Engagement Call Control Release Notes

Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

Each Product has its own ordering code. Note that each instance of a Product must be separately licensed and ordered. "Instance" means one unique copy of the Software. For example, if the end user customer or Business Partner would like to install 2 instances of the same type of Products, then 2 Products of that type must be ordered.

Third-party components

"Third Party Components" mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: https://support.avaya.com/ThirdPartyLicense/. You agree to the Third Party Terms for any such Third Party Components.

Note to Service Provider

The Product may use Third Party Components that have Third Party Terms that do not allow hosting and may need to be independently licensed for such purpose.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: https://www.avaya.com/support.

Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

Downloading documents

For the most current versions of documentation, see the Avaya Support website:

https://www.avaya.com/support

Contact Avaya Support

See the Avaya Support website: https://support.avaya.com for product notices and articles, or to report a problem with your Avaya product.

For a list of support telephone numbers and contact addresses, go to the Avaya Support website: https://support.avaya.com, scroll to the bottom of the page, and select Contact Avaya Support.

Table of Contents

Issues fixed in this release

1.	**Resolved Problem:**	When the PSTN trunk does not support sending delivered event, ECC operations on the calling party are not allowed until the far end party on the trunk answers the call.
	Reference:	ZEPHYR-47364
	Keywords:	Engagement Call Control
2.	**Resolved Problem:**	/var partition is filled up since CSC and UCM service PU logs do not rollover across different versions of the same service.
	Reference:	KHEPRI-369 , UCCM-1034
	Keywords:	Engagement Call Control
3.	**Resolved Problem:**	When a very high CPU usage is noted in an environment, CSC PU does not progress at startup.
	Reference:	KHEPRI-339
	Keywords:	Engagement Call Control, CSC
4.	**Resolved Problem:**	When the trunk does not support sending delivered event, ECC operations on the calling party are not allowed until the far end party on the trunk answers the call.
	Reference:	ZEPHYR-47364
	Keywords:	Engagement Call Control
5.	**Resolved Problem:**	Restarting the Avaya Breeze™ server with ECC services deployed results in Javacore files due to hung thread while trying to create UCM Peer.
	Reference:	ZEPHYR-50996
	Keywords:	Engagement Call Control

Known issues and workarounds

1.	**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 an out of provider.
	Reference:	ZEPHYR-4887
	Keywords:	ECC out of provider resource
2.	**Problem:**	Single Step Transfer to an 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
3.	**Problem:**	When Single Step Transfer is performed to an out of provider number : 1. WCC may show transfer failed, but transferee gets the call. 2. The participant list may contain three participants in the answered event when the

		transferee party answers the call. 3. Transferred event could be missing. getCall details will not inform the transferee address until the transferee party answers the call.
	Workaround:	No workaround.
	Reference:	ZEPHYR-45056, ZEPHYR-45085
	Keywords:	Single Step Transfer
4.	**Problem:**	Subscription creation does not work with WCC intermittently.
	Workaround:	EFC has configurable parameter Connect timeout. Change this value from 2 sec to 10 sec i.e. 10000 in snap-in attribute value. Wait for replication before sending a subscription creation request again.
	Reference:	ZEPHYR-54111
	Keywords:	WCC, Web Call Controller
5.	**Problem:**	ECC Voicemail - IMAP java library used in ECC always uses TLSv1.0 for SSL connection.
	Workaround:	No workaround.
	Reference:	ZEPHYR-54365
	Keywords:	ECC, Voicemail
6.	**Problem:**	After reboot ECC calls and subscriptions failing with "java.net.SocketException Invalid argument" in CSCService logs /var/log/Avaya/dcm/pu/CSCService/.
	Workaround:	Re-install the CSCService snap-in.
	Reference:	ZEPHYR -54448
	Keywords:	System reboot, Call failure, subscription failure
7.	**Problem:**	First ECC getMessages call takes up to 30 seconds.
	Workaround:	No workaround.
	Reference:	ZEPHYR -52594
	Keywords:	ECC Voicemail, VM
8.	**Problem:**	Intermittently UCM space does not come up after installation.
	Workaround:	Reboot the cluster.
	Reference:	AOEC-2914
	Keywords:	UCM Space deployment, ECC Subscriptions fail
9.	**Problem:**	Subscriptions failing when using TLS 1.2.
	Workaround:	Edit cluster, on services tab set the min TLS version for EFC snap-in to TLS1.2 .
	Reference:	ZEPHYR-54496
	Keywords:	ECC, Engagement Call Control

Avaya Breeze^{TM} ECC 3.3 Components

Avaya Breeze^{TM} OVA and Patch information	Breeze-3.3.1.0.330018.ova
	Breeze-3.3.1.0.330018-aws-001.ova
	ce-patch-3.3.1.0.09331008.bin
Avaya Breeze^{TM} Avaya Aura Media Server OVA and ISO update	MediaServer_7.8.0.309_A5_2017.04.12_OVF10.ova
	with Media Server update 7.8.0.312 - MediaServer_Update_7.8.0.312_2017.04.24.iso
	and System Layer update 7.8.0.6
AES	6.3.3, 7.0, 7.0.1, 7.1
Communication Manager	6.3.3, 7.0
Avaya Aura Messaging	6.3.3, 7.0
SDK	Avaya-Breeze-SDK-3.3.1.0.07331008
ECC Avaya Breeze^{TM} SDK	Avaya-ECC-SDK-3.3.0.0.330007
Engagement Call Control (ECC)	engagementCallControl-svar-3.3.0.0.330007
Web Call Controller (WCC)	WebCallController-svar-3.3.0.0.330007
Unified Collaboration Model (UCM)	UCMService-3.3.0.0.70501
Call Server Connector (CSC)	CSCService-3.3.0.0.70501
UCAStoreService	UCAStoreService-3.3.0.0.70501

Notes

Avaya Breeze™ VM requirements

When deploying the Avay Breeze™ OVA, select the appropriate Avay Breeze™ Profile and modify Memory as required.

1. Ensure the Avay Breeze™ VM is powered down.
2. Right click on the Avay Breeze™ VM and select Edit Settings.
3. Change the Provisioned Size of the Hard Disk 1 from 50GB to 150GB.
4. Click OK.
5. Power up the VM.

Hard disk requirement: Modifying the disk allocation for ECC deployment profiles.

Out of the 98 GB allocation for /var partition, around 71GB is needed for the Engagement Call Control Suite of Snap-ins. Increase the hard disk space if any other snap-ins installed on this cluster are going to be consume /var partition.

Configuring WAS heap memory cluster attribute

This attribute change is necessary only for LARGE deployment type.

1. On the System Manager web console, click **Elements > Avaya Breeze™**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the cluster on which you have deployed the EngagementCallControl snap-in, and click **Edit**.
4. Set the "Percent of memory to allocate for WAS" appropriately based on the following guidelines

a. If only ECC snap-ins are deployed in the cluster and no other snap-ins are going to be installed in the cluster then set the value to "10". This will set WAS heap space to ~1GB.
b. If there are other snap-ins going to be deployed in the cluster depending on their memory needs set the value to "20" or "30". Value 20 will set heap space to ~2GB and value 30 will set heap space to ~3GB.
c. If the other snap-ins require WAS heap space to be more than 3GB then a different Avay Breeze™ Profile, Profile 5 (greater than 16GB) needs to be chosen for Avay Breeze™.

5. Wait for a few seconds for the replication to be complete and reboot all the nodes in the cluster at the same time.

PSTN trunks not sending delivered event

If the external PSTN trunk configured with Avaya Communication Manager for external calls does not support sending delivered event and if a call is made from a number A (inside the organization) to an outside number B via the PSTN trunk then:

1. ECC call events ALERTING of B cannot be sent, and when B answers the call directly, ACTIVE event of A and B will be sent to A's event listener.
2. A's connection will be in UNKNOWN state until B answers.

TLS Configuration

Avay Breeze™ supports two versions of TLS - TLSv1.0 and TLSv1.2 while System Manager supports SSLv3, TLSv1.0, TLSv1.1 and TLSv1.2.

If Min TLS version is set to TLSv1.2 or TLSv1.0 on System Manager at global level , and default settings are used at cluster level for snap-ins as well as the cluster attribute Minimum TLS Version for Non-SIP Traffic, below steps can be skipped.

If System Manager min version is set to SSLv3 or TLSv1.1 then one of below configuration changes need to be made.

1. Min TLS version on System Manager can be set to TLSv1.2 or TLSv1.0 while cluster attribute Minimum TLS Version for Non-SIP Traffic is set to default value -
This has an impact on the larger environment, hence user should proceed with caution on this option.
2. Ensure Eventing Connector uses TLS v1.2 to connect to WCC (or any snap-in) to publish Events using HTTPS transport by administering the cluster attribute Minimum TLS Version for Non-SIP Traffic to use TLSv1.2.
3. Ensure Eventing Connector uses TLS v1.2 to connect to WCC (or any snap-in) to publish Events using HTTPS transport by administering the TLS version assigned to Eventing Connector.
   a. On the System Manager web console, click **Elements > Avaya Breeze™**.
   b. In the navigation pane, click **Cluster Administration**.
   c. Select the cluster on which you have deployed the EventingConnector snap-in, and click **Edit**.
   d. In services tab choose EventingConnector and set the TLSv1.2 as the TLS version using the drop down button "Select TLS version for Selected Snap-in(s)".

Note: ECC Voicemail and TLS - Irrespective of the TLS version set on System Manager's Security configuration page or on the Avay Breeze™ Cluster editor page for Engagement Call Control snap-in, voice mail IMAP connections to Avaya Aura Messaging will always use TLSv1.0.

Upgrade

Refer to ECC Snapin reference guide for upgrade instructions.