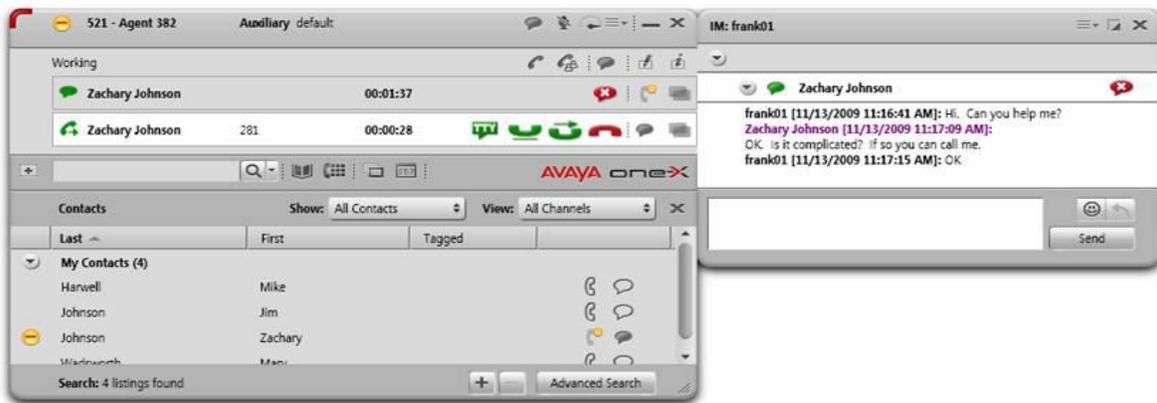




Avaya one-X[®] Agent 2.5 Service Pack 1

Release Notes,
March 2012





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Introduction

Avaya one-X® Agent is an integrated telephony softphone solution for agents in contact centers. Avaya one-X Agent provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairments.

Avaya one-X Agent 2.5 service pack 1 has a number of bug fixes in addition to the features available in Avaya one-X Agent 2.5. Avaya one-X Agent 2.5 Service pack 1 is compatible with Call Center Elite 6.0, Avaya one-X Agent Central Management 2.5, and Avaya Aura® Communication Manager 2.x and later. Avaya one-X Agent 2.5 Service pack 1 also provides the ability to inter-operate with other IM and Presence clients, namely, Avaya one-X® Communicator® 6.1 and Microsoft Office Communicator 2007..Avaya one-X Agent 2.5 supports Avaya Aura® Presence Services 6.1 and Avaya Aura® System Manager 6.1 SP1.1.

List of files included in this release

File Name	Description
OnexAgentSetup2.5.01072.0.zip	Install program for one-X Agent client.
OneXAgentXSD2.5.01072.0.zip	XSDs used to generate settings and business model for one-X Agent.
OneXAgentAPISample2.5.01072.0.zip	Sample program for one-X Agent API
OneXAgentAPIConfig.zip	Sample file to open ports for non admin users to use the API services of OneXAgent.

Software download and Installation instructions

Avaya one-X® Agent R2.5 SP1 may be installed as:

- New application, one-X Agent R2.5 SP1 (fresh install)
- The updates from previous releases (including 1.x) to the current version

The installation procedure to deploy the Avaya one-X Agent solution is provided in the document *Installing and Configuring Avaya one-X Agent* and *Installing Server Applications for Avaya one-X Agent*. You can download the documentation from the Avaya Support Web site.



Server Application	Description
Avaya one-X Agent and Central Management	The Avaya one-X Agent client and the Central Management software are available on the Avaya Support Site at http://support.avaya.com .
Avaya Aura System Manager	Download the System Manager ISO image from the Avaya Licensing and Delivery System Web site at https://www.plds.avaya.com .
Avaya Aura Presence Services	Download Presence Services installer file from https://www.plds.avaya.com and copy the installer to the host where you want to install Presence Services.

Note: Before carrying out the installation, ensure that you read the document.

New features and changes from previous release

New sys-default reason code for RONA condition.

In one-X Agent 2.5 release, the agent goes to previously selected AUX reason code instead of going to default reason code on RONA. With the release of the Avaya one-X Agent 2.5 Service Pack 1, there will be a new AUX reason code entry with the value 0. This will be automatically created in the one-x Agent AUX reason code list if there is no AUX with reason code 0.

The new default entry will be **0** and labeled "**sys-default**".

Following is the detailed description of the sys-default AUX reason code behavior.

- In Avaya one-X Agent, AUX reason codes list if there is no reason code entry with value '0' (zero), then Avaya one-X Agent 2.5 SP1 will add a new reason code with the value 0 (zero) and description "**sys-default**". This newly added description will be used by Avaya one-X Agent for displaying the AUX state when Avaya one-X Agent enters a RONA condition.
- The Reason Code value field of the AUX reason code entry added by Avaya one-X Agent 2.5 SP1 on **System Settings > Reason Codes** page, will be set to read only.

- This reason code added by Avaya one-X Agent will not be displayed on the main window > **Auxiliary** menu or **System Settings** > **Work Handling** page under the **Transition to Ready State** group.
- If there is a 0 (zero) AUX reason code entry already present (added previously by user), then the Avaya one-X Agent 2.5 SP1 will not create any other entry of 0. In this case, it will use this entry's description for RONA state. But, the reason code will be displayed on main window > **Auxiliary** menu and **System Settings** > **Work Handling** page as it existed before 2.5 SP1.
- On occurrence of RONA condition, if there are multiple 0 (zero) AUX reason code entries, then Avaya one-X Agent 2.5 SP1 will first search for the one created by Avaya one-X Agent. If not found, then it will search for the first 0 AUX reason code entry and will use this entry for display during the RONA condition.
- When a user deletes the AUX reason code entry of 0 (zero) and tries to save the list of reason codes, OneXAgent 2.5 SP1 will check whether there is 0 (zero) reason code entry or not. If not found then it will add the "**sys-default**" reason code entry with value of 0 (zero).

List of issues addressed in this release

wi00894338	The Avaya one-X Agent SDK (API) fails to provide consistent UI data on VoiceInteractionCreated Responses.
wi00892587	Screen-pop does not work when date parameter is given as the Command Line parameter.
wi00939723	Empty screen popup appears although it is disabled in registry.
wi00887793	Callmaster 603F1 does not show any incoming or outgoing CM call call identification.
wi00902899	Avaya one-X Agent goes into unresponsiveness state when Jabra PC suite was running on machine.
wi00899032	The Avaya one-X application/work item locks up intermittently during transfer.
wi00930867	Whenever there was delay in network then customer experiences echo in the call .
wi00931593	Voice quality issues when using Avaya one-X Agent and there was jitter in network
wi00932100	For multiple greetings configured and trigger set on on same criteria for those, the later/correct greetings are not played



wi00936321	Avaya one-X Agent is was not able to interpret the Avaya one-X Communicator 6.1 SP1 presence.
wi00903699	Internet Explorer performance degrades when click-to-dial is integrated and Avaya one-X Agent is not running.
wi00955581	Avaya one-X Agent 2.5 goes to previously selected AUX reason on occurrence of RONA condition.
wi00907704	When the station names contain more than four spaces in the name, then the Workitem bar does not show correct data.
wi00926147	For the incoming calls from overseas, the numbers are not displayed in Avaya one-X Agent.
wi00903451	Previously, one-X Agent did not remove # at the end of prompted digits data. This will now be removed.
wi00944124	Previously, special characters were not allowed in Agent login text box. With this release special characters will be allowed.
wi00867385	Work log doesn't show the original caller when a transferred call hits them.
wi00887606	Click-to-Dial does not highlight the telephone numbers when the page is refreshed in Internet Explorer.
wi00896491	Avaya one-X Agent crashes when users try to login with the same IM handle in two different instances of Avaya one-X Agent.
wi00944132	Avaya one-X Agent does not create MediaEncryption and MaxWaitToNotify1XAClient registry entries.
wi00876499	Cannot save the system setting after Avaya one-X Agent 2.5 is migrated from 1.0.
wi00881635	The Profile selection dialog box does not appear after Migration.
wi00945374	If dial pad is docked on left, the window moves to right at the start-up.

Issues with resolution

Issue	Resolution
Installing server applications for Avaya one X Agent 2.5 covers procedure to install, upgrade server	User can enter any encryption key; however, encryption key cannot be empty

Issue	Resolution
<p>applications. During install and upgrade, the installer prompts the user to enter an encryption key.</p>	
<p>On a certain machine with multiple core/processor. Avaya one-X Agent may exhibit heavy jitter while playing the voice of other end. This may happen due to a known issue on certain machines where the hardware abstraction layer is not able to provide correct value for the high performance counters.</p>	<p>This can be resolved by using the steps mentioned in the KB at: http://support.microsoft.com/kb/895980</p> <p>Note: This is windows wide setting and one should undo the changes if it does not resolve the problem.</p>
<p>Intermittent one-way talk path has been observed on the Windows 7 machine where the Avaya one-X Agent user could not hear the remote party.</p>	<p>In such scenario, it is mandatory to have the Service Pack1 of Windows 7 to be installed due to a known issue on Windows 7.</p>
<p>Sometimes, Citrix Receiver (version: 3.1.0.64091) for Windows crashes when you attempt to log on. The problem can occur through a Remote Desktop Protocol (RDP) session and/or an ICA session to a published desktop. The problem is observed when you attempt to launch a published application from the Start menu. Because of this, Avaya one-X Agent fails to start.</p>	<p>Disable DEP (Data Execution Prevention) for SparkEmulator.exe.</p> <p>For details, refer to http://support.citrix.com/article/CTX132332</p>
<p>When the length for FAC configured in the dial plan and the length of FACs assigned for agent login and logout are not matching/correct, or there are multiple entries in dial plan consisting/overlapping the assigned agent login/logout FAC then agent login/logout will not work correctly.</p>	<p>Ensure that the dialplan and FAC are configured properly on the Avaya Communication Manager.</p>
<p>Sometimes Avaya one-X Agent installation fails on certain</p>	<p>The default script host needs to be changed to WScript using following</p>



Issue	Resolution
<p>machines. This is because the default script host is changed to CScript.</p>	<p>command on command prompt - CScript.exe //H:wscript.</p>
<p>OneXAgentAPISample application fails to communicate with one-X Agent for non admin users when non admin user does not have permissions to open HTTP URLs and HTTP listener ports for API service.</p>	<p>Resolution is to provide permission to the non admin users to open these HTTP URLs and the ports.</p> <p>A sample script(OneXAgentAPIConfig.zip) is provided as mentioned in the release notes which could be used to open the ports.</p> <p>NOTE: This script uses Microsoft support tools which may not be installed on users machine and needs to be downloaded and installed from www.msdn.microsoft.com The tool names are netsh and httpcfg. While installing Support tools, the complete installation option should be chosen in the installer dialog instead of Typical option. Tools path should be added into PATH variable so that this sample script can execute those tools from any folder location. The port number range used by one-X Agent application for API service is from 60000 to 61000. So port number parameter for this script should be between 60000 to 61000.</p> <p>----USAGE----</p> <p>Command: OneXAgentAPIConfiguration <i>portnumber action</i></p> <p>portnumber from 60000 to 61000</p> <p>action: 1 = add One X Agent API Service Configuration</p> <p>action: 2 = Delete One X Agent API</p>

Issue	Resolution
<p>If station language is set to Unicode on CM station form and if custom phone message file is put on CM for phone message display and in this customized phone translation file if the "info:" and "uui-info:" are not configured with space at the end then in a ACD call this information does not come to OneXAgent with space and in correct format which results in failure of screen pop since call display received does not match with the expected format.</p>	<p>Service Configuration</p> <p>Phone translation file must be configured correctly to include the space character in "info: " and "uui-info: " so that the screenpop works as expected.</p>

Other Known issues

- During the Pending Auxiliary state, if there is a RONA call, the Avaya one-X Agent UI shows Avaya one-X Agent in auxiliary state with AUX Reason Code description for the AUX reason code entered by the user and does not show description as "**sys-default**".
- **Callmaster® – Agent Greeting:** Application doesn't play greeting specific to ANI. As in case of Callmaster caller, the number of far end doesn't appear so it fails to play greeting(s).

LDAP search Request string format in Avaya one-X Agent

Configure to use an LDAP server by configuring the LDAP server in the **System Settings > Directory** page". Use the **Contact List > Advanced Search** dialog box to retrieve records from this LDAP server. While sending LDAP searchRequest message to retrieve records from a LDAP server on a user provided search string inside the search text box of the Advanced Search dialog box, Avaya one-X Agent sends "*user provided search string*" as Filter field of searchRequest LDAP



message for searching the data. This causes all the records containing the search string within the specified search field to be fetched

For E.g. If user provides search string as “xyz” inside the search text box of Advanced Search dialog box then LDAP searchRequest message with Filter string as “*xyz*” is sent to LDAP server as a search string to search the records containing xyz in the currently selected Field on Advance search dialog box in one-X Agent.

Uninstallation of one-X Agent Service Pack 1

1. Uninstallation of Avaya one-x Agent SP1 sometimes leaves a registry entry “AECMode” under HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings\. For complete uninstallation users should:
 - Manually delete the above registry entry, if present.
 - Delete the config.xml for all the profiles.
2. Uninstall of Avaya one-x Agent SP1 leaves behind the newly added “**sys-default**” AUX reason code which might be confusing if a previous version of Avaya one-X Agent is installed. If a lesser version of Avaya one-X Agent is installed after uninstalling SP1, the “**sys-default**” AUX reason code should be deleted from the **System Settings > Reason Code** page.

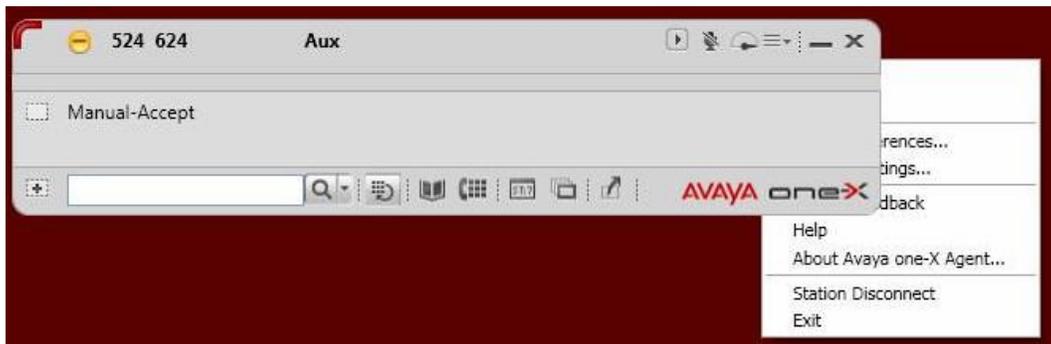
Not Supported Features

- The Avaya one-X Agent application is a real-time application that requires continuous connection to the Communication Manager to properly work. Users that have their PC Power Settings to enter a Sleep or Hibernate mode for the PC System and/or the Hard Drive after a defined time will experience application issues and may not recover properly after entering a Sleep or Hibernate mode. If this does occur, a restart of the one-X Agent application will be required for one-X Agent to properly recover. It is recommended to disable any Sleep or Hibernate mode by setting to time option to the ‘Never’ position so the system and hard drive will never enter into a Sleep / Hibernate mode.
- The Click-to-Dial functionality is not supported on 64 bit browsers and Windows2008R2.

- **Onhook Dialing on Terminals** on Avaya Communication Manager under **system-parameters-features** must be set to 'n' when using Avaya one-X Agent.

Known MS Windows Issue

Sometimes, when clicking on a menu item in Avaya one-X Agent, the menu item appears behind the main window. This error can be noticed also in the beginning when logging into the application and selecting profile (if profile was setup initially) and then one cannot choose different profiles from the drop down menu.



This is a known Windows issue and there is hot fix for this available from Microsoft.

Hotfix information

A supported hotfix is available from Microsoft. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive additional testing. Hotfix request/download from:

<http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnm=943326&kbIn=enus>

Once hotfix installed, you will need to reboot your system. Sometimes after applying the hotfix one might face the menu behind issue. Usually logging off and relogin to Windows (not full reboot) again resets the hot fix and corrects the behavior.

Contact information

To report issues with Avaya one-X Agent 2.5 Service Pack1, contact 1-800-242-2121 or go to <http://support.avaya.com>.