



# **Oceana™**

## **Release 3.8.2.0**

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### Release Notes

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ISSUE 1.0  
MARCH 2022

## Table of Contents

|   |    |
|---|----|
| Publication History .....                         | 2  |
| Introduction .....                                | 3  |
| What's New in Oceana™ 3.8.2.0 .....               | 3  |
| New Features and Serviceability Items .....       | 3  |
| Oceana™ 3.8.2.0 Specifications .....              | 6  |
| Operating System and Virtualization Support ..... | 6  |
| Supported Browsers .....                          | 7  |
| Virtualization Support .....                      | 8  |
| Installation .....                                | 8  |
| Oceana™ Guides & Software .....                   | 9  |
| New Installations – Oceana™ 3.8.2.0 only .....    | 9  |
| Upgrading to Oceana™ 3.8.2.0 only .....           | 9  |
| Useful guides .....                               | 9  |
| Software .....                                    | 10 |
| Disaster Recovery .....                           | 12 |
| Digital Connection (Async Messaging) .....        | 12 |
| Defect Resolved in Oceana 3.8.2.0 .....           | 13 |
| Known Issues .....                                | 14 |
| Workarounds and Considerations .....              | 18 |
| Languages Supported .....                         | 22 |
| Contact Support Checklist .....                   | 23 |
| Contact Support Tasks .....                       | 23 |
| Appendix 1 – Solution Reference Information ..... | 24 |
| Appendix 2 – Port Matrix Updates .....            | 24 |

## Publication History

| Issue | Change Summary  | Date                        |
|-------|---|-----------------------------|
| 0.1   | 3.8.2.0 release notes – DRAFT format only – not for re-distribution | 7 <sup>th</sup> March 2022  |
| 0.2   | 3.8.2.0 release notes – Final                                       | 29 <sup>th</sup> March 2022 |
| 0.3   | Edit Breeze PLDS ID   | 5 <sup>th</sup> April 2022  |

## Introduction

This document provides information to supplement Oceana™ 3.8.2.0 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™ 3.8.2.0

### New Features and Serviceability Items

Avaya Aura 10.1 is now supported by Avaya Oceana 3.8.2.0. 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 3.8.2.0 and Analytics 4.1.2.0 releases. In addition to these, this Feature Pack includes the following Improvements/Feature Enhancements.

#### Oceana

|                    |   |
|--------------------|---|
| <b>Feature</b>     | WAVE-12477 Avaya Analytics SAML based authorization for Historical  |
| <b>Description</b> | The business requirement is for Avaya Analytics Historical to support SAML for single sign on (SSO) authentication. SAML is already available for Oceana. |

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|--------------------|--|
| <b>Feature</b>     | WAVE-21852 EDM support for MSSQL TDE (encryption)  |
| <b>Description</b> | Avaya Control Manger (ACM) supports encryption of its database (MS SQL TDE).<br><br>Avaya Oceana supports co-resident of EDM with ACM leveraging the same MS SQL database. This feature delivers MS SQL Database Encryption support (TDE) for EDM and ACM co-resident. |

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| <b>Feature</b>     | WAVE-10389 Enhanced Oceana Multiplicity Rules Support  |
| <b>Description</b> | This Feature delivers the following Administrator capability. As an administrator, I want to set a maximum multiplicity limit for an agent across all channels up to a maximum of 10. As an administrator, I want to set an overall multiplicity limit for agents per channel up to a maximum of 10. |

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| <b>Feature</b>     | WAVE-18753 Analytics Routing Service Performance by Group - Real Time  |
| <b>Description</b> | Analytics now supports the ability to report in Real Time the performance of Routing Services by Group. Analytics supports Routing Services Groups which are a collection of named Routing Services grouped into a Routing Service Group. Routing Service Groups are defined in Avaya Control Manager. |

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| <b>Feature</b>     | WAVE-18832 Analytics Agents States by Routing Services – Real Time   |
| <b>Description</b> | Analytics now supports the ability to report in Real Time, Routing Service Attributes by Agent. Currently the Agent by Routing Service producer in Analytics does not contain Agent States like what is available on the Agent producer. This is required so that a reporting user view in Real Time a list of agents along with the current agent states for those agents by routing service. |

|                    |  |
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| <b>Feature</b>     | WAVE-16872 Avaya Analytics Real Time include all Dimensions upon Pump-Up   |
| <b>Description</b> | Analytics Real Time in Workspaces now includes all configured dimensions on the initial pump-up, so users of Analytics RT have available to them access to all dimensions regardless if there is activity or not on those dimensions. Currently Work Assignment only publishes metrics for consumption for newly created and updated metrics during pump-up so if a dimension (Routing Service for example) has no activity it will not be represented on a Real Time View. Metrics will only be represented on a Real Time View if there is actual activity on that that dimension. |

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| <b>Feature</b>     | WAVE-21668 Analytics reporting Pending State and Duration  |
| <b>Description</b> | Analytics now reports on an agent Pending State and the duration that agent was in that Pending State. It's expected that events shall be available to allow customer to be able to report in Historical and Real on the duration that agent was in the Pending State and duration of that state |

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| <b>Feature</b>     | WAVE-14551 Avaya Analytics adoption of current MSTR platform updates   |
| <b>Description</b> | Analytics now supports MicroStrategy 2021 and can take advantage of available enhancements/platform updates and bug fix. |

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| <b>Feature</b>     | WAVE-20728 Analytics SLA reporting on each time the call is routed into the CC from IVR                                  |
| <b>Description</b> | Analytics now reports on Service Level for contacts which were transferred to IVR by Agent and were re-routed to Oceana. |

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| <b>Feature</b>     | WAVE-21666 Enabling and Disabling "Custom" Defer Time option from Deferred Interaction list  |
| <b>Description</b> | As an agent or supervisor when I am deferring an email contact I must not be presented with an option to add a custom time for the period to defer the email contact |

|                    |   |
|--------------------|---|
| <b>Feature</b>     | WAVE-18959 Update Oceana MMDB Server OS to Windows 2019                           |
| <b>Description</b> | The MMDB Server Operating System now supports Windows Server 2019 ( <b>only</b> ) |

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| <b>Feature</b>     | WAVE-21236 Profanity Message Filter   |
| <b>Description</b> | Block sending/receiving the response to Customer/Agents if it contains profanity words. |

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| <b>Feature</b>     | WAVE-20865 Disposition Codes Compulsory or Non Compulsory   |
| <b>Description</b> | Delivers the ability to set configurable disposition codes as either compulsory or non-compulsory. Currently in Oceana there is a setting that enables mandatory disposition codes. If this setting "Enable Mandatory Disposition Code for Contact" is selected, then agent will not be able to end a contact without entering a disposition code. However, there is no option to turn on or off disposition codes, only method is to not configure any disposition codes. Contact Center wish to ensure that agents are selecting the required compulsory disposition codes set by the administrator |

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| <b>Feature</b> | WAVE-21667 Increase number of Defer Emails per agent |
|----------------|--|

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| <b>Description</b> | Oceana agents to be able to defer a minimum of 10 email contacts and a maximum of 20 email contacts |
|--------------------|---|

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| <b>Feature</b>     | WAVE-21764 Increased social queued contacts from 2k to 5k                               |
| <b>Description</b> | Increase capacity of active (queued, assigned) social media contacts from 2000 to 5000. |

## Oceana™ 3.8.2.0 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™ 3.8.2.0 and Analytics 4.1.2.0

| 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®<br>• Supervisor and agent role<br>Avaya Workspaces admin role<br>• Customer Journey<br>• Co-Browsing Snap-in agent role | Not supported               | Not supported  | 84-99                           | 78-99                                 | 76-97                           | 68.12, 78.9, 91                      | 12,13,14      |
| Co-Browsing Snap-in customer   | 11                          | 44             | 88-99                           | 88-99                                 | 85-97                           | 68.12, 78.9, 91                      | 13,14         |
| Avaya Control Manager  | 11                          | 44             | 87                              | 88                                    | 85                              | Not supported                        | 13            |
| Avaya Workspaces for Avaya Oceana® —<br>Avaya WebRTC Connect Voice and Video agent   | Not supported               | Not supported  | 84-99                           | 77-99                                 | Not supported                   | Not supported                        | Not supported |
| Customer Avaya WebRTC Connect application  | Not supported               | Not supported  | 83-87                           | 77-99                                 | 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  | 84-99                           | 78-99                                 | 76-97                           | 68.12, 78.9, 91                      | Not supported |
| Avaya Analytics™ Release 4.x Historical Reporting  | 11                          | Not Supported  | 84-99                           | 78-99                                 | 76-97                           | 68.12, 78.9                          | 12,13,14      |
| 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  | 11                          | 40             | Not supported                   | 60+                                   | 52+                             | Not supported                        | 9,10          |
| Avaya Oceana® Multimedia Data Viewer &<br>Avaya Oceana® Dashboard & Monitor  | Not supported               | 44             | 84-99 with Click Once Extension | 99                                    | 85-97                           | Not supported                        | Not supported |
| Avaya Oceana® Administration Tool and OCMT   | 11                          | 44             | 84-99 with Click Once Extension | 78-99 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™ 3.8.2.0 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™ 3.8.2.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 3.8.2.0. 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™ 3.8.2.0 only

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

| Document                            | Description   |
|-------------------------------------|---|
| Deploying Avaya Oceana Solution 3.8 | <a href="https://download.avaya.com/css/public/documents/101081013">https://download.avaya.com/css/public/documents/101081013</a> |

### Upgrading to Oceana™ 3.8.2.0 only

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

| Document                            | Description   |
|-------------------------------------|---|
| Upgrading Avaya Oceana Solution 3.8 | <a href="https://download.avaya.com/css/public/documents/101081008">https://download.avaya.com/css/public/documents/101081008</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/101081039">https://download.avaya.com/css/public/documents/101081039</a> |
| Avaya Context Store Snap In Ref.  | <a href="https://download.avaya.com/css/public/documents/101081037">https://download.avaya.com/css/public/documents/101081037</a> |

## Software

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

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

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

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| SMGR 10.1   | Filename   | Download ID & MD5 Checksum  |
|-------------|--|---|
| SMGR        | SMGR-10.1.0.0.537353-e70-21E.ova                 | SMGR101GA01<br>6deee1669c71814249826cf45f1f8391   |
| SMGR Patch  | System_Manager_10.1.0.0_GA_Patch2_r101014119.bin | <i>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.</i> |
| SMGR Hotfix | System_Manager_R10.1_GA_HotFix1_r101014254.bin   | <i>Refer to Avaya Support Site for current Hot Fix availability</i>   |

| 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 3.8.1.0 Element Manager Package<br><i>See deploying Breeze Platform notes</i> | AB000000296                |

| Oceana 3.8.2.0 | Filename                   | Download ID & MD5 Checksum                      |
|----------------|----------------------------|---|
| Oceana Snapins | Oceana3820.zip             | AOC00000119<br>f366a2c792c9fa588d080859ccb9e739 |
| Workflows      | AvayaOceanaEDWorkflows.zip | AOC00000120<br>0ad448fec3b16efb1ee1f097147a27d  |
| Oceana DVD     | OCEANA_3.8.2.0-2.iso       | AOC00000121<br>30c7558e9fd3f5cb8b21c0bbb9725838 |

| ACCCM 9.0.2 | Filename                          | Download ID & MD5 Checksum                     |
|-------------|-----------------------------------|--|
| ACM 9.0.2   | ACM_9.0.2.1_430_20211025_1437.iso | ACCM000079<br>e3caf5cd12344ae87b17a843416b23a7 |

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| ACCCM 9.0.2 | Filename                         | Download ID & MD5 Checksum                     |
|-------------|----------------------------------|--|
|             | Avaya_ACM_9.0.2.1.3.57_Patch.zip | ACCM000083<br>c0178244999348c8327f1cadd2cfa87b |

## 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.

## Digital Connection (Async Messaging)

Prior to deploying Async Messaging Connector, it is recommended that a Digital Connection account is provisioned to provide the AppID, Provider Key and Security Key required at installation time.

(In the event that installation has already taken place, the Digital Connection account details can be modified. The process for this is outlined in PSN005752u).

The process to request a Digital Connection account is documented in:

*CID: 192978 Request for Digital Connection Account Enrollment or Changes*

This form should be completed and returned to: [npioperations@avaya.com](mailto:npioperations@avaya.com)

Further information on the supported features for Digital Connection is captured in PSN005752u

## Defect Resolved in Oceana 3.8.2.0

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

### Customer Found Defects Resolved

#### Oceana

| Key        | Description   |
|------------|---|
| WAVE-22786 | Admin tool must not allow creating rules with system default rules names                              |
| WAVE-22677 | Cannot send emails using shared mailbox - SMTP  |
| WAVE-22629 | Email are not polling and not routing to Agents – Adhoc is OK   |
| WAVE-22507 | ED tasks need to handle UCA API pagination  |
| WAVE-22255 | Unable to open Oceana Manager   |
| WAVE-22254 | UCM memory shortage issue causing Oceana WebRTC to fail - reboot required                             |
| WAVE-21833 | Cannot get customer information when one node down on CC  |
| WAVE-21717 | NullPointerException when adding second service to interaction  |
| WAVE-21699 | URL for files transferred during a chat is wrong in the transcript email to the Customer              |
| WAVE-21418 | Threads keep spawning on failure to create uca space proxy  |
| WAVE-21362 | Some Voice workflows not completing   |
| WAVE-20871 | Cannot answer some voice calls - Channel Voice not available - providerErrorMessage=INVALID_PARAMETER |
| WAVE-20836 | Error 4000012 - CSTAErrorCode stateIncompatibility>noConnectionToClear                                |
| WAVE-18206 | Oceana agent loses some Oceana specific parameters  |
| WAVE-23427 | Workspaces Customer history search shows wrong time (future time)                                     |

**Workspaces**

| Key              | Description  |
|------------------|--|
| WORKSPACES-32451 | Workspaces Call Supervisor button clickable when Supervisor is Not Ready           |
| WORKSPACES-32041 | [Accessibility] Configure International Language Selection in HTML                 |
| WORKSPACES-32040 | [Accessibility] Unlabeled "For Button"   |
| WORKSPACES-32038 | [Accessibility] Double speech on Tablist (outer div)                               |
| WORKSPACES-32037 | [Accessibility] JAWS does not convey collapsed/expanded on User Menu               |
| WORKSPACES-32036 | Blank email replies  |
| WORKSPACES-31700 | Extra (unwanted) ScreenPop on all Consult Transfers                                |
| WORKSPACES-30532 | Workspaces atmosphere library update needed  |
| WORKSPACES-28732 | Failed to load configuration data - apparent excessive layoutPreferences data      |
| WORKSPACES-28529 | Error during activation "Error during loading of the page" - layoutPreference data |

## 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-23200 Channel exclusivity not working  |
| <b>Impact</b>     | Contacts for different channels may be offered to the same agent while Channel Exclusivity feature is enabled |
| <b>Workaround</b> | None  |

|              |  |
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| <b>Issue</b> | WAVE-22876 Analytics patch upgrade failed while attempting to update Async |
|--------------|--|

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|                   |  |
|-------------------|--|
| <b>Impact</b>     | Applicable for patches upgrades only. The issue takes place when patch for Analytics is deployed after patch for AsyncMsgConnector. In that case, the AsyncMsgConnector version may be obsolete. |
| <b>Workaround</b> | Perform AsyncMsgConnector patch upgrade after patch upgrade for Analytics.   |

|                   |   |
|-------------------|---|
| <b>Issue</b>      | WAVE-22693 Oceana 3.8.1.1 CSC never started following a DR switchover   |
| <b>Impact</b>     | Voice channel will be unavailable after DR switchover or switching back from STANDBY to ACTIVE cluster state by Oceana Manager. |
| <b>Workaround</b> | Reboot the common cluster.  |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WAVE-23767 Async Adaptor pods continually restarting due to null pointer exception   |
| <b>Impact</b>     | Performance degradation of the system. Slow messages handling.<br><br>Only web/android/ios channels which are configured to send oceana_intrinsic_exit: 'true' metadata are affected. Other channels are not affected. |
| <b>Workaround</b> | Disable "Conversation Exit Handling" feature in web/android/ios application. This feature allows end user to request closure of contact card in Workspaces.  |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WAVE-23625 Transfer to user not working with SKILL_LEVEL agent   |
| <b>Impact</b>     | Contacts transferred to user may be not presented to this agent when this agent becomes available if Work Selection Strategy in WA is set to "Skill Level" |
| <b>Workaround</b> | Use Greatest Need Selection Strategy   |

|              |   |
|--------------|---|
| <b>Issue</b> | WAVE-21556 Oceana DR - digital channels not working following Oceana switch over or switch back |
|--------------|---|



|                   |  |
|-------------------|--|
| <b>Impact</b>     | Email and SMS channels will be unavailable after DR switchover or switching back from STANDBY to ACTIVE cluster state by Oceana Manager. |
| <b>Workaround</b> | Reboot the OCP cluster   |

## Workspaces

|                   |   |
|-------------------|---|
| <b>Issue</b>      | WORKSPACES-38225 WSFE unable to select Completion codes after upgrade                   |
| <b>Impact</b>     | Minor. Outbound disposition codes for POM and Oceana outbound contacts are not working. |
| <b>Workaround</b> | None  |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WORKSPACES-37899 Removing Contact ID from Email subject in Omnichannel Admin won't take effect |
| <b>Impact</b>     | Minor. Removing Contact ID from Email subject in Omni channel Admin won't take effect          |
| <b>Workaround</b> | None   |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WORKSPACES-37695 Disposition code compulsory feature not working for outbound channel  |
| <b>Impact</b>     | Minor. Outbound disposition codes for POM and Oceana outbound contacts are not working |
| <b>Workaround</b> | None   |

|                   |   |
|-------------------|---|
| <b>Issue</b>      | WORKSPACES-37093 New logic for calculated percentage measures.  |
| <b>Impact</b>     | Minor. Calculated % (Abandon rate percent, Service level) on billboard will executed against % for each record in table, but in reality should be summed as per all values and divided on number of channels. |
| <b>Workaround</b> | None  |

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|                   |   |
|-------------------|---|
| <b>Issue</b>      | WORKSPACES-36436 Failure to answer WebRTC call (ICE error)                            |
| <b>Impact</b>     | Intermittent. Agent wasn't able to answer on incoming WebRTC call from another Agent. |
| <b>Workaround</b> | Use simple voice call.  |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WORKSPACES-36272 Agents are unable to login to Workspaces. We are rebooting the Breeze Clusters to recover |
| <b>Impact</b>     | Intermittent. Agents are unable to login to Workspaces   |
| <b>Workaround</b> | Reboot the Breeze Clusters to recover  |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WORKSPACES-35696 Conferencing fails - improper SDP during ICE set up                                 |
| <b>Impact</b>     | Intermittent. Agent wasn't able to complete WebRTC transfer or WebRTC conference with another Agent. |
| <b>Workaround</b> | Use simple call transfer and conference.   |

|                   |  |
|-------------------|--|
| <b>Issue</b>      | WORKSPACES-35456 Total AHT value is given to 14 decimal points |
| <b>Impact</b>     | Minor. Total AHT measure value is given to 14 decimal points   |
| <b>Workaround</b> | None   |

|                   |   |
|-------------------|---|
| <b>Issue</b>      | WORKSPACES-35504 No customer journey for 1st outbound pom call            |
| <b>Impact</b>     | Intermittent. Agent couldn't receive actual data on Customer Journey page |
| <b>Workaround</b> | Customer journey page should be reloaded via refresh button.              |

## Workarounds and Considerations

### Workaround Item 1: WAS deployment blocked

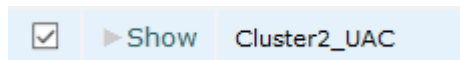
Intermittent issue where CS rest will not install properly due to issue with WAS Deployer. CS Rest may appear to be installed however all requests to it will fail. If this issue occurs, please :

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

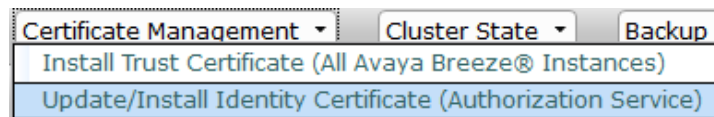
### Workaround Item 2: Update Authorization Cert in SMGR

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   |                  |         |        |
|--|------------------|---------|--------|
| <a href="#">Edit Values</a> <a href="#">New</a> <a href="#">Delete</a> |                  |         |        |
| 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: Recommendation to take Snapshots prior to upgrade or install

A new EM Installer and Breeze patch are available. It is recommended to take snapshots of all nodes prior to any installation or upgrade of Oceana 3.8.2.0. Refer to Breeze Release Notes for additional details.

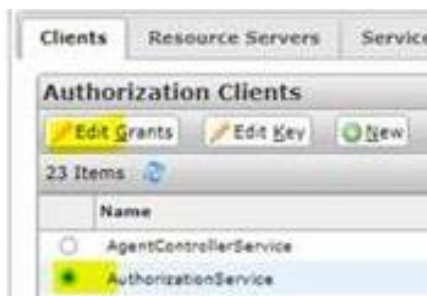
### Consideration Item 2: Edit Grants – grants will need to be re-assigned when a resource server and/or client with a newer version getting installed during the Breeze upgrades

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 Authorisation Service



### Consideration Item 3: Context Store Schema Changes and Database SQL Migration

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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 4: 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 5: 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 6: 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**.

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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**.
8. No Cluster restart needed.

#### **Consideration Item 7: Only enable Cylance post 3.8.2 Oceana install**

If customers plan to run with Cylance enabled on Oceana Breeze nodes for Oceana 3.8.2 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 8: 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™ 3.8.2.0 supports the following languages.

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

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## Support and Contacting Support

### Contact Support Checklist

If you are having trouble with Oceana™ 3.8.2.0 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 3.8.2.0 Port Matrix

**End of Document**