Avaya Proactive Contact, 5.2.0.1 - Release Notes for Agent API

12th November 2018
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<th>Description</th>
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<td>First draft release notes.</td>
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<tr>
<td>September 05, 2018</td>
<td>Second draft release notes.</td>
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<tr>
<td>October 04, 2018</td>
<td>Third draft release notes.</td>
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<tr>
<td>November 12, 2018</td>
<td>Updated Material code.</td>
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Introduction

This document provides late-breaking information to supplement Avaya Proactive Contact software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at http://support.avaya.com.

Installation

Product compatibility

For the latest and most accurate compatibility information go to https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Required patches

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

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<thead>
<tr>
<th>Download ID</th>
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<th>Notes</th>
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File list

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<td>1,68,14,080 bytes</td>
<td>5.2.0.1.0.0301</td>
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Prerequisites

Hardware requirements
This section provides information on the minimum hardware requirements to support this release of Avaya Proactive Contact 5.2.0.1 Agent API.

NOTE: Avaya recommends that you have the latest updates for your Microsoft Windows systems.

Minimum system requirements for Microsoft Windows Vista SP1 Enterprise Edition
(32-bit or 64-bit Operating System):
- 1.3GHz (Dual Core) processor
- 2 GB RAM
- 2 GB free disk space
- DVD drive
- Network capable
- Microsoft Internet Explorer 8.0 or later


Microsoft Windows Vista is no longer supported by Microsoft starting from April 11, 2017, so if an issue is encountered that is due to running Vista, the only option will be to upgrade to Win 7 or higher. Please check more information on: https://support.microsoft.com/en-in/help/13853/windows-lifecycle-fact-sheet

Minimum System Requirements for Microsoft Windows 7 Enterprise Edition
(32-bit or 64-bit Operating System):
- 1.3GHz (Dual Core) processor
- 2 GB RAM
- 2 GB free disk space
- DVD drive
- Network capable
- Microsoft Internet Explorer 8.0 or later

NOTE: For additional hardware requirements to support Windows 7 Enterprise Edition, see the Microsoft website: http://windows.microsoft.com/en-IN/windows7/products/system-requirements
Minimum System Requirements for Microsoft Windows Server 2008 Enterprise version
(32-bit or 64-bit Operating System):

• 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• DVD drive
• Network capable
• Microsoft Internet Explorer 8.0 or later


Minimum system requirements for Microsoft Windows 8.1 Enterprise version
(32-bit or 64-bit Operating System):

• 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• CD/DVD drive
• Network capable
• Microsoft Internet Explorer 8.0 or later

NOTE: For additional hardware requirements to support Microsoft Windows 8.1 Enterprise version, see the Microsoft website: http://windows.microsoft.com/en-SG/windows-8/system-requirements.

Minimum system requirements for Microsoft Windows 10 Enterprise version
(32-bit or 64-bit Operating System):

• 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• CD/DVD drive
• Network capable
• Microsoft Internet Explorer 8.0 or later

NOTE: For additional hardware requirements to support Microsoft Windows 10 Enterprise version, see the Microsoft website: http://www.microsoft.com/en-gb/windows/windows-10-specifications#sysreqs.
Obtaining Avaya Proactive Contact 5.2.0.1 Agent API

You can order all CDs and DVDs for Avaya Proactive Contact 5.2.0.1 using the high-level bundle code 700513703.

There are two ways to obtain this release of Avaya Proactive Contact 5.2.0.1 Agent API:

- Ordering the installation DVD labeled Avaya Proactive Contact 5.2.0.1 Agent API, Material ID: 700514663
- Downloading the ISO file from Avaya support site and writing it to a DVD.

To download the ISO file:

2. From the top menu, click Support by Product > Downloads.
3. In the Enter the Product Name field, type Proactive Contact.
4. Select the Proactive Contact option that displays below the text box.
5. From the Choose Release drop-down box, select 5.2.x.
6. Download the Avaya Proactive Contact 5.2.0.1 Agent API ISO image.

To write the ISO file to a DVD:

1. Insert a blank writable DVD in the CD/DVD drive.
2. You can use any available DVD writing tool to write the ISO file to a DVD.
3. Wait until the DVD burning is completed.
4. Label the DVD, Avaya Proactive Contact 5.2.0.1 Agent API. Material ID: 700514663

Installation

This section describes the procedure to install Avaya Proactive Contact 5.2.0.1 Agent API.

**Note:** By default, the Avaya Proactive Contact 5.2.0.1 dialer does not preserve backward compatibility with the custom Agent application developed using Avaya Proactive Contact 5.1 Agent API.

Refer to [Avaya Proactive Contact 5.1 Agent API clients interacting with Avaya Proactive Contact 5.2.0.1 Dialer](#) in this document on how to copy the new certificates from the Avaya Proactive Contact 5.2.0.1 dialer to Agent API client systems.

Alternatively, to continue using older certificates, change the parameter **ClientCert** to **NO** in /opt/avaya/pds/config/agtSecurity.policy on the dialer. In this case, the agent server does not check the certificate of the Agent client. If the Agent client is not able to connect to the dialer even after setting ClientCert parameter to **NO**, then set the **ServerCertificate** parameter to **FALSE** in PDSAgent.ini file on the Agent client workstation.

If you have upgraded from 5.1.1 and had set ClientCert to NO in /opt/avaya/pds/config/agtSecurity.policy on the dialer prior to the upgrade, then you will again have to set ClientCert to NO in /opt/avaya/pds/config/agtSecurity.policy on the dialer after upgrade.

The user is responsible for all security risks and concerns arising out of using older certificates.

Pre-installation procedure

None
Upgrade procedure
If you are upgrading from any previous version of Avaya Proactive Contact Agent API, then you must first uninstall the previous version of Agent API. To uninstall the Agent API, follow the uninstallation procedure described in the Uninstalling Agent API section.

NOTE: You must upgrade the custom applications to use the new features or modifications in the latest Agent API.

Installation procedure
To install Avaya Proactive Contact 5.2.0.1 Agent API:

1. Log in to the computer with the local administrator privileges.
2. Insert the Avaya Proactive Contact 5.2.0.1 Agent API installation CD in the CD/DVD drive of the desktop.
   
   **NOTE:** If you are trying to install Avaya Proactive Contact 5.2.0.1 Agent API on a remote desktop, then copy the setup.exe to the target local drive and then continue with the installation procedure.

4. In the Welcome screen, click Next.
5. On the License Agreement page, select I accept the terms of the license agreement.
6. Click Next.
7. In the Choose Destination Location screen, click Next.
8. In the Setup Type screen, click Next.
9. In the Start Copying files screen, click Next.
10. Click Finish.

Avaya Proactive Contact 5.1 Agent API clients interacting with Avaya Proactive Contact 5.2.0.1 Dialer
Agent API client certificates need to be updated to connect to Avaya Proactive Contact 5.2.0.1 dialer. Certificates can be obtained from Avaya Proactive Contact 5.2.0.1 dialer.

11. Close any running Agent API client application.
12. Take a backup of the existing key/certificates files.
13. Copy the key/certificate files from dialer available under “/opt/avaya/pds/openssl/SHA2/” to the location where your Agent API client certificates are present.
   
   **NOTE:** The files corresponding to agentClient_key.pem and agentClient_cert.pem (or whatever names are present as a result of somebody changing the name in %WINDIR%\moagent32.ini configuration file) on the Dialer are named as agent_key.pem and agent_cert.pem respectively.

Enhancements
In Avaya Proactive Contact 5.2.0.1, the following enhancements have been done for Agent API:
Fixes

The following table is list of fixes

<table>
<thead>
<tr>
<th>JIRA Number</th>
<th>SR/PEA ID</th>
<th>Minimum Conditions</th>
<th>Visible symptoms</th>
<th>Release found in</th>
<th>Release fixed in</th>
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<tbody>
<tr>
<td>PC-5930</td>
<td>1-6CJVCGB</td>
<td>5.1.3</td>
<td>[SPLIT:5.2.1] When sending message with AGTSendMessage, if the content contains &quot;)&quot;, the send fails.</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
</tbody>
</table>
Uninstalling Agent API

To uninstall Avaya Proactive Contact 5.2.0.1 Agent API:

14. Go to Start > Settings > Control Panel.
15. Double-click Add/Remove Programs.
   For Windows Vista, Windows 7 Enterprise, and Windows 8.1 Enterprise, click Programs and Features.
16. Select the current product and click Change/Remove.
   For Windows Vista, Windows 7 Enterprise and Windows 8.1 Enterprise, click Uninstall/Change.
17. Follow the on-screen instructions.

Click Finish when the system displays the Uninstall Complete message on the screen

Languages supported

- English

Contacting support

If you face any issues with Avaya Proactive Contact, 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:

2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support website.

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

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.