



## IP Office Technical Bulletin

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### Critical Patch for IP Office Contact Center 9.0.2

This Technical Bulletin is to advise customers of a Critical Patch (CP) for the IP Office Contact Center (IPOCC) 9.0.2. The Critical Patch includes an updated version of Open Secure Sockets Layer (SSL) which resolves security vulnerabilities related to the “Heartbleed” issue. Also included in the CP is an updated User Import Tool.

The CP is available from the IP Office Contact Center download section of the Avaya Support Website:

<http://support.avaya.com>

### 1.0 Use of Open SSL in IP Office Contact Center

The OpenSSL Library is used by several IPOCC components for the encryption of passwords. OpenSSL is only used if the E-Mail components, SMTP connector and POP3/IMAP4 are configured for TLS which, is not used in a default installation. This patch contains OpenSSL 1.0.1g

### 1.1 IP Office Contact Center CP 9.0.2.2001 Software Versions

The CP is delivered as zip file - IPOCC9.0.2001.1418.zip and contains the following versions:

IPOCC Server	IPOCC9.0.2001.1418
IPOCC Client	IPOCC9.0.2001.1418
Utilities – Import tool	Avaya_IP_Office_Contact_Center_Configuration.xltn R9.0.2600.1411

## **2 Resolved Issues**

The following issues have been addressed in the IP Office Contact Center CP 9.0.2.2001:

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
PHOENIX-648	Possible Heartbleed problem OpenSSL
PHOENIX-503	Agent names containing accents do not appear correctly in Manager after CSV import

## **3 Technical Notes**

The IP Office Contact Center CP 9.0.2.2001.1418, can be applied to new or existing installations of IPOCC R9.0.2.

### **3.1. Installing the CP in a New Installation**

- Install Sybase and TAPI using the software from GA version IPOCC\_9.0.2000.1405.iso.
- For IPOCC Server components extract the contents of the CP zip file "IPOCC9.0.2001.1418.zip" and start "SetUpWizard.exe" from "IPOCC9.0.2001.1418\Server\IP Office Contact Center"
- For preparation of configuration import open from "\IPOCC\IPOCC9.0.2001.1418\Utilities" the configuration file "Avaya\_IP\_Office\_Contact\_Center\_Configuration.xltm"
- Install the IPOCC Client by running "Contact Center User Interface.msi" from folder "IPOCC9.0.2001.1418\Client"

### **3.2 Upgrading an Existing IPOCC 9.0.2 Installation**

- Extract the contents on the zip file "IPOCC\_9.0. 2001.1418.zip"
- Before an upgrade can take place all IPOCC processes must be stopped. To stop all IPOCC components open "Administrative Tools" -> "Services", select "IPOCC Watchdog" and stop this service.
  - Observe components in "TTConsole". On the left hand panel are the running processes shown. This may differ from what is shown in "TTDisplay" for some Java processes. This is because "TTDisplay" sees only the process started by Watchdog and for some Java processes this is only the wrapper which starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
- Start "SetupWizard" in folder "IPOCC9.0. 2001.1418\Server\IP Office Contact Center"
- Click Update, after the update has finished restart the server.

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