



Oceana™

Release 3.8.1.1

Release Notes

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Publication History

Issue	Change Summary	Date
0.1	3.8.1.1 release notes – DRAFT format only – not for re-distribution	11 th November 2021
1.0	Official version of Oceana 3.8.1.1 Release Notes	18 th November 2021
2.0	Oceana support for Aura 10.1	17 th January 2022

Introduction

This document provides information to supplement Oceana™ 3.8.1.1 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™ 3.8.1.1

New Features and Serviceability Items

Avaya Aura 10.1 is now supported by Avaya Oceana 3.8.1.1. 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 3.8.1 and Analytics 4.1.1 releases. In addition to these, this Service Pack includes the following Improvements/Feature Enhancements.

Oceana

Feature	WAVE-13623 Cross Channel Queue Limits.
Description	This is a better form of overall queue limit protection. This provides extra resiliency to Oceana as up to this change it was possible for customers to push more contacts than are supported into Oceana. With this change there is an overall limit on contacts that can be active in the system, so there is no risk of in-flight contacts being impacted by attempted injection of extra contacts.
Usage	This feature is configured via new item settings in the OCP Admin tool.

Feature	WAVE-17826 Add de-fragmentation capability to the OCP DB.
Description	This allow customers to defragment the Omnichannel Database. This is a performance tuning step that should only be performed under advisement from Avaya support teams.
Usage	Accessed via Oceana Data Management Tool.

Feature	WAVE-18068 OCP admin should have functioning online-help
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Description	This provides context sensitive help to users of the OCP Admin tool.
Usage	Accessed via selecting help option on OCP Admin tool. This launches a URL to display the context sensitive help.

Feature	WAVE-17502 ORC audit should take ED flow state into account
Description	This provides extra resiliency on Oceana restarts in that digital contacts will not be pushed for queue until Engagement Designer component is operational.
Usage	This will happen transparent to the user.

Feature	WAVE-17738 As a user I want Telerik version in OCP admin updated so that Oceana is up to date
Description	This ensures Oceana OCP admin tool is up-to-date on lifecycle of components.
Usage	This is transparent to the user.

Feature	WAVE-18839 Support for multiple fallback VDNs in case of failure of Avaya Oceana
Description	For voice channel Avaya Aura and CC Elite are required for Avaya Oceana. Currently when a routing of voice call to Avaya Oceana fails then it's fallback to CC Elite but to one single VDN. This feature adds the ability to add multiple fallback VDN or skills when a routing to Oceana fails.
Usage	Please refer to the Oceana Deployment guide for further details

Feature	WAVE-18581 Support inline images for email auto-response
Description	This allow images to be added to email auto-responses send to end-customers of Oceana contact centres.
Usage	Configured via selecting add image option in OCP admin tool.

Feature	WAVE-13294 Zang SMS Connector – Support for inbound MMS
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Description	Provides the ability for an Agent to view an image sent by a Customer via MMS. Agent can respond with SMS message.
Usage	

Feature	WAVE-18615 Async Message Credit Card Redaction
Description	This enables end user messages for Web Messenger and other social messaging platforms to have credit card numbers redacted. Credit card numbers matching the Luhn algorithm will be masked out from agent view and not processed in Oceana transcripts
Usage	To enable this feature, you must contact Avaya New Product Introduction Operations team with your App ID. By default, this is not enabled.

Feature	WAVE-17803 Enhanced Web Messenger Conversation Routing & Data Passing
Description	This enables specific routing attributes to be added when a new conversation is started. Various web pages initiating a conversation can now have custom routing to specific agent groups. Furthermore, data collected from the end user / static data / custom data can be shared with the Workspaces user.
Usage	Refer to the Quick Start Guide for Web Messaging and the Reference Index.html for detailed examples.

Feature	WAVE-17802 Enhanced Reference Index.html and Quick Start Guide for Web Messaging
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Description	<p>An updated reference Index.html and Quick Start Guide for Web Messaging is available to provide examples of the following:</p> <ol style="list-style-type: none"> 1. Getting Started with Web Messenger - Unpacking Folders and Setting the Integration ID 2. Using a Pre-chat Form to Request End User Details Before Starting a Conversation 3. Using Custom In Queue Forms to Display to an End User While Waiting for an Agent 4. Previewing Agent Message When Conversation Window is Minimized 5. Scanning the First Conversation Message to Enable Custom Routing 6. Examples of Guest and Authenticated User Conversations
Usage	Refer to the Quick Start Guide for Web Messaging and the Reference Index.html for detailed examples.

Feature	WAVE-18946 Conversation Participation Events
Description	The web developer shall be able to receive events for when an agent joins and leaves a conversation. With this event, they shall be able to update the user interface with the end user appropriately to show the online status of the agent in the conversation.
Usage	Refer to the Quick Start Guide for Web Messaging and the Reference Index.html for detailed examples.

Feature	WAVE-19730 Customer Conversation Termination Events
Description	The web developer shall be able to notify Oceana when the end user leaves the conversation. Usually called when the user specifically exits the conversation through an 'Exit Chat' button event. If the conversation was in progress with an agent, the agent shall be put into After Call Work if configured. If the conversation is in queue, the queued contact shall be dropped.
Usage	Refer to the Quick Start Guide for Web Messaging and the Reference Index.html for detailed examples.

Feature	WAVE-18833 Web Messenger Contact Priority
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Description	The web developer shall be able to notify specify a priority value for Web Messenger contacts. If no value is set, or conversations originate on social messaging platforms (e.g. WhatsApp), a default priority specified in the deployment Excel file shall be used.
Usage	Refer to the Quick Start Guide for Web Messaging and the Reference Index.html for detailed examples.

Feature	WAVE-19051 Web Messenger Transcripts
Description	The web developer shall be able to notify specify a if a transcript of the conversation is sent to the end users email address after the conversation completes.
Usage	Refer to the Quick Start Guide for Web Messaging and the Reference Index.html for detailed examples.

Feature	WAVE-19055 WhatsApp End User Number Available in Engagement Designer Workflow
Description	The WhatsApp user's phone number shall now be set as part of the CS record and accessible from Engagement Designer.
Usage	The OCDS Record when retrieved will now contain the originators phone number.

Oceana™ 3.8.1.1 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.

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Avaya Oceana™	Operating System
Avaya Workspaces	<ul style="list-style-type: none"> Microsoft Windows 10, Apple Mac OS 10.9 to 11.2.3
Avaya Control Manager	<ul style="list-style-type: none"> Please Refer to the Avaya Control Manager Offer Definition Document for the full list of supported versions of Microsoft Operating Systems and MSOL software.
Omnichannel Database Server	<ul style="list-style-type: none"> Windows 2016 64 Bit (Desktop Experience)

Supported Browsers

The following table shows the supported browsers for Oceana™ 3.8.1.1 and Analytics 4.1.1

Component	Microsoft Internet Explorer	Microsoft Edge	Microsoft Edge Chromium	Google Chrome (Windows and Apple MAC)	Mozilla Firefox Standard	Mozilla Firefox Enterprise (Quantum)	Apple Safari
Avaya Workspaces for Avaya Oceana® • Supervisor and agent role Avaya Workspaces admin role • Customer Journey • Co-Browsing Snap-in agent role	Not supported	Not supported	84-94	78-95	76-94	68.12, 78.9, 91	12,13,14
Co-Browsing Snap-in customer	11	44	88-94	88-95	85-94	68.12, 78.9, 91	13,14
Avaya Control Manager	11	44	87	88	85	Not supported	13
Avaya Workspaces for Avaya Oceana® — Avaya WebRTC Connect Voice and Video agent	Not supported	Not supported	84-94	77-93	Not supported	Not supported	Not supported

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Customer Avaya WebRTC Connect application	Not supported	Not supported	83-87	77-93	77-89	Not supported	Not supported
Customer Web Chat Portal*	Deprecated - continue to use with no support	40,41	83	76-83	70	68.2	10,11
Avaya Analytics™ Release 4.x Real Time Reporting (using supervisor Avaya Workspaces for Avaya Oceana®)	Not supported	Not supported	84-94	78-95	76-94	68.12, 78.9, 91	Not supported
Avaya Analytics™ Release 4.x Historical Reporting	11	44	84-89	78-89	76-87.0	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 & Avaya Oceana® Dashboard & Monitor	Not supported	44	87 with Click Once Extension	88	85	Not supported	Not supported
Avaya Oceana® Administration Tool and OCMT	11	44	87 with Click Once Extension	88 with Click Once Extension	85 with Click Once Extension	Not supported	Not supported

Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.8.1.1 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™ 3.8.1.x and Breeze 3.8.1

VMWare Version	Avaya Oceana™
VMware ESXi 6.5	Yes
VMware ESXi 6.7**	Yes
VMware ESXi 7.0	Yes

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VMWare Version	Avaya Oceana™
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 3.8.1.1. 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>

Oceana™ Guides & Software

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

New Installations – Oceana™ 3.8.1.x only

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

Document	Description
Deploying Avaya Oceana Solution 3.8	https://downloads.avaya.com/css/P8/documents/101075046

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Upgrading to Oceana™ 3.8.1.x only

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

Document	Description
Upgrading Avaya Oceana Solution 3.8	https://downloads.avaya.com/css/P8/documents/101075050

Useful guides

Document	Description
Avaya Breeze Platform Overview	https://downloads.avaya.com/css/P8/documents/101070659
Deploying Avaya Breeze Platform	https://downloads.avaya.com/css/P8/documents/101070661
Administering Avaya Breeze	https://downloads.avaya.com/css/P8/documents/101070685
Workspaces for Elite Release Notes	https://downloads.avaya.com/css/P8/documents/101078724
Avaya Context Store Release Notes	https://downloads.avaya.com/css/P8/documents/101078572
Avaya Context Store Snap In Ref.	https://downloads.avaya.com/css/P8/documents/101075001

Software

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

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

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

Breeze 3.8	Filename	Download ID & MD5 Checksum
Breeze 3.8 ova	Avaya Breeze 3.8.1.0 OVA	AB000000270
EM Installer	Avaya Breeze 3.8.1.0 Element Manager Package <i>See deploying Breeze Platform notes</i>	AB000000275
Breeze Patch	Avaya Breeze® 3.8.1.0 Patch 7	AB000000278

Oceana 3.8.1.0	Filename	Download ID & MD5 Checksum
Oceana Snapins	Oceana3811.zip	AOC00000115

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Oceana 3.8.1.0	Filename	Download ID & MD5 Checksum
		f366a2c792c9fa588d080859ccb9e739
Workflows	AvayaOceanaEDWorkflows.zip	AOC00000116 89b1267d20d4334ccb9bdaf78ebaf211
Oceana DVD	OCEANA_3.8.1.1-1.iso	AOC00000117 ab8e0c7af8788dc8030a19a0e7ba3185
Context Store DB Migration	ContextStoreDataMigrationScripts.zip	CS000000207 5f44eac6b7e2d283f158a72bb015733a
Context Store DB Migration Postgres	ContextStoreSchemaCreationScripts-Postgres.zip	CS000000208 afa2c5840bf01072712818394e555277
Context Store DB Migration SQL	ContextStoreSchemaCreationScripts-SQLServer.zip	CS000000209 76841b8dbe8df42f7ac3febe422626da

ACCCM 9.0.1	Filename	Download ID & MD5 Checksum
ACM 9.0.2	ACM_9.0.2.1_430_20211025_1437.iso	ACCM000079 e3caf5cd12344ae87b17a843416b23a7

Disaster Recovery

There are no changes to the Disaster Recovery capabilities in the Oceana 3.8.1.1 and Analytics 4.1.1 releases. Please refer to the Oceana Solution Disaster Recovery guide for all details on switchover and switch back procedures.

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).

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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

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

Defect Resolved in Oceana 3.8.1.1

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

Customer Found Defects Resolved

Oceana

Key	Description
WAVE-19984	Workspaces unresponsive for Email and Chat contacts - E-mail format is invalid
WAVE-20797	Calls were offered to an agent which is already busy on other contact
WAVE-18102	Delta between "Routing Service Interval" and "Routing Service By Agent Interval" tables
WAVE-18121	Data on Realtime Reporting Dashboard not cleared at Midnight but 8 hours later
WAVE-19148	Contacts waiting in Routing Performance RTD is incorrect after midnight pump-up
WAVE-20188	Cluster 1 in Overload - OCPDS Hung Thread - processCustomerHistoryDetail
WAVE-20642	No StateTimeout received after IMPU WorkItem Queued state for Email timeout expires
WAVE-20806	Unable to apply rules to inbound email - NullPointerException
WAVE-17435	Channel Exclusivity does not work immediately after logging in
WAVE-18069	Abnormal on not ready Meal Break code which exceed login time
WAVE-18191	Time In NRDY reason code exceeds 900 per interval
WAVE-19065	Cache failover - caused outage
WAVE-20048	Monthly rollup report returns no data when customer filters by agent group
WAVE-17470	Time in ACW continues to increase by 900 per interval after Agent logs out
WAVE-17816	Contacts Waiting does not decrement correctly
WAVE-18678	Agent logon durations are doubled when searching by Agent Groups

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Key	Description
WAVE-19432	Infinite Comfort Messages due to a corrupted RoomStats
WAVE-20640	No transition found from state ROUTING_ERROR for CCAEvent
WAVE-10585	Creating a new Layout group in ACM leads to group being picked up by Analytics
WAVE-14333	Agents not receiving contacts even though they are ready
WAVE-16381	Routing service group are shown not assigned to supervisor in historical reports
WAVE-18158	Analytics 4.1.0.1 Patch 3 Excel Spreadsheet no longer updates Available Hosts cell for non-HA configuration
WAVE-18280	Agent Login\Logout report missing records
WAVE-18517	OCPDataService moved from Cluster 3 to Cluster 1 - Update OceanaConfigurationService
WAVE-18572	Hold time duration is not calculated correctly when consult call is held
WAVE-18996	OCP Admin utility does not remove trailing spaces – For example “Primary Hostname”
WAVE-19116	Realtime Reports lagging behind by up to 1 hour
WAVE-19175	Abandoned From alerting calls missing from Routing Service report
WAVE-19183	Journal partition ran out of disk space - 122 Journal files
WAVE-20293	Allow IMPU WorkItem Queued state for Email timeout in milliseconds Attribute to be increased greater than 24 days
WAVE-20632	Oceana Data Viewer shows incorrect results for total number of Closed Contacts by channel type
WAVE-20636	Unable to save mailbox if display name is the same for both mailbox and alias
WAVE-20695	OCP email retrieval not operational post mailbox disable/enable
WAVE-21021	2 agents had the same SMS contact presented to them

Key	Description
WAVE-6329	MSTR shows all the groups(not monitored by supervisor) to which agent is assigned incase agent is also part of monitored group of logged in supervisor

Workspaces

Key	Description
WORKSPACES-20151	Daily outages - workspaces not working correctly
WORKSPACES-21211	Excessive C2N2 ua-broadcast-pu memory usage - HEAP:WARNING
WORKSPACES-23182	Custom widget with client SDK fails to complete transfer/conference
WORKSPACES-28835	Workspaces 3.8.0.1 UA-UAM memory shortage caused outage
WORKSPACES-16431	Workspaces Accessibility - Settings - Logs: Radio group label is missing
WORKSPACES-16434	Workspaces Accessibility - Settings - Notifications: Checkbox group label Notifications are missing:
WORKSPACES-16436	Workspaces Accessibility - Revealing Content - Activation
WORKSPACES-16973	Workspaces Accessibility - Skip Links - No ability to skip past repetitive links
WORKSPACES-26792	Workspaces Accessibility - User Menu not working with JAWS
WORKSPACES-28088	Agent uses the Consult option from Interaction card and dials out. It always raises below warning. "Interaction Request Failed Error Code : 4000012"
WORKSPACES-16435	Workspaces Accessibility - Keyboard Navigation on Work Card
WORKSPACES-16746	Workspaces Accessibility - Keyboard Navigation - Shortcut Keys
WORKSPACES-17369	WebRTC Agent tries to call non WebRTC Agent results in 'HTTP failed' when the station is not registered, agent stuck after second attempt
WORKSPACES-19659	Workspaces Accessibility - Multistate components - My Agents Page-Nested table in Agent Data Table does not provide expand/collapse states

Key	Description
WORKSPACES-19660	Workspaces Accessibility - Multistate components - Auto-complete (type-ahead) feature is not accessible
WORKSPACES-19661	Workspaces Accessibility - Data Tables - My Agents Page-Nested table in Agent Data Table is not navigable using screen reader
WORKSPACES-23369	Emails stopped displaying in WS
WORKSPACES-23787	Issues with ALT Gr button when creating email addresses using a German Keyboard layout
WORKSPACES-24031	No shortcut to return to the active interaction card from within Workspaces
WORKSPACES-25798	Workspaces Accessibility - Tooltip should be shown per element focusing
WORKSPACES-25858	Change element focus style to make it more visible
WORKSPACES-14715	Cannot download files from Workspaces Welcome homepage using MS Edge Chromium 89
WORKSPACES-19609	[Accessibility defect Chrome/FF/Edge] - Revealing Content - Activation process should be pronounced
WORKSPACES-19667	[Accessibility defect Chrome/FF/Edge] - Team widget - The call icon is not visible
WORKSPACES-26330	Workspaces - slow response for Supervisors on login, and loading dashboards
WORKSPACES-12023	After consult transfer, the complete layout of interaction voice widgets disappears
WORKSPACES-19583	Query relating to Abandon Rate Percent doesn't have % sign

Known Issues

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

Oceana

Issue	WAVE-21532 WA required resource option is failing with resourcemap and servicemap both empty message
Impact	Customer is not able to use required resource feature of work assignment
Workaround	No direct workaround, but Customer can optionally use preferred resource option to route call to desired agent. Working fix into Patch

Issue	WAVE-20835 Locator setup for gs-webui does not work therefore when you open gs-webui from Oceana Manager, the spaces are not loaded
Impact	Customer is not able to use the gs.webui tool to trouble shoot issues
Workaround	No Workaround available . Working fix into Patch for post GA release.

Issue	WAVE-21397 Agent goes from "Pending Not Ready" to "Not Ready" even when ACW is still in progress
Impact	Analytics incorrectly calculates agent's work time.
Workaround	None

Issue	WAVE-21396 Oceana Monitor show cluster to be in active state, should be Standby and can't change the status using the button
Impact	The cluster status of DR site is not updated to Standby in Oceana Manager, it remains at active. Therefore the ocean Manager is showing incorrect cluster status
Workaround	User can revert to the system Manager to change status of Cluster State

Issue	WAVE-20915 ED calls not terminating - 2nd leg of transfer remains open
Impact	Several hundred calls in ED not terminated. Had to be manually terminated.
Workaround	Manually terminate calls. Will look to fix in future Patch

Issue	WAVE-20890 All agents were logged out from Workspaces - CSC GS LRMI SocketTimeoutException
Impact	All agents were logged out of Workspaces @ one particular customer site
Workaround	No known Workaround. Fix being actively worked.

Issue	WAVE-20819 WorkAssignment tries to send a call to a busy agent - SystemTimedOut
Impact	A busy agent receives a voice call, seen @ one customer site.
Workaround	No known Workaround. Issue fixed by Patch on 3.8.0.0. Porting Patch to 3.8.1.1.

Issue	WAVE-20769 Call Transfer failure (3.8.1) for external blind transfers
Impact	Blind Transfer not working as expected
Workaround	No known Workaround. Under Investigation.

Issue	WAVE-20709 Split Brain and high CPU usage
Impact	Agents get "Kicked Out" of Workspaces and cannot log back in.
Workaround	Workaround not known yet. Under Investigation

Issue	WAVE-20407 When customer uses SSO, the clear stuck tool URL and access to Oceana Monitor sometimes doesn't work
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Impact	Intermittent issue when a customer with SSO uses the Clear stuck tool , access to Ocean Monitor doesn't work so a customer with some stuck calls has as no means to clear
Workaround	Disable SSO

Issue	WAVE-20352 Agents being removed from groups possibly during pumpup
Impact	On occasion agents disappear from groups in reports even though they continue to show in the groups in ACM.
Workaround	Workaround not known yet. Under Investigation

Issue	WAVE-20106 Oldest Contract Waiting field shows incorrect value
Impact	Analytics shows incorrect values for oldest Contact
Workaround	Workaround not known yet. Under Investigation

Issue	WAVE-19579 Answered contacts differ between CDR and Routing Service Report
Impact	Analytics shows incorrect values for waiting Contacts
Workaround	Workaround not known yet. Under Investigation

Issue	WAVE-18206 Oceana agent loses some Oceana specific parameters
Impact	Periodically some Oceana agents lose some Oceana specific parameters - sometimes Channel, sometimes Template
Workaround	Workaround not known yet. Under Investigation

Issue	WAVE-12068 BotConnector web services not escalating call to agent - logs show ED flow does not get CONTACT_AUTOMATION_COMPLETE event
Impact	Race condition in CCService leads to incorrect processing of contact.
Workaround	Workaround not known yet. Fix currently in progress and will be delivered in a 3.8.1.1 Patch

Issue	WAVE-12440 NPE during Async contact reopen through DataViewer with new workRequestId
Impact	Closed Async contact can not be reopened through DataViewer with generating new workRequestId
Workaround	Reopening with old workRequestId can be used

Issue	WAVE-21408 Email channel limit handling doesn't work
Impact	If cross channel limit less than internal email limit then email polling will not be stopped
Workaround	Internal email limiter still works and can pause email polling

Issue	WAVE-21356 Customer Journey - Email – The transcript window does not show the inline images that agent reply to user
Impact	When an agent replies to a user's email the transcript window does not show the inline images .
Workaround	The agent can view the image on customer history

Workspaces

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Issue	WORKSPACES-24310 Specific customer's emails do not display in WS
Impact	Some specific customers emails don't display in Workspaces
Workaround	None

Issue	WORKSPACES-24723 Cannot login agent into workspace if username has uppercase characters
Impact	Cannot login agent into workspace
Workaround	In case of issue on system (not reproducible on all systems) don't use username with uppercase characters

Issue	WORKSPACES-27659 When Agents has consult/Conference are getting pop up "Interaction Request Failed" in Workspaces.
Impact	When an Agents has a consult/Conference they are getting a pop up "Interaction Request Failed" in Workspaces.
Workaround	None

Issue	WORKSPACES-28732 Failed to load configuration data - apparent excessive layoutPreferences data
Impact	User is not able login in adequate time with large number of configured views and dashboards on system
Workaround	Reduce number of configured views and dashboards as much as possible.

Issue	WORKSPACES-28529 Error during activation "Error during loading of the page" - layoutPreference data
Impact	User is not able login in adequate time with large number of configured views and dashboards on system
Workaround	Reduce number of configured views and dashboards as much as possible.

Issue	WORKSPACES-26052 Agent each time get Workspace Error - HTTP request failed
--------------	--

Impact	User gets HTTP request failed error messages frequently. Agents can login to Workspaces and perform normal operations.
Workaround	Ignore message

Issue	WORKSPACES-22383 Workspaces 3.8.1.0 cannot integrate with AADS 8.1.3
Impact	Specific customer on Workspaces 3.8.1.0 cannot integrate with AADS 8.1.3. May be a configuration issue.
Workaround	None

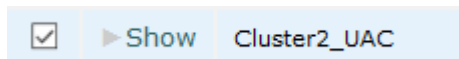
Issue	WORKSPACES-26215 WebRTC: Video session do not establishes after Hold/UnHold from customer side when CM has SIP DM Off
Impact	Video session does not establish after a Hold/UnHold from customer side when CM has SIP DM Off
Workaround	None

Workarounds and Considerations

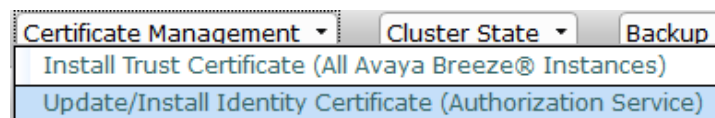
Workaround Item 1: Update Authorization Cert in SMGR

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



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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			
Link values New Delete			
1 Item			
Resource Name	Resource Cluster	Feature	Values
UnifiedAgentController	Cluster2_UAC	desktop	access

Workaround Item 2: 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.

Workaround Item 3: Authorization Service Address Configuration

Recent security enhancements in the AgentControllerService snap-in now mean that Customers must configure the **Authorization Service Address** attribute on the OceanaConfiguration:

ProvisioningCluster > OceanaConfiguration:



Name	Override Default	Effective Value
Common Cluster	<input checked="" type="checkbox"/>	OceanaCluster1
Context Store Cluster	<input checked="" type="checkbox"/>	OceanaCluster1
Co-Browse Cluster	<input checked="" type="checkbox"/>	OceanaCluster4
OCP Cluster	<input checked="" type="checkbox"/>	OceanaCluster3
Customer Management Cluster	<input checked="" type="checkbox"/>	OceanaCluster1
Chatbot Cluster	<input type="checkbox"/>	
Unified Agent Cluster	<input checked="" type="checkbox"/>	OceanaCluster2
Authorization Service Address	<input type="checkbox"/>	

Enter the Fully Qualified Domain Name or IP of the cluster where Authorization Service is installed.

Setting this attribute was optional in earlier releases of Oceana; required only for agents to access transcripts.

Setting this attribute is now necessary so that the AgentContollerService can work with Workspaces to process multimedia OCP contacts.

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 3.8.1.1. 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

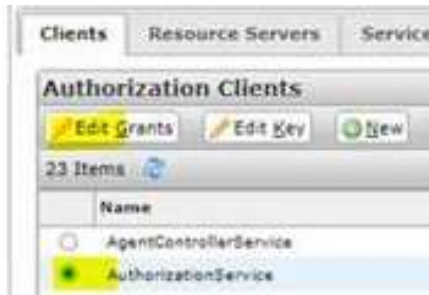
When logging agents in for the first time after the upgrade, the following message may appear:

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.

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Re-administer the grants for Authorisation Service



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

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

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

Consideration Item 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

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

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

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

1. Set the Oceana clusters to **Deny New Service**.
2. On the System Manager web console, click **Elements > Avaya Breeze® > Configuration > Attributes**.
3. On the **Service Clusters** tab, do the following:
4. In the **Cluster** field, select **Cluster 1**, the cluster hosting the Engagement Designer service.
5. In the **Service** field, select **EngagementDesigner**.
6. Configure these attributes.
 - a. Set attribute **Completed instance to be deleted or not** to true.
 - b. Set attribute **Number of days the user want to retain error instances** to **7** (i.e. One Week)
7. Click **Commit**.
8. No Cluster restart needed.

Consideration Item 7: Only enable Cylance post 3.8.1 Oceana install

If customers plan to run with Cylance enabled on Oceana Breeze nodes for Oceana 3.8.1 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: ORCRestService System Manager Attributes Changes

New System Manager attributes have been added for ORCRestService to facilitate changes done in ORCRestService Contacts Audit to take EngagementDesigner status into account. Please ensure that these attributes are configured correctly. Note that these attributes could also be configured using OceanaConfigurationService.

Name	Override Default	Effective Value	Description
AgentControllerService Cluster	<input checked="" type="checkbox"/>	Cluster3	The cluster that hosts the AgentController service.
Authorization Service Address	<input checked="" type="checkbox"/>	N/A	A fully qualified domain name (FQDN) or IP address of the node/cluster where the Authorization Service is installed.
AutomationControllerService Cluster	<input checked="" type="checkbox"/>	Cluster2	The cluster that hosts the AutomationController service.
Common Cluster	<input checked="" type="checkbox"/>	Cluster1	The cluster that hosts common Oceana services (e.g. EngagementDesigner). Requires a reboot to take effect.
Customer Management Service Cluster	<input checked="" type="checkbox"/>	Cluster1	The cluster that hosts the Customer Management service. Requires a reboot to take effect.
CustomerControllerService Cluster	<input checked="" type="checkbox"/>	Cluster3	The cluster that hosts the CustomerControllerService.
Generic Provider Cluster	<input checked="" type="checkbox"/>	Cluster3	The cluster that hosts the Generic Element API service.
MessagingService Cluster	<input checked="" type="checkbox"/>	Cluster3	The cluster that hosts the MessagingService. Requires a reboot to take effect.
OceanaCoreDataService Cluster	<input checked="" type="checkbox"/>	Cluster1	The cluster that hosts the OceanaCoreDataService. Requires a reboot to take effect.
OCF Lookup Location	<input checked="" type="checkbox"/>	Cluster3	The cluster where the OCF snap-in is installed. Requires a reboot to take effect.
Operational Database Address	<input checked="" type="checkbox"/>	N/A	The IP address or fully qualified domain name (FQDN) of the Operational Database, e.g. 1.2.3.4 or example.oracle.com. Requires a reboot to take effect.
UCA Lookup Location	<input checked="" type="checkbox"/>	Cluster1	The cluster where the UCA data service snap-in is installed. Requires a reboot to take effect.
UCM Lookup Location	<input checked="" type="checkbox"/>	Cluster1	The cluster where the Unified Collaborative Model program is installed. Requires a reboot to take effect.
WorkAssignment Cluster	<input checked="" type="checkbox"/>	Cluster3	The cluster that hosts the WorkAssignment service. Requires a reboot to take effect.

Basically, if EngagementDesigner is not installed ORCRestService will not push audit contacts to Oceana Agents.

Please note that there is an additional System Manager attribute added - "Engagement Designer Status check" which defaults to enabled and controls if this additional check is performed by ORCRestService audit.

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

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

- NA
- BROKEN
- COMPROMISED

Then set the attribute "Force Undeploy Datagrid" to "true" from BotConnector service attributes of the cluster and reboot the cluster. Rest the attribute to "false" after reboot.

To change an attribute value: -

1. Log on to System Manager
2. On the System Manager web console, click Elements > Avaya Breeze® > Configuration > Attributes
3. On the Service Clusters tab, do the following:-
 - a. In the Cluster field, select the Cluster

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- b. In the Service field, select BotConnector
4. Find the attribute and change the value
5. Click on commit

Languages Supported

Oceana™ 3.8.1.1 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

Support and Contacting Support

Contact Support Checklist

If you are having trouble with Oceana™ 3.8.1.1 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

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 3.8.1.1 Port Matrix

End of Document