



Avaya one-X[®] Agent 2.5

Release Notes,
June 2011



one-X Agent Central Management

Version 2.5.00446.0

Users

- Import Users
- Manage Users
- Import Groups
- Manage Groups

Templates & Settings

- Import Location Data
- Manage Location Data
- Manage Templates
- Import Contacts
- Manage Contact Lists

Manage Users

+ [Add user](#)

Filter: **** By role **** **** By template **** **Only activated users** [Reset](#)

| Name ▲ | Username | Roles | Last logon | Active | Modified |
|--|-------------------|--|-------------|-------------------------------------|-------------|
| Administrator, Avaya Services | sroot | Web Administrator | | <input checked="" type="checkbox"/> | 21-Apr-2011 |
| Administrator, Avaya Services | craft | Web Administrator | | <input checked="" type="checkbox"/> | 21-Apr-2011 |
| Administrator, OneXAgentCM | onexagentcm | Web Administrator | | <input checked="" type="checkbox"/> | 21-Apr-2011 |
| aquiar, aquiar | agujaar | one-X Agent Supervisor, Web Administrator | 21-Apr-2011 | <input checked="" type="checkbox"/> | 18-Apr-2011 |
| AutoTest1_user, AutoTest1_user | AutoTest1_user | one-X Agent Supervisor | | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing01, Auto-Testing01 | Auto-Testing01 | one-X Agent | 21-Apr-2011 | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing01, Auto-Testing01 | 446Auto-Testing01 | | | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing02, Auto-Testing02 | Auto-Testing02 | one-X Agent | 21-Apr-2011 | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing02, Auto-Testing02 | 446Auto-Testing02 | one-X Agent | | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing03, Auto-Testing03 | Auto-Testing03 | one-X Agent Supervisor, Web Administrator | | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing03, Auto-Testing03 | 446Auto-Testing03 | one-X Agent Supervisor, Web Administrator | | <input checked="" type="checkbox"/> | 19-Apr-2011 |
| Auto-Testing04, Auto-Testing04 | Auto-Testing04 | one-X Agent Supervisor, Web Administrator | | <input checked="" type="checkbox"/> | 19-Apr-2011 |

First Prev 1 2 3 4 5 Next Last

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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 offers a number of enhancements in addition to the features available in Avaya one-X Agent 2.0. Avaya one-X Agent 2.5 is compatible with Call Center Elite 6.0, Avaya one-X Agent Central Management 2.5, and Avaya Aura® Communication Manager 2.x and later. Avaya one-X Agent 2.5 also provides the ability to inter-operate with other IM and presence clients, namely, Avaya one-X® Communicator 6.1 and Microsoft Office Communicator 2007. Avaya one-X Agent 2.5 supports Avaya Aura® Presence Services 6.1 with Avaya Aura® System Manager 6.1 SP1.1.

The availability of features depends on the Avaya one-X Agent user type you use for deployment. Avaya one-X Agent 2.5 maintains all enhancements with the same user interface so that the existing users of Avaya one-X Agent can adapt easily to the new features.

List of files included in this release

| File Name | Description |
|-----------------------------------|--|
| OnexAgentSetup2.5.00467.0.zip | Install program for Avaya one-X Agent client. |
| PolycomVideo2.0.0268.msi | Setup file to install Polycom Video. Polycom Video should be installed before installing one-X Agent to use the video capability. Correct version of PolycomVideo file is required for one-X Agent to function properly for video functionality. |
| oneXAgentCM-2.5.00450.0.zip | Install program for Avaya one-X Agent Central Management. |
| OneXAgentXSD2.5.00467.0.zip | XSDs used to generate settings and business model for one-X Agent. |
| OneXAgentAPISample2.5.00467.0.zip | Sample program for Avaya one-X Agent API |
| SSORegistryPatch2.0.08126.0.zip | Registry settings patch for Single Sign-On. |
| LoginFocus2.0.09184.zip | Registry settings patch addressing the focus issue on the login screen. |

System requirements

Hardware specifications for Central Management

Central Management requires a server with the following minimum specifications:

| | |
|------------------------|--|
| Processor | 2.4 GHz dual-core processor For example, Dual-Core AMD Opteron Processor 2216 – 2.4 GHz |
| RAM | 4 GB |
| Hard disk space | 40 GB |
| NIC support | 100 MB |

Hardware specifications for the Desk Phone or Other Phone modes

Users with extensive Desk Phone or Other Phone connection modes must have the following minimum client hardware. Systems with these specifications do not leverage any other media type, such as VoIP, Video, Desktop Sharing, or IM.

| | |
|--------------------------|---|
| Processor | 733 MHz Pentium 3 processor or equivalent |
| RAM | 256 MB |
| Hard disk space | Minimum 1 GB and more, if records and configuration are stored locally. |
| Monitor display | 800 x 600, 16 colors |
| Avaya Switcher II | For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes |

Hardware specifications for the My Computer mode

Users with extensive My Computer connection modes must have the following minimum client hardware. Systems with these specifications leverage on media types, such as VoIP, Video, Desktop Sharing, or IM.

| | |
|------------------------|---|
| Processor | 1.5 GHz Pentium 4 processor or equivalent |
| RAM | 1GB |
| Hard disk space | Minimum 1 GB and more if records and configuration are stored locally Larger the disk space, better is the media performance |

| | |
|-----------------------------|---|
| | especially in VoIP |
| Monitor display | 800 x 600, 16 colors |
| Avaya Switcher II | For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes |
| Universal Serial Bus | USB 2.0 |
| Web camera | <p>The following USB cameras have been tested with Avaya one-X Agent and function adequately. The list is in no specific order.</p> <ul style="list-style-type: none"> • Camera Logitech QuickCam® Communicate MP(S5500) • Logitech QuickCam® Ultra Vision • Logitech QuickCam® Pro 9000 • Microsoft VX-3000 • Microsoft VX-6000 • Creative® WebCam Live!® Motion |
| Sound card | <p>The computer must have a full-duplex sound system. Avaya recommends the following soundcards for use with Avaya one-X Agent as these sound cards have performed adequately. The list is in no particular order.</p> <ul style="list-style-type: none"> • Creative Labs - Live • Creative Labs - Audigy • Creative Labs - Audigy 2 |

PC headset or headphones

PC Headsets are needed for operation in the My Computer mode.

Avaya no longer tests, sells, or supports headsets; however, some of the headsets are tested with Avaya one-X Agent by DevConnect partners. Avaya one-X Agent has published an API supporting Avaya branded headsets that allows the DevConnect Partners to test headset interface through the DevConnect program. For more current information on testing, see the DevConnect Web site or Application Notes on the Avaya one-X Agent page of the Avaya Web site.

Note:

Avaya does not recommend any specific headset, but some of the Avaya branded versions of the Plantronics headsets are tested through the DevConnect program. For mapping of former Avaya branded headsets to their Plantronics equivalent, see the Avaya to

Plantronics headset Transition Guide on the Plantronics Web site. You can download the PDF file that has the list of headsets from the following link:

http://www.plantronics.com/media/uc/avaya_transition_guide.pdf

Software requirements

| | |
|---|--|
| <p>Operating System (Avaya one-X Agent)</p> | <ul style="list-style-type: none"> • Desktop computers or laptops must have one of the following 32-bit or 64-bit operating systems: • Microsoft Windows 7 • Microsoft Windows XP Professional with Service Pack 2 or Service Pack 3 • Microsoft Windows Vista Service with Service Pack 1 for Business, Enterprise, or Home Premium • Microsoft Windows 2003 Server - Terminal Services • Microsoft Windows 2008 Server - Terminal Services |
| <p>Operating System (Central Management)</p> | <ul style="list-style-type: none"> • Red Hat Enterprise Linux (RHEL) 5.2, 5.3, or 5.4 32-bit |
| <p>Supported browsers (Central Management)</p> | <ul style="list-style-type: none"> • Internet Explorer 7.x • Mozilla Firefox 3.x |
| <p>Other Microsoft software</p> | <p>Avaya one-X Agent requires the following Microsoft products:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 7.0 or later (to use, the click-to-dial from Internet Explorer). • Microsoft .NET Framework 3.5 Service Pack 1. • Microsoft Re-distributable Primary Interop Assemblies (PIA), required only when importing Microsoft Office Contacts from Microsoft Office 2003 or 2007. • Windows Media Player R10 or higher, required if you are using the H.323 protocol. <p>You can download the software from the Microsoft Web site: http://www.microsoft.com</p> |

Software download instructions

The installation procedure to deploy the Avaya one-X Agent solution is provided in the document *Installing and Configuring Avaya one-X Agent and Installing Server Applications for Avaya one-X Agent*. You can download the documentation from the Avaya Support Web site.

| Server Application | Description |
|--|--|
| Avaya one-X Agent and Central Management | The Avaya one-X Agent client and the Central Management software are available on the Avaya Support Site at http://support.avaya.com . |
| Avaya Aura System Manager | Download the System Manager ISO image from the Avaya Licensing and Delivery System Web site at https://www.plds.avaya.com . |
| Avaya Aura Presence Services | Download Presence Services installer file from https://www.plds.avaya.com and copy the installer to the host where you want to install Presence Services. |

Note: Before carrying out the installation, ensure that you read the document.

New features and changes from previous release (Avaya one-X Agent 2.0)

NOTE: For more information on the Avaya one-X Agent features, see *Avaya one-X Agent Overview*.

- License:** The Avaya one-X Agent 2.5 client consumes the same license as one-X Agent 2.0 (IP_Agent R9 in the Communication Manager license file). The license type option in the agent login page is changed to user type. The basic license type is removed. The older profile with basic type is migrated to the Agent user type and the Desk Phone mode. In this release, Avaya one-X Agent selects the user type and proper license when registering with Communication Manager. In addition, the basic license entitlement of Call Center Elite, if used in the Desk Phone mode, will select an AGENT_SC (the Elite entitlement) license, and allow IM, Presence, Desktop Sharing, and the ability to run one-X Agent on a Windows Server. The advanced license is only required for the Other Phone and My Computer connection modes and Soft TTY.
- Alternate server list:** With the Alternate Server list feature, agent or administrator can define alternate registration servers as registration

alternatives if registration with the primary server fails. The system attempts to register with other server addresses as registration alternatives if registration with the primary server fails.

- **Multiple local area codes:** Avaya one-X Agent dialing rules now supports multiple local area codes. With the Multiple Area Codes feature, agents or administrators can specify more than one area code for a local calling area in the Dialing Rules field of the Avaya one-X Agent application.

Note:

- While dialing international telephone numbers, the number must be prefixed with a '+' sign.
- On Avaya one-X Agent, go to **System Options Menu > System settings > Dialing Rules > Basic** tab, if more than one area code is added in the **Local Calling Area Codes** field, then the **Include area/city field when making a local call** option is checked and grayed out. Thus, when a user dials any local number without the area code, then the first code entered in the **Local Calling Area Codes** field is prefixed with the dialed string. In this case, if the user is willing to dial the number to second area mentioned in the **Local Calling Area Codes** field, then the user must to dial it prefixed with the number.
- **Authorization and carrier code:** Avaya one-X Agent 2.5 supports automatic appending of authorization code to the dial string. The authorization and carrier code mandatory in some countries. Authorization and carrier code is required for making external calls from the Avaya one-X Agent application. A user or an administrator can assign the authorization and carrier code to the Avaya one-X Agent application and define the call types that the application must append to make external calls.
- **Pause in dialing:** Avaya one-X Agent 2.5 supports pause in dialing the digits in the dialed string. An agent or administrator can specify a time (in seconds) for each comma (',') character in the dialing field before dialing the next digit.
- **Time-To-Service/Duplicated Processor Ethernet support:** Avaya one-X Agent supports **Time-To-Service/Duplicated Processor Ethernet (DPE/TTS)** features from Avaya one-X Agent R2 SP3 release. The recovery mechanism robust in this release. Avaya one-X Agent 2.5 has resolution for several issues in the DPE/TTS functionality that was found in Avaya one-X Agent R2 SP3.
- **Presence Services 6.1 support:** Avaya one-X Agent 2.5 supports Presence

Services 6.1 in conjunction with System Manager 6.1 SP 1.1.

- **Avaya one-X Agent upgrade support:** Avaya one-X Agent 2.5 supports upgrading from previous versions of Avaya one-X Agent.
- **Video support:** Avaya one-X Agent 2.5 has fixed several issues in the video functionality from previous release.
- **Troubleshooting utility:** The newer version of Log Collector supports capturing the WPF forms, and provides better zipping capabilities over the previous one. The Log Collector tool is available in the Avaya one-X Agent installation directory.
- **Transmit and receive gain:** Avaya one-X Agent 2.5 provides mechanism to adjust transmit and receive gain of the volume.

Avaya one-X Agent 2.5 has new audio features in the **Agent Preferences > Audio > Advanced** tab with the new Transmit Gain and Receive Gain sliders. These sliders accommodate the differences between computer hardware components, OS Drivers, and headsets, where multiple combinations of hardware, software drivers, and headsets vary in the same customer or contact center environment.

The Transmit Gain slider has a range from 0.10 to 10.00 with the default value set to 0.35. The Receive Gain slider has a range from 0.10 to 100.00 with the default value set to 1.00. The slider adjustments are sensitive and can have a significant impact to the users' audio quality experience with changes as small as two-hundredths (2/100) of a difference from the default settings.

If the Avaya one-X Agent 2.5 end-user experiences a volume or audio related issues, the user must look at the **Agent Preferences > Audio > Basic** tab while on an active call. The user must check the Playback (earpiece) and Record (microphone) values. Both the Playback and Record sliders have a range from 0 to 100. After ending the call, the user must set both the Playback and Record slider to mid-range, as close to 50 and test the audio volume and quality with the next call. The user must calibrate the Playback and Record settings until the system achieves an optimal volume setting for each computer, with headset.

Once the user has configured the Playback and Record level and the user continues to experience the additional or other audio related issues, then the user must navigate to the **Agent Preferences > Audio > Advanced** tab to

calibrate the **Transmit** and **Receive Gain** sliders. As mentioned earlier, these gain adjustments are sensitive.

Upon identifying the audio issue, for example, hearing an echo, or static, or chopped/garbled/muffled words, the user can determine if the issue is originating from the local end or the far end or both by adjusting the Transmit Gain or Receive Gain sliders. If the noise is originating from the near-end, the user must adjust the Receive Gain slider. If the noise is originating from the far-end, the user must adjust the Transmit Gain slider.

Note: Slider adjustments must not be made while on an active call as the impact experience at either end can be extreme.

Depending on the issue experienced for the end-user and the far-end callers, ensure the Transmit and Receive Gain adjustments are small, one or two-hundredths at a time while making adjustments to relieve the echo, or static, or chopped/garbled words. The user can achieve this by clicking the OK button and testing the quality of voice in the next call. The user can repeat this exercise after each call and retest until the best settings are achieved both for near- and far-end.

List of issues addressed in this release

Avaya one-X Agent

- Calls from Avaya one-X Agent to station have one way audio. User has to press a DTMF digit to establish audio path.
- Avaya one-X Agent hangs when it is administered to play ringing through the internal PC speakers.
- Avaya one-X Agent must support the **H323DialCompleteTimeout** property setting in the **config.xml** file.
- One-way audio on calls between Avaya one-X Agent (on windows 7) and a station.
- Avaya one-X Agent hangs for 15 seconds during the call transfer when the transferred party is busy or invalid.
- Avaya one-X Agent R2 SP3 is crashing during transfer to other agent.
- In the German version, during the Avaya one-X Agent login, the field to enter the telephone number does not appear when the user selects the Other Phone option for placing and receiving calls.
- SPARK emulator crashes due to sync issue between the Media Processor session and RTCP message processing.

- Intermittent SPARK Emulator crash.
- Avaya one-X Agent reports the Login Error message when a user attempts to log in to the Other Phone mode.
- RTCP packets are not tagged by endpoint.
- Intermittently prompted digits are not getting populated in the workitem.
- Screen Pops are functioning intermittently when Auto Answer is configured
- Avaya one-X Agent's SPARK emulator does update the **CNAME** and **PHONE** fields in SDES item of RTCP packet.
- Avaya one-X Agent must not display the **Operation failed - Add Call To Workitem Failed** error message when the **MakeCall** request fails.
- Avaya one-X Agent must provide means of creating the "certs" directory to a directory within the user profile or to a directory with the user permission.
- The *WorkItem_Release failed; Avaya.OneXAgent.OneXAgentException* message appears.
- Intermittently userToUserInfo is not getting populated in the workitem.
- Avaya one-X Agent does not preserve the windows registry settings for fTransmitGain and fReceiveGain values over restart of Avaya one-X Agent application.
- Screen Pop delay more than two seconds if the UUI and Prompted digits buttons are configured.
- Log4net not respecting the **maxSizeRollBackups** property setting, backup logs not being deleted.
- When any special character is entered after the ACD login ID ACD login fails.

Central Management

- Supervisor failed to retrieve member's work log if multiple profiles assigned to the agent.
- Central Management Administration needs input field validation.
- Enable IM Login checkbox should not be selected by default in Template in Central Management.
- User not able to change camdb password.
- Canceling on Adding a new template still adds a new template to the template list.
- Hot desking for location cleans user data in profile.
- Central Management log files keeps growing; jboss-log4j.xml Daily Rolling File Appender does not limit number of rolled files.
- Installer logs do not show the information about number of successes and errors occurred in installation.
- Postres pg_largeobject files growing out of control.
- In the documentation for post server installation configuration change not available.

- In the documentation - SSO configuration steps outdated in *Installing Server Applications for Avaya one-X Agent 2.0*.
- LDAP.url variable limited to 50 characters during CAM installation.

Documentation and help

- *Installing and Configuring Avaya one-X Agent 2.0* contains outdated supported headset information.

Issues with resolution

Central Management (CAM)

| Issue | Resolution |
|---|---|
| <p>The Other Phone field in the Login - Telephony tab of a template (through Template Management) is disabled.</p> | <p>The Other Phone field can only be edited from a profile assigned to a user in User Management and not from templates in Template Management.</p> |
| <p>The Add/Remove Members link on the Members tab does not work while adding a new group. Go to Manage Groups > Add new group > Enter Group name and Select supervisor. Navigate to the Members tab and click on ADD/Remove Members link, it does not work.</p> | <p>Perform one or all of the following steps:</p> <ul style="list-style-type: none"> • Save the group details before navigating to the Members tab. • Use the Add/Remove Members link on the Group Details page to add member details. |
| <p>The Audio Greetings page does not work properly in Internet Explorer 7 (IE7) browser. In IE7, when an audio greeting is selected, and one of the option (match ANI digits, for example) is selected, the items under the option remain disabled.</p> | <p>Select the option, and click Save. The save results an error; but the respective drop-down will be enabled.</p> |
| <p>The Directory setting page of Central Management only allows all fields to be used together as one set. This implies that an administration must use this feature to</p> | <p>If the directory is to be accessed with per agent username and password, the agents must configure all the fields</p> |

| Issue | Resolution |
|--|--|
| configure all fields including username and password. | themselves. |
| After importing location data into CAM, password field is blanked out in Telephony tab of Login settings of one-X Agent. | Agent must to type password. |
| Logging into CAM fails using PAM or LDAP if the bindCredential, bindDN or BaseDN contains XML escape characters (&, <, >, “ and ‘). | User names and passwords must not contain any xml escape characters - (&, <, >, “and ‘). |

Avaya one-X Agent API

| Issue | Resolution |
|--|--|
| In the API, Voice Interaction Terminated Notification is not sent until the encasing WI is closed. | If a user wants to use the Avaya one-X Agent API, then the user must create Voicelnteraction always in new workitem. |
| In the API, on an incoming ACD voice call if User-to-user information and/or Caller information(Prompted Digits) are received, then this information is not passed to the application which has registered with one-X Agent using one-X Agent API service. This information is passed to the registered application only when the Work Item containing this Voice Interaction is released. | This is a known issue. |

Single-Sign-on (SSO)

| Issue | Resolution |
|--|---|
| Multi-byte characters not working with SSO. Sun SDK implements the Kerberos V protocol, which only supports the ASCII characters. As a result, Central Management only supports the ASCII characters for username and password when using SSO. | Central Management only supports the ASCII characters for username and password when using SSO. |
| SSO does not work properly on Windows 7 | Add the following DWORD |

| Issue | Resolution |
|--|--|
| Client Machines, or Windows XP, Vista, Windows Server 2008 with KB968389 (Extended Protection for Authentication) installed. | registry entry: [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\LSA\SuppressExtendedProtection Value = 3. |
| SSO: Single Sign-on does not work with Windows 2003 client. | Add CAM URL to the list of trusted sites (this is mandatory on Windows2003) on Microsoft Internet Explorer->internet options page. |

Note:

1. Pre-Requisite for CAM SSO configuration:

- i. Ensure that CAM is functional and administration Web console is accessible.
- ii. Backup `<OneXAgentCM Install Dir>/jboss-4.2.3.GA/server/default/conf/login-config.xml` to `/opt/Avaya/OneXAgentCM/origconf/login-config.xml.orig`.

This file is required and is useful if you encounter any trouble while configuring SSO.

2. In *Administering Avaya one-X Agent with Central Management 2.5* under the section “Configuring the Single Sign-on setup” -

- Page 16, in step 8, 4th bullet must be - **Host name of Central Management (FQDN of Central Management): vmcamdeployed.austest.avaya.com.**
- Page 16, In step 9, commands must be as follows:
 - `setspn.exe -a host/vmcamdeployed.austest.avaya.com vmcamdeployed.`
 - `setspn.exe -a HTTP/vmcamdeployed.austest.avaya.com vmcamdeployed.`
 - `ktpass -princ host/oxacm hostname@DOMAIN.COM -ptype KRB5_NT_PRINCIPAL -pass * -mapuser DOMAIN\oxacm hostname -out C:\oxacm hostname.host.keytab.`

Migration

| Issue | Resolution |
|--|---|
| <p>When migrating from the older release of Avaya one-X Agent to Avaya one-X Agent 2.5 with multiple profiles, where selected profile before migration is not default profile, then after completing the migration Avaya one-X Agent selects a default profile although in UI it shows a selected profile.</p> | <p>It is an UI issue where migration is successful for all profiles. But Avaya one-X Agent is not able to select profile which was last selected before migration.</p> <p>You must restart the Avaya one-X Agent application to fix this problem.</p> |

Localization

| Issue | Resolution |
|---|---|
| <p>Smilies do not appear for German and Italian IM fields in Avaya one-X Agent.</p> <p>When using Desktop Sharing on a localized OS, shared control allows only English keyboard entry.</p> | <p>Ensure that the controlling Avaya one-X Agent is using the English IME or the localized IME with the English mode.</p> |
| <p>L10N: Screen Pop is not displayed in Russian and Italian Language.</p> <p>L10N: Spanish extension – The UUI Screen pop up does not show the UUI value.</p> | <p>NA.</p> |

Documentation and help

| Issue | Resolution |
|---|--|
| <p>The tutorials shipped with Avaya one-X Agent 2.5 help files are not localized.</p> | <p>NA.</p> |
| <p><i>Installing and Configuring Avaya one-X Agent, following statement –</i></p> <p><i>In addition the Basic user type, if used in the Desk Phone mode, will select an AGENT_SC (the Elite</i></p> | <p>Must be read as <i>“Desk Phone mode will select an AGENT_SC (the Elite entitlement) license, and allows IM and</i></p> |

| Issue | Resolution |
|--|---|
| entitlement) license, and allows IM and Presence. | Presence.” |
| <p>In <i>Using Avaya one-X Agent</i>, under “Alternate Server List panel field descriptions”, the following statement – “The minimum value for this option is 2 (seconds).”</p> | <p>Must be read as “The minimum value for this option is 1 (that is, total time per server = 1*15 = 15 seconds). Default value is 2 (that is, total time per server = 2*15= 30 seconds).”</p> |
| <p>In <i>Installing and Configuring Avaya one-X Agent</i>, under topic “IP Telephones (for Desk Phone mode)”, the following statement – “Avaya one-X Agent supports Clarisys i750 USB Internet Phone.”</p> | <p>Must be read as “Avaya one-X Agent does not support Clarisys i750 USB Internet Phone.”</p> |
| <p>In <i>Installing and Configuring Avaya one-X Agent</i>, under topic “PC headset or headphones”, page 12, the following statements with tables –</p> <ul style="list-style-type: none"> • The following are the wireless (USB/PC) headsets that have been tested with Avaya one-X Agent and perform adequately. The list is in no particular order. • The following are the wired (USB/PC) headsets that have been tested with Avaya one-X Agent and perform adequately. The list is in no particular order. | <p>The tables under the “PC headset or headphones” is not true. Ignore the tables and read the statement as -</p> <p>“Agents can use any Avaya branded versions of the Plantronics headsets that are tested through the DevConnect program.”</p> |

Screen pop

| Issue | Resolution |
|---|---|
| <p>Under System Settings > Screen Pop page, When the screen pop is configured to execute any application (and not URL) and with date field only as a command line parameter. Then one-X Agent does not launch the configured</p> | <ol style="list-style-type: none"> 1. If the date field (%d) is combined with any other fields like time(%s), it works. 2. There is registry entry called |

| Issue | Resolution |
|------------------------------|--|
| application as a screen pop. | "FireScreenpopsWithNoParam" under "HKLM\SOFTWARE\Avaya\Avaya one-X Agent\Settings" with the default value as false in 2.5. This value of false means to not pop up screen pop if the value of the parameter specified in the screen pop does not get a value from CM. If the value is made true, then even if %d is the only parameter specified in the screen pop, the screen pop is popped up with the date value. |

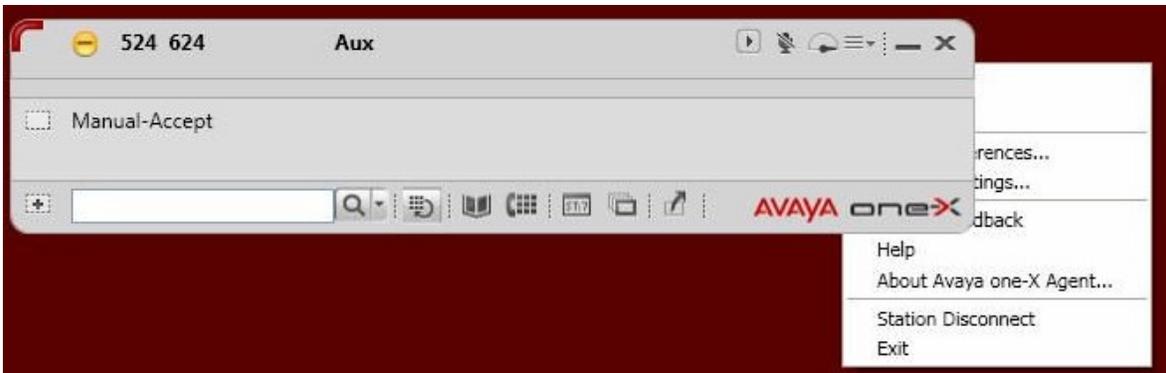
Known MS Windows Issue

Sometimes, when clicking on a menu item in Avaya one-X Agent, the menu item appears behind the main window. This error can be noticed also in the beginning when logging into the application and selecting profile (if profile was setup initially) and then one cannot choose different profiles from the drop down menu.

This is a known Windows issue and there is hot fix for this available from Microsoft.

Hot fix information

A supported hotfix is available from Microsoft. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive additional testing.



Hotfix request/download from:

<http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnm=943326&kbIn=enus>

Once hotfix installed, you will need to reboot your system. Sometimes after applying the hotfix one might face the menu behind issue. Usually logging off and relogin to Windows (not full reboot) again resets the hot fix and corrects the behavior.

Sizing

Central Management (CAM)

Deployment - (1000-6000 concurrent users maximum)

Server 1

| | |
|---|---|
| Processor | Intel(R) Xeon(R) CPU 5160 @ 3.00GHz (physical processors 2 + virtual 2 processors) |
| RAM | 16GB |
| Network speed | 1000 Mbps full duplex Ethernet |
| Disk space | 391GB |
| Free Disk Space | 328GB |
| Layer 2 cache | 4MB |
| Hyper Threading Enabled / SMP Kernel 2.6 | Yes/Yes |

Server 2

| | |
|---|------------------------------------|
| Processor | Intel Core 2 Duo CPU E6850@3.00GHz |
| RAM | 6GB |
| Disk space | 30GB |
| Free Disk Space | 20GB |
| Layer 2 cache | 6MB |
| Hyper Threading Enabled / SMP Kernel 2.6 | Yes/Yes |

Avaya components installed on Server 1

- Avaya one-X Agent Central Management 2.5

Avaya components installed on Sever 2

- System Manager 6.1 SP1.1.

Software configuration

Users login in a 20-minute window

| | |
|--|-------|
| Concurrent Contact Center Users (simultaneously logged in and operational) | 6225 |
| Concurrent Web Administrators | 25 |
| Concurrent Supervisors | 100 |
| Defined Contact Center Users in the Database | 20000 |

The expected data transfer for an Agent Interaction is captured below:

| Agent Interaction Data Source | Estimated Data Size |
|-------------------------------|------------------------|
| Abbreviations.xml | 4 KB |
| AudioGreetings.xml | 1 KB |
| AuxReasonCodes.xml | 1 KB |
| ContactLog.xml | 51 KB |
| Contacts.xml | 10 KB |
| Log4net.xml | 2 KB |
| LogOutReasonCodes.xml | 1 KB |
| Preferences.xml | 3 KB |
| Profiles.xml | 1 KB |
| RingTones.xml | 1 KB |
| ScreenPops.xml | 1 KB |
| SelectedPhoneFeatures.xml | 1 KB |
| Settings.xml | 5 KB |
| TouchToneShortcuts.xml | 1 KB |
| VuStatMonitor.xml | 1 KB |
| WorkReasonCodes.xml | 1 KB |
| Greetings (.wav files) | 1.32 MB (maximum size) |
| Maximum Total size | 1.4 MB |
| Average data size per profile | 0.99 MB |

Deployments supporting more than 6000 concurrent users

To support 6000 or more concurrent users, try a combination of the following methods:

- Use servers with optimum hardware specifications than the test servers.
- Use a longer concurrent login window.

- Allow lesser number of contacts in a users contact list/contact log/greetings.

Deploying on VMWare

Avaya one-X Agent 2.5 supports deploying System Manager, Avaya one-X Agent Central Management, and Presence Services components on VMWare. While deploying these sever components on VMWare is a very flexible option, ensure that you use better hardware specifications than the test hardware specifications to achieve the same user capacity results.

Contact information

To report issues with Avaya one-X Agent 2.5, contact 1-800-242-2121 or go to <http://support.avaya.com>.