



Avaya VDI-Communicator Release 2.0 Service Pack 1

Release Notes

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Table of Contents

- Document Overview..... 4
- What’s New..... 4
- About Avaya VDI Communicator..... 4
- Related documents 4
- Getting Started..... 5
 - Client Applications (controlling clinets)..... 5
 - Avaya VDI Communicator supported thin clients and PCs..... 5
 - USB headsets..... 6
 - Virtualization software 6
 - Avaya Aura® 6.0 minimum version..... 7
 - Avaya Aura conference 7.0 minimum version 8
- Provisioning and Software Installation..... 8
- Using the VDI-C application 8
- VDI Communicator R2.0 Features..... 9
 - Non-supported features: 9
- Caveats / Known issues 9
 - Plantonics Headset issues..... 10
- Appendix A: Acronyms 12

Document Overview

This release letter is intended to inform all the end users and system administrators of Avaya VDI Communicator features, caveats, and known issues in Release 2.0 Service Pack 1

What's New

Below are the new contents in Avaya VDI Communicator - Release 2.0 Service Pack 1

- Session Border Controller Support
- Multiple Device Access Support
- Certificates / Authentication
- Security
- Usability Improvements
- Dual registration
- Internationalization

About Avaya VDI Communicator

Corporations are increasingly using a hosted desktop model called Virtual Desktop Infrastructure (VDI) to manage employee mobility and productivity effectively. Using VDI, a corporate IT team can deploy desktops virtually to employees, whether the employees work from home, office, or any other location. The benefits in deploying VDI desktops compared to traditional desktops are centralized control over all end-user data, applications, preferences, and streamlined user provisioning. However, deploying real-time applications on virtual desktops pose unique challenges to corporations. One of these challenges is to provide real-time media management to improve call quality in a virtual environment.

Avaya VDI Communicator Release 2.0 installed on an HP, Dell-Wyse or Lenovo VXL thin client or a Personal Computer (PC) with Windows 7/8/8.1 Operating System (OS) enhances the audio quality of voice calls by processing the audio at the end-user device. The Avaya one-X[®] Communicator 6.2 SP4 or ACA Lync 6.3.1/ 6.3.2 application is deployed on virtual desktops running in the data center and provides the user interface for Unified Communications. In normal operation, the user does not need to use the Avaya VDI Communicator user interface to make or handle calls.

Related documents

Additional documentation includes:

Avaya VDI Communicator documents:

- Avaya VDI Communicator Overview and Planning
- Implementing Avaya VDI Communicator
- Using Avaya VDI Communicator

- Avaya VDI Communicator Online Help (Integrated with the application)

Avaya one-X® Communicator documents:

- Avaya one-X® Communicator Overview and Planning
- Implementing one-X® Communicator
- Using Avaya one-X® Communicator
- Avaya one-X® Communicator Quick Start Guide
- Avaya one-X® Communicator Centralized Administration Tool Guide
- Avaya one-X® Communicator Online Help (Integrated with the application)

Avaya Client Applications Release 6.3.1

- LyncIntegrationUserGuide_6.3.1
- Avaya_Lync_Integration_Fundamentals_Aura_6.3.1
- ACA 6_3_1 Launch Release Notes_final 3July2014.doc

To obtain these documents and documents about other Avaya products mentioned in this document, see the Avaya Web site at <http://www.avaya.com/support>.

Getting Started

Client Applications (controlling clients)

1. Avaya one –X® Communicator 6.2.4.06 FP4
2. Avaya VDI Communicator 2.0 (build 2.0.0.4405)
3. Avaya Client Applications (ACA) 6.3.1

Avaya VDI Communicator supported thin clients and PCs

Avaya VDI Communicator supports the following thin clients and PC operating systems.

- Dell-Wyse R50L (SLETC SP1)
- HP T820, T610 (WES7 & HP Thinpro 4.2 / 4.3/ 5.0)
- HP T610/620 WES7
- HP T520, T510 (WES7 & HP Thinpro 4.2 /4.3/5.0)
- HP T5740 (WES7)
- HP T5565 (HP Thinpro 4.2/4.3)
- Lenovo VXL Itona F24 (WES7)
- Wyse Z 90D7 (WES7), Z90D8
- Wyse Z50D (SLETC SP2)
- Wyse D90Q7, D90Q8, D90D7
- Desktop with Windows 7 64-bit and 32-bit
- Desktop with Windows 8,8.1 64bit
- Unicon eLux™

USB headsets

Avaya VDI Communicator supports the following USB headsets from Plantronics.

Hardware	Operating System	Headset Models
Dell-Wyse R50L Dell-Wyse Z50D	SLETC SP1 SLETC SP2	Blackwire C300(C310 and C320), C420, C435, C600(C610 and C620), DA45/H-top, Voyager Legend, Savi 700(Savi 710/720/730/740/745), Savi 400 (Savi 430/440), Calisto P620-M, Calisto P800 (P820,P825,P830,P835)
HP T5565 HP T510 HP T610	HP ThinPro 4.2* HP ThinPro 4.3* / 5.0	Blackwire C300 (C310 and C320), C420, C435, C600(C610 and C620), DA45/H-top, Voyager Legend, Calisto P620-M, Calisto P800 (P820,P825,P830,P835)
HP T5740 HP T510 HP T610 /620 Lenovo VXL F24 Dell-Wyse Z90D	WES 7	Blackwire C300(C310 and C320), C420, C435, C600(C610 and C620), C700(C710 and C720), DA45/H-top, Voyager Legend, Savi 700(Savi 710/720/730/740/745), Savi 400 (Savi 430/440), Calisto P620-M, Calisto P800 (P820,P825,P830,P835)
Windows PC	Windows 7 ,8,8.1	Blackwire C300(C310 and C320), C420, C435, C600(C610 and C620), C700(C710 and C720), DA45/H-top, Voyager Legend, Savi 700(Savi 710/720/730/740/745), Savi 400 (Savi 430/440), Calisto P620-M, Calisto P800 (P820,P825,P830,P835)

*HP ThinPro R4.2 / 4.3 requires two Add-ons from HP

<ftp://ftp.hp.com/pub/tcdebian/partners/KIT-PLTUSBHEADSETSDISABLEBUTTONS.xar> and
ftp://ftp.hp.com/pub/tcdebian/partners/vlan_4.x.xar

Virtualization software

Avaya VDI Communicator supports the following virtualization software product versions:

- VMware ESXi Hypervisor minimum version 4.1
- VMware View minimum version 4.6
- Citrix XenDesktop controller minimum version 5.0

- Citrix XenApp minimum version 6.0 ,6.5,7.5

Avaya Aura® 6.0 minimum version

- Avaya Aura® Communication Manager
- Avaya Aura® Session Manager
- Avaya Aura® System Manager

The following table shows the supported Avaya endpoints /clients / Servers by Avaya VDI C 2.0 for the GA release.

Avaya Aura® Session Manager Release	6.3.10
Avaya Aura® System Manager Release	6.3.9.0.639011
Avaya Aura® Communication Manager	6.03.0.124.0-21754
Avaya Session Border Controller release	6.3.000-16-4165
Avaya SIP Hard Phones 96x1	6.2 6.3 SP1 6.4
Avaya H.323 Hard Phones 96x1	6.2 6.3 SP1 6.4
Avaya Communicator for Windows 2.0	2.1.0.29
Scopia® 8.3	8.3 SP1
Acme Packet Net-Net 4500 SBC	
Avaya Communicator for ipad	2.0

Citrix 7.5 (XenApp) version for VDI-C tested using two different hardware configurations / Environment

Environment 1 is recommended for 50 users

- 1. Server type: IBM BladeCenter HS22-[7870AC1]-
- 2. CPU: Intel(R) Xeon(R) CPU E5540 @ 2.53 GHz
- 3. System Memory: 40 GB
- 4. HDD: 552 GB
- 5. Operating OS: Windows 2012

Environment 2

- 1. Server type: Dell R620

Release Notes

- 2. CPU: Intel(R) Xeon(R) CPU E5-2640 @ 2.50 GHz
- 3. System Memory: 80 GB
- 4. HDD: 900 GB
- 5. Operating OS: XenServer 6.2

Avaya Aura conference 7.0 minimum version

Provisioning and Software Installation

Please refer to the 'Avaya VDI Communicator Overview and Planning' guide for endpoint provisioning and software installation procedures.

Using the VDI-C application

Avaya VDI Communicator is used with the Avaya one-X® Communicator application deployed on virtual desktops running in the data center providing the user interface for Unified Communications. You are required to use Avaya one-X® Communicator through virtual desktops. In normal operation, you do not need to use the Avaya VDI Communicator user interface to make or handle calls. To connect with a VDI endpoints, you must use Avaya one-X® Communicator in the Desk Phone mode. The following voice call features are available through Avaya one-X® Communicator in a virtualized environment:

To run 1XC 6.2 FP4 on virtual environment using command prompt as mention below

```
C:\Users\jwagh\Desktop>"Avaya one-X Communicator Suite.exe" /ISCITRIX=true
```

```
For ACA clinet use msixec /i <Lync Addin installer filename> VDIENV=true <CCE installer filename>
ISCITRIX=true
```

- Make a call
- Answer a call
- End a call
- Transfer a call
- Make a conference call
- Place a call on hold
- Resume a call
- Mute/Unmute call

Though in normal operation you do not need to use Avaya VDI Communicator for making or handling calls, you can use the Avaya VDI Communicator user interface installed on your thin client or Windows PC to make and handle voice calls when you do not have access to Avaya one-X® Communicator/ ACA Lync. The following features are available through Avaya VDI Communicator installed on your VDI thin client:

- Make a call
- Answer a call
- End a call
- Mute / Unmute a call

Please refer to the 'Using Avaya VDI Communicator' guide or the online help (Integrated with the application) for more details.

VDI Communicator R2.0SP1 Features

- Configuration
 - Auto configuration
 - GUI for auto-configuration
- Auto login and Auto start
- Make call
 - Make call from VDI-C UI
 - Receive a call
 - Ignore a call
 - Dial pad
- Mid call control
 - DTMF
 - Mute / Unmute
 - Audio Metrics on active call
 - Avaya Aura Conference 7.0 bridge dialing
 - End a call
 - G.711MU /A support
 - G.729
 - SRTP
 - Session Border Controller Support
 - Multiple Device Access Support
 - Dual Registration using H.323 phone types
 - Certificates / Authentication
 - Security
 - Usability Improvements

Non-supported features:

- H.323 support
- Video
- Single sign on (SSO)

Caveats / Known issues

Sr. No.	Key	Summary	Workaround / Notes

1	VDIDMC-1427	ThinPro VDI-C which has Client ID certificate installed registers to all Session Managers	In order to repack a Windows pkcs12 file to be linux compliant please run: openssl pkcs12 -in file.pfx -out file.pem openssl pkcs12 export -in file.pem -name "xxxxx" -out file.p12.
2	VDIDMC-1411	Unable to hold_resume VDI-C Application if switch network from wireless to wired or vice a versa	Restart VDI-C after changing N/W
3	VDIDMC-1369	VDI Endpoint Connected" icon takes lot of time to go away once Lync ACA is signed out.	Wait for a minute to logout Lync ACA
4	VDIDMC-1357	Unbearable audio quality from HP Thinpro as remote worker during specific call flow , observed with VDI-C behind SBC SRTP to VDI-C SM with RTP	Perform hold /resume a call
5	VDIDMC-1323	MDA: after pressing Exclusion on phone with same extension as 1XC and trying to Join call from 1XC, the call disappears in 1XC	None
6		Help files not available in Dutch – English version will be displayed instead.	None

Plantonics Headset issues

Title: Wyse R50L and VMware view: audio cannot be redirected to headset on thin client

Tracking Number: VDIDMC-449

Description: VMware view on the Wyse R50L does not have an option to redirect the audio to the local headset.

Impact: Avaya VDI Communicator call audio is not heard through the local headset.

Workaround: Implement and distribute a USB device exclusion from the VMWare View session using the VMWareViewExcludeUSBID global parameter in the wlx.ini file, as described in 'Reference Guide Wyse® Enhanced SUSE Linux Enterprise SP1 INI Files'.

The VMWareViewExcludeUSBID parameter is used to specify the USB devices that are excluded from the VMWare View session (comma separated vendor Ids and product Ids of USB devices that are excluded from the VMWare View session)

The following example wlx.ini file entry will exclude the Plantronics 320, 420 and 620 headsets from the VMWare View session:

```
VMWareViewExcludeUSBID=vid047fpidc00f, vid047fpidaa14, vid047fpidaa00
```

Additional Plantronics headsets:

Plantronics Vendor Id	vid047f
-----------------------	---------

Headset	pid		Headset	pid
Blackwire 310	pidc00e		DA45	pidaa05
Blackwire 320	pidc00f		Voyager Legend UC	pid0113
Blackwire 420	pidaa14		Savi W4XX	pidab11
Blackwire 435	pidaa12		Savi 7XX	pidac01
Blackwire 610	pidaa02		Calisto 8XX	pidca01
Blackwire 710	pidaa00		Calisto 620-M	pidca03
Blackwire 720	pid010c		Calisto 240	pidae11

Title: HP t510 Linux Thinpro 5 & 1XC running from Xenapp got hung.

Tracking Number: VDIDMC-1390

Description: Thinpro as well as 1XC got hung with Plantronics headsets on Thinpro 5.0 operating system running on HP T510 thinclient

Workaround: There are known issues with Plantronics headsets on Thinpro 5 systems. Using the headset hold/mute buttons may cause the ThinPro GUI to ignore mouse clicks.

As a workaround, the following lines should be added in the /etc/X11/xorg.conf file:

Section "InputClass"

Identifier "Plantronics"

MatchVendor "Plantronics"

Option "Ignore" "true"

EndSection

Appendix A: Acronyms

SM	Avaya Aura® Session Manager
VDI	Virtual desktop Infrastructure
WES7	Windows Embedded Standard 7 Operating System
1XC	Avaya one-X® Communicator
ACA	Avaya Client Applications is the name of the Avaya product that contains Lync
Integration	