



# **Avaya Agent for Desktop Troubleshooting guide**

Release 1.7.30.1  
Issue 1  
February 2020

© 2016-2020 Avaya Inc.  
All Rights Reserved.

#### **Notice**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### **Documentation disclaimer**

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original Published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### **Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### **Warranty**

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://support.avaya.com> or such successor site as designated by Avaya. Please note that if you acquired the product(s) from an authorized Avaya Channel

Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya.

#### **HostedService**

THE FOLLOWING APPLIES IF YOU PURCHASE A HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/](http://support.avaya.com) LICENSEINFO UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES

THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE. YOUR USE OF THE HOSTED SERVICE SHALL BE LIMITED BY THE NUMBER AND TYPE OF LICENSES PURCHASED UNDER YOUR CONTRACT FOR THE HOSTED SERVICE, PROVIDED, HOWEVER,

THAT FOR CERTAIN HOSTED SERVICES IF APPLICABLE, YOU MAY HAVE THE OPPORTUNITY TO USE FLEX LICENSES, WHICH WILL BE INVOICED ACCORDING TO ACTUAL USAGE ABOVE THE CONTRACT LICENSE LEVEL. CONTACT AVAYA OR AVAYA'S CHANNEL PARTNER FOR MORE INFORMATION ABOUT THE LICENSES FOR THE APPLICABLE HOSTED SERVICE, THE AVAILABILITY OF ANY FLEX LICENSES (IF APPLICABLE), PRICING AND BILLING INFORMATION,

AND OTHER IMPORTANT INFORMATION REGARDING THE HOSTED SERVICE.

**Support Tools:**

“AVAYA SUPPORT TOOLS” MEAN THOSE SUPPORT TOOLS PROVIDED TO PARTNERS OR CUSTOMERS IN CONNECTION WITH MAINTENANCE SUPPORT OF AVAYA EQUIPMENT (E.G., SAL, SLA MON, AVAYA DIAGNOSTIC SERVER, ETC.) AVAYA SUPPORT TOOLS ARE INTENDED TO BE USED FOR LAWFUL DIAGNOSTIC AND NETWORK INTEGRITY PURPOSES ONLY. The customer is responsible for understanding and complying with applicable legal requirements with regard to its network. The Tools may contain diagnostic capabilities that allow Avaya, authorized Avaya partners, and authorized customer administrators to capture packets, run diagnostics, capture key strokes and information from endpoints including contact lists, and remotely control and monitor end-user devices. The customer is responsible for enabling these diagnostic capabilities, for ensuring users are aware of activities or potential activities and for compliance with any legal requirements with respect to use of the Tools and diagnostic capabilities on its network, including, without limitation, compliance with laws regarding notifications regarding capture of personal data and call recording.

**Licenses**

THE SOFTWARE LICENSE TERMS OR SUPPORT TOOLS LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo)

OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS

AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software and Support Tools, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation

or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

**License type(s)**

**Designated System(s) License (DS).** End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

**Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

**Database License (DL).** End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than an Instance of the same database.

**CPU License (CP).** End User may install and use each copy or Instance of the Software on a number of Servers up to the

number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and

conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

#### **Heritage Nortel Software**

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo/> under the link "Heritage Nortel Products", or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage

Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Support Tools: Avaya Support Tools are provided as an entitlement of Avaya Support Coverage (e.g., maintenance)

and the entitlements are established by Avaya. The scope of the license for each Tool is described in its License terms and/or the applicable service description document.

#### **Copyright**

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may

not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### **Third Party Components**

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: <http://support.avaya.com/Copyright> or such successor site as designated by Avaya. You agree to the Third Party Terms for any such Third Party Components.

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED

FROM MPEG LA, L.L.C. SEE  
[HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### **Note to Service Provider**

The Product or Hosted Service may use Third Party Components subject to Third Party Terms that do not allow hosting and require a Service Provider to be independently licensed for such purpose. It is your responsibility to obtain such licensing.

#### **Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### **Avaya Toll Fraud intervention**

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com> or such successor site as designated by Avaya. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: [securityalerts@avaya.com](mailto:securityalerts@avaya.com).

#### **Trademarks**

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

All non-Avaya trademarks are the property of their respective owners, and “Linux” is a registered trademark of Linus Torvalds.

#### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>, or such successor site as designated by Avaya.

#### **Contact Avaya Support**

See the Avaya Support website: <http://support.avaya.com> for Product or Hosted Service notices and articles, or to report a problem with your Avaya Product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

## Table of Contents

<b>Auto answer</b> .....	<b>8</b>
Agent is logged out immediately after logging in .....	8
Unclear calls occur when agent logs in again .....	8
<b>Dialing rules</b> .....	<b>9</b>
Attempt to make a call failed .....	9
<b>Avaya Aura® Communication Manager issues</b> .....	<b>10</b>
Agent is unable to disconnect a call.....	10
Avaya Agent for Desktop cannot connect an agent.....	10
Avaya Agent for Desktop is unstable on Avaya Aura® Communication Manager .....	10
Avaya Agent for Desktop cannot connect to Avaya Aura® Communication Manager .....	11
<b>Credentials</b> .....	<b>12</b>
Log in on the Avaya Agent for Desktop extension fails .....	12
<b>UX</b> .....	<b>13</b>
Agent is unable to add contacts to a contact list.....	13
Unable to change the Avaya Agent for Desktop application settings .....	13
Unable to change the Agent state.....	13
Unable to remove a reason code .....	14
Avaya Agent for Desktop login dialog-box does not appear .....	14
The Hide Interface option is not working.....	14
<b>Greetings</b> .....	<b>15</b>
The audio greetings are not working.....	15
<b>WebLM</b> .....	<b>16</b>
Log in on to the Avaya Agent for Desktop with an extension fails .....	16
License error while logging in to a station.....	16
Grace period resets.....	16
<b>Common Issues</b> .....	<b>17</b>
Agent transfer is not working.....	17
The Deskphone login mode is changed automatically .....	17
Use of “rpm –U” removes the required files .....	17
Icon for Ubuntu 12 does not appear in the system tray .....	18

Fonts are not displayed appropriately ..... 18

Agent state changes from ACW to Ready state before expiry of a user-configured timer ..... 18

The headset is not working ..... 19

Avaya Agent for Desktop SIP shared control mode error scenarios ..... 19

Customers cannot hear agent's voice..... 20

Avaya Agent for Desktop softphone is not working in My Computer mode on a virtual machine ..... 21

# Auto answer

---

## Agent is logged out immediately after logging in

### Condition

The agent is logged out of the application immediately after logging in.

### Cause

Value of the **Auto Answer** option on the station in Avaya Aura® Communication Manager does not match with the value of the **CM Auto Answer Support Required** option in Avaya Agent for Desktop.

### Solution

The agent should synchronize the Avaya Agent for Desktop settings.

---

## Unclear calls occur when agent logs in again

### Condition

When the agent logs in again after being logged out immediately, unclear calls occur.

### Cause

Value of the **Auto Answer** option on the station in Avaya Aura® Communication Manager does not match with the value of the **CM Auto Answer Support Required** option in Avaya Agent for Desktop.

### Solution

The agent should synchronize the Avaya Agent for Desktop settings.

# Dialing rules

---

## **Attempt to make a call failed**

### **Condition**

When an agent tries to make a call, the call fails.

### **Cause**

This problem may occur if the agent has defined incorrect dialing rules.

### **Solution**

Verify and correct the dialing rules details before making a call if there are any discrepancies found.

# Avaya Aura® Communication Manager issues

---

## Agent is unable to disconnect a call

### Condition

Agent is unable to disconnect a call.

### Cause

The **Release** button is not added for the given station.

### Solution

The agent should add the **Release** button for the given station.

---

## Avaya Agent for Desktop cannot connect an agent

### Condition

The Avaya Agent for Desktop is unable to connect an agent.

### Solution

Verify that all of the following buttons are configured correctly on the station in Avaya Aura® Communication Manager:

- Agent-login
  - Agent-logout
  - Aux-work
  - Auto-in/manual-in
  - After-call
- 

## Avaya Agent for Desktop is unstable on Avaya Aura® Communication Manager

### Condition

Avaya Agent for Desktop (AAfD) could be unstable during just-in-time feature changes on Avaya Aura® Communication Manager.

### Cause

If an admin has changed just-in-time features for an endpoint on Avaya Aura® Communication Manager while AAfD is still working with this endpoint, the application may not be able to execute

the just-in-features properly.

### **Solution**

If the current endpoint is logged in, do not change its feature list on Avaya Aura® Communication Manager.

---

## **Avaya Agent for Desktop cannot connect to Avaya Aura® Communication Manager**

### **Condition**

When Avaya Agent for Desktop makes an attempt to connect to Avaya Aura® Communication Manager, Avaya Agent for Desktop tries to connect to the primary CM server, and if the connection cannot be established, Avaya Agent for Desktop tries to connect to the secondary Avaya Aura® Communication Manager server, if a connection to a secondary Avaya Aura® Communication Manager server is configured. The process of unsuccessfully trying to connect to one or two secondary Avaya Aura® Communication Manager Servers is considered as a failed connection attempt.

If the number of connection attempts is exceeded, Avaya Agent for Desktop displays a notification to the user. If the connection to either one of the CM servers is established, the Avaya Aura® Communication Manager server is provided with an Alternate Gateway List (AGL) that is associated with the network region.

### **Solution**

The Server tab of the Avaya Agent for Desktop Configuration menu contains a field to configure the maximum number of connection attempts.

For information about assigning a VoIP endpoint, such as Avaya Agent for Desktop, to a network region, please consult the following documents:

- [Administering Network Connectivity on Avaya Aura™ Communication Manager, 555-233-504, Issue 14 May 2009](#)
- [Avaya Communication Manager Network Region Configuration Guide](#)

Once Avaya Agent for Desktop has an Alternate Gateway List, Avaya Agent for Desktop follows the rules of survivability documented in [Avaya Aura™ Communication Manager Survivability Options 03-603633, Issue 1 Release 6.0, June 2010](#).

# Credentials

---

## Log in on the Avaya Agent for Desktop extension fails

### Condition

Log in on the Avaya Agent for Desktop extension fails.

### Solution

Do the following workarounds:

- Verify the agent's extension and password.
- Verify the server settings.

# UX

---

## Agent is unable to add contacts to a contact list

### Condition

The agent is unable to add contacts to a contact list.

### Solution

In the **Contact Details** panel, ensure that the agent has updated all mandatory (\*) fields properly.

---

## Unable to change the Avaya Agent for Desktop application settings

### Condition

The agent is unable to change some settings as they are disabled.

### Cause

Some settings are disabled when you log in to the station, if the **Avaya Control Manager** is enabled.

### Solution

1. Logout from the station.
2. Navigate to **Configuration > Server Settings**.
3. Select **Use Local Configuration**.
4. Restart the application and open the settings window again before log in to the application.

---

## Unable to change the Agent state

### Condition

An agent is unable to change the application state.

### Cause

If an agent is on call, the agent actually is in a busy state. The agents can change states only when there are no active calls.

### Solution

1. Drop active calls.
2. In the **Settings** option, select **Allow manual ACW**.

---

## Unable to remove a reason code

### Condition

The agent is unable to remove a reason code.

### Cause

If the **Avaya Control Manager** option is enabled, agents will not have access to the change/remove reason codes options. The reason codes are marked by lock sign.

### Solution

Disable the **Avaya Control Manager** option to change/remove a reason code.

---

## Avaya Agent for Desktop login dialog-box does not appear

### Condition

After starting the application, the **Avaya Agent for Desktop** dialog box does not appear.

### Cause

This problem may occur if the **Skip Login Dialog** check-box in **Configuration > Preferences**, is selected.

### Solution

1. Navigate to **Configuration > Preferences**.
2. Clear the **Skip Login Dialog** check-box.

---

## The Hide Interface option is not working

### Condition

The **Hide Interface** option is not working on the Login dialog box.

### Cause

When there is a user input required on the application, the application displays the Login dialog box. Using the **Hide Interface** in this condition may not produce any result.

### Solution

While the application is waiting for some action from the user, do not use the **Hide Interface** option.

# Greetings

---

## The audio greetings are not working

### Condition

The audio greetings are not working on a call.

### Cause

Audio greetings work for ACD calls which goes only through VDN.

### Solution

1. Verify that the call goes via VDN.
2. Verify that the VDN rule for a greeting corresponds to the VDN name.

# WebLM

---

## Log in on to the Avaya Agent for Desktop with an extension fails

### Condition

Agent is unable to log in on to Avaya Agent for Desktop with an extension.

### Solution

1. Check the **WebLM** settings.
2. Check the connectivity with the **WebLM** server.
3. Check that you can open the **WebLM** server address using a Web browser.
4. Check that the required licenses on the **WebLM** server are available.

---

## License error while logging in to a station

### Condition

The system displays a license error while the agent logs in to a station.

### Solution

1. Open the **Configuration** window and check the **WebLM** URL.
2. Open the **WebLM** Web interface and check that the required license is installed.

---

## Grace period resets

### Condition

The grace period resets after the application files are cleared.

### Cause

This problem may occur if the database is placed in the application data directory. If the user deletes application files, the database also gets deleted and the grace period resets.

### Solution

To avoid resetting of the grace period, do not delete the database.

# Common Issues

---

## Agent transfer is not working

### Condition

Transferring of a call to an agent is not working properly.

### Cause

This problem may occur if the **SIP Endpoint Managed Transfer** option is enabled on Avaya Aura® Communication Manager.

### Solution

Disable the **SIP Endpoint Managed Transfer** option on Avaya Aura® Communication Manager.

---

## The Deskphone login mode is changed automatically

### Condition

The Deskphone login mode is changed to Computer mode

### Cause

The Deskphone mode on the ACM configuration is used in conjunction with **Avaya one-X® Agent**. When Avaya Agent for Desktop downloads such configuration from ACM, the login mode is changed automatically to Computer mode.

### Solution

User has to reset the login mode after downloading the ACM configuration.

---

## Use of “rpm -U” removes the required files

### Cause

If you use the “**rpm -U**” command, the system removes the required files as well.

### Solution

1. Re-install the application.
2. Use the “**clear install**” command instead of the “**rpm -U**” command.

---

## Icon for Ubuntu 12 does not appear in the system tray

### Condition

After installing and launching on pure system, the icon for Ubuntu 12 does not appear.

### Solution

1. To get systray-whitelist, run the following command:  

```
# gsettings get com.canonical.Unity.Panel systray-whitelist
```
2. To set systray-whitelist, run the following command:  

```
# gsettings set com.canonical.Unity.Panel systray-whitelist  
"['all']"
```
3. Restart the system.

---

## Fonts are not displayed appropriately

### Condition

Fonts for some languages for example, Chinese, are not displayed appropriately on WES 7 devices.

### Solution

1. Install MUI package for the required language.
2. You can find the required packages and instructions on the following Microsoft website:  
<https://www.microsoft.com/en-us/download/details.aspx?id=26215>

---

## Agent state changes from ACW to Ready state before expiry of a user-configured timer

### Condition

When the **Ready** mode is set to "auto-in", the state changes from **ACW** to **Ready** before the expiry of a user-configured timer.

### Solution

Synchronize the ACW timer in the hunt-group on the server and the user-configured timer.

To configure the hunt-group, do the following:

1. Navigate to **System Manager > Login**.
2. Click **Communication Manager > Groups > Hunt Group**.
3. Select the required hunt-group and click **Edit**.
4. Click **Next Page**, enter the value in **Timed ACW Interval (sec)** and click **Enter on top**.

To configure ACM, do the following:

1. Navigate to **ACM** server > **Login**.
2. Select the required user and click **Edit**.
3. Navigate to **Assigned Template**, and select a template in the column **Selected Template**, and click **Edit**.
4. Select **Work Handling**, and enter value in the **Timer period (seconds)** field.
5. Click **Save**.
6. Click **Save** again on the **Assigned Template** tab.

---

## The headset is not working

### Condition

The headset connected to the system is not working.

### Solution

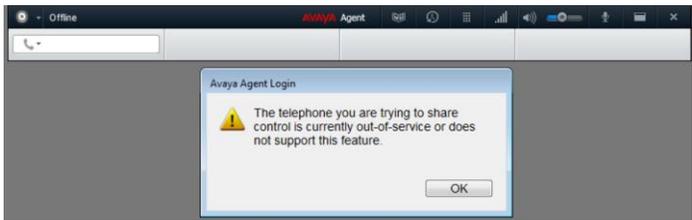
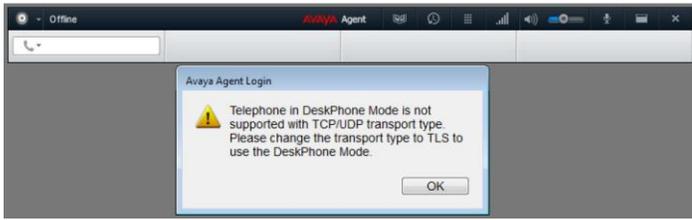
1. Navigate to **Configuration > Audio settings**
2. Select the **Headset as a device** option.

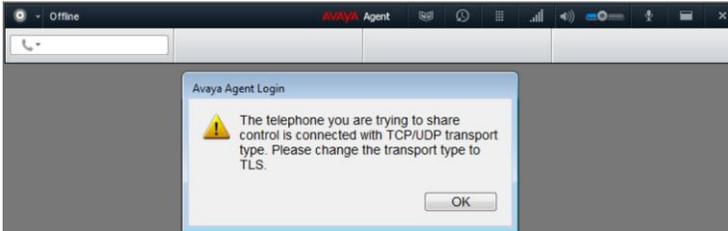
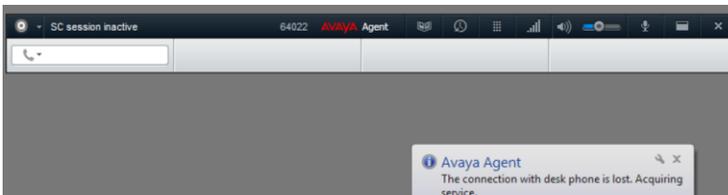
**Note:**

If the option is disabled, then you must re-open the configuration window.

---

## Avaya Agent for Desktop SIP shared control mode error scenarios

Error scenario	Error message
When you try to connect to a controlled client that is out of service or does not support shared control mode, you will receive an error as shown in the corresponding field.	
When you try to connect with a transport type other than TLS, you will receive an error as shown in the corresponding field. You must select the transport type as TLS to resolve the issue.	

Error scenario	Error message
<p>When you try to connect to a controlled client with a transport type other than TLS, you will receive an error as shown in the corresponding field. You must select the transport type as TLS to resolve the issue.</p>	
<p>When the connection is lost with the controlled client, you will receive an error shown in the corresponding field.</p>	

## Customers cannot hear agent's voice

### Condition

Sometimes customers cannot hear agent's voice due to QoS tagging issue. It starts working when Avaya Agent for Desktop is installed but stops working after Avaya Agent for Desktop is restarted. This condition is applicable only for Windows.

### Cause

The reason behind this is that Avaya Agent for Desktop QoS service does not work right after the installation but becomes fully workable after it is restarted. For some reason customer's environment does not pass audio packets tagged by QoS tag. This will restrict customers to hear agent's voice. Agents can though hear customer's voice. On the first launch of Avaya Agent for Desktop, installation packets are not marked by QoS tags because QoS service needs to be properly registered. The QoS settings are applied after Avaya Agent for Desktop is restarted.

### Solution

#### Procedure

1. You need to make sure that your network environment (switches, routers, firewalls) do not block QoS tagged packets and are properly configured.
2. If you do not need QoS tagging, you must disable QoS on Session Manager or locally on Avaya Agent for Desktop. To disable QoS tagging locally, do the following:
  - a. In the Avaya Agent for Desktop **Configuration** window, click the **Advanced** tab.
  - b. In the **QoS Tagging** section, select the **Use Local QoS Settings** check box.

✱ **Note:**

If the **Use Local QoS Settings** check box is not selected, then Avaya Agent for Desktop receives QoS settings from server.

- c. Clear the **Audio DSCP** check box.
- d. Clear the **Audio 802.1p** check box.
- e. Clear the **Signalling DSCP** check box.
- f. Clear the **Signalling 802.1p** check box.
- g. Click **Save**.

---

## Avaya Agent for Desktop softphone is not working in My Computer mode on a virtual machine

### Condition

If you are running Avaya Agent for Desktop in My Computer mode on a virtualized machine, it will stop working as desired.

### Cause

The issue will arise as Avaya Aura® Communication Manager network region you are using being set to use TTS. The issue of using TTS here is that the softphone will open the RAS from workstation to Avaya Aura® Communication Manager. After some negotiation, Avaya Aura® Communication Manager will attempt to open a TCP signaling connection out to the Avaya Agent for Desktop workstation. It is this signaling connection request from Avaya Aura® Communication Manager out to the Avaya Agent for Desktop workstation that is probably being blocked. This is expected unless a firewall rule is created to allow the connection since this traffic is exactly how a DOS attack begins and virtually any firewall or endpoint protection will out of the box block this.

### Solution

- You need to either create a firewall rule to allow the connection or the network region being used should have TTS disabled. Disabling TTS will cause the softphone to open both connections to Avaya Aura® Communication Manager, thus avoiding the blocked connection.

OR

- **Otherwise, you must use Avaya Agent for Desktop in Desk Phone or Other Phone modes only on a virtualized machine.**