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Chapter 1: Introduction

This document provides a brief description of operational considerations for Avaya Agile Communication Environment™ Release 3.0.

Avaya ACE documentation overview

Before you use Avaya ACE, be familiar with the following documentation resources.

Avaya ACE documentation

These documents provide information on Avaya ACE fundamentals and planning, ordering ACE software, as well as ACE installation and administration. The documents also contain information on Avaya and third-party system solution integration, Web service application programming interfaces (APIs), security, fault and performance management, and troubleshooting. You can also find information on core applications or APIs delivered with the base software like Message Drop and Blast API.

Avaya ACE application documentation

The application documentation includes information on the planning, installing, administration, and use of the Application Integration Engine (AIE) platform and the applications AIE hosts. The documentation also includes Microsoft and IBM desktop integration solutions, and other prepackaged Avaya ACE applications.

Avaya ACE Release Notes

Avaya ACE release notes describe operational considerations for a specific release of Avaya ACE. You can download this document from <https://support.avaya.com>. You must carefully review the release notes for the Avaya ACE release you support before a software install or upgrade. In addition, this document is a helpful reference for the support and use of Avaya ACE.

Obtaining documents

- Avaya ACE documentation is available on the Avaya support Website at <https://support.avaya.com>.
- Avaya ACE documentation is available on:
 - the **Avaya ACE Server** disk
 - the Avaya ACE GUI **Help** menu

- the Avaya ACE server under the Linux folder `/opt/avaya/ace/doc/NTP` .
- Avaya ACE application documentation is available on:
 - the **Avaya ACE Applications** disk
 - the AIE GUI **Help** menu (for applications hosted through the AIE)

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Avaya Mentor videos

Avaya Mentor is an Avaya-run channel on YouTube that includes technical content on how to install, configure, and troubleshoot Avaya products.

Go to <http://www.youtube.com/AvayaMentor> and perform one of the following actions:

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

Chapter 2: Software load lineup

The following DVDs are provided with Avaya Agile Communication Environment™:

- Red Hat Enterprise Linux 5.4
- Avaya ACE™ Software 3.0.4
- IBM WebSphere 7.0.0.17-64-V1
- Avaya ACE Applications 3.0.3
- Avaya Media Server 7.0.0.623

Chapter 3: Compatibility matrix

Avaya ACE™ Release 3.0.4 supports the following components:

Supported Avaya Aura® components

Avaya ACE supports Avaya Aura® 5.2.1 and 6.1 communications platforms.

Each component service pack and patch level must be at the listed value or higher.

The following functionality introduced in Avaya ACE Release 3.0.x is supported only with the Avaya Aura® 6.1 load lineup.

- Avaya ACE support for Application Enablement Services (AE Services) in high availability deployment. Avaya Aura® 5.2.1 load lineup supports AE Services only in a standalone deployment.
- An Avaya Aura® SIP service provider that connects to multiple Avaya Session Managers. If Avaya ACE is connected to an Avaya Aura® 5.2.1 baseline load lineup, you can configure only a single Session Manager against an Avaya Aura® SIP service provider.
- Support for Avaya 96xx clients and Avaya one-X® Communicator clients.

Table 1: Avaya Aura® 6.1 baseline load lineup

Component	Supported version
Branch Gateway G450	31.18.1
Avaya Aura® Communication Manager  Note: Foundation Toolkit is supported only on Communication Manager Release 6.0.1 or later.	6.0.1 with SP2 (00.1.510.1-18860)
Avaya Aura® Session Manager	6.1 SP1 (6.1.1.0.611023)
Avaya Aura® System Manager	6.1 SP 1.1 (6.1.0.0.7345)
Application Enablement Services	6.1 SP2 (6.1.0.20)

Table 2: Avaya Aura® 5.2.1 baseline load lineup

Component	Supported version
Branch Gateway G450	30.18.1
Avaya Aura® Communication Manager	5.2.1 SP8 (02.1.016.4-18855)

Component	Supported version
Avaya Aura® Session Manager	5.2 SP3 (asm-5.2.3.0.523013)
Avaya Aura® System Manager Avaya Aura® System Manager on System Platform	5.2 SP2 1.1.1 (patch 1.1.1.97.2)
Application Enablement Services Application Enablement Services on System Platform	5.2.3 SP1 1.1.1 (patch 1.1.1.97.2)

Supported Non Avaya Aura® components

For Avaya Communication Server 1000 integration with Avaya ACE, use the most current Avaya Communication Server 1000 DEPLIST plus the following patches.

Component	Supported version
Avaya Communication Server 1000 with Network Routing Service (NRS)	Release 7.0 with the following patch: SU nortel-cs1000-vtrk-7.00.20.10-30 — wi00873332 — One way speech when using SIP REFER.
Avaya Communication Server 1000 with Avaya Aura® Session Manager	Release 7.5 with the following patches: • SU cs1000-vtrk-7.50.17.16-23 - wi00891630 — One way speech when using SIP REFER - wi00909509 — No speech path after multiple deflectCall and then 302 Response. • MPLR31340 - wi00875904 — Called Device in Event Notifications uses indeterminate uri format. - wii00875881 — Two Clear Connection Events reported on CTI interface for every call clear. - wi00909496 — Hanging up one party in conference sends clearConnection events for all parties.
Avaya Communication Server 2000	Release SN10 or later software In addition, the following configuration requirements must be met: • SS7 Links between the CS 2000 and ISSG • AIN Software Optionality Control (SOC) Options • AIN Subsystem and Triggers associated with the ACE server

Component	Supported version
	• CS 2000 lines with TERMATT and OFFHKDEL AIN Triggers • SST support of Avaya ACE over SIP for Third-Party Call Control (v2)
Avaya Communication Server 2100	Release SE 13 or later software
Avaya NES Contact Center  Note: Ensure that the CS 1000 system interacts with Avaya ACE.	Release 6.0 or later
Cisco Unified Communications Manager  Note: Avaya ACE communicates with the Cisco Unified Communications Manager using SIP, JTAPI, and AXL.	Release 6.0 or later
Tandberg VCS  Note: Avaya ACE communicates with Tandberg through SIP.	Release 2.0 or later software. To support presence subscriptions, use Tandberg VCS Release 3.0 software.
IBM Lotus Sametime	Release 8.5.1 and Release 8.5.2. To ensure full integration of Avaya and IBM features, the IBM Lotus Sametime Connect 8.5.1 client requires Sametime Connect client 8.5.1.1 FP1 or later. For more information, see Supported IBM Lotus Sametime load line up on page 15

Supported IBM Lotus Sametime load line up

Avaya ACE supports integration of telephony services and applications with the following end-user client software and server software.

Table 3: Versions supported by Avaya ACE

End-user client software			Server software	
Type	Lotus Notes client version	Sametime client version	Domino version	Sametime version
Notes-embedded	8.5.1	8.5.1	8.5.1	8.5.1
	8.5.1	8.5.1	8.5.2	8.5.1
	8.5.2	8.5.1	8.5.2	8.5.1
	8.5.2	8.5.2	8.5.2	8.5.2
Sametime stand-alone	N/A	8.5.1	8.5.1	8.5.1
	N/A	8.5.1	8.5.2	8.5.1
	N/A	8.5.2	8.5.2	8.5.2

The following table provides additional details about Avaya ACE support for IBM Sametime.

Table 4: Avaya ACE support for IBM Sametime

Server/client	IBM Lotus Sametime version 8.5.1 and 8.5.2
Sametime server	8.5.1 and 8.5.2 on: • Windows Server 2003, 32-bit, Service Pack 2 • Windows Server 2008, 64-bit, Service Pack 2
Domino server	8.5.1 FP4 and 8.5.2
Sametime Connect Client	• Lotus Sametime Connect stand-alone client version 8.5.2 • Lotus Notes embedded Sametime Connect client version 8.5.2 • Lotus Sametime Connect stand-alone client version 8.5.1 with required Fix Pack. • Lotus Notes embedded Sametime Connect client version 8.5.1 with required Fix pack. For the Fix Pack (FP) version information, see <i>Avaya Agile Communication Environment™ Release Notes</i> (NN10850–019).
Sametime System Console	• DB2 8.5.1 FP1 and 8.5.2 • System Console 8.5.1 FP1 and 8.5.2

 Note:

The Sametime System Console is an optional component for Avaya ACE Sametime integration.

Chapter 4: Supported upgrade paths

Avaya Agile Communication Environment™ Release 3.0.4 supports the following upgrade paths:

- Avaya ACE Release 3.0.0 to 3.0.4
- Avaya ACE Release 3.0.2 to 3.0.4

Note:

Avaya ACE Release 3.0.x does not support automated rollback using the `rollback.sh` script. Use backup and restore procedures instead. For more information on backup and restore, see *Avaya Agile Communication Environment™ Planning and Installation Guide* (NN10850–004).

Reinstalling Avaya ACE Release 3.0.4 after upgrading to Release 3.0.4 from Release 3.0.x

Perform the following steps:

1. Uninstall Avaya ACE Release 3.0.4
2. Run `cleanSys.sh` to clean up your system
3. Install Avaya ACE Release 3.0.4

For more information on these procedures, see *Avaya Agile Communication Environment™ Planning and Installation* (NN10850–004).

Upgrading from Avaya ACE Release 2.3.x

To upgrade from Avaya ACE Release 2.3.x, you must follow a two step process:

1. Upgrade from Avaya ACE Release 2.3.x to Avaya ACE Release 3.0.2
2. Upgrade from Avaya ACE Release 3.0.2 to Avaya ACE Release 3.0.4

Chapter 5: Issues resolved in ACE Release 3.0.4

The following issues are resolved in Release 3.0.4:

Installation and deployment

New number	Old number	Description
ACE-3509	ACECORE-12258	Nodeproxy server jar wrongly included in the ACE EAR.
ACE-4974	ACECORE-9211	After uninstalling ACE, the ACE software cannot be reinstalled
ACE-4999	ACECORE-9673	Avaya ACE support for PLDS and WebLM licences must be documented.
ACE-5273	ACECORE-8324	MOSFET security scan warning: unsafe file mode seen in root crontab
ACE-5894	ACECORE-7000	Cluster Suite does not failover when power removed from active host
ACE-5944	ACECORE-7855	An upgrade after the rollback fails because of mysql upversioning
ACE-11446		aceadmin.sh disable script fails on some Avaya ACE 3.0.2 servers

System platform

New number	Old number	Description
ACE-5151	ACECORE-10115	ACE on System Platform document missing predefined user IDs and passwords

Provisioning

New number	Old number	Description
ACE-4772	ACECORE-10435	AS 5300 not a supported service provider in ACE Release 3.0
ACE-7668	ACECORE-4740	Limitations on Third Party Call (v2) and Third Party Call (v3) operations when configuring a service provider for SIP REFER or Media Server

Avaya ACE GUI and OAMP

New number	Old number	Description
ACE-5638	ACECORE-7228	Database not synchronized alarm raised although the databases are synchronized
ACE-11646	ACECORE-12822	Switchover under high traffic with lots of providers fails

New number	Old number	Description
ACE-11693	ACECORE-12210	After 3.0.0 to 3.0.2 ACE upgrade, the <i>aceBKUPuser</i> password in the Mysql database is using the 3.0.0 value and not the 3.0.2 stored in <code>/opt/avaya/ace-3.0.2/cfg/AceAdminConfig</code>
ACE-1	ACECORE-13401	Avaya ACE does not restart in HA when Host A is powered off
ACE-11490	ACECORE-12030	3.0.0 to 3.0.2 upgrade does not carry forward KRS licenses
ACE-11485	ACECORE-11944	OAMP page for MessageDB service configuration does not work on IE prior to IE9

Third party call

New number	Old number	Description
ACE-4236	ACECORE-12645	SGM TR/87 does not properly refresh session, resulting in dialog termination
ACE-5869	ACECORE-7654	Subsequent makeCall or makeCallSession requests to a calling party with identical user and host does not recognize changes to password, port, parameter, or header until ACE or service provider is restarted
ACE-6132	ACECORE-7117	EndCall on held call causes exception
ACE-11744	ACECORE-11319	Thread timeout with NES contact center provider

New number	Old number	Description
		causing system wide call failures
ACE-11653	ACECORE-13442	Call drops during a makeCallSession involving multiple CS 1000 providers, CFNA, and AAM.
ACE-12258	None	Incorrect <i>callParticipant</i> state in the response to a getCallSessionInformation operation.
ACE-12266	None	ACE is unable to answer call when there is more than one call on a device.

Third party call extensions

New number	Old number	Description
ACE-6366	ACECORE-8117	Third Party Call Extensions service metrics are pegged against Third Party Call (v2) service metrics
ACE-4071	ACECORE-13395	Avaya ACE is unable to answer call when there is more than one call on a device.

Presence

New number	Old number	Description
ACE-11615	None	SIP presence not recovering after trunk reset on Cisco Unified CM service provider

Call forwarding

New number	Old number	Description
ACE-5124	ACECORE-10378	Answer notification lists wrong party as Called in a network initiated call resolving to a call forwarded number
ACE-6517	ACECORE-6738	Cannot clear call forwarding errors remotely

Call notification

New number	Old number	Description
ACE-5977	ACECORE-8152	ACE sends Disconnect notification to listener when Busy on a call
ACE-5	ACECORE-13156	Service audit fails to move the Call Notification subscription

Foundation toolkit

New number	Old number	Description
ACE-4585	ACECORE-8743	Client application registrations and subscriptions not automatically renewed after two consecutive failures
ACE-5230	ACECORE-10348	Virtual Endpoint Service DialogTerminationCaus

New number	Old number	Description
		es are incorrect in some circumstances
ACE-5474	ACECORE-7484	Subsequent requests lost when the Session Manager TLS port is 5061
ACE-5681	ACECORE-7491	Foundation Toolkit does not send a 408 Request Timeout response
ACE-5939	ACECORE-7482	VES create dialog method does not throw exception for invalid URI
ACE-6032	ACECORE-7489	The Media Service generateDtmf() method throws <code>UnsupportedOperationException</code>

Avaya Aura[®] service provider

New number	Old number	Description
ACE-3671	ACECORE-11847	Upgrade to Avaya ACE Release 3.0.2 does not preserve certificates
ACE-4763	ACECORE-9461	Application Enablement Services TR/87 provider fails to come in service after certificate error is fixed
ACE-5888	ACECORE-7431	Limitations on Third Party Call (v2) operations when configuring an Avaya Aura [®] service provider for SIP REFER
ACE-6039	ACECORE-7769	Communication between Avaya ACE and AE Services fails after switchover or restart of AE Services

New number	Old number	Description
ACE-6386	ACECORE-7219	AE Services and Avaya ACEsporadically lose connectivity

CS1000 service provider

New number	Old number	Description
ACE-4900	ACECORE-10695	CS 1000 Release 6.0 software stream is now end of life and is no longer supported
ACE-4932	ACECORE-10283	Requirement for ACE integration with Avaya Communication Server 1000CS 1000 using Avaya Aura [®] Session Manager not documented
ACE-7865	ACECORE-4491	Calling party does not hear busy or invalid-number tones during <code>makeCall</code> or <code>makeCallSession</code> using Third Party Call (v3) over SIP
ACE-8213	ACECORE-4262	The <code>getCallForwarding</code> WSDL operation returns truncated CS 1000 phone numbers after Avaya ACE restart

Avaya ACE Cisco Unified Communications Manager service provider

New number	Old number	Description
ACE-249	ACECORE-7228	Cisco Unified Communications Manager

New number	Old number	Description
		JTAPI adapter does not use partition name to find address
ACE-11539	ACECORE-12822	3.0.0 to 3.0.2 upgrade does not carry forward the jtapi jar

Turret service provider

New number	Old number	Description
ACE-6773	ACECORE-6655	No provider Out-Of-Service alarm for Turret Provider configured with wrong IP

Desktop Communication Enablement

New number	Old number	Description
ACEAPPS-4739	AIE-3836	Allow the initial SFDC login URL to be configurable for enterprises with SSO integration

Microsoft integration

New number	Old number	Description
MSI-370	ACEOCS-3630	Conference leader cannot use the Dialpad in a conference with more than four parties involved

New number	Old number	Description
MSI-436	ACEOCS-3585	Additional configuration steps required when deploying Communicator Add-in with Internet Explorer 6 or 7
MSI-548	ACEOCS-3566	Call servers added to the Server List must be applicable to the extension
MSI-614	ACEOCS-3458	Network diagrams in Microsoft Lync Integration and Microsoft Office Communicator Add-in Fundamentals
MSI-616	ACEOCS-3648	Lync Integration fails to launch when user extension is not a subset of E164 number, and <code>dialingRules.xml</code> is not deployed
MSI-654	ACEOCS-3631	Conference leader is unable to end a conference with more than four parties involved
MSI-706	ACEOCS-3600	Call control vanishes when dialing extension from search window instead of open conversation window

Chapter 6: Capacity and traffic considerations

Capacity model considerations

Determining the Avaya ACE system capacity model is based on the following:

- Number of devices that will be integrated with Avaya ACE for each user (for example, telephone, video device, soft clients)
- Number of users integrated with Avaya ACE
- What the users are doing which would require Avaya ACE resources
- How often they are doing it
- Capacity of the communication network

Actual traffic rates may vary depending on the type of hardware and operating system Avaya ACE is installed on, network conditions and other non-ACE related applications running on the Avaya ACE server. A typical Avaya ACE deployment with 15000 Avaya ACE users using ThirdPartyCall (v2), Presence and Call Notification (v2.3) with a 2-3 minute call duration can expect their traffic capacity to fall in the 6-15 calls per second range. Each Avaya ACE deployment should work with Avaya Professional Services (APS) to have an architect identify the addressable capacity for the deployment.

The following is an example of an Avaya ACE deployment integrating with IBM Lotus Sametime:

- Each user has an ACE-enabled desktop phone, a video phone and a IBM Lotus Sametime client.
- There are 15,000 users with hundreds of buddies in their buddy list.
- Each user will be using ThirdPartyCall (v2), Presence and Call Notification (v3.2) when making calls.
- Each user makes approximately 3-4 calls per hour with average call duration of 3 minutes.

The capacity of this type of deployment is 18 calls per second using a non-federated Avaya ACE deployment model or 12 calls per second using a federated Avaya ACE deployment model with a minimum of three IBM Lotus Sametime servers per region.

Avaya ACE capacity considerations

Avaya ACE can support a maximum of 45,000 SIP subscriptions (these are consumed by either SIP SUBSCRIBE or SIP REFER transactions) and 30,000 SIP call legs (these are consumed by SIP INVITE transactions and released by SIP BYE transactions). These limitations are used to determine how many SIP/TR87 contacts an Avaya ACE user can have and how many concurrent SIP calls can be made.

Avaya ACE deployed on System Platform capacity considerations

When deploying ACE on System Platform, for any service where sessions are connected via the Avaya Media Server (Third Party Call (v3), Audio Call, Message Drop and Message Blast) there can only be a maximum of 100 active end points at any given time. For all other cases, ACE on System Platform supports a maximum of 5000 users with a call rate of 6 calls per second.

Avaya ACE Foundation Toolkit capacity considerations

Foundation Toolkit only supports explicit sequenced applications. Call flows using implicit sequenced applications are not supported.

Avaya ACE Service Provider capacity considerations

SIP B2BUA

The maximum verified sustainable rate of Avaya ACE-initiated SIP B2BUA calls is 18 calls per second with 15,000 Avaya ACE users using the ThirdPartyCall (v2) web service or ThirdPartyCall (v3) web service with sufficient media server capacity and an average call duration of 3 minutes.

TR87 (CTI)

The maximum verified sustainable rate of Avaya ACE-initiated TR87 (CTI) calls is 18 calls per second with 15,000 Avaya ACE users using ThirdPartyCall (v2), Presence and Call Notification (v3.2 or v3.8) web services and an average call duration of 3 minutes.

JTAPI

The maximum verified sustainable rate of Avaya ACE-initiated calls is 6 calls per second on JTAPI (all service providers combined) per Avaya ACE server with 5000 Avaya ACE users

using Third Party Call (v2) and Third Party Call extensions (v2) web services and an average call duration of 3 minutes.

Cisco Unified Communication Manager using AXL

The maximum verified sustainable rate on Cisco Unified Communication Manager using AXL is 32 Call Forwarding operations per second distributed across 15,000 endpoints. AXL traffic consists of a Set Call Forward and Get Call Forward operation, where each of these operations is run at a rate of 16/sec, for a total of 32 AXL operations per second.

Avaya NES Contact Center

The maximum verified sustainable rate of Avaya ACE-initiated calls is 3 calls per second on the Avaya NES Contact Center using Third Party Call (v2), Call History and Call Notification (v3.8) web services using 5000 Avaya ACE-users with average call duration of 3 minutes.

Avaya ACE Application capacity considerations

IBM Lotus Sametime

- A maximum of 5000 IBM Lotus Sametime Avaya ACE users may be simultaneously logged in to a IBM Lotus Sametime server. Multiple Sametime servers can connect to ACE, but they must be clustered in the same community.
- The maximum verified sustainable rate of Avaya ACE-initiated calls is 6 calls per second per IBM Lotus Sametime server using ThirdPartyCall (v2), Presence and CallNotification (v2.3) with an average call duration of 3 minutes.

Microsoft Office Communications Server

Avaya ACE Service Agent

- The maximum verified sustainable rate of Avaya ACE-initiated calls is 6 calls per second per Office Communications Server with 5000 Avaya ACE users using Remote Call Control (Third Party Call (v2) and Third Party Call Extensions (v2)) and Extended Presence.
- The Avaya ACE Server Agent (ASA) can only be connected to a single Office Communications Server instance or pool.
- The ASA can connect to a single Avaya ACE instance.
- Avaya ACE can support multiple ASA instances.

Microsoft Communicator Add-in/ Microsoft Lync

- The maximum verified sustainable rate of Avaya ACE-initiated calls is 6 calls per second per Office Communications Server with 5000 Avaya ACE Communicator Add-in users using AIE Restful Session Control Service. AIE Restful Session Control uses Third Party Call (v2), Third Party Call Extensions (v2) and Call Forwarding.
- The AIE Restful Session Control can connect to a single Avaya ACE instance.
- Avaya ACE can support a single AIE Restful Session Control instance.

Hot Desking

The maximum verified sustainable rate of a single Hot Desking deployment is one Hot Desking wizard invocation per second where one Hot Desk wizard invocation involves:

- 1 ThirdPartyCall (v2) call notification invocations per second to Avaya ACE.
- 2 Call notification invocations per second to Avaya ACE
- 4 User Profile invocations per second to Avaya ACE
- 4 Call Forwarding invocations per second to Avaya ACE.
- 2 Call Notification invocation per second to Avaya ACE.

Mobile Cost Optimizer

- The maximum verified sustainable rate for a single Mobile Cost Optimizer (MCO) deployment is 15 ThirdPartyCall MCO requests per second to Avaya ACE.
- The maximum verified sustainable rate for a mixed MCO and Hot Desk deployment is one Hot Desking wizard invocation per second and one MCO request per second where one Hot Desk wizard invocation involves:
 - 1 ThirdPartyCall (v2) call notification invocations per second to Avaya ACE
 - 2 Call notification invocations per second to Avaya ACE
 - 4 User Profile invocations per second to Avaya ACE
 - 4 Call Forwarding invocations per second to Avaya ACE
 - 2 Call Notification invocation per second to Avaya ACE
- The maximum verified sustainable rate for a mixed MCO and Hot Desk and Event Response Manager (ERM) deployment is 0.6 Hot Desking wizard invocations per second and 0.6 MCO requests per second and 1 ERM request per minute.

Message Drop Blast

The Message Blast traffic rate is 1 call per second, with a maximum of 180 concurrent blast participants and a call duration of 3 minutes.

Click-to-Dial with Message Drop and Message Drop & Leave:

- 4 Click-to-Dials per second, where 0.5 calls per second is a Message Drop, 1.5 calls per second is a Message Drop & Leave and the call duration is 2.5 minutes.
- The traffic mixture for this model is:
 - CS 1000 Click-to-Dial: 1 call per second, where 0.25 calls per second is a Message Drop and 0.25 calls per second is a Message Drop & Leave.
 - Avaya Aura Click-to-Dial: 1 call per second call, where 0.25 calls per second is a Message Drop and 0.25 calls per second is a Message Drop & Leave.
 - Turret Click-to-Dial: 2 calls per second, where 1.0 call per second is a Message Drop & Leave.

Chapter 7: Documentation considerations

The Avaya Agile Communication Environment™ software ships with the documentation available when the software is built. The following documents have been updated for the official ship date of Avaya ACE™ Release 3.0.

- *Avaya Agile Communication Environment™ Overview* (NN10850-001)
- *Avaya Agile Communication Environment™ Planning and Installation* (NN10850-004)
- *Avaya Agile Communication Environment™ Administration* (NN10850-005)
- *Avaya Agile Communication Environment™ Web Services* (NN10850-007)
- *Avaya Agile Communication Environment™ Administration — IBM Lotus Sametime Integration* (NN10850-011)
- *Avaya Agile Communication Environment™ Microsoft Lync Integration and Microsoft Office Communicator Add-in Fundamentals* (NN10850-014)
- *Avaya Agile Communication Environment™ Application Integration Engine Fundamentals* (NN10850-021)
- *Avaya Agile Communication Environment™ Communication Server 1000 Integration* (NN10850-023)
- *Avaya Agile Communication Environment™ Troubleshooting* (NN10850-026)
- *Avaya Agile Communication Environment™ Configurator for Desktop Communication Enablement* (NN10850-031)

The following document has been added:

- *Avaya Agile Communication Environment™ Documentation Roadmap* (NN10850-002)

Updated documents can be identified by the issue number on the front cover, located after the document number. The second number indicates how many times the document has been reissued within a software release. For example, the original document is labelled XX.01. The second issue is labelled XX.02.

Current documents can be obtained from the Avaya support site at <https://support.avaya.com>. You can download the entire ACE documentation suite zip file by selecting the **Documentation Library** link.

Chapter 8: Deployment considerations

This section contains information about known issues related to deploying Avaya Agile Communication Environment™ Release 3.0.4.

No upgrade documentation for upgrade from Release 3.0.2 to Release 3.0.4

It is not obvious to me how to upgrade from ACE 3.0.2 to ACE 3.0.4.

Tracking number

ACE-12363

Impact

The user will not be able to upgrade from Avaya ACE 3.0.2 to Avaya ACE 3.0.4.

Workaround

The *Avaya Agile Communication Environment™ Planning and Installation Guide* has been updated with the correct procedure.

ACE does not come up in HA configuration with Host A powered off

Description

On a HA ACE 3.0.4 deployment, when Host A is powered off, failover to Host B does not happen successfully. ACE on Host B does not come up and all ACE services are down.

Tracking number

ACE-1

Impact

On HA ACE deployment, when Host A is powered off, Host B does not come up hence bringing the whole ACE service down.

Workaround

1. Remove the IP rules and IP routes configured on both Host A and Host B servers by executing the following steps:

- With reboot

- i. Comment out the following lines from `/etc/rc.local` by inserting a pound sign, `#`, in the beginning of each line.

```
ip route add 0.0.0.0/0 via <HA-VLAN_gateway> table 1
ip rule add from <HA-VLAN_static_IP> pref 501 table 1
ip route add 0.0.0.0/0 via <ACE-VLAN_gateway> table 2
ip rule add from <ACE-VLAN_static_IP> pref 502 table 2
ip rule add from <ACE-VLAN_floating_IP> pref 502 table 2
```

- ii. Reboot both ACE servers after commenting out the above lines.

- Without reboot

If you do not want to reboot the servers then you can remove the IP rules/ routes by executing the following steps:

- i. Delete the IP rules IP routes one by one by executing the following commands on both Host A & Host B:

```
ip route del 0.0.0.0/0 via <HA-VLAN_gateway> table 1
ip rule del from <HA-VLAN_static_IP> pref 501 table 1
ip route del 0.0.0.0/0 via <ACE-VLAN_gateway> table 2
ip rule del from <ACE-VLAN_static_IP> pref 502 table 2
ip rule del from <ACE-VLAN_floating_IP> pref 502 table 2
```

- ii. Comment out the lines in the `/etc/rc.local` file on both Host A and Host B servers as mentioned above so that the rules are not applied on the next restart of the server.

2. Ensure that `<ACE-VLAN_gateway>` is configured as the default gateway on both Host A and Host B.

To see the default gateway setting, At the prompt, enter:

```
ip route show
```

On running the command you will see an entry as shown below:

```
default via <gateway_IP> dev <interface>
```

- `<gateway_IP>` is set to `<ACE-VLAN_gateway>`, if `<ACE-VLAN_gateway>` is configured as the default gateway.
- Perform the following steps to configure `<ACE-VLAN_gateway>` as the default gateway, if `<ACE-VLAN_gateway>` is not configured as the default gateway:
 - i. Open the file `/etc/sysconfig/network` in an editor.
 - ii. Set `GATEWAY` to `<ACE-VLAN_gateway>`.
 - iii. Reboot the servers for this change to take effect.

Exceptions related to database seen in Host B logs when Host A not reachable

Description

After an upgrade of HA ACE 3.0.2 to ACE 3.0.4, exceptions related to MySQL are found in HostB logs when HostA is powered off or not reachable.

Tracking Number

ACE-12416

Impact:

Exceptions in logs related to MySQL data store connectivity on HostB of ACE HA server.

Workaround:

Perform the following steps to change the data store configuration of ACE HA server:

1. Log in to the Websphere console. Type: `http://HostA IP : 9043/admin`
2. From the navigation pane on the left side, click **Resources > JDBC > Data sources > ACE MySQL Datasource**.
3. In Additional properties, click **Custom properties > serverName**.
4. Delete the HostA and HostB IPs and type `localhost`.
5. Click **Apply**.
6. Click **Save** and reboot Host A for the changes to take effect.

Applying patch to prevent the Shellshock security threat

About this task

You must perform this task to prevent the security threat posed by Shellshock Bash injection.

Note:

You must apply this patch to both the standalone and high-available deployments. For high availability deployments, you must apply the patch to Node A and then to Node B.

Procedure

1. Download `ACEShellShockFix.tar.gz` from the PLDS website.

The ID is **ACE000000050**.

2. Login to the Agile Communication Environment™ terminal by using PUTTY or a similar software.
 3. Use the root credentials to login to the terminal.
 4. Go to `cd /opt/avaya`.
 5. Upload the Agile Communication Environment™ tar ball to `cd /opt/avaya`.
Use WinSCP or a similar client to upload the file.
 6. Run the `tar -xvf ACEShellShockFix.tar.gz` command.
 7. Go to `cd /opt/avaya/ACEShellShockFix`.
 8. Run the `./fixShellShock.sh` command.
-

Chapter 9: Federated Avaya ACE considerations

This section contains information about known issues related to Federated Avaya Agile Communication Environment™ (ACE).

Unpredictable behavior when two Avaya ACE servers provisioned with the same user ID are joined in a federation

When non-federated Avaya ACE servers with existing users are joined together in a federation, any duplicate user IDs between the servers are not detected.

Tracking number

ACECORE-3626

Impact

If two separate users each have the same user ID in different regions they may experience one or more of the following symptoms:

- When someone attempts to call one of the users, the call is routed to the wrong person.
- Presence status may reflect the status of the wrong person.

Workaround

Before joining Avaya ACE servers with existing users in a federation, ensure that all user IDs in all servers are unique between the servers. If any duplicates are found, change or remove these user IDs as appropriate before joining the servers together in a federation.

Chapter 10: Third Party Call considerations

This section contains information about known issues related to Avaya Agile Communication Environment™ (ACE) Third Party Call web service.

Third Party Call v2 and v3 does not currently support %20 (whitespace) for the called party/second participant in the URI for WSDL requests

For the called party in Third Party Call v2 and the second participant in Third Party Call v3, having a %20 (whitespace) in the URI will cause the URI to be recognized as invalid. For example:

```
<loc:calledParty>sip:steve@avaya.com?user=dave%20lee</loc:calledParty>
```

Tracking number

ACECORE-7030

Impact

Customers will currently be unable to have whitespace for called party in Third Party Call v2 and second participant in Third Party Call v3 in the URI for WSDL requests.

Workaround

No workaround at this time.

Chapter 11: Call Notification considerations

This section contains information about known issues related to Avaya Agile Communication Environment™ (ACE) Call Notifications web service.

Third Party Call Extensions (v2.0) related Call Notifications (v3.8) for interprovider calls have improper Called Party URI

Call Notifications Regarding TPCV2 Extension services (`ConsultCall`, `CallForward` and `SingleStepTransfer`) have HLOC prefixed to called party number and missing URI scheme (tel).

Tracking number

ACECORE-6295

Impact

For interprovider calls, `ConsultCall`, `CallForward` and `SingleStepTransfer` operations fail.

Workaround

Add Reverse Translation rule which removes HLOC and prefixes URI Scheme.

1. On the Avaya Avaya ACE GUI, under the **Configuration** menu, select **Service Providers**.
2. Select the service provider and then click **Rules**.
3. Select the **Reverse Transformation** check box and complete the required fields.

Call Notifications (v3.8) for interprovider calls will have calling party appended with “phone-context=dialstring”

When subscribing for notifications (DN based or callid based) using the default address direction Called, the calling party notifications have ";phone-context=dialstring" appended to the URI.

Tracking number

ACECORE-6294

Impact

Call Notification (v3.8) display contains extra characters.

Workaround

No workaround at this time.

Chapter 12: Message Drop and Message Blast considerations

This section contains information about known issues related to Avaya Agile Communication Environment™ (ACE) Message Drop and Message Blast web service.

Message Drop fails intermittently when both the originator and terminating lines are off the same CS 1000 PBX

When a CS 1000 line originates a click-to-dial call to another CS 1000 line off the same CS 1000 PBX, answers the call, and attempts to drop an announcement into the call by using the Message Drop application, the drop initially appears to be happening but then fails and no announcement is played.

Tracking number

ACECORE-4255

CS 1000 MR wi00617117

Impact

Message Drop fails and no announcement is played. This is an intermittent problem with the CS 1000 and is rarely encountered.

Workaround

A CS 1000 issue tracked by MR wi00617117.

Chapter 13: Avaya Aura® service provider considerations

This section contains information about known issues related to the Avaya Aura® service provider.

No busy treatment on calling party for SIP Refer using Avaya clients

Avaya clients do not play busy tone when a Third Party Call is established to a busy terminating line. This issue only affects Avaya service providers configured to use the "Invite;Answer;Refer" Make Call Sequence. Scenarios in which the terminating side of the call provides in-band busy treatment will also be unaffected.

Tracking number

ACECORE-4933

Impact

The problem manifests as follows:

- Third Party Call is initiated via the Avaya ACE between an Avaya client and a busy subscriber.
- The originating Avaya client rings and the originating user answers. Call immediately drops and the originating client's display goes to an idle state, with no destination busy notification presented to the user.
- Desired behavior is that the Avaya client should present busy treatment to the user, in the form of a busy tone and optionally a message on the Avaya client's screen.

Workaround

No workaround at this time.

Chapter 14: CS 1000 service provider considerations

This section contains information about known issues related to the Avaya Communication Server 1000 service provider.

No busy notification for a network initiated call to a monitored DN on a CS 1000 TR/87 provider

If a user makes a network initiated call to a monitored DN, the call fails to establish when the DN is busy. However, no Call Notification Busy event is sent to the application monitoring this DN. Instead, a disconnect event is sent when the call fails.

This issue only occurs on the CS 1000 TR/87 provider.

Tracking number

ACECORE-7681

Impact

The application does not receive the Busy event, and does not know why the call was terminated.

Workaround

No workaround at this time.

Chapter 15: Application Integration Engine considerations

This section contains information about known issues related to Avaya Agile Communication Environment™ (ACE) Application Integration Engine (AIE).

Resource configuration changes not picked up immediately

After making changes on the Resource Configuration page on the AIE, the changes are not picked up by the server until after a restart.

Tracking number

AA-2190

Impact

Unexpected results when making changes elsewhere in the network, such as user changes on ACE not being automatically synchronized to the AIE server.

Workaround

Follow the procedure "Restarting the AIE from the AIE GUI" in *Avaya Agile Communication Environment™ Application Integration Engine Fundamentals* (NN10850-021) to restart the AIE. It may take some time for changes to take effect. For example, changing the name of the group will not have any visible effect until the user synchronization audit runs.

AIE Fundamentals missing port planning information

Avaya Agile Communication Environment™ Application Integration Engine Fundamentals (NN10850-021) issue 05.01, available from the Release 3.0 Avaya ACE Applications disk and from the AIE GUI Help>Product Documentation menu, does not include a chapter with the information needed to plan AIE port usage.

Tracking number

AIE-3509

Impact

Customers may not be able to find AIE port planning information.

Workaround

Obtain *Avaya Agile Communication Environment™ Application Integration Engine Fundamentals* (NN10850-021) issue 05.02 from the Avaya Support website at <https://support.avaya.com>. This version of the document includes the Port usage chapter.

AIE database root user password restrictions

When installing AIE, you must set the AIE database root user password. The “!” character is not valid when setting this password. If you use the “!” character, the password will not work.

Tracking number

AIE-3646

Impact

If the root user password is set using the “!” character, you cannot log in using the password.

Workaround

Do not use the “!” character in the database password.

If you entered a password containing the “!” character during AIE installation, perform the following workaround to change the password.

Reset the AIE database password from the command line:

1. On the AIE machine, select **Run** from the Windows **Start** menu.
2. In the Run window, enter `services.msc`.
3. In the Services window, select **AIEMySql** and **Stop** the service.
4. Open two command prompt (DOS) windows.
5. In one window, enter the command:

```
\opt\avaya\third_party\mysql-enterprise-5.0.60-win32\bin\mysqld-nt.exe --skip-grant-tables
```

6. In the second window,

- a. enter the command:

```
\opt\avaya\third_party\mysql-enterprise-5.0.60-win32\bin\mysql
```

- b. At the mysql prompt, enter

```
UPDATE mysql.user SET Password=PASSWORD('NewPass') WHERE  
User='root';
```

where NewPass is the new password you want to assign.

c. Then enter the command:

```
FLUSH PRIVILEGES;
```

7. Reboot the AIE server.

8. Test the new password. Open a command prompt window and enter

```
\opt\avaya\third_party\mysql-enterprise-5.0.60-win32\bin\mysql -u  
root -pNewPass
```

If the log in is successful, you are presented with a mysql prompt.

Icons changes in Avaya ACE Configurator not documented in online help

In the Avaya ACE™ Configurator, The Lync Integration Settings icon is now a folder instead of a cog and the Reset settings to the initial state icon in the Lync Integration Settings window is now a pair of curved arrows. These updates are not documented in the online help.

Tracking number

AIE-3602

Impact

Users may be confused when reading the Configurator interface description in the online help.

Workaround

Use the new icons. The online help will be updated in a future release.

Chapter 16: IBM Lotus Sametime considerations

This section contains information about known issues related to IBM Lotus Sametime. This section contains the following categories:

- Avaya software issues
- IBM software issues

Avaya software issues

Users will be considered as non-Avaya ACE users if they have a duplicate IBM Lotus Sametime contact ID in their Avaya ACE user profile

If two Avaya ACE users have the same IBM Lotus Sametime contact ID, those two users will be considered as non-Avaya ACE users and will not be able to make calls or have telephony presence.

Tracking number

ACECORE-4096

Impact

All of the Avaya plug-ins will disappear.

Workaround

Refer to the telephony log to determine the two Avaya ACE users that have the same IBM Lotus Sametime contact ID and fix accordingly.

Existing call between User B and User C may be disconnected when ST user A disconnects using IBM Lotus Sametime Connect client

Under certain scenarios, an existing call between User B and User C may be disconnected when User A attempts to Call User B and disconnects using the IBM Lotus Sametime Connect client.

Scenario: (Note: All users are provisioned in Avaya ACE with CS 1000 as their primary telephone contact)

1. IBM Lotus Sametime User B and IBM Lotus Sametime User C are on a call.
2. IBM Lotus Sametime User A attempts to call User B using the IBM Lotus Sametime Connect client.
3. While the status on User A's IBM Lotus Sametime Connect client is in Connecting state, User A selects End Call from IBM Lotus Sametime Connect client.
4. Call between User B and User C is disconnected.

Tracking number

ACEST-650

Impact

The wrong call may be disconnected when a user selects End call while attempting to call a user who is on an existing call.

Workaround

No workaround at this time.

When calling party disconnects from Movi client before the called party answers, the call is not disconnected

When the calling party disconnects the video call from the Movi client before the called party answers the call, the calling party's call status window continues to show **Connecting** while the called party's Movi client continues to ring. When the called party answers the call, the call is disconnected immediately.

Tracking number

ACEST-901

Impact

Video call sent to the called party is disconnected immediately when answered.

Workaround

There is no workaround since this is the Movi client / VCS behavior.

Quick Phone Call and Quick Video Call are enabled on the right click menu in Call Status Window

While the user is on the call, from the Call Status window, Quick Phone Call and Quick Video Call are enabled on the right click menu. These menu items should be disabled for the called user that you are already on the call with.

Tracking number

ACEST-699

Impact

Calling to the user that you are already on the call with may get unexpected behaviors.

Workaround

Do not call the user that you are already on the call with.

Subscriber service cannot find ACE user match by IBM Lotus Sametime ID because of square brackets

Tracking number

ACECORE-6797

Impact

IBM Lotus Sametime plugins for presence will not work.

Workaround

No workaround at this time.

Delay in display of busy message for CS 1000

IBM Lotus Sametime provides a busy dialog when the called party is already on a call. When IBM Lotus Sametime is interoperating with the Avaya ACE server, this dialog will only show up if you maintain the call in busy state for about 10 seconds.

Tracking number

ACEST-626

Impact

The calling party will not have a visual alert to indicate that the called party is already on a call.

Workaround

The phone will give a busy auditory signal when the called party is already on a phone, and the called party does not have any features such as call forward, voice mail or a second line.

IBM software issues

The following issues are resident in IBM Lotus Sametime version 8.5.1 and 8.5.2 software and have been reported by Avaya to IBM. These issues are provided as a courtesy. If any of these issues impact you, contact IBM for the appropriate fix and the corresponding fix date.

8.5.1 client: The IBM call forward icon in the Call Status window does not work

After a call is connected, The IBM call forward icon in the Call Status window becomes visible. This feature is not supported by the Avaya TCSPI.

Note:

This issue only occurs on Sametime 8.5.1 clients. It has been fixed on 8.5.2 clients.

Tracking number

ACEST-946

IBM PMR# 66918,756,000

Impact

A user will think the call forwarding button is functional and try to forward an existing call to another IBM Lotus Sametime user. The operation will fail.

Workaround

Obtain and apply the IBM fix associated with PMR 66918,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

8.5.1 client: IBM click-to-call shows on right-click IBM Lotus Notes menu

When a user right-clicks on a user inside an IBM Lotus Notes application or the embedded IBM Lotus Sametime Connect client, the IBM click-to-call menu item appears as well as the Avaya Quick Phone Call and Quick Video Call menu items in the provided list. If the user wants to place a telephone call and selects the IBM menu item from that list, the Avaya ACE system

will not handle the call request. Instead, it will be processed by the IBM click to call mechanism.

 Note:

This issue only occurs on Sametime 8.5.1 clients. It has been fixed on 8.5.2 clients.

Tracking number

ACEST-706

IBM PMR# 65488,756,000

Impact

A user may assume that the Avaya Quick Telephone Call and the IBM click-to-call menu items are the same and may inadvertently by-pass using ACE to place their call.

Workaround

There are two possible workarounds:

- Always select the Avaya Quick Phone Call option to place a phone call.
- Obtain and apply the IBM fix associated with IBM PMR 65488,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

8.5.1 client: Dangling Call Status window when Call Terminated for logged-out IBM Lotus Sametime user

A call is successfully established between two IBM Lotus Sametime users. When the user logs out of the IBM Lotus Sametime client, the Call Status window remains but it does not reflect the actual call status anymore. When the user logs back in, the Call Status window does not control the actual call. The user cannot terminate the call from the Call Status window.

 Note:

This issue only occurs on Sametime 8.5.1 clients. It has been fixed on 8.5.2 clients.

Tracking number

ACEST-713

IBM PMR# 65479,756,000

IBM SPR# DKEN8A5KUK

Impact

Dangling Call Status window does not control or reflect the actual call status.

Workaround

There are two possible workarounds:

- Close the call status window when the user logs out, and control the call from the actual phone.
- Obtain and apply the IBM fix associated with PMR# 65479,756 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

IBM Lotus Sametime cannot retrieve the BCN for user whose name has special Turkish character

Use of comma (,) or some Turkish characters such as Ç, G, İ, I, Ö, S, Ü in IBM Lotus Sametime user's user name results in failure of the IBM Lotus Sametime system to correctly propagate the business phone number to all clients.

If the user logs into IBM Lotus Sametime Connect client, this user will not see the Office number from the user's Business Card. Other users will not be able to call this user if this user is a non-Avaya ACE user or an offline Avaya ACE user.

This issue happens on IBM Lotus Sametime server, Domino server, IBM Lotus Sametime Connect client 8.5.1.

Tracking number

ACEST-674

IBM PMR# 56887,756,000 (IBM SPR #GHEU7YJEC2)

ACEST-982

IBM PMR# 66739,756,000

Impact

Other user may not be able to make calls to this user in some scenarios.

Workaround

Obtain and apply the IBM fix associated with PMR 56887,756,000 (IBM SPR #GHEU7YJEC2) or PMR 66739,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hot fix version details will be provided in future Avaya ACE Release Notes.

IBM Lotus Sametime Business card number display on the IBM Lotus Sametime Connect client is inconsistent with TCSPi call back

From the Sametime sever, the business card number can be provisioned with any value (e.g: sip:user@domain.com, or 8999). If the business card is not provisioned with a phone number, the IBM TCSPi callback the value is hashcoded into a number. As a result, calls to the business card number (e.g: sip:user@domain.com) fail.

Tracking number

ACEST-681

IBM PMR# 55845,756,000

IBM SPR# CSPC84SPZN

Impact

Provisioning of the Business Card number to SIP URI is allowed, but the telephony feature does not support it properly, causing call to the user to fail.

Workaround

Obtain and apply the IBM fix associated with PMR 55845,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hot fix version details will be provided in future Avaya ACE Release Notes.

Display issues retrieving business card number for users with commas in user name

In order to correctly retrieve the business card number for users with commas in their user name, the attribute `UseUnformattedNotesNames` must be added to `UserInfoConfig.xml` on the Sametime server.

The procedure to do so is detailed in the following section of the Sametime 8.5.1 documentation: http://publib.boulder.ibm.com/infocenter/sametime/v8r5/index.jsp?topic=/com.ibm.help.sametime.v851.doc/admin/st_admin_buscard_configbizdomino_t.html.

While this resolves the issue previously tracked under PMR 56887,756,000 (SPR #GHEU7YJEC2), it exposes two issues for user names with commas:

- The name of the user is no longer displayed correctly in the Contacts list.
- In the business cards, the commas are displayed as line breaks.

This issue only occurs on Sametime 8.5.1 clients.

Tracking number

ACEST-674

Impact

Users with commas in their user name are not displayed correctly.

Workaround

Please perform the procedure detailed in the link above to address issues of business card number retrieval for user names with commas.

The following tag needs to be added to `UserInfoConfig.xml`:
`<UseUnformattedNotesNames/>`.

Important:

The IBM workaround does not specify exactly where to apply this tag. If it is placed in the wrong place then all business card data population will fail! This error in the workaround has been reported back to IBM.

The `<UseUnformattedNotesNames/>` tag should be applied directly after the `<Storage>` tag. For example: `<Storage type="NOTES"/>`
`<UseUnformattedNotesNames/> ... </Storage>`.

To address the remaining display issues, please obtain a fix from IBM for PMR 76518,756,000 (SPR #WMUH8GYPRK) when available.

Unable to make call after the user logs out and logs back in

After the user logs out and immediately logs back in, the user may be unable to make a call. The Call Status window goes directly to Disconnected when user tries to make call. The problem is intermittent.

Tracking number

ACEST-959

IBM PMR# 67041,756,000

Impact

The user is unable to make a call.

Workaround

Do one of the following:

- Log out. Wait 10 seconds to ensure log out process has completed and then log back in.
- Obtain and apply the IBM fix associated with PMR#67041,756 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

Inconsistent Avaya ACE plugin icons on the IBM Lotus Sametime connect toolbar GUI

Multiple plug-in icons displayed in the IBM Lotus Sametime connect client toolbar area are using the same IBM provided path and cannot be consistently controlled.

Tracking number

ACEST-837

IBM PMR# 65499,756,000

SPR# WEBB86VMBC

Impact

Inconsistent icon display on the IBM Lotus Sametime toolbar GUI.

Workaround

Obtain and apply the IBM fix associated with PMR#65499,756 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

Installed plugins are disabled by default

When a new version of plugin is pushed from the IBM Lotus Sametime update site to all logged in IBM Lotus Sametime Connect clients, newly installed plugin are disabled by default. Even after a manual IBM Lotus Sametime Connect restart, the plugin remains in a disabled state. All newly installed plugins need to be manually enabled from Plugin Manager. In the case of an update of an existing plugin, the old version of the plugin needs to be manually disabled/uninstalled and then new versions enabled manually. This issue occurs when one or more plugins is prevented from being installed. For example, if the plugin push has five plugins to install, the user can be prompted to accept or reject installation. Rejecting the installation of any one plugin can cause this issue.

Tracking number

ACEST-640

IBM PMR: 65480,756,000

IBM SPR: WEBB84CJEC

Impact

The user is not aware that installed plugins are disabled.

Workaround

Do one of the following:

- Enable the installed plugins manually from the IBM Lotus Sametime Connect client. Select **Tools -> Plug-ins -> Manage Plug-ins**.
- Obtain and apply the IBM fix associated with PMR# 65480,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

All contacts in the "Primary Contacts" panel go offline and stay offline if the user "Resets" the user from Server Communities preferences and logs back in

All contacts in the **Primary Contacts** panel go offline and stay offline if the user resets the user using **Reset User** under the **Server Communities Preference** menu in **File->Preferences**. The user can log back in as the previously logged in user or as a different user in the community. The login is successful, but all contacts in the **Sametime Primary Contacts** panel stay offline and do not come back online unless the client is shut down and restarted. This is the case for all contacts in the **Sametime Primary Contacts** panel regardless of whether or not they are present with online status in the main buddy list.

Tracking number

ACEST-502

IBM PMR: 65490,756,000

SPR: KHKG86YR9J

Impact

Incorrect IBM Lotus Sametime presence status and telephony presence status in the Primary Contact Panel.

Workaround

Do one of the following:

- Remove the users in the **Primary Contact Panel** and add them back again.
- Obtain and apply the IBM fix associated with PMR# 65490,756 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

Making a call from the right click menu with multiple contacts selected

From a IBM Lotus Notes calendar invite email or in the calendar details view, a user can select multiple contacts and then bring up the right-click menu with the Quick Phone Call and Quick

Video call menu items enabled. Clicking on either of these call menu items will cause the appropriate type of call to be made to the top contact in the selected group, regardless of the order of their selection. This is confusing to the user. It renders a confusing interface where a user can be given an impression that a conference type of call can be made when, in fact, such a feature is not supported.

Tracking number

ACEST-996

IBM PMR# 67331,756,000

Impact

Users may believe that they are setting up a multiparty call when they are actually setting up a single party call.

Workaround

Do one of the following:

- Don't make multiple selections when placing a call.
- Obtain and apply the IBM fix associated with IBM PMR 67331,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

Avaya Quick Phone Call and Quick Video Call sometimes not disabled in right-click menu if user is not logged into IBM Lotus Sametime

The scenario occurs when a user is logged into their IBM Lotus Notes client but not into their embedded IBM Lotus Sametime Connect client. If they select a live name from a IBM Lotus Notes application and right-click they are presented with the right-click menu which includes the Avaya Quick Phone Call and Quick Video Call menu items. Because the user is not logged in to their embedded IBM Lotus Sametime Connect client these two menu items should be disabled (grayed out) but occasionally they show as enabled. In this case if either of these items is selected nothing happens.

Tracking number

ACEST-995

IBM PMR# 67825,756,000

Impact

A user believes they are initiating a call but nothing happens.

Workaround

Obtain and apply the IBM fix associated with IBM PMR 67825,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

No telephony or video presence icons in Notes application tabs on initial embedded IBM Lotus Sametime Connect client log-in

When starting up a Notes client one can configure the embedded Sametime Connect client to ask the user for log-in credentials. When the user logs into their embedded Sametime client manually and then opens up the Notes applications; for example, Mail, the telephony and video presence icons are not presented. The user is forced to switch application or refresh the current tab for the presence icons to be displayed.

Tracking number

ACEST-983

IBM PMR # 67159,756,000

Impact

Telephony and video presence are not displayed in Notes applications until a specific user action is taken.

Workaround

This scenario has been addressed in Sametime 8.5.2.

For Sametime 8.5.1, the user has to switch applications or refresh the current tab for the presence icons to be displayed.

No telephony presence for a IBM Lotus Notes application if users not added to the buddy list

With IBM Lotus Notes 8.5.1/8.5.2, telephony presence icons for a specific IBM Lotus Notes user are unavailable until you add the name of that user to the Buddy List of your IBM Lotus Sametime Connect 8.5.1/8.5.2 embedded client.

Tracking number

ACEST-707

IBM PMR# 55822,756,000

IBM SPR# LP EE84STNR

Impact

Users may think presence is not functioning when in fact it is.

Workaround

There are two possible workarounds:

- Add a user to both the IBM Lotus Notes application and the embedded IBM Lotus Sametime Connect buddy list.
- Obtain and apply the IBM fix associated with IBM PMR 55822,756,000 from IBM's support site when it is available and it has been tested and verified by Avaya. Specific hotfix version details will be provided in future Avaya ACE Release Notes.

Sametime 8.5.2 ACE Quick Video Call status window looks like voice call using Sametime 8.5.2 client

When using the 8.5.2 client to make video calls, the pop-up window that appears looks the same as the window for a telephone call.

Tracking number

ACEST-1347

IBM SPR #: JCRY8LRMN6

Impact

No functional impact other than incorrect display.

Workaround

No workaround at this time.

Chapter 17: Microsoft integration considerations

This section contains information about known issues related to Agile Communication Environment™ integration with the Microsoft Office Communications Server (OCS) and the Lync server.

In this chapter:

- The term Avaya ACE Lync Integration refers to both Avaya ACE Lync Integration and Avaya ACE Communicator Add-in unless specific Avaya ACE Communicator Add-in features are being highlighted.
- The term Lync 2010 client or Lync client refers to both Microsoft Lync 2010 and Microsoft Office Communicator clients unless the issue is specific to Office Communicator.

RESTful Session Control configuration restart required after configuration change

The configuration interface for the AIE RESTful Session Control service does not indicate that the AIE must be restarted in order to activate any changes made to the configuration.

Tracking number

AA-2234

Impact

If the AIE RESTful Session Control service configuration is changed and the AIE is not restarted, the settings displayed on the interface will not reflect the actual settings.

Workaround

Follow the documented procedure for configuring the AIE RESTful Session Control service. The procedure “Configuring the AIE RESTful Session Control service” in *Avaya Agile Communication Environment™ Administration — Microsoft Office Communications Server Integration* (NN10850-012) specifies that the AIE must be restarted to apply the configuration changes.

Call status not updated in conversation window when an invalid number is dialed

The Communicator Add-in is configured in phone mode with a CS 1000 service provider. When an invalid number is dialed appropriate audio treatment is provided (e.g. "The number you have dialed is not in service ...") but the Communicator Add-in conversation window shows "Calling ..." suggesting that the call is still in the process of being routed.

Tracking number

ACEOCS-2464

Impact

The user may be confused by inconsistent call status information.

Workaround

No workaround at this time.

No call control in Communicator Add-in when invalid number is called from Browser or Office Add-in with Microsoft Office Communicator integration

A user has the Avaya ACE Browser Add-in and/or Microsoft Office Add-in with Microsoft Office Communicator integration enabled. When an invalid number is dialed from either the browser or Office application, the user will receive appropriate audio treatment but no Communicator Add-in conversation window appears and there are no on-screen controls (i.e. end call button) associated with the call.

Tracking number

ACEOCS-2467 and ACEOCS-3710

Impact

The user is unable to end the call using the Microsoft Office Communicator interface.

Workaround

If the Communicator Add-in is in phone mode, the user can use the telephone device to end the call. If the Communicator Add-in is in computer mode, the user must wait for a conversation window to appear (approximately after 8 seconds). The conversation window will provide call control and the ability to end the invalid call using the "end call" button.

Lync Integration uninstall requires reinstall of Avaya one-X® Communicator for versions earlier than Release 6.1

If a version of Avaya one-X® Communicator is earlier than Release 6.1 is installed on the same machine as Lync Integration, an essential component of the Avaya one-X® Communicator is removed as part of the Lync Integration uninstall.

The issue does not occur for Avaya one-X® Communicator 6.1 or later versions.

Tracking number

ACEOCS-3509

Impact

The Avaya one-X® Communicator is not functional until the Avaya one-X® Communicator is fully reinstalled.

Workaround

Reinstall Avaya one-X® Communicator.

End call failure when on hold in shared mode

With multiple calls in progress, after repeatedly switching (hold/retrieving) between calls, and then subsequently ending a held call by clicking the close box of the conversation window, there is a possibility that the held call will not disconnect.

Tracking number

ACEOCS-3201

Impact

A call remains on hold but there is no corresponding conversation window and no on-screen indication to the user that the call is still being held. If the far end disconnects, the held call is ended properly. However, if the far end does not disconnect and the user releases all other calls in progress, the conversation window for the held call re-appears. The probability that the call fails to disconnect when attempting to end a held call in this way is approximately 5%.

Workaround

Instead of ending a held call by closing the conversation window, retrieve the call and click the release icon in the call control bar. If using shared control, release the call from the telephone set.

Lync Integration may disable PC

Lync Integration may disable the computer on which it is running. The computer displays a blue screen and is not responsive.

The problem occurs because the computer graphics driver is not up to date and is conflicting with a Microsoft security update. The problem can be avoided by ensuring that the current graphics driver is installed.

Tracking Number

ACEOCS-3292

Impact

The computer is not responsive and must be restarted. If Lync 2010 is set to automatically start up with the computer, the problem reoccurs.

Workaround

Follow these steps:

1. Remove Security Update MS11-011 KB2393802
2. Update graphics display driver to the latest manufacturer recommended version
3. Reinstall the MS11-011 KB2393802 security patch

If the workaround described above is not successful, do the following:

1. Restore a system update to a snapshot before installing the MS11-011 KB2393802 security patch
2. Update graphics display driver to the latest manufacturer recommended version
3. Reinstall the MS11-011 KB2393802 security patch

Call control bar missing from Communicator conversation window after an OCS restart

After a restart of the Microsoft Office Communications Server (OCS), the call control bar is removed from conversation windows that were opened prior to the OCS restart.

Tracking Number

ACEOCS-2869

Impact

During an OCS restart, the call control bar on any open Office Communicator conversation window will be removed. Following a successful OCS restart, the Office Communicator client

Lync 2010 client fails to answer call when first switching into phone mode with the phone off the hook

will re-login back into the OCS server and every open conversation window will be refreshed by Office Communicator. However, the call control window will be missing from the refreshed conversation window. The user will not be able to make any new calls from any of the conversation windows.

Workaround

The user must navigate back to the Office Communicator window, re-select the buddy from the contact list, right-click, and select either **Send an Instant Message** or **Make Voice Call**.

Lync 2010 client fails to answer call when first switching into phone mode with the phone off the hook

If the phone is off the hook when the client switches from computer mode to phone mode, the first incoming call is not answered correctly when the Lync client is used to answer the call. The Lync client call dialogue window may appear on the desktop but the terminating phone stays in a ringing state.

Tracking number

ACEOCS-3263

Impact

This occurs when using the Avaya Aura® phone integration type and affects the first incoming call if the phone was off the hook when the Lync client switches into phone mode. Subsequent incoming calls are not affected.

Workaround

Answer the first call on the phone instead of through the Lync client.

Call from a Lync user with Do Not Disturb status presents a warning to the terminating client

When a Lync user with the status Do Not Disturb calls another user, the terminating user receives a warning message about not disturbing the originating user when they answer the call.

Tracking number

ACEOCS-3033

Impact

The terminating user has to acknowledge the pop-up message before the conversation window appears.

Workaround

No workaround at this time.

Lync client presence display not correct after a call is ended in Away state

Presence will revert to “Busy — In a Call” instead of to the previous presence state. This is because the Lync infrastructure will revert to the previous presence status prior to “Away”, which is “Busy- In a Call”.

Tracking number

ACEOCS-3399

Impact

Presence will revert to “Busy — In a Call” instead of to the previous presence state.

Workaround

The user has two options:

- Manually set his/her presence state, or invoke **Reset Status** presence operation from the **Microsoft Lync Client Presence Options** menu
- Sign out and sign back in to the Microsoft Lync Client.

Poor voice quality when using a headset with Lync Integration in Computer mode

Due to a Media Engine integration issue, the use of some headset types results in crackly voice quality when running Lync Integration in Computer mode.

Tracking number

ACEOCS-3405

Impact

Poor voice quality.

Workaround

Use a different headset.

An updated Media Engine will be delivered in a future release.

Lync Integration client cannot log in when extension is busy

Lync Integration clients cannot log in when extension is busy.

Tracking number

ACEOCS-3578

Impact

Lync Integration clients cannot log in when the extension is busy. This issue is prevalent when the IP address of the workstation hosting the Lync Integration client changes while the extension is in use. If the IP address does not change, this issue will not be noticeable.

Workaround

In shared control mode, wait for the call to complete by manually controlling the call using the handset device, and then sign in to Lync client.

If already signed in to Lync, sign out and sign in again.

In Computer mode, wait for the call to be completed by the remote party, and then try to sign in again.

Lync Presence remains In A Call when remote party ends the call in Shared Control while workstation is in Away state

Lync Presence remains In A Call when the remote party ends the call in Shared Control while the workstation is in Away state. This issue applies for both Avaya ACE Lync Integration and Avaya ACE Microsoft Communicator Add-in.

Tracking Number

ACEOCS-3444

Impact

Telephony presence remains in the wrong state after the call is completed. This only occurs when the user is in a call being controlled by Avaya ACE Lync Integration, but the workstation is not being actively used by the end user.

Workaround

Do one of the following:

- Sign out of Microsoft Lync 2010 client and sign in again
- Manually set the Lync client presence state

Lync Integration not supported with Communication Server 2100

Testing for Lync Integration and Communicator Add-in with the CS 2100 service provider was not completed for Avaya ACE Release 3.0.

Tracking number

ACEOCS-3588

Impact

Avaya ACE does not support CS 2100 service provider for Lync Integration and Communicator Add-in deployments.

Workaround

Information about support for deploying Lync Integration with the CS 2100 is removed from documents. Obtain the current ACE documents from the Avaya support Website at <https://support.avaya.com>.

Lync Integration not supported with Cisco Unified Communications Manager

Testing for Lync Integration and Communicator Add-in with the Cisco Unified Communications Manager (CUCM) service provider was not completed for Avaya ACE Release 3.0.

Tracking number

ACEOCS-3632

Impact

Avaya ACE does not support CUCM service provider for Lync Integration deployments.

Workaround

Information about support for deploying Lync Integration with CUCM is removed from documents. Obtain the current ACE documents from the Avaya support Website at <https://support.avaya.com>.

No Audio available after one-X® Engine process recovery

If the one-X engine process fails while a call is being presented, but before it answers, Lync Integration will restart the one-X engine process and the call will be presented. However, no audio resources are available for the call.

Tracking number

ACEOCS-3047

Impact

No audio available for the call.

Workaround

Hang up and initiate the call again.

Lync Integration does not interwork with Avaya Communication Manager with Outgoing Display feature for Trunks

Outgoing Display feature for Trunks is used to help technicians to diagnose which trunk was used when an outgoing call to Communication Manager was made. It will show trunk name and number until the call is connected (usually for 1-2 seconds). This results in extraneous Lync conversation windows being presented to the end user. The extraneous windows may be closed, without affecting call control.

Tracking number

ACEOCS-3626

Impact

Extraneous windows are presented to the user. The user may not be presented with the true calling party ID for an incoming call.

Workaround

Outgoing Display feature on Communication Manager must be disabled.

Missing Lync Integration conversation window

Lync Integration does not handle redirecting a call (Phone mode via Rest) from a participant with an active conversation window open. This makes it impossible to subsequently answer a call from the same contact unless the conversation window has been closed or removed.

Tracking number

ACEOCS-3577

Impact

The following call flow results in an unmanageable call.

1. User A has IM conversation with user B.
2. User B calls user A.
3. User A redirects the call using Lync Integration.
4. The call ends.
5. User A calls user B and user B answers the call using Lync Integration pop-up window.

User B is not presented with a conversation window.

Workaround

Manage the call on the device.

Lync Integration Call Control window not cleared when End Call Alert pop-up is present

If the Lync Integration End Call Alert is displayed and the call is terminated by the other party, the End Call alert will not be closed by the Lync Integration application. Only the end user can clear the alert. This alert will appear a) If the user closes the conversation window using the close dialog button in the upper right of the window and b) if a network element is unavailable while on a call.

Tracking number

ACEOCS-3548

Impact

There is no loss of call control. The user must clear the End Call Alert prior to continuing.

Workaround

No workaround at this time.

Call Control will fail if the dialingRules.xml file contains incorrect data

If the dialingRules.xml file contains invalid data, such as characters or names, then Lync Integration cannot properly route incoming calls, or properly normalize incoming calls presented from Communication Manager.

Tracking number

ACEOCS-3462

Impact

Call control will not work.

Workaround

Remove inappropriate data from the dialingRules.xml file.

Call Control capability unstable after 500 calls

Lync Integration may become unstable after many calls.

Tracking number

ACEOCS-3267

Impact

Incoming calls not presented.

Workaround

Sign out of and then sign back in to the Lync 2010 client.

The Lync 2010 client should have the latest available Microsoft Lync 2010 patches.

Calling Line Identification when calling a user who has Call Forwarding set is inconsistent

When a Lync Integration user calls a user who has call forwarding set, the terminating party display is inconsistent.

Tracking number

ACEOCS-3213

Impact

The call originator is not aware who the answered the call.

Workaround

No workaround at this time.

one-X[®] Centralized Administration Tool has error loading normalize rules from the dialingRules.xml file

When using older versions of the one-X Centralized Administration Tool to open an existing dialingRules.xml file, normalize rules (incoming call rules) are identified as outgoing rules unless updated by the administrator prior to saving the file.

Tracking number

ACEOCS-3199

Impact

The dialingRules.xml file is not correct.

Workaround

Use the latest version of the one-X Centralized Administration Tool available from <https://support.avaya.com> (6.1.2 or higher).

oneXEngine fails during login

Intermittently, the One-X Engine process fails while logging into the Lync Client.

Lync Integration in Computer Mode cannot handle multiple incoming calls while a user is on multiple calls

Tracking number

ACEOCS-3195

Impact

Lync Integration does not launch. The user is prompted to sign out and sign back in to the Lync 2010 client.

Workaround

Sign out and sign back in to the Lync 2010 client.

Lync Integration in Computer Mode cannot handle multiple incoming calls while a user is on multiple calls

If the user is on multiple calls (one on hold, one active), and receives two incoming calls at the same time, one of the new incoming calls will not be presented.

Tracking number

ACEOCS-3046

Impact

If a user is on multiple calls (one on hold, one active), and receives two incoming calls at the same time, one of the new incoming calls will not be presented.

Workaround

No workaround at this time.

Active Computer Mode calls terminated on workstation shutdown

Active Computer Mode Calls terminated on workstation shutdown.

Tracking number

ACEOCS-2871

Impact

When a workstation running Link Integration is shut down, calls remain active until one of the following events:

- the remote party terminates the call
- Lync Integration reconnects
- the telephony infrastructure detects the endpoint is no longer sending media

Workaround

End active calls prior to workstation reboot. The remote party can end the active call.

Lync Integration Conversation bar missing after Lync server restart or when PC goes to sleep

The Lync 2010 client is only permitted to have a single conversation window per contact. If the conversation windows with a contact extends beyond a Lync Integration session (sign in, sign out), then Lync Integration is not able to track windows beyond that session and cannot provide call control.

Tracking number

ACEOCS-2794

Impact

Users cannot initiate outgoing calls with conversation window open. Incoming call cannot be managed.

Workaround

Close and then reopen conversation window.

Cannot resize the Communicator window after the Communicator Add-in is installed

Tracking number

ACEOCS-1757

Impact

It is difficult to resize the Communicator window when the Communicator Add-in is installed.

Workaround

At the bottom of the Communicator Add-in window, above the Communicator Add-in portion, move the mouse the lower right corner. The mouse will change shape to indicate the side bar is selectable. At this time, the window is resizable.

No incoming call notification when calling a user who has Call Forwarding Set

The call terminator does not get an incoming call notification for a call that is forwarded from another user. This occurs when the calling party or the party forwarding the call has single digits in the display name provisioned on the PBX.

Tracking number

ACEOCS-3736

Impact

For a computer mode user, the call is unanswerable.

Workaround

Do not use single digits in the PBX user line name display. For example, "Line 1" will cause problems but "Line-1" will not.

Call Control bar not present when an incoming call is answered and the Lync Add-in appears unresponsive

When the user receives an incoming call, the Lync Conversation window is displayed, but the associated Call Control bar does not appear. No other logs related to the Dispatcher thread (typically thread 1) appear in the log files.

Tracking Number

MSI-355

Impact

The Lync Add-in appears unresponsive, and Conversation windows for subsequent incoming calls will not open.

Workaround

1. Terminate the Lync Add-in and, if applicable, the one-X Communicator engine process from Windows Task Manager.
2. Sign out and sign back in to the Lync client or reboot the computer.
3. After signing back in to the Lync client, re-launch Avaya Microsoft Lync Integration from the Lync **Tools** menu.

Second concurrent call in Lync CS 1000 Phone mode does not progress

When using the Lync client for CS 1000 in Phone mode, users can attempt to make a second concurrent call to another user from the Lync client. A new Conversation window opens in the Lync client, but the second call is not made. Only one call status can be presented to the Lync client for CS 1000 in Phone mode.

Tracking Number

MSI-3501

Impact

Call status information in the Lync client for CS 1000 in Phone mode is limited to one active call.

Workaround

Additional concurrent calls can be made using the phone set if the line features support this. However, no Conversation window is presented for these calls on the user's desktop. Additional calls cannot be controlled via the Lync client.

Avaya CS 1000: Lync Share Now window is displayed instead of the Conversation window when making a call in Phone mode

In CS 1000 Phone mode, when the user makes a call, Lync Integration displays the Share Now window, which lists all the user's contacts, instead of the normal Conversation window. This issue occurs if the telephony structure has two or more CS 1000 servers or service providers.

Avaya CS 1000: Lync Share Now window is displayed instead of the Conversation window when making a call in
Phone mode

Tracking Number

MSI 3410/ MSI 3411

Impact

When making a call, the user receives a Share Now window instead of the Conversation window. The user cannot see information about the call or control the call through Lync Integration.

Workaround

The user must manually select the contact to call from the Share Now window.

Chapter 18: Desktop Communication Enablement considerations

This section contains information about known issues related to Avaya Agile Communication Environment™ (ACE) Desktop Communication Enablement (DCE).

Hold and Retrieve events are not reported via the DCE Notification service

If a Desktop Communication Enablement (DCE) Notification service user places a call on hold from their device, the call state is not updated on the DCE Notification service window. Likewise, if the user places the call on hold from the DCE notification service toast pop-up and it retrieves the call from the user's device, the call state will not be updated on the DCE Notification service window.

Tracking number

AIE-3540

Impact

After a call has been placed on hold from the user's phone device, the call state is not updated on the DCE Notification service and the user will be unable to retrieve the call from the DCE Notification service window. Likewise, after a call has been placed on hold from the DCE Notification service window, if the user retrieves the call from their phone device, the call state will not be updated on the DCE Notification service and the user will not be able to continue controlling the call from the DCE Notification service window.

Workaround

If a DCE Notification service user places a call on hold from their device, the user must retrieve the call from their device in order to continue controlling the call from the DCE Notification service window. Likewise, if the user places the call on hold from the DCE Notification service window, the user must retrieve the call from the Notification service window in order to continue controlling the call from the DCE Notification service.

DCE Notification service: Internal error generated on attempt to transfer outgoing call to busy line

When a DCE notification service user attempts to transfer a call to busy line and the unsuccessful transferred call attempt reverts back to the transferring agent, there may be an inconsistency in the call status displayed on the line and the Notification service window.

Tracking number

AIE-3120

Impact

The inconsistency in the call status can cause confusion.

Workaround

The transferring agent should answer the reverted call from the line (handset or soft client) in order to continue controlling the call from the DCE Notification service window.

DCE Notification service: Call status mismatch when call is transferred to busy line

When a DCE Notification service user attempts to transfer a call to a line and the call is not answered, the call is reapplied to the transferring agent. The reapplied call displays on the handset (or soft client) but the Notification service window might not present it.

Tracking number

AIE-3147

Impact

The transferring agent might not receive a Notification service window of the reverted call.

Workaround

The transferring agent should answer the reverted call from the line (handset or soft client) to continue the call.

DCE Notification service: Call log shows additional missed call log for transferred in call

When a DCE Notification service user receives a transferred in call, the DCE call log window and the missed call indicator show a missed call from the transferring line as well as an expected call log indicating a received call from the party who is being transferred.

Tracking number

AIE-3142 / ACECORE-13044

Impact

The missed call indicator and call log may cause confusion as the call was not missed.

Workaround

No workaround at this time.

DCE Notification service for users with Avaya CM lines: No DCE Notification service window on client transferred-in outgoing PSTN calls.

After a user with DCE Notification service makes an outgoing PSTN call from their Avaya CM line, if the call is transferred on the user's phone device to another user who is also a DCE Notification service user with an Avaya CM line, the DCE Notification service window is not presented on the latter monitored line for the incoming transferred call.

Tracking number

AIE-3171 / ACECORE-13045

Impact

The DCE Notification user receiving the transferred call will not be able to answer the incoming transferred-in call from the DCE Notification service window.

Workaround

DCE Notification service users should answer the call from their phone device in order to be able to continue controlling the call from the DCE Notification service window.

DCE Notification service window associated with transferred CS 1000 call will disappear after two minutes

If a call is made to a participant who chooses to transfer the call to another participant who does not answer the transferred call, then the call will revert back to the transferring participant. In this case, the transferring participant will get a DCE Notification service window for the reverting (now incoming) call. However, this Notification service window will disappear after two minutes.

Tracking number

AIE-3534

Impact

The transferring participant has only two minutes to deal with the reverting call via the DCE interface.

Workaround

The transferring participant can either deal with the call within two minutes using the DCE interface, or handle it via the handset.

DCE Office Add-in: Click to call is not available in the Office 2007 Persona menu

The **Persona** menu is a special menu that is associated with people's names in the Microsoft Office 2007 Editions, provided by the PersonName smart tag. The **Persona** menu can appear, for example, next to names in an e-mail body or on the To line in Microsoft Office Outlook, as well as next to names in a Microsoft Office Word document. The **Persona** menu displays status information for the user name with which it is associated and lists actions appropriate to that name, such as sending e-mail. The DCE Office Add-in extends the **Persona** menu by adding click to call items to the **Additional Actions** submenu of the **Persona** menu.

Tracking number

AIE-3616

Impact

Users cannot initiate a call from the **Persona** menu.

Workaround

This issue has been fixed in the DCE 3.0.1 maintenance release and is available at <https://support.avaya.com/css/appmanager/css/support/Downloads/P0627>.

The DCE 3.0 load should not be used; instead the above URL should be used to obtain the 3.0.1 version of the `DCE.Configurator.msi`. This install package should be downloaded from the support page and installed on to a network administrator's PC. The DCE add-ins can then be built and deployed to the end user's PC.

DCE Configurator fails to validate the dialingRules.xml file

If you create a `dialingRules.xml` file using the Avaya one-X Communicator Admin Control Tool (CAT) version 6.1 SP2 on a Windows 7 64-bit machine, the resulting file will have the headers in the wrong order.

Tracking number

ACEOCS-3764

Impact

The DCE Configurator will not validate the file.

Workaround

Create the `dialingRules.xml` file on a Windows 32-bit machine.

DCE Smart Tag does not recognize telephone numbers in a Power Point presentation

When the user opens a Power Point presentation, the DCE Office Add-in does not recognize telephone numbers contained within the presentation. This is a Microsoft Smart Tag limitation within Power Point.

Tracking number

AIE-4062

Impact

The user cannot call telephone numbers from within the Power Point presentation using the Avaya DCE Smart Tag.

Workaround

Editing the Power Point presentation triggers Smart Tag recognition. After the Power Point presentation is edited, the user can call telephone numbers from within the presentation using the Avaya Smart Tag.

User interface errors in Outlook 2007

When using the DCE plug-in with Outlook 2007, Outlook occasionally detects errors in the plug-in's customization XML even though no errors actually exist.

Tracking Number

AIE-6310

Impact

Users may be presented with user interface errors when performing Outlook actions, such as opening e-mails and appointments.

Workaround

1. In Outlook 2007, from the **Tools** menu, select **Options**.
2. Click the **Other** tab.
3. Under the **General** section, click **Advanced Options**.
4. In the Advanced Options window, under the **In all Microsoft Office programs** section, make sure that the **Show add-in user interface errors** checkbox is not selected.
5. Click **OK**.

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