextStoreRestJSONLogger.

WebRTC

Fixed Defect	Description
AOEC-6935	WebVoice or Video call with is transferred to service shows a 503004 error on transferring agent



AOEC-6885 UNIDESK-12946	desktop
AOEC-6311	Video Calls from iOS and Android clients are intermittently lost in RONA situations
UNIDESK-12209	When call recording is in place for Oceana, the WebRTC Agent does not see the customer video feed.
ZEPHYR-66825 AOEC-6919 UNIDESK-12516	When call recording is in place for Oceana, video calls will be lost when using the WebRTC Agent transfer to service feature

Unified Agent / Workspaces

Fixed Defect	Description
UNIDESK-13339	Incorrect spelling of FROM in Broadcast Message to all agents
UNIDESK-13157	Cannot Search by "To Address"
UNIDESK-12435	Workspaces and AWFOS: Observe Widget not functional
UNIDESK-13368	Dashboards start flashing when using threshold class for time in state when agents login and process traffic
UNIDESK-13038	Performance issue with complex dashboard with single instance filtered views
UNIDESK-12855	Threshold Class details cleared upon validation error when saving
UNIDESK-12493	Supervisor Workspaces client running canned and custom dashboards run out of memory within a few hours of traffic running
UNIDESK-12437	Workspace and AWFOS: Reason Codes are not getting displayed
UNIDESK-4895	CC Client on Safari - Text is jumbled and Illegible.
UNIDESK-12918	Agent closes Browser without Exiting & the Hot Desk is left locked to them. Supervisor cannot resolve.
UNIDESK-12751	Single instance does not show drop down for Agent ID, Account ID, Group ID, Not Ready Reason Code, Site Id, Site Name
UNIDESK-12735	Workspaces logs cannot be downloaded until agent has activated
UNIDESK-12672	ua-uam PU CPU creeps up and UAC node reaches 100% CPU
UNIDESK-12654	Intermittently editing of previously created view does not shows the column selected
UNIDESK-12609	All Workspaces Reporting Widgets with Graphical Elements showing Agent state must conform to what Workspaces displays today for Ready, Not Ready, ACW, etc
UNIDESK-12615	Supervisor RT UI failed to display data when 50+ Oceana agents are logged in using emulator
UNIDESK-12924	Workspaces for elite - Agent unable to complete consult/conference
UNIDESK-12831	Empty cell values when creating thresholds are not being rendered correctly on edit
UNIDESK-12801	Adding a widget in the Workspaces widget manager will remove any widgets that are currently hidden by a search filter
UNIDESK-12568	Supervisor does not get a notification that agent browser has disconnected in Team Viewer Widget Anymore in Oceana 3.5.x
UNIDESK-12388	72 hour chat traffic - cannot login/out or finish work
UNIDESK-12193	Workspaces for elite - Agents logged out from the workspaces when power outage with active breeze node
UNIDESK-12480	Oceana Workspaces - support scrolling through Webchat transcript while in ACW
UNIDESK-12512	Agent can't end work contact - End Button not functional



UNIDESK-12209	[WFO 15.1 - WFM - Oceana] Avaya Call recording of a webRTC agent video session stops video feed from customer to agent
UNIDESK-13335	Time in state thresholds not getting applied
UNIDESK-13130	Threshold definition is not working according to value set for it
UNIDESK-13143	Workspaces media-in-browser will break completely in Chrome 71 because the JSCSDK will not initialize
UNIDESK-13179	Calculated Measure Duration measure support
UNIDESK-13149	Workspaces for Elite - Screenpop should be launched on call accepting
UNIDESK-13077	Increase maximum limit to views that a user can create
UNIDESK-13048	Creating a new public calculated measure overwrites one of the canned ones. Same issue arises when private measures are created
UNIDESK-12904	Widget Migration should include layout changes to reporting widgets
UNIDESK-12855	Threshold Class details cleared upon validation error when saving
UNIDESK-12845	Workspaces - Reporting - If a filter is applied to a table and you switch dashboard tabs, the filter input boxes appear empty but the filter is still applied
UNIDESK-12798	Workspaces - Messenger - [IE and Edge] Message displayed empty if contains "http://@"-like fragment
UNIDESK-12760	Admin user cannot login to workspaces after import of older layout. Also admin or super cannot login to Workspaces if connection to stream server is down
UNIDESK-12736	Administrator created dashboard not publicly visible to other users
UNIDESK-12665	Customer Details widget is not showing data for the customer when clicked on "More Information" when outbound call is place to Agent via POM
UNIDESK-12663	Visual cue below toolbar does not change to blue when Agent state selected with "Additional Work"
UNIDESK-12649	Email retrieval button becomes disabled after deferring max allowed deferred emails. Refresh or logout and login does not resolve the issue
UNIDESK-12636	Cannot create a Pie chart with more than one measure
UNIDESK-12612	Workspaces Reporting - Settings tab missing for non-oceana reporting supervisor
UNIDESK-12591	Private and public Measures are not saved when there are many public views created
UNIDESK-12521	Switching back to Dashboard Viewer is slow and reverts to default dashboard
UNIDESK-12517	Need tool tip or wider drop down lists on Dashboard manager to see view names when dealing with busy dashboard layouts
UNIDESK-12514	External screenpops not displayed for incoming interaction
UNIDESK-12507	Defer popup appears at irregular position so defer reasons are unavailable
UNIDESK-12463	Reporting View Manager Widget: Single instance doesn't hold onto inserted values
UNIDESK-12431	Workspaces – Barge-in work card disappear after agent accepts multiple contacts to show the scrollbar icon
UNIDESK-12356	Workspaces - Interaction card not coming into focus on accept (slightly intermittent)
UNIDESK-12281	Update online help documents with latest from docs team
UNIDESK-12262	Workspaces admin should be able to configure Toast message types
UNIDESK-12232	Workspaces - Display browser confirmation popup when closing Workspaces tab or Window
UNIDESK-12231	Workspaces - Log memory usage every hour
UNIDESK-12127	Site Summary view displaying no data on Workspaces dashboard viewer
UNIDESK-13198	Supervisor is allowed to edit (and then delete) canned and public threshold classes



UNIDESK-13158	Some reporting labels not translated when switching languages on Workspaces
UNIDESK-13151	Oceana Workspaces - md-backdrop overlay takes over GUI blocking agent clicks
UNIDESK-13059	Intermittent Issue with dashboards not displaying data. We see a constant list of exceptions shown on the console
UNIDESK-13027	Keyword filtering is not working for analytics reports
UNIDESK-12927	Intermittent Issue with filter fields display on dashboards
UNIDESK-12926	Changing producer when editing threshold should remove all measures previously selected
UNIDESK-12824	Double quotes not working in Customer History search
UNIDESK-12811	Workspace – Voice – Agent cannot use consult transfer to service after consult call to team.
UNIDESK-12761	Unknown layout showing on widget migration wizard as automatic change
UNIDESK-12734	The Insert Signature option is grey out after we retrieve draft email
UNIDESK-12657	Intermittently supervisor sees GUID of dashboards rather than the dashboard views
UNIDESK-12651	Reporting Dashboard Manager: Select view dropdown must be resized
UNIDESK-12642	Filtering and Sorting on measures not working when formats applied
UNIDESK-12582	Long billboard names causing display issues on complex dashboard layouts
UNIDESK-12565	Should not be able to add multiple measures to a billboard view. This results in no data being displayed
UNIDESK-12555	C3i dashboard layout not resizing views correctly
UNIDESK-12538	C3i dashboard layout scroll bar disappears
UNIDESK-12536	Checkbox does not work while selecting measures
UNIDESK-12535	Search option does not work while selecting measures in views
UNIDESK-12485	Site measures for Abandoned Percent, Not Answered Percent and Answered Percent not displaying any data on custom dashboards
UNIDESK-12484	Consult workcard should display consult servicename
UNIDESK-12461	Drafts are lost if agent starts to reply by clicking a template only
UNIDESK-12404	Customer history search returns every contact in the Database
UNIDESK-12398	Pre existing reporting views cannot be deleted or edited after an upgrade
UNIDESK-12374	Issue with duplicated rows on deferred email list when using keyboard shortcut with multiple deferred emails
UNIDESK-12357	The draft email is lost if we close Workspace after retrieve deferred email
UNIDESK-12298	[Email]Agent can't input email address again when removing email address by Backspace keyboard
UNIDESK-12261	Workspaces - "Click here to see the list of supported browsers" hyperlink is not working
UNIDESK-12241	Workspaces - Combine code base for compressed layout and regular layout into one
UNIDESK-12233	Workspaces - Supervisor or Admin reporting user should be able to restore factory settings on views and dashboards.
UNIDESK-12229	Workspaces - Make dropdowns in Workspaces alphabetically ordered and filterable
UNIDESK-12212	Supervisor Reporting Dashboard: Max dashboard limit set to 3 custom dashboards
UNIDESK-12211	Cannot use the 25 view dashboard layout as no views are available to select from
UNIDESK-12202	Unknown widget added to customer journey layout for Video causing display issues with journey
UNIDESK-12188	Workspace – My Agent only displays maximum 10 Agents when and after have a filter action
UNIDESK-12176	Dashboards get stuck in loading state if the supervisor clicks the dashboard viewer icon immediately after logging into workspaces



UNIDESK-12172	Workspaces - Analytics Dashboard - Chrome - Console Errors
UNIDESK-12134	Subscription requests are still being sent by a supervisor Workspaces session after that session has been taken over on another client
UNIDESK-12087	Admin Designer migration tool does not update a 3.4.1 custom layout to merge new 3.5 core widgets and 3.5 default layout changes into the Custom layout.
UNIDESK-12015	Realtime Reporting: Export Dashboard removes Delete functionality
UNIDESK-12003	Oceana Workspaces - properly handle scenario when Authentication Token expires
UNIDESK-10893	The transferred contact is showed as CONFERENCE when the first party click Extend time

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.
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.
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.
AOEC-6609	In certain Aura configurations PSTN voice call to Oceana is dropped automatically after the Avaya Aura Experience Portal menu prompt is done
AOEC-6779	CSC showing never ending loop cycle causing increased memory usage
AOEC-6679	Unexpected External Resource Interaction transitions during transfer to service for a customer calling into Oceana from Skype
AOEC-6907	Acquire state mismatch between CSC PU and UCM resulting in some Agents not being able to work.
AOEC-7090, AOEC-7103	Two stuck work cards found at Dell in Workspaces on Elite deployment

Omni Channel Provider

TITLE	Brief Description of how issue will affect the customer
AOEC-7155	Customer search results missing attachments
AOEC-7116	Sessions not removed from ChatLib if customer leaves during automation
AOEC-7104	Chatlib fails on chat traffic runs due to memory leak
AOEC-7073	Email transcript – The sentence of email body is broken into many lines
AOEC-7046	Email Manager fails to parse WSDL imports
AOEC-6968	Email signature – The image signature of previous transcript is display error after we remove image from the pool.
AOEC-6954	Chat transcript filtering requests should not use the management address
AOEC-6922	Customer journey filter transcript base on conversation time stamp
AOEC-6900	Agents stopped responding to chat traffic after 30 hours
AOEC-6821	Chat Frontend – An error occurred if we input special character into Topic field.
AOEC-6762	Workspace – Missing RONA message when contact is RONA (OCP)
AOEC-6748	On hold URLs – The Cancel/Save do not work if we double click on one URL group while creating new group
AOEC-6719	Email Rule– Cannot save the option Response to original email and RoutePoint
AOEC-6708	Inconsistent between and Agent and Chat FrontEnd when we click on multiple URLs
AOEC-6695	Voice Co-browse – Cannot pause the Co-Browse session
AOEC-6693	Email signature images sent from workspaces don't appear in received email (Thunderbird)
AOEC-6687	The Web UI does not repopulate the transcript upon page load

AOEC-6677	WebChat stops working for specific very long input text
AOEC-6676	WebChat - 404 error, when a chat is refreshed multiple times the UI receives a 404 error.
AOEC-6671	Generic Contact is not renewed in the OCP Audit
AOEC-6659	Auto answer stops functioning after a CCNode outage - requires a cluster restart to recover
AOEC-6653	Customer history/ Customer History Search_ Missing the numbered/symbol icon of the list in outbound email
AOEC-6651	Incorrect timestamp in transcripts of customer journey.
AOEC-6648	Emails not deferring properly after restore of a CCNode outage
AOEC-6646	Customer History is not fully translated to other language.
AOEC-6643	Customer Controller Service inconsistently reporting state of OCP DB connection in heartbeat messages to Oceana Monitor
AOEC-6632	Cannot uninstall develop dvd via Control Panel
AOEC-6622	Chat Contacts not closed in DB after connection timeouts at startup
AOEC-6596	Workspaces – Customer History Search – Search result is not sorted by Date and Time
AOEC-6567	Database admin client failing to launch on AWS
AOEC-6495	SMS/Social – Inconsistency display SMS/Social label between Customer History and Customer History Search
AOEC-6467	Email Dropped after 1 day does not close contact in DB
AOEC-6466	CustomData field is undefined in webChat.js
AOEC-6448	Defer email – After retrieve draft email with attachment, the file size is enforced although the attachment is removed.
AOEC-6447	LastUpdatedTimestamp not updated when updating customer details
AOEC-6405	ORC needs to send ANSWER_FAILED for AddParticipant Failures
AOEC-6391	Response codes returned are unsuitable for managing notifications to Workspaces user
AOEC-6354	Custom fields should have limits on numbers that can be created
AOEC-6348	OWASP - SQL vulnerabilities - AgentControllerService
AOEC-6340	ORC does not handle reason code 'Defer_Expiry' when Customer not in state
AOEC-6333	OCP active node network disconnect stops email processing
AOEC-6332	OCP DataServices attribute text should state reboot is required.
AOEC-6326	Chat transcript is not the same as the original one
AOEC-6303	Topic set on chat frontend not written into Context Store
AOEC-6295	Contacts that have been ended due to routing failures should not show up as closed in Customer History
AOEC-6294	Blank Email rules query triggers false positive rule match
AOEC-6274	Oceana - CC Email Address syntax not correctly formatted
AOEC-6238	The Max Active Email Contacts count does not include Deferred or Transferred Email Contacts
AOEC-6230	Issues with closing WebSockets on Chrome
AOEC-6222	Web UI will attempt to reconnect after timeout
AOEC-6206	Email signature images do not render correctly in customer history display
AOEC-6205	Email signature images do not render correctly in customer history search display
AOEC-6189	[Email] Destination address (TO field) is filled up incorrectly when we retrieve draft email.
AOEC-6143	OCP should reject RONA drop request if the CI is ACTIVE
AOEC-6095	ADMIN - can't unassign Agent Initiated email from Inbox
AOEC-6041	Email Agents operating on the public internet are unable to view or upload attachments
AOEC-5789	Email with Failed Answer does not close contact in DB
AOEC-5671	OCP admin does not prompt for uninstall of previous version and as a result user continues to use old version
AOEC-5572	Inline images in body placeholder for autoresponses/autosuggests broken



AOEC-5556	OCP Database user passwords should be maintained after an OCP upgrade
AOEC-5544	CACHE HA - connection hangs if projection is executing when switchover occurs
AOEC-5543	Customer number assigned randomly for a LINE channel user
AOEC-5536	Service name does not display for requeue contact on Work Card

Outbound

Title	Description
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-311	Outbound Call : Completed and Active Time measure not getting updated

BotConnector

Fixed Defect	Description
CHATBOT-2569	Chat becomes unoperational when a node in cluster 2 goes out of service
CHATBOT-2577	Message maximum length for automated chat is applied for all plugins
CHATBOT-2542	On enabling default text analytics plug-in Oceana Monitor event message should be "Default Text analytics enabled" instead of "Text Analytics enabled"

Defects resolved in Oceana 3.5.0.1 Service Pack Patch RU_01

Fixed Defect	Description
AOEC-9177	Email contacts set to Failed state due to connection issue between UAC and ORC
AOEC-7864	BotConnector SSL Cipher issue
AOEC-9178	Email contact is presented to two Agents simultaneously
AOEC-9104	Optimize CS EDM features management of connection pool to database
AOEC-7419	Customer Journey "More Data" must use FQDN in secure environments and IP in non-secure environments
AOEC-9090	Oceana EmailService does not support secure SMTP using TLSv1.2
AOEC-7899	Email Content Type null - 7z attachments
AOEC-7523	When creating a SessionID, MessagingService should use just ConversationID and Identifier, not Name
AOEC-9414	CS topic update is triggered by OCP with the value "EnglishServices"
AOEC-9189	Email are set to Failed because ED cannot find contact in Contact Store
AOEC-9619	Stuck Contact Tool not working - Error 500: java.lang.IllegalArgumentException
AOEC-9104	With new Chrome version 71, the spacing of Customer Journey Visualization has glitched and the icons were being cut off from the top and from the right side
AOEC-8419	NullPointerException on Reserve Agent field resulting in missing events to Reporting
CHATBOT-2620	BotConnector uses Management IP and hence weak cipher suites to loading remote plug-in JAR files
UNIDESK-14330	Not Ready reason codes not being reordered numerically
UNIDESK-14753	Updated List for Agent Status enhancement to add the ability for 3rd party custom widgets to listen out for page push URL events



UNIDESK-13570	Inefficient use of md-list causing delays in Team View and My Agents
UNIDESK-13357	UAC - change threadingId from contactId to workRequestId in ucm-pu for interaction handlers
UNIDESK-13288	Not Ready Pending and Login Pending filter on state column does not work as expected
UNIDESK-13543	Drop a workcard if interaction does not exist in Common model
UNIDESK-14023	Workspaces is resetting the Agent selected language back to English after some time

Known Defects in Oceana 3.5.0.1

Unified Agent / Workspaces

Key	Brief Description of how issue will affect the customer
UNIDESK-13340	User cannot edit past a certain number of measures on Threshold Class widget
UNIDESK-13315	Workspace - Chat, SMS - Failed to send page push URL with uppercase letter HTTP
UNIDESK-13175	When agent clicks on a page push URL or phrases it is sent 8 times
UNIDESK-13174	Chat seen in two tabs in Workspaces
UNIDESK-13154	Producers in View Manager not listed alphabetically
UNIDESK-13123	http request failed error displayed on Workspaces after logging in Analytics only user
UNIDESK-13122	Issue with Supervisor dashboard viewer when in compressed mode with Analytics only user
UNIDESK-13095	Workspaces client becomes unresponsive when super is viewing MyAgents widget and there is a shift change i.e. bulk logout/login of agents
UNIDESK-13054	% Service level and %Abandoned Rate on Canned "Routing Performance Summary" dashboard does not show any values
UNIDESK-13040	User is able to save negative values for threshold classes.
UNIDESK-12844	C3i Reporting View manager: Site producer - adding siteID or NameID error
UNIDESK-12112	Supervisor dashboards on Safari 10 client has widget display issues and data cannot be viewed
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-9236	Remove Email Attachment – Attachment is disappeared after refresh browser
UNIDESK-13332	Workspace - The scrollbar does not move up if agent view more information of customer at the bottom
UNIDESK-13330	Workspace – the space characters of message were trimmed away in customer history transcript.
UNIDESK-13291	Workspaces - Some strings are not translated when language is switched after log out/log in routine
UNIDESK-13280	Workspaces - Webchat Workcard does not display most the recent message from Customer during Coaching
UNIDESK-13232	Email Signature – Can update the signature image of agent on session client kicked off
UNIDESK-13229	Agent not able to view image or video sent by customer when agent is on IE browser
UNIDESK-13219	Intermittent Invalid message popping after editing a reporting view
UNIDESK-13217	Workspace_L10N_Some tooltips on agent and Supervisor agent are not localized if his supervisor observes, coaching and barge in the webchat or SMS contact
UNIDESK-13173	Email – Cannot search replied Email from customer by Subject if the subject contain contact ID and customer ID
UNIDESK-13160	Workspace_L10N_The name of attachment is displayed incorrect if it has localized characters
UNIDESK-13145	Workspace_L10N_Defer Email - The Cancel and OK buttons are not localized
UNIDESK-13080	Customer History - IE11- Fail to display transcript
UNIDESK-13073	Workspace – Broadcast message - The number of character left is counted incorrectly if we add spacebar character at the beginning of the message.
UNIDESK-13053	Incorrect Time Stamps displayed in the CDR Report



UNIDESK-13049	Workspaces - Edge - Text after inserted link matches as a link also
UNIDESK-13028	Customer history / Customer History Search_ Missing the numbered_symbol icon of the list in inbound email
UNIDESK-12965	Interaction details info is different between Supervisor & agent when workcard being observed
UNIDESK-12943	Logs-download process blocks UI on very large collection of events
UNIDESK-12923	Workspaces for elite - Please remove After Contact Work from Interaction details
UNIDESK-12897	Reset to Default Configuration confirmation message should clearly indicate to the user that all custom changes and widgets will be lost
UNIDESK-12896	The Select Widget drop down needs to be longer or have tool tips so users can distinguish between widgets with similar long names
UNIDESK-12869	Customer History – Difficult to read transcript of plaintext email
UNIDESK-12849	Email – Suggest Response – The email suggest with Bullet and Numbering format is not aligned correctly when we insert it to email body.
UNIDESK-12770	Workcard timer reverts to 00:00 for contact longer than 24 hours
UNIDESK-12769	Outage of 2 Breeze nodes in a 3 node cluster (single cluster deployment) having issues, need to document observations if this is limitation
UNIDESK-12741	Double click to accept or end a workcard will show an error notification on workspaces
UNIDESK-12661	Safari – Work code, Disposition code – Selected code name is not displayed if it has more than 27 characters
UNIDESK-12660	Agent unable to answer work card for incoming audio call
UNIDESK-12640	Workspace freezes if a popup is open
UNIDESK-12634	IE11 - Workspaces – Supervisor - Chat/SMS content in Workspaces is broken when supervisor barged-in
UNIDESK-12633	Chat –Refresh agent, Co-browse is appeared on agent side if chat is barged in before
UNIDESK-12623	Make error caused by websocket unsubscription looking more informative in toast-notification
UNIDESK-12433	Workspaces logs timestamp displaying incorrect time
UNIDESK-12098	Interaction details Topic should be displayed as a "Service" as there is a separate topic feature in OCDS which can cause confusion
AOEC-7522	Oceana 3.5.0.1 - Workspace - Customer History Search - Content of SMS channel does not display From after searching from Customer History Search
AOEC-7316	AOEC – Customer History – Incorrect email transcript displays if email body contains hyperlink in bullet and numbering format.
AOEC-7134	Customer History Search – There is missing the record of inbound email from customer if agent reply email to customer.

Avaya Control Manager

TITLE	Brief Description of how issue will affect the customer
ACM-17298 - Windows Security message box is getting displayed after ACM timeout on Work Assignment attribute/properties page.	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: The user needs to enter their ACM login credentials to continue.
ACM-17635 –	ACM allows for the creation of Screenpops whose names contain non latin characters, however

Cannot edit or delete a screenpop with a non-English name	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. 2. 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. 3. 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. 4. 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. 5. Stop the Audit Log and License Tracker services on the ACM-APP-2 server 6. 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.



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 long 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-7093	Intermittent issue found under heavy voice traffic and with multiple CSC to AES link failures that resulted in stuck work cards

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
AOEC-6113	There is a limitation on the supported attached file name length when replying to an email contact – Max supported is 61 characters. If longer named attachments are used the name will get changed to: "Untitled attachment xxxx.xxx" at the customer's inbox.
AOEC-7413	Cannot Retrieve Transcript for a Contact with Status Error in the Omnistore Database
AOEC-7411	Interaction not closed in Chatroom after drop while Supervisor Observing
AOEC-7251	Participant Joined Message Not Received by Customer when reconnecting Chat
AOEC-7224	"Suggested phrases" are not displayed if customer initiated chat before agent clicked "start work" in workspaces
AOEC-7132	OCP - Localized_ Failed to backup Multimedia database on localized OS
AOEC-7114	MM Admin – Can create empty group name for AutoPhrase, PagePush URL, OnHold URL
AOEC-7076	OCP DB Failover: Unable to accept defer email when timer expired during failover
AOEC-7067	There are engagements where they were not abandoned or rona'd & yet have no active time
AOEC-6881	Adhoc Outgoing emails do not appear in customer history search results
AOEC-6839	BackupAndRestore - Backup zip proccess fails if not enough disk space
AOEC-6759	[Email]Agent couldn't get notification of delivery failure when sending invalid email to customer
AOEC-6717	Chat transcript – The time of transcript is showed in GMT
AOEC-5595	OCP admin tool doesn't run correctly from a browser on the OCP Cache server
AOEC-5591	Messaging will assign ownership to sms/social to other node regardless of whether it is alive or not
AOEC-5590	Social close contact audit action takes 10 minutes to close the websocket resulting in loss of service
AOEC-5584	Changes to the Enable or disable language analyser for SMS on MessagingService should not require a reboot on OCP node
AOEC-3976	There is currently no option to retrieve SMS customer history other than by date. Need to add another filter option.



AOEC-9605	Cache Database Back and Restore fails during DR switchover Workaround: Using the file manager manually create the file “Switchover.log” in {SOFTWARE}:\Avaya\Oceana\Oceana\BackupAndRestore\Logs where {SOFTWARE} is the drive you selected on install to be the software drive.
AOEC-9460	Email contacts not routing after Cluster 1 and/or 2 have been rebooted. Workaround: If Cluster 1 and Cluster 2 have been rebooted (or just cluster 1 in a 2 cluster configuration) it is necessary to reboot Cluster 3 (OCP cluster) in order for new email contacts to route.

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-324	Get 'Interaction request failed' error when Agent drops the call. Whenever an Outbound Agent on workspaces disconnects the call agent will see the “Interaction request failed” message on workspaces. Please ignore this message.
OUTBOUND-303	After Oceana Setup reboot, agent login gives error-provider not found which gets resolved after Undeploy, redeploy of OBService. Workaround for this issue is to Undeploy and redeploy the OBService through SMGR.

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: • CS Threshold: Service High Requests per Second: 21 • CS Threshold: Service Low Requests per Second: 19 • CS Threshold: Instance High Requests per Second: 12 • CS Threshold: Instance Low Requests per Second: 11
AOEC-7806	Customer Journey - Email - There is no CC field in Email customer journey but the CC field still exists in Customer history.
AOEC-7336	The inputs ('Customer Id', 'Topic' and 'Contact Disposition') for Oceana PDC request 'Update Context and Schema' are not set properly in the request body/URL. Sending an update request with these inputs results in a 400 error response as seen in the Experience Portal trace.log.
AOEC-7247	Customer Journey - when Customer attaches screenshot (inline image) to email body and sends it to an agent, obn viewing the Customer Journey - Transcript window the inline image is not showed fully as there is no horizontal scrollbar. This happens with Customer Journey but does not happen with Customer History. Workaround: Right click om the image and click on open image in a new tab or in Internet Explorer right click on the image and 'Save Image As'.
AOEC-6941	Oceana PDC uses the same IP config for both Context Store (OCDS) and Customer Management therefore Context Store and Customer Management must be on the same cluster in order for the Oceana PDC to function correctly.
AOEC-6938	If incorrect password or user details for EDM are configured for ContextStoreQuery or ContextStoreManager, ContextStoreQuery continues to attempt connections to the EDM. Workaround: Ensure the correct EDM password and user are configured for EDM in ContextStoreQuery and ContextStoreManager
AOEC-5967	The connections to the postgres EDM database lock up periodically. Client receives exception message "FATAL: sorry, too many clients already". Even with the connection limit set high - this is still seen to happen eventually. Workaround: Restarting the EDM server clears out all the old connections.
CSSNAPIN-4906	The Avaya Context Store Developer Guide for the Oceana 3.5 release is missing ContextStoreTasks Error Handling changes introduced in 3.5. Workaround: Error handling information can be found in the online help for the ContextStoreTasks by clicking on the '?' symbol on the ContextStoreTask in the Engagement Designer Design console.
ZEPHYR-67122, ZEPHYR-65041	After Context Store service attributes have been deselected by unchecking the 'Override Default' checkbox, the default value is displayed. On committing the changes for the service attributes the old attribute values are still seen. The default values should be seen instead. Workaround: If deselecting an attribute value that has a 'Override Default' checkbox, select the default value and tick the checkbox. Commit changes.
AOEC-6705	When Context Store loses connection to the EDM on Oracle, SQL Server and PostgreSQL and a context is created with 'persistToEDM' flag set to true, the alarm "Failed to persist item to external data mart." should be generated. However, the generation of this alarm may be delayed by up to 15 minutes.
ZEPHYR-59000	The value of the ContextStoreManager dropdown attribute for 'GEO:Target Cluster Id' is not automatically repopulated after ContextStoreManager is uninstalled and then reinstalled in the case where there is only one ContextStoreManager version installed on SMGR. Workaround: The value of the attribute 'GEO:Target Cluster Id' needs to be re-entered and saved after reinstall of ContextStoreManager on both GEO clusters.
AOEC-6991	Oceana task bundle should detect Authorization Service IP attribute change. This issue occurs when the incorrect IP address is entered, saved and then corrected. A 404 error is seen in the



	AuthorizationService.log.
AOEC-7419	On receiving a chat/SMS/Email on a secure lab and opening the customer journey and clicking on the 'More Data' option, the cluster IP is used to retrieve data however the FQDN should be used instead.

WebRTC

Title	Brief Description of how issue will affect the customer
AOEC-6992 SERVERCSDK-6023	After the WebRTC Agent mutes video subsequent attempts by the customer to mute or disable video fail
CM-22868	The Transfer to service of Web voice or video calls may intermittently fail on deployments using CM 8.0. The issue is resolved in CM 8.0 SP1 Patch2.

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.

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
ZEPHYR-67448	Intermittently Nginx load balancer fails to bind to Cluster IP after a cluster reboot, resulting in a loss of access to Oceana Services Workaround: (1) Go to SMGR -> Elements -> Avaya Breeze -> Cluster Administration (2) Select the affected cluster and change the cluster state to Deny New Service (3) Edit the affected cluster on General tab (4) Uncheck the "Is Load Balancer enabled?" and commit the change (5) Click Show to display the servers of the cluster. Refresh it until load balancer icons disappear. (6) Edit the affected cluster on General tab (7) Check the "Is Load Balancer enabled?" and commit the change (8) Select the affected cluster and change the cluster state to Accept New Service
ZEPHYR-66785	On an Oceana 3.5.0.x Workspaces for Elite or Oceana Small Deployment, the Elastic+ process is consuming high CPU Workaround: The Centralized Logging svar is not supported on Cluster 1 for Oceana 3.5.0.x Workspaces for Elite or Oceana Small Deployment



Engagement Designer

TITLE	Brief Description of how issue will affect the customer
Please refer to	https://support.avaya.com/css/P8/documents/101053631

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.

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

Email contacts not routing after Cluster 1 and 2 have been rebooted. (AOEC-9460)

Workaround:

If Cluster 1 and Cluster 2 have been rebooted (or just cluster 1 in a 2 cluster configuration), it is necessary to reboot Cluster 3 (OCP cluster) in order for new email contacts to route.

Cache Multimedia Sever

AOEC-9605 - Cache Database Back and Restore fails during DR switchover

Workaround:

Using the file manager manually create the file “Switchover.log” in {SOFTWARE}:\Avaya\Oceana\Oceana\BackupAndRestore\Logs where {SOFTWARE} is the drive you selected on install to be the software drive.

OCP DVD

AOEC-7132 OCP - Localized_ Failed to backup Multimedia database on localized OS

Due to this jira, as backups/restores cannot be performed, OCP will not be supported on a non-English OS for 3.5.0.1.

OCP DB Failover

This jira **AOEC-5549 Sending a SMS from the same number after Switchover does not work** captures an issue with OCP DB failover. This impact the other messaging contact types as well - failover appears to take 15 minutes but after this system is operational. This issue has been on some labs, but not on others. Suggest to contact Design Support if this issue is seen as investigation on this issue are ongoing at time of writing this document.

Defer Email

‘Wait Time’ defer configuration on ACM is ignored, use OceanaResumeEmail work flow configuration attribute instead. 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.

Intermittently Nginx load balancer fails to bind to Cluster IP after a cluster reboot, resulting in a loss of access to Oceana Services

Workaround:

- (1) Go to SMGR -> Elements -> Avaya Breeze -> Cluster Administration
- (2) Select the affected cluster and change the cluster state to Deny New Service
- (3) Edit the affected cluster on General tab
- (4) Uncheck the “Is Load Balancer enabled?” and commit the change
- (5) Click Show to display the servers of the cluster. Refresh it until load balancer icons disappear.
- (6) Edit the affected cluster on General tab
- (7) Check the “Is Load Balancer enabled?” and commit the change
- (8) Select the affected cluster and change the cluster state to Accept New Service

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.

Oceana 3.5.0.x Workspaces for Elite or Oceana Small Deployment, the ELK process is consuming high CPU

Workaround:

The Centralized Logging svar is not supported on Cluster 1 for an Oceana 3.5.0.x Workspaces for Elite or an Oceana Small Deployment



Shared mailboxes

Shared mailboxes are supported since 3.5.0.X, and can be configured in the MultiMedia Admin tool.

“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.

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....

OCF Admin Tool for MultiMedia Server

Since Oceana 3.4.0.x the OCF 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 OCF admin tool is not supported from a browser session to ACM running on the OCF 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

Default snap-in service attributes are not saved

After snap-in service attributes have been deselected by unchecking the ‘Override Default’ checkbox in SMGR, the default value is displayed. On committing the changes for the service attributes the old attribute values are still seen. The default values should be seen instead. If deselecting an attribute value that has a ‘Override Default’ checkbox, select the default value and tick the checkbox. Commit changes.

‘Crmid’ input renamed for Oceana Engagement Designer Task ‘Get Customer Id’

The ‘Crmid’ input mapping for the Oceana ED Task ‘Get Customer Id’ has been renamed to ‘ExternalId’. Therefore any pre-3.5.0.1 Engagement Designer workflows that use the ‘Crmid’ input will now need to use the new ‘ExternalId’ input instead.

Customer Journey Visualization

There is a change in the way the filter in Transcripts and More Data works.

In 3.5.0.0 Customer Journey Visualization hides the transcripts/data that didn't match to what the agent typed in the text bar. After reviewing the design, hiding of unmatched transcripts/data and only showing the words that match to what was typed in the text box loses the context of the whole sentence the text was used in and doesn't give enough information about the context. Instead, highlighting & emphasizing the matched text, the count of the matched text and not hiding any unmatched transcripts / data improves the agents' satisfaction and allows the agent to know the context in which the highlighted text was used in the transcripts or data and the information pertaining to the highlighted text.

There is a limitation on the number of interactions being fetched for a customer. Only the latest 100 interactions will be fetched and displayed in the Customer Journey Visualization. Interactions that don't fall under the latest 100 interactions will not be displayed in the Customer Journey Visualization .

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

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_3.5.0.1. 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.

Routepoints and email configuration.

In Oceana, Routepoints 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 Routepoint, explicitly defined in Administration. The Routepoint 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 routepoint at contact creation time.

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

In Oceana 3.4, Routepoints 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 routepoints 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. Routepoints are configured using the Oceana Admin tool. Any newly added rules should also have a routepoint.

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

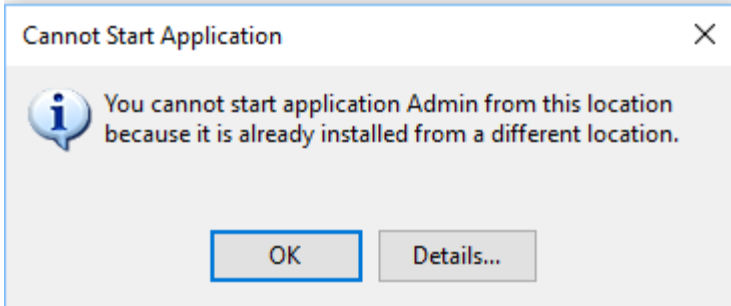
The image shows two screenshots of Avaya system rule configuration windows. The top window is titled 'System Default Rule' and the bottom is 'System Delivery Failure Rule'. Both windows have a 'Route Point' dropdown menu set to 'MMRoutePoint'. The 'System Default Rule' window has an 'Auto-Response' dropdown and a 'Priority' dropdown. The 'System Delivery Failure Rule' window has a 'Keyword Group' dropdown, a 'Delivery Failure Keywords' dropdown, and a 'Priority' dropdown. Both windows have an 'Edit Attributes' section with checkboxes for 'Language 0/4', 'Location 0/3', and 'Service 0/4'. The 'System Delivery Failure Rule' window also has a checkbox for 'Will close contact'.

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 screenshot of the 'demo' rule configuration window, Step 4 of 4. The window has a 'General Settings' section with fields for 'Name' (demo), 'Priority' (1 (Highest)), 'Route point' (MMRoutePoint), 'CS Lease Time' (96), and 'Disclaimer'. The 'Route point' dropdown is highlighted. The 'Edit Attributes' section has checkboxes for 'Language 1/4', 'Location 1/3', and 'Service 0/4'. At the bottom, there are '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 Multimedia Admin tool must be launched from the Avaya Control Manager. Please refer to the latest Oceana Deployment Guide for details.



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

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 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 Omnnicenter Administration client

The Omnnicenter 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

Incoming calls are made from an Oceana configured Extension or Agent are not supported

If an incoming voice call is originated from an Agent that is configured in Avaya Control Manager as an Oceana resource, the call will fail "retrieving the context" in the Engagement Designer Voiceflow, and the call will not be routed. 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/OCPDataServices/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.

Avaya Analytics View/Dashboard Backwards Compatibility

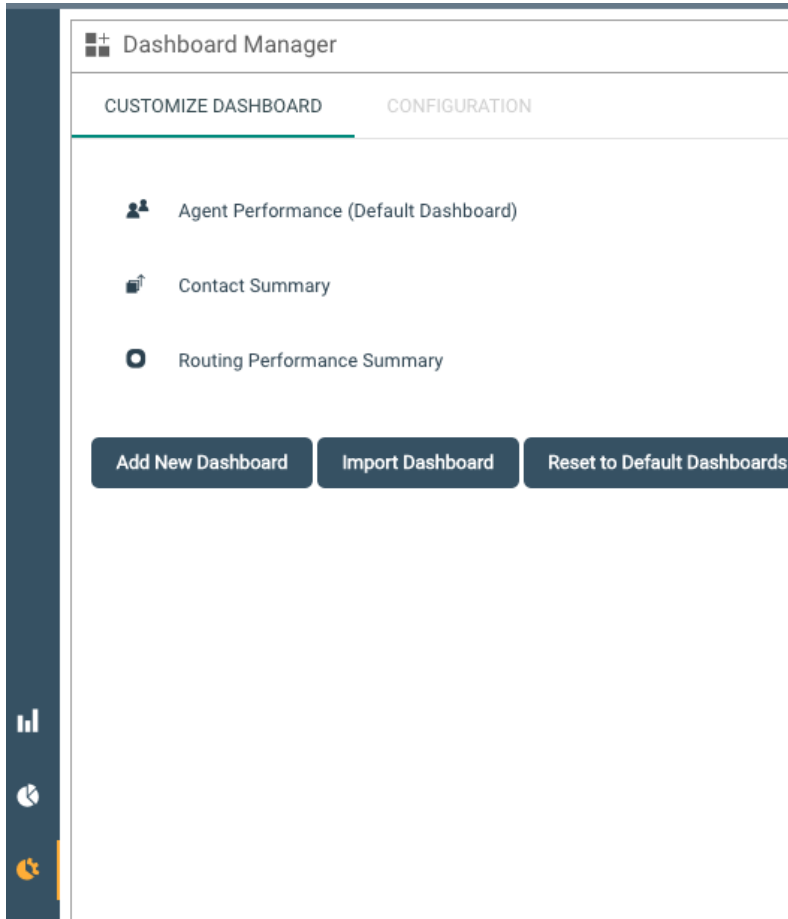
View and dashboards created in Avaya Analytics running Oceana 3.5.0.0 do not have backward compatibility with Oceana 3.5.0.1. Existing views and dashboards from a 3.5 install should be deleted using the reset functionality in Avaya Analytics.

To reset views log in as a user that has an analytics role. Go to the view manager by selecting the 'View Manager' in the side bar and clicking on the 'Reset to Default Views' button and confirming your choice in the dialog:

	Agent Behaviour Summary	Bar
	Service Distribution	Tab
	Site Summary	Pie
	Service Performance	Tab
	Alerting	Billt
	bil	Billt
Add New View Reset to Default Views		

Note that an analytics administrator need only do this once and all public views will be reset. An analytics supervisor will remove their private view by following this procedure.

To reset dashboard login in as a user that has an analytics role. Go to the dashboard manager by selecting the 'Dashboard Manager' in the side bar and clicking on the 'Reset to Default Dashboards' button and confirming your choice in the dialog:



The requirement to reset the dashboards and views is due to a breaking change in 3.5.0.1 and will not occur in future releases of Avaya Analytics.

Dashboard Performance Limitations

Complex dashboards that display multiple views with large amounts of data can lead to performance issues in the Workspaces client. If one of these dashboards is left to run for a long period of time (over 24 hours) there is a likelihood that the browser will eventually crash and display an error message. To mitigate this, it is recommended that any dashboard that needs to be displayed for a long time only contains a maximum of a single table with a recommended limit of three other widgets. Future releases of Workspaces will seek to address this limitation.

Issues with Default Dashboards

A known issue with the “Routing performance Summary” default dashboard is the that “% Service Level” and “% Abandoned” calculated measures are not being calculated in the “Service Performance” view.



General Items

Languages supported

Avaya 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™ 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™ 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	Meaning
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	
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	
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	
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	An account has been configured with Voice and Video, but the resource has only been configured for Voice.
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	A workcard in workspaces has been answered and UAC has tried to get the customer details from the Customer Management snap-in and it has failed.
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	A workcard in workspaces has been answered and UAC has tried to get the multimedia customer history from the Customer Management snap-in and it has failed.
2000014	Work Code list returned from UCA is null or empty	Unable to retrieve a list of work codes. Please contact your systems administrator to ensure the work codes are configured correctly.	Admin	



2000015	Could not find any user profile account, cannot create any Activate User commands	Your session failed to activate, as you have not been assigned any channels. Please contact your Administrator.	Admin	A User was configured in ACM to be an Oceana or Elite User, but they don't have any Profile Accounts associated with them. So, there's no default Resource assigned to the User, so the User cannot activate correctly in Workspaces as Workspaces will expect at least one resource to be acquired when activating. Hence, this critical error code when there's no resources to acquire.
3000000	Failed send message request to OCP	Failed to send request to omni channel provider. Ensure provider is active before trying again.	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	
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	
3000015	Resource already not ready	Channel is already in a not ready state.	Provider	
3000017	Resource already ready	Channel is already in a ready state.	Provider	
3000023	Problem acquiring the resource	Failed to acquire channel.	Provider	
3000034	UCM user not found	User not found.	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	
3000049	Request to observe an interaction on the resource has failed	Failed to observe interaction on channel.	Provider	
3000052	Unable to locate UCM Resource	Unable to locate resource in UCM	Provider	
3000053	Resource already ACW	Channel is already in a state of ACW	Provider	
4000000	Resource not found	Channel not found in administration service.	User	
4000001	UserSession not found	User not authenticated.	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	
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	
4000009	Matching ResourceSession not found	Matching User session not found.	User	
4000010	Matching ResourceSession is disconnected	Matching User session is disconnected.	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	<stationAcquiredBy> is currently activated on station <acquiredStation>. Please ensure the station you have entered is correct. Your supervisors have been informed of this activation request and will take the appropriate action.	User	Note: This has been updated to use message Placeholders that contains additional information to be displayed in the Error Code message displayed to the User. This is mainly for localisation so they can display subject context such as Agent Username, Station Extension etc.
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	The request sent has timed out. Please try again. If this issue persists, please contact your system administrator.	User	
4000020	A Notification may have been dropped, please refresh your browser to resync	The UAC service has been restarted and some notifications may have been missed. Please refresh (F5) your browser to resync.	User	
4000021	An Admin Listener has reconnected, please refresh your browser to resync	Connection to administration service has been temporarily lost. Please refresh (F5) your browser to resync.	User	Sent when NotPU reconnects to UCA, user preferences may be out of date in the client.
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	
4000026	Deferred interaction request failed		User	
4000027	Token will expire soon	Your session token will expire soon. Please log back in to Workspaces in order to continue working on your current interaction(s).	User	It means that the Expiration Date on the Token is almost reached
4000028	Token has expired	Your session token has expired. Please log back in to Workspaces in order to continue working on your current interaction(s).	User	The Expiration Date on the Token has been passed



4000029	User is not logged out	Unable to deactivate this Agent as they are not in a Logged Out state.	User	This means the Supervisor tried to deactivate a User via the Supervisor Dashboard, but the User was already logged out
4000030	Resource is acquired by an Agent and is being requested by another Agent	An attempt has been made by <stationRequestedBy> to activate on station <acquiredStation> but <stationAcquiredBy> is activated on this station. You can see more details on these agents in the Supervisor Dashboard and take the appropriate action from there.	User	When a resource has already been acquired by another Agent, this error code is sent to the Agent that requests this resource that is already acquired.
4000031	Agent has disconnected while in an Active User State	<agentDisplayName> has disconnected from the contact center in a <userSessionState> state.	User	When a User becomes disconnected by is still in an active User State (READY, ACW etc), this error code is sent to the Supervisor. Note: that Supervisor can turn this notification from being displayed during their Session.

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" VVStartVVNNumber="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 'annnc' 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">

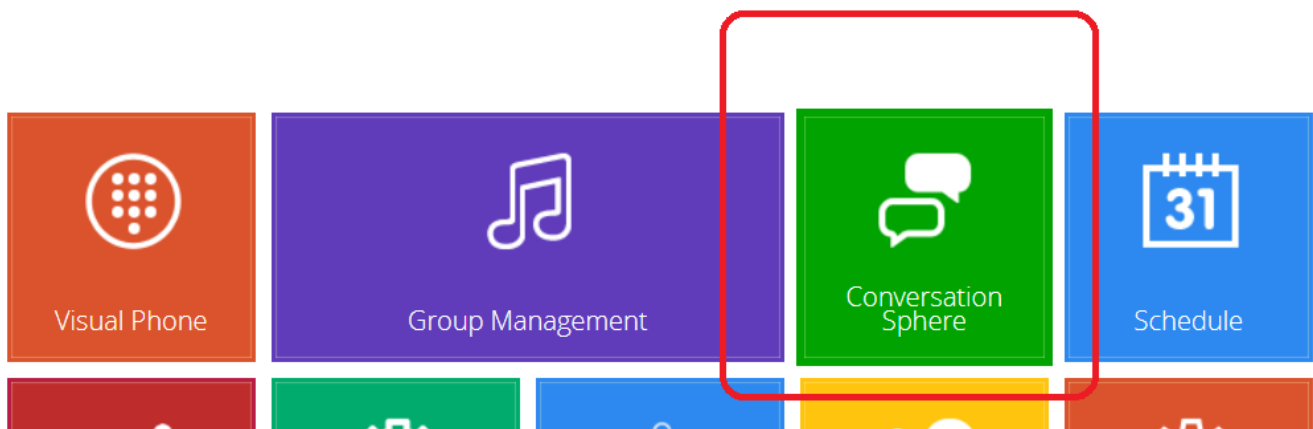
  <mxCell
style="image;image=./img/VisualVectoring/InputOutput/Announcement.png;edgeStyle=orthogonalEdgeStyle" parent="1690896119" vertex="1">

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

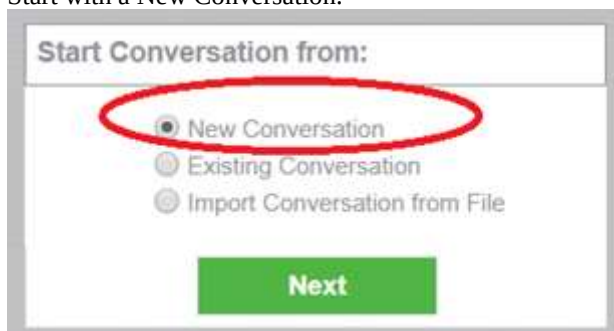
  </mxCell>

</Announcement>
```

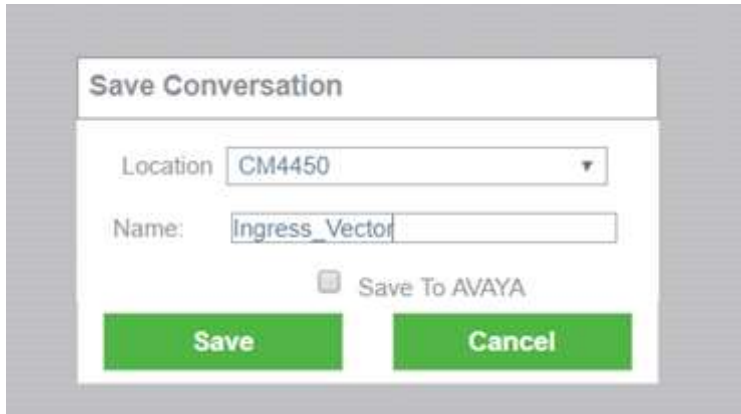
Once all the .acs vector files have been edited for the system being deployed, use Avaya Control Manager to open “Conversation Sphere”



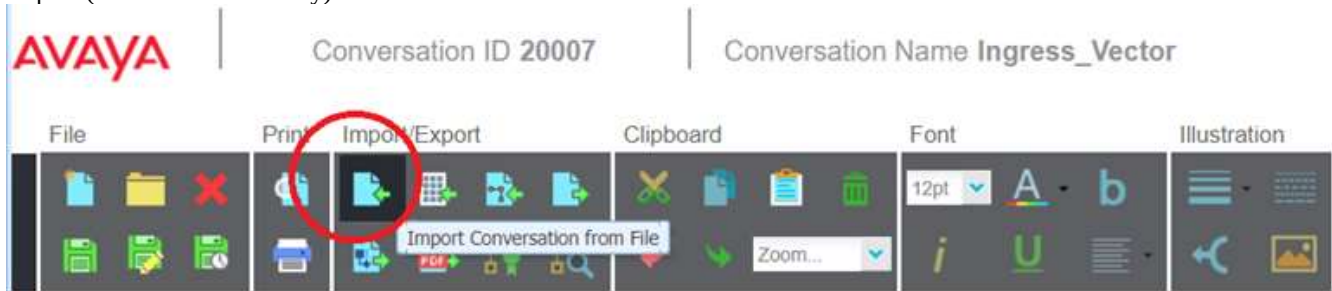
Start with a New Conversation:



Select Oceana CM, and give a name:



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.