



# **Avaya Oceana™**

## **Release 3.9.0.0**

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### Release Notes

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ISSUE 1.0  
JULY 2022

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## Publication History

Issue	Change Summary	Date
0.1	3.9.0.0 release notes – DRAFT format only – not for re-distribution	27 <sup>th</sup> June 2022
1.0	3.9.0.0 release notes – Final	29 <sup>th</sup> July 2022

## Introduction

This document provides information to supplement Oceana™ 3.9.0.0 software and documentation.

For updated documentation and product support notice information for the current GA release, please visit the Avaya Support site at <http://support.avaya.com>

## What's New in Oceana™ 3.9.0.0

### New Features and Serviceability Items

Avaya Aura 10.1 is now supported by Avaya Oceana 3.9.0.0. Refer to the Avaya Support website at <http://support.avaya.com> for software and installation guides.

Please refer to the Avaya Oceana Solution Description Guide for a comprehensive list of the whats new items in both Oceana 3.9.0.0 and Analytics 4.2.0.0 releases. In addition to these, this Release includes the following Improvements/Feature Enhancements.

#### Oceana

<b>Feature</b>	WAVE-24843: Update ZangSMS connector snap-in to support new CPaaS SMS services
<b>Description</b>	<p>ZangSmsConnector now supports following new CPaaS Portals for SMS along with currently supported Zang.io portal.</p> <ol style="list-style-type: none"> <li>1. US CPaaS Portal: - <a href="https://us.cpaas.avayacloud.com">https://us.cpaas.avayacloud.com</a></li> <li>2. EU CPaaS Portal: - <a href="https://eu.cpaas.avayacloud.com">https://eu.cpaas.avayacloud.com</a></li> </ol> <p>For more details regarding configuration please refer to the Avaya Oceana Deployment guide.</p>

<b>Feature</b>	WAVE-18766: Avaya Oceana user to call (ad-hoc voice) a service
<b>Description</b>	Ability for Contact Center users to be able to consult (voice call) with experts across the enterprise including back office teams who are part of services when they are active on non-voice contacts OR in ACW state.

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<b>Feature</b>	WAVE-18583: Agent response to email before deferring the email interaction
<b>Description</b>	<p>Ability to allow incoming email contacts to remain active even after the agent/supervisor replies to the email contact allow additional actions to be performed on the email contact – additional replies, closing the contact, deferring the contact, transferring the contact etc. On certain occasions when an email approval is required, the email reply follows the supported email approval process as per existing support functionality.</p> <p>This is new capability is configurable on/off on two levels</p> <ol style="list-style-type: none"> <li>1. From within Avaya Control Manager via new setting “Allow Multiple Replies to Email”</li> <li>2. From within the Admin Tool per a specific mailbox</li> </ol> <p>For more information on Avaya reference the Avaya Oceana Solution Description and the Administering Avaya Oceana available on support.avaya.com</p>

<b>Feature</b>	WAVE-3121: Email-Rules for Inbound (profanity check & data mask)
<b>Description</b>	<p>Support Profanity and Sensitive data filtering on inbound emails that customers are sending to the contact center. With the Profanity and Sensitive data filtering capability inbound email contacts are passed through a validation process to apply data filters so that the subject and the body of an inbound email contact is compared with a list of words and phrases that are identified as sensitive and/or profanity data.</p> <p>When the validation process identifies sensitive or profanity data within an inbound email contact, Avaya Oceana performs masking of the detected data that is based on a configured list of words and phrases before the inbound email contact is routed by Avaya Oceana to an agent.</p> <p>Profanity Checking and Sensitive data filtering can be enabled or disabled from within the Data Validation section of the OCP Administration tool for the Email Channel</p> <p>For more information on Avaya reference the Avaya Oceana Solution Description and the Administering Avaya Oceana available on support.avaya.com</p>

<b>Feature</b>	WAVE-21841: Timestamp for Social Channel
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<b>Description</b>	<p>Avaya Oceana Solution integration with Social Media Hub needs to ensure that Time Stamps are correctly sequenced.</p> <p>Note – this change is disabled by default. To enable set the “USE_SOCIAL_TIMESTAMP” on the MessagingService svar to true.</p>
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<b>Feature</b>	WAVE-24349: Oceana restricting access to Customer Journey transcripts
<b>Description</b>	Customer Journey Widget is enhanced to support the ability to restrict transcripts by supporting a new attribute called the “Hide Transcripts Button” on the Customer Journey Service. Depending on the configuration, the Customer Journey Widget hides the transcripts according to the configuration received.

<b>Feature</b>	WAVE-22679: Oceana Dashboard should display Cert Expiration status
<b>Description</b>	Oceana Dashboard will now display Certification Expiry status

<b>Feature</b>	WAVE-23463: Oceana Dashboard should display Cluster overload status
<b>Description</b>	Oceana Dashboard will now display Cluster Overload Status.

<b>Feature</b>	WAVE- 20867: Oceana authentication SAML Support for Async File Transfer
<b>Description</b>	<p>Support for client-based authentication using SAML via the Breeze Authorization Service during Async file transfer. For Avaya Oceana customers with an Avaya Digital Connection account, SAML authentication is now supported for file transfers when a customer and/or agents wishes to exchange files – doc, pdf, etc.</p> <p>For more information and deploying and configuring file transfer for Async Messaging, reference the Avaya Oceana Deployment Guide on <a href="http://support.avaya.com">support.avaya.com</a>.</p>

## Oceana™ 3.9.0.0 Specifications

### Operating System and Virtualization Support

Avaya Oceana™ is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. All Operating Systems (OS) software required by Avaya Oceana™ must be provided by the end customer and/or system integrator where it is not explicitly provided as standard by Avaya.

Avaya Oceana™	Operating System
Avaya Workspaces	<ul style="list-style-type: none"> <li>• Microsoft Windows 10, Apple Mac OS 10.9 to 11.2.3</li> </ul>
Avaya Control Manager	<ul style="list-style-type: none"> <li>• Please Refer to the Avaya Control Manager Offer Definition Document for the full list of supported versions of Microsoft Operating Systems and MSOL software.</li> </ul>
Omnichannel Database Server	<ul style="list-style-type: none"> <li>• Windows 2019 64 Bit (Desktop Experience)</li> </ul>

## Supported Browsers

The following table shows the supported browsers for Oceana™ 3.9.0.0 and Analytics 4.2.0.0

Component	Microsoft Internet Explorer	Microsoft Edge	Microsoft Edge Chromium	Google Chrome (Windows and Apple MAC)	Mozilla Firefox Standard	Mozilla Firefox Enterprise (Quantum)	Apple Safari
Avaya Workspaces for Avaya Oceana® • Supervisor and agent role Avaya Workspaces admin role • Customer Journey • Co-Browsing Snap-in agent role	Not supported	Not supported	84-103	84-103	76-102	68.12, 78.9, 91	12-15
Co-Browsing Snap-in customer	11	44	84-103	84-103	76-102	68.12, 78.9, 91	13 -15
Avaya Control Manager	11	44	87	88	85	Not supported	13
Avaya Workspaces for Avaya Oceana® — Avaya WebRTC Connect Voice and Video agent	Not supported	Not supported	84-103	84-103	Not supported	Not supported	Not supported
Customer Avaya WebRTC Connect application	Not supported	Not supported	83-87	84-103	77-89	Not supported	Not supported
Avaya Analytics™ Release 4.x Real Time Reporting (using supervisor Avaya Workspaces for Avaya Oceana®)	Not supported	Not supported	84-103	84-103	76-102	68.12, 78.9, 91	Not supported
Avaya Analytics™ Release 4.x Historical Reporting	Not supported	Not Supported	84-103	84-103	76-102	68.12, 78.9	12-15
Avaya Analytics™ Release 3.7.0.2 Real Time Reporting (using supervisor Avaya Workspaces for Avaya Oceana®)	Not supported	Not supported	Not supported	78-95	Not supported	Not supported	Not supported
Avaya Analytics™ Release 3.7.0.2 Historical Reporting	Not supported	40	Not supported	60+	52+	Not supported	9,10
Avaya Oceana® Multimedia Data Viewer & Avaya Oceana® Dashboard & Monitor	Not supported	44	84-103with Click Once Extension	99	85-97	Not supported	Not supported
Avaya Oceana® Administration Tooland OCMT	11	44	84-103 with Click Once Extension	84-103 with Click Once Extension	85-97 with Click Once Extension	Not supported	Not supported

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## Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.9.0.0 Snap-in's can only be deployed on Avaya Breeze Clusters and Nodes. Customer's deploying Avaya Oceana™ are responsible for providing supported virtualized s/w, licenses and host platforms per Avaya recommendations. Please refer to the official Avaya Oceana Deployment Guide and the Avaya Breeze Platform Documentation for additional information.

The table below lists the supported versions of VMWARE with Avaya Oceana™ 3.9.0.x and Breeze 3.8.1.1

VMWare Version	Avaya Oceana™
VMware ESXi 6.5	Yes
VMware ESXi 6.7**	Yes
VMware ESXi 7.0	Yes
Citrix/Xenapp 7.6	Yes

All versions of the Intel E5-26xx Series of processors and all the variants in the footprint spreadsheet are fully supported by ESXi 6.7. Customers not using this processor family need to validate compatibility via VMWare's website

\*\* (<https://www.vmware.com/resources/compatibility/search.php?deviceCategory=cpu>) before undertaking any upgrade to ESXi 6.7.

## Installation

### Product Compatibility

Avaya Aura 10.1 is now supported by Avaya Oceana 3.9.0.0. Refer to the Avaya Support website at <http://support.avaya.com> for software and installation guides.

Note that the compatibility matrix changes constantly as new products in the wider Avaya portfolio are released. For a complete and most up to date list of supported and tested Avaya Oceana components, you must always refer to the detailed interoperability matrix available on the Avaya support website. For the latest and most accurate compatibility information go to: - <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

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## Oceana™ Guides & Software

Refer to Avaya Support website <http://support.avaya.com> for software download details.

### New Installations – Oceana™ 3.9.0.0 only

For performing a fresh installation please refer to the following document on support.avaya.com

Document	Description
Deploying Avaya Oceana Solution 3.9	<a href="https://download.avaya.com/css/public/documents/101082940">https://download.avaya.com/css/public/documents/101082940</a>

### Upgrading to Oceana™ 3.9.0.0 only

For performing a fresh installation please refer to the following document on support.avaya.com

Document	Description
Upgrading Avaya Oceana Solution 3.9	<a href="https://download.avaya.com/css/public/documents/101082946">https://download.avaya.com/css/public/documents/101082946</a>

### Useful guides

Document	Description
Avaya Breeze Platform Overview	<a href="https://downloads.avaya.com/css/P8/documents/101070659">https://downloads.avaya.com/css/P8/documents/101070659</a>
Deploying Avaya Breeze Platform	<a href="https://downloads.avaya.com/css/P8/documents/101070661">https://downloads.avaya.com/css/P8/documents/101070661</a>
Administering Avaya Breeze	<a href="https://downloads.avaya.com/css/P8/documents/101070685">https://downloads.avaya.com/css/P8/documents/101070685</a>
Avaya Context Store Release Notes	<a href="https://download.avaya.com/css/public/documents/101082883">https://download.avaya.com/css/public/documents/101082883</a>
Avaya Context Store Snap In Ref.	<a href="https://download.avaya.com/css/public/documents/101082928">https://download.avaya.com/css/public/documents/101082928</a>
Avaya Control Manager Release Notes	<a href="https://download.avaya.com/css/public/documents/101082879">https://download.avaya.com/css/public/documents/101082879</a>

## Software

SMGR 8.1.2.0	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.2.0_r812011097.bin	SMGR8120GA1 ed113f3a3f8a16534cb6de03152ed6a5
SMGR Hotfix 7	System_Manager_R8.1.2.0_HotFix7_r812011790.bin <i>See PSN005284u on the Avaya Support Site for more details on this Hot Fix</i>	SMGR8120HF7 3e8f03bc65ccad4a3df83ffb39c4fa84

SMGR 8.1.3.0	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.3.0_r813011784.bin	SMGR8130GA1 46d8ea500a2ad0a1ed5e89aced444911
SMGR Hotfix 3	System_Manager_R8.1.3.0_HotFix3_r813012237.bin <i>See PSN005558u on the Avaya Support Site for more details on this Hot Fix</i>	SMGR8130HF3 2bd82ca5eccc8a6ed82403d414dee18

SMGR 8.1.3.1	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.3.1_r813112244.bin	SMGR8131GA1 eb87510926aca10a45b8d1f27c453e96
SMGR Hotfix	System_Manager_R8.1.3.1_HotFix_x or later	<i>Refer to Avaya Support Site for current Hot Fix availability</i>

SMGR 10.1	Filename	Download ID & MD5 Checksum
SMGR	SMGR-10.1.0.0.537353-e70-21E.ova	SMGR101GA01 6deee1669c71814249826cf45f1f8391

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SMGR 10.1	Filename	Download ID & MD5 Checksum
SMGR Patch	System_Manager_10.1.0.0_GA_Patch2_r101014119.bin	Refer to "Upgrading Avaya Aura® System Manager" and the "Deploying Avaya Aura® System Manager in Virtualized Environment" documents available on the Avaya Support site for detailed instructions.
SMGR Hotfix	System_Manager_R10.1_GA_HotFix1_r101014254.bin	Refer to Avaya Support Site for current Hot Fix availability

Breeze 3.8.1.1	Filename	Download ID & MD5 Checksum
Breeze 3.8 ova	Avaya Breeze 3.8.1.1 OVA	AB000000286
EM Installer	Avaya Breeze 3.8.1.1 Element Manager Package <i>See deploying Breeze Platform notes</i>  <i>For the Oceana 3.9 release, the 3.8.1.1 EM Installer is also packaged in the 'BreezePlatform' folder of the Oceana snap-in zip file AOC00000123. See Considerations section for more details.</i>	AB000000302

Oceana 3.9.0.0	Filename	Download ID & MD5 Checksum
Oceana Snapins	Oceana3900.zip	AOC00000123
Workflows	AvayaOceanaEDWorkflows.zip	AOC00000124
Oceana DVD	OCEANA_3.9.0.0-2.iso	AOC00000125

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ACCCM 9.1	Filename	Download ID & MD5 Checksum
ACM 9.1	ACM_9.1.0.0_378_20220627_0353.iso	ACCM000084 dc4db0a0d4bbab70e1e247d92d8a4e9f

## Disaster Recovery

The Avaya Oceana® and Avaya Analytics™ Disaster Recovery guide is being updated with the latest changes required to set up a DR system. Hence this guide will not be available at GA but will be available once the updates are completed.

## Defect Resolved in Oceana 3.9.0.0

This Section contains a list of Customer Found Defects Fixed in this Release

### Customer Found Defects Resolved

#### Avaya Oceana

Key	Description
WAVE-25509	WhatsApp chats continuously being represented
WAVE-25342	WebRTC Specified Resource routing scenario issue in Oceana 3.8.2
WAVE-25336	Transfer to user issue with SKILL_LEVEL routing
WAVE-25127	HTTPs sessions increasing daily on OCP node
WAVE-25013	Consult Transfer to Routing Service not working
WAVE-24815	Emails presented in Workspaces with UnknownAttachment.txt
WAVE-24374	Documentation update - Deploying Avaya Oceana
WAVE-23784	Email Rule Issue after upgrade from 3.7.0.1 to 3.8.1.1

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Key	Description
	<b>Note -this reverts email rule operation to as per 3.7.0.1 release (per customer demand). Migrating customers from 3.8.1 release and onwards might see different behaviour in 3.9.</b>
WAVE-23504	Omni Admin Tool - Not Keeping Agent Label Set
WAVE-23447	Attachments containing Swedish characters are renamed but also the file type is changed
WAVE-22791	ODMT/Cache - scheduled remote backup to non-existent drive backs up to local
WAVE-21991	Omnichannel Arbiter Service (minimal software installation without Cache DB instance) cannot be installed
WAVE-25500	Ans aft threshold greater than answered
WAVE-25242	Custom report showing duplicate filter after Analytics server upgrade
WAVE-24806	Max Wait Duration should not be described as "Not Implemented" in Data Dictionary
WAVE-24803	Inflated values reported for Not Ready Pending duration
WAVE-24466	Answered call is showing as abandoned in Analytics report.
WAVE-24462	Database restore failed due to conflict with DBMGR
WAVE-24460	Geo-Replication stops working after DC1 DB switches to crunchy replica pod
WAVE-24385	Agent login\logout report shows agent id in agent group filter
WAVE-24139	Contact Detail Report returns "segment duration" error
WAVE-24119	MSTR report is pulling data for tor the previous day
WAVE-24105	Customer cannot configure WFM integration without restarting Orca pods
WAVE-23861	Push-Rate variable should be used to control traffic to real-time clients
WAVE-25500	Ans aft threshold greater than answered

**Workspaces**

Key	Description
WORKSPACES-42629	CC-26150 - Email templates for plain text reply inserting at top instead of cursor position
WORKSPACES-40980	Intermittent "Interaction not found" issue in Workspaces
WORKSPACES-37093	New logic for calculated percentage measures.
WORKSPACES-42300	508 - Duplicate labels when more than one similar key on workspaces
WORKSPACES-42295	CCNXT-94086 - Connected filter is not working in My agents dashboard
WORKSPACES-39833	Windows OS - [Prod-NA] Workspaces chat widget does not to convert the Japanese Hiragana characters to Kanji character
WORKSPACES-38648	My Agent view shows only 10 Agents for Supervisors
WORKSPACES-38610	After logging in to workspaces agent cannot start work
WORKSPACES-38447	Agent login fails due to unexpected error during startup
WORKSPACES-38389	Agents status Automatically changing to Ready state
WORKSPACES-38231	Workspaces ScreenPop is not encoding the German special characters correctly
WORKSPACES-38225	WSFE unable to select Completion codes after upgrade
WORKSPACES-37975	When Supervisor logs out from the workspaces and clicks on the change account and when logged in as different agent in the same browser getting error you don't have access to any applications
WORKSPACES-37825	CCNXT-88379 - Stuck Chat Contact showing in Supervisor > Agent view but no stuck work cards at agent end
WORKSPACES-37093	New logic for calculated percentage measures.
WORKSPACES-35595	Service Level calculation does not show expected result
WORKSPACES-35504	No customer journey for 1st outbound pom call
WORKSPACES-35456	Total AHT value is given to 14 decimal points

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Key	Description
WORKSPACES-34955	Thresholds for State-based durations are not functioning correctly
WORKSPACES-31700	Extra (unwanted) ScreenPop on all Consult Transfers
WORKSPACES-30177	Some Keyboard Shortcuts do not work in German language

### Engagement Designer

Key	Description
WORKFLOW-9498	copy/paste functionality not available while editing ED Workflows.

## Known Issues

Below is a list of issues still manifesting in the Product. Will look to address these in upcoming releases.

### Oceana

<b>Issue</b>	WAVE-25682 - Email polling pauses and self-recovers after approx 45 minutes
<b>Impact</b>	Oceana is unable to process an individual email from O365 mail server. Oceana stops processing emails from this mailbox.
<b>Workaround</b>	Oceana patch has been provided to ensure polling continues post getting the “corrupt” email. This has been proven to work in customer UAT environment. The current belief is that the email Oceana cannot poll is “corrupt” from O365 – Oceana is connecting using industry standard IMAP protocol and getting invalid info back. Avaya recommended customer to raise MS case to investigate this.

<b>Issue</b>	WAVE-24971 - MSTR.SVC.CLUSTER.LOCAL is busy, new socket cannot be created
<b>Impact</b>	Historical reports are not working when the issue is happening.
<b>Workaround</b>	Restart mstr-srv pod or wait, in some cases the issue resolves itself

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<b>Issue</b>	WAVE-24396 - Email contact is answered correctly, but related engagement record shows abandoned for the indicator.
<b>Impact</b>	There is incorrect measurements if Admin deletes Channel for the Agent in runtime
<b>Workaround</b>	Do not delete Channel for Agent if he is in Ready state.

<b>Issue</b>	WAVE-25055 - Blind transfer to service queue does not get to agent
<b>Impact</b>	Blind Transfer to Service is not working well on specific customer environment.
<b>Workaround</b>	Call Transfer to Service via Workspaces

<b>Issue</b>	WAVE-26264 - calls go fallback - Memory shortage CCASpace - cc-service-pu compromised
<b>Impact</b>	Contacts are not routed by Oceana
<b>Workaround</b>	No current workaround

<b>Issue</b>	WAVE-23625 - Transfer to user not working with SKILL_LEVEL agent
<b>Impact</b>	Agent with SKILL_LEVEL Strategy will receive Transferred to him contact after all queued contacts for the Service
<b>Workaround</b>	Use GREATEST_NEED Strategy

<b>Issue</b>	WAVE-25699 - Customer with no contacts' cleanup doing nothing
<b>Impact</b>	Administrators that want to purge customers without contacts in the Oceana DB will not be able to.
<b>Workaround</b>	No known work-around, so these customers will remain in the DB.

<b>Issue</b>	WAVE-25669 - Consult transfer to service does not use service ACW
<b>Impact</b>	ACW from Consulted service doesn't apply for Agent2 if call Completed as Conference
<b>Workaround</b>	No current workaround

### Workspaces

<b>Issue</b>	WORKSPACES-44340 - Failing outbound WebRTC call
<b>Impact</b>	Not possible to make outbound WebRTC calls.
<b>Workaround</b>	N/A but the root cause found and under verification. Will be delivered as a 3.9 patch.
<b>Issue</b>	WORKSPACES-43519 - Call is seen in the Workspace logs but not in Workspace as the Agent is put into ACW.
<b>Impact</b>	??
<b>Workaround</b>	??

<b>Issue</b>	WORKSPACES-45729 - Workspaces Realtime dashboard - Table caption element missing brief description
<b>Impact</b>	Minor accessibility issue, table caption narration is too long.
<b>Workaround</b>	Just wait for the narrator to read the whole caption

## Workarounds and Considerations

### Workaround Item 1: WAS deployment blocked

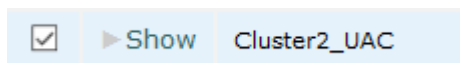
Intermittent issue where CS rest will not install properly due to issue with WAS Deployer. CS Rest may appear to be installed however all requests to it will fail. If this issue occurs:-

Uninstall CS REST Manually while the clusters are in DENY State then Reinstall with Cluster in Deny State

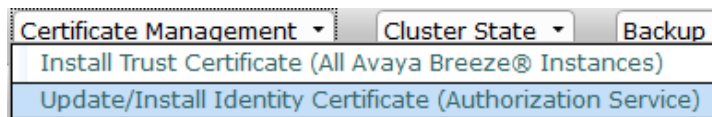
### Workaround Item 2: Update Authorization Cert in SMGR

Error Client authentication failed. Session validation failed" when you try to login agents, please do the following:

On SMGR, select the UAC cluster



Update the Identity Certificate on UAC cluster



If the lab is setup to require token based access, go to SMGR → Avaya Breeze → Configuration → Authorization; Edit UAC grants

#### Edit Grants for Authorization Client : UnifiedAgentController - Cluster2\_UAC

This page allows you to administer grants for an Authorization Client

Grants			
Edit Values New Delete			
1 Item			
Resource Name	Resource Cluster	Feature	Values
UnifiedAgentController	cluster2_UAC	desktop	access

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**Workaround Item 3: OCP DVD install issue**

Installation of the OCP DB software from a mounted drive may fail. The root cause of this issue is currently unclear. To work around, extract the contents of the OCP DB DVD on to a physical drive and proceed with installation from there.

**Consideration Item 1: EM Installer packaged in the Oceana 3.9 Snap-in zip file**

For the Oceana 3.9 release, a new EM Installer is packaged in the 'BreezePlatform' folder of the Oceana snap-in zip file AOC00000123. Extract and install manually prior to upgrading to Oceana 3.9. The upgrade script does not install the EM Installer automatically.

**Consideration Item 2: Refer to Breeze Documentation**

Please refer to the Breeze Documentation prior to performing any Oceana 3.9.0.0

**Consideration Item 3: Edit Grants – grants will need to be re-assigned when a resource server and/or client with a newer version getting installed during the Breeze upgrades**

When logging agents in for the first time after the upgrade, the following message may appear:

Authorization Failed:

You are not authorized to access this application. This may be due to an invalid Authorization Token or an Oceana Role may not be configured for you.

Re-administer the grants for Authorization Service



#### **Consideration Item 4: Context Store Schema Changes and Database SQL Migration**

As part of Oceana 3.8 the EDM database must be migrated to MS-SQL Server. The Customer Journey data and CS resurrection data (longer term storage of context data) are stored in a new schema. To successfully deploy the new Journey PU, a new schema must be created, and the old data migrated to the new schema.

Refer to 'Avaya Context Store Snap In Reference' for migration instructions.

#### **Consideration Item 5: Coresident ACM and EDM databases**

The option is available to install MS SQL server version of the Context Store EDM database with the ACM SQL Server Database in a coresident environment.

Refer to 'Avaya Context Store Snap In Reference' for migration instructions.

#### **Consideration Item 6: ED Flow duration**

Customers should set the Engagement Designer SVAR attribute "Number of days the user want to retain active instances" to greater than the maximum duration they expect contacts to be present in the Contact Center before being closed (e.g. if 6 days is the maximum envisaged open contact duration then set this value to 7).

#### **Consideration Item 7: Engagement Designer attributes that control ED database clean-up**

The Engagement Designer attributes that control the ED database clean-up processes have the *wrong default values*.

This can lead to performance issues on Cluster 1 in high-volume production solutions.

Configure the Engagement Designer attributes to automatically cleanup the ED database and avoid performance issues.

1. Set the Oceana clusters to **Deny New Service**.
2. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
3. On the **Service Clusters** tab, do the following:
4. In the **Cluster** field, select **Cluster 1**, the cluster hosting the Engagement Designer service.
5. In the **Service** field, select **EngagementDesigner**.
6. Configure these attributes.
  - a. Set attribute **Completed instance to be deleted or not** to true.
  - b. Set attribute **Number of days the user want to retain error instances** to **7** (i.e. One Week)
7. Click **Commit**.

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8. No Cluster restart needed.

**Consideration Item 8: Only enable Cylance post 3.9 Oceana install**

If customers plan to run with Cylance enabled on Oceana Breeze nodes for Oceana 3.9 release, then customers must only enable (service running) Cylance post New Install or post Upgrade. Explicitly the Cylance Service must **not** be running during the Oceana Install or Upgrade.

**Consideration Item 9: If BotConnector logs show PU Status NA, BROKEN or COMPROMISED, eg. “PU Status = COMPROMISED”**

If BotConnector service is not able to create sessions, then check the BotConnector logs (/var/log/Avaya/services/BotConnector/BotConnector.log) to verify the PU Status.

Reboot the cluster if the PU Status is any of:-

- NA
- BROKEN
- COMPROMISED

## Languages Supported

Oceana™ 3.9.0.0 supports the following languages.

G14+2 Countries	Language
<b>APAC</b>	
China	Simplified Chinese
China	Traditional Chinese
Japan	Japanese
Korea	Korean
India	English
Australia	English
<b>EMEA</b>	
France	French
German	German
Italy	Italian
Russia	Russian
UK	English
Middle East Counties	Arabic
<b>CALA</b>	
Mexico	Lat-Spanish
Brazil	Brazilian-Portuguese
<b>US/Canada</b>	
Canada	French/English
US	English

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## Support and Contacting Support

### Contact Support Checklist

If you are having trouble with Oceana™ 3.9.0.0 you should:

1. Follow the instructions in written or online documentation
2. Check the documentation that came with your software for maintenance or hardware-related problems
3. Note the sequence of events that led to the problem and the exact messages displayed.

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

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

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

### 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 1 – Solution Reference Information

### Solution Information

Avaya Oceana™ Product <https://sales.avaya.com/en/pss/avaya-oceana>

**Product Compatibility Matrix** to determine products release levels compatible with Avaya Oceana™ is available at <https://support.avaya.com/CompatibilityMatrix/Index.aspx>

**Technical Documentation** <https://support.avaya.com/documents/>

### DevConnect

[http://www.devconnectprogram.com/site/global/products\\_resources/avaya\\_contact\\_center\\_control\\_manager/overview/index.gsp](http://www.devconnectprogram.com/site/global/products_resources/avaya_contact_center_control_manager/overview/index.gsp)

**Avaya Product Lifecycle Policy** <https://support.avaya.com/css/P8/documents/100081098>

**APS Application Support Team** engagement process currently WIP

## Appendix 2 – Port Matrix Updates

Refer to <https://support.avaya.com> for the latest Oceana 3.9.0.0 Port Matrix

**End of Document**

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