



Avaya one-X<sup>®</sup> Attendant Release 4.0 SP 11

Connected at Avaya Integral Enterprise

(Product version – 4.12.010)

Release Notes

Issue 1.0

02 Nov. 2015

## Introduction

The Version 4.12.010(SP11) 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
- 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
- Drop FlexLM licensing

### 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 3<sup>rd</sup>-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://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:
  - o 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 restart 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 (default)  
Param -Xmsn specifies the initial size of the memory allocation pool.  
Value "n" must be a multiple of 1024 greater than 1MB.
    - Xmx512m (default)  
Param -Xmxn specifies the maximum size of the memory allocation pool.  
Value "n" must a multiple of 1024 greater than 2MB.

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

## Network

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

## Operating system

- If the 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.
- On Windows 8.x systems .NET Framework 3.5 has to be activated via Control Panel\Programs and Features\Turn Windows Features on and off. This is also tried during the in-

stallation but if there are problems with connection to the windows update service the installation could fail.

- One-X Attendant is using Java 7 but coexistence of Java 8 on the one-X Attendant PC/Server is supported.

## Busy/Presence Information

- Maximum values of numbers in net wide busy view:  
SVAManager: 10000
- Maximum values of supported SVAManager Configurations:  
  
With cluster functionality  
Tserver Links: 20  
Other switches: 50  
Tserver Links + Other switches: 50  
IP Links: 25\*  
Monitor Points: 20000  
  
Without cluster functionality  
Tserver Links: 20  
Other switches: 100  
Tserver Links + Other switches: 100  
IP Links: 25\*  
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>"
- Integral Enterprise supports four CSTA Uplinks. Each SVAManager requires one CSTA uplink. If CIE Integration is used, CIE also needs one CSTA uplink, so only two CSTA links remain for other CSTA applications (only one CSTA link remains, if two SVAManagers are used).
- The Open SSL certificates on the Integral Enterprise will expire on 13. of Dec. 2017. Therefore new certificates are also necessary for the SVAManager. The new certificates and a description how to install these on the one-X Attendant server are available on the DVD in the subdirectory "Update".
- 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).
- Numbers which are already configured in the (internal) busy display, should not be entered additionally in the network wide busy display. This can cause wrong display of busy or presence states and can also have impact on the performance.

## 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

- Integral Enterprise: E07, IEE04, IEE05, IEE06, IEE07.1, IEE07.2
- 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)
- CIE 3.x tested, CIE 2.x and 1.x supported
- OS33 (SW-Version V02.01, V02.00) for IE, I55 only.
- TTrace 3.0.5

## 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:

Countries	Written Language	Spoken Language
Europe, Middle East, Africa (EMEA)		
France	French	French
German	German	German
Italy	Italian	Italian
Russia	Russian	Russian
UK	UK-English	UK-English

**Corrected Issues**

JIRA	PEA/SR	Description
<a href="#">ONEXATTD-1072</a>		Creating a user fails
<a href="#">ONEXATTD-1055</a>		R4 SP11 Buttons of the KeyBlocks doesn't work proper
<a href="#">ONEXATTD-1054</a>		R4 SP11 Absent info text missing in 1XAttd's Phonebook
<a href="#">ONEXATTD-1053</a>		Client creates wrong ODBC User-DSN entry
<a href="#">ONEXATTD-1051</a>		R4 SP11 Password for subscriber in WEB Access doesn't work correctly
<a href="#">ONEXATTD-1050</a>		Absence via WEBAccess is only working when the source is set to WEB
<a href="#">ONEXATTD-1035</a>		R4 SP11: Absent state at phonebook search window is not updated
<a href="#">ONEXATTD-1032</a>		R4 SP11, No user import possible from former 1xAttd versions
<a href="#">ONEXATTD-1028</a>		R4 SP11 Not possible to save new datasets in database
<a href="#">ONEXATTD-1027</a>		R4 SP11 Work profile cannot be saved
<a href="#">ONEXATTD-1019</a>		Client update fails
<a href="#">ONEXATTD-1018</a>		Operator windows lose focus sometimes
<a href="#">ONEXATTD-1010</a>	SR1-7891210150	German online help is English
<a href="#">ONEXATTD-1006</a>		Desktop link to launch 1XAttd client is wrong
<a href="#">ONEXATTD-1004</a>		R4 SP11 Journal (Audio), wrong call log record (AKZ) for Integral / OS33
<a href="#">ONEXATTD-997</a>		Diagnostic Logging for JOnAS
<a href="#">ONEXATTD-992</a>		Two local prefixes with the same prefixes can't be saved
<a href="#">ONEXATTD-955</a>		Two client entries (same hostname) in postgres database after upgrade
<a href="#">ONEXATTD-864</a>		R4 SP11 1XA client configuration data not changed automatically during restore
<a href="#">ONEXATTD-322</a>		R4 FP10 Bad operator display when hold and retrieve a call
<a href="#">ONEXATTD-302</a>		R4 FP10 IE user manual: wrong info about busy display
<a href="#">ONEXATTD-299</a>		Net wide busy view: BL tooltip doesn't show the name of a diversion's target
<a href="#">ONEXATTD-292</a>		R4 FP10 Net wide busy view: dynamic page initialization creates unnecessary page
<a href="#">ONEXATTD-291</a>		R4 FP10 Net wide busy view: dynamic page initialization fails if mixed configuration

**With V4.11.100**

JIRA	PEA/SR	Description
<a href="#">ONEXATTD-971</a>		Problem if user ODBC data sources still points to Sybase
<a href="#">ONEXATTD-954</a>		Problems with updating from versions below FP6
<a href="#">ONEXATTD-953</a>		Update installation under Windows 2003 server not possible
<a href="#">ONEXATTD-949</a>		Absence with WebAccess isn't working
<a href="#">ONEXATTD-948</a>		The "Absence from" time in the phonebook isn't correct
<a href="#">ONEXATTD-947</a>		Absence via EWS doesn't work correctly
<a href="#">ONEXATTD-946</a>		Phonebook unusable after adding a field
<a href="#">ONEXATTD-943</a>		Installation on Windows 2008 SP2 (32 Bit) not possible
<a href="#">ONEXATTD-942</a>		Issue if database password with special characters is used



<a href="#">ONEXATTD-886</a>		1XA-Client - Export user data is failed
<a href="#">ONEXATTD-885</a>		OneX-AttendantInfo on the 1XA server - Configuration files are showing issue
<a href="#">ONEXATTD-867</a>		Dialling from a directory isn't correct
<a href="#">ONEXATTD-866</a>		VIP View displays wrong numbers
<a href="#">ONEXATTD-638</a>		Wrong system requirements in IAM document
<a href="#">ONEXATTD-635</a>		1XA client is crashing during edit usr profile
<a href="#">ONEXATTD-630</a>		Upgrade from 4.11.001 to 4.11.002 failed
<a href="#">ONEXATTD-629</a>		Postgres; Postgres service deinstallation
<a href="#">ONEXATTD-540</a>		Service AbsenceInfoPusher is not started after Restore
<a href="#">ONEXATTD-538</a>		Configuration Tools unable to stop or start 1XAttd services
<a href="#">ONEXATTD-536</a>		Crash if JAWS screenreader is used
<a href="#">ONEXATTD-534</a>		HTTPS connection via SSLv3 has to be prevented
<a href="#">ONEXATTD-527</a>	SR1-6083680992	Temporary client hang-up related to CalendarUsage
<a href="#">ONEXATTD-521</a>		R4 FP10 Phonebook never usable after creating a new field
<a href="#">ONEXATTD-518</a>		Crash if Outlook single read tooks longer than timer thread
<a href="#">ONEXATTD-498</a>		No warning; repair install leaves database empty
<a href="#">ONEXATTD-289</a>		R4 FP10 user manual improvement. search for first name in the CC window
<a href="#">ONEXATTD-241</a>		Patch Deployment.properties at the Start of the client
<a href="#">ONEXATTD-212</a>		TCP-Port 8080 still open
<a href="#">ONEXATTD-180</a>		Autodiscover description for EWS is missing in the IAM One-X Att404 CM manual.
<a href="#">ONEXATTD-164</a>		Date and time will be updated in phonebook in "absent from" column
<a href="#">ONEXATTD-160</a>		Delete Absence isn't possible
<a href="#">ONEXATTD-158</a>		Set Absence via WEB Access isn't possible
<a href="#">ONEXATTD-153</a>		A warning that the DB is empty after repairing 1XAttd should popup when repairing option is used.
<a href="#">ONEXATTD-128</a>		1XAttd client hangs 30 minutes when adding a phonebook field

### Changed Components

File	Version	Comment

**Changed Files**

File	Date	Comment
Ospc.exe	27.10.2015	
Os_tapi.dll (SC_TAPI)	19.10.2015	
scapi32.dll	19.10.2015	
SVAManager.exe	19.10.2015	
qcie11.dll	11.01.2012	
qconfig_sva.exe	11.01.2012	
one-XAttendant.ear	26.10.2015	
pom2.jar	26.10.2015	
OSPCConfigTool2.jar	19.10.2015	
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_000031_000032.sql	13.08.2015	
UPDATE_one-X At- tendant_000032_000033.sql	30.09.2015	