



Engagement Call Control Release Notes

Release 3.7
Issue 1
Jan 2020

© 2020 Avaya Inc.

All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

“Documentation” means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya’s agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website:

<http://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

“**Hosted Service**” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE,

[HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo) UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo), UNDER THE LINK “AVAYA SOFTWARE LICENSE TERMS (Avaya Products)” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in Section M(i)1 or 2 as applicable. The applicable number of licenses and units of

capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. “**Software**” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. “**Designated Processor**” means a single stand-alone computing device. “**Server**” means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. “**Instance**” means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine (“**VM**”) or similar deployment.

License types

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Heritage Nortel Software

“Heritage Nortel Software” means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo/> under the link “Heritage Nortel Products,” or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, 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

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

“**Third Party Components**” mean certain software programs or portions thereof included in the Software or Hosted Service 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”). As required, 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 products, Documentation or on Avaya’s website at: <http://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components, to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT 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 MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com)

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT

LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. 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 H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

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: <http://support.avaya.com>, or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <http://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, 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, Hosted Service(s) 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.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Table of Contents

Table of Contents.....	5
Issues fixed in this release.....	6
Known issues and workarounds.....	6
Avaya Breeze® platform ECC 3.7 Components.....	7
Notes	7
Avaya Breeze® platform VM requirements	7
Configuring WAS heap memory cluster attribute	7
PSTN trunks not sending delivered event.....	8
TLS Configuration	8
Error Codes	8
Upgrade.....	8

Issues fixed in this release

1.	Resolved Problem:	When CallServerConnector pu is restarted using the "Deploy CSC" attribute, the number of resources actually created is less than that of the configured value in the UCASStoreService attribute.
	Reference:	AOEC-3777
	Keywords:	Cluster Reboot, Changing attributes

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:	When Single Step Transfer is performed to an out of provider number: <ul style="list-style-type: none"> • WCC may show transfer failed, but transferee gets the call. • The participant list may contain three participants in the answered event when the transferee party answers the call. • 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
	Keywords:	Single Step Transfer
3.	Problem:	First ECC getMessages call takes up to 30 seconds.
	Workaround:	No workaround.
	Reference:	ZEPHYR -52594
	Keywords:	ECC Voicemail, VM
4.	Problem:	Backward Compatibility restriction - ECC pre 3.2 will no longer work with Avaya Breeze ® platform 3.4 and higher.
	Workaround:	No Workaround. <ul style="list-style-type: none"> • If the customer is using ECC 3.2 with Avaya Breeze™ 3.2 or 3.3.x, then they must upgrade their ECC at the same time as the upgrade to Avaya Breeze® platform 3.5.0.1. • If the customer is using ECC 3.2.2 or later, they are not required to upgrade ECC when upgrading to Avaya Breeze® platform 3.5.0.1.
	Reference:	ZEPHYR-56055
	Keywords:	Engagement Call Control (ECC)

Avaya Breeze® platform ECC 3.7 Components

Avaya Breeze® platform OVA, AWS, KVM and Patch information	3.7 + Applicable patches
Avaya Breeze® Avaya Aura Media Server OVA and ISO update	8.0.2.56
System Manager	8.1 GA Version + latest SMGR Hotfix (as applicable) OR SMGR 8.1.1 with Breeze 3.7 EM
AES	6.3.3, 7.0, 7.0.1, 7.1, 8.0 With appropriate hotfixes
Communication Manager	6.3.3 onwards
Avaya Aura Messaging	6.3.3 onwards
ECC Avaya Breeze® platform SDK	3.7.0.0.370008
ECC SDK	3.7.0.0.370002
Engagement Call Control (ECC)	3.7.0.0.370002
Web Call Controller (WCC)	3.7.0.0.370002
Unified Collaboration Model (UCM)	3.7.0.0.801201101
Call Server Connector (CSC)	3.7.0.0.801201101
UCAStoreService	3.7.0.0.801201101

Notes

Avaya Breeze® platform VM requirements

When deploying the Avaya Breeze® platform OVA, select the appropriate Avaya Breeze® platform Profile and modify Memory as required.

1. Ensure the Avaya Breeze® platform VM is powered down.
2. Right click on the Avaya Breeze® platform 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 the LARGE deployment type.

1. On System Manager select **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 other snap-ins are 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, choose a different Avaya Breeze® platform Profile, Profile 5 (greater than 16GB).
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

Avaya Breeze® platform 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 the global level, and default settings are used at the cluster level for snap-ins as well as the cluster attribute Minimum TLS Version for Non-SIP Traffic, skip the steps below.

If System Manager min version is set to SSLv3 or TLSv1.1 then one of the below configuration changes must 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, therefore 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 System Manager select **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 TLSv1.2 as the TLS version using the drop down button "Select TLS version for Selected Snap-in(s)".

Error Codes

Refer to *Engagement Call Control Snap-in Reference* guide for error codes.

Upgrade

Refer to *Engagement Call Control Snap-in Reference* guide for upgrade instructions.