Avaya Mobile Video Release Notes

Release 3.2.2

Issue 1.0

March 2017

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Contents

Purpose

This document describes the general release information including known issues and workarounds specific to this release and does not constitute a quick install guide for Avaya Mobile Video components. Refer to the information below to identify any issues relevant to the components you are installing and then refer to the Avaya Mobile Video install, security and administration guides for full installation instructions.

Support

Visit the Avaya support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Publication history

Version	Issue	Change Summary	Author(s)	Date
3.0	1.0	First Issue	Avaya Mobile Video Release Engineering	18th January 2016
3.0	2.0	Updates for patches and Aura 7.0 support.	Avaya Mobile Video Release Engineering	5th April 2016
3.0	3.0	Added iOS build problem to known issues.	Avaya Mobile Video Release Engineering	12th April 2016
3.2	1.0	Added release note 3.2	Avaya Mobile Video Release Engineering	3rd October 2016
3.2.2	1.0	Added release note 3.2.2	Avaya Mobile Video Release Engineering	28th March 2017

General remarks

Avaya Mobile Video is a release to facilitate audio and video calls from iOS, Android and Google Chrome into Avaya Aura® Call Center Elite to an H.323 Avaya one X® Agent end point and the Media Client add on. These release notes contain product-level information, known issues, and links to all relevant components needed in the product. Also included are links to download locations for the core components that provide the infrastructure for the voice/video call into Avaya Aura® systems.

Software information

NOTE: This issue of the Release Notes references AvayaMobileVideo3.2.0.zip, which is the latest version of the software installation bundle. Please ensure that you have downloaded the correct version.

Software download

The supported Avaya Mobile Video software is available from the following location:

https://plds.avaya.com/poeticWeb/esd/viewDownload.htm

Download ID : MV000000003

Application : Contact Center Mobile Video Client

Refer to the layout table for content details.

Avaya Mobile Video		MD5 Checksum
AvayaMobileVideo3.2.2.zip		30fcd300f9d20e60d864318b649f3494
Software		**Folder Location**
Installation software Upgrade software	MobileVideoSDK-3.2.2.tar.gz MobileVideoSDKUpgrade-3.2.2.tar.gz	..\Install ..\Install
Media Client	MediaClient1.0.00000.442.zip	..\MediaClient
Support Web site	Support.war	..\Install\Support

The supported Avaya Mobile Video SDK and reference applications are available from Dev Connect at:

http://www.devconnectprogram.com/site/global/downloads/index.gsp

Refer to the layout table for content and usage instructions.

Avaya Mobile Video SDK		MD5 Checksum
AvayaMobileVideoSDK3.2.2.zip		2399eec395ed3cdcedeeb4003cdbdd37
Software		**Folder Location**
Jar & dependencies for android project	MobileVideoAndroidSDK3.2.2.zip	..\Android
Android Reference client source code and apk	MobileVideoReferenceClient3.2.2.zip MobileVideoReferenceClient.apk	..\Android
iOS framework for Xcode	SDK3.2.2.zip	..\iOS
iOS Reference Client Source code	MobileVideoReferenceClient3.2.2.zip	..\iOS
Avaya Client SDK and associated JSDOC	MobileVideoJavascriptSDK3.2.2.zip	..\JavaScript
HTML/JavaScript reference client	MobileVideoReferenceClient3.2.2.zip	..\JavaScript

After you have downloaded your software, verify the MD5 checksum to ensure the file has been downloaded successfully. Refer to installation instructions for further guidance.

Additional required updates

The following Patch must be installed on Communication Manager 6.3.12 when integrating Avaya Mobile Video:

Avaya Aura Communication Manager Patch	Comment
Patch Number *22566*	http://info.dr.avaya.com/~g3fs/

There is no specific patch requirement for Communication Manager 6.3 versions higher than SP12.

Communication Manager 7.0 SP3 is the minimum CM 7.0 version supported. The following Patch must be installed on Communication Manager 7.0.3 when integrating Avaya Mobile Video:

Avaya Aura Communication Manager Patch	Comment
Patch Number *22930*	http://info.dr.avaya.com/~g3fs/

The following version of Avaya one X® Agent is supported for Avaya Mobile Video:

Avaya one X® Agent	Comment
Avaya one-X® Agent Release 2.5.8	https://support.avaya.com/downloads
Avaya one-X® Agent Release 2.5.8 Patch 1	https://support.avaya.com/downloads

Operating system and virtualization

Review the installation instructions for Avaya Mobile Video for more information on supported operating systems and virtualization.

Compatibility factors

The deployment of Avaya Mobile Video requires that the following minimum component versions are deployed for Aura 6.3:

- Avaya Session Border Controller for Enterprise 6.3
- Avaya Aura® Call Center Elite 6.3
- Avaya Aura® Communication Manager 6.3.12
- Avaya Aura® Session Manager 6.3.12
- Avaya Aura® System Manager 6.3.12
- Avaya one-X® Agent (H.323) 2.5.8 + Patch 1

The deployment of Avaya Mobile Video requires that the following minimum component versions are deployed for Aura 7.0:

- Avaya Session Border Controller for Enterprise 7.0.1
- Avaya Aura® Call Center Elite 7.0
- Avaya Aura® Communication Manager 7.0.3
- Avaya Aura® Session Manager 7.0.2
- Avaya Aura® System Manager 7.0.0.2
- Avaya one-X® Agent (H.323) 2.5.8 + Patch 1

Communication Manager interoperation

- The transfer/forwarding of mobile video calls from the target Communication Manager system to a second Communication Manager system is not supported in this release. Only a single Communication Manager system is supported.

Mobile/cellular data

- Avaya Mobile Video calls made over 3G and 4G/LTE mobile networks might experience poor video quality, poor audio quality, and dropped calls caused by low mobile network bandwidth. Avaya does not provide support to troubleshoot 3G and 4G/LTE mobile network issues that might cause problems with Avaya Mobile Video calls.

Documentation

The following table lists the related documents for Avaya Mobile Video. Download the documents from the Avaya Support website at http://support.avaya.com.

Title	Description
Avaya Mobile Video Overview and Specification	Describes the features and specifications for Avaya Mobile Video.
Avaya Mobile Video Release Notes	Describes any late-changing information about the release and known issues for the product.
Avaya Mobile Video Planning and Security Reference	Describes the components, deployment, and security options for Avaya Mobile Video.

Title	Description
Installing Avaya Mobile Video Server and Media Broker	Describes how to install Avaya Mobile Video.
Installing Avaya Media Client	Describes how to install Avaya Media Client.
Using Avaya Media Client	Describes how to use the features of Avaya Media Client.
Administering Avaya Mobile Video	Describes how to administer Avaya Mobile Video.
Avaya Mobile Video Server Software Development Guide	Describes how to develop Mobile Video applications.

Deployment and configuration information

Installation

Port configuration

When configuring the 'Gateway External Port' and the Media Broker 'Public RTP Port(s)', administrators should give consideration the types of firewall that may exist in front of the mobile video client user and whether or not the chosen ports will be open through those firewalls.

Upgrade

The pre-requisite version of Oracle JDK required for Avaya Mobile video changed from JDK 7 Update 80 for AMV 3.0.1 to JDK 8 Update 101 for AMV 3.2. Upgrades from 3.0.1 to 3.2 or 3.2.2 are therefore not supported. Users running AMV 3.0.1 must follow the un-install instructions in Chapter 10 of the Installation guide to un-install 3.0.1, then upgrade the JDK to jdk-8u101-linux-x64.rpm and install Avaya Mobile Video 3.2.2.

NOTE: While upgrades from AMV 3.2 to 3.2.2 are supported; this is not recommended for production installs. New Apple App Store requirements mandate that iOS Apps can support IPV6 and in order to facilitate this, AMV must be installed with a Cluster FQDN that is entered at install time on the 3.2.2 installer.

Lab users running AMV 3.2 can follow the upgrade instructions in chapter 6 of the' Installing Avaya Mobile Video Server and Media Broker' guide to upgrade from 3.2 to 3.2.2, but will not be able to use approved Apple App store clients with the server. Unofficial Apps, built in Xcode, will still work as before with an upgraded server, but will not be accepted in the App store.

Post-installation configuration

Along with the Avaya Mobile Video install documentation, consult the Avaya Mobile Video Planning and Security document for some post installation steps required to fully secure the installation.

Known issues

Hold/resume from AMV client fails - no CM response to UPDATE.

Tracking Number	CM-13696
Application	Avaya Mobile Video/CM
Description	AMV client calls agent and does a hold/resume. Client sends an UPDATE message to CM and CM does not respond.
Impact	Media is not recovered.
Workaround	Upgrade to CM 7.1.0.0.0 or 7.0.1.3.0 when available.

AMV iOS - WebSockets attempt to reconnect and throw network error after active call is ended and token is deleted

Tracking Number	PALANTIR-2188
Application	Avaya Mobile Video
Description	When an established call is ended and the token is deleted, after a minute or so, the websocket attempts to reconnect and closes after exhausting the reconnect attempts. I understand that the websocket has to close once the call is ended and the token is deleted, however, when the websocket does close it fires the "userHadNetworkError" delegate method which implies an error has occurred, when in fact the call was ended cleanly. The same callback is fired if a genuine network error has occurred, which is not the case here.
Impact	Misleading error appears on the iOS client
Workaround	Dismiss the error and continue.

iOS calls drop after 65-70 seconds

Tracking Number	PALANTIR-2185
Application	Avaya Mobile Video
Description	iOS calls drop after 65-70 seconds, including iPhone and iPad, running iOS 9.3.2 or 10.2.1. An SM trace shows the call sets up successfully and then a BYE is received from the iOS endpoint.
Impact	iOS calls are dropped.
Workaround	None.

AllowedOutboundDestination property in create session request payload not working as expected

Tracking Number	PALANTIR-2184
Application	Avaya Mobile Video
Description	We have observed that allowing unrestricted calling works: •Oomitting this allowedOutboundDestination JSON key allows a call to be made any destination. • When this property has a value of 'all' allows a call to be made to any destination. But the scenarios to restrict calling to a specific number appear not to work: • When the property is set to a specific number e.g. 4903 or the full SIP URI e.g. sip:4903@ocs-nmclab.com, a call cannot be made to any destination including 4903
Impact	Allowed outbound destinations cannot be restricted on the client.
Workaround	Use Session Manager restrictions on the AWMVS Gateway server SIP entity to restrict the allowed destinations.

Agent hold, cust hold, agent resume, cust resume results in 1-way talkpath on audio only calls

Tracking Number	PALANTIR-2055
Application	Avaya Mobile Video
Description	An audio only call is made into AMV The agent places the call on hold The customer places the call on hold The agent resumes the call The customer resumes the call Talkpath is only available in one direction. - the agent hears the customer but the customer does not hear the agent
Impact	Customer can no longer hear agent.
Workaround	Not Applicable

Android SDK, shows error in logcat output when making an audio only call with camera permissions denied

Tracking Number	PALANTIR-2001
Application	Avaya Mobile Video
Description	When making an audio only call, with the camera permissions denied, the log output shows an error connecting to camera. As this is an audio only call the device should not try to acquire the camera.
Impact	None. The call will initiate successfully.
Workaround	Not Applicable

To make multiple calls in a single session, the websocket connection must be kept open.

Tracking Number	PALANTIR-1984
Application	Avaya Mobile Video
Description	When the client is initialized, a websocket connection is opened between the client and the server. One or multiple calls can be made on this connection. If the connection is closed, the client cannot open another connection unless the page is refreshed or redirected.

Chrome WebRTC client behaves unexpectedly depending on media devices connected and media permissions

Tracking Number	PALANTIR-1682
Application	Avaya Mobile Video
Description	For Chrome WebRTC clients, there can be delays in the time taken to indicate an error with the availability of local media. If local media is available there is no impact.
Impact	There may be a 20 second delay before a call error is indicated when local media is unavailable.
Workaround	Not Applicable

Slow video on poor networks/ i-frame request problem

Tracking Number	PALANTIR-1653
Application	Avaya Mobile Video
Description	On a network with greater than 8% packet loss, it has been observed that Video stream becomes 'slow'/'choppy'. The suspicion is that i-frames are being lost on the network and the mechanism that AMV uses to request i-frames is not supported by MediaClient (MediaClient supports INFO Messages, AMV does not. AMV supports

	FIR/PLI, MediaClient does not)
Impact	In poor network conditions, poor quality video media will be observed.
Workaround	Not Applicable

Two hold/resumes from WebRTC client drops media

Tracking Number	PALANTIR-1626
Application	Avaya Mobile Video
Description	When a WebRTC client on JavaScript/Android/iOS performs a hold/resume operation twice on the same call all media is lost.
Impact	Media lost and not recoverable
Workaround	Not Applicable

Difficulty making calls from multiple devices connected to a single Wi-fi access point

Tracking Number	PALANTIR-1614
Application	Avaya Mobile Video
Description	With more than two active calls established on a local Wi-Fi access point, subsequent devices had trouble logging in and making a call.
Impact	Depending on Wi-Fi load some calls may not be accepted.
Workaround	Not Applicable

Customer and Agent hold call at the same time, call drops and customer receives an error

Tracking Number	PALANTIR-1573
Application	Avaya Mobile Video
Description	Customer and agent both hold call at the same time. Call is cleaned down on the Agent side and an error is returned to the customer. The customer is returned to the call screen.
Impact	Call failure
Workaround	A customer and agent simultaneous load must be avoided.

Calls answered with agent video muted and later unmuted are always considered transcoded

Tracking Number	PALANTIR-1425
Application	Avaya Mobile Video
Description	If an agent answers a call with video muted the Avaya Mobile Video Call Admission Control considers this to be a transcoded call. This could be an incorrect assumption. Because transcoded calls reserve more resources than pass through, on the Media Brokers, the dynamic resource provisioning will not be it's more efficient.
Impact	The Media Broker could reserve transcoded capacity for pass through calls.
Workaround	Agents should be configured to answer calls with video enabled if they could receive pass through calls.

Delete button on web admin doesn't work when trying to delete a media broker in Internet Explorer

Tracking Number	PALANTIR-1613
Application	Avaya Mobile Video

Description	On the Avaya Mobile Video Web Administration interface it is not possible to delete a Media Broker using IE.
Impact	Web admin is slightly less functional on IE than other browsers.
Workaround	Delete is supported on Chrome and Firefox.

Inconsistencies in performance dashboard due to latency retrieving stats from Media Brokers

Tracking Number	PALANTIR-1615
Application	Avaya Mobile Video
Description	The performance dashboard may not accurately reflect the number of calls in the system at an exact point in time. This is because while the performance dashboard polls the Media Broker for their stats and then compiles and renders this the stats may have changed.
Impact	Performance dashboard stats lag actual real time Media Broker stats.
Workaround	Not Applicable

Unable to record encrypted audio

Tracking Number	
Application	Avaya Mobile Video/Avaya Call recorder
Description	Currently ACR does not support the srtp-aescm128-hmac80 algorithm used to encrypt media on the SIP (internal) side of AMV. In order to record calls therefore, the media on the internal leg of the call must be unencrypted. The WebRTC external leg of the call will ALWAYS be encrypted.
Impact	Cannot record audio if it is encrypted on the internal leg.
Workaround	Do not encrypt audio on the SIP internal leg of the call.

App Development Notes

Developers must implement ringback on clients

Description	During call setup, the RTC client devices do not receive ringback from the far end.
Impact	No functional Impact
Workaround	The iOS/Android/JS developer must implement a local ringback during call setup.

Customer call, on Android, with video muted shows a single video frame in local camera preview

Tracking Number	PALANTIR-1476
Application	Avaya Mobile Video
Description	When a customer makes a call with their video muted i.e. a one way video call, the application displays a local camera preview and shows one video frame.
Impact	No functional Impact. Aesthetics are compromised.
Workaround	Application developer should 'hide' the local preview for a one way video call.

iOS SDK generates compiler warnings in XCode 7

Tracking Number	PALANTIR-1524
Application	Avaya Mobile Video
Description	The iOS SDK generates ~40 warnings during compilation under XCode 7.
Impact	No functional Impact
Workaround	Not Applicable

Context cannot be added using the token request services

Tracking Number	PALANTIR-1610
Application	Avaya Mobile Video
Description	Context cannot be added to the session using the token request API. It must be added separately afterwards.
Impact	No functional Impact
Workaround	Not Applicable