

Avaya one-X® Agent R2 SP3 Release Notes

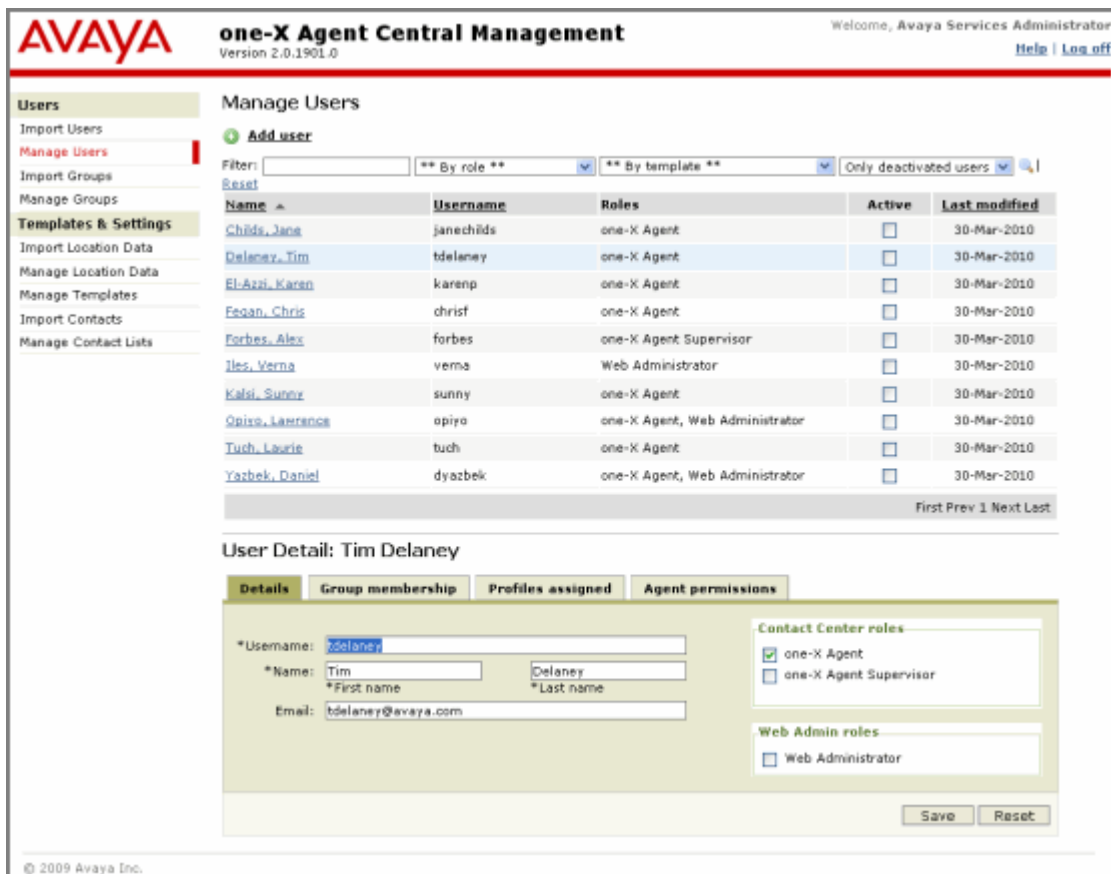
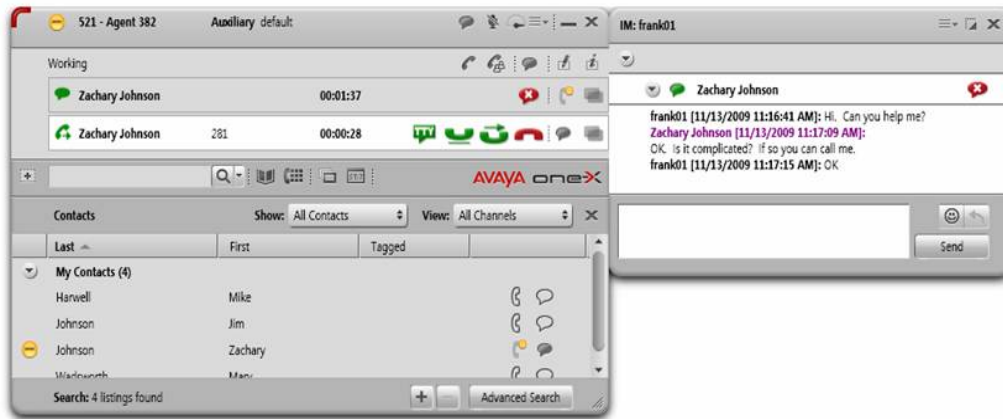


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Introduction

Avaya one-X® Agent is built 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 is 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 R2 SP3 is Duplicate Processor Ethernet (DPE) and some special login options.

List of files included in this release

File Name	Description
OnexAgentSetup2.0.09184.0.zip	Install program for one-X Agent client.
PolycomVideo2.0.0268.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, it should be re-installed for SP3 upgrade. This file has changed from previous release.
oneXAgentCM-2.0.03102.0.zip	Install program for one-X Agent Central Management.
OneXAgentXSD2.0.09184.0.zip	XSDs used to generate settings and business model for one-X Agent.
OneXAgentAPISample2.0.09184.0.zip	Sample program for one-X Agent API
SSORRegistryPatch2.0.08126.0.zip	Registry settings patch for Single Sign-On.
LoginFocus2.0.09184.0.zip	Registry settings patch addressing the focus issue on the login screen.

Features dependant on Operating System

Feature	64 Bit OS	Server OS
ACD	X	X
Telephony	X	X
Video		
IM/Presence	X	X
TTY	X	
Desktop Sharing	X	
Supervisor	X	X
My Computer Mode	X	

Features dependant on License Type

Feature	Non Agent	Agent	Supervisor	Basic
ACD		X	X	X
Telephony	X	X	X	X
Video	X	X	X	X
IM/Presence	X	X	X	
TTY	X	X	X	
Desktop Sharing	X	X	X	
Server OS	X	X	X	
Supervisor			X	

Installation

Avaya one-X® Agent R2 SP3 may be installed as:

- New application, one-X Agent R2 SP3 (fresh install)
- The updates from previous releases (including 1.x) to the current version

Avaya one-X Agent R2 SP3 is localized in the following languages:

Japanese (JA), Korean (KO), Russian (RU), French (FR), Italian (IT), Spanish (ES), German (DE), Dutch (NL), Brazilian Portuguese (PT-BR), Simplified Chinese (ZH-CN), and 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

Note: A running anti-virus can conflict with one-X Agent installation. It is recommended to disable the anti-virus software during one-X Agent installation.

Video

Agent R2 SP3 requires Polycom 2.0.268 video library (Included in this release). If you are upgrading from a previous release which is using Video, existing Polycom video library need to be uninstalled and replaced with new version prior to upgrading one-X Agent

GUI Install:

one-X Agent R2 SP3 installer package 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 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 and English.

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
- `/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_PT_BR (Brazil)
- INSTALL_DE (German)
- INSTALL_RU (Russian)
- INSTALL_FR (French)
- INSTALL_ZH_CN (Chinese Simplified PRC)
- INSTALL_IT (Italian)
- INSTALL_ZH_TW (Chinese Traditional Taiwan)
- INSTALL_JA (Japanese)
- INSTALL_NL (Dutch)
- INSTALL_KO (Korean)

Pre-Installation

If you are upgrading a previous version of one-X Agent without using Central Management, it is recommended to backup the profiles to another folder before launching one-X Agent R2 SP3 Installer. After the upgrade, configuration cannot be downgraded, even if the software is downgraded. It is recommended to backup the configuration and run necessary tests before deploying to a wider audience.

Profiles are located under the Application Data folder of the logged-in user. On Windows XP system, the location of one-X Agent 1.x profiles would be under:

C:\Documents and Settings\<login-id>\Application Data\Avaya\one-X Agent\1.0

The location of one-X Agent 2.x profiles 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 R2 SP3 clients.

Central Management URL

In SP3, Central Management Server uses 8643 port to listen to HTTPS requests. Admin and Client URL include 8643.

Admin URL: [https://\[HOST\]:8643/oneXAgentCM](https://[HOST]:8643/oneXAgentCM)

Client URL: [https://\[HOST\]:8643/oneXAgentCM/client/](https://[HOST]:8643/oneXAgentCM/client/).

Data Execution Prevention on Vista/Windows 7/Windows 2008 Server

If you are installing the client on Vista or Windows 7/Windows 2008 Server, make sure setup program has sufficient permissions.

Go to Computer > Properties > Advanced settings

Go to Advanced > Performance > Settings

In Data Execution Prevention tab, add one-X Agent Installer as an exception.

oneXAgentUI.exe and SparkEmulator.exe may also need be added to the exception if the program fails to work properly. Logs would indicate that program fails to open sockets on local machine.

Instructions for Fresh Install

The Avaya one-X® Agent R2 SP3 installer allows fresh install on a machine that meets the pre-requisites defined in Installing and Configuring Avaya one-X® Agent 2.0 guide.

GUI Install

Unzip the contents of zip file to a shared location or local machine, and run OneXAgentSetup.exe

Silent Install

Example (Russian and Chinese with Central Management)

```
OneXAgentSetup.exe /qn INSTALL_RU=1 INSTALL_ZH_CN=1 ENABLECENTRALSTORAGE=1  
CentralManagementUri=https://<CentralManagementHost>:8643/oneXAgentCM/client
```

Instructions for upgrading from a previous releases

If one-X Agent is already running, exit the process before upgrade. one-X Agent R2 SP3 installer can automatically upgrade any of the following versions already installed on the client system to Release R2 SP3:

one-X Agent Release 1.0 SP1 (R1 SP1)

one-X Agent Release 2.0.0 (R2)

one-X Agent Release 2.0.1 (R2 SP1)

one-X Agent Release 2.0.2 (R2 SP2)

GUI Install to upgrade from one-X Agent 1.x & 2.0

Unzip the contents of zip file to a shared location or local machine, and run:

OneXAgentSetup.exe

The installer will remove previous version of binaries automatically.

Silent Install to upgrade from one-X Agent 1.x & 2.0

Example (Russian and Chinese with Central Management)

```
OneXAgentSetup.exe /qn INSTALL_RU=1 INSTALL_ZH_CN=1 ENABLECENTRALSTORAGE=1  
CentralManagementUri=https://<CentralManagementHost>:8643/oneXAgentCM/client
```

The installer will remove previous version of binaries automatically.

GUI Install to upgrade from one-X Agent 2.0.1 and 2.0.2

Unzip the contents of zip file to a shared location or local machine, and run:

OneXAgentSetup.exe

The installer will remove previous version of binaries automatically.

Silent Install to upgrade from one-X Agent 2.0.1 and 2.0.2

Example (Russian and Chinese with Central Management)

```
OneXAgentSetup.exe /qn ENABLECENTRALSTORAGE=1  
CentralManagementUri=https://<CentralManagementHost>:8643/oneXAgentCM/client
```

Note: Installation will be upgraded for all previously installed language packs. If you want to install other language packs, 2.0.1/2.0.2 has to be uninstalled, and do a fresh install of R2 SP3 with new language packs.

Using msixexec

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

Fresh Install

- 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=<unziplocation>\application\etc\<mst> <language-param=1>
```

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

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

Upgrade Install from 2.0.1

```
msiexec.exe /update "<unziplocation>\application\etc\ONEXA20076113091840.msp"  
CentralManagementUri=https://<CAM Host IP>:8643/oneXAgentCM/client/  
ENABLECENTRALSTORAGE="1"
```

Upgrade Install from 2.0.2

```
msiexec.exe /update "<unziplocation>\application\etc\ONEXA20081264091840u.msp"  
CentralManagementUri=https://<CAM Host IP>:8643/oneXAgentCM/client/  
ENABLECENTRALSTORAGE="1"
```

Upgrade Install from 1.x and 2.0

Use fresh Install instructions.

Uninstall

Avaya one-X® Agent can be uninstalled from Control Panel > Add/Remove Programs.

New features and changes from previous release

New login options

- Without Central Management
 - From the system settings window, the user can choose a preferred profile which will be at the top of the list of the profile selection window (when launching one-X Agent).
 - Users can set the preferred profile as “auto login” so the profile window would not be shown on subsequent login.
- With Central Management
 - The Administrator can select preferred profile for the agents. At login time, the agent would see the preferred profile as the first option in the profile selection window.
 - Another option “disable local profile administration” would skip the profile selection window and log directly into the preferred profile selected in Central Management.
 - The local user can modify the preferred selection if “local profile administration” is enabled.

Note: In previous releases, the profile selection window would always set the last used profile as the first profile on the list. In this release the preferred profile selected by an administrator will take precedence and will appear as the first profile on the list.

Start one-X Agent application in minimize mode

- This option, from the Agent Preference window, User Interface tab in conjunction with the new login options, “Enable ACD login”, “Enable automatic connection to Communication Manager” and “Enable IM login” would result in a total silent login with one-X Agent minimized.

Other options

- “Enable ACD Login” has been added as an administrable option to control ACD login.
- The ability to Activate/Deactivate the warning message “Existing Login Detected” has been added as an administrable option. If the message is deactivated the user is automatically logged into the station and the previous login is dropped

Note: Both of these options are available from one-X Agent client and also from Central Management

Duplicate Processor Ethernet (DPE) (aka. Duplex-Server Processor Ethernet

DPE is the ability for S8720, S8730 or S8800-duplex server pairs to support H.248 media gateways, H.323 IP stations, H.323 IP trunks, SIP trunks (SIP endpoints register with SES. CM supports them via SIP Trunks), and IP adjuncts directly via its PE interface (virtual IP address for the server pair). This eliminates need for G650 media gateways, along with IPSIs and CLANs. S8720/S8730/S8800-duplex server pairs, when configured as Processor Ethernet (PE) can be used as a main server pair or a survivable server pair. They support full CM capacities regardless of whether it is configured for PE or IP Connect (e.g. G650), and can be configured for mixed PE and IP Connect. This feature is supported on CM 5.2 and higher

In a DPE environment, CM provides a signaling channel to the end points. In Non-DPE environments IP phones initiate TCP connection to obtain a socket. In DPE the second CM server initiates TCP connection with new socket

but a shared virtual IP address. With this feature in a DPE environment one-X Agent will accept an incoming TCP connection from the standby server. The one-X Agent client application will remain running even after the connection with CM is lost and the RTP connection will be maintained so Agents will be able to continue active conversations. After a server interchange, once the one-X Agent accepts the incoming TCP connection from the standby server one-X Agent will continue to operate with the same features and the same state as they were before the interchange.

Expected one-X Agent Client Behavior:

Configuration	Scenario
Single CM	Upon the loss of the TCP connection one-X Agent retries the designated server address many times over a 6 minute period. Once that period expires the user is presented with the option to retry or cancel. Active calls will persist as long as network connectivity and media gateways are available
Single pair of CMs using Duplicate Processor Ethernet (DPE)	During a processor swap one-X Agent remains registered and is delivered a socket by CM when it is available. Active calls will persist as long as network connectivity and media gateways are available
Enterprise Survivable Server (ESS)	During CM registration CM passes the list of alternate gateways to one-X Agent. Upon a loss of the TCP connection one-X Agent begins the process of trying the alternate resources on the primary server and then on the ESS. If the primary server is set up as DPE the DPE process will precede the ESS process. Active calls will persist as long as network connectivity and media gateways are available.
Local Survivable Processor (LSP)	During CM registration CM passes the list of alternate gateways to one-X Agent. Upon a loss of the TCP connection one-X Agent begins the process of trying the alternate resources on the primary server and then on the LSP. The LSP will transition one-X Agent back to the Primary Server when it is available. If the primary server is set up as DPE the DPE process will precede the LSP process. Active calls will persist as long as network connectivity and media gateways are available.

If the one-X Agent client is not running (e.g. closed by user) when CM initiates the TCP connection there will be no reconnection. The user must restart the application and go through the standard registration process. If the PC is unavailable when CM attempts to reconnect with one-X Agent, or if the PC has been rebooted since the server interchange the time there will be no reconnection. Once the PC is available the user must restart the one-X Agent application and go through the standard registration process.

This feature does not include full Time to Service functionality. That capability is targeted for a future one-X Agent release.

Central Management

- Last Logon on Manage Users page: New "Last Logon" column on Manage Users page allows administrators to see the last date on which an agent or supervisor logged on to one-x Agent.
- Filtering on templates: Filtering added to Manage Templates page.

- Telecommuting: You can now specify a telecommuting phone number to be used by an agent, on the Phone Numbers page of the user's profile. The template setting remains read-only.

Partial list of issues addressed in this release.

one-X Agent Desktop
Station Login screen: label "Telephone at" field (for Other Phone) partly hidden
One-X Agent should provide support for CM's ROIF feature.
One-X Agent has not implemented QoS on the Media channel
One-X Agent search: Filter "my name" by keystroke filter in a group lookup where multiple matches makes search lookup unresponsive
User is able to add same TTY abbreviation twice. A warning message has been added for empty and duplicate abbreviations.
Other phone mode not functioning correctly for agent state change and agent logout.
One-X Agent application does not come up in a dual display monitors environment
one-X Agent Central Management
Administer Other Phone/Telecommuter: Add phone numbers in "Other phone" field of profile settings.
Templates cannot be deleted in certain situations,
IM Response settings added from one-X Agent are not saved correctly by Central Management
Save/Discard/Cancel dialog is displayed when no change has been made to the templates.
Reason codes in Central Management can not retain leading zeroes. (e.g. 01)

Known Issues

Installation:

- Central Management URI in registry may get reset while uninstalling previous service packs.
Workaround:
Set correct value = https://<CAM Host IP>:8643/oneXAgentCM/client/ for String "CentralManagementUri" under node [HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings]
- Sometimes one-X Agent fails to login first time, but succeeds subsequently. Audio and TTY may not work correctly as well. This happens due to improper install/uninstall of virtual sound drivers when video option is enabled during installation process.
Work Around
 - In Control Panel, go to System Settings > Device Manager.
 - In Device manager, check for "Unknown" entry for driver
 - Uninstall this driver and reboot the system.

- Installation was not started after reboot when uninstalling a previous version.

Work Around:

Manually run the install again after reboot.

Migration from 1.x to R2 SP3:

- Video settings are not migrated.

DPE

- When One-X Agent is on a video call and sharing of a video file is in progress, if a Dual Processor Ethernet (DPE) interchange happens then audio in the video file disappears.
- When one-X Agent is registered as a TTS-enabled(Time-To-Service) endpoint into Avaya Communication server with Duplicated Processor Ethernet enabled on Avaya Communication server, if the server interchange happens(i.e. Active Server goes out of service and Standby server takes the control of system) then video call does not get established for the next 5 minutes.
- When 1XAgent is registered as a TTS-enabled(Time-To-Service) endpoint into Avaya Communication server with Duplicated Processor Ethernet enabled on Avaya Communication server, if the server interchange happens(i.e. Active Server goes out of service and Standby server takes the control of system) then video capabilities for the reminder of the call may not work as expected.

TTS

- One-X Agent is registered in Desk Phone mode to Avaya Communication Manager. Communication Manager goes out of service for some reason and then ESS (Enterprise Survivable Server) tries to take control of the port network of the agent phone. At this point 1XAgent may not be able to re-register to ESS since the hard-phone re-registration to ESS is not complete.
- OneXAgent will always register as a non-TTS endpoint in DeskPhone mode for CM version less than 5.2

Single Sign-On:

- Multi-byte characters not working with SSO. Sun SDK implements the Kerberos V protocol, which only supports ASCII characters. As a result, one-X Agent Central Management only supports ASCII characters for username and password when using SSO.
- On Windows 7 Client Machines, or Windows XP, Vista, Windows Server 2008 with KB968389 (Extended Protection for Authentication) installed, unzip SSORegistryPatch2.0.08126.0.zip included in this release distribution and apply the registry file for Single Sign On to work properly.
- In Central Management Web Admin, Log Off button is not available with basic or SSO authentication (since the web browser immediately re-authenticates). It is only available when using form-based authentication.

Softphone

- Not able to resolve contacts when name is too long:
While sending and receiving calls, one-X Agent infers the number and name from the phone display. If the name is too long (More than 20 characters) one-X Agent can not properly identify the "from" address and contacts can not be resolved from the remote party's address (number). Contacts in contact list cannot be resolved from the address and click to dial and click to IM buttons are not displayed.

Workaround:

Have user names shorter than 20 characters.

- Transfer: Blind Transfer with 2 calls will not work when Abort Transfer is set to True in CM. This is the expected behavior
- Custom Ring tone: only PCM format is supported

Video

- In Desk phone mode, audio will not be heard while playing video. Switcher 2 can be used in Windows XP to connect audio from the computer to the Phone. It is not supported on Vista.
- Video cannot be streamed in conference call. But start video button is displayed in conference.
- Video is not supported on Windows 7.
- After interchange from Active to Standby CM, video call may not be treated as video call for 3-4 minutes. One-X Agent gives following warning message "Turn off hardware acceleration for Avaya Virtual Audio driver. Please refer documentation for details" while sharing files. In this case far end would be able to see the video while it may not be able to hear voice from video file.

Work Around :

Windows XP

- In Start->run dialog type dxdiag.exe. Application may give warning message just ignore it.
- Go to Sound X tab for Avaya Virtual Soundcard and move "hardware acceleration" slider to "No acceleration".
- Repeat the same with second Sound tab option for the same.
- Restart the machine

Windows Vista

- Restart the machine.

Audio:

- In My computer mode, one-X Agent gives a warning message "Invalid default Audio device". Higher noise levels could be noticed when playing audio/video file outside of one-X Agent as well. The problem occurs due to selection of Avaya virtual audio device as default audio device.

Workaround:

- Go to Start->Settings->Control Panel and open "Sound and Audio Devices" application.
- Select Audio tab.
- Select appropriate default real devices for "Sound playback" and "Sound recording" options.

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.

- 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.

Supervisor Desktop:

- Supervisor cannot close IM WorkItem. This happens when the following conditions are true:
Supervisor is in Ready State, Manual In (Work-handling Settings) and there is an observed call on the desktop.
Enter ACW fails on CM.

Login

- Startup window appears to have focus but really doesn't.
Workaround:
Apply patch that updates registry and reboot machine. (LoginFocus2.0.09184.0.zip)
- Station Login fails when telecommute number contains a comma, which is translated into pause. Comma is not supported in the Telecommute number.

TTY:

- Wrong characters are displayed at the far-end TTY device if the TTY call is placed on hold and numeric characters are entered.
- If there is loss of very first character in a call from calling end then download firmware version 55 or higher for TN2602 and 30.13.2 or higher for G430\450 gateways. Although there are still some random first character loss in case of G430\450 even after applying the latest firmware version.
- CM 5.2.1 is the minimum supported release for TTY. TTY is known not to work on CM 5.1 and 5.2 and has higher rates of character loss on older releases.
- 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 Workitem. Video button in video window can be used to handle video.
- When agent is on a call (Voice\TTY) during switchover, on some machines connection terminated error message is displayed, after that connection is not recovered. (TTS enabled)

Desktop Sharing:

- High CPU consumption when Desktop Sharing is used on Citrix.
- If only one-X Agent application is published on Citrix environment, a properties dialog box will pop up while using Desktop Sharing. Workaround is to publish entire desktop on Citrix Client.

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:

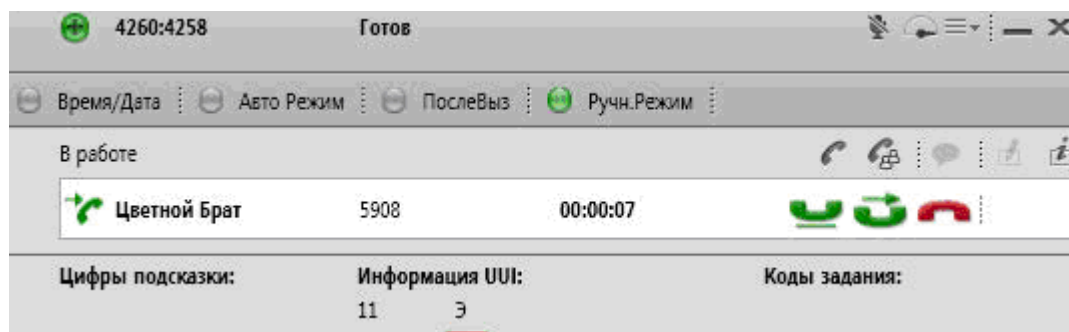
- The "Directory" setting page of Central Management only allows all fields to be used together as one set. This implies that an administration should use this feature to configure all fields including username & password. If the directory is to be accessed with per agent username & password, the agent will need to configure all the fields themselves.
- The following characters should not be used in template names: < > : " / \ | . ? * Also tabs and non-printable characters must not be used in template names. Templates from previous versions of one-X Agent Central Management with names containing these characters must be renamed before they will work with one-X Agent.

GUI

- If Save Window positions option is selected in preferences and the screen resolution changes between sessions, windows can go off the screen. Workaround is to log into one-X Agent using the previous screen resolution and move windows to the top left corner, then change the resolution to new setting.

Localization:

- Some strings are not translated in R2 SP3.
- 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 ui-info, screen pop implementer should remove the extra character before processing.

MS Windows Issues

- When using the "Start minimized" setting, one-X Agent main window will be shown on the screen for less than one second and minimize itself.

- 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.

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?kbnum=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.

- Screen flickers when you start WPF applications in a Windows Server 2003 terminal server session

Hotfix information

<http://support.microsoft.com/kb/955692/en-us>