



Avaya Aura®

Collaboration Pack 1.1 for Communication Server

1000 R7.6

Release Notes

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Introduction

This Release Notes gives you information about Avaya Aura® Collaboration Pack 1.1 for Communication Server 1000 R7.6 (aka Collab Pack 1.1). This Release Notes also contains information about features, known issues, and the possible workarounds in this Release.

Note that Collab Pack 1.1 is a solution built on several Generally Available Avaya products. Collab Pack 1.1 can be delivered in several different ways – as a single server solution based on Avaya Aura® Midsize Enterprise; using discrete servers for higher scale and resiliency, which also facilitates subsequent migration to a full Avaya Aura® solution; or using Aura® VE.

Collab Pack 1.1 has been tested in the Solution & Interoperability Test Lab (SIL) and several more detailed application notes are available on the Support Portal reflecting that SIL test activity and explaining the configuration required in more detail.

User Types

There are four types of users associated with Collab Pack 1.1

Non Converged Users are those users who continue to use their CS1K sets only, without any Collab Pack client. Those users continue to dial the same number internally to reach other users, and see the same consistent incoming CLID from other users – regardless if the call comes from a CS1K set or Collab Pack client in case of a Converged User for example.

Converged Users continue to retain their existing CS1K set (3900 digital or 1100 / 1200 UNISTim) and have a Collab Pack client (Flare Experience for iPad or Windows; or one-X Mobile (SIP) for iOS) in parallel. The two devices are linked via Personal Call Assistant (PCA) on the CS1K that allows both to “simring” for an incoming call, and the user can answer on either. In case of an outgoing call the same CLID will be presented to called parties regardless if the call is made from CS1K set or Collab Pack client.

Native Users rely on a 96x1 SIP set on the Collab Pack for dial tone. They can also have a one-X Communicator client on Collab Pack associated with the 96x1 SIP set, or – if they have also deployed the optional Client Enablement Server (CES) – a one-X Mobile client.

Remote Users can access the Enterprise without need of a VPN solution, in the case where the optional Avaya SBC Advanced for Enterprise is deployed as part of the solution. Remote Users supported are 96x1 SIP set, Flare Experience for iPad or Windows, and one-X Mobile (SIP) for iOS.

Use Cases

The following is intended to give a HIGH LEVEL OVERVIEW of the use cases associated with Collab Pack 1.1.

- Infrastructure
 - All incoming trunks are to CS1K; SIP trunking only between CS1K and ME 6.2; TLS support between CS1K and ME 6.2.
 - CallPilot as shared voice mail for all clients, including Message Waiting Indication.
 - Avaya Presence Server as shared presence solution for all clients, including CS1K telephony presence.
 - High Availability of ME 6.2 is supported – Active / Standby solution.
- Non Converged Users
 - Continue to dial same number to reach other users; continue to see same incoming CLID.
 - Attendant (2250) on CS1K to extend incoming calls etc.
- Converged Users
 - 3900 digital or 1100 / 1200 UNISTim set, associated with corresponding Collab Pack client – Flare Experience for iPad / Windows, or one-X Mobile (SIP) for iOS ; no testing of CS1K SIP clients.
 - Incoming call can be answered on either device.
 - Outgoing call presents same CLID regardless of device used.
- Native Users
 - User has a 96x1 SIP set on ME 6.2 rather than a CS1K set.
 - User can have a one-X Communicator client on ME 6.2 associated with the 96x1 SIP set – this allows use of Softphone / Shared / Telecommuter modes.
 - There is also the opportunity to have a one-X Mobile associated with the 96x1 SIP set, in the case where the optional Client Enablement Server (CES) is deployed as part of the solution.
 - The B179 SIP conference phone can also be deployed as a Native User on the ME 6.2.

- Remote Users
 - Avaya SBC Advanced for Enterprise is an optional element of the Collab Pack 1.1 solution and supports VPN-less connectivity for remote 96x1 SIP sets, Flare Experience for iPad or Windows, and one-X Mobile (SIP) for iOS.
- Conferencing
 - AAC7 is an optional element of the Collab Pack 1.1 solution and supports dial in, Meet Me Conferencing only for Collab Pack 1.1.
 - No support for Ad Hoc Conferencing via AAC7, or Dial Out from AAC7.
 - Dial in, Meet Conferencing – audio, video and web collaboration. Capabilities depend on the client used. CS1K sets will have audio / web only; Collab Clients may have audio / video / web. Solution testing has done limited sanity testing for video conferencing.
- E911
 - Solution testing limited to review of basic ESA capability on CS1K side – configuration of Emergency Services DN and call handling of same; review of OSN alerts on CS1K.
 - CLID is modified for ME 6.2 client in case of E911 call to present actual ME 6.2 CLID, to allow identification in OSN alert on CS1K of actual client making the call. CLID modification used on CS1K to present the dial back number as CS1K set to the PSTN.
 - No testing of any DevConnect partner applications.
 - No testing of any Location Information Services (LIS) capability.
- Call Detail Recording
 - Solution testing limited to review of CDR records on CS1K, ensuring CLID / dialed digits are as expected.
 - Focus is on CS1K calls to external, or Collab Pack client calls to external via CS1K.
 - No testing of any DevConnect partner applications.

Software Line Up

The following is a summary of the software line up associated with Collab Pack 1.1.

Table 1: Software Line Up

Infrastructure – Core		
Communication Server 1000	Release 7.6	With latest Service Pack; and PI PEP MPLR29593
CallPilot	5.1	Shared voice messaging for all users
Midsize Enterprise	6.2	
- System Manager	6.2 SP4	
- Session Manager	6.2 SP4	
- Communication Manager	6.2 SP4	Configured as Evolution Server Note that CM 6.2 SP4 continues to be available for download via PLDS.
- Presence Services	6.1 SP5	Shared Presence Services for all users
Optional Infrastructure – BYOD		
WLAN 8100		WiFi access for Flare® Experience and one-X® clients
- Wireless Controller 8180	R1.2	
- Avaya 8120 Access Point	R1.2	
Identity Engines		
- Ignition Server	R8.0	
Optional Infrastructure – Applications		
Avaya one-X Client Enablement Services	6.1 SP3	Optional element – associated with one-X® Mobile
Avaya Aura® Conferencing	7.0 SP2	Optional element – for dial in, meet me conferencing (only). No support of ad hoc conferencing or dial out via AAC7 at this time – update needed on CS1K R7.6 post GA to support same.
Avaya SBC Advanced for Enterprise	6.2.0.Q36	Optional element – required for Remote Worker. Note that General Availability of 6.2.0.Q36 will follow availability of CS1K R7.6 and Collab Pack 1.1.
CS1K Clients		
11xx / 12xx	UNISTim 5.5	Converged / Non-converged User
39xx		Converged / Non-converged User
M2250		Non-converged User
Collab Pack Clients		
Flare® Experience for iPad	1.1	Converged / Remote User
Flare® Experience for Windows	1.1	Converged / Remote User
Avaya one-X® Mobile (SIP) for iOS	6.2	Converged / Remote User Note that General Availability of 1XM (SIP) for iOS 6.2 will follow availability of CS1K R7.6 and Collab Pack 1.1.
Avaya one-X® Mobile	6.1	Native User
Avaya one-X® Communicator	6.1.7	Native User
96x1 SIP Deskphone	6.2	Native User / Remote User
B179 SIP Conference phone	2.3	Native User

Known Limitations

The following is a summary of the known limitations associated with Collab Pack 1.1.

Table 2: Known limitations and workarounds

Keyword	Description	ID Reference	Workaround
Avaya Aura® Communication Manager	No audio for Remote User when calling into Aura Messaging when CM shuffling is enabled and Initial IP-IP Direct media disabled.	AURORA-614	No workaround available – still being worked. Issue does not occur when Direct Media is enabled.
ME 6.2	High Availability on the ME 6.2 uses underlying System Platform in an Active / Standby manner – failover can take up to ten minutes.		No workaround available – this is current ME implementation. This does not affect any CS1K clients.
Avaya Aura® System Manager	Not possible to choose TN to be used when creating a new user in User Profile Manager (UPM).	wi01073540	Use the CLI / EM instead to create the set. Can then sync from SMGR, followed by assigning the set to the already created user.
	Unable to edit Communication Profile for CS1K PCA user due to JBossWeb error.	wi01063103	Use the CLI or Element Manager instead.
	Not all relevant information is auto populated for Non Converged User telephony presence.	PRES-2211 wi01091170	Manually data fill the SIP user information as well as XMPP in Communication Profile for the Non Converged user.
Flare® Experience for iPad	No failover capability for Flare® Experience clients.		No workaround available – this is current client implementation. Failover support is planned for a subsequent release of the client.
	Remote Flare Experience on iPad drops call and logs off when CM/SM becomes unavailable.	SCAE-2536	No workaround available – this is current client implementation. This is planned for a subsequent release of the client.
	Presence for CS1000 Deskphones appears different in contact list on Flare® Experience on iPad compared to Flare® Experience on Windows.	SCAE-3023	Flare® Experience on iPad shows “Available on the CS1000 Phone” while Flare® Experience on Windows shows “Available”.
	No speechpath if Flare® Experience on iPad calls into CallPilot.	SCAE-3165	No workaround available – still being worked. Only happens if Direct Media enabled.
	Initial “Avaya” part of “Avaya Call Pilot” greeting can be missed occasionally when Flare® Experience client calls into CallPilot.	NGUE-14625	No workaround available – still being worked.

Flare® Experience for Windows	No failover capability for Flare® Experience clients.		No workaround available – this is current client implementation. Failover support is planned for a subsequent release of the client.
	Flare® Experience for Windows fails to handle SIP Update with SDP from CM.	SCAE-2347	No workaround available – still being worked. Fix planned with 1.2 later this year.
one-X Mobile (SIP) for iOS	Note that General Availability of 1XM (SIP) for iOS 6.2 will follow availability of CS1K R7.6 and Collab Pack 1.1.		
	EC500 should not be enabled when using 1XM (SIP) for iOS.		
	CLID is not updated correctly on remaining two 1XM (SIP) for iOS parties, after conference originator 1XM (SIP) for iOS disconnects the call.	ONEXSIPIOS-1376	No workaround available – still being worked.
	1XM (SIP) for iOS can lose audio on call answer, if change audio to speaker when call is ringing.	ONEXSIPIOS-1438	Reselect the speaker as output again. Still being worked.
Client Enablement Services	Visual Voice Mail is not supported for the one-X Mobile clients.		No workaround available. This is a solution limitation as CallPilot is currently used for the shared voice mail on Collab Pack, and CES supports Avaya Aura Messaging / Modular Messaging.
	Visual Conferencing is not supported for the one-X Mobile clients.		No workaround available. This is a solution limitation as AAC7 is used for dial in, meet me conferencing on Collab Pack, and CES supports Meeting Exchange / AAC6 at this time.
CS1000	Telephony Presence for CS1000 non converged elements will time out from Available to Unknown after approx 90 minutes if the user has not made a call.	-	No workaround available – this is a solution limitation. Once the user makes a call the Telephony Presence will again update to On a Call and, subsequently, to Available.
	If a converged user is busy on a Collab Pack client, a subsequent call will again be presented to the user, even if configured for busy treatment.	-	No workaround available – this is a solution limitation. This is a limitation of the Personal Call Agent used to twin the CS1K and Collab Pack clients. No issue if the user is busy on their CS1K client and configured appropriately.
	If a converged user answers a call on a CS1K set, the user will see a missed call on their Collab Pack client.	wi01034384	No workaround available – this is a solution limitation.
	Incorrect CLID when Call Sender used by CS1K user to return call to Collab Pack user.	wi01064609	No workaround available – this is a solution limitation.

	Incorrect CLID when one CS1K user call transfers another CS1K user to Collab Pack endpoint.	wi01046374	No workaround available – this is a solution limitation.
	CPND is not updated on Collab Pack endpoint following Attendant supervised handoff.	wi01086471	No workaround available (though issue does not occur in case of blind transfer from Attendant). Still being worked.
	Inconsistent CLID for hold / retrieve of call between CS1K and Collab Pack.	wi01059624	No workaround available.
	Incorrect CLID after blind transfer from CM.	wi01074772	PI PEP MPLR29593 for CS1K.
	Music on Hold does not work if Direct Media enabled on CM.	wi01080061	No workaround available – this is still being worked.
	Music on hold fails the second time it is invoked for a call between CS1K and Collab Pack.	wi01041294	No workaround available – this is still being worked.
	Conference soft key should not be presented on IP set during Conference setup.	wi01047620	No workaround available – this is still being worked.
	No support of Ring Again / Boss – Secretary etc. between CS1K set and Collab Pack client.		This is a solution limitation due to lack of MCDN support between CS1K and ME 6.2.
Avaya Presence Services	There are significant known issues with mixed clients. In a mixed client environment, Telephony Presence is not updated correctly in many situations and testing shows inconsistent or unreliable results. Major functionality is missing when a user tries Instant Messaging across different clients		
Avaya Aura® Conferencing	Only dial in, meet me conferencing is supported with Collab Pack 1.1 at this time. Ad Hoc Conferencing of Flare devices via AAC7, or dial out from AAC7, is not supported at this time.		No workaround available. This is a solution limitation on the CS1K and is planned to be resolved post GA of Collab Pack 1.1.
Avaya SBC Advanced for Enterprise	Note that General Availability of 6.2.0.Q36 will follow availability of CS1K R7.6 and Collab Pack 1.1.		
	Lose audio after hold/resume on remote user endpoints registered to Sipera.	AURORA-810 AURORA-1210	No workaround available – still being worked.

Exclusions

The following scenarios are not tested as part of the Collab Pack 1.1 solution and not supported as part of the solution.

- Microsoft Lync® interop
- Radvision interop
- one-X Mobile with CS1K set
 - one-X Mobile is supported with a 96x1 SIP set on ME 6.2 only. It is not possible to associate a one-X Mobile client with a CS1K set.
- SIP Clients on CS1K
 - No testing was done for any SIP clients on the CS1K – focus was 3900 (digital) and 1100 / 1200 (UNISTim).
- Collaboration Clients with CS1K
 - There is no support for any of Flare Experience / one-X Mobile / 96x1 clients as SIP endpoints on the CS1K.
- DevConnect
 - No third party applications are tested as part of the solution – e.g. for CDR and E911.
- CM Feature Server
 - All testing was done on CM Evolution Server as per standard ME 6.2 configuration.
- Avaya Aura Conferencing
 - No testing done for Ad Hoc Conferencing via AAC7, or Dial Out from AAC7.
 - Single AAC7 server only.
- Avaya SBC Advanced for Enterprise
 - No testing done for NAT for Remote Worker endpoints.
- ME 6.2
 - No traffic / scalability testing carried out for the solution. Test configuration included one CS1K and one ME 6.2 only.
- Security
 - TLS tested between server components (CS1K, SM, SMGR, CM).
 - TLS is also used for all Collab Pack endpoints to SM and SBC. TCP used between SBC and SM.
 - No DTLS testing for UNISTim clients. sRTP is not supported between CS1K and CM.

Technical support

Avaya Technical Support provides support for Collab Pack 1.1

In case you find any problems with Collab Pack 1.1:

- Retry the action. Carefully follow the instructions in the printed or online documentation.
- See the documentation that ships with your hardware for maintenance or hardware-related problems.
- Note the sequence of events that led to the problem and the exact messages that the system displays. For more information, see the troubleshooting section of the Avaya product documentation.

If you continue to have problems, contact Avaya Technical Support using one of the following methods:

- Log on to the Avaya Support website at <http://support.avaya.com>.
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- Problem description.
- Detailed steps to reproduce the problem, if any.
- The release version in which the issue occurs.

Contact support tasks

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