



Subject Avaya one-X® Communicator Product Version 6.1.2.06-SP2- 33739 Date: Oct 31st, 2011
R6.1 SP2 GA Release Letter for Full UC Feature set with one-X Client Enablement Services

1. Avaya one-X® Communicator 6.1 SP2

Avaya is introducing significant enhancements to its Avaya one-X® Communicator 6.1 SP2 release. Included as an entitlement with Avaya Aura™ Enterprise Edition, this soft client application enhances user productivity and reduces costs by unifying Avaya's desktop communications capabilities.

Note: one-X Communicator SP2 GA zip package will not contain Citrix installer (i.e. Setup_Citrix.exe) and Admin tool (i.e. onexcuiadmin.exe). These will be available as separate zip packages.

2. What's new with Avaya one-X® Communicator 6.1 SP2

Avaya one-X® Communicator is Avaya's next-generation soft phone supporting both H.323 and SIP audio and video, and providing access to all communications' media in a single interface. The new 6.1 SP2 release of Avaya one-X® Communicator introduces significant user interface and usability enhancements.

Note:

The major enhancements in this Release of R6.1 SP2 Product Version 6.1.2.06-SP2-33739:

- Full Unified Communications feature set provided when integrated with Avaya one-X Client Enablement Services 6.1 (Visual Voice Mail, Visual Bridge Conferencing, Synchronized Call History and Contacts, Call Blocking and Ring Additional Phones).
- Telephony Quick settings drawer in UI simplifies changing login modes .
- TCP support for one-X Communicator SIP mode. If TCP/UDP is selected as transport type then 5060 will be populated as the default Port. Similarly, 5061 will be the default port for TLS transport type. (In Deskphone mode Presence and IM will not work with TCP transport type.)
- One-X Communicator provides an option to restart automatically after configuration changes requiring a restart.
- New Application Logo, Application icon and Splash screen.
- Voice channel icon changes with call block settings.
(i.e., an Allow VIP call appears as the phone with a yellow circle superimposed on it.
Block all calls appears as the phone with a red circle superimposed on it.)

- Auto-discover feature is enhanced with two new parameters added in the 46xxsettings.txt to support Presence Domain in IM and Presence settings, and Active Directory GSS Bind option in Public Directory settings.
 - 1) PRESENCE_DOMAIN : Set the value that you want for the Presence Domain field under IM and Presence Settings. E.g. pres.ips.avaya.com
 - 2) ENABLEGSSBIND : 0 will uncheck the "Active Directory GSS Bind" option and 1 will enable/check the "Active Directory GSS Bind" option under Public Directory settings.
- "Manually Specify my IM login information is supported (available in Presence and IM settings page).
- For H.323 users: Presence Host name supported in the "Presence and IM" settings page.

Notes:

- UC features enabled by Avaya Client Enablement Services 6.1 are only available in English language in this release. Support for additional languages for these features is planned for Service Pack 3
- Outlook integration feature is supported with Microsoft Outlook 2007 SP1 & SP2 and 2010.
- Outlook 2007 users with Microsoft Office version less than 12.0.6520.5000 will have to request and install Hotfix KB976477 prior/post installation of Avaya one-X Communicator. User can request this Hotfix at <http://support.microsoft.com/kb/976477/>.
- Outlook 2007 users with Microsoft Office version equal to or higher than 12.0.6520.5000 and Outlook 2010 do not need to install the above Hotfix. Users can directly proceed with Avaya one-X Communicator installation.
 [(Microsoft Office version of Outlook 2007 is indicated in Help->About Microsoft Office Outlook. The first line of the about dialog shows the Outlook 2007 version followed by Microsoft version.)]
- Docking is no longer supported in the new visual design.
- An incoming call notification no longer fades away.
- Call logs does not get updated for SIP long form extension, when, the extension on PBX appears as short form (4/5digit extension), whereas, the OPS mapping on PBX, SIP communication profile on SMGR and the one-X CES telephony resource is provisioned in long form(area/city code + PBX code + Extension).
- Bridge Conference Controls in Deskphone mode configured for SIP users do not work as expected.
Workaround: Using the keypad star codes the moderator can,
 Turn Lecture Mode On/Off
 Hold/resume Conference
 Lock/Unlock Conference
 The moderator will not be able to Hold/resume, Mute/Unmute or drop participants
- SIP user logged with Deskphone mode must resume a Held Conference call from the Deskphone, as the Resume feature is not working on one-X Communicator.
- "Allow VIP" calls works only when contacts are added as VIP from Call Logs.
- The Deskphone mode is supported for firm ware versions SIP 6.0 SP1, SP2, UBS, SIP 6.2 and higher.
- It is mandatory to configure an Extension and Password under Telephony settings for one-X Client Enablement Services integration (1XCES) along with one-X Client Enablement Services integration (1XCES) URL, username and password under Login settings.
- Display name for Messaging and Conference is mandatory.

- Recommendation to use Public Directory as the only Name Lookup source when integrating with CES
- Recommendation to use auto-manage on mobile devices for presence when using both one-X Communicator and one-X mobile. If presence is set to a manual setting on a mobile device, it must be set back to auto-manage on the mobile device for auto-manage to work correctly on one-X Communicator.
- When integrated with Client Enablement Services (CES) and using one-X mobile (1XM), users must add contacts/favorites from one-X Communicator (1XC).
- When integrated with Client Enablement Services (CES) and using a Deskphone, users must add contacts/favorites from one-X Communicator (1XC).

Note Specific to the one-X Client Enablement services (CES) administration for Contacts:

For contacts to work on one-X Communicator with one-X Client Enablement Services, users should be provisioned with the Personal contact resource on CES server.

The “Personal Contact” resource is available only when Personal Contact Service is added on the CES server like an adapter. This adapter need not be enabled like a CM or MM adapter; it just needs to be created for the sake of storing Personal contacts which are coming from one-X Communicator source to one-X Client Enablement services (CES) server.

3. SV Environment

System Name	Version Information
Session Manager	R6.1
Communication Manager	CMES 6.0.1.510.1 Build 00.1.510.1-oneXlog_19177 Patch and CM 5.2.1 SP8 (For H.323 only)
Presence Services	06.01.00.02.0504
H.323 Desk phone 46xx/96xx	Avaya one-X® desk phone 2.0 and 3.1
SIP Desk phone 96xx	SIP 2.6.4, 2.6.5.124
Desktop - Windows Operating System	Windows-XP 32-bit and 64-bit Professional, Windows 7 32-bit and 64-bit Enterprise, Windows Vista 32-bit Ultimate. Windows Vista 64-bit Enterprise
RMX2000	7.0.3.8.3942001
One-X Client Enablement Servers	6.1.0.0.717

4. Avaya one-X® Communicator 6.1 SP2 System Requirements

Minimum PC Hardware Requirements:

- Pentium 1.2 GHz single-core processor (or higher).
- Minimum Pentium 4 2.0 GHz or dual-core processor (or equivalent) required for video support.
- 1 GB RAM (higher for Vista and Windows 7 as recommended by Microsoft).
- 100 MB Dedicated Video RAM.
- At least 3 gigabytes (GB) of available space on the hard disk, if Microsoft .NET Framework 4.0 is not already installed, else 1GB will suffice.
- Keyboard and a mouse (or some other compatible pointing device).
- Video adapter and monitor with 1024 x 768 or higher resolution.
- Network Interface Card (NIC).
- USB Headset for My Computer mode.

Recommended USB Cameras – NOTE: Where possible, please follow Microsoft Windows Operating System Recommended Hardware requirements based on Operating System version information.

HD Cameras	Driver Version
Creative Live! Cam Socialize HD	1.2.1.0
Microsoft Lifecam Cinema	3.20.240.0
Logitech® Webcam C905	13.0.1788.0
Non HD Cameras	
Logitech® Webcam Pro 5000	12.0.1278.0
Logitech® Quick Cam Messenger	12.0.1278.0
Creative Live! Cam Notebook Pro	1.2.6.627
Logitech® Webcam Pro 9000	13.0.1783.0

Minimum PC Hardware requirements for High Definition video:

- Intel Dual Core or Core 2 Duo or Core i3 and higher.
- At least 100MB dedicated video memory (if shared from main, main needs to be compensated additionally by 100MB).
- At least 2GB RAM.
- HD camera (note up to 720p is supported in 6.0).

5. Avaya one-X® Communicator R6.1 SP2 Supported Codec's

- G.711A
- G.711MU
- G.722-64K
- G.722.1-24K
- G.722.1-32K
- G.729

Note: If the Communication Manager is configured for G.729 codec set then the Avaya one-X Communicator H.323 users must need to add the following four lines in the config.xml file.

<parameter>

```
<name>EnableG729</name>
<value>1</value>
</parameter>
```

The config.xml file can be found in the following location:

For Windows XP: "C:\Documents and Settings\<USER_NAME>\Application Data\Avaya\Avaya one-X Communicator"

For Windows 7 and Vista: "C:\Users\<USER_NAME>\AppData\Roaming\Avaya\Avaya one-X Communicator".

Avaya one-X® Communicator 6.1 SP2 Installer Information

1. During installation, the option to select Avaya one-X® Client Enablement Services, Video Integration, Microsoft Outlook Integration, Browser Integration for IE and Firefox features no longer exists. These features are installed by default and require server related administration support and configuration in the Avaya one-X® Communicator Settings tab.

2. It is recommended to use the Setup.exe file for one-X® Communicator R6.1 SP2 installation.

Notes:

Default installed protocol is SIP but with UI option to switch between signaling protocols. Switching between protocols requires a restart of one-X Communicator. To use H.323 protocol, follow these instructions:

1)Go to Settings UI and select H.323 protocol. Save this setting and then restart one-X Communicator.

Avaya one-X® Communicator "onexc_6.1.2.06.zip" software zip is packaged with the following files:

- R6_1_SP2_GA_Release_Letter.pdf (this document)
- LICENSE.rtf
- Setup.exe (Avaya one-X® Communicator installer, installs required below components)
- vcredist_x86.exe
- dotNetFx40_Full_x86_x64.exe
- onexc_setup_6.1.2.06_33739.msi (Avaya one-X® Communicator Installer package)
- vstor40_x86.exe (for Outlook 2007 or 2010 integration running on 32-bit system)
- vstor40_x64.exe (for Outlook 2007 or 2010 integration running on 64-bit system)
- ONEXC_Resolved_SP2_Tickets_2011Oct.xls

Important Notes:

1. On 64 bit O/S's, VC redistributable of 32 bit version is required because Avaya one-X® Communicator is a 32 bit application. Therefore even after installing 64 bit version of VC++ 2005 redistributable, installer will prompt to install 32 bit version of VC++ 2005 redistributable.

2. There is a command line provision to enable installation logging during installation using Setup.exe.

Instructions:

1. Run the command prompt as administrator.
2. Change directory to the path where the installation package is extracted.
3. Run the Setup.exe using command line as follows. Setup.exe /log or Setup.exe --log
4. Complete the installation process as directed by the Setup wizard.
5. This will create two text files namely SetupLog.txt and MSILog.txt in the current directory.

6. Installation/Upgrade guide lines for MSI installation.

Note that msi installation should only be used if previous R6.1 SP1 version was installed using the Setup.exe application.

Installing Avaya one-X Communicator by double-clicking the .msi application defaults the signaling protocol to SIP. A user upgrading from H323 protocol might want to use the command line switch SIGNALPROTOCOL to retain it. Instructions below:

- Run the command prompt as administrator.
- Change directory to the .msi file path.
- Install the .msi using command line e.g.,

Silent Installation:

instructions to install H.323 protocol and all supported features:

```
msiexec /i onexc_setup_6.1.1.02_32858.msi /qn SIGNALPROTOCOL="1"
```

```
ENABLECLICKTODIALIE="1" ENABLECLICKTODIALFF="1" ENABLEOUTLOOKADDIN="1"
```

instructions to install SIP protocol and all supported features:

```
msiexec /i onexc_setup_6.1.1.02_32858.msi /qn SIGNALPROTOCOL="0"
```

```
ENABLECLICKTODIALIE="1" ENABLECLICKTODIALFF="1" ENABLEOUTLOOKADDIN="1"
```

Where:

Parameter Name	Default value	Allowed Values	Notes
ENABLECLICKTODIALIE	1	0 or 1	Set to '1' to enable click-to-dial for Internet Explorer or '0' otherwise.
ENABLECLICKTODIALFF	1	0 or 1	Set to '1' to enable click-to-dial for Mozilla Firefox or '0' otherwise.
ENABLEOUTLOOKADDIN	1	0 or 1	Set to '1' to enable outlook integration for Avaya one-X Communicator or '0' otherwise.
SIGNALPROTOCOL	0	0 or 1	Set '1' for H323 protocol and '0' for

			SIP protocol.
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If you don't specify any of the above-mentioned command-line parameters, their default value will be used. Again, it is strictly advised to use Setup.exe for installation.

7. **Known System Interactions after installing or using Avaya one-X® Communicator 6.1 SP2**

- Avaya one-X® Communicator Release 6.1 SP2 requires the most up-to-date video driver version for your system. If your video driver is not current, you may experience system blue screen freezes, or system lockups caused by interactions between outdated video drivers and recent installed operating system patches.
- Launching Avaya one-X Communicator on a Windows XP Professional SP3 system may enable the WPFFontCache service that could take upto 50% of the CPU. To prevent this, disable the WPFFontCache service.
- Terminal Services and RDP are not supported. When using one-X Communicator over an RDP connection, audio and video devices may not be available, listed with correct names or not working properly, depending on specific machine configuration.

8. **Known Issues in Avaya one-X® Communicator 6.1 SP2 Build**

It is not possible to list all the known issues here. The list below is categorized and identifies the most critical and major issues and/or issues that users are most likely to see.

Installation/Upgrade and Login/Registration:

- Login fails, when user upgrades from R5.2 (SIP standalone desk phone mode) to R6.1 SP1 build with auto login.
- SIP/H.323 standalone: Upgrade successful but login failed from R6.1 SP1 GA/Patch-1/Patch-2 to R6.1 SP2 build (and extension password field displays only one "*" character in the Telephony window).
- SIP: Setup wizard window displays with the login mode of one-X Communicator (1XC) after successful upgrade (.msi) from R6.0 to R6.1 SP2.
- Setup wizard and Login wizard displays in same time.
- 1XC Hangs on Ungraceful Shutdown.

Telephony Conference:

- H.323 Standalone: A blank call appearance is displayed with naming as 'Conference no. ' in the call log when user ends an un-parked conference call.
- For SIP conference to work as expected, on Communication Manager, in the signal group "Initial IP-IP Direct Media?" should be set to "n".

With Client Enablement Services(CES):

- SAC button is not changing to ON/OFF when user changes the "Block all calls" as ON/OFF.
- Auto answer does not work for H.323 station which is configured for one-X Client Enablement Services (1XCES) integration.

- "Allow VIP" calls works only when contacts are added as VIP from Call Logs. (i.e, make an outgoing or have a incoming call for the contact to be marked as VIP, from call log, right click and select add to contacts, check the Favorite and VIP and click on OK).
- Login into one-X Communicator (1XC) with and without one-X Client Enablement Services will not be successful if login name is created with spaces.

Presence& IM:

- Warning message, "Connectivity with PS is lost, one-X Communicator (1XC) will retry to connect to PS when available" is not displayed when Presence server is down.
- Presence status does not sync correctly with all the Inbox Buttons (i.e. Contact/ Call Log/ Messages window).
- SIP: one-X Communicator (1XC) 6.1 only supports an IP address for Avaya Aura Presence Services.
- Inconsistency in one-X Communicator (1XC) to show OCS presence.
- With One-X Client Enablement Services (1XCES) self presence automatically changes from "Online" to "Invisible" and vice verse.
- H.323 users should configure the Public directory for Presence to work properly.
- Presence and IM works for LDAP contacts only.
- Published Presence Note set via iPhone Application does not clear note from Presence Server when it is deleted.
- Presence status shown as "Available" to all users even if client is not logged in and his hard phone is also not registered.
- Presence Status is changing to "Busy" from "Available" for next appropriate attempts even after "Auto-Update" marked as an "OFF" on Availability page

Contact Management:

- Favorite Contacts removed from Favorite, is still displaying under Favorites.
- H.323 standalone: Error message is not proper when user imports contacts i.e. single contact file contains multiple contacts (if import contacts matches with the contacts present in one-X Communicator (1XC)).
- Add Contact Error may occasionally be seen when adding contacts with 1XCES integration.
- When configuring Public Directory, duplicate contacts may appear. An icon is provided to help identify the source of the search result.
- Inconsistent contacts on 1XC – 1XCES integration when contacts added through other SIP Device (9640)

Video:

- Very slow video after fail over from CM/SM to LSP/BSM (video not supported in fail-over scenarios).
- Very low transmit FPS for a HD video call (poor video quality) between one-X Communicator (1XC) H323 and Polycom HDX.
- one-X Communicator zeroes out video port for video media renegotiation with H263-1998 video codec alone. one-X Communicator (1XC) sends random CIF video.
- Unpleasant video artifacts at HDX for video calls between one-X Communicator (1XC) and Polycom HDX.

- CM MR (defsw112288 -Video doesn't negotiate from second call appearance, audio only call between the endpoints.
- one-X Communicator (1XC) Video Statistics Incorrect.
- (Presence): "Video Channel Presence" does not update to Available even if the added contact is Video Enabled.
- one-X Communicator (1XC) SIP / Spark does not respond with 4xx message when malformed INVITE / INVITE with garbage values is received (Error handling shortcomings).

Call Handling:

- SIP users cannot Park/Unpark a call using the Feature Access Code (FAC), whereas it works fine with SIP Hardphone.

Inter-op between one-X Communicator and one-X Mobile:

- Inter-op issue: one-X Communicator (1XC) contacts do not show up on one-X Communicator (1XC) after same contacts added to one-X Mobile (1XM) client.
- Inter-op: SIP: When Deskphone is set to silent ring from the one-X Mobile the one-X Communicator (1XC) does not alert for incoming calls.
- one-X Communicator (1XC) –one-X Mobile(1XM) inter-op (1XCES): Delete Call Logs from one-X Communicator (1XC) client does not sync with one-X Mobile(1XM) client.
- Presence not consistently displayed. When contact added via one-X Communicator (1xC), Presence is not displayed on one-X mobile (1xM). When added via one-X Mobile (1xM), Presence is not displayed on one-X Communicator (1xC).
- Presence availability for contacts on iPhone are not always consistent with those displayed on the Deskphone or one-X Communicator (1xC).
- For same user logged into one-X Communicator (1xC) and one-X Mobile (1xM), availability options are displayed differently.
- Status Message set on 1XMobile is not relayed to other clients. E.g if one-X Mobile (1xM) account is set with status message as "Testing Presence" this is not visible on one-X Communicator (1xC) account as well as other contacts who have subscribed to Presence. Also if i set the status message on one-X Communicator (1xC) , it does not get relayed to 1XMobile.

Dialing Rules:

- Changes made to "Extension Length for internal extension calls" are reflected only after exit and re-login back to one-X Communicator.

Outlook:

- Outlook search fails when a Alpha-numeric contact is searched.

Messaging:

- Messaging and Conference window does not display any error message and save successfully, when user changes "Display Name" as invalid characters (e.g. blank characters only).

- Messaging Help window is not opening when the language option is set "other than English" in the preference window.
- Seek bar and the length of the voice message are not displaying for any Visual Voice Mail.

Bridge Conferencing:

- Single button click should work with Bridge Conferencing feature (only double click works).
- For one-X Client Enablement Services (1XCES) user:- Name and number field of Bridge conference window is not displaying.
- SIP: In "Other Phone "mode, user cannot join the Bridge by dialing Moderator/Participant code from the UI.