



Avaya Communicator for Microsoft Lync Release 6.4.1.1

<p>Product Version: AC Lync 6.4.1.1 build – 70 Configurator build – 6.4.1.1 Collaboration Services 6.6.13 build – 86</p>
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GA Release Notes

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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 6.4.1.0 and the known issues not yet resolved in Avaya Communicator for Microsoft Lync Release 6.4.1.1 including caveats and known issues.

Getting Started

Review these release notes prior to starting installation or upgrade of Avaya Communicator for Microsoft Lync Release 6.4.1.1 software

Avaya Communicator for Microsoft Lync (AC Lync) Release 6.4.1.1 – What's New

Resolution of several customer reported issues.

Unsupported content for Avaya Communicator for Microsoft Lync Release 6.4.1.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 6.4.1.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) and 2019 interaction:

Avaya has tested Avaya Communicator for Microsoft Lync (ACL) 6.4.1.1 with Microsoft Skype for Business Office 365 MSO (16.0.11328.20362), Skype for Business 2019 MSO (16.0.10348.20020) and has identified several issues, which have not yet been addressed. 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 6.4.1.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 Collaboration Service installer will no longer install Chrome Extension by default

To comply with Google requirements, the Avaya Collaboration Service installer will no longer install the Chrome browser extensions for click-to-call. Please refer to PSN005188u, which is provided for administrators to enable the chrome extension. Please refer [instruction](#) for more details.

Avaya Communicator for Microsoft Lync Release 6.4.1.1 – Resolved issues since Avaya Client Applications 6.4.1.0

Table 1: Avaya Communicator for Microsoft Lync issues resolved

MSI-8695	Active call is not automatically detached from the tabbed list if the conversation is on top
MSI-8841	CFD: ACL display the IVR pilot number instead of the inbound caller ID in the ACL incoming call notification window
MSI-8883	CFD: short codes with hash key doesn't work properly, sent twice to Aura
MSI-8893	CFD: ACL bar display delay at bottom of conversation window
MSI-8894	CFD: Call conversation window stay after call is done in shared control
MSI-8898	CFD: Conversation window crashes when AC4L makes "tel: URL" calls
MSI-8909	CFD: Issue when resizing conversation window by width

Table 2: Avaya Collaboration Services issues resolved

ADCE-3146	CFD: Incorrectly highlighted numbers which are not phone numbers
ADCE-3147	CFD: Number recognition does not work on the first try
ADCE-3148	CFD: No windows audio after install ACL and Collaboration service
ADCE-3151	CFD: Collaboration service stopped functioning after outlook patch
ADCE-3152	CFD: Unable to install Chrome Plugin

Obtaining Avaya Communicator for Microsoft Lync release 6.4.1.1 Software

Avaya Communicator for Microsoft Lync release 6.4.1.1 files are available at Avaya PLDS

<https://plds.avaya.com>. The download ID is as follows

Application: Communicator for Microsoft Lync

Download PUB ID: ACML000006411

File Name: AvayaCommunicatorForMicrosoftLync-6.4.1.1.zip

1. To use Avaya Communicator for Microsoft Lync for the Lync 2013 client (Full or Basic), you must first download & apply the minimum patch Available at [Update for Lync 2013: Dec 2014](#)
2. To use Lync Integration for the Lync 2010 client, you must first download & apply the minimum patch Available at [Cumulative update for Lync 2010: Dec 2014](#)
3. The latest Lync 2013/Skype for Business 2015 and Skype for Business 2016 updates are available at <https://technet.microsoft.com/en-us/office/dn788954.aspx>
Skype for Business 2016 Client Update List:
<https://blogs.technet.microsoft.com/uclobby/2016/07/29/skype-for-business-2016-update-list/>
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-6.4.1.1.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.

Avaya Collaboration Service Chrome Extension installation instruction

To install Chrome browser extension, do the following:

1. Download the following files from "PLDs ID: OXC00000079":
AddChromeExtension.reg
RemoveChromeExtension.reg
2. Copy them to C:\Program Files (x86)\Avaya\Collaboration Services\Extension\chrome\
3. To import Chrome extension registry values, run InstallChromeExtension.bat in administrator's command line from
C:\Program Files (x86)\Avaya\Collaboration Services\Extension\chrome\
Note: IT Administrator can also set same registry values via Enterprise Policy with the values from AddChromeExtension.reg.
4. Start Google Chrome.
The system displays Collaboration Services add-in, which works properly in Google Chrome

To uninstall Chrome browser extension:

1. Run UninstallChromeExtension.bat in administrator's command line from
C:\Program Files (x86)\Avaya\Collaboration Services\Extension\chrome\
2. Restart Google Chrome browser.

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 8.0 8.1
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 8.0 8.1
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 8.0 8.1
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 SIP Hard Phones J-series (J129, J169, J179)	SIP Release 4.0.0.21
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 3.5

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

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 64 through 78
	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, 2019
	Skype for Business Basic	2016, 2019
	Outlook	2007, 2010, 2013, 2016, 2019
	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 6.4.1.1 and Collaboration Services 6.6.13.

Avaya Components	Supported release
Avaya Aura System Manager	7.1.3 8.0 8.1
Avaya Aura Session Manager	7.1.3 8.0 8.1
Avaya Aura Communication Manager	7.1.3 8.0 8.1
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 SIP Hard Phones J-series (J129, J169)	SIP Release 4.0.0.21
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) 6.2.13 (SP)
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 3.5

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 78
	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, Professional Plus 2019
	Skype for Business Basic	2016, 2019
	Outlook	2007, 2010, 2013, 2016, Professional Plus 2019
	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, 2016
Polycom	HDX 4K/ 7K Series (H.323)	
	RMX 2000	
	CMA	

AC Lync 6.4.1.1 Known issues and workarounds

Microsoft Lync Integration

Avaya has tested Avaya Communicator for Microsoft Lync (ACL) 6.4.1.0 with Microsoft Skype for Business Office 365 MSO (16.0.11328.20362), Skype for Business 2019 MSO (16.0.10348.20020) and has identified several issues, which have not yet been addressed in 6.4.1.1. These issues are only reproducible in certain scenarios complicated by the following conditions or user actions in different combinations and sequence:

- Versions of Windows (x64 and x86) and version of Office application installed
- User has multiple conversation tabs opened (tabbed conversations are enabled)
- User initiates a call to his mobile or home phone number
- User initiates multiple chat conversation
- User pops out and pops in some of tabbed conversation windows

Issue description	Tracking #	Impact	Work around
Office 365 specific issues			
Same number displayed for all conversations on Tabbed conversation	<u>MSI-8902</u>	Bad User Experience	None
Call Control bar is missing on in coming Group Chat window.	<u>MSI-8901</u>	Bad User Experience	None
CCBar missing on Tab Host with myself on multiple tab conversation	<u>MSI-8889</u>	Bad User Experience	None
Call progress timer indicator and End call button missing, chat window keep attached with tabbed conversation	<u>MSI-8885</u>	Bad user experience	Pop out conversation tab manually
The Call History stored password is not updated when the network (Windows) password is changed.	<u>MSI-8784</u>	The Call History feature stops working and locks the user's network account after so many failed attempts	Need to manually change Call History password at ACL settings page.
The issues are not specific to Office 365			
CFD: Conversation window highly increase height when resize height by CCBar	<u>MSI-8913</u>	Confusing user experience	None
Random crash with Microsoft Addin	<u>MSI-8912</u>	Bad user experience. Reproducibility is low.	Relaunch ACL
Unexpected dialog opened for actual dialed contact window in shared control mode H323	<u>MSI-8910</u>	Confusing user experience	None
Addin disappear from Skype for Business and unable to launch, though process still running in background.	<u>MSI-8908</u>	ACL cannot be used	Signout/sign in Sype for Business or kill the Avaya addin process and relaunch.
Conversation window size stretched more than expectation when resizing	<u>MSI-8903</u>	Bad user experience	Set DPI settings on monitors to be equal. Disable system scaling for ACL application.

windows between monitors with different DPI settings			
CFD: sometimes cannot call internal numbers	<u>MSI-8899</u>	User cannot initiate call with the user. 3 rd party issue cause by SFB SDK	None
Shared Control with J139: Dialing and Joining virtual room from Avaya S4B, END call does not work and connection from the Phones is also lost for few seconds.	<u>MSI-8892</u>	Call cannot be ended	None
ACL cannot be installed with Skype For Business 2016 Basic x64 if no Outlook installed	<u>MSI-8877</u>	ACL cannot be installed	Install Outlook
Aero Shake feature is not working when ACL installed	<u>MSI-8862</u>	User cannot use aero shake Windows feature with Skype for Business windows	None
Window header buttons cannot be used in case of conference or presenting	<u>MSI-8861</u>	These buttons are not clickable "Pick a layout" "Full Screen View"	None
IM window is not minimized when video window in full screen if several IM windows opened	<u>MSI-8856</u>	Conversation window is displayed on top of video window	Minimize the conversation window manually
Tab is not selected from windows task bar	<u>MSI-8855</u>	User cannot select a tab in tabbed conversation list using task bar	Restore tabbed conversation list and select tab on restored window
Call control panel is not updated for group chat if several tabs	<u>MSI-8854</u>	Confusing user experience Audio and video call buttons still displayed, but not supported for multiple conversations	None
Number popup overlaps other windows	<u>MSI-8851</u>	Confusing user experience	Click on any place of window to hide number popup
Call getting disconnected when Hold Unhold video call with Windows Equinox	<u>MSI-8808</u>	Bad user experience	None
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>	Confusing user experience	The issue does not happen if uncheck option "Disable Incoming call Notification (Phone Mode)"
Unable to open IM conversation for second contact after minimized it in shared mode	<u>MSI-8709</u>	Confusing user experience	The issue does not happen if uncheck option "Disable Incoming call Notification (Phone Mode)"
SIP-Shared Control Mode: Conversation does not re-	<u>MSI-8703</u>	User cannot control the active call	To end the call user can close conversation window

appear after logout-login while active audio call			
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
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
Connection to exchange failed sometimes with good credentials	<u>MSI-8568</u>	User cannot use Call History feature in case of Office 365 configuration	Uncheck call history check box. Click on OK to save settings. Open Call History settings window again and check call history check box and save settings This time history shows connected.
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 of Remote window	<u>MSI-7793</u>	Remote call window in Secretary is changed incorrectly to hold call window after network recovery.	None
[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
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Avaya Aura® Client Collaboration Experience (CCE)

Issue description	Tracking #	Impact	Work around
Chrome and Firefox: CCE addin breaks down the page view which are having Internal web Pages using frames.	<u>ADCE-3154</u>	User cannot see reminder notifications	Add a web site to block list to disable CS processing
Unable to install Chrome Plugin on 32 bit system	<u>ADCE-3155</u>	User cannot install Chrome add-in	Modify AddChromeExtension.reg, replace "C:/Program Files (x86)/" to "C:/Program Files/"
CS reminder window does not come up with outlook 2016 integration.	<u>ADCE-3088</u>	User cannot see reminder notifications	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. 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
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=T rue 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	<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.

of popping up to the top of other application windows			
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 <p>** To disable Collaboration Services Reminder Window Change</p> <p>DisableCCEReminderWindow from 0 to 1</p> <p>In registry hive: Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Collaboration\v6.6.0.</p>
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
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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 <small>Leave blank to disable</small>	5060
UDP Port <small>Leave blank to disable</small>	5060
Enable Stun	<input type="checkbox"/>
TLS Port <small>Leave blank to disable</small>	5061
TLS Profile	AvayaSBCServer
Enable Shared Control	<input checked="" type="checkbox"/>
Shared Control Port	5063
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"/>
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Finish