



IP Office Technical Bulletin

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General Availability (GA) of IP Office Contact Center R9.1.8

Avaya is pleased to announce the General Availability (GA) of Release 9.1.8 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 9.1.8 supports the IP500 V2 and Server Edition platforms running 9.1 Service Pack 8:

This release of IPOCC, 9.1.8.15101.1629, is supplied as an .ISO image only. The versions of IPOCC components contained in this release are reported as follows:

<u>IPOCC Component</u>	<u>Version</u>
IP Office Contact Center Additional	9.1.15100.1628
IP Office Contact Center Addressbook Admin x64	9.1.15100.1628
IP Office Contact Center Addressbook Server Database	9.1.15100.1628
IP Office Contact Center CHAP x64	9.1.15100.1628
IP Office Contact Center Chat Taskserver x64	9.1.15100.1628
IP Office Contact Center Core	9.1.15100.1628
IP Office Contact Center Database	9.1.15100.1628
IP Office Contact Center IPO Taskserver x64	9.1.15100.1628
IP Office Contact Center Java Development kit x64	9.1.15100.1628
IP Office Contact Center Landing Page x64	9.1.15100.1628
IP Office Contact Center Licence Client x64	9.1.15100.1628
IP Office Contact Center Mediastore Database	9.1.15100.1628
IP Office Contact Center Monitoring	9.1.15100.1628

IP Office Contact Center omniORB	9.1.15100.1628
IP Office Contact Center POP3 IMAP4 Client	9.1.15100.1628
IP Office Contact Center PostgreSQL 9.3	9.1.15100.1628
IP Office Contact Center Session Manager x64	9.1.15100.1628
IP Office Contact Center SGServer x64	9.1.15100.1628
IP Office Contact Center SMTP Connector	9.1.15100.1628
IP Office Contact Center Statistic Viewer x64	9.1.15100.1628
IP Office Contact Center Statistics	9.1.15100.1628
IP Office Contact Center Task Reporting Database	9.1.15100.1628
IP Office Contact Center Tomcat WWW x64	9.1.15100.1628
IP Office Contact Center Tomcat x64	9.1.15100.1628
IP Office Contact Center Trace System	9.1.15100.1628
IP Office Contact Center Unified Media Archive Database	9.1.15100.1629
IP Office Contact Center Unified Media Archiving x64	9.1.15100.1628
IP Office Contact Center Unified Media Database	9.1.15100.1628
IP Office Contact Center Unified Media Server x64	9.1.15100.1628
IP Office Contact Center Unified Media WebApps x64	9.1.15100.1628
IP Office Contact Center User Interface	9.1.15100.1628
IP Office Contact Center Voice Extension Adapter x64	9.1.15100.1628
IP Office Contact Center VoiceControl	9.1.15100.1628
IP Office Contact Center Wallboard Broker x64	9.1.15100.1628
IP Office Contact Center Watchdog	9.1.15100.1628
IP Office Contact Center Web Chat Dialog x64	9.1.15100.1628
IP Office Contact Center Web Service Collection x64	9.1.15100.1628
IP Office Contact Center User Interface x64	9.1.15100.1628
IP Office Contact Center WebLM x64	9.1.15100.1628

2 New Features

This release of IPOCC does not include any new features over the previous 9.1.7 release.

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 9.1.8:

<u>JIRA Number</u>	<u>Description of Issue</u>
PHOENIX-9753	"Error deleting from database table 'PABXTopic!DB" displayed when deleting topic entries
PHOENIX-9508	Taskserver service stopped, agents cannot not receive calls
PHOENIX-9212	Historical Reports - Counter explanation details shown in German
PHOENIX-9211	Transfer/Conference buttons not working on Toggling between call
PHOENIX-9210	Dialer - Closure qualification not working
PHOENIX-9209	Dialer - Closure qualification not working -New number
PHOENIX-9207	Dialer - Closure qualification not working - AM
PHOENIX-8947	Agents cannot receive calls – possibly caused by preview dialer
PHOENIX-8899	When looking at Real Time Info the Supervisor receives an exception error
PHOENIX-8353	Calls missing when comparing between standard report & RICs custom report
PHOENIX-8071	Intermittently CHAP serice stops responding

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 9.1.8 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.

Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
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