



Avaya Communicator for Microsoft Lync Release 6.4.0.2

(Product Version:

AC Lync 6.4.0.2 build- 50

Configurator build- 31

Collaboration Services 6.6.3 build-8)

GA Release Notes

Issue 1.1

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Document Overview

This release letter is intended to inform all the end users of Avaya Communicator for Microsoft Lync about resolved issues since Avaya Client Applications release 6.3 and the issues related to new features available in Avaya Communicator for Microsoft Lync Release 6.4, and its service pack 6.4.0.1 including caveats and known issues.

Getting Started

Review these release notes prior to starting installation of Avaya Communicator for Microsoft Lync Release 6.4.0.1 software

Avaya Communicator for Microsoft Lync (AC Lync) Release 6.4.0.2 – What's New

Added Window 10, Microsoft Office 2016 and Skype for Business 2016 support.

New ReadMe Documents added to Lync 201x Installation ZIP files.

Collaboration Services 6.6.3 updates

Resolution of several known issues found in releases 6.4 and 6.4.0.1

Unsupported content for Avaya Communicator for Microsoft Lync Release 6.4.0.x

- Survivability support
- Video in Other Phone mode
- Lync Client 2010 (x64) (same as previous release)
- Support for CS1000 support deployed with ACE 6.2.2 (ACA 6.3.2 was the last release to support ACE integration)
- IPv6 address not supported
- Contact Center features are not supported
- Radvision Lync video Gateway
- Polycom HDX SIP

AC Lync 6.4.0.x – Notes and Advisories

H100 1.0 interop (desk phones)

H100 1.0 desk phones only supports audio conference with Avaya Aura® Conferencing 8.0.x

Bridged Line Appearances cannot be used in conjunction with Telecommuter mode.

Dual Registration / Multiple Device Access: conversation closed automatically after a successful JOIN operation

For Avaya solutions using CM 6.3.9, when a user tries to join a call from AC for Microsoft Lync for a call in progress after initial launch or on recovery from a disconnected state the call will drop. This condition is not encountered when interoperating with CM 6.3.0.10-22024. The original call is not torn down when the AC Lync H.323 user attempts to join.

Collaboration Services Installation (Install Shield 2012):

In some situations, Install Shield 2012 will cause incorrect installation status to be displayed (or no status at all).

- The install is not aborted after clicking Cancel button on “In progress” screen
- The dialog to close dependent applications is hidden behind Install Shield window
- Install Shield indicates Collaboration Service has been uninstalled even though it was canceled by the user
- Installation alert window is hidden behind other windows

Avaya Communicator for Microsoft Lync Release 6.4.0.2 – Resolved issues since Avaya Client Applications 6.4.0.1

The following issues, identified in release 6.4 and that have been resolved in release 6.4.0.2 since ACL 6.4.0.1 GA.

Table 1: Avaya Communicator for Microsoft Lync issues resolved

MSI-7797	BETA Ratio Pharm Plantronics Savi 7XX headset call control does not work
MSI-7859	CFD: Extension does not auto-populate upon first launch
MSI-8312	CFD: AC for Lync 2013 6.4: incoming calls show number instead of the caller name
MSI-8319	CFD: Date gets added with the called number when tries to call back from the call log
MSI-8321	SFB: end call Icon truncated after Joining a call
MSI-8322	A dialingRules.xml file with a large (256+) number of rules may fail to install because the ACLync Install.bat has a buffer overflow
MSI-8355	Skype for Business 2016 support
MSI-8364	Add a readme file to the Communicator for Lync ZIP file
MSI-8368	Client not sending proper NOTIFY in 3PCC mode

MSI-8375	As a SCAE developer I want to update CURL lib to allow ME support TLS of version 1.1 and 1.2 for https connections
MSI-8392	After dropping last added participant from 3-party CM conference, call between remaining 2 parties disconnects automatically
MSI-8393	vi: NO VOICE PATH occurs as 1XC_SIP sends out 500 Internal Error (SDP Offer Answer Mismatch)
MSI-8394	Call drop observed while answering a SRTP call using Team button in 1XC SIP RW mode user.(AA 7.0 Environment)
MSI-8395	AES-256 enforced on CM - 1XC did not play reorder tone to let user know the call could not be established
MSI-8398	ACL UI does not update when call is muted using Avaya Headset interface
MSI-8399	CFD-ACLync configurator does not handle area/city code prefix properly
MSI-8401	Avaya control bar extends beyond S4B contact window
MSI-8404	Configurator converting settingFileURL parameter value from upper case to lower case in Auto Config
MSI-8413	CFD: If specifying specific port range in ACL, it is still using default port range

Table 2: Avaya Collaboration Services issues resolved

ADCE-3009	Outlook Add-in Should be loaded on windows 10 machine having Office 2016
ADCE-2989	CFD: CCE 6.6.1.20 + Avaya Communicator for Lync 6.4.0.1:unknown Presence in Outlook Contact Card
ADCE-2975	CFD: Some users don't have the presence status in MS Outlook 2010
ADCE-2985	CFD: call contact feature not working intermittently
ADCE-3026	CFD: Intermittent issues with calling from meeting invites using CS
ADCE-3006	CFD: When launching IE CS add-in recognizes page as about:blank

Avaya Communicator for Microsoft Lync Release 6.4.0.1 – Resolved issues since Avaya Client Applications 6.4

The following issues, identified in release 6.4 and that have been resolved in release 6.4.0.1 since ACL 6.4 GA.

Table 3: Avaya Communicator for Microsoft Lync issues resolved

MSI-7843	Skype for Business compact view is smaller than AC for Lync control pane
MSI-7844	Skype for Business Avaya Video extends beyond rendering window
MSI-7845	Calls to non S4B contact: Video call rendered below display horizon
MSI-7927	Video window goes behind conversation window after answering call.

Table 4: Avaya Collaboration Services issues resolved

ADCE-2916	CFD: outlook addin causes failure to open .msg emails
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Avaya Communicator for Microsoft Lync Release 6.4 – Resolved issues since Avaya Client Applications 6.3.2

The following issues, identified in release 6.2.2, 6.3, 6.3.1, and 6.3.2 and that have been resolved in release 6.4 since ACA 6.3.2 GA.

Table 5: Avaya Microsoft Lync Integration issues resolved

MSI-7127	Lync2010 H.323 Video request is generated at called user after calling user stops the video
MSI-7190	Lync2013 CS1K:ACE Lync puts the call on hold from device before 1XC answers the call, call timer displays incorrectly after Lync retrieved the call
MSI-7393	Lync 2013 Disconnected State Call control bar of active conversation window is only black when addin goes to disconnected state
MSI-6260	Lync 2013 SIP H.323 Conversation window of calling shows incorrect name of called while making call forwarding
MSI-6454	Lync 2013 SIP Cannot release call in other phone mode Tracking Number
MSI-6589	Lync 2013 SIP+H.323 The video of calling and called parties shows incorrectly after escalating to video while in making call state
MSI-6618	Lync 2013 H.323 SIP Phone is still ringing after releasing call
MSI-6467	Lync2010 Lync2013 CS1K:ACE Redirect incoming call to 3rd user who set CFWD to 4th user, 3rd user continue keeping the call after all user release it
MSI-6464	Lync 2013 Lync2010 CS1K:ACE Call control bar shows incorrectly after making call to Avaya Aura® Conference
MSI-7245	Lync integration bar disconnected from Lync client
MSI-5822	Lync 2013 integration: video of called party is frozen after calling party pauses video
MSI-5716	Video window does not disappear after Lync integration holds call
MSI-5669	Lync 2013-H.323-Computer Mode: when making video call between Multi-CM over SIP trunks video does not appear
MSI-5665	While in video Avaya Aura® Conference, Lync integration does not show video after far end retrieves held call
MSI-5603	Video window does not display correctly when Lync Integration SIP/H.323 accepts incoming video calls
MSI-5599	Video is not started again after Lync integration H.323 stop/start video
MSI-5598	Video is not started again on both Lync integration SIP after the call is forwarded
MSI-5590	Lync 2013 integration cannot make call after choosing “Reply with IM” in previous incoming call toast
MSI-5583	Video is not started after Lync integration SIP holds then un-holds the call with “Video automatic answer” is Yes
MSI-5594	Lync 2010 - H.323 - Computer and Phone Mode: Video can't be started automatically when user joins conference
MSI-5161	Lync 2013 integration SIP user cannot start video if stopped once where call forwarding is set to either flare or 1XC client
MSI-5236	Lync integration started in computer mode using incorrect login and server details after getting error prompt for "Audio device resource not available"
MSI-7404	When making a call, it fails and says screen presentation failed and telephony server unavailable

MSI-7437	SIP: Telecommuter mode End call error, ending call from Lync addin displays message "Please pick up the device first".
MSI-7305	Lync2103 SIP Phone Mode Conference window does not update when one participant dropped the call
MSI-7299	Lync 2013 H.323 Server List is not updated after adding new server IP Other Language Lync 2010+2013 H.323 Phone Mode Send an IM appears after H.323 user sign out/sign in back
MSI-7228	Lync 2013 H.323 Server List is not updated after adding new server IP
MSI-7006	Lync 2013 H.323: In an audio call with Lync H.323 client, ACW cannot escalate video
MSI-6513	Lync 2013 Lync 2010 H.323 After switching mode while called is ringing, he still hear ring back although the call is released

Table 6: Avaya Collaboration Services issues resolved

ADCE-2575	Ribbon Call option does not show the complete number provided in contact fields
ADCE-1315	Google Apps: Numbers disappear on Presentation (PPT) application if Collaboration Services is running

Obtaining Avaya Communicator for Microsoft Lync release 6.4.0.2 Software

Avaya Communicator for Microsoft Lync release 6.4 files are available at Avaya PLDS

<https://plds.avaya.com>. The download ID is as follows

Application: Communicator for Microsoft Lync
Download PUB ID: ACML000006402
File Name: AvayaCommunicatorForMicrosoftLync-6.4.0.2.zip

1. To use Avaya Communicator for Microsoft Lync for the Lync 2013 client (Full or Basic), you must first download & apply the minimum patch Available at [Update for Lync 2013: Dec 2014](#)
2. To use Lync Integration for the Lync 2010 client, you must first download & apply the minimum patch Available at [Cumulative update for Lync 2010: Dec 2014](#)
3. The latest Lync 2013/Skype for Business 2015 updates are available at <https://technet.microsoft.com/en-us/office/dn788954.aspx>
4. It is recommended to run windows update before installing Lync/Client Collaboration Services integration.
5. .NET Framework 4.0 is required.
6. Workstations shall be patched to latest Operating System and Application vendor patches.
7. Prior to upgrading to this build, the existing Microsoft Office Lync Software Development Kit Runtime (Lync 2013) and Microsoft Lync 2010 SDK (Lync 2010) will need to be uninstalled. Then the new Lync Client SDK distributed with Avaya Communicator for Microsoft Lync shall be installed.
8. For information about installation of Collaboration Services please refer to the Administering Avaya Collaboration Services guide available at Support site

Interoperability and requirements

Software and firmware compatibility matrix

The following table shows the supported systems by Avaya Communicator for Microsoft Lync 6.4 for the GA release.

Avaya Components	Supported release
Avaya Aura System Manager	6.2 6.3.2 (AA 6.2 FP2) 6.3.4 (AA 6.2 FP3) 6.3.8 (AA 6.2 FP4) 6.3.10 7.0
Avaya Aura Session Manager	5.2 6.2 6.3.4 (AA 6.2 FP3) 6.3.8 (AA 6.2 FP4) 6.3.9 7.0
Avaya Aura Communication Manager	5.2.1 6.0.1 6.2 6.3.2 (AA 6.2 FP3) 6.3.6 (AA 6.2 FP4) 6.3.8 6.3.9 7.0
Avaya Aura Presence Services	6.2.4 (AA 6.2 FP4)
Avaya Aura Messaging	6.3 6.3.1 6.3.2
Avaya Aura Conferencing	7.2.2 8.0 8.0.3
Avaya Session Border Controller	6.2 6.2.005 6.2.100 (FP1) 6.3
Scopia	3.0 8.3
Avaya Aura Solution for Midsize Enterprise	6.2 FP2 6.3
Avaya Communication Server 1000	7.6 SP5 7.6 SP6

The following table shows the supported Avaya clients by Avaya Communicator for Lync release 6.4 for the Alpha release.

Avaya Components	Supported Release
Avaya SIP Hard Phones 96x1	6.4 6.5
Avaya H.323 Hard Phones 96x1	6.4, 6.6
Avaya digital sets	94xx, 24xx, 14xx, 64xx
Avaya Flare Experience for iPad	1.2
Avaya Flare Experience for Windows	1.1
Avaya one-X® Communicator	6.1 6.2.3 (FP) 6.2.4 (FP) 6.2.6 (FP)
Avaya one-X® Mobile SIP for iOS	6.2.3 (FP)
Avaya Communicator for Android	2.0 2.1.1
Avaya Communicator for iPad	2.0
Avaya Communicator for iPhone	2.1
Avaya Communicator for Windows	2.0 2.1
H100 Series Video Collaboration Station SIP	1.0
VDI (Virtual Desktop Interface) Communicator	2.0

The following table shows the supported non-Avaya devices by Avaya Communicator for Microsoft Lync 6.4

3 rd Party Components	Software / Hardware	Supported Release / Model
LDAP	Microsoft Active Directory	Windows Server 2008 Windows Server 2008 R2 Windows Server 2012
Administration Browser	Microsoft Internet Explorer	8.0, 9.0, 10, 11
	Google Chrome	Version 23 through 38
	Mozilla Firefox	Version 17 through 34
Operating System	Windows 7 (x64, x86)	Professional, Enterprise
	Windows 8.1 (x64, x86)	Professional, Enterprise
	Windows 10 (x64, x86)	Professional, Enterprise
	Windows Server 2012 R2	
	Windows Server 2008 R2	
Microsoft applications	Office	2007, 2010, 2013, 2016
	Outlook	2007, 2010, 2013, 2016
	SharePoint	2010, 2013
	Other Applications	Office 365, Google Apps & enterprise Applications
Microsoft Lync Servers	Lync 2010	Standard, Enterprise

	Lync 2013	Standard, Enterprise
Microsoft Skype for Business Servers	Skype for Business 2015 Skype for Business 2016	Standard, Enterprise
Virtual Desktop Support	Citrix XEN Desktop	5.6, 7.5
	Citrix XEN App	6.5, 7.5
	VMWare horizon View	5.3, 6.0.x
Polycom	HDX 4K/ 7K/ 9K Series (H.323)	
	RMX 2000	
	CMA/DMA	

Client Work Station Requirements

Processor	2 GHz
Memory	<ul style="list-style-type: none"> • 2 GB (32 Bit) • 4 GB (64 Bit)
Disk space	500 MB
Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps
Video	For deployments with video enabled, the following hardware requirements must be met: <ul style="list-style-type: none"> • Intel Dual Core, Core 2 Duo, Core i3, or higher processor • 500 MB video RAM with 100 MB of PC memory dedicated to video • Minimum 4 GB memory on 64 Bit systems • Digital video camera (up to 720p is supported)

Tested Environment

The following tables show Software Environment that is used for validating Avaya Communicator for Microsoft Lync 6.4.0.2 and Collaboration Services 6.6.3.

Avaya Components	Supported release
Avaya Aura System Manager	6.3.10 7.0
Avaya Aura Session Manager	6.3.8 FP4 6.3.9 7.0
Avaya Aura Communication Manager	6.3.6 FP4

	6.3.8 7.0
Avaya Aura Presence Services	6.2.4 (AA 6.2 FP4)
Avaya Aura Messaging	6.3.2
Avaya Aura Conferencing	8.0 8.0.3
Avaya Session Border Controller	6.3
Avaya Communication Server 1000	7.5 SP5 7.6 SP6

Avaya Components	Supported Release
Avaya SIP Hard Phones 96x1	SIP96x1 6.4 SIP96x1 6.5
Avaya H.323 Hard Phones 96x1	H.32396x1 6.4
Avaya digital sets	94xx, 14xx
Avaya Flare Experience for iPad	1.2
Avaya Flare Experience for Windows	1.2
Avaya one-X® Communicator	6.2.3 (FP) 6.2.4 (FP)
Avaya one-X® Mobile SIP for iOS	6.2.3 (FP)
Avaya Communicator for Android	2.0 2.1
Avaya Communicator for iPad	2.0
Avaya Communicator for Windows	2.0 2.1
H100 Series Video Collaboration Station SIP	1.0
VDI (Virtual Desktop Interface) Communicator	2.0

3 rd Party Components	Software / Hardware	Supported Release / Model
LDAP	Microsoft Active Directory	Windows Server 2008 Windows Server 2008 R2 Windows Server 2012
Administration Browser	Microsoft Internet Explorer	8.0, 9.0, 10, 11
	Google Chrome	Version 38
	Mozilla Firefox	Version 31 and 33
Operating System	Windows 7 (x64, x86)	Professional, Enterprise
	Windows 8.1 (x64, x86)	Professional, Enterprise
	Windows 10 (x64, x86)	Professional, Enterprise
Microsoft applications	Office	2007, 2010, 2013, 2016
	Outlook	2007, 2010, 2013, 2016
	SharePoint	2010, 2013
	Other Applications	Office 365, Google Apps & enterprise Applications

Microsoft Servers	Lync 2010	Standard, Enterprise
	Lync 2013	Standard, Enterprise
Virtual Desktop Support	Citrix XEN Desktop	7.5
	Citrix XEN App	7.5
	VMWare horizon View	6.0
Radvision	Scopia Solution	8.3
Microsoft Exchange	Exchange	2010 SP1 and EWS (Exchange Web Service) is required for Call Log to work.
	Exchange	2013
Polycom	HDX 4K/ 7K Series (H.323)	
	RMX 2000	
	CMA	

AC Lync 6.4 Known issues and workarounds

Microsoft Lync Integration

Name is not updated in the call logs in ACLync

Tracking Number

MSI-8357

Impact

Call log contains the number of calling party

Workaround

None

Unable to unhold Video call

Tracking Number

MSI-8419

Impact

User unable to unhold the call. There is no way for user to disconnect call until other end disconnects. Issue observed only in Aura 7.0 environment and enabled aescm256 codecs. These type of codecs are not supported by ACL

Workaround

Use aescm128 codecs only

Conversation window not opened after call answer, call between SIP and H323

Tracking Number

MSI-8412

Impact

Users cannot establish a call between SIP and H323 in Aura 7.0 environment and enabled aescm256 codecs. These type of codecs are not supported by ACL

Workaround

Use aescm128 codecs only

Call Control bar flickers when video window keep on top of call conversation window.

Tracking Number

MSI-8402

Impact

Control bar option flickers and really user found it is very hard to track and click on any button

Workaround

Move video window to another position

MDA|Lync 2010+2013|All fields in DialingRules/Language/Support are disabled when user closes remote window on Lync then ending call on MDA device

Tracking Number

MSI-8055

Impact

When user set up as MDA user, logs in AC for Lync 2013 on a laptop and AC for Windows. When user answers call on AC for window, then closes remote window on Lync and then ending call on MDA device - all fields on Settings panel in DialingRules/Language/Support tabs are disabled

Workaround

Sign out/sign in back or make or receive a call

Phone Mode|SIP|Lync 2010+Lync 2013|Lync Addin is not able to switch back Computer mode after Lync client loses connection to shared device

Tracking Number

MSI-8053

Impact

User is not able to switch back in Computer mode after Lync client loses connection to shared device when in Phone mode

Workaround

End Addin process from task manager then restating Addin

No ringback on 2nd call leg of attended transfer or conference using 1XC SIP other phone mode and CM direct media

Tracking Number

MSI-8039

Impact

When the user initiates a second call in telecommuter (other phone) mode, the user will not hear ringback for the second call. The user will not hear feedback that the remote party is ringing (or not routed). The outgoing call will be dialed as directed.

Workaround

None

Dual Registration: While user in a call, LAN unplug and plug, next calls from device which opens active conversation on Lync

Tracking Number

MSI-7565

Impact

When a user is on a call with their dual registered SIP endpoint, and then the user logs in (or recover from disconnected state), the call will appear as an active call when it should appear as a remote call on the Avaya Communicator for Microsoft Lync and the control functions will fail

Workaround

Once Avaya Communicator for Microsoft Lync H.323 endpoint has logged in, hold and retrieve the call from the SIP device. This will update the conversation window to correctly appear as a remote call

Lync integration H.323 cannot transfer video call from Radvision XT240 to Radvision 5000

Tracking Number

MSI-5686

Impact

Users cannot transfer video call from Radvision XT240 to Radvision 5000.

Workaround

None

Lync 2013 | H.323: Conversation window on H.323 Lync still stay with user after he completed transfer call.

Tracking Number

MSI-7666

Impact

User using Lync add-in H.323 has to close conversation window manually after transferring a call

Workaround

None

Lync2013 | H.323 | Phone Mode | Event Conference: H.323's video is dropped when performing TUI command

Tracking Number

MSI-7368

Impact

When a Lync 2013 H.323 participant in an Avaya Aura® Conference (version 8.0.3) enters * from the dial pad his video is dropped.

Workaround

None

Citrix XenApp | Call transfer from device: After call transfer as soon as we press complete button on hard-phone, VDI client get disconnected from call, but associated Lync client still remain in active state with active conversation window and call duration

Tracking Number

MSI-5456

Impact

XenApp: Call transfer from device: After call transfer as soon as we press complete button on hard-phone, VDI client get disconnected from call, but associated Lync client still remain in active state with active conversation window and call duration.

Workaround

Not Available.

Lync 2013 | SIP | H.323 | Other Phone Mode: The call is disconnected (for SIP user)/The conversation window re-appears without control icon (for H.323 user) after recovering network

Tracking Number

MSI-6447

Impact

The call is dropped after network is recovered

Workaround

Not Available

Lync 2013 | Lync 2010 | Computer Mode: Conversation window does not display on screen after accept the call while incoming chat pop-up display

Tracking Number

MSI-6478

Impact

Called party conversation window does not display. After 30s alarm appears on the taskbar. The conversation window doesn't "flash" on the task bar until the IM window went away. This is a native Lync behavior/limitation

Workaround

None

Lync 2013 | SIP | H.323: In audio call transfer getting video in paused state on transferred parties.

Tracking Number

MSI-7043

Impact

When an audio call is transferred, video is escalated on both ends in paused state.

Workaround

None

Undocked Or Full screen video: User cannot see messages of extend call progress on full screen window control bar.

Tracking Number

MSI-7045

Impact

When extending a call from an undocked or full screen video window, no message occurs on the window indicating the call is being extended. This does not occur on a docked video window.

Workaround

None

Lync 2013 | H.323: After unplugging device and receiving 2nd incoming call within 150 seconds, Lync add-in takes too much time to goes to Disconnected State

Tracking Number

MSI-7216

Impact

During a call using Lync 2013 H.323 add-in in Shared Control, if the device is unplugged and the adding receives an incoming call the add-in will not show Disconnected for more than 15 minutes.

Workaround

None

Lync | H.323 Telecommuter Mode: Conference window disappear from the host client (In TC mode) when one participant dropped the call.

Tracking Number

MSI-7222

Impact

Conference window disappear from the host client (In TC mode) when one participant dropped the call

Workaround

None

Lync | H.323 | Computer mode | Avaya Aura® Conference: After unmuted the video from any client, video of far end is coming after 10 second of delay.

Tracking Number

MSI-7247

Impact

When a H.323 participant in an Avaya Aura® Conference mutes then unmutes video, the H.323 moderator of the conference does get unmuted video for 10 seconds.

Workaround

None

Lync 2013 | H.323 | Phone: After holding the call from boss end, join call button is not getting disable on secretary

Tracking Number

MSI-7326

Impact

Bridged line Lync add-in is not able to use join call button after primary Lync add-in ends its on-hold call

Workaround

None

Lync 2013 | SIP | Bridged Line Appearances: The video of other point is closed after Secretary un-pauses her video from Add-in

Tracking Number

MSI-7372

Impact

When secretary makes a video call as the boss and performs a pause / un-pause, the video is stopped on the called party.

Workaround

Called party un-pauses video before secretary performs pause/un-pause

Configurator: Server list displays incorrectly if we add more than 2 IP addresses to Server Address

Tracking Number

MSI-7405

Impact

When administrator uses the Configurator to build the Lync Integration MSI for SIP with multiple server addresses are configured, the servers will not be configured

correctly. Only the last server entered will have the correct setting. This results in Lync Integration being unable to connect to the other servers.

Workaround

Manually edit the server information in the Settings panel.

Lync2013 | H.323 Computer Mode: H.323 participants can't see Moderator's video when joining Lecture-mode conference

Tracking Number

MSI-7406

Impact

When Lync 2013 H.323 participant joins the MeetMe conf when moderator has already enabled lecture mode, he cannot see the moderator's video.

Workaround

None

Lync2013 | H.323 | Computer Mode: Dialed H.323 participant won't see video of anyone until he un-pauses his local video

Tracking Number

MSI-7407

Impact

Lync 2013 H.323 joins a Meet-Me conf as moderator and dials out to another Lync 2013 H.323 to join conference as participant. When participant joins the Lync 2013 H.323 moderator cannot see the participant's video.

Workaround

Participant un-pauses local video

Lync 2010 | Multiple Device Access Shared mode | Disconnected State: A second Lync conversation window appears when shared control devices reconnects after recovering from disconnected state.

Tracking Number

MSI-7568

Impact

When in a Multiple Device Access call with remote call appearance on Lync add-in and shared device, if the shared device reconnects after recovering from disconnected state while the call is still active, a second Lync conversation window will appear

Workaround

Close the additional conversation window manually

AC for MS Lync 6.4 to Summit Phone Video call doesn't work

Tracking Number

MSI-7585

Impact

Lync add-in is not able to see video from Summit phone

Workaround

None

On AC for MS Lync 6.4 Video doesn't start after unattended transfer from Summit

Tracking Number

MSI-7591

Impact

Cannot start video on Lync add-in after transferring call from Summit phone

Workaround

None

AC for MS Lync 6.4 SIP Mode: Video Screen gets chopped when dialed into RV MCU conference

Tracking Number

MSI-7602

Impact

When there are more than 2 participants in conference, SIP Lync Addin screen is not able to see video for all participants.

Workaround

Hit 0 from DTMF to cycle through the layouts on the RV MCU to pick the layout preferred

RV MCU6000: AC for MS Lync 6.4 H.323 Mode: Audio cannot be escalated to Video

Tracking Number

MSI-7603

Impact

Lync add-in is not able to escalate audio call to video call

Workaround

Initiate video when joining the conference

AC for MS Lync 6.4: H.323 Mode sends CM MOH when hold is pressed in Avaya Aura® Conferencing 8.0.x conference.

Tracking Number

MSI-7604

Impact

All other participants in AAC conference will hear Music on Hold, if Avaya Communicator for Microsoft Lync H323 user put the call on hold.

Workaround

None

AC for MS Lync 6.4 H.323 Mode: Video doesn't work with RV MCU 6000 when Video Codec Level is: 1.0 or 2.3

Tracking Number

MSI-7609

Impact

Lync add-in is not able to see video when Video Codec level is 1.0 or 2.3

Workaround

Use different video codec level

AC for MS Lync 6.4 SIP Mode: Video Codec Level 1.0 makes dial pad to enter passcode disappear

Tracking Number

MSI-7610

Impact

Lync add-in is not able to use dial pad

Workaround

Use a different video codec level and restart Lync add-in

Lync2013 | SIP Computer Mode: Unexpected window appears when answering incoming call of Avaya Aura® Conference

Tracking Number

MSI-7651

Impact

When receiving incoming call from Avaya Aura® Conference, User gets confused with the unexpected window besides the active call window with AAC.

Workaround

Close the popup manually.

AC for MS Lync 6.4 Escalate to Video doesn't work with Summit

Tracking Number

MSI-7589

Impact

Lync add-in is failed to escalate Video in call with Summit – get ""Video is not available at this time"" error.

Workaround

None

[Lync 2013 | SIP | H323 | CS1K:ACE] An error pop-up appears after set Do Not Disturb or Ignore from chat notification

Tracking Number

MSI-6648

Impact

Receive unexpected error pop-up, when Avaya Communicator for Microsoft Lync user attempts to set DND or Ignore from IM pop-up.

Workaround

Set DND on main windows instead of IM pop-up.

Lync 2010 - H323 - Video window isn't cleaned up on Lync Add-in installed some software

Tracking Number

MSI-5528

Impact

When video is dropped, video window is not cleaned up. It is still there in grey. Issue seems only happen with machines have some other communicator software installed (One-X Communicator, AC Win) and physical memory ~ 60% , CPU usage from 20 to 50%

Workaround

Drag the mouse to create a region cover the video window, after that it will disappear.

Lync 2013 | [MDA + DS] - Remote call window is recovered after recovering from DS, but join button only works after clicking it twice.

Tracking Number

MSI-7539

Impact

After network recovery with active call, the remote call window does not turn into active call window after clicking Join button for the first time. After clicking on the join button, user again gets the remote call window.

Workaround

Click on join button one more time then the remote call window will turn into active call window and user successfully joins the call.

[SPLIT:6.4] Lync2013-H323 Phone Mode: Transferring P2P call to AAC Conference, Video takes from 1,5 to 3 mins to start

Tracking Number

MSI-7537

Impact

After Lync 2013 – H323 Phone Mode in active call being transferred to AAC Meetme conference, it takes 1.5 – 3 mins to have video works.

Workaround

Press button to un-pause video after being transferred, it just takes few seconds to see Moderator's video.

Lync2013 | H323 | BLA with DS | After Unplug and Plug in Lan cable | Hold call window recovered on secretary instead of Remote window

Tracking Number

MSI-7793

Impact

Remote call window in Secretary is changed incorrectly to hold call window after network recovery.

Workaround

None.

[Lync 2013- Dual Reg] Remote conversation window recovers incorrectly after Lync sign out/sign in

Tracking Number

MSI-7812

Impact

With Dual Registration, after AC-Lync user decides to sign out and terminate all calls then login back in, hold call window displays instead of remote call window.

Workaround

No workaround.

VPN: Addin ending up with one way Voice path when Disconnected from network while in an Active call.

Tracking Number

MSI-7803

Impact

After network recovery, active call on AC-Lync connects via VPN will recovery with only 1 way voice path. User is failed to hold the call, get error "Error occurred while holding call" – cannot end the call after hold/resume.

Workaround

1. Sign-out
2. Close conversation window by clicking "x" button

AC for MS Lync 6.4 H.323: Escalate to Video doesn't work to Polycom HDX 9k registered to RV iView Gatekeeper

Tracking Number

MSI-7621

Impact

AC Lync user cannot escalate to video in the audio call with Polycom HDX 9k registered to RV iView Gatekeeper or video cannot be escalated once stopped.

Workaround

None

Alpha AC Lync build 742 | Installation failure with Error opening installation file.

Tracking Number

MSI-7638

Impact

Avaya Communicator for Microsoft Lync installation is failed using the batch file.

Workaround

Install by double clicking msi file and perform manual setting configuration or remove the /lx "xxxxx.log" flag in the batch file.

Lync 2013|SIP|Lync Integration goes to Disconnected state after coming back from sleep

Tracking Number

MSI-7871

Impact

After Laptop comes back from Sleep state, Lync Integration – Computer Mode goes to Disconnected State. User cannot log in.

Workaround

Open task manager, kill Avaya Communicator for Microsoft Lync 2013 then Start Lync Integration again.

Lync 2013- Add-in Setting Language display incorrectly with Dutch

Tracking Number

MSI-7866

Impact

Although the language is set to Dutch, the settings on Avaya Communicator for Microsoft Lync Settings is still displayed in English.

Workaround

None

No voice speech path between H323 dual registration Lync Integration users when SIP device answers the second call from other SIP user

Tracking Number

MSI-7874

Impact

The call between 2 H323 Dual Registration Avaya Communicator for Microsoft Lync users will get one way speech patch after SIP device answers another incoming call from other SIP.

Workaround

None

Auto Config: PHNDPLENGTH and PHNLDLENGTH contains multiple values separated by comma's, after auto-configuration on Lync it returned as -1

Tracking Number

MSI-7906

Impact

Auto configuration file returns the wrong value for PHNDPLENGTH and PHNLDLENGTH if they contain multiple values separated by comma.

Workaround

None

Lync 2010|H323| Computer Mode: It takes CFWD textbox long time to disappear after user resets CFWD

Tracking Number

MSI-7902

Impact

After being disabled, CFWD checkbox is still displayed unexpectedly for about 4 mins – user has no way to close it.

Workaround

None

Lync 2013|BLA|H323| Unexpected pop-up appears after Sec transfers call to Boss

Tracking Number

MSI-7899

Impact

After completing the call transfer to Boss, Avaya Communicator for Microsoft Lync user as Secretary will get a pop-up asking about closing the conversation window. If Secretary press Yes in the pop-up, the remote window will disappear and Secretary cannot join the call with Boss.

Workaround

Select No in the pop-up to keep the Remote window up.

Lync 2013|BLA|SIP+H323| Call has been dropped on Boss end after Sec ends call

Tracking Number

MSI-7905

Impact

If Secretary hangs up while Boss is putting the call on hold, that call will be terminated.

Workaround

None

Avaya Aura® Client Collaboration Experience (CCE)

Avaya Collaboration Services Firefox extension does not load or execute, when using Mozilla Firefox build 43 or later

Tracking Number

ADCE-3029

Impact

As result to changes to how Mozilla Firefox manages third party extensions released in build 43, the Avaya Collaboration Services Firefox extension does not load or execute. Customers relying on the Avaya Collaboration Services Firefox extension for business processes should refrain from upgrading to Mozilla Firefox build 43 (or later).

Workaround

Set the xpinstall.signatures.required preference to "false. Check this article for a suggested workaround

https://wiki.mozilla.org/Add-ons/Extension_Signing.

CCE add-in is not loaded when opening Word/Excel/Power point Office 2016

Tracking Number

ADCE-3028

Impact

CCE add-in is not loaded when opening Word/Excel/Power point under domain users (even domain administrator), however, CCE add-in works fine with Outlook. Note that if login PC with local user (in local administrator group) then CCE is loaded and works with Word/Excel/Power point.

Workaround

None

Outlook addin causes failure to open .msg files

Tracking Number

ADCE-2916

Impact

When "Avaya Collaboration Services" add-ins in Outlook is activated, email files (.msg) can only be open once. When file opened second time user can see warning message "Cannot open file. The file may not exist, you may not have permission to open it, or it may be open in another program."

Workaround

To avoid the issue user can disable CCE reminder window by setting registry value HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Collaboration\<version>

DisableCCEReminderWindow to 1. This value can be set during the installation using DISABLECCEREMINDERWINDOW parameter

Dismiss All Reminders does not work - reminder count remains > 0

Tracking Number

ADCE-2064

Impact

The reminder count in the status bar is not reset to 0 when user clicks dismiss all reminders.

Workaround

None

Using wrong parameter ENABLECUSTOMIMPROVIDER=True through command prompt install shield gets installed successfully

Tracking Number

ADCE-2690

Impact

Collaboration Services can be installed successfully with wrong parameter – this can cause confusion to end user that installation may potentially be incorrect.

Workaround

Follow instructions to install Collaboration Services with correct parameter.

The Collaboration Services installer alert window is hidden behind other windows instead of popping up to the top of other application windows

Tracking Number

ADCE-2863

Impact

When using Install Shield to install Collaboration Service, the installation alert window is hidden.

Workaround

Use the task bar to bring the hidden window into focus.

Outlook reminders crash Outlook 2013 when "Avaya Collaboration Services" is installed on Citrix XenDesktop or XenApp 7.5 with Hyper-V

Tracking Number

ADCE-2864

Impact

Microsoft Outlook crashes when a Outlook Reminder (task, Meeting) is dismissed from the Outlook Reminder window.

The crash is isolated to:

- * Citrix Xen Desktop deployed on top of Microsoft Hyper-V
- * Usage of Stylus pointer when using touch screen monitors (tablets).

Workaround

Prior to Install

- * Install Avaya Collaboration Services with the command line property --
disableCCEReminderWindow=true

After Install

- * Modify the following registry hive

** To disable Collaboration Services Reminder Window

Change DisableCCEReminderWindow from 0 to 1

In registry hive:

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Collaboration\v6.6.0.

Collaboration Services 6.6.0.21: Video, IM icons don't get highlighted until contact card in focus

Tracking Number

ADCE-2869

Impact

In web browsers with ACE add-in enabled, Video and IM buttons are not active until the contact card is brought in focus.

Workaround

Click on the Contact card to bring it in focus then Video and IM button will be ready to use.

Terminology and Acronyms

ACA – Avaya Client Applications is the name of the Avaya product that contains Lync Integration and Collaboration Services

AC Lync – Avaya Communicator for Microsoft Lync is the name of the Avaya product that contains Lync Integration and Collaboration Services

CCE – Client Collaboration Experience is a set of applications which provides Avaya Collaboration Services (Avaya Presence, Instant Messaging, Click to Voice/Video Call & Click to Join/Host Conference) in desktop and hosted applications.

Configurator - An ACA application that is used to provision Collaboration Services and the Lync Integration, where the administrator may enable/disable features and provide necessary provisioning information such as Communication Manager or Session Manager addressed.

UC Client (Unified Communication Client) – Generic representation for one of Lync integration, Flare, or OneX Communicator.

Engine – The Spark engine used by the Lync Integration. The Lync Integration used in this release is the Windows Mini-Merge engine 1.1, which contains the combined engine capabilities of Lync Integration 6.3, One-X Communicator 6.2, and Windows Flare 1.1.


Appendix A

Support for Google Applications

You can use Collaboration Services click to call and click to join or host conference functionality within Google Applications, such as Gmail, Calendar, Sheets, Documents, and Forms.

The following image provides an overview of Collaboration Services support with Google Applications.

Hosted(Cloud) Apps support

Google Apps 

	IE	Chrome	IE	Chrome
	Read Mode		Edit Mode	
Spreadsheet				
Email				
Documents				
Presentation				
Form				
Calendar				
People				
Drawing				

Legend: Hosted Apps limitation Shows number marking Does not show number marking

Support for Office 365

You can use Collaboration Services click to call and click to join or host conference functionality from Office 365 with the web versions of Microsoft Word, Excel, Outlook, Calendar, SharePoint, and One Note.

The following image provides an overview of Collaboration Services support with Office 365 web applications.

Hosted(Cloud) Apps support

Microsoft Office 365  Office 365

	IE	Chrome	IE	Chrome
	Read Mode		Edit Mode	
Excel				
Outlook				
Word				
PowerPoint				
OneNote				
SharePoint				
Calendar				
People				

Legend:

Hosted Apps
limitation

Shows number
marking

Does not show
number marking

Contact Card Presence mapping information

Lync Presence State	Avaya Card State	Avaya Card Color
Free/Freeldle	Available	Green
Busy/BusyIdle (ActivityId = Busy)	Busy	Yellow
Busy/BusyIdle (ActivityId not set)	OnCall	Yellow
In a meeting	In a meeting	Yellow
DoNotDisturb	DoNotDisturb	Red
TemporarilyAway	Away	Red
Away	Away	Red

Away (ActivityId = Off-work)	OutOfOffice	Red
Offline	Offline	Grey
Invalid	Unknown	Grey

Avaya Session Border Controller Configuration for Avaya Lync Integration in Shared control mode

Please follow the SBC admin guide to setup remote user support for Avaya Desk Phone

- 1) New option button introduced on the signaling interface called “Enable Shared Control”.
- 2) To support shared control mode for existing “registered” desk phone, you need to select this option on the internal side interface (i.e.: interface towards call server) and give any port number for Avaya Lync Integration shared control mode (ex: 5063)

Note: - You should provide TLS port & TLS profile before select “Enable Shared Control”

Edit Signaling Interface	
Name	int-interface
IP Address	192.168.151.131
TCP Port <small>Leave blank to disable</small>	5060
UDP Port <small>Leave blank to disable</small>	5060
Enable Stun	<input type="checkbox"/>
TLS Port <small>Leave blank to disable</small>	5061
TLS Profile	AvayaSBCServer
Enable Shared Control	<input checked="" type="checkbox"/>
Shared Control Port	5063
<button>Finish</button>	

- 3) Add application relay for presence server with port 5222

Edit Application Relay X

Remote Configuration

Remote Domain

games.com

Remote IP

192.168.138.139

Remote Port

5222

Remote Transport

TCP ▼

Device Configuration

Published Domain

games.com

Listen IP

172.16.15.51 ▼

Listen Port

5222

Connect IP

192.168.151.131 ▼

Listen Transport

TCP ▼

General Configuration

Whitelist Flows

☒

Finish