IP Office Technical Tip

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Region: **GLOBAL**

IP Office Contact Center 9.0 – Critical Patch

This Technical Tip is to inform customers about an updated Critical Patch (CP) available for IP Office Contact Center (IPOCC) 9.0 software installations. The Critical Patch, 9.0.7.8208.1617, resolves a number of field issues raised against the IPOCC 9.0 GA releases and supersedes the previous version documented in IP Office Technical Bulletin 184.

The Critical Patch contains the following IPOCC component versions:

IPOCC Component	Version
Contact Center Additional Setup	9.0.9500.1528
Address Book Admin	9.0.9500.1528
Address Book Server Database	9.0.9500.1528
Apache Tomcat	9.0.9500.1528
CHAP	9.0.9503.1549
Chat Task Server	9.0.9500.1528
Core	9.0.9506.1603
Database	9.0.9500.1528
IPO Taskserver	9.0.9504.1551
Java Development Kit	9.0.9500.1528
Mediastore Database	9.0.9500.1528
Monitoring	9.0.9500.1528
omniORBp	9.0.9500.1528
POP3 IMAP4 Client	9.0.9500.1528
SG Server	9.0.9500.1528
SMTP Connector	9.0.9500.1528
Statistic Viewer	9.0.9500.1528

Statistics	9.0.9501.1529
Task reporting Database	9.0.9500.1528
Trace System	9.0.9500.1528
UM License Client	9.0.9500.1528
UM Session Manager	9.0.9500.1528
Unified Media Archive Database	9.0.9500.1528
Unified Media Archiving	9.0.9500.1528
Unified Media Database	9.0.9500.1528
Unified Media Server	9.0.9500.1528
Unified Media WebApps	9.0.9500.1528
User Interface	9.0.9500.1528
Voice Extension Adapter	9.0.9507.1617
Voice Control	9.0.9500.1528
Watchdog	9.0.9500.1528
Web Service Collection	9.0.9500.1528
WebLM	9.0.9500.1528

The following issues have been addressed in CP 9.0.7.8208.1617:

JIRA Number	Description of Issue
PHOENIX-6423	IPOCC CHAP service stops processing calls
PHOENIX-6447	Customer reports that the number of "Abandoned Calls" has increased after applying patch
PHOENIX-6522	IPOCC intermittently stops answering incoming calls, services need to be restarted to recover
PHOENIX-6971	Task Server restart - related to agent log off immediately after call
PHOENIX-7098	CCK_AgentName variable not populated with new agent name until Watchdog service is restarted
PHOENIX-7947	CHAP service stops responding

The following procedure must be used when applying the CP to the IPOCC Server.

Note: The CP will require the IPOCC Database System Administrator 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 "Maintenance" Task Based Guides, available from the IP Office Knowledgebase.

Note: Before installing the CP all IPOCC services must be stopped.

1) Extract the files from IPOCC9.0.7.8208.1617.zip.

2) To stop all IPOCC services, open "Administrative Tools", "Services", select "IPOCC Watchdog" and stop this service.

3) Observe the components in "TTConsole". The left hand panel shows the running processes. This may be different to what is shown in "TTDisplay" for some Java processes. If a hanging process is identified in TTConsole note 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.

4) Run the "SetupWizard" and click "Update" to install the CP.

5) When the installation is complete restart the IPOCC Server PC.

6) The "Contact Center User Interface.msi" file must also be copied and installed on all client PC's running the software.

The Critical Patch can be found in the IP Office Contact Center "9.0.X" download section of the Avaya Support web site:

http://support.avaya.com

Issued by:
Avaya SMEC Customer Product Engineering Support

Contact details:-
EMEA/APAC   *NA/CALA*

Email: gsstier4@avaya.com   *Email: IPONACALAT4@Avaya.com*

Internet: http://www.avaya.com
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