



# Troubleshooting Avaya one-X<sup>®</sup> Agent

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# Chapter 1: Introduction

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## Purpose

This document provides maintenance procedures and best practices for use when operating the product or solution. It includes regulatory information and safety precautions, and architecture and administration best practices. Routine maintenance practices include regularly scheduled backup and restoration, daily monitoring, service pack installation, and verification testing.

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## Intended audience

This document is intended for customers and business partners responsible for product or solution maintenance tasks.

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## Document changes since last issue

The following changes have been made to this document since the last issue:

- Added new issues with resolution relating to configuration and administration. See [Initial configuration and administration issues](#) on page 19.
- Added new issues with resolution relating to calls. See [Call-related issues](#) on page 26.
- Added new issues with resolution relating to voicemail. See [Voicemail-related issues](#) on page 34.
- Added new issues relating to user interface. See [User interface related issues](#) on page 36.
- Added new issues relating to virtualization. See [Virtualization-related issues](#) on page 38.
- Added new issues relating to other Avaya one-X Agent issues. See [Other issues](#) on page 40.

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## Related resources

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### Documentation

The following table lists the documents for Avaya one-X Agent and other related documents. Download the documents from the Avaya Support website at [www.avaya.com/support](http://www.avaya.com/support).

Document number	Title	This document describes:	Audience
Overview			
	<i>Avaya one-X Agent Overview and Specification</i>	The product characteristics and capabilities including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales Engineers, Solution Architects, Implementation Engineers, and Support personnel
Implementing			
	<i>Installing Avaya one-X Agent</i>	The implementation of Avaya one-X Agent in a customer environment. This guide provides details on system requirements, deployment options, implementation, customization through user scenario, and standard installation procedures.	Implementation Engineers and Support personnel
	<i>Installing server applications for Avaya one-X Agent</i>	The installation for the three server applications with Avaya one-X Agent: <ul style="list-style-type: none"> <li>• Presence Services</li> <li>• Avaya Aura<sup>®</sup> Session Manager</li> <li>• Central Management for Avaya one-X Agent</li> </ul> Describes the installation procedures for each applications in separate chapters because the server	Implementation Engineers and Support personnel



Document number	Title	This document describes:	Audience
		applications are optional for Avaya one-X Agent 2.5 and later.	
	<i>Migrating server applications from Avaya one-X Agent 2.0 to 2.5</i>	The migration procedure for server applications from Avaya one-X Agent 2.0 to 2.5. This document also has procedures to keep the user and configuration data of all server applications. In addition, the document has procedures for servers to migrate, remove, and reinstall in a sequence. The document also has procedures on the data restoration.	Implementation Engineers and Support personnel
	<i>Implementing Avaya Aura® Presence Services</i>	The procedures to install and configure Avaya Aura® Presence Services.	Implementation Engineers and Support personnel
	<i>Implementing Avaya Aura® Session Manager</i>	The procedures to install and configure Avaya Aura® Session Manager.	Implementation Engineers and Support personnel
	<i>Installing and upgrading Avaya Aura® System Manager</i>	The procedures to install and upgrade Avaya Aura® System Manager.	Implementation Engineers and Support personnel
Supporting			
	<i>Avaya one-X Agent Port Settings</i>	The steps to change the ports for firewall traversal rules.	Implementation Engineers and Support personnel
	<i>Troubleshooting Avaya one-X Agent</i>	The procedures to troubleshoot the problems during the installation and administration of Avaya one-X Agent and Central Management that Avaya one-X Agent supports.	Implementation Engineers and Support personnel
Using			
	<i>Using Avaya one-X Agent</i>	All tasks available to users of Avaya one-X Agent.	Sales Engineers, Solution Architects,

Document number	Title	This document describes:	Audience
			Implementation Engineers, and Support personnel
	<i>Administering Avaya one-X Agent</i>	The Avaya Aura® Communication Manager administration for the Avaya one-X Agent configurations during the initial system setup and to change the configuration.	Implementation Engineers and Support personnel
	<i>Using Avaya one-X Agent Central Management</i>	The agent features, and administration of Central Management features. This guides also describes how to use Central Management.	Implementation Engineers and Support personnel
	<i>Administering Avaya Aura® Communication Manager</i>	The procedures to configure Avaya Aura® Communication Manager.	Implementation Engineers and Support personnel
	<i>Avaya one-X Agent quick reference guide</i>	The procedure to install the Interactive Installation procedure that agents use to install Avaya one-X Agent software and procedures.	Sales Engineers, Solution, Architects, Implementation Engineers, and Support personnel
	<i>Administering ACCCM for Avaya one-X Agent Central Management</i>	The agent and supervisory features that administrators use to control Avaya one-X Agent Central Management.	Implementation Engineers and Support personnel

Customizing			
	<i>Avaya one-X Agent API document</i>	The API for customers to customize screen pop.	External customers

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## Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

## About this task

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  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

 **Note:**

Videos are not available for all products.

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Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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## Warranty

To understand the terms of the limited warranty, see the sales agreement or other applicable documentation.

For information about the standard Avaya warranty and support for Avaya one-X Agent during the warranty period, see the Avaya Support website at [www.support.avaya.com](http://www.support.avaya.com) in **HELP & POLICIES > Policies & Legal > Maintenance and Warranty Information**.

See also **HELP & POLICIES > Policies & Legal > License Terms**.



# Chapter 2: Monitoring and analysis

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## Tools and utilities

Avaya one-X Agent records events and errors in log files. You can configure the Avaya one-X Agent services and desktop programs by modifying the appropriate configuration file.

This chapter contains information about the diagnostic tools, logging files, and configuration files.

### Related topics:

[Log Collector](#) on page 13

[Logging levels](#) on page 15

[Configuration files](#) on page 16

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## Log Collector

The Log Collector tool compiles all log details and files of the events and errors generated in Avaya one-X Agent and SPARK Emulator. The Log Collector tool also captures screenshots, registry, binary, and system information. Avaya one-X Agent records these files in the Windows profile for a specific Windows user account at `%APPDATA%\Avaya\one-X Agent\2.5.x\Log Files`. In the event of an unhandled exception, system administrators use these log files to analyze and troubleshoot the problem.


Log Collector in Avaya one-X Agent supports capturing the Windows Presentation Foundation (WPF) forms. The Log Collector tool provides better zipping capabilities and is available in the Avaya one-X Agent installation directory.

The following table lists some of the log files and log file contents:

 **Note:**

The system displays the log files depending on the deskphone mode that an agent uses.

Configuration file	Contents
OneXAgent.log (Avaya one-X Agent program)	This file provides debug logging of the user interface (UI). The log file contains all logging information related to Avaya one-X Agent for the current date.

Configuration file	Contents
	<p> <b>Note:</b></p> <p>To troubleshoot the issue through the application code, enable the DEBUG level logging in the Avaya one-X Agent program. The DEBUG level logging is available at <b>System Options &gt; System Settings &gt; Event Logging</b>.</p>
H323Station.txt (SPARK Emulator)	This file contains button and feature access code (FAC) data.
EndpointLog.txt (SPARK Emulator)	This file contains general deskphone logging information. The log file contains H.323 and state model information.
AudioLog.txt (SPARK Emulator)	This file contains audio interface logging information. The log file contains logging information for audio and VoIP.
IspeacLog.txt (SPARK Emulator)	This file contains logging information for audio and codec.
AVC.txt	<p>This file contains logging information for the AVC component. The log contains communication between the AVC-SPARK Emulator and AVC-AVC client. You can find the AVC.txt log file at %APPDATA%\Avaya\Avaya one-X Agent\Log Files folder. You can change the log level for AVC component by modifying the LogLevel value in HKEY_CURRENT_USER\Software\Avaya\Avaya one-X AgentAVC.</p>
AVC-one-X Agent 2.5.x.txt	<p>This file contains logging information for the AVC Client component within Avaya one-X Agent. The file contains communication between AVC Client and AVC. You can find the AVC-one-X Agent 2.5.x.txt log file at %APPDATA%\Avaya\Avaya one-X Agent\Log Files folder. You can change the log level, namely, DEBUG, INFO, WARNING, ERROR, for AVC Client component by modifying the LogLevel value in HKEY_CURRENT_USER\Software\Avaya\Avaya one-X AgentAVCClient.</p>

## Logging levels

Avaya one-X Agent offers four different types of logging levels. These logging levels are applicable to the oneXAgent.log files. To enable logging level, on the top bar of the Avaya one-X Agent client, click **System Options > System Settings > Event Logging**.

Agents can use the following logging levels to view or record log files:

Name	Description
<b>ERROR</b>	The ERROR log level includes program errors that prevent a function from completing normally. If you enable this option, Avaya one-X Agent records all error messages.
<b>WARNING</b>	The WARNING log level includes warnings that indicate possible problems, but the execution continues. If you enable this option, Avaya one-X Agent records the error and warning messages.
<b>INFO</b>	The INFO log level includes certain executed code points and informational messages that highlight the progress of the program at coarse-grained level. If you enable this option, Avaya one-X Agent records the error, warning, and information messages.
<b>DEBUG</b>	The DEBUG log level designates coarse-grained informational events that are most useful to debug the program. The debug log level provides a detailed view of the function call and return stack. If you enable this option, Avaya one-X Agent records all levels of messages.

### Important:

Any level of logging can affect the system performance including the message sequences of SPARK Emulator. Therefore, the SPARK Emulator logging is unavailable, by default. To enable the logging for SPARK Emulator, contact Avaya Support. If you have enabled the SPARK Emulator logging, then you must close all other programs running on the desktop computer.

## Configuration files

This section contains information about diagnostic tools, log files, and configuration files. Avaya one-X Agent records events and errors in log files. You can configure the Avaya one-X Agent services and desktop programs by modifying the appropriate configuration file.

The following table lists the configuration files that the Avaya one-X Agent services and desktop programs. The configuration files are available at %APPDATA%\Avaya\one-X Agent\2.5\Profiles\[Profile Name]. Avaya one-X Agent creates the default profile name automatically.

Configuration file	Application/service
Settings.xml	This file contains settings for: <ul style="list-style-type: none"> <li>• Video</li> <li>• Directory</li> <li>• Outlook Contact</li> <li>• Logging</li> <li>• Voice Mail</li> <li>• Launch Application</li> <li>• Profile</li> <li>• Click-To-Dial</li> <li>• Instant messaging</li> <li>• Work handling</li> <li>• Contact log</li> <li>• TTY greetings for an incoming call</li> <li>• Enable or disable desktop sharing</li> <li>• Log on for:               <ul style="list-style-type: none"> <li>- Telephony</li> <li>- Agent</li> <li>- Instant messaging</li> </ul> </li> </ul>
AudioGreetings.xml	This file contains information on the Agent Greetings that an agent administers.
AuxReasonCodes.xml	This file contains information on the Aux Reason Codes that an agent administers.
log4net.xml	This file contains information on controlling logging.



Configuration file	Application/service
LogOutReasonCodes.xml	This file contains information on the administered LogOut Codes.
Preferences.xml	This file contains information on the user interface preferences, such as, Windows positions.
RingTones.xml	This file contains information on custom ring tones.
ScreenPops.xml	This file contains information on Screen Pops.
SelectedPhoneFeatures.xml	This file contains information on the feature buttons selected from dialpad.
TouchToneShortcuts.xml	This file contains information on the administered touch tone shortcuts.
VuStatMonitor.xml	This file contains information on administered VuStats.
WorkReasonCodes.xml	This file contains information on administered Work Codes.
Abbreviations.xml	This file contains information on TTY abbreviations.

If any configuration file corrupts in default profile directory, delete, rename, or backup the file, the system copies the default files from <drive>:\Program Files\Avaya\Avaya one-X Agent. If the default file uiot available in the install directory, you must repair or reinstall Avaya one-X Agent.

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## Using InSite Knowledge Base

Avaya's InSite Knowledge Management search engine provides a new robust search capability and access to the Avaya Knowledge Base for Avaya Global Support Service engineers. InSite searches and provide information related to:

- Problem resolution
- Administration and technical guides
- Information on Services Packs
- Installation, migrations, upgrades and configuration guides
- Information on training and certification programs

- Tutorials to Online Service Manager and eBilling
- Links to other pertinent information

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For more information about using the knowledge base and to gain access to the knowledge base, go to [www.support.avaya.com](http://www.support.avaya.com).

# Chapter 3: Troubleshooting features

This section provides information that assist you in troubleshooting problems with your Avaya one-X Agent.

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## Initial configuration and administration issues

Check the following administration and configuration problems to fix issues while using Avaya one-X Agent.

Problem description	Recommended action
Agent is logged out immediately after logging in.	<p>The system logs out an agent due to one or all of the following reasons:</p> <ul style="list-style-type: none"><li>• The <b>Auto Answer</b> option is set on the station in Communication Manager. <b>Resolution:</b> Log on to the Avaya one-X Agent client as extension and as agent with <b>CM AutoAnswer Support Required</b> option is not selected.</li><li>• The Auto Answer option is not set on the station in Communication manager, log on to Avaya one-X Agent as extension and agent with the <b>CM AutoAnswer Support Required</b> option selected. <b>Resolution:</b> Ensure that you have selected the <b>CM Auto answer support Required</b> option in the Avaya one-X Agent client only if your administrator has configured the AutoAnswer option for the station in Communication Manager. To set the auto answer option in the Avaya one-X Agent client, click <b>System Options &gt; System Settings &gt; Login &gt; Telephony</b> and restart the program.</li></ul>
When an agent tries to start Avaya one-X Agent, the system displays the error message stating that the agent does not have Avaya one-X Agent license.	<p>This error message appears when Avaya IP Agent users have registered their extensions with Communication Manager. <b>Resolution:</b> Ensure that agents have not registered Avaya IP Agent with their extensions with Communication Manager.</p>

Problem description	Recommended action
<p>When an agent, registered to an Communication Manager in the Other Phone (Telecommuter) mode, attempts to make a call, the call fails.</p>	<p>The call fails if the agent has defined incorrect dialing rules or entered an incorrect Service Link number at the time of registration.  <b>Resolution:</b> Verify the dialing rules and Service Link Number details for correctness and rectify, if needed. Restart the Avaya one-X Agent program for the rectifications to take effect.</p>
<p>The Message Waiting indicator on Avaya one-X Agent is not active.</p>	<p>The Message Waiting indicator will be inactive if the agent has not enabled the Voice Mail option.  <b>Resolution:</b> Enable the <b>Voice Mail</b> option in the Avaya one-X Agent client at <b>System Options &gt; System Settings &gt; Voice Mail Integration</b>.</p>
<p>When an agent closes an ACD work item, the system does not return the agent state to the Ready state. Instead the system returns to the AUX state.</p>	<p>The problem occurs due to one or all of the following reasons:</p> <ul style="list-style-type: none"> <li>• The agent has active calls on the desktop computer that are direct-in or direct-out.  <b>Resolution:</b> Close the call before Communication Manager allows the agent to change the agent state to the <b>Ready</b> state to receive a new ACD call.</li> <li>• The agent has set the work handling option to <b>Manual Ready</b> in <b>System Settings &gt; Work Handling &gt; Basic &gt; Transition to Ready State</b>.  <b>Resolution:</b> In the Avaya one-X Agent client, go to <b>System Settings &gt; Settings &gt; Work handling</b> and ensure that the work handling option is set to <b>Auto Ready</b>.</li> </ul>
<p>An agent has defined Auto Complete in the Avaya one-X Agent client at <b>System Options &gt; System Settings &gt; Work Handling</b>. The auto complete feature is working accordingly. However, the agent observes that the Communication Manager Manual-In button is active but not Auto-In button is inactive.</p>	<p>Avaya one-X Agent controls many Communication Manager buttons to execute enhanced and normalized agent operations, except for the <b>CM Ready</b> mode. To keep the state transition model clean, Avaya one-X Agent always starts from a <b>Manual-In Ready</b> position.  <b>Resolution:</b> You must monitor and adjust the state buttons as needed to implement the Avaya one-X Agent actions.</p>
<p>In the Avaya one-X Agent application, the agent status does not change to the <b>Ready</b> state.</p>	<p>This error message appears if the agent status is not set to the <b>Ready</b> state.</p>

Problem description	Recommended action
	<b>Resolution:</b> In the Avaya one-X Agent client, go to <b>System Settings &gt; Settings &gt; Work handling</b> and change the <b>Manual-in</b> option for Avaya one-X Agent to the <b>Ready</b> state.
Agents using the Avaya one-X Agent software are unable to complete transfers to internal or external numbers.	On the SAT screen, verify that the calling party restriction is set to outward in the class of restriction (COR).
Work item does not change automatically to the <b>Auto-in</b> mode after specified seconds as configured.	Verify the Avaya one-X Agent configuration and ensure that the <b>Auto-In</b> setting is correct in the Avaya one-X Agent client at <b>System Settings &gt; Work Handling &gt; Advanced Controls</b> .
Agents are unable to change the agent state to <b>Ready</b> when the <b>Follow-up</b> option activates. The following error message appears Enter ready failed. The message states when the <b>Follow-up</b> option is deactivated and that the agents are attempting to change the station from <b>Auxiliary</b> to <b>Ready</b> .	Ensure that the <b>Manual-In</b> button is configured on the station in Communication Manager. For steps, see <i>Administering Avaya one-X Agent</i> .
Agent is unable to disconnect a call.	To force a disconnect, from the Task Manager dialog box, close the instances of <b>OneXAgent.exe</b> and <b>SparkEmulator.exe</b> . Use the following steps to correct the error: <ol style="list-style-type: none"> <li>1. In Communication Manager, change the paste to <b>Yes</b> on COR.</li> <li>2. Add a release button to the station form.</li> <li>3. Change the <b>Auto-in</b> to <b>Manual-In</b> buttons on the station.</li> <li>4. In Avaya one-X Agent, ensure that the <b>CM Auto Answer Support Required</b> option is selected. To set the option in the Avaya one-X Agent client, click <b>System Options &gt; System Settings &gt; Login &gt; Telephony</b> and restart the program.</li> </ol>
Agents upgraded from Avaya one-X Communicator to Avaya one-X Agent. When logging on to Avaya one-X Agent, the system displays with the following error message:	Ensure that the release button is added on Communication Manager.

Problem description	Recommended action
Release Button not available. Application may not work correctly.	
When an agent closes an ACD work Item, the Avaya one-X Agent program returns to the <b>AUX</b> state instead of returning to the <b>Ready</b> state.	<p>Use the following steps to correct the error:</p> <ul style="list-style-type: none"> <li>• Verify if there are any active calls on the agent's desktop that are direct-in or direct-out calls. Close the all active calls before Communication Manager allows the agent to go to the <b>Ready</b> state and the agent receives a new ACD call.</li> <li>• In the Avaya one-X Agent client, go to <b>System Options &gt; System Settings &gt; Work Handling</b> and verify if the <b>Manual Ready</b> option is selected. Change the option to <b>Auto Ready</b> to maintain the traditional behavior.</li> </ul>
In the My Computer Mode, if an agent presses the <b>Timer</b> button from the dialpad, the timer button does not appear. However, in the Desk Phone mode, the timer appears on the telephone.	The display function corresponds to the phone hardware, and not to Communication Manager.
If Central Management is used and a user enters more than 15 characters in the <b>Multiple Local Area Code</b> field, Central Management saves only the 15 digits.	Ensure that the user enters less than 15 characters in the <b>Multiple Local Area Code</b> field.
When the administrator configures the length for Feature Access Code (FAC) in the dial plan and the length of FACs assigned for agent login and logout do not match, or there are multiple entries in dial plan overlapping the assigned agent login and logout FAC, then the system does not let the agent log in and log out correctly.	Ensure that your administrator configured the dial plan and FAC correctly on Communication Manager.
Avaya one-X Agent dials out when the agent log is complete.	Ensure that the administrator disabled the on hook dialing feature on Communication Manager.
Agent uses Avaya one-X Agent to go to the Aux state. However, the Aux reason codes do not match in Avaya one-X Agent and CMS reporting.	Ensure that length of reason codes (single digit or double digit) is mapped correctly in Avaya one-X Agent and Communication Manager. For example, if the double-digit reason code is set on Communication Manager, then the reason code on Avaya

Problem description	Recommended action
	one-X Agent must also be set as 01,02,03 and so on.
When agent presses the Aux button, Avaya one-X Agent takes few seconds before the system changes the agent state Aux.	Ensure that you mapped the length of reason codes (single digit or double digit) correctly in Avaya one-X Agent and Communication Manager. For example, if your administrator has set the double-digit reason code on Communication Manager, then you must set the reason code on Avaya one-X Agent also as 01,02,03, and so on.

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## Login and network connection issues

The following table lists the error messages and other possible issues that the system encounters while registering as a station with Communication Manager and while logging on as an agent or an extension to the ACD server.

Problem description	Recommended action
Logging on to Avaya one-X Agent as extension fails.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> <li>• Verify if the agent extension and password is correct.</li> <li>• Verify if the agent extension is registered for the auto answer option in Communication Manager.</li> </ul> <p>For steps, see <i>Administering Avaya one-X Agent</i>.</p>
When an agent attempts to log on to Avaya one-X Agent, the system displays the following error message: Login Error. Your login attempt was unsuccessful due to unknown reasons. Please ensure that the server address is correct.	Ensure that you entered the Communication Manager server address correctly.
The program stops responding on startup.	Verify whether <code>OneXAgentUI.exe</code> is running in the Windows Task Manager dialog box. If so, then close the program from the Task Manager dialog box.

Problem description	Recommended action
Logging on to Avaya one-X Agent as station fails.	Perform one of the following actions: <ul style="list-style-type: none"> <li>• Ensure that the user name and password is correct.</li> <li>• Check the IP address of Communication Manager.</li> <li>• Ensure that <code>SparkEmulator.exe</code> is running in Windows Task Manager dialog box.</li> </ul>
The <b>Agent Login</b> button does not appear.	Verify whether the <b>aux-work</b> , <b>auto-in/manual-in</b> , and <b>after-call</b> buttons are configured correctly on the station in Communication Manager. For steps, see <i>Administering Avaya one-X Agent</i> .
A user is able to log on to Avaya one-X Agent as an extension, but not as an agent.	In the Avaya one-X Agent program, click <b>System Options &gt; System Settings &gt; Login &gt; Agent</b> , and select the <b>Enable ACD Login</b> option and provide user credentials to log in to ACD Services.
Agent sees a conflict between Avaya one-X Agent and Avaya IP Soft Phone releases in PBX, as agents cannot log on to Avaya one-X Agent and Avaya IP Soft Phone.	Ensure that the Auto Answer option for Agent ID is clear in Communication Manager. For steps, see <i>Administering Avaya one-X Agent</i> .
Agent cannot log out of the Avaya IP Deskphone 9650 from Avaya one-X Agent.	Ensure that the work code on the work reason is not present in the Communication Manager. For steps, see <i>Administering Avaya one-X Agent</i> .
When an agent tries to register with Communication Manager in the Other Phone mode, and attempts to make a call, the call fails.	Verify the <b>Dialing Rules</b> configuration in the Avaya one-X Agent program. The Dialing Rules option is available in the Avaya one-X Agent program at <b>System Options &gt; System Settings &gt; Dialing Rules</b> . Else, ensure that the administrator has entered the correct Service Link Number at the time of registration. If not, correct the error, exit Avaya one-X Agent, and restart the program.
Agents cannot close the Avaya one-X Agent application if the station is set to busied out in Communication Manager.	Start the Windows Task Manager, and perform one of the following action: <ul style="list-style-type: none"> <li>• On the <b>Applications</b> tab, right-click <b>Avaya one-X Agent</b> and select <b>End Task</b>.</li> <li>• On the <b>Processes</b> tab, select the <b>OneXAgentUI.exe</b> and</li> </ul>



Problem description	Recommended action
	<b>SparkEmulator.exe</b> processes and select <b>End Process</b> .
Sometimes Avaya one-X Agent fails to login first time, but succeeds in the subsequent login. The Audio and TTY features may not work correctly.	This problem occurs due to improper installation or removal of virtual sound drivers when the video option is enabled during installation process. Use these steps to fix this issue: <ol style="list-style-type: none"> <li>1. In Control Panel, go to <b>System Settings &gt; Device Manager</b>.</li> <li>2. In Device Manager, select the <b>Unknown</b> entry for driver.</li> <li>3. Remove this driver and restart the computer.</li> </ol>
If the agent status is in the Pending Logout state and there is a network issue, then after the restoring the network connection, the Avaya one-X Agent program changes the agent status to the Pending Aux state instead of changing to the Pending Log out state.	Agent must switch to the log out state manually.
While Avaya one-X Agent is trying to log on to ACD, the agent login failed message appears immediately. Subsequently, the application appears as logged on to ACD but the agent cannot make any ACD calls.	Agent must log out of ACD (not station logout) and log in to ACD again.
During a switch over from the main server to the ESS server in the Pending Logout state, Avaya one-X Agent is not able to recover.	Cancel the connection recovery procedure and exit the Avaya one-X Agent program.
Supervisor defined in Communication Manager logs on to Avaya one-X Agent as Supervisor and is not able to see the <b>Service Observe</b> icon in Contact List.	Ensure that Central Management is integrated with Avaya one-X Agent and configured correctly for Service Observe feature. In addition, ensure that you use FAC manually for Service Observe in Avaya one-X Agent similar to the Other Desk Phone.

 **Note:**

Avaya IP Agent and Avaya one-X Agent cannot co-reside on a single computer with the same extension. This also applies to Avaya one-X Agent running on Citrix. However, Avaya IP Agent and Avaya one-X Agent can co-reside on the same computer with different extensions.

## Call-related issues

The following table lists the issues with resolution on making or receiving calls using Avaya one-X Agent.

Problem description	Recommended action
The ACD service logs out an agent immediately after logging in to the ACD server.	Verify that the extension for the auto answer option is administered on Communication Manager.
Agents cannot make calls.	Verify one or all of the following: <ul style="list-style-type: none"> <li>• The agent ID is registered with the ACD service.</li> <li>• The dialing rules configuration in the Avaya one-X Agent client at <b>System Options &gt; System Settings &gt; Dialing Rules</b>.</li> <li>• The correct Service Link Number at the time of registration.</li> <li>• The agent extension on Communication Manager.</li> </ul>
Call transfer to other soft phone or IP phone fails.	The reason for this error message is that SPARK Emulator waits for 1000 ms (default) for the new call to be established. 1000 ms works in most cases, and less for other cases. However, you can configure the time-out value using SPARK Emulator. To change the time-out value, you must add the H323DialCompleteTimeout parameter to the SPARK config.xml file in seconds. The SPARK config.xml file is located at %APPDATA%\Avaya\one-X Agent\2.5. In the config.xml file, add the following entry: <pre data-bbox="834 1535 1349 1661" style="background-color: #f0f0f0; padding: 5px;">                     &lt;parameter&gt;                     &lt;name&gt;H323DialCompleteTimeout&lt;/name&gt;                     &lt;value&gt;5&lt;/value&gt;name&gt;                     &lt;/parameter&gt;                     </pre> You can increase or decrease the value.
The virtual sound drivers do not start correctly on a Windows XP computer. This results in a total breakdown of voice from	Restart the system to check if the issue is resolved, or perform the following steps:

Problem description	Recommended action
Avaya one-X Agent running on the Windows XP computer. However, agent can hear an incoming voice communication.	<ol style="list-style-type: none"> <li>1. On the Windows XP computer, click <b>Start &gt; Run</b>.</li> <li>2. In the <b>Open</b> field, enter <code>Dxdiag.exe</code>. The system displays the DirectX Diagnostic Tool window.</li> <li>3. Open the <b>Sound 2</b> tab and move the <b>Hardware Sound Acceleration</b> slider to Basic acceleration.</li> <li>4. Click <b>Exit</b>.</li> <li>5. Restart Avaya one-X Agent.</li> </ol>
Avaya one-X Agent is not getting the zip tone.	Verify whether the station-agent and program is set to <b>Auto Answer</b> .
When Authorization Code is changed, the work logs show the old authorization codes.	To keep the authorization code confidential, delete the work logs.
In the Desk Phone mode, during the call the user selects Station Disconnect. The system displays the <b>Logout immediately</b> dialog box. If the user selects <b>Yes</b> , then the <code>Do you want to stay agent logged in on Hard phone</code> dialog box does not appear and the user stays logged in on the telephone.	Logout as an agent from the telephone.
During an active call, if the call and network connection fails consecutively twice for the same call, and when an agent clicks the <b>End Call</b> button, the following error message appears: <code>Workitem Removed failed.</code>	The user must cancel the network recovery process and log again to Communication Manager.
Call fails due to wrong formatted string if the dialed international string with both the # string and the authorization code associated.	Dial the international numbers by prefixing them with a '+' sign.
Greeting stops playing if the agent's state changes to other than Ready.	Do not move into the other agent or station states when greeting is being played.
Avaya one-X Agent does not change to the after-call work state.	Ensure that you configured the after-call button on the station.
Avaya one-X Agent displays an incomplete name and number in the Work List window or on the deskphone display panel.	Avaya one-X Agent displays an incomplete caller name or number if the value set in station page of Communication Manager exceeds the specified limit. The maximum

Problem description	Recommended action
	<p>characters to specify the agent name and extension number is 40.</p> <p>For example, the caller number is <i>700000000123</i> and caller name is <i>abcdefghijklmnopqrstuvwxyza</i>, the system uses the following format to retrofit within 40 characters:</p> <pre>a=abcdefghijklmnopqrstuvwxy 700000000123</pre> <p>In the above example, Avaya one-X Agent drops the last three characters of caller name (yza) to accommodate a= at the beginning of the string and a space between the caller name and number and displays the following details in the Work List window as:</p> <pre>abcdefghijklmnopqrstuvwxy 700000000123</pre> <p>You might also observe this behavior when the phone alerts with incomplete caller name or number in the phone display panel, such as 9640 and 9630.</p> <p>While defining an agent name and number, you must either reduce the agent name or number to accommodate full strings within 40 characters.</p>

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## IM-related issues

The following table lists issues with resolution relating to Instant Messaging (IM) using Avaya one-X Agent.

Problem description	Recommended action
<p>Two agents, namely, Agent1 and Agent2, have added each other to their respective contact list for IM. Agent1 removed the IM contact of Agent2 from the list, then Agent2 stopped getting the IM presence update from Agent1.</p>	<p>Agent2 must log out and log in again to the IM server.</p>
<p>Agents cannot see the newly added contacts from Microsoft Office Communicator or Avaya one-X Communicator.</p>	<p>Log out from IM in Avaya one-X Agent and log in again.</p>

Problem description	Recommended action
IM automatic connection recovery is not working correctly in Avaya one-X Agent.	Reconnect to IM.

## Video-related issues

The following table lists problems that are associated with video with possible resolution to troubleshoot the problem.

Problem description	Recommended action
Personal computer video does not work for Avaya one-X Agent.	Verify the following : <ul style="list-style-type: none"> <li>• The video licenses in Communication Manager are valid.</li> <li>• Registered extension is administered as Avaya Video Telephony Solution.</li> </ul>
Polycom video is installed, but video does not appear in the video window.	Verify whether the IP Softphone video is installed on your computer.
Not able to start Video even though the start video button is visible.	Verify whether the remote caller has stopped the video.
The Video tab does not appear in Avaya one-X Agent.	Ensure the agent has the appropriate video license to view the Video tab.
Avaya one-X Agent displays the following warning message while sharing files. In this case the remote caller can however see the video while the user may not hear voice from the video file: Turn off hardware acceleration for Avaya Virtual Audio driver. Please refer documentation for details.	For Windows XP, perform the following steps: <ol style="list-style-type: none"> <li>1. Go to <b>Start &gt; Run</b> and type <code>dxdiag.exe</code>. The system displays a warning message. Ignore the message.</li> <li>2. In the DirectX Diagnostic Tool dialog box, go to the <b>Sound X</b> tab for Avaya Virtual Sound card and move the <b>Hardware Sound Acceleration Level</b> slider towards <b>No acceleration</b>.</li> <li>3. Repeat step 2 for the second sound tab.</li> <li>4. Restart the computer.</li> </ol> For Windows Vista, restart the computer.

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## TTY-related issues

The following table lists the problems with resolution about making or receiving TTY calls using Avaya one-X Agent.

Problem description	Recommended action
<p>When a caller with hearing disabilities makes a call to an outside number using the TTY option: TTY returns with the error message while making conference:                      Operation Failed Create                      Conference Failed.</p>	<p>This problem occurs when an agent tries to conference a call while on a TTY call. Avaya one-X Agent does not support conferencing on a TTY call.</p>
<p>If an agent loses the first character in a call from a caller during a TTY call, TTY does not work.</p>	<p>Verify one or all the following:</p> <ul style="list-style-type: none"> <li>• Agent has the latest firmware on Media Gateway (G430 or G450) and or circuit packs (TN2602). TTY requires firmware version 30.13.2 or later for G430 or G450 gateways and firmware version 55 or later for TN2602 and circuit packs.</li> <li>• Your organization is using Communication Manager 5.2.1 or later, as TTY does not work on Communication Manager 5.x and has higher rates of character loss on older releases.</li> </ul>
<p>If agents enter a numeric characters when a TTY call is on hold, the system displays wrong characters at the called-party's TTY device.                      TTY stops working if Multiple Level Precedence and Preemption (MLPP) is set.</p>	<p>Verify one or all the following:</p> <ul style="list-style-type: none"> <li>• Ensure that MLPP is disabled. The option is available on the <code>system-parameters customer-options</code> settings on page 5 of Communication Manager user interface.</li> <li>• Ensure that you are using Communication Manager 5.2.1 SP2 or later.</li> </ul>

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## Audio-related issues

The following table lists the audio and VoIP problems with possible resolution to troubleshoot the problem.

Problem description	Recommended action
The remote party cannot hear the agent voice.	Verify one or all of the following: <ul style="list-style-type: none"> <li>• Ensure that the agent has defined the correct sound device in the Avaya one-X Agent client at <b>System Options &gt; Agent Preferences &gt; Audio &gt; Advanced</b>.</li> <li>• Ensure that the sound device is configured correctly through Windows.</li> <li>• Ensure that excessive background or personal computer noise are not preventing voice transmission.</li> <li>• Ensure that the agent has not muted the microphone or headset.</li> </ul>
The agent's computer does not ring to alert an incoming call.	Verify one or all of the following: <ul style="list-style-type: none"> <li>• Verify whether the option is set to <b>Mute</b> for the <b>Ring</b> option in your computer.</li> <li>• Verify whether the agent has enabled the <b>Play Ringing through the internal PC Speakers</b> option in the Avaya one-X Agent client at <b>System Options &gt; Agent Preferences &gt; Audio</b>.</li> </ul>
Agents cannot make calls.	Perform one of the following actions: <ul style="list-style-type: none"> <li>• Ensure that an incorrect Codec is not in use.</li> <li>• Ensure that the network can support the bandwidth required for Voice-over-IP (VoIP).</li> </ul>
Agent is experiencing poor voice quality when using VoIP in the My Computer mode.	Perform one of the following actions: <ul style="list-style-type: none"> <li>• Ensure that the agent's computer has enough system resources to handle VoIP communication, in addition to the applications in use.</li> <li>• If the agent is experiencing problems while using Internet Explorer, disable the <b>Play Sounds</b> feature of Internet Explorer.</li> </ul>
Remote caller is experiencing poor voice quality when using VoIP in the My Computer mode.	Perform one of the following actions: <ul style="list-style-type: none"> <li>• Lower the gain setting on the microphone.</li> <li>• Ensure that the agent's computer has enough system resources to handle VoIP</li> </ul>

Problem description	Recommended action
	<p>communication, in addition to the applications that are used.</p> <ul style="list-style-type: none"> <li>• If the agent is experiencing problems while using Internet Explorer, disable the <b>Play Sounds</b> feature of Internet Explorer.</li> </ul>
<p>Agents receiving and transmitting audio is delayed using VoIP in the My Computer mode.</p>	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> <li>• Ensure that your Communication Manager is optimized to handle shuffling and hair-pinning for VoIP. For more information on Communication Manager, see the Communication Manager documentation.</li> <li>• Ensure that the agent's computer has enough system resources to handle VoIP communications, in addition to the applications that are used.</li> <li>• If you are experiencing problems while using Microsoft Internet Explorer, disable the <b>Play Sounds</b> feature of Internet Explorer.</li> </ul>
<p>The system echo and poor voice quality while using VoIP in the My Computer mode.</p>	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> <li>• Ensure that the agent's computer has enough system resources to handle VoIP communications in addition to the applications that are used.</li> <li>• If you are experiencing problems while using Microsoft Internet Explorer, disable the <b>Play Sounds</b> feature of Microsoft Internet Explorer.</li> </ul>
<p>Audio does not work after restarting Avaya one-X Agent.</p>	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> <li>• In the Avaya one-X Agent client, click <b>System Options &gt; Agent Preferences &gt; Audio &gt; Advanced</b>.</li> <li>• Reset the playback device.</li> </ul>
<p>The installer fails to install the Avaya one-X Agent client and displays an error message from the Avaya Virtual_Soundcard.inf file. In addition, the error states that the AVM (Astronomy Visualization Metadata) folder is nonexistent in the Avaya one-X Agent</p>	<p>The error occurs if you do not have the AVM folder and the Avaya Virtual_Soundcard.inf files in the system.</p> <p><b>Resolution:</b> Copy the AVM folder from a system where you installed Avaya one-X Agent and paste the AVM folder to the</p>



Problem description	Recommended action
directory of the drive on where you installed the client.	%APPDATA%\Avaya\Avaya one-X Agent directory.
Calls made from Avaya one-X Agent using headset has a low voice volume which reaching to the called party.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> <li>• Check the volume control settings in Avaya one-X Agent at <b>System Options &gt; Agent Preferences &gt; Audio</b>.</li> <li>• Change the volume settings in Communication Manager in the location parameters file as appropriate.</li> </ul>
An agent cannot hear the voice clearing when adjusting the Transmit Gain or Receive Gain option during a call.	Adjust the Transmit Gain and Receive Gain options and verify the settings before making a call.
Sometimes Avaya one-X Agent fails to log in for the first time, but succeeds later. But, the audio and TTY does not work.	<p>The audio and TTY do not work because of incorrect installation or removal of virtual sound drivers when you select the video option during the installation process.</p> <ol style="list-style-type: none"> <li>1. In Control Panel, click <b>System Settings &gt; Device Manager</b>.</li> <li>2. In <b>Device Manager</b>, check for the <b>Unknown</b> entry for driver 2, remove this driver, and restart the system.</li> </ol>
<p>In the My computer mode, Avaya one-X Agent displays the following warning message:</p> <pre>Invalid default Audio device. You can hear the higher noise levels when playing the audio or video file on the computer even when you close Avaya one- X Agent.</pre>	<p>The system displays a warning message because selection of Avaya virtual audio device as default audio device. Use the following steps to configure the audio settings on your computer:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Start &gt; Settings &gt; Control Panel</b> and open the <b>Sound and Audio Devices</b> program.</li> <li>2. Select the <b>Audio</b> tab.</li> <li>3. Select the appropriate default real devices for <b>Sound playback</b> and <b>Sound recording</b> options.</li> </ol>
<p>While sharing files, Avaya one-X Agent returns with the following warning message:</p> <pre>Turn off hardware acceleration for Avaya Virtual Audio driver. Please refer documentation for details.</pre>	<p>Use the following steps configure the audio settings on your computer:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Start &gt; Run</b>.</li> <li>2. In the <b>Run</b> dialog box, type <code>dxdiag.exe</code>. The program returns with a warning message.</li> <li>3. Click <b>Yes</b>.</li> </ol>

Problem description	Recommended action
The call participant can, however, view the video, but cannot hear voice in the video file.	<ol style="list-style-type: none"> <li>4. Click the <b>Sound X</b> tab for <b>Avaya Virtual Sound card</b> and in the <b>DirectX Features</b> panel adjust the <b>Hardware Sound Acceleration Level</b> slider to <b>No acceleration</b>.</li> <li>5. Repeat step 4 for the <b>Sound</b> tab option.</li> <li>6. Restart the computer.</li> </ol>
Agent1 records a 20-second greeting. Agent2 makes a call to Agent1 and Agent1 plays the recorded greeting after answering the call. Both Agent1 and Agent2 cannot hear the greeting if Agent2 puts the call on hold and un-holds the call. This issue applies for both manual play and auto play modes.	Since Agent2 has put the call on hold, the system stops the RTP streaming. Therefore, the system stops playing the greeting.

## Voicemail-related issues

The following table lists problems about voicemail with possible resolution to troubleshoot the problem.

Problem description	Recommended action
Message Waiting indicator on Avaya one-X Agent is not active.	Verify if the agent has enabled the voicemail option in the <b>Voice Mail Integration</b> panel of System Settings.
Agent cannot log on to the voice mail over a phone call.	On the Avaya one-X Agent Dialpad window, send the required DTMF digits using the * or # key.
Agent cannot retrieve the voicemail from the primary window.	Check if the agent enabled the Voice Mail integration option in the Voice Mail Integration panel of System Settings.
Avaya one-X Agent exhibits heavy jitter while playing the voice from far end. This behavior is due to a known issues on computers where the hardware abstraction layer cannot provide correct value for the high performance counters.	<p>Use the steps from Microsoft Knowledge Base at <a href="http://support.microsoft.com/kb/895980">http://support.microsoft.com/kb/895980</a></p> <p><b>* Note:</b> This condition is true of windows wide setting. You must restore the changes if this resolution does not resolve the problem.</p>

Problem description	Recommended action
The user observes the intermittent one-way talk path on the Windows 7 computer. The Avaya one-X Agent user cannot listen to the remote party.	Install the Windows 7 Service Pack 1.

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## Contact List related issues

The following table lists issues with resolution for contact list.

Problem description	Recommended action
Agent cannot add a contact to contact list.	In the <b>Contact Details</b> panel, ensure if the agent updated all mandatory (*) fields.

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## Directory-related issues

The following table lists issues in the Lightweight Directory Access Protocol (LDAP) directory with resolution.

Problem description	Recommended action
The following error messages appear: Directory Search Returns No Results Incorrect Results Unexpected Results	Ensure that <b>Search Root</b> in the Directory settings is correct in the Avaya one-X Agent client at <b>System Options &gt; System Settings &gt; Directory</b> .
Agent cannot connect to the LDAP server to resolve contact names.	Ensure that the credentials in the Directory settings are correct in the Avaya one-X Agent client at <b>System Options &gt; System Settings &gt; Directory</b> .
Agent experiences slow LDAP directory searches.	Change <b>Max Entry</b> in the Directory settings in the Avaya one-X Agent client at <b>System Options &gt; System Settings &gt; Directory</b> , or change the search filter.

## User interface related issues

The following table lists problems that are associated with the Avaya one-X Agent user interface.

Problem description	Recommended action
The Avaya one-X Agent menus appear in the background of the application.	Install Microsoft hotfix 943326, and restart your computer.
Errors due to .Net Framework UI layer. An <code>Unexpected error</code> message appears on top bar of main window.	Search for Microsoft hotfix or contact Microsoft to resolve the .Net Framework issues.
If an agent selects the <b>Save Window positions</b> option in the Preferences dialog box, the screen resolution changes between sessions and desktop goes blank.	Log on to the Avaya one-X Agent program with the previous screen resolution and move the window to the top left corner. On the Avaya one-X Agent application, go to the Preferences dialog box and change the resolution.
The Avaya one-X Agent main window disappears abruptly.	<p>Verify the following settings on your computer:</p> <ul style="list-style-type: none"> <li>• To disable the hardware acceleration option, on your computer, go to the <code>HKEY_CURRENT_USER\SOFTWARE\Microsoft\Avalon.Graphics</code> registry location and ensure that the following registries are of DWORD type with value is 1. <ul style="list-style-type: none"> <li>- <code>DisableHWAcceleration</code></li> <li>- <code>MaxMultisampleType</code></li> <li>- <code>RequiredVideoDriverDate</code></li> <li>- <code>UseReferenceRasterizer</code></li> </ul> </li> </ul> <p>If the registry settings do not exist, then you must create registries.</p> <ul style="list-style-type: none"> <li>• Verify if you have enabled the Data Execution Prevention on the computer. If the Data Execution Prevention acceleration, then disable the setting using the following actions: <ol style="list-style-type: none"> <li>a. On your computer , click <b>Start &gt; Control Panel</b>.</li> </ol> </li> </ul>

Problem description	Recommended action
	<ul style="list-style-type: none"> <li>b. On the <b>Control Panel</b> dialog box, click <b>System</b>. The system displays the System Properties dialog box.</li> <li>c. On the System Properties dialog box, click the <b>Advanced</b> tab.</li> <li>d. On the <b>Advanced</b> tab, in the Performance pane, click <b>Settings</b>.</li> <li>e. In the Performance Options dialog box, click the <b>Data Execution Prevention</b> tab.</li> <li>f. On the <b>Data Execution Prevention</b> tab, ensure that the <b>Turn on DEP for essential windows programs and services only</b> option is selected.</li> </ul>
<p>If a user sets the station language to Unicode in the CM station form and if the custom phone message file is put on CM for phone message display and in this customized phone translation file if the administrator configured the "info:" and "uui-info:" with space at the end, then in a ACD call this information does not appear in Avaya one-X Agent with space and in correct format. This results in failure of screen pop because the call display does not match with the expected format.</p>	<p>Configure the Phone translation file to include the space character in "info: " and "uui-info: " so that the screenpop works as expected.</p>
<p>Avaya one-X Agent displays no Agent ID when an agent logs in to the station. However, Avaya one-X Agent displays the agent state button.</p>	<p>Agent must log in again.</p>
<p>Avaya one-X Agent is not visible in the Netmeeting or web conferencing.</p>	<p>Agents using Windows XP cannot view the Avaya one-X Agent user interface in the Netmeeting or during web conferencing. Only agents using Windows 7 or later can view the Avaya one-X Agent user interface in the Netmeeting or during web conferencing agent.</p>
<p>Avaya one-X Agent displays an incomplete name and number in the Work List window or on the deskphone display panel.</p>	<p>Avaya one-X Agent displays an incomplete caller name or number if the value set in station page of Communication Manager exceeds the specified limit. The maximum characters to specify the agent name and extension number is 40.</p>

Problem description	Recommended action
	<p>For example, the caller number is <b>700000000123</b> and caller name is <b>abcdefghijklmnopqrstuvwxyza</b>, the system uses the following format to retrofit within 40 characters:</p> <pre data-bbox="834 415 1211 464">a=abcdefghijklmnopqrstuvwxy 700000000123</pre> <p>In the above example, Avaya one-X Agent drops the last three characters of caller name (<b>zya</b>) to accommodate <b>a=</b> at the beginning of the string and a space between the caller name and caller number, and displays the following details in the Work List window:</p> <pre data-bbox="834 688 1211 737">asabcdefghijklmnopqrstuvwxy 700000000123</pre> <p>You might also observe this behavior when the phone alerts with incomplete caller name or number in the phone display panel, such as 9640 and 9630.</p> <p>While defining an agent name and number, you must either reduce the name or number to accommodate full strings within 40 characters.</p>

## Virtualization-related issues

The following table lists the problems and resolution about virtualization.

Problem description	Recommended action
<p>When an agent attempts to load Citrix 4.5 or 5.0 Avaya one-X Agent, and Avaya one-X Communicator, only a few blue box pops up on the screen. The agent cannot see anything.</p>	<p>See PSN002734u posted on the Support Site at <a href="https://support.avaya.com/css/P8/documents/100072063">https://support.avaya.com/css/P8/documents/100072063</a>.</p> <p><b>* Note:</b></p> <p>The Product Support Notice (PSN) corresponds to Avaya one-X Communicator. This PSN also applies to Avaya one-X Agent.</p>
<p>Agents cannot hear a ring tone through internal computer speaker when running Avaya one-X Agent under Citrix in the Other Phone mode.</p>	<p>Ensure that the agent computer has Citrix version 4.5 or 5.0 with audio support.</p>

Problem description	Recommended action
Customer can only host 20 to 40 agents on a single server.	Although Citrix XenApp 5.0 supports 100 simultaneous clients, the system limits the number of simultaneous Avaya one-X Agent users depending on contact center operational practices. The operational practices include, the number of call transferred and conferenced and the GUI animation that the system uses in the contact center environment. Each transaction impacts the CPU and RAM. These transactions also reduces the number of simultaneously supported users.
The system slows down when a user shares the desktop on Citrix.	The sharing the desktop the CPU consumption occurs on Citrix.
Citrix Receiver (version: 3.1.0.64091) for Windows fails when the user attempts to log on. The problem occurs either because of a Remote Desktop Protocol (RDP) session or because of an ICA session to a published the desktop. The user observes the problem while attempting to start a published program from the Start menu. Because of this, Avaya one-X Agent fails to start.	Disable DEP (Data Execution Prevention) for SparkEmulator.exe. For more information on DEP, see the Citrix support website at <a href="http://www.support.citrix.com/article">www.support.citrix.com/article</a>

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## License-related issues

The following table lists the problems with resolution related to the Avaya one-X Agent license.

Problem description	Recommended action
The administrator purchased twenty-five Avaya one-X Agent licenses for twenty-five users. But, when an agent tried to start Avaya one-X Agent, the system returned an error message stating that the agent does not have sufficient Avaya one-X Agent license.	Check if the agent has logged on with Avaya IP Agent. The Avaya IP Agent users may be using the Avaya one-X Agent license, if available.
Avaya one-X Agent is getting login failure on program. The program displays the following error message:	Ensure that you have configured the RFA license to allow Avaya one-X Agent.

Problem description	Recommended action
Login failed due to unknown reasons. Please ensure that server IP address is correct.	
The Video tab do not appear in Avaya one-X Agent.	The agent must have appropriate video license to view the Video tab.

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## Online help issues

The table below lists problems associated with the Online Help system with possible resolution to troubleshoot the issues.

Problem description	Recommended action
Agent cannot view the online help.	Set the browser to <b>Allow Blocked Content</b> . For example, with Microsoft Internet Explorer, an alert instructs users to Information Bar. Choose <b>Allow Blocked Content</b> .

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## Other issues

The following table lists general problems with resolution about Avaya one-X Agent.

Problem description	Recommended action
The desktop sharing feature of Avaya one-X Agent uses WinVnc.exe. However, another instance of WinVnc.exe is already running on the computer.	An agent must login with IM credentials. Avaya one-X Agent searches for an already running WinVnc process. If Avaya one-X Agent finds an existing WinVnc process, the program tries to stop the WinVnc process and launches the required WinVnc process. In some instances, the program might be running under a different user name. Avaya one-X Agent cannot stop the WinVnc process if the program do not have necessary permissions. In this case, the system displays the following error message:



Problem description	Recommended action
	<p>Screen Share feature will be disabled since a winvnc process is already running. Press yes to continue without Screen Share feature. Else End the winvnc process using task manager and Press no to use Screen Share feature.</p> <p>At this stage, if you click <b>Yes</b>, the system disables the desktop share feature. However, if you click <b>No</b>, Avaya one-X Agent checks for an already running process. If found, Avaya one-X Agent shows the same error message.</p>
<p>When using Windows XP flickers, Avaya one-X Agent goes black when trying to load.</p>	<p>Ensure that the computer has correct hardware that supports DirectX9. The DirectX9 package is available with the Windows installation setup.</p>
<p>The system does not highlight the phone numbers on the webpage while using Microsoft Internet Explorer.</p>	<p>Ensure that the agent has the correct add-on plug-in in Microsoft Internet Explorer. You also ensure that you have <code>AvayaIEHelper.dll</code> in the add-on list of Microsoft Internet Explorer 6.0 or later.</p>
<p>The system displays the following error message when an agent tries to run the Avaya one-X Agent installation wizard: Error 1720. There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor.</p>	<ol style="list-style-type: none"> <li>1. Stop the Windows Management Instrumentation (WMI) service.</li> <li>2. Go to the <code>C:\windows\system32\wbem</code> directory.</li> <li>3. Find the <code>repository</code> file and delete or rename the file.</li> <li>4. Restart the computer.</li> <li>5. Ensure if the WMI service is running correctly, and the system creates the repository directory again.</li> <li>6. Run the Avaya one-X Agent installation wizard.</li> </ol>
<p>The system does not highlight the phone numbers on the webpage while using Firefox Mozilla for some websites.</p>	<p>Refresh the page.</p>
<p>Installing server applications for Avaya one-X Agent covers procedure to install, upgrade server applications. During the installation and upgrade of Avaya one-X Agent, the</p>	<p>Enter any encryption key. However, do not leave the encryption key blank.</p>

Problem description	Recommended action
<p>installer prompts the user to enter an encryption key.</p>	
<p>The Avaya one-X Agent installation fails when the default script host changes to CScript.</p>	<p>Change to the default script host to WScript using following command prompt:  <b>CScript.exe //H:wscript</b></p>
<p>The OneXAgentAPISample program fails to communicate with Avaya one-X Agent when non admin users do not have permissions to open the HTTP URLs and HTTP listener ports for API service.</p>	<p>Provide the permission to the nonadmin users to open these HTTP URLs and the ports.                      For sample script (OneXAgentAPIConfig.zip), see the Avaya one-X Agent Release Notes.</p> <p><b>* Note:</b></p> <p>This script uses Microsoft support tools. The system does not install this script on users computer. The user must download and install the <b>netsh</b> and <b>httpcfg</b> tools from the Microsoft website at <a href="http://www.msdn.microsoft.com">www.msdn.microsoft.com</a>. While installing support tools, the user must choose the complete installation option in the installer dialog box instead of the Typical option. User must add the Tools path into the PATH variable so that the sample script can run those tools from any folder location. The port number range that the Avaya one-X Agent program uses for the API service in the range of 60000 to 61000. Therefore, the port number parameter for this script must be between the range of 60000 to 61000.</p> <pre>                     ----USAGE----                     Command:                     OneXAgentAPIConfiguration                     portnumber action                     portnumber from 60000 to 61000                     action: 1 = add One X Agent API                     Service Configuration                     action: 2 = Delete One X Agent API                     Service Configuration                     </pre>

# Chapter 4: DSCP tagging in the My Computer mode in product co-residency

The co-residency of Avaya IP Agent and Avaya one-X Agent, or Avaya one-X Agent and Avaya one-X Communicator is supported in the My Computer, Desktop Phone and Other Phone modes. In the My Computer mode, Differentiated Services Code Point (DSCP) tagging of packets by the Avaya Quality of Service (QoS) service has the following behavior:

Co-resident products					Install Sequence	DSCP Tagging		
Avaya IP Agent R7 SP8	Avaya one-X Agent	Avaya one-X Communicator 5.2 SP4	Avaya one-X Communicator 6.0 SP1	Avaya one-X Communicator 6.1		Avaya IP Agent	Avaya one-X Agent	Avaya one-X Communicator
X	X				Avaya IP Agent Avaya one-X Agent	X		
X	X				Avaya one-X Agent Avaya IP Agent		X	
	X	X			Any		X	X
	X		X		Any		X	X
	X			X	Any		X	X

## Scenario 1: DSCP tagging for a customer with Avaya IP Agent and Avaya one-X Agent (in the order of IP Agent and then Avaya one-X Agent)

A customer has Avaya IP Agent and Avaya one-X Agent on a single computer and wants to retain Avaya IP Agent on the computer until the customer is fully conversant with Avaya one-X Agent. Once the customer becomes fully familiar with Avaya one-X Agent, you can remove Avaya IP Agent. On removing Avaya IP Agent, the system also removes the QoS service used for DSCP tagging. For the system to continue using the QoS Service for DSCP tagging on Avaya one-X Agent, you must complete the following steps:

1. To delete the `QOSServm.exe` file, on your computer perform the following steps:

- a. Navigate to `<drive>\windows\system32`.
  - b. In the `system32` folder delete the `QOSServm.exe` file.
2. At the command prompt,
- a. Navigate to `<drive>:\program files\Avaya\Avaya one-X Agent`.
  - b. Type the command: `QOSServInst.exe -i <drive>\windows\system32`
  - c. Press **Enter**.
  - d. Type: `net start iClarityQOSService`
  - e. Press **Enter**.

### **Scenario 2: DSCP tagging for a customer with Avaya one-X Agent and Avaya one-X Communicator**

A customer has Avaya one-X Communicator and Avaya one-X Agent on a single computer. On removing Avaya IP Agent, the system also removes the QoS service used for DSCP tagging. For the system to continue using the QoS Service for DSCP tagging on Avaya one-X Agent, you must complete the following steps:

At the command prompt,

- a. Go to `<drive>:\program files\Avaya\Avaya one-X Agent`.
- b. Type: `QOSServInst.exe -i <drive>\windows\system32`
- c. Press **Enter**.
- d. Type: `net start iClarityQOSService`
- e. Press **Enter**.

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