



Avaya Customer Interaction Express

Release 3.4.7 (Build 3.4.13100.2143)

Readme for Avaya CIE

October 2021

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Avaya Customer Interaction Express 3.4.7 Readme

Avaya Customer Interaction Express (CIE) 3.4.7 is a Service Pack, based on CIE 3.4.6.

Release Overview

Avaya recommends that all CIE customers come up to this distribution level as soon as possible to ensure they have a complete set of enhancements and quality improvements. CIE3.4.7 is delivered as ISO.

The CIE 3.4.7 product can be installed as a new installation or as upgrade of an existing CIE3.4.x. In case of upgrading CIE1.x, CIE2.x, CIE3.0 or CIE3.1 the system must be upgraded to CIE3.2 first. For more information, see [Before You Install](#).

Please read this Readme before you install and configure CIE 3.4.7. It may contain information that is not provided in the CIE 3.4 documentation.

 **Important:** CIE3.4.x use PLDS License files with version R3

Hardware Requirements

The hardware requirement for CIE servers depends on system usage and expected load, e.g., number of contact center agents, amount of incoming calls and E-mails or Chat requests per hour, usage of outbound functionality etc. Also, it depends on CPU cycle of the hardware.

Minimum requirement: 4x2.6 GHz CPU, 8GB RAM, 100GB free storage capacity (35 GB for OS and CIE software, 5 GB for TTrace logging, 60GB for statistic, taskreporting, mediastore and addressbook databases). The 100 GB includes no Email-Database, additional storage is needed, depending on the amount and size the customer expects to receive.

There is also a difference of hardware requirement on CIE Server, depending if agents are using Windows CIE UI or Web Client.

The following table shows the scaling based on CPU clock cycle

Number of Agents	Estimated Tasks / h ¹	CIE without Web Client Amount of clock cycles ²	CIE with Web Client ³ Amount of clock cycles ²
30	1500	5000 MHz	8000 MHz
50	2500	8000 MHz	13000 MHz
100	5000	13000 MHz	19000 MHz
150	7500	20000 MHz	29000 MHz
200	10000	30000 MHz	40000 MHz
250	12500	42000 MHz	53000 MHz

¹ The type of tasks could be voice calls or emails or chat sessions.

² The number of vCPU cores depends on server hardware.

³ The values are taken from Tests with IPOCC, tests with cascaded WebUI in progress.

Example for calculation of the required number of CPU:

Server CPU with 2,6 GHz: for 100 Agents working on 5000 Tasks/h with CIE UI

-> 13000 MHz required = minimum 5 CPU

The following table shows the scaling of RAM

Number of Agents	CIE without Web Client		CIE with Web Client ⁵	
	Number of configured RAM in GB	Number of reserved ⁴ RAM in GB	Number of configured RAM in GB	Number of reserved ⁴ RAM in GB
30	8	5	12	8
50	8	6	12	10
100	10	8	14	12
150	12	10	16	14
200	14	12	18	16
250	16	14	20	18

⁴ Minimum reserved RAM in resources for the virtual machine.

⁵ The values are taken from Tests with IPOCC, tests with cascaded WebUI in progress.

For agent and supervisor workstations using Windows CIE UI:

PC min. 2.4 GHz, 4GB RAM, 10GB free storage capacity

Recommended: 2 vCPU and 8 GB RAM

Operating System Compatibility

CIE 3.4.x is compliant with the following operating systems:

	Server	Client
Windows 8.1		X ^{*3}
Windows 10		X ^{*1}
Window 11		X
Windows 2012 Server R2	X ^{*2}	X ^{*2}
Windows Server 2016	X	X
Windows Server 2019	X	X
Windows Server 2022	X ^{*4}	

^{*1} Active tiles will be not supported. Touch Screen is supported.

^{*2} only in case of upgrade for legacy systems (support ends Oct 2023)

^{*3} only in case of upgrade for legacy systems (support ends Jan 2023)

^{*4} high load tests in progress

Make sure that the latest Microsoft updates are installed.

Third Party Software Compatibility

CIE 3.4.7 is compliant with the following third-party software:

	Server	Client
PostgreSQL 11.10	X	
OpenJDK Platform 8	X	
Apache Tomcat 9.0.37	X	
Microsoft Internet Explorer 10 +11	X	X
Microsoft Office 2010 + 2013 + 2016		X
Microsoft Office 365		X
Nuance Speech Suite 10.5: Recognizer 10.5	X ^{*5}	
Nuance Speech Suite 11.0.7: Recognizer 11.0.7	X	
Nuance Speech Suite 10.5: Vocalizer 6.2	X ^{*5}	
Nuance Speech Suite 11.0.7: Vocalizer 7.0	X	
Microsoft TTS (64bit)	X	
Citrix Terminalserver (XenDesktop 7.6, 7.15)		X ^{*3}
Microsoft Terminalserver W2016/W2019		X ^{*3}
Citrix Virtual Apps and Desktops 7 1912 LTSR, Cumulative Update 3		X

^{*3} Tested with previous versions

^{*5} End of Sales **for expansion only**: June 30, 2021, End of Manufacture Support June 30, 2022

PBX Compatibility

CIE 3.4.7 is compliant with the following PBXs:

- AVAYA Communication Manager (ACM)
 - V8.0.1 (00.0.822.0-25031) (Feature Pack)
 - V8.1.0 (01.0.890.0-25578) Service Pack 2
 - V8.1.1.0 (01.0.890.0-25763) Feature Pack 1
 - V8.1.2 or 8.1.3.x,
 - V 8.1.3.3

Note: SIP-Chap is supported only

- AVAYA Application Enablement Services (AES)
 - 8.0.1 with 8-0-1-0-SuperPatch_1 (8.0.1.0.1.5-0) (ASAI Link version V7)
 - 8.1.0 with 8.1.0.0.1-SuperPatch_1 (ASAI Link Version 7)
 - 8.1.2 or 8.1.3 (ASAI Link Version 10 or 11)
 - 8.1.3.3 (new certificate!)

Note: CIE 3.4.7 tested with complete Aura Service Pack 8.1.2 and 8.1.3.x

▲ **Important:** the new general certificate for AES in component ACMPBXDriver is valid until 15.09.2026. The new certificate can be used with AES8.1.3.3 or higher. For older AES versions the old general certificate for AES (valid until 23.08.2022!!!) in subfolder \Utilities\Legacy\PBX Driver Certificates in CIE ISO must be used.

▲ **Important:** regarding certificate for chap connection: new certificates created with SMGR 8.1.3.3 contains an additional branch subCA. This entry must be exported to have a complete certificate chain. After decomposition one gets 4 certificate files. The content of the subCA file must be copied into the begin of the root CA certificate xxx.xxx.xxx.xxx_ca.pem.

- IP Office (IPO)
 - Hardware platform IP Office 500 V2 (up to 30 agents):
 - R 10.1 SP3 or SP4
 - R11.0.4.1.13
 - R11.1
 - R11.1.2.0 (still in test)
 - IP Office Select or Server Edition:
 - R 10.1 SP3 or SP4
 - R11.0.4.4.0
 - R11.1, R11.1.0.1
 - R11.1.2.0 (still in test)

Note: for Upgrading IP Office to 11.1 at least 11.0.4 SP4 is necessary!

▲ **Important:** Integral Enterprise (I55) is no longer supported

Phones Compatibility

CIE 3.4.7 has been tested with the following phones as agent phones:

Avaya Communication Manager:

Digital phones

2420, 4620, 4622

H.323 phones

9620, 9630, 9640, 9650, 1608, 1408 and 1416, 9611G and 9641G

SIP phones:

Tested with 9608, 9641, 9621, 9611G, 9621G, 9641G

- No issues in telephony functions
- Issue regarding remote logoff during conversation: call get dropped (Jira CIE-92)
- In case of reconnect after network lost at client, the displayed agent state sometimes not plausible, e.g., information like Forced Order Code are lost

J139/159/169/179: can be used as agent phone.

Note: push service is not working, so topic or customer name cannot be displayed in the phone display.

Softphone:

Avaya One X Communicator 6.0 and 6.2.x:

- Road warrior Mode: H323 and SIP can be used
- Telecommuter Mode: works only together with CIE UI if calls are answered and ended on the physical phone, works only with H323

Avaya One X Agent for Elite agents (used in case fallback functionality is required):

- telephony functions ok
- issue with wrap up (PEM 190572): Workaround: in the configuration of the station in CM the after-call button should not be assigned

Avaya Workplace: can be used as agent phone. To make sure that outgoing calls initiated from CIE UI or dialer are signaled correctly, it is necessary to make the following configuration in CM: for each signaling group used between CM and SM ensure that the "Enforce SIPS URI for SRTP?" option is set to 'n'. Also, these signaling groups must all use "tls" transport for SRTP to work.

Tested modes: Single Client and Shared Control

Single Client: limitation: calls initiated by CIE UI to busy or not answering destination must be ended in Workplace

Shared Control (manage desk phone from Workplace and use audio of the phone)

Tested versions:

Avaya IX Workplace Client for Windows 3.7-3.11

Avaya Workplace Client for Windows 3.12-3.22

Avaya IX Workplace Client for Android 3.11.3

Avaya Workplace Client for Android/iOS 3.14-3.22

Avaya Workplace VDI 3.0.5

Avaya Vantage 2.0 with Equinox for Android 3.6.x

Avaya Vantage 2.2 with IX Workspace for Android 3.9.x

Avaya Agent for Desktop 2.0 and
Avaya Agent for Desktop 2.0.6.0.10
Tested as Standalone Windows application: Advanced and Headless Mode

DECT phones:

tested with R4 (may only be used on a project base and must be granted by PM / service)

- Login on DECT (DECT phone monitored by CIE)
 - Call must be answered at phone, not in UI. Hold and retrieve using UI does not work
 - Outgoing calls can be initiated from UI, but at DECT the dial button must be pressed too, to make sure the conversation connection also ate Headset
 - In case of radio failure to DECT no state information is send to CIE server. As consequence a topic call would be routed to the free but not reachable agent, but not RONA will be indicated
- Login on IP-Station with Bridge-Appearance to DECT-Device
 - Do not use: if call is answered at DECT phone, the CIE get no information about the connection
- Login on IP-Station with EC500 to DECT-Device
 - Do not use: in case of outgoing call initiated at DECT phone the agent telephony state in CIE is still free, because DECT device not known by CIE server

IP Office:

Digital phones

9504, 9508, T3 Classic, T3 Comfort

IP phones:

1608, 1616-I, 9608, 9611, 9621, 9630, 9640, 9641, 9650, 9660

SIP phone: J169/179 can be used as agent phone.

Softphone:

IP Office Softphone 3.2.3.49: In some scenarios the call state is not correctly displayed at Softphone, due to different event handling of softphone, the call state displayed in CIE UI is correct. Please use CIE for call handling. Note: The IP Office Softphone is deprecated in IPOffice 9.1 and is no longer available, supported only in case of Upgrade.

Avaya Communicator for Windows V2.1.3.30: known issues:

- In case agent make on outgoing call to a busy destination the call is immediately cleared with no indication to the agent in UI that destination is busy (PHOENIX-10950, known limitation on IP Office side)

Also tested as agent soft phone:

- Avaya IX Workplace Client for Windows 3.7-3.11
- Avaya Workplace Client for Windows 3.12-3.22
- Avaya Workplace for Android 3.14-3.22:

One-X Portal in Telecommuter Mode (Power User License necessary, Telecommuter Mode works together with CIE UI, calls can be answered on physical phone or CIE UI, the conversation has to be ended on the physical phone only).

DECT phones:

Agents logged in on DECT phone, call can be answered and ended, hold and retrieve and transfer does not work, call log entry not usable for topic calls (SIP extension number instead caller number).

Twinning: only internal twinning, twinning is not working in a SCN environment. Details regarding configuration of twinning in CIE at IPOffice can be found in the System administrator manual

- Twinning Master and twinning Partner (DECT) have to be configured as telephone in CIE
- IPOUser as Twinning Master/Partner only, no IPO extension
- Agent must log in into Twinning Master, UI function working for Twinning Master only
- Via TAPID interface the IPO taskserver gets the information if for the monitored telephone (twinning master) a mobile twinning partner exists.
- In case of configuration change of Twinning in IPOffice, the assigned agent has to logoff and login again.
- UI functions available only for Twinning Master.
- In case a call is answered at Twinning Partner, all telephone functions available, but no function at UI (like drop, transfer, WrapUp) are available
- Transfer between twinning master and partner are possible.
 - Twinning master to partner: via phone or UI
 - Twinning partner to master: call will be signaled at UI as direct call, not ACD function possible.
- Supervisor functions are not possible for an agent who has a Twinning Partner configured.

New Features / Major Enhancements

New or enhanced Features

WebUI in CIE:

- for all Task types, agent, and supervisor
- license: Advanced User required
- for Aura and IPO (for IPO also via WebRTC)
- multiple server installation possible

CIE UI:

- Home, Telephony and Realtime information: color of title bar configurable
- Telephony
 - Dial dialog: number from clipboard can be used via short cut Ctrl+Shift+1
 - Telephone book in contact bar, reachable via short cut Ctrl+Shift+z
 - Direct call button: OUTCC calls possible
 - Syntax for number input: destination##topic
 - Element "Start Program": configurable; if program is starting automatically with each new call or to start manually with keyword (%manual%). If this keyword (%manual%) is present anywhere in the URL (start/end/middle) then program will

not be launched automatically on the tag change notification. Program will start only if Agent clicks on the link.

- Realtime: Abandoned call list at topic: configuration possible, if
 - each call entry will be displayed in a separate line now, even in case of same calling number
 - or accumulated line per calling number like in the past
- Reporting:
 - in case connection between CIEUI and CIE server component StatisticViewer lost, application can be closed explicitly (right mouse click on application icon in Task Bar: Close Reporting)
- Chat Client:
 - Notify popup for new incoming chat (like email)
 - export chat conversations from chat archive to HTML file

Email: support of “Authentication Type” OAUTH2

Webservice: Callback request can be created as call job for dialer (like cgi_srv)

Recording:

- Verint integration in PBXTaskserver for CM
 - At IPO separate adapter must be used, Verint adapter in CIE ISO in sub folder \Utilities\Verint

Technical Changes

- PostgreSQL 11.10
- Aura:
 - TSAPI Driver: new AES certificates for “Avaya friendly application”, certificate file no longer build in, but delivered as explicit file in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Pbxdriver\certs\ca
 - Chap at SessionManager supported
- Most Server components are now 64bit
- Virtualization: ESXi 7.0 supported
- CIE UI over SSH Tunnel (install OpenSSH.msi and LandingPage.msi on CIE server, SSH configuration on Client PC via CIE Tunnel Setup.exe)
- Tomcat_WWW: Added SAN (Subject Alternative Name) to self-signed certificates generated for TomcatWWW apps like WebUI or WebAdministration

Features under restriction “Project specific”:

Please contact Avaya Professional Service for installation approval and further details.

- SAP integration with CIE
- Salesforce integration with CIE

Features under restriction “Controlled introduction”:

Please contact Avaya Product management for installation approval and further details.

- Nuance 11.0.7
- Verint Integration
- CIE in AWS Cloud

Discontinued Features

The following features known by former versions of CIE are discontinued:

- PBX Compatibility: following Versions aren't supported any longer
 - IP Office R9.0.x and 9.1.x and 10.0.x
 - Avaya CM V3.1
 - Avaya CM V4.x
 - Avaya CM V5.x
 - Avaya CM V6.1 and 6.2 and 6.3
 - V7.0.1.3 (SP3) with CTI Superpatch 23962
 - V7.1.0.0 plus Patch 23955 (ASAI Corruption fixed)
 - V7.1.2 (Feature Pack)
 - AES V4.2, V5.1, V6.1, 6.2 , 7.0.x, 7.1.0,7.1.2
- ACM: QSIG-Chap is not supported with CM7.x or CM8.0.x.
- Integral Enterprise (I55): no longer supported. I55Taskserver and other related components not included in the CIE3.4.x-ISO
- Contact Center ICI Connector.msi not included in CIE3.4.x-ISO
- Wallboard: due to End of Support of Microsoft Silverlight at 12. October 2021 the Wallboard in CIE is no longer supported after 12. October 2021

Restrictions and Recommendations

- ACM: toll free announcements are not working for SIP-Chap
- ACM: configuration in CM: activate Layer 3 Test in Signaling Group configuration for enabling fallback functionality.
- ACM with SIP-Trunk: ExternOAD is only working with configuration changes in SBC or newest Software in SessionManager. Please contact the SIP-Trunk provider and an Avaya Aura Expert.
- ACM: to prevent issues in media streaming it is strongly recommended to use the supported Gateways G430 or G450 only, or AMS Avaya Media Server.
- IPO: Secure connection to Standard Edition (IP500V2) is not recommended. The Maximum number of Secure Media connections (all secure including the IP Office/CIE connection) depends on the IPOffice Plattform (40 for R230SE up to 320 for R630SE)
- IPO: in case Standard Edition (IP500V2) is used, it is recommended to set the transfer mode to Agent for VEA to "unsupervised"
- IVR: due to change to 64bit version the old 32bit-Nuance Versions via SAPI interface cannot longer used.
- UpdateServer is working for upgraded and new systems. In case during upgrade the UpdateServer must be installed on a new server, upgrade the UpdateClient to CIE3.4.3 first. Reason: The old UpdateClient does support unsecure port 8080 only, where the new installed UpdateServer supports the secure port 8443 only. Note: UpdateClient is not actualized in current version, same as in CIE3.4.3 is delivered in the ISO.
- Chat Transfer:

- A chat script is not presented to customer if chat is blind transferred to a topic. Workaround: Put a delay (e.g. c.waitThisQueue>5) in the task flow to allow the transfer to complete.
- Regarding chat transfer to external jabber address: there are some chat client applications, which are not supported. Reason: chat transfer to a chat destination with some chat clients causes new chat requests in the topic. Here is the list of the tested chat clients:

Tool	Version	company	Test result for Consult/Transfer
Gajim	0.16.7	Gajim	ok
Pidgin	2.12.0	Pidgin	ok
Psi	0.15	Psi	ok
Jabbin	3.0	Jabbin	ok
Jitsi	2.11	Jitsi	ok
eM Client	7	eM Client	ok
Kadu	4.3	Kadu	ok
Miranda IM	0.10.67	Miranda	ok
one Team	Beta 2	one Team	ok
Spark	2.8.3	ignite realtime	Not ok -> new Topic-Chat
Coccinella	0.96.20	Coccinella	Not ok -> new Topic-Chat
Candy	2.2.0	Candy	Not tested (Installation and configuration in Tomcat)
Trillian	6.0.0.58	trillian	Not tested (no connection to Open fire)

Virtualization

CIE can be virtualized. The benefits include ease of maintenance, greater portability and making programs easier to deploy across several versions.

To increase reliability the VMware functions “vMotion” and “High Availability” can be used for CIE systems.

⚠ Important: Because of some restrictions and complex environments it's necessary to take care on all topics that are described in the document cie_34_virtualization_de.pdf. Server with installed UM-Fax-Gateway or UM-SMS-Gateway cannot be virtualized because special hardware is used.

The supported virtualization environment is VMware vSphere Hypervisor (ESXi) (Version 5.x and 6.x and 7.0).

Installation

This section describes the installation process which is completely based on setups. There is no difference between a new installation and an update: You use the same setups called by the SetupWizard in both cases.

Before You Install

Before installing you must identify all machines that host CIE components (CIE Server, CIE Client workstations for agents and supervisors, CIE Gateway Server) because each of these machines needs an update.

Before installing or upgrading CIE you have to make sure, that all servers have the newest Update of Operating system installed.

Because there is no uninstall program available for the GA version or Service Pack itself we strongly recommend to back up your CIE servers before starting the update process.

Note regarding update of a CIE system with E-Mail-Routing: make sure, that no deferred E-Mails in the Mail-Box of the agents. It was observed in some cases that after an update from CIE2.1 to CIE3.1 deferred E-Mails are shown in overview in E-Mail client, but these E-mails could not be completed.

▲ Important: Please note that a direct update from BCC 4.0 to CIE 3.4 is not supported. Please update to CIE 1.0UR9 first. In case Upgrading CIE1.0 UR9 to CIE3. 2 we recommend updating to CIE1.1.6 first and in next step update to CIE2.1.1 or CIE3.0.x or CIE3.1.x, after that to CIE3.2. Then migrate Sybase to PostgreSQL with data migration tool and upgrade to CIE3.4.1. Then use PostgresUpgrader.exe tool to upgrade PostgreSQL to R11. After this upgrade to CIE3.4.4 with SetupWizard.exe. When upgrading CIE3.3.x or CIE3.4.x <3.4.5, run PostgresUpgrader.exe and then upgrade to CIE3.4.7. Direct upgrade from CIE3.2 or older to CIE3.4.7 is not supported.

Getting Started

Avaya CIE 3.4 is available on the Avaya PLDS Web site at <http://plds.avaya.com>. To receive the CIE 3.4.7 proceed in following steps:

1. switch to AssetMgmt -> View Downloads
2. Select your company
3. Select application "Customer Interaction Express" -> You get a list of ALL CIE downloadable files.
4. Select %Download name "%CIE 3.4%" to get a list of only the downloadable files of this version.

5. Download all the files which belong to this version.

It is not necessary to copy the CIE 3.4 files to an installation directory on the machine on your system, you can install directly from CIE ISO.

Server Installation

This section describes the installation procedures for the CIE 3.4 Server components. This section includes the following topics:

- [Stop CIE Servers](#) on page 14
- [Installation Procedures](#) on page 14
- [Restart CIE Servers](#) on page 12

Stop CIE Servers

Before you run upgrade CIE Server, ensure that all CIE agents stopped working and are logged off. Then you have to ensure that all CIE server processes are stopped. This may take several minutes because the servers need to complete their current tasks before shutting down.

To stop CIE Services:
Bring up the Windows Services application.
Stop CIE watchdog.

Note: in case of upgrade from CIE3.2 or older: To make sure stopping all necessary processes you can use the batch file **CIE_stop.bat**, which is delivered with the CIE3.2 software in subfolder \Utilities. Before starting the upgrade process, you have to run Data migration from Sybase to PostgreSQL. Details see System administrator manual.





Installation Procedures

Perform the following steps on the Windows machines running CIE servers.

- Mount or unzip the CIE ISO, copy all folder to CIE server locally
- Run vcredist_x64_2015.exe and vcredist_x86_2015.exe in folder \Server\CIE
- Start SetupWizard from \Server\IP Office Contact Center\SetupWizard
 - Accept the EULA and click Next
 - Select ACM or IPO, in second step select complete or voice only
 - Enter Username for database (Administrator)
 - Add your PostgreSQL password
 - Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e., two code point sets, e.g., upper + lower)

- Change the Installation folder if required
- Change the report directory if required (must be local to the server)
- Enter the network interface IP Address (for the enabled NIC port)
- Click on button Install
- Progress bar is shown for all components...
- When all components are installed, click Finished and click Reboot

During installation the Setup Wizard shows the following icons.

-  Gray circle - component is not installed
-  Gray triangle - component is being installed
-  Green circle - component is installed
-  Red circle - component installed with errors

A progress bar shows that components are installed.

In case of error messages during one or more component updates have a look at respective install log files (depends on setup):

- User TEMP folder (%temp%)

If the installation is unsuccessful, try to isolate the error causes and re-run the installation program. If the problem still occurs see [Technical support](#)

Upgrade Procedure

CIE offers an Auto Update Mode as part of the SetupWizard. The Setup Wizard checks the installed version. If the Setup Wizard finds an older version, only an update of the installed components with the Setup Wizard is possible. The settings cannot be changed.

Upgrade: preparation

- Before an upgrade can be started all CIE processes have to be stopped.
 - Close CIE User Interface on CIE server and all Client PCs.
 - To stop all CIE server components open “Administrative Tools” -> “Services”, select “CIE Watchdog” and stop this service.
 - Don’t stop CIE TTrace Server or CIE PostgreSQL!
 - Observe components in TTConsole. On the left-hand panel are the running processes shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper which starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left-hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
 - In some cases, it happens, that watchdog was not able to stop some CIE processes like chap or chapSync completely. To check make sure that no service with name prefix CIE is in state running or stopping. Check also in Windows Task Manager, if a process with name CHAP-Server is running; if so, end task in Task Manager.

- Note: in case CIE UM Fax Gateway, FaxLayout or PrinterGateway are installed: these components are installed as automatic services and not included in watchdog. You have to stop these services manually.
- Make sure that no open database connections: check in PostgreSQL too pgAdmin3.exe/pgAdmin4.exe -> menu “Tools” -> Database Server Status: there should only the entry “pgAdmin-Browser occur, close pgAdmin tool before starting the upgrade!
- Make sure, that no Windows Updates will be downloaded or installed during Upgrade phase! Best practice: Install Windows update before starting Upgrade of CIE.
- Preparation for upgrading PostgreSQL database:
 - Make backup of all databases before starting upgrade!!
 - The upgrade requires at least twice as much space as the existing databases. If possible: delete old reporting data, call jobs/campaigns no longer used, delete or archive and export old emails. Check the free space on hard disk and space occupied by all databases. In case not enough free space, remove not needed files. Specials:
 - Remove old ttrace files
 - remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by Chat Taskserver in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Chat Taskserver
 - remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by the addressbook components in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Addressbook Server Database
 - remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by the umr components in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Unified Media Server\Java
 - remove old log files C3000*.log and UM*.log in C:\ProgramData\AVAYA\CIE and C:\ProgramData\AVAYA\Customer Interaction Express
 - remove old tomcat logs in subfolders Tomcat, TomcatWWW and WebServiceCollection in C:\ProgramData\Avaya\CIE
 - remove files in folder C:\ProgramData\WER
 - view all problem reports: clear all problem reports
 - If possible, in your Windows version, use the “Disk Cleanup” function in the Properties of the disk in the explorer. Make sure, that Windows system files, especially Update Cleanup are included.

Upgrade instructions from CIE >= 3.4.5

- Mount CIE ISO and copy complete structure locally to server
- Start CIE SetUpWizard from subfolder \Server\CIE
 - Accept the EULA and click Next
 - Add your PostgreSQL password
 - Click on button Install
 - Progress bar is shown for all components...
 - When all components are upgraded, click Reboot

Upgrade instructions from CIE3.3.x or CIE3.4.x < 3.4.5

- Mount CIE ISO and copy complete structure locally to server
- In case upgrading CIE version <3.4.4: Run vcredist_x64_2015.exe and vcredist_x86_2015.exe in folder \Server\CIE

- Go to folder Utilities, run PostgresUpgrader.exe
 - Note: the upgrade of PostgreSQL will take some time, depending on size of the database
 - PostgresUpgrader can upgrade from 9.3 or 9.6 to 11
- Start SetUpWizard from \Server\CIE\
 - Accept the EULA and click Next
 - Add your PostgreSQL password, leave the field
 - Click on button Install
 - Progress bar is shown for all components...
 - When all components are upgraded, click Reboot

Note: in case PostgreSQL Upgrade failed:

When upgrading PostgreSQL the old version has to be able to be started. In some cases, this isn't possible and PostgresUpgrader fails with the message:

"Error: Could not start service 'PostgreSQL 9.6'. Time Out"

Windows 'Event Viewer' might have a hint. Open it and go to 'Windows Logs'\Application'. At the time of the upgrade failure there probably is an error-message of PostgreSQL which ends with something like:

```
<date + time of failure> CEST Appl: User: DB: IP: >FATAL: lock file "postmaster.pid" already exists
<date + time of failure> CEST Appl: User: DB: IP: >HINT: Is another postmaster (PID 4711) running in
data directory "C:/ProgramData/Avaya/PostgreSQL/9.6"?
```

In this case it must be checked in the Windows TaskManager if another PostgreSQL with PID 4711 (example value) is running.

All postgresql processes should be stopped and the file postmaster.pid in the mentioned directory should be deleted.

Try to start the service CIE PostgreSQL . (Probably rebooting the server is necessary)

Now the PostgreSQL Upgrade should be possible.

Note: in case of upgrade of Java Development failed:

Go to Control Panel\Programs\Programs and Features, select Java Development Kit and run a repair installation


Note regarding upgrades of restored databases

Sometimes for the upgrade procedure of large customers, especially over several versions a dry run is made before the real upgrade. In this case it is strongly recommended to uninstall and fresh install before restoring and repairing the final database instead of simply restoring and repairing again. Reason: sometimes it happens, that during restore not all tables are deleted and new created (PostgreSQL issue).

Check out the CIE 3.4 documentation for detailed information.

Restart CIE Servers

After successful installation or update, reboot the machine. The CIE server components will start automatically.

 **Important:** Please note that after update from version <CIE3.4.2 the watchdog has no configuration. It must be distributed after reboot. Note: on multi server systems after distribution of the watchdog.xml all server as to be rebooted again.

Manual Work after an Installation or Update

An installation or update to CIE 3.4 may result into some actions that have to be done manually.

New installation:

- After Reboot the watchdog process is running, depending of the type of installation you must distribute the configuration file
 - Go to folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Watchdog and extract the according watchdog.xml from WatchdogXML-CIE.ZIP
 - Run Watchdog Config (Start menu -> Avaya CIE)
 - Open according watchdog.xml and distribute
- Install license: open Internet Explorer on CIE Server and connect WebLM: <https://<hostname of CIE Server>:8443/WebLM>
 - Please note the upper and lower letters in WebLM!
 - Login as user admin and Password weblmadmin, you must change the password. After this a new logon with the new password is necessary
 - Select “Install license” and Browse to your license file, click on “install”
 - Click on “Licensed Products”: Select “CIE” to check your licenses
- In case WebLM is installed on CIE Server:
 - After upgrade from CIE <3.4.4 WebLM server version 7.1.2 is installed like a new installation. On the WebLM console, login as admin/weblmadmin and change password. Also new licenses are required.
 - On the WebLM console go to Server Properties and note the WebLM Host ID, it would be an ID with 14 alphanumeric characters. For virtualized systems it would be a completely new host ID, for real metal server the new ID would be the Mac address + 2 digits (normally 03). In both cases you must take this host ID shown in Server Properties and order/generate a new license and import the new license after accepting the EULA.
 - Note: Rehosting of the license file: Go to the PLDS website, regenerate the license file for your product using the new host ID. Install the license file that you generated for the WebLM server
- Voice Control: Launch tool “VCSpeechConfiguration” on servers where the Voice Control is installed, and check settings. Misconfiguration may cause into failure while VC startup.
- In case Voice Control is used with Microsoft TTS: due to the change from 32 bit to 64 bit also for Microsoft TTS the 64bit version of SpeechPlatformRuntime.msi has to be installed
- In case Voice Control is used for Database connection: due to the change from 32 bit to 64 bit the DSN has to be configured with ODBC 64 bit admin tool.
 - Note: as IVR-Editor as part of CIEUI is still 32 bit, the database connection in the IVR scripts in the DB elements will not work. The direct access from IVR script to database table is only possible on separate Client PC with configured DSN in 32bit ODBC Data Source Administrator.
- Adjust watchdog configuration, make sure that component IdentityServer is included.

- Printer Gateway cannot be installed via SetupWizard, it must be installed manually.

Troubleshooting Server Installation

This section describes solutions for the following problems that you might encounter with an Avaya CIE installation:

In case of error messages during one or more component updates have a look at respective install log files (depends on setup):

- User TEMP folder (%temp%)

If the installation is unsuccessful, try to isolate the error causes and re-run the installation program. If the problem still occurs see [Technical support](#)

Client Installation

This section describes the installation procedures for the CIE 3.4 Client (Contact Center User Interface). The installation is supported only on the Windows platform.

CCUI Installation Procedure Standard

Perform the following steps on each agent and supervisor workstation.

Stop the CIE Contact Center User Interface (CCUI) application if it is running.

Open the **CIE 3.4.7 - Client** folder and double-click on Contact Center User interface.msi.

At the **Welcome** screen, select **Next** to continue.

At the next screen which displays the license agreement, select **I accept the terms in the license agreement**, and click **Next**.

Note: the component "Statistic Scheduler " is installed with CIE Contact Center User Interface per default as a service which is configured for running as manual.

If the installation is unsuccessful, correct the errors and re-run the Installation program.

If the installation is successful, reboot the agent machine (a message box during the installation procedure will show that) or just launch the Contact Center User interface again.

CCUI Installation Procedure in Silent Mode

This kind of distributing the Contact Center User Interface to all connected client computers is only available if the component **Update Server** is installed on at least one CIE server and on all clients

the **CIE Update Client** is installed and running. If this environment is not available, you have to use the [CCUI Installation Procedure Standard](#).

Perform the following steps on a CIE server to update all agent and supervisor workstations.

If Update Server and Update Clients are running you can download the software to the client workstations.

Use a browser such as Microsoft Internet Explorer to open the URL
`https://<hostname_of_CIE_server>:8443/UpdateStore`

The Product Update Store Login screen will be displayed. Type in user name and password for this application (customer installation specific) and log in. Select **Upload new Update**. Click **Browse..** and **Upload Now** to upload the following listed Microsoft Installer file (msi):

- Contact Center User Interface.msi

The Update Server will distribute this software to all update clients automatically. Agents and supervisors will be informed by message boxes that new software is available. A client workstation reboot is needed.

The complete procedure of updating all clients will take up to 2 hours.

Notice: Don't forget to allow the installation via menu item Admin and Change Reboot option to "Reboot is set".

 **Important:** in case during upgrade the UpdateServer has to be installed on a new server, you have to update the UpdateClient on the Client PCs **before** upgrading/installing new the server

CRM: Salesforce Client Installation

For the Salesforce client the ISA package 1.65 is available at the following link:

URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t2w000009F4ug>

Supported browsers are Google Chrome, Microsoft Edge and Mozilla Firefox. For details see manual [cie_347_salesforceconnector_en.pdf](#)

Configuration

Depending on used CIE features there may be some further configurations to be done after an update to CIE 3.4.7.

VoiceControl: in case of using TTS or ASR: Launch tool "VCSpeechConfiguration" and reconfigure Language and number of channels and in case of MRCP the host of Nuance Server.

Documentation

Avaya CIE 3.4.7 contains an update of the German documentation and user manuals; they are located on CIE- ISO in folder Manuals.

Manuals for cgi_Srv and SalesforceConnector are in English only.

Manual web_service_collection_en.pdf is included in SDK WSC-SDK-2.0.503.zip in folder Examples\WebServices.

Manual cie_33_trconfig_en.pdf regarding configuring task reports can be found in folder Utilities\TRconfig.

The CIE documentation can also be downloaded from the Avaya Support Website:

<http://support.avaya.com/documents/>

1. Enter "Customer Interaction Express" or "CIE" as your product.
2. Choose Release in the drop-down list
3. Select the Content Type as required and select "ENTER"

Update Release Setups and Files

The following tables list the setups and files that are included in the CIE 3.4.7 release.

CIE Server

File Name	Date	Version
SetupWizard.exe	27.10.2021	34.2.7.13100
ACM PBX Driver.msi	27.10.2021	3.4.13100.2143
Addressbook Admin x64.msi	27.10.2021	3.4.13100.2143
Addressbook Server Database x64.msi	27.10.2021	3.4.13100.2143
Avaya License Client x64.msi	27.10.2021	3.4.13100.2143
CHAP x64.msi	27.10.2021	3.4.13100.2143
Chat Taskserver x64.msi	27.10.2021	3.4.13100.2143
Contact Center Additional x64.msi	27.10.2021	3.4.13100.2143
Contact Center Core x64.msi	27.10.2021	3.4.13100.2143
Contact Center Database x64.msi	27.10.2021	3.4.13100.2143
Contact Center Mediastore Database x64.msi	27.10.2021	3.4.13100.2143
Contact Center Monitoring x64.msi	27.10.2021	3.4.13100.2143
Contact Center SGServer x64.msi	27.10.2021	3.4.13100.2143
Contact Center Statistic Viewer x64.msi	27.10.2021	3.4.13100.2143
Contact Center Statistics x64.msi	27.10.2021	3.4.13100.2143
IPO TaskServer x64.msi	27.10.2021	3.4.13100.2143
Java Development Kit x64.msi	27.10.2021	3.4.13100.2143
omniORB x64.msi	27.10.2021	3.4.13100.2143
OpenSSH.msi	27.10.2021	3.4.13100.2143
PBX Taskserver x64.msi	27.10.2021	3.4.13100.2143
PostgreSQL x64.msi	27.10.2021	3.4.13100.2143
SessionManager x64.msi	27.10.2021	3.4.13100.2143
Taskreporting Database x64.msi	27.10.2021	3.4.13100.2143
Tomcat x64.msi	27.10.2021	3.4.13100.2143
Tomcat WWW x64.msi	27.10.2021	3.4.13100.2143

File Name	Date	Version
Trace System x64.msi	27.10.2021	3.4.13100.2143
Unified Media Archive Database x64.msi	27.10.2021	3.4.13100.2143
Unified Media Archiving x64.msi	27.10.2021	3.4.13100.2143
Unified Media Database x64.msi	27.10.2021	3.4.13100.2143
Unified Media Fax Gateway.msi	27.10.2021	3.4.13100.2143
Unified Media Fax Layout Server x64.msi	27.10.2021	3.4.13100.2143
Unified Media POP3 IMAP4 Client.msi	27.10.2021	3.4.13100.2143
Unified Media Printer Gateway.msi	27.10.2021	3.4.13100.2143
Unified Media Server x64.msi	27.10.2021	3.4.13100.2143
Unified Media SMTP Connector.msi	27.10.2021	3.4.13100.2143
Unified Media Web Applications x64.msi	27.10.2021	3.4.13100.2143
Update Server x64.msi	27.10.2021	3.4.13100.2143
Voice Extension Adapter x64.msi	27.10.2021	3.4.13100.2143
Voice Control x64.msi	27.10.2021	3.4.13100.2143
Wallboard Broker x64.msi	27.10.2021	3.4.13100.2143
Watchdog.msi	27.10.2021	3.4.13100.2143
Web Service Collection x64.msi	27.10.2021	3.4.13100.2143
Web User Interface x64.msi	27.10.2021	3.4.13100.2143
WebLM x64.msi	27.10.2021	3.4.13100.2143

CIE Client

File Name	Date	Version
Contact Center User Interface.msi	27.10.2021	3.4.13100.2143
Update Client.msi	16.08.2018	3.4.9400.1833

WebServices SDK

File Name	Date	Version
WSC-SDK-2.0.503	27.10.2021	3.4.13100.2143

CRM Connectors

File Name	Date	Version
CRMConnector x64.msi	27.10.2021	3.4.13100.2143

Fixed Modification Requests (MRs)

The following table lists the MRs fixed in the CIE 3.4.7, the list contains also issues reported with Version CIE 2.x, CIE3.0 or CIE3.1 or CIE3.2 or CIE3.3.x or CIE3.4.x.

Jira Nr.	Titel	Component
CIE-1274	chap, after reboot not all adapter lines of the topics are registered	Chap
CIE-1328	Chap several crashes with crash dump at AOK Hessen 3.4.6HF04	Chap
CIE-1196	Chap handles and threads grow steadily up until there is a crash.	Chap
CIE-1229	ACFD: Chap one thread per VoiceTopic - too many threads - chap becomes slow	Chap
CIE-1166	CHAP crash	Chap
CIE-1147	ACFD: Chap cannot parse message because buffer is limited and then distribution to agent is not possible	Chap
CIE-1308	VoiceMail playback stops always after 30 sec in case of Chap at SM	Chap, CP
CIE-1185	vea has issue timeout on stop with wav file and internal error while com. with chap	Chap, VEA
CIE-1313	Error message is displayed after running DataImport.exe	Configuration
CIE-1188	PBXTaskserver, VEA dropped a call, because PBX Taskserver did not respond	Core
CIE-1189	dialer, sporadically, calls from the auto dialer are not put through to the agent, the called party then gets busy.	Core
CIE-1179	vectors crash with crash dump after update to 3.4.5 HF07	Core
CIE-888	ACFD: kernel crash after using ttrace command print topic with topic name	Core
CIE-1072	IVR, if ivr is not started in the order specified in the standard watchdog, IVR related counter will not work.	Core, Statistik/Monitoring
CIE-887	ACFD: Supervisor distributes call manually from waiting field to a free agent, then divert the same call to another agent; but during the second divert the first agent connect.	Core, Taskserver ACM
CIE-1038	ACFD: Categories, Commands and Objects are lost in runtime in the KERNEL	Core, TTrace
CIE-1126	DB / UI, (IPO) the default value in the DB for "Display Login/Logout messages at agent phone" does not match with the UI value.	Database
CIE-1216	Error message "Version Mismatch" on launching CCUI	Database, UserInterface
CIE-1272	CCUI is not able to connect to CIE server	Database, UserInterface
CIE-1281	Dialer is not working on 3.4.7 SV Drop 1	Dialer
CIE-1288	Microsoft TTS: non english language not working	Documentation

CIE-1111	totTWrapUp historical topic counter description should be improved	Documentation
CIE-1322	Intermittent build issues in umr_ccdbproxy and umr_configguard.	Installation
CIE-1262	UI, field for tracehost and NameServiceHost is limited to 45 character	Installation
CIE-1270	Voice Control is installed in Program Files rather than Program Files x86.	Installation
CIE-1137	VoiceContol setup: wav file for delivered mastermenu is missing	Installation
CIE-1297	IVR-script: DB element ElemGetFirstRec not working in 64 bit version	IVR
CIE-1316	not possible to change SMTP port 25 at IVR	IVR
CIE-1253	localization issue in german UI: Customer History	Localization, UserInterface
CIE-1026	ACFD: Salesforce. Agents are logged out by the system with no seen reason	SalesForce Connector
CIE-1266	tr_Srv crash	Statistik/Monitoring
CIE-1110	The job code entered by the first agent is also shown for the second agent after attended transfer	Statistik/Monitoring
CIE-1109	After blind transfer to another agent, the job codes entered by both agents are shown in CDR at the first agent	Statistik/Monitoring
CIE-1096	statistic, Historical reporting is implausible, the call matrix of some calls is not correct which causes the differences.	Statistik/Monitoring, Taskserver ACM
CIE-998	E-Mails shown as abandoned in case they where deactivated due to overload protection	Statistik/Monitoring, TaskServer E-Mail
CIE-1153	TRViewer can't display topics at customer history if a " ' " is in the topic name.	StatViewer/TRViewer
CIE-1177	UI, stat viewer, The cycle in the report is not displayed correctly if it goes over 4 years = 1461 days.	StatViewer/TRViewer
CIE-1326	TRViewer, not possible to send data from tr-viewer per mail	StatViewer/TRViewer
CIE-1085	UI lose after about one hour connection to statistic-viewer in customer environment.	StatViewer/TRViewer, UserInterface
CIE-98	PBX TaskServer consumes continiously memory and then to approximate 90% CPU load	Taskserver ACM
CIE-1086	PBXTaskserver observation of station does not work if a sip station has deleted and add again	Taskserver ACM
CIE-1258	Start Program: program is starting with each call automatically	UserInterface
CIE-1195	UI, configuration telephones, if the Name for telephone is with >= 30 signs UI crash or the name can not be modified anymore	UserInterface
CIE-9	Mail attachments are not shown and can't be opened in CIE mail client	UserInterface
CIE-1125	UI, E-Mail Client can't save attachement in to a folder which is an advanced share	UserInterface
CIE-1087	UI crash when user switch from quickbar to email client	UserInterface
CIE-1120	UI crash with outcc call if Tag "FirstScreenTabName" is used but Agent has no Firstscreen for this	UserInterface
CIE-1114	UI via VPN tunnel: UI crashed during agent login	UserInterface

CIE-1178	CCUI msi is not prepared for CIE 3.4.7	UserInterface
CIE-1349	verintadapter.exe – InfoRequest should be send even there is no recording started	Verint-Adapter
CIE-1260	Tomcat_WWW process crashing with new NetworkCounters.dll	Wallboard
CIE-1275	WebAdministration: not all ttrace logs are detected and downloaded	WebAdmin
CIE-912	Landingpage: Certificates not working correctly in CIE	WebAdmin
CIE-1337	WebUI: Agent is not allowed to enter multiple job codes for chat task	WebUI
CIE-1283	WebUI, Email additional empty lines are inserted in the used textblocks.	WebUI
CIE-1284	WebUI, Email popup window for filling in the parameter variables does not appear.	WebUI
CIE-1285	WebUI in CIE: preview Dialer Call Job not completed after several rejects	WebUI
CIE-1286	WebUI in CIE: preview Dialer: issue regarding starting pause during preview time	WebUI
CIE-1248	WebUI in CIE: Mechanic Dialer Call Job not completed	WebUI
CIE-1265	Multiple WebUI: Chat Archive not working for separate WebUI Server	WebUI
CIE-1264	Multiple WebUI: Customer History not working for separate WebUI Server	WebUI
CIE-1198	WebUI in CIE at Aura: Supervisor Emergency: issue at supervisor	WebUI
CIE-1010	WebUI in CIE at Aura: Agent without WrapUp cannot end the call	WebUI
CIE-1009	WebUI at Aura: Autoanswer does not work	WebUI

Known Issues

This section provides the known issues or limitations that pertain to the CIE 3.4 release. The list contains also issues reported with Version CIE 2.x or CIE3.x. For information about other CIE 3.4 known issues that are not directly related to this Update Release, refer to the following documentation at <http://support.avaya.com>.

The following table lists the known issues in the CIE 3.4.7:

CIE-1388	Abandoned Call list and addressbook server with OutCC, in a sip environment it is not possible to use both features together.	Adressbuch, UserInterface
--------------------------	---	---------------------------

CIE-1376	chap, drops a call with sip 486 busy here, in statistic it seems to the caller's second call is terminated because the previous call is not yet considered terminated in the CIE.	Chap, Core
CIE-1347	Chap, sometimes received DTMF-packages are not processed by CHAP	Chap
CIE-1345	Watchdog can not end chap process	Chap, Watchdog
CIE-1343	chap, vea and ivr no longer receive call information although the processes are still running	Chap, IVR, VEA
CIE-1277	IVR, after 2nd consultation with overflow to integrated vc voice box only noise are recorded	Chap, IVR
CIE-1187	chap, anonymous caller is shown after ring time out with IP from CM as caller	Chap
CIE-1097	Chap will sporadically send a "SIP/2.0 404 Not Found to CM after a Trying, but in the same minute Chap will respond with a SIP/200 OK message for the same destination that was previously acknowledged with 404 Not Found.	Chap, VEA
CIE-1022	ACFD: possibility to adjust the shown number if the call is directed per external destination or transfer via ivr .	Chap, TaskServer IPO, VEA
CIE-679	ACFD: Chap Sync don't fill the chap.ini file if you have more than 30 chap servers	Chap
CIE-1379	UI crashes if chat is ended before the agent could answer the chat request	Chat, UserInterface
CIE-1358	core, if you have a phone call and a chat at the same time and set the job code for voice during the call, the chat history is immediately deleted when the external participant ends the chat.	Chat, Core
CIE-705	ACFD: Closed chat conversation become active again	Chat
CIE-693	ACFD: WebChat-Dialog: chat request send only after entering message in additional dialog	Chat
CIE-1390	PBXTaskserver, The pick-up of calls does not work or it is then carried out approx. 1 minute late although the originally called destination has already accepted the caller.	CM, Taskserver ACM
CIE-1389	PBXTaskserver, If an agent is called in a busy state, an outgoing connection is displayed in the calling card for each attempt.	CM, Core, Taskserver ACM
CIE-799	ACFD: push_srv handle count is growing up to more than 10.000	CM, Taskserver ACM
CIE-794	ACFD: statistic, internal calls counted as external if the number dialed without location code	CM, Taskserver ACM

CIE-1380	PBXTaskserver, VEA dropped a call, because PBX Taskserver did not respond occurs over 2000 times a day	Core, Taskserver ACM, VEA
CIE-1350	dialer, although a preview call job was displayed at the agent a new inbound call was presented	Core, Dialer
CIE-1324	Dialer, outgoing calls with the same cjid are sporadically made twice because the first attempt is recognized as failed, therefore the cj cannot be qualified because the DB tables are locked.	Core, Dialer
CIE-1234	PBXTaskserver, kernel, the value of the task tag CCK_CallingAddress is not updated after connecting a call	Core, Taskserver ACM
CIE-1221	kernel, monitoring was out of service because there where no more messages of kernel	Core, Taskserver ACM
CIE-1220	kernel, if acw button is pressed while a new call is pending at agent and the call is ended before the agent accept the call, acw is still active, but the next call is still signalled.	Core, Taskserver ACM
CIE-1081	kernel, if the variable CCK_AUTO_SIGNON_RONA is active and is then deleted, no notification is sent to the IPO Taskserver, so that the agent continues to be activated after the configured time.	Core, TaskServer IPO
CIE-982	ACFD: memory leak in Kernel after contra import	Core
CIE-926	ACFD: Agent cannot be deleted or the task type Email cannot be removed. It is rejected by the Vector process, although there are no related objects from the agent in the task flow set.	Core
CIE-578	ACFD: Vector's process distributes new incoming callers directly when an agent becomes free even though there are still callers in the queue.	Core
CIE-1269	UI, chap adapter propertis configuration of MOH easy.wav does not view the configured value	Database, UserInterface
CIE-1077	IPO-TaskServer as not aware of variables set on new created topic	Database, TaskServer IPO
CIE-948	ACFD: statistic_srv loses contact to db_srv while the automatic report export is generating	Database, SGServer, Statistik/Monitoring
CIE-906	ACFD: An active planned automatic database compression leads to a system error.	Database
CIE-1387	dialer, If the extend recall time if dest. do not answer is processed, this is extended to double and also partly into the next year to process the call jobs.	Dialer

CIE-1393	UMR, If an email is forwarded in which some icons/images with links (e.g. facebook, twitter or company logo) have been deleted before, only the icon/image is gone but the corresponding link.	E-Mail Components, UI
CIE-1375	UMR, umrtaskserver lose connection to umrclientadapter and kernel	E-Mail Components
CIE-1351	UMR, CIE UI Error Message - No Order code found ! Please check the configuration	E-Mail Components
CIE-1323	UMR, Email Client show instead of the imbedded picture of the mail only a square with x	E-Mail Components, UserInterface
CIE-1318	UMR Client, display problems in the email client	E-Mail Components, UserInterface
CIE-1292	UMR, if the configuration of an agent with active email is changed UMRConfigServer still consumes 100% CPU load and it looks like it is running in circles.	E-Mail Components
CIE-1233	Unified Media Server x64.msi, after restore with a backup from version 3.4.4 into umr db version 3.4.6 the repair does not work	E-Mail Components, Installation
CIE-1029	ACFD: the name of the attachment changed by forwarding the mail	E-Mail Components
CIE-1014	ACFD: statistics, The call matrix for e-mails is not displayed correctly in the statistics server, the dummy trunk that should only come at the beginning is very often also shown in the further course.	E-Mail Components, Statistik/Monitoring
CIE-1278	setupwizard, switch gdpr is always active	Installation
CIE-1159	UI, default path "Location for data export" could be changed while install or modify but the new value will not be taken over.	Installation, UserInterface
CIE-1307	IVR Transfer always end with error	IVR
CIE-1301	IVR goes into TNMUTEX, crash dump is probably generated by ending the IVR via the watchdog	IVR
CIE-1250	Voice Control terminated	IVR
CIE-731	ACFD: IVR start with: bad implementation on remote side! in a multiple Server environment	IVR
CIE-1017	ACFD: statisticviewer, statistics with counter "totN per JCode per Topic" in larger environments, the statistics for generating, displaying require more than the 2 GB of memory that Tomcat has by default and block the UI.	SGServer, StatViewer/TRViewer
CIE-955	ACFD: SGServer, does an additional connection after restart to connect UI's	SGServer
CIE-766	ACFD: statistics with percent counter can not be exported in the new format	SGServer, StatViewer/TRViewer

CIE-1352	Statistic, Historical reporting sometimes implausible in case of transferred calls recorded via AWFOS	Statistik/Monitoring, Taskserver ACM
CIE-1342	Abandoned Call list, not all incoming abandoned calls are shown and after restart UI the list is empty	Statistik/Monitoring, UserInterface
CIE-1273	statistic, if agent makes a consultation call with the direct call button or the dial pad and outcc is enabled the reporting counts two calls	Statistik/Monitoring, Taskserver ACM
CIE-1259	Statistik Mail send has to address in from	Statistik/Monitoring
CIE-1257	statistik_srv blocks after restart and neither gives output in the TTrace nor writes its values to the database.	Statistik/Monitoring
CIE-91	Loadtest at CM: Agent in man Wrapup for 1 sec	Statistik/Monitoring
CIE-1391	reporting, if several automated reports have the same start time statviewer and stat scheduler are not working synchron to provide the same report	StatViewer/TRViewer, UserInterface
CIE-1219	TRviewer, sometimes job code is not displayed complete in contact view	StatViewer/TRViewer
CIE-1338	PBXTaskserver, when a caller blocked via COR in the CM calls an agent, an outgoing call is displayed in the CCUI for each attempt until it is deleted by the agent.	Taskserver ACM
CIE-1325	PBXTaskserver, CIE-1222 new check registration state of SIP station implemented, because CM has a bug and does not always send the registration message to the AES we need a switch to deactivate this function	Taskserver ACM
CIE-1319	ACMPBXDriver, crash with crash dump at AOK NW	Taskserver ACM
CIE-1296	statistic, Historical reporting is implausible against calculable is not possible	Taskserver ACM
CIE-1241	TR count a tranfered as DroppedCanceled if the transfer is done when CIE is transfered the call to an agent	Taskserver ACM
CIE-1228	pbxtaskserver, if an agent is observed via silent monitoring some times the silent monitoring user is also counted as connected.	Taskserver ACM
CIE-1108	pbxtaskserver loses the assignment of an agent to an agent group after some time while the kernel still has the configuration.	Taskserver ACM
CIE-1075	If a agent answers the call at the end of the Ring Timeout he can talk 2 sec and then the call is routet back to CIE	Taskserver ACM
CIE-1063	PBXTaskserver, anonymous outgoing acd call does not work, station number are displayed at far end.	Taskserver ACM

CIE-947	ACFD: pbxtaskserver no longer allows login and calls are also no longer routed to agents.	Taskserver ACM
CIE-800	ACFD: Telephone Group view, if the monitored station is not an ACD station, the connection status will be stuck.	Taskserver ACM
CIE-1064	IPO Taskserver loses sporadically value of variables, in this case of variable OutCCProjectnumber	TaskServer IPO
CIE-1032	ACFD: If a call from monitored station is routed after an IVR menu to an external destination it is sometimes counted as AbandonedQueuedAnnounced	TaskServer IPO
CIE-1028	ACFD: No logoff off Agent after 5x "Busy Here" by routing at IPO	TaskServer IPO
CIE-1394	UMR, Emails with special characters ' \ / : * ? " < > ' in the subject especially / can't be per drag and drop saved to the desktop	UserInterface
CIE-1378	UI, possibility to change the default password from service user	UserInterface
CIE-1346	UI crash with crash dump AOK RH reproduced on server, the agent was deleted and recreated to fix it.	UserInterface
CIE-1327	Abandoned Call list, the sort order of the number is a bit confusion because it is not ascending related to the length or left-justified as you would expect	UserInterface
CIE-1304	UI, monitor server, if the profile for agents is extended to include agent groups do not appear in the monitor for remote function	UserInterface
CIE-1249	Skill with level 0 are not displayed in the skill overview	UserInterface
CIE-1218	UI, produce every minute errors if media database is not installed and in telephone screen is quickbar folded out or customer history directly used.	UserInterface
CIE-1210	UI blockaded by right click in agenthistory	UserInterface
CIE-1135	config report always show all counters as active	UserInterface
CIE-1070	UI, taskfloweditor shows after changing default taskflow from actual active taskflow to an other taskflow this as active.	UserInterface
CIE-1039	ACFD: Agent is automatically answering a call via enter if he is working on a mail	UserInterface
CIE-738	ACFD: In the UI, the Phonestate and Agent Status items display different states.	UserInterface
CIE-1268	watchdog, it is not possible to add a server with a large name into the config	Watchdog

Note: bugs with component CM have to be solved in CM or AES.

Technical Support

In case of having trouble with Avaya CIE 3.4, please:

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.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging in to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information.

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.

For information about patches and product updates, see the Avaya Technical Support Web site <http://www.avaya.com/support>.