AVAYA

Avaya Agent for Desktop Troubleshooting guide

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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 exceed, 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)** filed.

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.	
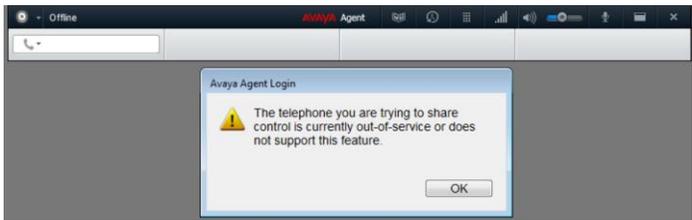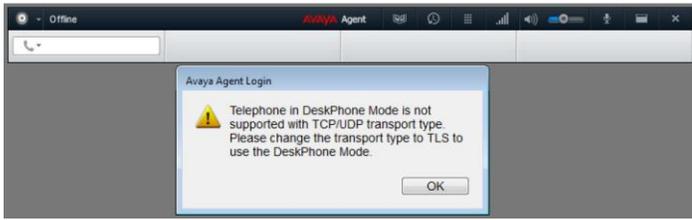
Error scenario	Error message
When you try to connect to a controlled client with a transport type other than TLS, you will receive an error as shown in the corresponding field. You must select the transport type as TLS to resolve the issue.	
When the connection is lost with the controlled client, you will receive an error shown in the corresponding field.	
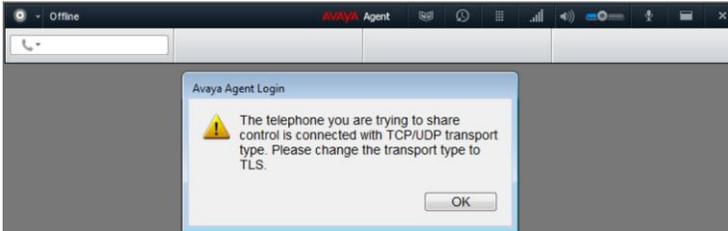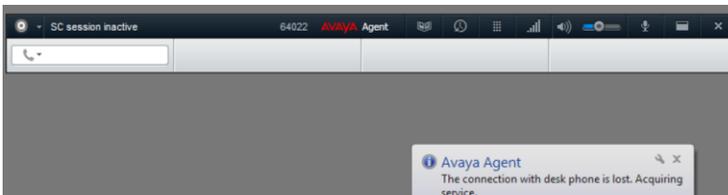
Customers cannot hear agent's voice

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.**