



Avaya Agent for Desktop Release Notes

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Overview

Avaya Agent for Desktop is a client application for contact centers. An agent can use Avaya Agent for Desktop for handling incoming and outgoing calls, changing work states, and managing other UI controls. However, only an administrator can manage the configurations and settings of the application.

Avaya Agent for Desktop supports multiple platforms and is designed to function in the following use cases:

- **Virtual Desktop Infrastructure (VDI):** Avaya Agent for Desktop provides a solution to deliver real-time media with VDI support on HP, Dell Wyse, Lenovo, IGEL thin clients based on Linux and windows operating system. Administrator can use Avaya Agent for Desktop for VDI to enable desktop virtualization that encompasses the hardware and software systems required to support the virtualized environment in a contact center. Customer can use Citrix Xen App, Xen Desktop, VMware Horizon for desktop virtualization.
- **Standalone Contact Center Client:** Avaya Agent for Desktop provides a full set of features for a contact center agent and can be used as a primary client application on Windows 7, Windows 10, and Apple macOS 10.13 High Sierra and macOS 10.14 Mojave.
- **Media Client along with Oceana work spaces:** Avaya Agent for Desktop now also works with Avaya Workspaces for Elite. In this case, you need to login only on station on the Avaya Agent for Desktop application, the call handling is handled through Avaya Workspaces for Elite through agent configured on Avaya Control Manager (ACM).
- **Shared Control with next generation hard phones:** J179 series phones
Avaya Agent for Desktop uses Avaya Aura® Communication Manager to store station configuration settings and manage agent profiles locally. You can also choose to use Avaya Control Manager for managing agent profiles.

License required for upgrading Avaya Agent for Desktop from 1.7.x to 2.0.x

✳ Important:

You must procure new licenses of Avaya Agent for Desktop 2.0.x if you are upgrading from release 1.7.x to 2.0.x. Avaya Agent for Desktop 1.7.x licenses will not work with Avaya Agent for Desktop 2.0.x.

New features/enhancements in 2.0.5.1.2

- **Avaya Agent for Desktop now have a five-digit release version number**
- **Collected digits can be obtained from UUI**
- **As a user I want my call history to start with the filter as "this week" and to remember my filter setting after I restart the application:**
Added special parameter to save call history filter value in configs.
- **Add functionality to disable call appearance's buttons (for example transfer, conference, etc.) using LockManager:**
LockManager is added into CallPanel class to have an ability to disable UI elements on call appearances using LockManager. Object names for call appearances' buttons are also added.
- **Add support for 1, 2 or 3 call appearances:**
Added functionality to disable unnecessary call appearances, if extension has less than 3 call appearances
- **As an administrator I would like to customize how the network disconnect alerts are displayed to an agent:**
Network disconnect alert should be customizable in the following manner
 - Via a timer parameter in the config.xml file
 - The parameter when with a value of 0 (zero), the network disconnect message is displayed immediately after a network failure.
 - The parameter with a value of 1 or above represents how many seconds the application must wait before showing the error message. If the network is recovered before the timer, no error message is shown. If the timer expires, the error message is shown.
 - A value of 999 means the error message is completely disabled and will never be shown.

New features/enhancements in 2.0.3.1

- **As an administrator, I would like to see Avaya Agent for Desktop's release number in the User-Agent SIP header**

In the SIP traces, user-Agent for Avaya Agent for Desktop 2.0.X.X will be displayed for the SIP messages.
- **As an administrator, I would like the enhance option for save logs to also save configuration, PPM, etc.**

As an administrator, I would like the option for save logs to also include configuration data as well as PPM data and any other relevant information for troubleshooting.

When clicking on "Logs->Save as...", Avaya Agent for Desktop generates a .zip file containing:

- The logs folder and its content
- config.xml
- startupconfig.ini
- LockManager.xml (if present)
- PPM data for all stations that have logged in using that user's profile such as:
 - AllEndpointConfig.soap
 - DeviceData.soap
 - HomeCapabilities.soap
 - HomeServer.soap

It also includes a summary of the operating system such as:

- On Windows -> Output of "systeminfo"
 - On MacOS -> Output of "system_profiler SPHardwareDataType SPNetworkDataType"
 - On Linux -> A combination of commands like "uname -a", "lscpu" and "ifconfig -a"
- **Support of Custom feature labels for Aux work, Auto dial, Vu Stats.**

If custom feature label is configured for autodial and Vu - stats feature button, it will be displayed as feature button label.

If multiple aux work custom feature label is configured with different reason codes in system manager for the user station feature button, it will be displayed as feature button label for various aux labels

- **The default value for "Use internal browser for ACM by default" should be false.**

New features/enhancements in 2.0.0

- **Enhanced user interface:**

The user interface of Avaya Agent for Desktop is extensively enhanced in 2.0 release, such as login widow, main application screen interface, calling controls and active call screen, and configuration settings window. There is also a new search filter provided on the configuration settings screen to search and update settings based on your requirements. The top bar is also converted into widgets and added in the bottom of the application. You can view, detach, re-attach, and close these widgets from the main window.
- **Extended Hostname Validation:**

Avaya Agent for Desktop now supports extended hostname validation in order to support SM 8.0.
- **Manage Workspace:**

The Avaya Agent for Desktop. UI view can be changed now using various Workspace options such as Basic, Extended, and Shared Control. You can also modify and save the current

application view as new custom workspace. You can also manage these custom workspace and modify or delete them from your profile window. You can also lock the application window position using the Lock Windows Position option in the Workspace menu options.

- **Other enhancements in Avaya Agent for Desktop 2.0.0:**
 - The **Configuration** window option is renamed as Settings.
 - The call appearances are displayed in Gray color if Avaya Agent for Desktop is in offline mode.
 - The login dialog box is closed automatically if all services are signed in.
 - You can double-click a reason code in the configuration settings window and change the description of the reason code.
 - The **Log Level** feature now allows only three options – Error, Info, and Debug.
 - The login dialog box is hidden automatically when all services are logged in. You can click the **Show Login Dialog** in the tray icon or action bar items to view the login dialog screen again.
 - If a user selects login mode as Desk phone or Other phone, the Audio menu on Avaya Agent for Desktop Settings window is disabled.
 - Avaya Agent for Desktop now supports SRTP in Other Phone mode. If both endpoints (telecommuter device - IP phone or PSTN gateway and called user) have SRTP capability, Avaya Agent for Desktop negotiates SRTP and the audio stream is encrypted between them. Otherwise Avaya Agent for Desktop will negotiate RTP for the session.
 - The FQDN addresses can be added now in the Host file as a list of IP addresses and domain names combination. This resolves the old process of adding FQDN address in the configuration parameter VDIASipControllerList and IP address in the SipControllerList parameter on each launch or configuration changes of Avaya Agent for Desktop. This works for both for SIP and H.323 protocols.
 - Desk phone license type: Avaya Agent for Desktop now allows you to select Desk phone as a new license type while configuring the EULA settings for the Avaya Agent for Desktop application after the installation is complete. When the Desk phone license type is selected, WebLM address field and check button are disabled. When you login into the Avaya Agent for Desktop application using the Desk phone login mode, the application registers station without acquiring the license and connection with the station and headphone is established. In addition to Desk phone license type, if you select Advanced license type and use Desk phone login mode, then application will not acquire the license as well.
 - Avaya Agent for Desktop graphical user interface is now largely compliant with the relevant Section 508 standards. You must refer to the available documentation for Avaya Agent for Desktop for more details.

List of fixed issues in Avaya Agent for Desktop 2.0.5.1.2

Issue ID	Description
VDIA-7765	Getting error while launching Avaya Agent for Desktop 32-bit on Windows 10 64-bit PC
VDIA-8860	CTI out of Sync
VDIA-9034	Avaya Agent for Desktop application crashed once while receiving an incoming call
VDIA-9046	Unable to launch Avaya Agent for Desktop on one of the Windows machine
VDIA-9051	Call getting disconnected if answered on Avaya Agent for Desktop through TSAPI when logged in with Other Phone mode
VDIA-9164	H.323 - Agent state showing offline instead of Signed in the application is switched from ACM to use Local Login mode.
VDIA-9169	Lock Manager lacking elements of the user interface
VDIA-9254	Crash with critical Error during downloading contact list from ACCCM

List of fixed issues in Avaya Agent for Desktop 2.0.3.1

Issue ID	Description
VDIA-8722	"Use internal browser for ACM and Breeze screen pops by default" option is not available on Screen pop tab
VDIA-8980	Prop: VCRUNTIME140.dll is missing on Windows HP t520 machine
VDIA-9056	Issues using the accessibility features
VDIA-9057	Scaling is not working with multiple monitors
VDIA-9096	Unable to do a CTI outbound calls for 10 secs after an outbound call is over.
VDIA-9107	Transfer to voice mail and agent logout button is showing on top of the button list in Avaya Agent for Desktop

Known issues in Avaya Agent 2.0.5.1.2

Issue ID	Description
VDIA-9255	[macOS] Avaya Agent for Desktop crashed once while quitting the application.
VDIA-9231	Station sign out spinner is running for infinite time.
VDIA-9274	<p>Avaya Agent for Desktop 'Click-to-dial' extension does not support on Firefox 74 or later version. This limitation is due to the reason that going forward only users can install add-ons in Firefox; it cannot be installed by an application.</p> <p>For more details, see https://www.mozilla.org/en-US/firefox/74.0/releasenotes/ .</p> <p>NOTE: Avaya Agent for Desktop team is working to publish the extension on the "Firefox add-ons store" for future releases.</p>

Known issues in Avaya Agent 2.0.3.1

Issue ID	Description
VDIA-9254	Avaya Agent for Desktop crashes with critical Error while downloading contacts list from ACM
VDIA-9169	Lock Manager lacking elements of the user interface
VDIA-9137	Debian Linux- Agent is not able to login when while using H.323 through ACM

Known issues in Avaya Agent 2.0.0

Issue ID	Description
VDIA-7966	Headset DA80 - First incoming call is not answered through headset after the headset is connected
VDIA-8723	Contacts list fields are not auto resizing when they are disabled and enabled from the table column

VDIA-8722	"Use internal browser for ACM and Breeze screen pops by default" option is not available on the Screen pop tab
VDIA-8717	When you try to set a value which is already set in the Key Strokes settings, the focus does not move to the field where the field value changes to "Not specified"
VDIA-8716	Duplicate Key Strokes values are allowed when they are set along with the Alt key.
VDIA-8715	Participants list option is displaying at the wrong user's end (Other end where the conference is not initiated)
VDIA-8710	Unable to start the Service observing feature using Key Strokes (Ctrl+Shift+O)
VDIA-8701	User is not able to add more than one greeting [Using a new file or recording]
VDIA-8698	[Intermittent] Avaya Agent for Desktop doesn't display agent number in My computer/Desk phone mode
VDIA-8694	[Intermittent] Avaya Agent for Desktop fails to login
VDIA-8668	Thinpro - Avaya Agent for Desktop is not getting logged in if using SM FQDN
VDIA-8667	Unable to close the focused widgets by pressing the "ESC" key
VDIA-8666	Unable to make a call to a selected contact using Keystrokes (Ctrl+Shift+N)
VDIA-8665	[Windows 7 32 bit] CPU usage is reaching to 100% when Avaya Agent for Desktop configuration window is launched
VDIA-8664	Stats Console button is disabled after Avaya Agent for Desktop is upgraded from build version 2.0.0.0007 to 2.0.0.0008
VDIA-8663	Unable to add Screen pop after Avaya Agent for Desktop is upgraded from build version 2.0.0.0007 to 2.0.0.0008
VDIA-8641	Avaya Agent for Desktop is always logged in with Aux reason code zero (0) , even if the user sets the Default Aux reason code other than zero
VDIA-8639	[Headless mode] On Login page, agent login is displayed after the station login
VDIA-8637	Avaya Agent for Desktop application gets hung when the user tries to quit the application and the application is configured to use the "identity certificate" option.
VDIA-8633	Avaya agent is throwing error on agent login on few machines
VDIA-8621	Intermittent - Aux and call work code is not coming through ACM
VDIA-8613	ACM logout option is missing in the drop-down list when AAfD is logged in using the ACM Unified type
VDIA-8592	AAfD main window position on MAC is not saved correctly after quitting the application

VDIA-8590	[H.323] "Sign In All" does not login agent automatically if "Automatic Sign" for agent is not checked
VDIA-8583	Error message is not displayed when a user tries to save an empty greeting file
VDIA-8458	Show Login Dialog option is displaying in English even though the user has selected Japanese-Japan language
VDIA-8457	The Workspace button is displaying in English for all other languages as well
VDIA-8456	Automatic Sign In and Sign In All Buttons are displaying in English for all other languages as well
VDIA-8453	3PCC (CTI) is not reflecting the agent state in AAfD
VDIA-8376	Call History: Menu button isn't getting displayed correctly
VDIA-8359	Greetings are not played for an incoming call.
VDIA-8358	LBC audio files are not played by GME
VDIA-7663	AAfD doesn't switch to anonymous mode when a registration fails
VDIA-8834	AAfD login window is not updated if the agent id after recovering from the network is lost.
VDIA-8830	Search spinner is not stopping after the Show all on LDAP contact search is clicked.
VDIA-8828	H.323 - Assigned work code is not updating in CMS if the drop-down menu is used.
VDIA-8826	All settings are deleted after Avaya Agent for Desktop is upgraded from build version 2.0.0.0009 to 2.0.0.0010
VDIA-8809	Intermittent - AAfD is getting freeze when you try to quit the application
VDIA-8806	AAfD should allow to save the configuration on ACM if the "Length of National Phone Numbers" is empty in the Dialing rule
VDIA-8797	AAfD displayed the error message "Critical error has been caught: Error Copying config-spec.xml" after upgrading from 1.7.21 to 2.0.0.0008
VDIA-8773	[T530 IOT] AAfD application crashed when a user tries to quit the application
VDIA-8835	Few widget names are not recognized and read by JAWS screen reader
VDIA-8836	Reason codes, Greetings and Screen pop tab names are not recognized and read by the JAWS screen reader
VDIA-8837	Ctrl+P and Ctrl+X Key strokes are not recognized and read by the JAWS screen reader

VDIA-8838	JAWS screen reader is reading volume levels as 1,2,3...,10 instead of 10,20,30...,100.
VDIA-8841	Some fields in the Directory settings are displaying in English only.

Prerequisites

Server	Usage	Purpose
Avaya Aura® Communication Manager	Mandatory	SIP and H.323 based contact center features
Avaya Aura® System Manager	Mandatory	SIP based contact center
Avaya Aura® Session Manager	Mandatory	SIP based contact center
Avaya Control Manager	Optional	Centralized administration using one-X® Agent profile
Avaya Aura Presence server	Optional	To check agent presence
LDAP server	Optional	If you are using LDAP, you must configure LDAP
Avaya Aura® Messaging	Optional	Message Waiting Indicator
Avaya Aura® Application Enablement Services	Optional	TSAPI and CTI integration
Avaya one-X® Agent 2.5.x for H.323	Optional	Shared control in VDI
Avaya one-X® Agent 2.5.9 for SIP	Optional	SIP shared control
Prognosis	Optional	RTCP monitoring
VDI (Citrix, VMware)	Optional	Desktop Virtualization
Oceana work spaces for Elite	Optional	Oceana
Desktop Phones	Optional	Desk phone mode with Hard phones

Interoperability

Avaya Aura servers

Avaya Aura Server	Version
Avaya Aura® Communication Manager	6.3, 7.0, 7.1, 8.0, and 8.1
Avaya Aura® System Manager	6.3, 7.0, 7.1, 8.0, and 8.1
Avaya Aura® Session Manager	6.3, 7.0, 7.1, 8.0, and 8.1
Avaya Aura® Session Border Controller	6.3, 7.0, 7.1, 8.0, and 8.1
Avaya Aura® Application Enablement Server	6.3, 7.0, 7.1, and 8.1
Avaya WebLM Server	7.x, 8.x
Avaya Contact recorder	15.2
Avaya Aura® Messaging server	6.3, 7.0, 7.1
Avaya Aura® Presence server	6.3, 7.0, 7.1, 8.0, and 8.1
Avaya Aura® Media Server	7.x and 8.0
Avaya Control Manager	7.1.2, 8.0.3, and 8.1
Avaya Call Management Server	18

Avaya Desk phone and clients

Clients	Version
96x1	7.1.4.0.11
J179	4.0.2.1.3
Avaya Workspaces for Elite	3.6

Third Party Platforms

Verified Platforms	Remarks
Windows 7	32 and 64 bits
Windows 8.1	64 bits
Windows 10	64 bits
Apple Mac (10.13, 10.14 and 10.15)	10.13 High Sierra, 10.14 Mojave and 10.15 Catalina
HP T730	Debian Linux (ThinPro 7.2) 64-Bit
HP T620	Windows 10
HP T630	WES 10 IOT
HP T520	WES 7
HP T530	Windows 10 IOT
Dell E5440	Windows 10
IGEL Universal Management Suite (UMS) 5	Windows 10

Virtual Desktop Infrastructure

Verified Platforms	Remarks
Citrix Xen App (32 Bits)	7.14.1
Citrix Xen Desktop (32 Bits)	7.14.1
VMware Horizon view	7.0

Supported headsets

Headset list	Windows	Mac	Thinpro 64-bit (Debian) Brick-T-530	Thinpro 64-bit (Debian) Brick-T-730
Plantronics C520	Extended	Extended	Voice	Voice
Plantronics DA80	Extended	Extended	Voice	Basic
Plantronics 300DA	Extended	Extended	Voice	Basic
Plantronics 628 USB	Extended	Extended	Voice	Voice
Plantronics C510	Extended	Extended	Voice	Voice
Plantronics 3200	Extended	Extended	Voice	Voice
Plantronics 5200	Extended	Extended	Voice	Voice
Jabra Link 220	Voice	Voice	Voice	Voice
Jabra Link 280	Basic	Voice	Voice	Voice
Plantronics C510 M	Extended	Extended	Voice	Voice
Plantronics SAVI 745 Wireless	Voice	Voice	Voice	Voice
Plantronics SAVI 420 Wireless	Voice	Voice	Voice	Voice
Avaya RTX L159 USB	Basic	Basic	Basic	Voice
Jabra BIZ 2300 USB	Extended	Extended	Voice	Voice
Jabra Evolve 40 ENC010 USB	Extended	Extended	Voice	Voice
Jabra BIZ 2400 II USB	Extended	Extended	Voice	Voice
Plantronics DA55 / A / DA60 USB	Voice	Voice	Voice	Voice
Plantronics Blackwire C610 USB	Extended	Extended	Voice	Voice
Plantronics Blackwire 315.1 USB / Blackwire 300DA	Extended	Extended	Voice	Voice

Plantronics Blackwire C220 M USB	Extended	Extended	Voice	Voice
Jabra Evolve 40 UC Mono USB	Extended	Extended	Voice	Voice
RTX L139 with L100 USB Adapters HID	Basic	Basic	Basic	Voice

Deployment and configuration

To install and configure Avaya Agent for Desktop, ensure that you have access to the latest deployment and user guides. To access the latest documents, download the documents from <https://support.avaya.com/documents/>.

The documents must be referred in the following order:

1. Deploying Avaya Agent
2. Using Avaya Agent
3. If you are using Avaya Control manager, then you must refer *Administering Avaya Control Manager for Avaya Agent*.

Note

It is recommended to clean install this build by removing previous Avaya agent application along with the old configurations and logs.