



Product Support Notice

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PSN # PSN003944u

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Name of problem CCT 6.3 backwards compatibility issues with pre 6.2 client applications

Products affected

Avaya Aura Contact Center (AACC): Release 6.3 with Service Pack 9

Problem description

On AACC 6.3 SP9 system, CCT client applications compiled using a pre AACC 6.2 version of the CCT SDK may experience issues.

The issues experienced by the client may include:

- Resources assigned to a Contact Center Agent may not be available in the CCT client application
- Remote Connection events not being received by the client application

The issue occurs following upgrade from AACC 6.2 to AACC 6.3 by applying Service Pack 9. These issues are only experienced by CCT client applications using a pre AACC 6.2 version of the CCT SDK.

The version of the CCT SDK used by a CCT client application can be determined by the version information of the "Nortel.CCT.dll". The "File version" attribute of an AACC 6.3 version of the dll "Nortel.CCT.dll" will begin with 8.3.

MR: wi01077491 -- CCT 6.3 backwards compatibility issues with pre 6.2 client applications

Resolution

For systems running with Service Pack 9, apply patch AvayaAura_CCT_6.3.209.2 or alternatively the CCT client application can be re-compiled to include the latest CCT SP 9 SDK.

Workaround or alternative remediation

No workaround, apply patch for solution.

Remarks

n/a

Patch Notes

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?
Yes

n/a

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
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