



IP Office Technical Bulletin

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IP Office Contact Center – Critical Patches

This Technical Bulletin is to advise customers about new, Avaya mandated Critical Patches (CP) available and required for all new and existing IPOCC Release 9.0.3 and 9.1.0 software installations. The new patches supersede the previous versions documented in IP Office Technical Tip 275.

The new CP for IPOCC 9.1.0 will be available shortly and will be detailed in “Issue 2” of this Technical Bulletin.

The new CP, 9.0.3708.1509, resolves a number of field issues raised against the IPOCC 9.0.3.3700.1422 GA release.

Avaya mandates immediate action that all new installations need to install the CP. The following issues have been addressed in CP 9.0.3708.1509:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-81232	Intermittent DTMF issue when calling into an IVR
IPOFFICE-81433	Transferring a call using the UI as a consultation to a topic the call will only target the first agent
PHOENIX-584	Unable to create a report with trivial time settings in Australian time zone
IPOFFICE-79822	Calls not presented to Agents - Calls may be dropped by the Voice Extension Adapter
IPOFFICE-80321	IPOCC UI - Wrap-Up time not applied at the end of an outgoing external call from a Softphone agent
IPOFFICE-80317	IPOCC UI - Incorrect call direction indication on an outgoing ACD call from a Softphone agent
IPOFFICE-82345	RTP streaming issue with announcement playing on Window 2012 R2
IPOFFICE-79776	Cannot configure or run reports when Windows Server has DST enabled
IPOFFICE-81689	IPOCC stops processing calls after a TCP Connection error 104, connection lost to PBX
IPOFFICE-81690	All agents are logged out after a TCP Connection error 104 is seen in sysmon
IPOFFICE-83124	CDR Reports – Incorrect duration returned in report by approximately eight hours
IPOFFICE-83261	When generating a report, if the query takes too long it will generate an SQL error in the Service Window
IPOFFICE-82951	Reported long delay when using IVR for dial by name when using WAV files and not TTS
IPOFFICE-81175	Callers can be stuck in IVR script and do not get transferred to agents
IPOFFICE-82927	Under load the Still Queued Message does not play, the initial queued message is repeated

IPOFFICE-83586	TTrace System Viewer show VEA disconnects from time to time
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The following procedure must be used when applying a critical patch to a 9.0.3 IPOCC Server.

Note: The 9.0 CP will require the IPOCC Database System Administrator (SA) account password to be entered during installation.

Note: As a precaution, please ensure that a backup of the IPOCC configuration exists before performing any maintenance tasks. Further information can be found in the IPOCC 9.0.3 "Maintenance" Task Based Guides, available from the IP Office Knowledgebase.

Note: Before installing a CP all IPOCC services must be stopped.

- 1) Extract the files from IPOCC 9.0.3708.1509.zip
- 2) To stop all IPOCC services, open "Administrative Tools", "Services", select "IPOCC Watchdog" and stop this service.
- 3) Observe the components in "TTConsole". The left hand panel shows the running processes. This may be different to what is shown in "TTDisplay" for some Java processes. If a hanging process is identified in TTConsole note 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.
- 4) Run the "SetupWizard" and click "Update" to install the CP.
- 5) When the installation is complete restart the IPOCC Server PC.
- 6) The "Contact Center User Interface.msi" file must also be copied and installed on all client PC's running the software.

The Critical Patch can be found in the IP Office Contact Center "9.0.X" download section of the Avaya Support web site:

<http://support.avaya.com>

Issued by:
Avaya SME Customer Product Engineering Support
Contact details:-

EMEA/APAC

NA/CALA

Email: gsstier4@avaya.com

Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>
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