



SAL Hosted Concentrator for Business Partners 3.0 – Release Notes

Introduction

This document provides support information for SAL Hosted Concentrator Release 3.0. For updated documentation, product support notices, and service pack information, go to the Avaya Support website at <http://support.avaya.com>.

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Release Version

SAL Hosted Concentrator for Business Partners 3.0.

Enhancements/Features

This is first release of SAL Hosted Concentrator 3.0. Please check [Using SAL Hosted Concentrator for Business Partners](#).

Known issues and resolutions

Issue	Resolution
When a remote connection is initiated, a jnlp file gets downloaded. When you execute the jnlp file, it prompts for login credentials. If you enter incorrect login credentials in the first attempt, followed by the correct credentials in the second attempt, an "Unable to launch the application" error is encountered.	To resolve this, you must close the login window, run the same jnlp file within 3 minutes and log in with the correct credentials. If 3 minutes have elapsed, request a new Remote connection again and use a new jnlp file to login with correct credentials.
Alert notification about interruption in SAL Gateway connectivity will not be sent to the admin email id if: 1) No BP user is assigned as administrator. 2) The administrator has never logged in to SAL	At least one assigned administrator needs to log in to SAL Hosted Concentrator.



Issue	Resolution
Hosted Concentrator.	
When the session time outs after 1 hour of inactivity on SAL Hosted Concentrator Server, user gets redirected to logout page. Subsequently when user attempts to login to SAL Hosted Concentrator Server on Internet Explorer, it will redirect user to logout page.	If you are using Internet Explorer to access SAL Hosted Concentrator server, use the URL: https://salpartnerui.sal.avaya.com/hosted/homePageContainer.jsf to avoid session time out error. Alternately, try to access the SAL Hosted Concentrator server on browsers other than Internet Explorer. Use the URL: https://salpartnerui.sal.avaya.com/hosted .

Appendix

The following versions of OS and JRE are supported on the technician's laptop to ensure that remote connectivity works properly:

OS Version	Java Version
Windows 7, 64-bit	1.8 Update 80, 64-bit
Windows 7, 64-bit	1.8 Update 80, 32-bit
Windows 10, 64-bit	1.8 Update 80, 64-bit
Windows 10, 64-bit	1.8 Update 80, 32-bit

Ensure that you have the following versions of software on your laptop:

- 1) PuTTY version – 0.63 and later. URL – www.putty.org.
- 2) WinSCP version – 5.5.5 and later. URL – www.winscp.net.
- 3) MTPuTTY version – 1.6 and later. URL – www.ttyplus.com.

Troubleshoot

- 1) **Troubleshooting issues with http(s) remote access: The page gets hung or you are unable to select drop-down links.**

Option A:

- 1) In Internet Explorer, click Tools > Internet Options, and then click the Security tab.
- 2) Click Trusted Sites, and then click the Sites button.
- 3) Clear the Require Server Verification option to add HTTP sites.
- 4) Add 127.0.0.1, and click Add. Close the dialog box.
- 5) In the Internet Options -> Security tab, ensure that "Enable Enhanced Protected mode" is clear.
- 6) Restart Internet Explorer, try to start a new session, and access it on IE using <https://127.0.0.1:7443>.

Option B:

If Option A does not work for you, try using 'localhost' instead of 127.0.0.1.

e.g. <https://localhost:7443/>

If the address has shifted beyond 127.0.0.1 to 127.0.0.2 or more, then localhost cannot be used. In this case, try Option C.

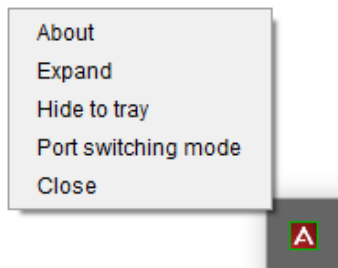
Option C:

Try using a different browser such as Mozilla or Chrome for remote access to the device. For example, run the URL such as <https://127.0.0.2:7443/> on Mozilla or Firefox.

Option D:

If none of the above options work, then you must use the 'Port switching mode' in the menu. To get the Port switching mode, right-click the Tray icon of the remote access applet.

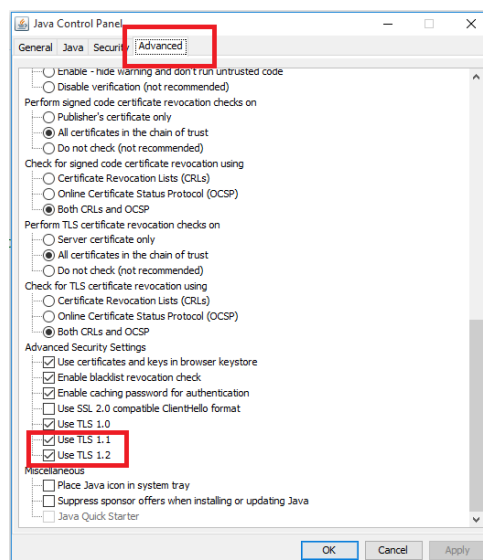
In this case, instead of switching the loopback address from 127.0.0.1 to 127.0.0.2, when a port is already occupied, the applet will switch the local port on the machine to a different port, for example, 10000 instead of 7443. You can then use localhost:10000 instead of localhost:7443 for remote access.



2) Unable to establish remote connection from your machine with JRE 1.8 installed

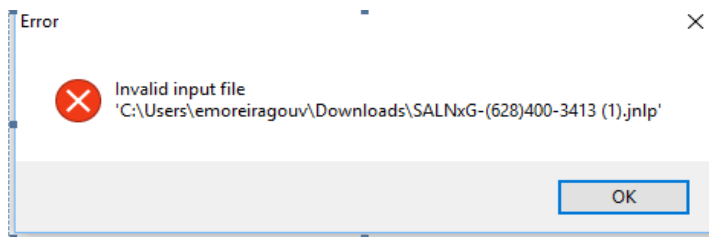
Ensure the following:

- Add Exception in the Security TAB.
 1. Open your Java Console.
 - START
 - CONTROL PANEL
 - RIGHT CLICK JAVA ICON / Open
 - Click the "SECURITY" Tab
 - Click "Edit Site List"
 - Click "Add"
 - As separate entries add these URLs <https://salpartnerui.sal.avaya.com> and <https://salpartnerui.sal.avaya.com/hosted>
- The latest update of JRE is installed on your laptop.
- Java security settings are set to use TLS 1.1 and TLS 1.2:
 - a. Go to Control Panel, and click Java.
 - b. Go to the Advanced tab, and select "Use TLS 1.1" and "Use TLS 1.2".

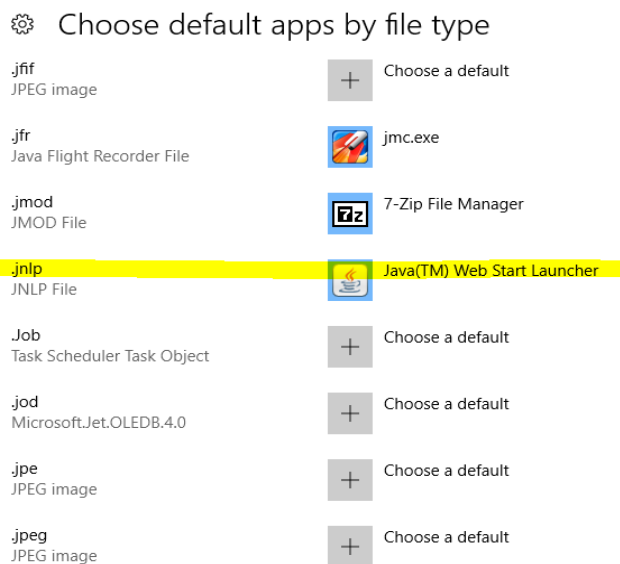


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3) If your .JNLP file downloads but does not execute due to below Error.



- Go to your Downloads Directory find the “SALNxG-(XXX)XXX-XXXX).jnlp” files and delete them. Then try a new connection.
- If need be associate the file type JNLP using the File Type Association by file type.
For Windows 10 Search “**Choose default apps or each type of file**”, find file type “.JNLP” and associate to Java.
Windows 7 Search for “**change the file type associated with file extension**”, per form the same associate to Java.



Contacting support

Contact **Support Checklist**

If you are having trouble with SAL Enterprise, you should:

- Retry the action. Carefully follow the instructions in written or online documentation.
- Check the documentation that came with your hardware for maintenance or hardware-related problems.



3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, log on to the Avaya Technical Support website <http://support.avaya.com> to:

1. Use the online service request system to create a service request.
2. 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.

If you have difficulty reaching Avaya Technical Support through the above URL, please go to <http://www.avaya.com> for further information.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You might be asked to email one or more files to Technical Support for analysis of your application and its environment.