



IP Office Technical Bulletin

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General Availability (GA) of IP Office Contact Center R9.1.7

Avaya is pleased to announce the General Availability (GA) of Release 9.1.7 for the IP Office Contact Center (IPOCC) software. This is a scheduled Service Pack addressing a number of issues found in the IPOCC 9.1 GA releases.

1 Overview

IP Office Contact Center 9.1.7 supports the IP500 V2 and Server Edition platforms running 9.1 Service Pack 7:

This release of IPOCC, 9.1.7.14100.1619, is supplied as an .ISO image only. The versions of IPOCC components contained in this release are reported as follows:

	IP Office Contact Center Additional	Avaya Inc.	27.04.2016	24,3 MB	9.1.14000.1617
	IP Office Contact Center Addressbook Admin x64	Avaya Inc.	27.04.2016	12,9 MB	9.1.14000.1617
	IP Office Contact Center Addressbook Server Database	Avaya Inc.	27.04.2016	17,4 MB	9.1.14000.1617
	IP Office Contact Center CHAP x64	Avaya Inc.	27.04.2016	33,9 MB	9.1.14000.1617
	IP Office Contact Center Chat Taskserver x64	Avaya Inc.	27.04.2016	17,6 MB	9.1.14000.1617
	IP Office Contact Center Core	Avaya Inc.	27.04.2016	18,9 MB	9.1.14000.1617
	IP Office Contact Center CRMConnector x64	Avaya Inc.	28.04.2016	11,2 MB	9.1.14000.1617
	IP Office Contact Center Database	Avaya Inc.	27.04.2016	36,6 MB	9.1.14000.1617
	IP Office Contact Center IPO Taskserver x64	Avaya Inc.	27.04.2016	29,9 MB	9.1.14000.1617
	IP Office Contact Center Java Development Kit x64	Avaya Inc.	27.04.2016	146 MB	9.1.14000.1617
	IP Office Contact Center LandingPage x64	Avaya Inc.	27.04.2016	38,6 MB	9.1.14000.1617
	IP Office Contact Center License Client x64	Avaya Inc.	27.04.2016	3,25 MB	9.1.14000.1617
	IP Office Contact Center Mediastore Database	Avaya Inc.	27.04.2016	8,32 MB	9.1.14000.1617
	IP Office Contact Center Monitoring	Avaya Inc.	27.04.2016	10,8 MB	9.1.14000.1617
	IP Office Contact Center omniORB	Avaya Inc.	27.04.2016	3,80 MB	9.1.14000.1617
	IP Office Contact Center POP3 IMAP4 Client	Avaya Inc.	27.04.2016	10,5 MB	9.1.14000.1617
	IP Office Contact Center PostgreSQL 9.3	Avaya Inc.	27.04.2016	95,2 MB	9.1.14000.1617
	IP Office Contact Center Session Manager x64	Avaya Inc.	27.04.2016	6,87 MB	9.1.14000.1617
	IP Office Contact Center SGServer x64	Avaya Inc.	27.04.2016	15,1 MB	9.1.14000.1617
	IP Office Contact Center SMTP Connector	Avaya Inc.	27.04.2016	12,4 MB	9.1.14000.1617
	IP Office Contact Center Statistic Viewer x64	Avaya Inc.	27.04.2016	48,6 MB	9.1.14000.1617
	IP Office Contact Center Statistics	Avaya Inc.	27.04.2016	18,2 MB	9.1.14000.1617
	IP Office Contact Center Taskreporting Database	Avaya Inc.	27.04.2016	8,52 MB	9.1.14000.1617
	IP Office Contact Center Tomcat WWW x64	Avaya Inc.	27.04.2016	7,79 MB	9.1.14000.1617
	IP Office Contact Center Tomcat x64	Avaya Inc.	27.04.2016	23,5 MB	9.1.14000.1617
	IP Office Contact Center Trace System	Avaya Inc.	27.04.2016	5,98 MB	9.1.14000.1617
	IP Office Contact Center Unified Media Archive Datab...	Avaya Inc.	27.04.2016	12,0 KB	9.1.14000.1617
	IP Office Contact Center Unified Media Archiving x64	Avaya Inc.	27.04.2016	24,8 MB	9.1.14000.1617
	IP Office Contact Center Unified Media Database	Avaya Inc.	27.04.2016	17,7 MB	9.1.14000.1617
	IP Office Contact Center Unified Media Server x64	Avaya Inc.	27.04.2016	62,5 MB	9.1.14000.1617
	IP Office Contact Center Unified Media WebApps x64	Avaya Inc.	27.04.2016	23,7 MB	9.1.14000.1617
	IP Office Contact Center User Interface	Avaya Inc.	27.04.2016	174 MB	9.1.14000.1617
	IP Office Contact Center Voice Extension Adapter x64	Avaya Inc.	27.04.2016	17,2 MB	9.1.14000.1617
	IP Office Contact Center VoiceControl	Avaya Inc.	27.04.2016	39,3 MB	9.1.14000.1617
	IP Office Contact Center Wallboard Broker x64	Avaya Inc.	27.04.2016	81,4 MB	9.1.14000.1617
	IP Office Contact Center Watchdog	Avaya Inc.	27.04.2016	4,32 MB	9.1.14000.1617
	IP Office Contact Center Web Chat Dialog x64	Avaya Inc.	27.04.2016	21,2 MB	9.1.14000.1617
	IP Office Contact Center Web User Interface x64	Avaya Inc.	5/12/2016	95,1 MB	9.1.14100.1619
	IP Office Contact Center Web User Interface x64	Avaya Inc.	27.04.2016	95,0 MB	9.1.14000.1617
	IP Office Contact Center WebLM x64	Avaya Inc.	27.04.2016	3,69 MB	9.1.14000.1617

2 New Features

This release of IPOCC does not include any new features over the previous 9.1.6 release. However, this release does include updated Taskflow templates.

3 Resolved Issues

In the table below, the JIRA number refers to the internal bug tracking database used by Avaya SME.

3.1 Resolved Field Issues

The following field issues have been addressed in IP Office Contact Center 9.1.7:

<u>JIRA Number</u>	<u>Description of Issue</u>
PHOENIX-8367	System stops logging in the CDR reports, appears to coincide with Agent wrap up time issues
PHOENIX-8335	Real-time display reset 3 times in less that one hour after upgrade
PHOENIX-8183	Agents unable to log into the IPOCC system - PBX error
PHOENIX-8142	Unable to archive emails
PHOENIX-8071	Intermittently, the CHAP service may stop
PHOENIX-8060	When setting Scheduled UM Archiving, the scheduled time is incorrect by +6 hours
PHOENIX-7947	CHAP service stops after approximately 9 days
PHOENIX-7825	IPOCC Task Server service stops responding
PHOENIX-7633	Aministrator is able to delete an active topic without a warning
PHOENIX-8094	CHAP server service stops responding
PHOENIX-7625	IPOCC User Interface stops responding with Dialer initiated calls
PHOENIX-7367	"database table" errors when attempting to save configuration items
PHOENIX-7304	IVR fails intermittently, resulting in caller's being connected to silence
PHOENIX-7206	Intermitantly automatic reports are being generated with just the front page and no data
PHOENIX-7138	Email client, problem with BCC field entry. BCC address appears in the subject line
PHOENIX-7136	IPOCC is dropping calls with SIP Error 606
PHOENIX-7123	"Customer History" shows the time of customer's last call one day into the future
PHOENIX-7119	Contact Details Report - Customer Wait Time increases for lost calls if agents unavailable
PHOENIX-6977	Dialer Report - Inconsistency with counters "totNlnitToDo" and "%NinitToDo"
PHOENIX-7982	CHAP Server service has stopped

4 Technical Notes

4.1 Known Issues, Workarounds and Special Instructions for Upgrades

Note regarding upgrades for Cloud deployments

- When upgrading the IPOCC software, the location of the WebLM Server is overwritten if the Licensing or CCUI components are upgraded. There are two possible workarounds:
 - If using the latest Cloud image, run “Repair.cmd” as Administrator from the C:\IPOCC\GoogleSetup folder (this can be done after the upgrade)
 - If not using the latest Cloud image, modify license server entry in registry by calling the license client setup
 - Go to control panel -> Programs
 - Open LicenseClient.msi with Modify, enter <OSS Server IP Address> for hostname of WebLM and Port 52233
 - You can also modify the entry in WebAdmin: goto Menu System ->License, in the field WebLM address enter the correct hostname and Port where WebLM is running

Note regarding using UI via Remote Desktop

- If connected to server or client using Remote Desktop: it is recommended to start the User Interface “AvayaCCMain.EXE” with start parameter *–noTerminalServerClient*

Notes regarding Dialer campaigns

- For running dialler campaigns of type mechanic the following configuration of the SIP extension in IPO Manager is necessary (PHOENIX-6091):
 - User record requires the user Rights to be set to "Application" for the SIP extension
 - Application user rights group must have the Application Servers Group tick box checked.
 - For upgraded systems from 9.0.x or 9.1.0 the configuration has to be adjusted manually. New installed systems which are configured using Landing Page or Excel Spreadsheet are working correct, no manual adjustment required.
- Regarding Access code (also in PHOENIX-7149) : Access Code for trunk has to be configured in UI Administration ->configuration ->PBX.
 - Mechanic Dialer: type in the access code in field Dialer, value is valid only after restart of autodialer.exe on IPOCC server
 - Preview/direct Dialer or agent dialer: click on button “Access code...”, add the access code. In addition the access code has to be assigned in the campaign configuration: UI Administration-> Dialer -> menu Dialer->Campaign -> select campaign-> Button Dialparameter, select Access code from drop down list
- Regarding import of call jobs: make sure that no blanks in the lines between ; and “ in the data sequences in the csv file
- Regarding dialer Management: Do not stop the Topic. The Topic is the basic of all campaigns. You can start and stop each campaign separately

- Regarding handling preview calls in parallel to inbound calls (PHOENIX-8555):
 - Scenario: Agent is working for inbound and preview dialer, if agent see in real time information for the topics a call in inbound queue and he is in offering state, he rejects the call job to get the inbound call.
 - Problem: instead of the inbound call the next preview call job is distributed to the agent. Depending on performance of the server and load of the IPOCC system it is possible that 2 or 3 call calls distributed to the agent until the queued inbound call is routed to the agent. This issue does not occur in case preview call is handled normally, i.e. after connecting with destination and ending the conversation the inbound call is routed immediately to the agent.
 - Reason: routing inbound calls and initiating dialer calls are independent. When agent becomes free, the autodialer process and the vectors are notified. Both try to handle the next call. For inbound call the announcement has to be stopped and then routed to agent. For the preview call job the agent is set into state offering, which is much faster than stopping announcement and taking call from queue device to agent. In case of using direct dialer the issue does not occur, because here the task server has to start a MakeCall, in this scenario the inbound call wins.

Note regarding WebChat Dialog

- Regarding Upgrade (PHOENIX-6418): After Upgrading the IPOCC Server the file WebChatDialog.properties will be overwritten. Please store a copy of the existing and adjusted properties file before starting the upgrade.

Note regarding the additional Tomcats

- Beginning with release 9.1.2.8100.1511 there are three Tomcat processes in IPOCC. They are responsible for the components listed as follows:
 - Tomcat (Ports 8443, 8080): Core components
 - WebLM
 - Statviewer
 - TRviewer
 - UMR Addressbook Admin
 - C3000 Admin
 - Texttemplateadmin
 - Tomcat WSC (Ports 18443, 18080): Webservices
 - DirectoryWS
 - ManagementWS
 - MonitoringWS
 - TaskWS
 - UMRWS
 - WSCChecker
 - Tomcat WWW (Port 28443, 28080): all components with WWW connection outside the IPOCC server
 - Wallboard
 - Landing Page

- WebUI
- DirectoryWS II
- WebStatviewer
- WebChatDialog
- (CRMconnector)

Notes regarding Chrome App/WebUI:

- Chrome App is supported on Chrome Devices (Chromebook and Chromebox) running version 37 or higher of Chrome OS. Web App runs on browsers (IE, Firefox, Chrome, Safari - on Mac)
- Integrated Phone Mode/WebRTC is only supported on the Chrome browser
- Supervisors should not monitor more than 25 agents total via the groups they belong to. If a supervisor monitors multiple shifts of agents, the supervisor should have multiple accounts for each groups and login to the appropriate one for each shift.
- To avoid performance issues a supervisor should only assigned to 1 agent group, one group should have not more than 25 agents
- For real time information it is necessary not only to have the authorization for the agent group but also be assigned to the agent group (PHOENIX-7135)
- When using the Web UI/Chrome App, the Topic that the agent belongs should never have more than 25 calls in queue.
- If the agent group assignment is changed for an agent, it will actualized in the supervisor real time after the supervisor logs off and on again (PHOENIX-7135)
- Job codes must not be longer that 17 digits when using the Chrome App/WebUI as interface.
- The size limit for E-Mail attachments is 10 MB for ChromeApp/WebUI, the application does not display an error message if that limit is reached
- For Chat name (Chat ID), only the first 30 characters can be displayed on Chat page (PHOENIX-6322)
- The Chat archive in ChromeApp/WebUI always shows all agents, Authorization is not considered.
- Using URL in WebUI/ChromeApp: you have to configure the URL in the administration of the thick client: Go to UI configuration, select Agent or profile or System -> in Dialog "UI configuration Default interface", go to tab Web UI agent, behind Web access click on button Add, enter the URL and mark Option "in new browser window", the URL will open in a new tab.
- Exporting historical reports is only possible for CSV format

- After login, it may take a number of seconds before the previously generated historical report is displayed completely again.
- When using WebRTC, a number of configuration items should be adjusted when the number of WebRTC agents nears 100. The following changes are required, using IPOCC UI:
 - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP adapter line - in the General tab, set the Number of channels: 150 and range of call numbers: 70000 - 70149
 - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP adapter line - in the General tab, set the range 70000 – 70149
 - Under Configuration - CHAP Server - CHAP adapter - IPO-SIPEXT-IP-1 - CHAP application resource – VEA, set 90 for queue
 - Under Configuration - Queue Devices add 30 more devices starting at the end of the current range, to make up a total of 90.

4.1 Upgrading IP Office Contact Center Server (Preparation)

Note: The upgrade will require the IPOCC Database System Administrator (SA) account password to be entered during installation.

Note: As a precaution, please ensure that a backup of the IPOCC configuration exists before performing any maintenance tasks. Further information can be found in the IPOCC 9.0 and 9.1 “Maintenance“ Task Based Guides, available from the IP Office Knowledgebase.

- 1) Close the IPOCC User Interface on the server and all client PC’s.
- 2) Before an upgrade can take place all IPOCC processes have to 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.

Upgrading from IPOCC 9.0

- 1) Before upgrading from release 9.0, please ensure the IPOCC is running with the latest Critical Patch release (9.0.7) available from the Support web site.
- 2) Copy the IPOCC .ISO to the Server and extract the files.
- 3) Before an upgrade can take place all IPOCC processes have to be stopped.
 - Close IPOCC User Interface on IPOCC server and all Client PCs.

- 4) Install Microsoft runtime vcredist_x64_2010.exe and vcredist_x64_2008.exe (in subfolder \Server\IP Office Contact Center).
- 5) Migration of Sybase-Databases (for detailed instructions please read the “Supported Upgrade Paths to IP Office Contact Center 9.1.6 FP” section of the IP Office Contact Center - Maintenance Task Based Guide”
 - Run \Utilities\DatabaseMigrationTool.exe
 - Install Postgres
 - Launch Data Migration tool
- 6) After the Data Migration Tool has finished successfully, start the Release 9.1.7 SetupWizard (in subfolder \Server\IP Office Contact Center).
- 7) Click Update to perform the upgrade.
- 8) After update finished, restart the server PC.

After the server has restarted and the “wdconfig” Wizard will start automatically and adjust the watchdog configuration. The new watchdog configuration will be loaded and the watchdog will restart with the new configuration.

Upgrading from IPOCC 9.1.0 and above

- 1) Ensure there are no open database connections: Open the PostgreSQL tool (pgAdmin3.exe). Navigate to menu “Tools”, “Database Server Status”. There should be only one entry “pgAdminIII”. Close the pgAdmin tool before starting the upgrade.
- 2) Copy the Release 9.1.7 IPOCC .ISO to the server file system and extract the files.
- 3) Start the SetupWizard (located in folder \Server\IP Office Contact Center).
- 4) Click Update.
- 5) After the upgrade is complete, restart the IPOCC server PC.
- 6) After the server has restarted and the user logged on, the “wdconfig” wizard will start automatically and adjust the IPOCC watchdog configuration. The service will then restart with the new configuration.

Upgrading IPOCC User Interface on Client PC's

- 1) Copy and unzip IPOCC .ISO file to the client PC.
- 2) Double click the Contact Center User Interface.msi file located in the Client folder.

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