



Avaya Engagement Development Platform Release Notes

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Table of Contents

Patch for known issue	6
Issues fixed in this release.....	6
Known issues and workarounds.....	8
Generic EDP related	8
Engagement Call Control (ECC) API related known issues	13
Avaya Engagement Development Platform 3.1.1 Components	13
System Manager interoperability	14
Session Manager interoperability	14
Upgrade compatibility and sequence	14
WebRTC notes.....	14
Real-Time Speech (RTS) Snap-in notes	14
Flow control.....	15

Patch for known issue

Notes: If you are using Presence Connector or Park and Page snap-in then please download the EDP 3.1.1 GA Patch from PLDS and apply it after upgrade or installation of GA load is done.

Keywords: Presence, Park and Page

Issues fixed in this release

1. **Resolved** When using the Make 2 Party Call task or Make Call task in an Engagement

- Problem:** Designer workflow, the Drop Participant task now works.
Reference: ZEPHYR-4737
Keywords: ED, Engagement Designer, Drop call
2. **Resolved Problem:** The Service Management page displays the log space allocated to each service. If the service does not have a log_space declaration in its properties.xml file, then the default value shown is now the correct value-100MB. This value is the size of each log file (10MB default) multiplied by the number of rollover log files (10 by default)) The incorrect value of 10MB. was displayed in the previous EDP release.
Reference: ZEPHYR-5040
Keywords: Log Space
3. **Resolved Problem:** If a snap-in tries to parallel fork a call to one or more destinations and the principal calling party is unavailable (i.e., error response is received by Engagement Development Platform), no INVITEs are being sent to the fork destinations. This issue caused the Find-me / Follow-me type of application to not work reliably. This scenario is now fixed.
Reference: ZEPHYR-5024
Keywords: Parallel fork
4. **Resolved Problem:** When the Receive task is used to put a call in the call_answered state and Drop Participant and Add Participant are invoked, Add Participant would give an error that 'Cannot invoke addParticipant in current state.' Add Participant now works as expected.
Reference: ZEPHYR-4961
Keywords: Add Participant, addParticipant
5. **Resolved Problem:** The option to add the "clean" flag to eclipse the config file was not displayed when the Eclipse plug-in is installed on Mac OS. There are also some error messages displayed, but those error messages have no impact on operation. Eclipse plug-ins now work on MacOS without any issues.
Reference: ZEPHYR-5021
Keywords: Eclipse plug-in, Mac OS
6. **Resolved Problem:** If the snap-in invoked the dropParticipant method while the call is in the suspended state, the entire call should be dropped. Instead the API was throwing an IllegalStateException (IllegalStateException is generally thrown by the API when a method is invoked in a state where that method is not supported). Now dropParticipant works as expected.
Reference: ZEPHYR-4895
Keywords: Drop Participant, dropParticipant
7. **Resolved Problem:** When the end user sent a Re-new REST CALL event subscription when CSC (or AES/CM) was down, or if for some reason the station was no longer connected to the call, ECC should have sent back a failure message. Instead it was sending success for re-new, leaving the end user under the

assumption that all is well. With this fix, in the above scenario a failure message is sent.

Reference: ZEPHYR-4997

Keywords: Call event subscription

8. **Resolved Problem:** Redirection operation did not work when call forwarding was enabled on the extension. To illustrate the scenario:

A calls B.

B redirects call to C where C has call forwarding set to D.

This redirect operation fails.

Reference: ZEPHYR-4281

Keywords: Call Forward

Known issues and workarounds

Generic EDP related

9. **Problem:** If calls are going to traverse an Engagement Development Platform and a CS1000, a Session Manager adaptation module for CS1K must be activated.

Workaround: On the System Manager Home page, navigate to Elements>Routing>Adaptations. Verify the CS1000Adapter exists and has an optional parameter "multipartMIMEsupported" and this parameter is set to "no." Verify on Home>Elements>Routing>SIP Entities that this adaptation module is present on the Engagement Development Platform SIP Entity so that when Session Manager routes to Engagement Development Platform the Multi-Part MIME body is stripped from the message.

Reference: SSAL-252

Keywords: CS1K interoperability

10. **Problem:** Installing multiple EDP? OVAs on the same LAN simultaneously displays errors and the second install may not succeed.

Workaround: Avoid installing Engagement Development Platform(s) on the same LAN simultaneously or use vCenter for installation.

Reference: ZEPHYR-698

Keywords: Installation

11. **Problem:** When the management address of an Engagement Development Platform node is defined as a DNS FQDN (e.g., dr-dvit-cf2-mgmt.dr.avaya.com) it can result in bad behavior such as failed calls (SIP call intercept with or without media), stuck sessions, null pointer exceptions, or HA call takeover triggered.

Workaround: Do not administer the management address of an Engagement Development Platform node as an FQDN. Use the IP address instead.

Reference: ZEPHYR- 5005

Keywords: EDP node address, FQDN

12. **Problem:** Prompt and collect calls fail sometimes with the "488 Not Acceptable

Here” error message.
Workaround: Set the Avaya Aura Media Server URI scheme to secure (sips) in the Engagement Development Platform element manager on System Manager.
Reference: ZEPHYR-3281
Keywords: Prompt and collect, 488

13. **Problem:** If a browser is pointed at the cluster IP address using HTTPS, the user will always be presented with a security warning. Similarly, if an application accesses a web service via HTTPS on the cluster IP address, it will not be able to perform hostname validation. This problem occurs because there is no way to assign a certificate to the load balancer itself. The certificate assigned to the Engagement Development Platform instance security module is used.

Workaround: Tell the user to click through the security warnings if using a browser. Disable hostname validation on applications accessing web services via the load balancer IP address.
Reference: ZEPHYR-4046
Keywords: Cluster IP address, hostname validation

14. **Problem:** Port numbers for two ports for the same service cannot be swapped. An error message of the following type displays:

Entered port number value for port A is already in use on cluster X.

Entered port number value for port B is already in use on cluster X'

Workaround: Assuming the administrator needs to swap ports with port A=1100 and B=1200, then it should be done in the following manner -
1. Update Port 1100 to 1108 (1108 is just a placeholder, make sure 1108 is unused) - then commit
2. Update Port 1200 to 1100 - then commit
3. Update Port 1108 to 1200 - then commit

Reference: ZEPHYR-3988

Keywords: Update Port numbers

15. **Problem:** When using CEnetSetup to change the hostname immediately after OVA deploy – System Manager does not recognize the Engagement Development Platform version or other status information. This causes the system to be in a bad, unrecoverable state.

Workaround: If you must change the Engagement Development Platform hostname, you must restart the System Manager jboss for the new name to take effect.

Alternatively, you can re-deploy the Engagement Development Platform – this time correctly entering the name/ip information.

Reference: ZEPHYR-2176

Keywords: CEnetSetup, hostname, OVA deploy

16. **Problem:** Applicable only to multi node clusters: During an upgrade of the platform – TextLog (on the in-service remaining nodes) will overrun – because it takes up to 20-30 minutes before the other node is back and up to 40min before replication is done and the grid is up. This overrun will prevent seeing any

other issues going on that are logged to the TextLog on the remaining in-service nodes. All information prior to the start of the upgrade on NodeC will be wiped out on NodeA and NodeB in a 3 node cluster for example.

The below message will be printed every 5 seconds for each service deployed (so it is a multiplier based on the number of services deployed)

```
[11/11/15 20:48:19:245 EST] 00010225 LookupLocator W
net.jini.discovery.LookupLocatorDiscovery$LocatorReg tryGetProxy Failed to connect to LUS on
10.129.145.56:7000, retry in 5001ms
java.net.ConnectException: Connection refused
at java.net.Socket.connect(Socket.java:643)
at com.sun.jini.discovery.internal.MultiIPDiscovery.getSingleResponse(MultiIPDiscovery.java:152)
at com.sun.jini.discovery.internal.MultiIPDiscovery.getResponse(MultiIPDiscovery.java:99)
at net.jini.discovery.LookupLocatorDiscovery$LocatorReg.doUnicastDiscovery(LookupLocatorDiscovery.java:6
at net.jini.discovery.LookupLocatorDiscovery$LocatorReg.tryGetProxy(LookupLocatorDiscovery.java:566)
at net.jini.discovery.LookupLocatorDiscovery.regTryGetProxy(LookupLocatorDiscovery.java:1401)
at net.jini.discovery.LookupLocatorDiscovery.access$900(LookupLocatorDiscovery.java:301)
at net.jini.discovery.LookupLocatorDiscovery$DiscoveryTask.tryOnce(LookupLocatorDiscovery.java:830)
at com.sun.jini.thread.RetryTask.run(RetryTask.java:92)
at com.sun.jini.thread.TaskManager$TaskThread.run(TaskManager.java:408)
```

Workaround: Execute an additional command on the in-service nodes prior to upgrading the out-of-service nodes as “cust” user:

was set trace

***=info:org.openspaces.admin.internal.admin.*=off:net.jini.discovery.*=off:net.jini.lookup.*=off**

Reference: ZEPHYR-36743

Keywords: TextLog

17. **Problem:** TraceCE does not display TLS handshake packets during capture time when selected on capture filter.

Workaround: The workaround is to:

1. Start the trace.
2. Select TLS handshake (and whatever else is required for capture filter)
3. Reproduce the TLS handshake with far-end entity.
4. Sstop the trace
5. Exit and start the trace again reading in the specific capture trace file:

e.g., traceCE /var/log/Avaya/trace/tls_handshake.log

The packets are displayed as expected

Reference: ZEPHYR-36729

Keywords: traceCE

18. **Problem:** For the following scenario:

1. When more than one workflow has the callable event [Call/OFFERING_CALL_TO_CALLED_PARTY]
2. A routing policy is created that would send the correct calls to EDP.

3. On the service profile front, the 3.1 implicit user service profile provisioning functionality is used.
4. One workflow is added to the ServiceProfile
5. A call is made
6. All the workflows that are deployed and use the Callable event get kicked off although only one WFD is added to the service profile.

Workaround: When a WFD is added to service profile, create an explicit user profile for the user (as opposed to generic implicit user profile for the user pattern).

Reference: ZEPHYR-36390

Keywords: Workflow, Callable event

19. **Problem:** Engagement Development Platform dashboard shows a red X for cluster database and master/slave not responding when Engagement Development Platforms are still release 3.0.

Workaround: Upgrade Engagement Development Platform to 3.1.

Reference: ZEPHYR-4729

Keywords: Cluster Administration

20. **Problem:** Any snap-in that uses the Collaboration Bus , for example, HA call Reconstruction or snap-ins using email will intermittently fail.

Workaround: There is no customer visible indication that this situation has occurred. Only after the desired/expected behavior fails will the customer know a problem exists. If the desired behavior does not occur the workaround would be to restart the service (if the service is setup to do so) or redeploy the service.

Reference: ZEPHYR-36343

Keywords: Collaboration Bus

21. **Problem:** Only applicable to the Park and Page Snap-in :

1. Park a call using the P&P snap-in with SIP Endpoint Managed Transfer enabled
 2. Try to retrieve the call – P&P reports that the call has already been retrieved
- In step #1, when completing the transfer, the call being parked hears a "join" tone from the CM meet-me vector, indicating that someone has retrieved the call, though in fact that has not happened.

Workaround: Turn off SEMT.

Reference: ZEPHYR-36292

Keywords: Park and Page

22. **Problem:** Text gets flashed on the screen when quitting traceHTTP. This text is not logged.

Workaround: None

Reference: ZEPHYR-36227

Keywords: traceHTTP

23. **Problem:** Specific to call scenarios : where the party that answers a call may differ

from the party that was originally called, such as, if the called party is a Vector Directory Number (VDN) on a CM, where the associated vector destination does a redirect of the call to another party.

Depending on how the vector is defined, the answering party reported to a snap-in may be different than the called party.

In CE 3.0 the distinction between the called party and answering party is somewhat ambiguous. This results in behavior where a media operation invoked on the called party will be applied to the answering party, even if the answering party differs from the called party.

In EDP 3.1 this distinction has been refined so that media operations invoked on the called party will be ineffective if the answering party differs from the called party.

Snap-ins that invoke media operations (eg. play announcement, prompt and collect, speech search) on the called party may then encounter failures if the answering party is not the called party.

Workaround: The desired behavior can be achieved by invoking media operations on the answering party.

Reference: None

Keywords: Media operations, VDN, call redirect

24. Problem: Service port does not not open after it is over-written by a new port number while EDP is in Deny mode.

Workaround: Do not change port numbers when EDP is in Deny mode. You can only change port number when EDP is in Accept mode.

Reference: ZEPHYR-35780

Keywords: Change Port number

25. Problem: Error on GUI when changing logging level of installed service in License Error mode. The following error message is displayed, "An unexpected error has occurred. Try again after re-accessing the web page."

Workaround: None

Reference: ZEPHYR-35876

Keywords: License error mode, logging level

26. Problem: When Mars installer exe is downloaded from the Eclipse downloads page and the following steps are executed to install eclipse:

- Download and unzip EDP sdk
- Execute install.bat on cmd
- Prompt to install plugin is displayed - Enter y
- Prompt to enter the directory is displayed. - Enter the directory

Eclipse plugin installation fails

Workaround: Copy eclipse plugin jar to the dropin folder manually and restart eclipse.

Reference: ZEPHYR-36186

Keywords: Eclipse plug-in installation, Mars installer

27. Problem: Specific to MacOS and Ubuntu (does not occur on Windows OS): Sometimes an EDP Snap-in does not get deployed on new selected clusters when cluster selection is changed in multi-select scenario.

Workaround: Do not add EDPs to multiple clusters at the same time when using Mac OS or Ubuntu. Add EDPs to oen cluster at a time.

Reference: ZEPHYR-36213

Keywords: Add EDP to Cluster, Mac OS, Ubuntu

Engagement Call Control (ECC) API related known issues

28. **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 out of provider.
- Reference:** ZEPHYR-4887
- Keywords:** ECC out of provider resource
29. **Problem:** Single Step Transfer to unavailable number drops call from transferred end and hangs 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

Avaya Engagement Development Platform 3.1.1 Components

Engagement Development Platform ova and iso	3.1.1.0.311006
Engagement Development Platform Avaya Aura Media Server ova and iso update	7.7.0.226 OVA with Media Server update 7.7.0.281 and System Layer update 7.7.0.14
SDK	3.1.1.0.311008
WebRTC	3.1.1.0.311008
Avaya-WebRTC-SDK	3.1.1.0.311008
ECC EDP SDK	ECC-SDK- 3.1.1.0.311008
Engagement Call Control (ECC)	3.1.1.0.311008
UCAService	UCA 3.1.0.0.3220
Unified Collaboration Model (UCM)	UCM 3.1.0.0.3162
Call Server Connector (CSC)	CSC 3.1.0.0.3191
Web Call Controller (WCC)	3.1.1.0.311008

System Manager interoperability

Avaya Aura System Manager release 7.0.0.1 is supported with Avaya Engagement Development Platform 3.1.1.0. The System Manager 7.0.0.1 release can be applied on top of Avaya Aura System Manager 7.0.0.0 plus integrated patch 29 OVA.

Session Manager interoperability

Avaya Aura Session Manager 6.3.8 and beyond support Avaya Engagement Development Platform 3.1.1.0.

Upgrade compatibility and sequence

When installing updates to the Avaya Aura solution, it is important that the different components are upgraded in the correct order to ensure platform stability and manageability of the network as part of the upgrade process. Refer to Avaya Aura component release notes for the proper upgrade order. Engagement Development Platform can be upgraded at any time after Avaya Aura System Manager and Avaya Aura Media Server (if used) are upgraded.

Avaya Aura Media Server and Engagement Development Platform should be upgraded together. Engagement Development Platform R3.1.1.0 is compatible only with Avaya Aura Media Server R7.7 and Collaboration Environment R3.0.3 and R3.0.4 are compatible only with Avaya Aura Media Server R7.6.

EDP VM Profile & ECC Snap-ins Deployment Type

It is no longer required to use Manual Deployment Type & Configuring Deployment. Now SMALL, MEDIUM or LARGE Deployment Types can be selected.

EDP Profile	UCA	UCM	CSC	Notes
Profile 2-4/8, Profile 3-6/10	SMALL	SMALL	SMALL	2 cps, max 15K extensions Single node - max 2 CMs Multi node - max 3 CMs
Profile 4-8/16	MEDIUM	MEDIUM	MEDIUM	15 cps, max 30K extensions and max 3 CMs, min 2 nodes needed
Profile 4-8/16	LARGE	LARGE	LARGE	24 cps, max 41K extensions and max 3 CMs, min 2 nodes needed

WebRTC notes

The shared string for the authorization token is “Avaya Authorization Token.” Refer to the documentation for “How to use authorization token” and to the WebRTC sample application in the WebRTC SDK for details.

Real-Time Speech (RTS) Snap-in notes

When using Real-Time Speech with Engagement Development Platform 3.1.1.0, you must use Real-Time Speech (RTS) 3.1 or later. If the previous version of the Real-Time Speech (RTS) snap-in is used in an Engagement Development Platform instance, please contact Avaya for the updated Real-Time Speech (RTS) snap-in before upgrading to Engagement Development Platform 3.1.1.0

Flow control

It is important to avoid traffic congestion for a service that sends a burst of voice announcement requests through Engagement Development Platform. The current recommendation is no more than 375 phone numbers to be included per single request to this type of service. Each request must be staggered by 15 seconds or more between subsequent requests to the same service on the same Engagement Development Platform instance. Empirical testing has shown that a reliable minimum delay for 10,000 requests using one (1) Engagement Development Platform is 15 seconds. A lower delay value is not recommended because it increases the probability of encountering performance-related problems.

Additional consideration should be given when the sum of requests targeted for the voice announcements exceeds the maximum port allocation for a single instance of the Avaya Aura Media Server. The Avaya Aura Media Server virtual machine bundled with Engagement Development Platform is maximum rated at 1100 ports. A single Avaya Aura Media Server would be expected to service 1,000 announcements over a period of 5 minutes and therefore 2,000 announcements would be serviced over 10 minutes. Given this guideline, 5 Avaya Aura Media Server instances will be required at a traffic level of 10,000 voice announcement requests serviced over a 10 minute period of time. The same traffic distribution guidelines as discussed above apply here as well.

Note that if the phone numbers specified in the voice announcement request contain non-SIP devices such as H.323 endpoints or non-SIP trunk resources, be sure to verify this configuration to ensure you have the needed Digital Signal Processors (DSP) resources required to support a simultaneous voice announcement request to this set of users.

The following formula can be used to estimate the number of Avaya Aura Media Server instances required to support a particular burst application.

MaxSimultaneousRequiredLicenses = (((AnnLength + MaxDelayToAnswer)/FCDelay) * (CollectionSize))*NumberOfLicensesPerCall)

TotalAMSInstances*=ceiling((MaxSimultaneousRequiredLicenses)/(AMSMaxLicenseThreshold))

AnnLength = full length of the recorded announcement in seconds.

MaxDelayToAnswer = anticipated max ringback delay prior to answer in seconds.

FCDelay = Flow Control Delay which is the time between simultaneous collection bursts to an Engagement Development Platform instance in seconds (current recommendation is 15 seconds or more).

CollectionSize = For an outcalling burst application this number represents the total number of users defined within a single simultaneous request for voice announcements to an Engagement Development Platform instance.

AMSMaxLicenseThreshold = the default threshold is 825 (75% of current session maximum).

NumberOfLicensesPerCall = 2 (number of active sessions per call; each session uses 1 license).

*In summary, the **TotalAMSInstances** is the “rounded up” value of the total number of simultaneous licenses required, divided by the license threshold administered on a single Avaya Media Server virtual machine. See the example below for further clarification.

For example:

Using the sample service, MultiChannel Broadcast, send 10,000 voice 45-second announcements to individual phone numbers within or off enterprise. In this type of example, assume it will take no more than 15 seconds for any user to answer the calls generated from this application and a single request includes 250 phone numbers, therefore 40 requests are required to reach 10,000 phone numbers in total.

AnnLength=45 seconds

MaxDelayToAnswer=15 seconds

FCDelay = 15 seconds

CollectionSize= 250

MaxSimultaneousRequiredLicenses = $((45+15)/15)*250*2 = 2000$

TotalAMSInstances = ceiling $(2000/825) = 3$

request1=[phone1...phone250]; request2=[phone251...phone500], ..., request40=[phone9750...phone10000]

Each request per Engagement Development Platform instance would still need to be staggered by 15 seconds.

In this example, a total of three (3) Avaya Aura Media Servers and one (1) Engagement Development Platform instance could service the request for 10,000 voice announcements within 10 minutes. Note: a larger collection, longer answer delay, and/or announcement length will require additional Avaya Aura Media Server resources.