



Product Support Notice

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PSN # PSN005353u

Original publication date: 14-August-19. This is Issue #01, published date: 14-August-19

Severity/
risk level

Medium

Urgency

When convenient

Name of problem

Release of Avaya Workforce Optimization Select 5.2.2 Service Pack 1 Patch 3

Products affected

Avaya Workforce Optimization Select, Release 5.2.2 Service Pack 1 Patch 1

Problem description

Following issues are addressed in this patch:

- KRYPTON-23900 - In bridge line scenario, call is not recording when the call is put on hold and resumed from a different station
- KRYPTON-23762 - Send an alert when DMCC pool elements limit is reached in Single Step Conference recording method
- KRYPTON-23405 - Avaya Adapter failed to reconnect to database after server reboot
- KRYPTON-23095 - POMAdapter is not able to process fragmented events sent by POM Server
- KRYPTON-23091 - Real time integration API is sending an incorrect HTTP response code
- KRYPTON-23898 - In bridge line scenario, Transfer type field contains a wrong value
- KRYPTON-26529 - Call recording issues with VDN filter enabled
- KRYPTON-26640 - Added support for automated offline encryption of recordings
- KRYPTON-27026 - POMAdapter is sending incorrect version to POM Server
- KRYPTON-27138 - Online encryption is failing in some scenarios
- KRYPTON-27410 - Fixed a TSAPI recording issue in POM dialer integration, for blended agents

Features modified in this release:

- Support for automated offline encryption of recordings
Following configurations are introduced in MediaManager to support this feature

S. No	Parameter name	Parameter description
1	EDServiceIPAddress	Assign same IP address as given to MediaManager box { Existing parameter }
2	EnableEncryptionRetry	Default value is false. Enable this to process pending unencrypted calls from voice folder
3	LastNoOfDaysToProcess	Configure number of days for this module to select unencrypted leftover raw voice files for encryption (Default 10 days, Max value 30 days)
4	ProcessingFrequencyInterval	Processing frequency, default value is 60 minutes. It is recommended not to change this value
5	EnableLeanPeriodForEncryptionRetry	Default is false. Enable this parameter for processing calls only during the lean period
6	LeanPeriodStartTimeForEncryptionRetry	Lean period start time. It is recommended to have at least 4 hours configured for the lean period duration
7	LeanPeriodStopTimeForEncryptionRetry	Lean period end time
8	EncryptRetryBatchSize	Number of interactions to fetch per iteration, default is 10000

Resolution

Download and apply **Avaya Workforce Optimization Select 5.2.2 Service Pack 1 Patch 3**.

This software is available as a download by Avaya Associates via PLDS from <http://support.avaya.com/download>

To download the patch:

Go to <http://support.avaya.com> and select product as **Avaya Workforce Optimization Select 5.2.2 Service Pack 1 Patch 3**.

Workaround or alternative remediation

n/a

Remarks

Downloaded ZIP file contains the list of tickets addressed in this release

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Downloaded ZIP file contains the backup instructions in a Readme.txt file.

Download

Refer to Resolution section for download details

Patch install instructions

Service-interrupting?

Downloaded ZIP file contains the patch install instructions in a Readme.txt file

Yes

Verification

Downloaded ZIP file contains the patch verification instructions in a Readme.txt file

Failure

Contact Technical Support

Patch uninstall instructions

Downloaded ZIP file contains the patch uninstall instructions in a Readme.txt file.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a