Avaya Proactive Contact, 5.2.0.1 - Release Notes for Dialer and Database

12th November 2018
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# Appendix 1: Support for Avaya Proactive Contact Interoperability

## Document changes

- New features and enhancements.
- Bug fixes.

## Introduction

Overview of the product change.

## Caution

- New installation requirements.
- Compatibility issues.

## Installation

1. Uninstall any previous versions.
2. Install the new version.
3. Configure as per instructions.

## Contents

- Parameters in the master.cfg file
- Fixes
- Known issues and workarounds
- List of RHSA's fixed in this release
- List of CVEs fixed in this release
- Languages supported
- Contacting support
  - Contact Support Checklist
  - Contact Support Tasks
- Appendix 1: Support for Avaya Proactive Contact Interoperability
- Appendix 2: Changing boot order if you install dialer from USB device
- Appendix 3: Configuring RAID 5 on HP DL 360p G8

## Fixing Known Issues

- Use the `master.cfg` file to configure.
- Apply the latest patches.

## What's New

- Enhanced functionality.
- New integrations.

## Backing up the software

- Use the backup function.
- Store backups in a secure location.

## Starting up the dialer processes

- Follow the startup procedure.
- Monitor the process for errors.

## Obtaining Avaya Proactive Contact 5.2.0.1 Dialer and Database

- Visit the Avaya website.
- Download the latest version.

## File list

- List of files included in the release.
- Dependencies and their versions.

## Required patches

- List of patches necessary for the new release.
- Apply patches in order.

## Product compatibility

- Check the compatibility matrix.
- Ensure all components are supported.

## Contact Support Checklist

- Review the checklist for troubleshooting.
- Contact support if issues persist.

## Appendix 2: Changing boot order if you install dialer from USB device

- Enter BIOS settings.
- Set boot order.

## Appendix 3: Configuring RAID 5 on HP DL 360p G8

- Configure RAID 5 settings.
- Test the configuration.

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**Contact Support Checklist**

- Check for errors in the logs.
- Test the system thoroughly.
- Report any issues to support.

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Document changes

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<th>Description</th>
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<td>August 16, 2018</td>
<td>Updated the latest build details.</td>
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<tr>
<td>September 05, 2018</td>
<td>Updated the latest build details.</td>
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<tr>
<td>October 4, 2018</td>
<td>Updated the latest build details and added new feature details.</td>
</tr>
<tr>
<td>November 12, 2018</td>
<td>Updated Material code and new feature overview.</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.

Caution

Read the release notes carefully before proceeding. Reference all applicable release notes.

The Avaya OFCOM feature is not approved for use in the Proactive Contact CTI Dialer (Soft Dialer). If the OFCOM feature is enabled in the customer’s Proactive Contact CTI Dialer (Soft Dialer), it will be subject to the Support Limitations and Exclusions contained in the applicable Service Agreement Supplement, and Avaya will have no obligation to support, diagnose or correct problems caused by or associated with the OFCOM feature.

Installation

Product compatibility

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

Required patches

<table>
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<th>Patch</th>
<th>Notes</th>
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File list

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Obtaining Avaya Proactive Contact 5.2.0.1 Dialer and Database

To order all CDs and DVDs for Avaya Proactive Contact 5.2.0.1, you can use the high-level bundle code 700513703

There are two ways to obtain the current release of Avaya Proactive Contact Dialer and Database:

1. Order the installation DVD labeled Avaya Proactive Contact 5.2.0.1 Dialer and Database, Material ID 700514662
2. Download the ISO image from Avaya Support site and write the image on a DVD.
   You can also copy the ISO image to the server using FTP or a USB device, and then mount the image.

To download the ISO image:

2. From the top menu, click Support by Product > Downloads
3. In the Enter Product Name field, type Proactive Contact.
4. Click the Proactive Contact option that displays under the Enter Product Name field.
5. In the Choose Release drop-down list, click 5.2.x.
6. Download the Avaya Proactive Contact 5.2.0.1 Dialer and Database ISO image.

To write the ISO image on 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 as Avaya Proactive Contact 5.2.0.1 Dialer and Database, Material ID 700514662

To copy and mount the ISO image using FTP:

1. To copy the downloaded ISO image to a remote dialer, use any FTP application.
2. Specify the IP address of the Dialer where you want to copy the ISO image and connect to the Dialer using an FTP application.
3. Copy the ISO image to a location on the Dialer that has enough disk space to accommodate the image.
   NOTE: Ensure that you have the write permissions to the location where you copy the ISO image.
4. To mount the ISO image on the Dialer, log on to the Dialer as sroot user.
5. Using the cd command, go to the location where you have copied the ISO image.
6. Use the following command to mount the ISO image: mount -o loop <Name of the ISO image>.iso /mnt/cdrom/
   In this case, /mnt/cdrom/ is the directory where you want to mount the ISO image.

To copy and mount the ISO image using USB device
1. Log on to the Dialer as sroot user.
2. Type fdisk -l to view a list of drives. Usually, the USB drive is displayed as /dev/sda or /dev/sda1 in the list.
3. Use the following command to create a directory named USB on the Dialer machine:
   ```
   mkdir /mnt/USB
   ```
4. Use the following command to mount the USB drive:
   ```
   mount /dev/<device name> /mnt/USB
   ```
   For example: `mount /dev/sda1 /mnt/USB`
5. Copy the ISO image from the USB drive to the system that has a minimum of 3 GB of free space.
6. Use the following command to mount the ISO image:
   ```
   mount -o loop <Name of the ISO image>.iso /mnt/cdrom/
   ```
   In this case, /mnt/cdrom/ is the directory where you want to mount the ISO image.
7. Unmount and remove the USB drive from the system after copying the ISO image to the system.

**Backing up the software**

Before upgrading to Avaya Proactive Contact 5.2.0.1 Dialer and Database, you must take Mondo backup onto DVD media. This will stop all dialer processes. You must take a backup of specific files such as pdscontrol and mtscontrol.

**Taking Mondo Backup**

**NOTE:** Mondo backup does not back up the /proc, /sys, and /tmp directories, and removable media such as /mnt/floppy, /mnt/cdrom. If you have important data in any of these locations, ensure that you copy or back up the data to a location other than the locations mentioned above. Also, to conserve space and time, system cleanup of any unused archives may be advisable.

To take Mondo backup:

1. Log in to the dialer as sysadm user.
2. From the menu, type 3 to select the Back up, restore, and verify option.
3. From the menu, type 2 to select the Local back up, restore, and verify option.
4. From the menu, type 12 to select the Create bootable backup option.
5. The system displays the following message:
   ```
   If you continue, all the PDS processes will be shut down while taking bootable backup. After completion of bootable backup, all the PDS processes will be started back up. If you want to continue and shut down all processes you must enter the word 'continue' here.
   ```
6. Type Continue.
   The dialer, midtier processes, and database are shut down.
7. When prompted, insert a blank DVD into the DVD drive and select the DVD option from the menu.
After the Mondo backup completes, the system displays the following message:
Would you like to start all processes?
8. Type n to exit without starting the dialer processes.

Stopping dialer processes
1. Log in to the dialer as an admin user.
2. Run the following commands to check the current status of the dialer processes:
   - check_pds
   - check_mts
   - check_db
3. Run the following commands if the dialer processes are running:
   - stop_pds
   - stop_mts
   - stop_db

NOTE: In case of secondary dialer in a pod, run only the stop_pds command.

Taking file backups:
1. Log in to the dialer as sroot user.
2. Run the following commands to take backup:
   - cp –p /opt/avaya/pds/shell/pdscontrol /home/admin/pdscontrol
   - cp –p /opt/avaya/pds/shell/mtscontrol /home/admin/mtscontrol
   - cp –p /opt/Avaya/pds/shell/clear_all /home/admin/clear_all
   - cp –p /opt/avaya/pds/imon/apache-tomcat-6.0.29/webapps/WebLM/licenses/licensefilename.xml
     /home/admin/licensefilename.xml

NOTE: The license file name is arbitrary. Backup the file with the existing filename. If you are updating from an earlier Proactive Contact 5.x version, the Tomcat version might be older. Adjust the path for the version as required.

Installing the release
Sequence of installation
1) Perform the dialer/database upgrade.
2) Upgrade Supervisor and Agent client software.

Product compatibility
Avaya Proactive Contact 5.2.0.1 Dialer is supported on the following servers:
- IBM x3650 M2
- HP DL 360 G7
HP DL 360 G8
HP DL 360 G9 running AVP
Customer provisioned Virtual Machine

Avaya Proactive Contact 5.2.0.1 Dialer does not support HP GL 385 G2 and G5 hardware. Customers who are using HP GL 385 G2 and G5 hardware might not be able use the new features introduced in Avaya Proactive Contact 5.2.0.1 Dialer. However, customers can continue to work with the capacities and features available in their existing systems.

Prerequisites:
LDAP is mandatory for all Avaya Proactive Contact 5.2.0.1 dialers. This includes the standalone and the podded dialers. The dialer installer script of build-1 does not install LDAP.

NOTE: The time zone selected during the Operating System installation overrides the default master.cfg setting for the TZ parameter.

Installing Avaya Proactive Contact 5.2.0.1 Dialer and Database on a fresh system:

Fresh (New) installation of PC-5.2.0.1 is not supported

Upgrading to Avaya Proactive Contact 5.2.0.1 Dialer and Database

Upgrade to Avaya Proactive Contact 5.2.0.1 is only supported from one of the following builds:
  • Avaya Proactive Contact 5.2.0 GA Build: 5.2.0.0.1101

NOTE: Ensure that the maintenance cycles are not run through cron during the upgrade process. Ensure that pds, mts, and db maintenance are run before performing the following steps:

1. Log in to the dialer as sroot user.
2. Insert the Dialer installation DVD in the DVD drive of the dialer.
3. Mount the DVD using the following command: mount /mnt/cdrom cd /mnt/cdrom
   NOTE: If you already mounted the ISO image using FTP or using a USB drive, then you need not run the mount command again.
4. Run the PC5.2.0.1_Installer script using the following command : (ensure that all process are stopped and ensure that Mondo backup was taken)
   . /PC5.2.0.1_Installer

Avaya Proactive Contact 5.2.0.1 Installer updates the following components in the order as listed:

  o   Dialer
  o   Midtier
After the installation of Avaya Proactive Contact 5.2.0.1 completes, the installer performs the verification of all the packages. The following messages are displayed:

DialerMidtier_PostInstall configuration ends...
Creating tmp directory under path /opt/avaya/pds/imon
Changing the edt files ...
Updated Job edt configuration

Running post-install verification..

.Dialer Post-install verification OK..
.Dialer Post-install verification OK..
Verifying Oracle 11g..

Oracle 11g Installation verified OK..
Syslog-NG running OK.
Dynamic logging verified OK.

Stopping database..

Installation verification complete..

After the successful verification, the system reboots automatically within one minute.

5. After reboot, execute the following commands to remove the Dialer DVD from the Linux Machine:
   cd /
eject

6. Perform the post-installation procedures as described in the Post-Installation section.

Post-Installation Procedure

After installing Avaya Proactive Contact 5.2.0.1 Dialer, verify the Dialer version.

To verify the Dialer version:

1. Log in to the dialer as an admin user.
2. Check whether the version of Avaya Proactive Contact 5.2.0.1 Dialer is 5.2.0.1.0.0301

Clear the old archive files

1. Run clear_all script to clear the old archives files

Scheduling a db_mgr task:

Scheduling a db_mgr task using Supervisor Editor Scheduler, results in a correct configuration in crontab under
Supervisor section. For the manual section of the crontab, ensure that any db_mgr entry is accompanied by the "backup" argument.

Turning on/off the SSL:

Perform this procedure if SSL was turned off in the Avaya Proactive Contact system:

1. Log in to the dialer as sroot.
2. Run the following command: ssl_conf

**Starting up the dialer processes**

To start up the dialer processes:

1. Start the database by running the following commands as an admin user on the primary dialer:
   
   start_db  
   check_db

2. Verify that all the database processes are running.

3. Run the Mid-Tier software by running the following commands on the primary dialer:
   
   start_mts  
   check_mts

4. Verify that all the Mid-Tier processes are running.

5. Start the dialer software by running the following commands on the primary dialer:
   
   start_pds  
   check_pds

6. Run the following commands on the secondary dialer:
   
   start_pds  
   check_pds

7. Verify that all the dialer processes are running.

After performing the post-installation procedure, you can start using the system.

For information about patches and product updates, see the Avaya Technical Support website https://support.avaya.com.

**What’s new**

**AES Geo Redundant High Availability (GRHA)**

**Overview**

PC 5.2.0.1 supports GRHA feature of AES 8.0. GRHA is a high availability solution for AES that works across two datacentres with a pair of servers connected over a routable network. When the standby AES server is activated, AES will start providing service approximately a minute after the failure detection interval is over.
However, all AES clients have to re-establish all monitors/registrations as if they are working with an AES server that just came up after a reboot.

GRHA can be configured on AES where a client can connect to an AES virtual IP. Connection of the Proactive Contact TSAPI client to the AES virtual IP means that if connection were to fail with one AES, the client could connect to an alternate. For this sort of connection, for a connection failure, the APC TSAPI client will re-spawn connections to the AES until it connects.

Configuration

- Configuration on AES GRHA-
  - Refer the AES documentation “Administering Avaya Aura Application Enablement Services”.

- Configuration on Dialer-
  - The only change required on Dialer to work with AES GRHA setup is the use of AES virtual IP in /opt/avaya/pab/config/.tslibrc file instead of IP of standalone AES server.
  - If both the AES servers are using different certificates then both need to be imported on the Dialer in /opt/mvap/tsapi/client/certs/CA/avayaprca.pem.

Aura 8.0 support

Communication Manager 8.0, Avaya Enablement Services 8.0 and CC Elite 8.0 will be supported with PC-5.2.0.1 release.

Known issues

Parameters in the master.cfg file

In Avaya Proactive Contact 5.2.0.1, the following new parameters are introduced in the master.cfg file:

- IPC_SEND_RETRY_COUNT:0
  A new parameter IPC_SEND_RETRY_COUNT is added into master.cfg file in order to configure how many times porter will try to send message to Caller process

- NOTIFY_UNIT_EXHAUSTED:NO
  A new parameter NOTIFY_UNIT_EXHAUSTED is added in master.cfg file in order to enable or disable unit exhausted notification to agents in case of non infinite multiple units job.

- OPMON_START_DELAY:0
  A new parameter OPMON_START_DELAY is added in master.cfg file in order to start the opmon process after the swift_ct and AES connectivity is up. The user can configure the time delay when required.
## Fixes

The following table lists the fixes in this release.

<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>
</tr>
</thead>
<tbody>
<tr>
<td>PC-5942</td>
<td>1-6CI80TA, 1-6DBD252, 1-6E063IC</td>
<td>5.1.2</td>
<td>[CFD] Hung job, could not shut down, Caller busy - could not process GCC signals from different porters</td>
<td>5.1.2</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5950</td>
<td>1-6CI80TA, 1-6DBD252, 1-6E063IC</td>
<td>5.1.2</td>
<td>Hung job, could not shut down, Agent terminated session improperly during call transfer.</td>
<td>5.1.2</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5939</td>
<td>1-65NS2CY</td>
<td>5.1.2</td>
<td>[SPLIT:5.2.1] operator process unable to send OPDIED due to signal handler being invoked twice simultaneously preventing the job from shutting down normally</td>
<td>5.1.2</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5943</td>
<td>1-6CQD8T1</td>
<td>5.1.2</td>
<td>[CFD] Hung job, could not shut down, Operator unable to send NOPCOMP</td>
<td>5.1.2</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5949</td>
<td></td>
<td>5.1.2</td>
<td>Agent recvd LOGOUTOK from a job other than the one the agent was working on.</td>
<td>5.1.2</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5992</td>
<td></td>
<td>5.1.3</td>
<td>Agents not receiving unit end notification on non-infinite job if agent is login to Multiple Units.</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5934</td>
<td>1-6806NQP</td>
<td>5.1.3</td>
<td>[SPLIT:5.2.1] [CFD] sysadm and system users missing from the database after migration</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5956</td>
<td>1-6CP3T9Q</td>
<td>5.1.1</td>
<td>[CFD] ACD Agents unable to take break on cruise control job</td>
<td>5.1.1, 5.1.3, 5.2</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5966</td>
<td></td>
<td>5.1.3</td>
<td>Agents not receiving unit end notifications on non-infinite job</td>
<td>5.1.3, 5.2.0</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-3812</td>
<td>1-67HRKM2</td>
<td>5.1.3</td>
<td>jobmon shows very high elapsed time for Idle states</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
</tbody>
</table>
## Known issues and workarounds

<table>
<thead>
<tr>
<th>ID</th>
<th>Minimum conditions</th>
<th>Workaround (if any)/Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC-5988</td>
<td>If there are inbound calls in queue when the CTI link goes down; and these inbound calls are handled and released before the CTI link is restored, the Dialer does not seem to get the updated events regarding the status of the inbound queue. It releases the outbound agents to handle inbound calls even when there are no calls in queue.</td>
<td>Note: The issues have been observed when link between Dialer and AES is lost and restored after sometime. These issues occur irrespective of connection to IP of standalone AES server or use of virtual IP of an AES GRHA setup.</td>
</tr>
<tr>
<td>PC-5982</td>
<td>ACD agents are forced to go into break after finishing their current calls when the CTI link goes down. Once the CTI link is restored, these agents cannot go off break with the following error message - “Softdialer link is down. Please wait AES connection is restored”.</td>
<td>Note: The issues have been observed when link between Dialer and AES is lost and restored after sometime. These issues occur irrespective of connection to IP of standalone AES server or use of virtual IP of an AES GRHA setup.</td>
</tr>
<tr>
<td>PC-5981</td>
<td>If PC agent is on outbound call and CTI link goes down, during this switch over time if agent releases and finishes a record then the Dialer will continue to dial. However, since the link is down all the calls made will fail and as a result these records would get skipped. Once the CTI link is restore, dialling will continue with the pending records to be dialled.</td>
<td>Note: The issues have been observed when link between Dialer and AES is lost and restored after sometime. These issues occur irrespective of connection to IP of standalone AES server or use of virtual IP of an AES GRHA setup.</td>
</tr>
</tbody>
</table>

## List of RHSA’s fixed in this release

## List of CVEs fixed in this release

## Languages supported

<table>
<thead>
<tr>
<th>Language</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>Simplified Chinese</td>
</tr>
<tr>
<td>French</td>
<td>Korean</td>
</tr>
<tr>
<td>German</td>
<td>Portuguese for Brazil</td>
</tr>
<tr>
<td>Italian</td>
<td>Russian</td>
</tr>
<tr>
<td>Japanese</td>
<td>Spanish</td>
</tr>
</tbody>
</table>
Contacting support

Contact Support Checklist
If you are having trouble with Avaya Proactive Contact you must:

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

- Log in to the Avaya Technical Support website: [https://support.avaya.com](https://support.avaya.com).
- 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.
Appendix

Appendix 1: Support for Avaya Proactive Contact Interoperability

This appendix includes information related to the interoperability versions of various products supported with Avaya Proactive Contact 5.2.0.1 Dialer.

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

Appendix 2: Changing boot order if you install dialer from USB device

If you install the dialer from USB, then at the mandatory reboot after the Dialer installation, the server fails to boot up and displays a message regarding illegal op-code. To avoid this issue, you must change the boot order.

To change the Boot order:

1. When the server is booting up, press F9 to enter the BIOS setup.
2. Navigate to the Boot Sequence section.
3. Select Hard Disk and move it up in the list to display it above the USB devices option.
4. Ensure that the CD/DVD option is the first priority in the boot sequence.

Appendix 3: Configuring RAID 5 on HP DL 360p G8

By default HP DL 360p G8 server comes with RAID 1 configuration.

Perform the following steps before configuring RAID 5:

1. Log in to the freshly installed Avaya Proactive Contact 5.2.0.1 dialer as sysadm user.
2. From the menu, type 3 to select Back up, restore, and verify.
3. From the menu, type 2 to select Local back up, restore, and verify.
4. From the menu, type 12 to select Create bootable backup.
   The system displays the following message:
   If you continue, all the PDS processes will be shut down while taking bootable backup. After completion of bootable backup, all the PDS processes will be started back up. If you want to continue and shut down all processes you must enter the word 'continue' here.
5. Type Continue.
   The dialer, midtier processes, and database are shut down.
6. When prompted, insert a blank DVD into the DVD drive and select the DVD option from the menu. After the backup is completed, the system displays the following message:

Would you like to start all processes?

7. Type y to start the dialer processes.

8. Configure RAID 5 on HP DL 360p G8 server after the backup process is completed.

9. After the HP DL 360p G8 server is configured with RAID 5, insert the backup DVD created in the previous steps and reboot the system.

10. At the prompt, type nuke and press Enter. After the restore is complete the system will have RAID 5 with increased disk space.