AVAYA

Product Support Notice

PSN #	PSN004383u

Original publication date: 11-Dec-14, This is issue #01, published date: 11-Dec-14.	Severity/risk level	High	Urgency	Immediate

Name of problem	RichClient fails to login if there is a change in cdl file name.

Products affected

IC 7.3.2

Problem description

Issue is observed when there is a change in name of cdl file. AARC is unable to load any layout not named "avaya_agent". Agent is able to load customized CDLs, as long as cdl name is "avaya_agent". But if name is changed, then it cannot be loaded. This is because registry already has the entry with avaya_agent_en under interaction_center. If this entry is deleted, then agent can login with the new cdl file. Following steps can be performed to reproduce the issue.

) Copy QConsole\avaya_agent_en.cdl. Rename copy to test_en.cdl.

2) Edit test_en.cdl. Change the 2nd line to the Name="avaya_agent_en.cdl" is now "test_en.cdl" (matching the file name)

3) Run Database Designer, open ccq.adl.

4) Generate Windows Application, uncheck all boxes except layout one. Browse and select "test_en.cdl". Generate then Exit.

5) Go to IC Manager, set a particular agent (or at workgroup) property to Agent/Desktop/Layout, set to "test".

6) Run AARC for that agent

Agent is not able to login successfully.

Resolution

A patch "IC732_Agent_Patch_01_wi01187501" has been released to address the problem and can be downloaded from https://support.avaya.com

The patch is applicable for Avaya Agent Rich Client for Windows on top of IC 7.3.2.

Workaround or alternative remediation

None.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Yes.

Download

n/a

Patch install instructions	Service-interrupting?
Refer to readme attached part of the patch	No

Verification

Failure

Rollback the patch applied.

Patch uninstall instructions

Restore files from backup.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.