Proactive Outreach Manager 3.1.1 Service Pack 2 Release Notes
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Document changes

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<td>Release notes for Proactive Outreach Manager 3.1.1 Service Pack 2 (3.1.1.2)</td>
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Introduction

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

What’s new

POM 3.1.1 SP2

1. Silent call detection: This feature supports detection and handling of Silent calls.
   
   For more details refer Appendix B.

2. Contact list import improvement: Contact list import performance improvement using parallel import.

3. Enhanced POM License UI: Existing POM license administration UI is enhanced for better readability.

4. Log archival: Added a tool to archive logs to a remote location.
   
   For more details refer Appendix C.

5. New desktop error code "9013: Request timed out" for AGTReleaseLine API.

POM 3.1.1 SP1

Serviceability enhancement - POM logging enhancement

POM 3.1.1 SP1 enhances the getpomlogs.sh script to allow the following new features:

1. Time based logging from the POM logs:
   Using this option user can capture all the POM logs for specific duration. The start and end time need to be provided.

2. Time based logging for specific processes:
   Using this option user can capture logs for a specific process(s) and for specific duration. The start and end time need to be provided

3. Log capturing for any specific process(s):
   Using this option user can capture logs for a specific process(s). Multiple process can be selected at the same time.

For more details refer Appendix A.
POM 3.1.1

To get the details about the features and enhancements provided with Proactive Outreach Manager Release 3.1.1 refer to the “Proactive Outreach Manager 3.1.1 Release Notes” guide: https://downloads.avaya.com/css/P8/documents/101051706

For detailed descriptions of the enhancements in Proactive Outreach Manager 3.1.1 release see “Proactive Outreach Manager 3.1.1 Overview and Specification” at https://downloads.avaya.com/css/P8/documents/101051674

DB alarm is raised in case of network outage

Refer to the “Troubleshooting Proactive Outreach Manager 3.1.1” guide section “Events and Alarms” at https://downloads.avaya.com/css/P8/documents/101051676 for details.

Option to record successful DNC import separate from the contact list import

Prior to POM 3.1.1 SP1 release “Record successful import” was the functionality for recording the successful Contact and DNC list imports. With this release the two functionalities - “Record successful DNC Import” and “Record successful import” have been separated. A new checkbox is provided as “Record successful DNC import” on Global Configurations page. Select this checkbox to store import status of successful DNC record in POM database. By default, this Feature is disabled.

If the “Record successful import” is enabled (in prior releases) then after upgrade to POM 3.1.1 SP1, the “Record successful import” will work as it is. But, to enable the “Record successful DNC Import” feature, user must enable the “Record successful DNC Import” checkbox on the Global Configuration page.

Change “Callback never expiring” to avoid double negation

With POM 3.1.1 SP1 release, the existing label "Is Callback Never Expiring" has been changed to "Is Callback Expiring" on Edit Callback page to avoid double negation. If user selects “Yes” for "Is Callback Expiring" field, then the “Date and Time” fields will be enabled for “End Time” section of “Edit Callback” page and if the user selects “No” then those fields will be disabled.

Installation

Product compatibility

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

Required patches

<table>
<thead>
<tr>
<th>Download ID</th>
<th>Patch</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAEP00000077</td>
<td>Avaya Aura® Experience Portal 7.2 MPP Patch</td>
<td>File Name: 7.2.0.0.1202.tar.gz</td>
</tr>
<tr>
<td>AAEP0000104</td>
<td>Avaya Aura® Experience Portal 7.2.1 MPP Patch</td>
<td>7.2.1.0.0622.tar.gz</td>
</tr>
</tbody>
</table>
Note: Refer the PSN below for MPP parameter tuning for POM: https://downloads.avaya.com/css/P8/documents/101056591

File list – Proactive Outreach Manager 3.1.1 SP2 Software

<table>
<thead>
<tr>
<th>Filename</th>
<th>Modification time stamp</th>
<th>File size</th>
<th>Version number</th>
</tr>
</thead>
<tbody>
<tr>
<td>POM.03.01.01.02.00.014-r39668-x86_64.iso</td>
<td>April 30, 2019 03:13:46</td>
<td>292298752 bytes</td>
<td>POM.03.01.01.02.00.014</td>
</tr>
<tr>
<td>POM.03.01.01.02.00.014-r39668-x86_64.iso.sha256.crt</td>
<td>April 30, 2019 03:13:56</td>
<td>5459 bytes</td>
<td>POM.03.01.01.02.00.014</td>
</tr>
<tr>
<td>POM.03.01.01.02.00.014-r39668-x86_64.iso.sha256.sig</td>
<td>April 30, 2019 03:13:56</td>
<td>256 bytes</td>
<td>POM.03.01.01.02.00.014</td>
</tr>
<tr>
<td>POMEventSDK.zip</td>
<td>Aug 03, 2018 13:24 PM</td>
<td>8045891 bytes</td>
<td>POM.03.01.01.00.00.0039</td>
</tr>
<tr>
<td>POMDesktopJavaAPI.zip</td>
<td>Aug 03, 2018 13:24 PM</td>
<td>830022 bytes</td>
<td>POM.03.01.01.00.00.0039</td>
</tr>
<tr>
<td>POMPDC_311.zip</td>
<td>Aug 17, 2018 15:22 PM</td>
<td>1500914 bytes</td>
<td>POM.03.01.01.00.00.0039</td>
</tr>
<tr>
<td>POMDesktopAPI_3_1_1_033.zip</td>
<td>Jun 15, 2018 15:31 PM</td>
<td>174789 bytes</td>
<td>POM.03.01.01.00.00.0039</td>
</tr>
</tbody>
</table>

Proactive Outreach Manager 3.1.1 SP2 ISO software package is protected via code signing. The SHA256 hash is generated and signed by the Avaya File Signing Authority for Proactive Outreach Manager 3.1.1 SP2 ISO software package. The following table describes the steps to validate the SHA256 hash and digital signature.

<table>
<thead>
<tr>
<th>Software Package name</th>
<th>Steps to validate the SHA256 hash and digital signature</th>
</tr>
</thead>
</table>
| POM.03.01.01.02.00.014-r39668-x86_64.iso | This is the Proactive Outreach Manager 3.1.1 SP2 ISO Image. Login to the Linux system as a root privilege user and perform the following commands:  
  1. Use “sha256sum” command to generate a SHA256 hash against the Proactive Outreach Manager 3.1.1 SP2 ISO Image: sha256sum POM.03.01.01.02.00.014-r39668-x86_64.iso  
  2. Compare the calculated hash from the above #1 step with the published SHA256 sum on support site. Both SHA256 hashes should be the same value to ensure the ISO image is not corrupted.  
  3. The following steps are to validate the SHA256 hash signature:  
    - First extract the public key from the certificate that signed the SHA256 hash to “pubkey.pem”. |
<table>
<thead>
<tr>
<th>Software Package name</th>
<th>Steps to validate the SHA256 hash and digital signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>openssl x509 -pubkey -noout -in POM.03.01.02.00.014-r39668-x86_64.iso.sha256.crt &gt; pubkey.pem</td>
</tr>
<tr>
<td></td>
<td>• Create POM.03.01.02.00.014-r39668-x86_64.iso.sha256 file with below data:</td>
</tr>
<tr>
<td></td>
<td>&lt; published SHA256 sum on support site &gt; &lt;ISO name&gt;</td>
</tr>
<tr>
<td></td>
<td>e.g. 3ddde1ba3fbc5d15b95f1f0b344cd0a1c6eb20976d0c51a77246b89facf2f54 POM.03.01.02.00.014-r39668-x86_64.iso</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: Two white space between &lt; published SHA256 sum on support site &gt; and &lt;ISO name&gt;</td>
</tr>
<tr>
<td></td>
<td>• Verify the SHA256 hash signature using the public key “pubkey.pem”</td>
</tr>
<tr>
<td></td>
<td>openssl dgst -sha256 -verify pubkey.pem -signature POM.03.01.02.00.014-r39668-x86_64.iso.sha256.sig POM.03.01.02.00.014-r39668-x86_64.iso.sha256</td>
</tr>
<tr>
<td></td>
<td>“Verified OK” from the above command indicates the SHA256 hash signature is valid.</td>
</tr>
</tbody>
</table>

**Back up the software**

You must manually take the backup of the POM database as installation or upgrade modifies schema during POM upgrade. Please refer to “Upgrading Proactive Outreach Manager 3.1.1” guide for details [https://downloads.avaya.com/css/P8/documents/101051678](https://downloads.avaya.com/css/P8/documents/101051678)

**Installing the release**

For fresh install of POM 3.1.1 SP2 software (File Name: POM.03.01.02.00.014-r39668-x86_64.iso) refer to the “Implementing Proactive Outreach Manager 3.1.1” guide for step by step instructions [https://downloads.avaya.com/css/P8/documents/101051669](https://downloads.avaya.com/css/P8/documents/101051669)

To install POM PDC (File Name: POMPDC_311.zip) refer to the “Developer Guide for Proactive Outreach Manager 3.1.1” [https://downloads.avaya.com/css/P8/documents/101051708](https://downloads.avaya.com/css/P8/documents/101051708)

The POM on-line help library is integrated with the GA software. When you install POM on a system, the installer also installs the on-line help library on the system. However, you can download the updated on-line help library from the Avaya support site. To update the on-line help library on POM system executes the steps mentioned below.

2. FTP the file in binary mode at /home/craft location on POM server.
3. Login to command prompt using root or sroot user.
4. Stop the VPMS service.
   Enter the command: service vpms stop
5. Copy the downloaded ZIP file to the /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary directory.
Enter the command: cp /home/craft/UsingPOM.zip
/opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary

6. Go to the directory.
Enter the command: cd /opt/Tomcat/tomcat/webapps/VP_POM/help/AvayaPOMDocLibrary

7. Extract the ZIP file.
Enter the command: unzip UsingPOM.zip

8. Enter A to overwrite all files.

9. From the directory, delete the ZIP file.
Enter the command: rm UsingPOM.zip

10. Change the ownership of all files to avayavp.avayavpgroup
Enter the command: chown avayavp.avayavpgroup *

11. Set the file permissions to 755.
Enter the command: chmod 755 *

12. Start the vpms service.
Enter the command: service vpms start

Upgrading to release POM 3.1.1 SP2

Upgrade to POM 3.1.1 SP2 is allowed only from POM 3.1.1 and POM 3.1.1 SP1 or any latest patches on top of
these two releases.

To upgrade to POM 3.1.1 SP2 software (File Name: POM.03.01.01.02.00.014-r39668-x86_64.iso ), refer to the
“Upgrading Proactive Outreach Manager 3.1.1” guide for step by step instructions.
https://downloads.avaya.com/css/P8/documents/101051678

To install POM PDC (File Name: POMPDC_311.zip) refer to the “Developer Guide for Proactive Outreach
Manager 3.1.1” https://downloads.avaya.com/css/P8/documents/101051678

Troubleshooting the installation

Refer to the “Troubleshooting Proactive Outreach Manager 3.1.1” guide section “Troubleshooting install,
upgrade, and uninstall issues” at https://downloads.avaya.com/css/P8/documents/101051676 for details.

Restoring software to previous version

The restore option to previous version is supported for POM 3.1.1 SP2 release only for software. Database
restore to previous version is not supported and need to be restored by customer DBA using respective
database backup/restore procedure.

Fixes and Enhancements

The following table is cumulative since the last service pack release showing the most recent release first i.e.
3.1.1 SP2 and oldest release last i.e. 3.1.1 SP1
## Fixes

<table>
<thead>
<tr>
<th>ID</th>
<th>Summary</th>
<th>Release fixed in</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUTREACH-12737</td>
<td>Un-attempted contact count is also including retries and callbacks.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-13579</td>
<td>Agent marked a callback as completed but the state remains as “Queued for Dialing”.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-12503</td>
<td>Newly added contact using webservises is not dialed for 60 seconds.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-15222</td>
<td>POM Monitor shows zero un-attempted contacts for campaigns using initial “Selector Node”.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-12791</td>
<td>State handler worker thread count for campaign running on “Default” organization reduces to one when new campaign is started for another organization.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-13092</td>
<td>Dialing stops / slows because of incorrect number of “call in progress” count in pacing.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-12792</td>
<td>Custom result processor class doesn’t work after upgrade POM to POM 3.1.1.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-13088</td>
<td>Campaign filter condition not saved correctly due to database columns width mismatch between POM DB and POM operational DB.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-14509</td>
<td>Export with Null Custom Attribute fails.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-13840</td>
<td>POM Restriction Not working in case of Integer and String with EQUALS condition in strategy.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-12507</td>
<td>“Excluded contacts” count is not correct where contacts are deleted using REST API.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-15749</td>
<td>When there is an exception in socket communication between agent manager and Nailer/Drive proxy, no messages are exchanged for two minutes.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-14793</td>
<td>Agent idle counter in pacing is incorrectly incremented under race condition.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-14232</td>
<td>POM dynamic license Minimum Port value cannot be set to zero in strategy.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-14229</td>
<td>When exporting a csv file from reporting, the data within the columns do not stay aligned under the proper header and an extra column gets added in between.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-11327</td>
<td>Duplicate values in “LastCompletionCode” in POM Monitor runtime filter criteria.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-12588</td>
<td>Exception while using “Phone2” in selection condition in strategy with four handlers.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-11337</td>
<td>On &quot;Time Zone Area Code Mapping&quot; screen, the &quot;Search for Area Code&quot; is not displaying correct result.</td>
<td>3.1.1 SP1</td>
</tr>
<tr>
<td>OUTREACH-11342</td>
<td>There is no warning message displayed when import is completed to indicate that contact list needs to be emptied and then reloaded for the changes to take effect.</td>
<td>3.1.1 SP1</td>
</tr>
<tr>
<td>ID</td>
<td>Summary</td>
<td>Release fixed in</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>OUTREACH-13093</td>
<td>Retry counter should be matched with the number of addresses POM has used (Invalid or Valid) for a single contact.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-15755</td>
<td>AGTReleaseLine Enhancement: added timeout for the AGTReleaseLine API.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-12312</td>
<td>Silent calls detection and handling.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-15737</td>
<td>Agent manager and Nailer socket connection timeout is made configurable in DB.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-15706</td>
<td>Log enhancement in Router and Nailer/Driver to print thread id and thread name.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-15335</td>
<td>Contact list import performance improvement using parallel import.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-14734</td>
<td>Log archival tool to archive logs to a remote location.</td>
<td>3.1.1 SP2</td>
</tr>
<tr>
<td>OUTREACH-11348</td>
<td>POM logging enhancement to capture the logs based on time and for specific POM process.</td>
<td>3.1.1 SP1</td>
</tr>
</tbody>
</table>

Enhancements

Known issues and workarounds

POM

<table>
<thead>
<tr>
<th>ID</th>
<th>Minimum conditions</th>
<th>Visible symptoms</th>
<th>Workaround/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>OUTREACH-11880</td>
<td>POM 3.1.1</td>
<td>DB alarm is not raised in case of maximum connections reached</td>
<td>-</td>
</tr>
<tr>
<td>OUTREACH-15022</td>
<td>POM 3.1.1 Multi-POM</td>
<td>POM Monitor page shows blank when AUX POM is active</td>
<td>-</td>
</tr>
</tbody>
</table>
Experience Portal

<table>
<thead>
<tr>
<th>ID</th>
<th>Minimum conditions</th>
<th>Visible symptoms</th>
<th>Workaround/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXPPORTAL-1960</td>
<td>AAEP 7.2.0</td>
<td>MPP platform does not have the capability for out-of-band DTMF clamping unidirectionally.</td>
<td>Upgrade to EP 7.2.1 with latest patch.</td>
</tr>
<tr>
<td>EXPPORTAL-1701</td>
<td>AAEP 7.2.0</td>
<td>MMP platform does not support VXML &quot;senddigit&quot; functionality in CCXML conference.</td>
<td>Upgrade to EP 7.2.1 with latest patch.</td>
</tr>
</tbody>
</table>

Languages supported

<table>
<thead>
<tr>
<th>G14 Countries</th>
<th>Written Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAC:</td>
<td></td>
</tr>
<tr>
<td>1. China</td>
<td>Simplified Chinese</td>
</tr>
<tr>
<td>2. Japan</td>
<td>Japanese</td>
</tr>
<tr>
<td>3. Korea</td>
<td>Korean</td>
</tr>
<tr>
<td>4. India</td>
<td>English</td>
</tr>
<tr>
<td>5. Australia</td>
<td>English</td>
</tr>
<tr>
<td>EMEA:</td>
<td></td>
</tr>
<tr>
<td>6. France</td>
<td>French</td>
</tr>
<tr>
<td>7. Germany</td>
<td>German</td>
</tr>
<tr>
<td>8. Italy</td>
<td>Italian</td>
</tr>
<tr>
<td>9. Russia</td>
<td>Russian</td>
</tr>
<tr>
<td>10. UK</td>
<td>English</td>
</tr>
<tr>
<td>AI:</td>
<td></td>
</tr>
<tr>
<td>11. Mexico</td>
<td>Lat-Spanish</td>
</tr>
<tr>
<td>12. Brazil</td>
<td>Brazilian-Portuguese</td>
</tr>
<tr>
<td>13. Canada</td>
<td>French/English</td>
</tr>
<tr>
<td>US:</td>
<td></td>
</tr>
<tr>
<td>14. US</td>
<td>English</td>
</tr>
</tbody>
</table>

Contacting support

Contact Support Checklist

As a practice FINEST level logs against each item from following location are required for initial investigation at POM level:

- $POM_HOME/logs
- POM Agent API logs from desktop side for affected agent.
- $AVAYA_MPP_HOME/logs
- $APPSERVER_HOME/logs (In case of external application server please check logs directory on external server instead.)
- $APPSERVER_HOME/webapps/<APP_NAME>/data/log (Depends on channel type used in campaign)
• $CATALINA_HOME/logs
• If used custom OD application logs.

Use $POM_HOME/bin/getpomlogs utility to collect log files. To understand usage of this utility run $POM_HOME/bin/getpomlogs.sh command. With this utility you can collect POM, local application server logs. You can also collect MPP CXI logs if MPP and POM co-exists in single server deployment. You may be asked for one or more log files and reports by Technical Support for analysis and investigation depending on scenario.

If you are having trouble with Proactive Outreach Manager, 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 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.

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 A

How to use getpomlogs.sh

Command to get logs:
sh $POM_HOME/bin/getpomlogs.sh

Path of the Script –

After every correct log archive command, terminal prompts you to change default log path
(need to provide correct input (Y/y OR N/n))
Example snippet:
By default logs are archived at $POM_HOME/Temp/tmpdir
Do you want to change the default path?
(y/n)

On n/N input, Log archive process would get move to next step.
On y/Y input, you need to provide correct absolute path to archive logs, in case path not present will get prompt asking to create new path provided.
Example snippet:

Please enter the new complete path:
/new/path/
Entered /new/path is not a valid directory..
Do you want to create the /new/path/ location?
(y/n)

In case new path provided don't have enough space to archive logs then system print below message, and ask to enter new path again.
/new/path/ doesn't have enough space to take backup.

On successfully acceptance of path, script ask you for process-based logging requirement/input.
Example snippet:
Do you want logs for specific process(s)?
(y/n)

On n/N input, Log archive process would get move to next step.
On y/Y input, you will get list of process(s) to select for log archive,

Example snippet:
Do you want logs for specific process(s)?
(y/n)
Y
Please select Process(s):
  1 ) CmpDir
  2 ) CmpMgr
  3 ) AgtMgr
  4 ) kafkaserver
  5 ) PIM_RestService
  6 ) PIM_RuleEngine
  7 ) PIM_Web
  8 ) PIM_WebService
  9 ) PIM_ActMQ
  10 ) zookeeperserver
Check an option (again to uncheck, ENTER when done): 2 //Entered 2, to select process CmpMgr . In next display 2nd process marked as selected i.e. 2+ CmpMgr
Please select Process(s):
  1 ) CmpDir
  2+) CmpMgr
  3 ) AgtMgr
  4 ) kafkaserver
  5 ) PIM_RestService
  6 ) PIM_RuleEngine
  7 ) PIM_Web
  8 ) PIM_WebService
  9 ) PIM_ActMQ
  10 ) zookeeperserver
CmpMgr was checked
Check an option (again to uncheck, ENTER when done): 5 //Entered 5, to select process PIM_RestService
Please select Process(s):
  1 ) CmpDir
  2 ) CmpMgr
  3 ) AgtMgr
  4 ) kafkaserver
  5+) PIM_RestService
  6 ) PIM_RuleEngine
  7 ) PIM_Web
  8 ) PIM_WebService
  9 ) PIM_ActMQ
 10 ) zookeeperserver
PIM_RestService was checked
Check an option (again to uncheck, ENTER when done): 2  //Entered 2, to deselect process CmpMgr
Please select Process(s):
  1 ) CmpDir
  2 ) CmpMgr
  3 ) AgtMgr
  4 ) kafkaserver
  5+) PIM_RestService
  6 ) PIM_RuleEngine
  7 ) PIM_Web
  8 ) PIM_WebService
  9 ) PIM_ActMQ
 10 ) zookeeperserver
CmpMgr was unchecked
Check an option (again to uncheck, ENTER when done): 11 //For wrong input console ask you to enter input again with previous input is invalid message.
Please select Process(s):
  1 ) CmpDir
  2 ) CmpMgr
  3 ) AgtMgr
  4 ) kafkaserver
  5+) PIM_RestService
  6 ) PIM_RuleEngine
  7 ) PIM_Web
  8 ) PIM_WebService
  9 ) PIM_ActMQ
 10 ) zookeeperserver
Invalid option: 11
Check an option (again to uncheck, ENTER when done): //entered ENTER key without selecting anything, the console shows selected processes as below and move to next step to ask date range specific logging.
You have selected
PIM_RestService

Example snippet:
Do you want logs for specific date range? (Default all logs for selected processes get retrieve)
  (y/n)
On n/N input, Log archive process would get move to next step.
On y/Y input, you need to provide Start date and End date in provided format, invalid format ask you to re-enter date again in correct format.

Example snippet:
Do you want logs for specific date range? (Default all logs will get selected)
  (y/n)
Y
START DATE
Please enter date in %Y-%m-%d_%H:%M:%S (eg. 2018-06-29_14:14:50) format:
2018-08-21 00:12:12
END DATE
Please enter date in %Y-%m-%d_%H:%M:%S (eg. 2018-06-29_14:14:50) format:
2018-08-21
You have entered invalid date format, expected format is %Y-%m-%d_%H:%M:%S (eg. 2018-06-29_14:14:50)
Please enter date in %Y-%m-%d_%H:%M:%S (eg. 2018-06-29_14:14:50) format:
2018-08-21_00:12:13

After this log capturing would get starts with above provided requirements.
If you ask for all logs with no date range then those would get copied in "logs" dir.
If you ask for specific process(s) logs/date range logs/ process(s) with date range logs then those would get copied in "selectedlogs" dir.

Steps to archive appserver AND/OR MPP-CXI logs with other logs.
To archive POM logs with appserver logs -
  sh getpomlogs.sh --logs -a
To archive POM logs with appserver logs -
  sh getpomlogs.sh --logs -c
To archive POM logs with appserver and MPP-CXI logs -
  sh getpomlogs.sh --logs -a -c

On successful completion you will get below message -
Please check /$POM_HOME/Temp directory for the tar.gz file (Path may vary as per your selection)
Size: 62K

Appendix B

In Avaya Proactive Outreach Manager, when outbound call gets connected, the call is either answered by an agent, an answering machine, or passes through the call classification timeouts. When a call is answered, and
no voice energy is detected, then platform generates Call Classification Analysis (CCA) timeout event and the call is marked as Call Answered. Call Answered is same as an agent answering the call.

If the CCA time-out occurs during call classification, after receiving the call connected event from Media Processing Platform (MPP), the call is termed as Answer Human and then routed to an agent. This is a default behavior in POM.

Silence call detection feature provides different methods to handle a call when the platform detects no voice energy.

On Call Classification Analysis (CCA) timeout, the resulting action occurs based on the silence call parameters configuration.

- Silence call detection ON – The call flow is as defined in the contact strategy
- Silence call detection OFF - The call is marked as Call Answered

The customer has an option to configure different actions for a silence call. If system detects a silence call, then based on the configuration, one of the following actions is performed.

- Connect the call to an agent.
- Play an application.
- Drop the call and retry on another phone number

Configuring Silence Call Detection

Silence Call Detection option is present under Call Classification Analysis (CCA) Parameters for a call node.

Before you begin
Silence Call Detection can only be configured if:

- Enhanced CCA parameter is ON.
- Pacing type is Progressive, Cruise Control, or Expert Call Ratio.
- Compliance timers are disabled.
- Strict Nuisance Reporting parameter is OFF.

Procedure
1. Log in to Avaya Aura® Experience Portal.
2. Click POM > POM Home > Campaigns > Campaign strategies. Campaign strategy is displayed.
3. Click the required campaign strategy.
4. In the CCA Parameters area, set the Silence Call Detection (SCD) feature to ON.
5. Add a result node to handle the silence call and provide an action. Silence Detected completion code is available in the result node. The following nodes are available in result node to provide an action for a silence call.
   - Retry - Retry the call.
   - Agent - Provide the details of an agent to whom the call must be routed.
   - Application - Execute an application, such as, play notification, play notification text and route call to an agent.
Appendix C

Steps for log archival at remote location:

1. Create a directory with access level 777 on remote linux system.
   - `mkdir <remote directory name>`
   - `chmod 777 <remote directory name>`

2. Add "<remote directory name> <POM_SERVER_IP>(rw,sync)" entry in /etc/exports file.
   - `echo "<remote directory name> " <POM_SERVER_IP>(rw,sync)" >> /etc/exports`

3. Start nfs server
   - `service nfs start`

4. Go to POM_SERVER

5. Create `/mnt/<local directory name>`
   - `mkdir /mnt/<local directory name>`

6. Mount remote directory on local directory
   - `mount -t nfs REMOTE_LINUX_SYSTEM_IP:<remote directory name> /mnt/<local directory name>`

7. Go to the directory
   - `cd /opt/Avaya/avpom/POManager/bin`

8. Run `collectmultiplelog.sh`. Keep it in running state. (Don’t close the terminal)
   - `./collectmultiplelog.sh`

9. Open new terminal for POM_SERVER

10. Run `mvZippedLogsToBackup.sh`. Keep it in running state. (Don’t close the terminal)
    - `./mvZippedLogsToBackup.sh`

11. Backup logs will at `<remote directory name>` on remote linux system.