Avaya Agent for Desktop
Release Notes

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Overview

Avaya Agent for Desktop is a client application for contact centers. An agent can use Avaya Agent for Desktop for handling incoming and outgoing calls, changing work states, and managing other UI controls. However, only an administrator can manage the configurations and settings of the application.

Avaya Agent for Desktop supports multiple platforms and is designed to function in the following use cases:

- **Virtual Desktop Infrastructure (VDI):** Avaya Agent for Desktop provides a solution to deliver real-time media with VDI support on HP, Dell Wyse, Lenovo, IGEL thin clients based on Linux and windows operating system. Administrator can use Avaya Agent for Desktop for VDI to enable desktop virtualization that encompasses the hardware and software systems required to support the virtualized environment in a contact center. Customer can use Citrix Xen App, Xen Desktop, VMware Horizon for desktop virtualization.
- **Standalone Contact Center Client:** Avaya Agent for Desktop provides a full set of features for a contact center agent and can be used as a primary client application on Windows 7, Windows 10, and Apple macOS 10.13 High Sierra and macOS 10.14 Mojave.
- **Media Client along with Oceana work spaces:** Avaya Agent for Desktop now also works with Avaya Workspaces for Elite. In this case, you need to login only on station on the Avaya Agent for Desktop application, the call handling is handled through Avaya Workspaces for Elite through agent configured on Avaya Control Manager (ACM).
- **Shared Control with next generation hard phones:** J179 series phones
  Avaya Agent for Desktop uses Avaya Aura® Communication Manager to store station configuration settings and manage agent profiles locally. You can also choose to use Avaya Control Manager for managing agent profiles.

New features/enhancements in 1.7.30.1

- **Avaya Agent for Desktop should be able to use field "collect digits" as a parameter for screen pop**
  Avaya Agent for Desktop supports a new parameter <p> "collect digits" to use it as a variable into screen pop.
  For this case, you must use field <asai> with screen pops. We cannot rewrite field <p> by <asai>.
  When an agent selects <p>, the agent is choosing to interpret the UUI data as collected digits and therefore Avaya Agent for Desktop must check for 04F8XX (collected digits), if not found check for 04C8XX and decode the payload as ascii.
- **Support of Avaya Agent for Desktop with Telecommuter (Other Phone) mode using CTI client.**
  When Avaya Agent for Desktop is connected in TC mode, CTI can be used to control inbound and outbound calls using various call control feature.
- **Support of Custom feature labels for Aux work, Auto dial, Vu Stats.**
  If custom feature label is configured for autodial and Vu - stats feature button, it will be displayed as feature button label.
  If multiple aux work custom feature label is configured with different reason codes in system manager for the user station feature button, it will be displayed as feature button label for various aux labels.
- **As an administrator, I would like to see Avaya Agent for Desktop's release number in the User-Agent SIP header**
  In the SIP traces, user-Agent for Avaya Agent for Desktop 1.7.X.X will be displayed for the SIP messages.
- **As an administrator, I would like the enhance option for save logs to also save configuration, PPM, etc.**
  As an administrator, I would like the option for save logs to also include configuration data as well as PPM data and any other relevant information for troubleshooting.
  When clicking on "Logs->Save as...", Avaya Agent for Desktop should generate a zip file containing:
  - The logs folder and its content
  - config.xml
  - startupconfig.ini
  - LockManager.xml (if present)
  - PPM data for all stations that have logged in using that user's profile like:
    - AllEndpointConfig.soap
    - DeviceData.soap
    - HomeCapabilities.soap
    - HomeServer.soap

  It should also include a summary of the operating system like:
  - On Windows - > Output of "systeminfo"
  - On MacOS -> Output of "system_profiler SPHardwareDataType SPNetworkDataType"
  - On Linux -> A combination of commands like "uname -a", "lscpu" and "ifconfig -a"
- **New Mac OS support:** Catalina 10.15.4

New features/enhancements in 1.7.26.1

- **Enable local media shuffling with Other phone mode**
  You can now use local media shuffling with SIP when SRTP is configured with Other phone mode. You can use local media shuffling when direct media is enabled on the telecommuter side and on endpoint side.
  Shuffling is done by rerouting the voice channel away from the usual TDM bus connection and creating a direct IP-to-IP connection. Communication Manager helps in shuffling the call path connections between two IP endpoints.
- **Failed session removal time out**
  Avaya Agent for Desktop now disconnects a call with a beep after the specified session removal time if a call is made to an invalid extension.

New features/enhancements in 1.7.21

- **Handle close event from Linux when it is shutting down**

  SIGTERM processing implemented

New features/enhancements in 1.7.20

- **Service observe feature in Other phone mode:**

  Supervisors can now initiate the service observing feature in Other Phone mode with SIP mode only.

New features/enhancements in 1.7.19

- **Multiple lengths for Internal phone numbers length in the dialing rules:**

  In dialing rules, now a user can add multiple lengths for internal phone numbers using comma separators. If the 'Internal extension length' field contains only one value, all numbers which are shorter or equal to this value will be considered as internal number. If there are more than one value in this field, only numbers whose length is equal to one of the entered values will be considered as internal numbers.

New features/enhancements in 1.7.18

- **Disabling of the Audio tab for Desk phone and Other phone login modes:**

If a user selects login mode as Desk phone or Other phone, the Audio tab on Avaya Agent for Desktop configuration window is disabled.

- **As an administrator/agent you can disable/enable the dialing rules:**

  As an administrator or agent you now have an option to completely disable the dialing rules. When the dialing rules are disabled, the dialed number will not go through any rules and the number will be send to the server exactly as dialed by the user while making a call.

New features/enhancements in 1.7.17

- **Close button (X) on Avaya Agent for Desktop main window:**
  A new check box 'Stay in notification area if main window is closed' is added on the Preferences tab in the Configuration window.

  - If this checkbox is selected, Avaya Agent for Desktop application will appear in the notification area (in the system tray) when the main window is closed.
  - If this checkbox is not selected, the confirm quit ('Are you sure you want to quit?') dialog box is displayed when the main window is closed.

New features/enhancements in 1.7.16

- **SRTCP support:**

  Avaya Agent for Desktop 1.7.16.1 provides support for Secure Real Time Control Protocol (SRTCP). SRTCP support allows you to securely send the media statistics from Avaya Agent for Desktop.

  Note:

  - SRTCP is not enabled by default. SRTCP must be enabled by checking the 'Enable SRTCP' check box.
  - SRTCP will only be used if configured on Avaya Aura® Communication Manager.

- **Mute button is added in the Lock Manager for Headless Mode:**

  In Headless Mode, the administrator can use Lock Manager to remove the Mute button.

New features/enhancements in 1.7.15

- **As an agent I want enhanced support of my Jabra or Plantronics headset**

  Avaya Agent for Desktop 1.7.5 now supports Jabra and Plantronics headsets. Agents running on Windows can use the full functionality of Jabra and Plantronics headsets. The following features are supported:

  - Answer or end a call
  - Put a call on hold
  - Take a call off hold

- Change the active call

Note

- Enhanced support is only available for Windows (32 Bit install) and MAC.
- Not all headsets will provide the full feature support.

New features/enhancements in 1.7.14

- **New headset support:**

  Avaya Agent for Desktop now supports RTX L139 headsets.

- **Multiple lengths for national phone numbers in the dialing rules:**

  In dialing rules, now a user can add multiple lengths for national phone numbers using comma separators

New features/enhancements in 1.7.13

- **As an agent and/or Administrator I want to Use SRTP in telecommuter mode:**

  Avaya Agent for Desktop now supports SRTP in Other Phone mode. If both endpoints (telecommuter device - IP phone/PSTN gateway and called user) have SRTP capability, Avaya Agent for Desktop negotiates SRTP and the audio stream is encrypted between them. Otherwise Avaya Agent for Desktop will negotiate RTP for the session.

- **As an admin I'd like the browser extension to be unchecked by default:**

  The browser extension installation option is not selected by default. The user has to select the option to install the Browser extension. As an admin/agent, you can also use the command line option to install the browser extension when using the installer via command line and the silent install option. If no parameters are passed, the browser extensions are not installed.

New features/enhancements in 1.7.12

- **Restriction on downloading Avaya Agent for Desktop logs:**
  Avaya Agent for Desktop now provides option to restrict agents from downloading logs. Now logs can be downloaded or retrieved by administrators only after updating the Lock Manager.xml file.
- **FQDN address resolution:**
  The FQDN addresses can be added now in the Host file as a list of IP addresses and domain names combination. This resolves the old process of adding FQDN address in the configuration parameter VDIASipControllerList and IP address in the SipControllerList parameter on each launch or configuration changes of Avaya Agent for Desktop. This works for both SIP and H.323 protocols.
- **Browser Extension check boxes:**

Browser extension check boxes are now disabled and unchecked if /NOEXTENSIONS command line parameter is used during a silent Avaya Agent for Desktop installation process.

- **Mutual Authentication:**
  Mutual Authentication prevents unauthorized hosts getting Avaya Agent for Desktop services. Avaya Agent for Desktop provides ability to setup client identity certificate thorough mutual authentication. TLS mutual authentication mode requires both the server endpoint and client endpoint to exchange X.509 certificates for authentication and prevent unauthorized access.
- **Coaching feature**:
  In Avaya Agent for Desktop, the new coaching feature allows agents to listen to the supervisor and restrict customers from hearing the same conversation.
- **Telecommuter mode – Login with another agent's extension:**
  Avaya Agent for Desktop in Telecommuter Mode now allows an agent to log in with another agent's extension when the TC call does not make it to the agent.
- **New headset support:**
  Avaya Agent for Desktop now supports RTX L159 headsets.
- **Command line parameter to store password in config file:**
  New application command line parameter:
  --storage
  This parameter determines how application will store passwords. It can take three values:
  1. *forcesecure*: This is same as "Security Storage Only" in Config Dialog. Only Security Storage will be used to store passwords. If it is not available, application will ask users whether they want to store and use unsecure storage.
  2. *secure*: This is same as "Security Storage If Available" in Config Dialog. Use Security Storage if available. If it is not available, use unsecure storage in config file.
  3. *Unsecure*: This is same as "Non-secure Storage Only" in Config Dialog. Using only unsecure storage in config file.
     For example:
     AvayaAgent.exe --storage unsecure
     If application started with <storage> parameter, Password Storage option in Config Dialog will be disabled until application is restarted without parameters. Command line parameter does not replace parameter in config. That is, if "Security Storage Only" selected in Config Dialog and Avaya Agent for Desktop started with *--storage unsecure* then passwords will be stored in config file.
     But after application restarts without parameter, Avaya Agent for Desktop will use Security Storage again.
- **Other enhancements in Avaya Agent for Desktop 1.7.12:**
  - The login process time is reduced with focus now on the Login button in the Login window.
  - If Local Settings is selected for ACM Login Type in the Settings (Configuration) window, then ACM Login section is not displayed on the Login window.

- A new column is added on the Reason codes screen which displays a lock icon next to the reason codes received from ACM.
- Chrome browser extension installation procedures are updated to align with the Chrome extension installation policies.
- Browser extension installation options are now unchecked by default. The administrators must select the options if they want to install them. Also, for silent installation, if no parameters are passed, browser extensions are not installed.
- Avaya Agent for Desktop now allows Internal Extension length up to 16 digits.
- Avaya Agent for Desktop now supports TLS v1.2 to connect to ACM.

New features/enhancements in 1.7.4

- **New operating system support:**
  Avaya Agent for Desktop now supports the following operating systems as well:
  - Lenovo M600
  - IGEL Universal Management Suite (UMS) 5
- **Desk phone license type:**
  Avaya Agent for Desktop now allows you to select Desk phone as a new license type while configuring the EULA settings for the Avaya Agent for Desktop application after the installation is complete. When the Desk phone license type is selected, WebLM address field and check button are disabled. When you login into the Avaya Agent for Desktop application using the Desk phone login mode, the application registers station without acquiring the license and connection with the station and hardphone is established. In addition to Desk phone license type, if you select Advanced license type and use Desk phone login mode, then application will not acquire the license as well.
- **Bitness information:**
  Avaya Agent for Desktop now provides the application bitness information, such as 32-bit or 64-bit, next to the application version. These details can be seen on the About window or in the log files of the Avaya Agent for Desktop application.
- **Enhanced log details:**
  Avaya Agent for Desktop now provides bitness information as well as log events with milliseconds precision to ease troubleshooting procedures.
- **Unified login dialog:**
  Avaya Agent for Desktop now provides new login screen UI with options to select Advanced settings, such as login modes as well as configuration window. The application now displays or hides the UI based on the selected login modes.
- **Dialing pauses:**
  Avaya Agent for Desktop now provides option to configure dialing pauses represented by commas. You can configure the pause duration in seconds on the Preferences tab on the application Configuration window.
- **New feature button to display extension number:**

Avaya Agent for Desktop now provides a feature button 'aut-msg-wt' which can be assigned different station numbers. The station number set on 'aut-msg-wt' button is displayed when the button is rendered in the dialpad.

- **Set log directory path using command line parameter:**
  Avaya Agent for Desktop now allow users to change the default log directory for all types of Avaya Agent for Desktop logs using the --logpath command line parameter.
- **Support for Avaya Oceana 3.5"**
  Avaya Agent for Desktop now supports Avaya Oceana 3.5 work spaces.
- **New hard phone support:**
  Avaya Agent for Desktop now supports Avaya J179 IP Phone hardphone.
- **Disable Headset Integration:**
  Avaya Agent for Desktop now allow users to disable headset integration which prevents a connected headset to perform any action, such as mute/unmute, etc.
- **New Mac OS support:**
  10.13 High Sierra and 10.14 Mojave

List of fixed issues in Avaya Agent for Desktop 1.7.30.1

Issue ID	Description
VDIA-9149	Avaya Agent for Desktop is not displayed on Suse linux Z50D after it is installed.
VDIA-8951	Signaling DSCP & 802.1p values are set to 0 when unchecked and saved
VDIA-8744	MWI shows red icon when agent do not have a voice message, but station has one while logging out and logging in the agent again.

List of fixed issues in Avaya Agent for Desktop 1.7.29.1

Issue ID	Description
VDIA-9124	Menu actions for vu-stats feature buttons are not shown on Stats Console (SIP)
VDIA-9095	Agent login button shows "Agent-login" in feature buttons dialog even after the agent is logged in
VDIA-9094	Icons (Mute, Avaya Agent, and speaker icon) are not displayed in Collapsed mode

VDIA-9054	ACM is not logging in on HP thin pro 32-bit and Dell Wyse Suse linux 32-bit systems

List of fixed issues in Avaya Agent for Desktop 1.7.28.1

Issue ID	Description
VDIA-9058	Agent login is displayed on feature button when Avaya Agent for Desktop is in SC mode with a hardphone.
VDIA-9047	Avaya Agent for Desktop logout feature shows empty screen when logged out with a double-digit reason code
VDIA-8997	Avaya Agent for Desktop becomes unresponsive when an agent was trying to retrieve the call with 3rd-party application
VDIA-7748	Inconsistent behavior on Aux work custom feature labels

List of fixed issues in Avaya Agent for Desktop 1.7.27.1

Issue ID	Description
VDIA-9010	Upgrade from 1.7.16 to 1.7.22 is failing on Windows machine
VDIA-8999	Transfer to voice mail and agent logout button is showing on top of the button list in Avaya Agent for Desktop
VDIA-8919	Agent state is not reflecting on Avaya Agent for Desktop UI when changing from CTI application
VDIA-8953	IGEL and HP520 machine – Avaya Agent for Desktop crashes on first time login through ACM
VDIA-9162	Debian Linux - Avaya Agent for Desktop is crashing while quitting the application if the log level is set as INFO or ERROR
VDIA - 8991	Avaya Agent for Desktop crashed on MAC machine when the agent tries to login through ACM

List of fixed issues in Avaya Agent for Desktop 1.7.26.1

Issue ID	Description

VDIA-7870	No sound on headset when a call is held and retrieved from CTI
VDIA-8778	Avaya Agent for Desktop crashed once while trying to save the settings
VDIA-8802	An invalid SIP UUI format is displayed
VDIA-8854	IGEL – Avaya Agent for Desktop freezes during a call
VDIA-8889	Transfer of a call does not preserve UCID
VDIA-8890	Audio could not be heard properly while making a consult call
VDIA-8926	Headset is disconnected when you lock the computer screen
VDIA-8938	No audio is heard when Avaya Agent for Desktop is in Other Phone mode on an outgoing PSTN call
VDIA-8947	Only one-way audio is heard when a call is kept on hold and then retrieved in Other phone mode with SIP

List of fixed issues in Avaya Agent for Desktop 1.7.21

Issue ID	Description
VDIA-8537	Cannot assign work-code using drop-down menu

List of fixed issues in Avaya Agent for Desktop 1.7.20

Issue ID	Description
VDIA-8714	MWI does not light up when agent ID has voice mail
VDIA-8554	Phone list feature lost during upgrade from V1.6.1.7008 to V 1.7.2.4002
VDIA-8049	Avaya Agent for Desktop crashed when a call is transferred
VDIA-8552	CTI out of sync after a call is transferred without holding it.

List of fixed issues in Avaya Agent for Desktop 1.7.19

Issue ID	Description
VDIA-8578	Avaya Agent for Desktop crashed once on Windows machine
VDIA-8547	Configuration lost after reboot – intermittent
VDIA-8516	Cannot redial an internal number from the call history
VDIA-8350	IGEL users experiencing crashes
VDIA-8070	Avaya Agent for Desktop signing into ACM multiple times
VDIA-7827	Unable to login agent ID via CTI when CM has Auto Answer enabled
VDIA-8549	User is getting an error message after disabling the Dialing rules if the "Internal Extension length" field is empty.
VDIA-8599	Login fails multiple times then starts working again
VDIA-8329	Avaya Agent for Desktop is putting call on hold instead of transfer
VDIA-8553	Dialing invalid number in CTI does not allow a user to hang up.
VDIA-6773	"Call Work Code" is displaying in English for all other Languages on Reason codes tab, Calls history window and call menu option
VDIA-8627	User is able to unlock (enable) dialing rules settings received from ACM.

List of fixed issues in Avaya Agent for Desktop 1.7.18

Issue ID	Description
VDIA-7851	Avaya Agent for Desktop still shows the Conference Call icon even though the last added party is dropped [Station Type-9611]. This is issue is applicable for the case where only three agents were in a conference call.
VDIA-8040	Station showing logging in immediately after the unregistering station spinner runs for 10 seconds.

VDIA-8362	Telecommuter loses connection and rings back randomly.
VDIA-8383	Russian font issue
VDIA-8446	Avaya Agent for Desktop does not stop ringing after the cold transfer
VDIA-8455	Avaya Agent for Desktop crashed once during an active call
VDIA-8510	'Agent Log Out' menu is disabled after the second Logout reason code is added
VDIA-8515	Agent auto login does not work in the My Computer mode
VDIA-8529	Avaya Agent for Desktop crashed in Mac when Config dialog is opened

List of fixed issues in Avaya Agent for Desktop 1.7.17

Issue ID	Description
VDIA-8044	Unable to disable the 'Password Storage' field on the Security tab using LockManager.xml.
VDIA-8037	Clicking the 'X' button on Avaya Agent for Desktop XenApp closes the application, but does not allows the agent to reopen the application.
VDIA-7963	The 'Register Agent' option is displayed while the user is changing the Agent Aux Reason code.
VDIA-7760	Mutual Authentication-PPM is not getting download with an invalid cert when 'TLS Endpoint Certificate Validation = none'.

List of fixed issues in Avaya Agent for Desktop 1.7.16

Issue ID	Description
VDIA-7830	Check mark is not updated in the reason code page.
VDIA-7835	Appearance for the navigation buttons on the Welcome page is not proper.
VDIA-7910	{Mac} Avaya agent is getting crashed, when saving configuration on Mac Mojave
VDIA-7917	Avaya Agent for Desktop once crashed on Windows 7.

VDIA-7918	Avaya Agent for Desktop GUI gets wrong font size for some screen monitor resolution.
VDIA-7926	Avaya Agent for Desktop application is throwing unknown exception when tried to login with ACM
VDIA-7933	Avaya Agent for Desktop is not responding when a call is held using Plantronics DA80 headset.
VDIA-7937	Work-code feature doesn´t work during ACW time.
VDIA-7939	[SUSE Linux] Avaya Agent for Desktop crashed when Plantronics DA80 headset is disconnected and reconnected during an active call.
VDIA-7940	Avaya Agent for Desktop is getting crashed during ACM SSO login.
VDIA-7943	While trying to login with ACM credentials, the agent is getting the "Critical error has been caught. Unknown exception"
VDIA-7966	Headset DA80 – The first incoming call is not answered after the headset is connected.
VDIA-7967	Thin pro 64 bit – Avaya Agent for Desktop is getting crashed if user is clicking the hold button multiple times using a headset.

List of fixed issues in Avaya Agent for Desktop 1.7.15

Issue ID	Description
VDIA-7749	There is a typo on the Audio tab: Control has an extra l, spelled as Controll
VDIA-7816	Agent login process is hung and does not proceed further.
VDIA-7872	Third-party identity certificate option is moving to ‘Not Used’ if user changes the station after the logout and tries to login with a new station.
VDIA-7886	Auto-dial button is not working on H.323

List of fixed issues in Avaya Agent for Desktop 1.7.14

Issue ID	Description

VDIA-7773	Screen pop - Delay in opening of the application.
VDIA-7814	Only allows single ACM login
VDIA-7815	Avaya Agent for Desktop network issues
VDIA-7767	Cannot enter multiple lengths in Dialing Rules. Comma separator is not accepted
VDIA-7884	RTX L139 with L100 USB Adapters HID support
VDIA-7742	Auto-dial button is not getting displayed.

List of fixed issues in Avaya Agent for Desktop 1.7.13

Issue ID	Description
VDIA-7553	[SUSE Linux] Avaya Agent for Desktop call appearance is not displaying as "Conference" while being observed by a supervisor.
VDIA-7716	Avaya Agent for Desktop once crashed on Mac
VDIA-7763	Thin Pro - Avaya Agent for Desktop getting crashed during launch if one uses certificate authority in Identity cert.
VDIA-7772	{MAC} Unable to login Avaya Agent for Desktop using Identity certificate "Use Certificate Authority" on Mac Mojave.
VDIA-7791	Client sending default identity certificate when user selected not used option in Identity cert.
VDIA-7793	Avaya Agent for Desktop user not able to search LDAP contact.
VDIA-7808	Mutual authentication – Avaya Agent for Desktop is getting crashed immediately after login in desk phone mode when using remote host in Identity cert.
VDIA-7823	SDP mismatch error for inbound calls via SBC.

List of fixed issues in Avaya Agent for Desktop 1.7.12

Issue ID	Description

VDIA-7469	Avaya Agent for Desktop doesn't work with WebLM server.
VDIA-7348	SC mode - Avaya agent getting crashed when changing the agent state on Windows 10.
VDIA-7301	{Headless} Mute is not working, Customer is able to hear agent even After muting at agent end.
VDIA-7297	Desk Phone - Register station option is not available in the drop-down list if user closes login window after login failure.
VDIA-7080	Avaya Agent for Desktop application crashed during a 3rd-party conference call.
VDIA-7441	Text in the "Login Mode" field on the Login Dialog is not visible if this field is selected using the Tab button on the keyboard.
VDIA-7397	A held call is retrieved only after 1 minute 15 seconds if you try to add a supervisor (in a Not Ready state) in a call.
VDIA-7172	Agent login spinner is not disabling after login.
VDIA-7442	Configuration files are removed after Avaya Agent Desktop upgrade.
VDIA-7023	Audio remains muted (Mute button remains on) after greetings are played.
VDIA-7166	Thinpro 64 Bit - Config file is not removed after uninstalling Avaya Agent for Desktop.
VDIA-7136	When a greeting is played, the headset Jabra and UI does not mute automatically.
VDIA-7103	After resetting the call during the greeting, Avaya Agent for Desktop does not goes into unmute state.
VDIA-7171	User is able to delete the ACM contacts when selected along with the local contacts.
VDIA-7102	Unstable behavior of the mute function (endless cycle change of mute status).
VDIA-7480	Headset buttons functionality is not working on Mac for Plantronics and Jabra devices.
VDIA-6319	Avaya Agent for Desktop should support TLS v1.2 with ACM.
VDIA-7508	The Radio button for "Use remote host" is not showing properly on Linux platform.
VDIA-7521	User should not be able to set ACM Single Sign-On Login on non-Windows platforms.
VDIA-7496	Some UI elements is showing incorrectly on Windows.
VDIA-7528	[Thin pro 32-Bit] Unable to launch Avaya Agent for Desktop application after installing on Thin pro Device.
VDIA-7246	Avaya Agent for Desktop crashed in Mac.
VDIA-7530	{ACM} Avaya Agent for Desktop is not applying the new internal extension length until user saves the configuration manually.
VDIA-7002	{Mac} Avaya Agent for Desktop (64 bit) crashed once on High sierra.
VDIA-7543	Avaya Agent for Desktop does not show seconds in "Date-Time" column of Call History.
VDIA-7541	Language localization is not working on Windows 7 and 10.

VDIA-7464	Agents need to click through warning message every time.
VDIA-7542	{Mac} Language localization is not done for some options.
VDIA-7637	Avaya Agent for Desktop is locking up during sign in.
VDIA-7566	When using local config, 3-digits reason code is not allowed but 3-digits reason codes can be downloaded from CM (SR# 1-14530611110).
VDIA-7557	Avaya Agent for Desktop cannot transfer calls when non-standard Line Appearance is used.
VDIA-7564	Call history with Today filter does not show today's calls.
VDIA-7567	[SUSE Linux Z50D] Avaya Agent for Desktop application crashed while dropping a call from a 4 party conference call.
VDIA-7609	Avaya Agent for Desktop hangs up on the first launch after upgrade from version 1.7.4.3008 (or lower) to 1.7.5 (or higher).
VDIA-7608	Two-digit aux codes: Avaya Agent for Desktop does not allow "01" as an aux code.
VDIA-7188	The call is dropped if a user connects the Plantronics DA80 headset during an active call. (only if ForcedHIDAPI parameter sets to 1)
VDIA-7614	Flickering UI on automatically ignoring SSL error with ACM.
VDIA-7598	Cannot dial a number from call history.
VDIA-7721	Error during config files and database update.
VDIA-7630	Avaya Agent for Desktop not updating Auto Answer flags from ACM.
VDIA-7653	Avaya Agent for Desktop crashes while answering a conference call.
VDIA-7644	Avaya Agent for Desktop user is not able to hold the call through Plantronics DA80 Headset even when the call button on UI is put on Hold.
VDIA-7664	Logoff issue after a network glitch.
VDIA-7739	Check TC device on logout doesn't wait for an answered call to end.
VDIA-7738	Mutual Authentication: PPM is not getting downloaded when "TLS Endpoint Certificate Validation = Required" setting is active on SMGR.
VDIA-7735	Single-digit AUX code not working when "#" is appended.
VDIA-7734	Avaya Agent for Desktop is crashing when you try to login with the identity certificate using a remote host.
VDIA-7725	Avaya Agent for Desktop user should not select other than .p12 file when browsing Identity certificate.

VDIA-7688	Avaya Agent for Desktop crashes if remote host contains wrong or unknown setting for Third-Party Certificate type – (Using remote host)
VDIA-7654	Observe button is available during an active call.
VDIA-7647	Avaya Agent for Desktop application is displaying AUX reason code as "Auxiliary code" instead of "Auxiliary default" in H.323.
VDIA-7533	Audio remains muted (Mute Button remains on) after greetings are played.
VDIA-7747	Oceana :- Avaya Agent for Desktop crashes getting during a station logout.
VDIA-7651	Intermittent - Dialpad is not showing properly.
VDIA-7658	{Mac} Avaya Agent for Desktop is getting closed automatically when Japanese or Italian language is selected on a welcome window.
VDIA-7657	{Mac} Login mode options are not getting highlighted.
VDIA-7655	Avaya Agent for Desktop is removing the prefix Zero (01,02,....09) from Aux Reason codes after restarting the application.
VDIA-7648	Config window alignment is not proper.
VDIA-7623	Avaya Agent for Desktop is not recovering from network loss during telecommuter mode (SIP).
VDIA-7604	Avaya Agent for Desktop is not recovering from network lose during telecommuter mode.
VDIA-7536	Unable to override the extension which is associated with another Avaya Agent for Desktop on H.323.
VDIA-7534	Hold timer is not getting reset when users do multiple hold/retrieve during a transfer or a conference call.
VDIA-7532	User not able to launch Avaya Agent for Desktop on 32-bit Windows machine.
VDIA-7529	Avaya Agent for Desktop user is unable to close a QOS window.
VDIA-7462	Unable to login Avaya Agent for Desktop while using "use Remote host" with HTTP on Third-party certification option.
VDIA-7411	Notification should be displayed about the "Desk phone" license type.
VDIA-7402	"Conference" detail is not updating on call history, if agent drops the last added participant.
VDIA-7353	Agent login check box is not showing after logging out the station.
VDIA-7264	Unable to cancel station registration when Login mode is selected as "Desk phone".
VDIA-7196	Login window is displaying as station logged in, after station logged out from the state menu.
VDIA-7161	Incorrect hint when hovering over the MUTE icon.
VDIA-7130	Login dialog window is displaying after the agent logout failed.

VDIA-7115	Avaya Agent for Desktop Hold timer is getting reset after reaching Long Hold Recall Timer during a transfer/conference call.
VDIA-7108	{Mac} State menu and sub-menu option font size must be increased.
VDIA-7036	{Click to dial} Avaya Agent for Desktop is adding '20' when a phone number added is having space in between the numbers (for example - 65 6872 8717).
VDIA-7742	Autodial button not appearing

List of fixed issues in Avaya Agent for Desktop 1.7.4

Issue ID	Description
VDIA-3859	Cancel button is not working while agent is registering.
VDIA-5361	Other Phone mode: User is unable to retrieve call from the agent's end.
VDIA-5765	Unable to retrieve a call from the held state for outbound calls in a Telecommuter mode.
VDIA-5935	The agent is getting registered but not displaying the agent Id if registration is cancelled.
VDIA-5969	Setting Avaya Agent for Desktop to Telecommuter mode must automatically disable the SRTP field in the client configuration.
VDIA-6322	Call timer mismatch at Desk phone end after the failover.
VDIA-6344	Call is initiating when any number is clicked from Dialpad without pressing the Enter button.
VDIA-6395	Internal browser is displaying more than five SSL notifications to open a web page.
VDIA-6440	Tab button is not working for SIP domain text box.
VDIA-6652	Avaya Agent for Desktop crashed when a conference call is started.
VDIA-6731	Unable to mute the active call at Desk phone end using the Mute button on the Jabra Evolve Link headset.
VDIA-6875	Avaya Agent for Desktop crashed while it is launched.
VDIA-6876	Avaya Agent for Desktop logs out with the message "Unregistration forced by server" if a user is using FQDN instead of IP address.
VDIA-6890	SUSE Linux - UI is not displaying properly on the Preference tab.

VDIA-6891	{Mac} Avaya Agent for Desktop crashed when a user tries to change from one ACM user to another.
VDIA-6892	Intermittent Issue - Cancelling the agent registration window takes too much time to disable.
VDIA-6893	The call is not answered in a Desk phone mode when the Auto answer is enabled at the My computer end.
VDIA-6934	H323 - "Unregistration forced by server" error popup is coming after CM failover.
VDIA-6769	Avaya Agent for Desktop does not establish TLS for ACCCM.
VDIA-6951	Incorrect icon is displayed for the Do not disturb state when Presence is disabled.
VDIA-7014	Coaching feature and new call options are disabled, when agent logout failed, during coaching activated.
VDIA-6079	Error/warning message is not displaying for invalid WebLM license server address.
VDIA-6082	Wrong message is displaying on Avaya Agent for Desktop welcome screen when License types are available.
VDIA-7017	Dial Plan Profile from ACM is not working on Avaya Agent for Desktop.
VDIA-6997	Avaya Agent for Desktop displaying different Agent Id at my computer end and Desk phone end in shared control after network fail over.
VDIA-6281	Error message is not displaying on Avaya Agent for Desktop welcome window when WebLM server is not reachable.
VDIA-6940	Avaya Agent for Desktop welcome window shows all license types as available when HEADLESS_ONLY is installed on the WebLM server.
VDIA-7031	ACCCM for Manual/Auto in not reflected on Avaya Agent for Desktop.
VDIA-6987	Avaya Agent for Desktop doesn't work with ACM if template name contains spaces.
VDIA-7037	After ACM logout, Avaya Agent for Desktop does not log ACM.
VDIA-3937	Avaya Agent for Desktop is not showing Station and Agent log in / log out spinners.
VDIA-7005	MWI is not displayed at first login after enabling in ACCCM.
VDIA-7026	[Share Control] Avaya Agent for Desktop crashed when a call is answered in My computer mode.
VDIA-7062	Avaya Agent for Desktop crashed on windows 7.

VDIA-7067	IGEL [Share control] Login UI is not hidden when Avaya Agent for Desktop is logged in using Desk phone login mode.
VDIA-7068	After successful installation, there is no Avaya Agent for Desktop shortcut on t-730 Thin pro(64 bit) brick.
VDIA-7071	Login UI opens when Enable Always On Top option is active.
VDIA-7073	Agent login window is displaying for Avaya Agent for Desktop headless client.
VDIA-7074	Enable Drop call button option is present on Avaya Agent for Desktop configuration (Headless)
VDIA-7075	Avaya Agent for Desktop log window is displaying, when the "Skip Log in Dialog" option is enabled.
VDIA-7077	Change the CANCEL button to EXIT button on the login window.
VDIA-7079	{ACM} Avaya Agent for Desktop is not applying the new internal extension length until user saves the configuration manually.
VDIA-7082	Call timer is not visible on Mac64.
VDIA-7088	[Other Phone Mode] Avaya Agent for Desktop and Login UI displays station login when a station is logged out.
VDIA-7091	Getting error "Critical error has been caught, cannot initialize audio adapter" when the agent tries to launch Avaya Agent for Desktop 64 bit on Thinpro.
VDIA-7104	Deskphone mode end displays agent logged-in when agent logged out from my computer end.
VDIA-7022	Customer end (Far end) is not able to hear Greeting message when Agent is using Plantronics headset.
VDIA-7058	"Add call work code" option on call menu is displaying in English for all other languages.
VDIA-7059	Crash situation.
VDIA-7069	Avaya Agent for Desktop application crashed when an agent logs in in My computer mode.
VDIA-7121	[Dell WYSE Z50D Linux] Avaya Agent for Desktop Application crashed when the agent logs in through ACM 8.0.4.
VDIA-7122	Avaya agent.exe stopped working while searching for contacts.
VDIA-7126	Call dropped when Plantronics headset DA80 is removed during an active call.
VDIA-7132	{Headless} "Automatically log in the agent" option is not getting updated from ACM
VDIA-7145	Labels on Login dialog and Main menu with text "ACCCM" are incorrect.
VDIA-7147	[Thin Pro] Avaya Agent for Desktop application crashed when a Save button is clicked.

VDIA-7151	Agent can select the login mode when using Basic license type.
VDIA-6938	VDIA is flashed and disappeared from the taskbar sometimes after multiple clicks to the Avaya Agent for Desktop icon and the user has to wait for about one minute before it reappears.
VDIA-7199	Login mode combo box should be greyed-out when user is in Basic license type.
VDIA-7202	Automatically log in the agent option is not displaying as enabled in the Preference tab.
VDIA-7319	J179: Call Conference is not updating the Call Line Appearance.
VDIA-7320	J179: Unable to turn on Coaching from Avaya Agent for Desktop.
VDIA-7359	Call duration is not displaying in Call History.
VDIA-7361	Some config parameters lost during upgrade.
VDIA-7365	Need to increase the "Internal extension length" validation up to 16.
VDIA-7368	Avaya Agent for Desktop crashed when 3rd-party certificate is imported from a remote server.
VDIA-7369	Styles for combo boxes, radio buttons, scrolls, buttons and some other control elements are incorrect (macOS only).
VDIA-7398	J179: Avaya Agent for Desktop user is not able to end the Coaching session.

Known issues in Avaya Agent for Desktop 1.7.21

Issue ID	Description
VDIA-7730	H.323 - Avaya Agent for Desktop is unable to click the manual-in button in feature buttons if auto-in in the Preference tab is selected and vice versa.
VDIA-7471	Avaya Agent for Desktop is unable to login if it fails to download a certificate from the HTTPS file server.
VDIA-7373	{Mac} Avaya Agent for Desktop hangs while loading an internal browser.
VDIA-7347	Avaya Agent for Desktop is not showing error message if the user enters work code using a feature button when ACD call is on hold.
VDIA-7855	Avaya Agent for Desktop state shows Auxiliary code-1 when the VDN call is not

	answered.
VDIA-7852	Identity cert is not importing in the cert folder under app data when using the Use local settings option.
VDIA-7848	Avaya Agent for Desktop shows Avaya Agent for Desktop extension installed successfully on Chrome, though Chrome browser is not installed on MAC.
VDIA-7846	Avaya Agent for Desktop requires restart without changing Signaling (Default setting already SIP) when log in through ACM.
VDIA-7844	Third-party certificate option is moving to "Not Used" after changing from Basic ACM to local configuration.
VDIA-7834	Fail over- Agent is not logged in automatically after CM failover.
VDIA-7831	EULA page NEXT button is showing as disabled.
VDIA-7820	Incoming calls getting answered at supervisor end after the coaching session is activated.
VDIA-7819	Oceana work space SIP - User is not able to receive incoming call from the work space side.
VDIA-7818	Oceana - Reason code is not syncing with Oceana work space and Avaya Agent for Desktop.
VDIA-7809	Avaya Agent for Desktop is not responding when the Plantronics headset is unplugged.
VDIA-7727	{Mac} Selected option field does not have focus on the Identity Certificate settings.
VDIA-7692	{MAC} Close button is not present on the internal browser tabs.
VDIA-7874	Unable to observe station, when agent is not logged in
VDIA-7883	Other phone - Call is getting disconnected immediately after answering when Other phone is using SRTP and caller side is using RTP.
VDIA-7888	RTCP Monitoring default server address is coming automatically after login.
VDIA-7889	Intermittent :- H.323- after fall back agent is not logged in automatically.
VDIA-7893	Avaya Agent for Desktop is getting logged in on station with an invalid third-party certificate.
VDIA-7899	Intermittent :- Avaya Agent for Desktop UI is not getting updated after log in.
VDIA-7906	Avaya Agent for Desktop is getting crashed while exiting the application
VDIA-7908	{Click to Dial} Avaya Agent for Desktop internal browser is displaying "Page Not Found" error when the number "0120 766 227" is clicked on the internal browser.
VDIA-8349	{Click to Dial} Phone numbers are not getting framed, when user enabled with "Use only User regular expression".
VDIA-8347	[T530 Thin Client] Avaya Agent for Desktop crashed once when an incoming call was answered.

VDIA-8334	[T530 Thin Client] The first call was dropped though the second call was disconnected.
VDIA-8333	Avaya Agent for Desktop crashed once while making an outbound call.
VDIA-8556	Other phone H.323 - Avaya Agent for Desktop user not able to login with other phone
VDIA-8548	Error message popup window is not displayed when wrong ACM username/password is entered.
VDIA-8541	Avaya Agent for Desktop crashed once when trying to automatically login agent.
VDIA-8540	Avaya Agent for Desktop crashed once when a number is dialed.
VDIA-8575	Telecommuter device is not ringing during agent logout when logged in with SIP
VDIA-8564	Windows- 10 - 64 bit - Avaya Agent for Desktop is not launching after installing 64 bit installer
VDIA-8541	Avaya Agent for Desktop crashed while automatically login in an agent.
VDIA-8608	Avaya Agent for Desktop crashed once in Windows 10.
VDIA-8743	Avaya Agent for Desktop crashed once when a user tries to quit the application in MAC.
VDIA-8750	Any value added to param in Screen pop tab does not get saved.
VDIA-8769	[Windows-32 Bit] Unable to launch the Avaya Agent for Desktop application after installation.
VDIA-8772	H.323 - Avaya Agent for Desktop is getting only one ring during an incoming call.
VDIA-8770	H.323 - MWI is not getting enabled if station contains or receives a voicemail message.
VDIA-8771	Avaya Agent for Desktop crashed once while making an outbound call.
VDIA-8744	MWI is turning red if an agent do not voice messages but the station has voice messages and the agent is logged out and logged in again.
VDIA-8745	Avaya Agent for Desktop freezes once when a user tries to quit the application.
VDIA-8746	Thin pro 64 bit - "Enable Dialing rule" text is truncated under the Dialing Rule tab.
VDIA-8748	Avaya Agent for Desktop is not sending DTMF if logged in on share control with J179
VDIA-8747	MWI icon is not getting enabled when a voice message is received in shared control mode.
VDIA-8776	IGEL - Avaya Agent for Desktop crashed when a call is transferred through TSAPI.
VDIA-8775	[T530 IOT] Avaya Agent for Desktop crashed when a call is answered.
VDIA-8780	Avaya Agent for Desktop crashed when an incoming call is received.
VDIA-8781	IGEL - Avaya Agent for Desktop crashed once after the headset was removed
VDIA-8788	IGEL - [H.323 StationType-9640] Avaya Agent for Desktop crashed once during a conference call
VDIA-8800	Avaya Agent for Desktop is not logged in if the survival server is not assigned to the user in SMGR and given Primary SM and BSM IP in Avaya Agent for Desktop.

VDIA-9053	Avaya Agent gets logged in without the TLS certificate NOTE: Import/Install the certificate before using the TLS connection

Known issues in Avaya Agent for Desktop 1.7.26.1

Issue ID	Description
VDIA-8994	Shared control mode: Avaya Agent for Desktop does not recover automatically if SBC failover occurs intermittently during an idle or an active call. Workaround: To resolve this issue, wait for 60 seconds and then manually login into Avaya Agent for Desktop.

Known issues in Avaya Agent for Desktop 1.7.30.1

Issue ID	Description
NA	Remote worker Avaya Agent for Desktop no audio issue on USB Wireless Plantronics WO2: NIC driver issue on the HP600 PCs for both wireless and wired connectivity. Currently customer is working to determine which change is required to allow for 802.1p tagging. There is also a change that can be made in Avaya Agent for Desktop configuration to disable QoS that resolves the issue.
NA	J179 does not support the custom label feature buttons along with Avaya Agent for Desktop.
VDIA-9053	Avaya Agent gets logged in without the TLS certificate NOTE: Import/Install the certificate before using the TLS connection.
VDIA-9274	Avaya Agent for Desktop 'Click-to-dial' extension does not support on Firefox 74 or later version. This limitation is due to the reason that going forward only users can install add-ons in Firefox; it cannot be installed by an application. For more details, see https://www.mozilla.org/en-US/firefox/74.0/releasenotes/ . NOTE: Avaya Agent for Desktop team is working to publish the extension on the "Firefox add-ons store" for future releases.

Prerequisites

Server	Usage	Purpose
Avaya Aura® Communication Manager	Mandatory	SIP and H.323 based contact center features
Avaya Aura® System Manager	Mandatory	SIP based contact center
Avaya Aura® Session Manager	Mandatory	SIP based contact center
Avaya Control Manager	Optional	Centralized administration using one-X® Agent profile
Avaya Aura Presence server	Optional	To check agent presence
LDAP server	Optional	If you are using LDAP, you must configure LDAP
Avaya Aura® Messaging	Optional	Message Waiting Indicator
Avaya Aura® Application Enablement Services	Optional	TSAPI and CTI integration
Avaya one-X® Agent 2.5.x for H.323	Optional	Shared control in VDI
Avaya one-X® Agent 2.5.9 for SIP	Optional	SIP shared control
Prognosis	Optional	RTCP monitoring
VDI (Citrix, VMware)	Optional	Desktop Virtualization
Oceana work spaces for Elite	Optional	Oceana
Desktop Phones	Optional	Desk phone mode with Hard phones

Interoperability

Avaya Aura servers

Avaya Aura Server	Version
Avaya Aura® Communication Manager	6.3, 7.x, 8.0.1,8.1
Avaya Aura® System Manager	6.3, 7.x, 8.0.1,8.1
Avaya Aura® Session Manager	6.3, 7.x, 8.0.1,8.1
Avaya Aura® Session Border Controller	7.x, 7.2.2
Avaya Aura® Application Enablement Server	6.3.3, 7.x, 8.x
Avaya WebLM Server	7.x, 8.x
Avaya Contact recorder	15.1
Avaya Aura® Messaging server	6.3, 7.x
Avaya Aura® Presence server	7.1, 8.x
Avaya Aura® Media Server	7.x, 8.x
Avaya Control Manager	7.1.2, 8.0.4,8.1.0.1,9.0.0
Avaya Call Management Server	R 18.1, R19

Avaya Desk phone and clients

Clients	Version
96x1	7.1.2.0.14
J179	3.0.0.0.20,4.0.3.0.10
Avaya Workspaces for Elite	3.6

Third Party Platforms

Verified Platforms	Remarks
Windows 7	32 and 64 bits
Windows 8.1	64 bits
Windows 10	64 bits
Apple Mac (10.13, 10.14, and 10.15.4)	10.13 High Sierra, 10.14 Mojave, and Catalina 10.15.4
HP T610	Debian Linux (ThinPro 5.2) 32 Bits
HP T730	Debian Linux (ThinPro 7.x) 64 Bits
HP T630	WES 10 iOT
HP T520	WES 7
Dell Z50d	Suse Linux 32 Bits **Note:** DELL backup and recovery software version must be on 1.9. x.
Ubuntu	12.0
HP T530	WES 10 IOT, Debian Linux (ThinPro 6.x) 64 Bits
IGEL Universal Management Suite (UMS)	5

Virtual Desktop Infrastructure

Verified Platforms	Remarks
Citrix Xen App (32 Bits)	7.14.1
Citrix Xen Desktop (32 Bits)	7.14.1
VMware Horizon view	7.0

Supported headsets

Head Set List	*Windows*	*Suse Linux*	*Thinpro 32 bit(Debian)*	*Mac*	*Thinpro 64 bit(Debian)*
Plantronics- C520	Full	Full	Full		Voice
Plantronics- DA80	Full	Full	Full		Full
Plantronics-300DA	Full	Full	Full		Voice
Plantronics- 628 USB	VOICE	VOICE	VOICE		Voice
Plantronics- C510	Full	Full	Full		Voice
Jabra Link 220	Only for voice				Voice
Jabra Link 280	Full	Voice	Voice		Voice
Plantronics- C510 M	Full	Full	Full		Voice
Plantronics SAVI 745 Wireless	Only for voice				
Plantronics SAVI 420 Wireless	Only for voice				
Avaya RTX L159 USB	Full	Full	Full	Full	
Avaya RTX L139 USB	Full	Full	Full	Full	
Jabra BIZ 2300 USB	Full	Full	Full	Full	
Jabra Evolve 40 ENC010 USB	Full	Full	Full	Full	
Jabra BIZ 2400 II USB	Full	Full	Full	Full	
Plantronics DA55 / A / DA60 USB	Only for voice				
Plantronics Blackwire C610 USB	Full	Full	Full	Full	
Plantronics Blackwire 315.1 USB / Blackwire 300DA	Full	Full	Full	Full	
Plantronics Blackwire C220 M USB	Full	Full	Full	Full	
Jabra Evolve 40 UC Mono USB	Full	Full	Full	Full	

Deployment and configuration

To install and configure Avaya Agent for Desktop, ensure that you have access to the latest deployment and user guides. To access the latest documents, download the documents from https://support.avaya.com/documents/ .

The documents must be referred in the following order:

1. Deploying Avaya Agent for Desktop
2. Using Avaya Agent for Desktop
3. If you are using Avaya Control manager, then you must refer *Administering Avaya Control Manager for Avaya Agent*.

Note

It is recommended to clean install this build by removing previous Avaya agent application along with the old configurations and logs.