



IP Office Contact Center 10.1.2.0 - Release Notes

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Contents

<i>IP Office Contact Center 10.1.2.0 - Release Notes</i>	1
Contents	1
Document changes	2
Introduction	2
Installation	3
Product compatibility	3
Required patches	3
File list	3
Client software	3
Backing up	3
Installing the release	4
Installing IPOCC Server using ISO	4
OVA Deployment	5
IPOCC Turnkey Hardware Appliance	5
Upgrade	5
Upgrade instructions from IPOCC 9.1.x and 10.X	6
Note regarding upgrades	7
Upgrading IP Office Contact Center Client	7
Uninstall IPOCC 10.1.2.0	7
Configuring Windows browser clients to accept certificates	8
Restoring software to previous version	9
Functionality not supported and limitations	9
What's new	9
Fixes	9
Known issues and workarounds	10
Languages supported	17
Documentation	17
Documentation Errata	17
<i>Contacting support</i>	17
Contact Support Checklist	17



Document changes

Date	Description
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10/04/18	Release Notes for IP Office Contact Centre 10.1.2.0
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Introduction

This document provides late-breaking information to supplement IP Office Contact Center (IPOCC) software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <https://support.avaya.com/>.



Installation

Product compatibility

For the latest and most accurate compatibility information go to <https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml?name=IP+Office+Contact+Center>

IP Office must be upgraded to 10.1 (latest Service Pack) or 11.0 before IPOCC 10.1.2 can be installed or upgraded. IP Office 11.0 requires IPOCC 10.1.2 at a minimum.

Required patches

Find interoperability and compatibility information at the following location: <https://support.avaya.com>.

Download ID	Patch	Notes
N/A		

File list

Filename	Modification time stamp	File size	Version number
IPOCC10.1.2.0-7802.1814.iso	4/05/2018	1,493,958,656 bytes	10.1.2.0

Client software

Client	Link	Version number
SFDC Plug-in	https://login.salesforce.com/packaging/installPackage.apexp?p0=04t7F000004DoTy	1.59

Backing up

See the backup instructions in *Avaya IPOCC Maintenance Task Based Guide* on <https://support.avaya.com/>.

Before an upgrade can start all IPOCC processes have to be stopped:

- Close the IPOCC user interface on IPOCC server and on all Client PCs.
- To stop all IPOCC server components open **Administrative Tools->Services**, select **IPOCC Watchdog** and stop this service.
- Observe components in TTConsole. On the left hand panel, running processes are shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper that starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.



- In some cases, Watchdog is not able to stop some processes such as chap or chapSync completely. Ensure that no service with the name prefix IPOCC is running or stopped. You should also check in Windows Task Manger, if a process with the name CHAP-Server is running. If so, end the task in Task Manager.
- Make sure there are no open database connections. Check in in the PostgreSQL tool **pgAdmin3.exe->menu Tools->Database Server Status**. The only entry should be **pgAdminIII-Browser**. Close the pgAdmin tool before starting an upgrade

Installing the release

Installing IPOCC Server using ISO

- Mount or unzip the IPOCC ISO
- Start IPOCC SetUpWizard from \Server\IP Office Contact Center\SetUpWizard
- Accept the EULA
- Add your PostgreSQL password
- Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e. two code point sets, e.g. upper + lower)
- Change the Installation folder if required (some limitations apply, see Installation TBG)
- Change the report directory (must be local to the server)
- Enter the network interface IP Address (for the enabled NIC port)
- Click **Install**
- Progress bar is shown for all components...
- When all components are installed, click Finished and click Reboot
- After Reboot the automatic watchdog configuration is running, when finished open TTDisplay (Start menu -> Avaya IP Office Contact Center -> Trace System) and check if all components are running.
 - Note: If no licenses are installed the component SMTPConnector (Runlevel 16) will stop automatically (symbol in TTDisplay becomes red) and restarted by watchdog again. This behavior is correct.
- Install license: open Internet Explorer on IPOCC Server and connect WebLM: <https://<hostname of IPOCC Server>:8443/WebLM>
 - Note the upper and lower case letters in the WebLM url.
 - Login as user admin with Password weblmadmin. You must change the password. After this, login again to WebLM with the new password
 - Select **Install license**, browse to the license file, and click on **Install**
 - Click on **Licensed Products** and select **CIE** to check your licenses

NOTE FOR ALL NEW INSTALLATIONS

- All new installations of IPOCC 10.1.2 are configured with a secure connection to IP Office and all of the HTTP ports (8080, 18080, 28080) are disabled. Upgrades from previous releases maintain the connection security level, with documented steps on how to make the IPOCC Server secure (See the *Avaya IPOCC Maintenance Task Based Guide*)



- For secure media, IP Office has some limitations on the number of connections it can process. If IPOCC is also using secure media, then additional restrictions are applied. See table below for details. Secure connection to Standard Edition is not recommended.

If IPOCC and IP Office are co-located and secure media is not required between them, then SRTP should be disabled for that connection.

The endpoints with secure media supported by IP Office when using IPOCC can be an agent IP desk phone, an IP trunk or an IPOCC connection for queued calls, IVR or internal IPOCC voice mail.

The secure media connection limitations on IP Office differ depending on the platform. The following table describes the number of secure media connections for all platforms (excluding Standard Edition - IP500V2). The table includes the maximum for a deployment where all endpoints are using secure media except for the connection between IPO and IPOCC, and the maximum for a deployment where all endpoints are using secure media, including the connection between IP Office and IPOCC.

Platform	Maximum number of Secure Media connections (all secure including the IP Office/IPOCC connection)	Maximum number of Secure Media connections (all secure excluding the IP Office/IPOCC connection)
R220/230 Server Edition	40	64
DL360 Server Edition	80	128
R630 Server Edition	320	512
OVA Server Edition	320	512

OVA Deployment

IPOCC 10.1.2.0 is delivered as ISO only. To use an OVA installation, proceed as follow:

- Deploy the IPOCC 9.1.0 OVA (For details, see *Avaya IPOCC Installation Task Based Guide*)
- Continue the installation steps as per documentation.

IPOCC Turnkey Hardware Appliance

IPOCC 10.1.2.0 is delivered as ISO only. Appliances are still available with version 9.1.0 pre-installed. It contains a fully staged, pre-installed contact center server application complete with a small or large server platform, permanent Windows 2012 R2 OS license, and IPOCC core software R9.1.0. The following needs to be added: the IPOCC Base license, voice agent licenses, multichannel agent licenses, supervisor licenses, and/or wallboard licenses to complete the solution.

After AdjustHostName is executed, upgrade to the latest IPOCC Version using the IPOCC ISO.

Upgrade

Upgrades from any versions of IPOCC 9.1.x or 10.X are supported.

Direct upgrades from 9.0.X are not supported. IPOCC 9.0.X systems must first be upgraded to 10.0.0.0.

It is recommended to upgrade to the latest Service Pack or Critical Patch before upgrading to this release.

For information about patches and product updates, see the Avaya Support web site <https://support.avaya.com>.



Upgrades to IPOCC 10.1.2 from 9.X require a new set of licenses which are provided with IPOSS.

- Install license: Open Internet Explorer on IPOCC Server and connect WebLM using URL `https://<hostname of IPOCC Server>:8443/WebLM`
 - Note the upper and lower letters in WebLM
 - Login as user admin with Password `weblmadmin`. You must change the password. After this, a new login with the new password is necessary
 - Select **Install license**, browse to the license file, and click on **Install**
 - Click on **Licensed Products** and select **CIE** to check your licenses

Backup the IPOCC system first. Refer to the backup instructions in the *Avaya IPOCC Maintenance Task Based Guide* for the version of IPOCC that is being upgraded.

Before an upgrade can start all IPOCC processes have to be stopped:

- Close the IPOCC user interface on IPOCC server and on all Client PCs.
- To stop all IPOCC server components open **Administrative Tools->Services**, select **IPOCC Watchdog** and stop this service.
- Observe components in TTConsole. On the left hand panel, running processes are shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper that starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
- In some cases, Watchdog is not able to stop some processes such as chap or chapSync completely. Ensure that no service with the name prefix IPOCC is running or stopped. You should also check in Windows Task Manger, if a process with the name CHAP-Server is running. If so, end the task in Task Manager.
- Make sure there are no open database connections. Check in in the PostgreSQL tool **pgAdmin3.exe->menu Tools->Database Server Status**. The only entry should be **pgAdminIII-Browser**. Close the pgAdmin tool before starting an upgrade

Upgrade instructions from IPOCC 9.1.x and 10.X

- Mount the IPOCC ISO and copy the complete structure locally to the server
- Start PostgresUpgrader (in subfolder \Utilities)
 - You have to make sure that you have enough free disk space for the upgrade. At least twice of the current size of the database
 - Press Start PostgreSQL Upgrade
 - The time it takes to upgrade the database depends on its size
 - pgAdminIII will be replaced with pgAdmin4 during the IPOCC Software Upgrade
- Start SetupWizard (in subfolder \Server\IP Office Contact Center)
- Accept the EULA
- Enter the database password
- Click **Install**
- Progress bar is shown for all components...



- When all components are upgraded, click Reboot
- After reboot and logging back in on the server, the wdconfigWizard will start automatically and adjust the watchdog configuration. Then the new watchdog configuration will load and the watchdog will restart with the new configuration.

Note regarding upgrades

- After upgrading an IPOCC the watchdog configuration will be adjusted automatically. Components which are new in IPOCC 10.1.2.0 are added and changed service names are modified.
 - Note: If, for some components, special start parameters are used, they will be reset to default values after the upgrade
- When upgrading the IPOCC software (especially in Cloud), the location of the WebLM server may be overwritten if the Licensing or CCUI components are upgraded. There are possible workarounds:
 - If using the latest Cloud image, run "Repair.cmd" as Administrator from the C:\IPOCC\GoogleSetup folder (this can be done after every upgrades)
 - If not using the latest Cloud image, modify the license server entry in the registry by calling the license client setup on the IPOCC Server:
 - Go to control panel -> Programs
 - Open LicenseClient.msi with Modify, enter <OSS Server IP Address> for hostname of WebLM and Port 52233
 - You can also modify the entry in WebAdmin: Go to System ->License, and in field **WebLM Address** enter the correct hostname and Port where WebLM is running
- The Setup Wizard could report an error with the upgrade and show that the "Database" component in red status. Rerunning the upgrade will clear the issue.

Upgrading IP Office Contact Center Client

- Mount or unzip the ISO file and go to folder \Client or, from WebAdmin, download the MSI to the PC where the client is to be installed
 - NOTE: Newer version of the Chrome browser prevent the download of MSI. Change the security setting of the browser by disabling *Protect you and your device from dangerous...* under Settings->Advanced->Privacy and Security
- Double click Contact Center User Interface.msi

Uninstall IPOCC 10.1.2.0

- Close all IPOCC applications (ttrace console, ttrace display, IPOCC UI)
- Make sure all IPOCC server processes are stopped. To stop all IPOCC components open **Administrative Tools->Services**, select **IPOCC Watchdog** and stop this service.
- Make sure service "IPOCC PostgreSQL9.6" is running
- Control panel -> Programs and Features
- Uninstall all Programs "IP Office Contact Center xxx" except "IP Office Contact Center PostgreSQL 9.6"
- Uninstall "IP Office Contact Center PostgreSQL 9.6"



- Note: The uninstall mechanism only removes files and folders that are created during installation. Folder and files which created during runtime are not removed automatically
- After uninstalling all components:
 - Check the Services.

Configuring Windows browser clients to accept certificates

This procedure applies to the certificates installed on the server through the IPO Web Control generation process. The exact procedure depends on the browser, but it very similar for Google Chrome and Internet Explorer.

Google Chrome

1. Browse to the **IPOCC** site. Select the icon with the red cross next to https:// in the address bar and select the Certificate Information link.
2. On the certificate dialog, select the Certification Path tab, click the top node in the tree and then select the View Certificate button.
3. On the second certificate dialog, select the Details tab, then select the Copy to File... button.
4. Select Next twice on the wizard, then select the Browse... button to choose a folder, e.g. the Desktop and enter a filename. Select Save, then Next, then Finish.
5. Select OK on the message box. Select OK on both certificate dialogs. Close the browser completely.
6. Locate the file from step 4 in Windows Explorer, right click on it and select Install Certificate. Select Next, then the Place all certificates in the following store radio button. Select the Browse button..., and then select the Trusted Root Certification Authorities node in the root.
7. Select OK, then Next, then Finish. Click Yes on the Security Warning dialog, then OK on the message box.
8. You may delete the file created at step 4 using Windows Explorer.
9. You should now be able to browse all of the IPOCC sites using the hostname or IP address without certificate warning. Other user accounts on the same client machine will need to perform this process.

Internet Explorer

1. Browse to the **IPOCC** site. Select the Continue to this website link with the white cross on red background in the browser frame and then select the Certificate error link at right of the address bar. Select the View Certificates link.
2. Proceed as steps 2-8 above for Google Chrome.
3. You should now be able to browse all of the IPOCC sites using the hostname without warning; using the IP address will still show a certificate error in the address bar. Other user accounts on the same client machine will need to perform this process.

Mozilla Firefox

1. Browse to the **IPOCC** site. Select I understand the risks in the browser frame. Select the Add Exception... button.



2. On the dialog, select the View... button. On the second dialog, select the Details tab. Select the top, root node in the Certificate Hierarchy list to highlight the top row, then select the Export... button. Choose a folder, e.g. the Desktop and ensure the file has a .crt extension. Select Save, then select Close and Cancel on the dialogs.
3. Select Tools>Options on the menu bar, or using the icon at the right of the toolbar bar, then Options on the pop-up.
4. Select the Certificates tab, then the View Certificates button. Select the Authorities tab, then the Import... button, then browse to the file created at step 2. Select Open.
5. On the dialog, check the Trust this CA to identify web sites box, then select OK. Select Close on both dialogs. Close the browser completely.
6. You may delete the file created at step 2 using Windows Explorer.
7. You should now be able to browse all the IPOCC sites using the hostname or IP address without certificate warning. Other user accounts on the same client machine will need to perform this process.

Restoring software to previous version

See *Avaya IPOCC Maintenance Task Based Guide* for details on this procedure.

Functionality not supported and limitations

For more details see *Avaya IP Office Contact Center Reference Configuration*.

What's new

The following table lists the enhancements in IP Office Contact Center 10.1.2.0.

MRCP v2 support. Text-To-Speech and Speech Recognition is supported.
IPOCC UI over the public network is supported
Salesforce CRM plug-in support for Outbound
Salesforce CRM plug-in support for Recording control
Salesforce CRM plug-in support for Break time codes
Salesforce CRM plug-in support for Lightning Experience
WebApp support for Outbound ACD calls
Group/Topic 1:1 limitation removal
Upgrade database to PostgreSQL 9.3 to 9.6

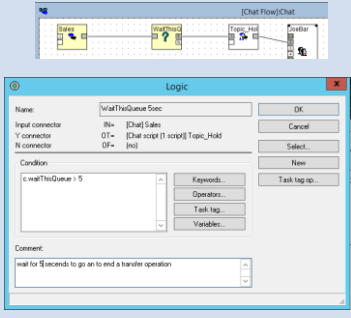
Fixes

All fixes included in the latest IPOCC 9.1 and 10.x Service Packs are included in the IPOCC 10.1.2.0 release.



Known issues and workarounds

Functional area	Visible symptoms	Workaround
Wallboard	Wallboard not working on recent versions of the Chrome and FireFox Browsers	Must run on IE only from a Windows PC (Windows 7, 8.1 or 10)
Wallboard	Silverlight crashes.	The latest plug-in version should be installed and it may be beneficial to disable Hardware acceleration in the Animation and Windows Settings dialog or to upgrade display drivers if available
Configuration Spreadsheet	The "Create Data Import" button is inactive in the configuration Excel spreadsheet	It is likely caused by a Microsoft patch from December 2014. See the following KB article: https://support.microsoft.com/kb/3025036/de?wa=wsignin1.0 . With the FixIt tool from this article, the problem can be solved.
E-Mail	Large E-Mail attachments cause several issues.	For incoming E-Mails: do not configure the max. size of an E-Mail to be greater than 10MB Agent should not attach files greater than 10MB to an outgoing e-mail. Note: depending on the network quality between client PC and IPOCC server the sending/Upload of an E-Mail can take several minutes and can also cause disconnects between UI and IPOCC server when network to slow and UI gets not result message.
Chat	WebChatDialog.Properties is overwritten after an upgrade	If changes were made manually to this file, it needs to be saved before performing an upgrade to IPOCC 10.1.1

Functional area	Visible symptoms	Workaround
Chat	Chat script not presented to customer if chat is blind transferred to a Topic	Put a delay in the task flow to allow the transfer to complete. 
Reporting	Contact Detail Report shows Connection Status as DroppedBusy even though it seems like the call was connected to an agent. This can occur when an agent ends the wrap-up time before the IP Office configured wrap-up time expires and a new call is presented to that agent.	Agent should wait 2 sec before ending IPOCC wrap-up. With the ending of the IPOCC wrap-up the taskserver clears the information about the potential active IPO wrap-up time.
Reporting	IPOCC UI can become unresponsive while generating reports.	On low specification PCs the viewer may not be able to display reports with a huge number of table rows, in this case the "Use old Report Viewer format" option in "Basic data" can be used to show the report in the older viewer.
Reporting	totTConvInt counts not accurate	A few seconds are added to this counter in conference scenarios if the agent uses Avaya Communicator for Windows or WebRTC.
Reporting	Agent created without Profile is not showing in ASR in some scenario	Assign a profile to agents
WebApp	Agent/Supervisors could experience Chrome Browser issues like Black Screen Error or Browser reporting "Aw, snap!" Or "He's dead, Jim!", or, unexpected sign-offs for the voice media when using WebRTC.	Restart the application and log back in is the simplest workaround if those issues are not seen often. Chrome Browser v57 and higher can cause those issues. Revert to version v56 of the browser

Functional area	Visible symptoms	Workaround
		<p>and disable auto-update.</p> <p>There are instructions at the following links on where to get Google Chrome version 56 and how to disable auto update:</p> <p>Version: https://www.slimjet.com/chrome/google-chrome-old-version.php</p> <p>Disable Auto-update: https://www.chromium.org/administrators/turning-off-auto-updates</p> <p>For Chromebooks user, if your current version of ChromeOS uses v57 of the Chrome Browser and you had previously have a ChromeOS version that used v56 of the Chrome Browser, it is possible to revert back to the previous ChromeOS – see http://www.samsung.com/us/support/answer/ANS00038999/ for an example on how to do that. Reminder that this is a Powerwash and all private files should be saved first.</p> <p>Alternatively, if that option is not possible, using a supported phone device instead of WebRTC will also resolve the issue.</p>
WebApp	Login when using WebRTC can fail	The port to use for WebRTC changed from 7070 to 9443 when using IP Office 10.0+.
WebApp	Spell check is not working on Web App for languages other than English	<p>Procedure for set Language in Browser for spell check</p> <ol style="list-style-type: none"> Launch browser and set language to the desired one Make sure Use this language for spell checking checkbox is enabled Now launch WebApp on browser Place a chat request to Topic, chat request should reach to Agent

Functional area	Visible symptoms	Workaround
		<p>e. Agent answer the chat and enable spell check also</p> <p>f. Make sure spell check option in browser is for the desired language</p> <p>g. Now WebApp will check spellings/grammar for the desired language</p>
WebApp	Visual Notification not working for chat on Firefox	Use Chrome or IE if Visual Notification is required for Chat.
Web Services	Connections from the Web Services to the Application Observer (callback) is failing because observer is configured to prevent SSLv2, SSLv3 and TLSv1.0 connections	<p>On the IPOCC server, run Regedit.exe and navigate to the registry key HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\IPOCC\Procrun 2.0\Tomcat_WSC\Parameters\Java</p> <p>Edit the Options multi-value string to include the line “-Dhttps.protocols=TLSv1.1,TLSv1.2” (keep all other lines), this will enable TLSv1.1 and v1.2</p> <p>Run the Services.msc panel to restart the IPOCC Tomcat WSC service, for the configuration change to take effect</p>
Installation	Some services do not start after an installation or an upgrade	If the Server where IPOCC is installed is running McAfee 10.1, disable McAfee and run a repair on the IPOCC components.
Installation	Agents cannot login after a system installation/configuration	If the system was configured for more than 1100 agents, agents can't login. Reduce the number of configured agents.
Installation	Upgrading to 10.1.2 requires running a PostgreSQL upgrade. This requires twice as much free space as the current size of the database. Freeing up space (both in the current database and on the disk maybe required)	<p>To reduce the database size:</p> <ul style="list-style-type: none"> • delete old reporting data • delete call jobs/campaigns no longer used • delete or archive and export old emails <p>To increase free disk space:</p>

Functional area	Visible symptoms	Workaround
		<ul style="list-style-type: none"> • Remove old ttrace files • remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by IPO Sync Service.EXE in folder C:\Program Files (x86)\Avaya\IP Office Contact Center\IPO Taskserver • remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by Chat Taskserver in folder C:\Program Files (x86)\Avaya\IP Office Contact Center\Chat Taskserver • remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by the addressbook components in folder C:\Program Files (x86)\Avaya\IP Office Contact Center\Addressbook Server Databaseremove old log files C3000*.log and UM*.log in C:\ProgramData\Avaya \IP Office Contact Center • remove old tomcat logs in subfolders Tomcat, TomcatWWW and WebServcie Collection in C:\ProgramData\Avaya \IPOCC • remove files in folder C:\ProgramData\WER • view all problem reports: clear all

Functional area	Visible symptoms	Workaround
		<p>problem reports</p> <ul style="list-style-type: none"> If possible in your Windows version, use the “Disk Cleanup” function in the Properties of the disk in the explorer. Make sure, that Windows system files, especially Update Cleanup are included
IPOCC UI	A telephony agent will be logged out 60 sec after first login in UI over SSH. Agents using chat can also be signed-off when using IPOCC over SSH.	This is caused by a connection check in the IPOTS to the UI, which uses not the tunnel. As workaround to avoid autologoff you can configure PBX variable IPODisableUIObservable . In Windows UI go to configuration. Create tag IPODisableUIObservable (type number), create PBX Variable IPODisableUIObservable with value 1. Restart watchdog.
IPOCC UI	Instability can be observed when IPOCC UI is used over SSH	The specifications for the client PC when using IPOCC UI over SSH are not the same as when used in a local network environment. The Client PC must have at a minimum a dual Core CPU (Single Core is the minimum required for local usage).
Backup	Backup is not working	If the database password contains special characters, backup will fail. Make sure you don't use special characters (only alphanumeric) for the database password.
Configuration Wizard	The SIP Connectivity maybe wrong	The Sip connectivity status in the Wizard may show connected, or disconnect when it is actually the opposite. This is to be ignored. After the Wizard completes and the system is rebooted, the SIP connectivity status will be accurate.
Configuration	AutoSync may not create the IP Office agents after the	Restart IP Office and IPOCC.



Functional area	Visible symptoms	Workaround
Wizard	Wizard is done.	



Languages supported

IPOCC 10.1.2 has been localized.

Language	IPOCC UI	Chrome/Web App	CRM SFDC PlugIn	CRM SAP Connector	Wallboard	Web Admin
U.S. English (en_US)	X	X	X	X	X	X
U.K English (en_GB)	X	X			X	X
German (de_DE)	X	X		X	X	X
Italian (it_IT)	X	X			X	X
Spanish (es_CO)	X	X			X	X
French (fr_FR)	X	X			X	X
Brazilian Portuguese (pt_BR)		X				

The Troubleshooting Guide, which used to be a section in the translated Maintenance Task Based Guide and the CRM Salesforce Plug-In user guide are in English only. All other documents are translated in all supported languages.

Documentation

The Task Based Guides were not updated for IPOCC 10.1.2. All the information that would normally have been included in the Task Based Guides was instead included in an Addendum document. Use the existing IPOCC 10.1.1 Task Based Guides in combination with the Addendum when managing, installing, or upgrading an IPOCC 10.1.2 system.

All documentation issues reported in previous releases have been addressed in the 10.1.2 documents, except for those reported on the Task Based Guides.

Documentation Errata

CRM Connector Deployment on IP Office Contact Center Server section

- HTTPSESSIONTIMEOUT =3600 - is the default value on CRMConnector.properties file - watchdog restart is needed only if the value is changed
- page 233 - incorrect URL. Should be https://<IP Office Contact Center Server IP Address>:28443/CRMConnector/login

Contacting support

Contact Support Checklist

If you are having trouble with IP Office Contact Center 10.1.2.0, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.



3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Finding documents on the Avaya Support website

Use this procedure to find product documentation on the Avaya Support website.

1. Use a browser to navigate to the Avaya Support website at <http://support.avaya.com/>.
2. At the top of the screen, enter your username and password and click **Login**.
3. Put your cursor over **Support by Product**.
4. Click **Documents**.
5. In the **Enter your Product Here** search box, type IP Office Contact Center.
6. Select 10.1.x from the **Choose Release** drop-down list.
7. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.
8. For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.
9. Click **Enter**.