



IP Office Technical Bulletin

Bulletin No: 174

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Title: General Availability (GA) of IP Office Contact Center Release 9.1.0

Table of Contents

1 Overview	1
1.1 Platform Support	1
1.2 IP Office Contact Center 9.1.0 Software Versions	2
1.3 Software and Documentation download	2
1.4 Telephone Support.....	2
2 New Features.....	2
3 Resolved and Known Issues	2
3.1. Resolved Field Issues	2
3.2 Known Issues.....	3
3.3 Known Issues Regarding Short Codes	3
3.4 Using the Client Application from a Remote Desktop.....	4
3.5 Restriction Regarding Supported Languages	4
3.6 Note regarding upgrade from IPOCC 9.0.2.....	4
3.7 Note regarding Sybase JDBC connections.....	4
4 Technical Notes	5
4.1 New Installation IP Office Contact Center Server	5
4.2 Upgrading IP Office Contact Center Server	5
4.2.1 Local, using the existing server after update.....	5
4.2.2 Update instructions with Remote Migration (using a new server after update)	6
4.3 Upgrading IP Office Contact Center Client	7
4.4 Uninstall IPOCC	8



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General Availability (GA) of IP Office Contact Center 9.1.0

Avaya is pleased to announce the availability of IP Office Contact Center 9.1.0 software.

1 Overview

1.1 Platform Support

IP Office Contact Center Server:

- Microsoft® Windows 2008 R2 SP1 64-bit Standard Edition or Windows 2012 R2 64-bit Standard Edition
- Single NIC network card enabled (disable all NICs, which are not used for IPOCC, only one NIC is supported)

Base Server Description	Shipped Item Material ID	Description
R210 II SRVR 1CPU LOW2	306626	IPOCC Server capable of supporting up to 100 logged in agents
R620 SRVR 2CPU HI7	339525	IPOCC Server capable of supporting up to 250 logged in agents

IP Office Contact Center Client:

- Hardware: PC with Pentium 4 2.2 GHz, 4GB RAM, 10GB free storage capacity
- Microsoft® Windows 7 or Windows 8.1

IP Office Contact Center is only supported on the following IP Office platforms running 9.1 software:

- IP500 V2
- IP Office Server Edition

1.2 IP Office Contact Center 9.1.0 Software Versions

IPOCC ISO	IPOCC9.1.0.2200.1448.iso
IPOCC OVA	IPOCC9.1.0.2200.1448.ova

1.3 Software and Documentation download

The IP Office Contact Center software and documentation can be downloaded from the Avaya Support Website:

- <http://support.avaya.com>
- Select “Downloads & Documents”
- Enter ‘IP Office Contact Center’ as your product
- Select version 9.1.0
- Select the documentation or software categories required

1.4 Telephone Support

The following telephones are supported for the IP Office Contact Center:

- Avaya 1400 series telephones
- Avaya 1600 series telephones
- Avaya 9500 series telephones
- Avaya 96x1 (H.323) telephones
- Avaya 96x0 (H.323) telephones
- IP Office Video Softphone 3.2.3.49.68975 (Win32)
- Avaya Communicator for Windows 2.0.3+

Details of the specific software versions of the telephones are outlined in the IP Office 9.1.0 Technical Bulletin 175.

2 New Features

- IPOCC use database PostgreSQL (substitute for Sybase)
- Support 250 agents (new license FEAT_CIE_CC_BASE250)
- Support Softphone “Avaya Communicator for Windows”
- Oracle JDK substituted by OpenJDK

3 Resolved and Known Issues

In the tables 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 9.1.0:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-80321	IPOCC UI - Wrap-Up time not applied at the end of an outgoing external call from a Softphone agent
IPOFFICE-80317	IPOCC UI - Incorrect call direction indication on an outgoing ACD call from a Softphone agent
IPOFFICE-79822	Calls not presented to Agents - IPOCC server returns SIP 606
IPOFFICE-79776	Cannot configure or run reports when Windows Server has DST enabled

3.2 Known Issues

The following is a list of issues and workarounds, if available, that exists in this release of IP Office Contact Center 9.1.0 software and where applicable will be addressed in a future release of software.

<u>JIRA Number</u>	<u>Component</u>	<u>Description of Issue</u>	<u>Workaround (if available)</u>
PHOENIX-511 PHOENIX-512	Additional Countries	Tamil or Chinese characters are not sent/received correctly on IM exchange	
PHOENIX-554	Additional Countries	[Excel-UI] - Special character (ñ - n with tilde) is not correctly imported in IPOCC, instead that is imported as n (normal)	

3.3 Known Issues Regarding Short Codes

Using Short Codes in IPOCC (especially for Topic calls) may cause issues. Using Short Codes the call is outside of the context of the Contact Center. As a consequence, call center specific data (tags like Caller Name, Routing Information) are lost. This may cause reporting issues or display issues within the Telephony application of the IPOCC User Interface.

Issues regarding Short Codes are divided in 3 groups:

1. Short Codes, which must not be used for CHAP extension:
 - Call Pickup (biggest risk is probably Call Pick-Up Any): remove the default Short Codes in IP Office Manager, do not program the button at phone
 - Whisper/Coach/Intrude/Inclusion/Listen/Steal - may be an issue but can only occur if certain non-default configuration changes are made
 - Forwarding/DND - already protected in IP Office

2. Short Codes, which should not be used for an IPOCC call distributed to the Agent:
 - Call Pickup : For call pickup use the Pickup functionality in the 'Real-time information' of IPOCC User Interface (right mouse function or Drag and Drop)
 - Call Park (use a "park" topic, i.e. transfer (via UI function) the call into a special topic, so the contact center context (original topic, call tags) are not lost. For unpark use the function "pick from Queue".
 - Call Steal: Can be blocked by configuration, it is recommended against using call steal for a topic call
 - Transfer (from phone): transfer from the phone will be destructive as far as the CC is concerned, use Consultation and Transfer Button un IPOCC User Interface
 - Hold: Do not use IP Office feature hold (*24*100#) for routed (Topic) Calls , use Hold function in IPOCC User Interface instead

- Dial inclusion: Makes no sense for Contact center. It is advised against bringing the customer in hold state from outside

3. User Interface issues on the Agent desktop of the 'supervisor' (the assumed originator/initiator)

Note: dialing short codes from the phone, Agent UI (CTI) and buttons will all have different behaviors/events

- Affected function: Whisper/Intrude/Coach/Whisper Page/Inclusion/Listen
- Conference: For Conference use Conference Button in IPOCC User Interface

3.4 Using the Client Application from a Remote Desktop

- If connecting the IPOCC server or client via Remote Desktop, it is recommended to start the User Interface AvayaCCMain.EXE with start parameter –noTerminalServerClient
- In the OVA there is a short cut on desktop "IPOCCUI RemoteDesktop" which contains the start parameter –noTerminalServerClient in the properties

3.5 Restriction Regarding Supported Languages

In IP Office Contact Center 9.1.0 only languages using Latin character set are supported. Object Names with Special characters like accents or Arabic, Chinese or Thai words cannot imported with the configuration spreadsheet correctly. The following list shows the countries/regions with non-Latin languages which are affected:

- UAE
- Kuwait
- Indochina

3.6 Note regarding upgrade from IPOCC 9.0.2

In some cases the the Unified Media Server component may not upgrade correctly if upgrading from IPOCC 9.0.2. To avoid this issue perform the following before the upgrade:

1. Uninstall IP Office Contact Unified Media Server (via Programs and Features) before update
2. Execute following commands as System administrator


```
sc delete "C3000 ClientAdapter"
sc delete "C3000 UmrConfigServer"
sc delete "C3000 UmrTaskserver"
sc delete "C3000 TextTemplateServer"
```
3. Update with SetupWizard like described in section "Update instructions"
4. After Update: Install Customer Interaction Express Unified Media Server (Using Setup Wizzard: select component in Expert Mode)

3.7 Note regarding Sybase JDBC connections

Due to the substitute of Sybase by PostgreSQL there is no longer Sybase JDBC Driver included in IPOCC. If there is an existing external import connection for address book configured at

customer site that uses this JDBC driver, then the customer needs to provide this driver again to make the connection work.

4 Technical Notes

4.1 New Installation IP Office Contact Center Server

- Mount or unzip the IPOCC ISO
- Install vcredist_x86_2008.exe , vcredist_x86_2010, vcredist_x64_2008.exe and vcredist_x64_2010.exe (folder Server\IP Office Contact Center)
- start IPOCC SetUpWizard from \Server\IP Office Contact Center\SetUpWizard
 - Select „Complete“
 - Add your PostgreSQL password
 - Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e. two code point sets, e.g. upper + lower)
 - Default folder is C:\... , you can change this if necessary
- Reboot
- After Reboot the automatic watchdog configuration is running, when finished open TTDisplay (Start menu -> Avaya IP Office Contact Center -> Trace System) and check if all components are running.
 - Note: until no licenses are installed the component SMTPConnector (Runlevel 14) will stop automatically (symbol in TTDisplay becomes red) and restarted by watchdog again. This behavior is correct.
- Install license: open Internet Explorer on IPOCC Server and connect WebLM : <https://<hostname of IPOCC Server>:8443/WebLM>
 - Please note the upper and lower letters in WebLM!
 - Login as user admin and Password weblmadmin, you have to change the password. After this a new logon with the new password is necessary
 - Select “Install license” and Browse to your license file, click on “install”
 - Click on “Licensed Products”: Select “CIE” to check your licenses

4.2 Upgrading IP Office Contact Center Server

4.2.1 Local, using the existing server after update

- Mount IPOCC ISO and copy complete structure locally to server
- Before an upgrade can take place all IPOCC processes have to be stopped.
 - Close IPOCC User Interface on IPOCC server and all Client PCs.
 - To stop all IPOCC server 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.

- Make sure that no open database connections: check in PostgreSQL too pgAdmin3.exe -> menu "Tools" -> Database Server Status: there should only occur the entry "pgAdminIII-Browser, close pgAdmin tool before starting the upgrade!
- Install Microsoft runtime vcredist_x64_2010.exe (in subfolder \Server\IP Office Contact Center)
- Migration of Sybase-Databases (local on existing IPOCC server)
- Run \Utilities\DatabaseMigrationTool.exe
 - Click install: PostgreSQLx64 9.3 setup will be called
 - Add PostgreSQL password
 - Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e. two code point sets, e.g. upper + lower)
 - Remember the password, you will be asked later again
 - Database Migration tool will be installed
 - In last dialog "Completed": mark "Launch IP Office Database Migration Tool" and click "Finish"
- Run DataMigrationApp.exe (folder C:\Program Files (x86)\Avaya\IPOCC) in case not launched automatically by setup)
 - Enter DB password for Sybase
 - click GetDatabaseList
 - enter password for PostgreSQL end click "Test connection"
 - Start Migration
 - After all databases are migrated a dialog appears, asking „Do you want to stop Sybase service“ -> click „yes“ (Sybase services are set to Startup Type "Manual")
 - In case of errors: provide files created in folder c:\Logs
 - In case an error occur during migration all database objects created until the error occurs have to be deleted from PostgreSQL via pgAdminII tool in the following order:
 - Databases adb, c3k, cc, mediastore, tr, umarchive
 - Tablespaces tablespace_adb, tablespace_c3k, tablespace_cc, tablespace_mediastore, tablespace_tr, tablespace_umarchive
 - Login Roles: adbserver, c3k, ccuser, mediauser, truser, c3k_archive
- Start SetupWizard (in subfolder \Server\IP Office Contact Center)
 - Click Update
- After update finished , reboot

4.2.2 Update instructions with Remote Migration (using a new server after update)

- Precondition:

The new IPOCC server (IPOCC 9.1) must have the same Server name and the same IP address as the "old" IPOCC server (IPOCC 9.0.2 or 9.0.3).
- Preparation "old" IPOCC server

IPOCC 9.0.2 or 9.0.3 is installed and working.

 1. Stop service IPOCC Watchdog.
 2. Set service IPOCC Watchdog to Manual.
 3. Stop service Sybase BCKServer.
 4. Stop service Sybase SQLServer.
 5. Open cmd.
 6. Enter: set dsquery

7. Note setting, for example ASE.
 8. Edit sql.ini in folder Sybase\ini.
 9. Change the settings : (see dsquery)
[ASE]
master=NLWNSCK,servername,5000
query=NLWNSCK,servername,5000
Enter a **new servername**.
 10. Rename the server to the new servername -> Control Panel – System and Security – System.
 11. Change the IP address to a new IP address.
 12. Firewall exceptions on Microsoft Windows 2012:
Exception for Sybase SQL cannot be configured during installation automatically.
The application C:\Sybase\ASE-15_0\bin\sqlsrvr.exe has to be configured manually in Control panel if access to Sybase, because access is needed from remote “new” computer.
Open Control Panel -> System and Security -> Windows Firewall -> Allow an app for feature through Windows Firewall -> click on button “Allow another app...” -> Browse to path “C:\Sybase\ASE-15_0\bin\”, select sqlsrvr.exe -> click “Add” -> in the list “sqlsrvr.exe” appears, mark Private and Public -> close with “OK”
 13. Restart the server. Note: IPOCC does not work; Sybase must work (services).
- Preparation “new” IPOCC server:
 1. The new IPOCC has the same server name and the same IP address as the “old” IPOCC server.
 2. Mount IPOCC ISO and copy complete structure locally to server
 3. install IPOCC server like described in chapter “IPOCC server installation”
 4. Restart the server (for watchdog wizard).
 5. Stop service IPOCC Watchdog.
 6. Uninstall:
 - IP Office Contact Center Addressbook Server Database
 - IP Office Contact Center Database
 - IP Office Contact Center Mediastore Database
 - IP Office Contact Center Taskreporting Database
 - IP Office Contact Center Unified Media Archive Database
 - IP Office Contact Center Unified Media Database
 - Install Migration tool.
 - Execute Migration as usual.
 - Start SetupWizard again. All databases are updated.
 - After update finished , reboot

4.3 Upgrading IP Office Contact Center Client

- Mount or unzip IPOCC iso file
- Go to folder \Client
- Double click Contact Center User Interface.msi

4.4 Uninstall IPOCC

- Close all IPOCC application (ttrace console, ttrace display, IPOCC UI)
- Make sure all IPOCC server processes are stopped. To stop all IPOCC components open "Administrative Tools" -> "Services", select "IPOCC Watchdog" and stop this service.
- Make sure service "IPOCC PostgreSQL9.3 is running
- Control panel -> Programs and Features
- Uninstall all Programs "IP Office Contact Center xxx" except "IP Office Contact Center PostgreSQL 9.3"
- Uninstall "IP Office Contact Center PostgreSQL 9.3"
- **Note:** uninstall mechanism do only remove files and folders which are created during installation, folder and files which creating during runtime of IPOCC (logs or similar) are not removed automatically
- After uninstall all components:
Check the Services.
Execute following commands as System administrator
If the service IPOCC Address Book Server is available, then enter: sc delete "Address Book Server"
If the service IPOCC Chat Server is available, then enter: sc delete "ChatTaskserver"
If the service IPOCC Statistic Generator is available, then enter: sc delete "Avaya Statistic Generator Server"
If the service IPOCC UM DB-Server is available, then enter: sc delete "C3000 DB-Server"
If the service IPOCC UM LNA-Server is available, then enter: sc delete "C3000 LNA-Server"
If the service IPOCC VEA is available, then enter: sc delete "Avaya VEA"

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