



Avaya one-X[®] Attendant Release 4.0 FP10

(Product version – 4.11.100)

Release Notes

Issue 1.0

08 Jun. 2015

Introduction

The Version 4.11.100(FP10) of one-X Attendant is based on Version 4.09.010(SP8) from Dec 08, 2014.

Extensions

- New PostgreSQL database
- New JOnAS version 5.3.0
- New Java version 7_71
- Support of Office 365
- GRIP 6869: Option to change color scheme to support Visually impaired users
- Security CEC 015 - Rqmt 147873-030 (P1): a log of Login event shall be displayed upon successful login
- Security CEC 015 - Rqmt 147873-065 (P1): Avaya Application and servers that provide services shall log security-sensitive events and exceptions: for later audit
- Default directory for server changed to C:\Program Files\Avaya\Servers respectively C:\Program Files (x86)\Avaya\Servers
- Include WebLM Config and Licenses in Backup/Restore
- Add special Restore file, for restoring backup from another server
- Support of Windows Server 2012 and Windows Server 2012 R2 for client and server
- Support of Windows 8/8.1 also for „Single User“ deployment
- MasterDirectory removed

Limitations/Important information

Installation/Upgrade

- One-X Attendant client requires Microsoft .NET Framework 3.5. On Windows 8 and Windows 2012 systems this a Windows feature which has to be activated, with this activation Windows tries to download the software via Windows Update service. If the system has no access to the Windows Update Service or uses WSUS, than the installation of one-X Attendant will fail. A workaround is to activate/install Microsoft .NET Framework first. See <http://msdn.microsoft.com/de-de/library/hh506443%28v=vs.110%29.aspx>
- The installer for the PostgreSQL database requires that the WindowsScriptingHost is enabled. If not than the installer will popup the error message "Unable to write inside TEMP environment variable path". The issue can also be caused by antivirus software or a 3rd-party firewall; it is recommended to disable or uninstall these programs during the installation of the one-X Attendant server.
See also:
http://wiki.postgresql.org/wiki/Troubleshooting_Installation
<http://www.postgresql.org/message-id/1294681138103-3335175.post@n5.nabble.com>
<http://stackoverflow.com/questions/5224042/postgresql-9-install-on-windows-unable-to-write-inside-temp-environment-path>

Common

- Update of Client and Server is obligatory
- Up to 25 clients on the same one-X Attendant server
- Address Parser configuration:

- In the case of problems, there is a chapter with the description of the address parser algorithms and some examples in one-X Attendant service manual.
- In countries w/o national code, the area code field has to be left empty and the area code has to be inserted at the beginning of the PABX number in the corresponding field.
- If the import from external databases via UpdateService is used, it is recommended to set in *Config Tool / JOnAS / Server* the *Transaction timeout* to 240. Maybe otherwise the connection to phonebook server (JOnAS) does not work; this problem can only be resolved by a re-start of the phonebook server.
- Tomcat 7.0.55 is the supported Tomcat version for WebLM versions 6.3.10 and later.
- If the client shows a window with the message "java.lang.OutOfMemoryError: Java heap space" then the heap space for the JVM has to be increased.
 - Open the file Start one-X Attendant.bat which you can find the folder "C:\<Program Files>\Avaya\Avaya one-X Attendant". Change the following line (Java Runtime Parameters): Set _JPI_VM_OPTIONS=-Xmx512m -Xms256m
 - Java Runtime Parameters:
 - Xms256m (recommended)
Param -Xmsn specifies the initial size of the memory allocation pool.
Value "n" must be a multiple of 1024 greater than 1MB.
 - Xmx512m (recommended)
Param -Xmxn specifies the maximum size of the memory allocation pool.
Value "n" must a multiple of 1024 greater than 2MB, default value is 96MB.

It is recommended to increase the memory settings step by step.
- If the client can't start and shows the error message: "Java(TM) Plug-in Fatal Error, The Java Runtime Environment cannot be load" the heap space for the JVM has to be decreased or the PC memory has to be increased.
- Java Heap Space:
 - Change/delete the Java Runtime Parameters for heap space in the Windows System Variable "_JAVA_OPTIONS" (Control Panel/System/Advanced system settings/Environment Variables/System Variables) as described in the chapter before.
 - Change/delete the Java Runtime Parameters for heap space of the one-X Attendant Java Runtime as described in the chapter before.
- PC Memory: Add more RAM to PC and/or use 64 Bit Operation Systems

CM

- If the CM installation is distributed over several countries, a separate one-X Attendant Server is needed for each country to support the different national numbering plans.

Network

- Only one network interface per PC is tested
- See also General Real Time Communication Requirements.

Operating system

- If the Arabic, Korean, Chinese or Russian language is used for the one-X Attendant; the Windows setting for the non-Unicode programs has to be set to the corresponding language, otherwise some text aren't correctly displayed.
- One-X Attendant doesn't support the following driver package: Windows-driver-package - Plantronics, Inc. (usb.ntamd64) Ports (04/21/2009 5.1). Uninstall this package or install the latest Plantronics Spokes Software package (Version 2.8) otherwise you will have some issues with using your Plantronics headset.
- One-X Attendant is using Java 7 but coexistence of Java 8 on the one-X Attendant PC/Server is supported.

Busy/Presence Information

- SVAManager and Avaya AURA Presence Server can't be used together in one-X Attendant
- Also WebAccess is incompatible with Avaya AURA Presence Server
- Maximum value of presence user: 2000
- Maximum values of numbers in net wide busy view:
SVAManager: 10000
Avaya AURA Presence Server: 2000
- Maximum values of supported SVAManager Configurations:

With cluster functionality
Tserver Links: 20
Other switches: 50
Tserver Links + Other switches: 50
Monitor Points: 20000

Without cluster functionality
Tserver Links: 20
Other switches: 100
Tserver Links + Other switches: 100
Monitor Points: 20000
- If more than 1500 monitor points are configured in extended busy lamp field, the environment variables MAXMESSAGE_SIZE and MAXBUFFERSIZE have to be set to a value "50 * <number of monitor points>"
- One-X Attendant will register as "trusted application" at AES, this means the TSAPI-Link of the AES has to be configured as encrypted.
- One-X Attendant uses the Exchange Web Service to get busy/free information from the exchange server and only single exchange domain is supported. For further information please look at the service manual, in the chapter "Calendar information".
- If neither Microsoft Outlook nor Lotus Notes integration is used, it is strongly recommended to deactivate the "calendar usage" option in the Config Tool (item one-X Attendant).

System requirements

See chapter “Avaya one-X Attendant system requirements” in the Installation and Administration Manual.

Real-time Communication requirements

The following are the general real time communication requirements for one-X Attendant servers and clients.

- **Delay:** for signaling, a delay can cause a lag in getting events or a malfunction in making feature requests on one-X Attendant servers and clients. For audio, the quality of voice service can become affected – especially in Road Warrior mode – by a delay due to the one-X Attendant usage in a Virtual Desktop Environment. It is important to understand, that the delay is not only limited to the network connection between one-X Attd server and clients, but also extends to the one-X Attd client's audio device.

Avaya recommends an overall delay of less than 150ms.

- **Packet Loss:** a high level of packet loss for signaling can cause missed heart-beats which in turn can cause un-registration of one-X Attendant applications or components. A high packet loss can also cause delay in getting events or making feature requests due to re-transmission delays.

Avaya recommends a packet loss of less than 1%.

- **Jitter:** Jitter is the variation in the time between packets arriving, caused by network congestion, timing drift, or route changes. A jitter buffer can be used to handle jitter.

Avaya recommends a jitter of less than 5ms.

Avaya offers to its customers to make a real time communication assessment from an Avaya Certified Implementation Specialist (ACIS).

Supported (Tested) 3rd Party Components

- Avaya Communication Manager: 6.3.2, CM 6.3.6, CM 6.3.8(with Exception), CM 6.3.9 - 6.3.12
- Avaya Session Manager 6.3.4, 6.3.8, 6.3.9 - 6.3.14
- Avaya System Manager 6.3.4, 6.3.8, 6.3.9 - 6.3.12
- Avaya Presence Services 6.2.2, 6.2.4, 6.2.5 – 6.2.6.1
- Avaya Aura® Application Enablement Services 6.2 (latest Service Pack), 6.3.3

- Avaya Aura® 6.2 Feature Pack 4
 - Avaya Aura® Communication Manager 6.3.6
 - Avaya Aura® Session Manager 6.3.8
 - Avaya Aura® System Manager 6.3.8
 - Avaya Aura® Presence Services 6.2.4
 - Avaya Aura® Application Enablement Services 6.3.3
 - Avaya Aura® System Platform 6.3.4
 - G430/G450 Media Gateway 6.3.6

- Avaya Aura® 6.2 Feature Pack 3
 - Avaya Aura® Communication Manager 6.3.2
 - Avaya Aura® Session Manager 6.3.4
 - Avaya Aura® System Manager 6.3.4
 - Avaya Aura® Presence Services 6.2.2
 - Avaya Aura® Application Enablement Services 6.3.3
 - Avaya Aura® System Platform 6.3.3
 - G430/G450 Media Gateway 6.3.1

- WebLM 6.3.2 and higher is supported
 - WebLM Server 6.3.10 (for Windows) is delivered with one-X Attendant DVD
 - One-X Attendant uses WebLM Client 6.3.2 libraries

- Exchange 2007, 2010 and 2013
- Outlook 2007(SP3), 2010 and 2013 (only the 32Bit versions)

- Domino Server 8.5 and 9
- Lotus Notes 8.5 and 9

- Server Virtualization
 - o VMWare ESXi 5.0, 5.1 and 5.5 (recommended version)
 - o Microsoft Hyper-V running on Window Server 2008 R2 and Windows Server 2012 R2 (recommended version)
 - o Citrix XenServer 6.1, 6.2 and 6.5 (recommended version)

- Client Virtualization
 - o XenApp 6.0, 6.5 for Win Server 2008 R2 and XenApp 7.x (recommended version)
 - o XenDesktop 7.x (recommended version)
 - o CM Road Warrior mode is **NOT** supported (only Telecommuter)

- TTrace 3.0.5

- Codes G.711 and G.729 are supported for CM Road Warrior Mode
- Call Center Elite 6.2 on CM

Headsets (tested / supported)

Plantronics: <http://www.plantronics.com/de/>

Jabra: <http://www.jabra.com/>

Felitron: <http://www.felitron.com.br/v2/>

- ▶ Plantronics
 - Spokes SDK 2.8 is supported
 - Hub 3.x is **NOT** supported
- ▶ Jabra
 - PC Suite 2.1.17 has been released
 - 1xAttd implements native HID SDK 1.0.3.0
- ▶ Product Support Notices
 - PSN004429u: „ Avaya one-X Attendant incompatibility with Plantronics Hub 3.2 software“ <http://support.avaya.com/css/P8/documents/101007689>
 - PSN004428u: Avaya one-X Attendant does not support Plantronics M-series headsets <http://support.avaya.com/css/P8/documents/101007687>

Localization

Avaya one-X® Attendant 4.0 provides other language support for the GUI, as well as online help files and user manuals per the following:

G13 Countries	Written Language	Spoken Language
Asia Pacific (APAC)		
China	Simplified Chinese	Mandarin
Japan**	Japanese**	Japanese**
Korea	Korean	Korean
India	English	English
Europe, Middle East, Africa (EMEA)		
France	French	French
German	German	German
Italy	Italian	Italian
Russia	Russian	Russian
UK	English	English
Caribbean and Latin America (CALA)		
Mexico	Spanish	Spanish
Brazil	Brazilian Portuguese	Brazilian Portuguese
North America		
Canada	French/English	French / English
US	English	English
Other		
Australia	English	English

Other Countries	Written Language	Spoken Language
Europe, Middle East, Africa (EMEA)		
Saudi Arabia	Arabic	Arabic

** Japanese is currently not officially supported in Release 4.0. The translations are included in the current software release with some identified issues that will be fixed in a subsequent SP or FP

Corrected Issues

JIRA	PEA/SR	Description
ONEXATTD-991		Highlighted Headset where it is displayed in German
ONEXATTD-971		Problem if user ODBC data sources still points to Sybase
ONEXATTD-954		Problems with updating from versions below FP6
ONEXATTD-953		Update installation under Windows 2003 server not possible
ONEXATTD-949		Absence with WebAccess isn't working
ONEXATTD-948		The "Absence from" time in the phonebook isn't correct
ONEXATTD-947		Absence via EWS doesn't work correctly
ONEXATTD-946		Phonebook unusable after adding a field
ONEXATTD-943		Installation on Windows 2008 SP2 (32 Bit) not possible
ONEXATTD-942		Issue if database password with special characters is used
ONEXATTD-886		1XA-Client - Export user data is failed
ONEXATTD-885		OneX-AttendantInfo on the 1XA server - Configuration files are showing issue
ONEXATTD-867		Dialling from a directory isn't correct
ONEXATTD-866		VIP View displays wrong numbers
ONEXATTD-638		Wrong system requirements in IAM document
ONEXATTD-637		Display of transfer destination persists in Operator window
ONEXATTD-635		1XA client is crashing during edit usr profile
ONEXATTD-631		Sporadic Error message after closing Instant Messaging window
ONEXATTD-630		Upgrade from 4.11.001 to 4.11.002 failed
ONEXATTD-629		Postgres; Postgres service deinstallation
ONEXATTD-540		Service AbsenceInfoPusher is not started after Restore
ONEXATTD-538		Configuration Tools unable to stop or start 1XAttd services
ONEXATTD-536		Crash if JAWS screenreader is used
ONEXATTD-534		HTTPS connection via SSLv3 has to be prevented
ONEXATTD-532		PlantronicsURE error message on host startup
ONEXATTD-527	SR1-6083680992	Temporary client hang-up related to CalendarUsage
ONEXATTD-523	SR1-5860282083 SR1-6053197042	Block dial fails in road warrior mode if "<SERVICE_LINK> 1" missing
ONEXATTD-521		R4 FP10 Phonebook never usable after creating a new field
ONEXATTD-518		Crash if Outlook single read tooks longer than timer thread
ONEXATTD-498		No warning; repair install leaves database empty
ONEXATTD-323		Bad display when hold an outgoing internal or external call
ONEXATTD-289		R4 FP10 user manual improvement. search for first name in the CC window
ONEXATTD-279		The PS button should not be red because of replica service not running
ONEXATTD-241		Patch Deployment.properties at the Start of the client
ONEXATTD-212		TCP-Port 8080 still open
ONEXATTD-180		Autodiscover description for EWS is missing in the IAM_One-X_Att404_CM manual.
ONEXATTD-164		Date and time will be updated in phonebook in "absent from" column
ONEXATTD-160		Delete Absence isn't possible
ONEXATTD-158		Set Absence via WEB Access isn't possible
ONEXATTD-153		A warning that the DB is empty after repairing 1XAttd should popup when repairing option is used.
ONEXATTD-128		1XAttd client hangs 30 minutes when adding a phonebook field

Changed Components

File	Version	Comment

Changed Files

File	Date	Comment
Ospc.exe	18.05.2015	
Os_tapi.dll (SC_TAPI)	18.05.2015	
scapi32.dll	18.05.2015	
SVAManager.exe	18.05.2015	
qcie11.dll	11.01.2012	
qconfig_sva.exe	11.01.2012	
one-XAttendant.ear	18.05.2015	
pom2.jar	18.05.2015	
OSPCConfigTool2.jar	18.05.2015	
Ldap.jar	11.01.2012	
OSPCLDAP_JDBC_Driver.jar	13.10.2014	
EWSJavaAPI_1.2.0.jar	29.08.2013	
DBUpdate.jar	18.05.2015	
UPDATE_one-X At- tendant_000027_000028.sql	04.02.2015	
UPDATE_one-X At- tendant_000028_000029.sql	04.02.2015	
UPDATE_one-X At- tendant_000029_000030.sql	30.03.2015	
UPDATE_one-X At- tendant_000030_000031.sql	20.04.2015	