



## IP Office Technical Bulletin

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### IP Office Contact Center – Critical Patches

This Technical Bulletin is to advise customers about Critical Patches (CP) available for all new and existing IPOCC Release 9.0 and 9.1 software installations. The Critical Patches, 9.1.0.2209.1540 and 9.0.7.8204.1539 resolve a number of field issues raised against the IPOCC 9.0 and 9.1 GA releases and supersedes the previous versions documented in IP Office Technical Bulletin 176.

The following issues have been addressed in CP, 9.1.0.2209.1540 and 9.0.7.8204.1539:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-81175	Callers appear to be stuck in IVR script and are not transferred to agents
IPOFFICE-84238	Task server process stopped, event viewer error xC0000005, all agents shown as disconnected
PHOENIX-3271	Contact Detail Reports - call wait time is incorrectly calculated if call is not answered by first agent
IPOFFICE-81170	SIP connection between IP Office and IPOCC fails. CHAP service needs to be restarted
IPOFFICE-84044	IPOCC stops playing announcements at the very start of the Auto Attendant IVR
PHOENIX-3383	Agents are intermittently signed off from Agent Groups
PHOENIX-3661	Configured "Block Times" not updated at DST change causing the Topic to accept calls 1 hour later
PHOENIX-3483	Call stuck in topic if the external caller clears at the moment IPOCC attempts transfer to an agent
PHOENIX-3524	Break Time codes are displayed incorrectly after creating a new one
PHOENIX-4311	Agents cannot be taken out of Break Time
PHOENIX-4399	Unable to execute dataimport.exe without generating any errors
PHOENIX-4338	Connection to IP Office lost. Dialing into topic receives busy tone
PHOENIX-4527	Email stops working - system receives emails but are not delivered to the Agent
PHOENIX-5202	Calls stopped following the active call flow, stuck in the first announcement script
PHOENIX-5208	Intermittently all Agents show "Lost connection to PBX"
PHOENIX-5392	All calls queuing to a topic are dropped - the CHAP service stops
PHOENIX-5468	IVR ports not released, eventually all ports are in use and calls to topics with IVR return busy
IPOFFICE-81225	Mandatory Job Codes – none available to select. Agent must log off/on again to take new calls
PHOENIX-1821	User Interface stops when Extn Logout short code is dialed on desk telephone

PHOENIX-5209	Voice Message call back to agents have no audio
PHOENIX-5199	CHAP Server – connection lost
IPOFFICE-83799	Upgrade to 9.1 fails with DB errors – related to server regional settings (yyyy-mm-dd)

The following procedure must be used when applying a critical patch to a 9.0 or 9.1 IPOCC Server.

**Note:** The 9.1 and 9.0 CP 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.

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

- 1) Extract the files from IPOCC9.0.7.8204.1539.zip, or IPOCC9.1.0.2209.1540.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 Patches can be found in the IP Office Contact Center “9.1.X” and “9.0.X” download sections of the Avaya Support web site:

<http://support.avaya.com>

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