Upgrading Proactive Outreach Manager

Release 3.0.1
Issue 1
September 2014

© 2014 Avaya Inc.

All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: http://support.avaya.com or such successor site as designated by Avaya. Please note that if you acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Database License (DL). End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than an Instance of the same database.

CPU License (CP). End User may install and use each copy or Instance of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya’s prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. “Named User”, means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya’s sole discretion, a “Named User” may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “clickthrough” license accompanying or applicable to the Software (“Shrinkwrap License”).

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

“Third Party Components” mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). As required, information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya’s website at: http://support.avaya.com/Copyright or such successor site as designated by Avaya. You agree to the Third Party Terms for any such Third Party Components

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: http://support.avaya.com or such successor site as designated by Avaya. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: http://support.avaya.com for Product or Hosted Service notices and articles, or to report a problem with your Avaya Product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Contents

Chapter 1: Introduction ... 5
Purpose ... 5
Intended audience ... 5
Related resources ... 5
Documentation ... 5
Training ... 6
Avaya Mentor videos ... 8
Support ... 8
Warranty ... 8
Chapter 2: Upgrade scenarios ... 9
About upgrade ... 9
Chapter 3: Upgrade scenarios 1, 2, and 3 ... 12
Upgrade scenarios 1, 2, and 3 on Red Hat Enterprise Linux ... 12
Configuring the system post upgrade ... 16
Chapter 4: Upgrade scenarios 4, 5, and 6 ... 20
Upgrade scenarios 4, 5, and 6 on Avaya Enterprise Linux ... 20
Configuring the system post upgrade ... 24
Appendix A: Common procedures ... 28
Checklist for exchanging certificates for Avaya Aura® Orchestration Designer ... 28
Configuring certificates for Avaya Aura® Orchestration Designer on EPM server ... 28
Configuring certificates for Avaya Aura® Orchestration Designer on application server ... 29
Installing an Oracle driver ... 30

Chapter 1: Introduction

Purpose

This document provides procedures to upgrade Avaya Proactive Outreach Manager on Red Hat Enterprise Linux and Avaya Enterprise Linux.

Intended audience

This document is intended for anyone who wants to upgrade, configure, and verify Avaya Proactive Outreach Manager. The audience includes and is not limited to implementation engineers, field technicians, business partners, and customers.

Related resources

Documentation

For information on feature administration, interactions, considerations, and security, see the following POM documents available on the Avaya Support site at http://www.avaya.com/support:

Title	Description	Audience	Document location
Proactive Outreach Manager Overview and Specification	Provides general information about the product overview and the integration with other products.	Users	The latest PDF is available on the Avaya Support site at Proactive Outreach Manager Overview and Specification.

Table continues…

Title	Description	Audience	Document location
Implementing Proactive Outreach Manager	Provides information about installing and configuring Proactive Outreach Manager.	Implementation engineers	The latest PDF is available on the Avaya Support site at Implementing Proactive Outreach Manager.
Developer's Guide for Proactive Outreach Manager	Provides information about the methods and properties used for the Web interface of Proactive Outreach Manager, and various custom classes and application files.	System administrators Implementation engineers Users	The latest PDF is available on the Avaya Support site at Developer Guide for Proactive Outreach Manager.
Using Proactive Outreach Manager	Provides general information about field descriptions and procedures for using Proactive Outreach Manager.	Users	The latest PDF is available on the Avaya Support site at Using Proactive Outreach Manager.
Troubleshooting Proactive Outreach Manager	Provides general information about troubleshooting and resolving system problems, and detailed information about and procedures for finding and resolving specific problems.	System administrators Implementation engineers Users	The latest PDF is available on the Avaya Support site at Troubleshooting Proactive Outreach Manager.
Avaya Aura® Contact Center — Proactive Outreach Manager Integration	Provides conceptual and procedural information about the integration between Avaya Aura® Contact Center (AACC) and Proactive Outreach Manager (POM). Describes the tasks required for AACC and POM integration.	Users	The latest PDF is available on the Avaya Support site at BROKEN LINK: Avaya Aura® Contact Center — Proactive Outreach Manager integration

You must install Avaya Aura® Experience Portal before you install POM. You will find references to Avaya Aura® Experience Portal documentation at various places in the POM documentation.

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging in to the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

To earn the 3309 ACSS — Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager Implementation and Maintenance credential, take these courses and exam:

Note:

Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.

Course code	Course title
Virtual campus path: Implementation, Maintenance, Troubleshooting and Administration course:	
5C00040E	Knowledge Access: ACSS — Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager
The following administration course content is included in the 5C00040E. For administration only courses take the following:	
5C00020E	Knowledge Access: Avaya Aura® Experience Portal Administration
5C00050E	Knowledge Access: Avaya Proactive Outreach Manager Administration and Configuration
Traditional Training Path: Implementation, Maintenance and Troubleshooting courses and exam: Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager- Choose 5C00092I/V OR take the 4C00100I/V and 5C00090I/V courses:	
5C00092I	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials
5C00092V	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials
4C00100I	Avaya Aura® Experience Portal Implementation
4C00100V	Avaya Aura® Experience Portal Implementation
Implementation, Maintenance and Troubleshooting courses and exam:	
5C00090I	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Maintenance and Troubleshooting
5C00090V	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Maintenance and Troubleshooting
Administration courses:	
4C00101W	Avaya Aura® Experience Portal Administration
4C00074W	Avaya Proactive Outreach Manager (POM) Administration and Configuration
To earn the 3309 ACSS —Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager Implementation and Maintenance credential, take these courses and exam: **Note:** Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.	
3309	Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the *videos* checkbox to see a list of available videos.

Note:

Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

Procedure

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Warranty

Avaya Inc. provides a 90-day limited warranty on Proactive Outreach Manager. Refer to your sales agreement or other applicable documentation to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as details regarding support for Proactive Outreach Manager, while under warranty, is available on the support Web site at http://www.avaya.com/support.

Chapter 2: Upgrade scenarios

About upgrade

You can upgrade Proactive Outreach Manager (POM) to the latest version if you have POM 2.0 SP5, POM 2.5 SP1, or POM 3.0 installed on your system.

Important:

In addition to POM, you must upgrade the operating system, and Voice Portal (VP) or Avaya Aura® Experience Portal (Experience Portal) to the latest supported versions. To upgrade Voice Portal or Avaya Aura® Experience Portal, see the Voice Portal or Avaya Aura® Experience Portal documentation on Avaya Support site at http://support.avaya.com.

Note:

If you are upgrading from POM 2.0:

- The import history is unavailable on the user interface.
- You cannot run import reports or DNC reports for old import data.
- You can view the Nuisance call summary report in the Campaign Summary report.
- You cannot see exported records after upgrade on Red Hat Enterprise Linux.

When you upgrade POM, the system deletes all previously saved preferences. You must specify new preferences for:

- POM Global Settings
- POM Trace Settings
- Monitor Settings
- Campaign Detail View
- Multiple Campaign Summary View
- Data Imports View
- DNC Imports View

Before you begin the upgrade, ensure that the POM database is running.

Note:

If you install POM database schema on a local or external database, POM does not refer to the contents of the local or external database, or administration of the system. The administration of the system and contents of the database is the responsibility of the customer.

See the following table for different possible upgrade scenarios:

Table 1: Upgrade scenarios 1, 2, and 3 on Red Hat Enterprise Linux

	Operating System	Voice Portal (VP) or Experience Portal (EP)	POM	Operating System	Experience Portal (EP)	POM
	From Version			*To Version*		
1	Red Hat Enterprise Linux 5.x	VP 5.x	POM 2.0 SP5 or POM 2.5. SP1	Red Hat Enterprise Linux 6.x (64 bit)	7.0	POM 3.0.1
2	Red Hat Enterprise Linux 6.x	EP 6.0.x	POM 2.0 SP5 or POM 2.5.SP1	Red Hat Enterprise Linux 6.x (64 bit)	7.0	POM 3.0.1
3	Red Hat Enterprise Linux 6.x	EP 7.0.x	POM 3.0	Red Hat Enterprise Linux 6.x (64 bit)	7.0	POM 3.0.1

Table 2: Upgrade scenarios 4, 5, and 6 on Avaya Enterprise Linux

	Operating System	Voice Portal (VP) or Experience Portal (EP)	POM	Operating System	Experience Portal (EP)	POM
4	Avaya Enterprise Linux 5.x	VP 5.x	POM 2.0 SP5 or POM 2.5. SP1	Avaya Enterprise Linux 6.x (64 bit)	7.0	POM 3.0.1
5	Avaya Enterprise Linux 6.x	EP 6.0.x	POM 2.0 SP5 or POM 2.5.SP1	Avaya Enterprise Linux 6.x (64 bit)	7.0	POM 3.0.1
6	Avaya Enterprise Linux 6.x	EP 7.0.x	POM 3.0	Avaya Enterprise Linux 6.x (64 bit)	7.0	POM 3.0.1

Note:

If you want to upgrade only Experience Portal and not upgrade POM, run the `vpUpgrade.sh` script after upgrading Experience Portal. This script synchronizes the latest EPM certificate with POM. Type `bash $POM_HOME/bin/vpUpgradesh` to run the script.

Chapter 3: Upgrade scenarios 1, 2, and 3

Upgrade scenarios 1, 2, and 3 on Red Hat Enterprise Linux

Upgrading POM includes upgrading underlying Avaya Aura® Experience Portal platform. In such a scenario, see the *Avaya Aura® Experience Portal* documentation for the upgrade procedure. Verify that the Avaya Aura® Experience Portal version supports the current POM version.

For different possible scenarios, see About upgrade on page 9.

Before you begin

1. Take a backup of the POM database as it modifies schema during POM upgrade.

   Note:

   If you install POM database schema on a local or external database, POM does not refer to the contents of the local or external database, or administration of the system. The administration of the system and contents of the database is the responsibility of the customer.

   Important:

   Before taking POM database backup:

   - Ensure that you stop the POM services and SMS service by typing `/sbin/service POM stop`, and `/sbin/service smsgwy stop`.

     Note:

     You must stop the SMS service only if you are upgrading POM from 2.x.x versions. You need not stop the SMS service if you are upgrading POM from 3.0 to 3.0.1.

   - Ensure that no active campaign or import is there.
   - SMS server configuration is no longer available after upgrade. Ensure that you reconfigure the SMS server on Avaya Aura® Experience Portal. For more information, see *Avaya Aura® Experience Portal* documentation.

   Note:

   If you are using the default Avaya Aura® Experience Portal database *VoicePortal*, it backs up the POM database automatically with the Avaya Aura® Experience Portal database. If you are using the remote PostgreSQL database, ensure that the PostgeSQL version is 9.0 and later. For more information about the PostgreSQL Release and Support policy, see http://www.postgresql.org/docs/

2. Ensure that the current Avaya Aura® Experience Portal version is 7.0. If an earlier version of Avaya Aura® Experience Portal is installed, you must upgrade to Avaya Aura® Experience Portal 7.0. For more information about upgrading Avaya Aura® Experience Portal, see *Avaya Aura® Experience Portal* documentation.
3. You must download and install the Oracle driver for Avaya Aura® Experience Portal before installing the Oracle driver for POM 3.0.1. For more information about downloading and installing the Oracle driver for Avaya Aura® Experience Portal, see *Release notes* of Avaya Aura® Experience Portal.

   For installing the Oracle driver for POM 3.0.1, see Installing an Oracle driver on page 30.
4. For POM database schema on PostgreSQL database:
   a. Edit the `/var/lib/pgsql/data/pg_hba.conf` file, and add the IP address of the POM server.
   b. Restart the Postgres service by typing `/sbin/service postgresql restart`. This service is useful only if you configure POM on local Postgres database.

      Sample `pg_hba.conf` file:

      ```
      host all postgres xxx.xxx.xxx.xxx/xx md5
      ```

      where xxx.xxx.xxx.xxx is the POM server address and postgres is the database user name.

      ```
      host all xxx.xxx.xxx.xxx/xx md5
      ```

      where xxx.xxx.xxx.xxx is the desktop IP address to get access to the Postgres database using pgAdmin tool, and postgres is the database user name.
   c. Restore the POM database that you backed up.

      Note:

      Do not perform step c if you have configured POM server to Voice Portal database, as it automatically restores the database when you upgrade Voice Portal to Avaya Aura® Experience Portal. Step c is not applicable for remote Postgres database.
   d. If POM uses local PostgreSQL database, set the database password on Avaya Aura® Experience Portal by typing `$AVAYA_HOME/Support/VP-Tools/SetDbPassword/SetDbPassword.sh update -u postgres`.
5. Upgrading POM deletes the existing $POM_HOME folder and reinstalls the new binaries of the latest version. You must take a backup of any user created files in $POM_HOME, and any log files which you want to save.

   Note:

   POM internally uses all scripts under $POM_HOME/bin directory. Do not run any scripts. Running these scripts from command line during upgrade might lead to malfunctioning of the system.
6. If you are using custom import and upgrading POM from a previous version, you must recreate the custom jar file again as changes in reference jars in POM 3.0.1 are there. For more information about scenarios, see *Developer Guide for Proactive Outreach Manager*.

Procedure

1. Log in to Avaya Aura® Experience Portal as a root user for Red Hat Enterprise Linux.

2. Type `mount –o loop <absolute path of iso image> /mnt` to mount the POM iso image on the server.
3. Type `cd /mnt` to change the directory to mnt.
4. Type `./installPOM`, and press `Enter`.
5. On the Welcome screen, type `1` to continue, `2` for previous, `3` to redisplay the menu options, and `4` to quit the installation.

   Note:

   At any point during the installation, if you press `4` to quit, the system displays a confirmation message. Type `1` to quit or `2` to cancel quitting the installation.
6. On the License Agreement screen, type `1` to accept the license agreement or `2` to reject the license agreement.
7. Press **Enter**. Type `1` to continue, `2` for previous, `3` to redisplay the menu options, or `4` to quit the installation.
8. Specify the installation path manually, or press **Enter** to select the default path. The default path is `/opt/Avaya/avpom`.

   If the installation path that you specify exists, the system displays the following message:

   ```
   The directory already exists! Are you sure you want to install here
   and possibly overwrite existing files?
   1. Yes
   2. No
   Do you want to continue?
   ```

   - Type `1` to overwrite the existing files or type `2` to specify the installation path.
9. Type `1` to continue, `2` for previous, `3` to redisplay the menu options, and `4` to quit the installation.

   The installer detects whether the system is a primary or an auxiliary EPM.

   For a primary EPM, install the EPMS plug-in and POM server. The Avaya Aura® Orchestration Designer application package is optional.

   - EPMS plug-in
   - POM server
   - AAOD application

   For an auxiliary EPM, install the POM server package. The Avaya Aura® Orchestration Designer application package is optional.

   - POM server
   - AAOD application

   By default, the system selects all packages and you can cancel some packages.

To select or clear other packages:

a. Type `2` and press **Enter** to select or clear the POM server package.

b. Type `3` and press **Enter** to select or clear the Avaya Aura® Orchestration Designer application package.

   If you want to install Avaya Aura® Orchestration Designer after you install POM, you must run the `InstallAppServer.sh` script file and copy `*.war` files from `$POM_HOME/DDapps` to `$APPSERVER_HOME/webapps`, and copy files from `$POM_HOME/DDapps/lib/*` to `$APPSERVER_HOME/lib/` folder. To check the path of the `InstallAppServer.sh`, see the *Avaya Aura® Experience Portal* documentation.

c. Type `r` to redisplay.

d. Type `c` to continue and press **Enter**.

10. Type `1` to continue, `2` for previous, `3` to redisplay the menu options, and `4` to quit the installation.

    To successfully install POM, install a security certificate.

    Note:

    To import the security certificate, ensure that the certificate format is a PKCS#12 file and stores both the root certificate and the root certificate key. Ensure that the file is encrypted and is password protected.

11. Type `0` to create a new certificate or `1` to import the security certificate from specified location, and press `Enter`.

    The system displays the security certificate.

12. Type `1` to continue, `2` for previous, `3` to redisplay the menu options, and `4` to quit the installation.

    The system displays the Installation Summary screen, which consists of:

    ```
    The installation path
    All the packages that you select for installation
    The space occupied by each package
    The used and free system space
    ```

    The system also displays the following message:

    ```
    The last portion of the install might take several minutes
    Please be patient and wait for the Post Installation Summary to begin
    IMPORTANT : PLEASE DO NOT ABORT THE INSTALLATION
    ```

13. Type `1` to continue, `2` for previous, `3` to redisplay the menu options, and `4` to quit the installation.

Caution:

If you type `2` after this step, you cannot navigate back to change the installation.

Important:

Do not quit the installation until the system displays the Post Installation Summary screen.

The system begins the installation. After the installation is complete, the system displays the following message:

```
Installation was successful.

Application installed on <installation path>
=================================================================

[ Console installation done ]

Moving installation log files to: /opt/Avaya/avpom/POManager/logs
=================================================================

If you are using a remote application server and you have installed
the POM AAOD Application package while installing POM, you need to:

a--> Copy the *.war files from $POM_HOME/DDapps to $CATALINA_HOME/
webapps of the remote application server.

b--> Copy files from $POM_HOME/DDapps/lib/* to $CATALINA_HOME/lib
of your remote application server.

c--> Restart the remote application server.

Please restart the system now !
```

14. You must restart the system.

Configuring the system post upgrade

Procedure

1. If you are using an Oracle database, you must install the Oracle drivers. For more information, see Installing an Oracle driver on page 30
2. Use the *installDB.sh* utility to point to the existing database.
   a. Type `$POM_HOME/bin/installDB.sh`.
   b. Select option 3 for None when presented with options to select connector mode.
   c. Enter database details. Ensure database connectivity by pressing 1 for testing database connection. If database connectivity passes, save the configuration by using option 3.

      Caution:

      Do not press 2 to create the database schema.

3. Upgrade the POM database schema. To do this, run the following command `$POM_HOME/bin/upgradeDB.sh $POM_HOME`
4. If you upgrade the POM database schema, check the `$POM_HOME/logs/upgradeDB.log` file, and verify that the log file has `UPGRADE DATABASE SUCCESSFUL` message.
5. By default, the system sets the connector mode to None if you are upgrading from POM 2.x. If you are upgrading from 3.x, type `$POM_HOME/bin/setConnectorMode.sh` to change the mode. You can have any one of the following modes:
   - AACC-SBP to AACC
   - None to CC Elite
   - None to AACC
   - None to AACC-SBP
6. Restart the EPM and POM services by typing /`sbin/service vpms restart`, and `/sbin/service POM restart`
7. Run the command `/sbin/service POM status` and verify that all services are running.

   The system displays a message:

```
# service POM status
Checking POM <version POM.03.00.01.00.150> Status at Thu Jun 12 15:57:47 IST 2014
Checking individual components:
STATE=RUNNING
Agent Manager ( pid 13307  ) is running...

STATE=RUNNING
Campaign Manager ( pid 5482  ) is running...

STATE=RUNNING
Campaign Director ( pid 6664  ) is running...

STATE=RUNNING
POM ActiveMQ ( pid 4073 ) is running...

Overall Status: POM is running
```

   where xxx is the pid of corresponding process and yyy is the POM version.
8. If you are using a remote application server:
   a. Copy the `*.war` files from `$POM_HOME/DDapps` to `$CATALINA_HOME/webapps` of the application server.
   b. Copy files from `$POM_HOME/DDapps/lib/*` to `$CATALINA_HOME/lib` of the application server.
   c. Restart the application server.
9. If you are using local application server, ensure that it is running. Check the current status by typing `/sbin/service appserver status` . If the application server status is stopped, you can start the server by typing `/sbin/service appserver restart`
10. Exchange the certificates for the application server. For more information, see BROKEN LINK: Exchanging certificates for an application server

11. Reconfigure the outcall password using the menu option **POM Home > Configurations > POM Servers > Outbound settings > Edit Voice Server**. You must provide Avaya Aura® Experience Portal user name and the password, which has the Outcall privilege under the Web Services role, to connect to the voice server.
12. Post upgrade, POM sets the default Home Country in the Global Configurations to “USA & Canada”.

    Note:

    If you want to change the Home Country, login to EPM as admin user, go to **POM Home -> Configurations -> Global Configurations** to change the values and save the changes.
13. If you are upgrading from POM 2.0, copy timezones for phone numbers using copyTimeZone utility. In POM 2.0, there was only 1 time zone for a contact record. copyTimezone utility helps in populating time zones for phone numbers in the old data. For a given contact this utility copies timezone of phone number 1 to all phone numbers linked with that contact, and the country code for all phone numbers is set to default country specified in the global configurations. You can also specify country code value by using home country optional parameter. Perform the following steps to run the copyTimezone utility:
    a. Log in to Avaya Aura® Experience Portal as a root user or sroot user.
    b. Type `cd $POM_HOME/bin` to change the directory.
    c. Run `./copyTimezones.sh` script file. This file copies time zone given to phone number 1 to all phones numbers of a given contact and sets default country code value or run `./copyTimezones.sh country_code=1`. This copies time zone given to phone number 1 to all phones numbers of a given contact and sets country code value as 1, where country code 1 is an example. You can specify the country code as per your requirement.
14. Add AvayaPOMSMS and AvayaPOMEmail application in EPM applications section by typing:
    - AvayaPOMSMS: *https://<application server ip>:portnumberconfiguredonappserver/AvayaPOMSMS/Start* Application Type = AvayaPOMSMS, Outbound Type

      OR
    - AvayaPOMEmail: *https://<application server ip>:portnumberconfiguredonappserver/AvayaPOMEmail/Start* Application Type = AvayaPOMEmail, Outbound Type
15. Ensure that POMDriverApp applications' URLhas https (if not set already), and the port is set to 7443 instead of 7080.
16. Ensure that Email settings are configured on Avaya Aura® Experience Portal under **Multi-Media Configuration -> Email**.
17. Ensure that SMS settings are configured on Avaya Aura® Experience Portal under **Multi-Media Configuration -> SMS**.
18. Restart mmsserver service by typing `/sbin/service mmsserver restart`
19. Restart appserver service by typing `/sbin/service appserver restart`

20. If the campaign strategy has used Email channel, then provide AvayaPOMEmail application (configured in step 16 above) in the Email node. While configuring email settings on AAEP, ensure that the sender's address is same and specified. Also in text item node, ensure that the subject is specified.
21. If the campaign strategy has used SMS channel, then provide AvayaPOMSMS application (configured in step 17 above) in the SMS node. Also ensure that the senders's address matches with short code specified in SMS settings of EP.
22. Check the system health.

    You must reconfigure the POM certificate after upgrade:

    a. From the left pane, select **EPMS > POM Home > Configurations > POM Servers**.
    b. Click the POM Server to edit.
    c. Click **Apply** to fetch the certificate.
    d. Trust the certificate.
    e. Click **Save**.

    Login to the EPM Web administration and select **POM Home> Configurations>POM Servers>POM Manager>** to check if the POM server is functional.

    For multiple server setup, in the left pane select **Real-Time Monitoring > System Monitor** and check the EPM state is running for auxiliary EPM server.

    Check if Avaya Aura® Experience Portal is running successfully by making at least one inbound and outbound call.

Chapter 4: Upgrade scenarios 4, 5, and 6

Upgrade scenarios 4, 5, and 6 on Avaya Enterprise Linux

You can upgrade the underlying operating system or the platform before you upgrade POM. For the different possible upgrade scenarios, see the table in About upgrade on page 9.

Before you begin

1. Take a backup of the POM database as schema is modified during POM upgrade.

   Note:

   If you install POM database schema on a local or external database, POM does not refer to the contents of the local or external database, or administration of the system. The administration of the system and contents of the database is the responsibility of the customer.

   Important:

   Before taking POM database backup:

   - Ensure that you stop the POM services and SMS service by typing `/sbin/service POM stop`, and `/sbin/service mmsgwy stop`.

     Note:

     You must stop the SMS service only if you are upgrading POM from 2.x.x versions. You need not stop the SMS service if you are upgrading POM from 3.0 to 3.0.1.

   - Ensure that no active campaign or import is there.
   - SMS server configuration no longer is available after upgrade. Ensure you reconfigure SMS server on Avaya Aura® Experience Portal. For more information, see *Avaya Aura® Experience Portal* documentation.

   Note:

   If you are using the default Avaya Aura® Experience Portal database, it automatically backs up the POM database with the Avaya Aura® Experience Portal database. If you are using the remote PostgreSQL database, ensure that the PostgreSQL version is 9.0 and later. For more information about the PostgreSQL Release and Support policy, see http://www.postgresql.org/docs/

2. Ensure that the current Avaya Aura® Experience Portal is 7.0. If an earlier version of Avaya Aura® Experience Portal is installed, you must upgrade to Avaya Aura® Experience Portal

7.0. For more information about upgrading Avaya Aura® Experience Portal, see *Avaya Aura® Experience Portal* documentation.

3. If POM is using oracle database ensure EP drivers are installed. For more information, see *Avaya Aura® Experience Portal* documentation. Ensure that a folder `~/POMOracleJDBC` exists and also ensure that POM oracle driver file `ojdbc6_g.jar` is present at location `~/POMOracleJDBC`.
4. For PostgreSQL database, perform the following steps:
   a. Edit the `/var/lib/pgsql/data/pga_hb.conf` file, and add the IP address of the POM server in the `pg_hba.conf` file.
   b. Restart the Postgres service by typing `/sbin/service postgresql restart`. This service is useful only if you configure POM on local Postgres database.

      Sample `pg_hba.conf` file:

      ```
      host all postgres xxx.xxx.xxx.xxx/xx md5
      ```

      where xxx.xxx.xxx.xxx is the POM server address and postgres is the database user name.

      ```
      host all xxx.xxx.xxx.xxx/xx md5
      ```

      where xxx.xxx.xxx.xxx is the desktop IP address to get access to the Postgres database using pgAdmin tool, and postgres is the database user name.
   c. Restore the POM database that you backed up.

      Note:

      Do not perform step c if you have configured POM server to Voice Portal database, as it restores the database automatically when you upgrade Voice Portal to Avaya Aura® Experience Portal. Step c is not applicable for remote Postgres database.
   d. If POM uses local Postgres database, set the database password on Avaya Aura® Experience Portal by typing `$AVAYA_HOME/Support/VP-Tools/SetDbPassword/SetDbPassword.sh update -u postgres`.
5. Upgrading POM deletes the existing $POM_HOME folder and reinstalls the new binaries of the latest version. You must take a backup of any user created files in $POM_HOME, and any log files which you want to save.

   Note:

   POM internally uses all scripts in $POM_HOME/bin directory. Do not run any scripts, running these scripts from command line during upgrade might lead to malfunctioning of the system.
6. If you are using custom import and upgrading POM from a previous version, you must recreate the custom jar file again as changes in reference jars in POM 3.0.1 are there. For more information about scenarios, see *Developer Guide for Proactive Outreach Manager*.

Procedure

1. Log in to Avaya Aura® Experience Portal as a sroot user for Avaya Enterprise Linux.
2. Type `mount –o loop <absolute path of the iso image> /mnt` to mount the POM 3.0.1 iso image to the server.

3. Type `cd /mnt` to change the directory to mnt.
4. Type `./installPOM`.

   The system checks if the EPM is running successfully. The system also checks if the Tomcat server and the other services are running successfully.

```
[sroot@pomsvvm77 mnt]# ./installPOM
*** Staring POM Installation ***
*****************************************************************
*** Restarting and checking vpms service status, please wait... ***
*****************************************************************
Stopping individual components:
Stopping Tomcat.............Counter: 10. Tomcat is not running: 0
Tomcat not shut down gracefully; forceful shut down being enacted
Will kill tomcat PIDs: 2134
Stopping SL...... successful
Stopping ActiveMQ...... successful


VPMS Shutdown Status:                                        [  OK  ]

Starting individual components:
Starting and checking ActiveMQ at Tue Jul 30 14:11:03 IST 2013....
... successful. ActiveMQ is ready at Tue Jul 30 14:11:22 IST 2013
Starting and checking SL at Tue Jul 30 14:11:22 IST 2013...
... successful. SL is ready at Tue Jul 30 14:11:25 IST 2013
Starting and checking Tomcat at Tue Jul 30 14:11:25 IST 2013....
Curl Counter: 0 Tomcat ready: 1
... successful. Tomcat is ready at Tue Jul 30 14:12:01 IST 2013


VPMS Start Status:                                           [  OK  ]

tomcatd ( pid 9313  ) is running...
SL ( pid 9072  ) is running...
ActiveMQ is running ...
Overall Status: VPMS is running
*****************************************************************
*** EP service status [OK], Starting POM Installation... ***
*****************************************************************

Running CLI installation program...

Welcome to the installation of Avaya POM POM.03.00.00.00.128!
The homepage is at: http://www.avaya.com/

Press 1 to Continue, 2 for Previous, 3 to Redisplay or 4 to Quit [1]
```

   At any point during the upgrade, if you press `4` to quit, the system displays a confirmation message. Type `1` to quit, or `2` to cancel quitting the upgrade.

5. Type `1` to continue.

   If the installer detects an earlier version of POM, the system prompts you to choose either an upgrade or an uninstall. For uninstalling, see the *Uninstalling POM* section from the *Implementing Proactive Outreach Manager* guide.

Note:

At any point during the upgrade, if you press `4` to quit, the system displays a confirmation message. Type `1` to quit, or `2` to cancel quitting the upgrade.

The system displays the following 2 options: POM Upgrade and POM Un-install.

6. Type `0` to upgrade.
7. Type `1` to continue, `2` for previous, `3` to redisplay menu options, and `4` to quit the upgrade.

   The system displays the POM Upgrade Warning window:

```
*******************************************************************
*** POM Upgrade Warning***
*******************************************************************

POM Upgrade will delete the existing $POM_HOME folder and re-
install the new binaries of this version.

Please take the backup of any user created files and log files.
Also this will upgrade the existing POM database schema.

IT IS RECOMMENDED FOR USER THAT THEY SHOULD TAKE THE BACKUP OF
EXISTING DATABASE BEFORE POM UPGRADE

Press 1 to Continue, 2 for Previous, 3 to Redisplay or 4 to Quit [1]
```

8. Type `1` to continue.

   The system displays a Upgrade Summary window and you can view all packages which gets upgraded and also the From and To versions of those packages.

   Caution:

   If you type `1` after this step, you cannot navigate back to changes the upgrade.

   Important:

   Do not quit the upgrade until the system displays the Post Upgrade Summary window.

   The upgrade begins. After the upgrade is complete, the system displays the following message:

```
Installation was successful.

Application installed on <installation path>

[Console installation done]

Moving installation log files to :/opt/Avaya/avpom/POManager/logs

If you are using a remote application server and you have installed
the POM DD Application package while installing POM, you need to:

a--> Copy the *.war files from $POM_HOME/DDapps to $CATALINA_HOME/
webapps of the remote application server.

b--> Copy files from $POM_HOME/DDapps/lib/* to $CATALINA_HOME/lib
of your remote application server.
```

```
c> Restart the remote application server.
```

9. If POM database is remote, you must stop the VPMS service and Postgres service by typing `/sbin/service vpms stop` and `/sbin/service postgresql stop` before you restart the server
10. Restart the system.

Note:

If you have a multiple POM server environment, you must follow the same steps for upgrading POM on auxiliary servers.

Caution:

Do not run the installDB.sh post upgrade to recreate the POM schema as POM uses the existing schema.

Configuring the system post upgrade

Procedure

1. Use the *installDB.sh* utility to point to the existing database.
   a. Type `$POM_HOME/bin/installDB.sh`
   b. Select option 3 for None when presented with options to select connector mode.
   c. Enter database details. Ensure database connectivity by pressing 1 for testing database connection. If database connectivity passes, save the configuration by using option 3.

   Caution:

   Do not press 2 to create the database schema.
2. If you upgrade the POM database schema, check the `$POM_HOME/logs/upgradeDB.log` file, and verify that the log file has `UPGRADE DATABASE SUCCESSFUL` message.
3. By default, the system sets the connector mode to None if you are upgrading from POM 2.x. If you are upgrading from 3.x, type `$POM_HOME/bin/setConnectorMode.sh` to change the mode. You can have any one of the following modes:
   - AACC-SBP to AACC
   - None to CC Elite
   - None to AACC
   - None to AACC-SBP
4. Restart the EPM and POM services by typing `/sbin/service vpms restart`, and `/sbin/service POM restart`.
5. Run the command `/sbin/service POM status` and verify that all services are running.

Comments? infodev@avaya.com

The system displays a message:

```
# service POM status
Checking POM <version POM.03.00.01.00.150> Status at Thu Jun 12 15:57:47 IST 2014
Checking individual components:
STATE=RUNNING
Agent Manager ( pid 13307  ) is running...

STATE=RUNNING
Campaign Manager ( pid 5482  ) is running...

STATE=RUNNING
Campaign Director ( pid 6664  ) is running...

STATE=RUNNING
POM ActiveMQ ( pid 4073 ) is running...

Overall Status: POM is running
```

where xxx is the pid of corresponding process and yyy is the POM version.

6. If you are using a remote application server:
   a. Copy the `*.war` files from `$POM_HOME/DDapps` to `$CATALINA_HOME/webapps` of the application server.
   b. Copy files from `$POM_HOME/DDapps/lib/*` to `$CATALINA_HOME/lib` of the application server.
   c. Restart the application server.
7. If you are using a local application server, ensure that it is running. Check the current status by typing `/sbin/service appserver status` . If the application server status is stopped, you can start the server by typing `/sbin/service appserver restart`.
8. Exchange the certificates for the application server. For more information, see BROKEN LINK: Exchanging certificates for an application server
9. Reconfigure the outcall password using the menu option **POM Home > Configurations > POM Servers > Outbound settings > Edit Voice Server**. You must provide the Avaya Aura® Experience Portal user name and the password, which has the Outcall privilege under the Web Services role, to connect to the voice server.
10. Post upgrade, POM sets the default Home Country in the Global Configurations to “USA & Canada”.

    To change the Home Country, login to EPM as admin user, go to **POM Home -> Configurations -> Global Configurations** to change the values and save the changes.
11. If you are upgrading from POM 2.0, copy timezones for phone numbers using copyTimeZone utility. In POM 2.0, there was only 1 time zone for a contact record. The copyTimezone utility helps in populating time zones for phone numbers from POM 2.0. For a given contact this utility copies timezone of phone numbers 1 to all phone numbers linked with that contact, and the country code for all phone numbers is set to default country specified in the global configurations. You can also specify country code value by using home country optional parameter.

Perform the following steps to run the copyTimezone utility:

a. Log in to Avaya Aura® Experience Portal as a root user or sroot user.
b. Type `cd $POM_HOME/bin` to change the directory.
c. Run `./copyTimezones.sh` script file. This file copies the time zone given to phone number 1 to all phones numbers of a given contact and sets the country code value to default value or run `./copyTimezones.sh country_code=1`. This copies the time zone given to phone number 1 to all phones numbers of a given contact and sets country code value as 1, where country code 1 is an example. You can specify the country code for your requirement.

12. Add Nailer, AvayaPOMSMS, and AvayaPOMEmail application in EPM applications section by typing:
    - Nailer:*https://<application server ip>:portnumberconfiguredonappserver/Nailer/Start* Application Type= Nailer, Outbound Type

      , or
    - AvayaPOMSMS: *https://<application server ip>:portnumberconfiguredonappserver/AvayaPOMSMS/Start* Application Type = AvayaPOMSMS, Outbound Type

      , or
    - AvayaPOMEmail: *https://<application server ip>:portnumberconfiguredonappserver/AvayaPOMEmail/Start* Application Type = AvayaPOMEmail, Outbound Type
13. Ensure that Nailer and POMDriverApp applications' URLhas https (if not set already), and the port is set to 7443 instead of 7080.
14. Ensure that Email settings are configured on Avaya Aura® Experience Portal under **Multi-Media Configuration -> Email**
15. Ensure that SMS settings are configured on Avaya Aura® Experience Portal under **Multi-Media Configuration -> SMS**.
16. Restart mmsserver service by typing `/sbin/service mmsserver restart`.
17. Restart appserver service by typing `/sbin/service appserver restart`
18. If the campaign strategy has used Email channel, then provide AvayaPOMEmail application (configured in step 14 above) in the Email node. Ensure that the sender's address is same while configuring email settings on AAEP. You must specify the subject in the text item node.
19. If the campaign strategy has used SMS channel, then provide AvayaPOMSMS application (configured in step 15 above) in the SMS node. Also ensure that the senders's address matches with short code specified in SMS settings of Experience Portal.
20. Check the system health.

    You must reconfigure the POM certificate after upgrade:

    a. From the left pane, select **EPMS > POM Home > Configurations > POM Servers**
    b. Click the POM Server to edit.
    c. Click **Apply** to fetch the certificate.

d. Trust the certificate.

e. Click **Save**.

Login to the EPM Web administration and select **POM Home> Configurations>POM Servers>POM Manager>** to check if the POM server is functional.

For multiple server setup, in the left pane select **Real-Time Monitoring > System Monitor** and check the EPM state is running for auxiliary EPM server.

Check if Avaya Aura® Experience Portal is running successfully by making at least one inbound and outbound call.

Appendix A: Common procedures

Checklist for exchanging certificates for Avaya Aura® Orchestration Designer

Use the following checklist for exchanging certificates for Avaya Aura® Orchestration Designer

No.	Task	Links	Notes	✔
1	Configuring certificates on EPM server			
2	Configuring certificates on application server			

Related Links

Configuring certificates for Avaya Aura Orchestration Designer on EPM server on page 28
Configuring certificates for Avaya Aura Orchestration Designer on application server on page 29

Configuring certificates for Avaya Aura® Orchestration Designer on EPM server

Before you begin

Configure the POM database.

Procedure

1. Log in to the EPM as administrator.
2. Select **Security > Certificates**. On the Root Certificates tab, click **Export**, and then save the certificate on your local system.

Next steps

Configure the certificates on the application server.

Related Links

Checklist for exchanging certificates for Avaya Aura Orchestration Designer on page 28

Configuring certificates for Avaya Aura® Orchestration Designer on application server

Procedure

1. Using the browser window, log in to the Avaya Aura® Orchestration Designer application server by specifying the URL *http://<application server IP address>:port number/runtimeconfig* using the default user name and the password as *ddadmin.*

   Note:

   If you are using a remote application server and you have installed POM Avaya Aura® Orchestration Designer application package then while installing POM, you must:

   a. Copy the *.war files from $POM_HOME/DDapps to $CATALINA_HOME/webapps of the remote application server.

   b. Copy files from $POM_HOME/DDapps/lib/* to $CATALINA_HOME/lib of your remote application server.

   c. Restart the remote application server.

2. Select **Security> Certificates**.
3. Delete the existing certificate. The system displays the existing certificate as default certificate.
4. Click **Change** and change the default location from *<Absolute-path-appserver-home>/lib/trusted_weblm_certs.jks* to *<Absolute-path appserver-home>/conf/myTrustStore*
5. Enter the password as *changeit*

   Note:

   To use a different trust store and the password, change the *<Absolute-path-appserver-home>/conf/server.xml* file accordingly, and ensure that the *server.xml* keystore path is valid and matches with Avaya Aura® Orchestration Designerapplication certificate as *<Absolute-pathappserver-home>/conf/myTrustStore.*

6. Save the changes.
7. Click **Add**.
8. Type a name for the EPM certificate and browse to find the path where you saved the EPM root certificate.
9. Click **Continue** and then click **Save**.
10. Click **Generate** to generate the self-signed certificate.
11. Enter the value in all fields. Input for all fields is mandatory. You can enter any custom defined values.
12. Click **Continue** and then click **Save**.

13. Select the self-signed certificate generated in step 10, and export the certificate on your local system.
14. Click **Fetch** to fetch the axis2 certificate.
15. Type any name for the certificate.
16. Type the axis2 client URL as *https://<EPM IP address>/axis2* in the location field.

    The Avaya Aura® Orchestration Designer application fetches the axis2 certificate and adds it to the list of certificates.

    Note:

    If you have a multiple POM server environment, you must fetch the axis2 certificate from all auxiliary EPM servers.
17. Click **Continue** and then click **Save**.

Next steps

Restart the application server and configure the applications, and licenses.

Related Links

Checklist for exchanging certificates for Avaya Aura Orchestration Designer on page 28

Installing an Oracle driver

To configure the POM database on Oracle, you must download the Oracle driver from http://www.oracle.com and install the Oracle driver on all primary and auxiliary POM servers.

Before you begin

You must download and install the Oracle driver for Voice Portal or Avaya Aura® Experience Portal before installing the Oracle driver for POM 3.0.1. For more information about downloading and installing the Oracle driver for Voice Portal or Avaya Aura® Experience Portal , see *Release notes* of Voice Portal or Avaya Aura® Experience Portal .

For installing the Oracle driver for POM 3.0.1, perform the following procedure:

Procedure

1. Download the `ojdbc6_g.jar` Oracle driver from http://www.oracle.com.
2. Log in to Linux on the VPMS or EPM server as a user with root privileges.
3. Create a folder `~/POMOracleJDBC` by executing the command:`mkdir –p ~/POMOracleJDBC`.
4. Copy the driver files `ojdbc6_g.jar` to the folder `~/POMOracleJDBC`.
5. Install the JDBC driver by typing:
   a. `cd $POM_HOME/bin`

b. bash InstallPOMOracleJDBC.sh

Important:

Some Web browsers change the file name extension of these files to `.zip`, when the files are downloaded. If such cases of conversion, rename the file to `ojdbc6_g.jar`.

Retain the Oracle JDBC driver files in the folder `~/POMOracleJDBC` even after installing or upgrading Voice Portal or Avaya Aura® Experience Portal.You need these files to install or upgrade POM .

Index

C

configuring the system
    post upgrade
        system upgrade 24

E

epm server 28
exchanging certificates
    exchanging certificates for application server 29
    exchanging certificates for epm
        exchanging certificates for application server 28
exchanging server on epm 28

I

installing oracle driver 30

O

Oracle JDBC driver 30

P

POM upgrade 9
product information 5

S

support
    contact 8
system upgrade
    configuring the system 16
    post upgrade 16

T

training 6

V

videos 8

W

Warranty 8