



Product Support Notice

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PSN # PSN004725u

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Severity
/risk
level

Medium

Urgency

Immediately

Name of problem

Availability of Avaya one-X® Communicator R6.2 Service pack 11 -Patch 2(6.2.11.05)

Products affected

Avaya one-X® Communicator R6.2

Problem description

Availability of Avaya one-X® Communicator R6.2 Service Pack 11 (Patch 2)

Resolution

A patch for Avaya one-X® Communicator R6.2 SP11 is available for customers that may be experiencing any of the issues listed below.

ONEXC-13148	CFD: Popup on Call Pickup Alert is not working in RW H323 mode
ONEXC-13147	CFD: ENH-CFWD buttons "for others" are changing their label or functionality after using them
ONEXC-13138	Silent Crash: Observed when Logged in with another lab account and Presence server setting.
ONEXC-13137	CFD: 1xc outlook name resolution not working, using Sophos antivirus
ONEXC-13130	Add processing of FAILED RC for StartPlayout function
ONEXC-13111	1XC SP11- 1XC SIP generates two call log entries for 2nd and subsequent answered call using team button.
ONEXC-13087	CFD - 1XC is unable to see more than 50 favorites contacts, but able to add 100
ONEXC-13015	1XC SP11-1XC still acquires the camera at callee after call is resumed even if no video.
ONEXC-12638	Issue with 1XC SIP RW mode; The call on BSM is drop after fallback to Primary SM then answer new incoming call

CCE/CS Fixes:

ADCE-2938	CFD: Hertz (and other) site frozen by browser add-in
ADCE-3013	CFD: Avaya Communicator for Lync 6.4.0.1 + CCE 6.6.1.20 or 6.6.1.26: Browser contact card doesn't appear
ADCE-3029	Avaya Collaboration Services Firefox extension does not load or execute, when using Mozilla Firefox build 43 or later
ADCE-3035	CFD: After installation ACL 6.4.0.2 on OS with MS Office 2013/64 bits CS is not available in MS Word)
ADCE-3028	CCE add-in is not loaded when opening Word/Excel/Power point Office 2016

Link to the build - [ftp://ftp.avaya.com/incoming/Up1cku9/IPSP/1XC/Avaya one-X Communicator Suite.6.2.11.05-dist.zip](ftp://ftp.avaya.com/incoming/Up1cku9/IPSP/1XC/Avaya_one-X_Communicator_Suite.6.2.11.05-dist.zip)

Note: there is a known open issue related to "Contact card is not displayed on browser", this issue will be addressed on the next release version of CS

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

A backup of the previous version is unnecessary. Please have a copy of the source media for the previous version if a rollback is required. This patch is only applicable to 6.2.11 release

Download

Contact Avaya Support Services

Patch install instructions

See Avaya one-X® Communicator Deployment Guide

Service-interrupting?

Yes

Verification

If successful, the install version is Avaya one-X® Communicator R6.2 Service Pack 11 (Patch 2) – v6.2.11.05 & CS version is 6.6.5.6

Failure

In the event of an installation failure, the previously installed version will be restored

Patch uninstall instructions

See Avaya one-X® Communicator Deployment Guide

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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Business Partner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

Avaya one-X® Communicator R6.2 Service Pack 11 (Patch 2) is available at the following link:

Link to the build - <ftp://ftp.avaya.com/incoming/Up1cku9/IPSP/1XC/Avaya one-X Communicator Suite.6.2.11.05-dist.zip>