Avaya one-X® Communicator Release 6.2

(Product version – 6.2.0.04-GA)

GA Release Notes

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About Avaya one-X® Communicator

Avaya one-X® Communicator is a rich Unified Communications client that provides enterprise users with simple, intuitive access to their everyday communications tools. Users can better manage communications tasks, making them more productive, responsive, and accessible regardless of where they are working on any given day.

Avaya one-X Communicator provides rich collaboration through:

- Unified communications with voice, video, instant-messaging, conferencing and voicemail.
- Seamless integration of directory, contacts and presence allows instant access to contacts, tells you if a contact is available and lets you start a conversation with IM, email or call.
- Adapts to your work-flow and environment providing the best experience in the office, at-home or when travelling.
- Provides Flexibility – Selectable usage modes allow users to choose the best path for their audio: through their computer, to their desk phone, or to any mobile or landline phone.
- Simplified Deployment – Deploy Avaya one-X® Communicator pre-configured or utilize the enhanced auto-configure capability.
- Standalone or Server-based (1XCES) – one-X Communicator can be deployed in two different ways.
- Multi-Protocol – Support for both SIP and H.323 protocols. Shared presence between SIP and H.323 users enables appropriate interoperability.

Getting Started

Review these notes prior to installing the one-X Communicator 6.2 software.

What's New in one-X Communicator 6.2 release

Following new contents are delivered as part of this release -

- **New installer (Install Shield)**

  one-X Communicator now comes with new installer integrated for better user experience and with built-in option to install Avaya Collaboration services (ACA) on Windows 7 and 8 operating systems. Pre-requisites are now installed automatically during the installation, if not available on the user's machines when installing one-X Communicator client.

- **Avaya Collaboration Applications**

  Built-in integration with ACA 6.3 to provide add-ons for Internet Explorer and Chrome bowsers, Outlook and Office for features like Click-to-Dial and Host / Join Conference.

- **Windows 8 support**

  one-X Communicator can now be installed on Windows 8 operating system in addition to Windows XP and Windows 7 operating systems.

- **Trusted Third Party Certificate Support**

  one-X Communicator now allows users to select identity certificate from the system certificate store. This certificate can be signed by any Trusted Third Party (TTP) Certification Authority (e.g. VeriSign) and will be used as a client certificate during SSL/TLS negotiations with servers such as Session Manager (using SIP) and one-X Client Enablement Services (using HTTP).

- **New media engine (Google Media Engine)**

  one-X Communicator has new media engine - Google media engine replacing the GIPS engine.

- **Video SRTP support**

  SRTP support for video in SIP mode when using This Computer login option.

- **Interoperability with Session Border Controller (SBC)**

  one-X communicator now supports login through SBC in SIP modes. Use split horizon configuration for seamless login from inside or outside of the enterprise network.

- **Open fire Interoperability / other XMPP federation with 1XC**

  This enables users using 3rd party clients to interop with one-X Communicator for Presence and IM functionalities.

- **Presence ACL**

  ACL allows 1XC user to selectively allow or deny his or her Presence updates from being published on other user's clients who have added him or her as a Favorite contact.

- **Personal Call Feature**

  This feature is allows making personal calls with additional prefixes other than usual dialing rules such that these calls are recorded with account codes in CDR generated by Communication Manager.

- **Grouping of Contacts**

  This feature allows the user to create custom groups and add contacts in these groups as required.

- **DTMF support on call bar**

  DTMF digits passed from one-X Communicator UI (or from the keyboard) while on active call are displayed on the call bar.

- **Hot keys to Answer / End calls**

  Users can now quickly answer calls, end calls, Show/Hide 1XC application or dial from clipboard using hot keys from keyboard.

- **File Transfer on IM**

  Users can now send files through Instant Message window to other one-X Communicator users. Files can be transferred using drag-and-drop or attach using the options provided on the IM window.

- **Failover support in Shared Control mode**

  Failover supported in Shared Control (SIP and H.323) modes.

Downloading the Avaya one-X® Communicator Release 6.2

one-X Communicator release 6.2 installer would be available on Avaya Support site for downloading. The zip package contains following files –

- Avaya one-X Communicator Suite.exe
- ForWindowsXP\ACA\ ACA-6.2.2.zip
- onexcuiadmin.exe
- one_X_Communicator_Client_6_2_Release_Notes.docx
- License.rtf
- README.txt

The one-X Communicator install suite contains following packages and allows users to choose application(s) they want to install on their machines -

1. Avaya one-X® Communicator 6.2
2. Avaya Collaboration Applications (ACA) 6.3*

   *The ACA 6.3 client in the install suite supports only on Windows 7 and 8 operating systems.

   If users are using Windows XP operating system, they have to extract the ACA 6.2.2 package from the above zip package - ForWindowsXP\ACA\ ACA-6.2.2.zip and install it separately on their systems post one-X Communicator installation.

Avaya one-X® Communicator 6.2 client installation requirements

Hardware requirements – Users must have the following minimum hardware configuration to be able to install and run one-X Communicator application properly -

- **Computer hardware (for users not requiring video feature)**
  - Intel Pentium 1.2 GHz processor (minimum)
  - 1-GB RAM. More for Windows 7, and Windows 8 as per Microsoft recommendations
  - 1.5-GB free hard disk space (3-GB free hard disk space if .NET 4.0 is not already installed)
  - Keyboard
  - Mouse or some other compatible pointing device
  - Monitor with 1024 x 768 or higher resolution
  - Network interface card
  - USB headset for This Computer mode

- **Computer hardware (for users requiring video feature)**
  - **For non-HD video support**
    - Intel Pentium 4 2.0 GHz or dual-core processor (minimum)
    - 1-GB RAM. More for Windows 7, and Windows 8 as per Microsoft recommendations
    - 100 MB dedicated video RAM
    - 1.5-GB free hard disk space (3-GB free hard disk space if .NET 4.0 is not already installed)
    - Keyboard
    - Mouse or some other compatible pointing device
    - Video adapter and Monitor with 1024 x 768 or higher resolution
    - Network interface card
    - USB headset for This Computer mode
    - Recommended USB camera.

  - **For HD video support**
    - Intel Dual Core or Core 2 Duo or Core i3
    - 2-GB RAM. More for Windows 7, and Windows 8 as per Microsoft recommendations
    - 100 MB dedicated Video RAM. If this is shared with main RAM, main RAM needs to be increased by 100 MB.
    - 1.5-GB free hard disk space (3-GB free hard disk space if .NET 4.0 is not already installed)
    - Keyboard
    - Mouse or some other compatible pointing device
    - Video adapter and Monitor with 1024 x 768 or higher resolution
    - Network interface card
    - USB headset for This Computer mode
    - HD camera (up to 720p that supports 30fps video)

Installation pre-requisites

- It is recommended that users update their operating systems with the latest updates before installing one-X Communicator.
- It is recommended that users stay connected to the internet when installing one-X Communicator client, so that required software / pre-requisites can be downloaded and installed without interrupting the installation, if these are not available on the machines prior to installing one-X Communicator.
  If you are using proxy server to access internet and use automatic proxy detection or automatic configuration script, installer would not be able to access the internet to download the pre-requisites. In this case, it is recommended that you download and install .NET 4 framework prior to one-X Communicator installation. This framework is available at - http://www.microsoft.com/en-us/download/details.aspx?id=17718
- Close applications like Microsoft Internet Explorer, Google Chrome, Microsoft Outlook or Lotus Notes before installing or upgrading to the one-X Communicator 6.2 client.

For further information please refer to the Avaya one-X Communicator 6.2 guides available on Support site.

Upgrading or Installing Avaya one-X Communicator 6.2 client

Existing installations of one-X Communicator on release 6.1.6 or 6.1 SP8 or 6.1 SP9 can be directly upgraded to 1XC 6.2 release using the one-X Communicator 6.2 install suite. Users running any previous installation of ACA must uninstall it before installing the new version.

New installations of one-X Communicator can be done on the operating systems listed in interoperability section in this document.

Windows XP users must install ACA package separately, as the Avaya one-X Communicator suite would not install ACA on Windows XP. Refer to the Appendix A section for notes on ACA installation.

For further information please refer to the Avaya one-X Communicator 6.2 guides available on Support site.

Important Notes

Video SRTP configuration on one-X Communicator client: By default 1XC 6.2 has Video SRTP enabled on Best Effort basis, so no need to update any configuration to support this feature. Video would be SRTP enabled only when TLS is selected for login over SIP – This Computer mode.

The following are the default settings:

ENFORCE_SIPS_URI = 1
SDPCAPNEG = 1
MEDIAENCRYPTION = 1,2,9

It is recommended to keep SRTP settings on Best Effort on the Aura components as well like Communication Manager, Session Border Controller, Avaya Aura Conferencing and also on other clients and endpoints.

Installation in Citrix environment: For deploying one-X Communicator in Citrix environment, it is recommended to install the 1XC client using command line interface. This will allow the administrator to explicitly select and install one-X Communicator for Citrix environment.

If you are using proxy server to access internet and use automatic proxy detection or automatic configuration script, installer would not be able to access the internet to download the pre-requisites. In this case, it is recommended that you download and install .NET 4 framework prior to one-X Communicator installation. This framework is available at - http://www.microsoft.com/en-us/download/details.aspx?id=17718

For further information please refer to the Avaya one-X Communicator 6.2 guides available on Support site.

Interoperability

Following is the list of systems supported by Avaya one-X Communicator release 6.2:

Avaya Components	Supported release
Avaya Aura® Communication Manager	5.2.1, 6.2, 6.3 (AA 6.2 FP2), 6.3.2 (AA 6.2 FP3), 6.3.3
Avaya Aura® Session Manager	6.3, 6.3.2 (AA 6.2 FP2), 6.3.4 (AA 6.2 FP3)
Avaya Aura® System Manager	6.3, 6.3.2 (AA 6.2 FP2), 6.3.4 (AA 6.2 FP3)
Avaya Aura® Messaging	6.1
Modular Messaging	5.2
Avaya Aura® Communication Manager Messaging	6.2
Avaya Aura® Conferencing	6.0, 7.0, 7.2, 7.2.2 (7.2 FP2)
Meeting Exchange	5.2, 6.2
Avaya Aura® Presence Services	6.2 (AA 6.2 FP2), 6.2.2 (AA 6.2 FP3)
Avaya Aura Session Border Controller	6.2, 6.2 FP1
Avaya Application Enablement Services	5.2, 6.3, 6.3.1 (AA 6.2 FP3)
Avaya one-X® Client Enablement Services	6.2
Awareness Services	2.0
Avaya one-X® Mobile SIP iOS	6.2
Avaya Flare® iPAD / Windows	1.1
Avaya Desktop Video Device	1.2
Avaya IP Desk phones	46xx (H.323) 96x0 – release 2.6 (SIP) and 3.2 (H.323) 96x1 – release 6.2, 6.3 (SIP and H.323)
Avaya Digital phones	14xx, 24xx, 94xx
Radvision Scopia Solution	8.2 FP1

3rd Party Components	Supported release
Operating Systems (32 / 64 bits)	Microsoft Windows XP Professional Microsoft Windows 7 Enterprise, Ultimate and Professional Microsoft Windows 8 / 8.1 Enterprise and Pro
Citrix	XenApp 5.0, 6.0, 6.5 XenDesktop 5.5, 5.6
AMCE Packet SBC	Net-Net 3800, Net-Net 4500
Polycom	RMX 2000, HDX 4000, HDX 7000
LDAPs	Microsoft Active Directory 2003, 2008, 2010, 2012 Novell eDirectory 8.8 IBM Domino 8.5 SUN DSEE 7
Microsoft Lync	2010
Microsoft Office Communicator	2007, 2007 R2
Microsoft Office	2007, 2010, 2013 365
Other Applications	Microsoft Outlook 2007, 2010, 2013 Lotus Notes 8.5
Browsers	Microsoft Internet Explorer (IE) 7,8,9,10 Google Chrome 31
Cameras	HD Cameras – Creative Live! Cam Socialize HD Web Cam LifeCam Webcam Cinema Logitech Webcam C905 Non-HD Cameras- Creative Live! Cam Notebook Pro Webcam Logitech QuickCam Messenger, Webcam Pro 5000, Webcam Pro 9000

Notes –

1. Avaya Collaboration Applications 6.3 when deployed with 1XC 6.2 would support interoperability with following 3rd party components –

3rd Party Components	Supported release
Operating Systems (32 / 64 bits)	Microsoft Windows 7 Enterprise, Ultimate and Professional Microsoft Windows 8 / 8.1 Enterprise and Pro
Microsoft Outlook	2007, 2010, 2013
Microsoft Office	2007, 2010, 2013 365
Browsers	Microsoft Internet Explorer (IE) 8,9,10 Google Chrome 31

2. Avaya Collaboration Applications 6.2.2 when deployed with 1XC 6.2 would support interoperability with following 3rd party components –

3rd Party Components	Supported release
Operating Systems	Microsoft Windows XP
Microsoft Outlook	2007, 2010
Microsoft Office	2007, 2010
Browsers	Microsoft Internet Explorer (IE) 7,8,9

Interoperability Issues

Below are some interoperability issues with resolution on the issue or workaround, if any.

Key	Summary	Resolution / Workaround
Avaya Aura Conferencing		
ONEXC-8156	Video is not available for 1XC-H.323 user, while initiating AAC conference.	This issue has been fixed on AAC 7.2 FP2 release.
Avaya Aura Communication Manager		
ONEXC-8663	Call dropped when transferring SRTP call to a RTP endpoint	None.
Avaya Aura Presence Services		
ONEXC-8643	1XC SIP - Presence is NOT shown in search results (seen with user that is in My Contact)	Issue fixed on Presence Services 6.2.2 release and above.
Other Issues		
ONEXC-8689	Delayed in transmitting video and black/frozen video seen after resuming a held call with Polycom RMX MCU.	None.

Caveats and Known issues with Avaya one-X Communicator 6.2 Release

Caveats

Avaya one-X Communicator 6.2 release has following caveats –

Key	Caveat	Resolution / Notes
ONEXC-7839 / ONEXC-7840	1XC 6.2 does not support Windows Vista operating system.	Current 1XC 6.1 users on Windows Vista operating system are advised not to upgrade to 1XC 6.2 release.
ADCE-1729	Click-to-Dial does not work with Microsoft Internet Explorer 11	Users are advised to stay on previous versions of Microsoft Internet Explorer until this support is available.
ADCE-1591 / ONEXC-7879	Click-to-Dial support with Firefox browser is currently not available with 1XC 6.2.	None.

<table>
<tr><th>Key</th><th>Caveat</th><th>Resolution / Notes</th></tr>
<tr><td>ONEXC-6281</td><td>Integration with Microsoft Outlook for features like - incoming call toast (pop-up) with name lookup in Outlook, call log journaling and contact re-indexing is not available in 1XC 6.2.</td><td>None.</td></tr>
<tr><td>ONEXC-7756</td><td>one-X Communicator supports only following Avaya SIP phones in Shared Control (Desk phone) – SIP mode:
Avaya 96x1 series – release 6.2 or above</td><td>None.</td></tr>
<tr><td>ONEXC-6611</td><td>Video SRTP is supported only in SIP – This Computer mode in environment having Avaya Aura 6.2 FP3 or later.

With Avaya Aura 6.2 FP2, video would be supported on RTP only.

Table below shows audio and video support over SRTP or RTP for different user types and login modes -

<table>
<tr><th></th><th>Login Mode</th><th>H.323 User</th><th>SIP User</th></tr>
<tr><td rowspan="3">SRTP</td><td>This Computer</td><td>Audio</td><td>Audio & Video</td></tr>
<tr><td>Desk Phone</td><td>Audio</td><td>Audio</td></tr>
<tr><td>Other Phone</td><td>-</td><td>-</td></tr>
<tr><td rowspan="3">RTP</td><td>This Computer</td><td>Audio & Video</td><td>Audio & Video</td></tr>
<tr><td>Desk Phone</td><td>Audio & Video</td><td>Audio</td></tr>
<tr><td>Other Phone</td><td>Audio</td><td>Audio</td></tr>
</table>
</td><td>None.</td></tr>
<tr><td>ONEXC-7400 / ONEXC-7404</td><td>Video SRTP support is available with Avaya Aura 6.2 FP3 and AAC 7.2 FP2 onwards.</td><td>None.</td></tr>
<tr><td>ONEXC-5709 / ONEXC-5822</td><td>Avaya one-X® Communicator Supported Codecs –
Audio Codecs –
➢ ISAC
➢ G.722-64k
➢ G.729A
➢ G.729AB
➢ G.711A
➢ G.711MU
Video Codecs –
➢ H.263
➢ H.263 – 1998 (H.263+)
➢ H.264</td><td>None.</td></tr>
<tr><td>NA</td><td>one-X Communicator no longer supports integration with Microsoft for Call handling (Telephony tab) from Microsoft Office Communicator client. The interoperability is only limited to Presence and IM functionalities.</td><td>None.</td></tr>
<tr><td>NA</td><td>Presence and IM does not work if user set & character in email field on LDAP. This is not supported</td><td>Use Work Number instead of email handle for JID</td></tr>
</table>

Key	Caveat	Resolution / Notes
NA	AutoDial Feature button is not supported with 1XC-SIP	None.
ONEXC-7756 / ONEXC-8426	Shared Control mode is not supported with 96x0 desk phones in SIP mode.	None.
ONEXC-6553	User must select different device in “Ring Additional Device” other than selected in “Microphone” and “Speaker”. If user select same device, “Test” button will be disabled	Select other device for “Ring Additional Device”
NA	Outlook 2010 contacts are not displayed in 1XC if the Message Class is not set correctly for those contacts in Outlook	Set correct Message Class for these contacts in outlook
ONEXC-7055	IM in Contact Detail cannot be saved after logoff and re-login again on SIP mode.	IM handles of enterprise users are configured on SMGR. The same applies to e.164 handles that are displayed in the work number field. User cannot edit these values via 1XC/PPM interface.
ONEXC-6239	With Microsoft LifeCam HD-6000, Video quality is not HD all the time.	This is LifeCam HD issue.
NA	one-X Communicator requires the most up-to-date video driver version for your system. If your video driver is not current, you may experience system blue screen freezes, or system lockups caused by interactions between outdated video drivers and recent installed operating system patches	Update the video driver to the latest available.
NA	Terminal Services and RDP (Remote Desktop) are not supported. When using Avaya one-X® Communicator over an RDP (Remote Desktop) connection, audio and video devices may not be available, listed with correct names or not working properly, depending on specific machine configuration	None
ONEXC-7240 / ONEXC-8301	one-X Communicator does not handle docking and undocking of computer scenario gracefully – issues are seen with audio path and in some cases 1XC gets hung.	Quit 1XC before docking / undocking and re-launch 1XC once docked / undocked.
NA	Avaya one-X® Communicator does not support ad-hoc IM conference (Group chat/Multi-User chat) session with multiple OCS (Office Communications Server) users. Only point-to-point IM chat can be successful between Avaya one-X® Communicator and OCS (Office Communications Server) users.	None
ONEXC-8408 / ONEXC-8601	Mobile account setup details like Country, Model, Manufacturer and SMS Address are no longer required to be filled during 1XC post-install Setup or from its Settings, as these are not supported by 1XCES 6.2.	None.
ONEXC-8967 /	1XC cannot re-start video on an active call once video is	Re-initiate the call if you want to

Key	Caveat	Resolution / Notes
ONEXC-8276	stopped by the user.	establish the video again on the call.
ONEXC-8977	1XC supports importing up to 250 Outlook or Lotus Notes contacts in SIP mode and up to 1000 Outlook or Lotus Notes contacts in H.323 mode.	None.
ONEXC-8834	1XC does not support secure LDAP connections.	Establish connection over non-secure port with LDAP.

Known Issues

Below are known issues with resolution on the issue or workaround, if any.

Key	Summary	Resolution / Workaround
Installation, Upgrade and Uninstallation		
ONEXC-7873 / ONEXC-7733	Cancellation of installation or uninstallation does not work while in progress	None.
Administration		
NA	Not able to save configuration changes in XML file through Admin tool if user does not adequate permissions to edit the file.	Run the Admin Tool with administrator privileges to allow writing to the XML files located in the Program Files directory.
Login and Registration		
ONEXC-8529	"Log on" button might get disabled post logoff	Restart 1XC to re-enabled the log on button and proceed with login.
ONEXC-9036	Users might experience slight delay during login process if there are 250 or more contacts added as My Contacts.	Allow the client to load all contacts post login before using it.
ONEXC-8785	Post upgrade or install, 1XC in 1XCES Integration mode cannot login. Warning message is shown as - "The Security Certificate for HTTP Server is not trusted! Please contact your administrator" if the certificate is not trusted.	Attempt to re-login from 1XC, if it does not login after few attempts – restart 1XC and try.
ONEXC-8381	1XC might not download Presence, FAV, PPM details post login.	Following command must be executed on Session Manager to clear stale subscriptions - *runsmconsole –c "rm allsubscriptionslocal*

		true" The fix for this would be available with Session Manager 6.2 FP4 release.
ONEXC-5270	1XC – SIP Shared Control mode – Login issues if 1XC and desk phone server IPs not listed in same order.	It is recommended to have the server IPs (primary and secondary) listed in same order on both 1XC and desk phone.
ONEXC-9068	1XC – SIP – "Automatically login if possible when application restarts" option on 1XC does not work as expected and user is not able to login successfully.	Disable this option and manually login on 1XC whenever it is started.
ONEXC-8171	1XC SIP – Shared Control mode – Login is unsuccessful if "SET ENABLE_PPM_SOURCED_SIPPROXYSRVR" is set to 0 in 46xxsettings file.	Set the "SET ENABLE_PPM_SOURCED_SIPPROXYSRVR" is set to 1 in 46xxsettings file to allow successful login.
Dialing Rules		
ONEXC-6895 / SCAE-4069	1XC H.323 mode - With Dialing Rules disabled, calling numbers starting with '+' from call logs or contacts fails on call server (Communication Manager)	Communication Manager 6.3.2 (AA 6.2 FP3) and above has the fix (via MR defsw130719) for this issue and is now capable of handling such calls by transforming the E.164 number to actual routable number using **calltype analysis** table.
ONEXC-8346	Dialing Rules are not applied when transferring a call	To transfer the call, enter the correct routable number of the destination where the call is being transferred to.
ONEXC-7701 / ONEXC-8272	Dialing Rules sometimes fail to convert long distance / international numbers properly.	It is recommended to enter the number in E.164 format such that dialing rules would be applied properly.
ONEXC-8994	ARS code is not applied to numbers less than the length of Internal Extension	None
ONEXC-9017	Dialing Rule setting modifications are not reflected immediately.	Restart 1XC application and update the Dialing Rule settings to bring these changes into effect.
Call Handling		
ONEXC-6770	1XC – SIP Other Phone mode – 1-way or no audio after hold-resume of call from 1XC UI.	Try to hold-resume the call again to establish voice path.

ONEXC-8841 / ONEXC-8840	1XC SIP – Other Phone mode – Other phone does not receive call when a Priority call is initiated from 1XC or user tries to unpark a call using “Call Retrieve” from 1XC UI.	None.
ONEXC-8849	1XC SIP – Other Phone mode – Incoming call not received on other phone when call is answered on 1XC on bridge-call-appearance.	None.
ONEXC-8382	1XC SIP – Other Phone mode – Incoming call appearance shows call on hold when answered at other phone	None.
ONEXC-7110	1XC SIP modes: Intercom calls not working as expected.	None.
ONEXC-8142	1XC H.323 – Other Phone mode – Number dialed using dial pad is not dialed completely resulting in call failure	Enter the number from text box provided on main 1XC UI.
ONEXC-8349	1XC H.323 modes: Unable to pick up a new call using directed pick-up when having an active call-appearance.	None.
ONEXC-8729	1XC H.323 modes: User cannot initiate 2nd call from 1XC dial pad or keyboard after placing 1st call on hold.	Initiate the 2nd call from by entering the number in the text box.
ONEXC-8961	1XC – H.323 Shared Control mode – Call pickup does not work from 1XC client’s Call Pickup button.	Use call pickup from the desk phone or dial Feature Access Code (FAC) to pick up the call from 1XC.
ONEXC-8345	"Priority" string is not appended to the calling party display name in call appearance when 1XC user receives a priority call.	None
ONEXC-8597	1XC Shared Control Mode with DCP phones – call terminates when video is enabled	Issue not seen with video disabled.
DTMF		
ONEXC-8094	1XC H.323 – This Computer or Deskphone modes – DTMF tone back not heard when pressed from 1XC dial pad or machine’s keyboard	DTMFs are passed properly, but are not heard back.
ONEXC-6720	DTMFs from 1XC are not sent on active call in Other Phone mode.	Send the DTMFs from the Other Phone once the call is active.
Call Logs		

ONEXC-7738	1XC H.323 mode – Phone icon is not displayed for incoming / missed calls in Call Logs entries when Dialing Rules are disabled (seen when caller is not in Contacts or Favorites list)	Enable Dialing Rules from 1XC Settings to show the phone icon for all call logs.
ONEXC-8014	Double call logs are generated on primary client when call is answered on secondary client on bridge call appearance of primary.	None.
Video		
ONEXC-9060	1XC H.323 modes – Black video window of far end user seen on active call (intermittent).	This is seen on certain systems only. Check your system configuration and specification and make sure it meets the minimum requirements.
ONEXC-8511 / ONEXC-8248	Poor self-view video post 1XC login or after locking-unlocking computer with active P2P call.	Close and re-open the video window.
ONEXC-8023 / ONEXC-8787 / ONEXC-9059	1XC shows black Video window post login or after resuming from Sleep mode (intermittent).	Close and re-open the video window or exit and re-login the 1XC application, if re-opening video window does not help.
ONEXC-8995	Incorrect video Presence is shown (video icon with x mark) when far end is video enabled.	None.
ONEXC-5444	Removing camera and re-attaching it to machine while on active video call does not resume video.	Hold and resume the call to re-establish the video.
Conferencing		
ONEXC-8659	1XC Other Phone mode – Conference call terminates within a minute when joined from 1XC as a moderator. Seen with AAC 7.2.	None.
ONEXC-8567	Audio mute/unmute button doesn't update properly while muting/unmuting audio via TUI (*61) in AAC Conference	Use UI to mute / unmute the call.
Presence and IM		
ONEXC-8055	1XC SIP – Shared Control mode – Presence resets to Available post re-login while on active call.	None.
ONEXC-8261	Cannot send Chinese, Japanese, Korean and Unicode characters through IM chat window	None.
ONEXC-9010	Sending file to multiple parties through single window will show warning message that the transfer in	Click on OK on the warning message to close the IM window, once the “File

	progress even when it is completed.	Sent" message is displayed for all users.
ONEXC-8131	Presence is not updated properly in multi-party IM chat window	To know the accurate Presence of a user, see the same in the Contacts tab on 1XC main UI.
ONEXC-8930	Presence in search results not seen when users are searched through Advanced search options	Use basic search option from 1XC UI to see presence in search results.
ONEXC-7770 / ONEXC-8758	Presence does not updated to Busy – on-Call when incoming call is answered at EC500 (mobile) endpoint	None.
ONEXC-8081	When entering Sleep or Hibernation, Presence does not update to Offline.	Logoff or manually change the Presence to Offline before entering Sleep or Hibernation.
ONEXC-5564	User cannot change presence state through 1XC (integrated with 1XCES) if the value is not set to Auto-Manage for the same user on 1XM.	Keep the Presence state to Auto-Manage on 1XM to allow user defined Presence state updates through 1XC.
ONEXC-6699	ACL list gets populated on 1XC even if the Global ACL setting on SMGR / PS is set to ALLOW	Users must not modify this list when Global ACL is set to ALLOW on SMGR / PS.
ONEXC-8623	Presence is not shown for users when searched through 1XCES server (enabled under Name Lookup settings)	None.
ONEXC-9081	Presence is shown as unknown when same user is searched again through Public Directory name lookup for second time with a logoff-login initiated on 1XC in between two searches carried out within an hour.	Presence would update for this user automatically if searched again after an hour or add this user as Favorite to see Presence immediately.
ONEXC-8145	IM messages sent in a multi-party chat to a user who is offline are not seen to that user post login.	None.
ONEXC-6670	Multiparty IM conference does not work with 9641 SIP phone from 1XC.	None.
ONEXC-8996	Drag and drop does not work for file transfer in Citrix environment	Attach the file through the options provided on the IM window to send.
Contacts		
ONEXC-5366 / ONEXC-6383	Not able to add user as Favorite from search results > Show Details window.	Add the user as My Contact and then select to add as a Favorite.
ONEXC-8344	Multiple work numbers are displayed when clicked on call icon against that user to open details.	Select the desired E.164 numbers from the list to call that person.

ONEXC-8184	Search using Display Name on Novell LDAP does not work	Search using First Name or Last Name.
ONEXC-8204	Favorites and VIPs cannot be managed from tabs like Call logs and Messages	Manage these contacts from Contacts tab.
UI		
ONEXC-8479	1XC – SIP Shared Control mode - Dial pad is not working properly in this mode	Use the number box on 1XC UI to enter the digits to call a number.
ONEXC-8196	Not able to remove Hot Key combination from Settings page.	Change the Hot Key combination to different value if the assigned combination is causing problems.
ONEXC-8553 / ONEXC-8632	1XC application does not close on clicking "Close" on 1XC icon on Taskbar / Alt+F4 does not close it either.	Use the Exit option on 1XC UI to close the application.
ONEXC-8476	Unable to restore 1XC from Task bar when minimized (intermittent).	Application must be killed from Task Manager and restarted.
ONEXC-8776 / ONEXC-8714	Volume Control and Speaker list not populated on 1XC main UI / volume control is not in sync (seen as Loading….. post 1st login).	Go to Settings and test the Audio controls with the correct device options. Once done, these devices will be listed on the main 1XC UI under the Volume Control and Speaker list and would be in sync.
ONEXC-7386	Team button does not turn ON for active calls on extensions logged in with extended (long) format	None.
ONEXC-7157	1XC – Shared Control mode - Personalized feature labels configured on desk phones are not reflected on 1XC UI.	None.
ONEXC-4895	1XC does not show indication of forwarded calls on incoming call appearance.	None.
ONEXC-9095	Team Button does not display correct status after re-login 1XC from Desk phone to This Computer mode	None.
1XCES Integration		
ONEXC-9035	1XC SIP mode – User cannot resume a held bridge conference (with MX) from 1XC > Bridge Conferencing UI	None.
ONEXC-8237	Issues with sync of FAV / VIP contacts between 1XM	Restart the 1XC client to refresh and sync

	and 1XC in 1XCES mode	the FAV / VIP contact details.
ONEXC-8053	1XC in 1XCES mode shows transferring party's name and number in the call logs instead of transferred party's.	None.
ONEXC-8326	Bridge Conferencing (with MX) window of 1XC might show incorrect call duration at times.	See call duration value on the call – appearance display on main 1XC UI for actual duration.
Radvision Interoperability		
ONEXC-8163	1XC H.323 mode - From 1XC call appearance , mute feature doesn't work when joining Radvision Virtual conference room or P2P Video call with Radvision endpoints.	None.
ONEXC-8783	Call to Radvision Elite MCU with hold/resume leads to black video	None.
ONEXC-8850	Call gets dropped if 1XC H323 endpoints make a call to Radvision XT5000 (SIP registered endpoint on Avaya Aura).	None.
Click-To-Conference / Click-To-Call		
ONEXC-8957	Conference PIN code is displayed twice on Confirmation Window using Click-To-Conference feature through Outlook or IE / Chrome browsers	Turn off the Confirmation Window display before dialing a number from Settings page.
ONEXC-9032	E.164 number in Subject line of an email is not recognized for Click-To-Dial	None.
Wipe-To-Dial		
ONEXC-8793	When dialing rules are not enabled, alpha-numeric characters are not fully converted to number for dialing out when using Wipe-To-Dial feature	Enable the dialing rules to use this functionality
Failover / Network Recovery		
ONEXC-8644	1XC SIP – Shared Control mode – 1XC logs off during active call during SBC HA failover. Cannot re-login from 1XC.	Following command must be executed on Session Manager to clear stale subscriptions - *runsmconsole –c "rm allsubscriptionslocal true"* The fix for this would be available with

		Session Manager 6.2 FP4 release.
ONEXC-8631	1XC SIP mode – Presence of Contacts does not update properly after SBC HA failover	None.
ONEXC-8814	1XC SIP – Shared Control mode – Post Session Manager failover, 1XC won't be able to carry out transfer / conference on the active call initiated before failover.	None.
ONEXC-8831	1XC SIP – Shared Control – application will logoff during administrator initiated failback to primary SM controller	Re-login from the 1XC client.
ONEXC-8710 / ONEXC-8646	1XC SIP mode - Presence status not updated after failover, if user was on active call during SM failover.	Presence will be reset in an hour for that user automatically.
ONEXC-8016	Presence not updated on 1XC client post restart / recovery of PS server.	Logoff and re-login on 1XC to update the Presence to correct state.
ONEXC-8712	1XC H.323 mode - Presence is not recovered / updated post network recovery	Restart and re-login on 1XC to see the updated presence.
ONEXC-8475	My Contacts / Favorites / Call Logs fail to update post network recovery.	Exit and re-login to see the updated content.
ONEXC-8526	Presence does not get reset to Available post network recovery during active call when 1XC is logged in Shared Control mode.	None.
ONEXC-8400	My Contact or Favorite might get lost post switching of network connectivity from WiFi to LAN or vice-versa	Re-login on 1XC to get the My Contact or Favorite details.
ONEXC-7362	1XC Shared Control mode with VDIC – Post network recovery, calls might fail / not work as expected	Re-login on 1XC.
ONEXC-8935	1XC application is not able to shut down or exit without network connectivity	Make sure network connectivity is proper while shutting down or exiting the 1XC application.
ONEXC-6124	Login error with 1XCES is shown post system resume from hibernation or sleep mode.	It is recommended that users re-login once system is resumed.

The issues listed below are fixed in 6.1 release through special patches or service packs. These fixes would be made available in the 6.2 SP1 release. If there is any dependencies on fix for these issues, customers are advised to wait until 6.2 SP1 before upgrading from 6.1 release.

Key	Summary	Component/s
ONEXC-7536	Login w/1XCES cannot be cancelled	1XCES Integration
ONEXC-8951	Shutdown window does not disappear after exiting 1XC (Intermittent 30%)	1XCES Integration, Login/Registration, SIP
ONEXC-7904	1xc not handling well flexible USB Audio devices for ringer	Audio
ONEXC-8828	call pickup alerting issue	Call Control/Handling
ONEXC-7701	dialing rules fails to translate international numbers	Call Control/Handling
ONEXC-8717	1XC shows "on a conference" when bridged appearance is on a call	Call Control/Handling
ONEXC-8820	On dialing a number, getting "unknown" instead of the called party name or number	Call Control/Handling
ONEXC-8826	Intermittently call drops occur on 1xc with call session error message	Call Control/Handling
ONEXC-8664	Caller's number in the 1XC popup window during an incoming call is displayed twice	Call Control/Handling
ONEXC-7486	Guest Name Intermittent Display Problem	Call Control/Handling, H.323
ONEXC-7100	Placed Calls Number Truncation	Call Log
ONEXC-8148	1XC log shows transferor instead of caller	Call Log
ONEXC-8792	1XC shows disconnected calls as active in call log intermittently during high traffic	Call Log
ONEXC-8825	If customer try to call back a transferred number from call-log incorrect number is called back	Call Log
ONEXC-8614	1XC saves "Anruf von" as name for external calls	Call Log
ONEXC-8616	one-X Communicator R6.1SP7 H.323 - error "Conference Error, Unable to add participant" when conference an outbound call that uses DIOD R2MFC trunk group	Conferencing
ONEXC-9012	Using dual monitor 1xc does not save window position correctly	Configuration, UI
ONEXC-8598	When logging on and then off 1XC very quickly the https connection to 1XCES stays up.	General
ONEXC-8822	After starting One-x Communicator 6.1 SP9 and press the Loudspeaker symbol the two entry will show "Loading..."	General
ONEXC-8726	incorrect 1XC behavior while using ALT-F4	General, UI
ONEXC-8609	1XC 6.1/ One-XC IM is not working every time.	IM, Presence
ONEXC-8673	With multiple CM environment 1XC Never attempts to connect to primary CM-IP	Login/Registration
ONEXC-8827	unable to set the minimum digit length to 3 in Outlook Integrator	Outlook Integration
ONEXC-7980	Presence Not Rendering For Contacts	Presence
ONEXC-8823	1XC presence is not changing to Busy	Presence
ONEXC-8807	Presence always shows busy after login to 1XC	Presence
ONEXC-8809	After a network outage in Shared Control mode, presence updates stop and call control is lost	Presence, SBC, Shared Control - SIP
ONEXC-8666	After a brief network outage, presence and feature buttons are no longer functional	Presence, SBC, Shared Control - SIP
ONEXC-8612	Cryptographic error: the password cannot be encrypted and hence not saved.	Security
ONEXC-8611	CPN blocking does not work in 1XC Desk Phone mode	Shared Control - SIP
ONEXC-8265	Restore from system tray not working	UI

ONEXC-8720	1XC is registered with the previously used extension	UI
ONEXC-8830	Graphics rendering problem	UI
ONEXC-8613	1XC System Generated Line shows additional "X"	UI
ONEXC-8953	1XC UI issue with Ring also: Mobile button	UI
ONEXC-8821	1XC UI loses line appr when hold recall or priority tone is sent by CM	
ONEXC-9057	Sometimes number is stored at the name	Call Log

Fixed Issues

Below are the one-X Communicator issues fixed in 6.2 release –

Key	Summary	Component/s
ONEXC-6152	Call drops immediately when P2P audio call with non-video 1XC endpoint escalated to video from iPad Flare	Audio
ONEXC-5455	H.323 One-X Engine: Unknown Calls appear on 1XC client (Computer mode) after taking over hard phone extension	Aura 6.2, Call Control/Handling
ONEXC-5665	Extension number is not displaying with "busy-indicator" button (it should display "Busy xxxxx" instead of "busy-indicator").	Basic SIP Features, UI
ONEXC-5216	Calling number with spaces is unsuccessful and causes odd behavior	Call Control/Handling
ONEXC-6421	No voice path after 1XCES moderator holds/retrieves Meeting Exchange meet me conference.	Call Control/Handling
ONEXC-5789	SIP with or w/o CES and Personal call: After a personal call, if user clicks redial button then it is treated as a Personal call, should be normal call like for H.323	Call Control/Handling
ONEXC-5766	(1XC SIP/H323 with and without CES)Dialing Rules are not applied to Private Call (aka Personal Call)	Call Control/Handling
ONEXC-7818	Alphabets cannot be resolved as digits for placing call	Call Control/Handling
ONEXC-6123	There is no voice path after 1XC-SIP hold/un-hold the call with Flare	Call Control/Handling
ONEXC-5657	Lenovo T61 laptop: 1XC Crash for outgoing/incoming call in my computer mode 6.1.5.07	Call Control/Handling
ONEXC-5191	Application crashes when user clicks on hold button multiple times for bridge in EC500 active call (EC500 & TC mode phone no. was same)	Call Control/Handling, Performance
ONEXC-5806	(SIP)For unanswered personal calls Domain is appended in the call log - observed with This computer and Other Phone only	Call Log
ONEXC-4708	H.323 Standalone: A blank call appearance is displayed with naming as 'Conference no.' in the call log when user ends an un-parked conference call.	Call Log
ONEXC-5798	SIP/H.323 and Call Log: Time column changes to date field (if call log is more than 1 day old).	Call Log
ONEXC-5783	SIP w/o CES and Personal call: Call Log prefixes Feature code and Account code with Extension number.	Call Log
ONEXC-7813	1XC SIP 6.2 over SBC ---1XC shows incorrect message for " Video Calling Not Available " when changing mode from Other phone to This computer	Configuration
ONEXC-6456	1XC 6.1.7.3 - Using SBC, When 1XC logs in, contact buddies displayed on client, after some time all contacts disappear	Contacts
ONEXC-6455	1XC 6.1.7.3 - Using SBC, When 1XC logs in, no contact buddies display on client although PPM information has been downloaded to client like call forward button	Contacts
ONEXC-6336	Display of Private Contacts - Private Contacts should be displayed by	Contacts

	"Lastname Firstname" but they are shown as "Firstname Lastname"	
ONEXC-5740	Clear button displayed in the Call Log if user moves from Contact's "Search Result" filter list to Call log.	Contacts
ONEXC-5726	Drag and Drop feature to change contact group order works differently for raising up action and going down action.	Contacts
ONEXC-5723	Clear basic contact search button should also clear the string used for the search from the search text box	Contacts
ONEXC-5776	1XC mouse pointer changes (From arrow to App starting) & never returns to original form if user initiates an empty search.	Contacts
ONEXC-6998	Documentation: In 1XC help content the video link description wrong, it currently implemented differently	Documentation, Help
ONEXC-5718	UI: DTMF is not displaying in the call bar, if DTMF is passed from computer keyboard.	DTMF, UI
ONEXC-5717	UI, DTMF and Bridge Conference: Moderator or Participant code is not displaying in the call bar, if DTMF is passed from bridge conference window.	DTMF, UI
ONEXC-5184	Lenovo laptop with 1XC installed, causes PC to hang, when connected using USB broadband connection	External, General, Security
ONEXC-5607	Failover: Sometimes (30% reproducibility) User name of SIP CES disappears during primary SM down.	Failover-Failback
ONEXC-5179	(Failover- H323 Deskphone)When Main CM goes down, 1XC logs off & not logging in back	Failover-Failback
ONEXC-5628	Lync 3.1 video (H.323): Excessive memory usage by One-XE Windows 7-64 bit	General
ONEXC-5852	After the PS restart the IM messages are not exchanged from the previously opened IM windows (Workaround: Close the existing IM windows and start the new IM conversation)	IM
ONEXC-5833	IM Sender's name (Flare user) does not display on 1XC IM window.	IM
ONEXC-6010	IM window is opened again after closing it with non-canceled file transferring	IM
ONEXC-5749	File Transfer in IM: “Too many downloads from sender…” message displayed at far-end (User-B), if source-end (User-A) clicks “Cancel” button during the in progress of file transfer.	IM
ONEXC-5747	File Transfer in multiparty IM: Proper notification is not getting at source-end (User-A), if file transfer is saved/canceled at far-end users (User-B and User-C).	IM
ONEXC-5744	File Transfer in IM: Proper notification should get at far-end (User-B), if file transfer is cancelled from source-end (User-A).	IM
ONEXC-5753	1XC UI crashes while trying to download more than 20 consecutive files (File size of 71 MB) at the receiving end. (80% reproducibility)	IM
ONEXC-5771	“File size is too large. Max file size is 512 Mb” incorrect message displayed if user sends a large file (more than 512MB and less than 4GB)	IM
ONEXC-5851	Hyperlink parsing in messaging text is not working as expected	IM
ONEXC-6097	UCaaS REMO: After Network Outage of Primary Path to XMPP Server (Presence Services Server) One-X C Doesn't Try Secondary Path from DNS	IM
ONEXC-5761	UI and Typo error: “\n” displays in the message box, when user tries to close IM window during the download process.	IM, UI
ONEXC-5508	Fresh install configuration wizard and login pop up issue.	Installer
ONEXC-6364	Search contact panel is displayed with all of users and non-users object (computer, group,...)in the search results when I entered some	LDAP

	values as %, &, * , #	
ONEXC-5659	upon failback to primary ACME SBC, 1XC is re-registering using SIP instead of SIPS in REGISTER messages	Login/Registration
ONEXC-6424	1XC does endless login attempts without giving error when giving the invalid server IP address.	Login/Registration
ONEXC-7028	Login process cannot be canceled or get successful if there are both valid SM and CM server IP addresses added in Server List of Telephony Settings	Login/Registration
ONEXC-5271	(1XC SIP My Computer)After the network recovery, user is not able to acquire the server services, due to which PS & Call session are not through. User has to Exit 1XC and login back for things to work as expected	Networking, Performance, Release Notes
ONEXC-5795	1XC hangs on single processor computer if using HD camera	Performance
ONEXC-7594	Presence Information missing (SIP) - After restart of 1xC Presence is available	Presence
ONEXC-8105	after login 1xC see not all presence status	Presence
ONEXC-6499	While 1XC is on an active call, presence is not updated after a PS restart	Presence
ONEXC-5815	Blank presence request window is displayed when number of subscription requests is 2 or more	Presence
ONEXC-5252	The Drop button does not appear on 1XC UI, when 1XC H.323 is in SC	Release Notes, Shared Control - H.323, UI
ONEXC-5645	1XC in Shared Control with 96x0 with 1 BM sends very big INFO messages with double and redundant info during busy-indicator Notify traffic that makes 96x0 out of service.	Shared Control - SIP
ONEXC-7179	1XC-SIP (Desk phone mode 96x0): Synch between desk phone and 1XC breaks after some time.	Shared Control - SIP
ONEXC-5614	Not able to make a call using 1XC as it is not in sync with Hard Phone when Laptop is resumed from hibernate	Shared Control - SIP
ONEXC-5655	SIP with or w/o CES on desk phone mode: UI Sync is not proper form 1XC (i.e. from 1XC, user is not able to off-hook, make call, receive call, hold and un-hold).	Shared Control - SIP, UI
ONEXC-6440	SRTP call fails from H323 to SIP user after 1XC changes mode from desk phone to My Computer.	SRTP
ONEXC-5544	[Intermittent] Display name of the user vanishes after sometime when the user is logged in the SIP mode on a Windows 7 Professional Machine. 1XC is integrated with CES server.	UI
ONEXC-5541	Unusual UI displayed for 1XC when 1XC was added as Meet-Me conference participant. Conference call was running overnight and ended.	UI
ONEXC-5562	If user hibernates or put the Laptop on Standby, after resuming the connection, the 1XC shows extension number instead of User name.	UI
ONEXC-6082	CES: 3 Block call settings on Phone panel are available at the same time only "Do not Block" item is present in Settings-> Call Handling	UI
ONEXC-6129	Call bar does not clear if user clicks Clear button.	UI
ONEXC-6117	Toast window position changed when screen resolution changed from 800x600 to higher, during incoming call ringing state.	UI
ONEXC-5711	Encryption failed dialog is shown 2 or more times contemporaneously on only 1 system	UI
ONEXC-5782	SIP w/o CES and Personal call: Call appearance prefixes Feature code and Account code with Extension number.	UI
ONEXC-5767	(1XC SIP/H323 with and without CES) Confirmation window before	UI

	dialing the number is not shown for Private/Personal Calls	
ONEXC-5297	Black video window after "Close video window" -> "Open video window"	Video
ONEXC-6382	widescreen monitor - wrong aspect ratio of video screen after ending video call, then close/open video window	Video
ONEXC-5242	1XC-H.323 Dial In/Out of Polycom RMX Continuous Presence Conference: 1XC Only Transmits CIF Video (versus HD)(AVC)	Video
ONEXC-5930	Video call getting over WAN are getting green flickering throughout meeting	Video
ONEXC-6845	Radvision Forward Error Correction Schemes Cause Video Loss	Video
ONEXC-7776	1XC endpoints are sending searchContact instead of searchUser	
ONEXC-8020	"Use Active Directory GSS" Bind check Box gets Checked / Unchecked even after clicking in blank area at the bottom of the PD settings window .	

Technical Support

Support for Avaya One-X® Communicator Client is available through the normal Avaya escalation process. If you encounter trouble with the clients:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, submit a trouble ticket to Avaya.

When you request technical support, provide the following information:

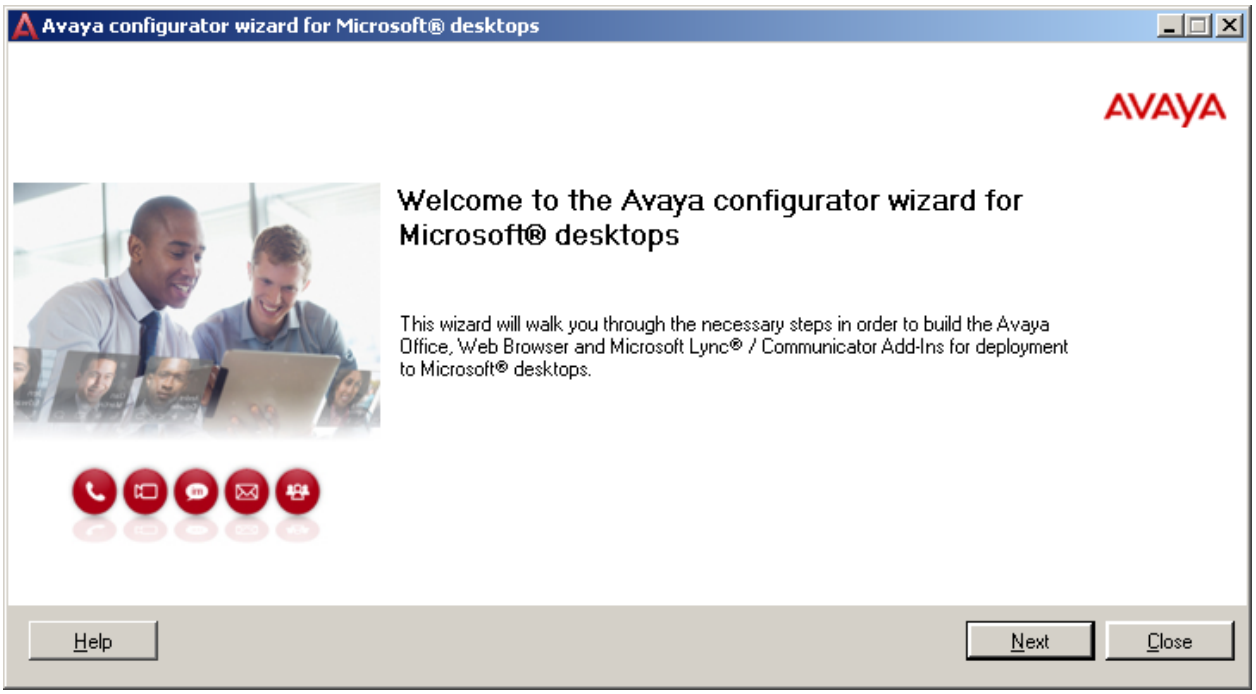
- Configuration settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

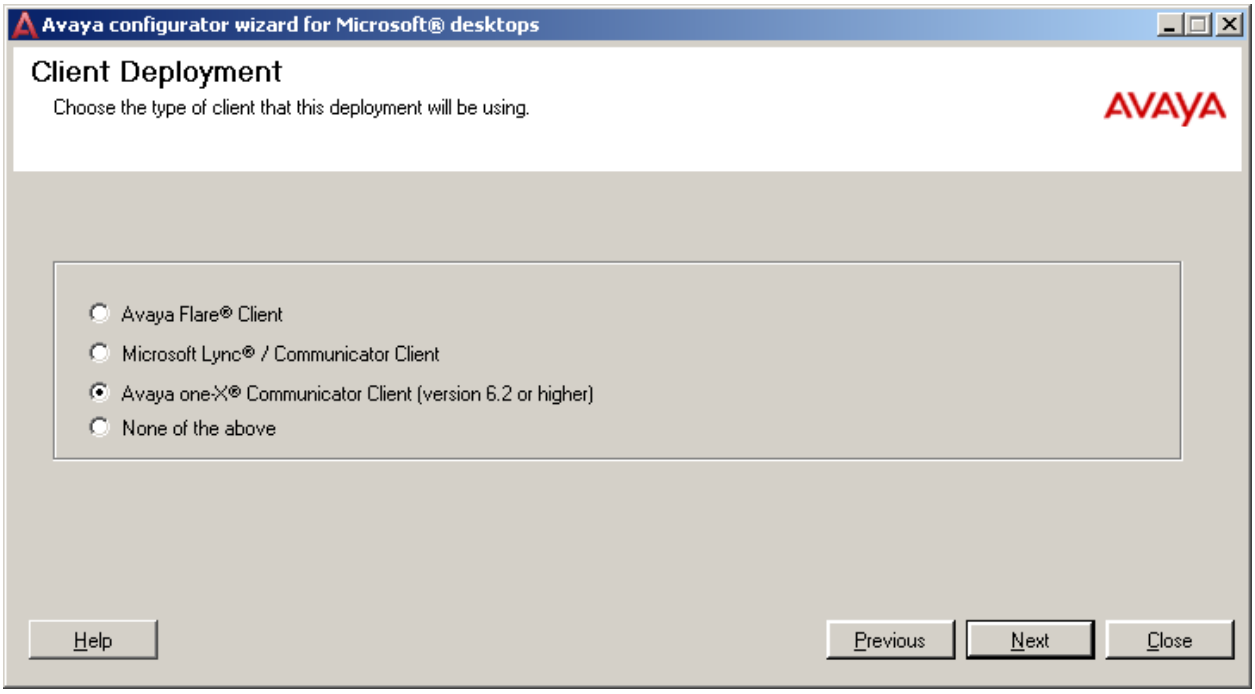
Appendix A: Acronyms

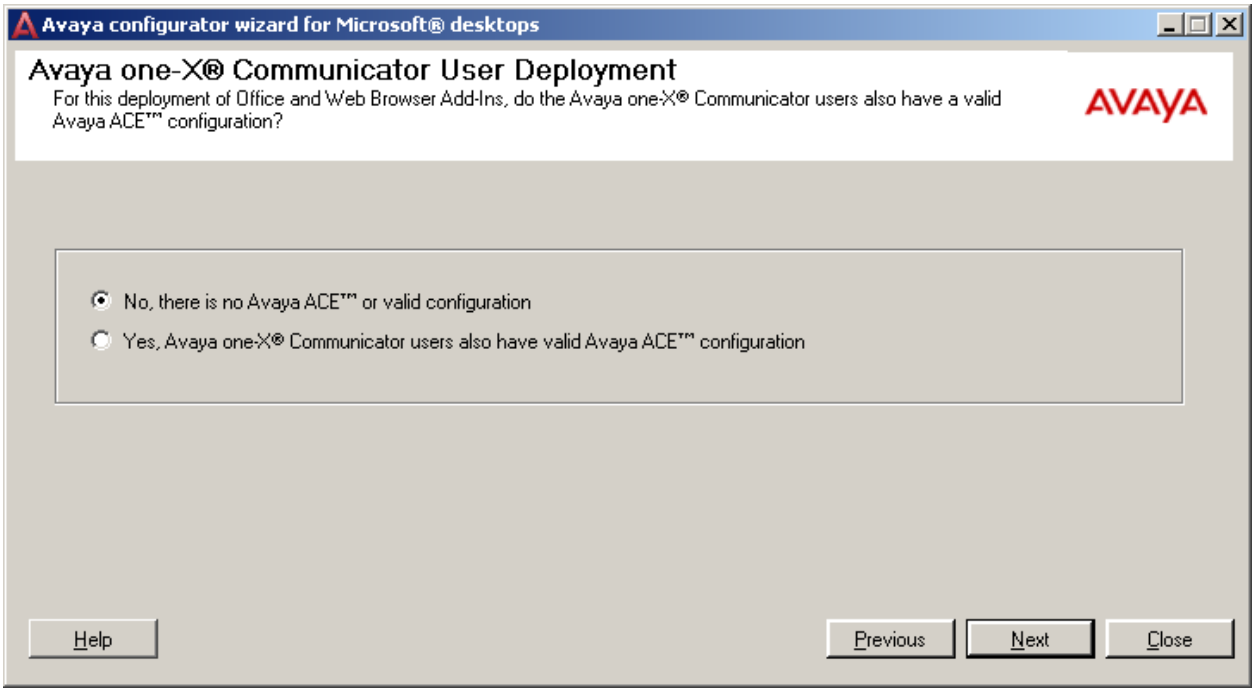
1XC	Avaya one-X® Communicator Client
1XM	Avaya one-X® Mobile Client
1XCES	Avaya one-X® Client Enablement Services
AAC	Avaya Aura® Conferencing
ACA	Avaya Collaboration Application
CM	Avaya Aura® Communication Manager
LDAP	Lightweight Directory Access Protocol
MM	Modular Messaging
MX	Meeting Exchange
PS	Avaya Aura® Presence Services
TTP certificate	Trusted Third Party Certificate
SM	Avaya Aura® Session Manager
SBC	Avaya Session Border Controller
SMGR	Avaya Aura® System Manager

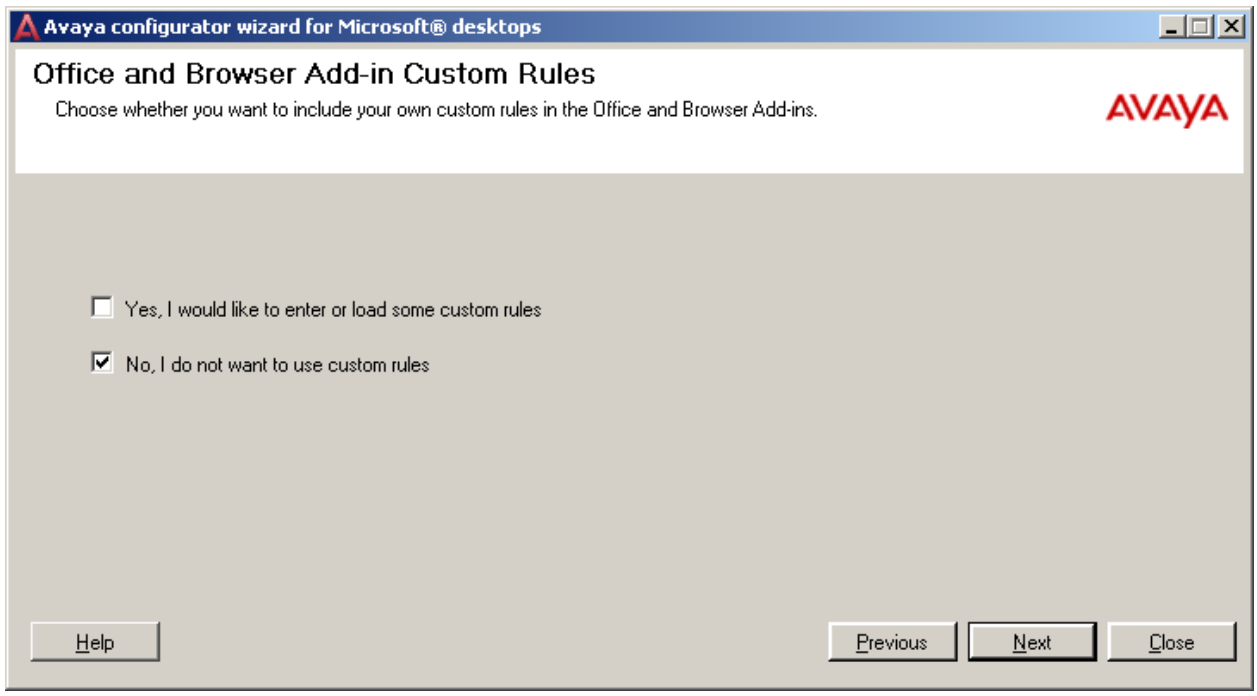
Appendix B: Quick Notes for installing and configuring ACA on Windows XP

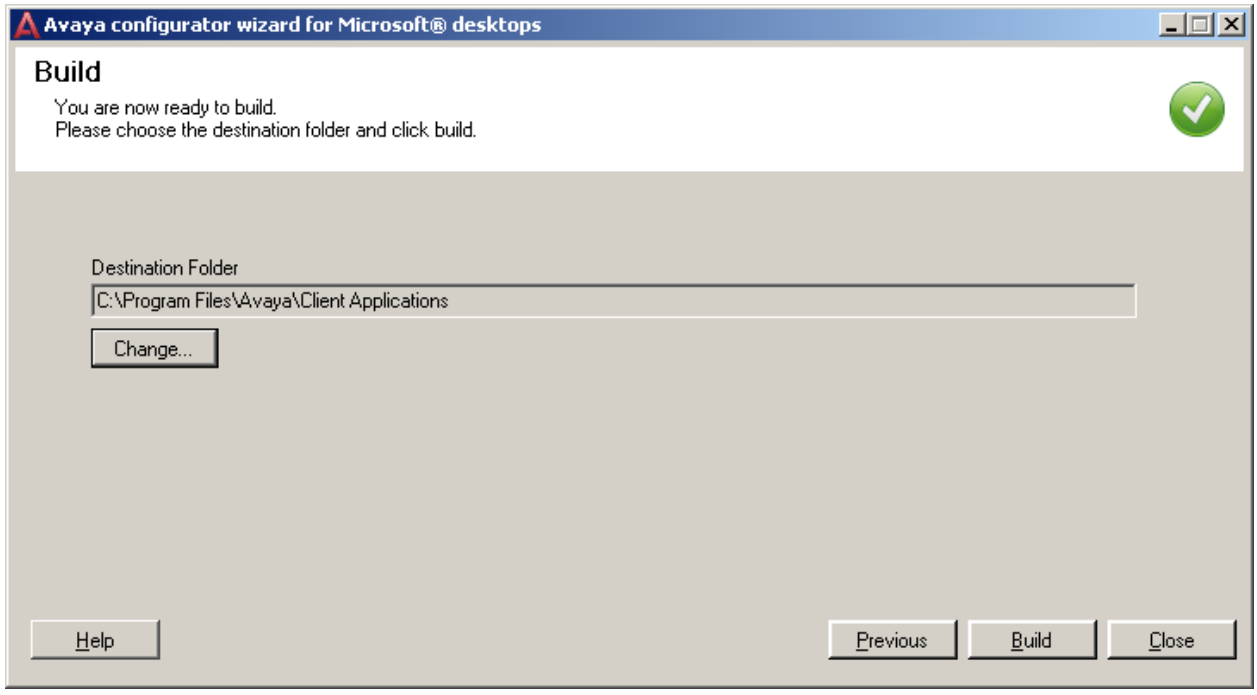
Once you have installed the 1XC 6.2 on Windows XP, click on the **DCE-6.2.2-Configurator.msi** file package in the zip file available with ACA 6.2.2 package. Once completed, **Avaya Configurator** icon would be available on your desktop / start menu. Follow the screen shots below to install and configure the ACA functionalities.




Avaya configurator wizard for Microsoft® desktops
Client Deployment
Choose the type of client that this deployment will be using.
AVAYA
Avaya Flare® Client
Microsoft Lync® / Communicator Client
Avaya one-X® Communicator Client (version 6.2 or higher)
None of the above
Help
Previous
Next
Close


Avaya configurator wizard for Microsoft® desktops
Avaya one-X® Communicator User Deployment
For this deployment of Office and Web Browser Add-Ins, do the Avaya one-X® Communicator users also have a valid Avaya ACE™ configuration?
AVAYA
No, there is no Avaya ACE™ or valid configuration
Yes, Avaya one-X® Communicator users also have valid Avaya ACE™ configuration
Help
Previous
Next
Close

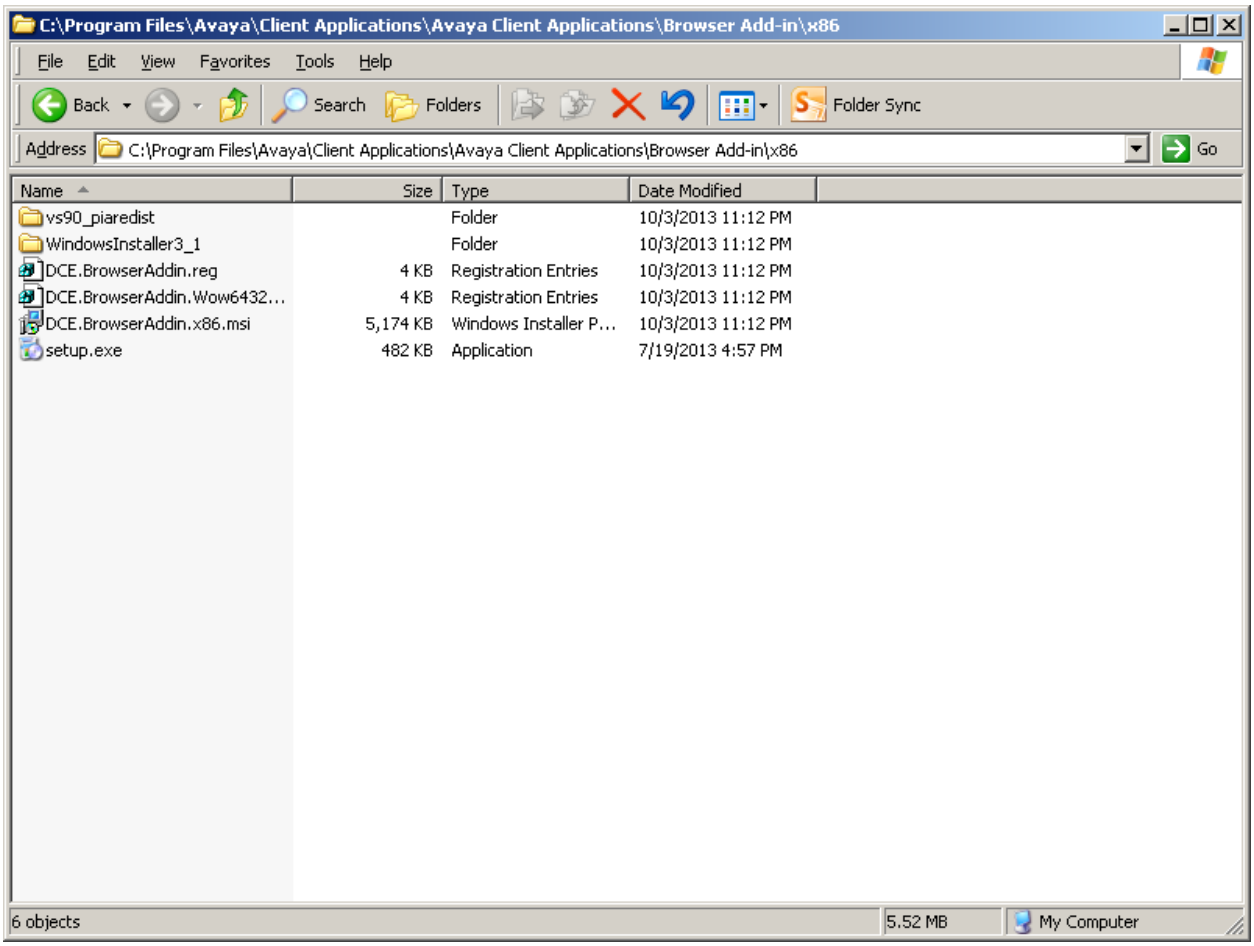


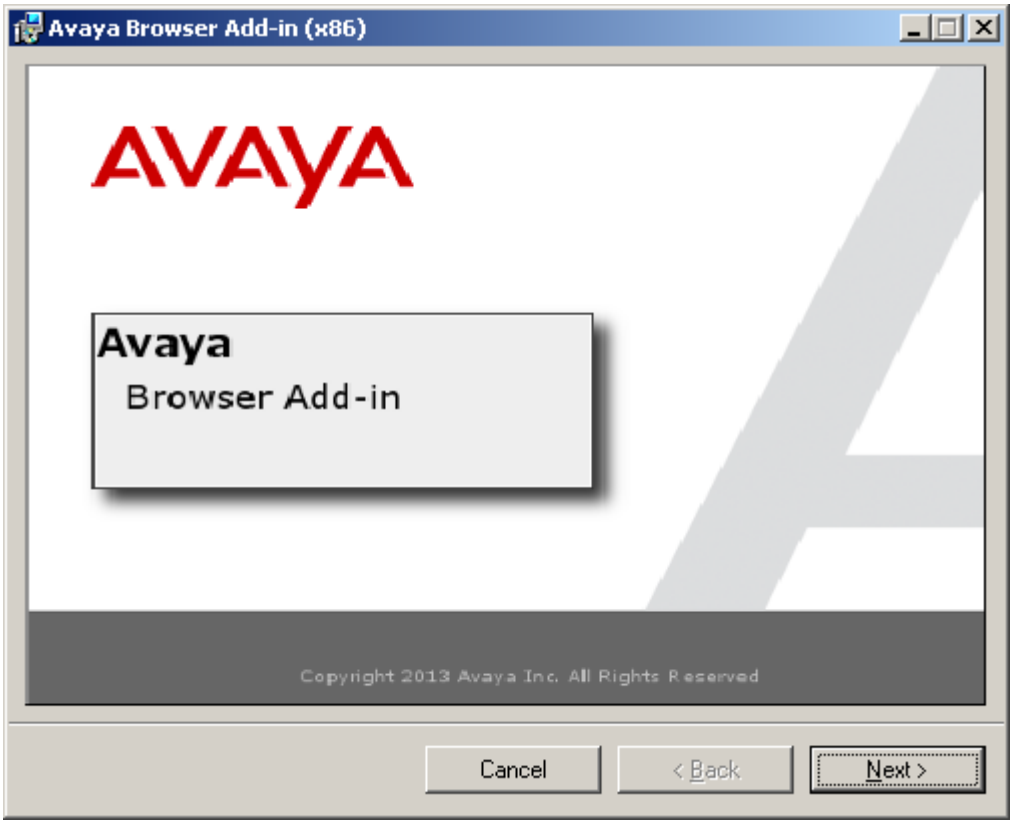


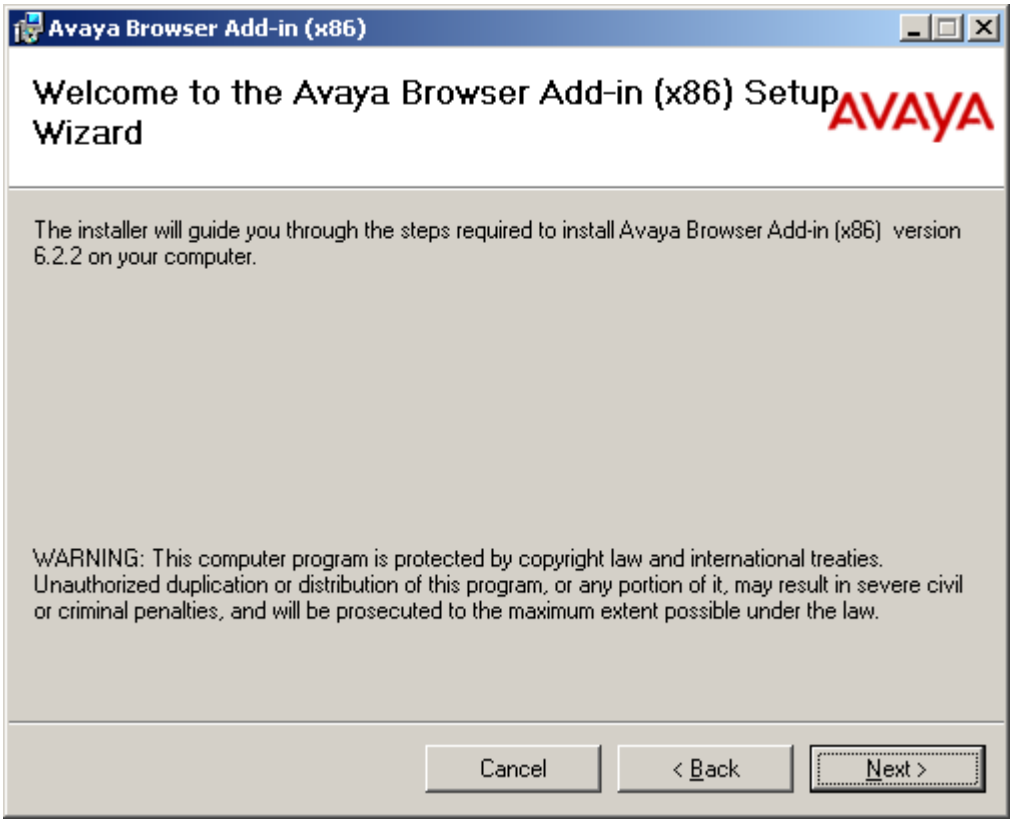
Build and Close the configurator wizard.

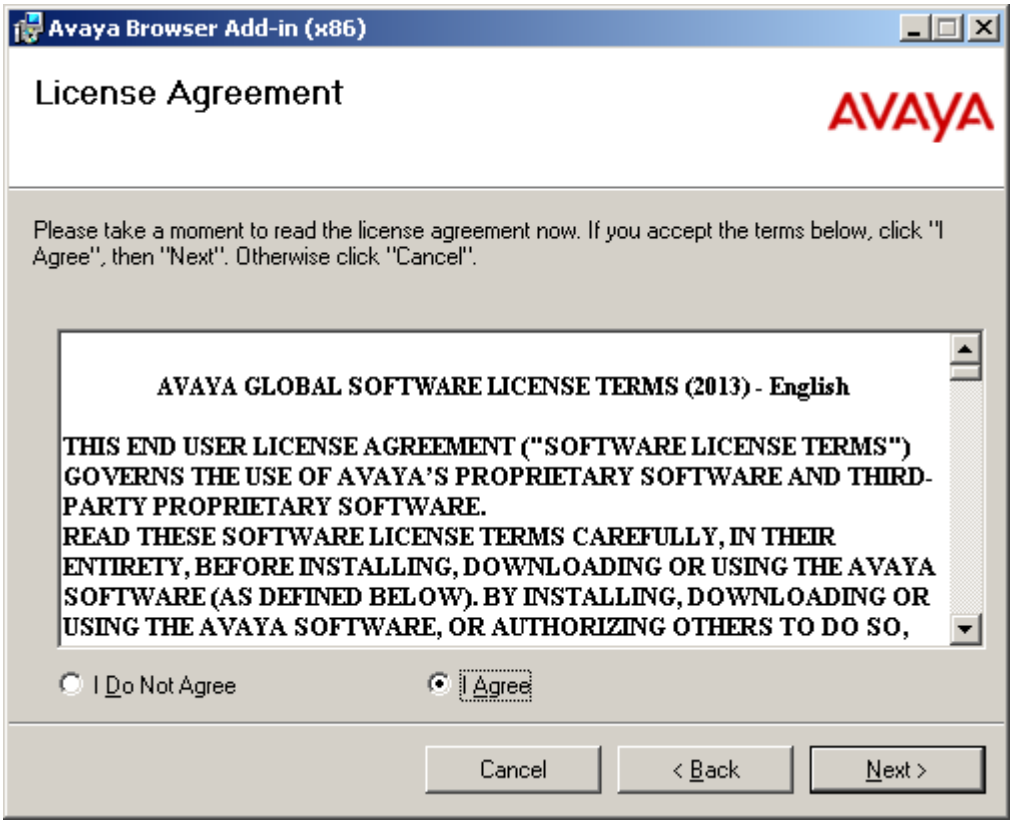
Go to the location provided above and click on setup.exe to install the add-ins for Browser and Office. Note – shutdown Internet Explorer and Office before proceeding.

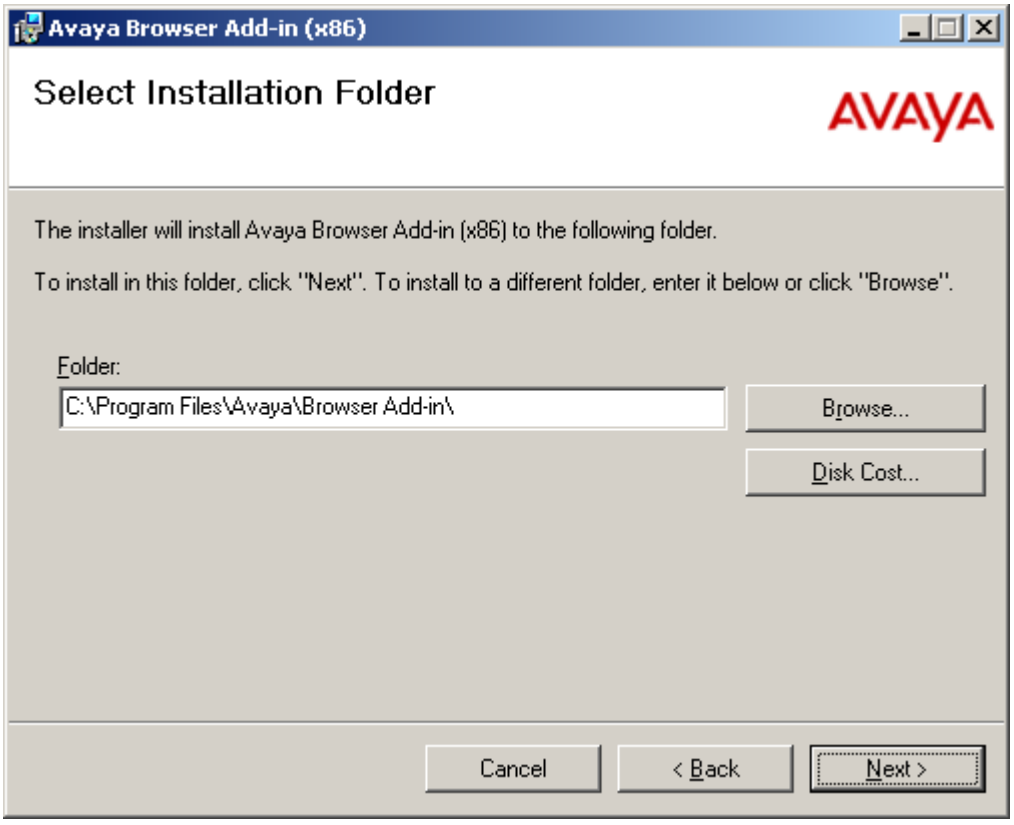
For installing Browser add-in – go to the folder shown below and click on setup.exe and follow the steps as shown below -

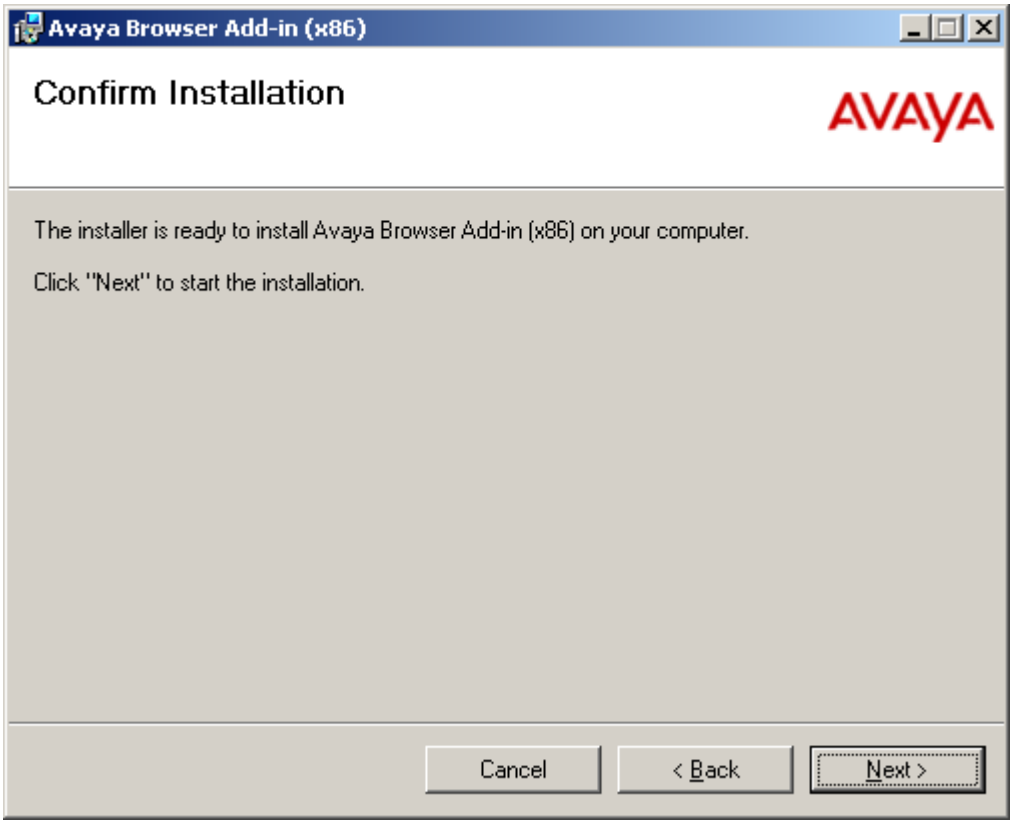


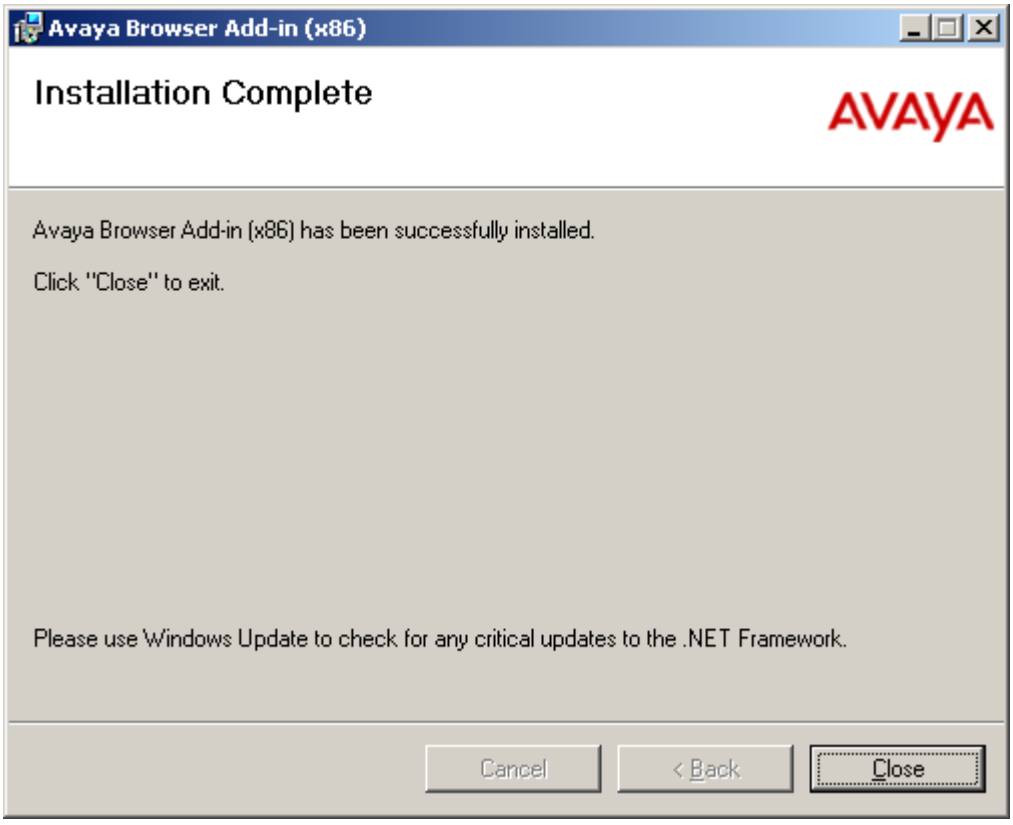

Avaya Browser Add-in (x86)
AVAYA
Avaya
Browser Add-in
Copyright 2013 Avaya Inc. All Rights Reserved
Cancel
< Back
Next >


Avaya Browser Add-in (x86)
Welcome to the Avaya Browser Add-in (x86) Setup Wizard
AVAYA
The installer will guide you through the steps required to install Avaya Browser Add-in (x86) version 6.2.2 on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

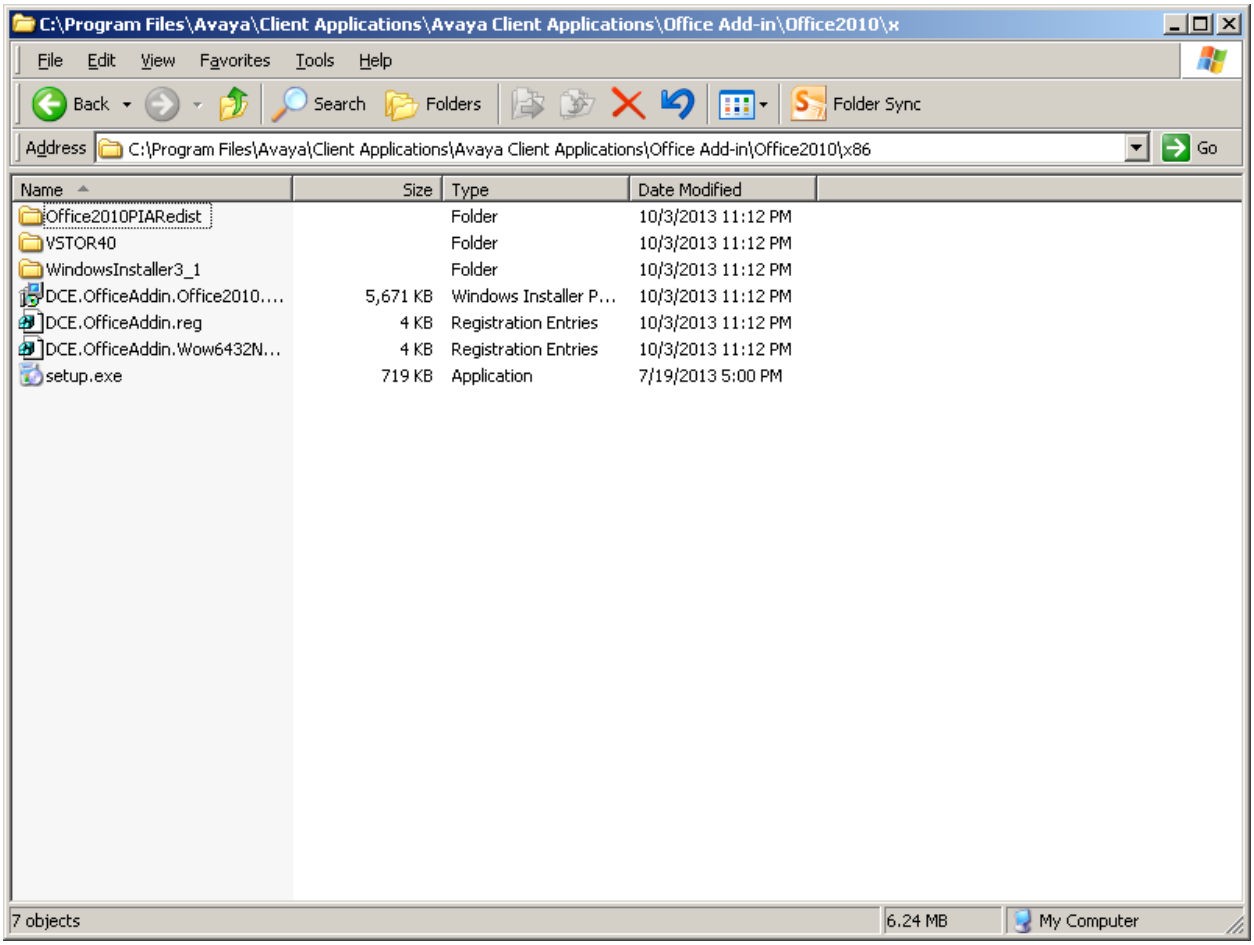

Avaya Browser Add-in (x86)
License Agreement
AVAYA
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
AVAYA GLOBAL SOFTWARE LICENSE TERMS (2013) - English
THIS END USER LICENSE AGREEMENT ("SOFTWARE LICENSE TERMS") GOVERNS THE USE OF AVAYA'S PROPRIETARY SOFTWARE AND THIRD-PARTY PROPRIETARY SOFTWARE.
READ THESE SOFTWARE LICENSE TERMS CAREFULLY, IN THEIR ENTIRETY, BEFORE INSTALLING, DOWNLOADING OR USING THE AVAYA SOFTWARE (AS DEFINED BELOW). BY INSTALLING, DOWNLOADING OR USING THE AVAYA SOFTWARE, OR AUTHORIZING OTHERS TO DO SO,
I Do Not Agree
I Agree
Cancel
< Back
Next >


Avaya Browser Add-in (x86)
Select Installation Folder
AVAYA
The installer will install Avaya Browser Add-in (x86) to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Avaya\Browser Add-in\
Browse...
Disk Cost...
Cancel
< Back
Next >


Avaya Browser Add-in (x86)
Confirm Installation
AVAYA
The installer is ready to install Avaya Browser Add-in (x86) on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >


Avaya Browser Add-in (x86)
Installation Complete
AVAYA
Avaya Browser Add-in (x86) has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

For installing Office add-in - – go to the folder shown below and click on setup.exe and follow the steps as shown below -



Avaya Office 2010 Add-in (x86)
AVAYA
Avaya
Office Add-in
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Cancel
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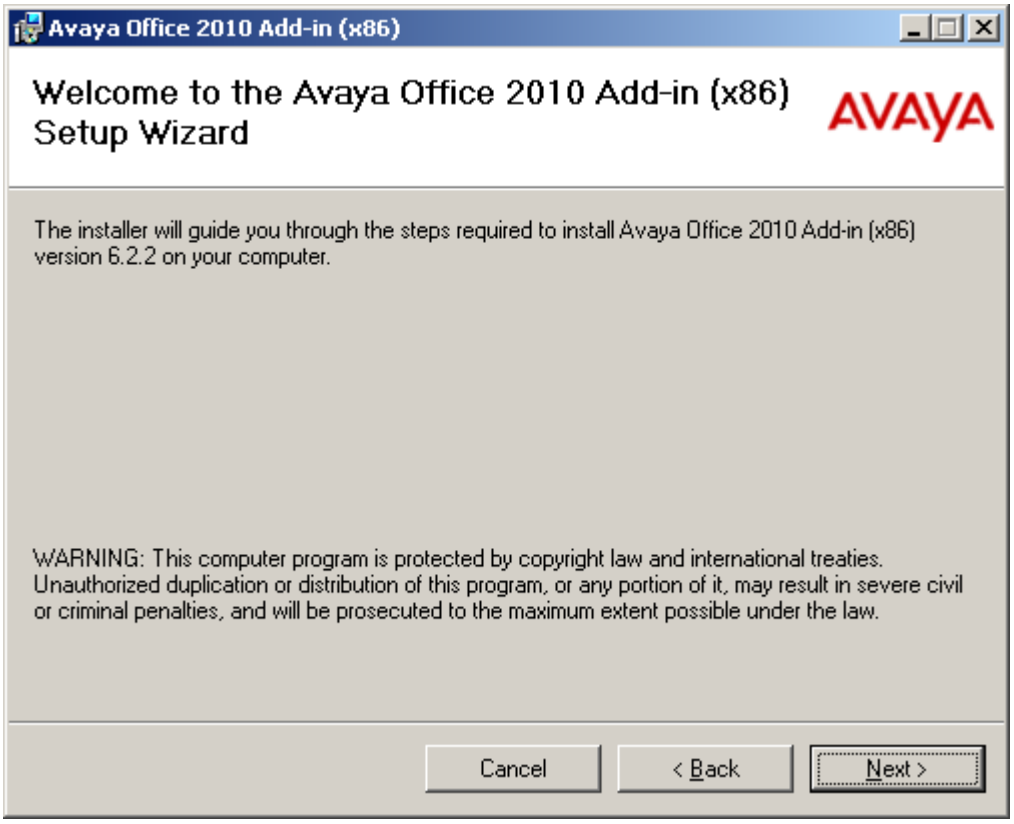
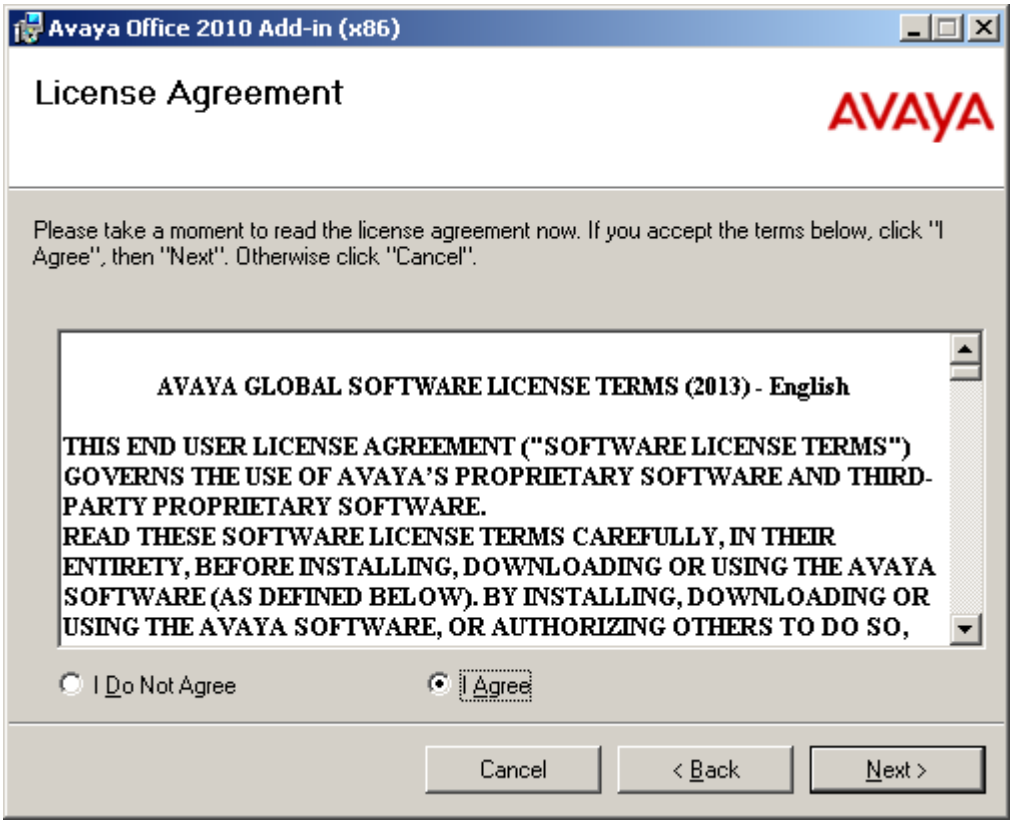
Next >


Avaya Office 2010 Add-in (x86)
Welcome to the Avaya Office 2010 Add-in (x86) Setup Wizard
AVAYA
The installer will guide you through the steps required to install Avaya Office 2010 Add-in (x86) version 6.2.2 on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >


Avaya Office 2010 Add-in (x86)
License Agreement
AVAYA
Please take a moment to read the license agreement now. If you accept the terms below, click "I Agree", then "Next". Otherwise click "Cancel".
AVAYA GLOBAL SOFTWARE LICENSE TERMS (2013) - English
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I Do Not Agree
I Agree
Cancel
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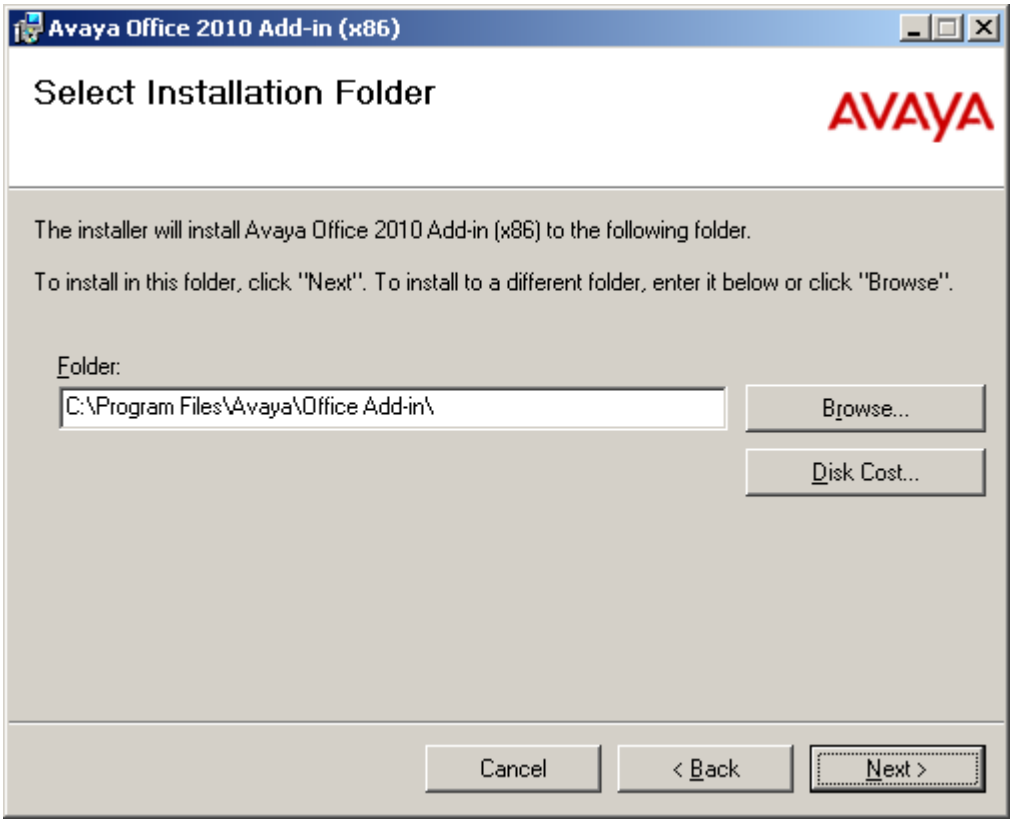
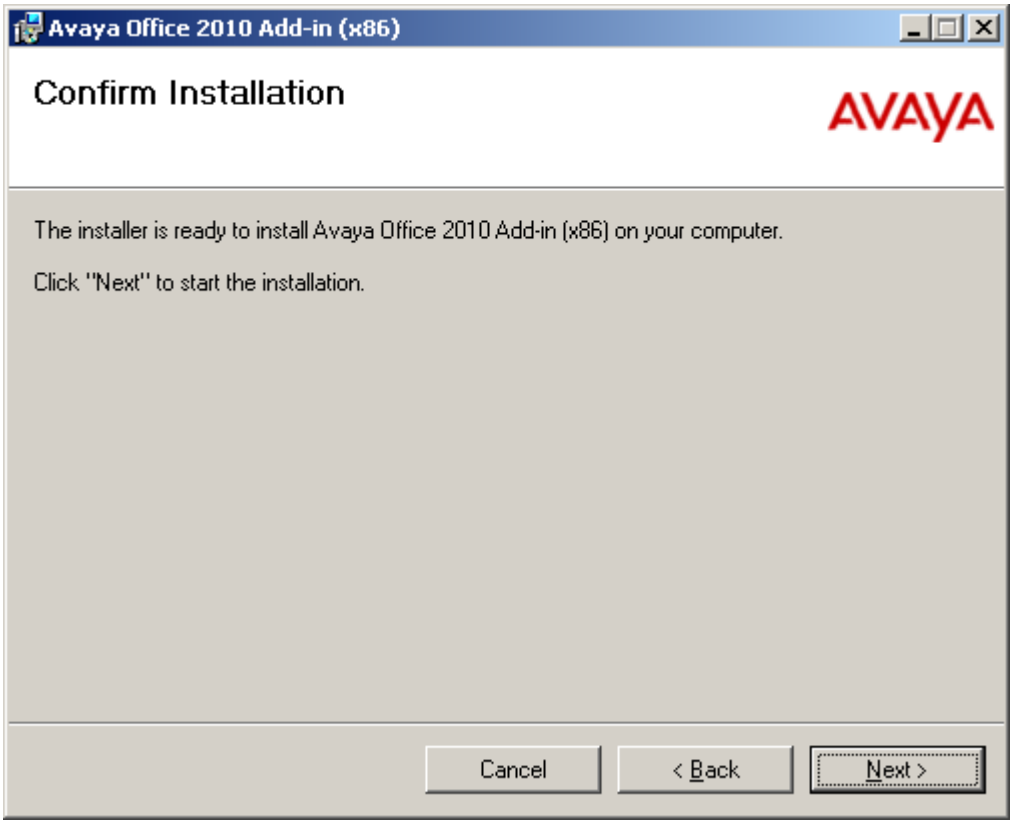
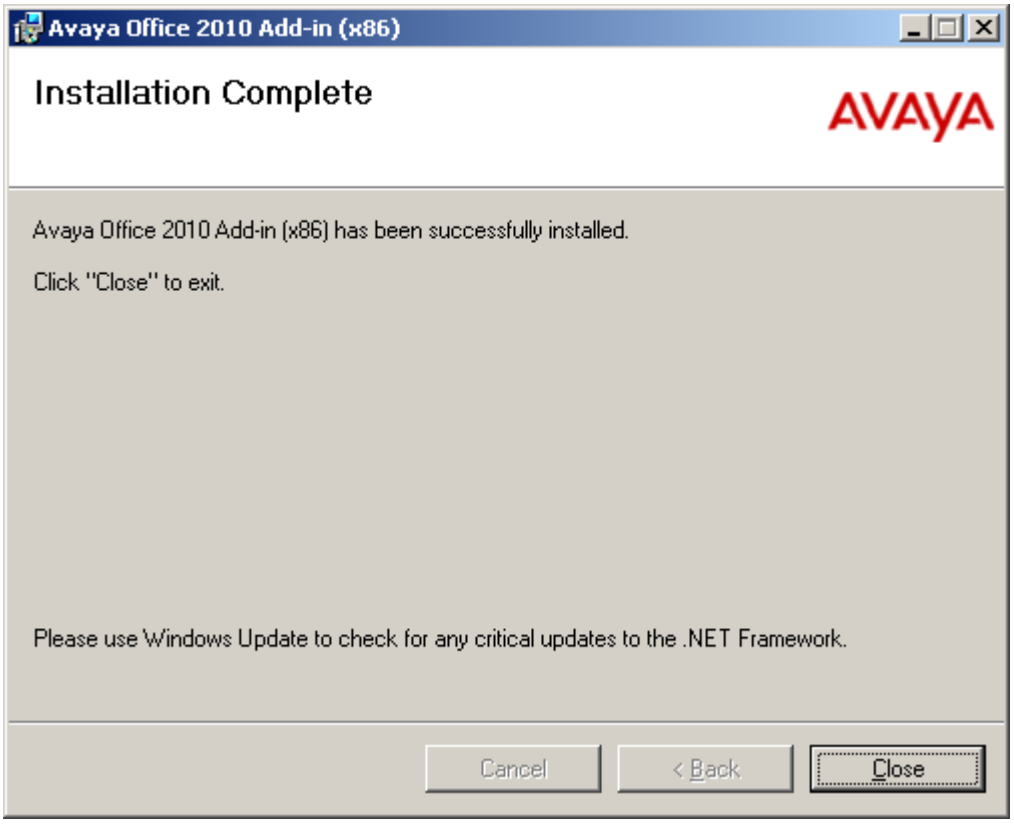
Next >


Avaya Office 2010 Add-in (x86)
Select Installation Folder
AVAYA
The installer will install Avaya Office 2010 Add-in (x86) to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Avaya\Office Add-in\
Browse...
Disk Cost...
Cancel
< Back
Next >


Avaya Office 2010 Add-in (x86)
Confirm Installation
AVAYA
The installer is ready to install Avaya Office 2010 Add-in (x86) on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >


Avaya Office 2010 Add-in (x86)
Installation Complete
AVAYA
Avaya Office 2010 Add-in (x86) has been successfully installed.
Click "Close" to exit.
Please use Windows Update to check for any critical updates to the .NET Framework.
Cancel
< Back
Close

Appendix C: Reference Notes on XMPP Federation Configuration

Refer to the attached presentation for reference configuration notes on XMPP federation. For additional information on any specific products, refer to the Avaya documents on Support site.

True XMPP Federation reference