



Avaya Customer Interaction Express

Release 3.4.8 (Build 3.4.13800.2235)

Readme for Avaya CIE

September 2022

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Avaya Customer Interaction Express 3.4.8 Readme

Avaya Customer Interaction Express (CIE) 3.4.8 is a Service Pack, based on CIE 3.4.7.

Release Overview

Avaya recommends that all CIE customers come up to this distribution level as soon as possible to ensure they have a complete set of enhancements and quality improvements. CIE3.4.8 is delivered as ISO.

The CIE 3.4.8 product can be installed as a new installation or as upgrade of an existing CIE3.4.x. In case of upgrading CIE1.x, CIE2.x, CIE3.0 or CIE3.1 the system must be upgraded to CIE3.2 first. For more information, see [Before You Install](#).

Please read this Readme before you install and configure CIE 3.4.8. It may contain information that is not provided in the CIE 3.4 documentation.

 **Important:** CIE3.4.x use PLDS License files with version R3

Hardware Requirements

The hardware requirement for CIE servers depends on system usage and expected load, e.g., number of contact center agents, amount of incoming calls and E-mails or Chat requests per hour, usage of outbound functionality etc. Also, it depends on CPU cycle of the hardware.

Minimum requirement: 4x2.6 GHz CPU, 8GB RAM, 100GB free storage capacity (35 GB for OS and CIE software, 5 GB for TTrace logging, 60GB for statistic, taskreporting, mediastore and addressbook databases). The 100 GB includes no Email-Database, additional storage is needed, depending on the amount and size the customer expects to receive.

There is also a difference of hardware requirement on CIE Server, depending on if agents are using Windows CIE UI or Web Client.

The following table shows the scaling based on CPU clock cycle

| Number of Agents | Estimated Tasks / h ¹ | CIE without Web Client Amount of clock cycles ² | CIE with Web Client ³ Amount of clock cycles ² |
|------------------|----------------------------------|---|---|
| 30 | 1500 | 5000 MHz | 8000 MHz |
| 50 | 2500 | 8000 MHz | 13000 MHz |
| 100 | 5000 | 13000 MHz | 19000 MHz |
| 150 | 7500 | 20000 MHz | 29000 MHz |
| 200 | 10000 | 30000 MHz | 40000 MHz |
| 250 | 12500 | 42000 MHz | 53000 MHz |

¹ The type of tasks could be voice calls or emails or chat sessions.

² The number of vCPU cores depends on server hardware.

³ The grey values are taken from Tests with IPOCC, tests with cascaded WebUI in progress.

Example for calculation of the required number of CPU:

Server CPU with 2,6 GHz: for 100 Agents working on 5000 Tasks/h with CIE UI

-> 13000 MHz required = minimum 5 CPU

With WebUI 19000 MHz = minimum 8 CPU

The following table shows the scaling of RAM

| Number of Agents | CIE without Web Client | | CIE with Web Client ⁵ | |
|------------------|--------------------------------|---|----------------------------------|---|
| | Number of configured RAM in GB | Number of reserved ⁴ RAM in GB | Number of configured RAM in GB | Number of reserved ⁴ RAM in GB |
| 30 | 8 | 5 | 12 | 8 |
| 50 | 8 | 6 | 12 | 10 |
| 100 | 10 | 8 | 14 | 12 |
| 150 | 12 | 10 | 16 | 14 |
| 200 | 14 | 12 | 18 | 16 |
| 250 | 16 | 14 | 20 | 18 |

⁴ Minimum reserved RAM in resources for the virtual machine.

⁵ The grey values are taken from Tests with IPOCC, tests with cascaded WebUI in progress.

For agent and supervisor workstations using Windows CIE UI:

PC min. 2.4 GHz, 4GB RAM, 10GB free storage capacity

Recommended: 2 vCPU and 8 GB RAM

AWS (Amazon Web Services)

| Requirement | Up to 100 agents | More than 100 agents up to 250 agents |
|--------------------|------------------|---------------------------------------|
| vCPU | 4 | 12 |
| RAM | 16 | 32 |
| Disk Space | 500GB | 900GB |
| EC2 Instance Model | M4.xlarge | M4.4xlarge |

Hyper-V Virtual Machine

| Requirement | Up to 50 agents | More than 50 agents and up to 100 agents | More than 100 agents and up to 250 agents |
|-------------|---|--|---|
| Hyper-V | Hyper-V Server 2022, | Hyper-V Server 2022, | Hyper-V Server 2022, |
| Memory | 12GB If Dynamic memory, min memory = 12 GB | 16GB If Dynamic memory, min memory = 16 GB | 32GB If Dynamic memory, min memory = 32 GB |
| Disk Space | 200GB (Disk Type = Fixed Size) | 500GB (Disk Type = Fixed Size) | 900GB (Disk Type = Fixed Size) |
| CPU | 4 vCPU (each vCPU - 3 GHz) | 4 vCPU (each vCPU - 3 GHz) with CIE UI, 8vCPU with WebUI | 12 vCPU (each vCPU - 2.6 GHz) |

Operating System Compatibility

CIE 3.4.x is compliant with the following operating systems:

| | Server | Client |
|------------------------|-----------------|-----------------|
| Windows 8.1 | | X ^{*3} |
| Windows 10 | | X ^{*1} |
| Window 11 | | X |
| Windows 2012 Server R2 | X ^{*2} | X ^{*2} |
| Windows Server 2016 | X | X |
| Windows Server 2019 | X | X |
| Windows Server 2022 | X | X |

^{*1} Active tiles will be not supported. Touch Screen is supported.

^{*2} only in case of upgrade for legacy systems (support ends Oct 2023)

^{*3} only in case of upgrade for legacy systems (support ends Jan 2023)

Make sure that the latest Microsoft updates are installed.

Third Party Software Compatibility

CIE 3.4.8 is compliant with the following third-party software:

| | Server | Client |
|---|-----------------|--------|
| PostgreSQL 14.3 | X | |
| OpenJDK Platform 8 | X | |
| Apache Tomcat 9.0.64 | X | |
| Microsoft Internet Explorer 10 +11 | X | X |
| Microsoft Office 2010 + 2013 + 2016 | | X |
| Microsoft Office 365 | | X |
| Nuance Speech Suite 10.5: Recognizer 10.5 | X ^{*5} | |

| | | |
|---|-----------------|-----------------|
| Nuance Speech Suite 11.0.7: Recognizer 11.0.7 | X ^{*6} | |
| Nuance Speech Suite 10.5: Vocalizer 6.2 | X ^{*5} | |
| Nuance Speech Suite 11.0.7: Vocalizer 7.0 | X ^{*6} | |
| Microsoft TTS (64bit) | X | |
| Citrix Terminalserver (XenDesktop 7.6, 7.15) | | X ^{*3} |
| Microsoft Terminalserver W2016/W2019 | | X ^{*3} |
| Citrix Virtual Apps and Desktops 7 1912 LTSR, Cumulative Update 3 | | X |

^{*3} Tested with previous versions

^{*5} End of Sales **for expansion only**: June 30, 2021, End of Manufacture Support June 30, 2022

^{*6} End of Sales: June 30, 2023, End of Manufacture Support June 30, 2024

PBX Compatibility

CIE 3.4.8 is compliant with the following PBXs:

- AVAYA Aura
 - V 8.1.3.3
 - V10.1

Note: SIP-Chap is supported only

▲ **Important:** the new general certificate for AES in component ACMPBXDriver is valid until 15.09.2026. The new certificate can be used with AES8.1.3.3 or higher. For older AES versions the old general certificate for AES (valid until 23.08.2022!!!) in subfolder \Utilities\Legacy\PBX Driver Certificates in CIE ISO must be used.

▲ **Important:** regarding certificate for chap connection: in case the newly created certificates contain an additional branch for a subCA: This entry must be exported to have a complete certificate chain. After decomposition one gets 4 certificate files. The content of the subCA file must be copied into the begin of the root CA certificate xxx.xxx.xxx.xxx_ca.pem.

▲ Important: regarding chap connection at Aura 10: Chap always uses TLS 1.2 to connect with CM. In CM you can configure Minimum TLS version in CM Administration “Server Access”.

- IP Office (IPO)
 - Hardware platform IP Office 500 V2 (up to 30 agents):
 - R11.1
 - R11.1.2.0
 - 11.1.2.1
 - IP Office Select or Server Edition:
 - R11.1, R11.1.0.1
 - R11.1.2.0
 - R11.1 FP2 SP1-SP3

Note: for Upgrading IP Office to 11.1 at least 11.0.4 SP4 is necessary!

▲ Important: Integral Enterprise (I55) is no longer supported

Phones Compatibility

CIE 3.4.8 has been tested with the following phones as agent phones:

Avaya Communication Manager:

Digital phones

2420, 4620, 4622

H.323 phones

9620, 9630, 9640, 9650, 1608, 1408 and 1416, 9611G and 9641G

SIP phones:

Tested with 9608, 9641, 9621, 9611G, 9621G, 9641G

- No issues in telephony functions
- Issue regarding remote logoff during conversation: call get dropped (Jira CIE-92)
- In case of reconnect after network lost at client, the displayed agent state sometimes not plausible, e.g., information like Forced Order Code are lost

J139/159/169/179: can be used as agent phone.

Note: push service is not working, so topic or customer name cannot be displayed in the phone display.

Softphone:

Avaya One X Communicator 6.0 and 6.2.x:

- Road warrior Mode: H323 and SIP can be used
- Telecommuter Mode: works only together with CIE UI if calls are answered and ended on the physical phone, works only with H323

Avaya One X Agent for Elite agents (used in case fallback functionality is required):

- telephony functions ok
- issue with wrap up (PEM 190572): Workaround: in the configuration of the station in CM the after-call button should not be assigned

Avaya Workplace: can be used as agent phone. To make sure that outgoing calls initiated from CIE UI or dialer are signaled correctly, it is necessary to make the following configuration in CM: for each signaling group used between CM and SM ensure that the "Enforce SIPS URI for SRTP?" option is set to 'n'. Also, these signaling groups must all use "tls" transport for SRTP to work.

Tested modes: Single Client and Shared Control

Single Client: limitation: calls initiated by CIE UI to busy or not answering destination must be ended in Workplace

Shared Control (manage desk phone from Workplace and use audio of the phone)

Tested versions:

Avaya IX Workplace Client for Windows 3.7-3.11

Avaya Workplace Client for Windows 3.12-3.28

Avaya IX Workplace Client for Android 3.11.3

Avaya Workplace Client for Android/iOS 3.14-3.27

Avaya Workplace VDI 3.0.5

Avaya Vantage 2.0 with Equinox for Android 3.6.x

Avaya Vantage 2.2 with IX Workspace for Android 3.9.x

Avaya Agent for Desktop 2.0 and
Avaya Agent for Desktop 2.0.6.0.10
Tested as Standalone Windows application: Advanced and Headless Mode

DECT phones:

tested with R4 (may only be used on a project base and must be granted by PM / service)

- Login on DECT (DECT phone monitored by CIE)
 - Call must be answered at phone, not in UI. Hold and retrieve using UI does not work
 - Outgoing calls can be initiated from UI, but at DECT the dial button must be pressed too, to make sure the conversation connection also ate Headset
 - In case of radio failure to DECT no state information is send to CIE server. As consequence a topic call would be routed to the free but not reachable agent, but not RONA will be indicated
- Login on IP-Station with Bridge-Appearance to DECT-Device
 - Do not use: if call is answered at DECT phone, the CIE get no information about the connection
- Login on IP-Station with EC500 to DECT-Device
 - Do not use: in case of outgoing call initiated at DECT phone the agent telephony state in CIE is still free, because DECT device not known by CIE server

IP Office:

Digital phones

9504, 9508, T3 Classic, T3 Comfort

IP phones:

1608, 1616-I, 9608, 9611, 9621, 9630, 9640, 9641, 9650, 9660

SIP phone: J169/179 can be used as agent phone.

Softphone:

IP Office Softphone 3.2.3.49: In some scenarios the call state is not correctly displayed at Softphone, due to different event handling of softphone, the call state displayed in CIE UI is correct. Please use CIE for call handling. Note: The IP Office Softphone is deprecated in IPOffice 9.1 and is no longer available, supported only in case of Upgrade.

Avaya Communicator for Windows V2.1.3.30: known issues:

- In case agent make on outgoing call to a busy destination the call is immediately cleared with no indication to the agent in UI that destination is busy (PHOENIX-10950, known limitation on IP Office side)

Also tested as agent soft phone:

- Avaya IX Workplace Client for Windows 3.7-3.11
- Avaya Workplace Client for Windows 3.12-3.28
- Avaya Workplace for Android 3.14-3.23:

One-X Portal in Telecommuter Mode (Power User License necessary, Telecommuter Mode works together with CIE UI, calls can be answered on physical phone or CIE UI, the conversation has to be ended on the physical phone only).

DECT phones:

Agents logged in on DECT phone, call can be answered and ended, hold and retrieve and transfer does not work, call log entry not usable for topic calls (SIP extension number instead caller number).

Twinning: only internal twinning, twinning is not working in a SCN environment. Details regarding configuration of twinning in CIE at IPOffice can be found in the System administrator manual

- Twinning Master and twinning Partner (DECT) have to be configured as telephone in CIE
- IPOUser as Twinning Master/Partner only, no IPO extension
- Agent must log in into Twinning Master, UI function working for Twinning Master only
- Via TAPID interface the IPO taskserver gets the information if for the monitored telephone (twinning master) a mobile twinning partner exists.
- In case of configuration change of Twinning in IPOffice, the assigned agent has to logoff and login again.
- UI functions available only for Twinning Master.
- In case a call is answered at Twinning Partner, all telephone functions available, but no function at UI (like drop, transfer, WrapUp) are available
- Transfer between twinning master and partner are possible.
 - Twinning master to partner: via phone or UI
 - Twinning partner to master: call will be signaled at UI as direct call, not ACD function possible.
- Supervisor functions are not possible for an agent who has a Twinning Partner configured.

New Features / Major Enhancements

New or enhanced Features

CIE UI:

- New application Omni-App:
 - Edge-Browser, to use for any URL (no CIE interaction)
 - App on Client PC MicrosoftEdgeWebView2RuntimeInstaller & Microsoft Edge must be installed.
 - User needs write access on folder C:\Program Files (x86)\Avaya\Customer Interaction Express>Contact Center User Interface
 - User needs privilege Omni-App
- Reporting:
 - Automatic reports send by email: From-Address configurable
- Contact Details/Agent Report:
 - New format/design as default

Call Routing at CM:

- Avoid blocking vectors process in case agent cannot be reached: if CM sends "FailedEvent", Cause "NetworkUnavailable": PBXTS set Agent who should get the call into RONA to avoid too much attempts, Precondition: set value =1 for global variable ACMRonaONNetworkUnavailable

Technical Changes

- PostgreSQL 14.3
- Tomcat 9.0.64

Features under restriction “Project specific”:

Please contact Avaya Professional Service for installation approval and further details.

- SAP integration with CIE
- Salesforce integration with CIE

Features under restriction “Controlled introduction”:

Please contact Avaya Product management for installation approval and further details.

- Nuance 11.0.7
- Verint Integration
- CIE in AWS Cloud

Discontinued Features

The following features known by former versions of CIE are discontinued:

- PBX Compatibility: following Versions aren't supported any longer
 - IP Office R9.0.x and 9.1.x and 10.0.x, 11.0.x
 - Avaya CM V3.1
 - Avaya CM V4.x
 - Avaya CM V5.x
 - Avaya CM V6.1 and 6.2 and 6.3
 - V7.0.1.3 (SP3) with CTI Superpatch 23962
 - V7.1.0.0.0 plus Patch 23955 (ASAI Corruption fixed)
 - V7.1.2 (Feature Pack)
 - ACM V8.0.x
 - AES V4.2, V5.1, V6.1, 6.2, 7.0.x, 7.1.0, 7.1.2, 8.0
- ACM: QSIG-Chap is not supported
- Integral Enterprise (I55): no longer supported. I55Taskserver and other related components not included in the CIE3.4.x-ISO
- Contact Center ICI Connector.msi not included in CIE3.4.x-ISO
- Wallboard: due to End of Support of Microsoft Silverlight at 12. October 2021 the Wallboard in CIE is no longer supported after 12. October 2021. Wallboard will not be installed by Setupwizard or updated. In case wallboard is needed urgently, setup can be taken from Utilities folder

Restrictions and Recommendations


- Microsoft VCredist: in the CIE ISO VC_redist.x64.exe and VC_redist.x86.exe (Version 14.24) are delivered in subfolder \Server\CIE. Do only use this version, newer version (e.g. 14.32 can yield to crashes. In case on Client PC is already installed a newer version this might yield to CIE UI crash. As Workaround you need to substitute the **mfc140.dll** in folder **C:\Windows\SysWOW64** with correct version, available from CIETier3.
- ACM: toll free announcements are not working for SIP-Chap
- ACM: configuration in CM: activate Layer 3 Test in Signaling Group configuration for enabling fallback functionality.
- ACM with SIP-Trunk: ExternOAD is only working with configuration changes in SBC or newest Software in SessionManager. Please contact the SIP-Trunk provider and an Avaya Aura Expert.
- ACM: to prevent issues in media streaming it is strongly recommended to use the supported Gateways G430 or G450 only, or AMS Avaya Media Server.
- IPO: Secure connection to Standard Edition (IP500V2) is not recommended. The Maximum number of Secure Media connections (all secure including the IP Office/CIE connection) depends on the IPOffice Plattform (40 for R230SE up to 320 for R630SE)
- IPO: in case Standard Edition (IP500V2) is used, it is recommended to set the transfer mode to Agent for VEA to "unsupervised"
- IVR: due to change to 64bit version the old 32bit-Nuance Versions via SAPI interface cannot longer used.
- UpdateServer is working for upgraded and new systems. In case during upgrade the UpdateServer must be installed on a new server, upgrade the UpdateClient to CIE3.4.3 first. Reason: The old UpdateClient does support unsecure port 8080 only, where the new installed UpdateServer supports the secure port 8443 only. Note: UpdateClient is not actualized in current version, same as in CIE3.4.3 is delivered in the ISO.
- Chat Transfer:
 - A chat script is not presented to customer if chat is blind transferred to a topic. Workaround: Put a delay (e.g. c.waitThisQueue>5) in the task flow to allow the transfer to complete.
 - Regarding chat transfer to external jabber address: there are some chat client applications, which are not supported. Reason: chat transfer to a chat destination with some chat clients causes new chat requests in the topic. Here is the list of the tested chat clients:

| Tool | Version | company | Test result for Consult/Transfer |
|------------|----------|-----------------|---|
| Gajim | 0.16.7 | Gajim | ok |
| Pidgin | 2.12.0 | Pidgin | ok |
| Psi | 0.15 | Psi | ok |
| Jabbin | 3.0 | Jabbin | ok |
| Jitsi | 2.11 | Jitsi | ok |
| eM Client | 7 | eM Client | ok |
| Kadu | 4.3 | Kadu | ok |
| Miranda IM | 0.10.67 | Miranda | ok |
| one Team | Beta 2 | one Team | ok |
| Spark | 2.8.3 | ignite realtime | Not ok -> new Topic-Chat |
| Coccinella | 0.96.20 | Coccinella | Not ok -> new Topic-Chat |
| Candy | 2.2.0 | Candy | Not tested (Installation and configuration in Tomcat) |
| Trillian | 6.0.0.58 | trillian | Not tested (no connection to Open fire) |

Virtualization

CIE can be virtualized. The benefits include ease of maintenance, greater portability and making programs easier to deploy across several versions.

To increase reliability the VMware functions “vMotion” and “High Availability” can be used for CIE systems.

 **Important:** Because of some restrictions and complex environments it's necessary to take care on all topics that are described in the document [cie_34_virtualization_de.pdf](#). Server with installed UM-Fax-Gateway or UM-SMS-Gateway cannot be virtualized because special hardware is used.

The supported virtualization environments are

- VMware vSphere Hypervisor (ESXi) (Version 5.x and 6.x and 7.0)
- Hyper-V 2022

Installation

This section describes the installation process which is completely based on setups. There is no difference between a new installation and an update: You use the same setups called by the SetupWizard in both cases.

Before You Install

Before installing you must identify all machines that host CIE components (CIE Server, CIE Client workstations for agents and supervisors, CIE Gateway Server) because each of these machines needs an update.

Before installing or upgrading CIE you have to make sure, that all servers have the newest Update of Operating system installed.

Because there is no uninstall program available for the GA version or Service Pack itself, we strongly recommend to back up your CIE servers before starting the update process.

Note regarding update of a CIE system with E-Mail-Routing: make sure, that no deferred E-Mails in the Mail-Box of the agents. It was observed in some cases that after an update from CIE2.1 to CIE3.1 deferred E-Mails are shown in overview in E-Mail client, but these E-mails could not be completed.

▲ Important: Please note that a direct update from BCC 4.0 to CIE 3.4 is not supported. Please update to CIE 1.0UR9 first. In case Upgrading CIE1.0 UR9 to CIE3. 2 we recommend updating to CIE1.1.6 first and in next step update to CIE2.1.1 or CIE3.0.x or CIE3.1.x, after that to CIE3.2. Then migrate Sybase to PostgreSQL with data migration tool and upgrade to CIE3.4.1. Then use PostgresUpgrader.exe tool to upgrade PostgreSQL to R11. After this upgrade to CIE3.4.8 with SetupWizard.exe. When upgrading CIE3.3.x or CIE3.4.x <3.4.8, run PostgresUpgrader.exe and then upgrade to CIE3.4.8. Direct upgrade from CIE3.2 or older to CIE3.4.8 is not supported.

Getting Started

Avaya CIE 3.4 is available on the Avaya PLDS Web site at <http://plds.avaya.com>. To receive the CIE 3.4.8, proceed in following steps:

1. switch to AssetMgmt -> View Downloads
2. Select your company
3. Select application "Customer Interaction Express" -> You get a list of ALL CIE downloadable files.
4. Select %Download name "%CIE 3.4%" to get a list of only the downloadable files of this version.

5. Download all the files which belong to this version.

It is not necessary to copy the CIE 3.4 files to an installation directory on the machine on your system, you can install directly from CIE ISO.

Server Installation

This section describes the installation procedures for the CIE 3.4 Server components. This section includes the following topics:

- [Stop CIE Servers](#) on page 15
- [Installation Procedures](#) on page 15
- [Restart CIE Servers](#) on page 12

Stop CIE Servers

Before you run upgrade CIE Server, ensure that all CIE agents stopped working and are logged off. Then you have to ensure that all CIE server processes are stopped. This may take several minutes because the servers need to complete their current tasks before shutting down.

To stop CIE Services:
Bring up the Windows Services application.
Stop CIE watchdog.

Note: in case of upgrade from CIE3.2 or older: To make sure stopping all necessary processes you can use the batch file **CIE_stop.bat**, which is delivered with the CIE3.2 software in subfolder \Utilities. Before starting the upgrade process, you have to run Data migration from Sybase to PostgreSQL. Details see System administrator manual.





Installation Procedures

Perform the following steps on the Windows machines running CIE servers.

- Mount or unzip the CIE ISO, copy all folder to CIE server locally
- Run VC_redist.x64.exe and VC_redist.x86.exe in folder \Server\CIE
- Start SetupWizard from \Server\IP Office Contact Center\SetupWizard
 - Accept the EULA and click Next
 - Select ACM or IPO, in second step select complete or voice only
 - Enter Username for database (Administrator)
 - Add your PostgreSQL password
 - Password complexity rule: Minimum password length 8. Minimum password complexity: 'Medium' (i.e., two code point sets, e.g., upper + lower)

- Change the Installation folder if required
- Change the report directory if required (must be local to the server)
- Enter the network interface IP Address (for the enabled NIC port)
- Click on button Install
- Progress bar is shown for all components...
- When all components are installed, click Finished and click Reboot

During installation the Setup Wizard shows the following icons.

-  Gray circle - component is not installed
-  Gray triangle - component is being installed
-  Green circle - component is installed
-  Red circle - component installed with errors

A progress bar shows that components are installed.

In case of error messages during one or more component updates have a look at respective install log files (depends on setup):

- User TEMP folder (%temp%)

If the installation is unsuccessful, try to isolate the error causes and re-run the installation program. If the problem still occurs see [Technical support](#)

Upgrade Procedure

CIE offers an Auto Update Mode as part of the SetupWizard. The Setup Wizard checks the installed version. If the Setup Wizard finds an older version, only an update of the installed components with the Setup Wizard is possible. The settings cannot be changed.

Upgrade: preparation

- Before an upgrade can be started all CIE processes have to be stopped.
 - Close CIE User Interface on CIE server and all Client PCs.
 - To stop all CIE server components open “Administrative Tools” -> “Services”, select “CIE Watchdog” and stop this service.
 - Don’t stop CIE TTrace Server or CIE PostgreSQL!
 - Observe components in TTConsole. On the left-hand panel are the running processes shown. This may differ from what is shown in TTDisplay for some Java processes. This is because TTDisplay sees only the process started by Watchdog and for some Java processes this is only the wrapper which starts the JVM and not the Java process itself. When a hanging process is identified in TTConsole take the PID of this process which is shown in the left-hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
 - In some cases, it happens, that watchdog was not able to stop some CIE processes like chap or chapSync completely. To check make sure that no service with name prefix CIE is in state running or stopping. Check also in Windows Task Manager, if a process with name CHAP-Server is running; if so, end task in Task Manager.

- Note: in case CIE UM Fax Gateway, FaxLayout or PrinterGateway are installed: these components are installed as automatic services and not included in watchdog. You have to stop these services manually.
- Make sure that no open database connections: check in PostgreSQL too pgAdmin3.exe/pgAdmin4.exe -> menu “Tools” -> Database Server Status: there should only the entry “pgAdmin-Browser occur, close pgAdmin tool before starting the upgrade!
- Make sure, that no Windows Updates will be downloaded or installed during Upgrade phase! Best practice: Install Windows update before starting Upgrade of CIE.
- Preparation for upgrading PostgreSQL database:
 - Make backup of all databases before starting upgrade!!
 - The upgrade requires at least twice as much space as the existing databases. If possible: delete old reporting data, call jobs/campaigns no longer used, delete or archive and export old emails. Check the free space on hard disk and space occupied by all databases. In case not enough free space, remove not needed files. Specials:
 - Remove old ttrace files
 - remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by Chat Taskserver in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Chat Taskserver
 - remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by the addressbook components in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Addressbook Server Database
 - remove dumpfiles hs_err_pid***.mdmp and hs_err_pid***.log caused by the umr components in folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Unified Media Server\Java
 - remove old log files C3000*.log and UM*.log in C:\ProgramData\AVAYA\CIE and C:\ProgramData\AVAYA\Customer Interaction Express
 - remove old tomcat logs in subfolders Tomcat, TomcatWWW and WebServiceCollection in C:\ProgramData\Avaya\CIE
 - remove files in folder C:\ProgramData\WER
 - view all problem reports: clear all problem reports
 - If possible, in your Windows version, use the “Disk Cleanup” function in the Properties of the disk in the explorer. Make sure, that Windows system files, especially Update Cleanup are included.

Upgrade instructions from CIE3.3.x or CIE3.4.x < 3.4.8

- Mount CIE ISO and copy complete structure locally to server
- Run VC_redist.x64.exe and VC_redist.x86.exe in folder \Server\CIE
- Go to folder Utilities, run PostgresUpgrader.exe
 - Note: the upgrade of PostgreSQL will take some time, depending on size of the database
 - PostgresUpgrader can upgrade from 9.3 or 9.6 or 11 to 14
- Start SetUpWizard from \Server\CIE\
 - Accept the EULA and click Next
 - Add your PostgreSQL password, leave the field
 - Click on button Install
 - Progress bar is shown for all components...
 - When all components are upgraded, click Reboot

Note: in case PostgreSQL Upgrade failed:

When upgrading PostgreSQL, the old version has to be able to be started. In some cases, this isn't possible and PostgresUpgrader fails with the message:

"Error: Could not start service 'PostgreSQL 9.6'. Time Out"

Windows 'Event Viewer' might have a hint. Open it and go to 'Windows Logs'\Application'. At the time of the upgrade failure there probably is an error-message of PostgreSQL which ends with something like:

<date + time of failure> CEST Appl: User: DB: IP: >FATAL: lock file "postmaster.pid" already exists

<date + time of failure> CEST Appl: User: DB: IP: >HINT: Is another postmaster (PID 4711) running in data directory "C:/ProgramData/Avaya/PostgreSQL/9.6"?

In this case it must be checked in the Windows TaskManager if another PostgreSQL with PID 4711 (example value) is running.

All postgresql processes should be stopped and the file postmaster.pid in the mentioned directory should be deleted.

Try to start the service CIE PostgreSQL. (Probably rebooting the server is necessary)

Now the PostgreSQL Upgrade should be possible.

Note: in case of upgrade of Java Development failed:

Go to Control Panel\Programs\Programs and Features, select Java Development Kit and run a repair installation

Note regarding upgrades of restored databases


Sometimes for the upgrade procedure of large customers, especially over several versions a dry run is made before the real upgrade. In this case it is strongly recommended to uninstall and fresh install before restoring and repairing the final database instead of simply restoring and repairing again.

Reason: sometimes it happens, that during restore not all tables are deleted and new created (PostgreSQL issue).

Check out the CIE 3.4 documentation for detailed information.

Restart CIE Servers

After successful installation or update, reboot the machine. The CIE server components will start automatically.

 **Important:** Please note that after update from version <CIE3.4.2 the watchdog has no configuration. It must be distributed after reboot. Note: on multi server systems after distribution of the watchdog.xml all server as to be rebooted again.

Manual Work after an Installation or Update

An installation or update to CIE 3.4 may result into some actions that have to be done manually.

New installation:

- After Reboot the watchdog process is running, depending of the type of installation you must distribute the configuration file
 - Go to folder C:\Program Files (x86)\Avaya\Customer Interaction Express\Watchdog and extract the according watchdog.xml from WatchdogXML-CIE.ZIP
 - Run Watchdog Config (Start menu -> Avaya CIE)
 - Open according watchdog.xml and distribute
- Install license: open Internet Explorer on CIE Server and connect WebLM: <https://<hostname of CIE Server>:8443/WebLM>
 - Please note the upper and lower letters in WebLM!
 - Login as user admin and Password weblmadmin, you must change the password. After this a new logon with the new password is necessary
 - Select “Install license” and Browse to your license file, click on “install”
 - Click on “Licensed Products”: Select “CIE” to check your licenses
- In case WebLM is installed on CIE Server:
 - After upgrade from CIE <3.4.4 WebLM server version 7.1.2 is installed like a new installation. On the WebLM console, login as admin/weblmadmin and change password. Also new licenses are required.
 - On the WebLM console go to Server Properties and note the WebLM Host ID, it would be an ID with 14 alphanumeric characters. For virtualized systems it would be a completely new host ID, for real metal server the new ID would be the Mac address + 2 digits (normally 03). In both cases you must take this host ID shown in Server Properties and order/generate a new license and import the new license after accepting the EULA.
 - Note: Rehosting of the license file: Go to the PLDS website, regenerate the license file for your product using the new host ID. Install the license file that you generated for the WebLM server
- Voice Control: Launch tool “VCSpeechConfiguration” on servers where the Voice Control is installed, and check settings. Misconfiguration may cause into failure while VC startup.
- In case Voice Control is used with Microsoft TTS: due to the change from 32 bit to 64 bit also for Microsoft TTS the 64bit version of SpeechPlatformRuntime.msi has to be installed
- In case Voice Control is used for Database connection: due to the change from 32 bit to 64 bit the DSN has to be configured with ODBC 64 bit admin tool.
 - Note: as IVR-Editor as part of CIEUI is still 32 bit, the database connection in the IVR scripts in the DB elements will not work. The direct access from IVR script to database table is only possible on separate Client PC with configured DSN in 32bit ODBC Data Source Administrator.
- Adjust watchdog configuration, make sure that component IdentityServer is included.
- Printer Gateway cannot be installed via SetupWizard, it must be installed manually.

Troubleshooting Server Installation

This section describes solutions for the following problems that you might encounter with an Avaya CIE installation:

In case of error messages during one or more component updates have a look at respective install log files (depends on setup):

- User TEMP folder (%temp%)

If the installation is unsuccessful, try to isolate the error causes and re-run the installation program. If the problem still occurs see [Technical support](#)

Client Installation

This section describes the installation procedures for the CIE 3.4 Client (Contact Center User Interface). The installation is supported only on the Windows platform.

CCUI Installation Procedure Standard

Perform the following steps on each agent and supervisor workstation.

Stop the CIE Contact Center User Interface (CCUI) application if it is running.

Open the **CIE 3.4.8 - Client** folder and double-click on Contact Center User interface.msi.

At the **Welcome** screen, select **Next** to continue.

At the next screen which displays the license agreement, select **I accept the terms in the license agreement**, and click **Next**.

Note: the component "Statistic Scheduler" is installed with CIE Contact Center User Interface per default as a service which is configured for running as manual.

If the installation is unsuccessful, correct the errors and re-run the Installation program.

If the installation is successful, reboot the agent machine (a message box during the installation procedure will show that) or just launch the Contact Center User interface again.

CCUI Installation Procedure in Silent Mode

This kind of distributing the Contact Center User Interface to all connected client computers is only available if the component **Update Server** is installed on at least one CIE server and on all clients the **CIE Update Client** is installed and running. If this environment is not available, you have to use the [CCUI Installation Procedure Standard](#).

Perform the following steps on a CIE server to update all agent and supervisor workstations.

If Update Server and Update Clients are running you can download the software to the client workstations.

Use a browser such as Microsoft Internet Explorer to open the URL
`https://<hostname_of_CIE_server>:8443/UpdateStore`

The Product Update Store Login screen will be displayed. Type in username and password for this application (customer installation specific) and log in. Select **Upload new Update**. Click **Browse...** and **Upload Now** to upload the following listed Microsoft Installer file (msi):

- Contact Center User Interface.msi

The Update Server will distribute this software to all update clients automatically. Agents and supervisors will be informed by message boxes that new software is available. A client workstation reboot is needed.

The complete procedure of updating all clients will take up to 2 hours.

Notice: Don't forget to allow the installation via menu item Admin and Change Reboot option to "Reboot is set".

- ▲ **Important:** in case during upgrade the UpdateServer must be installed on a new server, you have to update the UpdateClient on the Client PCs **before** upgrading/installing new the server.

CRM: Salesforce Client Installation

For the Salesforce client the ISA package 1.65 is available at the following link:

URL: <https://login.salesforce.com/packaging/installPackage.apexp?p0=04t2w000009F4ug>

Supported browsers are Google Chrome, Microsoft Edge and Mozilla Firefox. For details see manual [cie_348_salesforceconnector_en.pdf](#).

Note: in version Winter '21 Salesforce removed the instance name from Visualforce and other URLs. So, the CTI Adapter URL must be adjusted. The new formation is:

```
https://<MyDomainName>--  
<Avaya_ISA_namespace_PackageName>.visualforce.com/apex/iccAppUI
```

- For <Avaya_ISA-namespace_PackageName >, use avaya-cie-sfp.
- For <MyDomainName >, use the domain name specified in your Salesforce login

Configuration

Depending on used CIE features there may be some further configurations to be done after an update to CIE 3.4.8.

VoiceControl: in case of using TTS or ASR: Launch tool "VCSpeechConfiguration" and reconfigure Language and number of channels and in case of MRCP the host of Nuance Server.

Documentation

Avaya CIE 3.4.8 contains an update of the German documentation and user manuals; they are located on CIE- ISO in folder Manuals.

Manuals for cgi_Srv and SalesforceConnector are in English only.

Manual web_service_collection_en.pdf is included in SDK WSC-SDK-2.0.503.zip in folder Examples\WebServices.

Manual cie_33_trconfig_en.pdf regarding configuring task reports can be found in folder Utilities\TRconfig.

The CIE documentation can also be downloaded from the Avaya Support Website:

<http://support.avaya.com/documents/>

1. Enter "Customer Interaction Express" or "CIE" as your product.
2. Choose Release in the drop-down list
3. Select the Content Type as required and select "ENTER"

Update Release Setups and Files

The following tables list the setups and files that are included in the CIE 3.4.7 release.

CIE Server

| File Name | Date | Version |
|--|------------|----------------|
| SetupWizard.exe | 29.08.2022 | 34.2.8.13800 |
| ACM PBX Driver.msi | 29.08.2022 | 3.4.13800.2235 |
| Addressbook Admin x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Addressbook Server Database x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Avaya License Client x64.msi | 29.08.2022 | 3.4.13800.2235 |
| CHAP x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Chat Taskserver x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Additional x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Core x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Database x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Mediastore Database x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Monitoring x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center SGServer x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Statistic Viewer x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Contact Center Statistics x64.msi | 29.08.2022 | 3.4.13800.2235 |
| IPO TaskServer x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Java Development Kit x64.msi | 29.08.2022 | 3.4.13800.2235 |
| omniORB x64.msi | 29.08.2022 | 3.4.13800.2235 |
| OpenSSH.msi | 29.08.2022 | 3.4.13800.2235 |
| PBX Taskserver x64.msi | 29.08.2022 | 3.4.13800.2235 |
| PostgreSQL x64.msi | 30.08.2022 | 3.4.13800.2235 |
| SessionManager x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Taskreporting Database x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Tomcat x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Tomcat WWW x64.msi | 29.08.2022 | 3.4.13800.2235 |

| File Name | Date | Version |
|---|------------|----------------|
| Trace System x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Archive Database x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Archiving x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Database x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Fax Gateway.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Fax Layout Server x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media POP3 IMAP4 Client.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Printer Gateway.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Server x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media SMTP Connector.msi | 29.08.2022 | 3.4.13800.2235 |
| Unified Media Web Applications x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Update Server x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Voice Extension Adapter x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Voice Control x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Wallboard Broker x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Watchdog.msi | 29.08.2022 | 3.4.13800.2235 |
| Web Service Collection x64.msi | 29.08.2022 | 3.4.13800.2235 |
| Web User Interface x64.msi | 29.08.2022 | 3.4.13800.2235 |
| WebLM x64.msi | 29.08.2022 | 3.4.13800.2235 |

CIE Client

| File Name | Date | Version |
|-----------------------------------|------------|----------------|
| Contact Center User Interface.msi | 29.08.2022 | 3.4.13800.2235 |
| Update Client.msi | 16.08.2018 | 3.4.9400.1833 |

WebServices SDK

| File Name | Date | Version |
|-----------------|------------|----------------|
| WSC-SDK-2.0.503 | 29.08.2022 | 3.4.13800.2235 |

CRM Connectors

| File Name | Date | Version |
|----------------------|------------|----------------|
| CRMConnector x64.msi | 29.08.2022 | 3.4.13800.2235 |

Fixed Modification Requests (MRs)

The following table lists the MRs fixed in the CIE 3.4.7, the list contains also issues reported with Version CIE 2.x, CIE3.0 or CIE3.1 or CIE3.2 or CIE3.3.x or CIE3.4.x.

| Jira Nr. | Titel | Component |
|--------------------------|---|-------------------------------------|
| CIE-1435 | CHAP connection to Aura CM cannot be established using TLS | Chap, CM |
| CIE-1347 | Chap, sometimes received DTMF-packages are not processed by CHAP | Chap |
| CIE-1187 | chap, anonymous caller is shown after ring time out with IP from CM as caller | Chap |
| CIE-1379 | UI crashes if chat is ended before the agent could answer the chat request | Chat, UserInterface |
| CIE-1324 | Dialer, outgoing calls with the same cjid are sporadically made twice because the first attempt is recognized as failed, therefore the cj cannot be qualified because the DB tables are locked. | Core, Dialer |
| CIE-1081 | kernel, if the variable CCK_AUTO_SIGNON_RONA is active and is then deleted, no notification is sent to the IPO Taskserver, so that the agent continues to be activated after the configured time. | Core, TaskServer IPO |
| CIE-1414 | Salesforce ISA Client: no login possible | Documentation, Salesforce Connector |
| CIE-1411 | SG Server no idle threads | Documentation, SGServ |
| CIE-1292 | UMR, if the configuration of an agent with active email is changed UMRConfigServer looks like it is running in circles. | E-Mail Components |
| CIE-1278 | setupwizard, switch gdpr is always active | Installation |
| CIE-1454 | Add new redistributable for Visual studio 2019 MFC applications in Daily build and further GA. | Installation |
| CIE-1403 | IVR-DBconnection: upgrade with element "Modify Record" failed | IVR |
| CIE-1484 | Consultation Transfer: TaskTag are not copied depending on event sequence | Taskserver ACM |
| CIE-1193 | Text Block for Chat: categories are not working | UserInterface |
| CIE-1409 | UI the Realtime information default values and Realtime Information shows the wrong labeling respectively the labels TSFDyn are not right. | UserInterface |
| CIE-1461 | UI, the name of historical reports may contain characters that are not supported by the file system | UserInterface |
| CIE-1394 | UMR, Emails with special characters ' \ / : * ? " < > ' in the subject especially / can't be per drag and drop saved to the desktop | UserInterface |
| CIE-1439 | UMR, per drag and drop exported Emails to the desktop sometimes have only a size of 1kb. | UserInterface |

| | | |
|--------------------------|--|---------------|
| CIE-1378 | UI, possibility to change the default password from service user | UserInterface |
| CIE-1268 | watchdog, it is not possible to add a server with a large name into the config | Watchdog |
| CIE-1457 | WebUI via WebRTC not working with IPO11.1.2.1 or 11.1.2.2 | WebUI |
| CIE-1418 | WEBUI the german webui show the logged in agends as singn in | WebUI |

Known Issues

This section provides the known issues or limitations that pertain to the CIE 3.4 release. The list contains also issues reported with Version CIE 2.x or CIE3.x. For information about other CIE 3.4 known issues that are not directly related to this Update Release, refer to the following documentation at <http://support.avaya.com>.

The following table lists the known issues in the CIE 3.4.8:

| Jira Nr. | Titel | Component |
|--------------------------|---|----------------------------|
| CIE-1388 | Abandoned Call list and addressbook server with OutCC, in a sip environment it is not possible to use both features together. | Adressbuch, Taskserver ACM |
| CIE-1491 | Chap with resiliency, is it used with session manager we have the problem that the chap only works with the primary sm and not with the secondary sm | Chap |
| CIE-1486 | chap forgets topics in runtime | Chap |
| CIE-1472 | PBXTaskserver get no information to an incoming call, which causes a timeout and the call is cancelled several times in the same second by the PBX. | Chap, Taskserver ACM, VEA |
| CIE-1465 | Chap crash at AOK several times a day | Chap |
| CIE-1455 | IVR, when assigning voice mail calls from IVR to an agent, there is often no voice through-connection. | Chap, IVR |
| CIE-1422 | chap, if received a SIP message" 604 Does not exist anywhere" the used UDP port are blocked and after the pool is empty chap can't process anymore voice call | Chap |
| CIE-1419 | Chap, if a call is routed via a once IVR announcement script to a busy external destination and then again to an IVR announcement script the caller hears silence although the IVR script is switched on. | Chap, IVR |

| | | |
|--------------------------|---|----------------------------|
| CIE-1416 | CHAP use the same call-id in two calls to agents | Chap |
| CIE-1398 | chap crash at AOK Hessen with latest diagnostic patch from 20.09.2021 | Chap |
| CIE-1345 | Watchdog can not end chap process | Chap, Watchdog |
| CIE-1303 | PBXTaskserver, after attendant transfer an incoming call to a topic the caller number is not updated at the agent | Chap, Taskserver ACM |
| CIE-1277 | IVR, after 2nd consultation with overflow to integrated vc voice box only noise are recorded | Chap, IVR |
| CIE-1022 | ACFD: possibility to adjust the shown number if the call is directed per external destination or transfer via ivr . | Chap, TaskServer IPO, VEA |
| CIE-679 | ACFD: Chap Sync don't fill the chap.ini file if you have more than 30 chap servers | Chap |
| CIE-1492 | Chat export aborts if the selected area contains chats without history that cannot be exported. | Chat, UserInterface |
| CIE-705 | ACFD: Closed chat conversation become active again | Chat |
| CIE-693 | ACFD: WebChat-Dialog: chat request send only after entering message in additional dialog | Chat |
| CIE-1389 | PBXTaskserver, If an agent is called in a busy state, an outgoing connection is displayed in the calling card for each attempt. | CM, Core, Taskserver ACM |
| CIE-799 | ACFD: push_srv handle count is growing up to more than 10.000 | CM, Taskserver ACM |
| CIE-794 | ACFD: statistic, internal calls counted as external if the number dialed without location code | CM, Taskserver ACM |
| CIE-1474 | vectors, sporadically there are overtakers in the waiting field | Core |
| CIE-1473 | CGI Server crashed at AOK BW | Core |
| CIE-1470 | monitor_srv, the display in the agent group table and the agent status differ from time to time! | Core, Statistik/Monitoring |
| CIE-1469 | kernel goes several time in TNMUTEX between 10:24:54 and 10:34:44 and 2 minutes later there was no output | Core |
| CIE-1441 | PBXTaskserver, VEA dropped a call, because PBX Taskserver did not respond this happens in conjunction with high task cycle times | Core, Taskserver ACM, VEA |
| CIE-1420 | vectors, if an collector element is queried about the current calls the incoming call of a topic is counted although the call is not routed via the collector | Core |

| | | |
|--------------------------|--|--|
| CIE-1380 | PBXTaskserver, VEA dropped a call, because PBX Taskserver did not respond occurs over 2000 times a day | Core, Taskserver ACM, VEA |
| CIE-1350 | dialer, although a preview call job was displayed at the agent a new inbound call was presented | Core, Dialer |
| CIE-1234 | PBXTaskserver, kernel, the value of the task tag CCK_CallingAddress is not updated after connecting a call | Core, Taskserver ACM |
| CIE-1221 | kernel, monitoring was out of service because there where no more messages of kernel | Core, Taskserver ACM |
| CIE-1220 | kernel, if acw button is pressed while a new call is pending at agent and the call is ended before the agent accept the call, acw is still active, but the next call is still signalled. | Core, Taskserver ACM |
| CIE-982 | ACFD: memory leak in Kernel after contra import | Core |
| CIE-926 | ACFD: Agent cannot be deleted or the task type Email cannot be removed. It is rejected by the Vector process, although there are no related objects from the agent in the task flow set. | Core |
| CIE-1460 | UMR, creating a new topic with task email produce an error with duplicate key value in table ValueTag | Database, E-Mail Components, UserInterface |
| CIE-1269 | UI, chap adapter propertis configuration of MOH easy.wav does not view the configured value | Database, UserInterface |
| CIE-1077 | IPO-TaskServer as not aware of variables set on new created topic | Database, TaskServer IPO |
| CIE-948 | ACFD: statistic_srv loses contact to db_srv while the automatic report export is generating | Database, SGServer, Statistik/Monitoring |
| CIE-906 | ACFD: An active planned automatic database compression leads to a system error. | Database |
| CIE-1402 | Dialer, in some cases the statistics shows as calling and called number the topic number | Dialer, Taskserver ACM |
| CIE-288 | Dialer: Overload handling at CM/IPO | Dialer |
| CIE-1458 | UISessionmanager, after network outage the connection to UMR components are lost and so the function of statviewer also lost | E-Mail Components, Statistik/Monitoring |
| CIE-1393 | UMR, If an email is forwarded in which some icons/images with links (e.g. facebook, twitter or company logo) have been deleted before, only the icon/image is gone but the corresponding link. | E-Mail Components, UserInterface |

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| CIE-1375 | UMR, umrtaskserver lose connection to umrclientadapter and kernel | E-Mail Components |
| CIE-1323 | UMR, Email Client show instead of the imbedded picture of the mail only a square with x | E-Mail Components, UserInterface |
| CIE-1318 | UMR Client, display problems in the email client | E-Mail Components, UserInterface |
| CIE-1233 | Unified Media Server x64.msi, after restore with a backup from version 3.4.4 into umr db version 3.4.6 the repair does not work | E-Mail Components, Installation |
| CIE-1029 | ACFD: the name of the attachment changed by forwarding the mail | E-Mail Components |
| CIE-1014 | ACFD: statistics, The call matrix for e-mails is not displayed correctly in the statistics server, the dummy trunk that should only come at the beginning is very often also shown in the further course. | E-Mail Components, Statistik/Monitoring |
| CIE-1413 | Vulnerability: component Apache log4j needs update | Installation |
| CIE-1159 | UI, default path "Location for data export" could be changed while install or modify but the new value will not be taken over. | Installation, UserInterface |
| CIE-1490 | IVR-Script with DB connection: select statement not returning values | IVR |
| CIE-1417 | IVR, crash with crash dump AOK NW | IVR |
| CIE-1405 | VC crash during ASR load test | IVR |
| CIE-1307 | IVR Transfer always end with error | IVR |
| CIE-1250 | Voice Control terminated | IVR |
| CIE-1082 | ivr has problem to get new line licenses after a crash and runs only with two lines. | IVR |
| CIE-842 | VoiceControl: using grammar files deliver input instead result | IVR |
| CIE-731 | ACFD: IVR start with: bad implementation on remote side! in a multiple Server environment | IVR |
| CIE-1482 | SG don't generate any reports, SG and STAT must be restarted every 2 or 3 days | SGServer, Statistik/Monitoring |
| CIE-1430 | SG Server produce a lot of log messages | SGServer |
| CIE-1017 | ACFD: statisticviewer, statistics with counter "totN per JCode per Topic" in larger environments, the statistics for generating, displaying require more than the 2 GB of memory that Tomcat has by default and block the UI. | SGServer, StatViewer/TRViewer |

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| CIE-955 | ACFD: SGServer, does an additional connection after restart to connect UI's | SGServer |
| CIE-766 | ACFD: statistics with percent counter can not be exported in the new format | SGServer, StatViewer/TRViewer |
| CIE-1488 | automatic statistic export of a large report in the new excel format missed | Statistik/Monitoring, UserInterface |
| CIE-1462 | monitor_srv, avgTConvShift is shown with an utopian value. This appears approximately at 10:15 with 16000 hours and decreased after 4 hours to 9000 hours. | Statistik/Monitoring |
| CIE-1352 | Statistic, Historical reporting sometimes implausible in case of transferred calls recorded via AWFOS | Statistik/Monitoring, Taskserver ACM |
| CIE-1273 | statistic, if agent makes a consultation call with the direct call button or the dial pad and outcc is enabled the reporting counts two calls | Statistik/Monitoring, Taskserver ACM |
| CIE-1257 | statistik_srv blocks after restart and neither gives output in the TTrace nor writes its values to the database. | Statistik/Monitoring |
| CIE-989 | Single step transfer: statistic counter for transfer not counting | Statistik/Monitoring |
| CIE-91 | Loadtest at CM: Agent in man Wrapup for 1 sec | Statistik/Monitoring |
| CIE-1421 | exporting the statistic data from the new view creates fields in standard format instead of number format in the excel table | StatViewer/TRViewer |
| CIE-1391 | reporting, if several automated reports have the same start time statviewer and stat scheduler are not working synchron to provide the same report | StatViewer/TRViewer, UserInterface |
| CIE-1219 | TRviewer, sometimes job code is not displayed complete in contact view | StatViewer/TRViewer |
| CIE-1481 | PBXTaskserver stops communication for 181 seconds, after which the pbxdriver removes all sessions approximately 100 seconds later. | Taskserver ACM |
| CIE-1480 | PBXTaskserver, Agent A is busy with an ACD call and Agent B tries to reach him, then Agent A end the call and the UI blocks. This happens in an environment with two PBX task servers. | Taskserver ACM |
| CIE-1471 | CM: user entered call not working | Taskserver ACM |
| CIE-1468 | PBXTaskserver starts counter for acw, although the agent has previously set the status for acw to manual | Taskserver ACM |

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| CIE-1463 | PBXTaskserver, if a call is switched from taskserver 1 to taskserver 2 in a multi pbxts environment the call is always counted as Abandoned Alerting although the agent which is registered at taskserver 2 get the call. | Taskserver ACM |
| CIE-1338 | PBXTaskserver, when a caller blocked via COR in the CM calls an agent, an outgoing call is displayed in the CCUI for each attempt until it is deleted by the agent. | Taskserver ACM |
| CIE-1319 | ACMPBXDriver, crash with crash dump at AOK NW | Taskserver ACM |
| CIE-1228 | pbxtaskserver, if an agent is observed via silent monitoring some times the silent monitoring user is also counted as connected. | Taskserver ACM |
| CIE-1108 | pbxtaskserver loses the assignment of an agent to an agent group after some time while the kernel still has the configuration. | Taskserver ACM |
| CIE-1063 | PBXTaskserver, anonymous outgoing acd call does not work, station number are displayed at far end. | Taskserver ACM |
| CIE-984 | CM: transfer to topic via direct call button failing | Taskserver ACM |
| CIE-1431 | Taskserver_IPO crash without dump after second click on record button in the UI to stop recording. | TaskServer IPO |
| CIE-1064 | IPO Taskserver loses sporadically value of variables, in this case of variable OutCCProjectnumber | TaskServer IPO |
| CIE-1032 | ACFD: If a call from monitored station is routed after an IVR menu to an external destination it is sometimes counted as AbandonedQueuedAnnounced | TaskServer IPO |
| CIE-1028 | ACFD: No logoff off Agent after 5x "Busy Here" by routing at IPO | TaskServer IPO |
| CIE-758 | Job code is available at end of outgoing topic call to busy destination | TaskServer IPO |
| CIE-1434 | TT Server terminates | TTrace |
| CIE-1426 | ttrace, the LogScan works only if the returned line is not too long dependent from the length of the scanned one, currently the return capacity is 198 characters, especially the SOAP messages from the WebService always generate extremely long lines. | TTrace |
| CIE-1489 | CHAT text message is lost | UserInterface |

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| CIE-1425 | UI, if a topic call is transferred from agent A to agent B, agent B does not have the possibility to set the wrap up time to manual. | UserInterface |
| CIE-1415 | UI, Textblock admin, add subcategory... focus to confirm is cancel if you press enter, with tab ok is marked as active but no reaction by press enter only mouse click is available. | UserInterface |
| CIE-1346 | UI crash with crash dump AOK RH reproduced on server, the agent was deleted and recreated to fix it. | UserInterface |
| CIE-1327 | Abandoned Call list, the sort order of the number is a bit confusion because it is not ascending related to the length or left-justified as you would expect | UserInterface |
| CIE-1304 | UI, monitor server, if the profile for agents is extended to include agent groups do not appear in the monitor for remote function | UserInterface |
| CIE-1249 | Skill with level 0 are not displayed in the skill overview | UserInterface |
| CIE-1218 | UI, produce every minute errors if media database is not installed and in telephone screen is quickbar folded out or customer history directly used. | UserInterface |
| CIE-1210 | UI blockaded by right click in agenthistory | UserInterface |
| CIE-1194 | Break time for phone manages not break time for chat | UserInterface |
| CIE-1171 | Text Block for Chat: Variables are not substituted automatically | UserInterface |
| CIE-1135 | config report always show all counters as active | UserInterface |
| CIE-1078 | Unclear display of Email content in customer history | UserInterface |
| CIE-1070 | UI, taskfloweditor shows after changing default taskflow from actual active taskflow to an other taskflow this as active. | UserInterface |
| CIE-1039 | ACFD: Agent is automatically answering a call via enter if he is working on a mail | UserInterface |
| CIE-738 | ACFD: In the UI, the Phonestate and Agent Status items display different states. | UserInterface |
| CIE-1493 | WebUI at CM: Agent cannot login | WebUI |

Note: bugs with component CM have to be solved in CM or AES.

Technical Support

In case of having trouble with Avaya CIE 3.4, please:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging in to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information.

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.

For information about patches and product updates, see the Avaya Technical Support Web site <http://www.avaya.com/support>.