

Avaya one-X® Agent 2.0 SP1 (2.0.1)

Release Notes

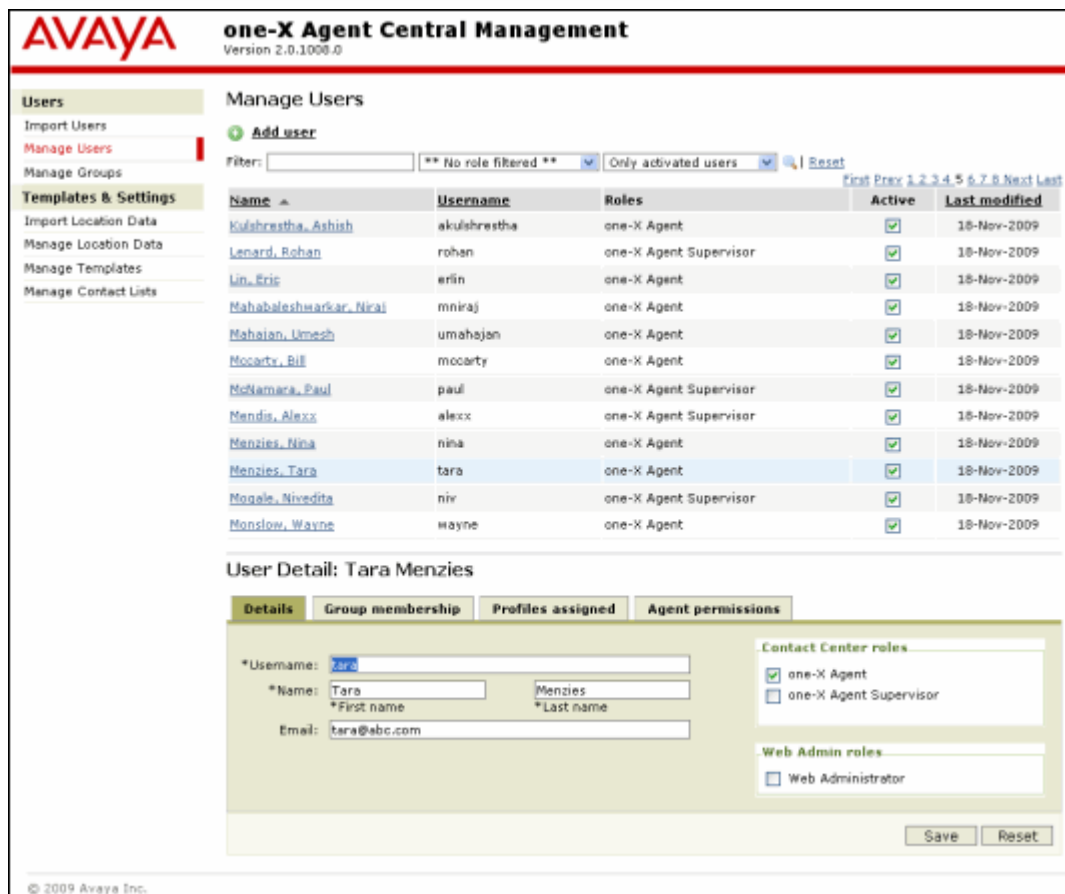
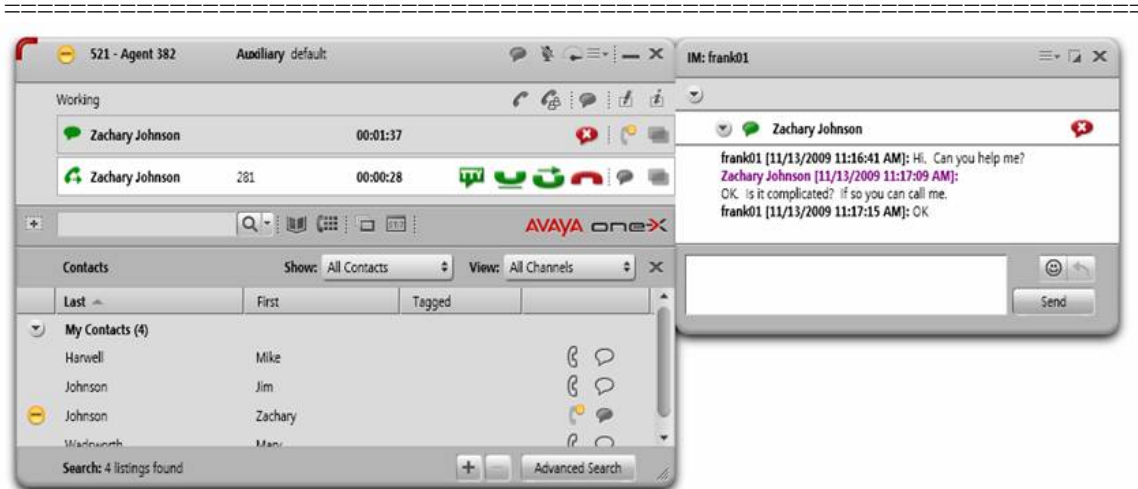


Table of Contents

Avaya one-X® Agent 2.0 SP1 (2.0.1)	1
Release Notes	1
Table of Contents	2
Introduction	3
List of files included in this release	3
Install	4
Pre-Installation	4
Install/Upgrade Instructions	4
Manual Install:	5
Silent Install:	5
Using msixexec	6
Uninstall	6
Fixes	7
Avaya one-X® Agent Central Management	7
Extend import capability to include Group membership and Group details.....	7
Capability to import contacts into existing contact list.....	7
Provide support for multi-byte encoded files when importing	7
List of issues addressed in this release.....	8
Known Issues	10
Installation	10
Migration from 1.0 to 2.0 SP1	10
VMWare	10
Remote Desktop.....	10
TTY	10
Desktop	11
Media Encryption	11
Recovery	11
Click-To-Dial.....	11
Central Management.....	11
Citrix	12
Localization	12
Known MS Windows Issue	13

Introduction

Avaya one-X® Agent is Avaya's new desktop application built specifically to meet the needs of contact center agents. Avaya one-X® Agent incorporates H.323 telephony and contact center features provided by Communication Manager and viewed as a replacement product for IP Agent.

Avaya one-X® Agent provides compelling new capabilities and collaboration tools that will help your customers drive first call resolution, simplify management and control of agent desktops, and manage supervisory functions more efficiently. Embedded presence and Instant Messaging increases collaboration between agents, supervisors, and experts, and a new Central Management capability facilitates deployment and control of the agent desktop. A Supervisor configuration automates supervisor-specific functions such as Service Observing, Quick Alert, and Coaching, and enables supervisors to view agent's work logs.

Primary focus of Avaya one-X® Agent 2.0 SP1 is localization of the client.

List of files included in this release

File Name	Description
OneXAgentSetup.zip	Install program for one-X Agent client. The build number is 2.0.0.0.07611
PolycomVideo.msi	Setup file to install Polycom Video. Polycom Video should be installed before installing one-X Agent to use the video capability. If Polycom is already installed, there is no need to re-install for SP1 upgrade. This file has not changed from 2.0 release.
oneXAgentCM-2.0.1017.0.zip	Install program for one-X Agent Central Management. The build number is 2.0.1017.0
OneXAgentXSD.zip	XSDs used to generate settings and business model for one-X Agent.
OneXAgentAPISample.zip	Sample program for one-X Agent API

Install

Avaya one-X® Agent 2.0 SP1 provides two modes of installation

- **Manual**
- **Silent**

Pre-Installation

Before launching one-X Agent 2.0 SP1 Installer, backup the profiles to another folder. Profiles are located under the Application Data folder of the logged in user.

For example, on Windows XP system, the location of one-X Agent 1.0 profiles would be under:
C:\Documents and Settings\< login-id>\Application Data\Avaya\one-X Agent\1.0,

Location for one-X Agent 2.0 Release would be under
C:\Documents and Settings\< login-id>\Application Data\Avaya\one-X Agent\2.0.

On Vista system, Application Data Folder is usually located under C:\Users.

If central management is already installed, backup existing central management databases before installing one-X Agent 2.0 SP1 clients.

Install/Upgrade Instructions

The Avaya one-X® Agent 2.0 SP1 installer allows fresh install on a machine that meets the pre-requisites defined in Installing and Configuring Avaya one-X® Agent 2.0 guide.

one-X Agent 2.0 SP1 installer automatically upgrades any of the following versions already installed on the client system to Release 2.0 SP1:

- one-X Agent Release 1.0
- one-X Agent Release 1.0 SP1
- one-X Agent Release 2.0

After the upgrade, configuration cannot be downgraded, even if the client is downgraded. It is recommended to backup the configuration (follow the steps in the above section) and run necessary tests before deploying to a wider audience.

one-X Agent Release 2.0 SP1 is localized in the following languages:

- Japanese (JA)
- Russian (RU)
- French (FR)
- Italian (IT)
- Spanish (ES)
- German (DE)
- Dutch (NL)
- Brazilian Portuguese (PT-BR)
- Simplified Chinese (Zh-CN)
- Traditional Chinese (Zh-TW)

For install/upgrade instructions for one-X Agent Central Management, refer to Installing Server Applications for Avaya one-X® Agent guide.

Manual Install:

one-X Agent SP1 installer packages contain the OneXAgentSetup.exe Installer instead of an MSI as defined in Installing and Configuring Avaya one-X® Agent 2.0 guide. Double-Click on the OneXAgentSetup.exe and follow the Avaya one-X® Agent 2.0 guide.

The language option screen is an addition in one-X Agent Release 2.0, SP1. Setup program can install several languages on the same machine in a single install procedure. If no language option is chosen, the application will be installed for the current language of the Operating System.

Silent Install:

For silent install, use the OneXAgentSetup.exe with the following options:

To install using default options, use the following command line:

```
"OneXAgentSetup.exe /qn "
```

Additional install options:

- /? – to show the help window

- /a - for admin install

- /q – for silent installation

- /l – for log creation

See Installing and Configuring Avaya one-X® Agent 2.0 guide for more information.

For silent installation, language parameters can be passed in command line for languages, in addition to the current language of the Operating System. (OS language version is always installed, no need to specify)

Language Parameters for silent install:

- INSTALL_ES (for Spanish)

- INSTALL_DE (German)

- INSTALL_FR (French)

- INSTALL_IT (Italian)

- INSTALL_JA (Japanese)

- INSTALL_KO (Korean)

- INSTALL_NL (Dutch)

- INSTALL_PT_BR (Brazil)

- INSTALL_RU (Russian)

- INSTALL_ZH_CN (Chinese Simplified)

- INSTALL_ZH_TW (Chinese Traditional)

For example, Call "OneXAgentSetup.exe /qn INSTALL_RU=1 INSTALL_ZH_CN=1" to install one-X Agent 2.0. SP1 (Russian and Chinese Simplified) languages on the same machine, in addition to the OS language.

Using *msiexec*

If you want to use *msiexec* directly for install, use the following information:

- For English, run this command line:
`msiexec.exe /i
<unziplocation>\application\etc\OneXAgentWIXSetup.msdb`
where *unziplocation* points to the directory where the one-X Agent install is unzipped.
- For other languages, run this command line:
`msiexec.exe /i <unziplocation>\application\etc\OneXAgentWIXSetup.msdb
TRANSFORMS=<unzip-location>\application\etc\<mst> <language-param=1>`

Refer to the above section for list of language parameters.

Choose one *mst* from the list below to install GUI to be displayed in a localized language.

- *es.mst* (Spanish)
- *de.mst* (German)
- *fr.mst* (French)
- *it.mst* (Italian)
- *ja.mst* (Japanese)
- *ko.mst* (Korean)
- *nl.mst* (Dutch)
- *pt-br.mst* (Brazil)
- *ru.mst* (Russian)
- *zh-cn.mst* (Chinese Simplified)
- *zh-tw.mst* (Chinese Traditional)

Uninstall

This section consists of the steps to uninstall Avaya one-X® Agent 2.0 SP1 Client.

- Go to Start > Settings > Control Panel.
- Double-click the Add/Remove Programs icon.
- Click Change or Remove Program.
- Select the current product and follow the instructions on the screen.
- Refer to Installing and Configuring Avaya one-X® Agent 2.0 guide for more details.

Fixes

In addition to localization, SP1 contains some important fixes for TTY feature, Citrix platform and overall feature stability of one-X Agent.

Avaya one-X® Agent Central Management

Extend import capability to include Group membership and Group details

The import capability has been extended to enable Groups to be imported. For each group imported you can specify the group name, any role assigned to group members, and any template assigned to group members. Additionally, when importing users you can assign them to groups that you have already created.

Capability to import contacts into existing contact list

New functionality allows the import of contacts into an existing contact list.

Provide support for multi-byte encoded files when importing

To provide full support for localized data, all imported files must use a tab-delimited format instead of comma delimited (csv). The following encodings are supported:

- US-ASCII
- UTF-8
- UTF-8 with BOM
- UTF-16LE with BOM
- UTF-16BE with BOM
- UTF-32LE with BOM
- UTF-32BE with BOM

When exporting reason codes, the file is exported as Excel "Unicode Text" i.e. tab-delimited UTF-16LE with BOM. This is intended to be the primary format.

To convert existing comma-delimited files into a suitable multi-byte format, open in Excel and save as "Unicode Text".

List of issues addressed in this release

one-X Agent
one-X Agent desktop is sending extraneous agent states when agent initiates a conference
one-X Agent 2.0 client Outlook Search not authenticating on Exchange 2007
one-X Agent hangs after sharing video
Advertised one-X Agent shortcut causing Self-healing to be triggered by Hot Desking users
Audio Options not working as expected
Citrix: one-X Agent failed to close workitem and left agent stuck
Citrix: one-X agent concurrent logins fail
Cannot Transfer/Conference call to Supervisor in one-X Agent
2.0 SP1 patch install failed due to Avaya Virtual Sound driver install error
The warning message "Avaya vsoundcard has not passed windows Logo Testing" should not appear during the one-X Agent install
Soft TTY issue : CPU Usage goes to 100% if one-X Agent (Single Core CPU desktop) receives call from Hard phone and TTY option is enabled in one-X Agent
TTY: Junk characters are coming if we send message from TTY device if it is configured ad Baud 50
Unable to send TTY characters when agent is in Pending Aux mode
Sometime the voice is not transmitting to the other end
Shared Video file start transmitting to new call
one-X Agent should gracefully handle network and other exceptions
WinVNC error message is displayed while trying to exit one-X Agent
After call is recovered, entries in work log are not recovered
A remote desktop connection during a video call sessions will stop an active video call. Subsequent video calls will fail too.
There is no audio for Shared video file when video call is in session
one-X Agent 2.0 SP1 installer shows 2 entries in remove program if installed on 1.0
Citrix server: Installation of one-X Agent SP1 build 7589 failed due to Avaya Virtual Sound driver error.
HTTPListener fails to open port on Vista throwing an Accessed denied exception
Video is not displayed in Video Window if the installer launches one-X Agent automatically after it is installed
TTY: Back space at agent is not working correctly
After closing the TTY window with Alt+F4, Work interaction is not getting refreshed
Hold call failed error message is displayed after trying to hold call from TTY window after conference
TTY window is not displayed after ending conference
Consultative Transfer button is not displayed on TTY window
TTY window is not opening automatically after ending Consultative Transfer
TTY window gets refreshed after ending conference
Work Interaction is displayed on the Video window even if call is dropped from remote end
After ending the call video file continue to play
During Video file sharing after un-holding the call, Web Camera is selected
Avaya Virtual Speaker 2 Issue: Audio is coming from one-X Agent continuously if we select Avaya Virtual Speaker 2 as a default sound playback device

When Agent is in Pending Aux state, if he closes TTY window he is not able to reopen it
Edge Case - If Agents Profile is Deleted in CAM, Upload Fails And Agent Can't Log Out of one-X Agent
Video menu is enabled even if Enable Video is not selected during installation
one-X Agent Administrative install doesn't copy AVM folder including Avaya Virtual Soundcard.inf file and the one-X Agent install fails if we select Video option in the one-X Agent installer
After Pending Logout, agent is not able to receive TTY text once he log back in
TTY: Abbreviation is not displayed correctly if it is entered in small character
Duration time record in Work log is inconsistent between the top-level and expanded view
When logged in with extension and agent ID application stays on top
"Show IM status as "Away" sometimes Not Shown on one-X Agent client
During video file sharing earlier selected file starts playing
TTY device stopped receiving and responding after the TTY was transferred two times
one-X Agent Central Management
Connections from one-X Agent to Central Management being closed unexpectedly.
Make "Contact List Must Already Exist" Note More Prominent
Extend User import to cover group supervision and membership
Implement and document changes for clustering
Fix mis-merge of installation configuration file
Installer leaves original configuration files in JBoss config directories
Check that Soft TTY settings is functioning as expected
Javascript Errors in IE7 On Newer Template Pages
Voice Mail Integration page - read-only setting is not persisted
Add contact import into Central Management

Known Issues

Installation

- Avaya one-X® Agent installer does not stop if clicked on stop installation button on Driver installer window

Single Sign-On not supported in this release

- At one-x Agent 2.0 installation, **DO NOT** select the check box “Use Windows credentials to login to Central management/Presence servers”. Single sign on is not working correctly in this release.
- During Presence Server installation, do not follow the Single-sign on configuration flow.
- After the Central Management installation, do not follow the Single-sign on configuration flow.

Migration from 1.0 to 2.0 SP1

- When profiles are migrated from one-X Agent 1.0 to 2.0 SP1, greeting wave files are not copied. Greeting wave files are located under greeting sub directory of each profile. The workaround is to manually copy the wave files from 1.0 profile to corresponding directory of migrated 2.0 profile. Refer to pre-installation section for the location of profiles.
- Video settings are not migrated.
- Screen Pop and Work-codes in Work Log (contact log) details are not copied over to 2.0 SP1.

VMWare

When installing one-X Agent on VMWare, consider the following issues:

- one-X Agent should not be run in My Computer mode. one-X Agent does not automatically detect that it is running on a VM and therefore allows to continue, however doing so may cause instability or crashes.
- Video is not supported when one-X Agent runs on a VM. Ensure that Polycom Video is not installed on a VM and that the enable video option is not chosen during one-X Agent installation.
- TTY is not supported when one-X Agent runs on a VM.

Remote Desktop

- When using Microsoft Remote Desktop to connect to a machine running one-X Agent in My Computer or Desk phone mode, ensure that the Remote Computer Sound option is set to leave at Remote Computer. Failure to do this will cause slowness and instability.

TTY

- Wrong characters are displayed at the far-end TTY device if the TTY call is placed on hold and numeric characters are entered.
- During conference, remote ends are not able to send TTY text to each other

- Some characters are missing if we type fast in TTY window and there may be loss of characters during communication between two TTY end points. Quality of voice may degrade during communication between two TTY end points.
- The TTY implementation works only at 45.5 Baudot.
- On selecting TTY settings on for every voice call, there is a possible 3-4 seconds voice breakage after all TTY characters are sent. Sometimes, one-way voice communication was observed for FW 50.
- There are issues with transmission of TTY characters from Hard TTY devices to one-X Agent when using TN2302 (Medpro) and TN2602AP with firmware greater than 33.
- In case of TTY with Video call, TTY button and Video button overlaps on Work Item window. User will not be able to handle video feature via video button in WI window. In such situation, user can use Video button in video window panel to handle video related activities.

Desktop

- Application cannot merge two conferences into one.

Media Encryption

- Media Encryption is not supported. Media encryption for IP-Codec of Network-Region of phone should be kept to "none".

Recovery

- Client Connection recovery fails after network connection is re-established during the agent login process.
- IM automatic connection recovery is not working properly in Avaya one-X® Agent. Need to manually connect back to IM.
- After recovering a broken connection in a video call, video buttons don't appear back in the work list and video window panel.

Click-To-Dial

- For some websites phone numbers on the page are not highlighted when using Firefox. Usually refreshing the page corrects this problem.

Central Management

- There is a flaw with the Graphical User Interface Uninstaller for Central Management. As a workaround, a shell script has been provided. You can run the script from:
`/opt/Avaya/OneXAgentCM/utils/bin/oxacmuninstall.sh`
- After 3rd attempt of entering an invalid password, the account is locked but error message is not displayed.
- If username contains non-ASCII characters, that user will not be able to log into Central Management or one-X Agent.
- The "Directory" setting page of Central Management only allows all fields to be used together as one set. This implies that an administration should use this feature to configure all fields including username & password. If the directory is to be accessed with per agent username & password, the agent will need to configure all the fields themselves.

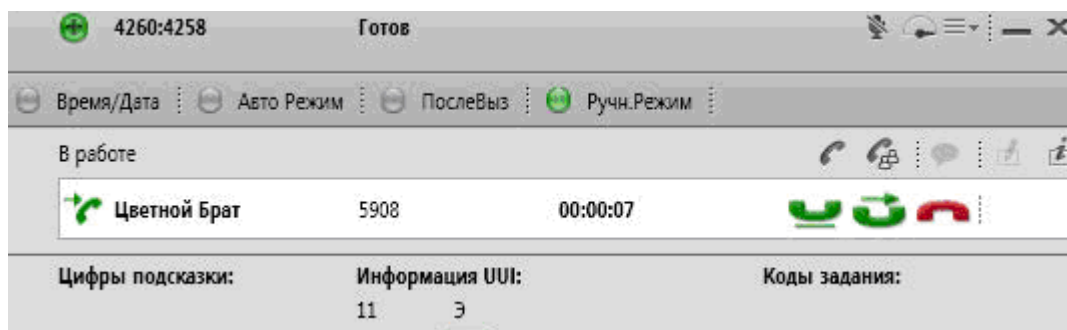
- We recommend limiting the number of templates to a maximum of 25, after which you may notice deterioration in performance. The system will continue to function correctly if more templates are used, although the responsiveness of the Admin UI will decline. Try to limit the number of templates you use by making use of template's inheritance functionality. Template settings are inherited from those above them in the tree hierarchy which means that settings that are modified will be pushed down to all templates beneath. Child templates, should just contain a subset (or additional refinement) of settings.

Citrix

- VNC Server Property Page pops up on Citrix after 1XAgent logged in. Workaround is to unselect Disable Tray Icon check box to close the property page.

Localization

- Localized installation may show some titles in English.
- When using Desktop Sharing on a localized OS, shared control allows only English keyboard entry. Please ensure that the controlling one-X Agent is using English IME or localized IME with English mode.
- In localized Russian Communication Manager, UUI Info for an incoming call shows an extra symbol at the end.

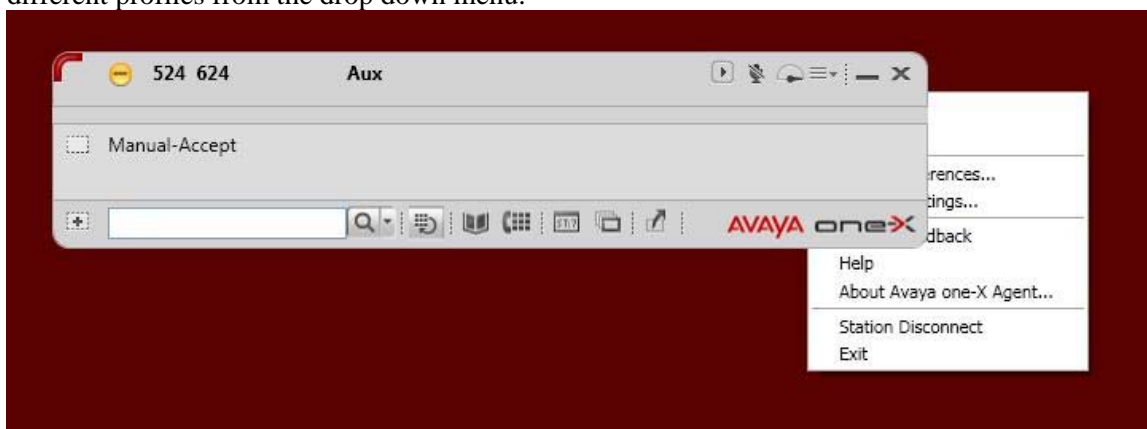


Workaround:

For localized Russian when doing a screen pop with uui-info, screen pop implementer should remove the extra character before processing.

Known MS Windows Issue

Sometimes, when clicking on a menu item in Avaya one-X® Agent, the menu item appears behind the main window. This error can be noticed also in the beginning when logging into the application and selecting profile (if profile was setup initially) and then one cannot choose different profiles from the drop down menu.



Hotfix information

A supported hotfix is available from Microsoft. Apply this hotfix only to systems that are experiencing this specific problem. Hotfix can be download from: <http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnun=943326&kbIn=en-us>

Once hotfix installed, reboot your system. Sometimes after applying the hotfix one might face the menu behind issue. Usually logging off and re-login to Windows (not full reboot) again resets the hot fix and corrects the behavior.