Avaya Proactive Contact, 5.2.0.1 - Release Notes for Avaya Proactive Contact Supervisor

12th November 2018
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Document changes

<table>
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<th>Description</th>
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<td>August 16, 2018</td>
<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 notes.</td>
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Introduction

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

Installation

Product compatibility

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

Required patches

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

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

<table>
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<th>Filename</th>
<th>Modification time stamp</th>
<th>File size</th>
<th>Version number</th>
</tr>
</thead>
<tbody>
<tr>
<td>APCS supervisor.iso</td>
<td>Thursday, October 04, 2018</td>
<td>96,02,06,848 bytes</td>
<td>5.2.0.1.0.0301</td>
</tr>
</tbody>
</table>
Prerequisite

Hardware requirements
This section provides information on the minimum hardware requirements for Avaya Proactive Contact 5.2.0.1 Supervisor and the associated mid-tier software components:

**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
- 4 GB RAM
- 2 GB free disk space
- DVD drive
- Network capable

**NOTE:** For additional hardware requirements to support Vista, see the Microsoft website: [http://technet.microsoft.com/en-us/library/cc507845.aspx](http://technet.microsoft.com/en-us/library/cc507845.aspx)

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](https://support.microsoft.com/en-in/help/13853/windows-lifecycle-fact-sheet)

**Minimum system requirements for Microsoft Windows 7 SP1 Enterprise Edition**
(32-bit or 64-bit Operating System):
- 1.3GHz (Dual Core) processor
- 4 GB RAM
- 2 GB free disk space
- DVD drive
- Network capable

**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](http://windows.microsoft.com/en-IN/windows7/products/system-requirements)

**Minimum system requirements for Microsoft Windows Server 2008 SP2 Enterprise version**
(32-bit or 64-bit Operating System):
- 1.3GHz (Dual Core) processor
Minimum system requirements for Microsoft Windows 8.1 Enterprise version
(32-bit or 64-bit Operating System):
• 1.3GHz (Dual Core) processor
• 4 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 Microsoft Windows 8.1 Enterprise version, see the Microsoft website at 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
• 4 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 Microsoft Windows 10 Enterprise version, see the Microsoft website at https://technet.microsoft.com/en-US/windows/dn798752.aspx

Obtaining Avaya Proactive Contact 5.2.0.1 Supervisor
You can order all the 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 Supervisor:
• Ordering the installation DVD labeled as Avaya Proactive Contact 5.2.0.1 Supervisor, Material ID: 700514665
• Downloading the ISO file from Avaya Support site and writing it to a DVD.
To download the ISO file:

1. Go to Avaya Support site: [http://www.avaya.com/support](http://www.avaya.com/support)
2. From the top menu, click **Support by Product > Downloads**.
3. In the **Enter Product Name** field, type **Proactive Contact**.
4. Select the **Proactive Contact** option that appears below the field.
5. From the **Choose Release** drop-down box, select **5.2.x**.
6. Download the Avaya Proactive Contact 5.2.0.1 Supervisor ISO image.

To write the ISO file to a DVD:

1. Insert a blank writable DVD in the 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 Supervisor. Material ID: **700514665**
Installation

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

Backward Compatibility

NOTE: This is not recommended by Avaya, but still if you enable backward compatibility, the Supervisor applications running on Avaya Proactive Contact 5.1, Avaya Proactive Contact 5.1.1, Avaya Proactive Contact 5.1.2, Avaya Proactive Contact 5.1.3 and Avaya Proactive Contact 5.2 can connect to the Avaya Proactive Contact 5.2.0.1 dialer. As a result, the customers can upgrade the application in batches. However, the user is responsible for all security risks and concerns arising out while upgrading the application in batches.

By default, the Avaya Proactive Contact 5.2.0.1 dialer does not preserve backward compatibility with the Avaya Proactive Contact 5.1 Supervisor, Avaya Proactive Contact 5.1.1 Supervisor, Avaya Proactive Contact 5.1.2 Supervisor and Avaya Proactive Contact 5.1.3. To enable backward compatibility for both, disable TLS in the dialer.

For Avaya Proactive Contact 5.1 Supervisor:

To enable backward compatibility for Avaya Proactive Contact 5.1 Supervisor, change the `master.cfg` parameter `RSA_SHA_CERTS` to NO on the dialer and restart the mid-tier and pds processes. All mid-tier and dialer processes will use old certificates and Avaya Proactive Contact 5.1 Supervisor will be able to connect to the dialer. However, the user is responsible for all security risks and concerns arising out of the same.

Avaya Proactive Contact 5.1.2 Supervisor application will not be able to connect to the dialer when the `RSA_SHA_CERTS` parameter is set to NO in the master.cfg file.

If the `RSA_SHA_CERTS` parameter is set to YES, which is also the default value, then all the supervisors will be required to upgrade to Avaya Proactive Contact 5.1.2 Supervisor.

For Avaya Proactive Contact 5.1.1, 5.1.2 and 5.1.3 Supervisor:

The TLS configuration in PC 5.2.0.1 dialer needs to be changed for 5.1.2 and 5.1.3 Supervisor communication with 5.2.0.1 Dialer.

The TLS configuration in PC 5.2.0.1 dialer can be changed as below.

1. Perform stop_pds, stop_mts, stop_db in Dialer system
2. Run sysadm menu -> Administrative tasks -> Configure SSL/TLS and Ciphers -> Configure SSL/TLS
3. Provide value to both `CORE_SSL_METHOD` and `SERVICE_SSL_METHOD` to SSLv23
4. Perform start_db; start_mts; start_pds

The configuration in supervisor application (PC 5.1.2 or 5.1.3) also needs to be changed in order to connect the PC 5.2.0.1 dialer.

Comment out `SSL_CIPHER_SUITES` line in sqlnet.ora file located in `%SQL_PATH%` directory in supervisor application system.
Dependency matrix

Using Avaya Proactive Contact 5.2.0.1 Supervisor, you can optionally skip installation of third-party components, viz. Oracle Instant Client, Microsoft .NET Framework, or SAP Crystal Reports Runtime Engine. For example, if your system already has a version of Oracle Instant Client, then you can skip installation of Oracle Instant Client in Supervisor setup.

If you skip the installation of a third-party component, then the application dependent on that component is not installed.

For example, the Analyst application is installed along with the following components:

- Oracle Instant Client
- SAP Crystal Reports Runtime Engine

The following table provides information about the dependencies of the Supervisor applications on these components.

<table>
<thead>
<tr>
<th>Applications/Components</th>
<th>Microsoft .NET Framework</th>
<th>Oracle Instant Client</th>
<th>SAP Crystal Reports Runtime Engine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyst</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Role Editor</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Monitor and Monitor Alerts</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**NOTE:** The rest of the applications like Editor and Health Manager are not affected by choice of third-party components and will be installed unless explicitly unselected by the user.

Pre-installation procedure

This section describes the steps that you must perform before installing Avaya Proactive Contact 5.2.0.1 Supervisor.

Ensure that you perform the following before proceeding with the installation procedure:

- Add all the dialers host names and the IP addresses in the hosts file on the Microsoft Windows computer.
  
  The hosts file is located at: %SYSTEMROOT%\system32\drivers\etc\

- Ensure that you have the write permission to update the above file for Windows Vista and above OS, non-admin systems.

Upgrade procedure

**NOTE:** If you are upgrading from an earlier version than Avaya Proactive Contact 4.2 Supervisor, then disable the antivirus, if any.

To upgrade from a previous version of Avaya Proactive Contact Supervisor:

1. Log in to the computer with Administrator privileges.
2. Insert the installation DVD in the DVD drive.
3. Run Setup.exe program located in the root directory of the Supervisor DVD.
   
   If Microsoft .NET Framework 4.0 Full is not installed on your computer by default, then you receive the following message:

   Avaya Proactive Contact Supervisor 5.2.0.1 requires the following items to be installed on your computer. Click Install to begin installing these requirements.

4. If you do not get any message related to the Microsoft .NET framework, then it indicates that you have already installed the Microsoft .NET framework. In that case, continue from Step 10.
5. Click Install.
The following message is displayed:

Avaya Proactive Contact Supervisor 5.2.0.1 optionally uses Microsoft .NET Framework 4.0 Full. Would you like to install it now?

6. Click No if you do not want to install Microsoft .NET Framework.

   NOTE: The Role Editor and Analyst applications cannot be installed if Microsoft .NET framework is not installed.

7. Click Yes to install Microsoft .NET framework. This starts the installation of Microsoft .NET Framework 4.0 Full. Windows Installer 3.1 or Windows Installer 4.5 and Windows Imaging Component are automatically installed if they are not installed on your computer as dependencies of Microsoft .NET Framework.

   After .NET framework installation, if you need to restart the computer before continuing with the rest of the installation, the following message is displayed:

   A reboot is required for installation of Avaya Proactive Contact Supervisor 5.2.0.1 to proceed further. Click Yes to restart now or No if you plan to restart later.

8. Click Yes.

9. After the computer restarts, the setup automatically resumes installation.

   If the setup does not automatically resume either because disk is on a network path or for some other reason, run Setup.exe again.

10. The installer automatically detects for a previous version of the Supervisor application. If it detects any previous version, the installer displays the following prompt:

    Setup has found an earlier version of Avaya Proactive Contact Supervisor installed on your machine. Before proceeding with the installation, it is necessary to uninstall the older version. Do you want to do it now?

11. Click Yes. The setup uninstalls the previous version of the software.

12. In the Welcome screen, click Next.

13. On the License Agreement screen, select I accept the terms of the license agreement.

14. Click Next.

15. In the Choose Destination Location screen, click Next.

   In 64-bit platform, the path to destination location must not have special characters.

16. In the Select Features screen, unselect any feature that you may choose not to install, click Next.

17. Select the language in which the Avaya Proactive Contact Supervisor should run.

18. Click Next.

19. In the Start Copying files screen, click Next.

   If Database application, which installs Oracle 11g instant client, is selected and the setup detects any environment variable settings related to Oracle, it requests confirmation:

   Setup has detected Oracle client environment settings. This setup will overwrite any existing environment variables related to Oracle. Do you want to continue?

   This happens when a version of Oracle client already installed on the system uses the same environment settings as that of the Oracle client that comes with Supervisor. Another instance can be when the previous version of Supervisor has not uninstalled the settings.

20. To overwrite any earlier settings, click Yes.

   If Analyst application was selected in Select Features screen, setup also installs SAP Crystal Reports Runtime Engine.
After the installation is complete, a message prompts you to open Health Manager.

21. Click OK.

22. On the Finish page, you can select whether to restart your computer now or later. Choose whichever is appropriate and click Finish.

23. After the upgrade completes, follow the instructions present in the post installation section.

**Installation procedure**

This section describes the steps to install Avaya Proactive Contact 5.2.0.1 Supervisor. This procedure installs the Mid-Tier software, Health Manager, Role Editor, and all Avaya Proactive Contact Supervisor applications.

24. Log in to the computer with the Administrator privileges to install Avaya Proactive Contact 5.2 Supervisor.

25. Insert the Supervisor installation DVD in the DVD drive.

26. Run Setup.exe program located in the root directory of the Supervisor DVD.

   If Microsoft .NET Framework 4.0 Full is not installed on your computer by default, then you receive the following message.

   Avaya Proactive Contact Supervisor 5.2.0.1 requires the following items to be installed on your computer. Click Install to begin installing these requirements.

   If you do not get any message related to the Microsoft .NET framework, then it indicates that you have already installed the Microsoft .NET framework. In that case, continue from Step 11.

27. Click Install.

   The system displays the following message:

   Avaya Proactive Contact Supervisor 5.2.0.1 optionally uses Microsoft .NET Framework 4.0 Full. Would you like to install it now?

28. Click No if you do not want to install Microsoft .NET Framework.

   **NOTE:** The Role Editor and Analyst applications cannot be installed if Microsoft .NET framework is not installed.

29. Click Yes to install Microsoft .NET framework instead.

   This starts the installation of Microsoft .NET Framework 4.0 Full. Windows Installer 3.1 or Windows Installer 4.5 and Windows Imaging Component are automatically installed if they are not installed on your computer as dependencies of Microsoft .NET Framework.

30. After .NET framework installation, if you need to restart the computer before continuing with the rest of the installation, the system displays the following message:

   A reboot is required for installation of Avaya Proactive Contact Supervisor 5.2.0.1 to proceed further. Click Yes to restart now or No if you plan to restart later.

31. Click Yes.

32. After the computer restarts, the setup automatically resumes installation.

33. If the setup does not automatically resume either because disk is on a network path or for some other reason, run Setup.exe again.

34. In the Welcome screen, click Next.

35. On the License Agreement screen, select I accept the terms of the license agreement.

36. Click Next.
37. In the Choose Destination Location screen, click Next. In 64-bit platform, the path to destination location must not have special characters.

38. In the Select Features screen, unselect any feature that you may choose not to install, click Next.

39. Select the language in which the Avaya Proactive Contact Supervisor should run.

40. Click Next.

41. In the Start Copying files screen, click Next.

42. If Database applications, which installs Oracle 11g instant client, is selected and the setup detects any environment variable settings related to Oracle, it requests confirmation:

   Setup has detected Oracle client environment settings. This setup will overwrite any existing environment variables related to Oracle. Do you want to continue?

   This happens when a version of Oracle client already installed on the system uses the same environment settings as that of the Oracle client that comes with Supervisor.

43. To overwrite any earlier settings, click Yes.

44. If Analyst application was selected in Select Features screen, setup also installs SAP Crystal Reports Runtime Engine.

45. After the installation is complete, a message prompts you to open Health Manager. Click OK.

46. On the Finish page, you can select whether to restart your computer now or later. Choose whichever is appropriate and click Finish.

---

**Patch Installer functionality**

During the installation or upgrade procedures, the installer adds the following entry to the registry:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\VBSFile\Shell\runas\Command]
Name: Default
Type: REG_EXPAND_SZ
Data: "%SystemRoot%\System32\WScript.exe" "%1" %*
```

This entry is not removed from the registry when you uninstall the Supervisor application.

This entry has been added to facilitate the installation of Avaya Proactive Contact Supervisor patches as administrators on Microsoft Windows 8.1, Microsoft Windows 7, Vista, Server 2008, or any version having User Account Control (UAC). By default, on Microsoft Windows installations which have User Account Control (UAC), the Run as administrator right-click menu option is not present for the VB Script (.vbs) files. However, with this registry entry, the Run as administrator right-click menu option becomes available for patch installer.

---

**Post-installation procedure**

This section describes the steps that you must perform after installing or upgrading Avaya Proactive Contact 5.2.0.1 Supervisor.

**NOTE:** Once the installation is complete, enable the anti-virus software if you had disabled it before installation in the Installation procedure.
Configuring the Supervisor application

To configure the Supervisor application:

47. On the desktop, double-click the Health Manager icon.

48. On the Configurator screen, enter the name and IP address of the Primary dialer that you want to connect to in the Primary Proactive Contact Details field.
   
   For example, PCSVR1 and 101.112.12.13.

   **NOTE:** Please enter the hostname as revealed by the hostname command on the Primary dialer. The hostname in the hosts file on the windows machine must also be the same as revealed by the hostname command on the Primary dialer otherwise the supervisor may display duplicated server names at some places.

49. Enter the same information in the Database Server Details field.

50. In the Mail Server Details field, type the name and IP address of your exchange server.
   
   For example, PCSVR2 and 101.112.12.14.

   **NOTE:** If you do not want to receive email event notification, keep the Email Server Details field empty.

51. Close the Configuration window, and then click Finish on the Install Shield wizard.

52. Restart the computer after the installation completes.

   **NOTE:** If you do not restart the computer, you may see an error message when you try to run Monitor.exe or when you try to preview the reports in Analyst using Client Applications.

53. All client applications are now ready for use.

Microsoft Windows firewall

Windows firewall displays a warning message each time you start any of the Avaya Proactive Contact Supervisor applications. Avaya recommends that you enable firewall to allow application exceptions. To allow the application exceptions option, a user with Administrator privileges on the computer should open each application. When the system displays a warning message, click the Unblock button. This action adds the application to the list of exceptions to firewall policy and all other users can access the application.

**NOTE:** Add the HealthBridge.exe file as an exception in Windows firewall even if the firewall is turned OFF. If HealthBridge.exe file is not added in the exception list, then you cannot use the Health Manager application.

For Microsoft Windows Vista users:

54. Go to Control Panel, from the classic view, double-click on Windows Firewall.

55. Click Change settings.

56. In the Windows Firewall Settings window, click Exceptions tab.

57. Click Add Program.

58. Add the following Supervisor applications in the Exceptions list:

   - Analyst application
   - Monitor application
   - Editor application
   - Role Editor application
   - Health Manager application
• System Telnet
• PC Analysis applications
• HealthBridge.exe

If you selected the default application path during installation, then you can find these applications at C:\Program Files\Avaya\Proactive Contact 5.x\.

59. Click OK once to close the Add a Program dialog box.

60. Close the Windows Firewall window.

For Microsoft Windows 7 Enterprise users:

61. Go to Control Panel, from the classic view, double-click on Windows Firewall.

62. Click Allow a program or feature through Windows Firewall.

63. In the Allow programs to communicate through Windows Firewall window, click Change Settings button if enabled.

64. Add the following Supervisor applications in the Exceptions list:
  • Analyst application
  • Monitor application
  • Editor application
  • Role Editor application
  • Health Manager application
  • System Telnet
  • PC Analysis applications
  • HealthBridge.exe

If you selected the default application path during installation, then you can find these applications at C:\Program Files\Avaya\Proactive Contact 5.x\.

65. Click OK.

For Microsoft Windows Server 2008 users:

66. Go to Control Panel, from the Classic view, double-click on Windows Firewall.

67. Click Allow a program or feature through Windows Firewall.

68. In the Allow programs to communicate through Windows Firewall window, click Change Settings button if enabled.

69. Add the following Supervisor applications in the Exceptions list:
  • Analyst application
  • Monitor application
  • Editor application
  • Role Editor application
  • Health Manager application
  • System Telnet
  • PC Analysis applications
  • HealthBridge.exe
If you selected the default application path during installation, then you can find these applications at C:\Program Files\Avaya\Proactive Contact 5.x\.

70. Click OK.

For Microsoft Windows 8.1 Enterprise users:
71. Go to Control Panel, from the Classic view, double-click on Windows Firewall.
72. Click Allow a program or feature through Windows Firewall.
73. In the Allow programs to communicate through Windows Firewall window, click Change Settings button if enabled.
74. Add the following Supervisor applications in the Exceptions list:
   - Analyst application
   - Monitor application
   - Editor application
   - Role Editor application
   - Health Manager application
   - System Telnet
   - PC Analysis applications
   - HealthBridge.exe

If you selected the default application path during installation, then you can find these applications at C:\Program Files\Avaya\Proactive Contact 5.x\.

75. Click OK.

For Microsoft Windows 10 Enterprise users:
76. Go to Control Panel, from the Classic view, double-click on Windows Firewall.
77. Click Allow a program or feature through Windows Firewall.
78. In the Allow programs to communicate through Windows Firewall window, click Change Settings button if enabled.
79. Add the following Supervisor applications in the Exceptions list:
   - Analyst application
   - Monitor application
   - Editor application
   - Role Editor application
   - Health Manager application
   - System Telnet
   - PC Analysis applications
   - HealthBridge.exe

If you selected the default application path during installation, then you can find these applications at C:\Program Files\Avaya\Proactive Contact 5.x\.

80. Click OK.
**Enhanced browsing security**

Some versions of Microsoft Windows prohibit running ActiveX content from being run on your computer. As a result, all online help pages display a message at the top of the page stating that Internet Explorer has restricted this file from showing active control that could be used to access your computer. This restricts your ability to navigate easily through the online help system.

To allow active content in a limited way on your computer:

81. Open Internet Explorer.
82. Select **Tools > Internet Options**.
83. Click the **Advanced** tab.
84. Scroll down to the section titled **Security**.
85. Select the **Allow active content to run in files on My Computer** check box.
86. Click **OK**, and then close Internet Explorer.

**Uninstallation procedure**

To uninstall Avaya Proactive Contact 5.2.0.1 Supervisor:

87. Go to **Start > Settings > Control Panel**.
88. Double-click **Add/Remove Programs**.

For Microsoft Windows Vista, Microsoft Windows 7 Enterprise, Microsoft Windows 8.1 Enterprise and Microsoft Windows Server 2008, click **Programs and Features**.

89. Select the current product and click **Change/Remove**.


90. Follow the onscreen instructions.
91. When the system displays the Uninstall Complete message on the screen, click **Finish**

**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>
</tr>
</thead>
<tbody>
<tr>
<td>PC-3787</td>
<td>1-66FRL8M</td>
<td>5.1.3</td>
<td>[CFD] Crystal Report runtime conflict</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-5932</td>
<td>1-6CUGOFZ</td>
<td>5.1.3</td>
<td>In Agent blending tools in Japanese supervisor(Selector) shows garbage character at the bottom of the message bar</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
<tr>
<td>PC-3810</td>
<td>1-66SO7Z5,1-6BN5KGD</td>
<td>5.1.3</td>
<td>[CFD] Campaign Monitor shows &quot;On Status&quot; time as blank for &quot;Not Available&quot; state(Selector)</td>
<td>5.1.3</td>
<td>5.2.0.1</td>
</tr>
</tbody>
</table>
Languages supported

<table>
<thead>
<tr>
<th>English</th>
<th>Simplified Chinese</th>
</tr>
</thead>
<tbody>
<tr>
<td>French</td>
<td>Korean</td>
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<tr>
<td>German</td>
<td>Portuguese for Brazil</td>
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<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 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.