Avaya one-X® Agent

Release Notes

2.5.16 (H.323)
Issue 0.2
Jul 2022

Contents

Introduction

Avaya one-X® Agent is an integrated telephony soft-phone solution for Agents in contact centers. Avaya one-X® Agent provides seamless connectivity to at-home Agents, remote Agents, out-sourced Agents, contact center Agents, and Agents interacting with Clients having vocal and hearing impairments. Avaya one-X® Agent 2.5.16 is an H.323 Service Pack and upgradable from earlier H.323 releases only.

List of files included in this release

File Name	Description
OnexAgentSetup2.5.60624.0	One-X Agent setup file

Installation

Avaya one-X® Agent 2.5.16 installation pre-requisites

- Ensure that you have the latest update to your operating systems.
- Ensure that you install .NET 4.8 Framework.
  You can download framework from https://go.microsoft.com/fwlink/?linkid=2088631
- Close applications, such as Microsoft Internet Explorer, Microsoft Outlook.

Avaya one-X® Agent 2.5.16 upgrade or installation

- The Avaya one-X® Agent 2.5.16 installation suite is available for upgrade with Avaya one-X® Agent Release 2.5.8, 2.5.10, 2.5.11, 2.5.12, 2.5.13, 2.5.14, 2.5.15.
- The new installation of Avaya one-X® Agent 2.5.16 on operating systems listed in the interoperability section in this document.

Documentation

See to the following documents to deploy the Avaya one-X® Agent solution:
- *Installing and Configuring Avaya one-X® Agent*
- *Installing Server Applications for Avaya one-X® Agent*

You can download the document from http://support.avaya.com.

Interoperability and requirements

Software and firmware compatibility matrix

The table below lists the systems that Avaya one-X® Agent 2.5.16 supports:

Avaya Components	Supported Release
Avaya Aura® Communication Manager	8.0, 8.0.1, 8.1.1, 8.1.2, 8.1.3, 10.1
Avaya Aura® Presence Services	8.0, 8.1
Avaya Aura® Call Center Elite	8.0, 8.0.1, 8.1.1, 8.1.2, 8.1.3, 10.1
Avaya one-X® Agent Central Management	Not supported, ACM recommended
Avaya Control Manager	ACM 8.0.2, 8.0.3, 8.0.4, 8.1, 9.0, 9.0.2
Third Party Components	**Supported Release**
Operating Systems (32/64 bits)	• Microsoft Windows 10 Enterprise and Professional • Microsoft Windows 11 Pro and Enterprise • Microsoft Window Server 2016 • Microsoft Window Server 2019
Virtual Environments**	Citrix XenApp 6.5, 7.5, 7.6, 7.11, 7.14, 7.15 LTSR, and 7.17 Citrix XenDesktop 7.15 LTSR and 7.17 Citrix Virtual Apps and Desktops 7 1912 LTSR Citrix Workspace App 2207 version 22.7.0.24(2207) VMWare Horizon 7 AWS AppStream VDI 2.5.6.501.0 AWS AppSteam 2.0 AWS WorkSpaces Microsoft Azure Virtual Desktop(AVD) and Virtual App 101080751 (avaya.com)
Microsoft Office Outlook	Exchange Server 2007, 2010, 2013, 2016 with Localized and MS Outlook 2007, 2010, 2013, 2016
Browsers (to use the Click-To-Dial feature)	• Microsoft Internet Explorer (IE) 7.0 32-bit or later • Google Chrome • Mozilla Firefox 48 or later
Other Microsoft Software	Microsoft .NET Framework 4.8

Note

The table lists the latest patch/Service Pack of components that are tested with Avaya one-X® Agent 2.5.16 at the time of release.

* Any interop issues with End of Manufacturing Support (Software) will not be supported.

New in this release

1. **New VDIs and server OS support**
   "My Computer" mode is now available for use on server operating systems.
   - a. The list of VDIs has been extended. One-X Agent is now certified with the following products:
     - i. AWS AppStream VDI, version 2.5.6.501.0
     - ii. AWS AppSteam 2.0
     - iii. AWS WorkSpaces

Note – Using "My Computer" mode is permissive use only, which means Avaya does not own the voice quality of media passing through third party VDI applications. If any issues are observed in VDI deployments, then the issue should be reproduced in non VDI environment to avail support. It is recommended to use tele commuter mode for better voice quality.

2. **Performed migration to Microsoft .NET Framework 4.8**
   - a. Dependency on Microsoft .NET Framework 3.5 SP 1 and 4.5.2 removed from installer.
   - b. Installer will check presence of Microsoft .NET Framework 4.8 in the system.

3. **Performed migration to TLS 1.3 for Exchange/Outlook, LDAP, ACM, Presence/IM, Remote logging, External API.**
   - a. To the date of this release, most of Avaya Aura components do not support TLS 1.3, so testing is planned for future releases.

4. **Provision for data privacy configurations**
   The next changes were made to comply with security requirements:
   - a. "Code Signing" implemented. Setup executable is now signed with Avaya certificate.

5. **Application logging improved**
   - a. Added facility to set audio log categories for SparkEmulator via One-X Agent's GUI. Corresponding settings are available under System Settings -> Event Logging -> SparkEmulator -> Select logging categories.
   - b. Into the "Spark logging categories" dialog added buttons "Select all", "Clear all", and "Set default".

   Note: To the date of this release, ACM doesn't support these changes.

List of issues addressed in this Release

Issues	Resolution
General	
ONEXAGENT-11892 - 1XA could not send UCID into ScreenPop	Fixed

ONEXAGENT-12024 - ScreenPop for Outbound-Connected doesn't work with call from dialpad	Fixed
ONEXAGENT-12135 - ScreenPop on incoming-transferred event is not fired if call comes to Agent	Fixed
ONEXAGENT-12069 - Spark log stops if to invoke Audio Monitor.	Fixed
ONEXAGENT-12109 - When CM Station is configured in French, the Aux-work is not displayed correctly.	Fixed
User Interface	
ONEXAGENT-12036 - Plus (+) button is disabled to add/remove Local Contacts.	Fixed
ONEXAGENT-12042 - Playback volume setting issues	Fixed
ONEXAGENT-12019 - "Default Agent state upon ACD connection" on 1XA application is still modifying after setting "Read-Only for Client" on ACM side	Fixed
ONEXAGENT-12044 - 1XA is able to add a new contact in contact list though the "Allow changes to contact list" checkbox is off in ACM.	Fixed
ONEXAGENT-10428 - One x agent>>Contact list>>Show>>Displaying the duplicate values in the drop down(my contacts, my supervisor)	Fixed
ONEXAGENT-12107 - Security banner overlaps Welcome message.	Fixed
ONEXAGENT-12120 - Need to remove video screen from installer	Fixed
ONEXAGENT-12124 - Drag-and-drop doesn't work for main window if to drag by label	Fixed
Audio	
ONEXAGENT-12092 - Poor audio quality with codec G.722	Fixed
ONEXAGENT-12108 - 1XA doesn't preserve audio preferences	Fixed
Click-To-Dial	
	Fixed

Troubleshooting

Issue	Resolution
Click-To-Dial for Internet Explorer is not working	Check the following: a. Ensure the AvayaIEBroker service is running in services **Task Manager** > **Services** > **AvayaIEBroker**. b. Ensure that the **Enable Dialing Numbers from Internet Explorer**" option is selected in Avaya one-X Agent at **System Settings** > **Desktop Integration**. c. Restart the AvayaIEBroker service, web browser, and Avaya one-X Agent.
Click-To-Dial for Internet Explorer does not work on Internet Explorer with the EPM mode on some computers having operating system window 8 and above, that is Windows 8/ Windows 8.1/ Windows 10) due to the file system or registry permission issues.	**Cause** The "All Application Packages" group (a well-known group with a predefined SID) must have specific access to certain locations of the registry and the file system for Modern Apps to function properly. **Solution** Fixing file system permissions that must have changed manually: a. Open File Explorer. b. Browse to the Avaya one-X Agent installation folder at `C:\Program Files(x86)\Avaya\Avaya one-x agent`") c. Right-click and select **Properties**. d. Select the **Security** tab. e. Click the **Advanced** button. f. Click the **Change Permissions**" button. g. Click the **Add** button. h. Click "**Select a principal**" link. i. Click the locations button and select the local computer (your computer name). j. Click the **Advanced** button and then select **Find now.** k. Add the all applications package group name and click **OK**. l. Ensure that you type = allow and applies to = This folder, subfolder and files. m. Check **Read & Execute**, **List folder contents** and **Read options**. n. Check the option **Replace all child object permissions with inheritable permission entries from this object**.. o. Click **Apply** and **OK**. p. You may have to reinstall the Avaya one-X agent after these changes take effect. For fixing registry permissions and more information on this please refer following article from Microsoft - https://support.microsoft.com/en-us/kb/2798317 .
The Cancel button in the Other Phone mode cannot cancel the agent login procedure till the other phone is still ringing.	Wait till the other phone is picked up or timed out.

On certain computer with multiple core/processor Avaya one-X Agent exhibits heavy jitter while playing the voice of other end and the Agent State timer may show improper time elapsed randomly. This might happen due to a known issue on certain computers where Hardware Abstraction Layer is not able to provide correct value for the high performance counters. This has been observed only with HP computers so far.	User can resolve this issue by following the steps mentioned in the KB: http://support.microsoft.com/kb/895980 **Caution** This is windows wide setting and you must undo the changes if it does not resolve the problem.
Sometimes, Citrix Receiver (version: 3.1.0.64091) for Windows crashes when you attempt to log on. The problem can occur through a Remote Desktop Protocol (RDP) session and/or an ICA session to a published desktop. The problem is observed when you attempt to launch a published application from the Start menu. Because of this, Avaya one-X® Agent fails to start.	Disable Data Execution Prevention) (DEP) for SparkEmulator.exe. For details, see, http://support.citrix.com/article/CTX132332
When the length for FAC configured in the dial plan and the length of FACs assigned for agent login and logout do not match or there are multiple entries in dial plan consisting/overlapping the assigned agent login/logout FAC, the agent login\logout does not function correctly.	Ensure that the dial plan and FAC are correctly configured on Communication Manager.
Sometime the Avaya one-X Agent installation fails on certain computers. This is because the default script host is changed to C.	The default script host needs to be changed to the VB script using the following command on command prompt: `wscript.exe //H:wscript`.
The **Active Directory GSS Bind** option does not use the MS Windows credentials if empty user name and password is provided in **Settings**. This is different from how Avaya one-X® Communicator Directory search works even though the option is named identically in both the products.	Set the user name and password in the Avaya one-X Agent **Settings** panel.
Advance search with "First & Last Name" option does not work if you enter two words.	This is working as per design. The UI elements are for searching in fields First Name and Last Name and not for splitting the search string as "first" and "last" names.
Click-To-Dial for Chrome doesn't work via TLS in Chrome v.81 and higher.	Cause: problem with trusted self-signed windows certificate for localhost. Workaround: Go to chrome://flags/#allow-insecure-localhost and set "Allow invalid certificates for resources loaded from localhost." to Enabled. After that, restart Chrome.

Known Issues

Issue	Workaround
ONEXAGENT-10353 - Aura 8/ 16 digit support: Agent id is not fully displayed at the top line	None.

ONEXAGENT-10353 - Aura 8/ 16 digit support: Ext API: UCID is absent in VoiceInteractionCreated notification. But presents in VoiceInteractionTerminated.	Increase the wait timer "MaxWaitToNotify1XAClient" up to 3000 ms: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings\Timers\MaxWaitToNotify1XAClient
ONEXAGENT-10356 - Agent greeting is not playing with CM Auto Answer on agent call when connectivity to CM is slow	Increase the wait timer for Agent greetings.
ONEXAGENT-10330 - Once registered as a one-X Agent the customer is not able to setup a call with the Mobile Equinox client.	None. Simultaneous use not recommended
ONEXAGENT-10310 - one-X Agent with localized windows does not translate all the fields at Advanced Search / Criteria	None
Click-To-Dial for Internet Explorer is not compatible with Skype plugin (Click-To-Call).User must disable Skype plugin to use Avaya one-X Agent Click-To-Dial.	None
ONEXAGENT-10367 - Avaya one-X® Agent fails to search the Outlook contact from contact list when a user tries to input the asterisk (*) as the search parameter. There is error dialog occurring.	None
The Work Options button/icon not set correctly when having the IM contact, click to add call to Work Item but do not enter the number, release the IM.	None
According to ScreenPop design for conference, only "conference end" event ScreenPop is supported and record for this ScreenPop will not be added for conference interaction in WorkLog, instead it will be added for one of the call interaction from this conference.	None
ONEXAGENT-10203 - Work handling functionality is not working on one-X Agent if work mode on login parameter set to auto/manual-in on CM.	None
ONEXAGENT-10209 - No voice path in conference call, after one-X Agent failback to CM from ESS, when TTS is disabled.	None
ONEXAGENT-10210 - Conference WI is not getting displayed, After CM failover when TTS is disabled on CM.	None
ONEXAGENT-10221 – one-X Agent 2.5.11 installation failed if .net 4.5.2 feature is enabled and .net 3.5 is disabled on the machine.	Resolution: install and enable .NET 3.5 SP 1 which is mandatory for upgrade from earlier versions.

ONEXAGENT-7950 - Two users one-X Agent Citrix version can login to the same extension	None
ONEXAGENT-8131 - When shuffling enabled and user presses dial pad button during agent greeting then greeting is not heard by the customer	Resolution: Disable Intra-region IP-IP Direct Audio, Inter-region IP-IP Direct Audio, and IP Audio Hair-pinning fields in ip-network-region settings on CM.
ONEXAGENT-10230 - UCID-info is not getting displayed on 1XA phone display line for transferred calls	None.
ONEXAGENT-10250 - UCID-info is not getting displayed on 1XA phone display line and dial-pad after answering the outgoing trunk calls.	None.
ONEXAGENT-10258 - Conference Work item displayed incorrectly after selecting UCID button in 1XA 2.5.11	UCID Info is available in Work-Item details; clicking of UCID button is not required.
ONEXAGENT-10257 - UCID info not displayed for consult/blind conference.	None.
ONEXAGENT-10254 - Contact search is not working correctly with invalid server certificate.	None.
After installing upgrade from previous versions (2.5.14 and lower), Click-To-Dial plugin is being activated in Google Chrome browser. Caused by ONEXAGENT-11834 - 1XA installer creates empty registry keys even if C2D is not selected.	Remove existing 1XA version via Control Panel --> Programs and Features, and then make clear installation using this distributive.
When working with ACM v.9.0.0 and below, and "Allow Change To Contact List" checkbox is unchecked under "Agent Permissions", One-X Agent allows to add a new contact to "My Contacts" list via context menu, by pressing right mouse button on "My Contacts" label.	Upgrade ACM to v.9.0.1 or above.
ONEXAGENT-12137 - Ext API doesn't work through TLS	None.

Contact information

To report issues with Avaya one-X® Agent 2.5.16, contact 1-800-242-2121 or go to HTTP://SUPPORT.AVAYA.COM.