Avaya web.alive® Release Notes

Release 2.5.40
Issue 2
August 30, 2011

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Chapter 1: New features

New features since 2.5 release

- Added support for Microsoft Internet Explorer 9, Mozilla Firefox 4, and Google Chrome 10.
- Added support for Mozilla Firefox 5 and Google Chrome 12
- Added support for Web Single-Sign-On
- Improved Avatar faces
- Improved support for French Locale

New features since 2.5 alpha

The alpha version of web.alive is also known as 2.5.15.

- Improved voice quality and robustness under high CPU load and poor network conditions
- Improved support for firewall & proxy server traversal
- Support for e-mail notifications configurable from the administration panel
- Support for in world telephony integration, configurable from the administration panel
- Improved robustness of in world web browsing, desktop sharing, and slide sharing
- Improved log-in process (all new dialogs)

New features since 2.0 beta

The beta version of web.alive is also known as 2.0.8.

- Dramatically improved voice quality, including stereo echo cancellation, voice quality indication, whisper, and shout
- Desktop sharing feature (and experimental collaborative editing feature)

- Administration panel has many new self administration options
- Support for end user created content, web.alive editor, .wae file upload, development community
- Four new configurable template environments
- Reduced download and install time (including background downloading of content & support for content re-use across servers)
- Improved runtime performance and reduced memory usage (including dramatically faster portals)
- Triggered animations and the ability to sit
- In world web browser and desktop sharing pop-out feature
- Improved statistics gathering and analytics

Voice quality notice

A number of factors, beyond the control of web.alive, can negatively impact voice quality. If you experience poor voice quality in web.alive, Avaya suggests following the troubleshooting steps provided in chapter 5 of the troubleshooting guide at: http://depot.avayalive.com/TroubleShootingAvayaWebAlive.pdf.

Chapter 2: Known issues

Known issues

This release includes the following known issues.

Issue number	Avaya internal identifier(s)	Description	Workaround
1	1578	The web.alive client may crash or hang in rare circumstances.	Close the web browser. If required, you can also end the `chainsaw.exe` and `dwTVC.exe` processes using Windows Task Manager and restart web.alive to continue.
2	1627	In specific cases, users on the other side of a wall do not appear on the mini-map and are not included in the listener count in web.alive.	
3	1618, 1704	When running the browser in the web.alive environment, users cannot reliably click on Adobe Flash web sites, such as, YouTube. Additionally, users cannot reliably access HTML form combo boxes.	Users can click the pop-out button to launch a separate browser window. In the separate browser window, users can fully access Adobe Flash web sites and HTML forms.

Issue number	Avaya internal identifier(s)	Description	Workaround
4	1964	The browser in the web.alive environment does not support basic authentication at this time. For more information about basic authentication, see http://en.wikipedia.org/wiki/Basic_access_authentication.	web.alive supports form-based authentication.
5	1862	The listener count may be incorrect when a potential listener is located on the edge of the listening range boundary.	Put a little extra distance between you and any potential listener to ensure that they cannot hear you.
6	1699	The web.alive client may not function correctly on certain international operating systems.	
7	1832	When web.alive starts up, the client does not check the amount of available video memory. It crashes if it runs out of video memory.	The user can work around this problem by closing any video memory intensive applications, including other instances of web.alive and restarting web.alive.
8	1965	web.alive may not correctly send text chat messages that contain backslashes. web.alive may corrupt the text or may not send it at all.	
9	1635	The mouse hot spot used for right click and badge view	The right click and badge view functionality can be

Issue number	Avaya internal identifier(s)	Description	Workaround
		functionality is not correctly located on a seated avatar.	accessed by clicking slightly in front of the seated avatar.
10	1705	The browser in the web.alive environment does not support playing videos on the Web site www.vimeo.com.	Use another Web site to host and view videos from within web.alive.
11	1827	The web.alive client does not support the color format called Cyan, Magenta, Yellow, Key (CMYK). If users upload a CMYK image, web.alive may not display the image correctly.	Use an image editing applications, such as Adobe Photoshop to re-encode the image into Red, Green, Blue (RGB).
12	1660	In a limited number of circumstances, an avatar may freeze and be unable to move, while attempting to shake hands.	If the avatar freezes, users can refresh the Web page to correct the issue.
13	1662	When users select a different clothing type for their avatar, web.alive resets the avatar height selector.	Users can ensure to set their height as the last action before closing the **Personalization** dialog.
14	1632	If users start a desktop sharing session on a computer with a Windows Firewall, web.alive displays a security alert dialog.	Users can click **Keep blocking** to resolve the issue.
15	1899	In customer premises installations, WAE file upload does not operate with SSL in	Use another browser such as Mozilla Firefox or Google Chrome to upload WAE files in a

Issue number	Avaya internal identifier(s)	Description	Workaround
		Microsoft Internet Explorer 7 or 8.	customer premises installation using SSL.
16	1668	In a limited number of circumstances, web.alive may display an avatar with corrupted textures.	Users can resolve the issue by reconfiguring their avatar using the **Personalization** dialog
17	1659	The 10.1.53.64 version of Adobe Flash may not support text chatting.	Users can upgrade to a newer version, such as 10.1.82.76 of Adobe Flash from http://get.adobe.com/flashplayer. If you click this Web site, your browser opens a separate window. You can download the newer version of Adobe Flash in this separate window by following the steps.
18	1607	The web.alive client freezes when users display the **Login** dialog in full screen mode or when users display the **Login** dialog and then minimize it to the Status bar.	
19	1609	When users switch the web.alive client to full screen mode, the web.alive client can show up behind other windows.	
20	1604	The web.alive client can sometimes fail to notify the user when disconnected from a web.alive server.	

Note:

If you run the Web browser from within the web.alive environment, it is often called the in-world browser.

Chapter 3: Resolved issues

Resolved issues

This table lists the resolved issues since the 2.5.38 release.

Avaya internal identifier(s)	Description
2116	The web.alive statistics service may crash when attempting to map certain client IP addresses to geographic locations.
2113	The web.alive server may hang if, while near a telephony device, a user resizes their avatar or sits down.

This table lists the resolved issues since the 2.5.37 release.

Avaya internal identifier(s)	Description
1859	In rare cases, the web.alive server may hang or crash during telephony pawn call termination.
2648	When users upload a Microsoft PowerPoint slide deck on clients running Microsoft Windows 7, web.alive launches a separate instance of PowerPoint.
1602	The web.alive client may fail to connect through a proxy due to unsupported proxy security checks.

Chapter 4: Troubleshooting

Troubleshooting

If you encounter an issue with web.alive, Avaya recommends accessing the troubleshooting guide at: http://depot.avayalive.com/TroubleShootingAvayaWebAlive.pdf before running the Reporting Tool and entering information in the descriptive fields. The Reporting Tool collates information and sends it to the web.alive team.

To access the Reporting Tool, navigate to **Start** > **Programs** > **web.alive** > **web.alive reporting tool 2.5.40**.

More information

For more information on the web.alive product, the web.alive support community, and for information on buying web.alive visit http://avaya.com/web.alive.

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