Avaya Context Store Snap-in Release Notes

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If any provision of this Agreement is determined to be unenforceable or invalid, this Agreement will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law.

GOVERNING LAW AND DISPUTE RESOLUTION.

15.1 **Governing Law**. This Agreement and any dispute, claim or controversy arising out of or relating to this Agreement ("Dispute"), including without limitation the formation, interpretation, breach or termination of this Agreement, or any issue regarding whether a Dispute is subject to arbitration under this Agreement, will be governed

by New York State laws, excluding conflict of law principles, and the United Nations Convention on Contracts for the International Sale of Goods.

15.2 Dispute Resolution. Any Dispute will be resolved in accordance with the provisions of this Section 15. The disputing party shall give the other party written notice of the Dispute in accordance with the notice provision of this Agreement. The parties will attempt in good faith to resolve each controversy or claim within 30 days, or such other longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority.

15.3 Arbitration of Non-US Disputes. If a Dispute that arose anywhere other than in the United States or is based upon an alleged breach committed anywhere other than in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, it will be conclusively determined upon request of either party by a final and binding arbitration proceeding to be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a single arbitrator appointed by the parties or (failing agreement) by an arbitrator appointed by the President of the International Chamber of Commerce (from time to time), except that if the aggregate claims, cross claims and counterclaims by any one party against the other party exceed One Million US Dollars at the time all claims, including cross claims and counterclaims are filed, the proceeding will be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a panel of three arbitrator(s) appointed in accordance with the Rules of Arbitration of the International Chamber of Commerce. The arbitration will be conducted in the English language, at a location agreed by the parties or (failing agreement) ordered by the arbitrator(s). The arbitrator(s) will have authority only to award compensatory damages within the scope of the limitations of Section 8 and will not award punitive or exemplary damages. The arbitrator(s) will not have the authority to limit, expand or otherwise modify the terms of this Agreement. The ruling by the arbitrator(s)) will be final and binding on the parties and may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator(s)' fees, but Avaya and Customer will each bear its own attorneys' fees and other costs associated with the arbitration. The parties, their representatives, other participants and the arbitrator(s) will hold the existence, content and results of the arbitration in strict confidence to the fullest extent permitted by law. Any disclosure of the existence, content and results of the arbitration will be

as limited and narrowed as required to comply with the applicable law. By way of illustration, if the applicable law mandates the disclosure of the monetary amount of an arbitration award only, the underlying opinion or rationale for that award may not be disclosed.

15.4 Choice of Forum for US Disputes. If a Dispute by one party against the other that arose in the United States or is based upon an alleged breach committed in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, then either party may bring an action or proceeding solely in either the Supreme Court of the State of New York, New York County, or the United States District Court for the Southern District of New York. Except as otherwise stated in Section 15.3 each party consents to the exclusive jurisdiction of those courts, including their appellate courts, for the purpose of all actions and proceedings arising out of or relating to this Agreement.

15.5 Injunctive Relief. Nothing in this Agreement will be construed to preclude either party from seeking provisional remedies, including, but not limited to, temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights, including its rights pending arbitration, at any time. The parties agree that the arbitration provision in Section 15.3 may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order.

15.6 Time Limit. Actions on Disputes between the parties must be brought in accordance with this Section within 2 years after the cause of action arises.

16.0 IMPORT/EXPORT CONTROL.

Licensee is advised that the SDK is of U.S. origin and subject to the U.S. Export Administration Regulations ("EAR"). The SDK also may be subject to applicable local country import/export laws and regulations. Diversion contrary to U.S. and/or applicable local country law and/or regulation is prohibited. Licensee agrees not to directly or indirectly export, re-export, import, download, or transmit the SDK to any country, end user or for any use that is contrary to applicable U.S. and/or local country regulation or statute (including but not limited to those countries embargoed by the U.S. government). Licensee represents that any governmental agency has not issued sanctions against Licensee or

otherwise suspended, revoked or denied Licensee's import/export privileges. Licensee agrees not to use or transfer the SDK for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the U.S. and/or any applicable local government by regulation or specific written license. Additionally, Licensee is advised that the SDK may contain encryption algorithm or source code that may not be exported to government or military end users without a license issued by the U.S. Bureau of Industry and Security and any other country's governmental agencies, where applicable.

17.0 AGREEMENT IN ENGLISH.

The parties confirm that it is their wish that the Agreement, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention, de même que tous les documents, y compris tout avis, qui s'y rattachent, soient rédigés en langue anglaise.

18.0 ENTIRE AGREEMENT.

This Agreement, its exhibits, schedules and other agreements or documents referenced herein, constitute the full and complete understanding and agreement between the parties and supersede all contemporaneous and prior understandings, agreements and representations relating to the subject matter hereof. No modifications, alterations or amendments shall be effective unless in writing signed by both parties to this Agreement.

19. REDISTRIBUTABLE CLIENT FILES.

The list of SDK client files that can be redistributed, if any, are in the SDK in a file called Redistributable.txt.

Schedule 1 to Avaya SDK License Agreement Third Party Notices

1. **CODECS**: WITH RESPECT TO ANY CODECS IN THE SDK, YOU ACKNOWLEDGE AND AGREE YOU ARE RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES, IF ANY. IT IS YOUR RESPONSIBILITY TO CHECK.

THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR THE H.264 (AVC) CODEC MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Contents

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Chapter 1: Introduction

Purpose

The Avaya Context Store Snap-in 3.8.1.1 Release Notes provides information on the features available and solution details. This document provides the latest information to supplement Context Store software and documentation.

Intended audience

This document is intended for implementation engineers and administrators who install/deploy Context Store Snap-in.

Related resources

Documentation

For updated documentation, product support notices, and service pack information, visit the Avaya Support Center website at https://www.devconnectprogram.com

Title	Description
Avaya Context Store Snap-In Reference Guide	The purpose of this document is to describe the Context Store Snap-In characteristics and capabilities, including feature descriptions, interoperability, and performance specifications and to provide instructions on deploying, configuring, and troubleshooting the Context Store services.
Avaya Context Store Snap-In Developer Guide	Developer guide explaining how to use each individual feature of Context Store
Other relevant product documentation	
Avaya Breeze® Documentation	
Engagement Designer Documentation [for users of the Context Store Task Type and Oceana Task Type only]	

Title	Description
Orchestration Designer Documentation [for users of the Context Store Pluggable Data Connector and Oceana Pluggable Data Connector only]	

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the Search field and click Go to search for the course.

Code	Course title
2519W	Introducing Avaya Context Store Snap-in 3.1 (Self-Paced OnDemand)
4115W	Omnichannel Assisted: Avaya Breeze and Snap-ins (Part 1) (Self-Paced OnDemand)

Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the videos check box to see a list of available videos.

Note: Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

- Enter a key word or key words in the Search Channel to search for a specific product or topic.

- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Support

Visit the Avaya Support website at https://www.devconnectprogram.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Release Information

Changes in Avaya Context Store 3.8.1.1

This Context Store 3.8.1.1 release supports the same feature set as that of Context Store 3.8.1.0 For detailed information about these features, as well as installation and configuration instructions, see the latest *Context Store Reference Guide* and *Context Store Developer Guide* available from https://www.devconnectprogram.com/

The *Context Store Developer Guide* contains API documentation for Context Store interfaces and SDKs, as well as usage tutorials for the sample clients provided for certain features of the product.

Gigaspaces Upgrade

As part of the 3.8.1.1 release a key serviceability item is the up-issue of the Gigaspaces component to Release 15.8. from Gigaspaces Release 10.2. As a result of this, key Context Store services have been upgraded to use Gigaspaces 15.8. This has resulted in changes in the ContextStoreManager DataGrid sizing parameters.:

- Values without measure units are now considered as megabytes.

- Megabytes can be specified with an m or mb after the number. For example, 1024m.

- GB can be specified with a 'g' after the number e.g. 1g

- Third parameter is not required for datagrid sizes.

Examples,

"ContextStore ManagerSpace DataGrid Settings" '1,2,1' => '1g,2g'

"ContextStoreSpace DataGrid Settings" '512m,10240m,1' => '512m,10240m'

"EDM: Mirror Service container size" '1' => '1g'

"GEO: Gateway Service container size" '2' => '2g'

Context Store Schema Creation scripts for Postgres and SQL

For new customers we have re-released our ContextStoreSchemaCreation scripts for both Postgres and SQL Databases. See https://support.avaya.com

For customers with existing 3.8.x EDM schema, it is required to execute the following:

> For PG - ALTER TABLE GENERATED_KEYS ALTER COLUMN VALUE_COLUMN TYPE INT8;

> For SQLServer - ALTER TABLE GENERATED_KEYS ALTER COLUMN VALUE_COLUMN NUMERIC(19,0);

Authorization added to ContextStoreScreenPop

Authorization support is now available for the ContextStoreScreenPop Service. It is disabled as default. This is to ensure the service is working when authentication is enabled for ContextStoreRest. If authorization is enabled for ContextStoreRest, then you must provide a token to ContextStoreScreenPop for its POST/PUT APIs.

Chapter 3: Context Store Software Installation and Upgrade

All the software required for deploying the Avaya Context Store services and underlying platform is available on the Avaya Support site - https://support.avaya.com/ or https://www.devconnectprogram.com/

Context Store Software

This section provides information on the software required for deployment of Context Store 3.8.1. 1

Product	Version	PLDS ID & MD5 Checksum
ContextStoreManager SVAR	3.8.1.1.129140201	CS000000197 MD5 Checksum: b0a235a2c225a1c81d3cf25b6c9dacbf
ContextStoreRest SVAR	3.8.1.1.129140201	CS000000198 MD5 Checksum: 3002295e4a96e115f9c2a0997c84b2e0
ContextStoreQuery SVAR	3.8.1.1.129140201	CS000000199 MD5 Checksum: dda4820ca9d9a8a22912acd204a3608c
ContextStoreTasks (for Engagement Designer)	3.8.1.1.129140201	CS000000200 MD5 Checksum: e3dae35be8dc55ecc63fa58e5662875b
ContextStoreScreenPop SVAR	3.8.1.1.129140201	CS000000203 MD5 Checksum: 292f321dbd99a442001bfafad3684d65
ContextStoreNotify SVAR	3.8.1.1.129140201	CS000000204 MD5 Checksum: 4225b4e3b53f7f01f837b9f42b996c49
ContextStoreRules SVAR	3.8.1.1.129140201	CS000000205 MD5 Checksum: e25d33fcb7afafcb2bdcab7a7751d313

ContextStoreSoap SVAR	3.8.1.1.129140201	CS000000206 MD5 Checksum: 4b132d7a2543380603b6cf0e2903adbc
CS PDC JAR (Pluggable Data Connector)	cs-pdc-plugin-12914.0.2	DEVCONNECT.COM MD5 Checksum: 6e988e7487b3978ae99ad9c3cd63de52
CS Java SDK ZIP	ContextStore-12914.0.2	DEVCONNECT.COM MD5 Checksum: 567ed647672cc86d58397f3d4a531f83
CS JavaScript SDK (datastorejssdk package in the Breeze Client SDK)	TBC	DEVCONNECT.COM MD5 Checksum: TBC
POSTMAN API COLLECTION: • Context Store collections • Customer Journey collection • Customer Management collection • Environment	3.8.1.1	DEVCONNECT.COM MD5 Checksum: 42625a7c33193c10d22667be7708311a
ContextStoreDataMigrationScripts.zip	3.8.1.1	CS000000207 MD5 Checksum: 5f44eac6b7e2d283f158a72bb015733a
ContextStoreSchemaCreationScripts-SQLServer.zip	3.8.1.1	CS000000209 MD5 Checksum: 76841b8dbe8df42f7ac3febe422626da
ContextStoreSchemaCreationScripts-Postgres.zip	3.8.1.1	CS000000208 MD5 Checksum: afa2c5840bf01072712818394e555277

Please note that the CS PDC JAR, CS Java SDK ZIP CS JavaScript SDK components and Context Store Scripts are available through www.devconnectprogram.com -> Products & Resources -> Context Store -> select the appropriate release number.

Note the Context Store Migrations scripts and the Context Store DB Migration scripts are to update to the new External Data Mart Schema as introduced in 3.8.0.0 and migrate data to that database – See Avaya Context Store Snap-In Reference Guide for details.

Context Store Schema Changes and Database SQL Migration

Since Oceana 3.8.0.0 the Oceana 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.

Migrating the new Schema on MS SQL Server

Existing EDM schemas are no longer compatible. A data migration script has been provided.

The Migration Scripts are located on PLDS www.support.avaya.com

For information on running the Migration script see Avaya Context Store Reference Guide 3.8

When doing a clean install, where no migration of data is necessary, the ContextStoreSchema Scripts can be run to create the new schema and deploy the new journey PU.

The ContextStoreSchema Scripts are available to download from https://support.avaya.com

For information on running the ContextStoreSchema Scripts, see Avaya Context Store Reference Guide 3.8.1.1

Update to the Context Store Schema Scripts is detailed on Context Store Schema Creation scripts for Postgres and SQL

Additional Software required for 'Customer Journey for Workspaces on Elite'

The following software is required to enable the 'Customer Journey for Workspaces on Elite' functionality. However, it is not required for Customer Journey on standalone Context Store.

For more information about 'Customer Journey for Workspaces on Elite' including the deployment process, configuration and its usage please see the 'Customer Journey for Workspace on Elite

Reference White Paper' available from www.devconnectprogram.com -> Products & Resources -> Context Store -> select the appropriate release number

Product	Version	PLDS ID & MD5 Checksum
CustomerJourneyService SVAR	3.8.1.1.129140102	CS000000201 MD5 Checksum: c8e8cc23ca1a826186a8c3864d09ef2b
CustomerManagement SVAR	3.8.1.1.129140102	CS000000202 MD5 Checksum: dc082604f1a415e78c04e1428b02be28

Platform Interoperability

Context Store 3.8.1.1 release software is supported on the Avaya Breeze® 3.8.1.0 platform.

For System Manager line-up and installation information, see Avaya Breeze® documentation.

Avaya Breeze®

Product	Version	MD5 Checksum
Avaya Breeze® ova	Breeze-3.8.1.0.381005.ova	CCB2F0B9398E286ADF8021D99A64D053 0ec183a3a653dad9b5eed8572 c20390f
Avaya Breeze® iso (for upgrades)	aus-installer-3.8.1.0.381005.iso	f366a2c792c9fa588d080859ccb9e739
Required Avaya Breeze® patch	ce-patch-3.8.1.0.07381005.bin	e9f4f46978e93545f286bb2624f928e8

NB: Before installing this Context Store release, you must install (or upgrade to) Avaya Breeze® 3.8.1.0 release and the required patch.

Engagement Designer

Product	Version	MD5 Checksum
EngagementDesigner SVAR	3.8.1.1.129007	b692f7f5ce97bc153e5aeb018d857564
EngagementDesignerTasks SVAR	3.8.1.1.129007	7c9b479a820fa9f9e6d1438f7dac4b15

Upgrading the Context Store snap-in services

Before you begin

NB: Upgrade to Avaya Breeze® 3.8.1.0 before proceeding with this Context Store 3.8.1.1 upgrade.

Upgrade Overview

To upgrade a Context Store Snap-In service, you must install a new version of the snap-in service using the Avaya Breeze® Element Manager.

When you upgrade the ContextStoreManager SVAR, the existing data-grid remains unchanged. All CS services currently installed will continue to use the existing spaces until the cluster of Avaya Breeze® servers are simultaneously restarted and the new data-grid is deployed.

> **NB:** All information stored in the data-grid will be lost when the cluster is restarted.

Service Version Management
- If no **Preferred Version** is selected, the newest version of the snap-in currently installed will automatically be selected to service requests.

- If **Preferred Version** is already set for the currently installed snap-in service, this version will continue to service the Context Store requests after the new version of the service has been installed. To use the newly installed snap-in service version by default, you must set the newer version as the **Preferred Version**.

For more information about snap-in service version management, see Avaya Breeze® administration guide.

Upgrade procedures for Context Store Snap-In Services

Upgrade SQL Server JDBC Driver used for External Data Mart

Breeze 3.8.1.0 runs on Java 8 therefore the SQL Server driver must be aligned. If are upgrading from a prior release which was a Java 7 environment, you must update this driver

1. Upload the Java 8 SQL Server JDBC driver (`mssql-jdbc-7.4.1`) into the Breeze Element Manager from `Home / Elements / Avaya Breeze®/ Configuration / JDBC Providers`
2. Upgrade the JDBC driver used in the Context Store cluster by following the Standard Upgrade Procedure below.

Standard Upgrade Procedure for Context Store services

***NB:** The standard upgrade procedure described below applies to all Context Store SVARs except ContextStoreScreenPop, and ContextStoreTasks for Engagement Designer (see section customized upgrade instructions on pages 13 -15).*

1. Verify that the current Context Store deployment is functioning correctly before the upgrade.
2. On the System Manager Web console, click **Elements** > **Breeze®**
3. In the left navigation pane, click **Cluster Administration**.
4. Select cluster to be upgraded and set to **Deny New Service** state in the **Cluster State** list.
5. Upgrade to Avaya Breeze® 3.8.1.0 before proceeding with this Context Store 3.8.1.1 upgrade.
6. In the left navigation pane, click **Service Management**.
7. On the **Service Management** page, load the new versions of the Context Store snap-in services.
8. To upgrade to the latest release of the Context Store service (3.8.1.1), following either of the following procedures:
   - ✓ On the **Service Management** page, select and install the new version of Context Store
   - ✓ On the **Cluster Administration** page, select the checkbox beside the cluster you wish to upgrade and click the **Edit** button. On the **Services** tab, select the snap-in versions to install from the **Available Services** list.

     For more information about loading and installing snap-in service, see *Administering Avaya Breeze®*
9. When the installation is complete, verify that the upgraded services are successfully installed. For verification steps, see ***Verifying a successful deployment*** in the *Avaya Context Store Snap-in Reference.*

10. In the left navigation pane, click **Cluster Administration**.
11. Select upgraded cluster and set to **Accept New Service** state in the **Cluster State** list.
12. Verify that the Context Store deployment is functioning correctly after the upgrade.
13. The previously installed versions can now be uninstalled and deleted. These procedures are documented in the *Avaya Context Store Snap-in Reference Guide 3.8.1.1*

Upgrade Procedure for ContextStoreScreenPop

1. Follow steps 1- 6 in the standard upgrade procedure on page 11.
2. On the **Service Management** page, uninstall the old service by selecting it and clicking uninstall.
3. After uninstallation is completed, delete the old service version from Avaya Breeze® Element Manager.
4. Load the new version of the service SVAR.
5. Install the new version of the service on the Context Store cluster.
6. In the left navigation pane, click **Cluster Administration**.
7. Select upgraded cluster and set to **Accept New Service** state in the **Cluster State** list.

Upgrade procedure for Context Store Tasks for Engagement Designer

Before you begin

NB: The Engagement Designer environment must be upgraded to the latest release version before proceeding with the upgrade of Task bundles.

Follow the corresponding procedure below depending on whether the existing ContextStoreTasks version is:

1) installed using the Avaya Breeze® Element Manager
2) installed using the Engagement Designer Admin console

The Engagement Design Admin console can be accessed at the following URL:
```
https://<ED-IP-ADDRESS>/services/EngagementDesigner/admin.html
```

Refer to *Getting Started with Avaya Engagement Designer* for usage information for the Engagement Designer Admin console.

Procedure for upgrading ContextStoreTasks installed via Avaya Breeze® Element Manager

1. On the System Manager Web console, click **Elements** > **Avaya Breeze®**

2. In the left navigation pane, click **Cluster Administration**.
3. Select cluster to be upgraded and set to **Deny New Service** state in the **Cluster State** list.
4. In the left navigation pane, click **Service Management**.
5. On the **Service Management** page, uninstall the old ContextStoreTasks service by selecting it and clicking uninstall.
6. After uninstallation is completed, delete the old ContextStoreTasks service version from Avaya Breeze® Element Manager.
7. Open the **Engagement Designer Admin** console. Click on the **Bundles** tab.
8. To upload the new ContextStoreTasks SVAR, click on **Upload Bundle**
9. Click **Choose File** and navigate to the location of your saved ContextStoreTasks SVAR
10. Select the ContextStoreTasks SVAR and click **Upload**
11. When the ContextStoreTasks SVAR has been uploaded, select it and click **Deploy**

Procedure for upgrading ContextStoreTasks installed via the ED Admin console

1. Open the **Engagement Designer Admin** console.
2. Click on the **Bundles** tab.
3. Select the version of ContextStoreTasks that you wish to uninstall
4. Click on **Undeploy**
5. To upload the new ContextStoreTasks SVAR, click on **Upload**
6. Click **Choose File** and navigate to the location of your saved ContextStoreTasks SVAR
7. Select the SVAR and click **Upload**
8. When the SVAR has been uploaded, select it and click **Deploy**
9. After the ContextStoreTasks bundle has been deployed successfully, select the old version of ContextStoreTasks and click on **Delete**

Upgrade procedure for Context Store PDC

1. Verify that the currently installed Context Store Snap-In Service versions are functioning correctly before starting the upgrade.
2. Start the Orchestration Designer Eclipse application.
3. Select **Window** > **Open Perspective** > **Speech**.
4. Select the project for which you have enabled Context Store PDC connector.
5. From the **Project** menu, select **Properties**.
6. On the left pane of the properties window, click **Orchestration Designer**.
7. On the **Orchestration Designer** pane, click the **Pluggable Connectors** tab.
8. From the **Available Connectors** list, clear the **Context Store Connector** check box.
9. Click **OK**.
10. Repeat step 2 through 8 for all the projects for which you have enabled Context Store PDC connector.

11. Close the Orchestration Designer Eclipse application.
12. Open the *<Eclipse_Home>*/plugins folder and delete the existing *cs-pdc-plugin-x.xx.jar* file.
13. Start the Orchestration Designer Eclipse application.
14. Copy the new *cs-pdc-plugin* file into the *<Eclipse_Home>*/plugins folder.
15. Re-start the Orchestration Designer Eclipse application.
16. Configure the projects to use the upgraded Context Store PDC plug-in.

For information on how to configure a project to use Context Store PDC for Avaya Experience Portal, see **Configuring the sample application to use Context Store PDC plug-in** in the *Avaya Context Store Snap-in Reference.*

Chapter 4: Known issues, fixes and workarounds

Refer to the Avaya Breeze® release documentation for known platform issues and workarounds.

Context Store: Known issues

Issue 1: When an agent replies to a user's email the transcript window does not show the inline images

Problem:

A customer sends a HTML email to an agent. The agent then accepts the email. The agent replies to that email and includes an inline image in his response to that customer. The customer accepts the email and replies to the agent .The agent navigates to the Customer Journey for that email . Agent clicks transcript to verify images in the email body. However, the image does not appear on the transcript.

Reference

WAVE-21356

Keywords

Transcript, Image, Customer Journey

Issue 2: Intermittent issue when customer uses SSO, the clear stuck tool URL access to Oceana Monitor doesn't work

Problem:

When a customer with SSO authentication enabled uses the Clear Stuck Tool, sometimes access to Oceana Monitor fails. The customer then has no means to clear the stuck calls.

Reference:

WAVE-20407

Keywords

SSO, Clear Stuck Tool, Oceana Monitor

Issue 3: Oceana Manager displays the cluster to be in an active state when it should show a standby state

Problem:

The cluster status of DR site is not updated to Standby in Oceana Manager, it remains at active. Therefore, the Oceana Manager is showing incorrect cluster status.

Reference

WAVE-21396

Keywords

Oceana Manager,

Issue 4: Intermittent issue occurs as a result of the order in which the following Contest Store services are installed ContextStoreRules, ContextStoreScreenPop, ContextStoreNotify, ContextStoreSoap or ContextStoreManager

Problem:

WAS hung threads occur caused by the order of deployment of the following Context Store services ContextStoreRules, ContextStoreScreenPop, ContextStoreNotify, ContextStoreSoap or ContextStoreManager – The same issue in the case of a reboot.

Workaround

Uninstall these services, install ContextStoreManager first and then install them again.

Reference

WAVE-21301

Keywords

WAS, ContextStoreManager, ManagerSpace

Chapter 5: Certified Deployments

This chapter contains a list of all Context Store deployments which have been tested and certified.

Detailed configuration information for each of these thirteen certified deployment options is provided in the **Data-grid Configuration Settings – ContextStoreManager Attributes** of this document. For additional, uncertified deployment configurations, use the CS Capacity Planner (available from DevConnect) to estimate the most suitable configuration.

About these certified deployments

- Deployments 1 - 3 are small labs intended for trial purposes and product demos only.
- Deployments 4 – 13 are suitable for production environments.

Configuration Details – Supported Features

Id	Deployment Name	Avaya Breeze® Nodes	Memory	CPU Cores	Disk Size	HA	GEO	EDM	Notifications
1	Lab: Core	1	8	4	S	N	N	N	N
2	Lab: HA	2	8	4	S	Y	N	N	Y
3	Lab: Feature	1	10	6	S	N	N	Y	Y
4	Prod: 16x2	2	16	8	M	Y	Y	Y	Y
5	Prod: 16x3	3	16	8	M	Y	Y	Y	Y
6	Prod: 32x3	3	32	8	M	Y	Y	Y	Y
7	Prod: 32x4	4	32	8	M	Y	Y	Y	Y
8	Prod: 32x5	5	32	8	M	Y	Y	Y	Y
9	Prod: 64x3	3	64	8	L	Y	Y	Y	Y
10	Prod: 64x5	5	64	8	L	Y	Y	Y	Y
11	Prod: 128x1	1	128	8	L	N	N	Y	Y
12	Prod :128x2	2	128	8	L	Y	Y	Y	Y

13	Prod: 128x3	3	128	8	L	Y	Y	Y	Y

NOTE:

All of the thirteen certified deployment configurations listed support the **ContextStoreRest** interface (which includes the audit, upsert and alias features), **ContextStoreScreenPop**, **ContextStoreNotify**, the **Context Store SDK**, **ContextStoreRules**, the **Context Store PDC** and the **Context Store Engagement Designer Tasks**.

Traffic Rates, Configuration Settings and Limitations

Id	Requests / Sec	Lease	Number of Notifications Clients	Max Number of Audit Trail Entries	Number of AliasIds per Context
1	5	7200	0	10	1
2	10	7200	1	10	1
3	5	7200	1	10	1
4	50	7200	2	10	2
5	100	7200	2	10	2
6	120	3600	3	10	3
7	700	7200	1	10	2
8	1000	7200	1	10	2
9	1240	7200	1	10	3
10	1240	10800	1	10	3
11	400	9000	1	10	3
12	420	10800	1	10	3
13	1240	14400	1	10	3

The configuration information (snap-in service attributes) which applies to these certified Context Store deployments is provided in the **Data-grid Configuration Settings – ContextStoreManager Attributes** of this document.

Hard Disk Sizing For Context Store Nodes

ContextStore stores all the data in-memory, rather than on disk. The hard disk is only necessary for logs files, software installed on the cluster etc. The S, M, L sizings suggested for certified deployments are guidelines only based on this usage.

The default disk size Breeze allocates on smaller node profiles, 50GB, is sufficient for the lab deployments (lab 1, 2 & 3).

Typical recommendation is 150GB for medium and 300GB for large, but this can vary depending on what the customer wants.

If logs need to be retained for long period of time (this is configurable on a per service basis), then the large 300GB disk should be used.

Performance Impact when Enabling Multiple Optional Features

If multiple optional features which have high cpu-usage are enabled on the Context Store cluster, supported throughput rate is decreased. This is necessary to preserve service by preventing *CPU Overload* state from being triggered on the Avaya Breeze® nodes in the Context Store cluster.

If CPU usage on an Avaya Breeze® server remains above 80% for more than one minute, *CPU Overload* protection will be triggered on Avaya Breeze® and all requests to that server will be blocked. This situation puts additional load on the CPUs of remaining nodes in the cluster therefore it is likely that *CPU Overload* state will eventually be triggered on these nodes also.

For example, If both **EDM** and **ContextStoreNotify** features are enabled, the supportable throughput rate for environments which support over 1000 RPS for basic operation, is reduced by 50%

For additional performance-related information, see the **Performance and Scalability Considerations** chapter in the *Context Store Developer Guide*; in particular the **Enabling Optional Features** sub-section

ContextStoreSoap Capacity Limitation

The **ContextStoreSoap** interface is certified for up to 300 requests per second only.

This throughput level has been certified with the following combination of features.

- o AliasId feature used, three aliasIds associated with each Context
- o EDM persistence enabled, all Contexts persisted to External DataMart

- ○ ContextStoreNotify enabled, two notifications subscribers receiving unfiltered notifications
- ○ CS Audit: Event Limit = 5 entries per Context

ContextStoreNotify Capacity Limitation

ContextStoreNotify snap-in service is limited to one subscriber and certified to max throughput of 620 requests per second in this release. Each notification subscription requires a significant amount of CPU resources to process, and there is no longer enough spare CPU capacity available on a cluster to support more than one subscription at high throughput (> 620 requests per second). Enabling multiple subscribers at high throughput is likely to cause *CPU Overload* state which will negatively impact all users of Context Store.

For optimum performance, avoid combining use of the *ContextStoreNotify* service, with use of other features which have high CPU utilization (e.g. aliasIds, audit trail, upsert, *ContextStoreRules*,) at high traffic rates.

Context Store External Data Mart Capacity Limitation

When the EDM PU is deployed on the same node as an active load balancer the maximum throughput of 800 requests per second is supported in this release for the largest deployment of Context Store.
Data in the External Data Mart will need to be archived or truncated periodically, this is related to the type of database being used and how large it is. Please note; archived data cannot be returned via Context Store Query or Customer Journey.

Appendix

Data-grid Configuration Settings – ContextStoreManager Attributes

Note: The configuration values provided for the ContextStoreManager attribute 'EDM: Mirror Service redo log size' equates to approximately 30 minutes of data stored before reconnection of the EDM. The number provided in relation to this attribute represents the number of replication packets stored. A replication packet is either a single non-transactional "destructive" (write/take/update) operation, or a group of such operations that are done under the same transaction.

Deployment Scenario – Id 1 Lab: Core

➔ Single Avaya Breeze® server with 8GB of RAM and 4 cores

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	64m,128m
ContextStoreSpace DataGrid Settings	256m,1024m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	6
CS Threshold: Instance Low Requests per Second	5
CS Threshold: Service High Requests per Second	6
CS Threshold: Service Low Requests per Second	5
EDM: Mirror Service container size	*EDM is not supported on nodes with just 8GB of RAM*
GEO: Gateway Service container size	*GEO is not supported on single-node deployments or on nodes with just 8GB of RAM*

Deployment Scenario – Id 2 Lab: HA

➜ Cluster of two Avaya Breeze® servers with 8GB of RAM and 4 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	64m,128m
ContextStoreSpace DataGrid Settings	256m,1536m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	11
CS Threshold: Instance Low Requests per Second	10
CS Threshold: Service High Requests per Second	11
CS Threshold: Service Low Requests per Second	10
EDM: Mirror Service container size	*EDM is not supported on nodes with just 8GB of RAM*
GEO: Gateway Service container size	*GEO is not supported on nodes with just 8GB of RAM*

Deployment Scenario – Id 3 Lab: Feature

➜ Single Avaya Breeze® server with 10GB of RAM with 6 cores

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	64m,128m
ContextStoreSpace DataGrid Settings	256m,1024m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	6
CS Threshold: Instance Low Requests per Second	5
CS Threshold: Service High Requests per Second	6
CS Threshold: Service Low Requests per Second	5
EDM: Mirror Service container size	128m
EDM: Mirror Service redo log size	10000
GEO: Gateway Service container size	*GEO is not supported on single-node deployments*

Deployment Scenario – Id 4 Prod: 16x2

➔ Cluster of two Avaya Breeze® servers with 16GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	256m,512m
ContextStoreSpace DataGrid Settings	512m,5120m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	50
CS Threshold: Instance Low Requests per Second	40
CS Threshold: Service High Requests per Second	50
CS Threshold: Service Low Requests per Second	40
EDM: Mirror Service container size	1g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	1g

Deployment Scenario – Id 5 Prod: 16x3

➔ Cluster of three Avaya Breeze® servers with 16GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	256m,512m
ContextStoreSpace DataGrid Settings	512m,9216m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	60
CS Threshold: Instance Low Requests per Second	50
CS Threshold: Service High Requests per Second	100
CS Threshold: Service Low Requests per Second	80
EDM: Mirror Service container size	1g
EDM: Mirror Service redo log size	60000
GEO: Gateway Service container size	1g

Deployment Scenario – Id 6 Prod: 32x3

➔ Cluster of three Avaya Breeze® servers with 32GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	4g,16g
CS Audit: Event limit	10
CS Default Lease Time	3600
CS Threshold: Instance High Requests per Second	60
CS Threshold: Instance Low Requests per Second	50
CS Threshold: Service High Requests per Second	120
CS Threshold: Service Low Requests per Second	100
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	10000
GEO: Gateway Service container size	2g

Deployment Scenario – Id 7 Prod: 32x4

➔ Cluster of four Avaya Breeze® servers with 32GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	2g,32g
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	650
CS Threshold: Instance Low Requests per Second	550
CS Threshold: Service High Requests per Second	1240
CS Threshold: Service Low Requests per Second	1000
EDM: Mirror Service container size	*Certified configuration does not include EDM feature*
EDM: Mirror Service redo log size	*Certified configuration does not include EDM feature*
GEO: Gateway Service container size	*Certified configuration does not include GEO feature*

Deployment Scenario – Id 8 Prod: 32x5

➔ Cluster of five Avaya Breeze® servers with 32GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	512m,1024m
ContextStoreSpace DataGrid Settings	4g,40g
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	650
CS Threshold: Instance Low Requests per Second	550
CS Threshold: Service High Requests per Second	1240
CS Threshold: Service Low Requests per Second	1000
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	*Certified configuration does not include GEO feature*

Deployment Scenario – Id 9 Prod: 64x3

➔ Cluster of three Avaya Breeze® servers with 64GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,112g
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	650
CS Threshold: Instance Low Requests per Second	550
CS Threshold: Service High Requests per Second	1240
CS Threshold: Service Low Requests per Second	1000
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	250000
GEO: Gateway Service container size	4g

Deployment Scenario – Id 10 Prod: 64x5

→ Cluster of five Avaya Breeze® servers with 64GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,160g
CS Audit: Event limit	10
CS Default Lease Time	10800
CS Threshold: Instance High Requests per Second	650
CS Threshold: Instance Low Requests per Second	550
CS Threshold: Service High Requests per Second	1240
CS Threshold: Service Low Requests per Second	1000
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	250000
GEO: Gateway Service container size	4g

Deployment Scenario – Id 11 Prod: 128x1

→ Single Avaya Breeze® server with 128GB of RAM and 8 cores

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,80g
CS Audit: Event limit	10
CS Default Lease Time	9000
CS Threshold: Instance High Requests per Second	401
CS Threshold: Instance Low Requests per Second	400
CS Threshold: Service High Requests per Second	401
CS Threshold: Service Low Requests per Second	400
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	*GEO is not supported on single-node deployments*

Deployment Scenario – Id 12 Prod: 128x2

➔ Cluster of two Avaya Breeze® servers with 128GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,80g
CS Audit: Event limit	10
CS Default Lease Time	10800
CS Threshold: Instance High Requests per Second	420
CS Threshold: Instance Low Requests per Second	340
CS Threshold: Service High Requests per Second	420
CS Threshold: Service Low Requests per Second	340
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	4g

Deployment Scenario – Id 13 Prod: 128x3

➔ Cluster of three Avaya Breeze® servers with 128GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,120g
CS Audit: Event limit	10
CS Default Lease Time	14400
CS Threshold: Instance High Requests per Second	650
CS Threshold: Instance Low Requests per Second	550
CS Threshold: Service High Requests per Second	1240
CS Threshold: Service Low Requests per Second	1000
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	45000
GEO: Gateway Service container size	*Certified configuration does not include GEO feature due to lack of hardware for test (128GB x 6 nodes).* *This does not preclude customers from running a GEO setup with clusters of this size.*

Context Store Deployment in Oceana Solution

The Ocean Configuration Service will set the deployment specifications attributes on the Avaya Context Store Manager Service as per the deployment type selected (Small, Large, Extra Large, 3xLarge). See the specification as per deployment type selected below.

Small (100 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	256m,1536m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	14
CS Threshold: Instance Low Requests per Second	12
CS Threshold: Service High Requests per Second	35
CS Threshold: Service Low Requests per Second	25
EDM: Mirror Service container size	128m
EDM: Mirror Service redo log size	60000

Large (1000 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	512m,10240m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	80
CS Threshold: Instance Low Requests per Second	70
CS Threshold: Service High Requests per Second	175
CS Threshold: Service Low Requests per Second	160
EDM: Mirror Service container size	1g
EDM: Mirror Service redo log size	60000

Extra Large (2000 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	2048m,20480m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	160
CS Threshold: Instance Low Requests per Second	150
CS Threshold: Service High Requests per Second	350
CS Threshold: Service Low Requests per Second	330
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	60000

3XLarge (4500 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	5120m,40960m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	480
CS Threshold: Instance Low Requests per Second	460
CS Threshold: Service High Requests per Second	1050
CS Threshold: Service Low Requests per Second	950
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	60000