Avaya Oceana™
Release 3.10.0.0

Release Notes

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Publication History

Issue	Change Summary	Date
0.1	3.10.0.0 release notes – DRAFT format only – not for re-distribution	12th December 2022
	3.10.0.0 release notes – Final	17th January 2023

Introduction

This document provides information to supplement Oceana™ 3.10.0.0 software and documentation.

For updated documentation and product support notice information for the current GA release, please visit the Avaya Support site at http://support.avaya.com

What's New in Oceana™ 3.10.0.0
New Features and Serviceability Items

Avaya Aura 10.1 is now supported by Avaya Oceana 3.10.0.0. Refer to the Avaya Support website at http://support.avaya.com for software and installation guides.

Please refer to the Avaya Oceana Solution Description Guide for a comprehensive list of the whats new items in both Oceana 3.10.0.0 and Analytics 4.3.0.0 releases. In addition to these, this Release includes the following Improvements/Feature Enhancements.

Oceana

Feature	WAVE-11424: Approval process for Ad Hoc Email
Description	Avaya Oceana email approval capabilities were enhanced to support agent generated (Ad Hoc) emails. The solution can be configured to pass Ad Hoc emails sent from particular Oceana mailbox through reviewing process. An email can either be approved for sending to the recipient or rejected and re-routed to Contact Center originator for rework. A new Avaya Analytics measures were added to be able to report on Ad Hoc emails' approval and rejection which is distinguishable from regular email replies.

Feature	WAVE-25477: Digital contacts capacities enhancements
Description	Avaya Oceana solution capacities for digital contacts were enhanced. The maximum number of digital contacts per hour that Oceana can process was increased to be 15000.

Feature	WAVE-18771: Customer Management Widget (update/change customer attributes)
Description	A new functionality to change customer attributes – email addresses, phone numbers, CRMs etc. – was added to Avaya Oceana. The functionality is available for usage via customized Customer Details, Customer Search and Customer History Search widgets which can be downloaded on Avaya DevConnect portal. Audit Log for the changes made to customer entities is persisted and available via OceanaDataViewer. Note: Customized Customer Details widget does not currently support editing of customer attributes for Voice and Video interactions.

Feature	WAVE-20907: Oceana Priority Routing enhancements
Description	Routing Priority range supported was increased from 1-10 to 1-100. This change is applicable for all channel types (voice and digital).

Feature	WAVE-25312: Social contacts are not getting closed after BotConnector session disconnect
Description	A new enhancement was implemented to handle contacts with Bot involved that were closed by BotConnector snap-in after customer's activity timeout. Avaya Oceana will now monitor such sessions and properly close ones where Bot disconnected on timeout.

Feature	WAVE-26301: Control sending of startup message to bot and initial customer message

Description	Avaya Oceana used to send "_startup" message to the Bot as the first message in conversation to ask Bot to reply with Welcome Message for all channels. This is not suitable for all channels as some channels (SMS channel, for example) or customer's scenarios do not need the additional message from Bot.
	Avaya Oceana also did not pass messages from customer which were received before Automated Agent's join (in example, in SMS/Social case when message is processed by solution before Automation is engaged by EnagementDesigner flow).
	To resolve those issues Avaya Oceana was extended with ability to configure sending of "_startup" message and passing initial messages to Bot if they are present. The options are configurable per digital channel type with Oceana Administration Tool.

Feature	WAVE-18695: Enhance Oceana Interrupability Matrix to include missing Video and Generic Channels
Description	Missed channel Generic and Video was added to Interruptibility Matrix

Feature	WAVE-26336: Enhanced Multiplicity with Max active contacts
Description	Now the system offers to Agent contacts based on configured multiplicity slots. Maximum value of slots is increased up to 10 in 3.8.2.0, so if Agent has a big number of configured slots it will be difficult to handle amount number of contacts at the same time. This feature is about to tune number of active contacts that can be matched to Agent concurrently.
	WA will offer contacts to Agent based on matching strategies.

Feature	WAVE-194 Tracking of the in-focus contact from agent client to reporting in multiplicity scenarios
Description	Now Workspaces will send a set of specific focus events for each related interaction when Agent will click on a workcard: a "focus-in" event for the card Agent has clicked on and a "focus-out" event for the card which Agent was working on previously. These events are sent further to Analytics for correct calculation of active time for each contact.

Feature	WAVE-20860: Last Agent Routing logic improvements
Description	Last Agent Routing feature was improved to validate whether the required attributes are still assigned to the agent before routing the contact to that agent. Therefore, if the attributes in an incoming contact are validated then the incoming contact is routed to the agent but if the attributes are different then the incoming contact is routed to a service so that contact gets routed and a new agent is chosen.

Async

Feature	WAVE-24867: Show all email transcripts on the Customer Journey Widget WAVE-26181 - Provide new field workRequestID to profanity filter
Description	On 3.9.0.0 changes were made to allow multiple email reply. However, in 3.9.0.0 when an agent uses Multiple replies in Customer Journey Widget, they cannot see the full history in transcripts, they only see the last email sent. Changes made in 3.10.0.0 allows the agent to view all sent emails in transcripts as per diagram below. Now AsyncMsgConnector has the ability to provide the new field workRequestID to profanity filter. The new field workRequestID is provided for messages sent from Customer to Agent. AsyncMsgConnector only sends this new field to configured REST endpoint, if feature is enabled. Usage of this field is responsibility of the adopting client.

Feature	WAVE-25962 Support several WhatsApp numbers for Oceana CC
Description	Now AsyncMsgConnector has the ability to use WhatsApp business phone number and Facebook business page ID for routing contacts. WhatsApp business phone number or Facebook business page ID are retrieved from digital connection application dynamically during contact creation.

Oceana™ 3.10.0.0 Specifications
Operating System and Virtualization Support

Avaya Oceana™ is a suite of software applications comprising of a set of Avaya Breeze™ Snap-Ins and additional installable software. All Operating Systems (OS) software required by Avaya Oceana™ must be provided by the end customer and/or system integrator where it is not explicitly provided as standard by Avaya.

Avaya Oceana™	Operating System
Avaya Workspaces	• Microsoft Windows 10, Apple Mac OS 10.9 to 11.2.3
Avaya Control Manager	• Please Refer to the Avaya Control Manager Offer Definition Document for the full list of supported versions of Microsoft Operating Systems and MSQL software.
Omnichannel Database Server	• Windows 2019 64 Bit (Desktop Experience)

Supported Browsers

The following table shows the supported browsers for Oceana™ 3.10.0.0 and Analytics 4.3.0.0

Component	Microsoft Internet Explorer	Microsoft Edge	Microsoft Edge Chromium	Google Chrome (Windows and Apple MAC)	Mozilla Firefox Standard	Mozilla Firefox Enterprise (Quantum)	Apple Safari
Avaya Workspaces for Avaya Oceana® **• Supervisor and agent role** **• Avaya Workspaces admin role** **• Customer Journey** **• Co-Browsing Snap-in agent role**	Not supported	Not supported	98-108	98-108	91-102	78.9, 91,102	12-15
Co-Browsing Snap-in customer	11	44	98-108	98-108	91-102	78.9,91,102	13 -15
Avaya Control Manager	11	44	87	88	85	Not supported	13
Avaya Workspaces for Avaya Oceana® **Avaya WebRTC Connect Voice and Video agent**	Not supported	Not supported	98-108	98-108	Not supported	Not supported	Not supported
Customer Avaya WebRTC Connect application	Not supported	Not supported	83-87	84-103	91-102	Not supported	Not supported
Avaya Analytics™ Release 4.x Real Time Reporting (using supervisor Avaya Workspaces for Avaya Oceana®)	Not supported	Not supported	98-108	98-108	91-102	78.9, 91,102	Not supported
Avaya Analytics™ Release 4.x Historical Reporting	Not supported	Not Supported	98-108	98-108	91-102	78.9,91,102	12-15
Avaya Analytics™ Release 3.7.0.2 Real Time Reporting (using supervisor Avaya Workspaces for Avaya Oceana®)	Not supported	Not supported	Not supported	78-95	Not supported	Not supported	Not supported
Avaya Analytics™ Release 3.7.0.2 Historical Reporting	Not supported	40	Not supported	60+	52+	Not supported	9,10
Avaya Oceana® Multimedia Data Viewer & **Avaya Oceana® Dashboard & Monitor**	Not supported	44	98-108 with Click Once Extension	99	85-97	Not supported	Not supported
Avaya Oceana® Administration Tooland OCMT	11	44	98-108 with Click Once Extension	98-108 with Click Once Extension	98-108 with Click Once Extension	Not supported	Not supported

Virtualization Support

Avaya Breeze™ is supported only on virtualized platforms. Avaya Oceana™ 3.10.0.0 Snap-in's can only be deployed on Avaya Breeze Clusters and Nodes. Customer's deploying Avaya Oceana™ are responsible for providing supported virtualized s/w, licenses and host platforms per Avaya recommendations. Please refer to the official Avaya Oceana Deployment Guide and the Avaya Breeze Platform Documentation for additional information.

The table below lists the supported versions of VMWARE with Avaya Oceana™ 3.10.0.x and Breeze 3.8.1.1

VMWare Version	Avaya Oceana™
VMware ESXi 7.0	Yes
Citrix/Xenapp 7.6	Yes

Customers not using this processor family need to validate compatibility via VMWare's website

Installation

Product Compatibility

Avaya Aura 10.1 is now supported by Avaya Oceana 3.10.0.0. Refer to the Avaya Support website at http://support.avaya.com for software and installation guides.

Note that the compatibility matrix changes constantly as new products in the wider Avaya portfolio are released. For a complete and most up to date list of supported and tested Avaya Oceana components, you must always refer to the detailed interoperability matrix available on the Avaya support website. For the latest and most accurate compatibility information go to: -
https://support.avaya.com/CompatibilityMatrix/Index.aspx

Oceana™ Guides & Software

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

New Installations – Oceana™ 3.10.0.0 only
For performing a fresh installation please refer to the following document on support.avaya.com

Document	Description
Deploying Avaya Oceana Solution 3.10	https://download.avaya.com/css/public/documents/101084539

Upgrading to Oceana™ 3.10.0.0 only
For performing a fresh installation please refer to the following document on support.avaya.com

Document	Description
Upgrading Avaya Oceana Solution 3.10	https://download.avaya.com/css/public/documents/101084511

Useful guides

Document	Description
Avaya Breeze Platform Overview	https://downloads.avaya.com/css/P8/documents/101070659
Deploying Avaya Breeze Platform	https://downloads.avaya.com/css/P8/documents/101070661
Administering Avaya Breeze	https://downloads.avaya.com/css/P8/documents/101070685
Avaya Context Store Release Notes	https://download.avaya.com/css/public/documents/101084454
Avaya Context Store Snap In Ref.	https://download.avaya.com/css/public/documents/101084519
Avaya Control Manager Release Notes	https://download.avaya.com/css/public/documents/101082879

Software

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

SMGR 8.1.3.0	Filename	Download ID & MD5 Checksum
SMGR	System_Manager_8.1.3.0_r813011784.bin	SMGR8130GA1 46d8ea500a2ad0a1ed5e89aced444911
SMGR Hotfix 3	System_Manager_R8.1.3.0_HotFix3_r813012237.bin *See PSN005558u on the Avaya Support Site for more details on this Hot Fix*	SMGR8130HF3 2bd82ca5eeccf8a6ed82403d414dee18

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

SMGR 10.1	Filename	Download ID & MD5 Checksum
SMGR	SMGR-10.1.0.0.537353-e70-21E.ova	SMGR101GA01 6deee1669c71814249826cf45f1f8391

SMGR 10.1	Filename	Download ID & MD5 Checksum
SMGR Patch	System_Manager_10.1.0.0_GA_Patch2_r101014119.bin	*Refer to "Upgrading Avaya Aura® System Manager" and the "Deploying Avaya Aura® System Manager in Virtualized Environment" documents available on the Avaya Support site for detailed instructions.*
SMGR Hotfix	System_Manager_R10.1_GA_HotFix1_r101014254.bin	*Refer to Avaya Support Site for current Hot Fix availability*

Breeze 3.8.1.1	Filename	Download ID & MD5 Checksum
Breeze 3.8 ova	Avaya Breeze 3.8.1.1 OVA	AB000000286
EM Installer	Avaya Breeze 3.8.1.1 Element Manager Package	AB000000303

Oceana 3.10.0.0	Filename	Download ID & MD5 Checksum
Oceana Snapins	Oceana31000.zip	AOC00000126 526133e8966d52bb35a8a35515c56f2c
Workflows	AvayaOceanaEDWorkflows.zip	AOC00000127 f8e05b7623a443133bc7e7416857c6e3
Oceana DVD	OCEANA_3.10.0.0-2.iso	AOC00000128 3051cc3ebdb6b76472df09b0c3f4e97b

ACCCM 9.1	Filename	Download ID & MD5 Checksum
ACM 9.1	ACM_9.1.0.0_378_20220627_0353.iso	ACCM000084 dc4db0a0d4bbab70e1e247d92d8a4e9f
ACM 9.1 Patch	ACM 9.1 Patch 2	ACCM000086 0b160972b64f841bc803fc61df907a41

Disaster Recovery

The Avaya Oceana® and Avaya Analytics™ Disaster Recovery guide is being updated with the latest changes required to set up a DR system. Hence this guide will not be available at GA but will be available once the updates are completed.

Defect Resolved in Oceana 3.10.0.0

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

Customer Found Defects Resolved

Avaya Oceana

Key	Description
WAVE-28210	Async-Oceana-Adapter: Nil message written to message buffer
WAVE-28166	ASYNC async oceana adaptor pod restart
WAVE-27757	Exit event leads to pod crash in case it is the first event in chain (timing issue)
WAVE-27734	When a caller is returned to the Oceana Routing Service Queue by CBA, there is a long delay of approximately 120 seconds before the call will be presented to an available Agent
WAVE-27718	Upgrade the AvayaMessaging App(Android)/How 2 migrate from older version to newer process
WAVE-27715	workRequestID is not provided during interaction reconnection which leads to "Exceeded allowed incoming traffic" error
WAVE-27498	Cache scheduled backup to a network location does not work
WAVE-27064	Behaviour of error different in transfer and assisted flows

Key	Description
WAVE-27038	OCP Admin - MS Graph does not support SMTP alias
WAVE-26796	ED WFI stuck in Awaiting Match after Call abandoned
WAVE-26620	WhatsApp number is not provided for the second and further interactions
WAVE-26073	Improved CBA back to queue routing
WAVE-25912	Cannot Restore Cache DB after recent Cache Patch
WAVE-25900	WSfE 3.8.1.1 : UCM error 'UCMService application context startup failed'
WAVE-25882	GenericChannel service reporting errors when in DR
WAVE-24838	Outage - Cache DB switchover and then OCPDataServices Hung Thread
WAVE-25669	Consult transfer to service does not use service ACW

Workspaces

Key	Description
WORKSPACES-47767	Chat History URL does not show as hyperlink while using Edge Chromium Browser
WORKSPACES-47451	Agents are unable to login to Workspaces. We are rebooting the Breeze Clusters to recover
WORKSPACES-46375	One Unlabelled Button in the Workspaces Views Manager screen
WORKSPACES-46374	Unlabeled Buttons in the Workspaces Realtime Dashboard screen
WORKSPACES-45731	Workspaces Dashboard Manager - cannot navigate to 'Import Dashboard' button using keyboard
WORKSPACES-45729	Workspaces Realtime dashboard - Table caption element missing brief description
WORKSPACES-43665	Agent is logged out but ACW continues to accumulate

Known Issues

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

Oceana

Issue	**WAVE-27680** – High RAM memory consumption during traffic test where 500 RPS for 72 hours.
Impact	Memory usage going above 80% i.e. memory consumption increasing over the time for breeze nodes. This memory issue is existing from 3.8.1.1 (new Gigaspaces version) to current version (3.10.0.0) of Oceana releases
Workaround	Workaround is adding gigaspace property **com.gs.client.storage-type-serialization.zip.idempotent=false** to WebSphere startup script.

Issue	**WAVE-28943** – Authentication fails for WFM user after certs are redeployed
Impact	Oceana does not authenticate WFM after certs are replaced.
Workaround	The assumption is that the breeze certs on analytics side were not configured properly (or were not reconfigured) this caused the issue. The recommendation was to reconfigure breeze certs on Analytics side. Workspaces does not need the certs configured on Analytics side No Fix Planned - Working as Designed

Issue	**WAVE-28896** – Work Assignment throwing WAE007 error when routing interaction to an agent
Impact	Contact queued for Specified Agent who is logged out can't be offered to him when Agent will be Ready
Workaround	Solution is ready in latest releases

Issue	**WAVE-28856** – Memory Shortage on Chatlib Space

Impact	Oceana dashboard was keep on fluctuation with amber/red cards
Workaround	Reboot Cluster 3 (OCP Cluster)

Issue	**WAVE-28845** – Email call is marked as abandoned
Impact	Email call was answered (CI was in Active state) but WAI for that call completed with SystemTimedOut error + it was completed two times.
Workaround	No current workaround

Issue	**WAVE-28785** – AgentByAccount data not loaded into dashboard for Supervisors
Impact	Data is not loaded into email dashboard for supervisors. This issue was truggered by restarting measure processors to addressed another one identified with SLA.
Workaround	Root cause of the issue: wrong version of Agent and AccoubtByAgent measure processors in config map which caused two sources registered in DB (3_5 and 4.1) which caused issues with AbA RT report. Proposed fix:o flush Redis and restart measure processors and data publisher.

Issue	**WAVE-28286** – Async messages are not getting delivered to end customer. Sometimes the messages are even lost
Impact	Customer doesn't get messages periodically
Workaround	No current workaround

Issue	**WAVE-28145** – ASYNC chat messages appearing multiple times
Impact	Duplicate chat messages appearing in WS
Workaround	No current workaround

Issue	**WAVE-26864** – Maximum RPS when https is enabled does not exceed 500.
Impact	When https is enabled RPS does not exceed 500rps. Therefore, large RPS cannot be maintained. This is caused by the Breeze Firewall which sets the limits to 500

Workaround	A script has been provided that can changing limits from 500rps to 1300rps .

Issue	**WAVE-26543** – Channel Exclusivity failed (two contacts appeared for different channels)
Impact	When contact was cancelled after offer WA can assign more than 1 contact to the same Agent at the same time for different channel. It breaks all configured Rules like Exclusivity, Interruptibility
Workaround	No current workaround

Issue	**WAVE-24396** – Email contact is answered correctly, but related engagement record shows abandoned for the indicator.
Impact	There is an incorrect measurement if Admin deletes Channel for the Agent in runtime
Workaround	Do not delete Channel for Agent if he is in Ready state.

Issue	**WAVE-23625** – Transfer to user not working with SKILL_LEVEL agent
Impact	Agent with SKILL_LEVEL Strategy can receive Transferred to him contact after all queued contacts for the Service if Agent's Proficiency for Service in Transferred contact less than Proficiency for Service in Queued Contacts
Workaround	Use GREATEST_NEED Strategy or change Proficiency values for the Agent

Issue	**WAVE-28743** – POM failed to send outbound calls to an agent after first outbound call. Agent and call status not updated correctly on POM
Impact	POM failed to send outbound calls to an agent after first call. Agent and call status not updated correctly on POM
Workaround	Work may be routed to next available agent

Workspaces

Issue	WORKSPACES-56499 - Oceana 3.8.1.1 - Workspaces - Customer Details - Customer Details tab widget does not display customer information
Impact	Agent wants to check customer details widget but Customer details tab does not show any information (such as customer email, phone number…).
Workaround	Analysis in progress

Issue	WORKSPACES-55381 - One Way WebRTC video
Impact	Workspaces DOES NOT transmit video to the client.
Workaround	If the Workspaces agent disables video and re-enables it, video starts working. The issue only occurs after Verint MR recording has been enabled against the workspace extension

Issue	WORKSPACES-53979 - CLONE - Async messages are not getting delivered to end customer. Sometimes the messages are even lost
Impact	
Workaround	Analysis in progress

Issue	WORKSPACES-51695 - Oceana Workspaces: Failed to Activate after Updating to UAC 3.8.1.0 Patch 20
Impact	AOK applied 3.8.1.0 patch 20 and since then Agent activation fails if the UAC "**AADS FQDN**" is configured.
Workaround	Related to AADS- Issue happens only when AADS configuration is enabled in SMGR. its an intermittent issue and most of the times its getting reproduced on prod env.

Workarounds and Considerations

**Workaround Item 1: WAS deployment blocked**

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

Uninstall CS REST Manually while the clusters are in DENY State then Reinstall with Cluster in Deny State
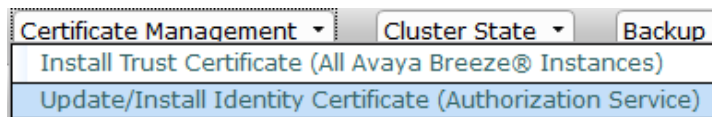
Workaround Item 2: Update Authorization Cert in SMGR

Error Client authentication failed. Session validation failed" when you try to login agents, please do the following:
On SMGR, select the UAC cluster
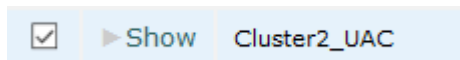
Update the Identity Certificate on UAC cluster

If the lab is setup to require token based access, go to SMGR → Avaya Breeze → Configuration → Authorization; Edit UAC grants

Workaround Item 3: OCP DVD install issue

Installation of the OCP DB software from a mounted drive may fail. The root cause of this issue is currently unclear. To work around, extract the contents of the OCP DB DVD on to a physical drive and proceed with installation from there.

Consideration Item 1: EM Installer and Oceana 3.10 Snap-in zip file

In the Oceana 3.9 release, the EM Installer was packaged in the 'BreezePlatform' folder of the Oceana snap-in zip file. For Oceana 3.10 the EM Installer has been provided as a separate download – see Software section above. If not already installed, extract and install manually prior to upgrading to Oceana 3.10. The upgrade script does not install the EM Installer automatically.

Consideration Item 2: Refer to Breeze Documentation

Please refer to the Breeze Documentation prior to performing any Oceana 3.10.0.0

Consideration Item 3: Edit Grants – grants will need to be re-assigned when a resource server and/or client with a newer version getting installed during the Breeze upgrades

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

Authorization Failed:

You are not authorized to access this application. This may be due to an invalid Authorization Token or an Oceana Role may not be configured for you.

Re-administer the grants for Authorization Service
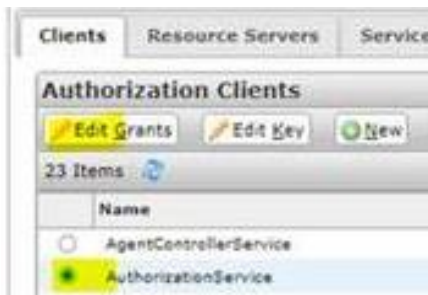
Consideration Item 4: Context Store Schema Changes and Database SQL Migration

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

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

Consideration Item 5: Coresident ACM and EDM databases

The option is available to install MS SQL server version of the Context Store EDM database with the ACM SQL Server Database in a coresident environment.

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

Consideration Item 6: ED Flow duration

Customers should set the Engagement Designer SVAR attribute "Number of days the user want to retain active instances" to greater than the maximum duration they expect contacts to be present in the Contact Center before being closed (e.g., if 6 days is the maximum envisaged open contact duration then set this value to 7).

Consideration Item 7: Engagement Designer attributes that control ED database clean-up

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

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

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

1. Set the Oceana clusters to **Deny New Service**.
2. On the System Manager web console, click **Elements** > **Avaya Breeze®** > **Configuration** > **Attributes**.
3. On the **Service Clusters** tab, do the following:
4. In the **Cluster** field, select **Cluster 1,** the cluster hosting the Engagement Designer service.
5. In the **Service** field, select **EngagementDesigner**.
6. Configure these attributes.
   a. Set attribute **Completed instance to be deleted or not** to true.
   b. Set attribute **Number of days the user wants to retain error instances** to **7** (i.e., One Week)
7. Click **Commit**.

8. No Cluster restart needed.

Consideration Item 8: Only enable Cylance post 3.10 Oceana install

If customers plan to run with Cylance enabled on Oceana Breeze nodes for Oceana 3.10 release, then customers must only enable (service running) Cylance post New Install or post Upgrade. Explicitly the Cylance Service must **not** be running during the Oceana Install or Upgrade.

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

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

Reboot the cluster if the PU Status is any of:

• NA
• BROKEN
• COMPROMISED

Consideration Item 10: If Omnichannel Database backup fails for network drive

Oceana Data Management Tool can show validation error for legit network drive path when making a backup of Omnichannel Database. In case of issue, please refer to Maintaining and Troubleshooting Avaya Oceana® document for 3.10.0.0 release for resolution steps.

Languages Supported

Oceana™ 3.10.0.0 supports the following languages.

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

Support and Contacting Support

Contact Support Checklist

If you are having trouble with Oceana™ 3.10.0.0 you should:

1. Follow the instructions in written or online documentation
2. Check the documentation that came with your software for maintenance or hardware-related problems
3. Note the sequence of events that led to the problem and the exact messages displayed.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site http://support.avaya.com
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Appendix 1 – Solution Reference Information

Solution Information

Avaya Oceana™ Product https://sales.avaya.com/en/pss/avaya-oceana

Product Compatibility Matrix to determine products release levels compatible with Avaya Oceana™ is available at https://support.avaya.com/CompatibilityMatrix/Index.aspx

Technical Documentation https://support.avaya.com/documents/

DevConnect
http://www.devconnectprogram.com/site/global/products_resources/avaya_contact_center_control_manager/overview/index.gsp

Avaya Product Lifecycle Policy https://support.avaya.com/css/P8/documents/100081098

APS Application Support Team engagement process currently WIP

Appendix 2 – Port Matrix Updates

Refer to https://support.avaya.com for the latest Oceana 3.10.0.0 Port Matrix

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