



Avaya Communicator for Microsoft Lync Release 6.4.0.7

<p>Product Version: AC Lync 6.4.0.7 build- 52 Configurator build – 6.4.0.7 Collaboration Services 6.6.9 build - 43</p>
--

GA Release Notes

Issue 1.2
February 26, 2018

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the Avaya Support Website: <http://www.avaya.com/support>

License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEB SITE <http://support.avaya.com/LicenseInfo/> ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT. Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License type(s)

Named User License (NU). Customer may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User," means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function

(e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Product.

Shrinkwrap License (SR). With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon End User's request (see "Third-party Components" for more information).

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/ThirdPartyLicense/>

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://www.avaya.com/support>

Trademarks

Avaya, the Avaya logo, and COMPAS are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions. All other trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site: <http://www.avaya.com/support>

Table of Contents

Document Overview	4
Getting Started	4
Avaya Communicator for Microsoft Lync (AC Lync) Release 6.4.0.7 – What’s New	4
Unsupported content for Avaya Communicator for Microsoft Lync Release 6.4.0.x	4
AC Lync 6.4.0.x – Notes and Advisories	5
Avaya Communicator for Microsoft Lync Release 6.4.0.7 – Resolved issues since Avaya Client Applications 6.4.0.6	6
Obtaining Avaya Communicator for Microsoft Lync release 6.4.0.7 Software	7
Verifying checksum of the downloaded package	7
Option to disable incoming call notifications in phone mode	8
Interoperability and requirements	9
Client Work Station Requirements	11
Tested Environment	12
AC Lync 6.4.0.7 Known issues and workarounds	14
Microsoft Lync Integration	14
Avaya Aura® Client Collaboration Experience (CCE)	22
Terminology and Acronyms	23
Appendix A	24
Support for Google Applications	24
Support for Office 365	24
Contact Card Presence mapping information	25
Avaya Session Border Controller Configuration for Avaya Lync Integration in Shared control mode	26

Document Overview

This release letter is intended to inform all the end users of Avaya Communicator for Microsoft Lync about resolved issues since Avaya Communicator for Microsoft Lync Release 6.4.0.6 and the known issues not yet resolved in Avaya Communicator for Microsoft Lync Release 6.4.0.7 including caveats and known issues.

Getting Started

Review these release notes prior to starting installation or upgrade of Avaya Communicator for Microsoft Lync Release 6.4.0.7 software

Avaya Communicator for Microsoft Lync (AC Lync) Release 6.4.0.7 – What's New

Resolution of several customer reported issues.

Resolution of some Office 365 specific issues.

Bridge line appearance improvements.

Unsupported content for Avaya Communicator for Microsoft Lync Release 6.4.0.x

- Survivability support
- Video in Other Phone mode
- Lync Client 2010 (x64) (same as previous release)
- Support for CS1000 support deployed with ACE 6.2.2 (ACA 6.3.2 was the last release to support ACE integration)
- IPv6 address not supported
- Contact Center features are not supported
- Radvision Lync video Gateway
- Polycom HDX SIP

AC Lync 6.4.0.x – Notes and Advisories

H100 1.0 interop (desk phones)

H100 1.0 desk phones only supports audio conference with Avaya Aura® Conferencing 8.0.x

Bridged Line Appearances cannot be used in conjunction with Telecommuter mode.

Dual Registration / Multiple Device Access: conversation closed automatically after a successful JOIN operation

For Avaya solutions using CM 6.3.9, when a user tries to join a call from AC for Microsoft Lync for a call in progress after initial launch or on recovery from a disconnected state the call will drop. This condition is not encountered when interoperating with CM 6.3.0.10-22024. The original call is not torn down when the AC Lync H.323 user attempts to join.

Collaboration Services Installation (Install Shield 2012):

In some situations, Install Shield 2012 will cause incorrect installation status to be displayed (or no status at all).

- The install is not aborted after clicking Cancel button on “In progress” screen
- The dialog to close dependent applications is hidden behind Install Shield window
- Install Shield indicates Collaboration Service has been uninstalled even though it was canceled by the user
- Installation alert window is hidden behind other windows

Microsoft Skype for Business 2016 (Office 365 package) interaction:

Avaya has tested Avaya Communicator for Microsoft Lync (ACL) 6.4 SP7 with Microsoft Skype for Business 2016 (Office 365 package) version 16.0.8431.2046 and has identified several issues, which have not yet been addressed in SP7. Please refer [Known issues](#) section for more details. Due to the fact that Microsoft continues to release new updates to Skype for Business 365, with changes that impact the interoperability with Avaya Communicator for Microsoft Lync 6.4.0.x Avaya will need some additional time to react to these changes, and plan to introduce another service pack to resolve these issues and provide support for interoperability of the Communicator for Lync with the new Skype for Business user experience.

Avaya Communicator for Microsoft Lync Release 6.4.0.7 – Resolved issues since Avaya Client Applications 6.4.0.6

Table 1: Avaya Communicator for Microsoft Lync issues resolved

MSI-8756	Avaya Addin bar missing from conversation window when Secretary calls to second boss on behalf of one.
MSI-8755	BLA: Avaya addin crash when Boss ignore the call and try to reply from Option button.
MSI-8754	BLA : Conference call transfer to Boss, Failed
MSI-8753	BLA: Avaya addin bar disappear when Boss joins the call and disconnect.
MSI-8747	MSI-8660 Bridge line appearance improvements: UI localization; All lang
MSI-8746	CFD: ACL Conversation window always on same position
MSI-8742	CFD: The GUID didn't change when upgrading from the x86 version of ACL 6.4.0.5 to 6.4.0.6
MSI-8741	CFD: ACTIVITY Summary Randomly an empty "ghost" frame is left on desktop
MSI-8731	Installation fails some time because of log file opening error
MSI-8729	CFD: Calls from conversation tab list cannot be pop in back to conversation list
MSI-8728	CFD: Click-to-Call and Presence not working in MS Outlook with Collaboration Services
MSI-8718	CFD: Call button doesn't show up for all personal Outlook contacts in AC Lync 6.4.0.5
MSI-8712	Log message doesn't match method name for function UpdateNativeWindowMocHandle()
MSI-8660	Bridge line appearance improvements
MSI-8756	Avaya Addin bar missing from conversation window when Secretary calls to second boss on behalf of one.
MSI-8755	BLA: Avaya addin crash when Boss ignore the call and try to reply from Option button.
MSI-8754	BLA : Conference call transfer to Boss, Failed
MSI-8753	BLA: Avaya addin bar disappear when Boss joins the call and disconnect.
MSI-8747	MSI-8660 Bridge line appearance improvements: UI localization; All lang

Obtaining Avaya Communicator for Microsoft Lync release 6.4.0.7 Software

Avaya Communicator for Microsoft Lync release 6.4.0.7 files are available at Avaya PLDS <https://plds.avaya.com>. The download ID is as follows

Application: Communicator for Microsoft Lync

Download PUB ID:

File Name: AvayaCommunicatorForMicrosoftLync-6.4.0.7.zip

1. Avaya recommend that the latest Lync 2013/Skype for Business 2015 updates be applied. These are available at <https://technet.microsoft.com/en-us/office/dn788954.aspx>
2. To use Avaya Communicator for Microsoft Lync for the Lync 2013 client (Full or Basic), the minimum patch must be at [Update for Lync 2013: Dec 2014](#) or later release
3. To use Lync Integration for the Lync 2010 client, the minimum patch must be at [Cumulative update for Lync 2010: Dec 2014](#) or later release
4. It is recommended to run windows update before installing Lync/Client Collaboration Services integration.
5. .NET Framework 4.0 is required.
6. Workstations shall be patched to latest Operating System and Application vendor patches.
7. Prior to upgrading to this build, the existing Microsoft Office Lync Software Development Kit Runtime (Lync 2013) and Microsoft Lync 2010 SDK (Lync 2010) will need to be uninstalled. Then the new Lync Client SDK distributed with Avaya Communicator for Microsoft Lync shall be installed.
8. For information about installation of Collaboration Services please refer to the Administering Avaya Collaboration Services guide available at Support site

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 of Avaya Communicator For Microsoft Lync 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 the program allows you to check MD5. For example you can use Microsoft File Checksum Integrity Verifier - <https://www.microsoft.com/en-us/download/details.aspx?id=11533>
- Run the program for AvayaCommunicatorForMicrosoftLync-6.4.0.6.zip
- Compare generated MD5 hash with the displayed in the PLDS Download window or at Avaya Support site

Option to disable incoming call notifications in phone mode

A new description will be also added to Administering Avaya Communicator for Microsoft Lync on Avaya Aura. This is a summary of the option to disable incoming call notifications in phone mode.

1. New setting added to Avaya Communicator for Microsoft Lync Settings -> General tab:
Disable Incoming Call Notifications (Phone Mode)
2. CallNotificationsDisabled=true argument can be added to InstallLyncAddin.bat
3. After Avaya Communicator for Microsoft Lync (ACML) installation a new registry setting CallNotificationsDisabled will be added under this registry key:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya Communicator for Microsoft Lync 2013
4. Conversation window will be automatically minimized to the tool bar when the call is answered on desk phone.

Interoperability and requirements

Software and firmware compatibility matrix

The following table shows the supported systems by Avaya Communicator for Microsoft Lync 6.4 for the GA release.

Avaya Components	Supported release
Avaya Aura System Manager	6.2 6.3.2 (AA 6.2 FP2) 6.3.4 (AA 6.2 FP3) 6.3.8 (AA 6.2 FP4) 6.3.10 7.0 7.0.1 7.1
Avaya Aura Session Manager	5.2 6.2 6.3.4 (AA 6.2 FP3) 6.3.8 (AA 6.2 FP4) 6.3.9 7.0 7.0.1 7.1
Avaya Aura Communication Manager	5.2.1 6.0.1 6.2 6.3.2 (AA 6.2 FP3) 6.3.6 (AA 6.2 FP4) 6.3.8 6.3.9 7.0 7.0.1 7.1
Avaya Aura Presence Services	6.2.4 (AA 6.2 FP4) 7.0.1
Avaya Aura Messaging	6.3 6.3.1 6.3.2 7.0.1
Avaya Aura Conferencing	7.2.2 8.0 8.0.3
Avaya Session Border Controller	6.2 6.2.005 6.2.100 (FP1) 6.3

	7.0.1
Scopia	3.0 8.3
Avaya Aura Solution for Midsize Enterprise	6.2 FP2 6.3
Avaya Communication Server 1000	7.6 SP5 7.6 SP6
Equinox Conferencing	9.0

The following table shows the supported Avaya clients by Avaya Communicator for Microsoft Lync 6.4.

Avaya Components	Supported Release
Avaya SIP Hard Phones 96x1	6.4 6.5
Avaya H.323 Hard Phones 96x1	6.4, 6.6
Avaya digital sets	94xx, 24xx, 14xx, 64xx
Avaya Flare Experience for iPad	1.2
Avaya Flare Experience for Windows	1.1
Avaya one-X® Communicator	6.1 6.2.3 (FP) 6.2.4 (FP) 6.2.6 (FP)
Avaya one-X® Mobile SIP for iOS	6.2.3 (FP)
Avaya Communicator for Android	2.0 2.1.1
Avaya Communicator for iPad	2.0
Avaya Communicator for iPhone	2.1
Avaya Communicator for Windows	2.0 2.1
H100 Series Video Collaboration Station SIP	1.0
VDI (Virtual Desktop Interface) Communicator	2.0
Equinox (Window, Mac, Android, iPhone, Web)	3.0

The following table shows the supported non-Avaya devices by Avaya Communicator for Microsoft Lync 6.4

3rd Party Components	Software / Hardware	Supported Release / Model
LDAP	Microsoft Active Directory	Windows Server 2008 Windows Server 2008 R2 Windows Server 2012
Administration Browser	Microsoft Internet Explorer	8.0, 9.0, 10, 11
	Google Chrome	Version 23 through 53
	Mozilla Firefox	Version 17 through 48
Operating System	Windows 7 (x64, x86)	Professional, Enterprise

	Windows 8.1 (x64, x86)	Professional, Enterprise
	Windows 10 (x64, x86)	Professional, Enterprise
	Windows Server 2012 R2	
	Windows Server 2008 R2	
Microsoft applications	Office	2007, 2010, 2013, 2016
	Outlook	2007, 2010, 2013, 2016
	SharePoint	2010, 2013
	Other Applications	Office 365, Google Apps & enterprise Applications
Microsoft Lync Servers	Lync 2010	Standard, Enterprise
	Lync 2013	Standard, Enterprise
Microsoft Skype for Business Servers	Skype for Business 2015 Skype for Business 2016	Standard, Enterprise
Virtual Desktop Support	Citrix XEN Desktop	5.6, 7.5, 7.9, 7.11, 7.14
	Citrix XEN App	6.5, 7.5, 7.9, 7.11, 7.14
	VMWare horizon View	5.3, 6.0.x
Polycom	HDX 4K/ 7K/ 9K Series (H.323)	
	RMX 2000	
	CMA/DMA	

Client Work Station Requirements

Processor	2 GHz
Memory	<ul style="list-style-type: none"> • 2 GB (32 Bit) • 4 GB (64 Bit)
Disk space	500 MB
Connectivity	Download bandwidth: 80 kbps Upload bandwidth: 80 kbps
Video	For deployments with video enabled, the following hardware requirements must be met: <ul style="list-style-type: none"> • Intel Dual Core, Core 2 Duo, Core i3, or higher processor • 500 MB video RAM with 100 MB of PC memory dedicated to video • Minimum 4 GB memory on 64 Bit systems • Digital video camera (up to 720p is supported)

Tested Environment

The following tables show Software Environment that is used for validating Avaya Communicator for Microsoft Lync 6.4.0.7 and Collaboration Services 6.6.9.

Avaya Components	Supported release
Avaya Aura System Manager	6.3.10 7.0 7.0.1 7.1
Avaya Aura Session Manager	6.3.8 FP4 6.3.9 7.0 7.0.1 7.1
Avaya Aura Communication Manager	6.3.6 FP4 6.3.8 7.0 7.0.1 7.1
Avaya Aura Presence Services	6.2.4 (AA 6.2 FP4) 7.0.1
Avaya Aura Messaging	6.3.2
Avaya Aura Conferencing	8.0 8.0.3
Avaya Session Border Controller	6.3 7.0.1
Avaya Communication Server 1000	7.5 SP5 7.6 SP6

Avaya Components	Supported Release
Avaya SIP Hard Phones 96x1	SIP96x1 6.4 SIP96x1 6.5 SIP96x1 7.0.1
Avaya H.323 Hard Phones 96x1	H.32396x1 6.4 H.32396x1 6.6
Avaya digital sets	94xx, 14xx
Avaya Flare Experience for iPad	1.2
Avaya Flare Experience for Windows	1.2
Avaya one-X® Communicator	6.2.3 (FP) 6.2.4 (FP)
Avaya one-X® Mobile SIP for iOS	6.2.3 (FP)
Avaya Communicator for Android	2.0 2.1
Avaya Communicator for iPad	2.0

Avaya Communicator for Windows	2.0 2.1
H100 Series Video Collaboration Station SIP	1.0
VDI (Virtual Desktop Interface) Communicator	2.0 2.1
Equinox (Window, Mac, Android, iPhone, Web)	3.0

3 rd Party Components	Software / Hardware	Supported Release / Model
LDAP	Microsoft Active Directory	Windows Server 2008 Windows Server 2008 R2 Windows Server 2012
Administration Browser	Microsoft Internet Explorer	8.0, 9.0, 10, 11
	Google Chrome	Version 38
	Mozilla Firefox	Version 31, 33, 43, 48
Operating System	Windows 7 (x64, x86)	Professional, Enterprise
	Windows 8.1 (x64, x86)	Professional, Enterprise
	Windows 10 (x64, x86)	Professional, Enterprise
Microsoft applications	Office	2007, 2010, 2013, 2016
	Outlook	2007, 2010, 2013, 2016
	SharePoint	2010, 2013
	Other Applications	Office 365, Google Apps & enterprise Applications
Microsoft Servers	Lync 2010	Standard, Enterprise
	Lync 2013	Standard, Enterprise
Virtual Desktop Support	Citrix XEN Desktop	7.5, 7.9, 7.11, 7.14
	Citrix XEN App	7.5, 7.9, 7.11, 7.14
	VMWare horizon View	6.0, 7.0
Radvision	Scopia Solution	8.3
Microsoft Exchange	Exchange	2010 SP1 and EWS (Exchange Web Service) is required for Call Log to work.
	Exchange	2013
Polycom	HDX 4K/ 7K Series (H.323)	
	RMX 2000	
	CMA	

AC Lync 6.4.0.7 Known issues and workarounds

Microsoft Lync Integration

Avaya has tested Avaya Communicator for Microsoft Lync (ACL) 6.4 SP7 with Microsoft Skype for Business 2016 (Office 365 package) version 16.0.8431.2046 and has identified several issues, which have not yet been addressed in SP7. These issues are only reproducible in certain scenarios complicated by the following conditions or user actions in different combinations and sequence:

- User has multiple conversation tabs opened (tabbed conversations are enabled)
- User receives incoming IM
- User initiates multiple chat conversation

Issue description	Tracking #	Impact	Work around
Office 365 specific issues			
Call Control Bar does not open if calling user makes call to called user first then sending IM message	<u>MSI-8691</u>	Active call cannot be controlled	There are several possible workarounds: 1. Disable tabbed conversation from SFB Tools > Options > IM 2. Try to maximize and then minimize conversation window 3. Pop out conversation tab manually 4. Close all the conversation tabs and open specific contact conversation window
Office 365: Ghost Window observed in Tabbed conversation window after resizing window.	<u>MSI-8777</u>	Bad user experience	
Office 365: Contact not shows call option if system is Idle for long time	<u>MSI-8776</u>	User can't do calls	Signout and sign in s4b client
IM windows flicker when joining and disconnecting call	<u>MSI-8761</u>	Bad user experience	None
The issues are not specific to Office 365			
cannot access to conversation windows topbar to resize/move the window after maximizing/restoring	<u>MSI-8762</u>	Bad user experience	maximize the window from task bar, and restore the window again
On Remote call window Name is not resolved in Shared mode.	<u>MSI-8760</u>	Confusing user experience	None
Video is separated without active control bar in case it's in docked with IM conversation then pop out/pop in conversation	<u>MSI-8688</u>	Confusing user experience	None
ACL call control bar does not open during accepting first call in shared mode	<u>MSI-8710</u>	The issue does not happen if uncheck option "Disable Incoming call Notification (Phone Mode)"	None

Unable to open IM conversation for second contact after minimized it in shared mode	<u>MSI-8709</u>	The issue does not happen if uncheck option "Disable Incoming call Notification (Phone Mode)"	None
Citrix 7.11: Same phone number displayed for all contacts in Tabbed conversation.	<u>MSI-8708</u>	Same Phone number displayed for all contacts in Tabbed conversation.	Disable tabbed conversations. Pop the conversation out
Citrix 7.11: Active call attached to IM Conversation window.	<u>MSI-8707</u>	Issue only observed in Citrix environment.	Close conversation widow gives option to disconnect call.
SIP-Shared Control Mode: Conversation does not re-appear after logout-login while active audio call	<u>MSI-8703</u>	User cannot control the active call	To end the call user can close conversation window
Remote call control bar does not display and participant name shows Unknown after user releases conference call	<u>MSI-8702</u>	User cannot initiate call with the user	None
Video button is not displayed on IM window after Ending Remote active Call.	<u>MSI-8701</u>	User cannot initiate video call	Use right mouse button menu or reopen IM conversation with the user.
Aura 7.1: ACL crashes in Desk phone mode while placing call from Hard phone.	<u>MSI-8699</u>	Bad user experience. Reproducibility is low.	None
IM conversations are auto disappeared after changing mode	<u>MSI-8690</u>	Confusing user experience	None
Speaker Mute button is not updated on Video window	<u>MSI-8683</u>	Confusing user experience	Move mouse cursor to speaker button
After system recovered from Hibernate addin goes to disconnected state.	<u>MSI-8682</u>	Need to connect ACL manually	None
Unable to launch ACL addin on S4B and Lync 2013,work around is to repair office.	<u>MSI-8680</u>	ACL cannot launch	1. Try to change work number to any other and try to start ACL again. 2. Repair office and reinstall ACL
Cannot call from Outlook to phone number with other types than work, home, mobile or other	<u>MSI-8629</u>	User cannot call from Outlook to phone number with other types than work, home, mobile or other	None
S4B dock/undock to screen bounds doesn't work	<u>MSI-8562</u>	User cannot dock/undock SFB window to screen bounds	Click to maximize button
ACL call disconnected after unhold (SFB 2016 basic)	<u>MSI-8561</u>	ACL call disconnected after unhold using SFB 2016 basic	None
S4B 2016 Basic: After call extend, call goes on hold.	<u>MSI-8556</u>	After call extended, it goes on hold	None
Mode change from Computer to Desk phone & vice-versa sometime fails in ACL client behind SBC.	<u>MSI-8545</u>	Mode change from Desk phone to Computer also fails while ACL is registered behind SBC. ACL starts showing 'mode change in progress...' for quite a long time.	None

Accept Call button is not shown to ACL User for a forwarded call. (ACL 6.4.0.4 + Lync 2010)	<u>MSI-8544</u>	User cannot answer the call since no accept call option available for Lync 2010 User for an forwarded call	
S4B 2016 Basic: New empty frame created on call conversation window.	<u>MSI-8518</u>	Empty frame created at bottom of ACL bar when user press conversation window to downwards	To remove frame, select ACL black bar at bottom (present on Conversation window) and press upwards
Call Control bar flickers when video window keep on top of call conversation window.	<u>MSI-8402</u>	Control bar option flickers and really user found it is very hard to track and click on any button	Move video window to another position
MDA Lync 2010+2013 All fields in DialingRules/Language/Support are disabled when user closes remote window on Lync then ending call on MDA device	<u>MSI-8055</u>	When user set up as MDA user, logs in AC for Lync 2013 on a laptop and AC for Windows. When user answers call on AC for window, then closes remote window on Lync and then ending call on MDA device - all fields on Settings panel in DialingRules/Language/Support tabs are disabled	Sign out/sign in back or make or receive a call
Phone Mode SIP Lync 2010+Lync 2013 Lync Addin is not able to switch back Computer mode after Lync client loses connection to shared device	<u>MSI-8053</u>	User is not able to switch back in Computer mode after Lync client loses connection to shared device when in Phone mode	End Addin process from task manager then restating Addin
Lync integration H.323 cannot transfer video call from Radvision XT240 to Radvision 5000	<u>MSI-5686</u>	Users cannot transfer video call from Radvision XT240 to Radvision 5000.	None
Lync2013 H.323 Phone Mode Event Conference: H.323's video is dropped when performing TUI command	<u>MSI-7368</u>	When a Lync 2013 H.323 participant in an Avaya Aura® Conference (version 8.0.3) enters * from the dial pad his video is dropped.	None
Citrix XenApp Call transfer from device: After call transfer as soon as we press complete button on hard-phone, VDI client get disconnected from call, but associated Lync client still remain in active state with active conversation window and call duration	<u>MSI-5456</u>	XenApp: Call transfer from device: After call transfer as soon as we press complete button on hard-phone, VDI client get disconnected from call, but associated Lync client still remain in active state with active conversation window and call duration.	None

Lync 2013 SIP H.323 Other Phone Mode: The call is disconnected (for SIP user)/The conversation window re-appears without control icon (for H.323 user) after recovering network	<u>MSI-6447</u>	The call is dropped after network is recovered	None
Lync 2013 Lync 2010 Computer Mode: Conversation window does not display on screen after accept the call while incoming chat pop-up display	<u>MSI-6478</u>	Called party conversation window does not display. After 30s alarm appears on the taskbar. The conversation window doesn't "flash" on the task bar until the IM window went away. This is a native Lync behavior/limitation	None
Lync 2013 SIP H.323: In audio call transfer getting video in paused state on transferred parties.	<u>MSI-7043</u>	When an audio call is transferred, video is escalated on both ends in paused state.	None
Undocked Or Full screen video: User cannot see messages of extend call progress on full screen window control bar.	<u>MSI-7045</u>	When extending a call from an undocked or full screen video window, no message occurs on the window indicating the call is being extended. This does not occur on a docked video window.	None
Lync 2013 H.323: After unplugging device and receiving 2nd incoming call within 150 seconds, Lync add-in takes too much time to goes to Disconnected State	<u>MSI-7216</u>	During a call using Lync 2013 H.323 add-in in Shared Control, if the device is unplugged and the adding receives an incoming call the add-in will not show Disconnected for more than 15 minutes.	None
Lync H.323 Telecommuter Mode: Conference window disappear from the host client (In TC mode) when one participant dropped the call.	<u>MSI-7222</u>	Conference window disappear from the host client (In TC mode) when one participant dropped the call	None
Lync H.323 Computer mode Avaya Aura® Conference: After unmuted the video from any client, video of far end is coming after 10 second of delay.	<u>MSI-7247</u>	When a H.323 participant in an Avaya Aura® Conference mutes then unmutes video, the H.323 moderator of the conference does get unmuted video for 10 seconds.	None
Lync 2013 H.323 Phone: After holding the call from boss end, join call button is not getting disable on secretary	<u>MSI-7326</u>	Bridged line Lync add-in is not able to use join call button after primary Lync add-in ends its on-hold call	None

Lync 2013 SIP Bridged Line Appearances: The video of other point is closed after Secretary un-pauses her video from Add-in	<u>MSI-7372</u>	When secretary makes a video call as the boss and performs a pause / un-pause, the video is stopped on the called party.	Called party un-pauses video before secretary performs pause/un-pause
Configurator: Server list displays incorrectly if we add more than 2 IP addresses to Server Address	<u>MSI-7405</u>	When administrator uses the Configurator to build the Lync Integration MSI for SIP with multiple server addresses are configured, the servers will not be configured correctly. Only the last server entered will have the correct setting. This results in Lync Integration being unable to connect to the other servers.	Manually edit the server information in the Settings panel.
Lync2013 H.323 Computer Mode: H.323 participants can't see Moderator's video when joining Lecture-mode conference	<u>MSI-7406</u>	When Lync 2013 H.323 participant joins the MeetMe conf when moderator has already enabled lecture mode, he cannot see the moderator's video.	None
Lync2013 H.323 Computer Mode: Dialed H.323 participant won't see video of anyone until he un-pauses his local video	<u>MSI-7407</u>	Lync 2013 H.323 joins a Meet-Me conf as moderator and dials out to another Lync 2013 H.323 to join conference as participant. When participant joins the Lync 2013 H.323 moderator cannot see the participant's video.	Participant un-pauses local video
Lync 2010 Multiple Device Access Shared mode Disconnected State: A second Lync conversation window appears when shared control devices reconnects after recovering from disconnected state.	<u>MSI-7568</u>	When in a Multiple Device Access call with remote call appearance on Lync add-in and shared device, if the shared device reconnects after recovering from disconnected state while the call is still active, a second Lync conversation window will appear	Close the additional conversation window manually
AC for MS Lync 6.4 to Summit Phone Video call doesn't work	<u>MSI-7585</u>	Lync add-in is not able to see video from Summit phone	None
On AC for MS Lync 6.4 Video doesn't start after unattended transfer from Summit	<u>MSI-7591</u>	Cannot start video on Lync add-in after transferring call from Summit phone	None
AC for MS Lync 6.4 SIP Mode: Video Screen gets chopped when dialed into RV MCU conference	<u>MSI-7602</u>	When there are more than 2 participants in conference, SIP Lync Addin screen is not able to see video for all participants.	Hit 0 from DTMF to cycle through the layouts on the RV MCU to pick the layout preferred

RV MCU6000: AC for MS Lync 6.4 H.323 Mode: Audio cannot be escalated to Video	<u>MSI-7603</u>	Lync add-in is not able to escalate audio call to video call	Initiate video when joining the conference
AC for MS Lync 6.4: H.323 Mode sends CM MOH when hold is pressed in Avaya Aura® Conferencing 8.0.x conference.	<u>MSI-7604</u>	All other participants in AAC conference will hear Music on Hold, if Avaya Communicator for Microsoft Lync H323 user put the call on hold.	None
AC for MS Lync 6.4 H.323 Mode: Video doesn't work with RV MCU 6000 when Video Codec Level is: 1.0 or 2.3	<u>MSI-7609</u>	Lync add-in is not able to see video when Video Codec level is 1.0 or 2.3	Use different video codec level
AC for MS Lync 6.4 SIP Mode: Video Codec Level 1.0 makes dial pad to enter passcode disappear	<u>MSI-7610</u>	Lync add-in is not able to use dial pad	Use a different video codec level and restart Lync add-in
Lync2013 SIP Computer Mode: Unexpected window appears when answering incoming call of Avaya Aura® Conference	<u>MSI-7651</u>	When receiving incoming call from Avaya Aura® Conference, User gets confused with the unexpected window besides the active call window with AAC.	Close the popup manually.
AC for MS Lync 6.4 Escalate to Video doesn't work with Summit	<u>MSI-7589</u>	Lync add-in is failed to escalate Video in call with Summit – get “Video is not available at this time” error.	None
[Lync 2013 SIP H323 CS1K:ACE] An error pop-up appears after set Do Not Disturb or Ignore from chat notification	<u>MSI-6648</u>	Receive unexpected error pop-up, when Avaya Communicator for Microsoft Lync user attempts to set DND or Ignore from IM pop-up.	Set DND on main windows instead of IM pop-up.
Lync 2010 - H323 - Video window isn't cleaned up on Lync Add-in installed some software	<u>MSI-5528</u>	When video is dropped, video window is not cleaned up. It is still there in grey. Issue seems only happen with machines have some other communicator software installed (One-X Communicator, AC Win) and physical memory ~ 60% , CPU usage from 20 to 50%	Drag the mouse to create a region cover the video window, after that it will disappear.
[SPLIT:6.4] Lync2013-H323 Phone Mode: Transferring P2P call to AAC Conference, Video takes from 1,5 to 3 mins to start	<u>MSI-7537</u>	After Lync 2013 – H323 Phone Mode in active call being transferred to AAC Meetme conference, it takes 1.5 – 3 mins to have video works.	Press button to un-pause video after being transferred, it just takes few seconds to see Moderator's video.
Lync2013 H323 BLA with DS After Unplug and Plug in Lan cable Hold call window recovered on secretary instead	<u>MSI-7793</u>	Remote call window in Secretary is changed incorrectly to hold call window after network recovery.	None

of Remote window			
[Lync 2013- Dual Reg] Remote conversation window recovers incorrectly after Lync sign out/ sign in	<u>MSI-7812</u>	With Dual Registration, after AC-Lync user decides to sign out and terminate all calls then login back in, hold call window displays instead of remote call window.	None
VPN: Addin ending up with one way Voice path when Disconnected from network while in an Active call.	<u>MSI-7803</u>	After network recovery, active call on AC-Lync connects via VPN will recovery with only 1 way voice path. User is failed to hold the call, get error "Error occurred while holding call" – cannot end the call after hold/resume.	First Sign-out. Then Close conversation window by clicking "x" button
AC for MS Lync 6.4 H.323: Escalate to Video doesn't work to Polycom HDX 9k registered to RV iView Gatekeeper	<u>MSI-7621</u>	AC Lync user cannot escalate to video in the audio call with Polycom HDX 9k registered to RV iView Gatekeeper or video cannot be escalated once stopped.	None
Alpha AC Lync build 742 Installation failure with Error opening installation file.	<u>MSI-7638</u>	Avaya Communicator for Microsoft Lync installation is failed using the batch file.	Install by double clicking msi file and perform manual setting configuration or remove the /lx "xxxxx.log" flag in the batch file.
Lync 2013 SIP Lync Integration goes to Disconnected state after coming back from sleep	<u>MSI-7871</u>	After Laptop comes back from Sleep state, Lync Integration – Computer Mode goes to Disconnected State. User cannot log in.	Open task manager, kill Avaya Communicator for Microsoft Lync 2013 then Start Lync Integration again.
Lync 2013- Add-in Setting Language display incorrectly with Dutch	<u>MSI-7866</u>	Although the language is set to Dutch, the settings on Avaya Communicator for Microsoft Lync Settings is still displayed in English.	None
No voice speech path between H323 dual registration Lync Integration users when SIP device answers the second call from other SIP user	<u>MSI-7874</u>	The call between 2 H323 Dual Registration Avaya Communicator for Microsoft Lync users will get one way speech patch after SIP device answers another incoming call from other SIP.	None
Lync 2010 H323 Computer Mode: It takes CFWD textbox long time to disappear after user resets CFWD	<u>MSI-7902</u>	After being disabled, CFWD checkbox is still displayed unexpectedly for about 4 mins – user has no way to close it.	None

Lync 2013 BLA H323 Unexpected pop-up appears after Sec transfers call to Boss	<u>MSI-7899</u>	After completing the call transfer to Boss, Avaya Communicator for Microsoft Lync user as Secretary will get a pop-up asking about closing the conversation window. If Secretary press Yes in the pop-up, the remote window will disappear and Secretary cannot join the call with Boss.	Select No in the pop-up to keep the Remote window up.
Lync 2013 BLA SIP+H323 Call has been dropped on Boss end after Sec ends call	<u>MSI-7905</u>	If Secretary hangs up while Boss is putting the call on hold, that call will be terminated.	None

Avaya Aura® Client Collaboration Experience (CCE)

Issue description	Tracking #	Impact	Work around
CS reminder window does not come up with outlook 2016 integration.	<u>ADCE-3088</u>	User cannot see reminder notifications	<p>1. Disable CS reminders in registry or disable CS add-in in Outlook and dismiss all the old reminders. Then enable CS reminders in registry or enable add-in in Outlook.</p> <p>2. To avoid the issue user can disable CCE reminder window by setting registry value HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Collaboration\<version>DisableCCEReminderWindow to 1. This value can be set during the installation using DISABLECCEREMINDERWINDOW parameter</p>
Avaya Collaboration right click menu up stays on screen when launched in Citrix environment.	<u>ADCE-3073</u>	Avaya Collaboration right click menu up stays on screen	Click to some menu item and close settings window opened
Outlook addin causes failure to open .msg files	<u>ADCE-2916</u>	When "Avaya Collaboration Services" add-ins in Outlook is activated, email files (.msg) can only be open once. When file opened second time user can see warning message "Cannot open file. The file may not exist, you may not have permission to open it, or it may be open in another program."	To avoid the issue user can disable CCE reminder window by setting registry value HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Collaboration\<version>DisableCCEReminderWindow to 1. This value can be set during the installation using DISABLECCEREMINDERWINDOW parameter
Dismiss All Reminders does not work - reminder count remains > 0	<u>ADCE-2064</u>	The reminder count in the status bar is not reset to 0 when user clicks dismiss all reminders.	None
Using wrong parameter ENABLECUSTOMIMPROVIDER=true through command prompt install shield gets installed successfully	<u>ADCE-2690</u>	Collaboration Services can be installed successfully with wrong parameter – this can cause confusion to end user that installation may potentially be incorrect.	Follow instructions to install Collaboration Services with correct parameter.
The Collaboration Services installer alert window is hidden behind other windows instead of popping up to the top of other application windows	<u>ADCE-2863</u>	When using Install Shield to install Collaboration Service, the installation alert window is hidden.	Use the task bar to bring the hidden window into focus.

Outlook reminders crash Outlook 2013 when "Avaya Collaboration Services" is installed on Citrix XenDesktop or XenApp 7.5 with Hyper-V	<u>ADCE-2864</u>	<p>Microsoft Outlook crashes when a Outlook Reminder (task, Meeting) is dismissed from the Outlook Reminder window.</p> <p>The crash is isolated to:</p> <ul style="list-style-type: none"> * Citrix Xen Desktop deployed on top of Microsoft Hyper-V * Usage of Stylus pointer when using touch screen monitors (tablets). 	<p>Prior to Install</p> <ul style="list-style-type: none"> * Install Avaya Collaboration Services with the command line property -- disableCCEReminderWindow=true <p>After Install</p> <ul style="list-style-type: none"> * Modify the following registry hive ** To disable Collaboration Services Reminder Window Change DisableCCEReminderWindow from 0 to 1 In registry hive: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Collaboration\v6.6.0.
Collaboration Services 6.6.0.21: Video, IM icons don't get highlighted until contact card in focus	<u>ADCE-2869</u>	In web browsers with ACE add-in enabled, Video and IM buttons are not active until the contact card is brought in focus.	Click on the Contact card to bring it in focus then Video and IM button will be ready to use.

Terminology and Acronyms

ACA – Avaya Client Applications is the name of the Avaya product that contains Lync Integration and Collaboration Services

AC Lync – Avaya Communicator for Microsoft Lync is the name of the Avaya product that contains Lync Integration and Collaboration Services

CCE – Client Collaboration Experience is a set of applications which provides Avaya Collaboration Services (Avaya Presence, Instant Messaging, Click to Voice/Video Call & Click to Join/Host Conference) in desktop and hosted applications.

Configurator - An ACA application that is used to provision Collaboration Services and the Lync Integration, where the administrator may enable/disable features and provide necessary provisioning information such as Communication Manager or Session Manager addressed.

UC Client (Unified Communication Client) – Generic representation for one of Lync integration, Flare, or OneX Communicator.


Engine – The Spark engine used by the Lync Integration. The Lync Integration used in this release is the Windows Mini-Merge engine 1.1, which contains the combined engine capabilities of Lync Integration 6.3, One-X Communicator 6.2, and Windows Flare 1.1.

Appendix A

Support for Google Applications You can use Collaboration Services click to call and click to join or host conference functionality within Google Applications, such as Gmail, Calendar, Sheets, Documents, and Forms.

The following image provides an overview of Collaboration Services support with Google Applications.

Hosted(Cloud) Apps support

Google Apps 

	IE	Chrome	IE	Chrome
	Read Mode		Edit Mode	
Spreadsheet				
Email				
Documents				
Presentation				
Form				
Calendar				
People				
Drawing				

Legend: Hosted Apps limitation Shows number marking Does not show number marking

Support for Office 365

You can use Collaboration Services click to call and click to join or host conference functionality from Office 365 with the web versions of Microsoft Word, Excel, Outlook, Calendar, SharePoint, and One Note.

The following image provides an overview of Collaboration Services support with Office 365 web applications.

Hosted(Cloud) Apps support

Microsoft Office 365



	IE	Chrome	IE	Chrome
	Read Mode		Edit Mode	
Excel				
Outlook				
Word				
PowerPoint				
OneNote				
SharePoint				
Calendar				
People				

Legend:

Hosted Apps
limitation

Shows number
marking

Does not show
number marking

Contact Card Presence mapping information

Lync Presence State	Avaya Card State	Avaya Card Color
Free/Freeldle	Available	Green
Busy/BusyIdle (ActivityId = Busy)	Busy	Yellow
Busy/BusyIdle (ActivityId not set)	OnCall	Yellow
In a meeting	In a meeting	Yellow
DoNotDisturb	DoNotDisturb	Red
TemporarilyAway	Away	Red
Away	Away	Red
Away (ActivityId = Off-work)	OutOfOffice	Red
Offline	Offline	Grey
Invalid	Unknown	Grey

Avaya Session Border Controller Configuration for Avaya Lync Integration in Shared control mode

Please follow the SBC admin guide to setup remote user support for Avaya Desk Phone

- 1) New option button introduced on the signaling interface called “Enable Shared Control”.
- 2) To support shared control mode for existing “registered” desk phone, you need to select this option on the internal side interface (i.e.: interface towards call server) and give any port number for Avaya Lync Integration shared control mode (ex: 5063)

Note: - You should provide TLS port & TLS profile before select “Enable Shared Control”

Edit Signaling Interface	
Name	Int-interface
IP Address	192.168.151.131 ▼
TCP Port Leave blank to disable	5060
UDP Port Leave blank to disable	5060
Enable Stun	<input type="checkbox"/>
TLS Port Leave blank to disable	5061
TLS Profile	AvayaSBCServer ▼
Enable Shared Control	<input checked="" type="checkbox"/>
Shared Control Port	5063
<input type="button" value="Finish"/>	

- 3) Add application relay for presence server with port 5222

Edit Application Relay X

Remote Configuration

Remote Domain	<input type="text" value="qames.com"/>
Remote IP	<input type="text" value="192.168.138.139"/>
Remote Port	<input type="text" value="5222"/>
Remote Transport	TCP ▼

Device Configuration

Published Domain	<input type="text" value="qames.com"/>
Listen IP	<input type="text" value="172.16.15.51"/> ▼
Listen Port	<input type="text" value="5222"/>
Connect IP	<input type="text" value="192.168.151.131"/> ▼
Listen Transport	TCP ▼

General Configuration

Whitelist Flows	<input checked="" type="checkbox"/>
-----------------	-------------------------------------

Finish