Avaya
Proactive Outreach Manager 3.1.3.2 Patch 7

Release Date: 21 September 2021

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Document changes

Date	Description
September, 2021	Initial readme for Avaya Proactive Outreach Manager 3.1.3.2 patch 7
November, 2021	Readme updated for missing issue list and instructions for applying patch

<u>Avaya Proactive Outreach Manager 3.1.3.2 Patch 7</u>

Type	Patch
Affected Version(s)	Proactive Outreach Manager 3.1.3.2
Sha256sum	f27988180e490b2ca689f4782561b456d425f7b489745a8aa7303f6eb57aa89b
Dependency	POM 3.1.3.2 (Version: POM.03.01.03.02.00.070)
Patch Version	POM.03.01.03.02.07.070
Service Interrupting	Yes
Available for	All Proactive Outreach Manager customers using Proactive Outreach Manager 3.1.3.2

<u>Pre-requisite</u>

Proactive Outreach Manager patches are cumulative in nature. This patch can be applied on top of POM.03.01.03.02.00.070

<u>Before you download/Install this patch</u>

1. Before you download or install this patch, make sure that your Proactive Outreach Manager system has valid Proactive Outreach Manager version with below steps
To determine the version of POM installed

- Log in to the Proactive Outreach Manager system as root or sroot user.
- At the command prompt enter: **/sbin/service POM status**
- Verify that the first line shows Proactive Outreach Manager version as version **POM.03.01.03.02.XX.070**

2. Visit Avaya support site to review latest Compatibility Matrix and compatibility of the POM version being installed with other solution interop elements including Avaya products as well as other products.

3. Visit Avaya support site to download all the latest PSNs published for Proactive Outreach Manager and follow them.

4. Before you install this patch, to avoid overriding any existing installed HFs if any, please read **Issues Fixed** section of this readme to confirm whether they are part of this patch or not.

<u>Issues Fixed</u>

> ➢ Being a cumulative patch, this patch also caters to requirements of flash replacement which were originally delivered as a part of Proactive Outreach Manager 3.1.3.2 Patch 2. Proactive Outreach Manager used to have flash for following three components:
> a. POM Monitor
> b. Campaign Strategy
> c. Campaign Restrictions
> As flash is no longer supported, after installing this patch you can use non-flash versions of above three components. For details of campaign strategy & restrictions please check appendix F, G & details of Proactive Outreach Manager monitor please refer appendix H
>
> Along with flash replacement and other fixes this patch also incorporates below enhancements:
> **Strategy Editor Enhancements:**
> 1. For ease of access, highlighting & navigation to the corresponding Tree node when user clicks on the logged error messages under the Console panel has been provided
> 2. 'Clear Console' option has been provided to clear the existing logs from the Console panel.
> 3. Providing the capability to the user with 'Search and Select All' feature wherever user have option to pick multiple options from the multi dropdown. For example: In Ocean deployment, user can select multiple skills for the outbound Skill under the Call node. Here, user can search for the specific skills & and selects the skills.
> 4. Few fields in the Properties panel are marked with Asterisk(*) in red color, which indicates the field is required to complete the 'Save' operation.

Service Request	JIRA Number	Description	Patch Number
SR - 1-16244513821	OUTREACH-27594	Contact list import Status shows as 'Error' in Monitor and Finish Reason shows as 'Failed' in Import Summary report	Patch 1
NA	OUTREACH-28195	Comment unnecessary log from PAMService.out file	Patch 1
SR - 1-16286539771	OUTREACH-27886	Callback gets marked as completed without getting postponed or delivered to agent when campaign is stopped	Patch 1
SR - 1-16269529482	OUTREACH-27635	Getting an exception while using the POM SOAP web services (SaveContactToList)	Patch 1
SR - 1-16258478022	OUTREACH-28227	Upgrade from POM 3.0.5/3.1.1.x/3.1.2.x/3.1.3 to POM 3.1.3.1 or 3.1.3.2 fails if the POM database is Oracle 12cR1(12c Release 1) or older version	Patch 1
SR - 1-16249866931	OUTREACH-27560	Agents experience high Idle time between calls (1-2 mins or more)	Patch 1
SR - 1-16247140342	OUTREACH-28141	Zones are getting marked as deleted when adding DC2 in Geo-Redundancy setup and making DC1 as Active data center	Patch 1
SR - 1-16292338776	OUTREACH-28043	The OPERATOR conditions "=" , "!=" , ">" , "<=" , ">" , "<" is not working, giving fatal error for if filter attribute type are of TIMESTAMP	Patch 1
NA	OUTREACH-28389	Configure system with default event codes to be throttled in POM before sending them to EP. Refer to **Appendix E** for more details	Patch 1

SR - 1-16122507760	OUTREACH-28587	Notification campaign calls are resulting in network refusal as the call is made using SIP and not SIPS protocol which is required	Patch 1
NA	OUTREACH-27670	Contact strategy retry enhancement to maintain retry count based on completion code instead of global count. Refer more detail in **Appendix D**	Patch 1
NA	OUTREACH-29939	With runtime changes min/max update not working for PA campaign	Patch 2
SR - 1-16316486658	OUTREACH-29938	JOB_COMPLETED event in Job Statistic has null key in attemptChannelCount	Patch 2
SR - 1-16316486658	OUTREACH-29490	Null pointer exception while saving datasources	Patch 2
SR - 1-16231633256	OUTREACH-29331	Edit Callback Rest call fails with error "End Time is not greater than current callback Next Attempt After time or new Next Attempt After time."	Patch 2
NA	OUTREACH-29207	Refresh Skills from UI is not working on setups with SMGR CA cert	Patch 2
NA	OUTREACH-29061	Edit contact : java.lang.NullPointerException	Patch 2
NA	OUTREACH-29000	Exception evident in WFO QHI adapter log triggered by POM SDK **Note: To test this JIRA fix, customers who are using EventSDK need to replace avaya-pim-eventAPI.jar with latest avaya-pim-eventAPI.jar. Copy the latest jar from $POM_HOME/lib/common.**	Patch 2
NA	OUTREACH-28306	When kafka link restored to WFO the group of events sent to WFO OSI adapter via kafka are not time tagged correctly **Note: To test this JIRA fix, customers who are using EventSDK need to replace avaya-pim-eventAPI.jar with latest avaya-pim-eventAPI.jar. Copy the latest jar from $POM_HOME/lib/common**	Patch 2
NA	OUTREACH-23973	java.lang.NullPointerException in Campaign manager log and no contact dialed	Patch 2
SR- 1-16316359742	OUTREACH-29743	POM Monitor shows '0' Un-attempted Contacts for Running Campaigns using initial Selector Node	Patch 2
SR - 1-16772475956	OUTREACH-29031	Callback gets marked as 'Rejected_Due_To_Attempt_Already_In_Progress' and keeps getting postponed without getting presented to the agent	Patch 2
NA	OUTREACH-30861	Campaign Strategy allows to save handlers with duplicate names and or even without 'initial' handler name	Patch 3
NA	OUTREACH-30852	L10n	POM Home	POM New Monitor| Translation	JPN & EN	Patch 3

NA	OUTREACH-30847	L10n | POM Home | Campaigns | Campaign Strategies | Pacing Type | Expert Call Ratio | Translation | JPN	Patch 3
NA	OUTREACH-30846	L10n | POM Home | Campaigns | Campaign Strategies | Restrictions | Translation | JPN	Patch 3
NA	OUTREACH-30840	L10n | POM Home | Campaigns | Campaign Strategies | Handler | Translation | JPN	Patch 3
NA	OUTREACH-30838	Added a new record in Exclude Contact list is not displayed under list until refresh page	Patch 3
NA	OUTREACH-30789	Contact list import takes 3x more time than before	Patch 3
NA	OUTREACH-30769	Edit Strategy: validation Error for min-max agent values	Patch 3
SR - 1-16965845931	OUTREACH-30670	POM Rule engine exceptions due to wrong query	Patch 3
SR - 1-16088726292	OUTREACH-30035	New call is not initiated from Handler 2 in case if a scheduled callback is answered and classified with completion code 'Any_completion_code' which is handled in first handler result node where next state = handler2	Patch 3
NA	OUTREACH-30663	Monitor Campaigns: Cancel button in Confirm Stop Campaign dialog is not working properly	Patch 3
NA	OUTREACH-30639	Filter Conditions: Changing value in Value Column will add that value to the list in Input Criteria window	Patch 3
NA	OUTREACH-30547	Filter Condition: Can't click on Action icon in condition with value contains Special Characters	Patch 3
SR - 1-16920019953	OUTREACH-30540	Other Organization's contact list is also showing while logging as an Organization user	Patch 3
NA	OUTREACH-30538	Filter Condition: After made changes and click apply changes in Job Parameters, Save button is not working incorrectly	Patch 3
SR - 1-16908446491	OUTREACH-30506	POM campaign stuck in stopping state	Patch 3
NA	OUTREACH-30484	Added a new record is not displayed under list until refresh page	Patch 3
NA	OUTREACH-30483	Automatic contact import is failed when the primary GEO site is getting down	Patch 3
NA	OUTREACH-30482	Automatic contact list import failed and showed type cast exceptions in the PIM_ALMService.log	Patch 3
SR - 1-16849103122	OUTREACH-30340	Null pointer exception is occurred in campaign Manager when there is restriction is added in the campaign strategy	Patch 3
SR - 1-16816462901	OUTREACH-30218	Delay in updating context store by POM on transfer/conference calls	Patch 3
SR - 1-16689314375	OUTREACH-30030	Campaign Strategy configured with Preview time 1 sec taking around 4-5 seconds to dial out the calls	Patch 3

SR - 1-16109548014	OUTREACH-27556	Multiple contact list in a campaing is not dialed in order (Attribute based dialling only)	Patch 3
NA	OUTREACH-30948	ignite exception in callback and due to this sometimes callback is not attempted/postponed	Patch 3
SR - 1-16987243941	OUTREACH-30949	Implement contact retrieval from DB in batches for improving speed of dialing	Patch 3
NA	OUTREACH-30996	Create callback : callback created with empty handlerName hence not launched	Patch 3
NA	OUTREACH-30951	Add new contact button doesn't work after failing add new contact to contact list manually	Patch 3
SR - 1-17048210614	OUTREACH-31809	New Monitor Realtime Filter template buttons not working when FQDN is used in Host Address	Patch 4
SR - 1-17002483521	OUTREACH-31655	Agent remains Idle and gets repeatedly attached / detached from Agent-id based campaign	Patch 4
NA	OUTREACH-31619	When contact list is added to the running job then some time dialing gets stops	Patch 4
SR - 1-17015808522	OUTREACH-31604	Monitor Campaign View Detail Settings button is not disabled with user has only Monitor view permission	Patch 4
SR - 1-17056144714	OUTREACH-31587	Outbound Emails are delivered with incorrect format when the email is formatted using non-flash-based Strategy Editor	Patch 4
NA	OUTREACH-31404	Contact list with multiple orgs are not visible when logged in as org user	Patch 4
NA	OUTREACH-31371	After deleting and re-adding zone with same name, newly added skills gets populated with older zone id (which is deleted) in pim_skills_map table	Patch 4
SR - 1-16856457489	OUTREACH-31369	Callbacks get stuck in 'Queued for Dialing' state when multiple DialNow schedules happen simultaneously.Once a callback is stuck in 'Queued for Dialing', it neither gets Postponed nor get delivered to the agent	Patch 4
SR - 1-17035085138	OUTREACH-31344	Filter template with multiple sort conditions is not working	Patch 4
SR - 1-16916501311	OUTREACH-31132	Delayed Call Connect event leads to delay in sending UCID to ACR, therefore initial section of recording is missed	Patch 4
SR - 1-16918393282	OUTREACH-31005	Dynamic assignment of contact list filter not working. Need to pause and restart campaign.	Patch 4
NA	OUTREACH-29075	POM services on StandBy DC(Data center) in Geo setup shows services status as 'STOPPING' consistently on POM Manager Web UI page, whereas status from CLI(command line) is shown as 'STOPPED'	Patch 4

SR – 1-16175870692	OUTREACH-31589	Call Blending not working in multiple zones getting NullPointerException in Agent Manager logs	Patch 4
NA	OUTREACH-32331	Pending fixes from OUTREACH-29125 - DNC Registered Contact Details page, Showing empty contact list when custom attribute named as "address" is added to contact list	Patch 4
SR - 1-17051360751	OUTREACH-32597	POM Manager is not showing up services after fresh install	Patch 5
SR - 1-17005916289	OUTREACH-32426	Dynamic agent re-allocation does not happen with ECR, Cruise Control pacing type even though there is high priority job running	Patch 5
NA	OUTREACH-32347	Campaign is stopped when using ABD type campaign and use same attributes for Sorting and ABD mapping	Patch 5
NA	OUTREACH-31919	SMS Format Text displays incorrect format after enable and disable HTML with non flash strategy editor	Patch 5
NA	OUTREACH-31703	Holiday list not visible for the User where Org type is 'None' and it is assigned full permission custom role for "POM Home"	Patch 5
NA	OUTREACH-31700	The User where Org type is 'None' and it is assigned with only 'POM Campaign Manager' role cannot delete Holiday created	Patch 5
NA	OUTREACH-31698	Holiday Name does not display when Editing holiday on system with the User where Org type is 'None' and it is assigned with only 'POM Campaign Manager' role	Patch 5
SR - 1-17015439964	OUTREACH-31594	Holiday list not visible for the User where Org type is 'None' and it is assigned with only 'POM Campaign Manager' role	Patch 5
SR - 1-17056391332	OUTREACH-31140	POM Monitor - Dashboard screen performance is very slow	Patch 5
SR - 1-16242519732	OUTREACH-27347	Alphabetic character with an accent (ie. É) is not loaded correctly into the contact list	Patch 5
NA	OUTREACH-32944	No validation for empty value in two fields "Initial Hit Rate, Minimum Hit Rate" in ECR call pacing type	Patch 5
NA	OUTREACH-32903	Issue with non-Flash strategy editor - not throwing an error when there are fields left blank e.g Initial hit rate, Minimum hit rate	Patch 5
SR - 1-17084792829	OUTREACH-32890	Agent can not login if change CTI Configuration "Standby" to "Active" without restart agtmgr service	Patch 5
NA	OUTREACH-32861	Geo Redundancy - Zones getting deleted after creating data centers	Patch 5

NA	OUTREACH-32728	User can stop campaign with "Campaign view" permission only	Patch 5
NA	OUTREACH-23507	Calls fail when multiple SBC-Es are used with POM Please refer **Appendix J (OPTIONAL: to be used ONLY by customers experiencing the scenario described in the JIRA)**	Patch 5
SR - 1-17023592159	OUTREACH-31677	Nuisance due to callback in progressive campaign with overdial ratio 1 Please refer **Appendix I (O PTIONAL: to be used ONLY by customers experiencing the scenario described in the JIRA)**	Patch 5
SR - 1-17076621901	OUTREACH-31762	Campaign not stopping even after attempting all the attempts getting ClassCastException in Campaign manager logs	Patch 5
SR - 1-17141788022	OUTREACH-33086	POM new monitor not reflecting the changes on global settings	Patch 5
SR - 1-17082649484	OUTREACH-31924	Callback gets marked as 'Rejected_Due_To_Attempt_Already_In_Progress' and keeps getting postponed	Patch 5
NA	OUTREACH-32751	Modify collectmultiplelog.sh and mvAndZipNewLog.sh scripts	Patch 5
SR - 1-17064701592	OUTREACH-31929	Database exception "ORA-01704: string literal too long" is occurred while saving the agent_statastics in OPDB	Patch 5
NA	OUTREACH-32530	"Enable HTML Format" box of Email/SMS displays checked after unchchecking to save and close strategy	Patch 5
SR - 1-17074042970	OUTREACH-32941	Agent Summary Report don't match the login and logout time with the idle,talk,acw and break time for agent	Patch 5
SR - 1-17132653652	OUTREACH-33174	POM New Monitor Not displaying the attribute details for non default zone	Patch 5
NA	OUTREACH-33181	Attribute based campaign does not present the callback to the agent after all regular records for the attribute are exhausted in the job, even though the agent is still Nailed, but JobDetached	Patch 5
SR - 1-17218206682	OUTREACH-34529	Not able to fetch status of Kafka service in 30 msec and Kafka shows stopped in POM web page , but actually running at backend by CLI. Please refer **Appendix L (OPTIONAL: to be used ONLY by customers experiencing the scenario described in the JIRA)**	Patch 6
SR - 1-17052359922	OUTREACH-33430	The wrong date is getting passed to query which calculate today's Nuisance count	Patch 6

NA	OUTREACH-33412	Dynamic agent re-allocation does not happen with ECR, Cruise Control pacing type even though there is high min job running	Patch 6
NA	OUTREACH-33179	Holiday Configuration option throw exception when click on it	Patch 6
SR - 1-17096158219	OUTREACH-33502	In strategy, when Background AMD is 'OFF', Action on AMD gets incorrectly set to 'Disconnect the Call' and user cannot change it	Patch 6
SR - 1-17023592159	OUTREACH-33917	Vodafone Nuisance issue	Patch 6
SR - 1-17183408161	OUTREACH-34153	POM campaign stuck in stopping state	Patch 6
NA	OUTREACH-33153	Completion code names are obscured due to message in the Monitor	Patch 6
NA	OUTREACH-33368	POM Monitor - Agent Detail: Agent Detail doesn't display information	Patch 6
NA	OUTREACH-31898	user could modify minimum agent more than maximum agent in Runtime Parameters	Patch 6
SR - 1-17164553902	OUTREACH-33359	Service Level value can be set below 70 in POM Monitor	Patch 6
SR - 1-17270894674	OUTREACH-34264	POM Callback Status Details report has agentID filter criteria which does not work	Patch 6
NA	OUTREACH-33654	ClassCastException observed in PIM_WebService.log during Geo failover activity	Patch 6
NA	OUTREACH-34984	Filter Template details missing in PIM Job Param History Table with BatchUpdateExceptions in CD out file	Patch 6
NA	OUTREACH-20438	In Japanese OAM, all choices are in one row for "Action on AMD" in Strategy	Patch 6
SR - 1-17123007140	OUTREACH-34225	In Multi-POM system, when there is a time difference between Zone Director servers, CD failover occurs and the list import fails	Patch 6
NA	OUTREACH-34989	"Operator does not exist: Boolean = integer" exception in campaign director log when database is postgres (on Geo setup)	Patch 6
SR - 1-17252395641	OUTREACH-34711	Rest API for contactlist search returns incorrect result with multiple lists not matching the list name	Patch 6
NA	OUTREACH-33206	Empty contact list operation stops with exception when many contact list empty operation triggered at same time Please refer to **Appendix K**	Patch 6
NA	OUTREACH-34993	Attribute based campaign with allocation type "reserved" does not present the callback to the agent after all regular records for the attribute	Patch 6

		are exhausted, and callback is stuck in "In Progress" state **Note**: After an agent gets done with processing his last record in ABD campaign, then POM waits for a minute to send JobEnd to the agent. Callback will be presented during JobEnd processing. But, during this 1 minute, if a new contact is added to the Contact List, then this new contact is presented to the agent first and the callback will be presented later once the new call gets done.	
SR - 1-16942937711	OUTREACH-32680	Attribute based campaign does not present the callback to the agent after all regular records for the attribute are exhausted in the job, even though the agent is still available **Note**: After an agent gets done with processing his last record in ABD campaign, then POM waits for a minute to send JobEnd to the agent. Callback will be presented during JobEnd processing. But, during this 1 minute, if a new contact is added to the Contact List, then this new contact is presented to the agent first and the callback will be presented later once the new call gets done.	Patch 6
NA	OUTREACH-34795	Strict Agent callback is getting stuck in 'In Progress' state if the agent is not available and it gets marked as Attempt_Timeout after 60 mins	Patch 6
NA	OUTREACH-34948	POM Supervisor issue in new Monitor	Patch 6
SR - 1-17284947581	OUTREACH-34664	Agent Summary Report shows incorrect Total ACW time especially when agent's call state is 'Wrapup' for quite long time and AGTNailingLost happens multiple times	Patch 6
SR - 1-17218812554	OUTREACH-34263	Conference time gets calculated incorrectly in POM reports	Patch 6
NA	OUTREACH-34768	Enriched Attempt Event shows the agent Id of the agent who initiated conference/transfer rather than the agent who completed the record. Also, problem with other attributes in the Enriched Attempt Event **Note:** Added two new fields in EnrichedAttempt Event i. wrapupAgentId : Agent Id who wrap up the call. ii. wrapupAgentName : Name of the agent who wrap up the call	Patch 6

SR - 1-17256563092	OUTREACH-34838	The API "Delete Contact from List" is allowing to delete in-progress contacts	Patch 6
NA	OUTREACH-34946	Contact List page takes lot of time to load	Patch 6
SR - 1-17199166874	OUTREACH-34846	Incorrect "callback-preview-duration" in the Agent Summary report	Patch 6
SR - 1-17153127868	OUTREACH-33472	Report discrepancy when we use Reject Pattern number in contact list and upload the same record again	Patch 6
NA	OUTREACH-35375	Contact name is not sorted in alphabet	Patch 6
SR - 1-17189342583	OUTREACH-30957	Edit campaign CCW and adding sender address not saving instead throwing validation errors	Patch 6
SR - 1-17349206709	OUTREACH-36354	selector node condition not working with custom attribute type "time"	Patch 7
SR - 1-17368978792	OUTREACH-35492	In Sms campaign,POM Strips extra digit from phone number	Patch 7
SR - 1-17215347227	OUTREACH-36355	Call completion time showing incorrect value in campaign details report when agent consult to external number and completion code is Desktop error	Patch 7
NA	OUTREACH-35924	Contact List file does not get deleted from POM's source location for DNC imports and if you Stop or Pause a import job	Patch 7
SR - 1-17404687721	OUTREACH-36247	Stale job entries in pim_agent_job_summary table prevent new jobs from dialing	Patch 7
SR - 1-17125908561	OUTREACH-35346	When Dialing Allocation on one or more lists is changed to less than 100 % on running ABD campaign, it stops dialing records for the agent and the agent remains Idle	Patch 7
SR - 1-17256563092	OUTREACH-35393	Exclude contact API enhancement to mark contact done immediately. Please refer **Appendix M (OPTIONAL: to be used ONLY by customers experiencing the scenario described in the JIRA)**	Patch 7
NA	OUTREACH-35547	When exporting a csv file from reporting the data within the columns do not stay aligned under the proper header and an extra column gets added in between	Patch 7
SR - 1-17452021922	OUTREACH-36368	After uploading contact list, Contact browser displays scientific notation for very small and very large float values for custom attribute of type float Please refer **Appendix O (OPTIONAL: to be used ONLY by customers experiencing the scenario described in the JIRA)**	Patch 7
NA	OUTREACH-28284	POM nail-up call goes to Agent voicemail coverage	Patch 7

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SR - 1-17368169807	OUTREACH-35389	Remove Hard coded limit of 60 skill from AES SMS Client application	Patch 7
NA	OUTREACH-30989	Getting "Application Error" completion code in campaign report detail when using the "=" symbol under URL node in the strategy.without "= "it works fine	Patch 7
SR - 1-17379186948	OUTREACH-35673	Modify collectmultiplelog.sh and mvAndZipNewLog.sh scripts	Patch 7
NA	OUTREACH-37083	Enriched Attempt Event is not generated in some callback	Patch 7
SR - 1-17469777993	OUTREACH-37068	POM Export Report data are not aligned in proper columns.	Patch 7
NA	OUTREACH-37164	Handle =, <, <=, >, >= for DATE field types in Splitter	Patch 7
SR - 1-17056144714	OUTREACH-31587	Outbound Emails are delivered with incorrect format when the email is formatted using non-flash-based Strategy Editor. Please refer **Appendix N.**	Patch 7
NA	OUTREACH-30706	File Splitter is not working for Timestamp with operator "!=, >, <, isNull, is not null, ="	Patch 7
NA	OUTREACH-37280	GetContactDataFromList returning null to PDC while Getting Contact Info	Patch 7
NA	OUTREACH-37516	OM completion codes in Export Files : DESCRIPTION of the completion code is used as the last_completion_code value Please refer **Appendix P.**	Patch 7
SR - 1-17774368997	OUTREACH-37346	Agent "Acquire event" is not sending to Recorder	Patch 7
NA	OUTREACH-37897	Get the RPC-Success-Closure counts failed	Patch 7
NA	OUTREACH-37912	When agent in pending callback state, agent did not complete the current call and automatically execute the callback process after refreshing the Agent Skill	Patch 7
NA	OUTREACH-37324	Agents not receiving Interaction Cards on outbound connections as AGTCallNotify is failing due to empty sdkVersion. follow instructions listed in Appendix Q	Patch 7
NA	OUTREACH-37142	RuleEngine HF for Preview check removal and reduction in Clean-up messages	Patch 7
SR-1-17479692761	OUTREACH-36805	Export data records are missing in the export file when we run export on frequency basis (daily/Hourly/Run Every N Minutes)	Patch 7

Download Instructions

1. Download the file "**POM3132Patch07.zip**" from the AVAYA support site.
2. Secure copy (SCP) this patch file to a directory on the Proactive Outreach Manager system (e.g. /home/craft).
3. Verify sha256sum before applying patch by using below command

   sha256sum POM3132Patch07.zip

Installation Instructions

Follow below instructions to install this Patch on all Proactive Outreach Manager servers.

1. Make sure that all agents are logged out.
2. Stop all running campaigns (This is mandatory)
3. Login with root or sroot on Proactive Outreach Manager system
4. Copy POM3132Patch07.zip file to location /home/craft.
5. Change directory to where patch file is copied using the following command
   cd /home/craft
6. Stop POM, appserver, mpp and vpms services using following commands
   service POM stop
   service appserver stop
   service mpp stop
   service vpms stop
7. Unzip POM3132Patch07.zip (*unzip POM3132Patch07.zip*). All files will get unzip under POM3132Patch07 directory created in current directory.
8. Go to POM3132Patch07 directory
   cd POM3132Patch07
9. Execute the patch install script using following commands
   chmod 775 installPatch.sh
   ./installPatch.sh
10. Verify that you see message on console output "*Patch installation completed successfully.*"
11. Repeat the steps from Step 3 to Step 10 on all the Aux POM Servers
12. Follow steps mentioned under **Appendix A to Appendix Q** wherever applicable
13. Start all service
    service vpms start
    service mpp start
    service appserver start
    service POM start

NOTES:

1. This patch will create the backup of the files to be replaced under the directory $POM_HOME/Temp/PatchBackup/POM.03.01.03.02.07.070
2. This patch will update content of the file "$POM_HOME/data/build_rel.num", containing patch number to POM.03.01.03.02.07.070
3. After patch installation if installDB.sh script is executed the following script also needs to be executed for POM New Monitor link:
   $POM_HOME/bin/configureSideBarForNewMon.sh
4. Proactive Outreach Manager needs the campaign strategy to have one handler with name as 'initial'. It is a reserved word in Proactive Outreach Manager and it should not be translated.

Uninstallation Instructions

The backup of files is taken during patch installation at
$POM_HOME/Temp/PatchBackup/POM.03.01.03.02.07.070/ location.
Perform the steps in following section to revert the patch changes

1. Logout all agents.
2. Stop all running campaigns.
3. Stop POM service on Primary and all Aux servers
4. Stop all appserver
5. Stop all mpps
6. Stop vpms service
7. Execute below commands on Primary Proactive Outreach Manager and all Aux servers to un-install this patch
   ```
   cd $POM_HOME/bin/
   ./uninstallPatch.sh
   ```
8. Start all services:
   ```
   service vpms start
   service mpp start
   service appserver start
   service POM start
   ```

Appendix A

When to apply steps mentioned in this section?	If you are applying this patch on top of Proactive Outreach Manager 3.1.3.2 GA Build Only
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	If you want to increase the timeout period on Proactive Outreach Manager side before making the licenses 0 when WebLM server cannot be contacted. Following query sets the timeout value to 24Hrs. Value of this parameter should be provided in milliseconds.

Command to be executed:

```
$POM_HOME/bin/SetConfigValue.sh WEBLM_RESTART_GRACE_PERIOD 86400000
```

Appendix B

When to apply steps mentioned in this section?	If you are applying this patch on top of Proactive Outreach Manager 3.1.3.2 GA Build Only and you are using Oracle 12C r1 or previous version as your Proactive Outreach Manager Database
Where to apply?	Following commands should be executed on Primary Proactive Outreach Manager server only
Why to apply?	Following steps are required to resolve the issue **OUTREACH-28227** mentioned under **Issues Fixed** section

```
cd $POM_HOME/bin
chmod 755 migratePurgeSetting.sh
./migratePurgeSetting.sh
```

Appendix C

When to apply steps mentioned in this section?	If you are applying this patch on top of Proactive Outreach Manager 3.1.3.2 GA Build Only and you are installing Proactive Outreach Manager shipped application
Where to apply?	Following steps should be executed on your appserver system
Why to apply?	Following steps are required to resolve the issue **OUTREACH-28587** mentioned under **Issues Fixed** section

POM Shipped Application Installation

For local AppServer or external AppServer(tomcat) follow the following steps:

1. Go to $APPSERVER_HOME/webapps/
2. Take the backup of the Application's .war files
   ```
   cp PomDriverApp.war PomDriverApp.war_bkp
   cp Nailer.war Nailer.war_bkp
   ```
3. Remove the Application folders.
   ```
   rm –rf PomDriverApp
   rm –rf Nailer
   ```
4. Copy the Application war files shipped in the patch to this location

```
cp <POM3132Patch07 location>PomDriverApp.war ./
cp <POM3132Patch07 location>Nailer.war ./
```

For external AppServer (WebSphere) use the .ear files shipped in the patch to re-install via the WebSphere GUI. Keep the backup of the existing application. For more information refer Proactive Outreach Manager Integration for WebSphere related configuration.

NOTE:

If you want to revert the Proactive Outreach Manager shipped application related changes performed in this patch then you can follow the below steps

For local AppServer or external AppServer(tomcat):

1. Go to $APPSERVER_HOME/webapps/ location
2. Replace the Application's .war files from there backup.
   ```
   cp PomDriverApp.war_bkp PomDriverApp.war
   cp Nailer.war_bkp Nailer.war
   ```
3. Remove the Application folders.
   ```
   rm –rf PomDriverApp
   rm –rf Nailer
   ```

For external AppServer (WebSphere) use the applications' backup to re-install via the WebSphere GUI.

Appendix D

When to apply steps mentioned in this section?	If you are applying this patch on top of Proactive Outreach Manager 3.1.3.2 GA Build Only
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only

Why to apply?	In this patch a new enhancement is provided for maintaining retry count per completion code for call attempt.
	
	Example
	In strategy following retry is configured
	Action Node: Call Node
	    Retry Node: Call Busy: Retry Count 2
	    Retry Node: Ring No Answer: Retry Count 3
	
	Existing Logic:

	The retry counter in strategy is maintained at action node level. All retry node under action node share same retry counter. As per this logic maximum retry that can be made is three.
	Let's take attempt example
	1. Regular initial attempt: Attempt output is **Call Busy**
	2. Next is retry from retry node: Attempt output is again **Call Busy (Retry Count is 1)**
	3. Next is retry from retry node: Attempt output is now **Ring No Answer (Retry Count is 2)**
	4. Next retry is from node: Attempt output is again **Ring No Answer (Retry Count is 3)**
	5. As total retry count is 3 and for **Ring No Answer** maximum retry counter is configured is also 3, it will not allow next attempt.
	New Logic:
	In this patch a new option is given to maintain retry count per completion code.
	If it is enabled the retry count will be counted based on retry completion code. Max retry that can be made for above strategy example is five as compared to existing logic where it is three.
	Let take same above attempt example
	1. Regular attempt: Attempt output is **Call Busy**
	2. Next is retry from retry node:

	Attempt output is again **Call Busy (Retry Count for Call Busy is 1)** 3. Next is retry from retry node: Attempt output is now **Ring No Answer (Retry Count for Ring No Answer is 1)** 4. Next retry is from retry node: Attempt output is again **Ring No Answer (Retry Count is 2)** 5. As total retry count is 2 for Ring No Answer maximum retry counter is configured is 3, it will allow next retry attempt. Here you can check the difference in behavior at **step 3.** where **Ring No Answer** retry count is started from 1 instead from 2 as in existing logic. To use this new behavior configuration parameter **RETRY_NODE_WISE_RETRY_COUNT** needs to be set to "true". Find the command below to enable/disable this configuration.

Command to be executed:

```
$POM_HOME/bin/SetConfigValue.sh RETRY_NODE_WISE_RETRY_COUNT true
```
                                    Or
```
$POM_HOME/bin/SetConfigValue.sh RETRY_NODE_WISE_RETRY_COUNT false
```

Appendix E

From Proactive Outreach Manager 3.1.3.2 Patch1 onwards, Proactive Outreach Manager will configure default list of events to be throttled along with throttle interval against each code.

Post patch installation in case additional repetitive events seen in log viewer on EP, then below steps can be used to configure additional Proactive Outreach Manager event or interval:

When to apply steps mentioned in this section?	If you want to throttle repeatedly generated events on top of preconfigured default Proactive Outreach Manager event list.
Where to apply?	Following steps should be run on all Proactive Outreach Manager systems.
Why to apply?	If you want to configure event code which is not part of default event throttle list or increase the throttle interval for existing event codes, on Proactive Outreach Manager side before sending events to EP.

1. Login to Proactive Outreach Manager server console using ssh using root user.
2. Navigate to **$POM_HOME/config** directory.
3. Open **pimthrottle.properties** in editor.
4. Search for event code which need to be throttled. Typically it is prefixed with P_POM.
5. If entry for event code already found, then just increase the throttle interval specified after = operator. The interval value is in seconds.
6. Else search for string ####END POM DEFAULT EVENTS THROTTLE LIST#####
7. Add event code below this string and save file.
8. For example P_POMCD00X=600 means the CD(campaign director) event code will be passed on first occurrence then repeated logs within next 10 minutes will get throttled.
9. Restart POM services and VPMS service to make change effective.

Appendix F

When to apply steps mentioned in this section?	If you are applying this patch on top of Proactive Outreach Manager 3.1.3.2 Patch 1 or Proactive Outreach Manager 3.1.3.2 GA Build
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	

Execute following query to add the new configuration parameter "'USE_FLASH_PLAYER'" to allow user to use flash player for Campaign strategy or Campaign Restrictions

Command to be executed:

```
$POM_HOME/bin/SetConfigValue.sh USE_FLASH_PLAYER 0
```

Appendix G

When to apply steps mentioned in this section?	If you are applying this patch on top of Proactive Outreach Manager 3.1.3.2 Patch 1 or Proactive Outreach Manager 3.1.3.2 GA Build
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	

Execute following command to enable this option to allow to view and edit the campaign strategy in flash player. User needs to logout and login from the UI to take changes effective.
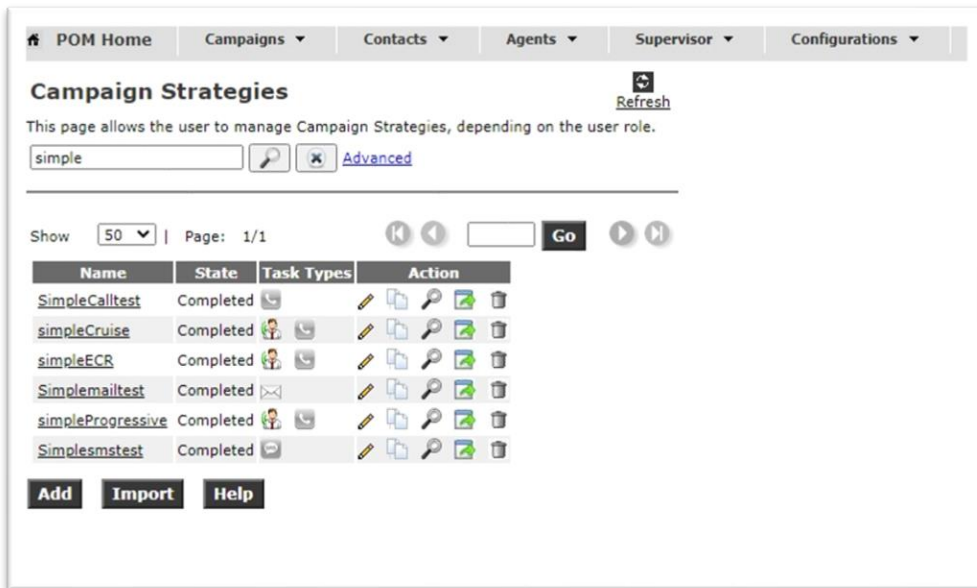
Command to be executed:

```
$POM_HOME/bin/SetConfigValue.sh USE_FLASH_PLAYER 1
```

Before USE_FLASH_PLAYER parameter value is set to 1
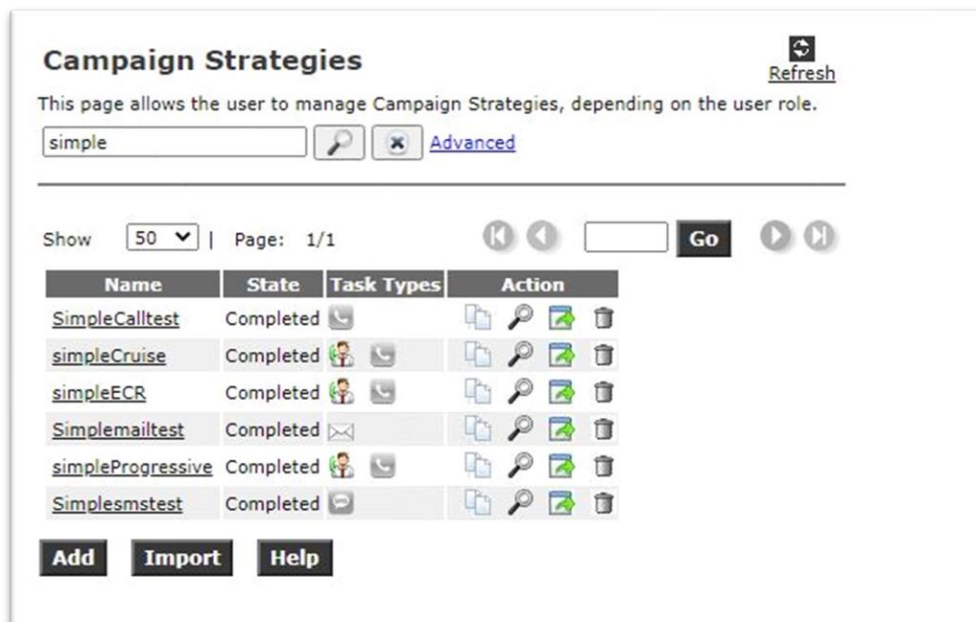
After USE_FLASH_PLAYER parameter value is set to 1, new edit icon is shown under Action menu
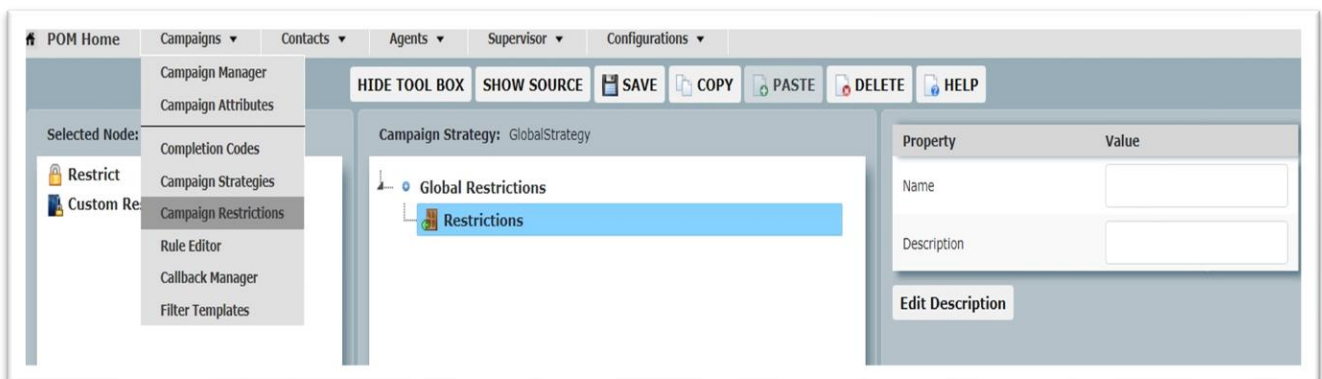
Execute following command to enable this option to allow to view and edit the campaign restrictions in flash player. User needs to logout and login from the UI to take changes effective.
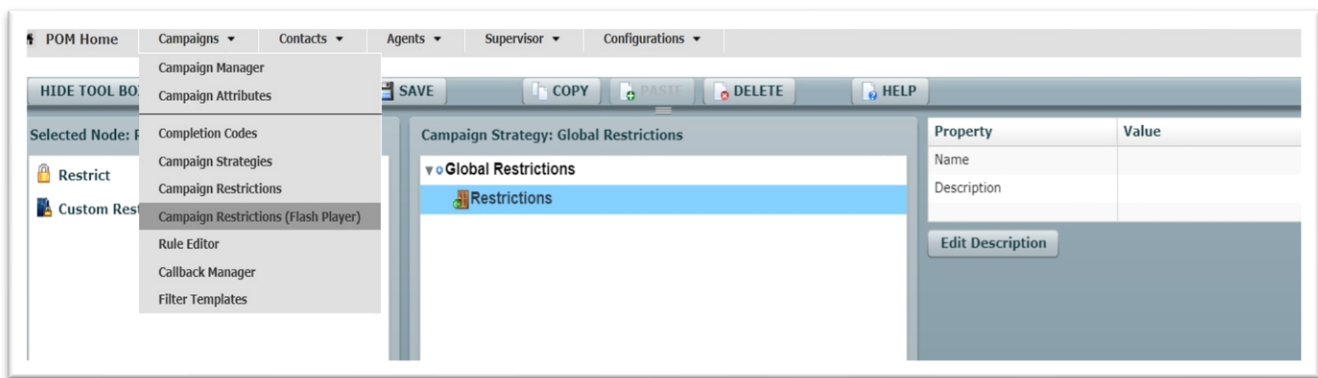
Command to be executed:

$POM_HOME/bin/SetConfigValue.sh USE_FLASH_PLAYER 2

Before USE_FLASH_PLAYER parameter value is set to 2

After USE_FLASH_PLAYER parameter value is set to 2, another option comes in menu as "Campaign Restrictions (Flash Player)"

Config value options for USE_FLASH_PLAYER parameter

| Option	Value
No Flash player edit option (Default)	0
Edit Campaign Strategy in Flash Player	1
Edit Campaign Restrictions in Flash player	2
Edit Campaign Strategy and Campaign Restrictions in Flash player	3

Appendix H

The new option "**POM New Monitor**" will be available which will launch the Proactive Outreach Manager Monitor without flash.
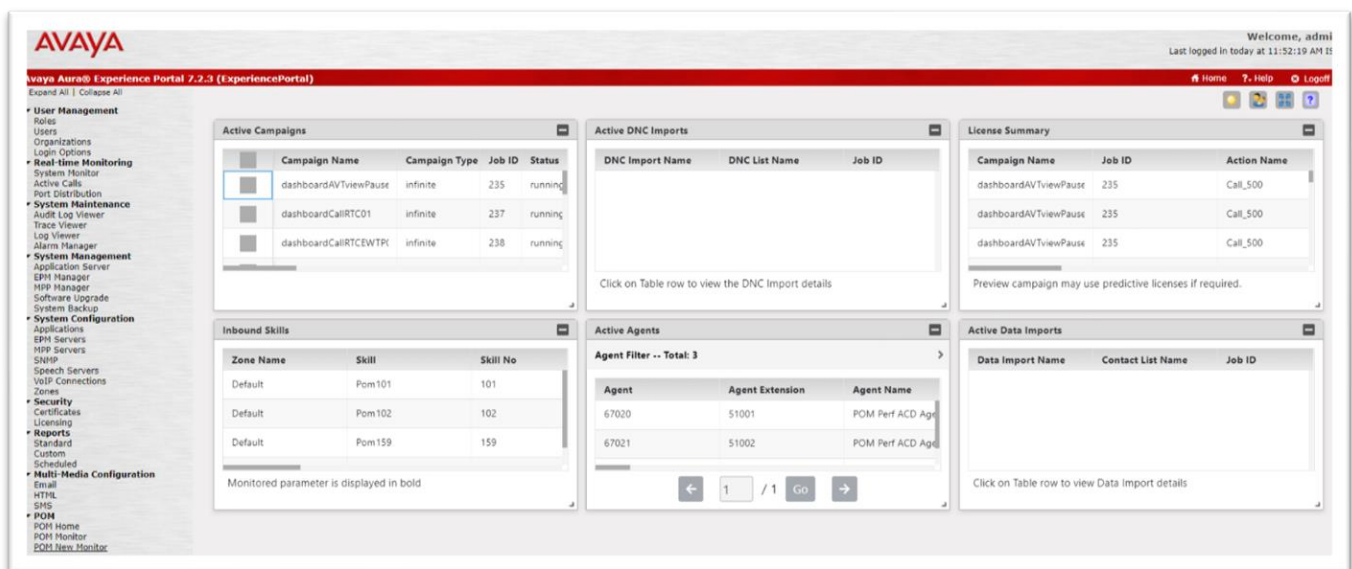
Existing POM Monitor (with Flash) is also available with **POM Monitor** option above **POM New Monitor**

Under Roles, user will see a new role "POM New Monitor" (marked in blue) under POM, which is for this new menu option **POM New Monitor.** The existing roles (marked in orange) under POM Monitor are also applicable to the new monitor. For example, if the role View License is disabled then it will be applicable for both Existing Old Flash monitor and New Monitor.
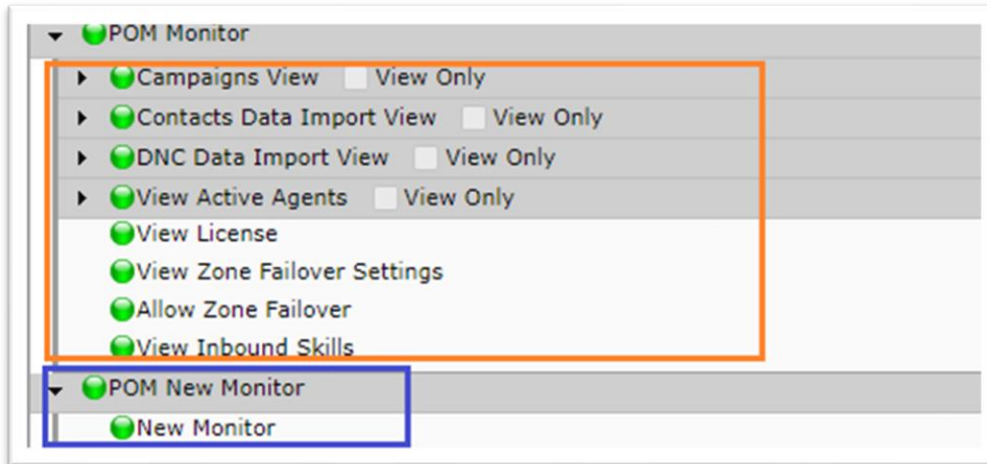
Note: In New Monitor, Run Time parameter changes for Finish criteria will be available on Campaign Settings page which was not available in old monitor in case filter template is enabled.

To Launch New Monitor on Aux server.
1. Type the URL https://<AUX-IP/HOSTNAME>/pom-monitor/
2. Browser will prompt for username and password as shown below.
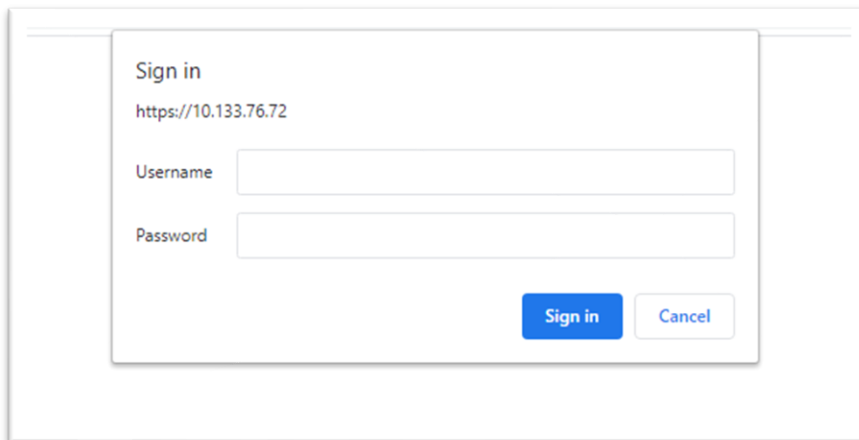
3. Enter username and password, it will launch new monitor window.
4. On Aux monitor, after pressing logout option in browser, browser need to be closed.

Note: Runtime changes for filter and sort on monitor application launched from Aux server is not supported. Show Result button for old filter (Filter template disabled) on Aux monitor is not supported.

Appendix I

When to apply steps mentioned in this section?	When you want to enable/disable callback nuisance implementation to resolve and in case you have callback nuisance issue in progressive campaign with over dial ratio 1
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter 'CALLBACK_NUISANCE_IMPL' to enable/disable this implementation. To enable this behavior set value to 1 and to disable the behavior set it to 0.

Command to be executed:

$POM_HOME/bin/SetConfigValue.sh CALLBACK_NUISANCE_IMPL 1
Or
$POM_HOME/bin/SetConfigValue.sh CALLBACK_NUISANCE_IMPL 0

Appendix J

When to apply steps mentioned in this section?	Needed ONLY for any customer who is using Multiple-SBCs in his environment and is unrelated to any customer using a single UC outbound switch, in the scenario where Calls fail when multiple SBC-Es are used with Proactive Outreach Manager
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter 'USE_SIP_CONTACT_HEADER' to enable/disable this implementation. To enable this behavior set the value to true and to disable the behavior set it to false.

Command to be executed:

```
$POM_HOME/bin/SetConfigValue.sh USE_SIP_CONTACT_HEADER true
```
Or
```
$POM_HOME/bin/SetConfigValue.sh USE_SIP_CONTACT_HEADER false
```

Appendix K

When to apply steps mentioned in this section?	In the scenario where Empty contact list operation stops with exception when many contact list empty operation triggered at same time
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added configuration parameters 'EMPTY_CL_RETRY_CNT_ON_DEADLOCK' and 'EMPTY_CL_SLEEP_BEFORE_RETRY_ON_DEADLOCK_IN_MS'.

Commands to be executed:

```
$POM_HOME/bin/SetConfigValue.sh EMPTY_CL_RETRY_CNT_ON_DEADLOCK 5

$POM_HOME/bin/SetConfigValue.sh
EMPTY_CL_SLEEP_BEFORE_RETRY_ON_DEADLOCK_IN_MS 10
```

Appendix L

When to apply steps mentioned in this section?	Needed ONLY for a customer who is facing the issue of inconsistencies in the KAFKA status between Proactive Outreach Manager Web Page (showing as stopped) and CLI (showing as running) wherein Proactive Outreach Manager is not able to fetch the status in 30 msec
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter

	'ZOOKEEPER_SESSION_TIMEOUT'.

Command to be executed:

$POM_HOME/bin/SetConfigValue.sh ZOOKEEPER_SESSION_TIMEOUT 1000

Appendix M

When to apply steps mentioned in this section?	Needed ONLY for a customer who is using enhanced exclude contact API to mark contact done immediately
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter 'CREATE_IMMEDIATE_HISTORY' to enable/disable this behavior. To enable this behavior set the configuration value to true and to disable the behavior set it to false.

Commands to be executed:

*$POM_HOME/bin/SetConfigValue.sh CREATE_IMMEDIATE_HISTORY true*
Or
*$POM_HOME/bin/SetConfigValue.sh CREATE_IMMEDIATE_HISTORY false*

Appendix N

When to apply steps mentioned in this section?	Needed ONLY for a customer who is having an issue of incorrect email format for Outbound Emails using non-flash based Strategy Editor
Where to apply?	Follow below steps to ensure correct email format
Why to apply?	For the correct email format for non-flash-based strategy editor

1) Open the strategy editor. (Non-flash-based editor)
2) Open the Email campaign-based strategy files.
3) Select the Email content textbox and click on the Edit text button (See the below screenshot)
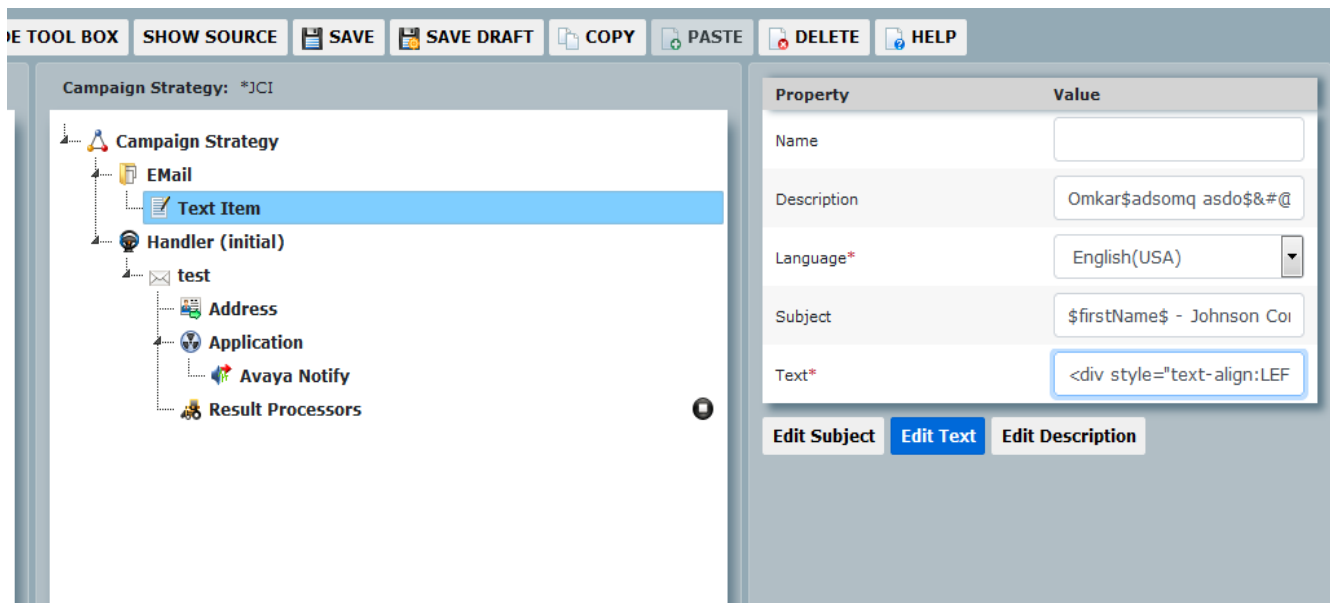
4) It will open the Email Format text content.
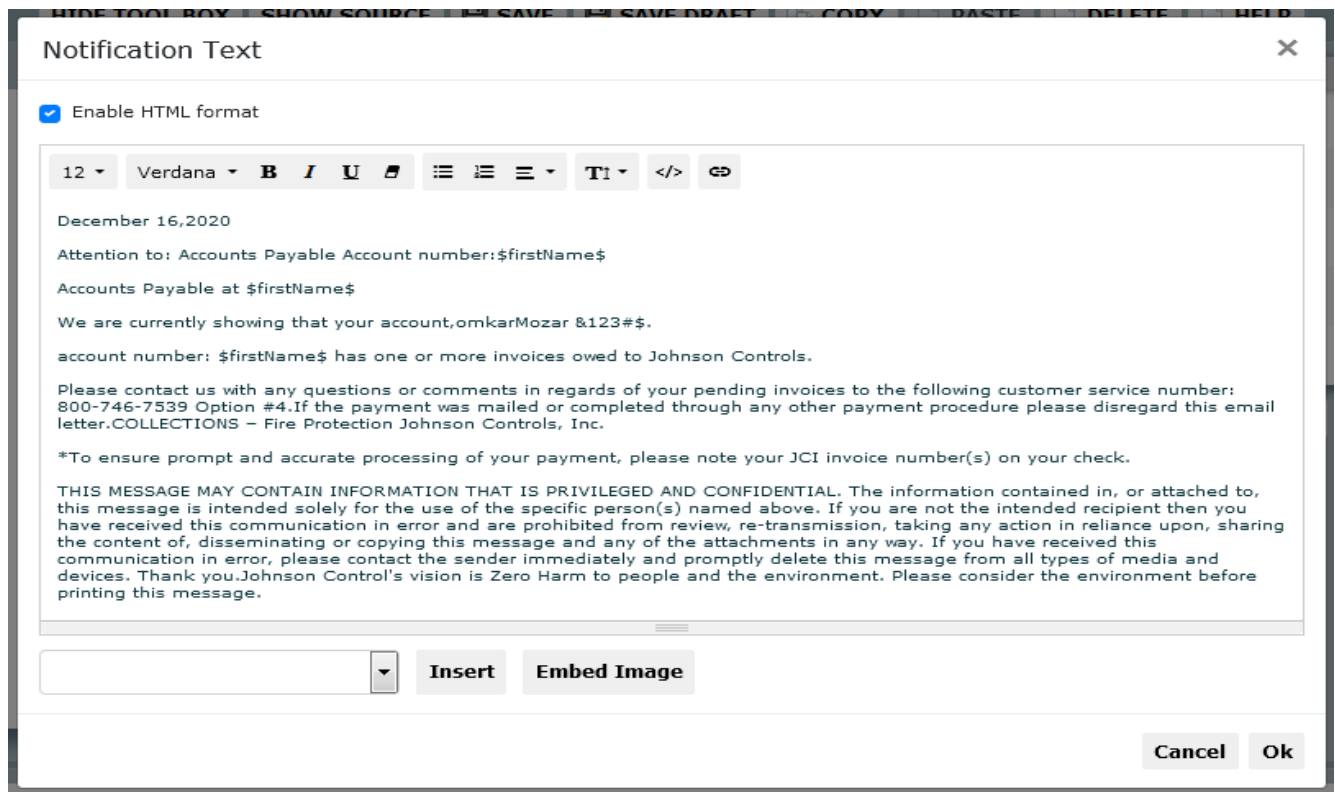
5) Verify the Email format If needed modify it.
6) Click on OK.
7) Save the Strategy.
8) Run the email-based campaign and verify the Email format.

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Appendix O

When to apply steps mentioned in this section?	Needed ONLY for a customer who is facing an issue where Contact browser displays scientific notation for very small and very large float values for custom attribute of type float
Where to apply?	The following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter 'DECIMAL_PLACES_FOR_FLOAT' to enable/disable this behavior. To enable this behavior set the configuration value to other than 0 and to disable the behavior set it to 0. The value signifies the number of decimal places that get shown for a floating-point value. It's recommended that the value should not be set more than 10.

Commands to be executed:

$POM_HOME/bin/SetConfigValue.sh DECIMAL_PLACES_FOR_FLOAT 0
Or
$POM_HOME/bin/SetConfigValue.sh DECIMAL_PLACES_FOR_FLOAT 5

Appendix P

When to apply steps mentioned in this section?	Needed ONLY for a customer who want to use System Completion Code Name in export data
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter 'USE_CC_CODE' to enable/disable this behavior. To enable this behavior set the configuration value to true and to disable the behavior set it to false.

Commands to be executed:

$POM_HOME/bin/SetConfigValue.sh USE_CC_CODE true
Or
$POM_HOME/bin/SetConfigValue.sh USE_CC_CODE false

Appendix Q

When to apply steps mentioned in this section?	Need to be applied for the issue : Agents not receiving Interaction Cards on outbound connections as AGTCallNotify is failing due to empty sdkVersion
Where to apply?	Following command should be run on Primary Proactive Outreach Manager server only
Why to apply?	We have added a configuration parameter 'BASE_SDK_VERSION' to set the SDK version used while connecting to Agent.

Commands to be executed:

$POM_HOME/bin/SetConfigValue.sh BASE_SDK_VERSION 3.1.3.1

POM 3.1.3.2 Patch 7 Known Issues

Differences:
- Some component's styling is not matching exactly with the existing application
- Full Screen Mode works when New Monitor is opened in a separate tab/window

Known Issues / In progress Functionalities:
- Full screen of new monitor is not working if it is launched in Experience Portal frame. If New Monitor is launched in a new tab (by right clicking on New Monitor and select Open link in a new tab) then full screen is working fine.
- OUTREACH-35924 : Contact List file does not get deleted from Proactive Outreach Manager's source location for DNC imports and if you Stop or Pause import job