Avaya one-X® Agent

Release Notes

2.5.14 (H.323)
Issue 2.0
December 2020

Contents

Introduction

Avaya one-X® Agent is an integrated telephony soft-phone solution for Agents in contact centers. Avaya one-X® Agent provides seamless connectivity to at-home Agents, remote Agents, out-sourced Agents, contact center Agents, and Agents interacting with Clients having vocal and hearing impairments. Avaya one-X® Agent 2.5.14 is an H.323 Service Pack and upgradable from earlier H.323 releases only.

This release offers the following enhancements over Avaya one-X® Agent 2.5.13 (H.323):

- **One-X Agent is now compliant with Data Privacy regulations**
- **Application logging improved: SparkEmulator's logs may be controlled from GUI now**
- **Click-To-Dial for Chrome is now compatible with Chrome version 75 and higher**
- **96 character UUI support introduced**

List of files included in this release

File Name	Description
OnexAgentSetup2.5.60411.0	One-X Agent setup file

Installation

Avaya one-X® Agent 2.5.14 installation pre-requisites

- Ensure that you have the latest update to your operating systems.
- Microsoft Visual C++ 2010 Redistributable Package for correct Click-To-Dial-plugin installation and work.

  - For 64-bit machine: https://www.microsoft.com/en-us/Download/details.aspx?id=14632

  - For 32-bit, 64-bit machines: https://www.microsoft.com/en-us/download/details.aspx?id=5555

- Ensure that you install .NET 3.5 SP1 and .NET 4.5.2 Frameworks.
  You can download frameworks from
  https://www.microsoft.com/en-us/download/details.aspx?id=22288
  https://www.microsoft.com/en-us/download/details.aspx?id=42642

- Close applications, such as Microsoft Internet Explorer, Microsoft Outlook.

Avaya one-X® Agent 2.5.14 upgrade or installation

- The Avaya one-X® Agent 2.5.14 installation suite is available for upgrade with Avaya one-X® Agent Release 2.5.8, 2.5.10, 2.5.11, 2.5.12, 2.5.13.
- The new installation of Avaya one-X® Agent 2.5.14 on operating systems listed in the interoperability section in this document.

Documentation

See to the following documents to deploy the Avaya one-X® Agent solution:

- *Installing and Configuring Avaya one-X® Agent*
- *Installing Server Applications for Avaya one-X® Agent*

You can download the document from http://support.avaya.com.

Interoperability and requirements

Software and firmware compatibility matrix

The table below lists the systems that Avaya one-X® Agent 2.5.14 supports:

Avaya Components	Supported Release
Avaya Aura® Communication Manager	5.2.1, 6.2, 6.3.0, 6.3.2, 6.3.3, 6.3.6, CM 7.0 with AMS and with Gateway, 7.0.1, 7.1, 8.0, 8.0.1, 8.1.1, 8.1.2, 8.1.3
Avaya Aura® Presence Services	6.1 SP2, 6.1 SP5, 6.2, 6.2 SP1, 6.2 SP2, 6.2 SP4, 7.0, 7.0.1, 7.1, 8.0, 8.1
Avaya Aura® Call Center Elite	6.0, 7.0, 7.0.1(SP3), 7.1, 8.0
Avaya one-X® Agent Central Management	Not supported, ACM recommended
Avaya Control Manager	ACM 8.0.2, 8.0.3, 8.0.4, 8.1, 9.0
Third Party Components	**Supported Release**
Operating Systems (32/64 bits)	- Microsoft Windows 8/ 8.1 Enterprise and Pro - Microsoft Windows 10 Enterprise, Ultimate, and Professional - Microsoft Window Server 2008 R2* - Microsoft Window Server 2012* - Microsoft Window Server 2016*
Virtual Environments**	Citrix XenApp 6.5, 7.5, 7.6, 7.11, 7.14, 7.15 LTSR, and 7.17, Citrix XenDesktop 7.15 LTSR and 7.17, Citrix Virtual Apps and Desktops 7 1912 LTSR
Microsoft Office Outlook	Exchange Server 2007, 2010, 2013, 2016 with Localized and MS Outlook 2007, 2010, 2013, 2016
Browsers (to use the Click-To-Dial feature)	- Microsoft Internet Explorer (IE) 7.0 32-bit or later - Google Chrome - Mozilla Firefox 48 or later
Other Microsoft Software	Microsoft .NET Framework 3.5 Service Pack 1 and 4.5.2 / 4.6.2 (Win 10)

Note

The table lists the latest patch/Service Pack of components that are tested with Avaya one-X® Agent 2.5.14 at the time of release.

*The My Computer Connection mode CANNOT be used when one-X Agent is installed on a Windows Server
**"My Computer"/VoIP and TTY are not supported in virtualization/server-based environments.

New in this release

1. **Provision for data privacy configurations**

    a. One-X Agent is now compliant with Data Privacy regulations. Please refer to the document "Avaya one-X® Agent Data Privacy" on support site for details.

    b. Default application settings affecting Personal Data (settings for application logs, work log, etc.) are changed to provide maximum Personal Data protection.

    c. Added an option to turn off application logs. For this purpose, introduced the new log category – "OFF", which can be selected under System Settings -> Event Logging.

    d. Note: to the moment of this release, ACM doesn't support mentioned changes. So, with this ACM, it will be impossible to save "OFF" logging level; ACM default settings are not updated.

2. **Application logging improved**

    a. SparkEmulator's logger now may be configured via One-X Agent's GUI. Corresponding settings are available under System Settings -> Event Logging -> SparkEmulator .

    b. The former approach (set logging settings via configuration file) is also preserved. For this purpose set the checkbox "Use settings from config.xml".

    c. Note: to the moment of this release, ACM doesn't support mentioned changes. So, with this ACM, it will be impossible to save new settings on the server.

3. **Click-To-Dial for Chrome is now compatible with Chrome version 75 and higher**

    a. Starting from version 75, Chrome browser stops supporting extensions packaged in CRX2 format. Click-To-Dial extension for Chrome was repacked in CRX3 format.

4. **Added new configuration parameter "EnableABRVDial", controlling "abrv-dial" feature.**

    a. "abrv-dial" feature is now disabled by default.

    b. Introduced the new registry key "EnableABRVDial" of type DWORD, which allows to turn on this feature: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Avaya\Avaya one-X Agent\Settings\EnableABRVDial

    If "EnableABRVDial" key is absent or its value is equal to "0", "abrv-dial" feature is disabled. Set value "1" to enable the feature.

5. **96 character UUI support**

    a. One-X Agent supports UUI of 96 characters length in:
      - Phone display
      - Work Item details
      - ScreenPops
      - External API

List of issues addressed in this Release

Issues	Resolution
General	
ONEXAGENT-10466 - One X Agent Login ID - will not allow a # to be added at the end of the Login ID	Fixed
ONEXAGENT-10477 - Spark crash on 10052 (WSAENETRESET) socket error	Fixed
ONEXAGENT-10484 - Handle exception for misconfigured contacts.xml	Fixed
ONEXAGENT-10461 - Implement Abrv-dial disable on 1XA side	Fixed
ONEXAGENT-10459 - 1XA is flooding CM with KARRQ messages and causing service interruption	Fixed
ONEXAGENT-10500 - Spark Log level: doesn't save debug log level if onexAgent language is set as RU	Fixed
ONEXAGENT-10511 - Spark log stops with Debug level selected	Fixed
Click-To-Dial	
ONEXAGENT-10483 - CRX2-deprecation for Chrome extensions	Fixed
Audio	
ONEXAGENT-10447 - L100 Avaya headset is not recognized by one-X Agent	Fixed
Call Handling	
ONEXAGENT-10464 - OneXagent ACW deactivated by itself	Fixed.
ScreenPop	
-	-

Patches

Patch 1 (ONEXA2560411060411101.zip)

1.   ONEXAGENT-11834 - 1XA installer creates empty registry keys even if C2D is not selected

Note: This fix must be deployed as a clear installation. Upgrade is not supported.

Patch 2 (ONEXA2560411060411201.zip)

1.   ONEXAGENT-10519 L100 Control control doesn't work if switch between devices
2.   ONEXAGENT-11866 One-X Agent must support switching between audio devices "on the fly"
3.   ONEXAGENT-11862 1XAgent| USB headset isn't recognized on 1xAgent and call controls don't work after plugging out USB headset and plugging in other USB headset
4.   ONEXAGENT-11849 OneXAgent-Voice path isn't switched after switching transducer during active call
5.   ONEXAGENT-11848 OneXAgent- No voice path after plugging out usb headset
6.   ONEXAGENT-11836 OneX Agent-No voice path after plugging out/in usb headset
7.   ONEXAGENT-11882 OneXagent| Avaya Headset is not detected on Record Device

Known limitations:

1.   One-way voice path after switching headset during an active call.
        Workaround: make hold/unhold call manually after switching headset.
2.   If an active call was muted by headset button, then after the call end One-X Agent remains in muted state.
        Workaround: to make unmute manually either from headset or One-X Agent.

Troubleshooting

Issue	Resolution

Click-To-Dial for Internet Explorer is not working	Check the following:
	  a. Ensure the AvayaIEBroker service is running in services **Task Manager** > **Services** > **AvayaIEBroker**.
	  b. Ensure that the **Enable Dialing Numbers from Internet Explorer**" option is selected in Avaya one-X Agent at **System Settings** > **Desktop Integration**.
	  c. Restart the AvayaIEBroker service, web browser, and Avaya one-X Agent.

Click-To-Dial for Internet Explorer does not work on Internet Explorer with the EPM mode on some computers having operating system window 8 and above, that is Windows 8/ Windows 8.1/ Windows 10) due to the file system or registry permission issues.	**Cause**
	The "All Application Packages" group (a well-known group with a predefined SID) must have specific access to certain locations of the registry and the file system for Modern Apps to function properly.
	Solution
	Fixing file system permissions that must have changed manually:
	  a. Open File Explorer.
	  b. Browse to the Avaya one-X Agent installation folder at `C:\Program Files(x86)\Avaya\Avaya one-x agent`")
	  c. Right-click and select **Properties**.
	  d. Select the **Security** tab.
	  e. Click the **Advanced** button.
	  f. Click the **Change Permissions**" button.
	  g. Click the **Add** button.
	  h. Click "**Select a principal**" link.
	  i. Click the locations button and select the local computer (your computer name).
	  j. Click the **Advanced** button and then select **Find now.**
	  k. Add the all applications package group name and click **OK**.
	  l. Ensure that you type = allow and applies to = This folder, subfolder and files.
	  m. Check **Read & Execute**, **List folder contents** and **Read options**.
	  n. Check the option **Replace all child object permissions with inheritable permission entries from this object**..
	  o. Click **Apply** and **OK**.
	  p. You may have to reinstall the Avaya one-X agent after these changes take effect.
	
	For fixing registry permissions and more information on this please refer following article from Microsoft - https://support.microsoft.com/en-us/kb/2798317

The Cancel button in the Other Phone mode cannot cancel the agent login procedure till the other phone is still ringing.	Wait till the other phone is picked up or timed out.
On certain computer with multiple core/processor Avaya one-X Agent exhibits heavy jitter while playing the voice of other end and the Agent State timer may show improper time elapsed randomly. This might happen due to a known issue on certain computers where Hardware Abstraction Layer is not able to provide correct value for the high performance counters. This has been observed only with HP computers so far.	User can resolve this issue by following the steps mentioned in the KB: http://support.microsoft.com/kb/895980 **Caution** This is windows wide setting and you must undo the changes if it does not resolve the problem.
Intermittent One Way Talk Path has been observed on Windows 7 where an Avaya one-X® Agent user cannot hear the remote party.	You must install the Service Pack1 of Microsoft Windows 7.
Sometimes, Citrix Receiver (version: 3.1.0.64091) for Windows crashes when you attempt to log on. The problem can occur through a Remote Desktop Protocol (RDP) session and/or an ICA session to a published desktop. The problem is observed when you attempt to launch a published application from the Start menu. Because of this, Avaya one-X® Agent fails to start.	Disable Data Execution Prevention) (DEP) for SparkEmulator.exe. For details, see, http://support.citrix.com/article/CTX132332
When the length for FAC configured in the dial plan and the length of FACs assigned for agent login and logout do not match or there are multiple entries in dial plan consisting/overlapping the assigned agent login/logout FAC, the agent login\logout does not function correctly.	Ensure that the dial plan and FAC are correctly configured on Communication Manager.
Sometime the Avaya one-X Agent installation fails on certain computers. This is because the default script host is changed to C.	The default script host needs to be changed to the VB script using the following command on command prompt: `wscript.exe //H:wscript`.
The **Active Directory GSS Bind** option does not use the MS Windows credentials if empty user name and password is provided in **Settings**. This is different from how Avaya one-X® Communicator Directory search works even though the option is named identically in both the products.	Set the user name and password in the Avaya one-X Agent **Settings** panel.
Advance search with "First & Last Name" option does not work if you enter two words.	This is working as per design. The UI elements are for searching in fields First Name and Last Name and not for splitting the search string as "first" and "last" names.

Known Issues

Issue	Workaround
ONEXAGENT-10353 - Aura 8/ 16 digit support: Agent id is not fully displayed at the top line	None.
ONEXAGENT-10353 - Aura 8/ 16 digit support: Ext API: UCID is absent in VoiceInteractionCreated notification. But presents in VoiceInteractionTerminated.	Increase the wait timer "MaxWaitToNotify1XAClient" up to 3000 ms: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings\Timers\MaxWaitToNotify1XAClient
ONEXAGENT-10356 - Agent greeting is not playing with CM Auto Answer on agent call when connectivity to CM is slow	Increase the wait timer for Agent greetings.
ONEXAGENT-10330 - Once registered as a one-X Agent the customer is not able to setup a call with the Mobile Equinox client.	None. Simultaneous use not recommended
ONEXAGENT-10310 - one-X Agent with localized windows does not translate all the fields at Advanced Search / Criteria	None
Click-To-Dial for Internet Explorer is not compatible with Skype plugin (Click-To-Call).User must disable Skype plugin to use Avaya one-X Agent Click-To-Dial.	None
ONEXAGENT-10367 - Avaya one-X® Agent fails to search the Outlook contact from contact list when a user tries to input the asterisk (*) as the search parameter. There is error dialog occurring.	None
The Work Options button/icon not set correctly when having the IM contact, click to add call to Work Item but do not enter the number, release the IM.	None
According to ScreenPop design for conference, only "conference end" event ScreenPop is supported and record for this ScreenPop will not be added for conference interaction in WorkLog, instead it will be added for one of the call interaction from this conference.	None
ONEXAGENT-10203 - Work handling functionality is not working on one-X Agent if work mode on login parameter set to auto/manual-in on CM.	None
ONEXAGENT-10209 - No voice path in conference call, after one-X Agent failback to CM from ESS, when TTS is disabled.	None

ONEXAGENT-10210 - Conference WI is not getting displayed, After CM failover when TTS is disabled on CM.	None
ONEXAGENT-10221 – one-X Agent 2.5.11 installation failed if .net 4.5.2 feature is enabled and .net 3.5 is disabled on the machine.	Resolution: install and enable .NET 3.5 SP 1 which is mandatory for upgrade from earlier versions.
ONEXAGENT-7950 - Two users one-X Agent Citrix version can login to the same extension	None
ONEXAGENT-8131 - When shuffling enabled and user presses dial pad button during agent greeting then greeting is not heard by the customer	Resolution: Disable Intra-region IP-IP Direct Audio, Inter-region IP-IP Direct Audio, and IP Audio Hair-pinning fields in ip-network-region settings on CM.
ONEXAGENT-10230 - UCID-info is not getting displayed on 1XA phone display line for transferred calls	None.
ONEXAGENT-10250 - UCID-info is not getting displayed on 1XA phone display line and dial-pad after answering the outgoing trunk calls.	None.
ONEXAGENT-10258 - Conference Work item displayed incorrectly after selecting UCID button in 1XA 2.5.11	UCID Info is available in Work-Item details; clicking of UCID button is not required.
ONEXAGENT-10257 - UCID info not displayed for consult/blind conference.	None.
ONEXAGENT-10254 - Contact search is not working correctly with invalid server certificate.	None.

Contact information

To report issues with Avaya one-X® Agent 2.5.14, contact 1-800-242-2121 or go to HTTP://SUPPORT.AVAYA.COM.