



Avaya Oceana™ 3.6.0.0 Solution Release Notes

15 January 2020

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Document changes

Date	Description
Oct 10 th 2016	Initial Avaya Oceana 3.2 Solution Release Notes
Oct 26 th 2016	Updated to Avaya Oceana 3.2 Solution SP1 Release Notes
Dec 19 th 2016	Updated to Avaya Oceana 3.2 Solution FP1 Release Notes
Feb 28 th 2017	Up issued Agent Controller Service svar with security fix
Mar 31 st 2017	Updated to Avaya Oceana 3.2 Solution FP2 Release Notes
Apr 28 th 2017	Updated to Avaya Oceana 3.2 Solution FP2-SP1 Release Notes
May 26 th 2017	Updated with Avaya Oceana Snap-ins 3.2.2.1 Hotfix lineup
July 7 th 2017	Updated to Avaya Oceana 3.3 Solution Release Notes
July 21 st 2017	Updated to new filename for System Manager Patch for Breeze 3.3.1
Aug 2 nd 2017	Update to Workarounds and Considerations
Sep 11 th 2017	Updated ACM and ACM patch versions
Oct 13 th 2017	Updated to Avaya Oceana 3.3.0.1 Solution Release Notes
Oct 20 th 2017	Added names of hotfix patches on MPL
Oct 24 th 2017	Update to Workarounds and Considerations
Nov 6 th 2017	Update to Issues Addressed in Recommended Hotfixes
Dec 18 th 2017	Updated to Avaya Oceana 3.4 Solution Release Notes
Dec 21 th 2017	Updated to include Recommended Hotfixes
Jan 19 th 2018	Updated Recommended Hotfix section with latest fixes
Jan 30 th 2018	Updated Recommended Hotfix section with latest fixes AMC and Email hotfixes
Feb 2 nd 2018	Updated OCP hotfix JIRAs to OCPROVIDER-3264 + Workaround Section
Feb 14 th 2018	Updated Breeze patch to latest version on support.avaya.com
Mar 5 th 2018	Updated hotfix section
Mar 14 th 2018	Updated ACM patch version to #54
Apr 20 th 2018	Updated UCM,Email, and OBService 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
Apr 2 nd 2019	Updated to Avaya Oceana 3.6.0.0 Solution Release Notes
Apr 3 rd 2019	Updated AOK Id, SMGR Patch and SAML
Apr 11 th 2019	Updated WorkAssignmentSelfService zip file DevConnect
April 17 th 2019	Updated the VMWare Features table to add Partial support for DRS features
April 18 th 2019	Updated Avaya Oceana Engagement Designer Workflow Prompts zip file DevConnect
Aug 28 th 2019	***Updated svar for hotfix. New Oceana Tasks - AOEC-11710
Jan 15 th 2020	Corrected MD5 Checksum for CRMGateway_3.6 sample and Developer Guide



Introduction

This document provides information to supplement Avaya Oceana™ 3.6.0.0 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™ 3.6.0.0 – Key features

Avaya Oceana™ 3.6.0.0 is Avaya's next generation customer engagement solution designed for the digital age. Key new features in this release are:

The following items are the key new features introduced in Oceana 3.6.0.0

- SSO with SAML (IWA and Kerberos) (See limitations section on Kerberos support)
- LDAP Integration/ Address Book
- Defer Supervisor Email
- Public APIs to access transcripts
- Authentication/Authorization to access transcripts through internal APIs
- Handle Browser Close & agent automatically placed in Not Ready
- Customer History Search using multiple combined parameters
- Pop a message to confirm agents want to send an email message
- Get customer data from CRM - link CRM customer details to OmniStore
- OCP Admin and OCMT support for secured communication
- Zang SMS – Centralised Logging & Authorization /Authentication , Inbound/Outbound Support
- Oceana support Red hat Linux 7.5
- Oceana support for the latest Citrix XEN App 7.x release
- Interop with Avaya Aura 8.0.1
- Video - Support for latest browser releases
- WebRTC (Audio) agents support for consult transfer and consult Conference
- WebRTC agents ability to disable microphone
- WebRTC support for client TURN
- Alarming work Oceana customers
- Reduce the time and effort required to Deploy Breeze and Oceana upgrades/patches
- Migration of ED workflow in event of an upgrade (basic tool)
- Engagement Designer GDPR Requirements
- Remove Breeze from Call Path
- Allow Co-Browse in video calls

In addition to the above list of key features, the following items are also introduced in 3.6.0.0

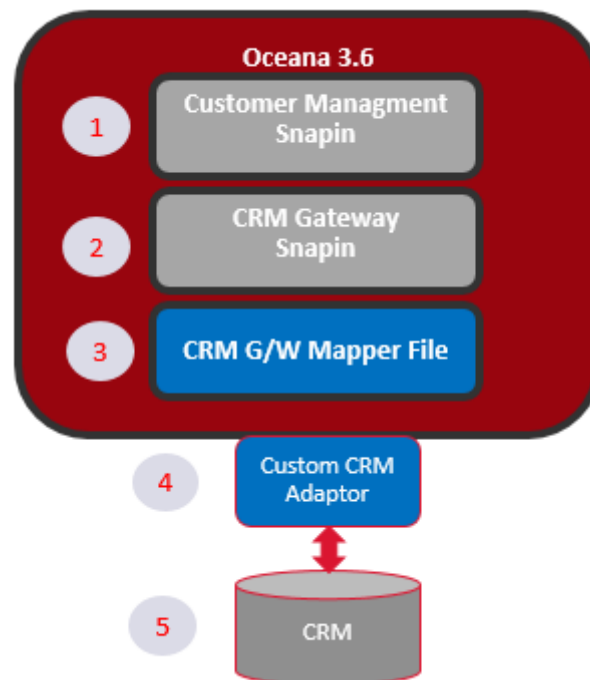
- Avaya Aura Experience Portal supporting multiple Oceana Solutions with optional standalone Context Store Cluster.
- Support for inline images and transcript retrieval using Token based access between internal Oceana components.
- Support for CRMID and/or Account transport from Front End IVR Voice Applications to Oceana Customer Management Snapin.
- Support for CRM ID and/or Account transport from custom client injecting Generic Contacts to Oceana.
- Support for CRM G/W
- Support for configurable custom name for Generic Channel in Customer Journey Widget.

- Customer Journey Vizualizer Useability Enhancements.

The following items are the key new features introduced in Avaya Analytics 3.6.0.0

- Analytics Report on Consult Transfer Voice call to Service
- Analytics Browser Latest Version Support
- Analytics support for supervisor taking ownership of emails
- Analytics Reporting support for Routing Service Groups
- Analytics Reduce Analytics Server CPU footprints
- Analytics Deployment Simplification
- Analytics Abandoned from Alerting & Queue by Routing Service

Oceana 3.6.0.0 also introduces support for CRM integrations using CRM gateway compoment on a customer by customer basis. The following diagram are the key components of the Oceana and CRM G/W solution.



1. **Oceana 3.6 Customer Managment Snapin** This is the Oceana snap-in which makes requests to Avaya CRM Gateway snap-in for querying customer details based on some identifiers.
2. CRM Gateway (G/W) Snapin consists of two major sub-components.
 1. **Avaya CRMGateway snap-in REST API:** These are the APIs exposed (also referred as **Northbound** in documentation) by the Avaya CRMGateway snap-in, which will be invoked by the Customer Management snap-in.



2. **CRMGateway Adapter SDK:** It is a library provided by the Avaya CRMGateway snap-in for development of CRM Adapters. It provides a set of APIs (also referred as **Southbound** in documentation), which should be implemented by the Adapters to make requests to the CRM system.
3. **CRM G/W Mapper File** This is an external mapper file, which maps fields of the Northbound API with the ones of the Southbound API and vice-versa Deployed on customer web Server or Breeze Nodes hosting CRM G/W snapin.
4. **Custom CRM Adaptor** This component is the actual implementation of the SDK APIs, which are invoked by the Avaya CRMGateway snap-in's business layer components to retrieve customer records from the CRM system.
5. **Target CRM** – The CRM Adapter interacts with the CRM system to retrieve customer details. In Avaya Oceana 3.6 solution, only one CRM is supported per Oceana deployment

Avaya Oceana™ 3.6.0.0 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 3.6.0.0 Specifications

Solution Components

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

- Common Components (UCMService, UCAStoreService, 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 4.7.2 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 <ul style="list-style-type: none"> Admin Widget Framework Customer Journey 	11*	41-44	62-72*	Not Supported	11, 12
Avaya Workspaces – WebRTC Agent	Not Supported	Not Supported	65-72	Not Supported	Not Supported
Supervisor Dashboard	11	41-44	62-72*	Not Supported	11, 12
Avaya Co-Browse	11	42	72	64	11,12
Avaya Control Manager	10,11	40	72	65	11.0.1
Customer WebRTC application	Not Supported	41-44	69-72	61-65	Not Supported
Customer Web Chat Portal	11	40, 41	60-65, 66*	51	10, 11
Avaya Analytics (Real Time Reporting) *	Not Supported	Not Supported	62-72	Not Supported	Not Supported



Avaya Analytics (Historical Reporting) **	11	40	60+	52+	10
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*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

Note: For Real Time Reporting and Avaya Workspaces WebRTC agents, Google Chrome is the only supported browser.

Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.6.0.0 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 Oceana Deployment Guide and the Avaya Breeze Platform Documentation for additional information.

The table below lists the supported versions of VMWARE with Avaya Oceana™ 3.6.0.0 and Breeze 3.6.x

VMWare Version	Avaya Oceana™
VMware ESXi 6.0	Yes
VMware ESXi 6.5	Yes
VMware ESXi 6.7**	Yes
Citrix/Xenapp 7.6	Yes

All versions of the Intel E5-26xx Series of processors and all of the variants in the footprint spreadsheet are fully supported by ESXi 6.7. Customers not using this processor family need to validate compatibility via VMWare's website (<https://www.vmware.com/resources/compatibility/search.php?deviceCategory=cpu>) before undertaking any upgrade to ESXi 6.7.

The following table list the level of support for VMWARE features with an Oceana and Breeze deployment

Vmware Feature	Supported on Avaya Oceana® Solution clusters on VM with live traffic in Production	Supported on Avaya Oceana® Solution clusters in maintenance mode**
Cloning	No	Yes
Distributed Power management (DPM)	Partial – DRS Separation Rules only	Partial – DRS Separation Rules only
Distributed Resource Scheduler (DRS)	No	No



Distributed Switch	No	No
Fault Tolerance	No	No
High Availability*	No	No
Snapshot	No	Yes
Storage DRS	No	No
Storage Thin Provisioning	No	No
Storage vMotion	No	Yes
Suspend and Resume	No	N/A
vMotion	No	Yes

*Avaya Oceana® Solution provides its own HA mechanism.

** Maintenance mode specifies a scheduled out-of-production window where the system does not process contacts, agents are all logged out, and queues are empty. This timeframe is dedicated to tasks such as patching, upgrades, and configuration. During this timeframe, Avaya Oceana® Solution and the applications such as Avaya Breeze™ nodes, System Manager, Avaya Control Manager, and Omnichannel Database remain powered on and accessible on the customer network but does not process any contacts or operations.

Oceana Solution on Amazon Web Services – Hybrid Solution Support

Oceana 3.6.0.0 is supported for deployments in an Oceana Hybrid Solution on Amazon Web Services (AWS). There are two existing documents that are published by Avaya which outline this new capability.

- ❖ For a solution overview including capacities and limits, please consult the Oceana 3.6.0.0 product documentation suite on support.avaya.com
- ❖ For deployment steps and procedures, please consult Avaya Application Note “Deploying Avaya Oceana Solution on AWS” available on the support.avaya.com portal

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 3.6	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
8.0.1	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.

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 datamigration-8.0.0.0.9-27.bin System_Manager_8.0.1.1_r801109340.bin System_Manager_R8.0.1.1_SP1_HF_801109507.bin	https://support.avaya.com	SMGR80GA001 SMGR803GA012 SMGR8011GA1 SMGR8011GA4
Avaya Breeze™ OVA	Avaya Breeze™ 3.6.0.1 OVA	https://support.avaya.com	AB000000137
Avaya Breeze™ ISO	Avaya Breeze™ 3.6.0.1 ISO installer	https://support.avaya.com	AB000000140
Avaya Breeze™ AWS OVA	Avaya Breeze™ 3.6.0.1 KVM ONLY OVA Avaya Breeze™ 3.6.0.1 AWS ONLY OVA	https://support.avaya.com	AB000000139 AB000000138
Avaya Breeze™ Patch	ce-patch- 3.6.0.1.09360106.bin	https://support.avaya.com	AB000000141

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	3.6.0.1.360106
	Eventing Connector	3.6.0.1.360106
Cluster 1 or 2	AuthorizationService	3.6.0.1.06360106

Oceana 3.6 upgrade ZIP file

*Only supported for Oceana and Workspaces for Elite upgrades from 3.5.0.x to 3.6

**For fresh installs or manual upgrades, this file should be unzipped and snapins loaded and installed as per the normal manual installation procedure.

Avaya Oceana 3.6

Download	Filename	Notes: MD5 Checksums and Zip Contents
AOC00000080	Oceana3600.zip	MD5 Checksum= 3bfca3f0065becd9502d11250b216b4b
ZIP Folder Structure:		
AMC		AvayaMobileCommunications-3.6.0.0.60110901.svar
AvayaChat		BotConnector-3.6.0.0.059005.svar
BreezePlatform		aus-installer-3.6.0.1.360106.iso
		ce-patch-3.6.0.1.09360106.bin
		SolutionUpgrade-3.6.0.1.0.svar* (Only used with automated upgrade)
		upgradeSolution* (Only used with automated upgrade)
CallRecord		reliableEventStreaming-svar-3.6.0.1.360106.svar
CCC		ContactCenterService-3.6.0.0.60110901.svar
		ContextStoreManager-3.6.0.0.60110901.svar
		ContextStoreQuery-3.6.0.0.60110901.svar
		ContextStoreRest-3.6.0.0.60110901.svar
		CustomerJourneyService-3.6.0.0.60110901.svar
		CustomerManagement-3.6.0.0.60110901.svar
		EngagementDesigner-3.6.0.0.60010.svar
		OceanaCoreDataService-3.6.0.0.60110901.svar
		OmniCenterProvisioningCollector-3.6.0.0.60110901.svar
		UCMDataCollector-3.6.0.0.60110901.svar
		WAIMRestService-3.6.0.0.60110901.svar
		WorkAssignmentManagerService-3.6.0.0.60110901.svar
Chat		AutomationController-3.6.0.0.60110901.svar



CoBrowse		CoBrowse-3.6.0.0.0600037.svar
Common		MetricbeatService-svar-3.6.0.1.360106.svar
		OceanaMonitorService-3.6.0.0.60110901.svar
		PacketbeatService-svar-3.6.0.1.360106.svar
Core		CallServerConnector-3.6.0.0.60110901.svar
		UCAStoreService-3.6.0.0.60110901.svar
		UCMSERVICE-3.6.0.0.60110901.svar
CRMgateway		CRMGateway-3.6.0.0.0600018.svar
DataView		OceanaDataViewer-3.6.0.0.60110901.svar
GenericChannel		GenericChannelAPI-3.6.0.0.60110901.svar
Logging		CentralizedLoggingService-svar-3.6.0.1.360106.svar
Messaging		MessagingService-3.6.0.0.60110901.svar
OCP		AgentControllerService-3.6.0.0.60110901.svar
		CustomerControllerService-3.6.0.0.60110901.svar
		EmailService-3.6.0.0.601101101.svar
		ORCRestService-3.6.0.0.60110901.svar
OCPdata		OCPDataServices-3.6.0.0.60110901.svar
POM		OBCService-3.6.0.0.60110901.svar
Provisioning		OceanaConfiguration-3.6.0.0.60110901.svar
SMS		SMSVendorSnapin-3.6.0.0.60110901.svar
Social		SocialConnector-3.6.0.0.059010.svar
Tasks		ContextStoreTasks-3.6.0.0.60110901.svar
		EngagementDesignerTasks-3.6.0.0.60010.svar
		OceanaTasks-3.6.0.0.60110901.svar ***
		WATasks-3.6.0.0.60110901.svar
UAC		AuthorizationService-svar-3.6.0.1.06360106.svar
		UnifiedAgentController-3.6.0.0.60110901.svar
UAC_Digital		UnifiedAgentContextService-3.6.0.0.60110901.svar
ZangSmsConnector		ZangSmsConnector-3.6.0.0.0590012.svar

*****Avaya Oceana Tasks 3.6.0.0 Hotfix**

Download ID	File	Notes
AOC00000090	OceanaTasks-3.6.0.0.601102602.svar	MD5 Checksum = b14c7c858e2259c14c92fc9a34484868

Avaya Oceana Workflows 3.6.0.0

Download ID	File	Notes
AOC00000083	AvayaOceanaEDWorkflowsPrompts.zip	MD5 Checksum= 173adf1626ba48c9e106819a259b2717
		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

Avaya Oceana DVD 3.6.0.0

Download ID	File	Notes
AOC00000082	OCEANA_3.6.0.0-29.iso	MD5 Checksum= 4ca956282c822f50ccfaa4d2ce2ea887

Context Store Snap-ins 3.6.0.0

Download ID	File	Notes
CS000000122	ContextStoreManager-3.6.0.0.60110901.svar	MD5 Checksum = cde268f9b9ce11a943488650b5ff0fae
CS000000129	ContextStoreQuery-3.6.0.0.60110901.svar	MD5 Checksum = 8591c155602598558c79b5cf5ed9636e
CS000000123	ContextStoreRest-3.6.0.0.60110901.svar	MD5 Checksum = bf3138f61063e41bb2074774c88ddea2
CS000000128	ContextStoreTasks-3.6.0.0.60110901.svar	MD5 Checksum = c2b84e2d64e9899811921af26254712f

Customer Journey & Customer Management Snap-ins 3.6.0.0

Download ID	File	Notes
CS000000131	CustomerJourneyService-3.6.0.0.60110901.svar	MD5 Checksum = da9d22a47109daf45f69f25f6d145781
CS000000132	CustomerManagement-3.6.0.0.60110901.svar	MD5 Checksum = e9451ca5eb3bfa8df0d973d8328130de



Co-Browse Service Snap-in 3.6.0.0

(*Refer to Oceana Deployment guide for installation instructions)

Download ID	File	Notes
CB0000000013	CoBrowse-3.6.0.0.0600037.svar	MD5 Checksum = 187c7d08a3c54321b411b9bc862b8847

Avaya Contact Center Control Manager 8.1

Download ID	File	Notes
ACCM000066	acm_8.1.0.0_346_20190315_1650.iso	MD5 Checksum=257341301878603c76a1551f40138719

Avaya Workspaces for Elite 3.6.0.0

Download ID	File	Notes
AOC00000081	AvayaWorkspacesforEliteSnapins_3.6.0.0_20190328_1114.zip	MD5 Checksum= fb9ae16afa8e2457a613ab90bae17aa5
	Cluster #1 :	CallServerConnector-3.6.0.0.60110901.svar
		CentralizedLoggingService-svar-3.6.0.1.360106.svar
		OceanaMonitorService-3.6.0.0.60110901.svar
		UCASStoreService-3.6.0.0.60110901.svar
		UCMSService-3.6.0.0.60110901.svar
	Cluster #2 :	OceanaMonitorService-3.6.0.0.60110901.svar
		UnifiedAgentController-3.6.0.0.60110901.svar

Proactive Outreach Manager

Download ID	File	Notes
POM000000089	POM.03.01.01.01.00.003-r35434-x86_64.iso	sha256 Sum =89909c5d2f093cbd5ed7e629410a37b4a91559e17798e21ccb0ead3a4e7e0327

Additional Devconnect Software

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

Experience Portal Self Service Application / Source – (updated for 3.6.0.0)

File Name	MD5 Checksum
WorkAssignmentSelfService-3.6.0.0.4.war	92d0f4411ab1a61ba7e004a0fd5357c8
WorkAssignmentSelfService-3.6.0.0.4.zip	75d8ad427ea40e5a0c66bc22beb3b767

**Avaya Oceana PDC (updated for 3.6.0.0)**

File Name	MD5 Checksum
oceana-pdc-plugin-11.0.7.jar	fb1d86f3607cb5bcd954dcfe47e78d98

Avaya Oceana Experience Portal Sample Application Support Files - (no update for 3.6.0.0)

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

Engagement Designer Workflows + prompts – (updated for 3.6.0.0)

File Name	MD5 Checksum
Avaya Oceana Engagement Designer Workflows_Prompts.zip	0b0ca17b6a735c997eb07d79301a374c
	OceanaChatAssistedService.xml
	OceanaChatTransfer.xml
	OceanaEmailAssistedService.xml
	OceanaEmailTransfer.xml
	OceanaEmailResumeService.xml
	OceanaSMSAssistedService.xml
	OceanaSMSTransfer.xml
	OceanaSocialAssistedService.xml
	OceanaSocialTransfer.xml
	OceanaVoiceAssistedService.xml
	OceanaVoiceTransfer.xml
	OceanaWebVoiceAssistedService.xml
	OceanaWebVoiceTransfer.xml
	OceanaGenericAssistedService.xml
	OceanaGenericTransfer.xml
	OceanaVideoAssistedService.xml
	OceanaVideoTransfer.xml
	OceanaVoiceSelfService.xml
	OceanaVoiceSelfServiceMedia.xml
	en_us.zip - *Voicemail.wav updated

Avaya Oceana Communication Manager Vectors – (updated for 3.6.0.0)

File Name	MD5 Checksum
Avaya Oceana Communication Manager Vectors.zip	fd444fad6d64bbdb27e06be233cb8ff *New 'NoMedia_Vector.acs' added in 3.6.0.0



Chat Reference Clients - (updated for 3.6.0.0)

File Name	MD5 Checksum
Avaya Oceana Reference Web User Interface 3.6.0.0.zip	12fb7e88180aab95eb47d0d349750d1f
Avaya Oceana Reference Chat Transcript Filtering Service.zip	d00a552a52c031fc78303d074644de7b
Android_ref_client_3.5.0.1.zip	7f71aef2f39d50cecbd5fb2c7ed4f2fb
Avaya Oceana iOS Chat Ref Client	Not supported for Oceana 3.6.0.0

Avaya Oceana Generic Channel – (updated for 3.6.0.0)

File Name	MD5 Checksum
Avaya Oceana Generic Channel 3.6.zip	ecb88c5ba165343b742c29ed0713cca1

Postman Collections - (no update for 3.6.0.0)

File Name	MD5 Checksum
WA32.json	4bd2093513cf33047fb5568112d50e89

Work Assignment Snap-In Developer Guide - (updated for 3.6.0.0)

File Name	MD5 Checksum
Work_Assignment_Snap-In_Developer_Guide_Release_3_6.pdf	6e868488d41b6ef98d18e81ccb887346

Avaya Oceana Email Open Interfaces Guide – (no update for 3.6.0.0)

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

WebRTC Reference clients and Developer Guide- (updated for 3.6.0.0)

File Name	MD5 Checksum
AvayaOceanaWebVoiceVideo-SDK3.6.0.0.zip	ed546962f8a64482b1e6464b6ab76a78

CRMGateway_3.6 sample and Developer Guide- (new for 3.6.0.0)

File Name	MD5 Checksum
CRMGateway_3.6_DevConnect.zip	99486d67d0826bab9ccfbf2e57786049

Breeze ClientSDK - (updated for 3.6.0.0)

Release	Location
Avaya Breeze™ Client SDK Release 4.2.1	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

Refer to “*Deploying Avaya Oceana™ Solution*” and “*Upgrading Avaya Oceana® Solution*” document for information on backing up and upgrading software details.

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/101054863>

For detailed Upgrade information, please refer to:

“Upgrading Avaya Oceana® Solution” document. AOK ID <https://downloads.avaya.com/css/P8/documents/101054869>

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 3.6.0.1 Release notes – AOK ID <https://support.avaya.com/css/P8/documents/101056666>

Avaya Breeze 3.6.0.1 PCN – AOK ID <https://support.avaya.com/css/P8/documents/101054065>

For information about Avaya Engagement Designer documentation refer to:

Avaya Engagement Designer 3.6.0.0 Release Notes - AOK ID <https://support.avaya.com/css/P8/documents/101056529>

For information about Avaya Context Store documentation, refer to:

Avaya Context Store Snap-In Release Notes 3.6.0.0 - AOK ID <https://downloads.avaya.com/css/P8/documents/101055647>

For additional information about Avaya Control Manager 8.1 refer to:

“Avaya Control Manager 8.1 Release Notes” - AOK ID <https://downloads.avaya.com/css/P8/documents/101056519>

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 Upgrading Avaya Oceana® Solution Guide which has a chapter “Preupgrade tasks” which 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

For procedures to upgrade Oceana 3.5.0.x to Oceana 3.6.0.0, please refer to the following guide:

“Upgrading Avaya Oceana® Solution” available on <http://support.avaya.com>

Important security change to note with Breeze 3.6.



See section –“ **Workarounds and Considerations**” - *Breeze Enhanced Security with LDAPs Connections in 3.6.0.0*

Also refer to the next section, “**Functionality not supported**” for additional steps regarding upgrade instructions.



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 Video Agents do not support
 - Consult, Transfer, Conference, Observe
- WebRTC Audio/Video Agents do not support
 - 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.

Account and CRM ID Support Limitations in Oceana 3.6.0.0

- Oceana 3.6 does not validate any customer entered Account value or CRM identifier value against any data stored in the Oceana Omnistore Database.
- Oceana 3.6 assumes that the front end solution components i.e Self Service Applications, Generic client applications or Chat applications first validate all customer entered data including Account and CRM Identifier values before insertion into the Oceana components such as Customer Management and Omnistore Database
- Oceana 3.6 Customer Management with CRM Gateway does not support Breeze based Authorization tokens for securing connections from these components to CRM systems.

Detecting network outage:

There is no possibility to immediately detect if agent's NIC cable is unplugged and handle it properly in time.

Atmosphere framework is used to establish and monitor all the websocket connections. It is designed to check the connection once a minute. It may take a few minutes for UAC to detect a lost connection and send a notification to the agent's supervisor.



High Availability for UnifiedAgentController on a 3 Node Cluster

If you install the UnifiedAgentController svar on a 3 Node Cluster, High Availability will not be supported in the instance where 2 Nodes fail in the Cluster at the same time. The reason for this is because Gigaspaces cannot failover a Processing Unit when this occurs.

Oceana 3.6 Automated Upgrade Scripting Capability for DR sites.

The following are known issues when using the automated upgrade scripting capability for DR Site upgrades.

3.6.0.0 Sprint on Sprint

- The snapin's UCASStoreService and UnifiedAgentController may not be automatically upgraded in a sprint on sprint upgrade due to the attribute changes introduced in 3.6.0.0. Non Sprint on Sprint upgrades do not have this issue.
- This will not prevent the automated migration from completing out. The problem snapin's will be listed as not installed in the upgrade-solution log when it completes.
- **Workaround:**
 - Run automated upgrade procedure on DR site 1 (cluster group x)
 - Upgrade will complete and report that problem snapins were not installed.
 - Run automated upgrade procedure on DR site 2 (cluster group y). Upgrade will complete successfully and report no errors.
 - Finally on DR site 1 manually install the problem snapins that were previously not installed by the migration script.

3.5.0.x to 3.6.0.0

- The snapin EngagementDesigner will not be automatically upgraded in 3.5.0.x to 3.6.0.0 upgrades due to the attribute changes introduced in 3.6.0.0.
- This will not prevent the automated migration from completing out. This problem snapin will be listed as not installed in the upgrade-solution log when it completes.
- **Workaround:**
 - Run automated upgrade procedure on DR site 1 (cluster group x)
 - Upgrade will complete and report that problem snapin was not installed.
 - Run automated upgrade procedure on DR site 2 (cluster group y). Upgrade will complete successfully and report no errors.
 - On DR site 1 manually install the problem snapin that was previously not installed by the migration script.

Workspaces for Elite 3.6 Automated Upgrade Scripting Capability

The automated upgrade script will not preserve snapin attribute values. Per the Oceana Upgrade guide these snapin attributes need to be manually recorded prior to upgrade and re-applied post upgrade.

Deployment of the Packetbeat svar is not supported in the Oceana 100 agent configuration

If deploying the 100 agent configuration; do not deploy the Packetbeat svar to any node in any cluster. Packetbeat deployment is supported for all other configurations. If the automated upgrade script was used to upgrade the system it will be necessary to manually uninstall the packetbeat svar from the clusters post upgrade.

Support for SAML / Kerberos and Windows 2012

Oceana 3.6 has been successfully tested with SAML/IWA on Win2012 without Kerberos.

Oceana 3.6 with SAML/Kerberos on Windows 2016 LDAP is fully supported



Defects resolved in Oceana 3.6.0.0

Context Store / Customer Management

Fixed Defect	Description
AOEC-11710	Oceana BuildService task - Proficiency spelt wrong - Causing Unrecognized field error
AOEC-9605	Cache Database Back and Restore fails during DR switchover
AOEC-9276	Unable to retrieve customer history from Customer Management
AOEC-9409	Account ID Feature leads to uncontrolled growth in Account ID values in Omnistore DB leading to Outages
AOEC-9237	Restore zip process fails if not enough disk space
AOEC-9590	Optimize the way inserting messages to cls.Messages table
AOEC-9534	CS lease time returned from DB should not be set to 96 hours
AOEC-9430	Messages should be persisted in Cache DB without any impact to performance
AOEC-9382	ua-cs-pu ran out of memory during weekend voice traffic run
AOEC-9330	Refactor GetInQueueContactsAmount in mm_Contact to improve performance
AOEC-9329	remove CCMM_OfflineSynch Task as it is not used
AOEC-9317	index is missing on cls.Identifiers table for customer
AOEC-9250	High CPU on MMdb when running Chat traffic
AOEC-9130	Remove code changes for AOEC-7292
AOEC-9043	Chat lib runs out of memory during sil traffic run
AOEC-9028	Refactor createMessageTranscripts method
AOEC-9021	Two exception keep repeating on Customer Controller logs.
AOEC-8995	Agents going RONA and Chat failures with Omnichannel CPU rising to 100% usage
AOEC-7956	Design and Investigate the Impact on DB and Controllers
AOEC-7824	Enable Authentication on API which used to access attachments
AOEC-7823	Enable authentication on APIs which used to access transcripts
AOEC-6642	Support authentication/authorization to access transcripts through APIs
AOEC-7247	Customer Journey - when Customer attaches screenshot (inline image) to email body and sends it to an agent, on 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.
AOEC-7830	Customer Journey – Email transcript - Email content with bold formatting is lost.
AOEC-7847	Customer Journey – Long message/URL without space is not displayed fully
AOEC-7877	Customer Journey – Edge – The transcript of customer are split into many lines
AOEC-8350	Customer Journey X-axis position distorts when more than one interaction in workspaces
AOEC-9014	Workspaces Customer Journey Widget - Icons shown as half icons
AOEC-9023	Customer Journey - Timestamp should support internalization and time zones
AOEC-9275	Account ID is coming as the field "null" (string) to customer journey for SMS and chat channels
AOEC-9109	Customer Journey is not being display due to a JSON Parsing error when the ServiceMap in schema is null
AOEC-7806	Customer Journey - Email - There is no CC field in Email customer journey but the CC field still exists in Customer history.
AOEC-7419	"More Data" must use FQDN in secure environments and IP in non-secure environments
AOEC-7849	Symbols: *(^%\$"!@~_){, should be supported in in CRMID parameter for Customer Management snapin
AOEC-5967	Cannot connect to the EDM database due to existing open connections



Context Store / Customer Management

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.
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Unified Agent / Workspaces

Key	Description
UNIDESK-14794	Workspaces Admin - Layout Manager - Add New Sidebar Tab - Name and Description fields do not allow text to be entered
UNIDESK-14788	Custom Layout doesnot get loaded when the Custom Work card Appears
UNIDESK-14753	Updated list for agent status
UNIDESK-14550	View in view wizard is invisible when try to edit Pie, Column or Bar chart
UNIDESK-14337	Editing of the views automatically selects the last used producer and shows measure for last used producer
UNIDESK-14336	Enterprise Directory does not connect in Internet Explorer 11
UNIDESK-14334	Address book UI is broken and unusable in Internet Explorer 11
UNIDESK-14175	Fix attachment uploading in IE/EDGE
UNIDESK-13903	Barging does not display the option to communicate with customer
UNIDESK-13900	File transfer is failing for chat/email
UNIDESK-13892	Workspaces - consult transfer on a voice call results in a grey work card and no widgets, widgets are non recoverable without refresh
UNIDESK-13590	Browser-only agents cannot receive or make calls as they do not register on AAWG
UNIDESK-13338	Oceana Workspaces log contains sensitive/private data
UNIDESK-13143	Workspaces media-in-browser will break completely in Chrome 71 because the JSCSDK will not initialise
UNIDESK-14688	Formatted Suggested Responses created on OC admin tool lose formatting when imported into Workspace
UNIDESK-14686	When supervisor has filtered MyAgents widget for ready and not ready agents, agent is removed from view when transition from ready to not ready
UNIDESK-14678	Template text is not being saved with draft email
UNIDESK-14555	Defer email – The email is defer with first value timer when we set time to invalid value
UNIDESK-14330	Not Ready reason codes not being reordered numerically
UNIDESK-14271	Start Work button is not translated
UNIDESK-14264	Salesforce address book is lost on a refresh of workspaces browser. All other Salesforce data is preserved
UNIDESK-14196	Fix transcript details in IE
UNIDESK-14156	ContactDetail view - The last contact on a CDR report does not clear after that contact completes
UNIDESK-14013	Workspaces – Email – Email signature – The inline images are not displayed at customer if we set Enable Tokenless Access in OCPDataService to false
UNIDESK-13990	ACW enable - Cannot response to MM contact if we accept the same contact that is transfer to service
UNIDESK-13988	Edge - Chat – Customer History search - Record in customer history search widget is overlapped when agent view more than 10 records
UNIDESK-13951	Layout issues on reporting widgets
UNIDESK-13904	AutoPhrases and pagepush URLs are not displayed for chat
UNIDESK-13856	CPU spikes and remains running high after opening the external reporting window
UNIDESK-13851	The URL with Bold/Italic format is not launch when we click on it
UNIDESK-13850	Address book: Intermittently the contacts service fails to initialize

UNIDESK-13774	Workspaces – Defer Email – The Delay time setting does not work correctly as Unexpected bar displayed
UNIDESK-13656	Workspaces - Custom Cards - Layout does not get torn down when a custom card is deleted
UNIDESK-13578	Billboard figures start shrinking on complex dashboards over time
UNIDESK-13563	Workspaces Administrator Settings page needs a scroller
UNIDESK-13553	Threshold class for Agent Time in Not Ready Reason is not being applied
UNIDESK-13340	User cannot edit past a certain number of measures on Threshold Class widget
UNIDESK-13154	Producers in View Manager not Isited 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 shows any values
UNIDESK-13040	User is able to save negative values for threshold classes.
UNIDESK-12927	Intermittent Issue with filter fields display on dashboards
UNIDESK-12531	Update Calculated Measures to the same user interface as Views
UNIDESK-12112	Supervisor dashboards on Safari 10 client has widget display issues and data cannot be viewed
UNIDESK-15166	Workspaces– Defer email- Retrieved Draft email still displays deleted content if we highlight them then press Delete button
UNIDESK-15110	When the agent hits reply button and email is in plain text, the email isn't displayed to the agent
UNIDESK-15011	IE11 – Workspace_Email Signature HTML-Save button still gray out if Agent type characters
UNIDESK-14969	Workspaces – Auto Phrases – Cannot see the last Auto Phrases on Workspaces
UNIDESK-14951	Search box not anchored in suggested URLs widget in workspaces
UNIDESK-14941	Workspace - There is no size of attachment file on new GUI when agent uploads file
UNIDESK-14887	Error is displayed on toast message to user after cancel reset to default on thresholds widget
UNIDESK-14886	Reset to default button for Thresholds and Calc measures should clearly state that all custom thresholds and measures will be deleted
UNIDESK-14878	SIL automated test - email traffic fails after 17 hours with stuck workcards
UNIDESK-14869	When firstname and second name are not populated , null null appears on customer details widget
UNIDESK-14859	Workspace_Email Signature - Agent can delete the image from pool even that image is insert into signature
UNIDESK-14858	Workspace_Email Signature_Agent can insert image into signature over the configuration in ACM
UNIDESK-14852	Missing label for CRM field on customer details widget
UNIDESK-14757	When email template sent to customer, customer can't see anything from the template in the email body



UNIDESK-14716	under the load bar chart takes long time to aggregate and display the data
UNIDESK-14554	There is NO notification of missed coach message at agent after supervisor transfer contact to agent then barge-in it.
UNIDESK-14322	Edge_Workspace_ Email Signature_The content is also deleted if agent selects any image from pool and presses Delete or Backspace keyboard
UNIDESK-14276	Customer date range search: calendar doesn't refresh correctly
UNIDESK-13855	Workspace-SMS- Agent and Supervisor cannot send Auto Phrase and Page Push URL due to limit character when Supervisor coaching/barge-in contact.
UNIDESK-13369	Workspace – I18N – Russian - SMS, Chat - The string “characters left” is not localized
UNIDESK-13199	Standardize tooltips in reporting widgets with respect to editing or deleting objects
UNIDESK-15201	Incorrect Time Stamps displayed in the CDR Report
UNIDESK-13028	Customer history / Customer History Search_ Missing the numbered_symbol icon of the list in inbound email
UNIDESK-12806	Measure format should be saved when saving the view so if the view needs to be edited the user can see what format was previously applied
UNIDESK-12682	i18n AOCW Workspaces Administrator - Migrate layout Migrate Now truncation in modal DEU ENG
UNIDESK-12644	Workspace – Work codes /Disposition codes- Cannot use keyboard to back cursor to Search field
UNIDESK-12633	Chat –Refresh agent, Co-browse is appeared on agent side if chat is barged in before
UNIDESK-12574	Reset to default prompt windows should clearly state that all custom dashboards, views and measures will be deleted
UNIDESK-12478	UAC - No Retrieve Defer Requests Sent to UCM

Omni Channel Provider

Fixed Defect	Description
AOEC-9892	Customers cannot download chat attachments on front end GUI on a reasonably populated database
AOEC-9875	SIL DC1 - Chat Traffic Problems with S60
AOEC-9861	Orc Audit fails to read open contacts from db
AOEC-9853	Timeouts occurring when retrieving customer transcripts
AOEC-9829	AccountAmounts column missing from cls.Customers table resulting in failure to create

	customer
AOEC-9768	'From' field sent as NULL while deffering an email
AOEC-9764	Timeout error on Workspaces due to OCPDataServices taking long time to return Customer History data
AOEC-9701	Unable to access OCP admin from ACM or from cache windows machine
AOEC-9605	Cache Database Backup and Restore fails during DR switchover
AOEC-9582	Customer history search times out on a large db if to search by date
AOEC-9546	Agent controller issue if Multimedia workflows are manually terminated whilst contact is alerting
AOEC-9534	CS lease time returned from DB should not be set to 96 hours
AOEC-9529	Chat - Remove randomly generated email address if only phone is provided
AOEC-9509	Transcript status appears blank for a Contact with Status Error in the Omnistore Database
AOEC-9462	Customer History Search: default sort by date
AOEC-9460	Cluster 3 must be rebooted after Cluster 1 and 2 to accept new Email contacts
AOEC-9423	Powerpoints and PDFs misnamed when downloading via DataViewer
AOEC-9422	CustomerJUnitTest FilteringStepDefs broken
AOEC-9416	OBCService - POM Server FQDN or IP address needs to be added to the Oceana Configuration
AOEC-9414	CS topic update is triggered by OCP with the value "EnglishServices"
AOEC-9409	Account ID Feature leads to uncontrolled growth in Account ID values in Omnistore DB leading to Outages
AOEC-9382	ua-cs-pu ran out of memory during weekend voice traffic run
AOEC-9381	OceanaDataViewer should pass token for access to attachments
AOEC-9374	Messaging transcript send status should be stored in cls.Actions table
AOEC-9330	Refactor GetInQueueContactsAmount in mm_Contact to improve perfomance
AOEC-9317	index is missing on cls.Identifiers table for customer
AOEC-9296	Oceana must support a mixture of Internet and Intranet Agents in one solution
AOEC-9290	Oceana 3.5.0.1 - Workspace - Customer History Search - Content of SMS channel does not display From after searching from Customer History Search
AOEC-9280	getCurrentQueueSize on NewChatRequestRateLimiter.java should optimize
AOEC-9264	Oceana 3.6.0.0 - Workspace - Customer History Seach does not show data when searching by Date or Customer Email
AOEC-9261	Customer can't see images when an agent responds to an email
AOEC-9260	504 Gateway timeout error displayed after clicking SMS or Social buttons on the home page
AOEC-9250	High CPU on MMdb when running Chat traffic
AOEC-9237	BackupAndRestore - Restore zip proccess fails if not enough disk space
AOEC-9224	BackupAndRestore - log file is saved outside of the zip file during the backup process
AOEC-9217	Transcript sent/not-send status in the DB should be updated for messaging transcripts



AOEC-9208	generic channell is showing account "Null" on customer journey visualisation
AOEC-9157	ORCRestService - Create Alarm when JDBC connection to the OC DB is down
AOEC-9156	The messaging transcript service tries to send messages to external service when it is not enabled
AOEC-9147	Chat transcript contents displayed multiple times to customer
AOEC-9138	Chat WebUI controls disabled after welcome message from Bot
AOEC-9111	Should not save empty message when filtering message transcript with enhance way
AOEC-9097	OCDataViewer does not pick up the Toggle Secure Mode attribute setting from Oceana Configuration service
AOEC-9049	GenericChannelAPI passing CRM ID plus any other Identifier Failing to get Customer ID in ORCRestService
AOEC-9043	Chat lib runs out of memory during sil traffic run
AOEC-9041	Fix attachment uploading in IE/EDGE
AOEC-9021	Two exception keep repeating on Customer Controller logs.
AOEC-8995	Agents going RONA and Chat failures with Omnichannel CPU rising to 100% usage
AOEC-8993	MMDB, cacheDB: TLS1.0 and weak ciphers to be disabled
AOEC-8982	Unable to launch OCP admin tool from ACM with https connection
AOEC-8969	IIS website configuration paths incorrect
AOEC-8471	Changing Enable tokenless access attribute on OCPDataServices should not require a cluster reboot
AOEC-8469	Max Email contact rate reached without active emails in system
AOEC-8467	Mismatch in the API added to the TranscripFilter client package to test the Messaging transcript
AOEC-8436	OC Admin - Cannot un-assign option Agent initiated Email from inbox.
AOEC-8418	Database HA failover causing 15 minute outage in certain cases
AOEC-8359	The connection between agent and customer was dropped when supervisor releases the OBSERVING interaction
AOEC-8358	The Backup and Restore function doesn't handle the file name if it contain many ' . ' characters

Unified Collaboration Administration

Fixed Defect	Description
n/a	

Unified Collaboration Model

Fixed Defect	Description
AOEC-8100	When supervisor has retrieved some deferred emails we sometimes end up with an conferenced email - both agent and supervisor have the same email on screen
AOEC-7101	Webvoice - 1st flow not completed immediately after blind transfer to service
AOEC-7286	Call lost if routed to agent with SIP phone not logged in
AOEC-7094	Workflow is not completed for contact closed by OCP Audit



AOEC-7003	Consult transfer to service after a direct consult/conference is not sending end event to ED
AOEC-7392	Workspace – Transferred icon showed on consult call
AOEC-8419	NullPointerException on Reserve Agent field resulting in missing events to Reporting

SocialConnector

Fixed Defect	Description
n/a	

CoBrowse

Fixed Defect	Description
CBSNAPIN-3948	Customer on iPad not able to mark data within the child Iframe
CBSNAPIN-3937	When Customer pauses the session, Customer isn't allowed to use markers
CBSNAPIN-3935	During Agent's control, Agent is unable to view the complete page
CBSNAPIN-3934	Link text's data is not displayed when agent in control clicks the link text which was marked by the customer
CBSNAPIN-3919	When Agent in Control, he is not able to fill form value inside the Iframe of the CoBrowse Page
CBSNAPIN-3863	On IE 11 Customer side operation becomes slow after 4 mins and eventually browser hangs after some time
CBSNAPIN-3853	Customer can hide/delete the annotations on his page when the agent is in control and in annotate mode
CBSNAPIN-3848	• Classes on the 'body' element are removed by cobrowsing when creating the page on the agent side
CBSNAPIN-3846	Issues with AutoScroll on iPad (Safari 12)
CBSNAPIN-3845	Background images loaded using URLs with relative paths in CSS file are failing
CBSNAPIN-3823	Not cleaning pseudo-event in reconnect scenario
CBSNAPIN-3822	All marked contents using marker getting removed in network reconnect scenario
CBSNAPIN-3812	No Error message is displaying while creating the Session Key when the cluster is in deny mode
CBSNAPIN-3804	Removal of CoBrowse Webpage attributes during the CoBrowse session results inconsistency at Agent side
CBSNAPIN-3752	On IE 11.785 after connection reconnect CoBrowse server and tomcat certificate expires
CBSNAPIN-3741	Customer is able to edit Iframe detail while Agent is on control
CBSNAPIN-3731	Unable to edit the text boxes at single shot
CBSNAPIN-3728	Exception while marking within the Iframe
CBSNAPIN-3726	Agent Markers are not getting cleared after session timeout or logout
CBSNAPIN-3670	Highlight is not working after Agent rejoin the same session
CBSNAPIN-3592	During Annotations Delete All is not working in ReactJS Sample App
CBSNAPIN-3591	Annotations are not working from Agent Side in ReactJS Sample App
CBSNAPIN-3584	While agent is in control and out of network agent is getting session not found error
CBSNAPIN-3583	Angular Test App: customer is not in read only mode If agent is in control
CBSNAPIN-3582	Angular Test App: Agent can see the toolbar If Customer clicks on the CoBrowse toolbar on its page
CBSNAPIN-3581	Angular Test App: Same behavior is not observed If Customer scroll the page
CBSNAPIN-3557	Agent is unable to delete his own annotations after getting the control from Customer on second time.
CBSNAPIN-3551	When Customer pauses the session, Customer isn't allowed to use markers
CBSNAPIN-3549	previously selected annotation is getting as default rather than freehand
CBSNAPIN-3127	Marker and Highlight feature are not working on IPAD and Android



Avaya Control Manager

Fixed Defect	Description
	(Refer to Avaya Control Manager 8.1 release notes https://downloads.avaya.com/css/P8/documents/101056519)

Work Assignment

Fixed Defect	Description
AOEC-8094	WORK_ERROR during race condition: MatchUpdate from ED and OFFER from WA
AOEC-9207	Oldest Work Waiting time does not update
AOEC-9123	Missing offeredService even though contact went through WA
AOEC-9207	Oldest Work Waiting time does not update
AOEC-8352	wa-impu goes to 100% memory in Oceana lab during weekend traffic run

Call Server Connector (CSC)

Fixed Defect	Description
KHEPRI-459	UUI not handled in IVR transfer situation

WebRTC

Fixed Defect	Description
n/a	

BotConnector

Fixed Defect	Description
CHATBOT-2621	BotConnector uses Management IP and hence weak cipher suites to loading remote plug-in JAR files

Engagement Designer

Fixed Defect	Description
WORKFLOW-8352	Multiple mbe does not work, path is executed only one time
WORKFLOW-8293	PA - If we are passing white space in duration field, there is no validation error
WORKFLOW-8292	PA - Getting error 'Please provide a valid number for duration' at run time if duration field is empty
WORKFLOW-8287	There is no session out message when we undeploy while session is out.
WORKFLOW-8283	Flows left in Active state after if a consulted call is blind transferred
WORKFLOW-8312	Designer - On changing the labels of the nodes using F2 key, validations are missing
WORKFLOW-8308	User task - User task detail page does not contain the input form fields.
WORKFLOW-8302	Can not delete folder in Engagement Designer console
WORKFLOW-8268	The canvas is blocked after using F2 key on the keyboard to change the name of the task
WORKFLOW-8210	Undeploying an older version of flow is removing the flow from the Rules
WORKFLOW-8066	Warning message while deleting unused Properties
WORKFLOW-8051	Flow stuck in Active state for more than a minute if customer Abandons during a consult



WORKFLOW-6702	Editing default rule does not show correct values
WORKFLOW-6622	Broken Image Links seen in Context Store Task bundle

UCAM

Fixed Defect	Description
AOEC-9416	OBCService - POM Server FQDN or IP address needs to be added to the Oceana Configuration
AOEC-9658	Add ACBSI_OCEANA_OCDS_CLUSTER attribute to the central config
AOEC-9269	Attribute centralization for CRMGateway Snapin
AOEC-5203	New attribute for OceanaDataViewer, OCP DataService and AgentControllerService snap-in
AOEC-8465	Add attributes for SMSVendorSnapin to "Attribute Override Final Mappings" page
AOEC-8466	Update Attribute Override Mapping to include OceanaDataViewer attributes
AOEC-8960	Add AGENTS_COUNT attribute to Config Service for AgentControllerService
AOEC-8984	Add support for new Generic Chanel attributes
AOEC-9105	Secure toggle in ocpdataviewer service should get attribute push from configuration service

Known Defects in Oceana 3.6.0.0

Unified Agent / Workspaces

Key	Brief Description of how issue will affect the customer
UNIDESK-15173	Agent / Routing Service not being delete from hidden dashboard
UNIDESK-15194	POM:- There is NO option to disable the custom card button and the Menus/Submenus
UNIDESK-13585	Users on Workspaces using Chrome 69 and 70 have reduced single instance filter lists - not all entries are displayed
UNIDESK-15172	Reporting - Success and error toast messages are being displayed simultaneously when remove/reset fails
UNIDESK-12767	READY state shown in Yellow for Outbound channel
UNIDESK-12148	Safari: Export Reporting Dashboard needs to be in a file
UNIDESK-15185	In Compressed view hover over does not shows buttons intermittently once the custom card is updated
UNIDESK-13786	Realtime Reporting: CDR coloumn chart x axis not readable by the user
UNIDESK-15206	Workspace - Email Signature - Agent can insert updated signature into the email body without saving it.
UNIDESK-15177	Layout Manager by default loading "Elite" layout but dropdown showing empty name
UNIDESK-15187	Pop up message and redirection is not coming up on unsupported browsers
UNIDESK-15203	Screenpop, although configured, is not working
UNIDESK-15208	Workspace –Chat- There is no notification of missed message at supervisor when agent transfer file to customer
UNIDESK-15207	Add text 'No results found' if the measure search has no results

Avaya Control Manager (Refer to the Avaya Control Manager 8.1 Release Notes for full listing)

TITLE	Brief Description of how issue will affect the customer
ACM-17298 - Windows Security message box is getting displayed	<p>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.</p> <p>Workaround: The user needs to enter their ACM login credentials to continue.</p>

after ACM timeout on Work Assignment attribute/properties page.	
ACM-17635 – Cannot edit or delete a screenpop with a non-English name	ACM allows for the creation of Screenpops whose names contain non latin characters, however these screenpops cannot be edited or deleted at this time. Workaround: Avoid using non latin characters in screenpop names
ACM-18007 – Agent cannot login to Oceana Workspaces after Extension is removed from monitored list	The association between an agent and an Extension is established when the agent details are saved. If the agents extension is subsequently removed from the list of Oceana Extensions under the Oceana Server Details, this link will be broken and will not be re-established even if the extension is added back into the list. As a result, the agent will not be able to login to Oceana Workspaces as they do not appear to have a default extension. Workaround – In the scenario above, the agent details must be re-saved in order to create the association between the agent and the extension.
ACM-19831 - ACM 8.0.1 - HA - Database connection string in ACM-APP2 (Secondary) in Datacenter 2 is not updated when Datacenter 1 is down	Workaround: <ol style="list-style-type: none"> Stop the HA service on the secondary application server (ACM-APP-2). In this scenario there is no need to have HA service running since only one DC is functional. Verify that the HA service on the ACM-APP-2 server is set to Manual and not Automatic or Automatic (Delayed Start). This is to ensure that the service does not start automatically during the procedure. On the ACM-APP-2 server, update the C:\Windows\System32\Nav360Config.xml file so that the connection string points to the secondary database, ACM-SQL-2. Verify that the C:\Windows\Syswow64\Nav360Config.xml file is also updated from the change you made in the C:\Windows\System32\Nav360Config.xml file. <p>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.</p> <ol style="list-style-type: none"> Stop the Audit Log and License Tracker services on the ACM-APP-2 server Start the Audit Log and License Tracker services on the ACM-APP-2 server



ACM-22627 – “Failed to fetch extension” error when saving Oceana agent	<p>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.</p> <p>As a result, an error is generated when attempting to save an agent who has one of these extensions assigned.</p> <p>Workaround:</p> <p>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.</p> <p>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.</p>
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Work Assignment

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

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
UCCM-930	Consider reporting UCM DC Adapter heartbeat by UCM instead of UCM DC
AOEC-9898	Incorrect NativeResourceId passed to ED when supervisor retrieves deferred email
AOEC-9832	Deferred indicator is set 0 if supervisor retrieves and transfer contact to routing service

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-7523	When creating a SessionID, MessagingService should use just ConversationID and Identifier, not Name
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 process 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.

Unified Agent / Workspaces

Fixed Defect	Description
UNIDESK-15020	Headers in Workspace settings screen are truncated
UNIDESK-15011	IE11 – Workspace_Email Signature HTML-Save button still gray out if Agent type characters
UNIDESK-14969	Workspaces – Auto Phrases – Cannot see the last Auto Phrases on Workspaces
UNIDESK-14951	Search box not anchored in suggested URLs widget in workspaces
UNIDESK-14859	Workspace_Email Signature - Agent can delete the image from pool even that image is insert into signature
UNIDESK-14858	Workspace_Email Signature_Agent can insert image into signature over the configuration in ACM
UNIDESK-13855	Workspace-SMS- Agent and Supervisor cannot send Auto Phrase and Page Push URL due to limit character when Supervisor coaching/barge-in contact.
UNIDESK-14989	Tooltips are only displayed for the first time on Custom card. Whenever the card is updated the tool tip is not there
UNIDESK-14757	When email template sent to customer, customer can't see anything from the template in the email body
UNIDESK-15110	When the agent hits reply button and email is in plain text, the email isn't displayed to the agent
UNIDESK-15127	Workspace_Email- Edge - Inline images are not displayed in the email body and customer history
UNIDESK-15125	CDR report not always clearing up finished calls
UNIDESK-15115	Workspaces - Editing an email address in the email editor makes the entire email vanish
UNIDESK-15100	No confirmation popup is shown when deleting Calculated measure
UNIDESK-15070	Previously saved 25 view dashboard does not show views configured when user tries to edit dashboard
UNIDESK-15000	Formats do not work on Single Instance Pie Chart Views
UNIDESK-14999	Ordering doesn't work for time formats
UNIDESK-14980	CRM Integration - Contact Name not present on Workcard
UNIDESK-13786	Realtime Reporting: CDR coloumn chart x axis not readable by the user



UNIDESK-13173	Email – Cannot search replied Email from customer by Subject if the subject contain contact ID and customer ID
UNIDESK-12741	Double click to accept or end a workcard will show an error notification on workspaces
UNIDESK-12639	No popup appears for a new call for OUTBOUND channel

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-9712	Customer Management not supporting i18n, throwing exception "invalid eMail format" for International email (cyrillic)
AOEC-9022	Customer Journey - User Interface should support the same languages as Oceana
AOEC-9024	Customer Journey - Translate Touch Point data for presentation
AOEC-9731	CSQuery is incorrectly logging an error to the CSQuery logs when the ServiceMap is null in the EDM

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 issues is resolved in CM 8.0 SP1 Patch2.

Co-Browse

Title	Brief Description of how issue will affect the customer
CBSNAPIN-2988	Pentool annotations made within the iframe appear to be shifted on the agent side, when customer is using Firefox browser and also when customer uses iPad (Safari 12)
CBSNAPIN-3055	On Firefox iframe not working when agent is in control
CBSNAPIN-3550	Agent to Customer Annotation positions are not matching exactly
CBSNAPIN-3861	Customer page is not properly in sync at Agent
CBSNAPIN-3860	Cobrowsing is impacted when customer clicks pause button and agent requests for control at the same time

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

Engagement Designer

TITLE	Brief Description of how issue will affect the customer
WORKFLOW-8349	Schema is getting overwritten when we are creating any custom Event with the same Schema name as in pre-seeded events
WORKFLOW-8348	If we are passing a value more than 500 character under attributes, there is PSQL exception in the logs.
WORKFLOW-8340	Call Debugger - Getting Request Timeout error in case of multi node cluster
WORKFLOW-4188	Retrieving a context with Chinese characters the value cannot be seen in the debugger
WORKFLOW-4694	Hard to select the boundary events on WFI
WORKFLOW-6697	Sub-process - Boundary event is getting displayed outside of sub-process when copy & pasted when connected
WORKFLOW-8049	Ack delay of 33 second
WORKFLOW-8021	PNC - Output collected is not correct.
WORKFLOW-1090	In Chrome, canvas items sometimes "stick" to mouse when being moved
WORKFLOW-7728	If the last Agent routing have been deleted or unassigned this contact type, the next contact of the same customer will never route to other Agents.
WORKFLOW-8269	List Changes window doesn't appear when clicking Show Diff in case labels of PA tasks in 2 WFDs are different

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.
CM-13964	<p>This can cause some issues with lost calls. If an agent logs in to Workspaces using a SIP endpoints but don't have the endpoint registered with physical SIP set they can still get logged into Oceana and calls will present to them but go Not Ready immediately and will not RONA.</p> <p>Recommendation:</p> <p>Customers need to ensure all agents using SIP sets ensure the associated endpoint is registered with a physical SIP set before using Workspaces.</p>

General

Title	Brief Description of how issue will affect the customer
AOEC-6322	<p>Some voice agents go RONA under heavy traffic conditions.</p> <p>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.</p> <p>Workaround:</p> <p>The agents should be able to make themselves "Ready" within Workspaces and continue to receive new contacts.</p>
UCAM-416	Installing 2 versions of the same svar results in duplicate json log statements
AOEC-3888	<p>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).</p> <p>Workaround:</p> <p>A node reboot resolves this issue.</p>
SMGRSSOCLIENT-8	<p>Oceana Disaster Recovery - following a complete switch over to DC2, attempts to launch ED Admin or Designer consoles fails from SMGR2.</p> <p>Workaround:</p> <p>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.</p> <p>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.</p>
AAWFO-691	ACR cannot use Oceana call attribute to record or tag call
AOEC-2235	<p>Transfer to Service failure scenario with Avaya Call recording.</p> <p>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.</p>
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	<p>Oceana Agent response is not delivered to customer FB post</p> <p>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</p>



	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.
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BotConnector

Title	Brief Description of how issue will affect the customer
CHATBOT-2541	<p>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.</p> <p>Workaround: Stop and Start the BotConnector service after removing the value in “Automated Chat Base URL”</p>



Workarounds and Considerations

ACCCM upgrade from 3.5.0.1 to 3.6

When upgrading from 3.5.0.1 to 3.6, change the Oceana version in ACM. Otherwise different errors will occur and it will launch the wrong OCP admin/OCMT tools.

Avaya Oceana Server List / Avaya Oceana Server Edit

Connection Details Providers System Properties Skill VDN Extensions Advanced Settings

Alias * UCAServerSV

API URL * http://10.134.156.210/services/UC

Version * 3.6

Enable Authorization ☐

ACM 8.1 requires .NET 4.7.2 or later

Before upgrade or installation of a new ACM 8.1 build, .NET 4.7.2 or later must be installed on ACM and all clients running the Omnichannel Administration Utility tool.

Intermittent issue - Oceana 3.6 Automated Upgrades

Intermittently during the automated upgrade the script may fail to install an individual svar to a cluster. The upgrade will complete and at the end of the upgrade log (/var/log/Avaya/solution-upgrade.log) it will identify any problem svars.

For e.g.

2019-02-21 02:06:16 ERROR: EventingConnector-3.6.0.1.360106 is not installed for 'ConfigurationCluster'

2019-02-21 02:06:16

2019-02-21 02:06:16 =====

2019-02-21 02:06:16

2019-02-21 02:06:17 upgradeSolution has completed, please wait a few minutes for SMGR service audit to sync for cluster group 1

Workaround at the moment is for the user to manually install any svar that did not install during the automated upgrade..

Oceana 3.6 Automated Upgrade Scripting Capability for DR sites.

See previous section on “Functionality not supported” for issues relating to Oceana DR site upgrades.

Breeze Enhanced Security with LDAPs Connections in 3.6.0.0

Impact of this change:

Breeze applications that were previously able to successfully connect via LDAP over a secure connection may no longer be able to do so. i.e. The impact on Avaya Workspaces is that it will not be possible to authenticate a user.

Background:



Beginning with Breeze 3.6.0.0, endpoint identification has been enabled on LDAP secure TLS connections. This may necessitate the need to generate a new identity certificate for the LDAP server that includes the server's Fully Qualified Domain Name (FQDN) or IP Address.

How to identify:

In the breeze application log for Authorization (/var/log/Avaya/services/AuthorizationService/AuthorizationService.log), check for the following exception:

```
[Root exception is javax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException: No subject alternative names present]
Caused by: java.security.cert.CertificateException: No subject alternative names present
at com.ibm.jsse2.util.b.b(b.java:104)
at com.ibm.jsse2.util.b.a(b.java:88)
at com.ibm.jsse2.aD.a(aD.java:165)
at com.ibm.jsse2.aD.a(aD.java:168)
at com.ibm.jsse2.aD.a(aD.java:211)
```

Recommended Solution:

First, inspect the current identity certificate on the LDAP server using one of the following mechanisms:

a. System Manager Trusted Certificates provisioning

- (1). On System Manager navigate to Services > Inventory > Manage Elements.
- (2). Select the Avaya Breeze® platform node and choose More Actions> Manage Trusted Certificates.
- (3). Choose Add, then Import using TLS.
- (4). Enter the IP address or FQDN of the LDAP server, and port 636.
- (5). Push Retrieve.
- (6). Inspect the certificate details.

b. OpenSSL command line tool. Login to an Avaya Breeze® platform server using the cust login, or to any other machine that has the OpenSSL tools installed:

- (1). Run the following command, substituting your actual LDAP FQDN or IP address for MY_LDAP_FQDN_OR_IP:
echo | openssl s_client -showcerts -servername <MY_LDAP_FQDN_OR_IP> -connect <MY_LDAP_FQDN_OR_IP>:636 2>/dev/null | openssl x509 -inform pem -noout -text
- (2). Inspect the certificate details.

Check the certificate for the presence of the LDAP server's FQDN in the CN or in the Subject Alternative Name (SAN) fields. The LDAP server name or IP address must match what is in the CN or SAN. Additionally, if FQDN was used, DNS must be setup with this FQDN and corresponding IP.

If there is not a valid FQDN or IP address in the certificate, generate a new certificate with valid FQDN or IP address (FQDN recommended) in the CN or SAN field and provision it on your LDAP server.

Navigate to Users> Directory Synchronization > Sync Users and check the datasource. It must be configured with the exact FQDN or IP address used in the certificate.

If required, import either the LDAP server's certificate or the Certificate Authority (CA) certificate (recommended) as a trusted certificate for Avaya Breeze® platform by completing the process specified in 1a above. If the new certificate is signed by the same CA as had signed the previously used certificate, and if that CA certificate was previously provisioned as trusted by Avaya Breeze® platform, this step should not be required.

New Oceana3600.zip file to support automated Breeze and snapin upgrades

The new Oceana3600.zip file can be used to support automated upgrades from Oceana 3.5.0.x to 3.6.0.0 and Workspaces for Elite 3.5.0.x to 3.6.0.0. Please refer to the "Upgrading Avaya Oceana® Solution" guide for installation details.

Intermittent issue installing an svar using the automated Breeze and snapin upgrade procedure

Intermittently when using the automated upgrade procedure, an svar may fail to install on a particular cluster. The upgrade will complete successfully and it will log and display a message listing the svar that it failed to install and the cluster. The user must manually install this svar as per the normal procedure.



Deployment of the Packetbeat svar is not supported in the Oceana 100 agent configuration

If deploying the 100 agent configuration; do not deploy the Packetbeat svar to any node in any cluster. Packetbeat deployment is supported for all other configurations. If the automated upgrade script was used to upgrade the system it will be necessary to manually uninstall the packetbeat svar from the clusters post upgrade.

When creating the Avaya Oceana™ Cluster 3, the “Limit on the memory (GB) to allocate for WAS” cluster attribute must be changed for a 1,000 active agent deployment

When creating the Avaya Oceana™ Cluster 3 for a solution that supports up to 1,000 active agents only, change the value of the **Limit on the memory (GB) to allocate for WAS** field to 6.

Communication Manager Special Application SA8348 (Map NCID to Universal Call ID &) SA8702 (CDR Enhancements for Network)

Oceana won't work properly with these packages installed. If enabled on the CM there are issues with consult transfer/conference using SIP sets.

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 3.6 features

To get access to all newly added 3.6 features you must select the version 3.6 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.

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

Since 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 Deployment Guide which has a section called “Appendix C: Preupgrade tasks”. This outlines how to safely shutdown Oceana before an Upgrade – disable mailboxes etc....

OCP Admin Tool for MultiMedia Server

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

Context store DR

Use of Oracle as EDM DB for CS standalone (which is Active/Active geo-deployment) differs from Analytics use of Oracle (which is Active/Standby) and is not supported.



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-3.6.0.0 Engagement Designer workflows that use the ‘Crmid’ input will now need to use the new ‘ExternalId’ input instead.

Customer Journey Visualization

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

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.

To add to the Visualizations improvement, the current selected interaction in Customer Journey Visualization timeline is now displayed by a glowing halo (*having the glow color of the respective selected interaction bubbles’ color*) behind the selected interaction bubble. Also, the overlapping of interactions on the visualization timeline is now displayed with a different indicator with latest interaction bubble being on the top.

Customer Journey now supports authorized retrieval of Transcripts. Also, Email Transcripts in Customer Journey now supports the display of inline images.

Furthermore, Customer Journey also supports the display of “Account Id” information in the Visualization. Generic channel friendly Name (only if provided) will be displayed instead of just “Generic” on the channel name.

Lastly, Internationalization and Localization of Date Time is now supported in Customer Journey Visualization.

Note:

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 3.6. As indicated in the Oceana 3.6 documentation, only AAWG integration is supported...

WebRTC Agent call capabilities

WebRTC Video 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 AvayaOceanaWebVoiceAndVideoSoftwareDevelopmentGuide_3.6.0.0*. Web and Mobile applications built for a previous release will need to be re-compiled.

WebRTC Codecs

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

WebRTC Call recording

Recording of the audio component of Web video calls is supported

Transfer to Service of non-recorded video calls

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

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

Web Video Avaya Aura interoperability

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

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 screenshot shows two rule configuration windows. The top window is titled 'System Default Rule' and the bottom is 'System Delivery Failure Rule'. Both have a 'RoutePoint' dropdown set to 'MMRoutePoint'. The 'System Delivery Failure Rule' also has 'Language 1/4' and 'Location 1/3' checked in the 'Edit Attributes' section. The 'System Default Rule' has 'Auto-Response' and 'Priority' fields. The 'System Delivery Failure Rule' has 'Keyword Group', 'Delivery Failure keywords', and 'Priority' fields. A checkbox 'Will close contact' is at the bottom of the second window.

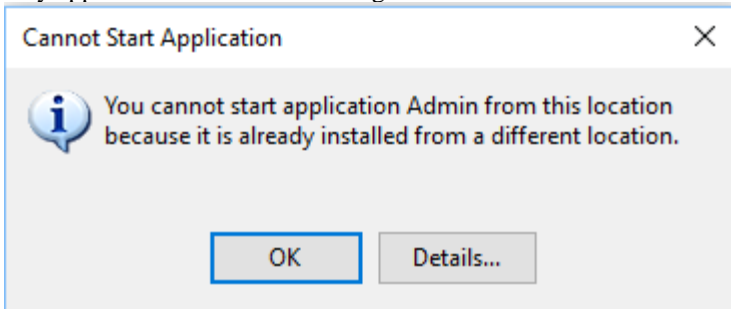
2. Then you need to set them for all rules under E-mail->Rule Groups. The Routepoint drop down is found under step 4 of 4.

The screenshot shows a 'demo' rule group configuration window. The 'General Settings' section includes 'Name: demo', 'Priority: 1 (Highest)', 'RoutePoint: MMRoutePoint', 'CS Lease Time: 96', and a 'Disclaimer' field. The 'Edit Attributes' section shows 'Language 1/4' and 'Location 1/3' checked, and 'Service 0/4' unchecked. The bottom of the window shows 'Step 4 of 4' and buttons for 'Previous', 'Save', and 'Cancel'.

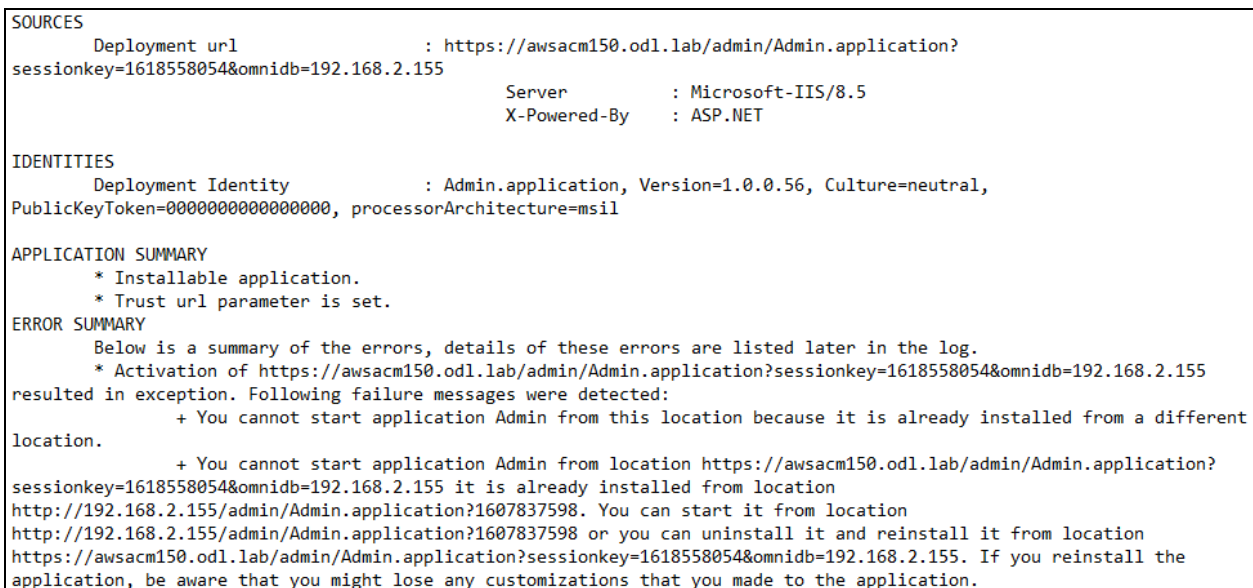
Error downloading OmniChannel Administration client from ACM



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:



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



Multimedia Admin tool must be launched from the Avaya Control Manager

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



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.



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

Communication Manager Configuration and Call Transfer Scenarios

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

Avaya™ Breeze platform, System Manager and NTP sync

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

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

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

Experience Portal 7.1 does not support TLS 1.2

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

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

New property for EP Application config.properties file

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

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

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

ACR Beep Tone configuration



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

ACR15.1 + Aura7CM

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

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

change station 2370013 Page 4 of 5

STATION

SITE DATA

Room: _____ Headset? n

Jack: _____ Speaker? n

Cable: _____ Mounting: d

Floor: _____ Cord Length: 0

Building: _____ Set Color: _____

ABBREVIATED DIALING

List1: _____ List2: _____ List3: _____

BUTTON ASSIGNMENTS

1: call-appr 5: verify

2: call-appr 6: [highlighted]

3: call-appr 7: _____

4: conf-dsp 8: _____

ACR15.1 + AACC 6.4 SP15 + CM 6.3

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

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

Outbound (POM)

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

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 -UCA,UCM,ED & 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.

Handle browser close when cable unplugged

UAC is unable to detect unplugged cable immediately due to a 3rd party limitation. Atmosphere websocket is not designed to detect an unplugged network cable immediately.

High Availability for UnifiedAgentController in a 3 Node Cluster

The fact that Gigspaces does not support 2 Nodes simultaneously experiencing an outage in a 3 Node Cluster, the best approach to recover is to power down the third node that didn't fail. Then start all three Nodes up at the same time to recover the Cluster.

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.gsp

Avaya Product Lifecycle Policy

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

APS Application Support Team engagement process

This is currently work in progress

Appendix B: Configuration of Avaya Analytics™ for Oceana Workspaces

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

Login as a supervisor:

- Use the credentials of a supervisor account to login to the client. On the Workspaces login page, simply enter username/password, click “Sign in”



- As a supervisor you will be able to see the supervisor dashboard icon (stacked barchart icon) in the sidebar. When you click on this icon and no dashboards are configured you will see a “No reports are currently configured” message in the Reports and Dashboards area.

Configuring Analytics dashboards

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

Adding the default dashboard to the client:

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

Adding an Ocean analytics dashboard:

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

Viewing Dashboards externally:

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

Deleting a dashboard:

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

Currently the following restrictions apply when using this feature:

- There is a limit of 2 dashboards per user.
- If you have a browser that prevents the setting of third party cookies then you will not be able to view Ocean analytics URLs from within the client. This is a known issue with chrome on Avaya machines as it is enforced by group policy. The work around is to use the “Open as separate window” button to launch in a separate window.
- URLs are validated and some must conform to expected URL pattern to be saved or displayed.
- Though currently there is nothing stopping the supervisor from entering any URL to be displayed in the supervisor reports there is no guarantee that the client will be able to render non-Ocean analytics URLs.
- Supervisors can only view the analytics by clicking on the home icon: the Analytics icon will not appear in the sidebar during interactions
- Because Avaya Analytics TM is doing constant polling for data users will see that the loading icon for the browser will continuously spin.
- The performance of the workspaces client will be degraded as you increase the number of configured dashboards – ref HELIX-2708.

Troubleshooting:

- Avaya Analytics TM dashboards are appearing as blank in the browser:
 - Check to ensure your browser is allowing third party cookies to be set
- Supervisor dashboards are causing the browser to slow down in IE
 - Check to ensure your browser is allowing third party cookies to be set



- Check to ensure the client machine has enough memory to meet minimum requirements.

Setting the base URL for dashboards in ACM

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

Testing:

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

Troubleshooting:

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

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

Appendix C: 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.
2000016	The Customer Management Service has failed to service a request for Customer Information as it has timed out	The Customer Management Service has failed to service a request for Customer Information as it has timed out. Please try again. If this issue persists, please contact your system administrator.	Admin	When a Rest Request sent to the Customer Management Service times out, this Error Notification is sent to Workspaces.
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.
4000032	The Agent has become disconnected and has been automatically moved to a NOT_READY state key = "userHandle"	<userHandle> has disconnected from the contact center and has been moved into a Not Ready state.	User	User becomes disconnected. After a certain amount of time(time is set in ACM) User moves automatically to a NOT_READY state and this error code is sent to his Supervisor.

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="" Identefier="vector" VVStartVVNumber="1"
VVStartId="1354620625" VVStartSelectVV="" VVStartNewVV="y" VVComment=""
id="3823560976">

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

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

</mxCell>

</StartVector>
```

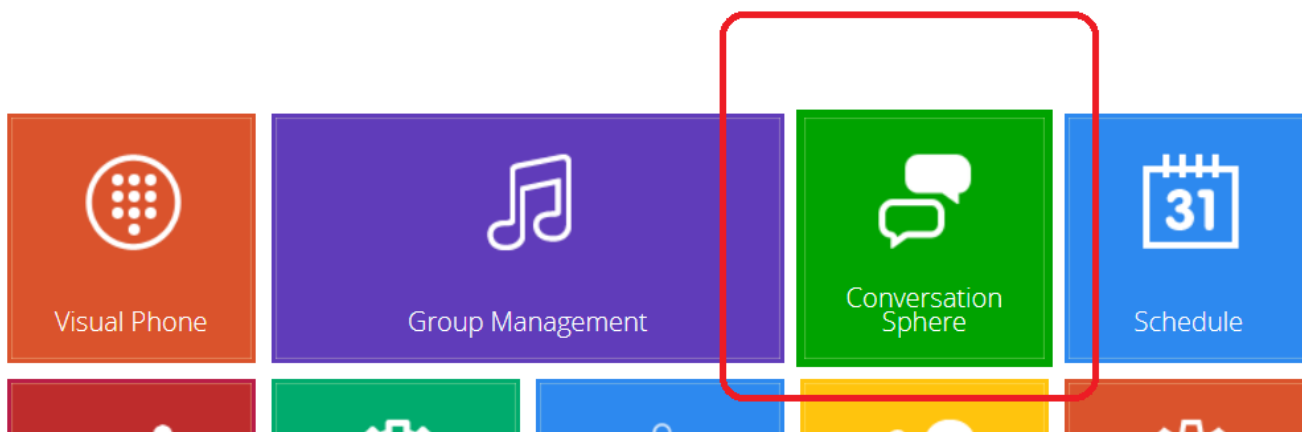
In the Treatment, Fallback and SelfService vectors, locate the Announcement sections, and adjust the announcement numbers accordingly to the announcements you have created above. Note - in the Treatment vector, there are two announcement numbers, one for an 'annc' step and one for a 'collect' step. Also, note that the SelfService vectors has multiple announcement segments:

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

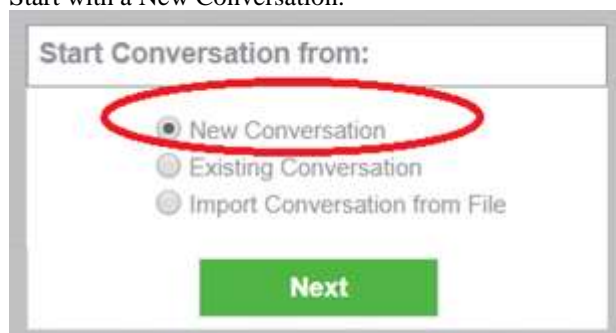


```
<mxCell  
style="image;image=./img/VisualVectoring/InputOutput/Announcement.png;edgeStyle=orthogonalEdgeStyle" parent="1690896119" vertex="1">  
  
<mxGeometry x="1400" y="30" width="40" height="40" as="geometry" />  
  
</mxCell>  
  
</Announcement>
```

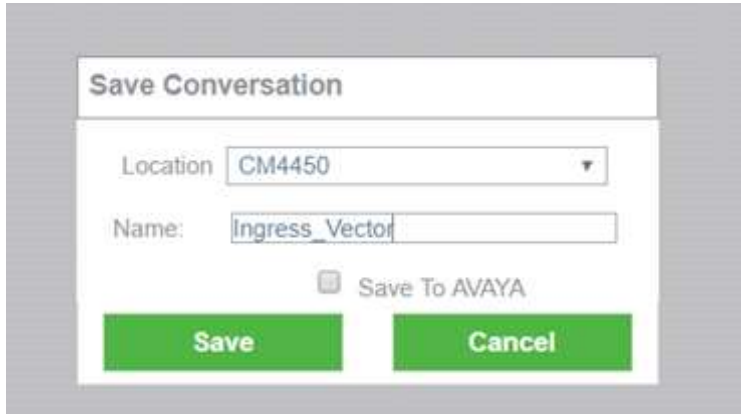
Once all the .acs vector files have been edited for the system being deployed, use Avaya Control Manager to open “Conversation Sphere”



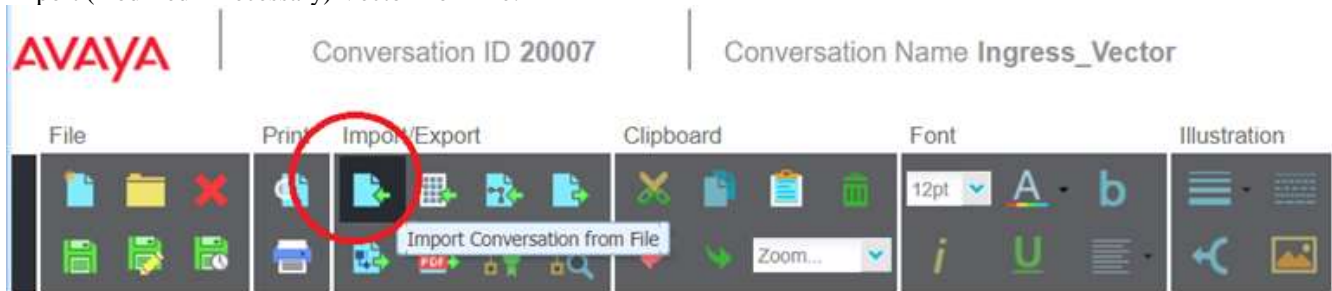
Start with a New Conversation:



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.