



# Avaya one-X<sup>®</sup> Communicator Release 6.1 SP9

(Product version – 6.1.9.04\_SP9\_132)

## Release Notes

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## About Avaya one-X® Communicator 6.1

Avaya one-X® Communicator is a rich Unified Communications client that provides enterprise users with simple, intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and accessible regardless of where they are working on any given day. Enterprises can offer Avaya one-X® Communicator to their users in one of the following ways:

- A standalone client that provides basic and advanced telephony features and Instant Messaging and Presence support when integrated with Avaya Aura® Presence Services.
  - A Unified Communications client that is integrated with Avaya one-X® Client Enablement Services for 24\*7 call logs, with Conferencing Enterprise to provide live audio conference services, and with Avaya Aura® Messaging or Avaya Modular Messaging to provide visual voice message services. This client is integrated with Avaya Aura® Presence Services server and Microsoft Office Communication Server (OCS) to provide Instant Messaging and Presence support across Avaya one-X® Communicator and Microsoft Office Communicator.
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## Getting Started

Review these notes prior to installing the one-X Communicator 6.1 SP9 software.

### [Obtaining the Avaya one-X® Communicator 6.1 SP9 application files](#)

### [Installing / Upgrading to Avaya one-X® Communicator 6.1 SP9](#)

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## Obtaining the Avaya one-X® Communicator Release 6.1 SP9 application files

The 6.1 SP9 release of Avaya one-X® Communicator client would be available on the Avaya Support site – <http://support.avaya.com/>

Avaya one-X® Communicator “onexc\_6.1.9.04\_132.zip” software zip is packaged with the following files:

- one\_X\_Communicator\_Client\_6\_1\_SP9\_Release\_Notes.pdf
- Setup.exe (Avaya one-X® Communicator installer)
- onexcuiadmin.exe (for Administrators)
- onexc\_setup\_6.1.9.04\_132.msi

- Setup\_Citrix.exe
- LICENSE.rtf
- vcredist\_x86.exe
- dotNetFx40\_Full\_x86\_x64.exe
- vstor40\_x86.exe (for Outlook 2007 (SP1 or SP2) or 2010 integration running on 32-bit system)
- vstor40\_x64.exe (for Outlook 2007 (SP1 or SP2) or 2010 integration running on 64-bit system)

**Notes:**

- On 64 bit Operating Systems, 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 prompts to install 32 bit version of VC++ 2005 redistributable.
- .NET Framework 2.0 is required to start the installation from "Setup.exe" or "Setup\_Citrix.exe".
- For installing one-X Communicator in Citrix environments, use the "Setup\_Citrix.exe" installer.

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## Installing / Upgrading to the one-X® Communicator 6.1 SP9

Refer to the Implementing Avaya one-X® Communicator guide available on <http://support.avaya.com> for detailed instructions on installing the client application on your system.

Existing installations of one-X Communicator 6.1 can be directly upgraded to this release.

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### Notes for Installation –

Normal and Silent installation will not work if a non-admin user tries to install or upgrade with "Run as Administrator"

### Solution -

On **Windows-7**, a non-admin user wants to install or uninstall with "Run as Administrator" then he/she need to configure the windows as mentioned below:

"Detect application installations and prompt for elevation" needs to **disabled** in the "**Local Security Policy**"

- Login Windows-7 as an Administrator user.
- Go to Start->Run, type "Local Security Policy", Press Enter
- In the opened window choose "Local Policies->Security Options->User Account Control: Detect application installations and prompt for elevation" and set the option **disabled**.

"User Account Control Settings" option needs to be enabled.

- Login Win-7 as an Administrator user.
- Go to Start->Run, type "UAC", press Enter
- In the opened window **don't** keep the UAC as "Never notify".
- Keep it as default i.e. "Always notify me (and do not dim my desktop) when:" ...

**Restart the system and login as a non-admin user.** (If machine is not restarted the changes will be not reflecting). Now try installation and un-installation with "Run as Administrator", then it will prompt the user for Admin authentication.

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#### **Silent Installation notes for Setup.exe:**

**Prerequisites:** ".msi" and ".exe" needs to be added in "Inclusion list for low risk file types" and enabled.

Windows-7:

- From run -> gpedit.msc and open "Local Group Policy Editor"

Windows-XP:

- From run -> gpedit.msc and open "Group Policy"
- Go to User Configuration -> Administrative Templates -> Windows Components -> Attachment Manager -> Inclusion list for low risk file types
- Select option "Enable" and enter .msi;.exe;
- Click "Apply" and "Ok"

#### **Install without options:**

Execute the command - **setup.exe /q**

(This installs Avaya one-X Communicator without setup UI and automatic launch one-X Communicator post-install.)

#### **Install with options**

Example - **setup.exe /q /v:"LAUNCHAPPONEXIT="1" SIGNALPROTOCOL="1""**

Note: Any MSI option can be passed in /v:"<options>".

#### **Instructions to install H.323 protocol and all supported features:**

**Setup.exe /q /v:"LAUNCHAPPONEXIT="1" SIGNALPROTOCOL="1" ENABLECLICKTODIALIE="1" ENABLECLICKTODIALFF="1" ENABLEOUTLOOKADDIN="1""**

#### **Instructions to install SIP protocol and all supported features:**

**Setup.exe /q /v:"LAUNCHAPPONEXIT="1" 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.
NOROOTCERTIFICATES	0	0 or 1	Set to '1' to not install the root certificates.
DSCPFORVIDEO	0	0 or 63	Sets value of DSCP for video.

If you do not specify any of the above-mentioned command-line parameters, their default value will be used. Again, it is strictly advised to use the Setup.exe file for installation.

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. This will create two text files namely SetupLog.txt and MSILog.txt in the current directory.

## Interoperability

Following is the list of systems supported by Avaya one-X® Communicator release 6.1 SP9:

Avaya Components	Supported release
Avaya Aura® Communication Manager	5.2.1, 6.0.1, 6.2, 6.2 FP1, 6.3 FP2
Avaya Aura® Session Manager	6.0, 6.1, 6.2, 6.2 FP1, 6.3 FP2
Avaya Aura® System Manager	6.0, 6.1, 6.2, 6.2 FP1, 6.3 FP2
Avaya Aura® Messaging	6.1, 6.2
Avaya Modular Messaging	5.2
Avaya Aura® Communication Manager Messaging	6.2
Avaya Aura® Conferencing	6.0, 7.0 SP2
Avaya Aura® Presence Services	6.0, 6.1 SP5, 6.2
Avaya endpoints (SIP / H.323) / applications	46xx, 96x1, 96x0, 9601, ADVD, Flare 1.0, 1.1, Avaya Client Application (ACA) 6.2, VDI-C 1.0 SP2
Avaya one-X® Client Enablement Services	6.1 SP3
3 <sup>rd</sup> Party Components	Supported release
Platform (32 / 64 bit OS)	Microsoft Windows XP Professional Microsoft Windows Vista Ultimate / Business Microsoft Windows 7 Ultimate / Professional
LDAP	Active Directory 2003, 2008 IBM Domino 8.5 Novell eDirectory 8.8 SunOne LDAP Version 6.3
Microsoft Office Communicator	2007, 2007 R2
Lync	2010 v4
Microsoft Outlook	2007 SP1+, 2010
Internet Explorer	7,8,9
Firefox	14, 15, 16

**Note:**

1XC is supported with Avaya Aura® FP2 setup. For all known issues with new features viz. MDA and Parallel Forking, please check,  
<https://downloads.avaya.com/css/P8/documents/100171738>

## Changes delivered to Avaya one-X® Communicator 6.1 SP9 Release

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### one-X® Communicator 6.1 SP9

This release of one-X Communicator includes all defect fixes from SP8 patches, up to and including SP8 Patch 7"

#### [Caveats](#)

#### [Fixed Issues](#)

#### [Open Issues](#)

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### Installer Enhancements

With 1XC 6.1 SP8 installer, there are some enhancements to improve overall performance as well as issues with Click-2-Dial and Outlook add-ins. These enhancements are also included in 1XC 6.1 SP9 installer.

Following items are improvements relating to installation:

- The Outlook add-in is now displayed in Microsoft Outlook® as the "Avaya one-X® Communicator Add-in."
- The Internet Explorer click-to-dial add-in is now registered as "Avaya one-X® Communicator Add-in".
- The "Avaya Inc" certificate is now imported into the "Trusted Publishers" certificate store on the system to enable trust of Avaya components such as the Outlook and Internet Explorer Add-ins.
- The iClarityQosService is now installed to Common Files instead of the installation directory and registered as "Avaya Quality of Service (QoS) Monitoring".
- An MSI-only install no longer blocks an install when Internet Explorer, Firefox, and/or Outlook are running. Interactive installs launched via setup.exe will continue to require Internet Explorer, Firefox, and Outlook to be shutdown.

- Creation of the desktop icon can be blocked by setting the MSI property NODESKTOPSHORTCUT to "1". (e.g. NODESKTOPSHORTCUT="1")

## Caveats

Avaya one-X® Communicator 6.1 SP9 has following caveats –

ONEXC ID	Caveat	Resolution /Notes
NA	Avaya one-X® Communicator R6.1 SP9 is not supported with SBC. Official SBC support will be part of 1XC R6.2	None
NA	Presence and IM does not work if user set & character in email field on LDAP. This is not supported	Use Work Number instead of email handle for JID
NA	AutoDial Feature button is not supported with 1XC-SIP	None
ONEXC-6553	User must select different device in “Ring Additional Device” other than selected in “Microphone” and “Speaker”. If user select same device, “Test” button will be disabled	Select other device for “Ring Additional Device”
ONEXC-6768	With CES Integration, some of the features in 1XC like 24*7 Call logs, Bridge Conferencing does not work If link on CES server is down.	Check all links are UP and working on CES server
NA	Outlook 2010 contacts are not displayed in 1XC if the Message Class is not set correctly for those contacts in Outlook	Set correct Message Class for these contacts in outlook
ONEXC-6239	With Microsoft Lifecam HD-6000, Video quality is not HD all the time. This is Lifecam HD issue	None
ONEXC-5564	User Cannot change the presence Availability in the 1XC(integrated with CES) if the value is not set to Auto-Manage for the same user on 1XM.	Logoff 1XM and try from 1XC
NA	Avaya one-X® Communicator 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	Update the video driver to the latest available.
NA	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.
NA	Terminal Services and RDP (Remote Desktop) are not supported. When using Avaya one-X® Communicator over an RDP (Remote Desktop) connection, audio and video devices may not be available, listed with correct names or not working properly, depending on specific machine configuration	None
NA	In failover geo-redundancy environment, only “This Computer” mode is supported.	None

ONEXC ID	Caveat	Resolution /Notes
NA	Avaya one-X® Communicator does not support ad-hoc IM conference (Group chat/Multi-User chat) session with multiple OCS (Office Communications Server) users. Only point-to-point IM chat can be successful between Avaya one-X® Communicator and OCS (Office Communications Server) users.	None
NA	Avaya one-X® Communicator Supported Codecs - <ul style="list-style-type: none"> <li>➤ isac</li> <li>➤ G.722-64k</li> <li>➤ G.729 A</li> <li>➤ G.729AB</li> <li>➤ G.711A</li> <li>➤ G.711MU</li> </ul> Video Codecs – <ul style="list-style-type: none"> <li>➤ H.263</li> <li>➤ H.263 - 1998</li> <li>➤ H.264</li> </ul>	
ONEXCESSERVER-8183	1XC Integration with 1XCES in Avaya Aura 6.2 FP1 environment: Outage of Presence functionalities on 1XC client supported through 1XCES and 1XM due to Presence adaptor issues between 1XCES 6.1 SP3 and PS 6.1 SP5 in Aura 6.2 FP1 setup.	Presence related functionalities directly supported on 1XC (like in Standalone mode) would continue to work in this environment.
ONEXC-7054	"Esc" key does not work for full screen video  If user has select Auto-hide of the task-bar then workaround is:	Left click on 1XC video window during maximize window and then try to click ESC button.  Click the window button. User will see the task-bar. Right click on the 1XC from task-bar and select minimize.
ONEXC-7055	IM in Contact Detail cannot be saved after logoff and re-login again on SIP mode.	IM handles of enterprise users are configured on SMGR. The same applies to e.164 handles that are displayed in the work number field. User cannot edit these values via 1XC/PPM interface.

## Fixed Issues

Following issues are fixed and delivered in Avaya one-X® Communicator 6.1 SP9 –

Key	Summary
ONEXC-8100	1XC crashes after tapping 2-3 times on feature tab button "Transfer to voice mail" of UI
ONEXC-8054	[BREAKAGE] from R6.1 SP8: Presence state Busy (On a Call) at log-on (Intermittent 60%)
ONEXC-8035	Presence updates matching incorrectly in H.323 mode
ONEXC-8032	One-X Communicator SIP does not show extension ID for call forward and enhanced call
ONEXC-8027	1xc saves "Anruf von" as name for external calls
ONEXC-8026	Call log stores incorrectly some intl calls
ONEXC-8013	1xc Windows product should handle dock/undock situation gracefully instead of the current behavior of Docking and un-docking breaks Audio path (one way audio), client gets hung, restart or reboot of PC required
ONEXC-8011	1XC does not display busy indicator buttons correctly (mixing up of indicators)
ONEXC-7937	No audible alert for incoming IM
ONEXC-7935	"Ring Also" number is blank constantly on UI
ONEXC-7889	ARS code does not get prepended when using variable length national numbers if certain instances
ONEXC-7883	Outlook Name Resolution Not Working
ONEXC-7862	1XC crashes when we have a space in </ name> tag for SigPortRange
ONEXC-7854	1XC is crashing after log-in, log-out, log back in (Intermittent 30%)
ONEXC-7816	1XC 6.1 SP7/8 showing presence state only if contact is "favorite"
ONEXC-7807	Long distance code appended if international access code is dialed
ONEXC-7787	1xc displaying restricted call incorrectly
ONEXC-7785	One-X Communicator SIP does not show extension ID for call forward and enhanced call
ONEXC-7755	Extension number is not displaying with "busy-indicator" button (it should display "Busy xxxxx" instead of "busy-indicator").
ONEXC-7747	Voice Quality and Volume level issues
ONEXC-7729	Long distance code not prepended if Include City/Area code is unchecked
ONEXC-7640	Need to update Overview and Planning Guide documentation that Citrix supports Outlook Integration
ONEXC-7581	Click to Dial doesn't work correctly for certain pages on IE
ONEXC-7574	[BREAKAGE from ONEXC-6554 - works on SP7 build 6.1.7.12]: Mute, Hold and Transfer buttons do not display on 1XC UI when using Priority Call in H323 mode.
ONEXC-7556	System ACL=Allow/Confirm - Can't see User B's presence on User A client
ONEXC-7555	PRES-1919: 1XC sends PS subscribes to both SMs when setup for simultaneous registrations
ONEXC-7542	1xc shows caller detail incorrectly if name of caller includes digits and this incoming call is being coverage or any redirection like call-fwd
ONEXC-7538	Need to port localization for "clear" string.
ONEXC-7537	Outlook Name Resolution Not Working
ONEXC-7529	Cannot change/clear country option in mobile settings
ONEXC-7527	Cannot disable minimize to task tray
ONEXC-7526	Presence Not Rendering For Contacts
ONEXC-7524	Secondary ring device not available
ONEXC-7522	Fix Incorrect File Versioning on Avaya Executables and Libraries
ONEXC-7521	Unable to install 1XC with msi file.
ONEXC-7506	Mobile Numbers and Call Handling Configuration Out Of Sync and Inconsistent

ONEXC-7495	Bypass for Initial Setup Wizard
ONEXC-7489	"Other Phone: 'name' " label doesn't change if the 'name' is modified
ONEXC-7487	My Computer mode is getting enabled back
ONEXC-7485	Guest Name Intermittent Display Problem
ONEXC-7417	one-X Communicator H.323 insecure registration vulnerability - same issue on deskphones tracked under H32396x0-4113,H32396x1-6322)
ONEXC-7403	OneX Communicator R6.1SP7 H.323 - error "Conference Error, Unable to add participant" when conference an outbound call that uses diod R2MFC trunk group
ONEXC-7395	1xC callog issues with German umlauts.
ONEXC-7329	1xC SIP marks RTP and RTCP packets with incorrect DSCP tags
ONEXC-7270	doesn't work in SC mode if customer is added addition SM list trough 1XC setting.
ONEXC-7267	If you have the 1XC on shared mode and also have configured 5 or more busy indicator the application become irresponsive.
ONEXC-7118	Automatically generate crash dump files if crash occurs
ONEXC-7014	audio error pops-up in shared-ctrl mode
ONEXC-6829	Click to Dial not working for numbers with ( ) on IE 9
ONEXC-6827	LDAP search with CN is not successful

## Open Issues

Avaya one-X® Communicator 6.1 SP9 has following open issues –

Issue ID	Problem	Resolution / Notes
<b>Installation / Uninstallation</b>		
ONEXC-8194	silent installer fails to disable IE C2D	Manually Disable
ONEXC-7968	Fault message during cancel installation when outlook running	None
ONEXC-7558	Silent install of ONEXC by an Administrator (not local user) not installing the Outlook plugin	Install using setup.exe
ONEXC-6739	Per Machine Outlook Add-in Install Causing Windows Installer to Fire every time Outlook starts with Non-Admin Privileges	None
<b>Login</b>		
ONEXC-8243	[SCAE-3967] User able to login on 1XC without given the "Domain name"	Clear config.xml and try to login
ONEXC-8056	[BREAKAGE] from R6.1 SP8: User cannot log-in to 1XC using CES mode with valid credentials (Intermittent 50%)	Cancel and try login again

ONEXC-6124	1XC shows Login Error message when laptop is resumed after standby/hibernation in 1XCES integration mode.	Click on the OK button of this error message. 1XC client will initiate re-login automatically.
ONEXC-7847	Shutdown window does not disappear after exiting 1XC (Intermittent 30%)	Kill process from task manager
ONEXC-7841	Log-on button does not work when attempting to log-on for the first time (Intermittent 40-60%)	Exit-Relogin 1XC
ONEXC-7380	1XC Login does not Time Out. No Message is displaying to User When LAN is not Connected ( No Internet Access)	Exit-Relogin 1XC
ONEXC-7276	1XC hangs when canceling login (Wrong Credentials) After setting auto login,	Enter correct credentials after exit
ONEXC-7028	Login process cannot be canceled or get successful if there are both valid SM and CM server IP addresses added in Server List of Telephony Settings	Remove CM IP and login with SIP server only.
ONEXC-5270	(SIP Shared Control/Deskphone)When Avaya one-X® Communicator is configured for Multiple Session Managers(SM) IP's and, if the order of the IP is changed, Avaya one-X® Communicator does not login in Deskphone mode.	None
ONEXC-7236	After changing to another CES account, SIP user cannot login to the server	None
<b>UI</b>		
ONEXC-7986	Graphics Rendering Problems	None
ONEXC-7899	(Intermittent 30%)User is not able to see Clear button in SIP CES (Not seen H323 CES )	None
ONEXC-7764	1XC (SIP and H323): "Accept Video" icon is displayed on both Call Appearance even if 1 call appearance is in Hold state	Click on Accept Button
ONEXC-7572	1XC periodically crashes on start-up with logging enabled	None
ONEXC-7462	'Show Contact Details,Call,IM,Email' button doesn't display or got disappeared on contacts/call logs detail window,while settings long presence note or status message at that particular contact.	Keep Presence note short
ONEXC-7311	After dragging separate icon on call log field Clear button appears but not for any use(search button should not be there).	None



ONEXC-5543	User cannot select a number as Also ring in the Call handling tab, immediately after adding the number under the phone numbers tab.	The user has to close the general settings tab and reopen it to perform this operation.
ONEXC-7281	Dialpad of 1XC does not impact on "Enter name or number" field	None
ONEXC-7148	1xC – P3S3 – The video call icon displays as audio call icon after hold then unhold P2P video call between 2 SIP users	None
ONEXC-7038	Video Statistics information displays incorrectly when using webcam integrated in laptop.	None
<b>Call Handling</b>		
ONEXC-8230	cannot answer call with call-pickup button	None
ONEXC-8162	Dual registration (Dual Mode) – 1XC (H323 mode) does not display SBA when Win Flare (SIP mode) makes P2P call	Logoff one EP
ONEXC-8068	Calls from Bridged Appearance (BA) on 1XC "This Computer" mode do not show BA caller ID.	None
ONEXC-7735	Aura FP2 - Failed to blind transfer P2P call in case of security disabled on CM, all endpoint's security is best effort	None
ONEXC-7701	dialing rules fails to translate international numbers	
ONEXC-7362	1XC shared Control with VDIC: 1XC User cannot receive and make Call after Network Recovery	Restart 1XC
ONEXC-7192	1xC – P2S2 – The call is dropped after transfer activated call to offline or invalid numbers.	None
ONEXC-6047	Dialing a # at the end of an E164 number that gets transformed to a local extension results in call failure	None
ONEXC-5621	On a DM call from SIP station to 1XC in SIP telecommuter mode, if either party holds telecommuter does not tandem new SDP information	None

	on service link results in no talkpath	
ONEXC-7110	Intercom calls do not work on 1XC	None
ONEXC-5527	On a active video call , If Avaya one-X® Communicator (1XC) SIP "A" endpoint muted video and Avaya one-X® Communicator (1XC) "B" try to mute video , Video call gets dropped , there is audio only call between the endpoint	None
ONEXC-7180	Ring-back tone keep playing at called user after 1XM SIP for iOS ignore the call	None
ONEXC-7137	Function of control icons don't work in Bridge UI when using 1XC with SIP_CES_Share Control mode.	None
ONEXC-6976	Call Log does not display correctly the Name/Number when make call using EC500 in H323 mode.	None
<b>Telephony Conferencing</b>		
ONEXC-7155	1xC - P3S3 -Can not unhold the conference after hold the conference on 1XC SIP user which login 1XC with deskphone/SC mode	Unhold from deskphone
ONEXC-7154	Unable to add participant to conference by "Conference" button in call appearance.	None, Intermittent
ONEXC-6863	Call drops if user add 1 video call with 1 audio call to create 3-party conference.( <30% reproducibility)	Intermittent
ONEXC-5056	User logged in Deskphone mode is not able to resume a Held Conference call from Avaya one-X® Communicator.	Resume the held conference call from Hard-phone.
ONEXC-7290	Participants cannot hear voice from 1XC_SIP in 4-parties conference using drag and drop method	None
ONEXC-6863	Call drops if user add 1 video call with 1 audio call to create 3-party conference.( <30% reproducibility)	None
ONEXC-7155	1xC - P3S3 -Can not unhold the conference after hold the conference on 1XC SIP user which login 1XC with deskphone/SC mode	None
<b>Bridge Conferencing</b>		
ONEXC-8133	The mute self icon is displayed when 1XC joins conference as Moderator	Unmute by clicking it

ONEXC-7379	Users are removed from conference by moderator but They are still displayed on UI bridge conference	None
ONEXC-5420	AAC - If video window is manually closed and Avaya one-X® Communicator "A" dial AAC conference as moderator and another Avaya one-X® Communicator (1XC) "B" join as participant, Black Video window appears at remote endpoint (Avaya one-X® Communicator [1XC] SIP "B")	None
ONEXC-5421	AAC - Video- Avaya one-X® Communicator (1XC) Mute video feature indicates video freeze at remote end instead of "Far end has muted video"	None
ONEXC-5422	AAC -video- Avaya one-X® Communicator (1XC) stop or end a call doesn't drop video at remote end during conference	None
ONEXC-7323	H323 users don't have video when they call into Adhoc Bridge	None, Call will be audio
<b>Audio and Video</b>		
ONEXC-7306	Intermittent(2/10): H323_CES- Unable to upgrade to video after downgrading to audio	None
ONEXC-5862	SIP – video: If endpoint mutes video and either performs hold/resume , after that call appearance Active video call icons as well as video mute button disappears from far-end, far end 1XC call is treated as audio only call.	Re-initiate the call.
ONEXC-7094	1xC – P2S2 – After hold then unhold a P2P video call on H323 user, video can't resume (seen on SP7).	None
ONEXC-5299	Video screen distorted using Logitech camera on 1XC client.	None
ONEXC-5269	Video doesn't negotiate if Avaya one-X® Communicator H.323 with desk phone as 9640 phone type calls to Avaya one-X® Communicator SIP Video endpoint.	None
ONEXC-5451	No error is displayed to user if video cannot be negotiated with far end	None
ONEXC-7074	1xC – P3S3 – The call is released automatically when user close video window on 1xC after escalate audio call to video call between Flare Win and 1xC.	None
ONEXC-5444	Detach - reattaching camera on active video call doesn't resume video after un-muting requires 2 Hold - Resume operations	None
ONEXC-6896	1xC - With 2 video calls, video lost on first call after user presses un-hold to resume the call	None

ONEXC-5411	User-A's video mute icon is not displaying when make or receive a call from a video enabled User-B ("show your video image automatically on login with video capabilities" is unchecked for User-A).	None
ONEXC-5595	Incoming call ringing alert isn't available if secondary ringing device is disconnected on incoming call.	None
ONEXC-6549	Calls from RadVision MCU6000 to 1XC-SIP get no video or audio	Intermittent Issue
ONEXC-7187	1xC – P3S3 – 1xC H323 user can not be de-escalated from P2P video call with SF/ADVD to audio call, after click on "Stop Video" button.	None
ONEXC-7003	Dial-out calls from Radvision Elite 6000 MCU to 1XC SIP get no audio or video, drop after 30 seconds (seen on Aura FP1 and FP2)	Intermittent Issue
ONEXC-6958	After unhold the conference from bridge conference UI, there is no voice between participants	Hold/Unhold Call
<b>Call Log</b>		
ONEXC-8124	Unable to disable call log	None
ONEXC-8017	Call log is not generated for active call, if user deleted all call logs while call is in progress.	None
ONEXC-8010	1XC call log displays only number and not names	None
ONEXC-7406	Call Log and H.323 standalone: Previous extension's Call Log are displaying if user changes extension number on the same system (i.e. from H.323 to SIP/H.323 login mode).	None
ONEXC-6828	1XC creates two log entries when another PF endpoint answers incoming call	None
ONEXC-5788	Call is logged as FAC+number for any outgoing calls using ARS FAC starting with * & #	None
ONEXC-5825	1XCES Integration mode: If more than 50 Call Logs are present in 1XC, then it resets to 50 after logoff and login.	None.
ONEXC-5502	(14xx/16xx/94xx DCP)Call log is not updated with name, after conference call is ended.	None
<b>Presence</b>		

ONEXC-8223	No feature or no presence sometimes after a short network outage	Relogin 1XC
ONEXC-8092	Presence status of a user in H.323 mode remains Available even after logout w/CES	None
ONEXC-7886	SAC on phone publishes DND but rendering as yellow/busy	None
ONEXC-7595	1XC publishes wrong presence message when changing from Primary to Secondary SM	None
ONEXC-7608	ONEX SIP client will not update H.323 buddy presence state following HA CM manual switchover	None
ONEXC-5537 ONEXC-5340	SIP & H.323: Upon Logout, Presence shows "Available"	None
ONEXC-7286	1xC – P3S3 – Presence Status of user display as “unknown” in search Result of when CES_H323 user searches an online CES_SIP user.	None
ONEXC-7285	Video icon of H323_user disappears in “My Contact” view of SIP user after SIP user exits and re-login	None
ONEXC-7040	1xC – P3S3 – H323 user can not show the presence status of offline H323 user in favorite contact list after it adds a H323 user to favorite contact list then re-login	None
<b>Contacts</b>		
ONEXC-5739	Favorite contacts added on the 1XC(100 favorites) client do not sync up with the 1XM client for the same user.	None
ONEXC-5793	SIP - Work number does not change, if edited extension matches with E164 format of PPM contact.	None
ONEXC-5175	"Unable to add contact" message pops up, for contacts configured with pager details.	None
ONEXC-5446	SIP: Email filed is blank when any H.323/SIP user is added into My Contacts or Favorites list from the "PPM" search	None
ONEXC-5141	Domino LDAP Contacts with Umlaut characters cannot be added as Favorite.	None
ONEXC-5335	Contacts deleted from Avaya one-X® Communicator or from hard-phone don't get synced, the user has to log-off & login back for the changes to reflect	Log-off & re-login.
ONEXC-5557	If contacts are deleted from Favorites /VIP (those are added from Call log), then after delete, they are still listed under “All” filter list.	None

ONEXC-6122	1XC shows multiple entries in the Advanced Contacts search screen when "Max Entries" field is set to 0.	Do not set this field to 0.
ONEXC-7203	Advanced search: contacts does not display if user search a contact as login_id@IM_domain (and Filed selected as IM Address).	Do not use _ while creating users
ONEXC-7199	Contact Details does not change to new values immediately after 1XC-SIP logoff and re-login.	Wait for PPM to update the contact
<b>IM</b>		
ONEXC-8224	Intermittently IM is not working	Exit-Relogin 1XC
ONEXC-5426	SIP: Offline message is displaying at SIP User-A, if another SIP User-X leaves from the multiparty IM conference and then User-X make a call.	None
ONEXC-6989	IM & Presence subscription should be terminated on existing call logs entries on deletion of a contact or buddy without need of client restart.	None
ONEXC-6987	Blank IM entry displays at near end, when user enters & clears all characters from textbox & clicks on send button.	None
ONEXC-7287	3rd contact cannot receive the offline message after re-logging 1XC from IM Conference.	None
<b>Failover</b>		
ONEXC-5277	When Primary Session Manager (SM) fails & Avaya one-X® Communicator registers to secondary Session Manager (SM), Conference is not successful.	Exit Avaya one-X® Communicator & Login again.
ONEXC-5179	(H323 Deskphone)When Main CM goes down, Avaya one-X® Communicator (1XC) logs off & login in not successful.	Exit Avaya one-X® Communicator & Login again.
ONEXC-5615	Registration fails if Avaya one-X® Communicator (1XC) to LSP for H.323 and BSM for SIP if only primary is being configured on Avaya one-X® Communicator (1XC) and CM/SM pushes ESS/LSP and SM2-BSM IP to Avaya one-X® Communicator (1XC).	None
ONEXC-5609	While on a active call of Avaya one-X® Communicator (1XC) integration with SIP Avaya one-X Client Enablement Services (CES), if primary SM goes down then presence icon changes from Orange (Busy) to Green (Available).	None
ONEXC-5612	While on a active call, Primary SM goes down, user drops the call from Avaya one-X® Communicator (1XC), call is not dropped at the far end.	None

<b>Network and Network Recovery</b>		
ONEXC-5090	Avaya one-X® Communicator SIP Logged in with Client Enablement Services integration, after network recovery, Avaya one-X® Communicator logs in and the user name is not displayed.	User exits Avaya one-X® Communicator & re-logs in then name is displayed correctly
ONEXC-5163	SIP Mode: Active call is not displayed after the network recovery in Avaya one-X® Communicator (1XC) SIP deskphone.	Drop the call from Hard-phone, Exit Avaya one-X® Communicator (1XC) and login back
ONEXC-5162	Presence does not get updated after the network recovery in Avaya one-X® Communicator (1XC) SIP deskphone.	Exit Avaya one-X® Communicator (1XC) and login back.
ONEXC-5594	(Deskphone mode)When Hardphone recovers from network outage, sync between Avaya one-X® Communicator (1XC) and Hardphone is lost.	Exit Avaya one-X® Communicator (1XC) and login back once phone recovers from network outage.
<b>Outlook Integration</b>		
ONEXC-5436	(Outlook contacts are more than 1000+) Contact matching Window pops up after 20-25 seconds for incoming call.	None
ONEXC-5362	High CPU and memory utilization while indexing outlook contacts.	None
<b>1XCES Integration</b>		
ONEXC-8204	User cannot remove contact from FAVs and VIPs on both Call Logs and Messages tab of 1XC application in CES mode	None
ONEXC-8056	[BREAKAGE] from R6.1 SP8: User cannot log-in to 1XC using CES mode with valid credentials (Intermittent 50%)	
ONEXC-7236	After changing to another CES account, SIP user cannot login to the server	Exit-Relogin 1XC
ONEXC-5739	[Avaya one-X® Communicator (1XC) with Client Enablement Services (CES)]Favorites tagged from Avaya one-X® Communicator (1XC) does not always sync up with the one-X Mobile (1XM) Client when the user has logged into both the clients. The vice versa works properly.	None
ONEXC-5566	User cannot set or change presence note on the Avaya one-X® Communicator (1XC) client (with Client Enablement Services (CES) integration) if there is already an existing note on the one-X Mobile (1XM) client for the same user.	None
ONEXC-7212	Avaya one-X Client Enablement contacts still appear in "ALL" contact view list after user removes them from FAV/VIP list	Logoff/Relogin
ONEXC-7098	The presence is wrongly showing.	None

<b>Citrix Integration</b>		
ONEXC-5290	Click-2-Dial for Internet Explorer does not work (Windows Server 2008).	Disable Internet Explore Enhanced Security Configuration.



## Technical Support

Support for Communicator Client is available through the normal Avaya escalation process. If you encounter trouble with the clients:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, submit a trouble ticket to Avaya.

When you request technical support, provide the following information:

- Configuration settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

## Appendix A: Acronyms

1XC	Avaya one-X® Communicator
1XM	Avaya one-X® Mobile
1XCES	Avaya one-X® Client Enablement Services
CM	Avaya Aura Communication Manager
SM	Avaya Aura Session Manager
SMGR	Avaya Aura System Manager
PS	Avaya Aura Presence Services
TTP certificate	Trusted Third Party Certificate
MM	Modular Messaging
AAC	Avaya Aura Conferencing
LDAP	Lightweight Directory Access Protocol