



Implementing Proactive Outreach Manager

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Chapter 1: Introduction

Purpose

This document provides procedures to install, configure, administer, and troubleshoot Avaya Proactive Outreach Manager.

Intended audience

This document is intended for anyone who wants to install, 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
<i>Proactive Outreach Manager Overview and Specification</i>	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 .
<i>Upgrading Proactive Outreach Manager</i>	Provides information about upgrading Proactive Outreach Manager.	Implementation engineers	The latest PDF is available on the

Table continues...

Title	Description	Audience	Document location
			Avaya Support site at Upgrading Proactive Outreach Manager .
<i>Developer's Guide for Proactive Outreach Manager</i>	Provides information about the API methods, custom classes, and application files of Proactive Outreach Manager	System administrators Implementation engineers Users	The latest PDF is available on the Avaya Support site at Developer Guide for Proactive Outreach Manager .
<i>Using Proactive Outreach Manager</i>	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 .
<i>Troubleshooting Proactive Outreach Manager</i>	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 .
<i>Avaya Aura® Contact Center — Proactive Outreach Manager Integration</i>	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 Avaya Aura® Contact Center — Proactive Outreach Manager integration

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:	
<p> Note:</p> <p>Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.</p>	
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: Prerequisites for POM installation

POM system requirements

You must install and configure external systems before you can install POM. The external systems that you install might vary depending on the mode in which you want to install POM. You can install POM in any one of the following modes:

- CC Elite
- AACC-SBP [Skills-Based Pacing for Agentless POM]
- None
- AACC [Integrated and Blending]

The following table describes the system requirements for each mode:

No	External server/system	Contact Center modes				Notes
		None	CC Elite	AACC-SBP	AACC	
1	Avaya Aura [®] Experience Portal	✓	✓	✓	✓	<p>Although Avaya Aura[®] Experience Portal is an external system, POM resides on Avaya Aura[®] Experience Portal.</p> <p>For more information about the hardware requirements for installing Avaya Aura[®] Experience Portal, see <i>Administering Avaya Aura[®] Experience Portal</i>.</p> <p>To install POM on an Experience Portal system that requires non-English language support, you must install the appropriate fonts.</p>

Table continues...

No	External server/system	Contact Center modes				Notes
		None	CC Elite	AACC-SBP	AACC	
						For more information about non-English Language support on Avaya Aura® Experience Portal, see <i>Implementing Avaya Aura® Experience Portal on single server</i> or <i>Implementing Avaya Aura® Experience Portal on multiple servers</i> .
2	Database server	✓	✓	✓	✓	<p>The Database server can be PostgreSQL 9.2, Oracle 11g, or Microsoft SQL Server 2012. You can install the PostgreSQL database as a local database. You must install Oracle and Microsoft SQL Server 2012 as remote databases.</p> <p>* Note:</p> <p>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.</p>
3	License server	✓	✓	✓	✓	License server is mandatory, and can be a local or a remote file. You must have a separate valid license file. The license can be either POM ports a predictive license, a preview license, an SMS license, or an email license. For more information about licenses, see <i>Proactive Outreach</i>

Table continues...

No	External server/system	Contact Center modes				Notes
		None	CC Elite	AACC-SBP	AACC	
						<i>Manager Overview and Specification.</i>
4	Avaya Aura® Call Center Elite (CC Elite)		✓			You must install Avaya Aura® Call Center Elite to run agent-based campaigns or to run agent-less automated skill-based campaigns.
5	Avaya Aura® Contact Center (AACC)			✓	✓	You must install Avaya Aura® Contact Center (AACC) to run automated skill-based campaigns or agent-based campaigns.
6	Custom Agent Desktop		✓	✓		You can design your own desktop using the agent APIs. For more information about agent APIs, see <i>Developer's Guide for Proactive Outreach Manager</i> .
7	Application Enablement Server (AES)		✓	✓	✓	Application Enablement Server (AES) is mandatory for agent outbound calls. For AACC, you need AES only if you are using Avaya Aura® Communication Manager
8	Call Management System		✓			Call Management System is used for skill-based pacing and blending in CC Elite. * Note: To create and run skill-based campaigns, you must configure the RT_socket package, which provides a TCP stream socket real-time interface from Call Management System (CMS).
9	Avaya Contact Recorder					Avaya Contact Recorder is optional.

Table continues...

No	External server/system	Contact Center modes				Notes
		None	CC Elite	AACC-SBP	AACC	
10	Operating system	Red Hat Enterprise Linux or Avaya Enterprise Linux				

Other than the external requirements, following are the additional system requirements for POM:

- Licenses: Ensure that the number of telephony ports in Avaya Aura® Experience Portal are more than or equal to the number of POM ports. Acquire the Text to Speech (TTS) or Automated Speech Recognition (ASR) licenses.
- Speech servers: Configure at least one TTS to use the AvayaPOMNotifier application or any custom Avaya Aura® Orchestration Designer application that requires TTS.
- VoIP connections: Configure Session Initiation Protocol (SIP) ports or H.323 ports.
- SA8874 feature: Activate the SA8874 feature, that is, call status messages, for 7434ND IP phones on Avaya Aura® Communication Manager. When you activate the SA8874 feature, you can use the Call Classification Analysis (CCA) feature for H.323 ports.
- Port Distribution: Ensure that the H.323 or SIP ports on Avaya Aura® Experience Portal are in service.

To run agent-based campaigns, a SIP connection is mandatory. Ensure you have enough SIP ports reserved for POM applications and campaigns.

- Experience Portal Manager (EPM) and Media Processing Platform (MPP) server: Use the primary EPM, the auxiliary EPM, and the MPP servers inline with the recommended sizing tool.
- RT_Socket: To use skill-based pacing for campaigns in CC Elite, install RT_Socket. Contact the Avaya Professional Services team to procure and install RT_Socket on Call Management System (CMS). You must open the ports in the network if you have a firewall between the CMS and POM servers.

Deployment scenarios

You can deploy POM in one of the following ways:

- Single-server deployment
- Multiple-server deployment with zones
- Multiple-server deployment without zones

Chapter 3: Installing POM on Avaya Aura[®] Experience Portal

Setting up a system for POM installation

Perform the following steps before you install POM:

Procedure

1. Install Avaya Aura[®] Experience Portal 7.0.
2. If the POM database schema is on PostgreSQL database, you must:

- a. Edit the `/var/lib/pgsql/data/pg_hba.conf` file, and add the IP address of the POM server.

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 access the Postgres database using pgAdmin tool, and `postgres` is the database user name.

- b. Restart the Postgres service by typing the command `/sbin/service postgresql restart`. This service is useful only if you configure POM on local Postgres database.
- c. Set the database password on Avaya Aura[®] Experience Portal by typing `$AVAYA_HOME/Support/VP-Tools/SetDbPassword/SetDbPassword.sh update -u postgres` in the command line. For more information about the database password, see *Administering Avaya Aura[®] Experience Portal*
3. To check if you can install POM on a Linux system, run the command `check_POM_prereqs.sh` from the POM install image.

Before installing POM on the system, the POM installer checks for the unzip package, and exits if the POM installer does not find the unzip package.

If the POM installer cannot find the unzip package, the system stops the installer and displays the following message:

```
ERROR: POM Installer pre-requisite check failed
```

UNZIP rpm not found, aborting installation...

If the POM installer finds the unzip package, the system continues the installation and displays the following message:

Found <zip package version>, continuing installation...

For example,

Found unzip-6.0-1.el6.i686, continuing installation...

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

If a service fails to start, the system stops the installation. If all services run successfully, the system displays the following message:

```
[root@pupomvm36 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: 13751
Stopping SL..... successful
Stopping ActiveMQ..... successful

VPMS Shutdown Status:                                [ OK ]

Starting individual components:
Starting and checking ActiveMQ at Fri Mar 14 14:25:10 IST 2014....
... successful. ActiveMQ is ready at Fri Mar 14 14:25:10 IST 2014
Starting and checking SL at Fri Mar 14 14:25:10 IST 2014...
... successful. SL is ready at Fri Mar 14 14:25:10 IST 2014
Starting and checking Tomcat at Fri Mar 14 14:25:10 IST 2014....
Curl Counter: 0 Tomcat ready: 1
... successful. Tomcat is ready at Fri Mar 14 14:25:10 IST 2014

VPMS Start Status:                                    [ OK ]

tomcatd ( pid 15889 ) is running...
SL ( pid 15676 ) is running...
ActiveMQ is running ...
Overall Status: VPMS is running
*****
*** VPMS service status [OK], Starting POM Installation... ***
*****

Running CLI installation program...

Welcome to the installation of Avaya POM POM.03.00.00.01.150!
The homepage is at: http://www.avaya.com/

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

4. To install POM on more than one system, include all auxiliary POM server host names in the primary EPMs/`etc/hosts` file. You must also have the primary EPM host name in all auxiliary servers/`etc/hosts` file.

Installing POM on a primary EPM using the interactive mode

Procedure

1. Log in to Avaya Aura® Experience Portal as a root user for Red Hat Enterprise Linux or an sroot user for Avaya Enterprise Linux.
2. Type `mount -o loop <absolute path of iso image> /mnt` in the command line 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 final End User License Agreement page, type 1 and press `Enter` to select option 1 - I accept the terms of the license agreement. The screen refreshes with 1 - I accept the terms of the license agreement as the selected option.
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`.

 **Note:**

If you are installing POM on Avaya Enterprise Linux, you must use the default path.

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 following packages as required:

- EPMS plug-in
- POM server
- AAOD application

By default, the system selects all packages and you can cancel the selection of AAOD application. The EPMS plug-in and the POM server package are mandatory.

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

*** Note:**

To install Avaya Aura® Orchestration Designer after you install POM, 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.

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

*** 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.

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. Restart the system by typing `reboot`.

Installing POM on an auxiliary EPM using the interactive mode

Procedure

1. Log in to Avaya Aura® Experience Portal as a root user for Red Hat Enterprise Linux or an sroot user for Avaya Enterprise Linux.
2. Type `mount -o loop <absolute path of iso image> /mnt` in the command line 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 type 2 to cancel quitting the installation.

6. On the final End User License Agreement page, type 1 and press **Enter** to select option 1 - I accept the terms of the license agreement. The screen refreshes with 1 - I accept the terms of the license agreement as the selected option.
7. Press **Enter**. Type 1 to continue, type 2 for previous, type 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`.

*** Note:**

If you are installing POM on Avaya Enterprise Linux, you must use the default path.

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.

10. For an auxiliary EPM, install the following packages as required:
 - POM server

- AAOD application

By default, the system selects all packages and you can cancel the selection of AAOD package. POM server package is mandatory.

- a. Type `2` and press **Enter** to select or clear the Avaya Aura® Orchestration Designer application package.

*** Note:**

To install Avaya Aura® Orchestration Designer after you install POM, 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.

- b. Type `r` to redisplay.
 - c. Type `c` to continue and press **Enter**.
11. Type `1` to continue, `2` for previous, `3` to redisplay the menu options, and `4` to quit the installation.
 12. Type the IP address of the primary POM server to import the certificate for POM server. Ensure you enter port number as `80`.
 13. Type `0` to create a new certificate or type `1` to import the security certificate from the specified location, and press `Enter`.

*** 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.

The system displays the security certificate.

14. 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

15. 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 !

16. Restart the system by typing `reboot`.

Chapter 4: POM configuration

Checklist for configuring a POM server

Use the following checklist to configure a POM server after you install POM.

No.	Task	Links	Notes	✓
1	Configure POM database.	Configuring the database on page 23	Select the installation mode and the database type for configuring the database.	
2	Exchange certificates for the Avaya Aura® Orchestration Designer application server.	Exchanging certificates for Avaya Aura® Orchestration Designer application server on page 25	To use the Avaya Aura® Orchestration Designer application server, you must exchange certificates between the application server and POM.	
3	Configure the application server.	Configuring the applications and licenses on page 27	Specify the external applications and license requirements.	
4	Configure the POM servers.	Configuring the POM server on page 29	Add and configure a POM server through the web interface after installing the POM server.	
5	Configure Avaya Aura® Call Center Elite or Avaya Aura® Contact Center.	See <i>Using Proactive Outreach Manager</i> .	Integrate POM with Avaya Aura® Call Center Elite or Avaya Aura® Contact Center for agent functionality and running agent-based campaigns.	
6	Add users or assign POM specific privileges to existing users.	Adding users on page 31	Add users after adding the POM server	
7	Change the default country setting.	Changing Home Country on page 32	Change the default country to a country of your choice.	

Configuring the POM database

Before you begin

1. Install POM.
2. Determine the database that you want to use and whether you want to install the database on a local server or a remote server. For more information on database types and configurations, see *Appendix B*.

*** 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.

3. For a secure database connection, add the 3rd party certificate in the Java keystore by typing `keytool-keystore$JAVA_HOME/jre/lib/security/cacerts -import -file<absolute path of certificate file>`. When the system prompts for a password, enter the default Java keystore password `changeit`.

Procedure

1. Log in to the primary EPM as a root or sroot user.
2. Type `cd $POM_HOME/bin` and press `Enter`.
3. Type `./installDB.sh` and press `Enter`.

The system displays the following message:

Please select Contact Center Configuration mode from the following options:

1. CCElite
2. AACC-SBP [Skills-Based Pacing for Agentless POM]
3. None
4. AACC [Integrated & Blending]

*** Note:**

You cannot configure multiple POM servers with a single Avaya Aura® Contact Center server. If you have a multiple POM server setup, you must have separate AACC servers for each POM server.

4. Type 1, 2, 3, or 4 and press `Enter`.

The system displays the following message

This script can modify `$POM_HOME/config/PIMHibernate.cfg.xml` or
Test the DB connection.

Do you like to continue? (y/n)

5. Type `y` to start the database configuration.

6. Type the database type. You can configure a Postgres, Oracle, or Microsoft SQL Server 2012.
7. Type the database server IP address or the host name.
8. Type the port number. The default ports are: 5432 for PostgreSQL database, 1521 for Oracle database, and 1433 for Microsoft SQL Server 2012.
9. Type the name of the database.
10. Type the user name and password to connect to the database.

The system displays the following message:

```
Does Database require secured connection (Y/N)
```

 **Note:**

To configure Microsoft SQL Server 2012 database as a secured connection, specify the host name or FQDN of the database server.

11. Type **Y** for a secure database connection, or **N** for a non-secure database connection.

The system displays the following message after the database connection is created:

```
Please select from one of the following choices:
```

1. Test DB connection
2. Create POM schema on the given database
3. Save this configuration in the PIMHibernate.cfg.xml file.
4. Reconfigure database settings
5. Exit from this utility

12. **(Optional)** Type **1** to verify the database connection.

If the command returns **SUCCESS**, go to the next step.

If the command returns **FAILURE**, the system displays the reason for failure on the console.

For more information, see [Failed to connect to the database](#) on page 35

13. **(Optional)** Type **2** to create a POM schema on the specified database.

The system displays the following message:

```
Do you want to save the values on the config file(y/n)?
```

Type **y** to save the values in the configuration file. If you type **n**, then it creates the POM schema. You cannot use the database immediately, unless you save this configuration using option 2 in STEP 11 because EPM restarts after you save the configuration.

 **Note:**

Do not perform the step if you are running the `./installDB.sh` for the first time.

14. Type (Type 4 to reconfigure the settings such as changing the login credentials, changing type of the database, changing the server IP address or the host name, or changing the port number.
15. Type 5 to exit.

Next steps

Exchange certificates between the application server and the Avaya Aura® Experience Portal server.

Exchanging and configuring certificates for Avaya Aura® Orchestration Designer on application server

Before you begin

Configure the POM database.

Procedure

1. Using the browser window, log in to the EPM as administrator.
2. Select **Security > Certificates**.
3. On the **Root Certificates** tab, click **Export**, and then save the certificate on your local system.
4. 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*.

You can install the Avaya Aura® Orchestration Designer application server on the same server where you install POM. In such cases the IP address of the application server and the IP address of the EPM primary server is the same. The default port is 7080.

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:

- Copy the *.war files from \$POM_HOME/DDapps to \$CATALINA_HOME/webapps of the remote application server.
 - Copy files from \$POM_HOME/DDapps/lib/* to \$CATALINA_HOME/lib of your remote application server.
 - Restart the remote application server.
5. Select **Security> Certificates**.
 6. Delete the existing certificate. The system displays the existing certificate as default certificate.

7. Click **Change** and change the default location from `<Absolute-path-appserver-home>/lib/trusted_weblm_certs.jks` to `<Absolute-path appserver-home>/conf/myTrustStore`

If you have installed the application server on the same server where you install POM, then the `<Absolute-path-appserver-home>` is `/opt/AppServer/Tomcat/tomcat/` which is set in the `{$APPSERVER_HOME}` environmental variable.

8. 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 Designer application certificate as `<Absolute-pathappserver-home>/conf/myTrustStore`.

9. Save the changes.
10. Click **Add**.
11. Type a name for the EPM certificate and browse to find the path where you saved the EPM root certificate.
12. Click **Continue** and then click **Save**.
13. Click **Generate** to generate the self-signed certificate.
14. Enter the value in all fields. Input for all fields is mandatory. You can enter any custom defined values.
15. Click **Continue** and then click **Save**.
16. Select the self-signed certificate generated and export the certificate on your local system.
17. Click **Fetch** to fetch the axis2 certificate.
18. Type any name for the certificate.
19. 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.

20. Click **Continue**, and then click **Save**.
21. Restart the application server.
22. Using the browser window, log in to the EPM as administrator.
23. Select **Certificates**.
24. On the **Trusted Certificates** tab, click **Upload**, specify the name and browse to the path where you save the Avaya Aura® Orchestration Designer certificate.

25. Click **Continue**.
26. Click **Save**.
27. On the **Trusted Certificates** tab, click **Import** to import the axis2 certificate, and specify the name and https location of the axis2 certificate.
28. Specify the URL path as *https://<EPM Server IP address>/axis2*.

 **Note:**

If you have a multiple POM server environment, you must fetch the axis2 certificate from all auxiliary EPM servers.

29. Click **Continue**.
30. Click **Save**.
31. Restart the application server, all MPPs, and all auxiliary servers.

Next steps

Configure the applications and licenses.

Configuring the applications and licenses

Before you begin

Exchange certificates between the application server and POM. If you are using a remote application server, ensure that you install Java 1.7.

Procedure

1. Log in to EPM using the user name and password provided during the Avaya Aura[®] Experience Portal installation.

 **Note:**

All application names, except PomDriverApp and Nailer, are case-sensitive. You must spell the application names exactly as listed in Step 2.

2. In the left pane, click **System Configuration > Applications**.
 - a. PomDriverApp: *https://<application server ip>:port-number-configured-on-pom-server/PomDriverApp/ccxml/start.jsp* where the application type is POM:Driver, Enable TTS, Outbound Type
 - b. AvayaPOMNotifier: *http://<application server ip>:port-number-configured-on-pom-server/AvayaPOMNotifier/Start* Application Type = POM:Application/VXML, Outbound Type
 - c. AvayaPOMAnnouncement: *http://<application server ip>:port-number-configured-on-pom-server/AvayaPOMAnnouncement/Start* Application Type = POM:Application/VXML, Outbound Type

- d. AvayaPOMAgent: *http://<application server ip>:port-number-configured-on-pom-server/AvayaPOMAgent/Start* Application Type = POM:Application/VXML, Outbound Type
- e. Nailer: *https://<application server ip>:port-number-configured-on-pom-server/Nailer/ccxml/start.jsp* Application Type= Nailer, Outbound Type
- f. AvayaPOMSMS: *http://<application server ip>:port-number-configured-on-pom-server/AvayaPOMSMS/Start* Application Type = SMS, Outbound Type
- g. AvayaPOMEmail: *http://<application server ip>:port-number-configured-on-pom-server/AvayaPOMEmail/Start* Application Type = Email, Outbound Type

 **Note:**

Configure minimum one nailer application and one driver application on a POM system for every zone. You must configure at least one application with the name Nailer and PomDriverApp respectively as with POM:Nailer and POM:Driver type. POM 3.0.1 does not support external load balancers for Nailer and PomDriverApp applications.

- Copy the *.war files from \$POM_HOME/DDapps to \$CATALINA_HOME/webapps of the application server.
 - Copy files from \$POM_HOME/DDapps/lib/* to \$CATALINA_HOME/lib of the application server.
 - Restart the application server.
3. You can configure the Avaya Aura® Orchestration Designer applications using the \$POM_HOME/bin/insert_POM_Apps.sh script.
 - a. Type `./insert_POM_Apps.sh` Are these random or sequenced steps?
 - b. Type the EPM web administrator user name.
 - c. Type the EPM web administrator password.
 - d. Reenter the password for verification.
 - e. Type the IP address of the EPM application server on which the Avaya Aura® Orchestration Designer applications are installed.
 - f. Click **System Configurations > Applications**.
 - g. Select **PomDriverApp**, and from the Speech Servers option, select the TTS resource.
 4. Use Avaya WebLM to configure the license information for POM.

Configure licenses for the following three channels:

- SMS channel: Sends SMS using Short Message Peer-Peer Protocol (SMPP) 3.4 . Ensure you have an SMS channel configured license on Avaya Aura® Experience Portal.
- Email channel: Sends email messages using Simple Mail Transfer Protocol (SMTP). Ensure you have an email channel configured license on Avaya Aura® Experience Portal.
- Voice and video channel: Assigns various Avaya Aura® Orchestration Designer applications for live voice or answering machine as part of the contact strategy.

5. Specify the host name or IP address of the License Server with the port number. The administrator allocates licenses for telephony ports, ASR, and TTS connections.

Next steps

Configure the POM server.

Configuring the POM server

Before you begin

Configure the required applications. Avaya Aura® Experience Portal uses Network Time Protocol (NTP) to control and synchronize the clocks when the EPM, POM software, and POM database are running on different servers. The dedicated POM servers, POM database server, and the optional auxiliary or EPM server must point to the primary EPM server as the reference clock. The time and the time zones on all systems must be same. For more information, see *Troubleshooting Avaya Aura® Experience Portal*. Place in Before you begin.

About this task

POM runs either on a primary or an auxiliary EPM. You must configure one primary POM server. Place in About this task.

Procedure

1. Log in to the web interface, <https://<EPMIPAddress>>, using Avaya Aura® Experience Portal administrator credentials. The Avaya Aura® Experience Portal administrator role inherits all POM specific roles.
2. In the left pane, click **POM > POM Home**.
3. From the drop-down menu, select **Configurations > POM Servers**.
4. Click **Add** to add the POM Server.
5. Type the POM server name and IP address.

After you configure the POM server for the first time, you can change the IP address of the POM server. For more information, see *Using Proactive Outreach Manager*.

6. Click **Continue**.
7. Select **Trust this certificate**.
8. Click **Save**.
9. Start the POM Manager from the command line interface by typing `/sbin/service POM start`. You can also click **Configurations > POM Servers > POM Manager**

When you successfully install the POM server, POM adds this server to the list of servers on the POM Servers page.

You must provide the Avaya Aura® Experience Portal user name and the password, which has the Outcall privilege in the web Services role, to connect to the voice server.

Next steps

Check the POM server installation status.

Checking the POM server installation status

Before you begin

Configure at least one POM server.

Procedure

1. Log in to EPM as an administrator.
2. In the left pane, select **POM > POM Home**.
3. In the drop-down menu, click **Configurations > POM Servers > POM Manager**.
4. Check whether the status of POM Campaign Manager is Running.
5. Log in to the CLI of the EPM as a root user.
6. Type `/sbin/service POM status`. Ensure this command returns a confirmation that the Campaign Manager and Campaign Director are running successfully.

The POM service is a wrapper service around the Campaign Manager and Campaign Director. You can start and stop or get the status of these services.

- To start, stop, and get the status of the POM Manager, type:

- `/sbin/service POM start`
- `/sbin/service POM stop`
- `/sbin/service POM status`

On the command prompt, type the following commands to start, stop, or get the status of the services.

- To start, stop, and get the status of the Campaign Manager service, type:

- `/sbin/service cmpmgr start`
- `/sbin/service cmpmgr stop`
- `/sbin/service cmpmgr status`

- To start, stop, and get the status of the Campaign Director service, type:

- `/sbin/service cmpdir start`
- `/sbin/service cmpdir stop`
- `/sbin/service cmpdir status`

- To start, stop and get the status of the Agent Manager, type:

- `/sbin/service agtmgr start`

- /sbin/service agtmgr stop
- /sbin/service agtmgr status
- To start, stop and get the status of the Active MQ, type:
 - /sbin/service pomactmq start
 - /sbin/service pomactmq stop
 - /sbin/service pomactmq status

Next steps

Add users on the POM system.

Adding users to the POM system

Before you begin

Check the POM installation status.

About this task

By default, the Avaya Aura® Experience Portal administrator has all POM privileges. The administrator can add new users in the same manner as in Avaya Aura® Experience Portal.

Procedure

1. In the left pane of EPM, click **User Management > Users**. You can either add a new user or assign the following POM administration privileges to a user.
 - POM Administration
 - POM Campaign Manager
 - Org POM Campaign Manager
2. Log off and log in with the user credentials that you created.

This action ensures that the changes are in effect.

When you assign the POM administration privileges, you can view the POM menu options in the left pane of EPM.

Next steps

If you install the POM database schema on an Oracle database, you must install the latest Oracle driver.

Create and run campaigns. For more information , see *Using Proactive Outreach Manager* on the support site at <http://support.avaya.com>.

Changing the HOME country setting

Procedure

1. In the left pane of EPM, click **POM Home > Configurations > Global Configurations**.
2. Change the **Home Country** property value.

Installing an Oracle driver

To configure the POM database on Oracle, you must download the Oracle driver `ojdbc6_g.jar` file from <http://www.oracle.com> and install the Oracle driver on the POM system. Add to About this task..

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 the *Release notes* of Avaya Aura® Experience Portal.

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

Note:

If you have a multiple POM server environment, you must install the Oracle drivers on all auxiliary POM servers.

Before you begin

1. Add at least one user with POM-specific privileges.
2. Install the Oracle driver to configure the POM database schema on the Oracle database or to use Oracle database as a contact datasource.

Procedure

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

Important:

Some web browsers change the file name extension of these files to `.zip`, when you download the files. In this case, rename the file to `ojdbc6_g.jar`.

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

Chapter 5: Basic troubleshooting tips

Primary or auxiliary EPM not installed

The installer fails to detect either a primary or auxiliary EPM, and quits.

Proposed solution

Procedure

Install a primary or auxiliary EPM on the server. See *Avaya Aura® Experience Portal* documentation for installing primary or auxiliary EPM.

No license is allocated to secondary POM Server in multi POM set up

A license is not allocated to the auxiliary POM server in a multiple POM server setup.

Proposed solution

Procedure

1. Verify that the EPM is running and that the system accepts the certificate.
If the auxiliary VPMS or EPM does not respond, follow the steps to reauthorize the primary VPMS or EPM from the auxiliary VPMS or EPM.
2. Login to the auxiliary VPMS or EPM as root or sroot.
3. Change the directory by entering `/opt/Avaya/VoicePortal/Support/VP-Tools/` command.
4. Type `setup_vpms.php` command.

Server error

Installation of Proactive Outreach Manager aborts as Proactive Outreach Manager server restarts.

Proposed solution

Procedure

1. Go to the bin directory by typing `cd $POM_HOME/bin.`
2. Type `./uninstallPOM.sh.`
3. If you do not find the bin directory, then go to the root directory by typing `cd`, followed by `rm -rf $POM_HOME.`

Database Name Error

Name of database does not exist

The database name is incorrect.

Proposed solution

Procedure

Verify the name of the database. You have to manually create the database before you try and establish a connection with the database.

Database Connection Error

Database Connection Attempt Failed

You cannot connect to the POM database.

Proposed solution

Procedure

Verify the host name or the IP address of the database server.

Failed to connect to the database

The system displays the following message:

```
FATAL: no pg_hba.conf entry for host "IP address", user "admin",
database "VoicePortal", SSL off
```

Proposed solution

Procedure

1. Enter the IP address of the database server in the `pg_hba.conf`, at the following location: `/var/lib/pgsql/data/pg_hba.conf`.
2. Provide valid server IP address of the server connecting to the database, port, user name, and password.

Database Password Error

Log in failed

You cannot login to the database.

Proposed solution

Procedure

Verify the password used for connecting to the database.

Database Port Number Error

Invalid port number

You cannot connect to the POM database, as the port number is incorrect.

Proposed solution

Procedure

Verify the port number for the database connection. The default port number is 5432 for PostgreSQL database, 1521 for Oracle database, and 1433 for Microsoft SQL Server 2012.

Database Type Error

Enter Oracle, Postgres, or Microsoft SQL Server as dbtype

You cannot connect to the database as database name is incorrect.

Proposed solution

Procedure

Verify you enter the correct name. The database type is case-sensitive and has to be entered as medial capital or camel case.

Database User Error

Database user does not exist

You are unable to connect to the POM database as the user name is incorrect.

Proposed solution

Procedure

Verify the user name you specify before you try to connect to the POM database.

Unsupported version of Avaya Aura[®] Experience Portal

If you try to install POM on an unsupported Avaya Aura[®] Experience Portal version, the installer quits.

Proposed solution

Procedure

Install the latest version of Avaya Aura[®] Experience Portal. See the *Implementing Avaya Aura[®] Experience Portal* documentation for installation.

Installation Aborted Error

Proactive Outreach Manager is fully or partially installed

Installation quits.

Proposed solution

Procedure

Uninstall Proactive Outreach Manager.

User does not have sufficient privileges

The system displays this error message if the user name you provide while running `./installDB.sh` does not have sufficient privileges.

Proposed solution

Procedure

Ensure the user has the Create Table, Alter Table privileges.

Appendix A: Silent installation

You can choose to install POM as a silent installation. You do not need to intervene during the installation after you specify the options before installing POM.

Silent install creates an xml file internally and supplies it to the izpack installer. As this xml file is cryptic and complicated, you do not need to create this file, and can instead use a simpler configuration file. You can choose from the template files, one for primary, one for auxiliary, from the root folder of the ISO. , and change the template file to supply the customized values.

Before you begin

You can implement silent install by providing options to the *installPOM* script. The following options are available:

Options	Remarks
-s	-s is used with installPOM script. This option requests for a silent install. If -s is not used, then -d, -p, -t, -c, -f, -i are ignored.
-d <installation directory path>	Specify the installation directory for POM. POManager is added to the path specified.
-p <package name>	Package name can be one of: vmpsplugin, pomserver, ddapps . You can use the package name multiple times.
-t <primary aux>	If you choose primary, it automatically selects the packages vmpsplugin and pomserver. If you choose aux , package pomserver is automatically selected.
-c <import path>	The import path of the certificate which already exists. If -c is not used, a new certificate is created.
-l <ipaddress:port>	Used only when -t is used with argument "aux", or if "install_type" is set to "aux" using the config file (see -f option). ipaddress and port must be specified as x.x.x.x:dddd
-f <config file path>	The config file can have the following parameters: install_dir_path=<path> cert_path=<path> pack=< vmpsplugin pomserver ddapps> install_type=<primary aux> primary_ip_port=<ipaddr:port> If you have specified any parameter using command line options , then the parameters specified in the config file are ignored. For example, . if both -d <install path> and -f

Table continues...

Options	Remarks
	<config file> is used, and config_file has the "install_dir_path" parameter, then it will be ignored and the one specified with -d will be used for installation.
-h	Gives detailed help.

Example

```
[root@pupomcpe17317 mnt]# ./installPOM -h
```

```
Usage: installPOM [-s]
```

```
[-d <install path>]
[-p vpmsplugin|pomserver|ddapps]
[-t primary|aux]
[-i <primary ip address:port>]
[-c <cert import path>]
[-P <cert password>]
[-f <config file>]
[-h]
[-?]
```

-s

Required for silent install.
Following options will work only with -s:
-d, -p, -t, -c, -f, -i, -P

-d

<install path for POM>
Specify the path on the linux system where POM should be installed. Directory "POManager" will be created under the path specified.

e.g. installPOM -s -d /testdir/avpom
(This will install POM under /testdir/avpom/POManager, and set POM_HOME to /testdir/avpom/POManager)

-p

<package name>
Specifies the package which needs to be installed during POM installation.

Package name can be one of :
vpmsplugin
pomserver
ddapps

This option can be used more than once to specify multiple packages.

e.g. installPOM -s -p vpmsplugin -p pomserver

(This will install vpmsplugin and pomserver packages during POM installation)

-t <installation type>

Specifies the installation type. The installation type can be one of:
primary
aux

If type is "primary", then the following packages are selected automatically:
vpmsplugin, pomserver

If type is "aux", then only pomserver package is selected.

```
This option can be specified only once.
```

-i <primary IP:port>
Specifies the IP address and port of the primary POM server.

This is applicable only when installing aux POM server using
-t "aux" or install_type="aux" in the config file (-f option)

-c <certificate import path>
If this option is used, then the certificate is picked up from the location specified as the argument to -c.

If this option is not used, then a new certificate is created during POM installation.

e.g. `installPOM -s -c /opt/certs/pom_pki.crt`

-P <certificate password>
This option is used to specify the certificate password when a certificate is imported (see option -c).

This option is applicable only with -c option.

-f <config file path>
If this option is used, then the properties are read from the file specified. This file can have the following property value pairs:

```
install_dir_path=<path>
cert_path=<path>
cert_password=<password>
pack=<vmppsplugin|pomserver|ddapps>
install_type=<primary|aux>
primary_ip_port=<IP address:port>
```

Command line options will be given preference over parameters in the config file.

e.g. Contents of the config file /tmp/mypom.conf:

```
install_dir_path=/opt/Avaya/pominstallldir
pack=ddapps
pack=pomserver
pack=vmppsplugin
cert_path=/tmp/mypkicertificate.crt
```

Usage from command line:
`installPOM -s -f /tmp/mypom.conf`

```
[root@pupomcpe17317 mnt]#
```

Related Links

[Installing POM on primary EPM using silent mode](#) on page 41

[Installing POM on auxiliary EPM using silent mode](#) on page 41

Installing POM on primary EPM using silent mode

About this task

You can install POM on primary EPM using the silent mode. You must give options such as `-s -t primary -p ddapps` to `installPOM` script. For more information about the possible options, see [Silent Installation](#) on page 38.

Procedure

Type `./installPOM -s -t primary -p ddapps` on the command prompt.

The system installs POM with the application server.

Related Links

[Silent installation](#) on page 38

Installing POM on auxiliary EPM using silent mode

About this task

You can install POM on primary EPM using the silent mode. You must give options such as `-s -t aux -i <ipaddressofprimaryepm:80> -p ddapps` to `installPOM` script. For more information about the possible options, see [Silent Installation](#) on page 38.

Procedure

Type `./installPOM -s -t aux -i <ipaddressofprimaryepm:80> -p ddapps` on the command prompt.

The system installs POM with the application server. Depending on the number of auxiliary servers you have, you must repeat the steps for every auxiliary server.

Related Links

[Silent installation](#) on page 38

Appendix B: Options for POM database configuration

POM database configuration

The POM database can reside either on Oracle 11g, PostgreSQL 9.2, or Microsoft SQL Server 2012 database. To create the POM schema on the respective database, install the database on a remote or a local server.


For information about creating a PostgreSQL user, go to <http://www.postgres.org>. You must get the *CREATE* privilege on the database.

For information about creating an Oracle database user, go to <http://www.oracle.com>. You must get the *CREATE SEQUENCE*, *CREATE SESSION*, *CREATE TABLE*, and *CREATE VIEW* privileges.

 **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.

For information about creating a Microsoft SQL Server 2012 database user, go to <http://technet.microsoft.com/en-us/library/aa337545>. Ensure you set the *READ_COMMITTED_SNAPSHOT* database parameter ON.

Database name	Server type
PostgreSQL	A local or a remote server
Oracle	A remote server  Note: Install the Oracle JDBC driver for POM 3.0.1. For more information, see Installing an Oracle driver on page 32.
Microsoft SQL Server 2012	A remote server

For more information about database configurations, see [Different configurations for the database](#) on page 43.

Different configurations for the POM database

You can install the POM server and the POM database in more than one way. POM supports Oracle, Microsoft SQL Server 2012, and PostgreSQL databases. The following table lists some configurations. Using the following table, you can set up the configuration according to your database requirements.

Configuration	Database	Considerations
The POM schema is installed on local PostgreSQL database in the Avaya Aura® Experience Portal (VoicePortal) database.	PostgreSQL	<ul style="list-style-type: none"> When you schedule the Avaya Aura® Experience Portal database for backup, the POM it also backs up the database. Cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is possible.
The POM schema is installed on local PostgreSQL database in any manually created database.	PostgreSQL	<ul style="list-style-type: none"> You cannot back up the POM database with the Avaya Aura® Experience Portal database. You must manually take the backup of the POM database. Cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is not possible.
The POM schema is installed on remote database, which is configured as Avaya Aura® Experience Portal's remote reporting database.	PostgreSQL, Oracle, and Microsoft SQL Server 2012	<ul style="list-style-type: none"> You cannot backup the POM database using the Avaya Aura® Experience Portal database backup tool. You must manually take the backup of the POM database. Cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is possible.
POM schema is installed on remote Oracle database, and the Avaya Aura® Experience Portal remote reporting database is configured on some other database.	Oracle	<ul style="list-style-type: none"> You cannot backup the Avaya Aura® Experience Portal and POM databases using the Avaya Aura® Experience Portal database backup tool. You must manually take the backup of the databases. Cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is not possible.
POM schema is installed on remote Microsoft SQL Server 2012 database, and the Avaya Aura® Experience Portal remote reporting database is configured on some other database.	Microsoft SQL Server 2012	<ul style="list-style-type: none"> You cannot backup the Avaya Aura® Experience Portal and POM databases using the Avaya Aura® Experience Portal database backup tool. You must manually take the backup of the databases. Cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is not possible.

Using cross filtering, you can generate:

- A POM custom report and then use the report as a filter in the Avaya Aura® Experience Portal standard reports.
- An Avaya Aura® Experience Portal custom report and then use the report as a filter in the POM Campaign Detail Report.

For example, you can generate a custom POM Campaign Detail report and then use the report as a filter in the Avaya Aura® Experience Portal call detail report. This report helps you get campaign-

specific call details. For example, you can generate a custom Avaya Aura® Experience Portal call detail report with First Prompt Latency set. Apply this as a filter in POM Campaign Detail Report to get all call records having the specified latency.

 **Note:**

If multiple Avaya Aura® Experience Portal systems share a common reporting database, then:

- If you install a POM system on a single Avaya Aura® Experience Portal system, you can create the POM schema with the common reporting database. In this case, cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is possible.
- If you install a POM system on multiple Avaya Aura® Experience Portal systems, you cannot create the POM schema with the common reporting database. You must create the POM schema for each POM system linked with every Avaya Aura® Experience Portal system in a separate database. In this case, cross filtering of Avaya Aura® Experience Portal custom reports and POM reports is not possible.

Appendix C: Uninstalling POM

You can uninstall POM using the `uninstalPOM.sh` script. When you uninstall POM, the system deletes all services and related files. You can check the details of all files that the system deletes in the log file available at `/PomUnInstall.log`.

Before you begin

If you uninstall POM only from auxiliary servers, ensure that you delete the respective auxiliary POM server entry from the POM Servers page of the primary server before uninstalling POM. If you are uninstalling POM from the primary and auxiliary servers, perform the following steps.

Procedure

1. Log in to Avaya Aura® Experience Portal as a root user.
2. Type `cd $POM_HOME/bin` to go to the bin directory.
3. Type `./uninstallPOM.sh` to uninstall .

The system displays a dialog box to confirm the uninstallation.

When the uninstallation is successful, the system displays the following message:

```
POM UNINSTALLATION complete. Please restart the system now!
```

4. Type `reboot` to restart the server.

* Note:

Uninstalling POM does not uninstall the Avaya Aura® Orchestration Designer application server. For more information about the uninstallation, see *Implementing Avaya Aura® Experience Portal on a single server*.

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