



Avaya one-X[®] Agent

Release Notes

2.5.8 (H.323)
Issue 1.3
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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 2.5.8 is an H.323 Service Pack and upgradable from earlier H.323 releases only.

This release offers the following enhancements over the Avaya one-X® Agent 2.5.5 (H.323).

- Support for Presence Services and Aura 7.0
- Improvement to the Click-To-Dial feature
- Bug fixes and enhancements
- Support for Windows Server 2012.
- Fix for POODLE (Padding Oracle On Downgraded Legacy Encryption CVE-2014-3566) security vulnerability.

List of files included in this release

File Name	Description
OnexAgentSetup2.5.58020.0.zip	Install program for the Avaya one-X® Agent client. Download the installation zip archive from https://www.plds.avaya.com .

Installation

Avaya one-X® Agent 2.5.8 installation pre-requisites

- Ensure that you have the latest update to your operating systems.
- Ensure that install the .NET 3.5 SP1 Framework. Download the framework from <https://www.microsoft.com/en-us/download/details.aspx?id=22288>.
- Close applications, such as Microsoft Internet Explorer, Microsoft Outlook.

Avaya one-X® Agent 2.5.8 upgrade or installation

- The Avaya one-X® Agent 2.5.8 installation suite is available for upgrade with Avaya one-X® Agent Release 2.5, 2.5.2, 2.5.4, and 2.5.5.
- The new installation of Avaya one-X® Agent 2.5.8 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 2.5.8 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
Avaya Aura® Presence Services	6.1 SP2, 6.1 SP5, 6.2, 6.2 SP1, 6.2 SP2, 6.2 SP4, 7.0
Avaya Aura® Call Center Elite	6.0, 7.0
Avaya one-X® Agent Central Management	2.5
Avaya Control Manager	ACM 7.1.2 + ACM patch (PR number – 22948)
3 rd Party Components	Supported Release
Operating Systems (32/64 bits)	<ul style="list-style-type: none"> • Microsoft Windows 7 Enterprise, Ultimate, and Professional • Microsoft Windows 8/ 8.1 Enterprise and Pro • Microsoft Windows 10 Enterprise and Pro • Microsoft Window Server 2008 R2 • Microsoft Window Server 2012
Virtual Environments	Citrix XenApp 6.5, 7.5
Microsoft Office Outlook	Exchange Server 2007, 2010, 2013 with Localized and MS Outlook 2007, 2010, 2013 accordingly
Browsers	<ul style="list-style-type: none"> • Microsoft Internet Explorer (IE) 7.0 32-bit or later (to use the Click-to-Dial feature from) Note: IE 11 is supported with the EPM option turned off. • Google Chrome is not supported • Mozilla Firefox 3.5 (to use the Click-to-Dial feature from Firefox)
Other Microsoft Software	Microsoft .NET Framework 3.5 Service Pack 1

Note: The table lists the latest patch/Service Pack of components that are tested with Avaya one-X® Agent 2.5.8 at the time of release.

Changes from earlier releases and fixed issues

- **Support for the latest MS Exchange Server:** Search contacts on Exchange Server now works for latest versions of 2007, 2010 and 2013 using the newer EWS managed API. You must configure the full server address in the Avaya one-X® Agent at **System Settings > Outlook Contacts > Exchange Server Address** field. For example, in the **Exchange Server Address** field, type <https://ServerFQDNorIP/EWS/Exchange.aspx>.
- **Support for scroll down in the drop-down list for up to 100 Reason Codes:** A scroll option in the Add work code context menu for agents to select work codes which does not fit on the screen.
- **Disable Mute on Agent Desktop:** A registry key to facilitate disabling the Mute button. The registry key is EnableMuteButton of type 'String' and must be present in the HKLM hive under the following path:
 - For 64 bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings
 - For 32 bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings
Possible values:
"false" => Disable the Mute button

"true" => Enable the Mute button (default value)

Note:

- Administrators must create the registry key as installer or the application does not generate these registry key.

- For changes in the registry key to take effect, users must restart of the Avaya one-X® Agent application.
- ▮ **NAT Support:** A registry key is added to facilitate enabling functionality to communicate through NAT. The registry value is `NATEnable` of type **DWORD** and must be present in the HKLM hive under the following path:
- For 64 bit OS: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings`
 - For 32 bit OS: `HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings`

Possible values:

"1" => Enable functionality to communicate through NAT

"0" => Disable it (default value)

Note

- Administrators must create the registry key as installer or the application does not generate these registry key.
 - For changes in the registry key to take effect, users must restart of the Avaya one-X® Agent application.
 - Do not update the registry values while application is running.
- ▮ **Support ability to Disable Hot Keys:** A registry key is added to facilitate disabling the single stroke hotkeys. The registry key is `EnableHotkeys` of type **String** and must be present in the HKLM hive under following path:
- For 64 bit OS: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings`
 - For 32 bit OS: `HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings`

Possible values:

"false" => Disable the Hotkeys

"true" => Enable the hotkeys (default value).

Although, there are a couple of single stroke hotkeys available in Avaya one-X® Agent, this registry affects only the hotkeys listed below:

A: Answer the call

R: Drop the Call

H: Hold the call

T: Transfer the call

D: Display prompted Digits.

C: Conference the call.

Note

- Administrators must create the registry key as installer or the application does not generate these registry key.
 - For changes in the registry key to take effect, users must restart of the Avaya one-X® Agent application.
- ▮ Support Presence Services for Avaya Aura 7.0 and Aura 6.3 FP4.

List of issues addressed in this release

Issues	Resolution
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Security	
POODLE (Padding Oracle On Downgraded Legacy Encryption CVE-2014-3566) vulnerability.	Fixed
Password vulnerability issue.	Fixed
Avaya one-X® Agent does not support special symbols in password when using CAM with LDAP.	Fixed. Now can use special symbols in Authentication password (~!@#\$\$%^&* _-+=`\ (){}[]:;'"<>.,?/)
User Interface	
Avaya one-X® Agent not passing the full UUI containing spaces. The Work Item details window displays only the first part of UUI info (up to the 1st whitespace).	Fixed
Dialing rules	
Dialing rules sometimes are not applied correctly. First digits of area code are lost and outgoing calls cannot be established.	Fixed
Click to Dial	
Unable to customize the "pstrings" file to use custom regular expression only to highlight phone numbers as always the default regexp is added.	Fixed NOTE If you modify the "pstrings" file, save the file in the correct format (UTF-8, ANSI, UTF-8 without BOM). Firefox and Internet Explorer Click-to-Dial-plugins use the same "pstrings" file.
The Click-to-dial feature makes IE performance under heavy load in some cases.	Fixed
Unable to process the "pstrings" file with the ANSI encoding format. When Avaya one-X® Agent tries to load a non-UTF-8 "pstrings" file, Internet Explorer or Firefox crashes.	Fixed
Firefox crashes if "pstrings" file was modified with special symbols in UTF-8 encoding (for example, "middot") or in case of invalid regular expression.	Fixed
Firefox C2D-plugin highlights dates as phone numbers.	Fixed
In case of number is matching regular expression but page contains the text that is matching the number but not regular expression and it is placed earlier on the page - the incorrect number will be highlighted.	Fixed
The 3rd, 4th, 5th regular expressions in the default pstrings do not function well.	Fixed
Inconsistent highlighting with default pstrings regular expressions.	Fixed

<p>Internet Explorer (IE) freezes with Avaya one-X® Agent click-to-dial.</p>	<p>Fixed.</p> <p>Added ability to exclude specified HTML tags which will be ignored and not highlighted by Click to Dial functionality.</p> <p>A registry key is added to facilitate ignoring the specified HTML tags. The registry key is "IgnoredHtmlTags" of type 'string' and must be present in the HKLM hive under the following path:</p> <ul style="list-style-type: none"> • For 64 bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Avaya\Avaya one-X Agent\Settings • For 32 bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Avaya\Avaya one-X Agent\Settings <p>For example IgnoredHtmlTags can contain following tags:</p> <p>textarea, textbox</p> <p>NOTE Administrators must create the registry key as installer or the application does not generate the registry key. The registry value must contain tags which are ignored. There are no unwanted tags in the code (except script and style). Therefore, IgnoredHtmlTags does not work with bool values (true or false). C2D will not highlight numbers and text in elements with unwanted tags. Restart Internet Explorer to apply new registry key.</p>
<p>External API</p>	
<p>Sending of "VoiceInteractionTerminated" notification is delayed in the Avaya one-X® Agent external API.</p>	<p>Fixed</p> <p>NOTE As per new implementation, the "VoiceInteractionTerminated" notifications are sent after changing the "VoiceInteraction" state to "Disconnected". This implementation includes processing of the VoiceInteraction event instead of the WorkItemRemoved event to provide notifications. Dependencies from the Work Item state or Avaya one-X® Agent states were removed. New implementation corresponds to Avaya one-X® Agent API documentation (API documents are available on support.avaya.com).</p>
<p>When incoming call is dropped before answering on Avaya one-X® Agent, incorrect notification receiving in Avaya one-X® Agent external API. Sending "VoiceInteractionTerminated" notification instead of "VoiceInteractionMissed".</p>	<p>Fixed</p>
<p>Performance</p>	

On startup Avaya one-X® Agent takes long time to display the welcome screen or main window.	Fixed.
General	
Periodic beeps are heard on Hardphone during an ACD calls in the deskphone mode. Issue occurs when either the Prompted Digits or UUI data are not configured on Communication Manager.	Fixed
Work Options button/icon not set correctly if a call ends when attempting to transfer.	Fixed
Incoming caller ID name on Avaya one-X® Agent display drops last letter of the name if it's "f" or "X".	Fixed

Troubleshooting

Issue	Resolution
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 machines with multiple core/processor Avaya one-X® Agent might exhibit 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 machines where Hardware Abstraction Layer is not able to provide correct value for the high performance counters. This has been observed only with HP machines 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 OneWay Talk Path has been observed on Windows 7 machine where the Avaya one-X® Agent user cannot hear the remote party.	You must install 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, then the agent login/logout does not function correctly.	Ensure that the dial plan and FAC are correctly configured on Communication Manager.

Issue	Resolution
Sometime 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 VB script using following command on command prompt - "wscript.exe //H:wscript".
"Active Directory GSS Bind" option does not use MS Windows credentials if empty username 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 username 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 by design. 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
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
The Work Options button/icon not set correctly when having the IM contact, click to add IM to Work Item but do not enter the IM address, release the IM.	None

Contact information

To report issues with Avaya one-X® Agent 2.5.8, contact 1-800-242-2121 or go to [HTTP://SUPPORT.AVAYA.COM](http://support.avaya.com).