



# **Avaya one-X<sup>®</sup> Agent**

## **Release Notes**

2.5.10 (H.323)  
Issue 1.1  
Aug 2017

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## Introduction

Avaya one-X® Agent is an integrated telephony soft-phone solution for agents in contact centers. Avaya one-X® Agent provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairments. Avaya one-X® Agent 2.5.10 is an H.323 Service Pack and upgradable from earlier H.323 releases only.

This release offers the following enhancements over Avaya one-X® Agent 2.5.8 (H.323):

- ▢ New Consultative Conference/Transfer behavior.
- ▢ Support for 96x1 phone in the native mode.
- ▢ Advance contact search window changes.
- ▢ Predictive search in contacts: Advanced Search.
- ▢ Internet Explorer Enhanced Protected Mode (EPM) support for Click-To-Dial feature.
- ▢ Screen Pop feature improvements.
- ▢ Click-To-Dial support for new Mozilla Firefox versions.
- ▢ SSL (HTTPS) support for API service.
- ▢ **Support for Aura 7.1**

## List of files included in this release

File Name	Description
OnexAgentSetup2.5.60037.0	1xa setup file (final 2.5.10 build)

## Installation

### Avaya one-X® Agent 2.5.10 installation pre-requisites

- ▢ Ensure that you have the latest update to your operating systems.
- ▢ Microsoft Visual C++ 2010 Redistributable Package for correct Click-To-Dial-plugin installation and work.
  - For 64-bit machine: <https://www.microsoft.com/en-us/Download/details.aspx?id=14632>
  - For 32-bit, 64-bit machines: <https://www.microsoft.com/en-us/download/details.aspx?id=5555>
- ▢ Ensure that you install .NET 3.5 SP1 Framework.  
You can download the framework from <https://www.microsoft.com/en-us/download/details.aspx?id=22288>.
- ▢ Close applications, such as Microsoft Internet Explorer, Microsoft Outlook.

### Avaya one-X® Agent 2.5.10 upgrade or installation

- The Avaya one-X® Agent 2.5.10 installation suite is available for upgrade with Avaya one-X® Agent Release 2.5.8.
- The new installation of Avaya one-X® Agent 2.5.10 on operating systems listed in the interoperability section in this document.

## Documentation

See to the following documents to deploy the Avaya one-X® Agent solution:

- *Installing and Configuring Avaya one-X® Agent*
- *Installing Server Applications for Avaya one-X® Agent*

You can download the document from <http://support.avaya.com>.

## Interoperability and requirements

### Software and firmware compatibility matrix

The table below lists the systems that Avaya one-X® Agent 2.5.10 supports:

Avaya Components	Supported Release
Avaya Aura® Communication Manager	5.2.1, 6.2, 6.3.0, 6.3.2, 6.3.3, 6.3.6, CM 7.0 with AMS and with Gateway, 7.0.1, 7.1
Avaya Aura® Presence Services	6.1 SP2, 6.1 SP5, 6.2, 6.2 SP1, 6.2 SP2, 6.2 SP4, 7.0, 7.0.1, 7.1
Avaya Aura® Call Center Elite	6.0, 7.0, 7.0.1(SP3), 7.1
Avaya one-X® Agent Central Management	2.5, 2.5.00450.0
Avaya Control Manager	ACM 7.1.2 + ACM patch (PR number – 22948), 7.1.3.1
Third Party Components	Supported Release
Operating Systems (32/64 bits)	<ul style="list-style-type: none"><li>• Microsoft Windows 7 Enterprise, Ultimate, and Professional</li><li>• Microsoft Windows 8/ 8.1 Enterprise and Pro</li><li>• Microsoft Windows 10 Enterprise, Ultimate, and Professional</li><li>• Microsoft Window Server 2008 R2</li><li>• Microsoft Window Server 2012</li></ul>
Virtual Environments	Citrix XenApp 6.5, 7.5, 7.6, 7.11 and 7.14
Microsoft Office Outlook	Exchange Server 2007, 2010, 2013, 2016 with Localized and MS Outlook 2007, 2010, 2013
Browsers	<ul style="list-style-type: none"><li>• Microsoft Internet Explorer (IE) 7.0 32-bit or later (to use the Click-to-Dial feature)</li><li>• Google Chrome</li><li>• Mozilla Firefox 34 or later version</li></ul>
Other Microsoft Software	Microsoft .NET Framework 3.5 Service Pack 1

#### Note

The table lists the latest patch/Service Pack of components that are tested with Avaya one-X® Agent 2.5.10 at the time of release.

### Changes from earlier releases and fixed issues

#### 1. New Consultative Conference/Transfer behavior

- If you select Consultative Conference, the system adds all parties to the conference through consultation
- Supports switching between Consult call and existing call (from which consult conference/transfer is initiated). However, if the switching between call is done, then the system replaces the Consultative/Complete Conference button with the Transfer button and enables the **Add Work Item to conference** option. It will no longer be a consult call after switching. Same behavior is applied for Consultative Transfer.
- You cannot drag and drop from conference/transfer if call is in the consult state.

#### 2. Support for 96x1 phone is added in the native mode so they do not have to be aliased

- Avaya one-X Agent administration supports a telephone type entry of 9611, 9621, and 9641 and any other 96x1 phone types.

3. **Advance Contact Search window changes to get faster results for LDAP, Outlook search**
  - a. In the Advance Contact Search window, additional a new criteria dropdown list is added. The system searches and displays the results based on the selection of the Criteria dropdown list, Contact, Outlook Contacts, and Active directory
  - b. User cannot enter '\*' in the "Search in" field of the Advance Contact Search window. The system searches and displays the results, based on the Criteria dropdown list.
4. **With the help of the ANI copy user can copy the below fields from Avaya one-X Agent**
  - a. Voice interaction details (remote user name and number).
  - b. Work log details (Topic, Name, Number, Date-Time, DTMF, Screen POP, Work codes, Observing Agent details in case of supervisor login).
  - c. Work log details in the Advanced Search window (Topic, Name, Number, Date-Time, DTMF, Screen POP, Work codes, Observing Agent details in case of supervisor login).
  - d. Workitem details (Prompted digits, UUI info and work codes).
  - e. Topic name, which is after work item state in work list.
  - f. Line appearance label on dial pad.
5. **Predictive Search in Contacts: Advanced Search**
  - a. If the **Enable Predictive Search** open is selected and user starts typing in the **Search** field and content length is more than two characters, then system begins to search automatically and displays the results. Meanwhile during search in progress, the system displays "searching..." message.
  - b. Predictive search will also takes place if any string is pasted in the **Search** field and overall character length became more than 2.
  - c. Predictive search will also take place if the **Criteria** or **Field** selection change takes place.
  - d. If the **Search in** combobox selection change takes place, then the system clears the **Search** field content and the predictive search will not take place.
  - e. To perform search on equal to or less than two characters, then user has to click the **Search** button explicitly.
  - f. If the **Enable Predictive Search** option is not selected, then the predictive search will not take place and user has to click the **Search** button explicitly.
  - g. If search is going on and user closes the **Advance Search** window or user changes the **Search in** field, then the system stops the search and search result will not appear.
6. **Click To Dial For Chrome.**
  - a. User can include Click-to-Dial on Chrome feature in Avaya one-X Agent while installing Avaya one-X Agent by checking the **Enable Click to Dial in Chrome** option in Avaya one-X Agent options page, which says "Select the features that you would like to enable".
  - b. Once you install Avaya one-X-Agent, close all instances of Chrome and restart Chrome to get the extension loaded.
  - c. The system will not enable extension on a non-domain (workgroup) standalone computer. The extension gets enabled only in the enterprise domain computers.
  - d. User can view the extension listed on the Chrome web page `chrome://extensions/`. But users cannot disable or remove the extension as the checkbox **Enabled** is not active as the extension is installed through policy.
  - e. User can enable or disable the Enabling Dialing Numbers from Chrome feature at **Systems Setting > Desktop Integration** ". By default, feature is enabled. Upon enabling or disabling the feature, user must refresh the web page for the settings to take effect. If the numbers are

highlighted already and the user disables the features and clicks the number, then the system dials the number. User must refresh the web page each time after enabling and disabling the feature.

- f. User can get the telephone numbers highlighted with yellow background on the Chrome web page after the web page is launched and updated with complete data.
- g. User can hover mouse over highlighted number and can see mouse cursor style changing to pointer.
- h. The system does not display tooltip on mouse hover on highlighted phone number. This is behavior-deviation with respect to behavior in Click-To-Dial Internet Explorer.
- i. User can click on numbers highlighted in yellow background on the Chrome web page and number is dialed from Avaya one-X-Agent.
- j. User can go to the one-X-Agent install location at C:\Program Files (x86)\Avaya\Avaya one-X Agent) and can update the feature configuration data such as, minimum and maximum length of phone number and regular expressions in file named pstrings.
- k. User must restart Avaya one-X Agent for “pstrings” file content to take effect. For web page to highlight phone number as per the updated Regular Expressions, user must refresh the web page.
- l. User can edit or add a registry value HKLM->SOFTWARE at **Avaya > Avaya one-X-Agent > Settings > IgnoredHtmlTags** for ignoring the specific HTML text nodes while parsing the web page content for phone numbers. Every node belongs to specific HTML tag. User can provide the comma separated lists of these HTML tags as value like “noscript, option, title”.
- m. Textarea, Script and style HTML tags are ignored by default even if the registry entry has empty value or registry entry is not present.
- n. User can get the extension loaded in the Incognito window after checking the “Allow in incognito” option placed against the extension **Avaya Click to dial** on the web page `chrome://extensions/`. Whenever user checks/unchecks this option, all non-incognito highlighted tabs lose connection with Avaya one-X-Agent and the system does not dial the number. User must refresh these web page tabs after checking and unchecking the **Allow in incognito** option.
- o. The system does not load the extension into the local HTML web page files opened with URL `file:///.*`.
- p. For Click to Dial, functionality to work on the Chrome web page, Avaya one-X Agent must be running and logged in.
- q. Click To Dial for Chrome is dependent on the Avaya one-X Agent API Service so HTTP ports opens using the NETSH Microsoft tools. For more details, go to <https://downloads.avaya.com/css/P8/documents/100069896> .
- r. At the time of service pack installation, if Chrome is not installed and later the user wants to use this feature by installing Chrome browser, then the user must remove the service pack and then reinstall the service pack with **Enable Click to Dial in Chrome** option selected.

## 7. Click To Dial Internet Explorer Enhanced Protected Mode Support (Applicable for Internet Explorer 10,11)

- a. Ensure that Microsoft Visual C++ 2010 Redistributable Package (x86,x64 both) is installed for the correct Click To Dial-plugin installation and work as new Internet Explorer Click To Dial components.
  - For 64-bit computer: <https://www.microsoft.com/en-us/Download/details.aspx?id=14632>

- For 32-bit,64-bit computers: <https://www.microsoft.com/en-us/download/details.aspx?id=5555>
- b. User can use the Click to Dial on Internet Explorer feature with Enhanced Protected Mode and 64-bit processes for Enhanced Protected Mode ("Internet Options" => "Advanced"=>"Security" section).
- c. User can enable the Click to Dial on Internet Explorer feature in Avaya one-X Agent while installing Avaya one-X Agent by checking the **Enable Click to Dial in Internet Explorer** in Avaya one-X Agent options page which says, "Select the features that you would like to enable".
- d. Once Avaya one-X-Agent is installed, user must close all instances of Internet Explorer and restart Internet Explorer to get the Click-To-Dial plugin active.
- e. User can view the extension listed on Internet Explorer > Manage Add-ons user can disable the extension.
- f. User can enable or disable the Enabling Dialing Numbers from Internet Explorer feature on Avaya one-X Agent at **Systems Setting > Desktop Integration** . By default the feature is enabled. Upon enabling or disabling feature, user must refresh the web page for the settings to take effect. If numbers are highlighted already and user disables the features and clicks the number, then the system dials the number. User must refresh the web page always after enabling and disabling the feature.
- g. User can get the phone numbers highlighted with yellow background on the Internet Explorer web page, after the web page is launched and updated with complete data.
- h. User can hover mouse over highlighted number and can see mouse cursor style changing to "pointer".
- i. User can click the numbers highlighted in yellow background on the Internet Explorer web page and number is dialed from Avaya one-X Agent.
- j. User can edit or edit the registry value **HKCU > SOFTWARE > Avaya >Avaya one-X-Agent >Settings >"IgnoredHtmlTags"** for ignoring the specific HTML text nodes while parsing the web page content for phone numbers. Every node belongs to a specific HTML tag. User can provide the comma separated lists of these HTML tags as value like "noscript, option, title". Textarea, Script and style HTML tags are ignored by default even if the registry entry has empty value or registry entry is not present.
- k. For the Click to Dial Internet Explorer functionality to work on the Internet Explorer web page, Avaya one-X Agent must be running and logged in.

## 8. Click-To-Dial support for new Mozilla Firefox versions.

- a. User now can use the Click to Dial feature on Mozilla Firefox starting 34 version or later version.
- b. Ensure that you have Microsoft Visual C++ 2010 Redistributable Package (x86,x64 both) in your computer for correct Click To Dial-plugin installation and work as new Mozilla Firefox Click To Dial components required.
  - For 64-bit computer: <https://www.microsoft.com/en-us/Download/details.aspx?id=14632>
  - For 32-bit,64-bit computers: <https://www.microsoft.com/en-us/download/details.aspx?id=5555>
- c. To install add-on:
  - Enable the Click to Dial Firefox integration during the installation step.
  - Once Mozilla Firefox window appears, click **Install ...»**.
  - Close Mozilla Firefox. it is required to enable the add-on.
  - Verify the installed plugin through Firefox Settings at **Add-ons > Extensions**. "Avaya Click To Dial 1.0 " is shown on extension list.

## 9. SSL (HTTPS) support for API service.

- a. SSL (HTTPS) support implemented in Avaya one-X Agent External API.
- b. Added script `OneXAgentAPIConfig.bat` for port configuring and SSL certificate binding.

Script allows to make HTTP or HTTPS port configuration (URL reservation).

Default location:

`"C:\Program Files (x86)\Avaya\Avaya one-X Agent`

Usage:

`OneXAgentAPIConfig.bat port number action [cert_hash]`

portnumber: from 60000 to 61000

action: 1 = Add One-X Agent API Service Configuration

action: 2 = Delete One-X Agent API Service Configuration

[cert\_hash]: Thumbprint of SSL certificate (optional). If [cert\_hash] is specified, HTTPS will be used for external API. Otherwise - HTTP.

### If action 1 selected:

- Script adds new registry value:

`HKEY_CURRENT_USER\Software\Avaya\Avaya one-X Agent\Settings\EnableSSLForAPI`

If HTTPS configuration selected, `EnableSSLForAPI = 1`.

If HTTP configuration selected, `EnableSSLForAPI = 0`.

Avaya one-X Agent uses this parameter to decide, which connection type to choose for external API connections. If parameter is missed, HTTP connection used.

External applications may use this registry parameter for the same purpose.

- Script updates the next registry value with specified port number:

`HKEY_CURRENT_USER\Software\Avaya\Avaya one-X Agent\Settings\APIPort`

One-X Agent uses this parameter to select port to listen for external connections. If `APIPort` is zero, then port is being auto-selected from range 60000-61000.

### If action 2 selected:

- Script removes registry value "EnableSSLForAPI".
- Script zeroes registry value "APIPort".

#### Examples:

Adding HTTP configuration:

`> OneXAgentAPIConfig.bat 60000 1`

Adding HTTPS configuration:

`> OneXAgentAPIConfig.bat 60000 1 f64f0dd9f6c5cac1dbb112b3db0751e752b9d36d`

Removing HTTP configuration:

`> OneXAgentAPIConfig.bat 60000 2`

Removing HTTPS configuration:

`> OneXAgentAPIConfig.bat 60000 2 f64f0dd9f6c5cac1dbb112b3db0751e752b9d36d`

- c. SSL activation:

- Create / obtain server SSL certificate.
- Install the certificate to Trusted Root Certificate Authority. Copy its thumbprint. (MMC tool can be used for both).



- Perform port configuration and certificate binding via script "OneXAgentAPIConfig.bat", using certificate thumbprint as parameter.
  - Start One-X Agent.
- d. SSL Support in Click-To-Dial for Chrome.
- Perform port configuration and certificate binding, following the steps from section "c".
- If Click-To-Dial for Chrome is activated, it will communicate to Avaya one-X Agent through the SSL protocol.

## 10. NAT Support.

A registry key is added to work in the configuration where the **one-X Agent** is behind **NAT** (only and **not NAPT**) and being used in "My Computer" mode. The registry key is NATEnable of type

DWORD and must be present in the HKLM hive under the following path:

- For 64 bit OS: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings
- For 32 bit OS: HKEY\_LOCAL\_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings

Possible values:

"1" => Enable functionality to communicate through NAT

"0" => Disable it (default value)

### Note

- Administrators must create the registry key as installer or the application does not generate these registry key.
- The configuration where the CM is behind NAT is not supported.
- For changes in the registry key to take effect, users must restart of the Avaya one-X® Agent application.
- Do not update the registry values while application is running.

## List of issues addressed in this Release

Issues	Resolution
<b>User Interface</b>	
ONEXAGENT-9160 - Adding criteria for advance search in contact	Fixed Advance Contact Search Window Changes to get faster results for LDAP, Outlook search.
ONEXAGENT-9358 - Providing Predictive Search capability for Advanced Search (LDAP, Outlook, Contacts)	Fixed Predictive Search in Contacts: Advanced Search
ONEXAGENT-9288 - With the help of ANI Copy user will be able to copy below fields from Avaya one-X Agent.	Fixed
<b>Screen Pop</b>	
ONEXAGENT-8243 - 1XA ScreenPopConference:Invalid screen pops are getting triggered when Consult Conference, Blind Conference.	Fixed
ONEXAGENT-8895 - Getting no screen pop on second call appearance due to UUI timeout.	Fixed

ONEXAGENT-8885 - Screen Pop sometimes does not work if the OnlyForVDN trigger configured.	Fixed
ONEXAGENT-8214 - Invalid screen pops are getting triggered after recovery in multiple scenarios.	Fixed
ONEXAGENT-8109 - Screen pop is getting triggered at a wrong time during conference.	Fixed
ONEXAGENT-8890 - Getting Screen Pop if the call is disconnected from the conference.	Fixed
ONEXAGENT-9951 – The Screen Pop configuration does not give the "Inbound Released" event on an inbound call when releasing the call after adding third-party to conference.	Fixed
wi01230521 - Getting the Screen Pop if the call is disconnected from the conference (Carry forwarded from 2.5.8 patch 1).	Fixed
<b>Dialing rules</b>	
ONEXAGENT-9864 - Dialing Rules: International number processed as National.	Fixed
<b>Click to Dial</b>	
ONEXAGENT-484 - C2D - Firefox latest version support	Fixed
ONEXAGENT-485 - Click To Dial Internet Explorer Enhanced Protected Mode Support (Applicable for Internet Explorer 10,11)	Fixed
ONEXAGENT-9301 - Click To Dial For Chrome.	Fixed
<b>External API</b>	
ONEXAGENT-9911 - CFD: 1XA SDK (API) fails to provide consistent UUI data on VoiceInteractionCreated Responses.	Fixed
<b>Log in/ Log out</b>	
ONEXAGENT-9957 - User is not able to login to Avaya one-X agent when the "vdn-info" button is enabled.	Fixed
<b>General</b>	
ONEXAGENT-9083 - Null reference Exception on App Exit.	Fixed
ONEXAGENT-9183 - Saving configuration file for advanced search contact window.	Fixed

ONEXAGENT-9186 - Fix 96x1 support changes into 2.5.10 branch.	Fixed
<b>Security</b>	
ONEXAGENT-9646 - The Avaya one-X Agent password encryptor tool does not work for 2.5.8.	Fixed
<b>Call Handling</b>	
ONEXAGENT-8878 - In the four-party consultative conference call, Avaya one-X Agent locks up after dropping and adding a participant with drag and drop.	Fixed
ONEXAGENT-9054 - Unable to initiate a consult conference if the first participant was dropped during previous attempt.	Fixed
ONEXAGENT-9174 - Change for alignment of conference - consult call interaction.	Fixed
ONEXAGENT-9171 - Consultative conference behavior need to be changed to add all call participant through consult only.	Fixed
ONEXAGENT-9320 - Make toggle between consult call functionality global.	Fixed
ONEXAGENT-9173 - Fix issue when call is removed from conference and add same/another caller again in conference. Complete conference button is not visible.	Fixed
ONEXAGENT-8879 - Conference button is enabled in the Work option for second line appearance in consultative conference and transfer calls.	Fixed
ONEXAGENT-8875 - The transfer button does not appear if the party on-hold leaves uncompleted Consultative Conference.	Fixed
ONEXAGENT-9073 - Incorrect operations set after dropping of the first participant (toggling enabled).	Fixed
ONEXAGENT-8888 - Avaya one-X Agent dials 202020/20032/20320 when pressed ~ ; ] \	Fixed
ONEXAGENT-8869 - Avaya one-X Agent locks up after performing a drag-and-drop instead of hitting the consultative conference button.	Fixed
ONEXAGENT-9462 - Avaya One-X does not break down call with whiper MyComputer	Fixed
ONEXAGENT-8089 - Entries are not appearing correctly at the time of direct transfer.	Fixed
ONEXAGENT-9140 - Fix for consultative conference call is not getting dropped after selecting the OK button in network recovery scenario.	Fixed

ONEXAGENT-9141 - Issue with complete conference failure if waiting VDN queue is fixed.	Fixed
ONEXAGENT-9623 - Null reference Exception in Avaya one-X Agent log after releasing call on Avaya one-X Agent.	Fixed
<b>Audio</b>	
ONEXAGENT-9629 - Fix for audio issue with the G722 codec.	Fixed

## Troubleshooting

Issue	Resolution
Click-to-Dial for Internet Explorer is not working	<p>Check the following:</p> <ul style="list-style-type: none"> <li>a. Ensure the AvayaEBroker service is running in services <b>Task Manager &gt; Services &gt; AvayaEBroker</b>).</li> <li>b. Ensure that the <b>Enable Dialing Numbers from Internet Explorer</b>" option is selected in Avaya one-X Agent at <b>System Settings &gt; Desktop Integration</b>.</li> <li>c. Restart the AvayaEBroker service, web browser, and Avaya one-X Agent.</li> </ul>
Click-To-Dial for Internet Explorer does not work on Internet Explorer with the EPM mode on some computers having operating system window 8 and above, that is Windows 8/ Windows 8.1/ Windows 10) due to the file system or registry permission issues.	<p><b>Cause</b></p> <p>The "All Application Packages" group (a well-known group with a predefined SID) must have specific access to certain locations of the registry and the file system for Modern Apps to function properly.</p> <p><b>Solution</b></p> <p>Fixing file system permissions that must have changed manually:</p> <ul style="list-style-type: none"> <li>a. Open File Explorer.</li> <li>b. Browse to the Avaya one-X Agent installation folder at <b>C:\Program Files(x86)\Avaya\Avaya one-x agent"</b></li> <li>c. Right-click and select <b>Properties</b>.</li> <li>d. Select the <b>Security</b> tab.</li> <li>e. Click the <b>Advanced</b> button.</li> <li>f. Click the <b>Change Permissions</b>" button.</li> <li>g. Click the <b>Add</b> button.</li> <li>h. Click <b>"Select a principal"</b> link.</li> <li>i. Click the locations button and select the local computer (your computer name).</li> <li>j. Click the <b>Advanced</b> button and then select <b>Find now</b>.</li> <li>k. Add the all applications package group name and click <b>OK</b>.</li> <li>l. Ensure that you type = allow and applies to = This folder, subfolder and files.</li> <li>m. Check <b>Read &amp; Execute, List folder contents and Read options</b>.</li> <li>n. Check the option <b>Replace all child object permissions with inheritable permission entries from this object..</b></li> <li>o. Click <b>Apply</b> and <b>OK</b>.</li> <li>p. You may have to reinstall the Avaya one-X agent after these changes take effect.</li> </ul> <p>For fixing registry permissions and more information on this please refer following article from Microsoft - <a href="https://support.microsoft.com/en-us/kb/2798317">https://support.microsoft.com/en-us/kb/2798317</a></p>

The Cancel button in the Other Phone mode cannot cancel the agent login procedure till the other phone is still ringing.	Wait till the other phone is picked up or timed out.
<p>On certain computer with multiple core/processor Avaya one-X Agent exhibits heavy jitter while playing the voice of other end and the Agent State timer may show improper time elapsed randomly.</p> <p>This might happen due to a known issue on certain computers where Hardware Abstraction Layer is not able to provide correct value for the high performance counters.</p> <p>This has been observed only with HP computers so far.</p>	<p>User can resolve this issue by following the steps mentioned in the KB:  <a href="http://support.microsoft.com/kb/895980">http://support.microsoft.com/kb/895980</a></p> <p><b>Caution</b></p> <p>This is windows wide setting and you must undo the changes if it does not resolve the problem.</p>
Intermittent OneWay Talk Path has been observed on Windows 7 where an Avaya one-X® Agent user cannot hear the remote party.	You must install the Service Pack1 of Microsoft Windows 7.
Sometimes, Citrix Receiver (version: 3.1.0.64091) for Windows crashes when you attempt to log on. The problem can occur through a Remote Desktop Protocol (RDP) session and/or an ICA session to a published desktop. The problem is observed when you attempt to launch a published application from the Start menu. Because of this, Avaya one-X® Agent fails to start.	<p>Disable Data Execution Prevention) (DEP) for SparkEmulator.exe.</p> <p>For details, see,  <a href="http://support.citrix.com/article/CTX132332">http://support.citrix.com/article/CTX132332</a></p>
When the length for FAC configured 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 consisting/overlapping the assigned agent login/logout FAC, the agent login/logout does not function correctly.	Ensure that the dial plan and FAC are correctly configured on Communication Manager.
Sometime the Avaya one-X Agent installation fails on certain computers. This is because the default script host is changed to C.	<p>The default script host needs to be changed to the VB script using the following command on command prompt:</p> <p><code>wscript.exe //H:wscript.</code></p>
The <b>Active Directory GSS Bind</b> option does not use the MS Windows credentials if empty user name and password is provided in <b>Settings</b> . This is different from how Avaya one-X® Communicator Directory search works even though the option is named identically in both the products.	Set the user name and password in the Avaya one-X Agent <b>Settings</b> panel.
Advance search with “First & Last Name” option does not work if you enter two words.	This is working as per design. The UI elements are for searching in fields First Name and Last Name and not for splitting the search string as “first” and “last” names.

## Known Issues

I	Workaround
Click-To-Dial for Internet Explorer is not compatible with Skype plugin (Click-To-Call). User must disable Skype plugin to use	None
Avaya one-X® Agent fails to search the Outlook contact from contact list when a user tries to input the asterisk (*) as the search	None
The Work Options button/icon not set correctly when having the IM contact, click to add call to Work Item but do not enter the	None
The Work Options button/icon not set correctly when having the IM contact, click to add IM to Work Item but do not enter the	None
According to ScreenPop design for conference, only "conference end" event ScreenPop is supported and record for this ScreenPop will not be added for conference interaction in WorkLog, instead it will be added for one of the call interaction from this conference	None
ONEXAGENT-10204--CAM:--Unable to access CAM GUI, After Cam server installation.	In PostgreSQL config (var/lib/pgsql/data/postgresql.conf) file, change the value for listen_address to '*'.
ONEXAGENT-10206--CAM:--SMGR 7.1 registration not working with CAM server during CAM Server installation.	<p>The solution is to download the "JCE Unlimited Strength Jurisdiction Policy Files" appropriate for the Java version being used. For example, for Java 6, download the jce_policy-6.zip file from Oracle website. Extract the JAR files in the downloaded zip to the lib/security/ directory of your JRE home:</p> <pre># unzip -d /usr/java/jdk1.6.0_21/jre/lib/security/ jce_policy-6.zip *.jar # cd /usr/java/jdk1.6.0_21/jre/lib/security/  Backup existing policy files # cp -p local_policy.jar local_policy.jar.ORIG # cp -p US_export_policy.jar US_export_policy.jar.ORIG</pre>

ONEXAGENT-10205--CAM:--OneX Agent connection to CAM server fails due to weak DH key present in jbos.	<p>Add the highlighted line as indicated in /opt/Avaya/OneXAgentCM/jboss-4.2.3.GA/server/default/deploy/jboss-web.deployer/server.xml file so that 1XA can connect to CAM.</p> <pre>       &lt;Connector port="8443" protocol="HTTP/1.1"         SSLEnabled="true"           maxThreads="150" scheme="https" secure="true"             clientAuth="false" sslProtocol="SSLv3"         sslEnabledProtocols="SSLv3"           ciphers="TLS_RSA_WITH_AES_128_CBC_SHA"           keystoreFile="\${jboss.server.home.dir}/conf/server.keystore"           keystorePass="r8nd0m" /&gt; </pre>
ONEXAGENT-10203--Work handling functionality is not working on One- X Agent if work mode on login parameter set to auto/manual-in on CM.	None
ONEXAGENT-10209--No voice path in conference call, after onexa fallback to CM from ESS, when TTS is disabled.	None
ONEXAGENT-10210--Conference WI is not getting displayed, After CM failover when TTS is disabled on CM.	None

## Contact information

To report issues with Avaya one-X® Agent 2.5.10, contact 1-800-242-2121 or go to [HTTP://SUPPORT.AVAYA.COM](http://support.avaya.com).