



Avaya one-X[®] Agent

Release Notes

2.5.11 (H.323)
Issue 1.0
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Introduction

Avaya one-X® Agent is an integrated telephony soft-phone solution for agents in contact centers. Avaya one-X® Agent provides seamless connectivity to at-home agents, remote agents, out-sourced agents, contact center agents, and agents interacting with clients having vocal and hearing impairments. Avaya one-X® Agent 2.5.11 is an H.323 Service Pack and upgradable from earlier H.323 releases only.

This release offers the following enhancements over Avaya one-X® Agent 2.5.11 (H.323):

- ▢ **TLS 1.2 support for ACM, Presence, Exchange, LDAP, and Central Logging**
- ▢ **Support of secondary URL for ACM and other improvements**
- ▢ **Introduced labels for line appearances**
- ▢ **OnHook dialing support implemented**
- ▢ **UCID feature is now supported**
- ▢ **Skip upload of profile and worklog to ACM on exit**

List of files included in this release

| File Name | Description |
|---------------------------|-------------------------------------|
| OnexAgentSetup2.5.60129.0 | 1xa setup file (final 2.5.11 build) |

Installation

Avaya one-X® Agent 2.5.11 installation pre-requisites

- ▢ Ensure that you have the latest update to your operating systems.
- ▢ Microsoft Visual C++ 2010 Redistributable Package for correct Click-To-Dial-plugin installation and work.
 - For 64-bit machine: <https://www.microsoft.com/en-us/Download/details.aspx?id=14632>
 - For 32-bit, 64-bit machines: <https://www.microsoft.com/en-us/download/details.aspx?id=5555>
- ▢ Ensure that you install .NET 3.5 SP1 and .NET 4.5.2 Frameworks.
You can download frameworks from
<https://www.microsoft.com/en-us/download/details.aspx?id=22288>
<https://www.microsoft.com/en-us/download/details.aspx?id=42642>
- ▢ Close applications, such as Microsoft Internet Explorer, Microsoft Outlook.

Avaya one-X® Agent 2.5.11 upgrade or installation

- The Avaya one-X® Agent 2.5.11 installation suite is available for upgrade with Avaya one-X® Agent Release 2.5.8, 2.5.10.
- The new installation of Avaya one-X® Agent 2.5.11 on operating systems listed in the interoperability section in this document.

Documentation

See to the following documents to deploy the Avaya one-X® Agent solution:

- *Installing and Configuring Avaya one-X® Agent*
- *Installing Server Applications for Avaya one-X® Agent*

You can download the document from <http://support.avaya.com>.

Interoperability and requirements

Software and firmware compatibility matrix

The table below lists the systems that Avaya one-X® Agent 2.5.11 supports:

| Avaya Components | Supported Release |
|---------------------------------------|---|
| Avaya Aura® Communication Manager | 5.2.1, 6.2, 6.3.0, 6.3.2, 6.3.3, 6.3.6, CM 7.0 with AMS and with Gateway, 7.0.1, 7.1 |
| Avaya Aura® Presence Services | 6.1 SP2, 6.1 SP5, 6.2, 6.2 SP1, 6.2 SP2, 6.2 SP4, 7.0, 7.0.1, 7.1 |
| Avaya Aura® Call Center Elite | 6.0, 7.0, 7.0.1(SP3), 7.1 |
| Avaya one-X® Agent Central Management | 2.5, 2.5.00450.0 |
| Avaya Control Manager | ACM 8.0.2 |
| Third Party Components | Supported Release |
| Operating Systems (32/64 bits) | <ul style="list-style-type: none">• Microsoft Windows 7 Enterprise, Ultimate, and Professional• Microsoft Windows 8/ 8.1 Enterprise and Pro• Microsoft Windows 10 Enterprise, Ultimate, and Professional• Microsoft Window Server 2008 R2• Microsoft Window Server 2012 |
| Virtual Environments | Citrix XenApp 6.5, 7.5, 7.6, 7.11 and 7.14 |
| Microsoft Office Outlook | Exchange Server 2007, 2010, 2013, 2016 with Localized and MS Outlook 2007, 2010, 2013 |
| Browsers | <ul style="list-style-type: none">• Microsoft Internet Explorer (IE) 7.0 32-bit or later (to use the Click-to-Dial feature)• Google Chrome• Mozilla Firefox 34 – 56 version |
| Other Microsoft Software | Microsoft .NET Framework 3.5 Service Pack 1 and 4.5.2 / 4.6.2 (Win 10) |

Note

The table lists the latest patch/Service Pack of components that are tested with Avaya one-X® Agent 2.5.11 at the time of release.

Changes from earlier releases

1. TLS 1.2 support

- a. Starting from this version, TLS 1.2 support implemented for next servers: Presence, Exchange, LDAP, ACM

- b. Activating TLS 1.2 for Presence, Exchange, ACM

Make sure, that TLS 1.2 is supported by server.

Starting from this version, TLS support is activated in One-X Agent by default. It will try TLS 1.2 first, and then it will decrease version (1.1, 1.0), if handshake is unsuccessful.

There is a possibility to restrict min TLS version. The next registry key of type string needs to be created:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings\MinTLSVersion

Possible values:

- 1.2 – only version 1.2 is allowed
- 1.1 – allowed 1.2 and 1.1
- 1.0 – allowed 1.2, 1.1, 1.0

- c. When using TLS for ACM, Exchange, “https” prefix needs to be specified in the server URL.

- d. Notes for Presence/IM:

- TLS 1.2 is supported by Presence server starting from version 7.1.
- Please add below entry in HOSTS file on machine, where you are logging in IM in 1XA. Otherwise you will see Trusted certificate error:
 <IP address> <host name>
- MinTLSVersion, configured in One-X Agent, should be set on SMGR for Presence server. Breeze server reboot is required after the reconfiguration.

- e. Notes for Exchange:

To enable TLS 1.2 for Exchange, make next registry change on server side:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.2\Server\DisabledByDefault=0; Enabled=1

- f. Activating TLS 1.2 for LDAP

Make sure, that TLS 1.2 is supported by LDAP server.

- In One-X Agent Directory Settings, proper secure LDAP port needs to be specified for LDAP connection (usually, 636).

- Next registry change is required (keys need to be created, if absent):

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.2\Client]

“DisabledByDefault”=dword:00000000

“Enabled”=dword:00000001

- g. Server certificate validation implemented for Presence, Exchange, LDAP, ACM.

For successful certificate validation, you need to generate and install proper certificate into the "Trusted Root Certification Authorities" store on the local PC. For steps on using Avaya Aura System Manager (SMGR) or OpenSSL as a Certificate Authority (CA) to generate signed certificates, refer to AES PSN PSN004561u:

<https://downloads.avaya.com/css/P8/documents/101014585>.

Two registry parameters, related to TLS certificates validation, added: "EnableCRLCheck" and "OverrideCertErrors"

(HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings)

Both keys are responsible for secure (TLS) connections for next servers: AD (LDAP), ACM, Presence (IM), Outlook (Exchange).

EnableCRLCheck:

If disabled (0), then next two revocation chain errors will be ignored during certificate validation:

- RevocationStatusUnknown (The revocation function was unable to check revocation for the certificate)
- OfflineRevocation (The revocation function was unable to check revocation because the revocation server was offline)

OverrideCertErrors:

If enabled (1), and certificate validation fails, then One-X Agent will show confirmation window to the user, which allows either to stop working with this server, or continue with invalid certificate.

h. SysLog Server (https)

-Toggling between existing version (UDP appender) and TLS appender was implemented

2. Support of secondary URL for ACM

- a. 1XA installer modified. Now it prompts to enter secondary ACM URL also. Then it adds this URL to the system registry as HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings\CentralManagementUri2
- b. One-X Agent login behavior changed: if primary ACM URL is configured, but connection attempt to this server fails, then 1XA tries to connect to the secondary server, using same credentials. If this attempt also fails, then it allows to load local config, as it worked previously. Connection attempts with corresponding server URLs are being written to the log.

Note: Any profile changes done to the local profile will be lost when reverting back to Primary of Secondary ACM once up.

3. Skip upload of profile and worklog to ACM on exit

- a. Added registry key to One-X Agent settings, which allows not to update configuration and worklog on ACM server on application exit. If this registry key has value "OnChange", then 1XA config will be uploaded to ACM server only if configuration was changed.

New registry key is now supported:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings\SkipUpdateACMOnExit

If it is equal to "1", or "true", then remote profile will not be modified after One-X Agent exit and by timer.

If it is equal to "OnChange", then remote profile will be modified on exit and by timer only if some changes were made in the configuration.

Note: if one of next dialogs was confirmed with "OK" button, then the configuration is treated as "changed": Settings dialog, Agent preferences dialog, Login settings window.

If it is equal to "0", or "false", or key is missing, it corresponds to the former behavior (remote profile will be uploaded on exit and by timer independently of actual configuration change).

This feature is useful in bigger contact centers with large number of logins / logouts during shift changes. The should be enabled if one-X Agent worklog information is not monitored for the contact center.

4. Labels for line appearance

- a. Line appearances in DialPad window have labels now.

Labels for line appearances endpoint gets from CapabilitiesUpdate event, coming from CM. Labels texts depends on CM settings for given station. DialPad window modified to display these labels.

5. OnHook dialing support

- a. "OnHook dialing" feature is now properly supported.

If you use next combination of CM settings

"Onhook Dialing on Terminals? == Yes and "Aux Work Reason Code Type" == None,

then you have to manually create next registry key of type DWORD

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings\
DisableSendingAuxRC

and assign value "1" to it. In this case, One-X Agent will not send Aux reason codes when moving to Aux state via Agent menu.

If this parameter is equal to "0" or missed, then One-X Agent will send Aux reason codes (default behavior).

Next scenarios had issues before this fix:

- If default agent state = Aux, then Agent login operation creates an invalid call.
- Agent logout fails.
- Moving to Aux state with Aux code (via agent menu) creates an invalid call.
- Station disconnect creates an invalid call.

6. UCID feature support

a. UCID information should be shown in following cases:

- outbound call (any type)
- inbound call (any type)
- transfer call (different from original)
- missed call (any type)

b. 1XA exposes the UCID in the API, the VoiceInteractionCreated notification.

c. New registry value of type DWORD needs to be created for API correct work:

KEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X
Agent\Settings\Timers\MaxWaitToNotify1XAClient

This timer implements delay, while One-X Agent application waits for UUI (and other parameters)

arrival, before sending VoiceInteractionCreated event to the external application. Default hardcoded value of this parameter is 600(ms), so it needs to be increased, for example, up to 3000. One-X Agent needs to be restarted after that.

d. UCID can be used as a new parameter for using the UCID in screen pops

List of issues addressed in this Release

| Issues | Resolution |
|--|------------|
| User Interface | |
| ONEXAGENT-10149 - UI button will not clear after VDN call or transfer when using 1XA in shared mode | Fixed |
| ONEXAGENT-9605 – Propagation to 2.5.10(new 2.5.11) - ONEXAGENT-9571 - Second participant Name is not getting displayed after selecting "Add Conference to WI" | Fixed |
| External API | |
| ONEXAGENT-10202 – ExtAPI implement advanced error processing in HttpListener | Fixed |
| Click to Dial | |
| ONEXAGENT-10175 - The AvayaEbroker, a Click To Dial IE service which is running despite IE Desktop Integration not being used is causing the Citrix environment to spike | Fixed |
| ONEXAGENT-10232 - Chrome Click To Dial plugin is installed even if it is not selected | Fixed |
| Central Management | |
| ONEXAGENT-10211 – 1XA performance changes for ACM/CAM connection improvements | Fixed |
| General | |
| ONEXAGENT-9843 – Build number change after upgrade | Fixed |
| Call Handling | |
| ONEXAGENT-7952 – Callr-info doesn't work if VuDisplay is active | Fixed |
| ONEXAGENT-10148 - Beeps heard on hardphone when transferring using 1XA in shared (Desk phone) control mode | Fixed |

Troubleshooting

| Issue | Resolution |
|--|--|
| Click-to-Dial for Internet Explorer is not working | <p>Check the following:</p> <ul style="list-style-type: none"> a. Ensure the AvayaEBroker service is running in services Task Manager > Services > AvayaEBroker). b. Ensure that the Enable Dialing Numbers from Internet Explorer" option is selected in Avaya one-X Agent at System Settings > Desktop Integration. c. Restart the AvayaEBroker service, web browser, and Avaya one-X Agent. |
| Click-To-Dial for Internet Explorer does not work on Internet Explorer with the EPM mode on some computers having operating system window 8 and above, that is Windows 8/ Windows 8.1/ Windows 10) due to the file system or registry permission issues. | <p>Cause The "All Application Packages" group (a well-known group with a predefined SID) must have specific access to certain locations of the registry and the file system for Modern Apps to function properly.</p> <p>Solution Fixing file system permissions that must have changed manually:</p> <ul style="list-style-type: none"> a. Open File Explorer. b. Browse to the Avaya one-X Agent installation folder at C:\Program Files(x86)\Avaya\Avaya one-x agent" c. Right-click and select Properties. d. Select the Security tab. e. Click the Advanced button. f. Click the Change Permissions" button. g. Click the Add button. h. Click "Select a principal" link. i. Click the locations button and select the local computer (your computer name). j. Click the Advanced button and then select Find now. k. Add the all applications package group name and click OK. l. Ensure that you type = allow and applies to = This folder, subfolder and files. m. Check Read & Execute, List folder contents and Read options. n. Check the option Replace all child object permissions with inheritable permission entries from this object.. o. Click Apply and OK. p. You may have to reinstall the Avaya one-X agent after these changes take effect. <p>For fixing registry permissions and more information on this please refer following article from Microsoft - https://support.microsoft.com/en-us/kb/2798317</p> |

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| The Cancel button in the Other Phone mode cannot cancel the agent login procedure till the other phone is still ringing. | Wait till the other phone is picked up or timed out. |
| <p>On certain computer with multiple core/processor Avaya one-X Agent exhibits heavy jitter while playing the voice of other end and the Agent State timer may show improper time elapsed randomly.</p> <p>This might happen due to a known issue on certain computers where Hardware Abstraction Layer is not able to provide correct value for the high performance counters.</p> <p>This has been observed only with HP computers so far.</p> | <p>User can resolve this issue by following the steps mentioned in the KB: http://support.microsoft.com/kb/895980</p> <p>Caution</p> <p>This is windows wide setting and you must undo the changes if it does not resolve the problem.</p> |
| Intermittent OneWay Talk Path has been observed on Windows 7 where an Avaya one-X® Agent user cannot hear the remote party. | You must install the Service Pack1 of Microsoft Windows 7. |
| Sometimes, Citrix Receiver (version: 3.1.0.64091) for Windows crashes when you attempt to log on. The problem can occur through a Remote Desktop Protocol (RDP) session and/or an ICA session to a published desktop. The problem is observed when you attempt to launch a published application from the Start menu. Because of this, Avaya one-X® Agent fails to start. | <p>Disable Data Execution Prevention) (DEP) for SparkEmulator.exe.</p> <p>For details, see, http://support.citrix.com/article/CTX132332</p> |
| When the length for FAC configured in the dial plan and the length of FACs assigned for agent login and logout do not match or there are multiple entries in dial plan consisting/overlapping the assigned agent login/logout FAC, the agent login/logout does not function correctly. | Ensure that the dial plan and FAC are correctly configured on Communication Manager. |
| Sometime the Avaya one-X Agent installation fails on certain computers. This is because the default script host is changed to C. | <p>The default script host needs to be changed to the VB script using the following command on command prompt:</p> <p><code>wscript.exe //H:wscript.</code></p> |
| The Active Directory GSS Bind option does not use the MS Windows credentials if empty user name and password is provided in Settings . This is different from how Avaya one-X® Communicator Directory search works even though the option is named identically in both the products. | Set the user name and password in the Avaya one-X Agent Settings panel. |
| Advance search with “First & Last Name” option does not work if you enter two words. | This is working as per design. The UI elements are for searching in fields First Name and Last Name and not for splitting the search string as “first” and “last” names. |

Known Issues

| I | Workaround |
|--|--|
| Click-To-Dial for Internet Explorer is not compatible with Skype plugin (Click-To-Call). User must disable Skype plugin to use | None |
| Click-To-Dial plugin for Firefox is not compatible with Firefox 57 and higher versions | None. The work to adapt to changed APIs in recent Firefox version onwards will be scoped in 2.5.12 release |
| Avaya one-X® Agent fails to search the Outlook contact from contact list when a user tries to input the asterisk (*) as the search | None |
| The Work Options button/icon not set correctly when having the IM contact, click to add call to Work Item but do not enter the | None |
| The Work Options button/icon not set correctly when having the IM contact, click to add IM to Work Item but do not enter the | None |
| According to ScreenPop design for conference, only “conference end” event ScreenPop is supported and record for this ScreenPop will not be added for conference interaction in WorkLog, instead it will be added for one of the call interaction from this conference | None |
| ONEXAGENT-10204--CAM:--Unable to access CAM GUI, After Cam server installation. | In PostgreSQL config (var/lib/pgsql/data/postgresql.conf) file, change the value for listen_address to “*”. |
| ONEXAGENT-10206--CAM:--SMGR 7.1 registration is not working with CAM server during CAM Server installation. | <p>The solution is to download the “JCE Unlimited Strength Jurisdiction Policy Files” appropriate for the Java version being used. For example, for Java 6, download the jce_policy-6.zip file from Oracle website. Extract the JAR files in the downloaded zip to the lib/security/ directory of your JRE home:</p> <pre># unzip -d /usr/java/jdk1.6.0_21/jre/lib/security/ jce_policy-6.zip *.jar # cd /usr/java/jdk1.6.0_21/jre/lib/security/ Backup existing policy files # cp -p local_policy.jar local_policy.jar.ORIG # cp -p US_export_policy.jar US_export_policy.jar.ORIG # cp -p jce/*.jar .</pre> |

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| ONEXAGENT-10205--CAM:--OneX Agent connection to CAM server fails due to weak DH key present in jbos. | <p>Add the highlighted line as indicated in /opt/Avaya/OneXAgentCM/jboss-4.2.3.GA/server/default/deploy/jboss-web.deployer/server.xml file so that 1XA can connect to CAM.</p> <pre><Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true" maxThreads="150" scheme="https" secure="true" clientAuth="false" sslProtocol="SSLv3" sslEnabledProtocols="SSLv3" ciphers="TLS_RSA_WITH_AES_128_CBC_SHA" keystoreFile="{jboss.server.home.dir}/conf/server.keystore" keystorePass="r8nd0m" /></pre> |
| ONEXAGENT-10203--Work handling functionality is not working on One- X Agent if work mode on login parameter set to auto/manual-in on CM. | None |
| ONEXAGENT-10209--No voice path in conference call, after onexa fallback to CM from ESS, when TTS is disabled. | None |
| ONEXAGENT-10210--Conference WI is not getting displayed, After CM failover when TTS is disabled on CM. | None |
| ONEXAGENT-10221--OneX Agent 2.5.11 installation failed if .net 4.5.2 feature is enabled and .net 3.5 is disabled on the machine. | Resolution: install and enable .NET 3.5 SP 1 which is mandatory for upgrade from earlier versions. |
| ONEXAGENT-7950--Two users One X Agent Citrix version can login to the same extension | None |
| ONEXAGENT-8131--When shuffling enabled and user presses dial pad button during agent greeting then greeting is not heard by the customer | Resolution: Disable Intra-region IP-IP Direct Audio, Inter-region IP-IP Direct Audio, and IP Audio Hairpinningfields in ip-network-region settings on CM. |
| ONEXAGENT-10228--1XA shouldn't display tag symbols like 'X' and 'f' in calling party name | None. |
| ONEXAGENT-10230--UCID-info is not getting displayed on 1XA phone display line for transferred calls | None. |
| ONEXAGENT-10242--High CPU Usage with Chrome Click To Dial plugin | Resolution: if Click2Dial is not going to be used for Chrome browser, do not select it on installation phase. |
| ONEXAGENT-10250--UCID-info is not getting displayed on 1XA phone display line and dialpad after answering the outgoing trunk calls. | None. |

| | |
|---|--|
| ONEXAGENT-10258--Conference Work item displayed incorrectly after selecting UCID button in 1XA 2.5.11 | UCID Info is available in WorkItem details; clicking of UCID button is not required. |
| ONEXAGENT-10257--UCID info not displayed for consult/blind conference. | None. |
| ONEXAGENT-10254--Contact search is not working correctly with invalid server certificate. | None. |

Contact information

To report issues with Avaya one-X® Agent 2.5.11, contact 1-800-242-2121 or go to [HTTP://SUPPORT.AVAYA.COM](http://support.avaya.com).