

Avaya one-X® Communicator Release 6.2 SP11

(Product version – 6.2.11.03-SP11)

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.
* 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 SP11 software. It is also recommended to review the supporting documents available on the Avaya Support site.

**What’s new in one-X Communicator 6.2 SP11 Release**

This release contains solutions for problems identified with the previous 1XC releases.

# Downloading Avaya one-X® Communicator Release 6.2 SP11 Installer

Avaya one-X® Communicator 6.2 SP11 release installer is available on Avaya Support for downloading. The package contains following files –

* Avaya one-X Communicator Suite.exe
* onexcuiadmin.exe
* License.rtf
* Avaya one-X Communicator\_Client\_R6\_2\_SP11\_GA\_Release\_Notes
* README.txt

Link – <https://support.avaya.com/>

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 6.2.11.03-SP11
2. Avaya Collaboration Services 6.6.3.8

# Avaya one-X® Communicator 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)

• 1GB RAM. Check Microsoft recommendations for additional requirements for different OS.

• 1.5GB free hard disk space (3GB free hard disk space if .NET 4.0 is not 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)

• 1GB RAM. Check Microsoft recommendations for additional requirements for different OS.

• 100 MB dedicated video RAM

• 1.5GB free hard disk space (3GB free hard disk space if .NET 4.0 is not 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

• USB camera.

* **For HD video support**

• Intel Dual Core or Core 2 Duo or Core i3

• 2GB RAM. Check Microsoft recommendations for additional requirements for different OS.

• 100 MB dedicated Video RAM. If this is shared with main RAM, main RAM needs to be increased by 100 MB.

• 1.5GB free hard disk space (3GB free hard disk space if .NET 4.0 is not 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 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 frame work prior to one-X Communicator installation. This framework is available at - <http://www.microsoft.com/en-us/download/details.aspx?id=17718>

For installing Avaya Collaboration Services using Avaya one-X Communicator installation suite, users must ensure that .NET 3.5 and .NET 4.0 are pre-installed and enabled on the machines. Other pre-requisites include –

* + Microsoft Visual Studio 2010 Tools for Office Runtime x64 and x86
  + Microsoft Visual C++ 2010 Service Pack 1 Runtime Libraries x86

Ensure that all pre-requisites are installed on the computer. If not, connect your computer to the internet to automatically download all prerequisites, except Microsoft .NET Framework 3.5 that must be downloaded and installed manually.

If these pre-requisites are not met, installation could result in interruption (Reference ID: [ONEXC-12856](https://jira.forge.avaya.com/browse/ONEXC-12856))

* For deploying one-X Communicator in Citrix environment, it is recommended to install the Avaya one-X® Communicator client using command line interface. This will allow the administrator to explicitly select and install one-X Communicator for Citrix environment.
* Close applications like Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Microsoft Outlook or Lotus Notes, Microsoft Office applications like Word, Excel or PowerPoint before installing or upgrading to the one-X Communicator 6.2 SP11 client.

# Upgrading or Installing Avaya one-X Communicator 6.2 SP11 Client

Existing installations of one-X Communicator on any releases between 6.2 GA and 6.2 FP6, 6.2 SP7, 6.2 FP10 can be directly upgraded to 1XC 6.2 SP11 release.

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

# Important Notes

**Video SRTP configuration on one-X Communicator:**

By default, Avaya one-X® Communicator 6.2 release onwards 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.

Video SRTP is supported only in SIP – This Computer mode in environment having Avaya Aura 6.2 FP3 or later / AAC 7.2 FP2 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 -

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Login Mode** | **H.323 User** | **SIP User** |
| **SRTP** | This Computer | Audio | Audio & Video |
| Desk Phone | Audio | Audio |
| Other Phone | - | - |
| **RTP** | This Computer | Audio & Video | Audio & Video |
| Desk Phone | Audio & Video | Audio |
| Other Phone | Audio | Audio |

Note: 1XC does not support Encrypted SRTCP, hence it is recommended to use “Encrypted SRTCP: enforce-unenc-srtcp” CM configuration for ip-codec-set field (Reference IDs: CM-6667 / ONEXC-12438).

**List of Codecs supported by Avaya one-X® Communicator** (Reference IDs: ONEXC-5709 / ONEXC-5822) **–**

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

**SIP Shared Control:**

Make sure, the parameter “**SET ENABLE\_PPM\_SOURCED\_SIPPROXYSRVR**” is always set to 1 in 46xxsettings file for all 96x1 SIP phones.

Also, the SM server FQDNs / IPs (primary and secondary) should be listed in same order on both Avaya one-X® Communicator and 96x1 SIP desk phone for successful login and working of Avaya one-X® Communicator in Shared Control mode (Reference ID: ONEXC-5270)

The value of **SIPREGPROXYPOLICY** should be set to Simultaneous in 46xxsetttings file for 96x1 SIP phones as Alternate registration policy is not supported for Shared Control operation (Reference ID: ONEXC-12596)

**Avaya one-X® Communicator Login / PPM download with Avaya Aura Session Manager 6.2 FP4:**

Avaya Aura Session Manager 6.2 FP4 and beyond will no longer have the "demo" certificates installed by default with new installations. This does not affect SM upgrades, as all existing certificates are preserved through the upgrade process.

All new installs will, by default, use SIP and HTTP certificates signed by System Manager.  Careful planning should be done to ensure all endpoints (soft clients and devices) are similarly equipped with System Manger signed certificates. Else existing TLS connections will no longer function.

For connecting Avaya one-X® Communicator 6.2 SP11 with Session Manager 6.2 FP4 (or later) new install, please ensure that either SMGR MGMT certificate is installed and trusted by Avaya one-X® Communicator user’s machine or the demo certificate is installed on SM.

Using the SM command line, “initTM” is available to install the "demo" certificates in either of the following ways:

# initTM –d

OR

# initTM –demo

Note: to assist in viewing certificate status, new information has been added to the status available on System Manager under: Home > Elements > Session Manager > System Status > Security Module Status.

# Important Fixes delivered in Avaya one-X Communicator 6.2 SP11 Release

| **1XC Issue Key** | **Summary** |
| --- | --- |
| ONEXC-13112 | Video window is minimized to the bottom left corner after making/receiving video calls if "Show video window automatically on login ..." check box is unchecked |
| ONEXC-13021 | Crash observed in P2P video call |
| ONEXC-12987 | 1XC crash when answering video call |
| ONEXC-12967 | 1XC doesn’t send proper NOTIFY in 3PCC mode |
| ONEXC-12949 | 1XC matches up with the Last Three Digits |
| ONEXC-12940 | 1XC gets crash when launching – happening on specific machine – ASUS U44SG laptop |
| ONEXC-12939 | In SIP this computer mode the call appearance un holds automatically while Video call is holding, close video windows, far end user still hears music on hold |
| ONEXC-12923 | 1XC gets crashed after receiving call from second TC device if user tries to establish a CM conference between 2 TC client and 1 RW mode client |
| ONEXC-12914 | After dropping last added participant from 3-party CM conference, call between remaining 2 parties disconnects automatically |
| ONEXC-12912 | 1XC crashes at login |
| ONEXC-12911 | 1XC stuck, when user hide/show application using hotkeys while Phone Number window (Settings->Phone Numbers->Add) opened on settings page |
| ONEXC-12906 | Unable to Hold-Unhold call (or answer new call) from either of the endpoints [A-(TC Mode), B-(SC Mode)], after dropping C (Desk phone) from Conference |
| ONEXC-12904 | Remote video seems black at secretary if other point close video and call to Boss |
| ONEXC-12896 | 1XC is stuck when user switches from SC mode to RW mode once logged in |
| ONEXC-12857 | 1XC cuts leading plus symbol from incoming call number if user doesn't have private call feature configured in SIP RW mode |
| ONEXC-12837 | Extension and password fields are cleaned after changing mode from H.323 to SIP after fresh install |
| ONEXC-12834 | Incoming audio alert is not played on incoming call after fresh install |
| ONEXC-12796 | 1XC integrated with CES crashes while login with User name is input by Hiragana mode in Japan OS |
| ONEXC-12743 | 1XC in SIP RW mode - the pickup number is displayed in call log when answers Call Pickup Extended |
| ONEXC-12722 | 1XC in SIP RW mode crashes while changing from TC mode to RW mode intermittently |
| ONEXC-12720 | Handling the secure indicator when SLAMON is enabled in shared control device |
| ONEXC-12697 | In H.323 mode for incoming calls, number is not seen in call logs if Dialing Rules is disabled |
| ONEXC-12694 | When H.323 user makes personal call to any EC500 enabled user and user answers the call on EC500 cellphone, call log is generated and doesn’t contain any number |
| ONEXC-12661 | In Other phone mode unable to add participant in CM conference after drop the last participant from 3-party conference |
| ONEXC-12557 | In H323 mode Offline Call journaling should be disabled when 1XC is logged in with 1XCES mode |
| ONEXC-12544 | 1XC crashes during creating CM conference in other phone mode (drop / re-add participants) |
| ONEXC-12542 | 1XC is SIP RW mode crashes after click Redial button while fail-backing to Primary SM |
| ONEXC-12526 | 1XC is SIP Other Phone mode crashes after some times to change status between two P2P calls |
| ONEXC-12521 | 1XC is SIP mode – One way video path and Video buttons are missed at caller side when he makes the first team call post logging in |
| ONEXC-12511 | 1XC crashes while logging out - PSO with VDI-C |
| ONEXC-12504 | Personal call – Account code is not suppressed in call log when make call over H.323 trunk |
| ONEXC-12460 | 1XC in SIP SC mode: Outlook name cannot display on Call Appearance when the P2P call was established in Desk phone then log-ins 1XC and end the call |
| ONEXC-12342 | User B displays black video window when A with closed video window calls B using Team button |
| ONEXC-12269 | Outlook Name resolution for incoming call is not working in SIP for Offline Call Log entries (all modes are affected) |
| ONEXC-12261 | Audio call going on after un park the meet me conference |
| ONEXC-12252 | 1XC crashes at one end If both users press Video Mute (Pause) almost at the same time |
| ONEXC-12223 | Far end call hold failing with 1xC registered via ASBCE and existing call disconnects |
| ONEXC-12027 | 1XC in SIP mode: User A modify the TXT file after initiating the TXT file transfer – User B is crashed after received the TXT file transfer |
| ONEXC-11823 | SIP and H.323 users are not able to close video window when got missed call during active call |
| ONEXC-13095 | Aut-msg-wt indicator turns off after logout & re-login even if messages are not read when multiple aut-msg-wt indicator are administered with new messages left |
| ONEXC-13115 | "Aut-msg-wt indicator" feature button is not shown in 1XC Desk phone mode |
| ONEXC-13098 | 1XC unable to auto configure offline call journal |
| ONEXC-13091 | BackupServerUserPassword is stored in config.xml as plain text |
| ONEXC-13067 | 1XC Contacts are not visible after missed call |
| ONEXC-13046 | 1XC Audix-rec LED remains green |
| ONEXC-13032 | 1XC adds +1 hour to timestamps for call records restored from 1XCdata.txt file |
| ONEXC-13031 | Call records disappear from call history upon getting a new call |
| ONEXC-13018 | Changes of visual alert formatting for call pickup and team button feature |
| ONEXC-13010 | 1XC does not show personal labels for team button in SIP SC mode |
| ONEXC-13008 | Getting no Incoming Visual Toast Alert for Team Button |
| ONEXC-13003 | Call log shows incorrect call direction for answered call for team button feature |
| ONEXC-13007 | 1XC duplicates call log entries |
| ONEXC-13000 | 1XC generates too large log files |
| ONEXC-12997 | 1XC log does not show Citrix mode correctly |
| ONEXC-12995 | UI enlarges when making or receiving calls |
| ONEXC-12988 | Calls from Bridged Appearance (BA) on the client do not show BA caller ID in H323 mode |
| ONEXC-12983 | 1XC -SIP Telecommuter lets SM send original calling number to home phone |
| ONEXC-12980 | Copy right string and product version should be updated on 1XC 6.2 SP11 |
| ONEXC-12975 | Call log shows incorrect call direction for answered call when the user is in call pick up group |
| ONEXC-12962 | 1XC reports different MAC in the PPM updates |
| ONEXC-12948 | LDAP search doesn't work when search root is empty |
| ONEXC-12913 | Aut-msg-wt button for other stations lights MWI Lamp instead of the button |
| ONEXC-12858 | "Import Contacts from Outlook" feature leads to multiple problems including SMGR performance |
| ONEXC-12794 | Update of contact give "contact error" from PPM logs found invalid contact error message |
| ONEXC-12534 | 1XC crashes at launch when the config.xml is replaced |
| ONEXC-11264 | Messages history in CES mode does not show the name if the message was left by a personal contact |

|  |  |
| --- | --- |
| **Avaya Collaboration Services Issue Key** | **Summary** |
| ADCE-2996 | Outlook add-in doesn't install with 6.6.2.17 build |
| ADCE-3009 | Outlook Add-in Should be loaded on windows 10 machine having Office 2016 |
| ADCE-2989 | Unknown Presence in Outlook Contact Card |
| ADCE-2975 | Some users don't have the presence status in MS Outlook 2010 |
| ADCE-2985 | Call contact feature not working intermittently |
| ADCE-3026 | Intermittent issues with calling from meeting invites using CCE |
| ADCE-3006 | When launching IE CCE add-in recognizes page as about:blank |
| ADCE-2937 | CCE reminder window should be displayed when there are outlook reminders to show |
| ADCE-2988 | Date formatted numbers that start with 13 are falsely matching a 6 digit national (Australian) phone number |

# Caveats and Known Issues with Avaya one-X Communicator 6.2 SP11 Release

**Caveats**

Avaya one-X Communicator 6.2.11.03-SP11 Build has following caveats –

| **Key** | **Caveat** | **Resolution / Notes** |
| --- | --- | --- |
| ONEXC-10292 | AutoDial Feature button is not supported with Avaya one-X® Communicator-SIP | None. |
| NA | In non-virtualized environment, 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 |
| 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-8276 | Avaya one-X® Communicator doesn’t support re-start video on an active call once video is stopped by the user. | Re-initiate the call if you want to establish the video again on the call |
| ONEXC-10034 /ONEXC-4515 | Team Button functionality is currently not supported in SIP Other Phone mode. | None |
| [ONEXC-12576](https://jira.forge.avaya.com/browse/ONEXC-12576) | 1XC SIP SC mode does not support blind (non-consultative) transfer | None |
| ONEXC-12218 | Public directory (LDAP) search with search term having space in First Name or Last Name is not supported | None |
| VDIDMC-1876 | Video interop between 1XC-SIP in SC mode with VDI-C and 1XC-H.323 in SC mode with 96x1 is not supported at this time. | None |

**Interoperability Issues**

|  |  |  |
| --- | --- | --- |
| **Key** | **Summary** | **Resolution / Workaround** |
| **Avaya Aura Communication Manager** | | |
| ONEXC-12866 / CM-9045 | Visual toast alert doesn’t disappear for team call if monitored user enables CFWD-ENH for External Call | Use CM 6.3.13.0 (03.0.124.0.22493) or later which contains the fix. |
| ONEXC-12809 / CM-8884 | [1XC H.323 TC mode - Music on hold interferes in the voice path](https://jira.forge.avaya.com/browse/ONEXC-12809) when held call is resumed. | This issue is seen when AMS is configured as media provider with CM 7.0. Fix for this issue is targeted with CM 7.1 release |
| ONEXC-12288 / CM-7671 | 1XC SIP user does not generate missed call log for an incoming call when having active session with LNCC and SAC activated. | This issue is seen with Aura 6.2 FP4 environment. Fix for this issue is targeted with CM 7.1 release |
| ONEXC-12408 | 1XC SIP TC mode has one way voice path after added to a CM conference call | Issue is addressed in Aura 7 environment |
| ONEXC-12163 / CM-7769 | Incoming Visual Toast Alert for Team Button displays again at monitoring user after user accepts the call in case Call Forward is enabled at monitored user | This issue is targeted for fix in CM 7.1 release |
| ONEXC-12655 / CM-8214 | [Secretary can’t answer a bridge call when Boss is 1xCES provisioned user](https://jira.forge.avaya.com/browse/ONEXC-12655) | This issue is seen with CM 7.0 and above. Fix for this is targeted with CM 7.1 release |
| |  |  | | --- | --- | | ONEXC-12756 |  | | 1XC H.323 modes - Offline Call Journaling: No missed call logged while 1XC losing connection to server | This is dependent on the H.323 Link Loss Delay timer and the registration timer settings. Post expiry of these timers and once registration is purged, any new missed call entries would be seen on 1XC when logged back |
| **Avaya Aura Presence Services** | | |
| ONEXC-11988 | IM messages are received on a DND enabled client | Use PS 7.0 Patch 2 (7.0.0.0.1395) or later which contains the fix |
| ONEXC-12909 / PSNG-2462 | Contact Presence is not shown in LDAP search result in Aura environment with PS 7.0.0.0.1379 | Upgrade to PS 7.0 Patch 7.0.0.0.1401 or later which contains the fix |
| **VDI-C** | | |
| VDIDMC-1776 | Outgoing call cannot be made with Jabra headphones | Re-installing the headset driver should fix the issue |
| VDIDMC-1752 | USB camera disappears from devices on Z50D SLETC | Plug camera in one of the USB 3.0 ports |
| VDIDMC-1801 | Paired Sign-On using RDP platform is not working on Dell SUSE Linux | Upgrade the **xfreerdp** binary from the thin client to a patched version |
| **Plantronics** | | |
| ONEXC-10962 | Active call on secretary’s extension (having BLA of boss’s extension) could go on auto-hold if boss answers an incoming / makes an outgoing call on his extension. | This issue is seen when using Plantronics headset with Plantronics hub software installed. It is recommended to upgrade the Plantronics software to the latest version to fix the issue |
| **One-X CES Server** | | |
| ONEXC-13023 / ONEXCESSERVER-10545 | 1XC is in CES mode. Call log shows incorrect call direction for answered call when the user is in call pick up group. | This is a CES issue  There is no any workaround. |

**Other Known Issues**

|  |  |  |
| --- | --- | --- |
| **Key** | **Summary** | **Resolution / Workaround** |
| **Installation and Upgrade** | | |
| ONEXC-12963 | [Upgrade](https://jira.forge.avaya.com/browse/ONEXC-12896) to 1XC 6.2 FP10 drop might take long time (between 15 to 20 mins) if machine is connected over VPN or to a private network (with no Internet access) and McAfee On-Access Virus Scanning is enabled on the system | Disable the On-Access scan from the McAfee System Tray icon during the installation / upgrade. |
| ONEXC-13123 | Some configuration parameter is not set to blank when value is set to "" using auto-config feature | Workaround is to use “ “ instead of “” to set blank value  The issue will be fixed in the next service pack. |
| **Login and Registration** | | |
| ONEXC-13096 | Aut-msg-wt indicator not lit immediately after client logging in, if messages are received in client logged off state | Workaround is to re-login 1XC. |
| **Call Handling** | | |
| ONEXC-12881 | Called info is switched to CM IP Address when call is initiated using Team button and goes to Coverage | None |
| ONEXC-12785 | 1XC H.323 modes - Answer call via Team button could not be done while having another call on hold | Click on the Team button thrice to answer the call. |
| [ONEXC-12278](https://jira.forge.avaya.com/browse/ONEXC-12278) / ONEXC-12765 | 1XC FP10-No secure indicator displayed for an incoming answered call using Team Button or for a transferred call.(AA 7.0 Environment) | None |
| ONEXC-12405 | 1XC H.323 modes: User is unable to enable call forward feature during active call | Activate this feature during idle condition |
| ONEXC-12066 | 1XC H323 modes – Call Pickup button starts blinking green when this extension has the original incoming call arrives. | None |
| ONEXC-13074 | Call goes on hold automatically after switching over to secondary server | Will be fixed in the next service pack.  Reproduces only when SM was moved to Deny new services manually. |
| ONEXC-13075 | Hold/unhold P2P audio call with one-XC SIP client convert to video call automatically | Workaround is to uncheck a parameter “Send you video image automatically …” in Video settings field. |
| ONEXC-11977 | Unable to end the call for 1XC H323 user after network recovery in Aura 7 environment | Workaround is to re-login 1XC |
| ONEXC-13051 | Remote video window always shown black for subsequent calls in 1XC H323 users, if remote user closes video window within held state for the 1st call | Workaround is to restart 1XC |
| ONEXC-13038 | Call drop observed for parked call on retrieval with Video enabled | Workaround is to disable video or escalate video call to audio before using park call feature |
| ONEXC-13071 | H323 users unable to answer call pick up grp. call on 2nd CA | Work around is to end active call. |
| ONEXC-13039 | Video doesn't resume on call retrieval in 1XC SIP user | None |
| ONEXC-13103 | Audio alert for team button still continues even after ignoring the incoming call in monitoring station | None |
| **Call Log** | | |
| ONEXC-11785 | Two call log entries observed for 1XC H323 RW mode user when an incoming alerting call is answered immediately after login if Offline call Journaling is enabled. | None |
| ONEXC-13111 | 1XC SIP generates two call log entries for 2nd and subsequent answered call using team button | There is no work around.  Will be fixed in the next 1XC service pack. |
| **Presence and IM** | | |
| ONEXC-12961 | 1XC (Presence) watcher would see the Audio & Video channels closed for 1XC presentity user logged in Shared Control mode with VDI-C in Citrix environment | 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. |
| **Contacts** | | |
| ONEXC-12776 | Outlook contacts import: Contacts are displayed in "Last Name, First Name" format meanwhile it's selected to be "First Name, Last Name". | None |
| ONEXC-12037 | The original Work phone number doesn’t go away after user modified it through local contact | None |
| **1xCES Integration** | | |
| 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 Avaya one-X® Communicator UI for actual duration. |
| **Failover / Network Recovery** | | |
| ONEXC-12578 | Call is dropped at 1XC SIP user behind SBC when trying to hold/retrieve call in case of primary SM network disconnected | None |
| ONEXC-12888 | 1XC FP10- 1XC H323 RW mode user fails to make outgoing call after failback from LSP to Main. | None |
| ONEXC-12638 | 1XC SIP RW mode: Call on BSM might get dropped after failback to Primary SM and then answering new incoming call | Fix for this issue is targeted for the next service pack |
| ONEXC-12636 | Active talk path present but the 1XC client is not logged in during a failback scenario from ESS to main CM while on an Active call. | None |
| ONEXC-8710 | 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. |

**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

SC mode Shared Control mode

TC mode Telecommuter / Other Phone mode

RW mode Road Warrior / This Computer mode

1XM Avaya one-X® Mobile Client

VDI-C Virtual Desktop Infrastructure Communicator

Avaya one-X® CES 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

BLA Bridged Line Appearance