



Avaya one-X ® Agent 1.0 Service Pack 1 (SP1) Release Notes

Table of Contents

Introduction.....	2
Install Notes	3
Details of all the fixes included in one-X Agent 1.0 SP1	4

Avaya one-X® Agent 1.0 S P 1

Introduction

Avaya one-X® Agent is Avaya's new desktop application built specifically to meet the needs of contact center agents. The first release of Avaya one-X Agent was focused on providing H.323 telephony and contact center features provided by Communication Manager and Call Center and therefore can be viewed as a replacement product for IP Agent.

Avaya one-X® Agent provides the vast majority of IP Agent features including Transfers, Conferences, VuStats, Agent Greetings, Screen Pops, Click to Dial and more. Avaya one-X Agent also provides a new user interface, a new Work Item rather than a Call paradigm for work handling, a number of platform improvements, and new features including integration to the Avaya Video Telephony Solution (AVTS).

Avaya one-X® Agent 1.0 SP1 provides important fixes that further enhances the overall solution features and stability. The details of all the fixes in the service pack release are mentioned in the next section.

Avaya one-X® Agent 1.0 SP1

Install Notes

- While one-X Agent 1.0 SP1 can work with the one-X Agent 1.0 configuration files as is please make sure that these files are backed up before installing the service pack. The one-X Agent 1.0 configuration files can be found in the folder,
 - o C:\Documents and Settings\<username>\Application Data\Avaya\one-X Agent\1.0
- If one-X Agent 1.0 is currently running on your machine exit the application
- Install one-X Agent 1.0 SP1. Installing one-X Agent 1.0 SP1 will automatically uninstall one-X Agent 1.0 from your machine and replace it with one-X Agent 1.0 SP1
 - o Copy the files OneXAgentWIXSetup.msi and OneXAgentWIXSetup.wixpdb located on the Avaya support website to your local machine
 - o Respond to the prompts appropriately for you environment that are displayed during the installation process
 - o Start up the Avaya one-X® Agent
 - o Utilizing the System Options menu located at the upper right corner of the one-X® Agent window, select help about and verify that the version of the Avaya one-X Agent software is **1.0.00094.1**
- To revert the installation of one-X Agent 1.0 SP1 do the following,
 - o Using Add/Remove programs uninstall one-X Agent 1.0 SP1
 - o Copy the one-X Agent 1.0 OneXAgentWIXSetup.msi and OneXAgentWIXSetup.wixpdb located on the Avaya support website to your local machine
 - o Install one-X Agent 1.0

Note: You can refer to the Avaya one-X Agent (R) Installing and Configuring Avaya one-X (R) Agent 1.0 guide for more details on the installation of the product.

Details of all the fixes included in one-X Agent 1.0 SP1

1. one-X Agent attempts to acquire an IP_Agent license first even when the registration mode is "Desk Phone".
 - o *one-X Agent has been fixed to first acquire the AgentSC license first and only if it is not available does it attempt to acquire the IP_Agent license in the "Desk Phone" mode. In the "My Computer/Other Phone" modes one-X Agent will continue to acquire the IP_Agent license first.*
2. Once contact history records are deleted there is way to revert the deletion. The user may assume that pressing "Cancel" on System Settings window would revert the deletion operation but it does not.
 - o *A message box is presented when Clear is clicked, which clearly says this action cannot be reverted.*
3. Once a profile is added using the System Settings window the profile remains added even if the user chooses to revert the operation by pressing the Cancel button on the System Settings window.
 - o *Added an extra line of warning that this action can not be reverted.... while deleting the profile. If the user does not want to retain this new profile it can be deleted using the System Settings window.*
4. Window positions of one-X Agent windows are saved even when the user chooses the option to not save them.
 - o *Fixed*
5. Dialing a number using the number keypad on the keyboard does not work
 - o *Fixed*
6. Sometimes "Agent Login Failed" error message is displayed if a call comes during Agent Login
 - o *A warning message is shown to the user to let him/her know that the system could not put him/her in ready state. It is not an error of log-in failure.*

Avaya one-X® Agent 1.0 SP1

7. Password is getting saved on Login screen even if Save Password checkbox is NOT checked
 - o *This is working as designed. While the Login Settings dialog during the current session may continue to show the password, if the user exists one-X Agent and restarts it the password will not be visible in the settings and the user will be prompted to enter the password.*
8. Menus and dropdown lists in one-X Agent are sometimes not visible or sometimes are only partially visible
 - o *This is a known issue with Microsoft Windows and .Net Framework 3.5 SP1. Sometimes, a user might see this issue. A couple of known workarounds are*
 - *Re-login to windows*
 - *Choose the "Always on Top" option by going to Agent Preferences/User Interface.*
9. Phone Type 8434D doesn't provide phone display information
 - o *Fixed*
10. one-X Agent kept blinking when station was disconnected during an incoming call alert
 - o *Fixed*
11. Log Files folder get created under local user directory even though the option for sharing one-X Agent with other users during installation is checked
 - o *"Enable Sharing of one-X Agent configuration with other users on this machine" option is not supported anymore". This option has also been removed from SP1 installer.*
12. Sometimes after few attempts of entering invalid station and or password, the application failed to login with the valid ext. and password and server address.

Avaya one-X® Agent 1.0 SP1

- o *This was failing because of a timeout occurring on the client side. The timeout has been now increased from 15 seconds to 2 minutes for registration*
- 13. UUI Phone Display Data is not parsed which causes non UUI data to be stored in %u
 - o *This has been fixed to behave the same as IP Agent. Any screen pop implementations that were modified to workaround this issue in one-X Agent should be corrected.*
- 14. Having configured the one-X Agent to receive prompted digits and utilizing a call flow through a collected digits vector, the collected digits never get populated in one-X Agent
 - o *one-X Agent now correctly populates the prompted digits field when doing a screen pop.*
- 15. Video Window cannot be maximized if we drag and maximize from right-hand side of the window
 - o *Works as designed*
- 16. During the installation of one-X Agent, when one reviews back installation steps, sometimes there is an error saying the installer has encountered an unexpected error
 - o *Removed the non-working ENABLECONFIGSHARING option in the Options Dialog. Both the UI and the property has been removed from the installation. Note that this was a non-working option and a PSN was previously issued notifying users that this option should not be used.*
- 17. Wave balance control moves to the left channel on inbound calls when using a stereo headset
 - o *Fixed*
- 18. About dialog box reports installed feature as “Hot Seating”
 - o *This information has been removed from the About dialog box.*

Avaya one-X® Agent 1.0 SP1

19. When the “Abort Transfer” setting in Communication Manager system features is set to yes transfers to an extension fails

- o *When the “Abort Transfer” setting is set to yes a user will not be able to transfer one call to another. Since the underlying mechanism used by one-X Agent 1.0 is to have two calls and transfer one to another in all cases including when transferring to an extension this failed in the “Abort Transfer” scenario. This issue has been now fixed in 1.0 SP1. Note however that when transferring to an extension sometimes a transfer may fail this is due to a timeout occurring on the client. If you are experiencing this problem then it can be worked around by adding the following parameter to config.xml. Note that the value is in seconds.*

```
<parameter>  
  <name>H323DialCompleteTimeout</name>  
  <value>5</value>  
</parameter>
```

20. one-X Agent reports registration has failed even though from the logs it appears that registration succeeded.

- o *Fixed*

21. After one-X Agent is installed on a machine where it was never installed before launching it the first time ever causes one-X Agent to crash

- o *This was caused by a registry permission issue and has been fixed.*

22. When using Start time in a screen pop start time contains both date and time whereas in IP Agent it contains only the time

- o *Fixed*