



Engagement Call Control Release Notes

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Issues fixed in this release

1.	Resolved Problem:	Subscription creation does not work with WCC intermittently.
	Reference:	ZEPHYR-54111
	Keywords:	WCC, Web Call Controller
2.	Resolved Problem:	ECC Voicemail - IMAP java library used in ECC always uses TLSv1.0 for SSL connection.
	Reference:	ZEPHYR-54365
	Keywords:	ECC, Voicemail
3.	Resolved Problem:	After reboot ECC calls and subscriptions failing with “java.net.SocketException Invalid argument” in CSCService logs /var/log/Avaya/dcm/pu/CSCService/.
	Reference:	ZEPHYR -54448/ ZEPHYR -58773
	Keywords:	System reboot, Call failure, subscription failure
4.	Resolved Problem:	Subscriptions failing when using TLS 1.2.
	Reference:	ZEPHYR-54496
	Keywords:	ECC, Engagement Call Control
5.	Resolved Problem:	Intermittently UCM space does not come up after installation.
	Reference:	AOEC-2914/ZEPHYR-53299
	Keywords:	UCM Space deployment, ECC Subscriptions fail

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:	First ECC getMessages call takes up to 30 seconds.
	Workaround:	No workaround.
	Reference:	ZEPHYR -52594
	Keywords:	ECC Voicemail, VM
5.	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 UCASoreService attribute.
	Workaround:	Use the cluster reboot option to restart CSC instead of using the "Deploy CSC" attribute. On changing some of the CallServerConnector snap-in attribute, its description recommends to do either: 1. Cluster Reboot for the change to take effect. or 2. Use the Deploy CSC attribute to restart the CSC by first setting it to false and then setting it to true. Always use the first option on changing those CallServerConnector attributes.
	Reference:	AOEC-3777
	Keywords:	Cluster Reboot, Changing attributes
6.	Problem:	Backward Compatibility restriction - ECC pre 3.2 will no longer work with Avaya Breeze™ 3.4 and higher
	Workaround:	No Workaround. 1)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™ 3.4. 2)If the customer is using ECC 3.2.2 or later, they are not required to upgrade ECC when upgrading to Avaya Breeze™ 3.4.
	Reference:	ZEPHYR-56055
	Keywords:	Engagement Call Control (ECC)

Avaya Breeze™ ECC 3.4 Components

Avaya Breeze™ OVA, AWS, KVM and Patch information	3.4.0.0.34003 Patch: 3.4.0.0.06340003
Avaya Breeze™ Avaya Aura Media Server OVA and ISO update	7.8 latest GA service pack
AES	6.3.3, 7.0, 7.0.1, 7.1 With appropriate hotfixes. See PSN020332u
Communication Manager	6.3.3, 7.0
Avaya Aura Messaging	6.3.3, 7.0

ECC Avaya Breeze™ SDK	3.4.0.0.340003
Engagement Call Control (ECC)	3.4.0.0.340003
Web Call Controller (WCC)	3.4.0.0.340003
Unified Collaboration Model (UCM)	3.4.0.0.80601
Call Server Connector (CSC)	3.4.0.0.80601
UCAStoreService	3.4.0.0.80601

Notes

Avaya Breeze™ VM requirements

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

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

1. On System Manager under **Elements**, click **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 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™ 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™ 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 under **Elements** click **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)".

Upgrade

Refer to ECC Snap-in reference guide for upgrade instructions.