Avaya Communicator for iPad Release 2.0.6

Release Notes

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Table of Contents

Document Overview 4

Avaya Communicator for iPad - Release 2.0.6 - What's New? 4

Product documentation 4

Avaya Communicator for iPad - Release 2.0.6 - Supported Features 4

Getting Started 7

- Supported iPad Hardware and Software Versions 7
- Software Distribution and Installation 7
- Fixed Issues in AC-iPad 2.0.6 7

Avaya Communicator for iPad - Release 2.0.6 – Unsupported Features / Caveats / Known issues 8

- Unsupported Features 8
- Caveats 9
- Interoperability issues 10
- Known Issues 12

Appendix A: SIP Endpoint Provisioning 14

Appendix B: Acronyms 15

Document Overview

This release letter is intended to inform all end users and system administrators of Avaya Communicator for iPad about features, caveats, and known issues in Release 2.0.6.

Avaya Communicator for iPad - Release 2.0.6 - What's New?

- Avaya Communicator for iPad - Release 2.0.6 contains CFD fixes and optimized for iOS 10.

Product documentation

The following customer documentation has been issued on the Avaya support site for Avaya Communicator for iPad in Release 2.0.6.

- *Using Avaya Communicator for iPad*: This document is intended for end users. It contains overview, installation, and feature usage information.
- *Administering Avaya Communicator for Android, iPad and Windows*: This document is intended for system administrators. It provides server administration information for Avaya Communicator for iPad.
- *Updating server certificates to improve end-user security and client user experience*: This document is intended for system administrators. It provides server administration information.

Avaya Communicator for iPad - Release 2.0.6 - Supported Features

- Configuration
  - Service configuration
  - Dialing rules
  - Contact preference
- Login/logout
- Contact fan
  - Local iPad contacts
  - Aura contacts
  - Aggregated Contact
  - Remove/Delete Contacts
  - Index, scrolling
  - Live contact filtering
- Make call/spotlight/drag and drop
  - Make call (Audio or Video) from contact card: primary/select a number
  - Make call (Audio or Video) from spotlight channel button after drag and drop contact into spotlight
  - Receive call (Audio or Video)

  - Dial pad
  - Make call (Audio or Video) from History and IM card
- Mid call control
  - Mute/Unmute
  - Pause/Unpause
  - Hold/Resume
  - DTMF
- Escalate / De-escalate Point to Point audio call to Point to Point video call
- Email/spotlight/drag and drop/carousel
  - Drag drop/carousel animation
  - Email from contact card/History card/IM card
  - Email from channel button for one or more contacts
- Multiple Call sessions
  - Allows concurrent multiple sessions (up to 3) through multiple spotlights
- Local call history
- Basic Call History Filtering based on Call types (Incoming, Outgoing, Missed and All)
- IM and Presence
- Initiate Multiparty chat
- Initiate Point-to-Point / Conference calls from Multiparty chat window
- LDAP Search
  - Avaya Communicator for iPad users can now configure LDAP settings and search users listed in LDAP. For this to work, the client must be configured with the LDAP server address, the LDAP user name and password, and Search Root details
- Call Quality Indicator
  - The Avaya Communicator for iPad user will see a yellow bubble icon on the Spotlight timer if the quality of the audio session is degraded. The user can see detailed information by tapping on the call timer. The indicator is displayed when packet loss or jitter is observed during active call session
- Conference (Audio + Video)
  - Adhoc Conference / Call Merging
  - Meet-me Conference
  - Moderator controls
  - Active talker
  - Carousel and Roster fan
  - Escalate / De-escalate user's session in conference from voice to video
  - Mid call controls in audio/video conference
  - Create Ad hoc video conference by merging Point-to-Point video calls
- Collaboration
  - Document sharing
  - Whiteboard sharing
  - Share previous document
  - Non owners starting collaboration (Delegate Moderator)
  - Escalate Point to Point video call to conference via Collaboration button
  - Combined container for Collaboration and Video Conferencing
  - Whiteboard edit mode with Avaya Communicator for iPad
- Login into Avaya Communicator for iPad using Single Sign-On

- Automatic configuration via email or Web URL
- Consultative Call Transfer
- Basic parallel forking (MDA) support
- SRTP support for audio, video calls and conferences
- Support for Avaya Aura® Session Manager Failover. Avaya Communicator for iPad supports alternate registration. So, during failover the ongoing call will be retained. But, after the call is ended; the user will logout. The user then needs to change their Phone Server address in Avaya Communicator for iPad settings to the secondary SM and log back in
- Point-to-Point audio/video calls, audio/video conferencing while logged-in using Avaya Session Border Controller for Enterprise (If user intends to login into Avaya Communicator for iPad using Avaya Session Border Controller for Enterprise, he/she needs to configure the Avaya Session Border Controller for Enterprise address or fully qualified domain name for the Phone Server Address, Directory Server Address and Presence Server Address in Avaya Communicator for iPad Settings. If the Domain Name Servers can resolve the correct IP addresses from the same fully qualified domain name in these two networks, then the same fully qualified domain names can be used for these settings when Avaya Communicator for iPad is inside the enterprise network and outside of the enterprise through Avaya Session Border Controller for Enterprise)

Getting Started

Review these release notes prior to start installation of Avaya Communicator for iPad - Release 2.0.6 software. For additional information, see *Using Avaya Communicator for iPad* on the Avaya support site.

Supported iPad Hardware and Software Versions

- iPad2, iPad3, iPad4, iPad Mini (with and without retina display), iPad Air - Wi-Fi and 3G models are all supported.
- iOS version 8.X, 9.X, 10.X are supported. The most recent tested version is iOS 10.0.

Note:

- The quality of video observed during Video calls/Video conferences on Avaya Communicator for iPad when login using 3G+VPN networks depends on quality and bandwidth received on 3G network
- Video encoding/decoding capability in Avaya Communicator for iPad varies as per the iPad device

Software Distribution and Installation

Avaya Communicator for iPad is available from the Apple App Store. For more details, please refer to *Using Avaya Communicator for iPad* on the Avaya support site.

Fixed Issues in AC-iPad 2.0.6

Sr. No.	Key	Summary
1	FI-12670	Multiple intermittent crashes on AC iPad 2.0.5 during a call on iOS 10
2	FI-12436	CFD: Underscore is removed from e-mail address when creating new message in AC
3	FI-12987	Application failed to launch if installed with iTunes v 12.5.1

Avaya Communicator for iPad - Release 2.0.6 – Unsupported Features / Caveats / Known issues

Unsupported Features

The functionalities mentioned below are not recommended due to issues:

1. Avaya Aura® Session Manager Failover when client is registered via Avaya SBCE is unsupported
2. Call Transfer feature is unsupported if Avaya Aura version is below 6.2 FP2
3. Video is unsupported on Avaya Communicator for iPad with default settings if Avaya Aura version is below 6.2 FP2. This is caveat and is due to implementation of Video SRTP
4. Secure Video is unsupported if Avaya Aura version is below 6.2 FP3
5. Secure Video Conferencing is unsupported if Avaya Aura Conference Server version is below 7.2.2
6. Point-to-Point Video on Bridged Line Appearance is unsupported
7. Video conferencing on Bridged Line Appearance is unsupported
8. Video on Aura Communication Manager based conference is unsupported
9. Point-to-Point Video and Video conferencing scenarios - when a call is answered on EC500 number and then Avaya Communicator for iPad bridges into the call
10. Transferring Video calls
11. Support for Do Not Disturb presence status is unsupported for Avaya Multimedia Messaging conversations, user will not get notifications, but messages will get delivered to him
12. Avaya Communicator for iPad hosted on Avaya Presence Server for messaging is unsupported when Avaya Multimedia Messaging is in the solution
13. File transfer from Avaya one-X Communicator to Avaya Multimedia Messaging clients (Avaya Communicator for iPad) is unsupported
14. Messaging to 96X1 clients from Avaya Multimedia Messaging clients (Avaya Communicator for iPad) is unsupported
15. Presence ACL functionality is unsupported in Avaya Communicator for iPad
16. Blind Call Transfer is unsupported in Avaya Communicator for iPad
17. Enterprise search for LDAPs other than Active directory when logged in via Single Sign-On / Unified login
18. The following Collaboration features are not available in R2.0
    a. Screen sharing is unsupported from Avaya Communicator for iPad
    b. Preview, Rename, Delete and Upload New options are unavailable on the library window
19. AC-iPad 2.0.6 do not support new features in Aura 7.X(e.g. AES 256 support)

Caveats

Sr. No.	Key	Summary	Workaround / Notes
1	FI-211	Video window is displayed at video enabled participant end when added to the audio conference. This issue is observed only when the AAC conference is enabled for video via Collaboration Agent and video enabled participant is added to the conference	None
2	FI-3339	Transfer call failed between Aura FP2 and Aura FP3 setup if Aura FP2 and Aura FP3 SMs are not managed by single system manager	This is known limitation. If customer has multiple SMs, for transfer to work between stations of different SMs, those SMs need to be configured under single SMGR
3	FI-3516	Avaya Communicator for iPad does not support enterprise search for non-AD LDAPs when logged-in via non-AD LDAP user using Single-Sign-On	None
4	FI-4320	No error message pops up on Avaya Communicator for iPad when user is not provisioned for recording and try to start conference recording	None
5	FI-4390	Presence displayed in Enterprise search is not updated when far end changes presence status	Execute Search again
6	FI-4400	User interface does not show the list of all Bluetooth headsets that are connected to the iPad	None
7	NGUE-15249	SRTP option is not display on Avaya Communicator for iPad setting page for enable and disable the SRTP encryption setting	None
8	NGUE-9541	After ending the call which was on spotlight at the center, another spotlight at side does not move toward center automatically	Manually click other spotlight to move it in center position
9	SCAE-2346	If SIP Firewall is enabled on SM, Avaya Communicator for iPad client logged out automatically, while trying to de-escalate video from moderator	Disable SIP Firewall on SM
10	FI-4709	Auto configuration (Service Discovery) using email address fails if SRV (Service Location) record on Domain Name Server (DNS) has IP address value configured in "Host offering this service"	Configure a FQDN for "Host offering this service" in SRV (Service Location) on the DNS server
11	NA	"Microsoft OCS SIP" id should be mapped for the user under Communication Address section in SMGR to have interop working between Avaya Communicator for iPad and Microsoft office communicator / Microsoft Lync server	None

Interoperability issues

Sr. No.	Key	Summary	Workaround / Notes
1	SCAE-4607	Call logs are not updated on Avaya Communicator for iPad when perform callback from Avaya one-X Mobile by Mobile	None
2	FI-269	On Avaya Communicator for iPad, Video window display as letter box type in Point-to-Point video call with Polycom HDX7000	None
3	FI-203	Unable to escalate Point-to-Point call between Avaya Communicator for iPad and Radvision endpoint (XT5000/XT1000/VC240) from audio to video when Avaya Communicator for iPad is registered as TLS	None
4	SCAE-5336	Scopia Video IVR conference: Avaya Communicator for iPad user is not able to escalate from audio to video conference via Video IVR	Configure Scopia iView 8.3 to connect to Avaya Aura SM 6.2 FP4 via TCP trunk
5	FI-4359	Scopia conference - There is no proper error message when Avaya Communicator for iPad user try to join conference room which is locked by moderator	None
6	FI-4688	Flare client video window doesn't show participant name properly during multiparty conference call using XT5000 internal embedded MCU or during Scopia elite MCU conference call with more than 4 parties	None
7	ONEXC-6193	In Point-to-Point audio call from Avaya Communicator for iPad to Avaya one-X Communicator (SIP), audio call escalate to video automatically if hold and un-hold the call from Avaya one-X Communicator (SIP) endpoint	Manually de-escalate call from video to audio from Avaya Communicator for iPad
8	ONEXC-5763	Freeze moderator video stream displayed at Avaya one-X Communicator endpoint, when moderator (Avaya Communicator for iPad user) de-escalates video conference call to audio call	None
9	FI-9214	AC-iPad 2.0.4 – Adding 1XC user in P2P call to create AAC conference is resulting into errors	None
10	FI-9145	AC-iPad 2.0.4 – Merging P2P video call with 1XC into existing AAC conference is resulting into call drop from 1XC	None
11	FI-9115	[AC-iPad 2.0.4 - Aura 7.0] Client shows popup "Action cannot be completed" when merging two P2P calls one with 1XC and AC-Window or AC-Ipad.	None
12	FI-11406	AC-iPad moderator is unable to dial-out 1XC H.323 participant while creating AAC Adhoc conference.	None

13	FI-11398, FI-11377	AES 256 encryption in Aura 7.0 environment may cause issues in P2P calls.	Disable AES 256 on CM.
14	FI-13105	AC iPad cannot receive Transferred call (blind) from One-X Communicator in Aura 7.0 environment	None

Known Issues

Sr. No.	Key	Summary	Workaround / Notes
1	FI-281	When user tries to escalate the audio call with H.323 endpoint that is not Video enabled message should be displayed to user indicating that far end is not video enabled	None
2	FI-3351	In active video + collaboration, if moderator loss and recovered Wi-Fi network; not able to clear the bridge appearance	Logout, re-login and initiate new call
3	FI-3614	When user logoff and re-login again, multiparty chat session is not resumed if there are no offline messages received	None
4	FI-4016	When MDA device Avaya Communicator for iPad client Bridges in to an AAC meet-me conference, the moderator control do not shift to the Avaya Communicator for iPad client until the other MDA client bridges into call once again	None
5	FI-4272	AAC moderator controls are lost when moderator extends the call to EC500 endpoint and then disconnects from Avaya Communicator for iPad and bridges back in	None
7	WEBRTC ENGINE-2331	If near-end caller puts his Avaya Communicator for iPad to background before far-end answers the call, one way voice path is observed	None
8	FI-4911	Avaya Communicator for iPad not gaining moderator controls if user join into conference as a moderator from desk phone first and then bridge-in from Avaya Communicator for iPad	None
9	FI-4923	In MDA scenario, if MDA user replies to chat from one login/client and then logs off from that client, further conversation sent to him on that chat session is not displayed on his MDA sessions	None
10	FI-4924	If user clicks on chat icon during active conference call, for every click, new Multiparty PS/Avaya Multimedia Messaging chat conversation gets created	None
11	FI-4715	Avaya Communicator for iPad - Call appearance doesn't get cleared for caller if Alerting call encounters Primary SM failover to Secondary	Kill Avaya Communicator for iPad application and launch it again
12	FI-5234	While in an Audio only call, Avaya Communicator for iPad does not provide option to take and send Photo in Avaya Multimedia Messaging conversations	None

13	FI-5236	After upgrading Avaya Multimedia Messaging, Avaya Communicator for iPad clients connected to Avaya Multimedia Messaging needs to be restarted, else the Instant Messaging icon in the contact list is shown grayed-out	None
14	FI-4659	In iOS 7.1.X devices, if Avaya Communicator for iPad application is put into the background and iPad device is locked without passcode, swiping to the notification “Slide to Answer” for Incoming Call Received won't stop ringing	“Slide to Unlock”, move Avaya Communicator for iPad to the foreground, then press “Answer” button OR “Turn Passcode On” for iPad device OR Disable “Sounds” for notification alerts under Avaya Communicator for iPad in Notification center OR Disable “Show On Lock Screen” option under Avaya Communicator for iPad in Notification center
	FI-10795	AC iPad 2.0.5 in IPO environment - Motor boat sound heard when you transfer a call using the "Transfer" option	None
	FI-11694	No chance to respond to conference invite from moderator when iPad is in locked state.	None
	FI-13079	Meet-me conference: no incoming ringing tone when moderator adds participant using "Moderator control"	None

Appendix A: SIP Endpoint Provisioning

Avaya Communicator for iPad Release 2.0.6 only supports SIP endpoint. The extension shall be provisioned as a SIP softphone. For more information, please refer to *Administering Avaya Communicator for Android, iPad and Windows* on the Avaya support site.

Admins should ensure:
On SMGR:

- SMGR Template is provided (for example, DEFAULT_9641SIP_CM_6_2)
- IP Softphone is enabled
- IP Video Softphone is enabled
- CM-ES is in the originating and terminating application sequence
- Set Type is set to SIP (for example, 9641SIP)
- Bridge Call Alerting should be set to “Y”
- 8 call appearance required for scenarios related to Point-to-Point call merging
- For the endpoint, conferencing profile should be configured on SMGR. This is required for using conferencing features

On CM:

- For the Communication Manager signaling group associated with Avaya Session Manager, set Initial IP-IP Direct Media to “Y”
- Set the value of “Trunk group to SM” in field "Proxy Set Rte Pat"; available in Locations on CM
- "SIP Endpoint Managed Transfer?" field in “system-parameters features” in CM should be set to "Y"
- “Enforce SIPS URI for SRTP?” field on “change signaling-group” in CM should be set to “Y”
- To support the secure calls, “Initial INVITE with SDP for secure calls?” field in “system-parameters features” and “Media Encryption Over IP?” field in “system-parameters customer-options” should be set to "Y"
- If version of AAC server is prior of AAC 7.2 SP2, "Override ip-codec-set for SIP direct-media connections?" field on “change system-parameters ip-options” in CM should be set to "Y"

On AAC:

- Video should be enabled for AAC conference user at AAC provisioning client
- Deselect Encrypt RTCP parameter in Security -> SRTP settings of AAC. This is required to maintain SRTP on a conference call. If this parameter is selected, the SRTP call becomes an RTP call when the moderator adds participants into the conference

Note:
If the Avaya Communicator for iPad client is communicating with the Avaya SBCE, you should provision DNS entries for the Avaya Aura® Session Manager, Presence Server, and Enterprise Search (LDAP) server that resolve to the internal service IP addresses for internal DNS clients and resolve to the Avaya SBCE IP address for external DNS clients. By doing this, no configuration change is required for users that use the client both inside and outside the corporate network

Appendix B: Acronyms

CM	Avaya Aura® Communication Manager
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
PS	Avaya Aura® Presence Services
AAC	Avaya Aura® Conferencing
ASBCE	Avaya Session Border Controller for Enterprise
MDA	Multiple Device Access
TLS	Transport Layer Security
SRTP	Secure Real-Time Transport Protocol