AVAYA

Avaya Customer Interaction Express
Release 3.4.6 (Build 3.4.6.12201.2046)
Readme for Avaya CIE

V2: Update for CIE3.4.6.3 (Build12203, Hotfix1)
Phone Compatibility updated, some project specific features

February 2021

CONTENT

Avaya Customer Interaction Express 3.4.6 Readme

Avaya Customer Interaction Express (CIE) 3.4.6 is a Service Pack, based on CIE 3.4.5.

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.
CIE3.4.6 is delivered as ISO.

The CIE 3.4.6 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 3.4.6. 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 (for email databases additional storage is needed)

The following table shows the scaling based on CPU clock cycle

Anzahl der Agenten	Erwartete Tasks / h [1]	Anzahl der Taktzyklen [2]	Konfigurierter RAM in GB
30	1500	5000 MHz	8
50	2500	8000 MHz	8
100	5000	13000 MHz	10
150	7500	20000 MHz	12
200	10000	30000 MHz	14
250	12500	42000 MHz	16

Example for calculation of the required number of CPU:
Server CPU with 2,6 GHz: for 100 Agents working on 5000 Tasks/h
-> 13000 MHz required = minimum 5 CPU

For agent and supervisor workstations:

PC min. 2.4 GHz, 2GB RAM, 10GB free storage capacity
Recommended: 2 vCPU and   4096 MB 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]
Windows 2012 Server R2	X[*2]	X[*2]
Windows Server 2016	X	X
Windows Server 2019	X	X

[*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)

Make sure that the latest Microsoft updates are installed.

Third Party Software Compatibility

CIE 3.4.6 is compliant with the following third-party software:

	Server	Client
PostgreSQL 11.8	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 License Manager 11.4.0c	X	
Automatic Speech recognition within VoiceControl: Nuance Recognizer 9.0.9	X[*1]	
Automatic Speech recognition within VoiceControl: Nuance Speech Suite 10.5: Recognizer 10.5	X[*5]	
Automatic Speech recognition within VoiceControl: Nuance Speech Suite 11.0.7: Recognizer 11.0.7	X[*6]	

Text to Speech (TTS) within Voice Control: Nuance Vocalizer 5.0.4	X[*1]	
Text to Speech (TTS) within Voice Control: Nuance Vocalizer 5.7.7	X[*4]	
Text to Speech (TTS) within Voice Control: Nuance Vocalizer 6	X[*2]	
Nuance Speech Suite 10.5: Vocalizer 6.2	X[*5]	
Nuance Speech Suite 11.0.7: Vocalizer 7.0	X[*6]	
Microsoft TTS	X	
Citrix Terminalserver (XenDesktop 7.6, 7.15)		X[*3]
Microsoft Terminalserver W2012 R2 und W2016		X[*3]

[*1] End of Sales at 30 June 2014, only in case of upgrade for legacy systems. End of Manufacturer Support 30 June 2019

[*2] Not available with AVAYA contracts. Recommendation: Nuance Vocalizer 6 should not be installed on same server as Recognizer 9.0.9

[*3] Tested with previous versions

[*4] End of Sales October 1, 2018, End of Manufacture Support March 30, 2021

[*5] End of Sales **for expansion only**: June 30, 2021, End of Manufacture Support June 30, 2022

[*6] Project specific, please contact Product Manager

PBX Compatibility

CIE 3.4.6 is compliant with the following PBXs:

- AVAYA Communication Manager (ACM)
    - V7.1.3 (Feature Pack) [*1]
    - 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

    Note: SIP-Chap is supported only

- AVAYA Application Enablement Services (AES)
    - 7.1.3 with 7-1-3-0-SuperPatch_1 (7.1.3.0.1.7-0) (ASAI Link version V7) [*1]
    - 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)

[*1] only in case of upgrade for legacy systems (EoSupport: 14-Oct-2020, EoMS 14-Dec-2020)

<u>Note</u>: CIE 3.4.6 tested with complete Aura Service Pack 8.1.2 and 8.1.3

⚠ **Important:**   build-in certificate for AES in component ACMPBXDriver is valid until 23.08.2022

- 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

    - IP Office Select or Server Edition:
        - R 10.1 SP3 or SP4
        - R11.0.4.4.0
        - R11.1, R11.1.0.1

<u>Note</u>: 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 3.4.6 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
- Agent can login and sign on in SIP station even the station is nor registered at CM/SM (Jira CIE-779)

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 Equinox 3.6.x: 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: calls initiated by CIE UI to busy or not answering destination must be ended in Equinox
Shared Control: incoming calls cannot be answered in UI, must be answered in Equinox. Hold, Consultation, Transfer, and conference can be done in UI or Equinox.

Avaya IX Workplace Client for Windows 3.7-3.11
Avaya Workplace Client for Windows 3.12, 3.13
Avaya IX Workplace Client for Android 3.11.3
Avaya Workplace Client for Android/iOS   3.14

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 , 3.13
- Avaya Workplace for Android 3.14:
    - issue found: during outgoing call ringing, an incoming call is presented in Avaya Workplace (with the entered destination presented as caller). After connecting, outgoing call is displayed (Jira PHOENIX-16043). No impact on reporting.

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 has to 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.

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New Features / Major Enhancements

New or enhanced Features

Telephony:
- Wrap up for topic calls transferred to agent directly
- AWFOS integration in taskserver for IPOffice
  - At AURA still the existing adapter has to be used
- Abandoned call list at topic: tags can be displayed
  - Note: each call entry will be displayed in a separate line now, even in case of same calling number
- Direct call button: OUTCC calls possible
  - Syntax for number input: destination##topic

Chat/email:
- corrected counter for Availability

- Text block for chat
- Alias for sending emails as topic
- Dynamic rules for Autoreply

Dialer:
- improved dialer agent selection algorithm considering skills
- Check for duplicate numbers during import, import result logged in file xxx-importLog.log-Datei

Reporting: improvement for multiple entered Job codes and huge amount of data in Contact Detail Report

Technical Changes

- PostgreSQL 11.8
- Tomcat 9.0.37
- Aura: TSAPI Driver Lib updated, ASAI 11 supported
- PBXTS and UMMediaServer setup: some properties and registry entries improved
- SetupWizard: check PostgreSQL version when upgrading from older version
- WebServices: missing realtime counter included

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

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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
  - V7.1.0.0.0 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

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
- 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 R220SE 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: in case on the CIE server VoiceControl with Nuance ASR installed on same server, it can happen, that IVR-Scripts with Database connection to a PostgreSQL are not working.
  In the ttrace the following message occurs: VC_INT_ERROR   [0x00003BCC]
  Specified driver could not be loaded due to system error 182: (PostgreSQL Unicode, C:\Program Files\Avaya\Customer Interaction Express\PostgreSQL\9.3\ODBC (x86)\psqlodbc35w.dll).
  Reason: Nuance and PostgreSQL bring the libeay32.dll and ssleay32.dll, but different versions.
  Workaround: Copy   the ODBC folder (C:\Program Files\Avaya\Customer Interaction Express\PostgreSQL\9.3\ODBC (x86)) from a CIE3.3.x Installation to the actual CIE server.
  In case of a separate IVR server with installed Nuance ASR: do not upgrade the PostgreSQL ODBC Client, still use the CIE3.3.1 version.
- UpdateServer is working for upgraded and new systems. In case during upgrade the UpdateServer has to 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 CIE3.4.6, 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 application, 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)

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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 absolutely 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).

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 <u>not</u> 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 CIE3.4.6. Direct upgrade from CIE3.2 or older to CIE3.4.6 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 3.4.6 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:

- o [Stop CIE Servers](#) on page 14
- o [Installation Procedures](#) on page 14
- o [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 Datamigration from Sybase to PostgreSQL. Details see Systemadministrator 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

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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.
  - 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 Manger, if a process with name CHAP-Server is running; if so, end task in Task Manager.

- 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. Especially:
    - 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 WebServcie Collection 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

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.

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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.
  - <u>Note</u>: 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
- In case installing Voice Control: Launch tools "VCSpeechConfiguration" on servers where the Voice Control is installed, and check settings . Misconfiguration may cause into failure while VC startup.
- Adjust watchdog configuration, make sure that component IdentityServer is included.
- Printer Gateway cannot be installed via SetupWizard, it has to 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 <u>Technical support</u>

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 3.4.6 - 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 is available at the following link:
https://login.salesforce.com/packaging/installPackage.apexp?p0=04t10000000kfOd

Supported browsers are Google Chrome and Mozilla Firefox. For details see manual cie_345_salesforceconnector_en.pdf

Configuration

Depending on used CIE features there may be some further configurations to be done after an update to CIE 3.4.6

Documentation

Avaya CIE 3.4.6 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-2.0.502.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 3.4.6 release.

CIE Server

File Name	Date	Version
SetupWizard.exe	22.09.2020	34.2.5.12200
ACM PBX Driver.msi	22.09.2020	3.4.12200.2039
Addressbook Admin x64.msi	22.09.2020	3.4.12200.2039
Addressbook Server Database x64.msi	22.09.2020	3.4.12200.2039
Avaya License Client x64.msi	22.09.2020	3.4.12200.2039
CHAP x64.msi	22.09.2020	3.4.12200.2039
Chat Taskserver x64.msi	22.09.2020	3.4.12200.2039
Contact Center Additional.msi	22.09.2020	3.4.12200.2039
Contact Center Core.msi	22.09.2020	3.4.12200.2039
Contact Center Database x64.msi	22.09.2020	3.4.12200.2039
Contact Center Mediastore Database x64.msi	22.09.2020	3.4.12200.2039
Contact Center Monitoring.msi	22.10.2020	3.4.12201.2043
Contact Center SGServer x64.msi	22.09.2020	3.4.12200.2039
Contact Center Statistic Viewer x64.msi	22.09.2020	3.4.12200.2039
Contact Center Statistics.msi	22.09.2020	3.4.12200.2039
IPO TaskServer x64.msi	06.11.2020	3.4.12202.2045
Java Development Kit x64.msi	22.09.2020	3.4.12200.2039
omniORB x64.msi	22.09.2020	3.4.12200.2039
PBX Taskserver x64.msi	29.10.2020	3.4.12201.2044
PostgreSQL x64.msi	29.10.2020	3.4.12201.2044
SessionManager x64.msi	22.09.2020	3.4.12200.2039
Taskreporting Database x64.msi	22.09.2020	3.4.12200.2039
Tomcat x64.msi	22.09.2020	3.4.12200.2039
Tomcat WWW x64.msi	22.09.2020	3.4.12200.2039
Trace System x64.msi	22.09.2020	3.4.12200.2039

File Name	Date	Version
Unified Media Archive Database x64.msi	22.09.2020	3.4.12200.2039
Unified Media Archiving x64.msi	22.09.2020	3.4.12200.2039
Unified Media Database x64.msi	22.09.2020	3.4.12200.2039
Unified Media Fax Gateway.msi	22.09.2020	3.4.12200.2039
Unified Media Fax Layout Server x64.msi	22.09.2020	3.4.12200.2039
Unified Media POP3 IMAP4 Client.msi	22.09.2020	3.4.12200.2039
Unified Media Printer Gateway.msi	22.09.2020	3.4.12200.2039
Unified Media Server x64.msi	29.10.2020	3.4.12201.2044
Unified Media SMTP Connector.msi	22.09.2020	3.4.12200.2039
Unified Media Web Applications x64.msi	22.10.2020	3.4.12201.2043
Update Server x64.msi	22.09.2020	3.4.12200.2039
Voice Extension Adapter x64.msi	22.09.2020	3.4.12200.2039
Voice Control.msi	06.11.2020	3.4.12202.2045
Wallboard Broker x64.msi	22.09.2020	3.4.12200.2039
Web Service Collection x64.msi	22.09.2020	3.4.12200.2039
Watchdog.msi	22.09.2020	3.4.12200.2039
WebLM x64.msi	22.09.2020	3.4.12200.2039

CIE Client

File Name	Date	Version
Contact Center User Interface.msi	22.09.2020	3.4.12200.2039
Update Client.msi	16.08.2018	3.4.9400.1833

WebServices SDK

File Name	Date	Version
WSC-SDK-2.0.502	22.09.2020	3.4.12200.2039

CRM Connectors

File Name	Date	Version
CRMConnector x64.msi	22.09.2020	3.4.12200.2039

Fixed Modification Requests (MRs)

The following table lists the MRs fixed in the CIE 3.4.6, 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-841	ACFD: CHAP Server with dropped busy after Singlesteptransfer failed: no resource chain	Chap
CIE-838	ACFD: Chap Server connected with Session Manager, signaling does not work consistently.	Chap
CIE-839	ACFD: Chap terminates the caller after a 1-time announcement (trigger element in the task flow), but this is not reached by the caller. Connected with Session Manager!	Chap
CIE-834	ACFD: Chap crashes unexpectedly with crash dump	Chap
CIE-816	Multiple CHAP crashes during traffic test	Chap
CIE-783	ACFD: The chap configuration for E.164 is not implemented.	Chap, Database
CIE-777	ACFD: IVR randomly sends two answer requests for the same call.	Chap, IVR
CIE-648	ACFD: Webchat Dialog can not use the standard port 443.	Chat, Documentation
CIE-794	ACFD: statistic, internal calls counted as external if the number dialed without location code	CM, Taskserver ACM
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-987	ACFD: vectors crash after restart CIE, if start with a simple taskflow and then activate the original taskflow it works.	Core
CIE-761	ACFD: Skill-based routing no longer works on the Preview Dialer if no agent with skill is available during initiation.	Core, Dialer
CIE-722	ACFD: The feature virtual queue does not show how many callbacks there were and whether the attempts were successful.	Core, Statistik/Monitoring
CIE-811	ACFD: Wrap-up time, when an agent connects a topic call to another agent, the destination agent who ended the call should also be able to get wrap-up time and enter an job code.	Core, Statistik/Monitoring, Taskserver ACM, TaskServer IPO
CIE-650	ACFD: Tasks temporarily hang in the kernel.	Core, Taskserver ACM, TaskServer IPO
CIE-933	ACFD: TaskserverIPO, The record button (using AWFOS) in the UI is currently activated even if the recording is NOT started.	Core, TaskServer IPO
CIE-1106	CCUI email Overview tab empty following upgrade to 3.4.5 or 3.4.6	Database
CIE-1024	Data Import fails during fresh install of CIE 3.4.6	Database
CIE-797	ACFD: Filter parameter "To:" in CIE chat archive doesn't work correctly.	Database
CIE-775	ACFD: The memory required by the CC database on HD has increased enormously in the last 8 weeks from the original 130 GB to > 300 GB	Database

CIE-808	ACFD: postgres.exe don´t close after use	Database
CIE-1018	ACFD: security issue with CIE/IPOCC components postgresql and tomcat	Database, Installation
CIE-818	ACFD: CC database grows over the weekend by 3GB!	Database, Statistik/Monitoring
CIE-829	Dialer - importing jobs not working	Dialer
CIE-832	ACFD: UMR, Routed mails are sent as an attachment and are not forwarded as the original message version.	E-Mail Components
CIE-974	Autoreply preview page	E-Mail Components, UserInterface
CIE-667	ACFD: UMR, it is not possible to change the display name when sending an email send as a topic	E-Mail Components, UserInterface
CIE-822	ACFD: UMR, by using Auto Reply for different conditions a additinal topic is needed for each of it!	E-Mail Textblocks, UserInterface
CIE-889	ACFD: Postgres upgrade from 9.3 to 11.2 with PostgresUpgrade.exe fails.	Installation
CIE-878	SetupWizard: information popup needed if no Postgres installed	Installation
CIE-780	ACFD: Availability Counter for chats is not useful to apply.	Statistik/Monitoring
CIE-990	ACFD: connection to external destination in state failed does not cleared, so the call is counted as dropped busy.	Statistik/Monitoring
CIE-837	ACFD: Monitor views of the queue and team view are incorrect, monitor goes after restart in TNMUTEX	Statistik/Monitoring
CIE-826	ACFD: NO Wait time and Ring Time is displayed after RONA in TR	Statistik/Monitoring
CIE-1113	Incorrect First Topic Name after transfer to another topic	Statistik/Monitoring
CIE-1101	CCUI realtime information files fail to display correctly under calls pressure	Statistik/Monitoring
CIE-999	ACFD: monitor_srv, large number of topics with enabled option "Avg. Waiting Time" causes freeze of realtime information for about up to 20s	Statistik/Monitoring
CIE-790	ACFD: Calling with outCC also includes the counters for the redialers.	Statistik/Monitoring
CIE-273	totNAbanWait<=N counts wrong	Statistik/Monitoring
CIE-802	ACFD: tr_srv gets ERROR because of empty fields	Statistik/Monitoring, TaskReporting
CIE-836	ACFD: UI crash unexpectedly after monitor server exception with TNMUTEX	Statistik/Monitoring, UserInterface
CIE-699	ACFD: No tag information in abandonded call list visible	Statistik/Monitoring, UserInterface
CIE-769	ACFD: TR viewer new format search only at the first 10.000 data records.	StatViewer/TRViewer
CIE-629	ACFD: TR DB stores only the first order code, even if several have been entered.	StatViewer/TRViewer, TaskReporting
CIE-692	ACFD: In new statistic view it is not possible to send the report as EMail	StatViewer/TRViewer, UserInterface
CIE-883	ACFD: Occasionally, calls get stuck in the waiting field if the caller hangs up during the IVR announcement and has been forwarded by a monitored extension.	Taskserver ACM

CIE-985	ACFD: IVR with selection menu which points to another topic. Sporadically, callers get stuck on the second topic in the IVR and are no longer distributed.	Taskserver ACM
CIE-1012	call recording do not stop if external destination is used as Trunk	Taskserver ACM
CIE-813	ACFD: ACM PbxDriver goes in TNMUTEX after AES failure!	Taskserver ACM
CIE-884	ACFD: When a blocked caller dials an agent it causes a rejected call to be present in CCUI until cleared by the agent	Taskserver ACM
CIE-1016	ACFD: taskserver ACM, sometimes after ending the call, agent automatically gets an outgoing ghost call, a second line is allocated.	Taskserver ACM
CIE-796	ACFD: Topics Calls are sporadically distributed by last agent routing and agents who are not signed on to an agent group.	Taskserver ACM
CIE-910	Extend the function of direct call element to do outgoing acd calls.	Taskserver ACM, TaskServer IPO
CIE-927	ACFD: Call recording with CIE doesn't work properly, the conference to record the call doesn't start.	Taskserver ACM, UserInterface
CIE-1117	Incorrect behavior when performing supervised transfer to another topic	TaskServer IPO
CIE-930	ACFD: IPOTaskserver, anonymous outgoing acd call does not work, station number are displayed at far end.	TaskServer IPO
CIE-981	ACFD: If a call is routed after an IVR menue to an external destination it is always counted as AbandonedQueuedAnnounced, in S_CallCalc is the external destination missing.	TaskServer IPO
CIE-954	ACFD: ACFD: TaskserverIPO: If the call recording is activated in the topic configuration, an outgoing ACD call is only signaled the first time. All other calls are signaled as a non-ACD call.	TaskServer IPO
CIE-1011	ACFD: Taskserver IPO, LOGOFF CIE-Agent, does not include break time-off event if break was active.	TaskServer IPO
CIE-941	ACFD: Taskserver IPO, an incoming anonymous call to an agent is marked as direct call if the incoming call is first connected to an announcement and is forwarded to an agent via the IPO SCN.	TaskServer IPO
CIE-935	ACFD: TaskserverIPO, externOAD not handles correctly in case of consultation call	TaskServer IPO
CIE-932	ACFD: TaskserverIPO, the variables httpReq and httpReqDelay, which start with the same string, influence each other	TaskServer IPO
CIE-830	ACFD: IPO Taskserver outage with crash dump	TaskServer IPO
CIE-824	ACFD: TTrace can't log in bigger environments all prozesses especially the UI's.	TTrace
CIE-801	ACFD: User Interface, In the configuration for the transmission of telephone numbers + can not be entered for international call signaling.	UserInterface
CIE-805	ACFD: UI Email, search order in delegate box is ascii and not alphabetical	UserInterface
CIE-831	ACFD: UI, remotefunction can't login an Agent!	UserInterface
CIE-908	ACFD: UI crashed with crash dump while using element internet browser in telephony view	UserInterface
CIE-909	ACFD: UI, Expand the configuration for the direct call element to use "+", "*" and "#".	UserInterface
CIE-921	ACFD: UI, the elements overlap in the telephony screen after the view has been moved using the scroll bar.	UserInterface

	ACFD: UI crashes when the "Start Program" element is used in a group on the telephony screen and the telephony screen is to	
CIE-978	be edited from the preview. You can edit from the file view.	UserInterface
CIE-1000	ACFD: WrapUpTime manual stops after time	UserInterface
CIE-1074	Webpage is pushed always twice	UserInterface
CIE-1042	Anouncement configuration has no own tab in the config UI	UserInterface
CIE-881	ACFD: UI, old view of the statistics generates increased processor utilization!	UserInterface
CIE-979	ACFD: UI, if the out of office notice is added and modified in severel steps than the tool tip shows more and more empty lines that were not entered.	UserInterface
CIE-892	ACFD: Statistic export with MS Office 2016 macro only works manualy from UI.	UserInterface
CIE-922	ACFD: UMR UI, agent goes into the E_Mail area, the mail that is to be processed via the automatic activation and others also generate the message Out of memory.	UserInterface
CIE-804	ACFD: UI EMail, add a search field in delegate box	UserInterface
CIE-893	ACFD: UI, init value for Tag MaxTaskPerTopic is default 100 but UI shows 1000!	UserInterface
CIE-840	ACFD: UI, size of the startup program item is as long as the address argument and can not be configured smaller.	UserInterface

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 3.4.6:

Jira	Titel	Component
CIE-835	ACFD: ACK received in CIE but CHAP not process ACK and marks it as Stray" first	Chap
CIE-679	ACFD: Chap Sync don't fill the chap.ini file if you have more than 30 chap servers	Chap
CIE-882	ACFD: CHAP, ACK is received and processed by CHAP but still timer expired exception is found.	Chap, IVR
CIE-791	ACFD: IVR waits in vain for CHAP resources to become available after the host restarts.	Chap, IVR
CIE-992	ACD: Chap Server loses connection to VEA and IVR, Chap has to be restarted, restarting vea and IVR does not help.	Chap, IVR, Taskserver ACM, VEA
CIE-724	ACFD: After losing connection between chap and ACM TS there is no reconnection, also connection where again possible.	Chap, Taskserver ACM
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-1098	Chap crashes with crash dump, no additional error information.	Chap, VEA
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-1071	When unsupervised chat is transferred to external destination and external agent sends chat, it is sent to agent instead of webchatdialog/Customer	Chat
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-1083	pbxtaskserver can't disconnect call if the call was part of a silent monitoring connection because device id changed after with this conference scenario.	CM, Taskserver ACM
CIE-799	ACFD: push_srv handle count is growing up to more than 10.000	CM, Taskserver ACM
CIE-779	ACFD: Agents can log in even though their number is not registered with the CM / Session Manager.	CM, Taskserver ACM
CIE-375	ACFD: CIE ignores EC_SILENT_MONITOR-Event in case of transfer	CM, Taskserver ACM
CIE-983	ACFD: AUTO_SIGNON_RONA do not work in combination with ACMRonaPauseNoSignOff	Core
CIE-982	ACFD: memory leak in Kernel after contra import	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-759	CDR: wrong called address for resulting connection after tranfer	Core
CIE-293	Call state wrong after transfer to topic if another Agent does not answer	Core
CIE-942	ACFD: IVR, sporadically voice messages are not forwarded, the kernel does not know the IVR task to be distributed. The tasks are only known and distributed after the IVR process has been restarted.	Core, IVR
CIE-925	ACFD: monitor_srv and statistic_srv disconnect from the kernel, but the kernel does not. Therefore a new registration of monitor_srv and statistic_srv in the kernel is not possible.	Core, Statistik/Monitoring
CIE-1104	ACW is lost after a consultation call of the agent. Agent immediately receives the next call.	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-1038	ACFD: Categories, Commands and Objects are lost in runtime in the KERNEL	Core, TTrace
CIE-995	ACFD: DB, UI communication performance. In large environments like AOK we have the issue after adding a new agent the problem arises that an error occurs when the team leader and supervisors are granted permission for those agents.	Database
CIE-906	ACFD: An active planned automatic database compression leads to a system error.	Database
CIE-948	ACFD: statistc_srv loses contact to db_srv while the automatic report export is generating	Database, SGServer, Statistik/Monitoring

CIE-1077	IPO-TaskServer as not aware of variables set on new created topic	Database, TaskServer IPO
CIE-1007	ACFD: UI blockade by duplicating large monitors	Database, UserInterface
CIE-1088	Mechanic dialer call getting dropped as soon as customer answers the call.	Dialer
CIE-288	Dialer: Overload handling at CM/IPO	Dialer
CIE-1111	totTWrapUp historical topic counter description should be improved	Documentation
CIE-1037	ACFD: Adding a agent with e-mail get error massage LNA process is not running	E-Mail Components
CIE-1029	ACFD: the name of the attachment changed by forwarding the mail	E-Mail Components
CIE-510	ACFD: No funktion by searching a mail via subject and body	E-Mail Components, E-Mail-C3000
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-792	ACFD: Several mails receive no UMR_TaskId daily, so these are not visible in the system and can not be edited.	E-Mail Components, TaskServer E-Mail
CIE-1062	UMR, if an attachment in .eml format is opened in the UI, this attachemament is opened with the configured application. In this case MS Outlook. The beginning of the original email is sometimes not shown.	E-Mail Components, UserInterface
CIE-1005	UMR Auto Reply :Error while entering manual or copy-pasting valid content.	E-Mail Textblocks
CIE-1004	UMR Auto Reply: Parsing error shown when if condition is formatted with html. (eg. Bold)	E-Mail Textblocks
CIE-1003	UMR Auto Reply: Error not shown on invalid if-else condition syntax.	E-Mail Textblocks
CIE-1002	TextBlock - AutoReply: Daylight saving not considered at the time of timeoff validation	E-Mail Textblocks
CIE-1001	UMR Auto Reply : Parsing Error while creating Auto Reply Template	E-Mail Textblocks
CIE-1082	ivr has problem to get new line licenses after a crash and runs only with two lines.	IVR
CIE-842	VoiceControl: using grammar files deliver input instead result	IVR
CIE-731	ACFD: IVR start with: bad implementation on remote side! in a multple Server environment	IVR
CIE-986	ACFD: IVR is register at the PBX Task server with Task Server Name unknown, after WAN or server outage.	IVR, Taskserver ACM
CIE-1031	ACFD: Salesforce ISA client, Popout funktion in the Phonewindow is not useble	SalesForce Connector
CIE-1026	ACFD: Salesforce. Agents are logged out by the system with no seen reason	SalesForce Connector
CIE-1025	ACFD: Salesforce. After RONA the call is displayed at all involved agents	SalesForce Connector
CIE-825	Salesforce CRM not working properly with CIE server at CM	SalesForce Connector
CIE-955	ACFD: SGServer, does an additional connection after restart to connect UI's	SGServer

		SGServer,
CIE-1118	statistic, automatically report after daylight saving in wrong time range and stop working	Statistik/Monitoring, UserInterface
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-766	ACFD: statistics with percent counter can not be exported in the new format	SGServer, StatViewer/TRViewer
CIE-1103	Statistic Scheduler can't reconnect to SGServer after CIE restart	SGServer, UserInterface
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-1069	statistic, counter avgNSignOn does not count if you are using a virtual Agentgroup	Statistik/Monitoring
CIE-1065	XStat Counter Mapping from TSF% is wrong TSF(countId 2996) is mapped to totNTSF(countId 2052), also CSF and CSFLT don't work.	Statistik/Monitoring
CIE-989	Single step transfer: statistic counter for transfer not counting	Statistik/Monitoring
CIE-1096	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-1085	UI lose after about one hour connection to statistic-viewer in customer environment.	StatViewer/TRViewer, UserInterface
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-1086	PBXTaskserver observation of station does not work if a sip station has deleted and add again	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-984	CM: transfer to topic via direct call button failing	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-756	Auto answer feature works intermittently, causes agents to be signed off	Taskserver ACM
CIE-98	PBX TaskServer consumes continiously memory and then to approximate 90% CPU load	Taskserver ACM
CIE-91	Loadtest at CM: Agent in man Wrapup for 1 sec	Taskserver ACM
CIE-678	ACFD: PBX TaskServer loses connection to VEA.	Taskserver ACM, VEA
CIE-997	ACFD: Agents in Task EMail are continue as logged on and signed on even though the Agent closed UI for logout	TaskServer E-Mail
CIE-1064	IPO Taskserver looses sporadicaly 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 menue 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-758	Job code is available at end of outgoing topic call to busy destination	TaskServer IPO
CIE-1124	Loading Agents in UI-Config produce an error	UserInterface
CIE-1093	The agent is displayed not the customer in the contacthistorie	UserInterface
CIE-1078	Unclear display of Email content in customer history	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-993	ACFD: UI, in some cases you get a black window if you want to config an Agent or other things, and you get an error if you activate a Task Flow.	UserInterface
CIE-778	ACFD: CIE UI crash, process an E-Mail an receive an phone call	UserInterface
CIE-738	ACFD: In the UI, the Phonestate and Agent Status items display different states.	UserInterface
CIE-9	Mail attachments are not shown and can't be opened in CIE mail client	UserInterface
CIE-912	Landingpage: Certificates not working correctly in CIE	WebAdmin

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.