



Avaya Engagement Designer Release Notes

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Approved Software Combination

Version or Approved Combination	Product	Version	notes	PLDS ID
	Engagement Designer Snapin	3.1		EDEngineSnapin PLDS ID: ED000000013 Filename: EngagementDesigner-3.1.0.007022.svar MD5 Checksum: b5524590fb2a98895182dad9275f1322
	Tasks Snapin	3.1		EDTasksSnapin PLDS ID: ED000000014 Filename: Tasks-3.1.0.007022.svar MD5 Checksum: 581cc953c368c5248a64e111a293c80c
	Engagement Designer Snapin Patch	3.1		EDEngineSnapin PLDS ID: ED000000015 Filename: EngagementDesigner-3.1.0.0107040.svar MD5 Checksum: 9d38d99ba1712cffd85e6dad17a3182f
	Engagement Development Platform	3.1 + Patch	Patch is required for some functions of ED to work.	Build # 3.1.0.0.310009 EDP Patch # patch-3.1.0.0.04310009
	SMGR	Please refer to Engagement Development Platform release notes for the right versions of SMGR to install.		
	DM Utility	Please refer to Engagement Development Platform release notes.	Use this DM utility for data migration.	

Engagement Designer Interoperability

Avaya Engagement Designer 3.1 supports Avaya Engagement Development Platform Release 3.1, plus EDP GA patch.

Prerequisite

Engagement Designer is dependent on the Engagement Development Platform 3.1 build. See the appropriate release notes for this product and its software dependencies. When the platform has been installed/upgraded, then Engagement Designer software can be added/upgraded.

Obtain a license from Avaya for the Collaboration Designer snap-in similar to other snap-ins. (Note, the snap-in name has changed to Engagement Designer, but it will still work with Collaboration Designer License)

Steps that need to be executed for new installs and upgrades

Engagement Designer can be upgraded using standard customer documentation.

Important Note:

Engagement Designer is bundled as a core install plus one or more bundles of tasks. Telephony tasks are included in the Tasks.svar. If you intend to use tasks from other Avaya products like Context Store or Work Assignment, please download and install relevant bundles.

For proper functioning of the build, uninstall and delete all other ED builds that you have on System Manager (Service Management page).

If users are using archival, scheduler or intermediate timer events, then please reach out to Avaya support for cleaning up scheduler.

Note:

1. If you are upgrading from a previous version of Engagement designer:
 - save any customized global attributes
 - uninstall and delete the old collaboration/Engagement designer*
 - install the new version of Engagement Designer
 - install the new version of the tasks snap-in
 - administer the attributes as specified in the customer documentation.
2. The URL to access the Designer is:
<https://<EDP FQDN for security module IP>/services/EngagementDesigner/index.html>
3. The URL to access the Admin Console is:
<https://<EDP FQDN for security module IP>/services/EngagementDesigner/admin.html>
4. Steps to connect to customer provided DB - *Please contact Avaya Support if required.*
 - a. Navigate to SMGR Home> EDP> Configuration> JDBC Provider
 - b. Add new JDBC provider.
 - c. Please fill in all the fields, provide provider, ClassName and select Jar file and add some description.
 - d. Navigate to SMGR Home>EDP>Service Management
 - e. Snapin with provider name would be loaded.
 - f. Install this snapin on your cluster
 - g. Navigate to SMGR Home> EDP> Configuration> JDBC Source
 - h. Create a JDBC Source with above provider.
 - i. Reboot EDP

Recommendations

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1. On attempting to access the Designer page without having logged in, you are redirected to the SMGR login URL but the 'goto' address URL query parameter may contain the security module IP address rather than FQDN of the EDP server. Verify your DNS configuration for the asset FQDN (i.e. the '-sec' host address) of the EDP server or ensure the /etc/hosts file entries are correctly configured on both EDP and System Manager if not using DNS name resolution.

2. The CS, WA and RTS tasks are moved under their own svar bundles and unless those bundles are installed, those tasks will not be available in the palette.
 3. Transformation tasks, except Assign task" have been deprecated. If you have old WFDs with those tasks, they will still work but you won't be able to model new WFDs with these tasks. The same functionality is available via Data mapper and "Properties" which is editable post deployment as well.
 4. The cluster IP/FQDN mapping and the IP/FQDN mappings of each EDP server in the cluster should be in the DNS server, and reverse lookup should be available for these mappings. The DNS settings should be done before the ED snapin is installed. If a ED snapin was installed before the DNS settings were completed, the administrator has to manually delete the file "securityServerConfig.properties" in the folder /tmp/SMGRSsoClient/OpenSSOClient/<ServiceName> (cd /tmp/SMGRSsoClient/OpenSSOClient/'<ServiceName>') on all ED servers, then re-install the ED snapin.
 5. Do not use "delete completed instance flag"
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Load Deployment

1. If you are expecting traffic in the order of or up to 4k calls per single ED node, then please tune your archival settings to clean the database every fifteen minutes. To set archival for every fifteen minutes, perform following steps:

- a. Navigate to SMGR Home-> EDP-> Configuration-> Attributes-> Service global. Select ED and change the value of attribute "No. of days to retain data" as 0.
- b. Click on the Archival button under Workflow tab in the Admin Console.
- c. Remove the cron expression that is displayed by default.
- d. Enter "0 0/15 * 1/1 * ? * " cron expression.
- e. Click Ok. This will set the archival for every fifteen minutes.



2. Do not use admin console's Instance List tab while there is heavy load. (WF-4214). The Engagement Designer snap in patch, enlisted in "Approved Software Combination" can be installed to address this issue.
3. Under heavy load, the number of DB connections used may go up to 100 and exceptions listed in WORKFLOW-4173 are logged. Please contact Avaya support and we can change the configuration to adjust the number of DB Connections.

User Tips / FAQ's

1. EDP's must be using the SMGR FP4 SHA-2 and not demo certificates that were installed with previous Aura Core installations.
 2. As the snap-in name has changed from Collaboration Designer to Engagement Designer, change the cluster attribute that specifies a workflow engine name from "CollaborationDesigner" to "EngagementDesigner"
 3. While setting up WFD for Call Intercepts, we recommend Implicit sequencing.
 4. When the size of the WFDs is larger than 10MB, it will have problems when exporting and deploying. Watch the size shown on the Designer toolbar.
 5. After a data source is created or edited, please reboot all the EDP server instances in the selected cluster.
 6. As DB Connectivity rules have been changed, please make sure to add JDBC Source and JDBC Provider in SMGR and then execute your DB tasks, as steps mentioned above.
 7. If it fails in drop participant, please use intermediate timer event before the drop participant task.
 8. Please increase the number of postgres connections to 120.
 9. If you are running more than 4000 calls per hour, please tune your archival accordingly.
 10. Recognize Speech will not work with 3.1 GA build. (WF-4221)
 11. Make 1 Party and make 2 party call tasks have been merged into Make Call task.
 12. If you see "org.apache.openjpa.persistence.PersistenceException: FATAL: remaining connection slots are reserved for non-replication superuser connections DSRA0010E" exception, please reach out to Avaya Support.
 13. If you get connection reserved for super user exception, call Avaya Support to increase connections.
 14. For WA/CCElite integration, where WA solution supports 40k BHCC for 1k agents, it is required that you employ single node ED clusters to process 4k BHCC. So, for a Contact Center looking to support the maximum stated for WA 3.1 (i.e. 40k BHCC), 10 single node ED clusters will be required.
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Known issues and workarounds

- Problem:** Events do not get published at ED, events are queued up
Workaround: Install EDP GA Patch
Reference: ZEPHYR-4996
Keywords: Events get queued up
- Problem:** Under load DB size will grow
Workaround: Tune archival to run more frequently.
Reference: WORKFLOW-4179
Keywords: /var partition size keeps growing.
- Problem:** Add participant - throwing error when intermediate timer is not used.
Workaround: Use an intermediate timer before Add Participant task
Reference: ZEPHYR-4961
Keywords: Add Participant
- Problem:** Speech recognition does not work with 3.1 release
Workaround: None
Reference: WORKFLOW-4221
Keywords: ASR
- Problem:** Ability to update the connection pool size is not available.
Workaround: Increase the DB connections to 120, call Avaya support.
Reference: ZEPHYR-5084, WORKFLOW-4173
Keywords: Remaining connection slots are reserved for non-replication superuser
- Problem:** Change in ED Snapin Attributes are not reflected on ED.
Workaround: None
Reference: ZEPHYR-5010
Keywords: ED Snapin Attributes
- Problem:** Error in getting the call object in two node cluster.
Workaround: Install EDP GA patch.
Reference: ZEPHYR-4979
Keywords: Call Object
- Problem:** eba and cba files in /tmp folder fill the disk space.
Workaround: Go to /tmp and delete eba and cba files.
Reference: ZEPHYR-4908
Keywords: Disk space full
- Problem:** Sometimes giving error "failed to initialize" on installing build
Workaround: Reboot EDP
Reference: ZEPHYR-4467
Keywords: Installation

10. **Problem:** Do not use “Delete Completed Instance Flag”
Workaround: Use archival.
Reference: WORKFLOW-4206
Keywords: Completed Instance Flag
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