



Avaya one-X[®] Communicator Release 6.2 SP12 Patch10

(Product version – 6.2.12.20-SP12-Patch10)

Release Notes

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About Avaya one-X® Communicator

Avaya one-X® Communicator is a rich Unified Communications client that provides enterprise users with simple, intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and accessible regardless of where they are working on any given day.

Avaya one-X Communicator provides rich collaboration through:

- Unified communications with voice, video, instant-messaging, conferencing and voicemail.
- Seamless integration of directory, contacts and presence allows instant access to contacts, tells you if a contact is available and lets you start a conversation with IM, email or call.
- Adapts to your work-flow and environment providing the best experience in the office, at-home or when travelling.
- Provides Flexibility – Selectable usage modes allow users to choose the best path for their audio: through their computer, to their desk phone, or to any mobile or landline phone.
- Simplified Deployment – Deploy Avaya One-X® Communicator pre-configured or utilize the enhanced auto-configure capability.
- Multi-Protocol support for both SIP and H.323 protocols. Shared presence between SIP and H.323 users enables appropriate interoperability.

Getting Started

Review these notes prior to installing the one-X Communicator 6.2 SP12 Patch10 software. It is also recommended to review the supporting documents available on the Avaya Support site.

What's new in one-X Communicator 6.2 SP12 Patch10 Release

This release contains solutions for problems identified with the previous 1XC releases.

Downloading Avaya one-X® Communicator Release 6.2 SP12 Patch10 Installer

Avaya one-X® Communicator 6.2 SP12 Patch10 release installer is available on Avaya Support for downloading. The package contains following files –

- Avaya one-X Communicator Suite.exe
- onexcuiadmin.exe

- License.rtf
- Avaya one-X Communicator_Client_R6_2_SP12_Patch10_Release_Notes
- README.txt

Link – <https://support.avaya.com/>

The one-X Communicator install suite contains following packages and allows users to choose application(s) they want to install on their machines -

1. Avaya one-X® Communicator 6.2.12.20-SP12-Patch10
2. Avaya Collaboration Services 6.6.9

Verifying checksum of the downloaded package

To confirm that the package you have downloaded and will distribute has not been modified since it was built and posted by Avaya you should verify checksum. The package with Avaya one-X® Communicator installer is usually uploaded to PLDS as a zip folder.

To verify the MD5 checksum of the package need to match the MD5 displayed in the PLDS Download window “Download Description” with generated using the instruction below.

- Download and install Cygwin or other application that contains md5sum utility
- Open cmd in the folder with the downloaded package
- Run `$ md5sum onexc_6.2.12.20.zip`
- Compare generated MD5 hash with the displayed in the PLDS Download window or at Avaya Support site

Avaya one-X® Communicator Installation Requirements

Hardware Requirements

Users must have the following minimum hardware configuration to be able to install and run one-X Communicator application properly -

- **Computer hardware (for users not requiring video feature)**
 - Intel Pentium 1.2 GHz processor (minimum)
 - 1GB RAM. Check Microsoft recommendations for additional requirements for different OS.
 - 1.5GB free hard disk space (3GB free hard disk space if .NET 4.0 is not installed)
 - Keyboard
 - Mouse or some other compatible pointing device
 - Monitor with 1024 x 768 or higher resolution

- Network interface card
 - USB headset for This Computer mode
- **Computer hardware (for users requiring video feature)**
- **For non-HD video support**
 - Intel Pentium 4 2.0 GHz or dual-core processor (minimum)
 - 1GB RAM. Check Microsoft recommendations for additional requirements for different OS.
 - 100 MB dedicated video RAM
 - 1.5GB free hard disk space (3GB free hard disk space if .NET 4.0 is not installed)
 - Keyboard
 - Mouse or some other compatible pointing device
 - Video adapter and Monitor with 1024 x 768 or higher resolution
 - Network interface card
 - USB headset for This Computer mode
 - USB camera.
 - **For HD video support**
 - Intel Dual Core or Core 2 Duo or Core i3
 - 2GB RAM. Check Microsoft recommendations for additional requirements for different OS.
 - 100 MB dedicated Video RAM. If this is shared with main RAM, main RAM needs to be increased by 100 MB.
 - 1.5GB free hard disk space (3GB free hard disk space if .NET 4.0 is not installed)
 - Keyboard
 - Mouse or some other compatible pointing device
 - Video adapter and Monitor with 1024 x 768 or higher resolution
 - Network interface card
 - USB headset for This Computer mode
 - HD camera (up to 720p that supports 30fps video)

Installation Pre-requisites

- It is recommended that users update their operating systems with the latest updates before installing one-X Communicator.
- It is recommended that users stay connected to the internet when installing one-X Communicator client, so that required software / pre-requisites can be downloaded and installed without interrupting the installation.

If you are using proxy server to access internet and use automatic proxy detection or automatic configuration script, installer would not be able to access the internet to download the pre-requisites. In this case, it is recommended that you download and install .NET 4 frame work prior

to one-X Communicator installation. This framework is available at - <https://www.microsoft.com/en-us/download/details.aspx?id=17718>

For installing Avaya Collaboration Services using Avaya one-X Communicator installation suite, users must ensure that .NET 3.5 and .NET 4.0 are pre-installed and enabled on the machines. Other pre-requisites include –

- Microsoft Visual Studio 2010 Tools for Office Runtime x64 and x86
- Microsoft Visual C++ 2010 Service Pack 1 Runtime Libraries x86

Ensure that all pre-requisites are installed on the computer. If not, connect your computer to the internet to automatically download all prerequisites, except Microsoft .NET Framework 3.5 that must be downloaded and installed manually.

If these pre-requisites are not met, installation could result in interruption (Reference ID: ONEXC-12856)

- For deploying one-X Communicator in Citrix environment, it is recommended to install the Avaya one-X® Communicator client using command line interface. This will allow the administrator to explicitly select and install one-X Communicator for Citrix environment.
- Close applications like Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Microsoft Outlook or Lotus Notes, Microsoft Office applications like Word, Excel or PowerPoint before installing or upgrading to the one-X Communicator 6.2 SP12 Patch10 client.

Upgrading or Installing Avaya one-X Communicator 6.2 SP12 Client

Existing installations of one-X Communicator on any releases between 6.2 GA and 6.2 FP6, 6.2 SP7, 6.2 FP10, 6.2 SP11, 6.2 SP12 can be directly upgraded to 1XC 6.2 SP12 Patch10 release.

For further information please refer to the Avaya one-X Communicator 6.2 guides available at Avaya Support site.

Important Notes

Video SRTP configuration on one-X Communicator:

By default, Avaya one-X® Communicator 6.2 release onwards has Video SRTP enabled on Best Effort basis, so no need to update any configuration to support this feature. Video would be SRTP enabled only when TLS is selected for login over SIP – This Computer mode.

The following are the default settings:

```
ENFORCE_SIPS_URI = 1
SDPCAPNEG = 1
MEDIAENCRYPTION = 1,2,9
```

It is recommended to keep SRTP settings on Best Effort on the Aura components as well like Communication Manager, Session Border Controller, Avaya Aura Conferencing and also on other clients and endpoints.

Video SRTP is supported only in SIP – This Computer mode in environment having Avaya Aura 6.2 FP3 or later / AAC 7.2 FP2 or later. With Avaya Aura 6.2 FP2, video would be supported on RTP only.

Table below shows audio and video support over SRTP or RTP for different user types and login modes -

	Login Mode	H.323 User	SIP User
SRTP	This Computer	Audio	Audio & Video
	Desk Phone	Audio	Audio
	Other Phone	-	-
RTP	This Computer	Audio & Video	Audio & Video
	Desk Phone	Audio & Video	Audio
	Other Phone	Audio	Audio

Note: 1XC does not support Encrypted SRTCP, hence it is recommended to use “Encrypted SRTCP: enforce-unenc-srtcp” CM configuration for ip-codec-set field (Reference IDs: CM-6667 / ONEXC-12438).

List of Codecs supported by Avaya one-X® Communicator (Reference IDs: ONEXC-5709 / ONEXC-5822) –

Audio Codecs –

- ISAC
- G.722-64k
- G.729A
- G.729AB
- G.711A
- G.711MU

Video Codecs –

- H.263
- H.263 – 1998 (H.263+)
- H.264

SIP Shared Control:

Make sure, the parameter “**SET_ENABLE_PPM_SOURCED_SIPPROXYSRVR**” is always set to 1 in 46xxsettings file for all 96x1 SIP phones.

Also, the SM server FQDNs / IPs (primary and secondary) should be listed in same order on both Avaya one-X® Communicator and 96x1 SIP desk phone for successful login and working of Avaya one-X® Communicator in Shared Control mode (Reference ID: ONEXC-5270)

The value of **SIPREGPROXYPOLICY** should be set to Simultaneous in 46xxsetttings file for 96x1 SIP phones as Alternate registration policy is not supported for Shared Control operation (Reference ID: ONEXC-12596)

Avaya one-X® Communicator Login / PPM download with Avaya Aura Session Manager 6.2 FP4:

Avaya Aura Session Manager 6.2 FP4 and beyond will no longer have the "demo" certificates installed by default with new installations. This does not affect SM upgrades, as all existing certificates are preserved through the upgrade process.

All new installs will, by default, use SIP and HTTP certificates signed by System Manager. Careful planning should be done to ensure all endpoints (soft clients and devices) are similarly equipped with System Manager signed certificates. Else existing TLS connections will no longer function.

For connecting Avaya one-X® Communicator 6.2 SP12 with Session Manager 6.2 FP4 (or later) new install, please ensure that either SMGR MGMT certificate is installed and trusted by Avaya one-X® Communicator user's machine or the demo certificate is installed on SM.

Using the SM command line, "initTM" is available to install the "demo" certificates in either of the following ways:

```
# initTM -d
OR
# initTM -demo
```

Note: to assist in viewing certificate status, new information has been added to the status available on System Manager under: Home > Elements > Session Manager > System Status > Security Module Status.

Microsoft® Outlook® Contacts:

Outlook Contact Name Lookup for Incoming and Outgoing Calls supports Outlook 2007, 2010, 2013 and 2016.

Avaya Collaboration Services Firefox extension:

Compatibility table between Mozilla Firefox version versions and Avaya Collaboration Services Firefox extension version:

Mozilla Firefox version	Avaya Collaboration Services Firefox extension version	
	6.6.8	6.6.9
up to 54	Completely supported	Not supported
55, 56	Supported as legacy add-on with possible compatibility issues	Completely supported
57 and later	Not supported	Completely supported

Avaya one-X® Client Enablement Services:

Compatibility table between Avaya one-X® Communicator versions and Avaya one-X® Client Enablement Services:

1XC Version	CES prior SP 6		CES SP 6	
	Default login attribute	Login attribute was changed	Default login attribute	Login attribute was changed
1XC 6.2.12 Patch3 and lower	User can login	User can login with UserId configured on CES.	User can login	User can login with UserId configured on CES.
1XC 6.2.12 Patch4 and later	User can login	User can login if new attribute is equal to mail of this user. Otherwise, script should be ran manually, which will be delivered along with the CES SP6.	User can login	User can login if new attribute is equal to mail of this user. Otherwise, script should be ran manually to enable new attribute.

Avaya Aura® Load Line-up:

Avaya Aura® System Manager	7.1.0.0.1125193
Avaya Aura® Session Manager	7.1.0.0.710028
Avaya Aura® Branch Session Manager	7.1.0.0.710028
Avaya Aura® Communication Manager	7.1.0.0.532
Avaya Aura® Presence Services	7.1.0.0.584
Avaya one-X® Client Enablement Services	6.2.5 SP6

Windows Server 2016:

2016 MS server supports for 1XC R6.2 SP12 Patch10 without using Avaya Collaboration Services

Important Fixes delivered in Avaya one-X Communicator 6.2 SP12 Patch 10 Release

1XC Issue Key	Summary
ONEXC-13390	Team Button keeps blinking or stays green after the call is disconnected
ONEXC-13387	OneXC not following Enhanced Call Pickup Delay Timer
ONEXC-13385	1xc crash when press sendIM button
ONEXC-13382	Outgoing call log records "9" only
ONEXC-13378	1xC cannot use TCP for PPM
ONEXC-13376	One way audio between 1XC and Skype

Caveats and Known Issues with Avaya one-X Communicator 6.2 SP12 Release

Caveats

Avaya one-X Communicator 6.2.12.04-SP12 Build has following caveats –

Key	Caveat	Resolution / Notes
ONEXC-10292	AutoDial Feature button is not supported with Avaya one-X® Communicator-SIP	None.
NA	In non-virtualized environment, Terminal Services and RDP (Remote Desktop) are not supported. When using Avaya one-X® Communicator over an RDP (Remote Desktop) connection, audio and video devices may not be available, listed with correct names or not working properly, depending on specific machine configuration	None
NA	Avaya one-X® Communicator does not support ad-hoc IM conference (Group chat/Multi-User chat) session with multiple OCS (Office Communications Server) users. Only point-to-point IM chat can be successful between Avaya one-X® Communicator and OCS (Office Communications Server) users.	None

Key	Caveat	Resolution / Notes
ONEXC-8276	Avaya one-X® Communicator doesn't support re-start video on an active call once video is stopped by the user.	Re-initiate the call if you want to establish the video again on the call
ONEXC-10034 /ONEXC-4515	Team Button functionality is currently not supported in SIP Other Phone mode.	None
ONEXC-12576	1XC SIP SC mode does not support blind (non-consultative) transfer	None
ONEXC-12218	Public directory (LDAP) search with search term having space in First Name or Last Name is not supported	None
VDIDMC-1876	Video interop between 1XC-SIP in SC mode with VDI-C and 1XC-H.323 in SC mode with 96x1 is not supported at this time.	None

Interoperability Issues

Key	Summary	Resolution / Workaround
Avaya Aura Communication Manager		
ONEXC-12866 / CM-9045	Visual toast alert doesn't disappear for team call if monitored user enables CFWD-ENH for External Call	Use CM 6.3.13.0 (03.0.124.0.22493) or later which contains the fix.
ONEXC-12809 / CM-8884	1XC H.323 TC mode - Music on hold interferes in the voice path when held call is resumed.	This issue is seen when AMS is configured as media provider with CM 7.0. Fix for this issue is targeted with CM 7.1 release
ONEXC-12288 / CM-7671	1XC SIP user does not generate missed call log for an incoming call when having active session with LNCC and SAC activated.	This issue is seen with Aura 6.2 FP4 environment. Fix for this issue is targeted with CM 7.1 release
ONEXC-12408	1XC SIP TC mode has one way voice path after added to a CM conference call	Issue is addressed in Aura 7 environment
ONEXC-12163 / CM-7769	Incoming Visual Toast Alert for Team Button displays again at monitoring user after user accepts the call in case Call Forward is enabled at monitored user	This issue is targeted for fix in CM 7.1 release
ONEXC-12655 / CM-8214	Secretary can't answer a bridge call when Boss is 1xCES provisioned user	This issue is seen with CM 7.0 and above. Fix for this is targeted with CM 7.1 release
ONEXC-12756	1XC H.323 modes - Offline Call Journaling: No missed call logged while 1XC losing connection to server	This is dependent on the H.323 Link Loss Delay timer and the registration timer settings. Post expiry of these timers and once registration is

		purged, any new missed call entries would be seen on 1XC when logged back
Avaya Aura Presence Services		
ONEXC-11988	IM messages are received on a DND enabled client	Use PS 7.0 Patch 2 (7.0.0.0.1395) or later which contains the fix
ONEXC-12909 / PSNG-2462	Contact Presence is not shown in LDAP search result in Aura environment with PS 7.0.0.0.1379	Upgrade to PS 7.0 Patch 7.0.0.0.1401 or later which contains the fix
VDI-C		
VDIDMC-1776	Outgoing call cannot be made with Jabra headphones	Re-installing the headset driver should fix the issue
VDIDMC-1752	USB camera disappears from devices on Z50D SLETC	Plug camera in one of the USB 3.0 ports
VDIDMC-1801	Paired Sign-On using RDP platform is not working on Dell SUSE Linux	Upgrade the xfreerdp binary from the thin client to a patched version
Plantronics		
ONEXC-10962	Active call on secretary's extension (having BLA of boss's extension) could go on auto-hold if boss answers an incoming / makes an outgoing call on his extension.	This issue is seen when using Plantronics headset with Plantronics hub software installed. It is recommended to upgrade the Plantronics software to the latest version to fix the issue
One-X CES Server		
ONEXC-13023 / ONEXCESSERVER-10545	1XC is in CES mode. Call log shows incorrect call direction for answered call when the user is in call pick up group.	This is a CES issue There is no any workaround.

Other Known Issues

Key	Summary	Resolution / Workaround
Installation and Upgrade		
ONEXC-12963	Upgrade to 1XC 6.2 FP10 drop might take long time (between 15 to 20 mins) if machine is connected over VPN or to a private network (with no Internet access)	Disable the On-Access scan from the McAfee System Tray icon during the installation / upgrade.

	and McAfee On-Access Virus Scanning is enabled on the system	
ONEXC-13123	Some configuration parameter is not set to blank when value is set to "" using auto-config feature	Workaround is to use " " instead of "" to set blank value The issue will be fixed in the next service pack.
Login and Registration		
ONEXC-13096	Aut-msg-wt indicator not lit immediately after client logging in, if messages are received in client logged off state	Workaround is to re-login 1XC.
ONEXC-13253	1XC Crashes upon restart after a mode change from H323 to SIP.	None
Call Handling		
ONEXC-12881	Called info is switched to CM IP Address when call is initiated using Team button and goes to Coverage	None
ONEXC-12785	1XC H.323 modes - Answer call via Team button could not be done while having another call on hold	Click on the Team button thrice to answer the call.
ONEXC-12278 / ONEXC-12765	1XC FP10-No secure indicator displayed for an incoming answered call using Team Button or for a transferred call.(AA 7.0 Environment)	None
ONEXC-12405	1XC H.323 modes: User is unable to enable call forward feature during active call	Activate this feature during idle condition
ONEXC-12066	1XC H323 modes – Call Pickup button starts blinking green when this extension has the original incoming call arrives.	None
ONEXC-13074	Call goes on hold automatically after switching over to secondary server	Will be fixed in the next service pack. Reproduces only when SM was moved to Deny new services manually.
ONEXC-11977	Unable to end the call for 1XC H323 user after network recovery in Aura 7 environment	Workaround is to re-login 1XC
ONEXC-13038	Call drop observed for parked call on retrieval with Video enabled	Workaround is to disable video or escalate video call to audio before using park call feature

ONEXC-13071	H323 users unable to answer call pick up grp. call on 2nd CA	Work around is to end active call.
ONEXC-13039	Video doesn't resume on call retrieval in 1XC SIP user	None
ONEXC-13103	Audio alert for team button still continues even after ignoring the incoming call in monitoring station	None
Call Log		
ONEXC-11785	Two call log entries observed for 1XC H323 RW mode user when an incoming alerting call is answered immediately after login if Offline call Journaling is enabled.	None
ONEXC-13111	1XC SIP generates two call log entries for 2nd and subsequent answered call using team button	There is no work around. Will be fixed in the next 1XC service pack.
Presence and IM		
ONEXC-12961	1XC (Presence) watcher would see the Audio & Video channels closed for 1XC presentity user logged in Shared Control mode with VDI-C in Citrix environment	None
ONEXC-8081	When entering Sleep or Hibernation, Presence does not update to Offline.	Logoff or manually change the Presence to Offline before entering Sleep or Hibernation.
Contacts		
ONEXC-12776	Outlook contacts import: Contacts are displayed in "Last Name, First Name" format meanwhile it's selected to be "First Name, Last Name".	None
ONEXC-12037	The original Work phone number doesn't go away after user modified it through local contact	None
1xCES Integration		
ONEXC-8326	Bridge Conferencing (with MX) window of 1XC might show incorrect call duration at times.	See call duration value on the call – appearance display on main Avaya one-X® Communicator UI for actual duration.

Failover / Network Recovery		
ONEXC-12578	Call is dropped at 1XC SIP user behind SBC when trying to hold/retrieve call in case of primary SM network disconnected	None
ONEXC-12888	1XC FP10- 1XC H323 RW mode user fails to make outgoing call after failback from LSP to Main.	None
ONEXC-12638	1XC SIP RW mode: Call on BSM might get dropped after failback to Primary SM and then answering new incoming call	Fix for this issue is targeted for the next service pack
ONEXC-12636	Active talk path present but the 1XC client is not logged in during a failback scenario from ESS to main CM while on an Active call.	None
ONEXC-8710	1XC SIP mode - Presence status not updated after failover, if user was on active call during SM failover.	Presence will be reset in an hour for that user automatically.

Technical Support

Support for Avaya One-X® Communicator Client is available through the normal Avaya escalation process. If you encounter trouble with the clients:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. 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.
4. If you continue to have a problem, submit a trouble ticket to Avaya.

When you request technical support, provide the following information:

- Configuration settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Appendix A: Acronyms

1XC	Avaya one-X® Communicator Client
SC mode	Shared Control mode
TC mode	Telecommuter / Other Phone mode
RW mode	Road Warrior / This Computer mode
1XM	Avaya one-X® Mobile Client
VDI-C	Virtual Desktop Infrastructure Communicator
Avaya one-X® CES	Avaya one-X® Client Enablement Services
AAC	Avaya Aura® Conferencing
ACA	Avaya Collaboration Application
CM	Avaya Aura® Communication Manager
LDAP	Lightweight Directory Access Protocol
MM	Modular Messaging
MX	Meeting Exchange
PS	Avaya Aura® Presence Services
TTP certificate	Trusted Third Party Certificate
SM	Avaya Aura® Session Manager
SBC	Avaya Session Border Controller
SMGR	Avaya Aura® System Manager
BLA	Bridged Line Appearance