

# AVAYA

## Avaya Breeze™ Release Notes

**Release 3.1.1.1**  
**Issue 1**  
**May 2016**

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## Issues fixed in this release

1. **Resolved** Service port will open after it is over-written by a new port number while  
**Problem:** Avaya Breeze™ is in Deny mode.  
**Reference:** ZEPHYR-35780  
**Keywords:** Change Port number
2. **Resolved** Logging level of installed service in License Error mode can be performed  
**Problem:** successfully.  
**Reference:** ZEPHYR-35876  
**Keywords:** License error mode, logging level
3. **Resolved** The workaround to copy the Eclipse plug-in jar to the dropin folder manually  
**Problem:** and restart eclipse when installing the Eclipse plug-in with the Mars installer is NO longer required.  
**Reference:** ZEPHYR-36186  
**Keywords:** Eclipse plug-in installation, Mars installer
4. **Resolved** You can now add Avaya Breeze™ to multiple clusters at the same time when  
**Problem:** using Mac OS or Ubuntu.  
**Reference:** ZEPHYR-36213  
**Keywords:** Add BREEZE to Cluster, Mac OS, Ubuntu
5. **Resolved** Calls traversing Avaya Breeze™ and other applications that use SIP  
**Problem:** messages with multi-part body are now supported.  
**Reference:** SSAL-252  
**Keywords:** Multi part body SIP messages
6. **Resolved** Only applicable to the Park and Page Snap-in. For the following scenario:  
**Problem:**
  1. Park a call using the Park and Page snap-in with SIP Endpoint Managed Transfer enabled.
  2. Try to retrieve the call – Park and Page reports that the call has already been retrieved.In step #1, when completing the transfer, the call being parked used to hear a "join" tone from the Communication Manager meet-me vector, indicating that someone has retrieved the call, though in fact that had not happened. This has been fixed now.  
**Reference:** ZEPHYR-36292  
**Keywords:** Park and Page
7. **Resolved** With previous versions of Avaya Breeze™ text would get flashed on the  
**Problem:** screen when quitting traceHTTP. This text was not logged. Now this issue has been resolved with Avaya Breeze™ 3.1.1.1.  
**Reference:** ZEPHYR-36227  
**Keywords:** traceHTTP
8. **Resolved** TraceCE now displays TLS handshake packets during capture time when

**Problem:** selected on capture filter.

**Reference:** ZEPHYR-36729

**Keywords:** traceCE

9. **Resolved Problem:** With previous Avaya Breeze™ versions, intermittent failures were observed when snap-ins used the Collaboration Bus. This has been fixed.
- Reference:** ZEPHYR-36343
- Keywords:** Collaboration Bus

## Known issues and workarounds

### Generic Avaya Breeze™ related

10. **Problem:** If you are using the Presence Services snap-in, do not upgrade to Avaya Breeze™ 3.1.1.1. Continue to use Avaya Breeze™ 3.1.1 for deployments that include the Presence Services snap-in.
- NOTE: This limitation applies only to the Presence Services snap-in deployed on an Avaya Breeze™ Core cluster. This limitation does not apply to the Presence Services Connector deployed on the Avaya Breeze™ General Purpose cluster
- Workaround:** None
- Reference:** ZEPHYR-40511
- Keywords:** Presence Service Snap-in
11. **Problem:** Engagement Assistant connectivity to Speech server is blocked due to blocked port 4900 used for signaling and blocked ports 7892 through 8891 used for media.
- Workaround:** The workaround is to log into the system as cust and enter the following two commands in a shell window. The response indicates that the command was accepted.
- Command: was firewall open 4900 eth1  
Response: 4900 eth1 on  
Command: was firewall open 7892:8891/udp eth1  
Response: 7892:8891/udp eth1 on
- Reference:** ZEPHYR-41166
- Keywords:** Engagement Assistant
12. **Problem:** When the management address of an Avaya Breeze™ node is defined as a DNS FQDN (e.g., dr-dvit-cf2-mgmt.dr.avaya.com) it can result in bad behavior such as failed calls (SIP call intercept with or without media), stuck sessions, null pointer exceptions, or HA call takeover triggered.
- Workaround:** Do not administer the management address of an Avaya Breeze™ node as an FQDN. Use the IP address instead.
- Reference:** ZEPHYR- 5005
- Keywords:** BREEZE node address, FQDN

13. **Problem:** Eventing Connector cannot be uninstalled from the System Manager Service Management page. The following error will be observed:  
EventingConnector service is mandatory service on cluster [x] and cannot be uninstalled!
- Workaround:** Uninstall it from the Cluster Administration page.
- Reference:** ZEPHYR-39679
- Keywords:** Eventing Connector, Uninstall
14. **Problem:** Port numbers for two ports for the same service cannot be swapped. An error message of the following type displays:  
*'Entered port number value for port A is already in use on cluster X.  
Entered port number value for port B is already in use on cluster X'*
- Workaround:** Assuming the administrator needs to swap ports with port A=1100 and B=1200, then it should be done in the following manner -
1. Update Port 1100 to 1108 (1108 is just a placeholder, make sure 1108 is unused) - then commit
  2. Update Port 1200 to 1100 - then commit
  3. Update Port 1108 to 1200 - then commit
- Reference:** ZEPHYR-3988
- Keywords:** Update Port numbers
15. **Problem:** When using CEnetSetup to change the hostname immediately after OVA deploy – System Manager does not recognize the Avaya Breeze™ version or other status information. This causes the system to be in a bad, unrecoverable state.
- Workaround:** If you must change the Avaya Breeze™ hostname, you must restart the System Manager jboss for the new name to take effect.
- Alternatively, you can redeploy the Avaya Breeze™ – this time correctly entering the name/ip information.
- Reference:** ZEPHYR-2176
- Keywords:** CEnetSetup, hostname, OVA deploy
16. **Problem:** Applicable only to multi node clusters: During an upgrade of the platform – TextLog (on the in-service remaining nodes) will overrun – because it takes up to 20-30 minutes before the other node is back and up to 40 minutes before replication is done and the grid is up. This overrun will prevent seeing any other issues going on that are logged to the TextLog on the remaining in-service nodes. All information prior to the start of the upgrade on NodeC will be wiped out on NodeA and NodeB in a three node cluster for example.
- The below message will be printed every five seconds for each service deployed (so it is a multiplier based on the number of services deployed)
- ```
[11/11/15 20:48:19:245 EST] 00010225 LookupLocator W
net.jini.discovery.LookupLocatorDiscovery$LocatorReg tryGetProxy Failed to connect to LUS on
10.129.145.56:7000, retry in 5001ms
java.net.ConnectException: Connection refused
```



```
at java.net.Socket.connect(Socket.java:643)
at com.sun.jini.discovery.internal.MultiIPDiscovery.getSingleResponse(MultiIPDiscovery.java:152)
at com.sun.jini.discovery.internal.MultiIPDiscovery.getResponse(MultiIPDiscovery.java:99)
at net.jini.discovery.LookupLocatorDiscovery$LocatorReg.doUnicastDiscovery(LookupLocatorDiscovery.java:6
at net.jini.discovery.LookupLocatorDiscovery$LocatorReg.tryGetProxy(LookupLocatorDiscovery.java:566)
at net.jini.discovery.LookupLocatorDiscovery.regTryGetProxy(LookupLocatorDiscovery.java:1401)
at net.jini.discovery.LookupLocatorDiscovery.access$900(LookupLocatorDiscovery.java:301)
at net.jini.discovery.LookupLocatorDiscovery$DiscoveryTask.tryOnce(LookupLocatorDiscovery.java:830)
at com.sun.jini.thread.RetryTask.run(RetryTask.java:92)
at com.sun.jini.thread.TaskManager$TaskThread.run(TaskManager.java:408)
```

**Workaround:** Execute an additional command on the in-service nodes prior to upgrading the out-of-service nodes as “cust” user:

**was set trace**

**\*=info:org.openspaces.admin.internal.admin.\*=off:net.jini.discovery.\*=  
off:net.jini.lookup.\*=off**

**Reference:** ZEPHYR-36743

**Keywords:** TextLog

17. **Problem:** ClicktoCall sample app does not work via SBC when it is used to route HTTP requests to an Avaya Breeze™ load balancer that hosts the snap-in.

**Workaround:** Use direct Avaya Breeze™ loadbalancer or Avaya Breeze™ Asset IP.

**Reference:** ZEPHYR-39584

**Keywords:** ClicktoCall

18. **Problem:** The Eclipse plug-in gets stuck temporarily when incorrect ports are configured for System Manager/ Avaya Breeze™.

**Workaround:** After add/edit of any new System Manager configuration, when you click on save, do not perform any further clicks on the configuration window and wait for the request to be completed. When the request completes, select the System Manager node and save it. After that, edit this node and provide the correct port. This could take 20-30 seconds to complete.

**Reference:** ZEPHYR-39081

**Keywords:** Eclipse plug-in

19. **Problem:** When using the ClicktoCall snap-in, the Calling Identity is not getting displayed to the Called party.

**Workaround:** The customer application needs to use the "create(final String address, final String displayName)" API from IdentityFactory to display Calling Identity.

**Reference:** ZEPHYR-37944

**Keywords:** ClicktoCall

20. **Problem:** At moderate traffic levels, the media operations with ADD PARTICIPANT can start to fail intermittently.

**Workaround:** If call rates are expected to go beyond 4 calls/sec, provision an additional Avaya Aura Media Server. Also refer to *Avaya Breeze™ Snap-in Development Guide* for guidelines to ensure your snap-in is using SIP threads appropriately.

- Reference:** ZEPHYR-36862  
**Keywords:** Media Operations failure
21. **Problem:** traceHTTP fails the first time it is run after deploying the Avaya Breeze™ OVA.  
**Workaround:** Run it again. It will work.  
**Reference:** ZEPHYR-34900  
**Keywords:** traceHTTP
22. **Problem:** Specific to call scenarios where the party that answers a call may differ from the party that was originally called. For example, if the called party is a Vector Directory Number (VDN) on a Communication Manager, where the associated vector destination does a redirect of the call to another party. Depending on how the vector is defined, the answering party reported to a snap-in may be different than the called party.  
In Collaboration Environment 3.0 the distinction between the called party and answering party was ambiguous. This resulted in behavior where a media operation invoked on the called party was applied to the answering party, even if the answering party differs from the called party.  
In EDP 3.1 this distinction has been refined so that media operations invoked on the called party will be ineffective if the answering party differs from the called party.  
Snap-ins that invoke media operations (e.g. play announcement, prompt and collect, speech search) on the called party may then encounter failures if the answering party is not the called party.  
**Workaround:** The desired behavior can be achieved by invoking media operations on the answering party.  
**Reference:** None  
**Keywords:** Media operations, VDN, call redirect
23. **Problem:** You are experiencing unexpected call drops and you are either using Experience Portal or have **SIP endpoint manage transfer** enabled on Communication Manager.  
**Workaround:** Check all your Avaya Breeze™ asm.logs (ce dlogv) for:  
Invite\_connection.statemachine.InviteConnectionStateManager ERROR – illegal trigger on state  
com.avaya.service.ipt.invite\_connection.statemachine.state.IllegalStateMachineStateException: Illegal state for trigger: InitialInviteReceived at com.avaya.service.ipt.invite\_connection.statemachine.state.StateMachineState.sendUpdate(StateMachineState.java:xxx).  
If you see this message in your log, complete option 1. If option 1 is not effective, try option 2.
- Option 1 - If you are using Communication Manager 6.3 or later, set **Always use re-invites for display updates** to true on the trunk group.
  - Option 2 - If you have an earlier version of Communication Manager, or if option 1 does not solve the problem, put in a Session Manager adaptation to remove the UPDATE field from the Allow header. Do this for all SIP messages coming from the Avaya Breeze™ entities.
- Reference:** ZEPHYR-41261

**Keywords:** Call drop, Experience Portal

**Engagement Call Control (ECC) API-related known issues**

24. **Problem:** When ECC getVoicemail API retrieves the media link using SDK API MediaFactory.createPlayItem().setSource(wavurl), it will fail if the file has no extension.
- Workaround:** Append a dummy file name extn to the media file.
- Reference:** ZEPHYR-41035
- Keywords:** ECC Voicemail
25. **Problem:** During a Single Step Transfer with ECC, the event received on transferred participant has been changed from ALERTING event to TRANSFERRED event in the Avaya Breeze™ 3.1.1.1 load. Two new fields, “transferringParticipant” & “transferringParticipantState” are added to event JSON.
- Workaround:** None
- Reference:** ZEPHYR-38301
- Keywords:** Transfer, event
26. **Problem:** When A calls B, who is an out of provider resource, events do not mention ‘isExternalConnection’, which indicates that the call is made to an out of provider resource.
- Workaround:** getcallInfo response can provide the information about the call being made to out of provider.
- Reference:** ZEPHYR-4887
- Keywords:** ECC out of provider resource
27. **Problem:** Single Step Transfer to unavailable number drops the call from the transferred end and hangs the other connection.
- Workaround:** Drop Call can be used to end the hung call on the original calling party.
- Reference:** ZEPHYR-4207
- Keywords:** Single Step Transfer

## Avaya Breeze™ 3.1.1.1 Components

|                                                          |                                                                                                                                                                                                                         |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Avaya Breeze™ OVA and ISO                                | 3.1.1.1.OVA 311103<br><i>(Required if upgrading from Collaboration Environment R3.0.x)</i><br><br>3.1.1.1 ISO 311103 (md5)<br><i>ISO UPGRADE SUPPORTED ONLY IF COMING FROM R3.1 or later (GA/GA Patch/Service Pack)</i> |
| Avaya Breeze™ Avaya Aura Media Server OVA and ISO update | 7.7.0.334 OVA<br>with Media Server update 7.7.0.334<br>and System Layer update 7.7.0.19 (sha1)                                                                                                                          |
| SDK                                                      | 3.1.1.1.311102                                                                                                                                                                                                          |
| WebRTC                                                   | 3.1.1.1.311102                                                                                                                                                                                                          |
| Avaya-WebRTC-SDK                                         | 3.1.1.1.311102                                                                                                                                                                                                          |
| ECC Avaya Breeze™ SDK                                    | 3.1.1.1.311102                                                                                                                                                                                                          |
| Engagement Call Control (ECC)                            | 3.1.1.1.311102                                                                                                                                                                                                          |
| UCAService                                               | UCA 3.1.1.1.3233                                                                                                                                                                                                        |
| Unified Collaboration Model (UCM)                        | UCM 3.1.1.1.3163                                                                                                                                                                                                        |
| Call Server Connector (CSC)                              | CSC 3.1.0.0.3191                                                                                                                                                                                                        |
| Web Call Controller (WCC)                                | 3.1.1.1.311102                                                                                                                                                                                                          |

### System Manager interoperability

Avaya Aura System Manager release 7.0.1.0 is supported with Avaya Breeze™ 3.1.1.1. The System Manager 7.0.1.0 release can be applied on top of the generally available Avaya Aura System Manager 7.0.0.0 or the generally available Avaya Aura System Manager 7.0.0.1.

### Session Manager interoperability

Avaya Aura Session Manager 6.3.8 and beyond support Avaya Breeze™ 3.1.1.1.

### Upgrade compatibility and sequence

When installing updates to the Avaya Aura solution, it is important that the different components are upgraded in the correct order to ensure platform stability and manageability of the network as part of the upgrade process. Refer to Avaya Aura component release notes for the proper upgrade order. Avaya Breeze™ can be upgraded at any time after Avaya Aura System Manager and Avaya Aura Media Server (if used) are upgraded.

Avaya Aura Media Server and Avaya Breeze™ should be upgraded together. Avaya Breeze™ 3.1.1.1 is compatible only with Avaya Aura Media Server R7.7 whereas Collaboration Environment 3.0.3 and 3.0.4 are compatible only with Avaya Aura Media Server R7.6.

## Avaya Breeze™ VM Profile & ECC Snap-ins Deployment Type

It is no longer required to use Manual Deployment Type & Configuring Deployment. Now SMALL, MEDIUM or LARGE Deployment Types can be selected.

| Avaya Breeze™ Profile            | UCA    | UCM    | CSC    | Notes                                                                                  |
|----------------------------------|--------|--------|--------|----------------------------------------------------------------------------------------|
| Profile 2-4/8,<br>Profile 3-6/10 | SMALL  | SMALL  | SMALL  | 2 cps, max 15K extensions<br><br>Single node - max 2 CMs<br><br>Multi node - max 3 CMs |
| Profile 4-8/16                   | MEDIUM | MEDIUM | MEDIUM | 15 cps, max 30K extensions and max 3 CMs, min 2 nodes needed                           |
| Profile 4-8/16                   | LARGE  | LARGE  | LARGE  | 24 cps, max 41K extensions and max 3 CMs, min 2 nodes needed                           |

### WebRTC notes

The shared string for the authorization token is “Avaya Authorization Token.” Refer to the documentation for “How to use authorization token” and to the WebRTC sample application in the WebRTC SDK for details.

### Real-Time Speech (RTS) Snap-in notes

When using Real-Time Speech with Avaya Breeze™ 3.1.1.0 or later, you must use Real-Time Speech (RTS) 3.1 or later. If the previous version of the Real-Time Speech (RTS) snap-in is used in an Avaya Breeze™ instance, please contact Avaya for the updated Real-Time Speech (RTS) snap-in before upgrading to Avaya Breeze™ 3.1.1.1.

### Flow control

It is important to avoid traffic congestion for a service that sends a burst of voice announcement requests through Avaya Breeze™. The current recommendation is no more than 375 phone numbers to be included per single request to this type of service. Each request must be staggered by 15 seconds or more between subsequent requests to the same service on the same Avaya Breeze™ instance. Empirical testing has shown that a reliable minimum delay for 10,000 requests using one (1) Avaya Breeze™ is 15 seconds. A lower delay value is not recommended because it increases the probability of encountering performance-related problems.

Additional consideration should be given when the sum of requests targeted for the voice announcements exceeds the maximum port allocation for a single instance of the Avaya Aura Media Server. The Avaya Aura Media Server virtual machine bundled with Avaya Breeze™ is maximum rated at 1100 ports. A single Avaya Aura Media Server would be expected to service 1,000 announcements over a period of 5 minutes and therefore 2,000 announcements would be serviced over 10 minutes. Given this guideline, 5 Avaya Aura Media Server instances will be required at a traffic level of 10,000 voice announcement requests serviced over a 10 minute period of time. The same traffic distribution guidelines as discussed above apply here as well.

Note that if the phone numbers specified in the voice announcement request contain non-SIP devices such as H.323 endpoints or non-SIP trunk resources, be sure to verify this configuration to ensure you have the needed Digital Signal Processors (DSP) resources required to support a simultaneous voice announcement request to this set of users.

The following formula can be used to estimate the number of Avaya Aura Media Server instances required to support a particular burst application.

**MaxSimultaneousRequiredLicenses** = (((AnnLength + MaxDelayToAnswer)/FCDelay) \* (CollectionSize))\*NumberOfLicensesPerCall)

**TotalAMSInstances**\*=ceiling((MaxSimultaneousRequiredLicenses)/(AMSMaxLicenseThreshold))

**AnnLength** = full length of the recorded announcement in seconds.

**MaxDelayToAnswer** = anticipated max ringback delay prior to answer in seconds.

**FCDelay** = Flow Control Delay which is the time between simultaneous collection bursts to a Avaya Breeze™ instance in seconds (current recommendation is 15 seconds or more).

**CollectionSize** = For an outcalling burst application this number represents the total number of users defined within a single simultaneous request for voice announcements to an Avaya Breeze™ instance.

**AMSMaxLicenseThreshold** = the default threshold is 825 (75% of current session maximum).

**NumberOfLicensesPerCall** = 2 (number of active sessions per call; each session uses 1 license).

\*In summary, the **TotalAMSInstances** is the “rounded up” value of the total number of simultaneous licenses required, divided by the license threshold administered on a single Avaya Media Server virtual machine. See the example below for further clarification.

For example:

Using the sample service, MultiChannel Broadcast, send 10,000 voice 45-second announcements to individual phone numbers within or off enterprise. In this type of example, assume it will take no more than 15 seconds for any user to answer the calls generated from this application and a single request includes 250 phone numbers, therefore 40 requests are required to reach 10,000 phone numbers in total.

AnnLength=45 seconds

MaxDelayToAnswer=15 seconds

FCDelay = 15 seconds

CollectionSize= 250

MaxSimultaneousRequiredLicenses = (((45+15)/15)\*250)\*2 = 2000

TotalAMSInstances = ceiling (2000/825) = 3

request1=[phone1...phone250]; request2=[phone251...phone500], ..., request40=[phone9750...phone10000]

Each request per Avaya Breeze™ instance would still need to be staggered by 15 seconds.

In this example, a total of three (3) Avaya Aura Media Servers and one (1) Avaya Breeze™ instance could service the request for 10,000 voice announcements within 10 minutes. Note: a larger collection, longer answer delay, and/or announcement length will require additional Avaya Aura Media Server resources.

## Callbacks for Media Operations

Some behaviors have changed related to media callback listener methods to improve consistency in the media portions of the API (including voice XML and speech search). The original and changed behaviors are as follows:

1. Invoking stop on a prompt and collect media operation.

**ORIGINAL BEHAVIOR:** Two invocations of MediaListener methods are made, one to the playCompleted callback method with a cause of STOPPED and one to the digitsCollected callback method with a cause of STOPPED.

**NEW BEHAVIOR:** A single invocation is made to the digitsCollected method with a cause of STOPPED. This new behavior aligns better with the behavior that occurs when a prompt and collect operation ends after playing a prompt and collecting digits.

2. Invoking stop on a send digits operation.

**ORIGINAL BEHAVIOR:** The invocation of stop has no effect and the send digits operation continues to completion as if stop were NOT invoked. Upon completion no invocation of the MediaListener's sendDigitsCompleted method occurs.

**NEW BEHAVIOR:** The invocation of stop still has no effect. However, upon completion of the send digits operation, the sendDigitsCompleted method is invoked with a cause of COMPLETE. This new behavior better reflects what has actually taken place.

3. A party drops/is dropped from a call under the following circumstances:

A. The call termination policy is set to NO\_PARTICIPANT\_REMAINS.

B. A media operation is active on the dropped party.

**ORIGINAL BEHAVIOR:** An invocation of the appropriate MediaListener callback method occurs for the operations play, prompt and collect, collect, and record. For other media operations, no listener callback methods are invoked. NOTE: The listener interface that is implemented by a snap-in for most media operations is MediaListener. For voice XML and speech search, the listener interfaces are VoiceXMLDialogListener and SpeechSearchListener, respectively.

**NEW BEHAVIOR:** An invocation of the recordCompleted method occurs for an active record operation. No invocation of callback methods occur for other media operations. This new behavior better matches the behavior that occurs when a call ends.