



**Avaya C3000
Release 3.2 (Build 5400)
Readme**

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Avaya C3000 3.2 Readme

Avaya C3000 software 3.2 is the new release.
Have a deeper look into the product documentation and check this readme file for a quick overview and latest updates.

Release Overview

Avaya recommends that all C3000 customers come up to this release level as soon as possible to ensure they have a complete set of fixes.

The C3000 3.2 includes a redelivery of the entire C3000 product. Either it can be installed on top of an existing C3000 3.1.1, C3000 3.1, C3000 3.0.x, C3000 2.2 or be used for a new installation. For more information, see [Before You Install](#).

Please read this Readme before you install and configure C3000 3.2. It may contain information that is not provided in the C3000 3.2 documentation.

This Readme provides detailed installation instructions and configuration information. The Guideline provided with this minor release is designed to install all of the fixes in the C3000 3.2 conveniently.

For additional C3000 3.2 documentation information, please refer to:
C3000 3.2 Product Documentation

Hardware Requirements

C3000 Server

- Small installations (200 User , 4*S0)
→ recommended >= Dual Core CPU, 2GB RAM (Windows2012 min 4GB)
- Medium installations (500 User, 1*S2M)
→ recommended >= Quad Core CPU, 4GB RAM (Windows2012 min 8GB)
- Large installations
→ Project lead

C3000 Clients (Workstations)

- PC, min. Intel P4, 2,4 GHz
- min. 512 MB RAM (depends on OS)

ISDN Cards

- Dialogic Diva Server BRI-2M 2.0
- Dialogic Diva Server 4BRI-8M 2.0
- Dialogic Diva Server PRI-30M 2.0
- Dialogic Diva Server PRI-30M 3.0
- Dialogic Diva V-1PRI/E1/T1-30 HS PCIe

SMS Modems

- Siemens M20
- Siemens TC35 or MC35
- MC Technologies MC52i
- MC Technologies MC55i

Operating System Compatibility

C3000 3.2 is compliant with the following operating systems:

	Server	Workstation
Windows 2008 Server R2 (64Bit), SP0-SP1	X	
Windows 2012 Server R2	X	
Windows 2016 Server	X	
Windows 7 (32Bit + 64Bit)		X
Windows 8 (32Bit + 64Bit)		X
Windows 8.1 (32Bit + 64Bit)		X
Windows 10 (32Bit + 64Bit)		X
Windows 10 Update Threshold 2		X
Windows 2008 R2 Terminal server		X
Windows 2012 R2 Terminal Server		X
Windows 2016 Terminal Server		X

(x) Windows Server 2003, XP, Vista no longer supported

Third Party Software Compatibility

Groupware server and -clients

- Microsoft Exchange 2007 / 2010 / 2013 / 2016
- Microsoft Outlook 2007 / 2010 (32Bit + 64Bit) / 2013 (32Bit + 64Bit) / 2016 (32Bit + 64Bit)
- Lotus Notes Domino Server R9.0
- Lotus Notes Client R9.0
- Novell Groupwise 2012, Groupwise2012 SP1
- Novell GroupWise Groupwise2012, Groupwise2012 SP1
- SAP Gateway
 - aktuelle SAP-Produkte auf der Basis von SAP NetWeaver 7.x (z.B. SAP ERP 6.0, SAP CRM 7.0)

- ältere SAP-Produkte auf der Basis von SAP Web Application Server 6.x (z.B. SAP R/3 4.7, SAP CRM 3.0)
- ältere SAP R/3-Releases (z.B. SAP R/3 4.6)

Directory Services

- Microsoft Active Directory ADS 2008 32+64Bit including ADLDS
- Microsoft Active Directory ADS 2012
- Microsoft Active Directory ADS 2016
- Novell eDirectory 8.5, 8.8

Webbrowser

- Microsoft Internet Explorer 11 (see Known Issues)
- Microsoft Edge 38
- Mozilla Firefox 42, 47, 51

Data base

- PostgreSQL 9.3.5

Miscellaneous

- Novell Netware Client 4.80
- Nuance Vocalizer 5.7 (TTS),
- Nuance Vocalizer for Enterprise 6.0 (TTS)

Driver

- Driver Dialogic Diva Server Suite 8.5.14
- Driver TE-Systems XCapi Version 3.6.33

Network Printer Windows 2012

- Install first "HP Universal Printing PS" Driver.
- Version v5.9.0 and V6.0.0 have been tested
- HP Driver loaded from http://www.hp.com/go/universalprintdriver_software – Windows Postscript – Win8 (32-Bit)/(64-Bit)

Hypervisor

- VMware Version ESX(i) 5.5 / 6.0
-

PBX Compatibility

C3000 3.2 is compliant with the following PBXs:

- AVAYA Communication Manager (ACM) ^{*1}
 - V6.3
 - V7.0
 - V7.0.1
 - V7.0.1.2
 -

- Avaya Aura® Session Manager ^{*4}
 - V6.3 noch nicht getestet
 - V7.0
 - V7.0.1
 - V7.0.1.2

- AVAYA IP Office ^{*2}
 - V9.0.3
 - V9.1
 - V9.1.2 FP (Juni 2015)
 - V9.1.4
 - V9.1.5
 - V10.0.0

- Avaya Integral Enterprise Edition / Tenovis Integral I55 ^{*3}
 - E070 V08, E070 V09
 - L060 V08.x

^{*1} PBX link via S0/S2M or XCAPi (H.232)

^{*2} PBX link via S0 or XCAPi (H.232) or XCAPi (SIP)

^{*3} PBX link via S0/S2M or XCAPi (SIP)

^{*4} PBX link via XCAPi (SIP – TLS/SRTP)

All other PBXs, even released in former versions, are handled as project business.

New Features / Major Enhancements

3.2

Key	Summary	
C3000UMS-29	C3000 3.2 unterstützt beim POP3 Service am Server Verschlüsselung	
C3000UMS-32	C3000 3.2 unterstützt WebLM Rel 7.1	
C3000UMS-37	face up - Der Convertdrucker ist nun korrekt auf "Facedown" gestellt	
C3000UMS-51	#400 Fax mit SAP 7.x (ComServer (Windows) Version 5.0 Fax Gateway for SAP Systems)	
C3000UMS-53	Weiterleitungsgrundauswertung abschaltbar (vgl. C3000UMS-240)	
C3000UMS-67	SMTP-Connector mit alternativen Relayhosts	
C3000UMS-73	Faxfußzeile bei Fax-Empfang als PDF (ohne PDF/A)	
C3000UMS-85	PostgreSQL Streaming Replication – Dokumentation ergänzt	
C3000UMS-86	PostgreSQL Streaming Replication Monitor verfügbar	
C3000UMS-92	Alle Passwörter werden mit SHA-2 bzw. verschlüsselt mit AES-256	
C3000UMS-97	Windows Server 2016 Support	
C3000UMS-114	User-Administrator für den Webadmin	
C3000UMS-115	Verbesserte Benutzersuche / Benutzerübersicht	
C3000UMS-116	User Profile bei lokaler Benutzerverwaltung (User wird kopiert, die beim Kopieren angegeben Werte werden benutzt, andere Felder übernommen)	
C3000UMS-117	Benutzer-/Mailboxaktivität: u.a. Welche C3000 Boxen sind in Benutzung	
C3000UMS-149	Novell GroupWise 2014 (C3000 Unterstützung Groupwise2014 und IQManager mit C3000 3.2 eingeschränkt – siehe Information unten – nur Projekt)	
C3000UMS-150	Support BOSCH - SMS (via ucp) - Anbindung an BT Service Provider (nur Projekt)	
C3000UMS-166	C3000 3.2 mit aktuellem TomCat 8.0.38	
C3000UMS-167	C3000 3.2 mit aktuellster Java 1.8.112	

C3000UMS-168	C3000 3.2 mit aktuellster XCAP 3.6.33	
C3000UMS-171	C3000 3.2 mit aktuellem Boost	
C3000UMS-172	C3000 3.2 mit aktuellem OpenSSL 1.02j	
C3000UMS-173	C3000 mit Java 1.8.112	
C3000UMS-179	Aktuelles Zertifikat zum Signieren der Setups	
C3000UMS-182	C3000 3.2 unterstützt Windows 10 Anniversary Update	
C3000UMS-188	Funktionsverbesserungen aus dem DokumentBrowser in C3000 3.2 Produkt übernommen	
C3000UMS-203	Abbruch beim FaxEmpfang dem User mitteilen	
C3000UMS-204	Ausfallsicherheit des C3000 3.2 wurde erhöht (LDAP, FSI, CommGW, SMTP)	
C3000UMS-205	C3000 mit E164 Rufnummernhaushalt	
C3000UMS-206	Faxabsenderrufnummer aus Absenderkennung nehmen	
C3000UMS-207	C3000 3.2 unterstützt Terminalserverumgebung 2016 (allerdings eingeschränkt – siehe Details unten)	
C3000UMS-209	C3000 3.2 unterstützt XenApp 7.7	
C3000UMS-212	C3000 unterstützt aktuelle CM Version Aura / CM 7.0.1 und 7.0.1.2	
C3000UMS-213	C3000 unterstützt aktuelle IP Office Version IPO 10.0	
C3000UMS-230	C3000 3.2 unterstützt aktuelle IE Version	
C3000UMS-240	Speichere Announcement Information (Scope Flags NO_DIVERTED_REASON_FOR_AN and ONE_ANNOUNCEMENT) in Datenbank (vgl. C3000UMS-53)	
C3000UMS-251	C3000 3.2 und ADLDS 2016 funktionieren problemlos zusammen	

Discontinued Features

-

Restrictions and Recommendations

- XCAPi unterstützt bei T.38 kein TLS/SRTP
- Not Supported: GroupWise 2014, GroupWise 2014 R2
- ASR is not supported with C3000 3.2
- OCR is not supported with C3000 3.2
- Silent Installation of printer driver only is ok. with Windows 8.1, 10

- C3000 3.2 is not released for any Ghostscript version in x64 technology. We strongly recommend Ghostscript v9.20 (32bit)

- The Microsoft Security Patch KB2538243 is needed on every client PC using C3000 client applications. If this patch isn't installed you have to install the Microsoft VC Runtime manually. You'll find this packages at the C3000 3.2 DVD:
 Server\Microsoft\VCredist\vc2008\KB2538243

- C3000 systems which are connected to PBXs via XCAPi don't support colored faxes.
- Due to problems with ISDN card colored faxes are disabled
- ECM Hint for FaxMailPro/C3000 connected to IP Office
 The Error Correction Mode (ECM) is the base for a qualitative high-valued fax transmission. Transmissions to devices without ECM can not be guaranteed to be in high quality and that longer transfers (more pages) be without interruption.
- C3000Fax printer doesn't support serial Letter with protected PDF Files
- C3000Fax printer doesn't support File-Format: "PDF with protected PDF Files.
- Nuance Vocalizer 5.7 (TTS) – only new installs – updates not tested
- Nuance Vocalizer for Enterprise 6.2 not yet supported
- XCAPi / SIP connected to IE: if you encounter problems receiving fax the set in gifax.cfg the variable maxBitRate to 9600
- Notes/Domino supported on Windows 8 and Windows Server 2012 begins with IBM Notes/Domino 9 Social Edition.
- No Support for ASR and TTS by Nuance for Windows 2012
- To get mail via phone a 32 bit Mapi (eg Outlook) email account is needed by the communication gateway server. Clients support 64 bit Outlook.
- An upgrade from C3000 1.7 direct to C3000 3.2 is actually not supported. The upgrade has to be via upgrade to C3000 2.1 and then C3000 3.2
 - Damit beim Faxdruckertreiber der MAPI Aufruf mit Outlook 2016 funktioniert. (Win8.1 64 Bit, Outlook 2016 32 Bit) wird min. die Version Office 16.6001.1034 benötigt.

Lizenzen

Achtung:

Ab WebLM 7.0.1 verwendet der WebLM bei virtuellen Maschinen die HostId und nicht mehr Mac Adresse und deshalb benötigt man da neue Lizenzen für C3000.

ComServer (Windows) Version 5.0

Fax Gateway for SAP Systems

ATTENTION!

Starting with version 5.0, ComServer requires a NEW license key.

- ComServer license keys issued starting from January 01 2016 are supported.
- If you update from an older version, and the existing license key was issued before January 01 2016, the old key will work for 60 days.
After 60 days, any new start of the ComServer services will fail.
Please contact your dealer to obtain a new license key.
- If you update from an older version within the 60 days evaluation time, the evaluation time will be continued until the 60 days are left.
- The ComServer 5.0 admin program does not allow to enter a license key which was issued before January 01 2016.
- A new license key works for older ComServer versions, too.

Remark:

Auf der C3000 3.2 DvD ist sowohl die Version ComServer 4 als auch 5 enthalten.

Bei einer Neubestellung des SAP Modules kann die Version ComServer 5 eingesetzt werden, da über den Neubestellungsprozess die neuen Lizenzen für comServer 5 ausgeliefert werden.

Bei einem Update / Upgrade einer bestehenden SAP Installation kann z.Zt. nur die ComServer Version 4 eingesetzt werden.

Die Bestellmöglichkeit einer SAP Upgrade Position ist in Arbeit und wird zur C3000 3.3 vorgesehen.

TE- SYSTEMS GmbH favorisiert für XCAPI G.711

Bei der XCAPI-Anbindung an einen Avaya Aura Communication Manager, oder auch an eine Avaya IP Office ist Softfax standardmäßig schon in der XCAPI Konfiguration vorkonfiguriert und es sollte entsprechend der jeweiligen XCAPI TechNote auch anlagenseitig Fax per "G.711" konfiguriert

werden.

Schauen Sie dazu bitte nach den XCAPI TechNotes "XCAPI (en) - Avaya IP Office 9 - SIP" oder auch "XCAPI (en) - Avaya Aura Communication Manager V7 - SIP".

TomCat Version 8.0.38

Before installation please read C3000_32_install manual.

Virtualization

C3000 can be virtualized. The benefits include ease of maintenance, greater portability and making programs easier to deploy across several versions.

The only supported virtualization environment is VMware Version ESX(i) 5.5 / 6.0

High Availability/Fault Tolerance

C3000's High Availability is realized by virtualization with VMWare vCenter/ESXi 5.5 / 6.0

See

▲ Whitepaper C3000 3.2 Virtualisierung

C3000 Fault Tolerance mit 2vCPU

Generelle Voraussetzungen:

- Ein VMware vSphere HA Cluster gesteuert mit einem vSphere Virtual Center mit mindestens 3 Hosts und ESXi 6.0 und einer Standard Lizenz (die Essential und Essential Plus Lizenz reicht NICHT!)
- Die Checkliste in der vSphere 6.0 Dokumentation zum Thema Fault Tolerance ist vollständig zu beachten – dazu gehören ALLE Anforderungen an das HA-Cluster selbst, an die Hosts, an die Netzwerke zwischen den Hosts und zwischen den Hosts und dem Storage Server (insbesondere das Fehlertoleranz-Protokollierungsnetzwerk) und an die Virtuelle Maschine selbst.
Im Idealfall sollte das Fehlerprotokollierungsnetzwerk 10 GE haben und die virtuellen Festplatten

der primären und sekundären VM sollten auf getrennten Storage Servern sein. Letzteres wird als Warnung beim Konfigurieren von FT ausgegeben – es funktioniert aber auch mit nur einem Storage Server. Der darf dann nicht ausfallen und ist das kritischste Glied in der Kette.

- Es darf für die VM nicht die veraltete Legacy Fault Tolerance Methode eingeschaltet sein – die funktioniert nur mit einer vCPU!
- Fault Tolerance mit zwei vCPU kann NUR von dem vSphere WEB Client aus konfiguriert und eingeschaltet werden (Versucht man das mit dem bis 5.5 verfügbaren vSphere Client bekommt man die verwirrende Fehlermeldung dass FT nicht erlaubt sei mit mehr als einer vCPU)
- Es müssen genügend freie Ressourcen für DREI VMs auf dem Cluster verfügbar sein und die durch die Lizenz begrenzte maximale Anzahl von VMs für die FT eingeschaltet ist darf nicht überschritten sein (bei Standard dürfen nur maximal 2 VMs im gesamten Cluster FT Status haben!

Hinweis: Ressourcenberechnung – in den HA-Cluster Einstellungen muss die Admission Control Policy auf „Percentage of cluster resources reserved as failover spare capacity“ auf 25% eingestellt sein – bei einem sehr vollen Cluster entsprechend kleiner. Sind nicht genügend Ressourcen frei lässt sich FT nicht aktivieren. Es kommt eine entsprechende Fehlermeldung „nicht genügend Ressourcen verfügbar“.

Fault Tolerance erstellt eine sekundäre virtuelle Maschine und hält dann über das Fehlerprotokollierungsnetzwerk die virtuelle Festplatte und den Arbeitsspeicherinhalt und alle Prozessorregister beider VMs auf einem synchronen Stand. Fällt eine VM oder ein Host aus übernimmt die verbleibende VM alle Aufgaben ohne bemerkbare Unterbrechung des Betriebes. Die verbleibende VM wird zur primären VM und auf einem weiteren Host wird eine neue sekundäre VM erstellt so dass FT wieder aktiv ist. Ist der ausgefallene Host wieder verfügbar wird dafür gesorgt, dass die jetzt redundante dritte Definition der gleichen VM gelöscht wird.

Support of Windows 2016 Terminal Server

This is restricted to one Server.

Example: This is not released for configurations where e.g. Outlook is on one Server and word is on another server.

Anbindung an Oracle 12c (projektspezifisch)

Siehe Beschreibung dazu in Jira Ticket

[C3000UMS-190](#)

Citrix XenApp Support

C3000 3.2 unterstützt Xen App 7.7.

Tests umfassten FAX, WavToPhone, Mail.

Alle Tests waren erfolgreich

Es sind keine Einschränkungen in der Funktionalität bekannt.

C3000 Unterstützung Groupwise2014 und IQManager mit C3000 3.2

1. Funktionalität Fax/Mail Austausch C3000 <-> Groupwise ist gegeben

2. Administration der C3000 User / C3000 User Attribute im NDS über IQManager

Der IQManager Service wird von Novell nun auf einer 64Bit TomCat/ JAVA Plattform ausgeführt

Das von Avaya bereitgestellte SnapIn zur Administration der C3000 Attribute nutzt ein von Novell bereitgestelltes Interface, das nur auf einer 32Bit Plattform funktioniert.

Avaya hat Kontakt zu Novell/microfocus aufgenommen.

Novell/microfocus wird das verwendete Interface nicht auf 64Bit anbieten.

Auswirkungen:

Das SnapIn funktioniert weiterhin auch mit dem 64Bit IQManager wie bisher.

Es gibt jedoch eine funktionale Einschränkung:

Unter 32 Bit konnten bestimmte C3000 Attributwerte (Rufnummer, FAXnummer etc.) auf Eindeutigkeit unter allen C3000 Benutzern geprüft werden.

Das ist nun nicht mehr möglich.

Wir haben mit Novell/microfocus und Novell Partnern in Deutschland nach einer Lösung gesucht und haben keine Lösung mit wirtschaftlich vertretbarem Aufwand gefunden.

Eine Administration der C3000 Benutzer Attribute unter Sicherstellung der Eindeutigkeit von bestimmten Werten ist nun nur noch mit dem von Avaya mitgelieferten C3000 WebAdmin möglich.

Zusammenfassung:

NDS User anlegen/löschen und für das C3000 verfügbar machen, muss wie bisher über die Administration im NDS/ IQ Manager erfolgen.

Die Administration der C3000 Attribute kann ohne Garantie der Eindeutigkeit weiterhin mittels IQ Manager erfolgen.

Soll die Eindeutigkeit bestimmter Attribute gewährleistet werden, so müssen diese mit dem C3000 WebAdmin gepflegt werden.

Fehler C3000UMS-270:

In der WebAdmin-Konfiguration der POP3-Schnittstelle unter „Komponenten“/„<Host>/„C3000 Server“ ist es nicht möglich, für POP3 eine leere Portangabe zu machen und damit POP3 zu deaktivieren. Auch die Angabe der Zeichenfolge „0“ löst das Problem nicht, in dem Fall wird POP3 auf einem beliebigen, vom Betriebssystem bereitgestellten Port aktiviert.

Workaround #1:

Wenn weder POP3 noch POP3S aktiviert sein sollen, kann dies durch die Angabe von „0“ unter „Anzahl paralleler POP3 Verbindungen“ erfolgen.

Workaround #2:

Wenn POP3S aktiviert und POP3 deaktiviert werden soll, muss nach dem Speichern der Konfiguration manuell der Inhalt der C3000-Datenbank modifiziert werden. Folgendes SQL-Statement korrigiert die Konfiguration für alle ans System angeschlossenen C3000-Server-Instanzen.

```
UPDATE C3K_CONFIG SET CONFIGVALUE="" WHERE CONFIGKEY='POP3_PORT'
```

Gibt es mehrere C3000-Server-Instanzen und soll die Konfiguration nur für einzelne davon in der angegebenen Weise korrigiert werden, müssen deren Namen bestimmt werden, und das SQL-Statement lautet stattdessen

```
UPDATE C3K_CONFIG SET CONFIGVALUE="" WHERE CONFIGKEY='POP3_PORT' AND  
CONFIGOWNER IN ('<ident1>', '<ident2>', ...)
```

Bis zur endgültigen Bereinigung des Fehlers muss diese Korrektur jedes Mal erneut vorgenommen werden, wenn die POP3-Konfiguration geöffnet und mit „Speichern“ abgeschlossen wurde.

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 guideline user interface in both cases.

Getting Started

The software can be downloaded from Avaya Support Website

here

https://support.avaya.com/downloads/downloads-landing.action?product_id=P0379&product_name=C3000%20Unified%20Messaging&release_number=releaseld&contentType=Solutions

or from PLDS.

▲ Important: The name of the installation directory must not contain special characters, such as a hash (#) for the installation to run successfully. Please use directory names with alphanumerical characters only e.g. D:\Install\C3000\31

▲ Important: C3000 3.2 only supports updates from C3000 2.2 or C3000 2.1 or 3.1. C3000 2.1 only supports updates from C3000 1.7 SP2 or higher. Customer installations with older versions have to migrate to C3000 1.7 SP2 first.

Server Installation

This section describes the installation procedures for the C3000 3.2 Server components. This section includes the following topics:

- [Stop C3000 Servers](#)
 - [Installation Procedures](#)
-

Stop C3000 Servers

Before you run the C3000 3.2 Server installation, ensure that all C3000 server processes are stopped. This may take several minutes because the servers need to complete their current tasks before shutting down.


All setups that update C3000 services will stop them during installation. Nevertheless it is strongly recommended to stop all C3000 services in advance manually for security reasons and because it will make the installation process faster (no parallel reconnect sessions will run).

To stop C3000 Services:


Bring up the Windows Services application.

Stop all of the following services (not all of them exist on every C3000 server):

- Apache Tomcat
- All services starting with "C3000"
- All services starting with "RoD"
- All services starting with "Avaya"
- All services starting with "Tenovis"

 **Important:** Please don't stop the PostgreSQL Database service "C3000 PostgreSQL 9.3". This service is needed during updates.

Installation Procedures


 **Important:** In case of an update from C3000 1.7 SP2 please take care that at least 1GB free disk space is available on the host where the Sybase SQL server is installed. Due to problems when directly updating database engine from Sybase 12.5 to Sybase 15.7 You must first update to Sybase 15.0 (by C3000 2.1 setup) and then update to C3000 3.2

Perform the following steps on the Windows machines running C3000 servers.


Open the **C3000 3.2 - Server** folder and double-click **Guideline.exe** to start the installation program.


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

At the next screen which displays the license agreement, select **I agree**.


 **Important:** Depending on the operating system and already installed components and programs the **Guideline** will update the **Microsoft Windows Installer** and install **Microsoft Visual C++ Runtime Libraries**. This installation is required, so please confirm.


At the next screen which displays different installation packages expand the **custom** tree for installation details. Different icons on each installation package show what component needs an update or not:

 (green) Installed version is OK and needs no update

 (red/blue) Installed version is too old and needs an update



 (yellow) Installed version is old but compatible. An update is not needed but recommended

 (red/black) Ignore these setups – they are not installed on this machine

 (red/black R) Not installed, but required. Please install.

 (directory) No setup, nothing will be installed. Button opens directory in explorer window

It is recommended to use the AutoUpdate functionality within the guideline.

After a successful update on this machine all components show  (green) or  (red/black). Click **End**.

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
- C:\C3kInstallLogs

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](#)

 **Important: In case of using mail server components and a database on different server you have to install a separate Sybase client. Choose “PostgreSQL Client x86/x64” via Guideline ...**

Server Auto Update

C3000 3.2 offers an Auto Update Mode as part of the application Guideline. Check out the C3000 3.2 documentation for detailed information.

 **Important: In case of an update from C3000 1.7 SP2 please update these setups first before starting the auto update:**
- Java Development Kit
- Sybase SQL Server

Restart C3000 Server

If the installation is successful, reboot the machine. The C3000 server will start automatically.

Documentation

C3000 3.2 contains an update of documentation and user manuals:

German:

- c3000_32_admin_de.pdf (updated)
- c3000_32_essentials_de.pdf (updated)
- c3000_32_install_avaya_i5_de.pdf
- c3000_32_install_cisco_callmanager_de.pdf
- c3000_32_install_de.pdf (updated)
- c3000_32_install_siemens_hipath4000_de.pdf
- c3000_32_ttrace_install_de.pdf
- c3000_32_ttraceconsole_de.pdf
- c3000_32_user_groupwise_de.pdf
- c3000_32_user_notes_de.pdf
- c3000_32_user_outlook_de.pdf
- c3000_32_user_tui_de.pdf
- c3000_32_virtualization_de.pdf (updated)

English (no updates):

- c3000_21_admin_en.pdf (content is based on C3000 1.7 SP2)
- c3000_21_install_en.pdf (content is based on C3000 1.7 SP2)
- c3000_21_install_avaya_i5_en.pdf
- c3000_21_install_cisco_callmanager_en.pdf
- c3000_21_install_siemens_hipath4000_en.pdf
- c3000_21_ttrace_install_en.pdf
- c3000_21_ttraceconsole_en.pdf
- c3000_21_user_groupwise_en.pdf
- c3000_21_user_notes_en.pdf
- c3000_21_user_outlook_en.pdf
- c3000_21_user_tui_en.pdf

- Third Party Notice Terms for C3000 Unified Messaging 3.2.pdf (new)
- Open Source Software license list for C3000 Unified Messaging 3.2.pdf (new)

Setups and Files

The following tables list the setups and files that are included in the C3000 3.2.

C3000 Servers

File Name	Date	Version
Avaya License Client.msi	01/18/17	3.2.5400.1703
Domino Templates	01/18/17	3.2
Hostswitcher.exe	01/18/17	n/a
Java Development Kit.msi	01/18/17	3.2.5400.1703
Office Popup Blocker	n/a	n/a
omniORB.msi	01/18/17	3.2.5400.1703
Tomcat.msi	01/18/17	3.2.5400.1703
Trace System.msi	01/18/17	3.2.5400.1703
Unified Media Address Import.msi	01/18/17	3.2.5400.1703
Unified Media ADS Extension.msi	01/18/17	3.2.5400.1703
Unified Media ADS SnapIn x86.msi	01/18/17	3.2.5400.1703
Unified Media ADS SnapIn x64.msi	01/18/17	3.2.5400.1703
Unified Media Archiving.msi	02/06/17	3.2.5403.1706
Unified Media Convert Printer x86.msi	01/18/17	3.2.5400.1703
Unified Media Convert Printer x64.msi	01/18/17	3.2.5400.1703
Unified Media Database x64.msi	01/18/17	3.2.5400.1703
Unified Media Domino Connector.msi	01/18/17	3.2.5400.1703
Unified Media Fax Gateway.msi	02/06/17	3.2.5403.1706
Unified Media FSI Gateway.msi	01/18/17	3.2.5400.1703
Unified Media GroupWise Connector.msi	01/18/17	3.2.5400.1703

File Name	Date	Version
Unified Media NDS Extension.msi	01/18/17	3.2.5400.1703
Unified Media NDS SnapIn.msi	01/18/17	3.2.5400.1703
Unified Media NDS iManager		1.0
Unified Media OCR Gateway.msi	01/18/17	3.2.5400.1703
Unified Media Office AddOn x64.msi	01/18/17	3.2.5400.1703
Unified Media Office AddOn x86.msi	01/18/17	3.2.5400.1703
Unified Media Printer Gateway.msi	01/18/17	3.2.5400.1703
Unified Media Server.msi	01/18/17	3.2.5400.1703
Unified Media Service Tools.msi	01/18/17	3.2.5400.1703
Unified Media SMS Gateway.msi	01/18/17	3.2.5400.1703
Unified Media SMTP Connector.msi	01/18/17	3.2.5400.1703
Unified Media Web Applications.msi	01/18/17	3.2.5400.1703
WebLM.msi	01/18/17	3.2.5400.1703
Guideline.exe	01/18/17	32.79.3.5400

File Name	Date	Version
PostgreSQL_x64	01/18/17	33.2.5400.1703
PostgreSQL_Client_x86	01/18/17	3.2.5400.1703
PostgreSQL_Client_x64	01/18/17	3.2.5400.1703
XCAPI_Install_3_6_33_WebLM.exe	09/07/16	14.0.0.162
Dialogic DivaServer	06/09/15	8.5U14

C3000 Clients

File Name	Date	Version
Fax Printer Silent Installation	01/17/17	1.0.0.2
Unified Media Fax Printer x86.msi	01/18/17	3.2.5400.1703
Unified Media Fax Printer x64.msi	01/18/17	3.2.5400.1703
Unified Media GroupWise Addon.msi	01/18/17	3.2.5400.1703

C3000 Essentials

File Name	Date	Version
Unified Media Outlook Forms	n/a	3.2
Unified Media Network Printer.msi	01/18/17	3.2.5400.1703
Unified Media Outlook Addon x86.msi	01/18/17	3.2.5400.1703
Unified Media Outlook Addon x64.msi	01/18/17	3.2.5400.1703
Unified Media Wave to Phone Client x86.msi	01/18/17	3.2.5400.1703
Unified Media Wave to Phone Client x64.msi	01/18/17	3.2.5400.1703

Virus scanner conformity

C3000 3.2 has been tested on conformity with following virus scanner:

- McAfee VirusScan V8.5.0i, V8.7.0i, V8.8.0 Patch 8 for Windows 10

No negative impact has been assessed by the conformity tests when operating the C3000 system. The virus scanners can thus be used on C3000 servers and workstations without functional restrictions of the C3000 system.

As far as the C3000 system's performance is concerned, severe impairments have been registered. The results were strongly depending of the computing power and of the C3000 system's load. We recommend daily virus scan runs out of office hours.

The C3000 scanner conformity has been tested on the listed scanners only. A conformity with other virus scanners cannot be deduced from these tests.

Fixed Issues

Die folgende Tabelle listet die behobenen Bugs.

3.2

Key	Summary
C3000UMS-249	FaxLayout erstellt Dateien ohne Endung -> Konvertierungsprobleme
C3000UMS-245	Telefonanlagen Zuordnung ohne Funktion
C3000UMS-203	Abbruch beim FaxEmpfang dem den User mitteilen
C3000UMS-202	Erweiterte Faxquittung fehlt obwohl aktiviert
C3000UMS-185	" im Firmennamen und Faxheader bringt Scope zum Absturz
C3000UMS-183	Tomcat beendet sich bei fehlendem Omninames / Speicherfresser
C3000UMS-185	" im Firmennamen und Faxheader bringt Scope zum Absturz
C3000UMS-180	FaxLayout Server bevorzugt TNEF Body sobald "anders"
C3000UMS-178	Printer Gateway druckt keine PDF über gsprint.exe
C3000UMS-177	Webadmin: User mit Dokumenten löschen bringt Fehler
C3000UMS-176	Windows 10 Dialog beim Entpacken
C3000UMS-152	Faxfußzeile fehlt wenn das CommGW zwischengespeicherte Daten nutzt.
C3000UMS-148	HTML Mails aus Notes werden nicht richtig konvertiert
C3000UMS-143	Gelöschte User erzeugen regelmäßige Meldungen im Serverlog
C3000UMS-131	C3000 Server „Malformed forwardcopy-rule“ obwohl Service nicht passend
C3000UMS-8	Quittungserstellung per FOP funktioniert nach Update nicht

Known Issues

C3000 aktuell offene Fehler <https://jira.forge.avaya.com/issues/?filter=62899> in Jira

C3000Fax Form:

- Sometimes add File Dialog deletes any address in the TO/CC/BCC fields. Best Praxis is to add File first and add addresses later
- Sometimes Outlook (2010/2013) closed when the form is canceled. Don't search online for a solution. Don't deactivate any C3000 COM-Add-Ins: (Redemption, C3000FaxCOMAddIn, C3000SmsCOMAddIn, Wav2Phone).

Technical Support

In case of having trouble with C3000 3.2 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 calling Avaya Technical Support: Germany (+49) 0800 4628292.
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, please go to support.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.