Avaya Interaction Center

List of Fixed Issues, Known Issues, and Troubleshooting

Contents

Chapter 1: Introduction

Purpose

This document provides information on list of issues fixed, known issues, Windows patches tested with IC and Troubleshooting for Avaya Interaction Center 7.3.x.

Intended audience

This document is intended for those who use Avaya Interaction Center (IC). You should use this document as an information source for:

● Installing all IC components.

● Configuring an out-of-the-box IC system for a development environment, without Customizing.

Related resources

Documentation

For updated documentation, product support notices, and service pack information, visit the Avaya Support Center website at http://support.avaya.com.

Title	Description
Avaya Interaction Center and Avaya Operational Analyst Overview and Specification	This document describes tested Interaction Center (IC) and Operational Analyst (OA) characteristics and capabilities, including feature descriptions, interoperability, performance specifications, and security and licensing requirements.

Title	Description
IC Integration with VP / IR	The purpose of this guide is to provide detailed information about Avaya Interaction Center (IC) integration with Avaya Aura® Experience Portal (EP) / Avaya Voice Portal (VP) / Avaya Interactive Response (IR).This guide is intended for Application consultants, Integration consultants, Avaya Business Partners, and customers.
Installation and Configuration	
IC Installation Planning and Prerequisites	The purpose of this guide is to provide detailed information about |the planning and third-party software required to deploy an Avaya Interaction Center, Release 7.3.x system.
IC Installation and Configuration	The purpose of this guide is to provide detailed information about how to install and configure an out-of-the-box Avaya Interaction Center Release 7.3.x.
Using Config Accelerator	The purpose of this guide is to provide detailed information about how to use Config Accelerator for simplifying and accelerating the configuration process of Avaya Interaction Center 7.3.x.
IC Database Designer Application Reference	The purpose of this guide is to provide detailed information about Avaya Interaction Center (IC).This guide describes the prerequisites for installing and configuring Avaya IC
Agent Web Client Customization	The purpose of this guide is to provide detailed information about how to customize Avaya Agent Web Client.
IC Business Advocate Configuration and Administration	The purpose of this guide is to provide detailed information about Administration Avaya Interaction Center (IC) 7.3.x. This guide describes the administration and configuration of Avaya Business Advocate.
Administration	
IC Administration Guide	The purpose of this guide is to provide detailed information about Avaya Interaction Center (Avaya IC). This guide describes domain and server administration using Avaya IC Manager.

Title	Description
Events and Alarms	
IC Alarms Guide	The purpose of this guide is to provide detailed information about Avaya Interaction Center alarms.
Using	
Agent User Guide	The purpose of this guide is to provide agent-related information about Avaya Interaction Center Agent.
Avaya Agent Web Client	The purpose of this guide is to provide the information about Avaya Agent Web Client.
Reference	
IC Media Workflow Reference	The purpose of this guide is to provide detailed information about the blocks you can use with media workflows and other reference information to help you understand and customize media workflows for Avaya Interaction Center Release 7.3.x.
Agent Script Workflow Reference	The purpose of this guide is to provide detailed information about the blocks you can use with agent script workflows and other reference information to help you understand and create agent script workflows for Avaya Interaction Center Release 7.3.x.
IC Workflow API Reference	The purpose of this guide is to provide information about the extensions and methods specific to the Application Programming Interface (API) for workflow blocks in Avaya Interaction Center Release 7.3.x.
Programming	
IC Client SDK Programmer Guide	The purpose of this guide is to provide detailed information about the Client Software Development Kit (Client SDK) for Avaya Interaction Center Release 7.3.x.

Title	Description
IC Client and Server Programmer Design Guide	The purpose of this guide is to provide detailed information about Avaya Interaction Center (Avaya IC). The purpose of this guide is also to provide an overview of the Avaya IC ORB Toolkit, and a list of components in the Avaya IC product set.
Agent Data Unit Server Programmer Guide	The purpose of this guide is to provide detailed information about configuring and managing the Agent Data Unit (ADU) server, which is responsible for tracking the state of agents at the contact center. This guide is intended for administrators who are authorized to configure and manage the Agent Data Unit (ADU) server.
Core Services Programmer Guide	The purpose of this guide is to provide detailed information for programming and changing the configuration of your IC Core Services. This guide is intended for those who install and configure Interaction Center.
Electronic Data Unit Server Programmer Guide	The purpose of this guide is to provide detailed information about the Electronic Data Unit (EDU) server, which was previously named the Voice Data Unit (VDU) server, the EDU server configuration, the alarms, and the event monitoring. This guide is intended for administrators who are authorized to configure and manage the Electronic Data Unit (EDU) server.
IC Telephony Connectors Programmer Guide	The purpose of this guide to describe the Avaya Telephony Connector server. This guide is intended for those who use Interaction Center. You should use this guide as an information source for programming and changing the configuration of your Telephony Connector server.

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the Search field and click Go to search for the course.

Course code	Course title
ATC01175WEN	IC and OA Overview
ATC01176IEN	Interaction Center Administration and Configuration
AUCC100010695	IC-Siebel Integration
ATC100011017	IC Siebel Integration, Installation and Troubleshooting

Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the videos check box to see a list of available videos.

Note: Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

- Enter a key word or key words in the Search Channel to search for a specific product or topic.

- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Fixed CFDs/ WIs/ MRs in Service/Feature Packs

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.11 Service Pack (SP)

1.   Fixed CFDs in IC 7.3.11 SP

Component/s	Key	Summary
Server:ICM	AIC-5793	ICM heartbeat does not work properly in case of few connections
Server:Website:CSPortal	AIC-5862	CS Portal chat - Typing status message is not shown in Customer's preferred language
Client:SDK:JavaClientLibrary	AIC-5783	Memory leak on SDK client
Server:WACD	AIC-5784	WACD crashes during the log rollover
Common:STT	AIC-5810	"Could not parse line" error coming from tools\implem.c
Server:WACD	AIC-5858	Chat EWT messages shown unstable on chat re-queue with Advocate
AIC WebAgent	AIC-5864	Webagent inline image in email it is not displaying on customers Gmail web
Server:Email:Poller	AIC-5827	Poller's memory consumption is growing
Server:ADU	AIC-5828	ADU server shuts down due to high memory consumption
Server:TSV5:ASAI	AIC-5829	AIC wrongly interprets an outbound call as answered even though the call is still in the ringing state
Advocate:Resource Manager	AIC-5840	It takes ResourceManager much time to process MultiplePropertyChange requests
AIC ThinClient	AIC-5855	SDK Client appears to be overriding agent's AUX state for voice contacts when the agent releases the call via their phone
AIC WebAgent	AIC-5914	Email attachment waist bandwitch

Client:SDK, Common:CDK	AIC-5975	Avaya IC SDK Service sometimes crashes during the shutdown
Server:WACD	AIC-5912	WACD stops in case a user selects All or callback conversation type on the agent.html page
Server:Website:CSPortal	AIC-5862	CS Portal chat - Typing status message is not shown in Customer's preferred language
Client:RichClient:WebAgent	AIC-6211	Inline image is not displayed in body, while saved in agent folder
Server:WACD	AIC-5954	Sometimes WACD crashes while logging a message
Server:WACD	AIC-5901	Chats are not qualified if the latest Workflow server assigned to WACD is stopped
AIC WebAgent	AIC-6059	Notification pop-up is required for e-mail contacts for Hybrid Siebel agents
Server:Directory	AIC-6078	TS Server gets error during TS.Update
Server:Email	AIC-6080	ICEmail server crashes while retrieving status codes
Common:MTT	AIC-6089	Workflow, Directory, SiebelAICD and Data servers are crashing intermittently
Server:TSV5:ASAI	AIC-6088	TS considers some calls abandoned by mistake and they cannot be answered with SDK client
AIC Siebel Driver	AIC-6100	Siebel Native agents are sometimes unable to release a call with ReleaseWork button and a lot of buttons in the Siebel toolbar become disabled
Client:RichClient:Vtel	AIC-6132	VTel event queue is sometimes overflown and the AARC gets freezed
Client:RichClient	AIC-6182	Agents sometimes go into AUX after a call if TimedACW is enabled in VTel
Server:TSV5:ASAI	AIC-6184	Siebel Native agents do not sometimes go into available state after re-login
Client:RichClient	AIC-6202	AARC sometimes does not use a unique IP address for its identification
Common:STT	AIC-6205	Improving STToolkit logging to display the time packets are delivered
Client:SDK	AIC-5980	SDK client intermittently does not show Welcome message
Server:WACD	AIC-5784	WACD crashes during the log rollover
Server:Website	AIC-6131	AIC website show internal path to customer when access to FileServlet

Server:ICM	AIC-5996	Chat Transcript with control characters is not saved to DB
Server:Data Server	AIC-6019	Error ORA-06502 in the IC Oracle server while processing OAuth related requests
Server:Alarm	AIC-6027	SNMP not working after upgrade from IC 7.3.8 to 7.3.10
Client:RichClient:UAD	AIC-6040	AARC crash while logout from Client and UAD not working
Server:ICM	AIC-6091	ICM does not send transcripts via email and does not save them to DB
Client:RichClient:WebAgent	AIC-6292	Spellchecker inserts changed word incorrectly
HTTP Connector	AIC-6264	HTTPConnector (webchannel) server hungs at high load at its HTTP interface
Server:License Server	AIC-6294	License Server frequently goes into Grace mode because renewAll() WebLM API fails
Server:Email:Poller	AIC-6299	Poller's memory consumption is growing when IMAP protocol is used
Server:WACD	AIC-6306	Email not routing as per priority defined
Server:Website:CSPortal	AIC-5839	[SPLIT:7.3.11.0.0] CSPortal -Chat message last character is getting truncated.

2.   Fixed JIRAs in IC 7.3.11 SP

Component/s	Key	Summary
AIC Email	AIC-5688	Email – OAuth 2- The error popup should be displayed when Scopes field leave blank value on OAuth tab
AIC Email	AIC-5686	Email – OAuth 2- The error popup should be displayed on OAuth tab
Client:RichClient	AIC-5888	AARC – Cannot create email resource after applying IC 7310 build 75
Client:SDK	AIC-5771	Alarms sent from SDK and WS has an AAWC prefix
Admin:RLManager	AIC-5832	Log improvements in RL Manager
Integration:Siebel:ASIS	AIC-5833	Log improvements in ASIS
Server:WSCB	AIC-5736	Log improvements in WS Callback service

Client:SDK	AIC-5327	Log improvements in SDK server
Server:Website:CSPortal	AIC-5737	Log improvements in CS Portal (print stack traces)
Server:ICM	AIC-5326	Log improvements in ICM server
Server:Website	AIC-5701	Log improvements in Website
Client:AAWC:Other	AIC-5328	Log improvements in AAWC server
Client:SDK	AIC-5708	Log improvement in SDK
Client:SDK:WebServices	AIC-5770	Log improvement in WS
Server:Website:CSPortal	AIC-5325	Log improvements in CS Portal
Server:CAServer	AIC-5871	Config Acelerator log4j2 upgrade
Server:Website	AIC-5593	Csportal Logging- new file is not created when log size is reached to configured value
AIC OA SQL	AIC-5841	Enhance IC to support connections using newest ODBC drivers
Admin:ICManager	AIC-5968	IC Manager does not launch WebACD, Web Reponse Unit and MultiTenancy Administration pages
Client:SDK	AIC-5961	SDK - Cannot launch Java SDK Client and .Net SDK on 7311 build 76
Admin:ICManager, Server:Email	AIC-5842	IC 7310 drop 75- IC Manager – cannot stat the servers Poller, Email after applying Switch off exploit protection on IC core
Admin:ICManager	AIC-5959	IC 7311 - Build 76 - IC Manager/Email Accounts window, email account cannot created without filling all details under in OAuth tab
AIC Chat	AIC-6022	CSportal is not working on upgrade system from 7310 to 7311 build 77
Server:ICM, Server:Website:CSPortal	AIC-6052	Log4j- ICM – Default of appender.rolling.append should be true by default
Client:SDK:JavaSampleClient	AIC-6042	The agent status on SDK Java Sample is not synchronized with Avaya one-X Agent when setting TimeoutBeforeReadyEvent to 150 since change to Aux Work the second time
AIC Admin, Server:Website:Admin	AIC-6060	Website Admin- Cannot Get message text for Chat History and Email History after applying 7311 build 77

Server:ICM, Server:Website	AIC-5970	Removing logging controls in ICManager
Client:RichClient:Email	AIC-5977	IC 7311 Build 76 - Windows 11 - Email cannot print in Rich Agent
Admin:ICManager	AIC-6173	[SPLIT:7.3.11.0.0] IC 7310 Build 75 - Accessing the Help Topics and Server Help pages from IC manager works with Edge but the content is not displayed correctly
Admin:RLManager	AIC-6032	RL manager – Chrome – Template – Issue with frame body
Admin:RLManager	AIC-6035	RL manager – Chrome – HTML Template – Insert image window is truncated by default
Admin:RLManager	AIC-6036	RL manager – Chrome – HTML Template –Inline image – Modify image is not working
Admin:RLManager	AIC-6046	RL manager – Chrome – Mailto and URL are not working
Admin:RLManager	AIC-6047	RL manager – Chrome – Template – Missing cursor when switching plain to HTML
Admin:RLManager	AIC-6048	RL manager – Chrome – HTML template- Undo/Redo function works improperly
Client:RichClient:Email	AIC-5956	Rich Email tiny MCE- There is warning message when agent using insert image from toolbar
Admin:RLManager	AIC-6038	RLManager_new_folder_inherited_workgroups
Admin:RLManager	AIC-6092	RL manager – 7311 – New Patch- HTML template - No tooltip for html toolbar.
Admin:RLManager	AIC-6093	RL manager – 7311 – New Patch- HTML template – Chrome/Edge– mailto/URL works improperly if typing manually
Admin:RLManager	AIC-6094	RL manager – 7311 – New Patch- HTML template – Chrome/Edge– Cannot open mailto or URL
Admin:RLManager	AIC-6095	RL manager – 7311 – New Patch- HTML template – Chrome/Edge– No warning message is displayed when switching from html to text format
Admin:RLManager	AIC-6104	RLManager_not_saving_mapped_workgroups
AIC RichClient, Integration:Siebel	AIC-5774	Siebel- 7310 build 74 All warning dialogs on agent1 is not on the top page, it is behind Siebel Agent GUI.
Client:SDK, Client:SDK:JavaSampleClient	AIC-6020	C 7311 Build 77 - SDK Java Sample has crashed when selecting Supervisor mode
Client:SDK, Client:SDK:C#SampleClient, Client:SDK:JavaSampleClient	AIC-6021	IC 7311 Build 77 - SDK client and .Net Sample client, Email is not working

Server:Website:Admin	AIC-6073	Admin website - Chat History, Email History - missing Export, Search, Copy functions
Client:SDK	AIC-6203	IC7311 build 77 - SDK server is not up (packaging issue)
Client:SDK:WebServices	AIC-5984	Web Service is not installed successfully on 7311 build 76
AIC Chat	AIC-6065	Upgrading IC 73101 from IC 7310 build 75- Issues with Chat transcript
Admin:RLManager	AIC-6014	Add non IE browser support to RLManager
External:Java, External:Tomcat	AIC-6208	Upgrade Java and Tomcat in AIC 7.3.11
AIC Email	AIC-5998	Reduce the probability of leaking OAuth2 tokens
AIC Email	AIC-6030	MS Graph API support for emails
Server:TSV5	AIC-6286	CVLAN Client library upgrade to version 10.1.0.2-11
Other:WebLM, Server:License Server	AIC-6284	WebLM upgrade to version 10.1
Server:WACD	AIC-6305	Display milliseconds in WACD events log
Installer:SP Installer	AIC-6263	Installer:SP Installer
External:Tomcat, Other:Tools	AIC-6267	Stuck to uncheck services on IC config tool after upgrading to IC 7311 build 78 from IC 7310
Admin:RLManager	AIC-6270	RL Manager – HTML template – Edge- No email application is opened when clicking on email adreess
Server:TSV5:SIPTS	AIC-6298	SIP TS cannot be built since IC 7.3.9
AIC Email	AIC-6288	IC Manager – MS Graph – Email Account properties- Issues when creating MS graph account if removing value of incoming email and outgoing email server before
Admin:ICManager, AIC Email	AIC-6289	IC Manager – Email Account – MS graph- Error message is displayed when using Test at Incoming Email Server and Outgoing Email Server tabs
Server:Email	AIC-6300	Poller server is automatically restarted
Admin:ICManager, AIC Email	AIC-6301	IC Manager – MS Graph – Can create email account without input Logon Account at Outgoing Email server tab if selecting POP at Inbound Email server tab and Graph in Outgoing Email server tab

AIC Email	AIC-6302	MsGraph- Error message is displayed when leaving Redirect URI as blank in secret mode
Installer:SP Installer	AIC-6311	SP installation sometimes stuck during execution of EnvironmentUpdate*.jar
Other:Documentation	AIC-5969	IC Manager – Cannot start Web schedule Callback after upgrading from 7310 to 7311
Installer:SP Installer	AIC-6017	Failed to upgrade 7311 build 77 winserver package

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.10 Service Pack (SP)

1. Fixed CFDs in IC 7.3.10 SP

Component/s	Key	Summary
Server:Website:CSPortal	AIC-5651	[SPLIT:7.3.10.0.0] Deadlock in CS Portal in logging
Server:WACD	AIC-5647	[SPLIT:7.3.10.0.0] WACD crashes if email subject lengh too big
Client:RichClient	AIC-5642	[SPLIT:7.3.10.0.0] AARC updates ADU incorrectly during Reassigning
Server:Website:Admin	AIC-5606	[SPLIT:7.3.10.0.0] WebManagement Service crashes periodically
Client:RichClient:WebAgent	AIC-1338	If there is space in customer name, webagent displaying just last word in typing status
Client:RichClient	AIC-5654	[SPLIT:7.3.10.0.0] AARC is crashing for few agents
Integration:Siebel:ASIS	AIC-5653	[SPLIT:7.3.10.0.0] Many calls are written to the DB after EDU Idle Time timeout
Server:TSV5:ASAI	AIC-5648	[SPLIT:7.3.10.0.0] Agents go into pending Ready state instead of pending ACW state
Server:TSV5:ASAI	AIC-5062	[SPLIT:7.3.10.0.0] Second call to an extension can't be released in AAWC
Admin:ICManager	AIC-5702	IC Manager does not launch WebACD, WRU and MultiTenancy Admin pages
HTTP Connector	AIC-5720	HTTPConnector CWebChannel.BeginSession delay

Server:ADU	AIC-5726	Decrease the minimum acceptable value of EDU/ADU interoptrequesttimeout parameter from 15 to 5
Server:WACD	AIC-5212	WACD server crashes due to email records containing an agent object set to NULL
Common:MTT	AIC-5772	The Data server does not send replies to the Directory server after restart of the Data server
Server:WACD	AIC-5719	[SPLIT:7.3.10.0.0] WACD fault tolerance

2.   Fixed JIRAs in IC 7.3.10 SP

Component/s	Key	Summary
Server:Website:Admin	AIC-5659	Adobe Flash Buttons Replacement for 7.3.10
Admin:ICManager	AIC-5644	[SPLIT:7.3.10.0.0] LDAP import. Agent always created with "1" sitekey
Client:RichClient:WebAgent	AIC-5479	Rich – Email Tiny MCE- Title is automatically clear once inputting the link into URL field without "Text to display"
Client:RichClient:WebAgent	AIC-5481	Rich – Email Tiny MCE- Numbered list/bullet list– selected number/bullet is not displayed if copying it and paste it to new line
Client:RichClient:WebAgent	AIC-5442	Rich – Email Tiny MCE- Inbound Email: background color is also highlighted for blank lines
Client:RichClient:WebAgent	AIC-5468	Rich – Email Tiny MCE- Redundant characters are displayed if there are blank lines under underlined text
Client:RichClient:WebAgent	AIC-5487	Rich – Email Tiny MCE- Redundant line is appeared when changing from HTML to plain text
Client:RichClient:WebAgent	AIC-5496	Rich – Email Tiny MCE- HTML mode- Inconsistency between insert image with .gif, .jpeg, .jpg and .bmp, .dib, .bmp, .jpe, .jfif
Client:RichClient:WebAgent	AIC-5632	Rich - Email TinyMCE - HTML mode preview editable
Admin:ConfigTool	AIC-5703	AIC 7310- Version on Config Tool is displayed incorrectly
Client:AAWC	AIC-5715	AAWC agent login unsuccessfully in AIC 7310 build 72
Client:RichClient:WebAgent	AIC-5716	Rich – Email Tiny MCE- Upgrade from 739 to 7310- Redundant characters are displayed if there are blank lines under underlined text
Client:RichClient:WebAgent	AIC-5733	Rich – Email Tiny MCE- Redundant line is appeared when changing from HTML to plain text after TinyMCE upgrade to 0.10.6

Admin:ICManager	AIC-5730	IC Manager - Cannot start Web schedule callback server on 7310 build 73
Client:RichClient:WebAgent	AIC-5728	Rich –Email Tiny- Fresh install 7310 build 73- Cannot load HTML email
Installer	AIC-5700	AIC 7310 – Upgrade - Cannot upgrade AIC 7310 from AIC previous build
Client:RichClient:WebAgent	AIC-5716	Rich – Email Tiny MCE- Upgrade from 739 to 7310- Redundant characters are displayed if there are blank lines under underlined text
Installer:Agent Install	AIC-5731	Fresh Rich 7310 build 730 some error unregistering
Installer:Win Install	AIC-5732	DnA- Fresh 7310 b73- error unregistering TreeCtrl.ocx
Integration:Siebel:ASIS	AIC-788	Siebel agent requires wrap-up even after RONA of an email
Server:ICM	AIC-5765	[SPLIT:7.3.10.0.0] ICM can't be authorized on e-mail server using OAuth2
Admin	AIC-5766	Cannot launch Web Admin, Public web site, RL Manager after upgrade from 739 to 7310 build 74
AIC ThinClient	AIC-5773	AAWC Tomcat question
Server:Website	AIC-5717	Web Management service is automatically stopped after starting it
Client:RichClient:WebAgent	AIC-5709	Rich – Cannot use URL/Text Resource in Chat
Admin:ConfigTool	AIC-5785	IC7310- Build 75 – The IC version is displayed incorrectly
AIC Chat	AIC-5788	Chat Email Transcripts is not sent the customer email after applying IC 7310 build 75
Client:RichClient:WebAgent	AIC-5787	AARC – Cannot create email resource after applying IC 7310 build 75
Client:RichClient:WebAgent	AIC-5804	AARC – The attachment files cannot open directly when agent received an email with attachment file
Common:Build	AIC-5813	IC 7310 build 75 - IC core primary un-installation is failed
Installer:SP Installer	AIC-5814	IC 7310 build 75 – Error Registering message is appeared during uninstall IC Design and Administration
Client:RichClient:WebAgent	AIC-5816	AARC – Only the first global resource is displayed on agent and its content is empty on 7310 b75
AIC Siebel EAI Server	AIC-5769	Siebel- Cannot start Siebel service by startup.bat after upgrading from 739 to 7310 build 74.

		AIC 7310 – Upgrade Rich – Email Tiny- Redundant "Edit" label is
Client:RichClient:WebAgent	AIC-5734	displayed in Preview mode on Upgrade system without delete old JS files
Integration:Siebel:Agent Integration	AIC-5681	Siebel- Wrap state for chat is not dynamically updated in WIDL when not close transfer email confirmation dialog
Integration:Siebel:ASIS	AIC-5742	Adderess book refresh does not generate Alarm similar to JAB Adderess book refresh
Server:Email	AIC-5495	OAuth 2.0 support
Security	AIC-5667	Upgrading AIC to OpenSSL 1.1.1 (TLS 1.3 support).
IC	AIC-5711	AIC Tomcat upgrade to Tomcat 10.0.4 for Windows
Other:WebLM	AIC-5738	WebLm upgrade to Weblm 8.1.3
IC	AIC-5743	AIC Java upgrade to OpenJDK 8.0.292 for Windows
Server:Website:Admin	AIC-5815	Chat transcript – Administrator is not able to view the chat transcript in the AdminWeb_Web Self-Service_View transcript after applying IC 7310 build 75

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.9 Service Pack (SP)

1. Fixed CFDs in IC 7.3.9 SP

Component/s	Key	Summary
AIC OA Oracle	AIC-5580	Cannot create repository , ccq database on 739 build 69
Server:TSV5:ASAI	AIC-5494	TS.disconnected event when AAEP drops from conference
Server:WACD	AIC-5386	Deadlock in WACD server
Server:Website:CSPortal	AIC-5336	CSPortal vulnerability to SQL injection
Server:WACD	AIC-5332	The WACD events logs may contain a trash for ACDStatsManager::ProcessTaskAbandoned
Server:WACD	AIC-5331	[PEA1-78RUUIU] high CPU utilization by WACDsrv.exe process during processing of chats

Server:TSV5:ASAI	AIC-5330	TS.Conference event contains blank "orig" and incorrect "number_in_call" fields
Server:Vox	AIC-5329	VOX server raises the alarm TS.IncomingCall is late
Server:Data Server	AIC-5309	Cannot insert duplicate key in object 'dbo.qw_locks' due to this email stopped processing.
Server:Website:CSPortal	AIC-5303	CSPortal memory leak in mlistHttpSession
Server:TSV5:ASAI	AIC-5286	TS crashes while handling C_CONFERENCED event
Client:AAWC:UOM:Voice	AIC-5277	AAWC not sync with hold button when Agent put the hold button
Integration:Siebel:AICD	AIC-5271	Agent1 cannot switch back to destination after Agent2 answers the consultative transfer call routed to VDN
Integration:Siebel:AICD	AIC-5270	Login button on the Siebel CTI Toolbar is disabled after logout in AUX state
Integration:Siebel:AICD	AIC-5267	Agent still gets calls after logging out from Siebel CTI toolbar
AIC ThinClient	AIC-5264	SwitchToCaller/Destination button in the Siebel CTI toolbar does not work in case a transfer/conference is initiated using a hardphone
Integration:Siebel:ASIS	AIC-5263	Intermittently ACW button on the Siebel toolbar is greyed out after login
Client:RichClient:Vtel	AIC-5248	Allow to enable pinging from VTel to EDU, Workflow and TS servers
Client:RichClient:CHBrowser	AIC-5242	For chat in AARC we are not able to see "view transcript", if we double click on the previous contacts in the customer history browser.
HTTP Connector	AIC-5241	HTTP(s) servising port or HTTPConnector server (webchannel) hangs in some circumstances
Server:Website:Admin	AIC-5227	Application is vulnerable to XSS
Integration:Siebel:AICD	AIC-5211	Switch To Caller and Switch To Destination buttons should be disabled when both call legs are held
Client:SDK:WebServices	AIC-5167	Insecure HTTP Methods: Web Services
Client:AAWC	AIC-5165	Insecure HTTP Methods: AAWC
Client:SDK	AIC-5163	Insecure HTTP Methods: SDK
Admin:RLManager	AIC-5161	Insecure HTTP Methods: RLManager

Server:Website	AIC-5159	Insecure HTTP Methods: Website
Client:SDK	AIC-5158	[SDK] Password submitted using GET method
Integration:Siebel:AICD, Integration:Siebel:ASIS	AIC-5128	Add new features (Switch to Caller and Logout from After Call Work) for Native AIC-Siebel integration
Admin:ICManager	AIC-5099	IC Manager deletes agent workgroup assignment.
Server:Website:Public	AIC-5094	chat.htmlclient.undocked.title property doesn't work for regional languages
Server:Website:Public	AIC-5093	Chat localization issues in Public Website
Server:HttpVOX	AIC-5089	ADUIDs are not destroyed when HttpVOX goes down
Server:TSV5:ASAI	AIC-5085	Need to make the number of user records retrieved from DB configurable in TS
Server:Report Server	AIC-5084	Repository DB missed data due to transaction was not committed
Admin:ConfigTool	AIC-5070	ORB Service does not start on several IC server machines on windows.
Client:AAWC	AIC-5067	AAWC unable to send attachments with ";" character
Server:Website:CSPortal	AIC-5055	Agent the variable is not replaced in chat.phrases.connected
Common:CDK, Common:MTT, Common:STT	AIC-5034	ICConnector deployed on AIC servers on IIS is causing the application pool to crash
Client:AAWC	AIC-5030	Can't delete or add contact list on address book / my agent tab
Admin:DB Designer	AIC-5019	qw_get_key_fields procedure returns an empty list of fields for tables and indexes with long names
Server:ADU	AIC-5011	ADU server crashes intermittently
Server:Website:CSPortal	AIC-4995	Insecure HTTP Methods: CSPortal
Admin:DB Designer	AIC-4993	MSSQL issues the error "Subquery returned more than 1 value" during DB reconfiguration
Client:RichClient:WebAgent	AIC-4990	WebAgent crashes on specific emails
Server:Alarm	AIC-4969	Incorrect value in avICAlarmTime parameter
Client:AAWC	AIC-4961	Some content of email is not printed in AAWC
Server:TSV5:ASAI	AIC-4947	TS does not send Connect event when an Outbound Call Cuts through and a recorder is added via Siglestepconference
Server:Blender Server	AIC-4946	Blender server does not start properly and issues the alarm - Can't find entry for self in DS

Common:Build	AIC-4941	Need to propagate changes done for wi01205325 for building qora12srv
Server:Data Server	AIC-4936	TS GenericUpdate timesout when load_users_on_update is configured
Other	AIC-4927	Need to build Rouge Wave libraries with PDBs
Admin:DB Designer	AIC-4922	DB Designer crashes on Reconfigure in case DB contains invalid indexes
Admin:DB Designer	AIC-4920	DB Designer crashes on Reconfigure after upgrade from 732 to 735
Server:Email:Poller	AIC-4913	Blank email detection triggering on non-blank email
Client:RichClient:WebAgent	AIC-4875	Timeout should be configurable for imc connection in webagent.
Server:WACD	AIC-4867	[WACD] Chat talk time in Routing event table is shown zero
Client:RichClient:WebAgent	AIC-4866	[Webagent] Chat talk time in Routing event table is shown zero
Server:WACD	AIC-4858	Email not routing as per priority defined
Server:Website:CSPortal	AIC-4857	Remove IP/hostnames from CS Portal JS logs and CSportal transfer data
Server:Website:CSPortal	AIC-4845	Duplicate Chat session on same Agent
Client:RichClient:UAD	AIC-4844	Incorrect encoding on typing any Russian text in Comment field located in the Transfer Dialog of the AARC
AIC Siebel EAI Server	AIC-4829	It is required to use secure connection to the EAI application since Siebel IP17
Server:Vox	AIC-4748	VOX server installed on first NIC, but the VOX listener is open on second NIC.
Common:Workflows:HttpVox	AIC-4744	Httpvox solution does a WAN search for ADU and EDU and this causes delay
Other:Documentation: ReleaseNotes	AIC-4736	Windows patchlist is not properly attached in 7.3.7 release notes
Server:WACD	AIC-4477	WACD crashes when creating a workgroup with a duplicate name
Server:ICM	AIC-1197	\ character gets eliminated in Website Chat area if used in Display Name.

2.   Fixed JIRAs in IC 7.3.9 SP

Component/s	Key	Summary
Server:ICM	AIC-5614	[AIC739 Build 70 - Performance] java.lang.OutOfMemoryError: unable to create new native thread
AIC Email, Client:RichClient:WebAgent	AIC-5612	Rich – Email tiny- URL Resource – Cursor is displayed incorrect place by default

AIC Email, Client:RichClient:WebAgent	AIC-5609	Rich – Email tiny- Rich has been freeze if previewing the link and then clicking on Insert/Edit link from toolbar
AIC Email, Client:RichClient:WebAgent	AIC-5601	Rich – Email tiny– Redundant Reply windows is displayed if clicking on Reply icon several times
Server:Website:CSPortal	AIC-5513	CSPortal new logging is not installed
Integration:Siebel:AICD, Integration:Siebel:ASIS	AIC-5505	SiebelAICD - Agent's password is not encrypted in log file
Client:RichClient:WebAgent	AIC-5502	Rich – Tiny MCE -URL Resource – Chat – URL is not hyperlinked on chat transcript if it is created by typing manually
Client:RichClient:WebAgent	AIC-5499	Rich – Email Tiny MCE- HTML mode- Cannot set Font style default
Client:RichClient:WebAgent	AIC-5498	Rich – Email Tiny MCE- HTML mode- Redundant text is displayed when drag/drop folder resource
Client:RichClient:WebAgent	AIC-5497	Rich – Email Tiny MCE- HTML mode- Reply email – The first line is removed when replying a draft email
Client:RichClient:WebAgent	AIC-5493	Rich – Email Tiny MCE- Cannot accept replied email from customer with inline image and original email had inline mage by drag drop and Rich is crash
Client:RichClient:WebAgent	AIC-5491	Rich – Email Tiny MCE- HTML description is also displayed at the bottom of email frame
Client:RichClient:WebAgent	AIC-5490	Rich – Email Tiny MCE- Cannot type fully text if containing many sub numbered list/bullet list
AIC Siebel EAI Server	AIC-5486	Cannot start EAI/EAIWorkflow server after upgrade AIC 739 build 69
Server:TSV5:ASAI	AIC-5485	UUI info is lost when agents conference Supervisors via SSC
Client:RichClient:WebAgent	AIC-5473	Rich – Email Tiny MCE- Cannot insert resource if agent selects image on body
Client:RichClient:WebAgent	AIC-5472	Rich – Email Tiny MCE- Cursor is lost when inserting resource to body
Client:RichClient:WebAgent	AIC-5467	Rich – Email Tiny MCE- Email body is not displayed on the top when body has long text
Client:RichClient:WebAgent	AIC-5466	Rich – Email Tiny MCE- Number/Bullet list is not aligned center
Client:RichClient:WebAgent	AIC-5465	Rich – Email Tiny MCE- Resource selection pop up menu is overlaid by Email HTML layout
Client:RichClient:WebEngine	AIC-5464	Rich – Email Tiny MCE- Cursor is not displayed by default when creating resource
Client:RichClient:WebAgent	AIC-5463	Rich – Email Tiny MCE- Image – Upload function is not working
Client:RichClient:WebAgent	AIC-5462	Rich – Email Tiny MCE- Insert Image – Redundant error is displayed when using drag/drop image to email body

Client:RichClient:WebAgent	AIC-5449	Rich – Email Tiny MCE - Cannot use options Paste from Edit popup
Client:RichClient:WebAgent	AIC-5446	Rich – Email Tiny MCE- Cannot modify Subject/CC/BCC after using Insert Image or Insert link from toolbar
Client:RichClient:WebAgent	AIC-5444	Rich – Email Tiny MCE- Width and height are not displayed when editing image which dragged/dropped from another place to rich
Client:RichClient:WebAgent	AIC-5443	Rich – Email Tiny MCE- Link- Should remove option " Open link in…" in Insert/Edit link window
Client:RichClient:WebAgent	AIC-5441	Rich – Email Tiny MCE- Cannot open URL and mailto in Preview mode
AIC RichClient, Client:RichClient, Rich Client	AIC-5440	Rich – Email Tiny MCE- Preview mode- Bullet and Number character don't show in HTML Inbound Email
Admin, Client, Server	AIC-5431	Add VS17 redistribution package into installer
Admin:ConfigTool	AIC-5428	Version on Config Tool is displayed incorrectly
Client:RichClient:Email	AIC-5427	Rich – Email Tiny MCE- Cannot insert resource to Email body
Client:RichClient:Email, Client:RichClient:WebAgent	AIC-5426	Rich – Email Tiny MCE- Spellcheck is not working
Client:RichClient:Email, Client:RichClient:WebAgent	AIC-5423	Rich – Email Tiny MCE- Redundant "Edit" label is displayed in Preview mode
Client:RichClient:Email, Client:RichClient:WebAgent	AIC-5422	Rich – Email Tiny MCE- Cursor is not displayed by default when replying email
Client:RichClient:WebAgent	AIC-5414	Rich – Email Tiny MCE- Email Resource – Cannot input message in body by default Email Resource window size
Client:SDK	AIC-5410	SDK - Cannot login .NET SDK Client on 739 build 69 - Windows Server 2019
Client:AAWC	AIC-5409	AAWC - Cannot launch AAWC-Config Tool on 739 build 69
Client:AAWC, Client:SDK	AIC-5407	AAWC, SDK - Schedule Callback – Agent cannot accept Schedule Callback on AIC 739 build 69
AIC RichClient, Rich Client	AIC-5406	Rich - Schedule Callback – Agent cannot make call to customer on AIC 739 build 69.
Client:RichClient:Email, Client:RichClient:WebAgent	AIC-5404	Rich – Email Tiny MCE- Issues with URL, mailto when typing manually and Font Type, Font Size
Common:Build	AIC-5401	AIC-5081 Adapt the build process after integration with a VS17-related changes
AIC RichClient, Installer, Rich Client	AIC-5399	Rich Agent – Error unregistering – TreeCtrl.ocx when applying 739 build 69 on Rich Agent - Windows 10
AIC OA Oracle	AIC-5398	Cannot create repository , ccq database on 739 build 69
Admin & Design, Installer	AIC-5397	DnA – Error unregistering – TreeCtrl.ocx when applying 739 build 69 on DnA.
Server:Alarm	AIC-5380	SNMP messages from IC built with vs2017 are not observable on recepients

Client:RichClient:Email, Client:RichClient:WebAgent	AIC-5379	Slow first TinyMCE show up
Client:RichClient:Email, Client:RichClient:WebAgent	AIC-5375	AIC-5375Tiny doesn't work in AARC dependence mode
AIC RichClient	AIC-5356	TinyMCE email preview editable issue
	AIC-5344	AIC-5081 Upgrade an incoming fixes for VS2017 after merging WI branch into FP
Client:RichClient	AIC-5343	TineMCE temp resources issue
Client:RichClient	AIC-5342	TineMCE redraw issue
Server:Website:CSPortal	AIC-5325	Log improvements in CS Portal
Common:Build	AIC-5274	Adaptation of the build scripts to work in the Windows-only build environment
	AIC-5260	Tomcat & Birthday attacks against TLS ciphers with 64bit block size vulnerabilites
Admin:RLManager	AIC-5239	RLManager - Cannot create new template
AIC WebAgent	AIC-5233	AAWC - Text messages don't show on agent transcript while agent is transferring/conferencing chat
Server:Alarm	AIC-5174	[SPLIT:7.3.9.0.0] Enable SNMP v3 support for AIC
Other:WebLM	AIC-5171	WebLm upgrade to Weblm 8.0.1
Client:SDK	AIC-5156	AIC-4978 [SDK] Password submitted using GET method
	AIC-5154	AIC-4928 OpenJDK + Oracle Java changes for AIC
Other:WebLM	AIC-5149	License Server is in Restricted mode after connecting to WebLM server 739 build 67
Admin:ICManager	AIC-5133	Fix ICmanager to prevent queue names contain $
AIC Chat, AIC RichClient, Client:RichClient, Server:Website:Admin	AIC-5130	AARC - Chat - Agent clicks X button to close Join-us dialog but Call Handle is set successfully.
Server:TSV5	AIC-5116	Fix of Coverity's STRING_OVERFLOW issues in TS server
Other:Tools:PurgeScripts	AIC-5111	[Code changes] IC DB Purge Data script should be updated
IC	AIC-5038	Build related issues due to Tomcat Upgrade activity
AIC WebAgent	AIC-5028	Build breaks with error "Z:\vob5\econtact\website\WEB-INF\lib\AvayaWebAuth.jar does not exist"
Admin & Design, Client:RichClient, Server	AIC-5021	Need to propagate JIRAs AIC-4901 AIC-4903 AIC-4905 to 739 branch
Admin:RLManager	AIC-4999	AIC-4983 Application is vulnerable to XSS [RLManager]
Admin:RLManager	AIC-4964	AIC-4928 Replace applets in RLManager
	AIC-4963	AIC-4928 Remove co-browse from AIC
Advocate:Resource Manager	AIC-4960	LookupRoles and LookupActivationsForRole methods crash BA Admin Web Service
AIC Voice	AIC-4955	Extended UUI for transfer, consult, and conference in AARC

Advocate:Resource Manager	AIC-4944	BA build is failed (error C2663: 'ATL::CComBSTR::CopyTo')
IC	AIC-4932	AIC-4928 Initial changes in build scripts
	AIC-4930	AIC-4916 [APIs for ICBA] Build script, coverity, manifest
IC	AIC-4929	AIC Tomcat upgrade to Tomcat 9.0.12 for Windows
Server:ADU	AIC-4925	The VDU loading stress-test utility
	AIC-4923	AIC-4916 [APIs for ICBA] Merging Rajeev changes to current release
	AIC-4916	169216 – 400 - APIs for ICBA
AIC Email	AIC-4907	Restore HunnySoft Solution/Project files in Git
External:Tomcat	AIC-4899	AIC Tomcat 8 has Tomcat 6 Docs
Advocate:Resource Manager	AIC-4904	Sample application for PEA 1-61L4KT0 - RM server keeps crashing, getting error 0x800706F7 - The stub received bad data.
AIC Email	AIC-4854	Arabic text not saved in DB on Solaris

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.8 Service Pack (SP)

1. Fixed CFDs in IC 7.3.8 SP

Component/s	Key	Summary
Client:AAWC	AIC-4851	Global Resources with special character shows as Encoded with AAWC Client
Client:AAWC, Server:Email	AIC-4837	Unable find email when search by customer email address
Server:Website:CSPortal	AIC-4836	Cross chat issue on CsPortal
Server:TSV5	AIC-4819	Telephony services (TS) being re-bounced and causing some agents to lose Softphone connection.
HTTP Connector	AIC-4816	HTTP Connector in IC 7.3.7 is failing to parse requests
Server:Website	AIC-4789	Chat Inactive Timer value change after reboot
Server:WACD	AIC-4785	WACD server does not process any contacts and it is hung.
Server:ICM	AIC-4779	Chat transcript sent to customer multiple times After WACD outage

Server:ICM	AIC-4778	Customer sent "&" during the chat conversation but received &amp in chat transcript.
Client:SDK	AIC-4771	Unable to logout channels from SDK Client
Server:TSV5	AIC-4765	Agents unable to login to TS when DS request to load agents timesout
Server:WACD	AIC-4764	WACD servers hangs (deadlock in EnqueueTask/AssignTask)
Client:AAWC	AIC-4759	AAWC cannot open PDF attachment > than 650K
Server:Vox	AIC-4756	VOX server installed on first NIC, but the VOX listener is open on second NIC.
Client:AAWC	AIC-4755	Resource is created in another folder.
Client:AAWC	AIC-4754	New test resource does not save
Integration:Siebel:ASIS	AIC-4747	ACW time is 0 seconds for some calls
Server:WACD	AIC-4743	WACD failover impacting WAA awareness of emails
AIC Email	AIC-4738	Arabic text not saved in DB
AIC Siebel EAI Server	AIC-4727	URL-based authentication for authenticating the EAI servers with Siebel 16 is not supported
Admin:ICManager	AIC-4725	Ldap Synch timedout
Server:TSV5	AIC-4723	The iCall.IsOutboundCall property is being set to true for non outbound calls.
Client:AAWC	AIC-4718	Saving Email Attachment to PC Crashes IE11-AWC
Server:Website:CSPortal	AIC-4717	Chat transcript corruption on send to the client's email
Client:AAWC	AIC-4711	Find Email error from AAWC , IE 11 console logs points to datacontroller.js
Client:AAWC	AIC-4710	AWC hung when Email and Chat contact arrives together
Client:AAWC	AIC-4709	Increase timer for Attachment download window
Server:WACD	AIC-4708	WACD_events.log file is non configurable

AIC Siebel Driver	AIC-4690	ACW does not work for outgoing call if the call is placed on hold
Client:AAWC	AIC-4686	AWC Hangs on Exit
Integration:Siebel:AICD	AIC-4684	AICD agent log file size cannot be configured
Server:Website:CSPortal	AIC-4672	Optimization for aicaddress processing
Installer:Agent Install	AIC-4662	AARC MSI installation package
Other:Documentation	AIC-4661	LDAP users get disabled incase of wrong password entered n times.
Server:Email, Server:Email:Poller	AIC-4643	Duplicated Tracking Number for different emails
Client:SDK	AIC-4637	AIC SDK 7.3.6 JSessionID balancing is not working
Admin:ICManager	AIC-4634	Clerk and Supervisor user need access on LDAP menu
Client:RichClient:UAD	AIC-4631	In AARC application transfer window cannot be opened
Server:WACD	AIC-4630	WACD hung, Email routing not working
Server:License Server	AIC-4623	TLSv1.2 (only) not working with WebLM
Other:Documentation	AIC-4620	EURO symbol entry is not in document.
Server:WACD	AIC-4614	WACD Crash (ACDTask.RunScript, KBQuery)
Client:AAWC	AIC-4613	When webchat is answered from the prompt, the main Avaya agent window is not moved to the front
Server:WACD	AIC-4602	Agent Consumes 2 Email licenses for Email channel
Client:SDK, Client:SDK:WebServices	AIC-4598	The webservices and the SDK won't start after upgrade
Server:Website	AIC-4597	Push URL issue in chat
AIC Siebel Driver	AIC-4596	Deadlock in AICD causes CTI toolbar failure
AIC Email	AIC-4595	Unable to search email history using Email ID if the Email ID contains capital letters.

Client:AAWC	AIC-4560	PromptOnArrival window does not go away even if the contact is accepted from menu or right click accept.
Client:AAWC	AIC-4559	Pop-up alerts for all contact types has been removed from product, where only admin can make the change now
Server:TSV5, Server:TSV5:ASAI	AIC-4557	TS does not remove call record object from its memory,when IVR transfer the call to a VDN.This causes EDUID to be reused
Client:AAWC	AIC-4555	To field populated with <New Email> in Email Compose Window.
Client:AAWC	AIC-4543	AAWC new/change resource window does not fully open
Client:RichClient:Email	AIC-4539	Rich Client crashes opening specific emails
Client:RichClient:Web Agent	AIC-4519	Agent Desktop freeze (setAgentTask(), TaskInfo.dat) / crash issues (URL push)
Client:SDK:C#ClientLibrary, Client:SDK:C#Sample Client	AIC-4516	Agent are unable to change the password on first login with .Net Client on 736
Client:AAWC	AIC-4510	Initial Login Page Takes Minutes to load
Client:RichClient:UAD	AIC-4501	IC thick client - UAD placement with dual monitors
Server:Email	AIC-4499	Email cannot be inserted in W_Offline_Task and W_Offline_Contact tables
Server:Website:CSPortal	AIC-4492	When customers close their browser, it does not end the chat on the agent side for 3 minutes 20 seconds
Server:ICM	AIC-4491	ICM server has stopped storing the chat transcript into database
Server:ICM	AIC-4478	Transcript messages do not have timestamp in logs of icm
Client:RichClient:EDU Viewer	AIC-4476	EDU viewer does not display NonEnglish Special characters
Client:AAWC, Client:SDK	AIC-4475	The SDK is not properly delivering DestinationBusy
Client:AAWC	AIC-4194	AAWC IE freezing

Other:Documentation	AIC-4175	Need to document Wacd Priorities type information for transfering of emails
Server:WACD	AIC-860	WACD is not requeuing the task if RM assigns more tasks to an agent than the agent's load.
AIC Siebel Driver	AIC-4690	ACW does not work for outgoing call if the call is placed on hold

2. Fixed JIRAs in IC 7.3.8 SP

Component/s	Key	Summary
Other:Documentation	AIC-4872	Need to document format for inline image URL for rlmanager
Other:Documentation	AIC-4868	Agent state color in ICManager
IC	AIC-4846	Java upgrade to latest 1.8 version
Other:Documentation	AIC-4825	Need to remove info about deployJava.js in Internet connectivity
Server:Alarm, Server:Directory, Server:Email:Poller, Server:HttpVOX, Server:License Server	AIC-4788	OpenSSL Upgrade
Other:Documentation	AIC-4780	Need to remove AlwaysOnTop property from documentation
Other:Documentation	AIC-4772	IE11 settings for AAWC
Other:Documentation	AIC-4768	Please add the transcriptadded_sbl information to Avaya IC for Siebel Integration Guide
Other:Documentation	AIC-4695	need to add WebLM 7.1 support for AIC 737 in overview and specification guide
Other:Documentation	AIC-4693	Doc Update: HA for BA using VM Fault Tolerance
Server:TSV5	AIC-4675	Update cvlan client libraries to 7.1.2 version
Client:RichClient, Client:RichClient:Qconsole	AIC-4629	Some changes are missing after moving AIC from ClearCase to GIT

Client:AAWC	AIC-4624	Need to remove Always On Top feature for AAWC
Client:AAWC	AIC-4622	Can not change a web resource in AAWC.Clicking on OK does nothing.
Client:SDK:C#Sample Client	AIC-4621	Agent is unable to change the password on first login of .Net Client launched via RunClient.bat
Client:AAWC	AIC-4521	aawcclient.bat contains old unused code
Other:Documentation	AIC-4512	Thin client settings for vmware horizon view needs to added in prereq guide
Other:Documentation	AIC-4511	Please add citrix xendesktop support related information in install guide
Client:RichClient:Web Agent	AIC-4496	chat.htmlclient.welcome message contains Angular brackets is not displayed on webagent
Other:Documentation	AIC-4479	Change "Siebel 16" to "Siebel 16.0.0.0.0" and "Siebel 15" to "Siebel 15.0.0.0.0" under Supported Siebel integration
Other:Documentation	AIC-4441	Errors while launching AARC agent
Other:Documentation	AIC-4203	Please add SQL server alwayson availability feature support in AIC install planning and pre-req guide
Admin:ConfigTool	AIC-4901	ORB Service does not start on several IC server machines on windows
Client:RichClient	AIC-4903	TaskList.ocx not getting registered and un-registered during AARC SP apply
Server:WACD	AIC-4905	Need to remove fix for AIC-4477 from 7.3.8
Other:Documentation	AIC-4843	CM 8 interop Documentation required for few of the IC Parameters
Other:Documentation	AIC-4872	Need to document format for inline image URL for rlmanager

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.7 Service Pack (SP)

1.   Fixed CFDs in IC 7.3.7 SP

Component/s	Key	Summary
Data model	AOA-284	[Release Notes update] OA Database...Issue with Definition of Foreign Key Constraints
Data model	AOA-284	OA Database...Issue with Definition of Foreign Key Constraints
Other:Documentation	AIC-4497	Value of LogDevice_File_maxsize parameter is incorrect in Administration Guide
Client:AAWC	AIC-4460	Need to add the Close button to KeyPad, Diagnostic and Print windows
Server:Website:CSPortal	AIC-4430	Chat Transcript email not sent using the address passed with AICAddress variable to ICM Server
Client:AAWC	AIC-4401	Unable to close any of the AAWC windows when launched the second time round i.e. Chat, Email Application, Find Email, Address Book etc.
Client:SDK:C#ClientLibrary	AIC-4415	No license errors when using SDK Client
Server:ICM	AIC-4398	ICM default connectivity timers (20 40 60) work incorrectly
Other:Documentation	AIC-4397	Disconnect Interval description needs to corrected in Admin Guide
Server:WSCB	AIC-4400	WSCallback is not scheduling the DB retrieval,once the queue size is full
Server:WSCB	AIC-4399	The WScallback server does not act on the connection closedevent (102)
Server:WACD	AIC-4390	Primary and Secondary servers in WACD cluster are shown as active at the same time
Advocate:Resource Manager	AIC-4373	Advocate RM fails to load all the agents if the DB entry for qualifiers are missing for a profile for a particular agent

Client:RichClient:Web Agent	AIC-4376	Rich Client: Editlive can't handle bgcolor attribute of html
Other:Documentation	AIC-4379	Need to document necessity of internet access for AAWC
Server:Website:PDM	AIC-4382	Multi-tenant countrycode being overwritten
Server:ADU	AIC-4356	ADU Server crashes when executing a ADU.Deassign request.
Server:Website:Public	AIC-4352	chat.htmlclient.welcome property doesn't work for regional languages
Client:RichClient:Web Agent	AIC-4348	Edit Live Crash issue
Server:TSV5	AIC-4345	TS does not remove call record object from its memory,which causes EDUID to be reused for a different call with same callrefID
Server:Website:CSPortal	AIC-4330	NPE in CS Portal server side
Server:Email:Poller	AIC-4313	Message contains a mime-part that could not be deciphered, and cannot be displayed
Server:WACD	AIC-4308	WACD server is crashing abruptly.
Client:RichClient:Web Agent	AIC-4306	agent is not able to view the HTML email in Rich Clien
AIC WebAgent	AIC-3983	Language code error when agent tries to reply to an email
Server:Website:CSPortal	AIC-4290	CS Portal: Chat input area is enabled if no agent in the chat
Server:Website:CSPortal	AIC-4287	Add more info about CS Portal chat disconnect reason, network outage, etc
Server:Website:CSPortal	AIC-4284	Chat drop in CSportal - Multiple scenarios
Other:Documentation	AIC-4279	Need to update "Enabling the SDK server for SSL (optional)" procedure in AIC installation guide
Server:Website:CSPortal	AIC-4277	Cannot insert duplicate key in object 'dbo.w_chat_wrap_survey'."

Server:ICM	AIC-4270	Chat transcript file with backspace character fails to get stored in DB
AIC RichClient	AIC-4248	If an agent puts a conference call on hold and then reconnects, the transfer/consult/conference buttons do not re-enable
Server:Website:CSPortal	AIC-4216	Customer should not allow to type chat messages when there is n/w connection disconnect
Server:Website:CSPortal	AIC-4239	Error message "The message "..." has not reached to server", GM patch implementation is vulnerable for XSS attacks
Server:Website	AIC-4234	After closing the chat , the chat page is not getting redirected to the customized page.
Installer:Agent Install	AIC-4180	Logs folder is not created in installer.
Server:Website:CSPortal	AIC-4229	Message is sent with last character truncated if the Japanese language inserted using IME in CSPortal chat
Server:Email	AIC-4225	ICEmail Server crashing randomly at customer end
Server:Website:CSPortal	AIC-4222	Changes in SecurityFilter to sent actual error back to the client
Server:Website:CSPortal	AIC-4209	CS Portal client freezes in IE
Server:Website:CSPortal	AIC-4211	CS Portal client: lost messages in case of short network outage
Server:Website:CSPortal	AIC-4213	CS Portal server: lost messages, chat drop, one way messaging
Client:AAWC:UOM:Email	AIC-4200	AAWC cannot handle blank "content-type" header
Integration:Siebel:AICD	AIC-4196	AICD is no longer sending login request to AIC after Siebel Upgrade
Other:Documentation	AIC-4141	Chat time stamps are written in UTC and this is not configurable.
Client:SDK:WebServices	AIC-4187	AIC Webservice "update / Create" method request fails if the Agent LoginID contains "." (dot) character.

Client:RichClient:Web Agent	AIC-4180	Logs folder is not created when local logging and shared folder is used.
Client:RichClient:Web Agent	AIC-4178	Rich Client Freezes when the agent tries to switch between two chat tabs.
Client:AAWC	AIC-4165	AAWC is frozen when adding a mail attachement
Server:ComHub	AIC-4167	No log rollover for comhub log
Server:ICM	AIC-4141	Chat time stamps are written in UTC and this is not configurable.
Client:RichClient	AIC-4115	No reason codes are displayed in Aux pop-up box of AARC client
Client:AAWC	AIC-4109	AAWC Server crashes when agent enters password more 500 characters
AIC RichClient	AIC-4104	In AARC, after auto-accepting the email, the task is not made active.
AIC Email	AIC-4050	Duplicate Tracking IDs can result because of separate time_t instances usage.
Integration:Siebel:AICD	AIC-4024	AICD service does not call VDU.Terminate after querying EDU values of agent's voice contacts
Server:Attribute	AIC-4041	Unable to escalate chat, issue is intermittent
Client:RichClient:Web Agent	AIC-4026	Replied email body are blank
Client:AAWC	AIC-4065	Email Message without body tags is not displayed in Original Tab of AAWC
Client:RichClient:WrapupDialog	AIC-4057	Wrap-up Codes size for Reason & outcome is small that it don't display the reason code .
Client:RichClient	AIC-4031	AUX reason code is reset with default reason code after terminating the call.
Client:AAWC	AIC-3985	AAWC is showing codec or OOM error when playing WAV attachment in WMP
Client:RichClient:Web Agent	AIC-3989	Webagent cannot parse email with unknown tags

Client:RichClient:Web Agent	AIC-3986	IC 7.3.5 AAWC voice call accept brings chat/email window to top
Client:RichClient	AIC-3929	IC Email throw "Language Code Error" when Agent reply to Emai
Client:RichClient:BlenderClient	AIC-3903	Intermittently an agent gets stuck in wrapup mode on a voice contact. Once stuck, the agent is unable to come out of ACW for Voice channel without logout/login or Softphone reset.
Client:RichClient	AIC-1388	AARC shouldnt show the codes to the agent if there is a configuration mistake

2.   Fixed JIRAs in IC 7.3.7 SP

Component/s	Key	Summary
Other:Documentation	AIC-4440	Need to add info for ICM record properties
Other:Documentation	AIC-4436	WFO compatibility matrix is not added in overview and specification guide
Other	AIC-4396	WannaCrypt Ransomware Attacks: windows update and Team reports
Other:Documentation	AIC-4346	Need to document cookie based sticky session is recommended in load balancer
Client:SDK:JavaSampleClient	AIC-4340	SDK java sample client "paste" option from mouse right click menu is disabled
Client:AAWC	AIC-4336	AAWC - Language code error when agent tries to reply to an email
Server:Website:CSPortal	AIC-4301	When customer browser (safari browser minimized on ipad/iphone) not in network for 70-150 secs, it is observed that few agent messages are sent to customer are lost at customer side
Other:Documentation :ReleaseNotes	AIC-4274	"Idle Timeout Tenant Properties Support" section of "Enhancements in IC 7.3.3 Feature Pack" (readme pdf) is incomplete

Other:Documentation	AIC-4272	Description of emailresource.usage.subject.behavior key is in another row.
Server:Website:CSPortal	AIC-4231	OOTB client - Join Us - Messages weren't sent and chat transcript entry was grayed out after Customer2 had pressed "Enter" to send message to Customer1 and Agent1
Server:Website	AIC-4204	chat.htmlclient.customer.inactivity.totaltime meta data property value, consider value for public website is in minutes and for csportal consider value is in seconds
Other:Documentation	AIC-4193	Need correction under "Configuring the location to write the webagent logs" of install guide
Client:SDK	AIC-4171	IC Client SDK - IsOperationAllowed method for other interfaces missing
AIC Siebel Driver	AIC-4064	AllowCompleteWhileRinging = Yes not working with siebel hybrid login
Server:Website:Admin	AIC-4062	WACD - Multiple Supervisor – There is only default supervisor name listed in Supervisor column on Web ACD page instead of all supervisors
Client:SDK:JavaSampleClient	AIC-4049	SDK client agent unable to copy text from chat transcript window
Client:RichClient:WrapupDialog	AIC-3951	Wrapup dialog display fields gets disturbed when agent switches between wrapup categories
Client:AAWC	AIC-2807	Security Vulnerability found in Chat (AAWC)
Client:SDK:JavaSampleClient	AIC-1438	SDK - JavaSample Client Email the name of attachment files are not displayed when agent received an email with file attached too long.

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.6 Service Pack (SP)

1.   Fixed CFDs in IC 7.3.6 SP

Component/s	Key	Summary
Client:RichClient	AIC-1463	AARC-Supervisor-Chat- Make Supervisor visible option is grey out at the first time right click on it.
AIC Email	AIC-3743	Poller changeto8Bit() also converts '7bit' parts which causes loss of data in email
Server:WACD	AIC-3872	non-BA Chat EWT is publishing Position of -1
Server:Website	AIC-3860	[Tracker] Memory leak in website
HTTP Connector	AIC-3748	HttpConnector issue when malformed URL is processed
Integration:Siebel:AICD	AIC-3952	ACW is not set on Hardphone when Set ACW button is pressed on Siebel Toolbar after Agent connects the call and Wrapup is set EnterWhen-Selective-NotRequested
Client:SDK	AIC-3700	[Tracker] On activating Nessus scan on AIC boxes it impacts SDK services causing agent login failure
Client:RichClient:Web Agent	AIC-2710	Chat transcripts are not seen when supervisor switches between the monitored chats in the supervisor tree panel
Client:AAWC, Client:RichClient:Web Agent, Client:SDK	AIC-3755	[Tracker] Agent can't send specific emails due to error.
Client:AAWC	AIC-3970	[Tracker] AAWC server hungs when agent is logging in and Admin in IC Manager modifies Codes
Other:Tools:LogArchiver	AIC-3919	Log Archiver crashes while doing log rollover.
Client:AAWC:UOM	AIC-3914	[Tracker] IC Users login but cannot go available
Server:Website	AIC-3842	[Tracker] Website has stray connection checks for chats which have already finished.

Client:UOM, Integration:Siebel:ASIS	AIC-3699	ACW get lit and is blinking continuously after Agent Connects the call when Wrapup is set EnterWhen-Selective-NotRequested
Client:RichClient:WrapupDialog	AIC-3892	The outcome and reason boxes are swapped after the fix of AIC-2950.
Client:SDK:JavaClient Library	AIC-3873	[Tracker] Attachment stream is not closed in IC SDK Client library
Server:WACD	AIC-3926	WACD would crash if executing log statements that have errors.
AIC Email	AIC-3961	Poller and ICEmail can create duplicate TrackingID number
Other:Documentation	AIC-3750	The qualifiers sorted by CDbl function in Block "Translate Category/Qualifier" Code is throwing error 13 : Type mismatch for some locale.
Client:RichClient:UAD	AIC-2534	UAD shows junk if comment/agent/queue name (entered during transfer) is typed in Thai language
Server:Website:Admin	AIC-1780	[Tracker] IC email search from the webself service not able to load email with large message body size
Server:WACD	AIC-3211	Tasks are not routed to agent after WACD restart, if agent has an ongoing chat.
Server:WACD	AIC-3097	WACD crashes when crossover happens when chat is abandoned, and assigned to agent at same time
Server:TSV5	AIC-3928	Call get stuck on the Siebel hybrid client
Client:AAWC	AIC-3820	[Tracker] Effects (fonts, bold, underline ...) are removed when we insert resource to email application window.
Client:SDK:C#ClientLibrary, Client:SDK:C#Sample Client, Client:SDK:JavaClient Library,	AIC-1550	SDK Sample client does not honor timed ACW and makes the agent 'available' immediately after queue call is hung up.

Client:SDK:JavaSampleClient		
Server:WACD	AIC-3210	WACD shows a lingering chat task when agent client is killed or crashed
Client:RichClient:WebAgent, Server:ICM	AIC-3909	[Tracker] Transcript Painting issue in supervisor mode
Client:RichClient:WebAgent	AIC-3963	[Tracker] Rich Client intermittently gets Editlive error
Client:AAWC	AIC-3702	[Tracker] The Agent messages are seen to be coming twice in some chat scenarios
Client:RichClient:Qconsole	AIC-3102	With command line parameters, Avaya Agent Rich Clients are prompted with Login Window every time though there is no change in layout, scripts or registry keys, if the locale on the agent machine is different from that set in IC manager
Other:Tools:LogArchiver	AIC-3704	Log Archiver crashes during log roll over

2.   Fixed JIRAs in IC 7.3.6 SP

Component/s	Key	Summary
Client:AAWC:UOM:Email	AIC-1530	AAWC- Outgoing Email- From field is displayed "Defaultqueue_key" instead of selected email account when print preview
Admin:RLManager	AIC-2985	Unable to select font type and font size in HTML mode while creating/editing RLManager template
Admin:RLManager	AIC-2986	Insert image window of RLmanager template creation is not loading properly with IE 11
Server:WACD	AIC-3727	WACD server crashed for normal stop operation from IC Manager
AIC Admin	AIC-1654	Submitted FAQ shows up FAQ list

Client:RichClient:Web Agent	AIC-3019	Last pushed URL message is appended last 2nd time in supervisor transcript
Server:ComHub	AIC-2873	Comhub server crashed when Qualys security scan test is running on AIC server
Client:RichClient:Web Engine	AIC-3004	Rich Agent-Supervisor mode- super cannot monitor chat if super accepts chat first and transfer to agent
Client:RichClient:Web Agent	AIC-1477	Rich Agent- Resource- Can create Folder with name is blank
Other:Documentation	AIC-3865	siebel agent unable to do reply/forward email contact
AIC Chat	AIC-3939	Chat contacts immediately gets abandoned when it assigned to thin client agent while he is in supervisor mode
Server:Website:Admin	AIC-4040	website email history report page is vulnerable for XSS attacks
Server:Website:Admin	AIC-4054	Email history feature on WACD page throwing null pointer exception
Client:RichClient:Web Agent	AIC-4032	HTML email unable to display properly at webagent
Client:AAWC:UOM:Email	AIC-4052	AAWC: <New Email> tag line in TO field displayed with ASCII codes
Client:RichClient	AIC-3995	Supervisor lost connection with ICM after monitoring 2-3 co-browse related chats
Common:Applications:Localization	AIC-4069	AARC - Localization - Email - Value of subject field on Avaya Agent is undefined characters although we have configured and set Russian localization
Client:RichClient, Other:Localization	AIC-1728	Rich-Localization- Many errors pop up when rich agent using Korean language
Server:WACD	AIC-4021	Email contacts are actually assigned to agents but status is showing "Waiting for agent assignment" due to this agent can't able to terminate the contact

Client:RichClient:Web Agent	AIC-1476	Rich Agent- Resource- Can create duplicated Folder, agent resources when using F2 to edit it
Client:RichClient:Web Agent	AIC-3008	When supervisor switches between multiple chats, already pushed URLs are opening again and again in browser on his desk

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.5 Feature Pack (FP)

1.   Fixed CFDs in IC 7.3.5 FP

Component/s	Key	Summary
Admin:ConfigTool	AIC-1703	MigrateConfig tool doesn't show all hostnames if ds.ffd contains blank & correct hostname for the same ip, when trying to change the hostnames during migration
Admin:ConfigTool, Other:Tools:icadmin, Server:qntorbsrv	AIC-1815	[Tracker] Unable to start orb on windows2012 when multiple NIC are configured and binding order was set correct
Admin:DB Designer	AIC-2644	After 7.3.4 upgrade DB Designer crashes while reconfiguring database.
Admin:DB Designer, Admin:WF Designer, AIC RichClient	AIC-2358	AARC, Admin package needs to be repackaged with the new release binary from Summit software.
Admin:ICManager	AIC-1843	[Tracker] Validate URL works if Validate URL is not enabled
Admin:ICManager	AIC-1765	[Tracker] ICManager does not send ds.change event if the queue is deleted from Workgroup
Admin:ICManager	AIC-2818	[Tracker] ICManager does not allow to set the task-load < sum of the task loads of all channels.
AIC OA User Doc	AIC-1524	IC pre-req documentation should be enhanced w.r.t MSSQL collation to be used when OA would also be installed.
AIC RichClient	AIC-2140	AARC fails to create Vtel object using qscripts.
AIC RichClient	AIC-2181	With command line parameters, Avaya Agent Rich Clients are prompted with Login Window everytime though there is no change in layout, scripts or registry keys.

Client:AAWC	AIC-2662	[Tracker] When an agent logs in to AAWC, a log file is created on the desktop with a name "ICTCAgentClient.log"
Client:AAWC:UOM:Voice	AIC-1704	AutoAnswer does not work if there is a race condition between the new incoming call event and completing the wrapup of previous call.
Client:RichClient:BlenderClient	AIC-2594	Transition of agent state from aux to available resets the channel loads to 1 in manual mode
Client:RichClient:CH Browser	AIC-1618	Avaya Agent Rich Client crashes for retrieving the string value for the Subject field for cetain contacts.
Client:RichClient:CH Browser	AIC-2209	Avaya Agent Rich Client is "disappearing" from agent desktop and qui is crashing
Client:RichClient:CH Browser	AIC-2921	AARC is crashing for abandoned calls intermittently.
Client:RichClient:Softphone	AIC-2068	Transfer, Conference & Consults buttons are disabled after disconnecting second direct call.
Client:SDK	AIC-1552	[Tracker] JAB server does not send a TS.Deassign request to TS, when TS.Assign request timesout
Client:SDK	AIC-2656	[Tracker] Agent is unable to login and we could see below error in TS logs "SYSTEM:5500015:Attempt control with invalid loginid
Client:SDK:JavaClientLibrary	AIC-2079	SDK error message: Unknown Server Notification received : voicemediainteraction.destinationringing
Client:SDK:JavaSampleClient	AIC-1784	SDK Client not moving to AUX after ACW state
Other:Documentation	AIC-2473	Siebel integration guide does not have information for the permission required for AARC to work in Hybrid mode.
Other:Documentation	AIC-1787	[Tracker]IC Prequsite 73 (installation Planning, and Pre-requisite) document has wrong information for SQL2008/SQL2012/2014
Other:Documentation	AIC-2215	The Event definitions listed under GetEventID API in 'Avaya Agent Control API Reference' document don't correctly mention the trigger of the events
Other:Documentation	AIC-1830	Need document behavior of work item counter for supervisor
Other:Documentation	AIC-1579	IC 7.3.3 supports only 32 bit IE versions, this needs to be clearly documented.
Other:Documentation	AIC-2785	Install guide needs to be updated with the failover steps of attribute server
Other:Documentation	AIC-2083	The Pre-requisite doc does not have bit info for supported Java versions.
Other:Documentation	AIC-1371	The definition of ADU field "ContactsAccepted" in ADU programmer guide is wrong.

Other:Documentation	AIC-1373	Only the supervisor for the first listed workgroup of an agent listed under the agents workgroup membership can monitor a chat session.
Other:Documentation	AIC-1836	Documentation of the Meta data used by the ICM while sending the phrases
Other:Documentation	AIC-1519	Need to add information to document while using AIC for multi languages.
Other:Documentation :ReleaseNotes	AIC-2475	IC Release notes do not clearly mention which adl files have to be used for reconfiguration of DB post installation of SP
Server:Email	AIC-1604	qem_message.toaddress is always null for "Auto-Acknolwedgment", "Bounce", "Dismiss from Analyze flow", and "Forward from Route block in Analyze flow" emails
Server:Email	AIC-1603	To Address is NULL in database after agent does Forward Original
Server:Email	AIC-1602	Forward Original results in wrong Email address in the forwarded email
Server:Email	AIC-2907	Email server processes wrap request faster than the reply request for the same email
Server:ICM	AIC-2061	Website is not able to escalate a new chat into the IC system
Server:ICM	AIC-3067	[Tracker] During the webchat conversation on CSPortal, timestamp of system disconnect message and survey URL is incorrect in transcript file.
Server:TSV5:ASAI	AIC-2793	With CM 7.0, TS crashes when a outbound call is made and gets connected
Server:TSV5:ASAI	AIC-2431	TS reuses EDUID for two different calls
Server:TSV5:ASAI	AIC-1739	TS does not process C_connected event (with cause value as singlestepconference) if the call is tagged as converse on
Server:TSV5:ASAI	AIC-1710	TS does not send TS.Rona event when TS.Answervdu request fails or timesout
Server:WACD	AIC-2183	Deadlock in WACD causing hang on WAA up and down event.
Server:WACD	AIC-2182	WACD crashes when RWCString object is logged, instead of it's contents.
Server:WACD	AIC-2091	Memory leak and no VDU.ForceTerminate when trasferred chat is RONAed
Server:WACD	AIC-1821	WACD crashes on accessing a NULL pointer set by state-machine
Server:Website	AIC-1725	cobrowse.jar reports certificate expired warning,when launching chat.

Server:Website:Admin	AIC-2911	[Tracker] Emails with inline images (in the body) cannot be displayed using the WACD Email Search Function
Server:WF Server	AIC-3076	Using WFServer's java extensions makes WF Server work in a single threaded manner.

2.   Fixed JIRAs in IC 7.3.5 FP

Component/s	Key	Summary
Admin:ConfigTool	AIC-1502	ICM and CIRS are still in running even these two services are unconfigured using config tool
Client:AAWC	AIC-1698	On exiting thinclient, it closes all the other IE instances opened in the system
Client:AAWC, Client:RichClient:WebAgent	AIC-1690	[SPLIT:7.3.5]Traditional Chinese Email cannot be seen in the AAWC and AARC
Client:AAWC:UOM:Email	AIC-1663	AAWC - Email - Incoming email body was lost bullet/numbering format in original email window
Client:RichClient	AIC-2432	Agent remains in init-aux if aux preset(while on call) was preceded by ACW preset(while on call)
Client:RichClient:ChatList	AIC-1740	AARC ChatList partially vanishes randomly
Client:RichClient:ChatList	AIC-1707	Rich Agent- Chat- Existing line break is removed in chat transcript on Agent Side
Client:RichClient:Email	AIC-1751	Rich Agent- Localization- shortcut key Alt+K is also opened Spell Checker
Client:RichClient:WebAgent	AIC-1810	Chat transfer conference stopped working after applying GM Grip 14989
Client:RichClient:WebAgent	AIC-2614	NullPointerException errors are occurred in WebAgent.log
Client:RichClient:WrapupDialog	AIC-2950	IC 7.3.4 Wrap-up dialog code selection boxes narrowed for 2 code types
Client:SDK:C#SampleClient	AIC-1341	.Net SDK Agent could not open the attachment with signs (<>:"/\?*). And an error dialog appears
Common:Workflows:EmailAnalysis, Server:Email	AIC-1667	Forward Original" email contact is not routed to appropriate queue/workgroup "
IC	AIC-1874	Need to comply with Avaya Security CEC standards to use recommended TLS versions as per CEC-017:Encryption (147513-080.1 and 147513-084.1)
IC doc Windows Help file	AIC-1715	Issue about Help Page on IC Manager
Installer:Agent Install	AIC-1516	Installer - All Client application- all emoticons are expected to shipped to all client appication(SDK,AAWC,AARC))
Installer:SP Installer	AIC-2546	CCQ/repository.adl do not get replaced even after choosing to replace them during installation
Installer:SP Installer	AIC-2711	Install the OLH files (help.tar) through installer for all Servers & D&A package
Other:WebLM	AIC-1741	WebLM service does not start on Solaris and windows in first attempt.
Server:Email	AIC-1808	qem_message.toaddress is null for Auto-Ack for emails when template is set using IC manager

Server:Email:Poller	AIC-1372	DispatchEngine module can cause an email to be stuck in Poller.
Server:ICM	AIC-1718	Chat Customer site is hung when agent clicks "Auto-Sync"
Server:ICM	AIC-2102	Agent pushed URLs containing Cyrillic characters are shown as plain text on the customer end.
Server:WACD	AIC-1822	WACD crashes while populating ICUMapping data
Server:WACD	AIC-1838	WACD does not create ADU when a queue is created
Server:Website	AIC-1611	CSPortal & Website PDM initialization failed, when Oracle DB user password will expire within X days error is coming in SQL connection response.
Server:Website	AIC-1716	Manage Proposed FAQ - Status of FAQ is not updated dynamically on agent side when admin makes change
Server:Website:Admin	AIC-1606	AdminWebsite_Web Self-Service_Manage Proposed FAQ_FAQ page is expired after clicking on Cancel button
Server:Website:CSPortal	AIC-1696	CSPortal_JoinUs_password: the password field is clearly visible
Server:Website:Public	AIC-2536	Public Website, Join US Name in Special Turkish Characters are not displayed properly.
Server:WSCB	AIC-1633	[SPLIT 7.3.5] WSC server hangs with OOM error if call queuesize value is set beyond max value that can be set via ICManager

Fixed CFDs/ MRs / WIs/JIRAs in IC 7.3.4 Service Pack (SP)

1. Fixed CFDs in IC 7.3.4 SP

Component	Tracker WI/JIRA	PR WI/JIRA	Summary
AIC Email	AIC-1576	AIC-1580	ICEmail crashes/throws exception in mttoolkit on WACD.ServerFailed event
Server:Website:CSPortal	AIC-1549	AIC-1564	CSPortal UI does not fit on iPhone 4s
Common:MTT	AIC-1470	AIC-1472	Agent is not able to login to CTI (AIC) from Siebel toolbar. Agent gets the

Component	Tracker WI/JIRA	PR WI/JIRA	Summary
			message Error Agent Login failed.
Server:Email	AIC-1469	AIC-1490	[Tracker] Email stuck in approved state when approver approves email after ICEmail restart
Client:AAWC:UOM:Voice	AIC-1467	AIC-1484	Hardphone and softphone go out of synch when timed ACW enabled AAWC agent transfers/conferences a queue call.
Integration:Siebel:AICD	AIC-1461	AIC-1462	[Tracker] Agent login request causes AICD to crash Siebel service.
Client:RichClient:WebAgent	AIC-1429	AIC-1447	[Tracker]AARC web agent screen is not showing properly the images inside body of the emails.
Advocate:WAA	AIC-1428	AIC-1444	[Tracker WI] WAA crashes Intermittently, when a supervisor cancels the task from website admin
Server:TSV5	AIC-1418	AIC-1456	When an agent transfers a call with the CTI recording, data in routingevent table shows incorrect data for field transferno and destinationno. Hence showing wrong statistics in Reporting.
Client:RichClient:WebAgent	AIC-1318	AIC-1330	[Tracker] To field is not displayed in preview of email, CC field is not displayed in Email History
Client:SDK	AIC-1298	AIC-1314	[Tracker] When an agent conferences another agent via VDN, SDK considers VDN as an additional party.
Common:STT	AIC-653	AIC-1495	[Tracker] Agent makes DS.login request to both the DS servers.
Other:Documentation	AIC-1617	AIC-1617	Prereq.pdf has to be updated to include best practices for voice channel configurations

Component	Tracker WI/JIRA	PR WI/JIRA	Summary
Other:Documentation	AIC-1503	AIC-1566	Native Siebel Agents cannot login to voice channel if PropmtForLogin is set to 'Yes'
Other:Documentation	AIC-1376	AIC-1568	Document the current behavior of the webagent with parameter application.trace.local=true specified in the Application.properties file
Other:Documentation	AIC-1373	AIC-1569	Only the supervisor for the first listed workgroup of an agent listed under the agents workgroup membership can monitor a chat session.
Other:Documentation	AIC-1371	AIC-1570	The definition of ADU field "ContactsAccepted" in ADU programmer guide is wrong.
Server:WF Server	AIC-1331	AIC-1420	WF server does not throw exceptions to flows, for toolkit errors
Server:Website:CSPortal	AIC-1379	AIC-1401	CSPortal live chat form is not accepting email ID format like "Test'ID@avaya.com"
Other:WebLM	AIC-1505	AIC-1572	WebLM is not coming up on Solaris if service is started with ictomcat.sh

2.   Fixed MRs/WIs/JIRAs in IC 7.3.4 SP

Component	Tracker WI/JIRA	PR WI/JIRA	Summary
IC:Client:RichClient:EDUViewer		wi01182459	In Rich Client EDU Viewer we aren't able to view the correct Email subject having non ascii characters.
IC:Server:Website:CSPortal	wi01223342	wi01224663	[HF on 7.3.4.2] CSPortal live chat form is not accepting email ID format like "Test'ID@avaya.com"
Server:Website:Admin	AIC-1523		Website crashed for adding Language with description contains double quote (")

Component	Tracker WI/JIRA	PR WI/JIRA	Summary
Server:Website:Core	AIC-1405		Website Admin page- Multi Tenancy Administration - cannot find customer account with account name on the Manage Customer Accounts
Client:AAWC:RefApp	AIC-1359		The Webclient applet should ask for downloading Java 8.
Server:Website:Public	AIC-1336		Agent and customer are chatting and network disconnects from public website. Send messages from agent side. At agent side once idle timeout happens chat gets wrapped up. Type messages from customer side attached window pops up. Don't click on retry button
Client:RichClient:WebAgent	AIC-1259		Rich Agent- Email Editor- HTML format- Value of Font Color/Background color is not saved on Set a Color dialog
Admin:ConfigTool	AIC-1014		Config tool does not copy server.icsdk.xml file from ../bin/config/template to ../tomcat/conf, while configuring SDK service
Integration:Siebel:AICD	AIC-1468	AIC-1474	AICD driver unable to load on Solaris

3. Resolution other than fixed in IC 7.3.4 SP

Component	Tracker WI/JIRA	PR WI/JIRA	Summary	Resolution
Client:AAWC	AIC-1526		Wrapup window is not closing when AAWC agent selects wrapup codes in xen desktop solution	No Fix Planned - 3rd Party
Server:Website	AIC-1398	AIC-1400	[Tracker] While editing a metadata property in Admin website, if a "part" of a word in the value matches one the SQL Injection attack keywords, error is thrown.	No Fix Planned - Not Reproducible

Fixed CFDs/ MRs / WIs in IC 7.3.3 Feature Pack (FP)

1. Fixed CFDs in IC 7.3.3 FP

Component	Tracker WI	PR WI	Summary
IC:Admin:ICManager	wi01211944	wi01213083	IC Manager prohibits the import of agents with similar names via LDAP Import
IC:Client:AAWC	wi01209385	wi01210244	Emails delivered to IC Email channel crashing when opens attachment with # character
IC:Client:AAWC	wi01210224	wi01211104	Unable to open email with umlaut
IC:Client:AAWC	wi01218250	wi01218251	AAWC crashes if agent interacts with another window when pop up to accept email comes in.

Component	Tracker WI	PR WI	Summary
IC:Client:AAWC:UOM	wi01190167	wi01191968	AAWC/SDK]RM does not deliver email contacts for a manual blending agent assigned to a link group
IC:Client:AAWC:UOM:Blender	wi01197148	wi01200155	SDK agent is not able to go to Aux state after declining a chat contact
IC:Client:AAWC:UOM:Chat	wi01202141	wi01203077	IC agent chat transcript does not properly display less than, greater signs and double quotes
IC:Client:AAWC:UOM:Voice	wi01109329	wi01115332	AAWC client is unable to send DTMF tones to the TS unless the call is in active state.
IC:Client:AAWC:UOM:Voice	wi01158184	wi01162775	Transfer complete event not received by agents
IC:Client:AAWC:UOM:Voice	wi01196396	wi01199004	During a site shutdown scenario, SDK agent might not automatically re-login to voice channel although failover is configured.
IC:Client:RichClient	wi01187501	wi01208545	RichClient is not able to login on Microsoft Windows 7 or Microsoft Windows 8.1 if agent is not able to create registry key for new configuration like new cdl file .
IC:Client:RichClient	wi01190167	wi01191877	AARC: RM does not deliver email contacts for a manual blending agent assigned to a link group
IC:Client:RichClient:BlenderClient	wi01172547	wi01177475	Softphone and hardphone goes out of sync if ACW is pressed from hardphone while in call.
IC:Client:RichClient:BlenderClient	wi00843313	wi01197550	Agent intermittently goes into AUX instead of ACW after hanging-up the call when Timed ACW is enabled.
IC:Client:RichClient:BlenderClient	wi00948829	wi00984232	In automatic blending mode with just voice channel, on performing softphone logout and login a few times agent state and channel state become

Component	Tracker WI	PR WI	Summary
			inconsistent. Voice channel shows busy whereas Agent is in available state.
IC:Client:RichClient:ChatList	wi01216152	wi01218576	Sometimes the subitem's text in ChatList control for incoming chat, can't display normally.
IC:Client:RichClient:ChatList	wi01216152	wi01218576	Sometimes the subitem's text in ChatList control for incoming chat, can't display normally.
IC:Client:RichClient:EDUViewer	wi01181509	wi01181705	Avaya Agent EDU Viewer displays "unknown" for certain email contacts and no data is displayed in viewer (blank).
IC:Client:RichClient:UAD	wi01212382	wi01213065	UAD is limiting the number of device records displayed in the UAD dialog to a maximum of 200 across all sites.
IC:Client:RichClient:Vtel	wi01201610	wi01201695	Avaya Agent Rich Client fails to set value in VDU using VTEL's API VDUSetNameValue.
IC:Client:RichClient:WebAgent	wi01209646	wi01210574	Webagent intermittently hangs when the agent switches between multiple chats
IC:Client:RichClient:WebAgent	wi01208199	wi01215493	Spell check completion dialog is shown whenever the email or chat message is sent even if there were no spelling corrections required
IC:Client:RichClient:WebAgent	wi01202141	wi01211681	IC agent chat transcript does not properly display less than, greater signs and double quotes
IC:Client:RichClient:WebAgent	wi01171458	wi01175349	Agent is not able to ADD a new word in the Dictionary.
IC:Client:RichClient:WebAgent	wi01175143	wi01178830	Missing email message body for certain email with WebAgent.
IC:Client:SDK	wi01158184	wi01181387	Transfer complete event not received by agents
IC:Client:RichClient:WebAgent	wi01217525	wi01218196	AARC (Webagent) desktop freezes for 20 seconds when

Component	Tracker WI	PR WI	Summary
			adding a word to the custom dictionary
IC:Client:SDK:C#SampleClient	wi01202141	wi01203082	IC agent chat transcript does not properly display less than, greater signs and double quotes
IC:Client:SDK:JavaSampleClient	wi01202141	wi01202142	SDK IC agent chat transcript does not properly display less than and greater signs.
IC:Client:UOM	wi01197012	wi01197422	LDAP agent not able to login in Chat and Email Channel in below scenario
IC:Integration:Siebel:AICD	wi01091420	wi01091463	Hangup button is disabled when agent answers the call that is being transferred back before the agent completes or wraps up the same call.
IC:Other:Documentation	wi01181509	wi01208020	Need document limitations for EduViewer
IC:Server:Directory	wi01215677	wi01216909	Sometimes directory server gets into infinite loop when it does a SSLhandshake.
IC:Server:Email	wi01201568	wi01210243	Outbound emails are blocked if a particular DB update fails
IC:Server:Email:Poller	wi01170352	wi01170356	Poller server leaks sessions
IC:Server:HttpConnector	wi01180644	wi01181710	HttpConnector crashes when HTTP request cleanup coincides with VESP timeout from Workflow server
IC:Server:ICM	wi01196819	wi01197248	Cross site Scripting (XSS)– using Send URL options - security vulnerability
IC:Server:ICM	wi01202141	wi01203073	IC agent chat transcript does not properly display less than, greater signs and double quotes
IC:Server:ICM	wi01214424	wi01215663	Duplicate messages are printed in chat transcript for single URL push, if wait treatment was executed on chat contact

Component	Tracker WI	PR WI	Summary
IC:Server:ICM	wi01218785	wi01223812	First few system messages are not in the selected language when escalating a chat.
IC:Server:TSV5	wi01174625	wi01175356	TS crashes during startup, if a device contains a string of more than 256 characters in the TS set,
IC:Server:TSV5	wi01199006	wi01203619	TS fails to login an agent, when a race condition happens between TS coming up and the DS establishing the connection with the Database
IC:Server:TSV5:ASAI	wi01188652	wi01197136	Call does not get cleared, when a user inputs incorrect number for abbreviated dialing .
IC:Server:TSV5:ASAI	wi01199791	wi01200832	TS currently does not abort any of the ASAI requests that CM does not respond. This holds ""Simultaneous Active Adjunct Controlled Calls" on the CM
IC:Server:TSV5:ASAI	wi01197354	wi01198552	TS does not suppress a recorder (SSC) drop event, when TS is integrated with Callback assist
IC:Server:TSV5:ASAI	wi01196396	wi01199005	Change TS to have "force_logout_for_login = true" as default behavior
IC:Server:WACD	wi00215378	wi01077980	WACD doesn't call ADU.Terminate on agent ADU when agent logs out.
IC:Server:WACD	wi01170522	wi01174651	WACD crashing in chat transfer failure scenario
IC:Server:Website	wi01214241	wi01214262	CS Portal crashes when survey comment includes an XML special character like double quote
IC:Server:Website:CSPortal	wi01203581	wi01213447	Issues in Display of few Characters in CSPortal
IC:Server:WF Server	wi01177662	wi01184001	WF server that processes emails crashes\Hangs during load with custom workflows.

Component	Tracker WI	PR WI	Summary
IC:Server:WF Server	wi01177662	wi01192330	WF server that processes emails crashes\Hangs during load with custom workflows.
IC:Server:WSCB	wi01218011	wi01218023	Wscallback stops responding during normal operation.
IC:Server:TSV5	wi01216199	wi01216910	TS 7.3.2 crashes intermittently
IC:Server:ICM	wi01222032	wi01223803	Double quotes are not shown properly in chat transcripts

2.   Fixed MRs/ WIs in IC 7.3.3 FP

Component	Tracker WI	PR WI	Summary
IC		wi01185512	Need to verify that the correct help pages are opening from the IC Manager for all UI pages.
IC:Admin	wi00852353	wi01019851	IC 7.3 CA tool, still populates Windows 2003 R2 O/s during Hosts configurations
IC:Admin:Advocate Admin	wi00295762	wi01072749	Cannot scroll service classes and agents in Agent watcher window in Advocate admin.
IC:Admin:ConfigTool	wi01205321	wi01205324	Config tool does not provide an option for Oracle12 on Solaris.
IC:Admin:ICManager		wi00211983	DS Tables: DOES NOT have a help toolbar button and a menu bar option
IC:Admin:ICManager	wi00863235	wi00903863	SMTP domain parameter should be removed from the notification server tab
IC:Admin:ICManager		wi01159576	IC Manager - Issues with Postmaster user
IC:Admin:ICManager		wi01160932	The 'new email check frequency' can be set to 999 seconds in Email account and 18,000 seconds in POP3 Cycle wait time, Poller Server

Component	Tracker WI	PR WI	Summary
IC:Admin:ICManager		wi01170742	The email address at customer end from field details of email is incorrect if account of Return address is deleted
IC:Admin:ICManager	wi01167645	wi01176172	The Default Log file size should be higher than 2.5 MB for all servers and clients
IC:Admin:ICManager		wi01177457	IC Manager- Groups- "show Inherited Sections/Settings" button is enabled if no property is selected
IC:Admin:ICManager		wi01216464	Help buttons for Option, Workgroup and Address are not worked for agent in General tab
IC:Admin:ICManager		wi00224702	IC Manager table UI gets confused when columns are moved around and sorted (by clicking).
IC:Admin:ICManager		wi00224890	Topic Tree Management: Unable to move the column line between Name and keys to left or right. Very little space for "Keys" column.
IC:Admin:ICManager		wi00224906	ASIS server default sysuser name needs to be changed
IC:Admin:ICManager		wi00225002	Some fields from the WSC server configuration are needs to be change to read only
IC:Admin:ICManager		wi00281099	An error message "Primary Email address required for external agent" is displayed even if Primary Email address is provided
IC:Admin:ICManager		wi00307625	The Row selection is not getting cleared after sorting the EmailAccounts.
IC:Admin:ICManager		wi00308472	Cannot collapse the template tree if a template in the tree is selected
IC:Admin:ICManager		wi00380527	ICManager LDAP user import/synchronization login window, login button is not having focus when the user enters the password
IC:Admin:ICManager	wi00384518	wi00862627	LDAP Mapping fields (new mappings) not shown after "Save" operation and then Click "Map Fields immediately before pressing "ok".

Component	Tracker WI	PR WI	Summary
IC:Admin:ICManager	wi00729455	wi00862636	EDU Tracking checkbox is unchecked if the queuename is changed.
IC:Admin:ICManager	wi00964376	wi00984211	Users with Supervisor + operator role when logged into IC Manager do not have Services Menu displayed.
IC:Admin:ICManager	wi00996514	wi01006902	DS Tables from Tools option in IC Manager of 7.3 shows 7.2.i.e DS Tables(7.2)..
IC:Admin:ICManager	wi00866268	wi01035588	Values are not getting populated properly in the Miscellaneous tab in the Agent editor.
IC:Admin:ICManager	wi01042691	wi01042862	Email address edited in the filter list doesn't get updated until clicked anywhere on the filter window, others points are listed under description.
IC:Admin:ICManager	wi00285847	wi01104948	Poller or email server alias names must not be allowed to edit from server panel once they are assigned to a cluster or it must be reflected under cluster.
IC:Admin:ICManager		wi01105764	Create Server Option is enabled if user with Operator Role logins into IC Manager.
IC:Admin:ICManager	wi01106027	wi01108058	IC Manager – User with postmaster role should not be able to delete the cluster map on cluster configuration
IC:Admin:ICManager	wi01106026	wi01108678	IC Manager – User with postmaster role cannot edit the email queue when logging into IC Manager
IC:Admin:ICManager		wi01109983	IC Manager – Member setting of selected agent is not changed if it is changed from Multi Agent Edit
IC:Admin:ICManager		wi01114496	IC Manager – Can add duplicate Name with the same case for some item field under Configuration tab but cannot delete it
IC:Admin:ICManager		wi01115322	IC Manager – Agents – The value of the task load and task ceiling of the channel of agent is higher than ones of agent properties

Component	Tracker WI	PR WI	Summary
IC:Admin:ICManager		wi01123143	IC manager accepts invalid URL values for 'WebLM Server URL' field of license server
IC:Admin:ICManager		wi01160975	IC Manager- Create new Tenant and Code should be disabled when using Supervisor role
IC:Admin:ICManager		wi01162954	The issue with the caption for Edit Email Address dialog form.
IC:Admin:ICManager		wi01163477	IC Manager- Blender Server – Cannot launch Help from Watch editor
IC:Admin:ICManager		wi01164055	IC Manager- Should have warning error when clicking on OK button without inputting anything while creating server
IC:Admin:ICManager		wi01166005	ICManager displays all agents of all sites (Default Site and Boston) by searching agents of the site (Boston)
IC:Admin:ICManager		wi01167039	Button panel's behavior varies across the ICManager.
IC:Admin:ICManager		wi01168306	Ok button is in enable state when Virtual Queue editor window is opened.
IC:Admin:ICManager		wi01170184	In Blender server, while adding or editing queue in Watch tab, drop down box for Id should not allow setting any values besides available.
IC:Admin:ICManager		wi01170961	Clicking on Test button from email account, when enabled with SSL, results ICManager to hang.
IC:Admin:ICManager		wi01174335	No any action when New email check frequency value is greater than 1000 on email properties window
IC:Admin:ICManager		wi01179467	IC Manager- Agent- Workgroup- GUI of Workgroup Membership is displayed incorrectly if clicking on Detail button and then re-opening Workgroup
IC:Admin:ICManager		wi01179468	IC Manager- Cluster Configuration- No help page displays when clicking on Help button on New Cluster or Edit Cluster window

Component	Tracker WI	PR WI	Summary
IC:Admin:ICManager		wi01183062	ICManager could not change the agent's display name.
IC:Admin:ICManager		wi01188677	Hide the Details button from ICManager agent UI.
IC:Admin:ICManager		wi01200961	Sanity build27: Error importing sc.xml. Couldn't load class ServerURLStringProperty
IC:Admin:ICManager		wi01205638	Label used to confirm the password is not correct
IC:Admin:ICManager		wi00380531	IC Manager LDAP Configuration map fields(LDAP-IC) should be moved within the LDAP configuration properties tab
IC:Admin:ICManager		wi01109713	IC Manager – Cannot update the information of agent when modifying Task Load values is greater than Task Ceiling values and then disabling chat or voice channel
IC:Admin:ICManager		wi01110305	IC Manager: In find agent window if user changed task load and task ceiling value from -1 to 0 he is not able to set again to -1
IC:Admin:ICManager		wi01124888	Codes- Issues with Reason Code for Logout
IC:Admin:ICManager		wi01161498	IC Manager- Active Advocate checkbox is checked by default although LRM Name and Telephony Link Group are grey out when using Find Agents
IC:Admin:ICManager	wi01023816	wi01027994	Once email accounts are sorted by increment/decrement order, if we create a new or delete an email account, increment/decrement order of email account is not retaining.
IC:Admin:ICManager		wi01163480	IC Manager- Blender server – Watch Editor- Should change message when deleting a Watch
IC:Admin:ICManager		wi01168329	The size of Watch Editor is low so some information is truncated.
IC:Admin:ICManager		wi01216464	Help buttons for Option, Workgroup and Address are not worked for agent in General tab

Component	Tracker WI	PR WI	Summary
IC:Admin:RLManager		wi01155480	When two users copy same folder/template/Status at same time, one of them gets "Node already exists" error.
IC:Admin:RLManager		wi01155551	Status getting added without any assignment when we are adding new status with template assignment.
IC:Admin:RLManager		wi01176464	Username or Password in HTTP Request
IC:Admin:RLManager		wi01176465	Form Caching vulnerability present on RLManager
IC:Client:AAWC		wi00224359	THA: In thin client text resource editor, the word "text" is split and hidden behind Font drop-down list.
IC:Client:AAWC	wi00308649	wi00861136	Thin client uses postdata for login to application, on refreshing the site
IC:Client:AAWC	wi00906065	wi00921268	The font type and font size dropdown upon selection returns the first font type and font size in the dropdown only .The selected font is not reflected nor can be used.
IC:Client:AAWC	wi00310283	wi01041580	Supervisor doesn't show an transferred contact of the supervised agent
IC:Client:AAWC	wi01201781	wi01207047	Join US handle created at AAWC for registered customer is having space, resulting in issues.
IC:Client:AAWC		wi00221485	Any Dialog that contains any edit fields the UI should have the mouse focus "I' for text input active in the first editable field
IC:Client:AAWC		wi00221989	If you create an Aux reason code with the "Display Name" of "<None>" then that reason code appears as a blank line in the Web Client.
IC:Client:AAWC		wi00224064	Prompt On Arrival dialog box should not be displayed if no other contacts on worklist
IC:Client:AAWC		wi00224963	AAWC email body composition locks up after switching from HTML to Plain Text

Component	Tracker WI	PR WI	Summary
			for a reply email composition(but can be unlocked)
IC:Client:AAWC		wi00372789	Work history of email contact having incorrect messages
IC:Client:AAWC	wi00312077	wi00955982	Word Wrap does not occur for Plain Text Resources created at Agent and on inserting them in new mail or for Reply Mail.
IC:Client:AAWC	wi00906110	wi00958667	Toolbar options do not work properly at AAWC when no text is selected and the formatting is applied.
IC:Client:AAWC	wi00840252	wi00958670	Issues with Bullets and Numbering in AAWC when agent tries to Reply for the First time.
IC:Client:AAWC	wi00906374	wi00958672	The Font Type and Font Size dropdown box at Thin Client is Pre-populated with Some default value when a Paragraph consisting of several different Fonts is selected
IC:Client:AAWC	wi00906409	wi00969508	(Y) shortcut invokes Spellcheck instead of Thank You emoticon in AAWC initially.
IC:Client:AAWC	wi00906408	wi00969510	Many of the documented emoticons are not working in Thin Client
IC:Client:AAWC	wi00906528	wi00969512	Cntl+P Keystroke gives an error page at AAWC for Chat instead of opening Printer Options.
IC:Client:AAWC	wi00906535	wi00969514	Cntl+A and Cntl+C Keystrokes does not work as expected on chat transcript at AAWC.
IC:Client:AAWC	wi00906561	wi01016720	Only mouse click works on about AAWC. Close button cannot be clicked using tab
IC:Client:AAWC	wi00357132	wi01036424	Agent ID is not displayed when a search is made on Agent ID
IC:Client:AAWC	wi01043830	wi01047570	For New email window, slider gets disappear if we drag the slider above email body till the next slider in upward direction and release the mouse.

Component	Tracker WI	PR WI	Summary
IC:Client:AAWC	wi00304105	wi01097146	Supervisor monitoring two agents agent1 and agent2. If the chat is transferred from agent1 to agent2. Supervisor not able to monitor it on agent2
IC:Client:AAWC	wi01095172	wi01099159	created time represents sent time as part of Find Email Details Tab panel in AAWC
IC:Client:AAWC		wi01100410	Close button not working for attachments in Thin Client
IC:Client:AAWC	wi01151319	wi01211845	Login information is shared in an unsecure manner with browser when agent clicks on home page
IC:Client:AAWC:Other		wi00224087	On Thin Client, if an email reply is composed with "insert" key pressed (insert mode) then the new text overwrites the original email contents.
IC:Client:AAWC:Other		wi00224825	Thin Client : Inserting images in email/resource composition to display explicit error message "Unable to access file" if they are not in shared location.
IC:Client:AAWC:Other		wi00224835	Drop down menus for Font type and Font size do not update until after agent types (confusing)
IC:Client:AAWC:Other		wi00340002	When an inline image is inserted in an HTML email or in a HTML Email Resource or in a HTML text resource, it is not getting inserted at the cursor position.
IC:Client:AAWC:Other	wi00340267	wi00731761	While creating an HTML email or resource, on clicking 'bullets/Numbering' button without selecting any text, the bullets or numbers are not getting inserted. Instead the 'font name' changes to 'Arial'. Same problem exist for all the buttons in HTML editor
IC:Client:AAWC:RefApp		wi01128495	AAWC HTML pages are not compliant to HTML standards
IC:Client:AAWC:RefApp		wi00221502	Shift+F1 while mouse over spellchecks Customer Dictionary dialog gives help

Component	Tracker WI	PR WI	Summary
			for Spelling Preferences tab in Agent Preferences dialog
IC:Client:AAWC:RefApp		wi00221776	Shift+F1 on email composition tabs does not bring up help specific to those tabs
IC:Client:AAWC:RefApp		wi00221814	The order of Action menu items when a Text Resource is selected is not different for a chat power user.
IC:Client:AAWC:RefApp		wi00222006	Tab key in Email body doesn't work
IC:Client:AAWC:RefApp		wi00223014	HTML Email toolbar needs to follow UI guidelines and maintain consistency with HTML Email toolbar in Web Client
IC:Client:AAWC:RefApp		wi00224085	On Thin Client the cursor is lost when the agent clicks on multiple HTML Toolbar icons
IC:Client:AAWC:RefApp		wi00224915	JPN: Text is truncated in Create New resource window in the Thin client.
IC:Client:AAWC:RefApp		wi00224925	ESO - overlapping field names in Preference dialog box - thin client
IC:Client:AAWC:RefApp		wi00224974	Thin Client: Cannot do a plain edit and change for an already created HTML Text/Email resource to Plain Text, have to key in some text
IC:Client:AAWC:RefApp		wi00225280	AAWC : For a resource having no body, the preview pane shows text of earlier selected resource.
IC:Client:AAWC:RefApp		wi00225848	Tab key press event is not working in AAWC
IC:Client:AAWC:RefApp		wi00288178	On the confirmation wrap up window when you press Enter key and spacebar key, the key does not work. Only mouse clicks works in the wrap up window.
IC:Client:AAWC:RefApp		wi00328006	Inserting html resource to plain text composition the cursor moves to end of composition
IC:Client:AAWC:RefApp	wi00300672	wi00860975	For conference chat, if Agent1 wrap ups the contact, the same is not visible in Supervisor list for Agent2

Component	Tracker WI	PR WI	Summary
IC:Client:AAWC:UOM		wi01132464	Inconsistency in task state in re-logon message to WACD server
IC:Client:AAWC:UOM:Chat	wi01204625	wi01204626	Agent GUI doesn't show the Chat transcripts with the time stamp
IC:Client:AAWC:UOM:Chat		wi00221200	If auto accept & POA is set, you will see POA message box for chat contacts.
IC:Client:AAWC:UOM:Email		wi01154008	AAWC: Email cannot be sent to customer by using email resource from the Global Resources.
IC:Client:AAWC:UOM:Email		wi01154008	AAWC: Email cannot be sent to customer by using email resource from the Global Resources.
IC:Client:AAWC:UOM:Email	wi01021653	wi01023129	AAWC displays the name as "Untitled.rfc822" for the attached emails sent from Microsoft outlook 2003/2007/2010 clients.
IC:Client:AAWC:UOM:Email	wi01031615	wi01034017	For outbound email after typing some text in email body, if we insert inline image then it gets inserted at the beginning of the text instead of inserted position.
IC:Client:AAWC:UOM:Email	wi01147646	wi01182699	Attachments in the template are not visible in webagent.
IC:Client:AAWC:UOM:Email		wi01190349	Maximize icon is disabled on opening pdf attachments
IC:Client:AAWC:UOM:Voice	wi01192088	wi01206394	UOM]In Siebel native client, cannot complete consult transfer while the call is ringing
IC:Client:AAWC:Vesp Bridge	wi01122675	wi01125881	Password is written in clear text in AvayaConfig.log
IC:Client:RichClient	wi01174803	wi01185562	The EDU viewer of Rich Client displays the " character as \" for SCallback/Chat/Email
IC:Client:RichClient	wi01112010	wi01113199	Rich client does not provide option to configure log file size and log file count.
IC:Client:RichClient		wi01154391	Qui crash dump gets created when agent exits with open dialog box.

Component	Tracker WI	PR WI	Summary
IC:Client:RichClient	wi00312991	wi00861155	Transfer icon is not displayed for email transferred to agent.
IC:Client:RichClient		wi01203252	Consult and conference buttons gets enabled, after doing a switch to caller option.
IC:Client:RichClient:BlenderClient	wi00999624	wi01003767	Agent should send accurate reason code either selected from hardphone or softphone to TS and ADU.
IC:Client:RichClient:BlenderClient		wi00366264	Warning message doesn't pops up when voice channel is reset.
IC:Client:RichClient:StausDialog	wi01192088	wi01206391	Provide functionality in AARC so that agent can complete consult transfer while the call is ringing.
IC:Client:RichClient:UAD	wi01184070	wi01185176	Comments from UAD not transfer to second agent if certain characters such as "double quotes", "back slash" are used in the comment field.
IC:Client:RichClient:WebAgent	wi01204625	wi01204633	[PR 7.3.3]Agent GUI doesn't show the Chat transcripts with the time stamp
IC:Client:RichClient:WebAgent	wi01151319	wi01211416	Agent credentials are sent with the URL when Agent click the FAQ , webself service pages
IC:Client:RichClient:WebAgent	wi01151319	wi01211798	Login information is shared in an unsecure manner with browser when agent clicks on home page
IC:Client:RichClient:WebAgent		wi01208027	Rich Client user should be able to customize plaintext mode
IC:Client:RichClient:WebAgent		wi00224847	ITA - two cancel buttons (one is disabled) in spellcheck window for rich client
IC:Client:RichClient:WebAgent		wi00352405	Font size set as default is present multiple times in the font size drop down.
IC:Client:RichClient:WebAgent	wi00362418	wi00861335	For Email on Rich Client, "Cancel button" on Wrap-up dialog box should be or disabled when required property for wrap-up dialog is set to "yes"
IC:Client:RichClient:WebAgent	wi00327802	wi00925963	Agent is not able to change aux reason code while handling call.

Component	Tracker WI	PR WI	Summary
IC:Client:RichClient:WebAgent	wi00225714	wi01056813	On Webagent, in the Resource Pane when creating a new folder with name, after typing the name instead of pressing enter button just click on mouse button it is creating folder with not given name.
IC:Client:RichClient:WebAgent		wi01072794	QUI should show a different Icon for the transferred email
IC:Client:RichClient:WebAgent		wi01091396	There is no warning message if deleting attachment in email when Attachment field is empty.
IC:Client:RichClient:WebAgent		wi01140143	Rich Agent- Some Spanish characters are printed incorrectly.
IC:Client:RichClient:WebAgent		wi01140472	Agent Rich Client- Ephox - Editor – Font Size is changed from Default to 14 when selecting Bulleting or Numbering if nothing is selected before
IC:Client:RichClient:WebAgent		wi01168288	Several strings related to forward original operation are not localized in Rich Client
IC:Client:RichClient:WebAgent	wi01168318	wi01177011	Webagent code has Swing EDT violation
IC:Client:RichClient:WebAgent	wi01192308	wi01205206	Rich Agent- Resource- Can create duplicated Folder, agent resources
IC:Client:RichClient:WebAgent	wi01214613	wi01218252	Enabling Chat Notification can result in agent accepting second chat unintentionally
IC:Client:SDK		wi01159320	SDK sample client displays the name as Untitled.rfc822 for the attached email.
IC:Client:SDK		wi01182881	SDKNonceServlet missing in web.xml of SDK (7.3.3.21)
IC:Client:SDK:C#SampleClient	wi01201781	wi01207050	Join US handle created at AAWC for registered customer is having space, resulting in issues.
IC:Client:SDK:C#SampleClient	wi01192088	wi01206395	In Siebel native client, cannot complete consult transfer while the call is ringing
IC:Client:SDK:JavaSampleClient	wi01192088	wi01206397	In Siebel native client, cannot complete consult transfer while the call is ringing

Component	Tracker WI	PR WI	Summary
IC:Client:SDK:JavaSampleClient	wi01204625	wi01205522	Agent GUI doesn't show the Chat transcripts with the time stamp
IC:Client:SDK:JavaSampleClient		wi00280054	SDK Java Sample Client :On clicking begin Supervising , shows incorrect number of agents list.[JDK6 Upgrade]
IC:Client:SDK:WebServices	wi01106549	wi01108060	WebServices is allowing to create agent with Login ID with only numeric value
IC:Common:CDK	wi01200148	wi01201697	The Paging Server ignores the Domain field in IC Manager and only uses the Host Name field
IC:Common:MTT	wi01167645	wi01176173	The Default Log file size should be higher than 2.5 MB for all servers and clients
IC:Installer:SP Installer		wi01183781	IC SP 7.3.2 Installer Preinstall Script fails if IC_HOME has spaces (Except for WinServer package)
IC:Installer:SP Installer	wi01213418	wi01213421	SP Installer fails if Windows firewall has blocked port 8998
IC:Installer:SP Installer		wi01164974	Design admin installer java upgrade does not retain imported SSL certificates of IC website
IC:Installer:SP Installer		wi01176663	RLManager help does not come up on Solaris and Aix in 7.3.2
IC:Installer:SP Installer		wi01176113	Files are deployed with Ctrl M characters on Unix platform
IC:Integration:Siebel		wi01185566	After an agent login into Siebel CTI Toolbar, the OOTB script SiebelAICDEngine_AICDEngineStateChanged.qsc invokes SiebelErrorDialog_Update.qsc script for successful agent assign.
IC:Integration:Siebel:Agent Integration	wi01192088	wi01206393	In Siebel native client, cannot complete consult transfer while the call is ringing
IC:Integration:Siebel:AICD	wi00382484	wi00925987	Siebel AICD sends the agent login request with the password parameter in plain text
IC:Integration:Siebel:ASIS	wi00382484	wi01193307	Siebel AICD sends the agent login request with the password parameter in plain text

Component	Tracker WI	PR WI	Summary
IC:Other:Localization		wi01164267	Thai translations for new strings added as part of Email Template enhancement and WI fixes is not available.
IC:Other:Localization	wi01151319	wi01211419	Localization for the error messages when Seedkey or encryption using SeedKey fails
IC:Other:Localization		wi00346373	Need translated strings for the chat typing feature
IC:Other:Localization		wi01184619	Need localize "Continuing with this action will result in losing all the active work items for this channel. Do you want to continue?" string
IC:Other:Localization		wi01189928	Need localize "No Codes were defined. Please notify your system administrator."
IC:Other:Tools	wi01211960	wi01213184	Email tool for sampling filter regex enhancement
IC:Other:Tools:LogArchiver		wi01176641	Avaya Log Archiver could not archive files to an FTP site.
IC:Other:Tools:LogCollector	wi00386742	wi00986042	LogCollector Client Zip Folder functionality is not working as excepted.
IC:Server:ADU	wi01168924	wi01168926	All the ADU servers in all the domains crashed simultaneously if criteria for assignment get increased.
IC:Server:EDU		wi01180110	EDU server is raising alarm with unclear description
IC:Server:EDU		wi01196737	EDU server leaks memory under error condition while resurrecting a DU.
IC:Server:Email	wi01147646	wi01182696	Attachments in the template are not visible in webagent.
IC:Server:Email:Poller		wi01177902	Poller server memory management need to enhance to avoid poller crash issue for high email load
IC:Server:Email:Poller	wi00294889	wi01109374	Confignotifier initializes email account not associated with the poller server.
IC:Server:Email:Poller		wi01170952	Poller SSL: SSL Certificate Issues.

Component	Tracker WI	PR WI	Summary
IC:Server:Email:Poller		wi01175739	The invalid email address (From:<.me@puicsv.com>) appears in the Form address field.
IC:Server:ICM	wi01214163	wi01214170	Wrong or empty timestamp is shown to the agent to whom a chat is conferenced or transferred if the chat has gone through wait treatment.
IC:Server:ICM	wi01204625	wi01208713	ICM server changes to add the time stamp with chat transcripts
IC:Server:ICM	wi01213790	wi01213816	ICM does not add 'http://' at the beginning of the URL unless it begins with 'www'
IC:Server:ICM	wi01214138	wi01214609	If the preferred name has a space, it gets replaced with _^_ in the system message to customer
IC:Server:Report Server		wi01177262	abandstate() macro in fieldexpression causes NULL values in mediasegment table
IC:Server:Report Server	wi01001243	wi01001932	When a duplicate Creation rule is created, Report Server does not report this problem, and only created bad files.
IC:Server:TSV5	wi01188508	wi01190564	In SDK Mediainteraction.partydropped event is not generated when a call comes in without an ANI.
IC:Server:WACD		wi01214250	WACD crashes repeatedly if ICEmail cluster name in NULL during recreating the task.
IC:Server:WACD		wi01179359	WACD page does not reflect the current state if email is transferred to virtual queue in advocate mode.
IC:Server:WACD		wi01174635	When the agent is crashed/logged out while chat contact is in RONA, after logging the same agent before the RONA timeout cross, chat contact getting terminated
IC:Server:WACD:AdminSite		wi00293572	Customer field Blank in WACD Page for Emails send with From Address containing special characters in local part.

Component	Tracker WI	PR WI	Summary
IC:Server:WACD:AdminSite		wi01169602	WACD admin site showing agent list status incorrectly
IC:Server:Website		wi01176207	Cross site Request Forgery vulnerabilities detected for IC website
IC:Server:Website	wi01213701	wi01213739	For Tenant other than "DefaultTenant" customer chat always gets escalated over the /public/htmlclient/htmlclient.jsp
IC:Server:Website	wi01204055	wi01208003	Admin website sends password in clear text when creating customer or logging in registered customer
IC:Server:Website	wi01122465	wi01125874	Website is printing Admin password in plain text in website.log
IC:Server:Website:Admin	wi01212530	wi01213081	Hailstorm Test on Admin website reported security vulnerabilities and warnings which need to be addressed
IC:Server:Website:Admin		wi01155842	WACD Server Status & Statistics page does not show correct count for active CallBack tasks
IC:Server:Website:Admin		wi01174436	Form Caching on Admin website
IC:Server:Website:Core	wi01151319	wi01211799	Login.jsp uses the hardcoded strings for seedValue and seedKey
IC:Server:Website:Core		wi00224624	Admin changes to proposed WRU articles made before approving the articles are not included in article on website
IC:Server:Website:Core	wi01009420	wi01012783	Password Auto-Complete enabled on web page
IC:Server:Website:Core	wi01199736	wi01204000	Chat History and Email History Admin feature does not work properly on IE9
IC:Server:Website:Core		wi00225103	I still see the value "IC 6.0 Customer Website" for website.text.title in the Multi-tenant Admin page.
IC:Server:Website:Core	wi01151319	wi01211797	Agent URL data can be used for the Replay attack
IC:Server:Website:Core		wi01203778	Coverity fix for the website
IC:Server:Website:CSPortal		wi01205783	Documentation needed for configuring CSPortal server with IIS is not available

Component	Tracker WI	PR WI	Summary
IC:Server:Website:CSPortal		wi01169005	New CS portal Chat UI: survey page URL in chat transcript is not correct and does not work
IC:Server:Website:CSPortal		wi01177076	CSPortal:Connection between Apache web server and IC website tomcat implementation is not secure
IC:Server:Website:CSPortal		wi01168299	:o emoticon does no work. This has been documented in IC Doc as a supported emoticon
IC:Server:Website:CSPortal		wi01214340	Unable to send chat messages from server to customer browser if chat session is Idle for more than 20 Minutes.
IC:Server:Website:ICWsPlugin	wi01214130	wi01214694	There is no way to perform required IIS configurations for AIC web applications without Config Tool
IC:Server:Website:ICWsPlugin	wi01214125	wi01214696	Application Pool identifier for AIC applications deployed on IIS is not configured correctly
IC:Server:Website:Public		wi01174433	AUTOCOMPLETE attribute is not disabled in HTML FORM/INPUT element containing password type input. Passwords may be stored in browsers and retrieved.
IC:Server:Website:Public		wi01174435	Username or Password in HTTP Request of public website
IC:Server:Website:Public		wi01175972	Cookie Vulnerabilities in IC public website
IC:Server:Website:Public		wi01176199	Forms Submitted Without Using Post
IC:Server:Website:Public	wi01204055	wi01208002	Public website sends password in clear text when creating customer or logging in registered customer
IC:Server:Website:WCServlet	wi01068684	wi01069760	Unable to use the menus provided in the Multi-Tenant Admin page of Admin website for creating ,deleting, updating properties and customer accounts as per Customizing standard properties and Working with customer accounts section in Admin2.pdf

3. Resolution other than fixed in IC 7.3.3 FP

Note: List WI with resolution as No fix planned (3rd party/Working as designed/Not reproducible).

Component	Parent WI	PR WI	Summary
IC:Admin:Advocate Admin	wi01039797	wi01050854	Agent watcher does not function as intended, when domain user with administration rights tries to launch the same on Windows-7(64 bit) O/S
IC:Admin:ConfigTool	wi00280811	wi01069944	Web Server Name field is displayed in Config tool for AIX
IC:Admin:ICManager		wi01186001	Unable to edit configured email ac details
IC:Admin:ICManager		wi00247824	Error: No Message Displayed in Message Box while starting servers from IC manager
IC:Admin:ICManager		wi01168283	Coverity defects introduced in GridProperty.java by recent submission
IC:Admin:Properties	wi01216007	wi01216912	Properties applied to one language are getting applicable all the languages
IC:Admin:RLManager		wi00226056	While creating a new template, renaming the template doesn't update the status name.
IC:Advocate:Resource Manager	wi01216154	wi01216903	Emails are not delivered to agents when assigned to linkgroup in BA environment if there are multiple TS assigned to linkgroup.
IC:Client:AAWC		wi01127113	AAWC (Web client) - the controls of text format option tools display and run not properly.
IC:Client:AAWC		wi01204184	Web connector should start with his configured IP interface in JAB, in dual NIC case it starts with system 1st default IP
IC:Client:AAWC:Other		wi01179465	AAWC- Resource- Cannot use Shift key to select multiple resource item
IC:Client:AAWC:RefApp		wi00220792	Double chat window in the new embedded app-freezes window and loses connection to ICM
IC:Client:AAWC:RefApp		wi00221909	We should *not* allow an Agent to log out unless they are in AuxWork

Component	Parent WI	PR WI	Summary
IC:Client:AAWC:RefApp		wi00222781	Copy and Paste does not work in Email App for certain cases.
IC:Client:AAWC:RefApp		wi00225048	Customer name (from Customer database) not included in worklist in some email scenarios
IC:Client:AAWC:RefApp		wi00227508	Make the status bar product agnostic.
IC:Client:AAWC:UOM:Email		wi00229236	Large emails cause RONA and therefore agent going to Aux work.
IC:Client:AAWC:UOM:Email	wi01098233	wi01108762	HTML formatting (Bulleting/numbering) has issues in some scenarios on thin client.
IC:Client:AAWC:UOM:Email	wi01108772	wi01110135	While replying an email bullets/numbers mismatched lines when multiple lines are selected and converted into bullets/numbering
IC:Client:AAWC:UOM:Voice	wi01109329	wi01115332	AAWC client is unable to send DTMF tones to the TS unless the call is in active state.
IC:Client:RichClient		wi01150485	qui dumps getting created intermittently upon Agent exit in 7.3.2
IC:Client:RichClient	wi00354519	wi00997876	All agents are displayed even if a filter of a particular site is set
IC:Client:RichClient		wi00242556	Web Agent::"Alt-3" hot key option is not able to open FAQ Page.
IC:Client:RichClient:BlenderClient	wi00843313	wi01197550	Agent intermittently goes into AUX instead of ACW after hanging-up the call when Timed ACW is enabled.
IC:Client:RichClient:BlenderClient		wi00225151	IC Thick Agent - Blender Client attempts to free stack memory
IC:Client:RichClient:Qconsole		wi00308618	On exiting AARC the "Yes/No" buttons in the message box should be displayed in the language selected.
IC:Client:RichClient: BlenderClient	wi00843313	wi01197550	Agent intermittently goes into AUX instead of ACW after hanging-up the call when Timed ACW is enabled.
IC:Client:RichClient:Softphone	wi00843313	wi01197549	Agent intermittently goes into AUX instead of ACW after hanging-up the call when Timed ACW is enabled.

Component	Parent WI	PR WI	Summary
IC:Client:RichClient:Softphone		wi00297728	Consult / Conference complete button should not enabled when agent is talking with caller / customer
IC:Client:RichClient:WebAgent	wi01046729	wi01062868	When supervisor shuffles chat sessions between agents then "Supervisor is not available on the call" and "Supervisor is available on the call" messages gets displayed on the agent/customer/supervisor chat windows.
IC:Client:RichClient:WebAgent		wi01112007	When email sent from customer side in plain mode with non-English characters with encoding UTF-8 then webagent displays the text as blocks in the preview as well as reply mode.
IC:Client:RichClient:WebAgent		wi00279362	agent name disappeared intermittently after adding emotions to ongoing chat interaction
IC:Client:RichClient:WebAgent	wi00317389	wi00319102	When tried to resolving multiple emails with same status, resolves only first email.
IC:Client:RichClient:WebAgent	wi00356088	wi00826305	Lay out of the text changes after cut and paste text from plain text mode to HTML mode
IC:Client:RichClient:WebAgent	wi00355864	wi00861312	While moving between the original text in the Reply composition of a HTML Email, extra line breaks are seen
IC:Client:RichClient:WebAgent	wi01029967	wi01033623	If we send a Japanese language Email with Japanese email as an attachment to webagent, then Filename of an attachment is not displaying in Japanese language.
IC:Client:RichClient:WebAgent	wi00697408	wi01036418	Right Clicking, then selecting 'say' on a resource and then quickly clicking in the resource tree view pane, sends the resource twice to the customer in a chat with an agent.
IC:Client:SDK	wi01147646	wi01182700	Attachments in the template are not visible in webagent.
IC:Client:SDK:C#SampleClient		wi01145412	Unable to transfer email from dotnet SDK client. If we click on transfer button then we get an exception.

Component	Parent WI	PR WI	Summary
IC:Common:DCO	wi00226569	wi00994126	Avaya agent Contact History Browser tab shows incorrect time which is 2 minutes more than EDU Viewer time
IC:Integration:Siebel		wi01191931	ACW is not working properly when Agent/Desktop/WrapUp/SelectiveDefault property is "Not Requested"
IC:Integration:Siebel:EAI		wi01187909	EAI server throwing high/unknown priority alarms for email/voice contacts to route
IC:Obsolete:Server:ICM:ICM Applets		wi00224161	Number of rows configured for text area on customer Chat Applet is off by one
IC:Other:Documentation		wi00204104	Request to add more concentrator startup examples, with logging parameters on page 17 of External Function Library for Periphonics IVR doc.
IC:Other:Migration:Chat/Email Migration		wi01129788	Issues and Enhancements in Email Migration tool
IC:Server:CAServer		wi01148095	CA Admin's log file entry displays incorrectly by testing wi01100926
IC:Server:Directory		wi01137457	Directory server gives use less SSL related log statements on console
IC:Server:Email		wi01155470	ICEmail server gives CONFLICT error for status updates when DB is down. Expected is to give back DATABASE_ERROR error.
IC:Server:Email		wi01182833	Reply of IC agent does not reach to the customer if customer email id start with underscore _ character
IC:Server:Email		wi01155478	ICEmail server hangs in one of the rarest case.
IC:Server:ICM	wi00343269	wi00861179	when system generated handle for 'join us ' feature is used for inviting the second customer, then the display name of second customer during chatting is not correct.(if the first customer uses an existing account to chat)

Component	Parent WI	PR WI	Summary
IC:Server:ICM		wi01214622	Invalid hyperlink is try to open in combined URL of CSPortal Server and clicked hyperlink address
IC:Server:TSV5:ASAI	wi00386384	wi00862629	Transfer and conference complete event is missing in the vtel log file.
IC:Server:TSV5:ASAI		wi00212387	Contact count wrong by an increase of one. two line appearances, hardphone make call was transferred
IC:Server:WACD		wi01179562	"All Agents" on WACD page may not show agents which are created through restoration of tasks.
IC:Server:Website		wi01009466	IC admin website potential integer overflow vulnerability
IC:Server:Website:Admin		wi01176712	Admin Web site- Issues with invalid user to login webpage
IC:Server:Website:Core		wi01210203	CSPortal: Android App crashes, when no website context is configured
IC:Server:Website:Core	wi01046321	wi01049947	chat transcript for conferred chat does not show in Chat transcript list from View transcript page of webadmin page
IC:Server:Website:Core		wi01169199	Non-Uniform Time Format shown in Chat UI for different Browsers at customer's end
IC:Server:Website:Core		wi01168297	On IE8,if CSPortal URL has # appended at end, the URL does not open and gives Operation Aborted error
IC:Server:Website:CSPortal		wi01199715	Save Chat option on customer's chat window needs enhancement
IC:Server:Website:CSPortal		wi01201848	CSPortal on IE9 with default settings behave improperly in different modes.
IC:Server:Website:Public		wi01214297	CSPortal 404 not found page is displayed physical path of IIS server machine where CSPortal re-director is hosted

The existing features in IC 7.3 continue to be in use, unless mentioned otherwise in the Release Notes.

Fixed CFDs/ MRs / WIs in IC 7.3.2 FP

1.   Fixed CFDs in IC 7.3.2 Feature Pack

Component	Parent WI	PR WI	Summary
AAWC	wi01119328	wi01119697	AAWC does not show the correct Global Resources specified for the logged in agent.
AAWC	wi01165162	wi01165475	The voice channel logout menu remains disabled even after agent has logged into voice channel successfully. Intermittent issue.
AAWC:UOM:Email	wi01144411	wi01148751	In AAWC Outgoing emails sometimes are not showing special characters.
AAWC:UOM:Email	wi01144837	wi01148753	Cannot open Email attachment if attachment name has reserved character.
AAWC:UOM:Voice	wi01115071	wi01128438	The AUX state (Pre-set aux) selected during a call in alerting state does not put the agent in aux.
ADU	wi01165623	wi01166151	All the ADU servers in all the domains crashed simultaneously if criteria for assignment get increased.
Alarm	wi01155834	wi01162773	AV-IC-ALARM-MIB is wrong and AIC sends SNMP traps with wrong OID.
DCO	wi01115586	wi01117374	Workflow server fails to write a file in DB using DCO's function "DCO_SetValueWithFile".
Documentation	wi01159590	wi01161211	TS does not remove the recorder party from its internal map when a recorder connected via SSC, drops the call.
Email	wi01165534	wi01170344	IC Email server leaks sessions.

Component	Parent WI	PR WI	Summary
External	wi01163237	wi01163809	Unable to create Root certificate with wild character.
IC:Advocate:WAA	wi01158403	wi01161212	WAA leaks memory.
RichClient	wi01164901	wi01164920	Agent is not able to login to Softphone. Error: "Invalid device type".
RichClient	wi01123941	wi01124169	AARC crashes with error:"QUI.exe: You do not have modify permission on :C:\etc".
RichClient	wi01119529	wi01167482	Agent cannot transfer or conference third party after the earlier attempt of transfer was cancelled.
RichClient:Vtel	wi01133121	wi01133723	In case of blind transfer to busy external number, Agent is not notified about the "destination was busy" message.
RichClient:WebAgent	wi01095981	wi01098967	Webagent hangs while rendering an email with huge HTML body.
RichClient:WebAgent	wi01162961	wi01163771	Webagent hangs intermittently at the time of login.
RichClient:WebAgent	wi01118572	wi01119700	**Forward Original** button is not displayed for a localized AARC agent.
SDK	wi01120898	wi01123985	User Chat history is not visible in customer history tab in SDK sample client.
SDK	wi01120562	wi01121455	SDK agents cannot login after network issue.
Siebel:AICD	wi01119529	wi01159106	Agent is unable to make another consult transfer once previous consult transfer call is cancelled.
Siebel:ASIS	wi01119529	wi01119950	Agent cannot transfer or conference 3rd party after the earlier attempt of transfer was cancelled.

Component	Parent WI	PR WI	Summary
TSQS	wi01146504	wi01148980	TSQS reports switch specific error when devices are configured with 10 digits.
TSV5	wi01123378	wi01127870	In case of a single step Transfer, if the end customer drops the call before ts.ring event is received, the contact count for the agent is erroneously incremented by 1.
Telephony Server	wi00219474	wi01147936	The Aux Rona reason code should be configurable and passed by the server to the client.
Telephony Server	wi01119329	wi01165522	The voice.talktime is calculated incorrectly, when recorder is involved.
WACD	wi01160527	wi01162251	WACD has memory leaks while routing contacts in BA mode.
WACD	wi01127705	wi01136147	Chat totals on Active Task and Server Status and Statistics WACD Admin page conflicting.
Website	wi01163481	wi01163640	XSS filter is causing some characters in chat question field to appear in HTML encoded form in specific scenarios.
Website	wi01160734	wi01160796	SMTP server IP is being shown in the browser URL when chat is escalated.
Website	wi01127854	wi01128878	Public chat should get automatically disconnected when caller inactivity crosses the disconnect interval.
WACD Email	wi01119596	wi01125620 wi01128380	Email Status is not getting updated when agent is handling email using SDK client.

2. Fixed MRs / WIs in IC 7.3.2 Feature Pack

Component	Parent WI	PR WI	Summary
AAWC	wi01124024	wi01125862	In addition to encrypted password Plain Text password is sent over the network.
AAWC		wi01124021	A malicious user is capable of injecting arbitrary JavaScript content into a user's browsing session of AAWC through Cross Site Scripting.
AAWC		wi01116004	Non-Admin users cannot install avayaicagent.cab while login in to AAWC using IE browser.
AAWC	wi01120345	wi01121456	Window Manager control contains an insecure method which allows bypassing Internet Explorers Same Origin Policy.
AAWC		wi01131387	Stale IE instance left in Windows Task Manager after exit from the Web Client.
AAWC	wi00312884	wi01027991	Thin Agent loses connection with Application server on receiving/reply to Emails have 1.5 MB of Email body.
AAWC	wi01170094	wi01173437	AAWC works improperly after Read incoming emails in HTML format checkbox is disabled.
Chat/Email Migration	wi01144130	wi01151838	Launching migrate email returns fatal error on Solaris/AIX.
Chat/Email Migration		wi00295337	MigrateEmail tool is not working with -l <loglevel> option set.
Data Server		wi01139643	Data server crash is occurring when ICEmail server sends multiple DataServerMSSQL.Deassign() request.
Email	wi00890176	wi00957948	CloseContact of the ICEmail Server should remove the contact from WFMgr retry queues.
Email	wi01135661	wi01144006	Wrong Display Name for emails sent to customer

Component	Parent WI	PR WI	Summary
Email:Poller	wi01033706	wi01079053	A header "Undisclosed recipients:;" gets added when email is sent using telnet through exchange server 2010.
ICManager	wi00893997	wi01035587	In device tab, for the 'Voice' node, voice queues with duplicate IDs are not getting populated some of the times.
ICManager		wi00294283	**Apply** button remains in enable state after clicking in Virtual Queue editor windows.
ICManager		wi00278489	EDU Server "Enable Persistence" tab works incorrectly.
ICManager		wi00317234	"Enter" key does not work on VRU line editor box of IC Manger.
ICManager	wi00317392	wi00960675	No way to see the complete list of extensions in VRU tab, when only one VRU is configured.
ICManager	wi01111806	wi01115335	Cannot create New Watch for Blender server.
ICManager	wi00950285	wi00984225	Selection box against Blank Email in Miscellaneous Tab of Email account gets enabled upon IC Manager Refresh
ICManager	wi00304978	wi01056807	When adding an email account, the 'new email check frequency' can be set to 1 second.
ICManager	wi00728545	wi00862634	In IC Manager, Loop detect Count Parameter is active, even when Loop Detect parameter is Disabled.
ICManager	wi01092012	wi01094927	While removing workgroup from "Member of:" pane during Agent Multi-Edit operation warning message is not displayed if that workgroup is primary workgroup for at least one of the selected agents.

Component	Parent WI	PR WI	Summary
ICManager	wi00716518	wi01034468	The Multi Agent Edit of the IC Manager does not allow the Admin to set "Disable Login" to true on the Security tab if any of the selected agents have emails assigned.
ICManager		wi00308646	IC Manager repopulates the deleted TS server entry in TS set window.
ICManager	wi01107142	wi01110127	Search agent window displaying wrong title, also search window trying to save agent details.
ICManager		wi01149828	ClusterData table is not updated if ICEMail server is deleted from IC Manager.
RichClient:UAD		wi00212993	UAD leaks memory
RichClient:WebAgent	wi00309844	wi01015830	Email is sent without an attachment, if the attachment is missing from the physical location without any notification to agent.
RichClient:WebAgent	wi00352390	wi00861305	Font type, font size, and formatting like Bold, Italic, Underline, and Color changes to default, on deleting text in the email composition.
RichClient:WebAgent	wi00287507	wi01056795	Multiple issues in using bullet and numbering.
RichClient:WebAgent	wi00357999	wi00817458	Toolbar displays incorrect font size information.
RichClient:WebAgent	wi00697322	wi00862633	In HTML format, selecting 'insert quoted' does not insert the special marker into an Email.
RichClient:WebAgent	wi00834119	wi00921257	Extra line breaks are inserted when using an HTML resource in an HTML email composition.
RichClient:WebAgent	wi00903252	wi00969504	Word wrap functionality is not working properly.

Component	Parent WI	PR WI	Summary
RichClient:WebAgent	wi00903254	wi01030523	Key board shortcuts that are intended to work with Ctrl key are working with Alt key as well.
RichClient:WebAgent	wi00903253	wi01030565	Same keyboard shortcuts for two different functions.
RichClient:WebAgent	wi00287521	wi01051187	WebAgent: Spellcheck complete message box is not displayed when agent initiates a spellcheck and the composition has no errors.
RichClient:WebAgent		wi01118574	Forward original operation does not show the localized strings.
RLManager		wi01149431	Attempting to create template with same name returns wrong message.
RLManager		wi01149419	Copy of a Folder having Templates creates copy of Folder only and not the templates.
RLManager		wi01160176	Incorrect error message displayed when moving deleted folders and RL Manager tree is empty after refresh.
RLManager		wi01158433	RL Manager allows operations like add/mod/del by extracting info from existing cookies.
Siebel:AICD	wi00848531	wi01038110	Agent is able to change the channel state by manually selecting the individual channel.
Siebel:ASIS	wi01119909	wi01128460	ASIS is not initialized with desired performance parameter values of UOM out-of-the-box.
SP Installer		wi01139671	Design and Admin SP Installer fails to unregister TreeCtrl.ocx.
Website		wi01117339	Unable to access few Admin/Public Website pages over https protocol.
Website	wi01124020	wi01125868	There is no Logout Functionality in Admin Website.

Component	Parent WI	PR WI	Summary
Website		wi01171906	Welcome message in Chat displays incorrectly if contains pipe character "|".
Website		wi01171160	Issues in displaying some of the characters send from Website for schedule call back and Email at webagent.
Win Install	wi01153000	wi01163911	Applying WinAdmin and AARC Package on Windows XP gives Application Error Related to ASG and creates extra folders in ICServicePack Folder.

Fixed MRs / WIs in IC 7.3.1 Service Pack

Component	Parent WI	PR WI	Summary
AAWC	wi01007087	wi01008474	AAWC compose Email Header frame gets malformed, when the slider between the Body and Header is moved up and down.
AAWC	wi01038903	wi01039388	Email transfer to newly created agent fails until application is restarted.
AAWC	wi01009754	wi01012780	Unable to add email address in the To field from Address book while forwarding an email.
AAWC	wi01024659	wi01027262	AAWC work item acceptance screen does not decline a contact when clicking no on the message.
AAWC	wi01068754	wi01069641	AAWC Text Resource frame shows-up with null as body text.
AAWC:UOM:Chat	wi01046716	wi01050148	When a supervisor clicks on the chat session escalated by the customer before agent accepts it then the chat session gets in hang state. Agent session must be stopped.
AAWC:UOM:Email	wi00304240	wi00988953	Stop the AAWC application, if the default email cluster is down

Component	Parent WI	PR WI	Summary
			and agent tries to reply to an email.
AAWC:UOM:Email	wi00984690	wi00985775	Customer reply to an IC generated auto-reply causes UOM to throw NullPointerException and fails to deliver the workitem to an agent.
AAWC:UOM:Email	wi01059233	wi01059557	Agents are unable to fetch emails if cluster information for an email is empty (because of cluster library issue that is already fixed).
AAWC:UOM:Email	wi01041907	wi01042383	Find email option in AAWC displays incorrect createdate time.
AAWC:UOM:Email	wi01060322	wi01063556	While editing an email when multiple lines are selected and converted into bullets, only one bullet appears.
AAWC:UOM:Email	wi01013227	wi01013613	Email contact state is automatically changed from deferred to active when supervisor views an email that was deferred by the agent.
AAWC:UOM:Email	wi01095691	wi01096155	SDK overloads WACD with continuous QueryCluster requests while SDK is trying to recover connection to WACD after it has lost the ADU information.
AAWC:UOM:Voice	wi01074095	wi01075632	In case of conference, agent is unable to reconnect to the newly added party if the caller drops before the new party answers the call and the conference is completed.
AAWC:UOM:Voice	wi00985296	wi00985856	SDK client fails to take control of the hardphone, if the hardphone is already logged in.
AAWC:UOM:Voice	wi01068734	wi01070158	Agents are unable to complete conference after Call-back-assist (CBA) transfers the call to the customer.

Component	Parent WI	PR WI	Summary
AAWC:UOM:Voice	wi00980180	wi00982664	AAWC/SDK Aux>ACW state transition from hardphone is again causing agent to go in Aux.
AAWC:UOM:Voice	wi00292693	wi01106150	Thin client: If the agent is in ACW state and the agent receives direct call, then, after completion of the call, thin client changes the agent to available state.
AAWC:UOM:Voice	wi01091441	wi01107160	Two Step Blind Transfer fails intermittently.
ADU	wi01046208	wi01049736	[PR for 731] ADU crashes for invalid/junk ADU ID.
ADU	wi01109119	wi01111072	ADU Server crashes intermittently with 'Cannot access invalidated member' error in the crash logs.
Advocate Admin	wi01042932	wi01044537	Agent watcher does not show correct agents for some of the Service classes.
CAServer	wi01092761	wi01100928	Add effective logging mechanism into CA server and KB Lib.
CDK	wi00980255	wi00983719	Both agents should detect the Assigned-ServerFailed loop.
ComHub	wi01080283	wi01089094	Comhub server crashes abruptly.
ComHub	wi01080287	wi01106145	Need to add effective logging mechanism into COMHUB server.
Common	wi01035283	wi01038740	Defunct processes are created on Solaris.
Common	wi01040077	wi01040090	Certificate expired for cobrowse jar.
Common	wi01028663	wi01037759	Some of the IC components are not generating symbols with private information.

Component	Parent WI	PR WI	Summary
Common	wi01028659	wi01037761	Some of the IC servers are not capable of creating dump at the time of crash.
ConfigTool	wi01028149	wi01035376	The IC side configuration scripts running during the website deployment on IIS 7 does not provide "Default Application pool identifier" user read/write permission on certain folders.
ConfigTool	wi00948314	wi01022533	Config tool does not reflect changes on "magnus.conf", when IC web management is deployed on Solaris.
ConfigTool	wi01096598	wi01097990	IC Manager and CIRS Services are not removed from Windows services and from registry upon unselecting them using the Config tool.
Data Server	wi01001073	wi01003123	Dataserver can crash if a DB client request is immediately followed by DeAssign.
DB Designer	wi01036870	wi01037753	DB Designer fails to generate catalog using the option "Export for Cognos catalog".
Directory	wi01049320	wi01049773	LDAP Authentication fails, if DN contains Russian characters.
Directory	wi00888100	wi00921260	[7.3.1 child] LDAP Users password, which are configured with special characters are unable to login.
Email	wi00983021	wi00984832	In IC724 "Forward Original" feature sends the original email to CC list present in the original email.
Email	wi00989487	wi00989874	[Poller/Email/WACD]-ICEmail is unable to fetch emails from Poller due to missing cluster name.
Email	wi01000529	wi01001098	ICEmail server crashes when connectivity is lost with the SMTP server.

Component	Parent WI	PR WI	Summary
Email	wi01015297	wi01015307	Email is corrupted when spaces are added at the end of the subject line.
Email	wi00929912	wi01013890	Email server providing the completed date instead of created date in CHB, when searched using address.
Email	wi00993460	wi00995157	URLs and email addresses are changed when receiving the email on the agent side. A single dot is sometimes replaced by a double dot.
Email	wi00280121	wi01077740	Email Server does not support ReplyTo Header.
Email:Poller	wi01090941	wi01091488	Poller server crashes under moderate load at the time when generic update requests are sent from IC Manager.
Email:Poller	wi01023800	wi01025932	Poller server goes into an unresponsive state when updating the email account filter list.
Email:Poller	wi01037802	wi01038745	Filter plugin is not correctly updated for an email account when the filter list (valid/invalid) is updated.
Email:Poller	wi01014103	wi01014585	When using IC to try and pull voice messages from MM mailbox the message is deleted.
Email:Poller	wi01081681	wi01083478	GenericUpdate on Poller server may cause it to stop polling emails.
Email:Poller	wi00987758	wi00989878	When trying to add filters following the documentation criteria, IC Manager fails with the following error message: The email address is not valid.
Email:Poller	wi01043173	wi01044539	Faulty OpenSSL usage in Poller may cause it to crash in multi-threaded environment.

Component	Parent WI	PR WI	Summary
Email:Poller	wi00996130	wi00997761	Poller server hangs if approximately ten email entries are configured (at the same time) in the Accept/Reject Filter list from IC Manager.
HttpConnector	wi01001400	wi01001939	Web channel Server crashes, when Workflow sends a GetPage request to HTTPConnector.
HttpConnector	wi01032291	wi01032375	If '+' is escaped in input URL, it is converted to space.
HttpConnector	wi01078948	wi01079050	Parameters in the POST URL request to HttpConnector are not being decoded.
HttpConnector	wi01029490	wi01031783	HttpConnector crashes when there is an exception while reading a new connection
HttpConnector	wi01078948	wi01079050	Parameters in the POST URL request to HttpConnector are not being decoded.
IC:External	wi01091326	wi01091864	Send/Reply button is not correctly displayed on chat page under load.
IC:Other		wi00410484	A session is established with IC Agent with the same guest ID, but "null" is shown in chat transcript, if this session is invoked after logoff from the website of the customer.
IC:Server	wi01120642	wi01124240	License server core dump and crash files flood the server machine if License Server is not able to start up.
ICM	wi01001557	wi01001580	IC Manager is adding a question mark at the end of the PushURL (for chat wait treatment) even if there are no additional parameters.
ICM	wi01049959	wi01055925	Second chat from the same customer automatically disappears if the customer closes the browser while chatting

Component	Parent WI	PR WI	Summary
			with the agent during the first chat.
ICM	wi01060598	wi01064371	There should be a way to specify the Log File size for the icm log file (icmlog).
ICM	wi00988661	wi00989851	When an agent gets a conference chat, agent also receives a confusing message in the chat window.
ICM	wi01009599	wi01012330	The code to create tmf files in IC Manager needs to have defensive code to handle cases where chat text can be blank. Chat transcripts are not saved into database in such a scenario.
ICManager	wi01069606	wi01069636	MultiAgentEdit causes improper values inserted for WorkGroupOrder in the groupmember table of IC database.
ICManager	wi00997042	wi00997764	Even after deleting the filter from the Email Filter Reject list, an incoming email that conforms to the deleted filter, is rejected by the Poller.
ICManager	wi00987758	wi00989855	When trying to add filters following the documentation criteria, IC Manager fails with the following error message: The email address is invalid.
ICManager	wi01090388	wi01091664	Clerk is unable to find agents of the workgroups other than the workgroup the clerk belongs to.
ICManager	wi01056213	wi01059583	LDAP Synchronization progress does not show progress bar, appears like hung while syncing 10000 records with LDAP Server.
ICManager	wi00976566	wi00983038	IC Manager allows invalid input in the Service field of the channel editor of the Workflow server.

Component	Parent WI	PR WI	Summary
ICManager	wi00934894	wi00990901	IC Manager deletes wrong email account.
ICManager	wi01052084	wi01053657	Customer is unable to search more than 1000 Active directory users using the search feature LDAP import in IC Manager.
ICManager	wi01095974	wi01097143	IC Manager performs case-sensitive comparison for workgroup names which can lead to multiple workgroups with the same name in different case being created.
ICManager	wi01096475	wi01115352	Import of LDAP users cannot be cancelled in between.
IVR:VOX	wi01009488	wi01010187	HTTPVox does not restart automatically when the system is rebooted.
MTTLogger	wi01009776	wi01012326	Agents are unable to failover to secondary DS server when primary DS server goes down.
MTTLogger	wi01028039	wi01029179	MTTLogger does not clear up its thread at the time of destroying itself which might lead to a server crash.
MTTLogger	wi01067958	wi01069036	STT servers like TS, EDU, and ADU sometimes crash during logrollerover in case of logdaycount setting.
ORB Server	wi01095204	wi01095208	The child server process created through ORB StartServerByUUID is crashing on AIX if the wrong binary name is configured.
ORB Server	wi01117607	wi01117616	Log file gets converted to crash file if the executable name of the server is changed to some incorrect name and the server is shutdown.
Qscripts(IC Scripts)	wi01023158	wi01039605	Agents get a "Out of string space" error, when a large number of scripts are loaded.

Component	Parent WI	PR WI	Summary
Report Server	wi01065659	wi01065663	[PR 731] Start time does not have consistent value in routingevent table.
Resource Manager	wi01055602	wi01056568	Resource Manager (RM) delivers two contacts at the same time even though it is configured to route only one contact at a time.
RichClient	wi00966562	wi00997886	Aux Reason Code gets overwritten on hang up.
RichClient	wi01043660	wi01044134	Rich Client crashes intermittently while doing softphone logout operation.
RichClient	wi01044592	wi01049758	Agent is going to preset to aux instead of complete Aux.
RichClient	wi01015360	wi01019178	Agent goes to AUX with incorrect reason code.
RichClient	wi01091441	wi01094601	Two Step Blind Transfer fails intermittently.
RichClient	wi01102806	wi01106207	Hardphones goes to AuxNotAvailableReasonCode instead of last selected reason code from softphone while handling a direct call.
RichClient	wi01108087	wi01113201	Rich Client stops on Windows 7 32- bit OS while handling multiple email contacts when Admin re-queues contacts from WACD admin page.
RichClient:BlenderClient	wi01006019	wi01006479	An agent with voice channel logged out goes to aux instead of init-aux even when handling an active email.
RichClient:BlenderClient	wi01005765	wi01007539	Avaya Agent Rich Client ignores the change in aux reason code request while making an outbound call when the agent is in AUX.
RichClient:BlenderClient	wi01005778	wi01007541	If an agent is in AUX and makes an outbound call (while on AUX) after completing the ACW (Wrap up dialog box) the agent goes

Component	Parent WI	PR WI	Summary
			back to a default AUX code instead of going back to the AUX reason code which was selected before making the call.
RichClient:BlenderClient	wi00999275	wi01007673	Agent becomes available instead of Auxwork if agent does the pre-set aux using softphone while in timed ACW.
RichClient:BlenderClient	wi01012338	wi01013906	On the rich client the agent went from AUX to available, however the hardphone still remains in AUX. The agent has not requested to go available in this case.
RichClient:BlenderClient	wi00975524	wi01030518	AARC is going to aux instead of ready when aux and ready events are sent in quick succession.
RichClient:BlenderClient		wi00836495	AuxWorkonLogin Property not working as expected for Rich Client.
RichClient:BlenderClient	wi00383826	wi00862626	Rich Client's agent state is not set to available when AuxWorkOnLogin is set to "No" in manual blending mode.
RichClient:BlenderClient	wi00991955	wi00994423	Avaya Agent Rich Client ignores the aux request while call rings to the agent and goes into available state.
RichClient:EDUViewer	wi00994702	wi00996434	IE error "This page cannot be displayed" is shown in EDUViewer.
RichClient:EmailTaskList	wi01040764	wi01041853	In the email task list, the email icon does not change to transferred icon from active when the email is transferred to another agent.
RichClient:Qconsole	wi01025717	wi01025905	Avaya Rich Client agent fails to login in to the Citrix environment.
RichClient:Softphone	wi00932445	wi01037952	[7.3.1] Voice Channel remains in the busy state, after handling two

Component	Parent WI	PR WI	Summary
			consecutive queue calls with outbound call in between.
RichClient:Softphone		wi01067714	After clicking the DTMF button, AARC does not launch dialing pad.
RichClient:UAD	wi01067633	wi01068205	UAD dialog box and its controls are cut when changing display to 125% in Microsoft Windows 7.
RichClient:Vtel	wi00998311	wi01001394	AARC throws an error "Core Services initialization failed" for login if the password is configured with the character '\' through IC Manager.
RichClient:Vtel	wi01009323	wi01010144	After softphone reset, agent does not reflect the new reason code in Hardphone. Hence, impacts reporting.
RichClient:WacEngine	wi00987166	wi00989849	The AARC with Microsoft Internet Explorer 8 opens an extra blank page, when the agent clicks the "Agent Home Page".
RichClient:WebAgent	wi01000546	wi01002234	Webagent hangs due to the corrupt email's text/html Mime body.
RichClient:WebAgent	wi01080673	wi01087279	Webagent hangs intermittently.
RichClient:WebAgent	wi01000198	wi01001969	Webagent displays the name as "untitled" for the attached emails sent from exchange 2010 and client outlook 2010.
RichClient:WebAgent	wi01000232	wi01002644	The menu item "Copy" is disabled on chat transcript preview panel while you right-click the selected text.
RichClient:WebAgent	wi01055856	wi01056131	Right-click Paste option remains disabled after the AARC machine has restarted.
RichClient:WebAgent	wi00954456	wi00969488	Quotes are being displayed as "?" when customer receives the email from webagent (issue with utf-8 encoding).

Component	Parent WI	PR WI	Summary
RichClient:WebAgent	wi00988653	wi00989853	The agent and the customer name appear with the same color.
RichClient:WebAgent	wi01017709	wi01018422	Webagent does not keep the transfer button as disabled until the transfer is complete if the agent toggles between the two chats.
SDK	wi00958203	wi00960687	If the email HTML body part <img> tag 'src' property contains invalid link, the SDK fails to send the message but no error message is received to client (.NET side).
SDK	wi01074677	wi01076828	SDK client library throws 'System.ArgumentNullException: Key cannot be null' exception.
SDK	wi01090628	wi01091672	SDK client gets NullPointerException for date.
SDK	wi01096167	wi01097379	SDK Client sends agent password as clear text over the network to the SDK server while using HTTP.
SDK	wi01098606	wi01100772	AAWC, SDK, and Webservices server configuration files do not have the property SSLEnabled set to true in the connector for HTTPS.
SDK	wi01096167	wi01118567	The .Net SDK Client sends agent password as clear text over the network to the SDK server while using HTTP.
SDK:API Documentation	wi01090628	wi01108896	Need to update the SDK document for the return values of the document field date.
SDK:Bridge	wi00941963	wi01031209	Agent is unable to send a new email with OOTB SDK client when in AUX on login.
SDK:Bridge	wi01044558	wi01044583	Chat customer having space as part of the name of the customer is being interpreted as _^_

Component	Parent WI	PR WI	Summary
			character in the .NET customized SDK client.
SDK:Bridge	wi01095697	wi01096159	StackOverflowError and NullPointerException observed in customer logs for SDKBridge.
SDK:Bridge	wi01105605	wi01108753	New Outbound email cannot be sent after quality Assurance.
SDK:Bridge	wi01111663	wi01113279	Issue displaying past historical Chinese transcript using IC SDK.
SDK:C#ClientLibrary	wi01025778	wi01026152	The .NET sample client fails to successfully login an Agent with certain special characters for both LDAP and Non-LDAP configuration.
SDK:C#ClientLibrary	wi01090628	wi01108895	SDK client library changes to handle the NullPointerException: wi01091671
SDK:C#ClientLibrary	wi01025778	wi01026152	The .NET sample client fails to successfully login an Agent with certain special characters for both LDAP and Non-LDAP configuration.
SDK:C#SampleClient	wi00296296	wi01111654	C# Sample client shows Subject line twice in Detail Tab.
SDK:JavaClientLibrary	wi01025778	wi01055600	Java SDK sample client fails to successfully login an Agent with certain special characters for both LDAP and Non-LDAP configuration.
SDK:JavaClientLibrary	wi01025778	wi01055600	Java SDK sample client fails to successfully login an Agent with certain special characters for both LDAP and Non-LDAP configuration.
SDK:JavaSampleClient	wi01105572	wi01108783	The **Approve** button functionality is not working in Java Sample Client application.
SDK:WebServices	wi01037101	wi01037284	IC Webservice allows creating Agent with Login IDs in mixed case. Agent login IDs should

Component	Parent WI	PR WI	Summary
			always be created in Lower Case.
Siebel:AICD	wi01009358	wi01010147	SiebelAICD log file size should be configurable and should create more than 2 backup files.
Siebel:AICD	wi00984454	wi00985852	AICD should suppress TS.Connected event generated as part of SingleStepConference (for recorder attaching to the call)
Siebel:AICD	wi01098316	wi01098853	Siebel AICD throws an error as "Error = Bad state (no destination set)" in case of where the value of "siebel.aicd_server_uuid" is empty in ADU.Watch event.
Siebel:ASIS	wi00996631	wi00997758	In case of manual in, Native IC Siebel agent keeps the WI in wrap up state for an abandoned call.
STT	wi01083208	wi01086164	Debug settings for STT servers are not persisted across server restarts.
Tools:LogCollector	wi00989019	wi00997463	The LogCollector client hangs intermittently while zipping files.
Tools:LogCollector	wi00926165	wi01030573	LogCollector client adds extraneous elements in its multimap causing/giving appearance of hung.
Tools:Qimport	wi00992956	wi00996864	Qimport is unable to export the data from the employee table.
Telephony Server	wi01028397	wi01029174	TS hangs on Solaris when the **Drop** button is used on the hardphone instead of the release button.
Telephony Server	wi01068738	wi01069851	TS ASAI crashes when processing a c_conference event, which contains called and calling party as ####.
Telephony Server	wi01044610	wi01049770	TS.Incomingcall event puts DNIS in the Orig parameter if CM does not send ANI.

Component	Parent WI	PR WI	Summary
Telephony Server	wi01078608	wi01079062	TS does not allow agent password to be greater than 7 digits, CM supports 9 digit passwords.
Telephony Server	wi00998047	wi00998909	TS ASAI crashes on receiving a C_Answered event.
Telephony Server	wi01000532	wi01001390	TS ASAI sends a TS.Drop event when service observing is involved and the transfer happens through the hardphone.
Telephony Server	wi01020307	wi01022510	TS ASAI returns an Invalid callID, during hang up for the first call during a particular scenario.
Telephony Server	wi01100206	wi01103134	TS ASAI crashes on receiving a C_Offered event with called party as NULL.
UOM	wi00974666	wi00986222	Agent goes into available state instead of Aux for IC Siebel Native client.
UOM	wi01014654	wi01016632	Hardphone softphone out of sync when a direct call after RONA is wrapped-up.
UOM	wi01083333	wi01083735	Session in tomcat is not removed if agent fails to login into SDK.
UOM:General	wi00942214	wi01031216	SDK/AAWC agent receives emails while logged out of email channel after WACD is bounced.
UOM:General	wi01038645	wi01038697	Mixed case Agent login is successful using the sample SDK client, however the agent is unable to receive any other events thereafter.
WACD	wi00958395	wi00960638	The servicelevelmiss counter of the ADU is incremented even when the queuetime for the contact is less than the configured servicelevel under certain circumstances.

Component	Parent WI	PR WI	Summary
WACD	wi00225091	wi01021584	WebACD Server fails to stop completely. User has to stop the process.
WACD	wi01013252	wi01013902	When an SDK client is disconnected during an active chat session; it is observed that the same chat is offered again to the same agent when the agent logs in again to the SDK client.
WACD	wi01052325	wi01054779	Initialize plaid DefaultQueueScript 'cnt' parameter when 'ResetScriptIteration' is set to '1'.
WACD	wi01089594	wi01091490	"Queue Time" always shows "00:00:00" in the WebACD page.
WACD	wi01093623	wi01095007	WACD teams are locked when Workgroup related changes are done for a logged in agent.
WACD	wi01105887	wi01108599	Shutdown of non-functional WACD produces a core on Solaris.
WACD	wi01109689	wi01111703	WACD crashes on start attempt.
Website	wi01014549	wi01014555	Website log grows indefinitely when no size is set in the "Maximum website debug file length (KB)" in the IC Manager, Configuration, website config.
Website	wi01032353	wi01032607	With XSS Hotfix, chat question field is interpreting input into HTML format.
Website	wi01023261	wi01024031	The customer chat transcript screen background is not reflecting the color as set for the chat tenant property "chat.htmlclient.transcript.bgcolor". It always displays a white background.
Website	wi01040713	wi01041461	The chat transcript shows special characters as escaped when viewed using the Viewtranscript functionality.

Component	Parent WI	PR WI	Summary
Website:Core	wi00340272	wi00959868	'In the 'Web Self Service ->View transcript' page, 'Submit query ' button always loads the transcript for the first task id in the list.
Website:Core	wi01009498	wi01012795	Chat customer sees escaped HTML tags in the transcript.
Website:Core	wi00942771	wi01040738	The Admin website pages are vulnerable to SQL injection attacks.
Website:PDM	wi01025909	wi01030555	Website Hangs when you click the View Transcript link.
Website:Server Pages	wi01049620	wi01050378	Reloading of chat page (htmlclient.jsp) causes new chats to be escalated into the system.
Website:WCServlet	wi01042752	wi01043992	When a customer is created using public website, phone number field of customer table is inserted with escape characters.
Website:WCServlet	wi01066237	wi01066359	Clicking on **Create Customer Account** or **Modify Account** via Admin website returns exception.
Website:WCServlet	wi01066244	wi01066361	User cannot Create or Modify an account using admin website after filling the required details in the create account web page and selecting Create/Edit.
Website:WCServlet	wi01044149	wi01044242	Customer phone number is populated with null value, if existing customer is updated from public website.
Website:WCSharedBrowsing	wi01075553	wi01076830	Collaborative Form Filling does not work in Microsoft Internet Explorer 9 for INPUT tag when ID and Name attributes have different values.
WF Designer	wi00982086	wi00994107	Workflow designer stops for a particular scenario for Windows 7 (64 bit).

Component	Parent WI	PR WI	Summary
WSCB	wi01003407	wi01003961	WSCallback server does not roll over logs.
WSCB	wi01080439	wi01087112	Enhance the logging information of the WSCallback server.

Chapter 3: Known Issues and Resolutions

The following section describes the known issues and their possible resolutions.

Component: IC:Installer

1.   SP Installer

Parent WI	WI	Summary
wi00980101	wi00985778	If pre-731 files are newer than the 731 files, the silent install fails. This issue is not specific to 7.3.1 and is applicable for any IC 7.3.x Service Pack (SP) release.

Solution

1. Open the preInstall73x.bat (where x = SP no. for example preInstall73x.bat for SP 7.3.x file in edit mode which is in part of SP installer (use any text editor).

2. Add the "copy <filename> +" command at the line before the following snippet mentioned and save it (Add commands for any other files if needed).

    Snippet from the preInstall73X.bat file:

```
echo `preInstall73X.bat` completed successfully >>
"%WIN_TEMP%\preInstall73X.log"

    echo ------------------------------------------------ >>
"%WIN_TEMP%\preInstall73X.log"

    @echo on

    exit 0
```

3. Run the setupwin32.exe in the silent mode.

4. Get the list of files for which user input is required from the installer summary panel.

2. SP Installer

Parent WI	WI	Summary
	wi01147624	Webconnector 7.3.2 uninstaller replacing tomcat folder content in the `../IC73/tomcat/tomcat6.0.14/` folder instead of `../IC73/tomcat/` folder. Webconnector 7.3.2 uninstaller replacing old backup tomcat folder content in the `../IC73/tomcat/tomcat6.0.14/` folder instead of `../IC73/tomcat/ folder`. Also this kind of issue is there for Java folder replacement also? Uninstaller copying backup Java content under `C:\Avaya\IC73\Java\Java1.6.0_10` path instead of `C:\Avaya\IC73\Java\`.

Solution

User needs to ensure that Java and Tomcat are stopped properly before initiating uninstall.

3. SP Installer

Parent WI	WI	Summary
	AIC-5786	Web Connector - There is no confirmation message "Yes to all" while Installing WebConnector IC 7310 builld 75
	AIC-5818	RichAgent– There is no confirmation message "Yes to all" while installing RICH Agent 7310 build 75

Workaround

Press "Yes" several times, the installation will be continued. It does not affect the installation.

Component: IC: Client:AAWC

1.   AAWC

Parent WI	WI	Summary
	wi00906390	To copy field information from a tab and paste the information in a chat session, email composition, or third-party application, agent cannot use the right-click option using the mouse and **Copy**.

Workaround

Press shortcut key **Ctrl+C**.

2.   AAWC

Parent WI	WI	Summary
	wi01131382	Windows close functionality does not work properly in second attempt with Microsoft Internet Explorer 10/11 browser. Exit confirmation prompt does not appear if the previous attempt to close AAWC using Microsoft Internet Explorer Close button was cancelled.

Solution

Use the AAWC Exit menu or special Close button located at top right corner of the window.

3.   AAWC

Parent WI	WI	Summary
	AIC-5822	AAWC - The website displayed incorrect version of AAWC on URL

Workaround

Incorrect release version (7.3.8 instead of 7.3.10) does not affect AAWC functionality, ignore it.It will be fixed in the next release.

Component: IC:Client:RichClient

1.   RichClient

Parent WI	WI	Summary
	wi00697408	Agent logs into the rich client and accepts a chat session escalated by the customer. Agent selects a resource, right-clicks and selects **Say**. Immediately agent clicks on white space in the resource tree view pane. The same resource is sent twice to the customer at the other end.

Solution

Avoid clicking on the white space in the resource tree view pane immediately after sending resource using right-click **Say** menu item.

2.   WebAgent

Parent WI	WI	Summary
	wi00931311	Agent has to enter the trigger character after changing the URL for hyper linking.

Workaround

When agent edits an existing hyperlinked URL by pressing backspace, the hyperlink is disabled. The agent can enter a trigger character like **Space** / **Enter** / **Tab** after modifying the URL to enable the hyperlink again.

3.   WebAgent

Parent WI	WI	Summary
	AIC-4056	Chat gets disconnected when AARC agent does blind transfer and same chat assigned back to him

4.   WebAgent and TinyMCE known issues

Parent WI	WI	Summary
	AIC-5445	Rich – Email Tiny MCE- Can input invalid URL into Insert link
	AIC-5461	Can past table to email body but no way to insert table from toolbar
	AIC-5447	Rich – Email Tiny MCE – Font type/Font Size is displayed incorrectly when selecting all texts if selecting multiple font type, font size
	AIC-5455	Rich – Email Tiny MCE- Can input invalid value into Insert Image
	AIC-5469	Rich – Email Tiny MCE- Should have a tooltip about how to open link/mailto
	AIC-5468	Rich – Email Tiny MCE- Redundant characters is displayed if there are blank lines under underlined text
	AIC-5471	Rich – Email Tiny MCE- Color/background color is not saved on toolbar
	AIC-5480	Rich – Email Tiny MCE- Numbered list/Bullet is displayed for blank line
	AIC-5489	Rich – Email Tiny MCE- Resource is always inserted to the left of text if highlighting the text from left to right
	AIC-5478	Rich – Email Tiny MCE- Missing "Text to display" on Insert/Edit link if link contained some lines
	AIC-5488	Rich – Email Tiny MCE- Distance between lines is resized when setting numbered list/bullet list
	AIC-5500	Rich – Email Tiny MCE- Width and Height of original image when replying email contains "in" next to number value
	AIC-5501	Rich – Email Tiny MCE- Missing "Text to display" on Insert/Edit link if selecting image
	AIC-5607	Rich – Email tiny– Inbound Email- Inline image is not displayed in body
	AIC-5504	Local paths are not getting highlighted and underlined

	AIC-5694	Rich – Email tiny– Inconsistency between Rich and AAWC when adding URL resource
	AIC-5683	Ignore All/ Change All function works improperly if there is no "comma" or "dot" character after the misspell word

Component: IC:Client:SDK

1.   SDK

Parent WI	WI	Summary
	wi00326961	Deleting an attachment, while forwarding the saved email deletes the attachment permanently.

Solution

You should not delete the attachment when editing an email that was saved in draft. If the attachment is deleted, attach it again if needed before sending the email out.

Parent WI	WI	Summary
	AIC-5485	AAWC- New Email- Detail window- html tag is displayed if body html formal
	AIC-5482	AAWC/SDK- Chat – The last URL is displayed 2 times when supervisor observes chat
	AIC-5583	Chat - Supervisor can send message which types in visible mode but not send after making invisible on .NET SDK
	AIC-5584	Chat - The error dialog is popped up once supervisor observes from second chat in .NET SDK if having two agents logged in

Component IC:Admin

1.   Seed Data

Parent WI	WI	Summary
	wi01106141	The batch file import_seed_L10N file gives a runtime error.

Workaround

Copy `<AVAYA_IC73_HOME>\design\CallCenterQ\data\L10N\avayaenv.bat` and

`<AVAYA_IC73_HOME>\design\CallCenterQ\data\L10N\qimport` files to

`<AVAYA_IC73_HOME>\design\CallCenterQ\data\L10N\data` folder.

2. WorkFlow Designer

Parent WI	WI	Summary
	wi00305673	`Sys_transfer.update_vq_cache` stops responding when used with regions where decimal separator is other than ".".

Solution

Use val instead of CDbl function in this flow.

Component:IC:Server

1. ICM

Parent WI	WI	Summary
	wi00954382	When customer profile contains more number of attributes chat not able to escalate from Customer Website.

Solution

Note: This WI will not be fixed because of restriction at the architecture level.

2.   WACD Server

Parent WI	WI	Summary
	wi00280567	WACD Admin page shows ACD down (For Non-Functional Server) when the server goes off network for 6-8 seconds and comes back on network.

Workaround

Restart the non-functional WACD server.

3.   Attribute Server

Parent WI	WI	Summary
	wi00986039	Attribute server does not update its configuration in response to VESP Generic Update.

Workaround

Restart the attribute server.

4.   Website:Public

Parent WI	WI	Summary
	wi01174633	Pushing a URL like www.avaya.com opens in chat transcript frame.

Solution

Do not push the URL of the website that overrides the frame based architecture.

To know the websites that overrides the frame base architecture, you can open the web page source information and search for the java script code similar to the following code:

```
<script type="text/javascript">
```

```
if(self != top) {

top.location = self.location;

}

</script>
```

The above javascript code overrides the behavior of opening a website in frames, hence forces the website to open in a topmost frame of the browser.

5.   Website

Parent WI	WI	Summary
	AIC-5817	Cannot start services AvayaICWebManagement73 and AvayaICEmailTemplateManagement73 after re-install IC 7310 build 75

Solution

Do the following steps to start AvayaICWebManagement73 service and AvayaICEmailTemplateManagement73
1. Login Config Tool
2. Uncheck Configuration Email Template Administration, Configuration Web Management
3. Click Apply.
4. Reboot IC core primary
5. Login Config Tool
6. Check Configuration Email Template Administration, Configuration Web Management
7. Click Apply
8. Open Services.msc, start AvayaICWebManagement73 and AvayaICEmailTemplateManagement73

6.   Data Server

Parent JIRA	JIRA	Summary
	AIC-1561	Cannot insert duplicate key in object 'dbo.qw_locks' (intermittent issue)

Description

Sometimes, Data Server throws an alarm "State:23000,Code:2627,Error:[SQL Server Native Client 11.0][SQL Server]Violation of PRIMARY KEY constraint 'pk39_qw_locks_PKey'. Because of this, Poller Server could not insert new email messages into the Database.

This issue causes when Data Server uses "SQL Server Native Client v11.0" with SQL Database Server 2012 and 2014.

Workaround

In IC Manager, go to the domain where Data Server is configured. Open Data Server properties, go to "DataServer" tab and select "SQL Server" in "SQL Driver (Windows Only)". This SQL Server Native Client corresponds to version 6.

This should be changed in all Data Servers in IC.

7. Advocate

Parent JIRA	JIRA	Summary
AIC-1657	AIC-1659	Advocate Administrator crashes on windows 2012 R2

Description

On Windows 2012 R2, Advocate supervisor crashes when adding new profiles or when editing capability sets. This issue is observed after installing the Windows update KB3000850 in Windows 2012 R2

Workaround

There are two possible workarounds to resolve this issue.

1. Remove the installed Windows update KB3000850

2. Add following key in windows registry as follows

    a. Open Windows "Registry Editor"

    b. Create an "MMC.exe" key under Image File Execution Options @ HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Image File Execution Options\mmc.exe

    c. In this location, create a QWORD named MitigationOptions Set the value to 20000000000 (hex).

Component:IC:Server:Email

1. Email

Parent WI	WI	Summary
	wi00329258	The subject of the alert email does not display correctly **Re:** and **Fw** in task lists.

Solution

To resolve this issue:

1. On your Design and Admin system, start Workflow Designer.

2. Open ICEmail project from `<AVAYA_IC73_HOME>\design\IC\Flows\Avaya\ICEmail>` in Workflow Designer.

3. Open the outbound flow (noca and ca).

4. Select **Set Alert block** to edit and go to **Advanced** tab, select **Start** field.

5. Search the following code line: `oldsubject$ = oldvduSeqCpl.FindValue("currentemail.subject")`.

6. Comment out this line and add the following line at the same position: `oldsubject$ = Script.variable.subject`.

7. Save the project and Build the flow set.

8. Reload the flows on all the Workflow servers that are using above flows.

2.   Email

Parent WI	WI	Summary
	wi00280061	Email server does not fetch emails, when new Poller cluster is mapped with the Email cluster.

Workaround

Restart Email servers.

Component: IC:Other:Tools

1.   LogCollector

Parent WI	WI	Summary

Parent WI	WI	Summary
	wi00946739	LogCollector creates zip file of 1KB for HTTPconnector and LogCollector servers in the `<AVAYA_IC73_HOME>/logs` folder.

Workaround

Do not use Log Collector tool to capture/archive HTTP Connector and Log Collector server logs.

2. LogCollector

Parent WI	WI	Summary
	wi00946748	When 2 instances of Log collector client are run simultaneously in an Admin system, the Log Collector clients become unresponsive.

Workaround

Do not run multiple instances of Log Collector client on the same system concurrently.

3. LogCollector

Parent WI	WI	Summary
	wi01109467	The monitor of Log Collector hangs forever, although file logs are still created in Destination folder, when chunk size value is the zero.

Workaround

Do not set chunk size to zero.

Components:IC:Advocate

1. Advocate Admin

Parent WI	WI	Summary
	wi00251767	If multiple sessions for IC Advocate administrator client are opened on the same system the application freezes or stops responding.

Solution

Make sure that only one instance of Advocate supervisor is opened at any given time.

Component: IC:Client: AAWC/SDK

1. AAWC/SDK

Parent WI	WI	Summary
	wi01115071	The AUX state (Pre-set aux) selected during a call in alerting state does not put the agent in aux.

Description

When an SDK/AAWC agent tries to go in pre-set aux while the voice call is in the alerting state, the voice call is not accepted by the agent. And the call gets abandoned before accepting. Agent does not go to the Aux state and receives a new incoming queue call.

Workaround

Perform the pre-set Aux operation after accepting the incoming voice call, not while the call is in the alerting state.

Component: IC:Client: Siebel

1. AAWC/SDK

Parent WI	WI	Summary
	AIC-5774	Siebel- 7310 build 74 All warning dialogs on agent1 is not on the top page, it is behind Siebel Agent GUI.

Component: IC: Common

1.   STT

Parent WI	WI	Summary
	wi00224353	If the personal computer of the agent goes out of network, it does not recover unless voice calls are manually completed.

Workaround

When the network between the Agent desktop application and IC servers goes down, a message box appears on the desktop of the agent saying the connection to the core service failed. When this happens, the agent must manually logout of the hardphone, making the agent unavailable for any calls. This makes the TS logout the agent internally and updates the routing engine accordingly. When the network comes back up, the agent can restart the agent application which logs the agent into the switch, and the system works without any problem.

Chapter 4: Known Product Behavior / Limitations

Email size limitations on Agent

Agent cannot send replies successfully to emails having large body. The size includes email message body and email headers but it does not include attachments or inline images.

1.   Email size limitation in AAWC

Agent cannot send replies successfully using Avaya Agent Web Client (AAWC) with emails having large body.

It is observed that when emails with large body are processed through AAWC and when the agent tries to reply the emails, the application hangs with "disconnected" error in the log file.

- With HTML formatting in the message body, the Agent is able to send replies successfully for emails of size up to 500 KB.

- With Plain Text formatting in the message body, the Agent is able to send replies successfully for emails of size up to 1 MB.

2.   Email size limitation in AARC

The following table describes the approximate size of the HTML text in emails with the corresponding JVM values:

Java Heap size configuration	Maximum size of the HTML Text in the email	Maximum size of the attachment in the email
	Preview/Reply	Preview/Forward
-Xms32m-Xmx64m (Default)	200-KB	2.5-MB
-Xms32m-Xmx128m	300-KB	6-MB
-Xms64m-Xmx128m	350-KB	7.5-MB
-Xms64m-Xmx256m	450-KB	10-MB

Note:

The results given in the above table might vary depending upon the content of the email, for example, lists, graphics, tables, nested tables, and inline images.

If AARC receives an email with images in the email body, the rendering of the email might fail. To avoid the rendering failure, you must advise customers to send the images as attachments.

To enable AARC to load email with greater size than mentioned in the table, adjust the JVM parameter. For a 2-GB RAM, the maximum tuning value is -Xms64m-Xmx284m.

For more information, see Avaya Interaction Center Release 7.3 Installation and Configuration guide.

Find Email Functionality in Agent

You can search email history using Tracking ID or customer email address. This functionality leverages Email server to get the information and displays in the search results. Therefore, the Email server should be functioning properly and respond to query from Agent side so that the information received by the agent is correctly displayed.

Email Template used for Header and Footer

You can create email message template with Header and Footer information to add text to the beginning and end of every message sent by an agent. The agent only needs to compose email reply with email body and attachment, if needed. The Email server automatically adds the header and footer configured in the template.

Note: Only the header and footer are automatically added. If the template also has an attachment, the attachment is added to the message sent by an agent.

Blank Email Treatment for Emails with Blank Body

Emails containing only an inline image and blank body are treated as "Blank" emails. Such emails bounce as per configuration and are not delivered to the agent.

Email rendering on WebAgent

The WebAgent which is part of Avaya Agent Rich Client uses a 3rd party HTML Editor.

Inline images and attachments not displayed at customer side.

Header and footer of mails sent from Avaya Agent Clients get added and are visible in the email reply received by the customer. However, attachments and images which are part of HTML header and footer of mail do not get added.

Known behaviors of WebAgent.Formatting

Formatting loss is seen when data is copied from Notepad/WordPad/PDF and pasted into WebAgent HTML Editor that is, Email under composition with HTML format.

The following are some of the examples of formatting loss:

- Text Copied from WordPad and pasted in WebAgent loses Font Color, Font Type, and New Line Spaces between them.

- Text with New Line Spaces when copied from Notepad and pasted in WebAgent loses the original New Line Spaces between them.

- Text copied from PDF and pasted in Web Agent loses Font Color, Font Type, and New Line Spaces between them.

Note: These are some of the examples. There might be more such scenarios of formatting loss when text is copied from non-HTML Editors like WordPad, Notepad or PDF.

Rendering of Interactive Elements in HTML Email

Interactive elements or controls such as List Box, Radio button, Audio and Video controls, and so on have slightly different rendering or behavior in WebAgent HTML Editor. Such elements typically have an activation behavior associated with them.

When such elements are present in an incoming email, the agent cannot view the content of those elements. For example, the following is content of a drop-down selection:

- To view the contents, the agent must double-click the control or element.

- The contents open up in a different pop-up dialog box where the agent can make a selection.

- This applies to HTML emails in compose, reply, or forward mode also.

Rendering of HTML Email received with missing Header

As per RFC standards, the purpose of 'Content-Type:' header is to describe the data contained in the body fully enough that the receiving user agent can pick an appropriate agent or mechanism to present the data to the user. WebAgent relies on this header to apply appropriate logic for rendering of the email.

If an inbound HTML email contains a blank "Content-Type:" header the WebAgent assumes the Content-Type to be "text/plain". Because of this WebAgent may display the raw email data including headers, HTML formatting tags along with the actual email content as it is rendering it in the plain text mode.

Rendering of HTML Email received with Extra line-break

As per RFC standards, there is a blank line between the message header and body to indicate the separation, which indicates that the header information is complete and body information has started here.

If an inbound HTML email contains a blank line in between the headers, WebAgent treats it as end of headers. Because of this email rendering on WebAgent might be impacted.

For example, if a blank line is present before multipart headers, the headers are treated as body and WebAgent might display the raw email data, including headers, HTML formatting tags along with the actual email content as it is rendering it in the default plain text mode.

Print Menu in WebAgent

While composing a new email from Avaya Web Agent, the **Print** option under the **Contact** menu is disabled. However, the **Print** button at the top of the email tab in the toolbar is enabled and the Print option works after clicking on the button.

Hold button gets enabled for a consult/conference call in AARC

When an agent initiates a consult or conference, while the call is still in ringing state at the destination, if the agent switches to the caller and then switches back to the destination, the **Hold** button gets enabled. If the **Hold** button is clicked it changes to Reconnect, however, the call does not go on hold as it is still in ringing state.

In this scenario, as the call is still in ringing state the agent should not click the **Hold** button when connected to the destination.

Cluster Configuration for Cluster Enabled Servers

Cluster configuration is a prerequisite for cluster enabled servers such as Poller, Email server, and WACD. Issues can result if the servers are not configured under cluster as per product documentation. For example, if WACD server is started before configuring cluster, the server stops responding.

Characters in Agent Password

If you create an agent in IC Manager or in LDAP and provide agent password which begins with a double quotes (") or has an empty space ( ) anywhere the password text, the login fails.

You must ensure the agent password does not have the following:

- Begin with a Double Quote (").
- Has an empty space ( ) anywhere in the password.

Import LDAP users

If using IC Manager, you import users from LDAP, the **Cancel** button and action on **X** button is disabled. Clicking the **X** button does not cancel or stop the import operation.

Web Scheduled Callback Server Name

The server type of Web Scheduled Callback server in IC Manager is WSCallback. If the server name specified is also WSCallback, which is the same as its server type, the log rollover mechanism might function incorrectly and possibly lead to loss of log statements at times.

It is necessary that the server name and server type for Web Scheduled Call back server are different.

As a general practice, you must follow naming convention: `<servername>_<domainname>`.

Input validation in IC Manager

IC Manager captures various inputs for configuration parameters in different panels. The values of these input parameters can be free text values and it is unnecessary that IC Manager validates these values for specific format or inclusion or exclusion of any specific characters.

The following are some examples where input validation is not done:

- While configuring Agents, 'From Address' field on Email channel configuration tab accepts any text as email address.
- Routing Hints accepts invalid queue name.

As such administrators or IC Manager users are expected to take due care in specifying accurate value as per the input needed.

Outbound Email Retry Attempts

When an agent sends out an email, reply, forward, or newly composed email, ICEmail server sends it out through SMTP server, typically configured on Exchange server. Due to technical issues like network problem or issues with SMTP or Exchange server, if the email cannot be sent out, the ICEmail server retries to send it out again. If the ICEmail server cannot send the email after 15 attempts then the server bounces the email and no further retries is attempted.

Such emails can be identified in the database as these have 'subject with tracking number' instead of just subject in the 'subject' column in 'qem_message' table in CCQ database.

WACD Queue of email tasks after WACD restart

If an email task in WACD has surpassed all levels of routing, for example, if the email is queued to all the Workgroups or agents at the various levels provided in the qualification routing information from Workflow, then after WACD restart the email task are queued only to the Workgroup corresponding to the highest (last) level in the qualification routing information.

Note: In the above scenario only the Workgroup is taken as criteria to queue the task, and agent information is not considered. For example, if Workgroup0=Default, Workgroup1=WG1, Workgroup2=WG2 was part of the routing information from Workflow, and email task was queued to all the above workgroups; then after restart the email task will queued to Workgroup2=WG2.

The future service pack is to provide the functionality to queue the email task to all workgroups or agents that the task was queued before the WACD restart.

Aux Reason Code gets overwritten on hangup with Hardphone

Consider the following example:

If an agent is in aux with reason code 2 and initiates an outbound call. While call is ringing, hardphone sets the different reason code 3, CM buffers this reason code. As an outbound call is answered, the buffered state of the CM is changed from presetaux 3 to aftercall work as wrapup is enabled for that agent. Hence, the new reason code is overwritten with new state as aftercallwork. Hence after hangup the call, hardphone state does not reflect the new reason code instead it shows old reason code.

If wrap up is disabled, then the new reason code does not overwrite and hence it works fine.

Chat multitenancy property for date

On the multitenancy administration page, the description for `Chat.htmlclient.timestamps.format` property says that the values can be short, medium, or long, which is incorrect. The value can be as per the Simple java date format. For more information, see http://docs.oracle.com/javase/6/docs/api/java/text/SimpleDateFormat.html.

Note: `Chat.htmlclient.timestamps.showdate` is no longer used.

Hangup and Reconnect buttons on Agent softphone

After answering a queue or ACD call, if the agent initiates a conference call from the hard-phone and completes the conference as soon as the dialing completes, then if the customer drops the call, it is observed that the **Hangup** and **Reconnect** buttons are disabled on agent softphone. The following are workarounds:

Type of Client	Details
Rich	Agent can take control of the call from the softphone, by double-clicking on the call viewable on the L-shape window.
Thin	Agent has to handle the call from the Hardphone.
Siebel	Agent can take control of the call from the softphone, by making the call on **Hold** and **Resuming** the call from the softphone.

Save chat transcript button on Safari browser

When chat is escalated using iPad/iPhone on safari browser, during the chat session if customer clicks the save button the browser opens a new tab for the chat data. This is a limitation on the safari browser to download the blob data on the local system.

Installer

Running of PreInstallScript in Installer takes considerably long time in 7.3.2

Once the Installer is launched, the Progress bar is shown at 0% for a considerably long time. In 7.3.2 it takes around 2 to 3 minutes. This is because of running of the PreInstallScript which consumes ample amount of time.

Customer email address not visible

User can set the value of `allowUnknownTags` parameter to false in the EditLive! Configuration files.

See the following snippet from the configuration file:

```
<!--    Specify HTML filter settings      -->
    <htmlFilter
            allowUnknownTags="false"
            commentStyles="true"
        encloseText="true"
            indentContent="false"
            logicalEmphasis="true"
        outputXHTML="true"
            outputXML="false"
            quoteMarks="false"
        uppercaseAttributes="false"
            uppercaseTags="false"
            wrapLength="0">
        </htmlFilter>
```

Limitations

The items mentioned in the following table were reported, but subsequently did not occur again on any test or production systems, hence are marked as Non-Reproducible.

Component	Parent WI	Child WI	Summary of reported defect
IC:Advocate:WAA	wi00879167	wi00898626	WAA Server hangs on receiving SimDeassign.
IC:Server:Email	wi00844332	wi00857234	Email sent for Quality Assurance that is rejected by the approver is never completed with a status of 65028.
IC:Server:Email	wi00844093	wi00853058	ICEmail server is failing to properly parse the Reply-To header which causes the email to arrive at the agent with From address of '>'.
IC:Client:AAWC	wi00890979	wi00985372	In AAWC, a new resource is created as many times as the **OK** button is pressed, while creating a new resource.
IC:Client:RichClient	wi00945392	wi01035583	The qui.exe has encountered a problem. The qui.exe popups when agent exits with open dialog box.
IC:Client:AAWC		wi00410466	Agent on Thin Client hangs when javaappbridge server experiences failure during active chat session.

The items mentioned in the following table were reported by customers. These items work consistent with the design of the Avaya IC software, hence marked as "Works as designed".

Component	Parent WI	Child WI	Summary of reported defect
IC:Client:RichClient:BlenderClient	wi00892779	wi00898631	For manual blending mode Rich client sends an aux request to TS after Outbound call completed.
IC:Server:ICM		wi00231599	In Multi-tenant administration, a property value change in a non-Roman language such as

Component	Parent WI	Child WI	Summary of reported defect
			Chinese or Korean requires a restart of IC Manager service to show the new value properly in that language.
IC:Client:AAWC		wi00410466	Agent on Thin Client hangs when javaappbridge server experiences failure during active chat session.
IC:Server:Email	wi00295328	wi00860967	**From Address** is not displayed at agent side when an email is sent with a **From Address** formatted like: `scotiabankmexico@scotiabank.com.mx < scotiabankmexico@scotiabank.com.mx>`.

Chapter 5: Changed Product Behavior

Rich Client: Changed shortcut keys

Functionality	Short-cut prior to 7.3.2	Short-cut 7.3.2 onwards
Print	**Ctrl+P**, **Alt+P**	**Ctrl+P**
Undo	**Ctrl+Z**, **Alt+U**	**Ctrl+Z**
Redo	**Alt+R**, **Ctrl+Y**	**Ctrl+Y**
Perform Spellcheck	**Ctrl+k**, **Alt+K**	**Ctrl+K**
Tools	**Alt+F**, **Alt+O**	**Alt+O**
Cut	**Alt+C**, **Ctrl+X**	**Ctrl+X**
Copy	**Ctrl+C**, **Alt+P**	**Ctrl+C**
Paste	**Alt+T**, **Ctrl+V**	**Ctrl+V**
Select all	**Alt+S**, **Ctrl+A**	**Ctrl+A**
Reply	**Ctrl+R**, **Alt+R**	**Ctrl+R**
Reply to all	**Alt+A**, **Ctrl+Shift+R**	**Ctrl+Shift+R**
Forward	**Alt+F**, **Ctrl+F**	**Ctrl+F**
Resolve	**Ctrl+I**, **Alt+L**	**Ctrl+L**
History	**Alt+H**, **Ctrl+H**	**Ctrl+H**
Reject/approve	**Alt+Q**, **Ctrl+Q**	**Ctrl+Q**
Compose new email	**Alt+E**, **Ctrl+N**	**Ctrl+N**
Forward original email	**Alt+O**, **Ctrl+O**	**Ctrl+O**
JoinUs	**Alt+J**, **Ctrl+J**	**Ctrl+J**
Create new text resource	**Alt+Shift+T**	**Alt+Shift+K**

Note: If cursor is placed in the component of the editlive then **Ctrl+K** triggers insert hyperlink, if somewhere else it triggers spellcheck.

Chapter 6: Avaya Product Support Notices

This section contains the information about Product Support Notices that have been published and relevant to IC 7.3.x Service Pack.

Cisco TS known issues

The following table lists the Cisco TS known issues:

Key	Summary	Key
wi00314919	A generic error is obtained in the TS log for call related scenarios.	wi00314919
wi00314348	For a conference using the hardphone, when the agent does 'move conversation' twice, completes the conference and when one of the agent stops responding to the call, the call disappears from the hardphone of the agent but still remains in the softphone.	wi00314348
wi00314338	When a call gets RONA, there is a TS.Abandoned event instead of TS.Rona event in the TS log.	wi00314338

Cisco TSQS known issues

The following table lists the Cisco TSQS known issues:

Key	Summary
wi00314771	Cisco TSQS: The value for 'averagedelay' is incorrectly updated in the Cisco AWDB database and TSQS log.

Chapter 7: Windows patches tested with IC

Following zip file contains Windows patches/updates tested with IC 7.3.10 SP

7310PatchList.zip

Chapter 8: Troubleshooting

Email

Problem	Solution
After configuration, opening email account shows no email account/ error message "Could not load Email Accounts" pops up.	Check if **displayname** field was added to `qem_mailaccount` table in both `ccq.adl` and `repository.adl` and DB reconfigure was performed. After performing above configuration, restart the DataServer, Directory Server, and perform a **Manager** > **Refresh** on IC Manager. This ensures IC Manager loads the configured email accounts correctly.
SME/REQ email alert functionality is not configurable as described in the documentation "admin2.pdf", pages 242-243.	PSN (PSN2719) has been published to address this issue. Link to PSN: http://support.avaya.com/css/P8/documents/100073907
ICEmail server reports an alarm on SMTP failure for message delivery. The SMTP-server specified in alarm did not accept the message for delivery.	Check the following Alarm text: "Failed to send email through SMTP mail server [%s] at port [%u] for msgid <[%lu]>. Check ICEmail server logs for more details." Where the following: • <%s> is the location of the SMTP server. • <%u> is the port of the SMTP server. • <%lu> is the messageid of the email contact. If you see this alarm: Check whether the email address in the **To/CC/BCC** field of the failed email is a valid email address or not.
ICEmail server reports alarm on SMTP failure. When the SMTP-server specified in the alarm is unreachable, the ICEmail server will retry 15 times to send the email contact.	Check the Alarm text as below: "Failed to send email through SMTP <[%s]> at port <[%u]> for msgid <[%lu]>, Tried for <[%d]> times." Where the following: • <%s> is the location of the SMTP server. • <%u> is the port of the SMTP server.

Problem	Solution
	• <%lu> is the messageid of the email contact. • <%d> is the retry count for that particular email contact. If you see this alarm: Check if the SMTP server specified in logs is reachable from the ICEmail server system.

Business Advocate

Problem	Solution
After uninstallation of "Avaya Business Advocate Resource Manager" and "Avaya Business Advocate Component Manager", the Advocate orphan services are visible in the services console (services.msc).	To remove the orphan services of Avaya Business Advocate from the services console, run the `CleanupAdvocate.vbs` script located at: `<AVAYA_IC73_HOME>\bin` folder.
Business Advocate Administration console (BAA): Windows ActiveX errors appear	1) Switch off exploit protection Control flow guard (CFG) - Off by default Data Execution Prevention (DEP) Control flow guard (CFG) - Off by default Force randomization for images (Mandatory ASLR) Control flow guard (CFG) - Off by default Randomize memory allocations (Bottom-up ASLR) Control flow guard (CFG) - Off by default High-entropy ASLR - Use default (On) Validate exception chains (SEHOP) Control flow guard (CFG) - Off by default Validate heap integrity Control flow guard (CFG) - Off by default 2) Install Avaya Interaction Center 3) Configure Business Advocate 4) After BA configuration to check registry branch HKEY_LOCAL_MACHINE\ SOFTWARE\WOW6432Node\ Microsoft\MMC\ SnapIns\ {20D604E0-6E00-11D2-A94C-00A0C985986D} This branch must exist. This is necessary for correct work of Advocate Component Manager.

SDK

Problem	Solution
Chat typing status does not work for SDK Clients using SDK API's.	Check Chat Typing Status feature in SDK Client is implemented as mentioned below. Refer SDK API Docs from http://support.avaya.com for newly provided API's for Chat Typing Status. For displaying received Chat Typing Status from other participants of Chat room in SDK Client UI the SDK clients must do the following: • Add and register listener for ChatMediaInteractionTypingStatusChanged event, retrieve typingstatusmessage from the event and display it in appropriate user interface. For Broadcasting chat typing status of agent to other participants in Chat room the SDK clients must do the following: • Invoke sendTypingStatus API exposed on ChatMediaInteraction object.

SDK Client does not go in TimedACW for a queue call.	Below is the logic need to be incorporated in customer SDK client:
	
	1. Read IC Manager Property 'SwitchTimedACDEnabled' of Agent Desktop/Voice section from 'HDSDocument'
	
	Sample code snippet:
	`String switchedTimedACD = "voice1/icproperties/Agent/Desktop/Voice/SwitchTimedACWEnabled";`
	`_hdsDoc = HDSDocumentBuilder.getInstance().getDocument(logid);`
	`        valueSwitchedTimedACD = _hdsDoc.getAttrValue(switchedTimedACD);`
	
	2. Do not call WorkItem Complete when above property is set to true.
	
	Sample code snippet:
	`if(!(switchedTimedACDValue.equals("1"))){`
	`                              wi.complete();`

Chat

Problem	Solution
Chat typing status does not work for website	Perform the following steps: 1. Launch the web browser and navigate to the IC Website Administration Pages.

Problem	Solution
	2. Select **IC website Multi Tenant Administration** link.
	3. Click **Tenant Properties** and select the appropriate tenant.
	4. Click **Chat**.
	5. Search for following meta data chat property by name `chat.htmlclient.typingstatusenable` and ensure that the value is set to True.
Updated Chat typing status message is not reflecting in status window of html chat	Restart the website.
Chat typing status does not work for webagent	1. Confirm that the `<AARC install_dir>\Webagent\Application.prop erties` file with the following properties marked as True: `chat.typingstatus.enable=true` 2. Restart webagent
Updated Chat typing status message is not reflecting in status window of webagent.	Restart Web agent.
If an agent is using Avaya Agent Rich Client or Avaya Agent Web Client, and uses Push URL or collaboration, the system does not launch the IE browser window.	On the Agent system, open Windows Task Manager and check any 'iexplorer.exe' processes running. If you find 'iexplorer.exe' process running although there is no Microsoft Internet Explorer browser open, you have a zombie Microsoft Internet Explorer process. End zombie Microsoft Internet Explorer processes to resolve this issue. If ending the zombie Microsoft Internet Explorer process does not help, restart the system. If restarting does not resolve the issue, contact Avaya Support.
Chat Multi-tenancy property Chat.htmlclient.timestamps.sho wdate is enabled. But the date is not shown in the chat transcript at the customer end.	Timestamps shown to customer in the chat transcript is dependent on the following 2 properties: • `Chat.htmlclient.timestamps.format.` • `Chat.htmlclient.timestamps.enabled.`

Problem	Solution
	To enable display of date and timestamp, go to Multi-Tenancy administration page and select **Chat** and perform the following:
	1. Set value of `Chat.htmlclient.timestamps.enabled` property to True.
	2. Specify appropriate date format as value in the property `Chat.htmlclient.timestamps.format`.
	If the format specified for `Chat.htmlclient.timestamps.format` parameter is incorrect, the short format of the time is used as default format. The timestamp in this case, is shown as only time without any date. For example, 10:52 AM.
	This can make you think that the property display of date is enabled only when `Chat.htmlclient.timestamps.showdate` is set to 'true'. However, `Chat.htmlclient.timestamps.showdate` property is obsolete and need not be configured.
	Unlike what the administration screen states, the value of `Chat.htmlclient.timestamps.format` property is fully customizable as per the format specified by SimpleDateFormat Java Object.
	This enables you to configure the date format according to the customer requirement.
	See Java documentation about SimpleDateFormat for detailed description of the formats and output at: http://docs.oracle.com/javase/6/docs/api/java/text/SimpleDateFormat.html.
	Sample values for `Chat.htmlclient.timestamps.format` parameter are shown below:

Chat.htmlclient.timestamps.format Parameter Value	Date / Timestamp output
EEE MMM dd HH:mm:ss zzz yyyy	Tue Jan 22 21:30:43 IST 2013
dd-MM-yy HH:mm:ss	22-01-13 21:30:43
HH:mm:ss	21:30:43

WebAgent

Problem	Solution
After upgrading to 731, Webagent does not launch over network home path.	If the Shared Path "HomeDir" for WebAgent is configured in IC Manager using the property **Agent/Desktop/WAC**, then copy the folders lexicons, images and editlive under this path. Verify that the folder has required read, write, and execute permissions.
Change in Agent's 'Preferred Name' is not reflecting at WebAgent, WebAgent displays the old preferred name only.	After changing **Preferred Name** of the Agent, Restart comhub server.

TS

Problem	Solution
TServer puts default-ANI in data although configured as empty.	Add a single space (" ") instead of blank ("") in the Default ANI configuration.
TS generate a TS.Abandon event on receipt of an extraneous C_Drop event from CM.	The issue that is extra C_DROP occurred was caused because of a CM Patch # 17374. The new CM patch superseding 17374 does not cause extra C_DROP from CM, resolves the issue.
If the number which the customer is calling from i.e. ANI has more than 13 digits, value of ANI is truncated to 13 digits	To resolve this issue, perform the following steps for each Telephony server configured in the environment: 1. In IC Manager, open Telephony Server configuration. 2. Go to **Configuration** tab. 3. Add configuration: `use_dn_size`. 4. Add value equal to number of digits expected in ANI length. For example 15 to support 15-digit ANI. 5. Click **Apply** to save the configuration. 6. Restart Telephony Server. **Note:** The maximum value that you can configure for the `use_dn_size` parameter is 32. If the parameter is not set, the Telephony server reads the default value as 13.

RL Manager

Problem	Solution
After clicking on **Apply** button once, **Apply** button is not disabled until next change.	Though there is no change in button state, the **Apply** functionality works as expected.
Default JVM parameters for RL Manager can prevent configuring Email Templates with large MIME size (including attachments, inline images, HTML content).	Perform following configuration when template MIME size is large: 1. Ensure that RL Manager service (Avaya IC Email Template Management Service 7.3) is not running. 2. Login to IC Config Tool on the server where RL Manager is deployed or is to be deployed. 3. Clear **Configure Email Template Administration** on the **Web** tab. 4. Click **Apply Settings**. This removes the Email Template Administration Service. 5. Wait for a message confirming removal of RL Manager Service. 6. Now right-click on the open space in the **Web** tab of the Config Tool. 7. Click **Show Advanced Properties**. 8. Scroll down to the bottom of the **Web** tab property page. 9. You see **Email Template Administration JVM Options** field. 10. Enter new value: `--JvmMs 64 --JvmMx 256`. The default value is: `--JvmMs 32 --JvmMx 64`. 11. Enable **Configure Email Template Administration**. 12. Enter the username of DCOBridge user against **Email Template Administrator Login**, for example: dcobridge1. 13. Enter the password of DCOBridge user by clicking **…** button in front of **Email Template Administrator Password**, for example: dcobridge1.

Problem	Solution
	14. Click **Apply Settings**. This redeploys the RL Manager Service.
	15. Wait for a message confirming successful deployment of RL Manager Service.
	16. Click **Exit**.

When trying to create a new template or edit an existing template using the Email Template Administration Server (RL Manager) hosted on AIX or Solaris, there is an exception thrown by Java AWT toolkit indicating it cannot connect to the X11 server or initialize the X11 Graphics environment.
 	
This exception is also present in the `<AVAYA_IC73_HOME>\logs\tomcat_rlmanager.log`.
	1. Check whether the X11 runtime libraries required by the OS are installed and working correctly. For more information, see OS documentation.
	
	2. Before starting the RL Manager check the following prerequisites:
	  a. X11 server is running.
	  b. The DISPLAY environment variable is correctly set.
	  c. The X11 client is connected in case the X11 graphics needs to be forwarded to a remote machine.
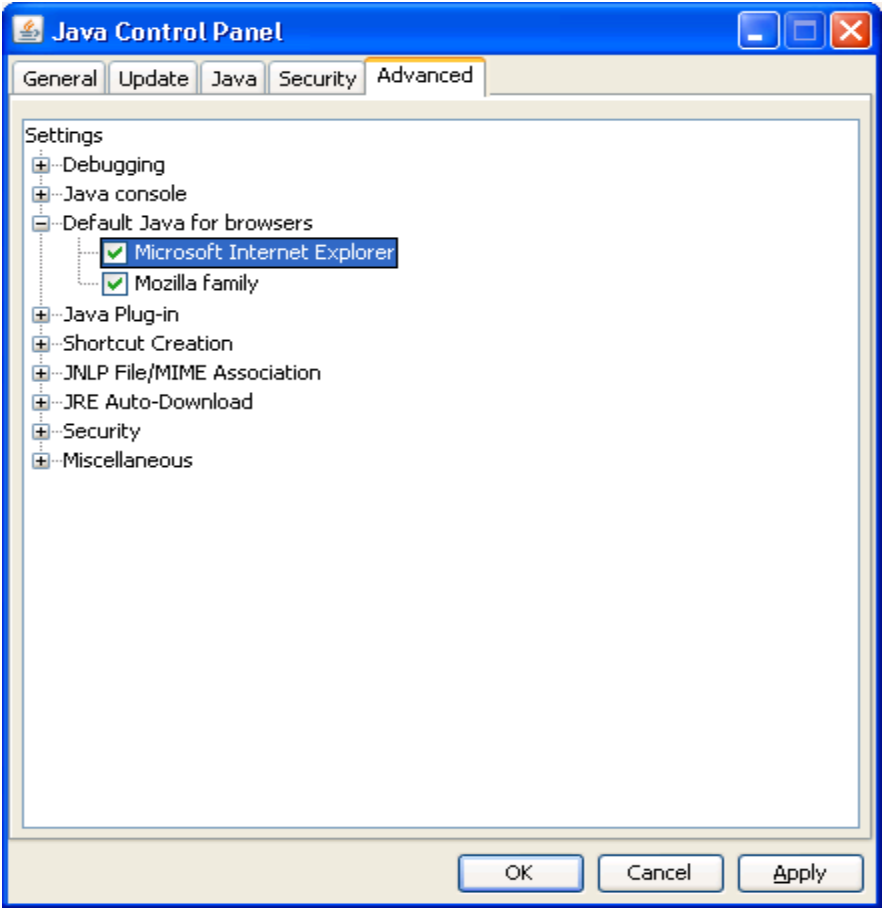
Siebel

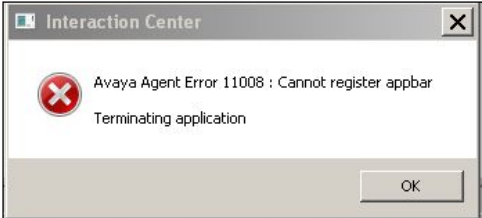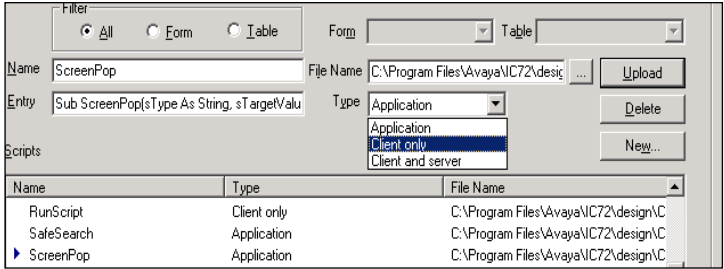| Problem	Solution
Agent cannot **Reply**/**Reply All**/**Forward** an email.	1. Agent accepts the email sent by a customer. 2. Select **Communications** > **Communications List**. 3. Select **All Communications** from the **My Communications** drop-down field. 4. Select the email from the list. 5. Continue with normal **Reply**/**Reply All**/**Forward** operation.

Website

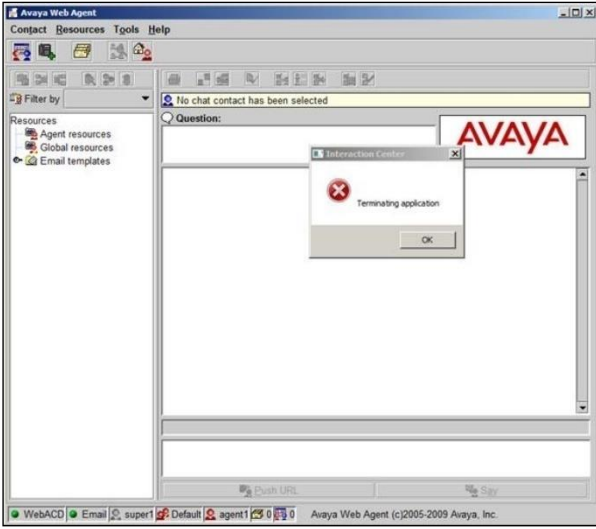| Problem	Solution
Website fails to launch when configured using IBM HTTP server 7.x on AIX-6.1.	If the config tool is relaunched because of any reason after performing all the steps mentioned under Configuring IBM HTTP server 7.x on AIX-6.1 then this problem occurs.
	For more information, see IC 7.3 Installation Planning and Prerequisites for configuring IBM HTTP server 7.x on AIX-6.1.
IC WebLM URL is not accessible when WebLM is deployed on Solaris IC setup.	Tomcat fails to extract WebLM.war file and gives an error as "the stack size specified is too small. Could not create Java Virtual machine".
	Perform the following:
	1. Run the Config tool.
	2. Replace default Web License Manager JVM options from `-Xms32m -Xmx64m -Xss96k` to `-Xms32m -Xmx64m -Xss1024k`.
	3. Reboot computer.
	4. The WebLM URL **Error! Hyperlink reference not valid.**-ip>:8443/WebLM is accessible.
	5. Follow Configuration for WebLM of Release Notes document build notes to change the port from 8443 to 52233.
	6. WebLM URL **Error! Hyperlink reference not valid.** is now accessible.
Collaborative form filling does not work.	Prerequisite: Collaborative form filling requires website to be launched from IE and JRE must be installed.
	Reason: This can happen when JRE is not associated with Microsoft Internet Explorer.
	Solution: Go to **Control Panel** > **Java** > **Advanced**. Expand 'Default Java for browsers' setting and ensure that 'Microsoft Internet Explorer' checkbox is selected.

Problem	Solution

Rich Client

Problem	Solution
While starting the Rich Client through the Citrix client if the following error appears: Error text: "Avaya Agent Error 11008: Cannot register appbar Termination application."	1. Click **OK**. 2. On Citrix server search for the qui.ini. 3. Ensure that you update all the qui.ini files with the following two lines: ▪ [QConsole] ▪ ResizeDesktop=FALSE. 4. Restart the Rich Client.

Problem	Solution
On receiving the contact, voice, email, or chat, AARC shows an error "Error 5, exception was thrown from the invoked target". This error can occur for the first contact, when screen pop is enabled that is `Agent/Desktop/ScreenPopEnabled` property is set to **Yes** through IC Manager.	Perform the following Steps for the script which throws the error ""Error 5. exception was thrown from invoked target": 1. Start the Avaya Database Designer. 2. Open the ccq.adl and select **IC Scripts**. 3. Open the script having issue using Script editor. 4. Change the type of the script **Application** to the type **Client** so that they can be loaded at the application startup. 5. Check the references for Focus, Forms, and Groups and remove it from the script. 6. Save the script and upload it to the Database.

Avaya Agent Rich client does not launch successfully after migrating from 7.1.x to 7.3.x and when both 7.1.x and 7.3.x agent software is coexisting on the same desktop system.	This might happen with co-existence of 7.3.x and 7.1.x software. Run `regrichclient.bat` from `<AVAYA_IC73_HOME>\bin` after installation of 7.3.x Agent is complete before launching the Rich Client.
Avaya Rich Client agent fails to login in Citrix environment.	For launching Avaya Agent Rich Client in Citrix environment, ResizeDesktop property is read from `qui.ini` file. If the qui.ini file is located in `C:\WINDOWS` folder, the file might not be accessible due to user permissions or security policy. This can cause the AARC login to fail. Before launching AARC, copy `qui.ini` file from WINDOWS folder to `<AVAYA_IC73_HOME>\bin` folder on the Agent system.

Problem	Solution
	Note: From SP 7.3.1 onwards, the `qui.ini` file is installed and located in `<AVAYA_IC73_HOME>\bin` folder.
Unable to wrap up a contact when used with prompter flow.	Perform the following steps : 1. Start the Avaya Database Designer. 2. Open the `ccq.adl` and select **IC Scripts**. 3. Open the script `QPrompterClient_FlowComplete` using Script editor. 4. Check the references for Groups and remove it from the script. 5. Open the script `QPrompterClient_FlowDelete` using Script editor. 6. Check for the references for Groups and remove it from the script. 7. Save the scripts and upload them to the Database.

Installer

Problem	Solution
The Service Pack installer might display pop-up messages for confirmation to overwrite files.	It is safe to overwrite all files.

Problem	Solution
Preinstall script failed while installing IC 732 FP.	Ensure that no instance of IC Java or Tomcat is running.
On Windows Server 2019 the Service Pack installer doesn't run	Disable all exploit protection options that can affect Java. • Go to the Windows Defender Security Center and disable the appropriate options for java.exe. On a default Windows setup, the options you need to override are: 1. Control flow guard 2. Data Execution Prevention 3. Randomize memory allocations 4. Validate exception chains 5. Validate heap integrity • Apply all changes. After installing the SP, all the overrides may be discarded.

IC Manager

Problem	Solution
The template data is not displayed in Email Account panel.	1. Edit the WACD server and go to **WACD** tab. 2. Verify that correct value has been provided for "Default Email Cluster". If not, provide correct value and apply changes. 3. Ensure that at least one ICEmail server in the Default Email Cluster is up and running. 4. Restart the WACD server. Perform steps 1 to 4 for both WACD instances if you have WACD cluster configured.

Workflow Designer

Problem	Solution
Workflow Designer does not display DHTML editor for	The DHTML Editing Control is an ActiveX control designed for WYSIWYG HTML editing in Web pages and Windows

Problem	Solution
prompter block on Windows Vista and later	applications. The control is not included in Windows Vista and later.
	Although the DHTML Editing Control and TriEdit are being removed from Windows Vista, Microsoft makes both binary components available as a component packaged in a signed Microsoft Windows installer (.msi file).
	This must be downloaded and installed.
	Licensing information is included in the End User License Agreement displayed by this installer. Review this carefully before installing.
	Perform the following steps:
	1. To obtain the Windows installer, visit the http://www.microsoft.com/en-us/download/details.aspx?displaylang=en&id=8956.
	2. To install the file, you can double-click it, you can right-click it and select Install, or you can run the following command: `msiexec /i dhtmled.msi`
	3. This installs and registers `Dhtmled.ocx` and `Triedit.dll` into the following folder: `%windir%\Program Files\Common Files\Microsoft Shared\dhtmled\`
	4. Installing the control will add a "DHTML Editing Component" entry to the **Add or Remove Programs** application in the Windows Control Panel.

Avaya Agent Web Client

Problem	Solution
If an agent was handling an active email and the default email cluster went down, the email channel gets impaired. When the default cluster and Email server is up, the emails cannot be activated by selecting them.	Click **Agent Head** and **reset** the Email channel.

Problem	Solution
AAWC client cannot insert inline images during email composition.	The images must be copied to the shared working folder. For more information, see "Chapter 6: Advanced agent settings" in the IC Administration Help.
	Verify permission to access the Working Directory or the shared folder configured as Working Directory from the workstation of the agent and system hosting JavaAppBridge server.
	The shared folder can be accessible from the JavaAppBridge Server and the Agent system with appropriate permissions. If the shared folder is located on a different system than JavaAppBridge server, then agent must use Universal Naming Convention (UNC) notation path while inserting an image.
	For example: \\IPaddress\shared folder\
	If the shared folder is configured on Unix, then add UNC to UNIX path mapping in **JavaAppBridge** tab for JavaAppBridge server.
	For example: Add \\pusvsvr1\share (Samba share) for UNC and /export/home (folder which is actually shared) for Unix path.
	If the shared folder is configured on Unix system other than where JavaAppBridge server is configured, then mount the shared folder on JavaAppBridge server system. This mounted folder must be shared using Samba share.
	For example: Server1 has JavaAppBridge installed and Server 2 has shared folder configured say /home/nms/test.
	Then mount this shared folder from Server2 on Server1 and add UNC to UNIX path mapping. Ensure that the shared folder can be accessed from Agent system using Samba server.

Database (DB) Designer

Problem	Solution
The 'Reconfigure' operation in Database Designer tool times out if the database has large number of records.	The **Reconfigure** operation is typically used during migration or upgrade of IC.
	The custom schema changes previously made to the IC database and the volume of data that the database contains can increase the time required to reconfigure the

Problem	Solution
	database with updates. The operation might timeout causing failure.
	For a large database size, the **Timeout** parameter in Database Designer and some Data Server parameters must be adjusted to higher values according to database size.
	For example, when performing the Reconfigure operation in a lab, the parameters were set to following values for database size of 18 GB:
	1. In Database Designer: Timeout = 86400 sec (24 hrs).
	2. Advanced properties of **DataServer** tab of Data Server configuration in IC Manager: Database Connection Timeout (min) = 60.
	3. For MSSQL Dataserver, following parameter was set: DB Query Timeout (in seconds) = 3600.

AAWC

Problem	Solution
X11GraphicsEnvironment exception found when AAWC agent received email/chat contact with AAWC deployed on AIX or Solaris platform.	1. Check whether the X11 runtime libraries required by the OS are installed and working correctly. For more information, see to OS documentation. 2. Before starting the AAWC check the following prerequisites: a. X11 server is running. b. The DISPLAY environment variable is correctly set. c. The X11 client is connected in case the X11 graphics needs to be forwarded to a remote computer.

Config Tool

Problem	Solution
The input fields do not get focus or losses focus for ever on Solaris	1. Verify that the recommended x-emulator Cygwin-X has been used to launch the config tool 2. Verify that the Cygwin X-server is running in Windowed or rooted mode. In the rooted mode, each X screen appears as a single Windows window and all X windows are contained within those windows. (the Windows window contains the X root window for the screen) 3. Verify that the TCP/IP socket is opened. Use the -listen tcp option to allow the X server to open a TCP/IP socket as well e.g. : xwin –listen tcp 4. Verify that the solaris host is allowed to make connection to the x-server. The following command can be executed on the machine running the x-server to allow all machines to connect to the x-server: xhost + 5. Check that the DISPLAY parameter environment variable is set on the terminal from where config tool is launched properly. To set the DISPLAY variable, execute following command: export DISPLAY=<hostIP>:0.0 To verify that the DISPLAY variable is set properly, execute following command Echo $DISPLAY

Chapter 9: Technical Support

If you are having issues with Interaction Center, you can:

1. Retry the action. Carefully follow the instructions in written or online documentation.

2. Check the documentation that was provided with your hardware for maintenance or hardware-related problems.

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

4. If you continue to experience problem, contact Avaya Technical Support by one of the following ways:

   ▪ Logging in to the Avaya Technical Support Web site http://support.avaya.com/.

   ▪ Calling or faxing Avaya Technical Support at one of the telephone numbers in the Avaya Support Dashboard listings on the Avaya support Web site.

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

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, visit the http://www.avaya.com for further information.

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

For information about patches and product updates, see the Avaya Technical Support Web site http://support.avaya.com/.

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