Installing Avaya one-X® Agent

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Chapter 1: Introduction

Purpose

This document provides deployment checklists and procedures for installing and configuring a reference configuration. It also describes initial administration and basic maintenance checklists and procedures.

Intended audience

This document is intended for personnel who deploy a verified reference configuration at a customer site.

Related resources

Documentation

The following table lists the documents for Avaya one-X® Agent and other related documents. Download the documents from the Avaya Support website at www.avaya.com/support.

Document number	Title	This document describes:	Audience
Overview			
	Avaya one-X® Agent Overview and Specification	The product characteristics and capabilities including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Sales Engineers, Solution, Architects, Implementation Engineers,

Document number	Title	This document describes:	Audience
			and Support personnel
Implementing			
	Installing Avaya one-X® Agent	The implementation of Avaya one-X® Agent in a customer environment. This guide provides details on system requirements, deployment options, implementation, customization through user scenario, and standard installation procedures.	Implementation Engineers and Support personnel
	Installing server applications for Avaya one-X® Agent	The installation for the three server applications with Avaya one-X® Agent: • Presence Services • Avaya Aura® Session Manager • Central Management for Avaya one-X® Agent Describes the installation procedures for each applications in separate chapters because the server applications are optional for Avaya one-X® Agent 2.5 and later.	Implementation Engineers and Support personnel
	Migrating server applications from Avaya one-X® Agent 2.0 to 2.5	The migration procedure for server applications from Avaya one-X® Agent 2.0 to 2.5. This document also has procedures to keep the user and configuration data of all server applications. In addition, the document has procedures for servers to migrate, remove, and reinstall in a sequence. The document also has procedures on the data restoration.	Implementation Engineers and Support personnel
	Implementing Avaya Aura® Presence Services	The procedures to install and configure Avaya Aura® Presence Services.	Implementation Engineers and Support personnel

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Document number	Title	This document describes:	Audience
	Implementing Avaya Aura® Session Manager	The procedures to install and configure Avaya Aura® Session Manager.	Implementation Engineers and Support personnel
	Installing and upgrading Avaya Aura® System Manager	The procedures to install and upgrade Avaya Aura® System Manager.	Implementation Engineers and Support personnel
Supporting			
	Avaya one-X® Agent Port Settings	The steps to change the ports for firewall traversal rules.	Implementation Engineers and Support personnel
	Troubleshooting Avaya one-X® Agent	The procedures to troubleshoot the problems during the installation and administration of Avaya one-X® Agent and Central Management that Avaya one-X® Agent supports.	Implementation Engineers and Support personnel
Using			
	Using Avaya one-X® Agent	All tasks available to users of Avaya one-X® Agent.	Sales Engineers, Solution, Architects, Implementation Engineers, and Support personnel
	Administering Avaya one-X® Agent	The Avaya Aura® Communication Manager administration for the Avaya one-X® Agent configurations during the initial system setup and to change the configuration.	Implementation Engineers and Support personnel
	Using Avaya one-X® Agent Central Management	The agent features, and administration of Central Management features. This guides also describes how to use Central Management.	Implementation Engineers and Support personnel
	Administering Avaya Aura® Communication Manager	The procedures to configure Avaya Aura® Communication Manager.	Implementation Engineers

Document number	Title	This document describes:	Audience
			and Support personnel
	Avaya one-X® Agent quick reference guide	The procedure to install the Interactive Installation procedure that agents use to install the Avaya one-X® Agent software.	Sales Engineers, Solution, Architects, Implementation Engineers, and Support personnel
	Administering ACCCM for Avaya one-X® Agent Central Management	The agent and supervisory features that administrators use to control Avaya one-X® Agent Central Management.	Implementation Engineers and Support personnel

Customizing			
	Avaya one-X® Agent API document	The API for customers to customize screen pop.	External customers

Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to http://support.avaya.com, select the product name, and check the *videos* checkbox to see a list of available videos.
- To find the Avaya Mentor videos on YouTube, 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.

Note:

Videos are not available for all products.

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Support

Visit the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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Chapter 2: Avaya one-X Agent overview

Avaya one-X® Agent overview

Avaya one-X® Agent is a desktop software for agents in a contact center. This desktop software enhances agent productivity regardless of agents working from the head office or the branch office. Avaya one-X® Agent synchronizes with the deskphone to share the control of telephony and agent features. Agents can use the user interface to gain access to common agent features, including contact center capabilities, namely integrated video and instant messaging.

Avaya one-X® Agent supports the agents to deliver superior customer contact features. Agents can:

- Use advanced contact handling features to serve the customer.
- Gain access to customer-specific information through Screen Pop.
- Contact experts throughout the enterprise by using the Supervisor Assist feature.

Installation overview

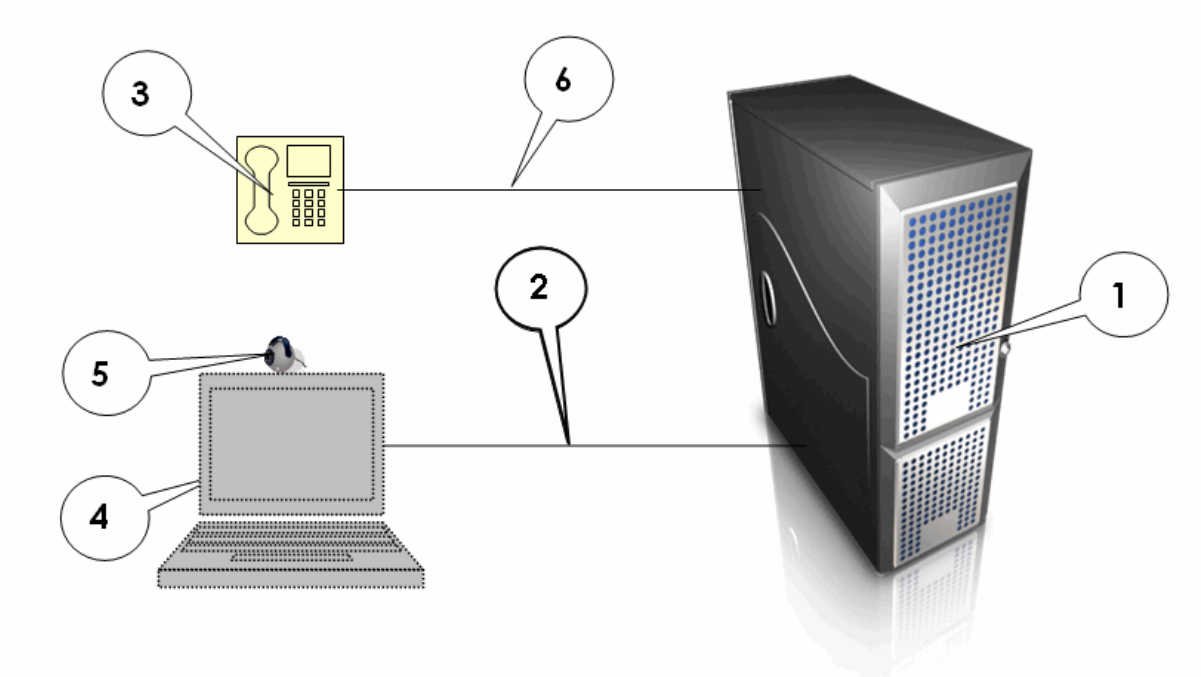
With Avaya one-X® Agent, you can deploy the software on a computer or on a Windows Server with virtualization environment. Avaya one-X® Agent supports the following desktop computer installation methods:

- **Standard installation**: Use the standard installation wizard to configure the installation setup.
- **Silent installation**: Use the silent installation to run the standard install package through a command line interface. Administrators use the silent installation to control the installation options through parameters at the command prompt.
- **Push installation**: Use the push installation to customize the Avaya one-X® Agent installation database. Administrators can configure the installation through Windows Domain Login to push the file in to the computer.

Agents can run Avaya one-X® Agent in a virtualized environment.

Topology

Avaya one-X® Agent uses the following system architecture, software integrations, and software components to provide a multichannel contact center solution.



1	Communication Manager
2	H.323
3	Avaya IP/DCP deskphone (Far Endpoint)
4	Desktop running Avaya one-X® Agent
5	Video Camera (Optional)
6	Real Time Processing (RTP) to Far Endpoint

Components of Avaya one-X® Agent

To complete the Avaya one-X® Agent setup, you require the following products:

- Avaya Aura® Communication Manager
- Avaya Aura® Session Manager
- Avaya Aura® System Manager
- Avaya one-X® Agent Central Management
- Avaya Contact Center Control Manager

The availability of features depends on the Avaya one-X® Agent user type you deploy. Avaya one-X® Agent retains all enhancements with the same user interface so that the users of Avaya one-X® Agent can adapt easily to the new features.

Requirements

Enterprise requirements

Communication Manager

To use Avaya one-X® Agent for H.323 voice or video call, you must have the following setup:

- An extension administered for Avaya one-X® Agent on Avaya Aura® Communication Manager 6.2 Feature Pack 1
- Communication Manager Release 2.x or later (voice only)
- Communication Manager Release 4.x or later (voice and video)

Avaya Video Telephony Solution

To use the video feature, you must have any one of the following software packages:

- Avaya Video Telephony Solution 3.0
- Avaya Video Telephony Solution 4.0

Software requirements

Operating system

Your computer or laptop must have one of the following operating systems:

- Microsoft Windows 8 32-bit or 64-bit
- Microsoft Windows 7 Service Pack 1 32-bit or 64-bit
- Microsoft Windows XP Professional with Service Pack 2 or Service Pack 3

- Microsoft Windows Vista Service with Service Pack 1 for Business, Enterprise, or Home Premium
- Microsoft Windows 2003 Server for Terminal Services
- Microsoft Windows 2008 Server R2 for Terminal Services
- Microsoft Windows Server 32-bit or 64-bit

Software package

- Avaya one-X® Agent installation programs
- Polycom video installer for video

Download the software from the Avaya website at www.avaya.com/support.

Web browsers

Avaya one-X® Agent requires the following Web browsers to use the Click-to-Dial feature:

- Mozilla Firefox 3.x

  You can download the software from the Mozilla website at www.mozilla.org.

- Microsoft Internet Explorer 7.0, 8.0, 9.0, or 10.0

Microsoft products

Avaya one-X® Agent requires the following Microsoft products:

- Microsoft .NET Framework 3.5 Service Pack 1
- Microsoft Re-distributable Primary Interop Assemblies (PIA)

  Note:

  You require this program only when you import Microsoft Office Contacts from Microsoft Office 2003 or 2007.

- Windows Media Player R10 or later for H.323 protocol

You can download the software from the Microsoft website at www.microsoft.com.

Feature dependencies on configuration

The following table lists the availability of Avaya one-X® Agent features in 32-bit, 64-bit, and server operating systems.

Feature Name	32-bit operating system	64-bit operating system	Server operating system
ACD	Y	Y	Y
Telephony	Y	Y	Y
Video	Y*		
IM/Presence	Y	Y	Y

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Feature Name	32-bit operating system	64-bit operating system	Server operating system
TTY	Y	Y	
Desktop Sharing	Y	Y	Y
Supervisor	Y	Y	Y
My Computer mode	Y	Y	

* Avaya one-X® Agent does not support the video feature for Windows 7 32-bit and Windows 8 32-bit operating systems.

Hardware requirements

Important:

You must configure the hardware components correctly and ensure that the hardware components function as intended on your personal computer. An incorrect configuration on your computer can potentially cause problems with the normal functionality of Avaya one-X® Agent. The hardware components include sound card, disk drive, hard disk drive, mouse, or all.

Hardware specifications for clients with voice operations in the Desk Phone or Other Phone mode

Processor 1.5 GHz Pentium 4 processor or equivalent

RAM 1 GB

Hard disk space 1 GB or more

Note:

You can add 1 GB hard disk space to store records and configuration locally. For best media performance, use more disk space.

Monitor display 800 x 600, 16 colors

Avaya Switcher II For Agent Greetings in the Other Phone (Dual Connect) and Desk Phone (Shared Control) modes

Note:

Systems with these specifications do not take advantage any other media type, namely, VoIP, Video, Desktop Sharing, or IM.

Hardware specifications for clients using Video, My Computer mode, IM, or Desktop Sharing

Processor	1.5 GHz Pentium 4 processor or equivalent
RAM	1 GB
Hard disk space	1 GB or more You can add 1 GB hard disk space to store records and configuration locally. For best media performance, use more disk space.
Monitor display	800 x 600, 16 colors
Universal Serial Bus	USB 2.0
A Web camera	For the list of supported Web cameras, see Video requirements on page 20.
Avaya Switcher II	For Agent Greetings in the Other Phone and Desk Phone modes.

Computer headset or headphones

You require computer headsets if you operate Avaya one-X® Agent in the My Computer mode.

Avaya no longer tests, sells, or supports headsets; however, the DevConnect partners test some of the headsets with Avaya one-X® Agent. Avaya one-X® Agent has published an API supporting Avaya branded headsets that for the DevConnect Partners to test headset interface through the DevConnect program. For information on testing the headsets, see the DevConnect website or Application Notes on the Avaya one-X® Agent page of the Avaya website.

Note:

For more information about the mapping of the former Avaya branded headsets to Plantronics equivalent, see the Avaya to Plantronics headset Transition Guide on the Plantronics website. You can download the PDF file that has the list of headsets from the following link:

www.plantronics.com/media/uc/avaya_transition_guide.pdf

The following wireless (USB/PC) headsets tested with Avaya one-X® Agent and perform adequately. The list is in no particular order.

Model	Supported region	Headset
700438534	Global, non EMEA	ABT 35 USB Headset NA
700438559	EMEA	ABT 35 USB Headset Euro
700373335	EMEA	AWH-65 USB WRLs Headset Euro RHS

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Note:

To use these wireless headsets, you need Persono Suite software Release 1.1.

Avaya has tested the following wireless headsets tested with Avaya one-X® Agent and perform adequately. The list is in no particular order.

Model	Supported region	Headset
700414139	Global	QD
700343726	Global	HDST - SUPRA ELITE MON NC (AH450N)
700470586	Global non EMEA	ENCORE ELITE BINAURAL

Note:

To use these wired headsets, you need an USB Adapter RHS.

IP Telephones for the Desk Phone mode

Avaya one-X® Agent supports the Avaya deskphone series.

The following deskphone types are available on Communication Manager and officially supported with Avaya one-X® Agent:

- Avaya 24xx series
- Avaya 46xx series
- Avaya 64xx series
- Avaya 96xx series, except 9610. The 9610 deskphone is incompatible with ACD deskphone.

  Note:

  Avaya 96x1 sets, aliased as 96xx sets if operating with Communication Manager before the 6.2 release.
- Clarisys i750 USB Internet Phone

Note:

You can use the 16xx series H.323 deskphones with Avaya one-X® Agent if the deskphones are provisioned as 46xx series deskphones on Communication Manager.

Sound card for the My Computer mode

The computer must have a full-duplex sound system. Use the following sound cards with Avaya one-X® Agent as these sound cards perform adequately. The list is in no particular order.

- Creative Labs - Live
- Creative Labs - Audigy
- Creative Labs - Audigy 2

You can download the latest drivers for these sound cards from the Creative Labs Customer Support website.

Note:

Using splitters with any of these sound devices might result in poor audio quality.

Note:

Nearly all computers and laptops have an integrated sound system that meets the Intel High Definition sound standard. These computers and laptops perform satisfactorily without more sound card or system.

Video requirements

Avaya Video Telephony Solution provides a point-to-point communication capability for agents in a contact center.

Avaya Video Telephony Solution is an optional Avaya one-X® Agent feature and requires the Communication Manager Remote Feature Activation (RFA) license. For information about this license requirement, see License requirements on page 21.

Note:

Avaya one-X® Agent supports the video feature with H.323 in the My Computer and Desk Phone modes.

For information about the video features, see the Avaya Video Telephony Solution deployment guide from the Avaya website at www.avaya.com/support.

Avaya one-X® Agent supports the video feature only in Microsoft Windows XP 32-bit and Microsoft Vista 32-bit operating systems.

Communication Manager

Avaya Video Telephony Solution features differ depending on the Communication Manager release. You require Communication Manager 4.x or later for video support.

Web camera

Avaya has tested the following USB cameras with Avaya one-X® Agent. The list is in no specific order.

- Camera Logitech QuickCam® Communicate MP(S5500)
- Logitech QuickCam® Ultra Vision
- Logitech QuickCam® Pro 9000
- Microsoft VX-3000

- Microsoft VX-6000
- Creative® WebCam Live!® Motion

You can find information about the video products from the following resources:

- For the most current list of supported Web cameras, go to the Avaya website at www.avaya.com/support.
- For information about the supported Web cameras, go to the manufacturer's website.
- Ensure that your computer meets the system requirements for your Web camera.

Network connection requirements

You can use a Local Access Network (LAN), Digital Subscriber Line (DSL), or a broadband Internet connection to set up the network.

You require an Ethernet connection to the network from the computer. You also require an Avaya deskphone connected to Avaya Aura® Communication Manager by the Internet Protocol (IP) network, or Digital Communications Protocol (DCP) wired protocols.

The following list provides the network requirements for each configuration type:

My Computer configuration	A single Ethernet connection between the personal computer and the IP network. Similarly, Communication Manager connection to this network.
Deskphone configuration	An Ethernet connection to the Network from the computer. You also require an Avaya Deskphone connected to Communication Manager by the IP network, or DCP wired protocols.
Other Phone configuration	An Ethernet connection from the computer to the IP network. You also require a simple switched connection to any other deskphone endpoint, as a Communication Manager extension or in the PSTN.

Tip:

Avaya provides informative documents that define and describe all aspects of networking. The documents also explains how the networking aspects affect the Voice over Internet Protocol (VoIP) communication. You can get these documents from the Avaya website at www.avaya.com/support.

License requirements

Avaya controls Avaya one-X® Agent and the optional Avaya Video Telephony Solution through licenses. You must purchase licenses for these products to use Avaya one-X® Agent and Avaya Video Telephony Solution.

License requirement

Before you install Avaya one-X® Agent, ensure that the system administrator has registered Communication Manager with the required number of Avaya one-X® Agent registration licenses.

You can use different types of users, namely, agents, non agents, and supervisors to gain access to the Communication Manager features. Based on the user type, the system grants access to a user for a particular User Type. The user gains access to all features for the corresponding user type, unless administrators restrict the user through Communication Manager. If the user does not intend signing on to the Automatic Call Distributor (ACD) server as an agent, but wants the features of Avaya one-X® Agent, the user can use a Non-Agent license type.

Avaya Video Telephony Solution license requirements

Avaya Video Telephony Solution (AVTS) is an optional feature of Avaya one-X® Agent. You can control the feature in the Communication Manager RFA license. You require this license for Avaya one-X® Agent video feature. Avaya one-X® Agent supports video only in the H.323 mode. Each Avaya one-X® Agent station on Communication Manager requires one RTU License for the Maximum Video Capable Avaya one-X® Agent Endpoints feature. These licenses are in all Communication Manager RFA licenses.

For more information about license, see the “Licensing section” in *Avaya one-X® Agent Overview and Specification*.

Virtualization support

Avaya one-X® Agent supports the following virtualization environments:

- Microsoft Windows 2008 Server
- Citrix XenApp™ with option for software streaming environment
- Sun Ray™
- VMWare® ESX/VDI with Virtual Desktop

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Chapter 3: Installation checklist

Avaya one-X® Agent installation checklist

As Avaya one-X® Agent interacts with different products and services, you must plan for a successful installation. Use this checklist to plan your activities. This checklist ensures that you got all software and licenses for an error-free installation.

Step No.	Task	Description	✔
1	Determine how your enterprise deploys Avaya one-X® Agent.	The deployment option might include telephony protocol, feature set, use mode, and Communication Manager. Avaya one-X® Agent supports video with H.323 in the My Computer and Desk Phone modes. For more information, see Enterprise requirements on page 15.	
2	Ensure that you get all product licenses.	Avaya controls Avaya one-X® Agent and the optional Avaya Video Telephony Solution through licenses. You must buy licenses for Avaya one-X® Agent and the optional Avaya Video Telephony Solution. For more information about license, see License requirements on page 21.	
3	Download the software package from the Avaya support site.	The Avaya one-X® Agent software download package is available on the Avaya Support website at www.avaya.com/support. For more information about software requirements, see Software requirements on page 15.	

Step No.	Task	Description	✔
4	Ensure that the user and enterprise environments can support Avaya one-X® Agent.	For the installation option, decide the following: • Do we have the necessary hardware? For more information about hardware requirement, see Hardware requirements on page 17. • Have all related Avaya software products installed and administered correctly? For more information about Avaya software requirements, see Software requirements on page 15. • Have all related third-party software products installed and administered correctly? For more information about the third-party software requirements, see Software requirements on page 15. • Have you verified that your infrastructure is ready for video telephony? For more information about AVTS, see the Avaya Video Telephony Solution deployment guide, available on the Avaya website at www.avaya.com/support.	
4	Administer Avaya one-X® Agent feature on Communication Manager.	Ensure that your system administrator has configured Communication Manager to support extension assignments, IP connectivity, deskphone types, video, and other mandatory settings. For more information about administering Communication Manager, see *Administering Avaya one-X® Agent.*	
5	Determine how you distribute the Avaya one-X® Agent software to your employees.	You can: • Use a tool such as the Microsoft Software Management Server (SMS) for silent installations. • Use a customer installation process that requires users to	

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Step No.	Task	Description	✔
		manually install the Avaya one-X® Agent and other related software.	
6	Begin the installation process.	Avaya one-X® Agent installation is available for computer and Windows Server environments. For more information about the installation, see *Installing Avaya one-X Agent*.	
7	Start Avaya one-X® Agent.	You must register your deskphone extension with the Communication Manager system to configure your system preferences.	
8	Complete the initial administration.	After completing the installation, you must configure your system and agent preferences. For more information about initial administration, see the “Setting up the initial configuration” in *Using Avaya one-X® Agent*.	

Chapter 4: Installing Avaya one-X® Agent

To install Avaya one-X® Agent, use one of the following methods:

- **Desktop installation**: Use the desktop installation wizard to configure the installation setup. For more information about the desktop installation, see Installing Avaya one-X® Agent from the GUI installation on page 27.
- **Silent installation**: Use the silent installation to run the standard install package through a command line interface. Administrators use the silent installation to control the installation options through parameters at the command prompt. For more information about the silent installation, see Installing Avaya one-X® Agent from the silent installation on page 29.

Installing Avaya one-X® Agent from GUI

Before you begin

- To install Avaya one-X® Agent (with video) with Avaya IP Softphone with video or Avaya one-X® Communicator with video, you must remove the Polycom video with either of the products and install the Polycom video with the installer supplied with Avaya one-X® Agent. For more information about removing software, see Removing existing software on page 39.
- Ensure that you have installed Microsoft .NET Framework 3.5 Service Pack 1 on your computer.
- To use the Click-to-Dial feature from Mozilla Firefox, ensure that Mozilla Firefox is present in your system.

Procedure

1. Go to the folder name where you downloaded the Avaya one-X® Agent installation software.
2. Unzip the contents of the folder, and double-click the `OneXAgentSetup.exe` file.

   The system starts the installation wizard and displays a welcome screen.
3. On the welcome screen, click **Next**.

   The system displays the End-User License Agreement screen.
4. Select the **I accept the terms in the License Agreement** option, and click **Next**.

   The system displays the User Information screen.

5. Type your name and the organization name in **Full Name** and **Organization** fields, respectively.
6. Click **Next**.

   The system displays the Destination Folder screen.
7. Specify the destination to install Avaya one-X® Agent, and click **Next**.

   The system displays the Central Management Information screen.
8. If you install Central Management for Avaya one-X® Agent, perform the following steps:

   a. Select the **Enable Central storage of profile information** check box.
   b. Type the Central Management server IP address and port number in the **Central Management Host** and **Central Management Port** fields, respectively. For example, type `https://[HOSTANDPORT]/oneXAgentCM/client/`.

   This step is optional. You can install Avaya one-X® Agent without selecting the **Enable Central storage of profile information** check box. The system displays an example URL with port number and path. If you do not change the default port, type the IP Address into this sample preserving the port number.

   The following is an example URL with backstroke (/) at the end:

   `https://148.147.18.62:8643/oneXAgentCM/client/.`
9. Click **Next**.

   The system displays the Language Pack Information screen.
10. Choose Language Packs for future users and click **Next**.

    The system displays the one-X Agent Options screen.
11. Select the appropriate options.

Options	Description
Use windows credentials to login to Central Management	Select this option if you are using Single sign-on (SSO), which requires Microsoft Active Directory to log on to Central Management and Presence Services using the windows credentials.
Enable Tutorials	Select this option to install help with tutorials. These videos are clips with illustrations to perform specific tasks. Leave this option blank to install the help system without tutorials.
Enable Click to Dial in Internet Explorer	Select this option to start the Click-to-Dial support in Microsoft Internet Explorer.

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Options	Description
Enable Click to Dial in Mozilla Firefox	Select this option to start the Click-to-Dial support in Mozilla Firefox. **Note:** The wizard displays this option only if Mozilla Firefox is present on your computer.

12. Click **Next**.
    The system displays the Video Information screen.
13. To start the video in Avaya one-X® Agent, select the **Enable Video** option in the Video Information screen.

    Note:

    The system displays the **Enable Video** option only if you installed the correct version of Polycom Video on your computer.
14. To change the TTY Baud Rate, select the Baud Rate from the available options. By default, the TTY Baud Rate is **45.45**. For North American Standard, the TTY Baud rate is 45.45.
15. To complete the Avaya one-X® Agent installation, click **Install**.
    The system begins the Avaya one-X® Agent installation, and the wizard displays a progress bar.
16. Select **Launch one-X Agent when setup exits** and click **Finish**.
    The systems starts the Avaya one-X® Agent application.

Installing Avaya one-X® Agent in the silent mode

About this task

The silent installer runs the Avaya one-X® Agent installation with the following:

- H.323 protocol
- Avaya Video Telephony Solution
- Microsoft Internet Explorer
- Mozilla Firefox
- Polycom video

You can configure all options available in the GUI installation with the silent installation. You can use `OneXAgentSetup.exe` to install Avaya one-X® Agent with the default options or with specific options as described in the following procedures:

Procedure

1. Open the command prompt and go to the folder where you copied the Avaya one-X® Agent installation software.
2. To install Avaya one-X® Agent with default options, at the command prompt run the following command:

   ```
   OneXAgentSetup.exe /qn
   ```

3. To install Avaya one-X® Agent with specific options, provide the appropriate property values for each option that you install through the command line or in the `install.properties` file.

   The following table provides description for property name and property description:

Property	Description
INSTALLLOCATION	Provide the complete path to the folder to install Avaya one-X® Agent.
USERNAME	Specify the agent user name.
COMPANY NAME	Specify the name of your company.
INSTALLTUTORIALS	Specify the value as `1` to install with tutorials.
ENABLECLICKTODIALIE	Specify the value as `1` to start the Click-to-Dial feature in Microsoft Internet Explorer.
ENABLECLICKTODIALFF	Specify the value as `1` to activate the Click-to-Dial feature in Mozilla Firefox.
ENABLEVIDEO	Specify the value as `1` to activate the video feature.
TTYDEVICEBAUDRATE	Select 45.45 as TTY device baud if the country standard is 45.45 or select 50. Contact your system administrator for more information.
LAUNCHAPPONEXIT	Select the value as `1` to start Avaya one-X® Agent immediately after installation.
USESINGLESIGNON	Select the value as `1` for users to perform a single sign on.
ENABLECENTRALSTORAGE	Select the value as `1` to enable the central storage of the configuration.

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Property	Description
	Agents can make changes to the profiles and configurations through the Avaya one-X® Agent user interface.
CENTRALMANAGEMENTURI	Sets the storage path of the central location where agent profiles and configuration is stored. Set the value as `https://<host>/oneXAgentCM/client/`, where <host> is the IP address of Central Management.

Locales	Prepares the Avaya one-X® Agent program to run the localized in listed, coma delimited locales.

INSTALL_FR	Select the value as 1 to install French language binaries
INSTALL_DE	Select the language to German
INSTALL_IT	Sets the language to Italian
INSTALL_JA	Sets the language to Japanese
INSTALL_KO	Sets the language to Korean
INSTALL_ES	Sets the language to Spanish
INSTALL_NL	Sets the language to Dutch
INSTALL_PT	Sets the language to Portuguese
INSTALL_RU	Sets the language to Russian
INSTALL_ ZH-CN	Sets the language to Chinese Traditional
INSTALL_ ZH-TW	Sets the language to Taiwan

4. At the command prompt, run the following command to install Avaya one-X® Agent with specific options:

```
OneXAgentSetup.exe /qn <property>=<property value>
```

For example, use the following command to start the video feature with the French and German language packs:

```
OneXAgentSetup.exe /qn EnableVideo=1/ Locale=FR,DE
```

Note:

To install Avaya one-X® Agent using the push mechanism, push the Polycom and Avaya one-X® Agent to the computer of the agent. When the system copies the configuration file to the computer of the agent, use the custom script to install the

software on other agent computers. Contact the IT desk, as Avaya does not support such an installation.

Customizing the installation

Avaya provides the install property file (`install.properties`) with Avaya one-X® Agent. You can customize the installation.

Upgrading Avaya one-X® Agent to Release 2.5.4

Important:

You must upgrade the Central Management 2.5 server before you upgrade the Avaya one-X® Agent 2.5.4 client if you deploy the Avaya one-X® Agent system with Central Management.

The Avaya one-X® Agent installer automatically upgrades any of the following versions already installed on your system to Release 2.5.4:

- Avaya one-X® Agent 2.5 to 2.5.4
- Avaya one-X® Agent 2.5.1 to 2.5.4
- Avaya one-X® Agent 2.5.1 with patches to 2.5.4
- Avaya one-X® Agent 2.5.2 to 2.5.4
- Avaya one-X® Agent 2.5.1 to 2.5.2 to 2.5.4
- Avaya one-X® Agent 2.5.2 with patches to 2.5.4

Important:

Do not try to upgrade between interim build versions of the Avaya one-X® Agent Release 2.5.4. If you try to update the software between the build versions, the system displays errors while logging in.

About this task

Use the following procedure to upgrade Avaya one-X® Agent to Release 2.5.4.

Procedure

1. Go to the folder containing the Avaya one-X® Agent software and double-click the `OneXAgentSetup.exe` file.
   The system detects the earlier installation and continues to remove the installed version of Avaya one-X® Agent. After successful removal of previous version, the

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system starts the installation wizard, and the system displays the welcome screen.

2. To change the parameter of any feature before you upgrade to Avaya one-X® Agent 2.5.4, open the `install.properties` file and change the feature options.

   The `install.properties` file is present in the same folder as `OneXAgentSetup.exe`.

3. Follow steps 3 through 16 in Installing Avaya one-X Agent manually on page 27.

Installing the Polycom video software

Video is an optional feature for Avaya one-X® Agent. To make and receive video calls using Avaya one-X® Agent, install a Web camera and the driver on your computer and install the Polycom video software. The video software is available with the Avaya one-X® Agent installation package. For information about video requirements, see Video requirements on page 20.

Procedure

1. Install the Web camera and the driver.

   For procedure to install the Polycom Video software, see the installation guide provided with the web camera.

2. Go to the folder containing the Polycom Video installer.
3. Double-click **Polycom Video Setup**.
4. Follow the on-screen instructions on the installation wizard to complete the setup.

Administration and configuration of Avaya one-X® Agent using XML

Important:

Do not edit or add the XML configuration files in the default startup files in the Program folder or in the user Application Data. However, administrators familiar with XML, XML editing, and XSD definitions can edit these files.

For the Central Management deployment, the Central Management administrators can initialize, deploy, and manage configurations for multiple users. Central Management

requires no special XML transform. Central Management provides lifecycle management of user configurations, support for hot-desking, and the security of Active Directory user authentication.

Administrators can use this information to configure Avaya one-X® Agent for large number of agents and in contact centers handling many portfolios. This information helps in minimizing the efforts of creating profiles individually and also optimizes the installation and configuration for Avaya one-X® Agent administrators.

Profile setting

A profile is a collection of preconfigured settings and preferences. Agents use profiles to load the preconfigured settings, such as, Home, Office, Sales, and Support. A profile contains configuration files in a sub folder of the main configuration. You can find the configuration files at `\Program Files\Avaya\Avaya one-X Agent\<profile >`.

You can load the Program Files settings into the user's current profile or in the Application Data if the user is starting Avaya one-X® Agent for the first time.

In the path, <profile name> represents the specific to the agent profile and displays as directory name. If no profile exists, Avaya one-X® Agent creates a default profile.

Preparing agent configuration

The system saves the configuration files as XML files in the profile sub folder described in the Profile setting. Avaya provides XSD files that define the formats of all configuration files. You can find these XSD files at the software download site packaged in a separate download package.

The following table lists the UI screen settings, the related XML configuration files, and the corresponding XSD.

System Settings **(UI settings)**	**Configuration XML**	**Corresponding XSD**	**Remarks**
System Settings controls			
Login	Settings.XML	Settings.XSD	
Phone Numbers	Settings.XML	Settings.XSD	
Work Handling	Settings.XML	Settings.XSD	
Greeting triggers	AudioGreetins.XML	Phone.XSD	
VuStats	Stored internally	Phone.XSD	
Screen Pop	ScreenPops.XML	ScreenPop.XSD	
Launch Application	Settings.XML	Settings.XSD	
Directory	Settings.XML	Settings.XSD	
ContactLog	Settings.XML	Settings.XSD	Controls the settings for Contact Log.

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System Settings **(UI settings)**	**Configuration XML**	**Corresponding XSD**	**Remarks**
			ContactLog.XML contains the data.
Voice Mail Integration	Settings.XML	Settings.XSD	
Reason Codes	WorkReasonCodes.XML	ReasonCode.XSD	
	AuxReasonCodes.XML		
	LogoutReasonCodes.XML		
Event Logging	Log4net.XML	No XSD	Apache log4net configuration.
Outlook Contacts	Settings.XML	Settings.XSD	
Dialing Rules	Settings.XML	Settings.XSD	
Touch Tone Shortcuts	TouchToneShortcuts.xml	Phone.XSD	
Profiles	Profiles.XML	Profiles.XSD	Profiles.XML stores the selected profile.
Agent Preferences settings			
Audio	Stored Internally	Phone.XSD	
Video	Settings.XML	Settings.XSD	The system stores these settings internally.
Call Handling	Settings.XML	Settings.XSD	
Agent Greetings	AudioGreetings.XML	Phone.XSD	
Instant Messaging	Settings.XML	Settings.XSD	
Dialpad **window settings**			
Selected Feature Buttons	SelectedPhoneFeatures.xml	Phone.XSD	
User Interface	Preferences.XML	Preferences.XSD	

Controlling agent permissions

Administrators can set attributes to control agent permissions. Most UI settings have a Read-only attribute. If administrator sets the Read-only value to true, agents cannot change the settings for the corresponding field on the UI. The ReadOnly attribute works hierarchically, which means the attribute value set for parent applies to children elements. When you set these values, it provides granularity to control agent permissions.

For example, as an administrator, you can set the ReadOnly attribute as true to protect applications from **Launch Application**. Agents can add a new launch program. On the contrary, to prevent agents from adding any applications, set the ReadOnly attribute to true for parent of all Launch Applications. This prevents agents from adding the Launch Application configuration.

Publishing the configuration on the computer of agent

Administrator can change the package to include the configuration files after creating the default XML files. The administrator must add the files to the folder. The program folder resides in the Installation folder Avaya one-X® Agent, for example, `C:\Program Files\Avaya \OneXAgent`. At this stage, the folder contains the default Settings.XML.

When an agent logs in to a profile and if any configuration file is missing in the profile, the system copies the file from the Install folder. If the system does not find the required file in the Install folder, it creates a default empty configuration file.

The Station login and Agent login and passwords in Settings.XML are unique for every agent. You must clear the values. If your Computer has IP Agent, Avaya one-X® Agent imports the Login Contacts/Contact Log settings. However, the system cannot import Dialing Rules. The system imports the setting when you copy the settings files from the Install folder. The system replaces the imported files with the configuration files. You can also copy these configuration files to agent's computer using Windows Roaming Profiles. Use the Windows Roaming profiles to deliver the configuration.

Note:

If you plan to publish the user name and password in the Settings.XML file, contact the Avaya support for encryption of password.

Important:

Use the full-function of the Central Management software to manage user configurations consistently and continually.

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Chapter 5: Troubleshooting Avaya one-X® Agent

If Avaya one-X® Agent is not functioning correctly, use the Repair function to reinstall Avaya one-X® Agent. You must also repair any service release when you reinstall Avaya one-X® Agent.

Note:

If you have difficulties during the installation of Avaya one-X® Agent, record the event and error logs, and send the error logs to your system administrator.

Avaya one-X® Agent records error log file in the Windows profile for a specific Windows user account at `%APPDATA%\Avaya\one-X Agent\2.5\Log Files`. In case of an unhandled exception, system administrators use these log files to analyze and troubleshoot the problem.

For more information about logs and debugging, see *Troubleshooting Avaya one-X® Agent*.

Procedure

1. Click **Start** > **Control Panel**.
2. Select **Add or Remove Programs**
3. In the **Currently Installed Programs** list, look for **Avaya one-X Agent**.
4. Click the **Click here for support information link** option.
   The system displays to display the Support Info dialog box.
5. Click **Repair**.
   The system reinstalls the program.

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Chapter 6: Removing Avaya one-X® Agent

Note:

You cannot remove the read-only folders that Avaya one-X® Agent shares with other applications or remove any files or folders that you added to the Avaya one-X® Agent installation folder.

Removing Avaya one-X® Agent

Before you begin

Close the Avaya one-X® Agent application.

Procedure

1. Click **Start** > **Control Panel** > **Programs** > **Programs and Features**.
2. In the Uninstall or change a program window, double-click **Avaya one-X Agent**.

   The system begins to remove the application. During the removal process, the Microsoft installer might display a message to shut down the application that is running. You can shut down the specified application or ignore the message and continue removing the application.

   Tip:

   You can also use the `OneXAgentSetup.exe` setup with the /x switch to remove the software. At the command prompt, navigate to the `OneXAgentSetup.exe` folder and use the following command:

   ```
   OneXAgentSetup.exe /x
   ```

Removing the existing software

Note:

Skip this chapter if you do not use the Avaya softphones with video on the computer.

If you are using the Avaya softphones with video, and if you plan to use Avaya one-X® Agent with video, you must remove the following Avaya application from the computer before you install Avaya one-X® Agent:

- Avaya IP Softphone
- Polycom Via Video

Before you begin

Before you remove the Avaya IP Softphone software, record the following information. You require this information when you install Avaya one-X® Agent:

- Your IP Softphone call server address.
- Your IP Softphone login.
- Your extension password.

Procedure

1. In Windows Control Panel, select **Add or Remove Programs**.
2. Follow the standard process for removing programs from Windows.

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