Avaya one-X® Communicator Troubleshooting

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About This Guide

This guide describes how to troubleshoot problems you might encounter with Avaya one-X™ Communicator Release 1.0.

Installation Issues

Issue 1: You receive an error message requesting you to uninstall Outlook Integrator.

Perform the following steps:

1. Uninstall Avaya one-X Communicator, if it is already installed.
2. Use the Windows Installer CleanUp Utility to make sure Outlook Integrator is completely uninstalled. Sometimes the name of application to be removed may not appear in the Add/Remove Applications list even though the application still remains.
3. In the Windows Registry (Windows Start/Run/regedit), make sure there is no entry for **OneXCAvayaOutlookAddIn** at the registry location: **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins**

   If there is an entry, delete it.
4. Check the location where you installed one-X Communicator (for example, C:\Program Files\Avaya\) and see if there is a folder called **Avaya Outlook Integrator**. If such a folder exists, delete it.
5. Reinstall Avaya one-X Communicator.

Issue 2: You receive error 1713.

Use the Windows Installer CleanUp Utility to remove Avaya IP Softphone with Video Integration and/or a Polycom Video [X.X] component, as applicable. Only one softclient (for example, Avaya IP Softphone or Avaya one-X Communicator) can be installed with the video integration feature.

Issue 3 : You receive error 1720.

This is a WMI repository corruption issue. Please follow the info below to rebuild the WMI:

Rebuilding the WMI Repository

If you experience behavior when using WMI, such as application errors or scripts that used to work are no longer working, you may have a corrupted WMI repository. To fix a corrupted WMI repository, you have to reinstall WMI. Follow these steps:

* Click Start, Run and type CMD
* Type this command and press Enter:

net stop winmgmt

* Using Windows Explorer, navigate to %systemroot%\system32\wbem directory and

delete the Repository directory. By default, the repository folder is located in the C:\Windows\system32\wbem directory.

* Switch to Command Prompt window, and type:

net start winmgmt
Re-registering the WMI components

The .DLL and .EXE files used by WMI are located in %windir%\system32\wbem. You may need to re-register all the .DLL and .EXE files in this directory. If you are running a 64-bit system you might also need to check for .DLLs and .EXE files in %windir%\sysWOW64\wbem.

To re-register the WMI components, run the following commands at the command prompt:

```
cd /d %windir%\system32\wbem

for %i in (*.dll) do RegSvr32 -s %i

for %i in (*.exe) do %i /RegServer
```

Using the Discover Feature

Issue 1: You are unable to “discover” your settings while using Avaya one-X Communicator in VPN mode.

Your network may not be provisioned properly. The network must broadcast the HTTPSRVR to the clients for the Discover feature to work. Your system administrator must check whether OPTION 242 is broadcasted to VPN clients. OPTION 242 contains the HTTP server address, which allows Avaya one-X Communicator to download the 46XXSETTINGS.TXT file.

Avaya one-X Communicator General Issues

Issue 1: Avaya one-X Communicator "crashed."

Make sure the following processes are ended in the Windows Task Manager (ctrl-alt-del) before re-starting Avaya one-X Communicator:

- onexcui.exe
- SparkEmulator.exe
- AVC.exe (video related)
- mcsys.exe (video related)

Issue 2: "Child" menus are hidden behind the Avaya one-X Communicator "parent" window when running Avaya one-X Communicator on Microsoft Windows XP.

You need a private patch from Microsoft to resolve this issue. After downloading and applying this patch, reboot your PC.

http://support.microsoft.com/kb/943326

Issue 3: "Mute" is activated when you first plug in your headset.

Download the latest Plantronic headset driver to resolve this issue.

Using Video

Issue 1: You do not see the video window when logged in using My Computer mode or Desk Phone mode.

Check the *onexcui.log* to see if video is licensed for your extension. If not, your system administrator must check the following items in Avaya Communication Manager administration for your extension:

SoftwareVersion	[R1.000-GA-14570]
StationRegistered	[True]
> LoginMode	[eROAD_WARRIOR]
> Server	[xxx.xxx.xxx.xxx]
> ServerVersion	[R015x.02.0.939.0]
> PhoneType	[4620]
> VideoLicensed	**[True]**

Issue 2: There is no near end video in the video window after you log in.

If the video camera is plugged into a docking station or monitor, plug the camera directly into the PC/laptop, and restart Avaya one-X Communicator.

Issue 3: There is “frozen” video.

If the video camera is plugged into a docking station or monitor, plug the camera directly into the PC/laptop, and restart Avaya one-X Communicator.

Issue 4: There is high CPU usage.

If the video camera is plugged into a docking station or monitor, plug the camera directly into the PC/laptop, and restart Avaya one-X Communicator.

Using Avaya one-X Portal Integration

Keep in mind the following information:

- The Avaya one-X Portal Integration URL must be entered in the following format: http://<1XP Server>/1xp/portalclient

  Example:

  http://onexpalpha01.usae.avaya.com/1xp/portalclient

  NOTE:
  Do not include login.jsp at the end of the URL.

- If you are using HTTPS protocol in the Avaya one-X Portal Integration URL, you must use the FQDN in the URL, not the IP address.

Issue 1: Avaya one-X Portal integration is not working (for example, presence, call logs, and voice messaging are not being updated).

Log out of Avaya one-X Communicator, and then log back in. If this does not address the issue, verify whether this is an Avaya one-X Portal (Avaya one-X Server) issue by logging into the Avaya one-X Portal web client and checking whether the items are being updated.

Issue 2: You are encountering problems such as calls are not being logged, no messages are shown, and no bridge conference information is displayed.

Verify that the telephone extension specified in Avaya one-X Communicator is associated with your Avaya one-X Portal user account.

Issue 3: You receive an error message from Avaya one-X Communicator “THE USERNAME SUPPLIED IS DIFFERENT FROM THE USERNAME USED ON INSTALLATION”

Verify the user information in Active Directory. Look specifically for upper-case/lower-case differences in the two User logon name fields on the Properties form for the affected users. Ensure the two User log on name fields on the user’s Properties form are the same.

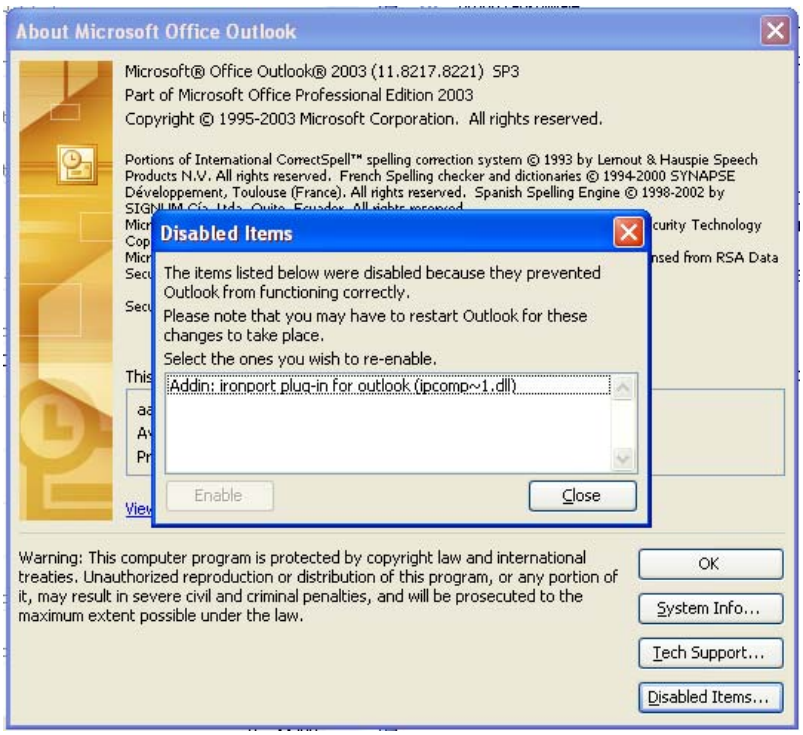
Using Microsoft Outlook Integrator

NOTE:
If the Avaya Outlook Integrator Add-In with IP Softphone is installed on your PC, you must uninstall it prior to installing Avaya one-X Communicator with the Avaya Outlook Integrator.

Issue 1: Microsoft Outlook Integrator does not work properly.

Perform the following steps:

1. In the Microsoft Outlook Help menu, open About Microsoft Outlook, and check if the Avaya Outlook Integrator is listed within Disabled Items. If it is listed, enable it.

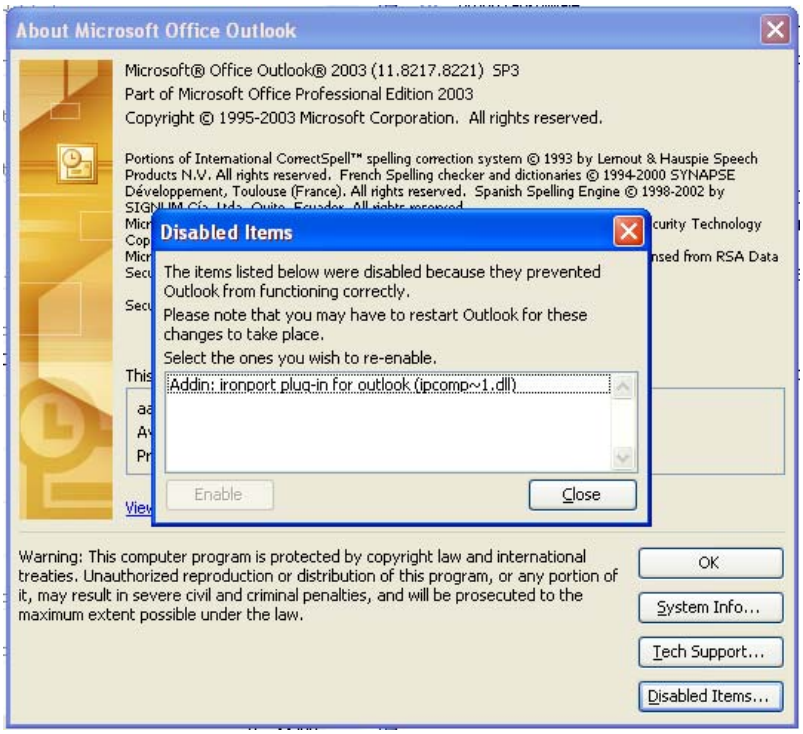


2. Verify that the **Avaya Outlook Integrator** folder was created at the installation path (for example, C:\Program Files\Avaya\Avaya Outlook Integrator).
3. Verify that the following sub-key was created:
   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\OneXC AvayaOutlookAddIn

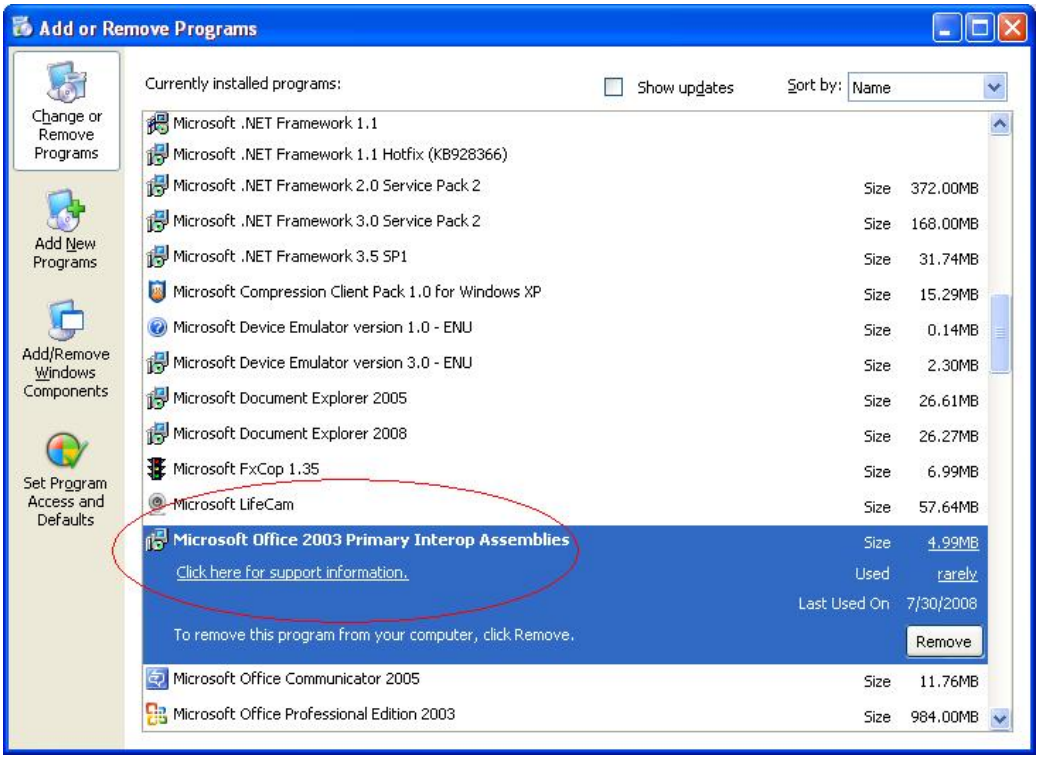
Issue 2: The Avaya menu does not appear in Microsoft Outlook.

Perform the following steps:

1. In the Microsoft Outlook Help menu, open About Microsoft Outlook, and check if the Avaya Outlook Integrator is listed within Disabled Items. If it is listed, enable it.



2. Verify that Microsoft Office Primary Interop Assemblies are installed for the correct version of Microsoft Office. If the Primary Interop Assemblies are installed, they appear in the Add/Remove Programs list.



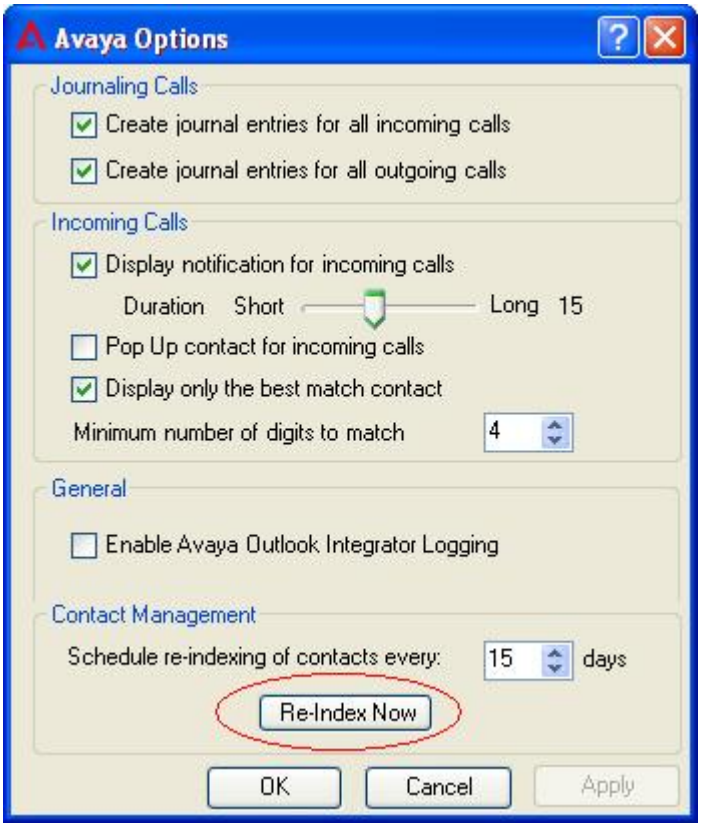
You can download the assemblies from the following locations:

- Microsoft Office 2003: http://www.microsoft.com/downloads/details.aspx?familyid=3c9a983a-ac14-4125-8ba0-d36d67e0f4ad&displaylang=en
- Microsoft Office 2007: http://www.microsoft.com/downloads/details.aspx?familyid=59DAEBAA-BED4-4282-A28C-B864D8BFA513&displaylang=en

Issue 3: Microsoft Outlook Contacts are not matching incoming calls.

Perform the following steps:

1. Check whether the number to match is not entered in the “Business Fax” field for the contact. Business Fax numbers are not considered for a match.
2. Make sure that you have re-indexed the contacts after updating the contact information. Re-indexing is essential after every change to a contact. To re-index, select **Avaya >Options** from Microsoft Outlook.



3. In case the contact is not matched during a call toast, check if the number of the contact appears correctly in the Outlook Journal entry for the call. For the journal entries to be created, the option must be enabled from the **Avaya->Options** menu in Microsoft Outlook.