Avaya Proactive Contact, 5.2.0.1 - Release Notes for Avaya Proactive Contact Agent

12th November 2018
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**Date** | **Description**
---|---
August 16, 2018 | First draft release notes.
September 05, 2018 | Second draft release notes.
October 04, 2018 | Third draft release notes.
November 12, 2018 | Updated Material code.

**Introduction**
This document provides late-breaking information to supplement Avaya Proactive Contact software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at [http://support.avaya.com](http://support.avaya.com).

**Prerequisites**

**Hardware requirements**
This section provides information on the minimum hardware requirements for Avaya Proactive Contact 5.2.0.1 Agent.

**NOTE:** Avaya recommends that you have the latest updates for your Microsoft Windows systems.

**Minimum system requirements for Microsoft Windows Vista Enterprise Edition**
*(32-bit or 64-bit Operating System):*

- 1.3GHz (Dual Core) processor
- 2 GB RAM
- 2 GB free disk space
- CD/DVD drive
- Network capable


Microsoft Windows Vista is no longer supported by Microsoft starting from April 11, 2017, so if an issue is encountered that is due to running Vista, the only option will be to upgrade to Win 7 or higher. Please check more information on: [https://support.microsoft.com/en-in/help/13853/windows-lifecycle-fact-sheet](https://support.microsoft.com/en-in/help/13853/windows-lifecycle-fact-sheet)

**Minimum system requirements for Microsoft Windows 7 Enterprise Edition**
*(32-bit or 64-bit Operating System):*

- 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• CD/DVD drive
• Network capable

NOTE: For additional hardware requirements to support Microsoft Windows 7 Enterprise, see the Microsoft website at http://windows.microsoft.com/en-IN/windows7/products/system-requirements.

Minimum system requirements for Microsoft Windows Server 2008 SP2 Enterprise version (32-bit or 64-bit Operating System):
• 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• CD/DVD drive
• Network capable


Minimum system requirements for Microsoft Windows 8.1 Enterprise version (32-bit or 64-bit Operating System):
• 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• CD/DVD drive
• Network capable

NOTE: For additional hardware requirements to support Microsoft Windows 8.1 Enterprise version, see the Microsoft website at http://windows.microsoft.com/en-SG/windows-8/system-requirements.

Minimum system requirements for Microsoft Windows 10 Enterprise version (32-bit or 64-bit Operating System):
• 1.3GHz (Dual Core) processor
• 2 GB RAM
• 2 GB free disk space
• CD/DVD drive
• Network capable
NOTE: For additional hardware requirements to support Microsoft Windows 10 Enterprise version, see the Microsoft website at https://technet.microsoft.com/en-US/windows/dn798752.aspx

Product compatibility
For the latest and most accurate compatibility information go to https://support.avaya.com/CompatibilityMatrix/Index.aspx

Required patches
Find interoperability and compatibility information at the following location: https://support.avaya.com.

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File list

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Obtaining Avaya Proactive Contact 5.2.0.1 Agent

To order all CDs and DVDs for Avaya Proactive Contact 5.2.0.1, you can use the high-level bundle code 700513703

There are two ways to obtain the current release of Avaya Proactive Contact Agent:

- Order the installation DVD labeled Avaya Proactive Contact 5.2.0.1 Agent. Material ID: 700514664
- Download the ISO file from Avaya Support site and write the ISO file to a DVD.

To download the ISO file:

2. From the top menu, click Support by Product > Downloads
3. In the Enter Product Name field, type Proactive Contact.
4. Click the Proactive Contact option that displays under the Enter Product Name field.
5. In the Choose Release drop-down list, click 5.2.x.
6. Download the Avaya Proactive Contact 5.2.0.1 Agent ISO image.

To write the ISO file to a DVD:

1. Insert a blank writable DVD in the CD/DVD drive.
2. You can use any available DVD writing tool to write the ISO file to a DVD
3. Wait until the DVD burning is completed.
4. Label the DVD as Avaya Proactive Contact 5.2.0.1 Agent. Material ID: 700514664.

**Installation**

This section describes the procedure to install Avaya Proactive Contact 5.2.0.1 Agent.

**Backward Compatibility**

**NOTE:** This is not recommended by Avaya, but still if you enable backward compatibility, the Agent applications running on Avaya Proactive Contact 5.1, Avaya Proactive Contact 5.1.1, Avaya Proactive Contact 5.1.2, Avaya Proactive Contact 5.1.3 and Avaya Proactive Contact 5.2 can connect to the Avaya Proactive Contact dialer 5.2.0.1. As a result, the customers can upgrade the application in batches. However, the user is responsible for all security risks and concerns arising out while upgrading the application in batches.

By default, the Avaya Proactive Contact 5.2.0.1 dialer does not preserve backward compatibility for the Avaya Proactive Contact 5.1 Agent application, Avaya Proactive Contact 5.1.1, Avaya Proactive Contact 5.1.2 and Avaya Proactive Contact 5.1.3. To enable backward compatibility for both, disable TLS in the dialer.

**For Avaya Proactive Contact 5.1 Agent:**

To enable backward compatibility with Avaya Proactive Contact 5.1 Agent application, you must change the ClientCert parameter in `/opt/avaya/pds/config/agtSecurity.policy` on the dialer to **NO**. If the Agent client is not able to connect to the dialer even after setting ClientCert parameter to **NO**, then set the `ServerCertificate` parameter to **FALSE** in PDSAagent.ini file on the Agent client workstation. However, the user is responsible for all security risks and concerns arising out while upgrading the application.

**For Avaya Proactive Contact 5.1.1 Agent:**

To enable backward compatibility for Avaya Proactive Contact 5.1.1 Agent there are no changes required on Dialer side.

**For Avaya Proactive Contact 5.1.2 Agent:**

To enable backward compatibility for Avaya Proactive Contact 5.1.2 Agent there are no changes required on Dialer side.

**For Avaya Proactive Contact 5.1.3 Agent:**

To enable backward compatibility for Avaya Proactive Contact 5.1.3 Agent there are no changes required on Dialer side.

**For Avaya Proactive Contact 5.2.0 Agent:**

To enable backward compatibility for Avaya Proactive Contact 5.2.0 Agent there are no changes required on Dialer side.
Upgrading to Avaya Proactive Contact 5.2.0.1 Agent application

To upgrade Avaya Proactive Contact 5.2.0.1 Agent application:
1. Insert the installation CD in the CD/DVD drive.
2. Run the setup.exe file located in the root directory of the Agent CD/DVD.
   The installer searches for any previous version of the Agent application and displays the following message:
   Setup has found an earlier version of Proactive Contact Agent installed on your machine. For proceeding with this installation, it is required that older version is uninstalled. Do want to continue?
3. Click Yes.
   The setup uninstalls the previous version of the Agent application.
4. To install the latest version of the Agent application, continue from Step 3 of the Installing Avaya Proactive Contact 5.2.0.1 Agent application section.

Installing Avaya Proactive Contact 5.2.0.1 Agent application

To install Avaya Proactive Contact 5.2.0.1 Agent application:
5. Insert the installation CD in the CD/DVD drive.
6. Run the setup.exe file located in the root directory of the Agent CD/DVD.
7. On the Welcome screen, click Next.
8. On the License Agreement screen, select I accept the terms of the license agreement and click Next.
9. Select the language for Avaya Proactive Contact Agent.
10. Click Next.
11. On the Choose Destination Location screen, click Next.
12. On the Enter Dialer address screen, type the host name and IP address of the dialer to which you want to connect.
13. Click Next.
15. Click Finish.
16. Restart the computer after the client installation is complete.

Note

During the installation or upgrade process, the installer adds the following entry to the registry:

\[HKEY_LOCAL_MACHINE\SOFTWARE\Classes\VBSFile\Shell\runas\Command\]
Name: Default
Type: REG_EXPAND_SZ
Data: "%SystemRoot%\System32\WScript.exe" "%1" %*

The system does not remove this entry from the registry even when you uninstall the Agent application.
For Microsoft Windows 7, Microsoft Windows Vista, Microsoft Windows Server 2008, Microsoft Windows 8.1, or Windows 10, any version having UAC, this registry entry facilitates the administrators to install Avaya Proactive Contact Agent patches.

By default, on such Windows installations, the Run as administrator option for the VB Script (.vbs) files is unavailable. However, with this registry entry, the Run as administrator option becomes available for patch installer.

**Post-installation procedure**

This section describes the post-installation procedure for Avaya Proactive Contact 5.2.0.1 Agent.

**Microsoft Windows firewall**

Microsoft Windows Firewall displays a warning message whenever you start Avaya Proactive Contact Agent application. Although this warning states that the firewall is blocking some application functionality, the application continues to run without a problem.

Avaya recommends that you configure firewall to allow application exceptions. To configure firewall to allow application exceptions, a user having Administrator privileges must open each application and click **Unblock** when the warning message displays. This action adds the application to the list of exceptions to the firewall policy and allows all other users to access the application.

**For Microsoft Windows Vista users:**

1. In the Control Panel classic view, double-click **Windows Firewall**.
2. Click **Change settings**.
3. In the **Windows Firewall Settings** window, click the **Exceptions** tab.
4. Click **Add Program**.
5. Add the PDSAgent.exe application to the **Exceptions** list.
   The default location of the application is C:\Program Files\Avaya\Proactive Contact 5.x\Agent.

**For Microsoft Windows 7 Enterprise users:**

1. In the Control Panel classic view, double-click **Windows Firewall**.
2. Click **Allow a program or feature through Windows Firewall**.
3. In the **Allow programs to communicate through Windows Firewall** window, click **Change Settings** button if enabled.
4. Add the PDSAgent.exe application to the **Exceptions** list.
   The default location of the application is C:\Program Files\Avaya\Proactive Contact 5.x\Agent.

**For Microsoft Windows Server 2008 users:**

1. In the Control Panel classic view, double-click **Windows Firewall**.
2. Click **Allow a program or feature through Windows Firewall**.
3. In the **Allow programs to communicate through Windows Firewall** window, click **Change Settings** button if enabled.
4. Add the PDSAgent.exe application to the **Exceptions** list.
   The default location of the application is C:\Program Files\Avaya\Proactive Contact 5.x\Agent.
For Microsoft Windows 8.1 Enterprise users:
1. In the Control Panel classic view, double-click Windows Firewall.
2. Click Allow a program or feature through Windows Firewall.
3. In the Allow programs to communicate through Windows Firewall window, click Change Settings button if enabled.
4. Add the PDSAgent.exe application to the Exceptions list.
   The default location of the application is C:\Program Files\Avaya\Proactive Contact 5.x\Agent.

For Microsoft Windows 10 Enterprise users:
1. In the Control Panel classic view, double-click Windows Firewall.
2. Click Allow a program or feature through Windows Firewall.
3. In the Allow programs to communicate through Windows Firewall window, click Change Settings button if enabled.
4. Add the PDSAgent.exe application to the Exceptions list.
   The default location of the application is C:\Program Files\Avaya\Proactive Contact 5.x\Agent.

**Enhanced browsing security**

Some versions of Microsoft Windows prohibit running ActiveX content on your computer. As a result, all online help pages display the following message:

Internet Explorer has restricted this file from showing active control that could be used to access your computer.

This restricts your ability to easily navigate through the online help system. Avaya recommends that you allow active content on your computer.

Perform the following steps to allow active content on your computer:

17. Open Internet Explorer.
18. Select Tools > Internet Options.
19. Click the Advanced tab.
20. Scroll down to the Security section.
21. Select the Allow active content to run in files on My Computer check box.
22. Click OK and then close Internet Explorer.

**Updating the PDSAgent.ini file**

For the Microsoft Windows 10, Microsoft Windows 8.1, Microsoft Windows 7, Microsoft Windows Vista, and Microsoft Windows Server 2008 operating systems, the Agent application updates the PDSAgent.ini file, if it exists.
To add Dialer information to the PDSAgent.ini file, you must edit the file at the following location for 32-bit Operating System: for example.

C:\Users<username>\AppData\Local\VirtualStore\Program Files\Avaya\Proactive Contact 5.x\Agent\PDSagent.ini

To add Dialer information to the PDSAgent.ini file, you must edit the file at the following location for 64-bit Operating System:

C:\Users<username>\AppData\Local\VirtualStore\Program Files (x86)\Avaya\Proactive Contact 5.x\Agent\PDSagent.ini

**NOTE:** If the PDSAgent.ini file does not already exist at the above mentioned location, then go to the default path and update the PDSAgent.ini file.

The default path for 64-bit systems is C:\Program Files (x86)\Avaya\Proactive Contact 5.2\Agent and for 32-bit systems is C:\Program Files\Avaya\Proactive Contact 5.2\Agent.

---

**Uninstallation**

For Microsoft Windows Vista, Microsoft Windows 7 Enterprise, Microsoft Windows 8.1 Enterprise, Microsoft Windows 10 Enterprise and Microsoft Windows Server 2008 users:

23. In the Control Panel, click **Programs and Features**.

24. Select the Agent application that you want to uninstall.

25. Click **Uninstall/Change**.

26. Follow the on-screen instructions.

27. Click **Finish** on completion of the uninstallation.

---

**Fixes**

The following table is cumulative since the last major/minor release showing the most recent release first and oldest release last.

<table>
<thead>
<tr>
<th>JIRA Number</th>
<th>SR/PEA ID</th>
<th>Minimum Conditions</th>
<th>Visible symptoms</th>
<th>Release found in</th>
<th>Release fixed in</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC-2722</td>
<td>1-2KG3CWO</td>
<td>5.1.0</td>
<td>[CFD] Help in Customize Toolbar in PC Agent brings up an error from Microsoft(3rd party)</td>
<td>5.1.0</td>
<td>5.2.0.1</td>
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**Known issues and workarounds**

<table>
<thead>
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<th>ID</th>
<th>Minimum conditions</th>
<th>Visible symptoms</th>
<th>Workaround</th>
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</thead>
<tbody>
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<td>None</td>
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</table>
Languages supported

<table>
<thead>
<tr>
<th>Language</th>
<th>Language</th>
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</thead>
<tbody>
<tr>
<td>English</td>
<td>Simplified Chinese</td>
</tr>
<tr>
<td>French</td>
<td>Korean</td>
</tr>
<tr>
<td>German</td>
<td>Portuguese for Brazil</td>
</tr>
<tr>
<td>Italian</td>
<td>Russian</td>
</tr>
<tr>
<td>Japanese</td>
<td>Spanish</td>
</tr>
</tbody>
</table>

Contacting support

If you are having trouble with Avaya Proactive Contact you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support website.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya website.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.