



Maintaining and troubleshooting Avaya one-X Agent

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Chapter 1: Overview

Avaya one-X® Agent records events and errors in log files. You can configure the Avaya one-X Agent services and desktop applications by modifying the appropriate configuration file.

This chapter contains information relating to the diagnostic tools, logging files, and configuration files.

Related topics:

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Log Collector

The Log Collector tool compiles all the log details and files of the events and errors generated in Avaya one-X Agent and SPARK Emulator. The Log Collector tool also captures screenshots, registry, binary, and system information. Avaya one-X Agent records these files in the Windows profile for a specific Windows user account at %APPDATA%\Avaya\one-X Agent\2.5\Log Files. In the event of an unhandled exception, system administrators use these log files to analyze and troubleshoot the problem.

The new version of Log Collector in Avaya one-X Agent 2.5 supports capturing the WPF forms, and provides better zipping capabilities. The Log Collector tool is available in the Avaya one-X Agent installation directory.

The following table lists some of the log files and their contents:

 **Note:**

The log files appear depending on the telephone mode that an agent uses.

Configuration file	Contents
OneXAgent.log (Avaya one-X Agent Application)	This file provides debug logging of the user interface (UI). The log file contains all logging information related to Avaya one-X Agent for the current date.  Note: To troubleshoot the issue through the application code, enable the DEBUG level

Configuration file	Contents
	logging in the Avaya one-X Agent application. The DEBUG level logging is available at System Options > System Settings > Event Logging .
H323Station.txt (SPARK Emulator)	This file contains button and feature access code (FAC) data.
EndpointLog.txt (SPARK Emulator)	This file contains general phone logging information. The log file contains H.323 and state model information.
AudioLog.txt (SPARK Emulator)	This file contains audio interface logging information. The log file contains logging information for audio and VoIP.
IspeacLog.txt (SPARK Emulator)	This file contains logging information for audio and codec.
AVC.txt	This file contains logging information for the AVC component. The log contains communication between the AVC-SPARK Emulator and AVC-AVC client. You can locate the AVC.txt log file at %APPDATA%\Avaya\Avaya one-X Agent\Log Files folder. You can change the log level for AVC component by modifying the LogLevel value in HKEY_CURRENT_USER\Software\Avaya\Avaya one-X AgentAVC.
AVC-one-X Agent 2.5.txt	This file contains logging information for the AVC Client component within Avaya one-X Agent. The file contains communication between AVC Client and AVC. You can locate the AVC-one-X Agent 2.5.txt log file at %APPDATA%\Avaya\Avaya one-X Agent\Log Files folder. You can change the log level, namely, DEBUG, INFO, WARNING, ERROR, for AVC Client component by modifying the LogLevel value in HKEY_CURRENT_USER\Software\Avaya\Avaya one-X AgentAVCClient.

Logging levels

Avaya one-X Agent offers four different types of logging levels. These logging levels are applicable to the oneXAgent.log files. To enable logging level, on the top bar of the Avaya one-X Agent client, click **System Options > System Settings > Event Logging**.

Agents can use the following logging levels to view or record log files:

Name	Description
ERROR	The ERROR log level includes application errors that prevent a function from completing normally. If you enable this option, Avaya one-X Agent records all the error messages.
WARNING	The WARNING log level includes warnings that indicate possible problems, but the execution continues. If you enable this option, Avaya one-X Agent records the error and warning messages.
INFO	The INFO log level includes certain executed code points and informational messages that highlight the progress of the application at coarse-grained level. If you enable this option, Avaya one-X Agent records the error, warning, and information messages.
DEBUG	The DEBUG log level designates coarse-grained informational events that are most useful to debug the application. The debug log level provides a detailed view of the function call and return stack. If you enable this option, Avaya one-X Agent records all the levels of messages.

Important:

Any level of logging can affect the system performance including the message sequences of SPARK Emulator. Therefore, the SPARK Emulator logging is not available, by default. To enable the logging for SPARK Emulator, contact Avaya Support. If you have enabled the SPARK Emulator logging, then you must close all the other applications running on the desktop computer.

Configuration files

This section contains information relating to diagnostic tools, log files, and configuration files. Avaya one-X Agent records events and errors in log files. You can configure the Avaya one-X Agent services and desktop applications by modifying the appropriate configuration file.

The following table lists the configuration files that the Avaya one-X Agent services and applications provide. The configuration files are available at %APPDATA%\Avaya\one-X Agent\2.5\Profiles\[Profile Name]. Avaya one-X Agent creates the default profile name automatically.

Configuration file	Application/service
Settings.xml	<p>This file contains settings for:</p> <ul style="list-style-type: none"> • Video • Directory • Outlook Contact • Logging • Voice Mail • Launch Application • Profile • Click-To-Dial • Instant messaging • Work handling • Contact log • TTY greetings for an incoming call • Enable or disable desktop sharing • Log on for: <ul style="list-style-type: none"> - Telephony - Agent - Instant messaging
AudioGreetings.xml	This file contains information on the Agent Greetings that an agent administers.
AuxReasonCodes.xml	This file contains information on the Aux Reason Codes that an agent administers.
log4net.xml	This file contains information on controlling logging.

Configuration file	Application/service
LogOutReasonCodes.xml	This file contains information on the administered LogOut Codes.
Preferences.xml	This file contains information on the user interface preferences, such as, Windows positions.
RingTones.xml	This file contains information on custom ring tones.
ScreenPops.xml	This file contains information on Screen Pops.
SelectedPhoneFeatures.xml	This file contains information on the feature buttons selected from dialpad.
TouchToneShortcuts.xml	This file contains information on the administered touch tone shortcuts.
VuStatMonitor.xml	This file contains information on administered VuStats.
WorkReasonCodes.xml	This file contains information on administered Work Codes.
Abbreviations.xml	This file contains information on TTY abbreviations.

If any configuration file corrupts in default profile directory, delete, rename, or backup the file, the system copies the default files from <drive>:\Program Files\Avaya\Avaya one-X Agent. If the default file is not available in the install directory, you must repair or reinstall Avaya one-X Agent.

Chapter 2: Troubleshooting overview

This section provides information that assist you in troubleshooting problems with your Avaya one-X Agent.

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Initial configuration and administration issues

Check the following administration and configuration problems to fix issues while using Avaya one-X Agent.

Problem description	Recommended action
Agent is logged out immediately after logging in.	The system logs out an agent due to one or all of the following reasons: <ul style="list-style-type: none">• The Auto Answer option is set on the station in Communication Manager. Resolution: Log on to the Avaya one-X Agent client as extension and as agent with

Problem description	Recommended action
	<p>CM AutoAnswer Support Required option is not selected.</p> <ul style="list-style-type: none"> The Auto Answer option is not set on the station in Communication manager, log on to Avaya one-X Agent as extension and agent with the CM AutoAnswer Support Required option selected. <p>Resolution: Ensure that the CM Auto answer support Required option is selected in the Avaya one-X Agent client only if the AutoAnswer option is set for the station in Communication Manager. To set the auto answer option in the Avaya one-X Agent client, click System Options > System Settings > Login > Telephony and restart the application.</p>
<p>When an agent tries to start Avaya one-X Agent, the system displays the error message stating that the agent does not have Avaya one-X Agent license.</p>	<p>This error message appears when Avaya IP Agent users have registered their extensions with Communication Manager.</p> <p>Resolution: Ensure that agents have not registered Avaya IP Agent with their extensions with Communication Manager.</p>
<p>When an agent, registered to an Communication Manager in the Other Phone (Telecommuter) mode, attempts to make a call, the call fails.</p>	<p>The call fails if the agent has defined incorrect dialing rules or entered an incorrect Service Link number at the time of registration.</p> <p>Resolution: Verify the dialing rules and Service Link Number details for correctness and rectify, if needed. Restart the Avaya one-X Agent application for the rectifications to take effect.</p>
<p>The Message Waiting indicator on Avaya one-X Agent is not active.</p>	<p>The Message Waiting indicator will be inactive if the agent has not enabled the Voice Mail option.</p> <p>Resolution: Enable the Voice Mail option in the Avaya one-X Agent client at System Options > System Settings > Voice Mail Integration.</p>
<p>When an agent closes an ACD work item, the system does not return the agent state to the Ready state. Instead the system returns to the AUX state.</p>	<p>The problem occurs due to one or all of the following reasons:</p> <ul style="list-style-type: none"> The agent has active calls on the desktop computer that are direct-in or direct-out. <p>Resolution: Close the call before Communication Manager allows the agent</p>

Problem description	Recommended action
	<p>to change the agent state to the Ready state to receive a new ACD call.</p> <ul style="list-style-type: none"> The agent has set the work handling option to Manual Ready in System Settings > Work Handling > Basic > Transition to Ready State. <p>Resolution: In the Avaya one-X Agent client, go to System Settings > Settings > Work handling and ensure that the work handling option is set to Auto Ready.</p>
<p>An agent has defined Auto Complete in the Avaya one-X Agent client at System Options > System Settings > Work Handling. The auto complete feature is working accordingly. However, the agent observes that the Communication Manager Manual-In button is active but not Auto-In button is inactive.</p>	<p>Avaya one-X Agent controls many Communication Manager buttons to execute enhanced and normalized agent operations, except for the CM Ready mode. To keep the state transition model clean, Avaya one-X Agent always starts from a Manual-In Ready position.</p> <p>Resolution: You must monitor and adjust the state buttons as needed to implement the Avaya one-X Agent actions.</p>
<p>In the Avaya one-X Agent application, the agent status does not change to the Ready state.</p>	<p>This error message appears if the agent status is not set to the Ready state.</p> <p>Resolution: In the Avaya one-X Agent client, go to System Settings > Settings > Work handling and change the Manual-in option for Avaya one-X Agent to the Ready state.</p>
<p>Agents using the Avaya one-X Agent software are unable to complete transfers to internal or external numbers.</p>	<p>On the SAT screen, verify that the calling party restriction is set to outward in the class of restriction (COR).</p>
<p>Work item does not change automatically to the Auto-in mode after specified seconds as configured.</p>	<p>Verify the Avaya one-X Agent configuration and ensure that the Auto-In setting is correct in the Avaya one-X Agent client at System Settings > Work Handling > Advanced Controls.</p>
<p>Agents are unable to change the agent state to Ready when the Follow-up option activates. The following error message appears Enter ready failed. The message states when the Follow-up option is deactivated and that the agents are attempting to change the station from Auxiliary to Ready.</p>	<p>Ensure that the Manual-In button is configured on the station in Communication Manager. For steps, see <i>Administering Communication Manager for Avaya one-X Agent</i>.</p>

Problem description	Recommended action
<p>Agent is unable to disconnect a call.</p>	<p>To force a disconnect, from the Task Manager dialog box, close the instances of OneXAgent.exe and SparkEmulator.exe. Use the following steps to correct the error:</p> <ol style="list-style-type: none"> 1. In Communication Manager, change the paste to Yes on COR. 2. Add a release button to the station form. 3. Change the Auto-in to Manual-In buttons on the station. 4. In Avaya one-X Agent, ensure that the CM Auto Answer Support Required option is selected. To set the option in the Avaya one-X Agent client, click System Options > System Settings > Login > Telephony and restart the application.
<p>Agents upgraded from Avaya one-X Communicator to Avaya one-X Agent. When logging on to Avaya one-X Agent, the system displays with the following error message: Release Button not available. Application may not work correctly.</p>	<p>Ensure that the release button is added on Communication Manager.</p>
<p>When an agent closes an ACD work Item, the Avaya one-X Agent application returns to the AUX state instead of returning to the Ready state.</p>	<p>Use the following steps to correct the error:</p> <ul style="list-style-type: none"> • Verify if there are any active calls on the agent's desktop that are direct-in or direct-out calls. Close the all active calls before Communication Manager allows the agent to go to the Ready state and the agent receives a new ACD call. • In the Avaya one-X Agent client, go to System Options > System Settings > Work Handling and verify if the Manual Ready option is selected. Change the option to Auto Ready to maintain the traditional behavior.
<p>In the My Computer Mode, if an agent presses the Timer button from the dialpad, the timer button does not appear. However, in the Desk Phone mode, the timer appears on the telephone.</p>	<p>The display function corresponds to the phone hardware, and not to Communication Manager.</p>

Problem description	Recommended action
If Central Management is used and a user enters more than 15 characters in the Multiple Local Area Code field, Central Management saves only the 15 digits.	Ensure that the user enters less than 15 characters in the Multiple Local Area Code field.

Login and network connection issues

The following table lists the error messages and other possible issues that the system encounters while registering as a station with Communication Manager and while logging on as an agent or an extension to the ACD server.

Problem description	Recommended action
Logging on to Avaya one-X Agent as extension fails.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • Verify if the agent extension and password is correct. • Verify if the agent extension is registered for the auto answer option in Communication Manager. <p>For steps, see <i>Administering Communication Manager for Avaya one-X Agent</i>.</p>
When an agent attempts to log on to Avaya one-X Agent, the system displays the following error message: Login Error. Your login attempt was unsuccessful due to unknown reasons. Please ensure that the server address is correct.	Ensure that the Communication Manager server address is entered correctly.
The application stops responding on startup.	Verify whether <code>OneXAgentUI.exe</code> is running in the Windows Task Manager dialog box. If so, then close the application from the Task Manager dialog box.
Logging on to Avaya one-X Agent as station fails.	Perform one of the following actions:

Problem description	Recommended action
	<ul style="list-style-type: none"> • Ensure that the user name and password is correct. • Check the IP address of Communication Manager. • Ensure that <code>SparkEmulator.exe</code> is running in Windows Task Manager dialog box.
<p>The Agent Login button does not appear.</p>	<p>Verify whether the aux-work, auto-in/manual-in, and after-call buttons are configured correctly on the station in Communication Manager. For steps, see <i>Administering Communication Manager for Avaya one-X Agent</i>.</p>
<p>A user is able to log on to Avaya one-X Agent as an extension, but not as an agent.</p>	<p>In the Avaya one-X Agent application, click System Options > System Settings > Login > Agent, and select the Enable ACD Login option and provide user credentials to log in to ACD Services.</p>
<p>There is a conflict between Avaya one-X Agent and Avaya IP Soft Phone releases in PBX, as agents cannot log on to Avaya one-X Agent and Avaya IP Soft Phone.</p>	<p>Ensure that the Auto Answer option for Agent ID is clear in Communication Manager. For steps, see <i>Administering Communication Manager for Avaya one-X Agent</i>.</p>
<p>Agent is unable to log out of the Avaya IP Telephone 9650 from Avaya one-X Agent.</p>	<p>Ensure that the work code on the work reason is not present in the Communication Manager. For steps, see <i>Administering Communication Manager for Avaya one-X Agent</i>.</p>
<p>When an agent tries to register with Communication Manager in the Other Phone mode, and attempts to make a call, it fails.</p>	<p>Verify the Dialing Rules configuration in the Avaya one-X Agent application. The Dialing Rules option is available in the Avaya one-X Agent application at System Options > System Settings > Dialing Rules. Else, ensure that the administrator has entered the correct Service Link Number at the time of registration. If not, correct the error, exit Avaya one-X Agent, and restart the application.</p>
<p>Agents cannot close the Avaya one-X Agent application if the station is set to busied out in Communication Manager.</p>	<p>Start the Windows Task Manager, and perform one of the following action:</p> <ul style="list-style-type: none"> • On the Applications tab, right-click Avaya one-X Agent and select End Task. • On the Processes tab, select the OneXAgentUI.exe and

Problem description	Recommended action
	SparkEmulator.exe processes and select End Process .
Sometimes Avaya one-X Agent fails to login first time, but succeeds in the subsequent login. The Audio and TTY features may not work correctly.	This problem occurs due to improper installation or uninstallation of virtual sound drivers when the video option is enabled during installation process. Use these steps to fix this issue: <ol style="list-style-type: none"> 1. In Control Panel, go to System Settings > Device Manager. 2. In Device Manager, select the Unknown entry for driver. 3. Uninstall this driver and restart the computer.
If the agent status is in the Pending Logout state and there is a network issue, then after the restoring the network connection, the Avaya one-X Agent application changes the agent status to the Pending Aux state instead of changing to the Pending Log out state.	Agent must switch to the log out state manually.
While Avaya one-X Agent is trying to log on to ACD, the agent login failed message appears immediately. Subsequently, the application appears as logged on to ACD but the agent cannot make any ACD calls.	Agent must log out of ACD, (not station logout) and log again in to ACD.
During a switch over from the main server to the ESS server in the Pending Logout state, Avaya one-x Agent is not able to recover.	Cancel the connection recovery procedure and exit the Avaya one-X Agent application.
Supervisor defined in Communication Manager logs on to Avaya one-X Agent as Supervisor and is not able to see the Service Observe icon in Contact List.	Ensure that Central Management is integrated with Avaya one-X Agent and configured correctly for Service Observe feature. In addition, ensure that you use FAC manually for Service Observe in Avaya one-X Agent similar to the Other Desk Phone.

 **Note:**

Avaya IP Agent and Avaya one-X Agent cannot co-reside on a single computer with the same extension. This also applies to Avaya one-X Agent running on Citrix. However, Avaya IP Agent and Avaya one-X Agent can co-reside on the same computer with different extensions.

Call-related issues

The following table lists the problems that are associated with making or receiving calls using Avaya one-X Agent.

Problem description	Recommended action
The ACD service logs out an agent immediately after logging in to the ACD server.	Verify that the extension for the auto answer option is administered on Communication Manager.
Agents cannot make calls.	Verify one or all of the following: <ul style="list-style-type: none"> • The agent ID is registered with the ACD service. • The dialing rules configuration in the Avaya one-X Agent client at System Options > System Settings > Dialing Rules. • The correct Service Link Number at the time of registration. • The agent extension on Communication Manager.
Call transfer to other soft phone or IP phone fails.	The reason for this error message is that SPARK Emulator waits for 1000 ms (default) for the new call to be established. 1000 ms works in most cases, and less for other cases. However, you can configure the time-out value using SPARK Emulator. To change the time-out value, you must add the H323DialCompleteTimeout parameter to the SPARK config.xml file in seconds. The SPARK config.xml file is located at %APPDATA%\Avaya\one-X Agent\2.5. In the config.xml file, add the following entry: <pre data-bbox="834 1535 1349 1661" style="background-color: #f0f0f0; padding: 5px;"> <parameter> <name>H323DialCompleteTimeout</name> <value>5</value>name> </parameter> </pre> You can increase or decrease the value.
The virtual sound drivers do not start correctly on a Windows XP computer. This results in a total break down of voice from	Restart the system to check if the issue is resolved, or perform the following steps:

Problem description	Recommended action
Avaya one-X Agent running on the Windows XP computer. However, agent can hear an incoming voice communication.	<ol style="list-style-type: none"> 1. On the Windows XP computer, click Start > Run. 2. In the Open field, enter <code>Dxdiag.exe</code>. The DirectX Diagnostic Tool window appears. 3. Open the Sound 2 tab and move the Hardware Sound Acceleration slider to Basic acceleration. 4. Click Exit. 5. Restart Avaya one-X Agent.
Avaya one-X Agent is not getting the zip tone.	Verify whether the station-agent and application is set to Auto Answer .
When Authorization Code is changed, the work logs show the old authorization codes.	To keep the authorization code confidential, delete the work logs.
In the Desk Phone mode, during the call the user selects Station Disconnect. The system displays the Logout immediately dialog box. If the user selects Yes , then the Do you want to stay agent logged in on Hard phone dialog box does not appear and the user stays logged in on the telephone.	Logout as an agent from the telephone.
During an active call, if the call and network connection fails consecutively twice for the same call, and when an agent clicks the End Call button, the following error message appears: <code>Workitem Removed failed.</code>	The user must cancel the network recovery process and log again to Communication Manager.
Call fails due to wrong formatted string if the dialed international string with both the # string and the authorization code associated.	Dial the international numbers by prefixing them with a '+' sign.
Greeting stops playing if the agent's state changes to other than Ready.	Do not move into the other agent or station states when greeting is being played.

IM-related issues

The following table lists issues that are associated with Instant Messaging (IM) using Avaya one-X Agent.

Problem description	Recommended action
Two agents, namely, Agent1 and Agent2, have added each other to their respective contact list for IM. Agent1 removed the IM contact of Agent2 from the list, then Agent2 stopped getting the IM presence update from Agent1.	Agent2 must log out and log in again to the IM server.
Agents cannot see the newly added contacts from Microsoft Office Communicator or Avaya one-X Communicator.	Log out from IM in Avaya one-X Agent and log in again.
IM automatic connection recovery is not working correctly in Avaya one-X Agent.	Reconnect to IM.

Video-related issues

The following table lists problems that are associated with video with possible resolution to troubleshoot the problem.

Problem description	Recommended action
Personal computer video does not work for Avaya one-X Agent.	Verify the following : <ul style="list-style-type: none"> • The video licenses in Communication Manager are valid. • Registered extension is administered as Avaya Video Telephony Solution.
Polycom video is installed, but video does not appear in the video window.	Verify whether the IP Softphone video is installed on your computer.
Not able to start Video even though the start video button is visible.	Verify whether the remote caller has stopped the video.
The Video tab does not appear in Avaya one-X Agent.	Ensure the agent has the appropriate video license to view the Video tab.
Avaya one-X Agent displays the following warning message while sharing files. In this	For Windows XP, perform the following steps:

Problem description	Recommended action
<p>case the remote caller can however see the video while the user may not hear voice from the video file: Turn off hardware acceleration for Avaya Virtual Audio driver. Please refer documentation for details.</p>	<ol style="list-style-type: none"> 1. Go to Start > Run and type <code>dxdiag.exe</code>. The application displays a warning message. Ignore the message. 2. In the DirectX Diagnostic Tool dialog box, go to the Sound X tab for Avaya Virtual Sound card and move the Hardware Sound Acceleration Level slider towards No acceleration. 3. Repeat step 2 for the second sound tab. 4. Restart the computer. <p>For Windows Vista, restart the computer.</p>

TTY-related issues

The following table lists the problems that are associated with making or receiving TTY calls using Avaya one-X Agent.

Problem description	Recommended action
<p>Whenever a caller with hearing disabilities places a call to an outside number using the TTY option: TTY returns with the error message while making conference: Operation Failed Create Conference Failed.</p>	<p>This problem occurs when an agent tries to conference a call while on a TTY call. Avaya one-X Agent does not support conferencing on a TTY call.</p>
<p>If an agent loses the first character in a call from a caller during a TTY call, TTY will not work.</p>	<p>Verify one or all of the following:</p> <ul style="list-style-type: none"> • Agent has the latest firmware on Media Gateway (G430 or G450) and or circuit packs (TN2602). TTY requires firmware version 30.13.2 or later for G430 or G450 gateways and firmware version 55 or later for TN2602 and circuit packs. • Your organization is using Communication Manager 5.2.1 or later, as TTY will not work on Communication Manager 5.x and has higher rates of character loss on older releases.

Problem description	Recommended action
<p>If agents enter a numeric characters when a TTY call is on hold, the system displays wrong characters at the called-party's TTY device. TTY stops working if Multiple Level Precedence and Preemption (MLPP) is set.</p>	<p>Verify one or all of the following:</p> <ul style="list-style-type: none"> • Ensure that MLPP is disabled. The option is available on the <code>system-parameters customer-options</code> settings on page 5 of Communication Manager user interface. • Ensure that you are using Communication Manager 5.2.1 SP2 or later.

Audio-related issues

The following table lists the audio and VoIP problems with possible resolution to troubleshoot the problem.

Problem description	Recommended action
<p>The remote party cannot hear the agent voice.</p>	<p>Verify one or all of the following:</p> <ul style="list-style-type: none"> • Ensure that the agent has defined the correct sound device in the Avaya one-X Agent client at System Options > Agent Preferences > Audio > Advanced. • Ensure that the sound device is configured correctly through Windows. • Ensure that excessive background or personal computer noise are not preventing voice transmission. • Ensure that the agent has not muted the microphone or headset.
<p>The agent's computer does not ring to alert an incoming call.</p>	<p>Verify one or all of the following:</p> <ul style="list-style-type: none"> • Verify whether the option is set to Mute for the Ringing option in your computer. • Verify whether the agent has enabled the Play Ringing through the internal PC Speakers option in the Avaya one-X Agent client at System Options > Agent Preferences > Audio.
<p>Agents cannot make calls.</p>	<p>Perform one of the following actions:</p>

Problem description	Recommended action
	<ul style="list-style-type: none"> • Ensure that an incorrect Codec is not in use. • Ensure that the network can support the bandwidth required for Voice-over-IP (VoIP).
Agent is experiencing poor voice quality when using VoIP in the My Computer mode.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • Ensure that the agent's computer has enough system resources to handle VoIP communication, in addition to the applications in use. • If the agent is experiencing problems while using Internet Explorer, disable the Play Sounds feature of Internet Explorer.
Remote caller is experiencing poor voice quality when using VoIP in the My Computer mode.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • Lower the gain setting on the microphone. • Ensure that the agent's computer has enough system resources to handle VoIP communication, in addition to the applications that are used. • If the agent is experiencing problems while using Internet Explorer, disable the Play Sounds feature of Internet Explorer.
Agents receiving and transmitting audio is delayed using VoIP in the My Computer mode.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • Ensure that your Communication Manager is optimized to handle shuffling and hair-pinning for VoIP. See the Communication Manager documentation for more information. • Ensure that the agent's computer has enough system resources to handle VoIP communications, in addition to the applications that are used. • If you are experiencing problems while using Internet Explorer, disable the Play Sounds feature of Internet Explorer.
The system echo and poor voice quality while using VoIP I the My Computer mode.	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • Ensure that the agent's computer has enough system resources to handle VoIP

Problem description	Recommended action
	<p>communications in addition to the applications that are used.</p> <ul style="list-style-type: none"> • If you are experiencing problems while using Internet Explorer, disable the Play Sounds feature of Internet Explorer.
<p>Audio does not work after restarting Avaya one-X Agent.</p>	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • In the Avaya one-X Agent client, click System Options > Agent Preferences > Audio > Advanced. • Reset the playback device.
<p>The installer fails to install the Avaya one-X Agent client and displays an error message from the Avaya Virtual_Soundcard.inf file. In addition, the error states that the AVM folder does not exist in the Avaya one-X Agent directory of the drive on which the client is installed.</p>	<p>The error occurs if the AVM folder and the Avaya Virtual_Soundcard.inf files are on the system. Resolution: Copy the AVM folder from a system where Avaya one-X Agent is installed and paste the AVM folder to the %APPDATA%\Avaya\Avaya one-X Agent directory.</p>
<p>Calls made from Avaya one-X Agent using headset has a low voice volume which reaching to the called party.</p>	<p>Perform one of the following actions:</p> <ul style="list-style-type: none"> • Check the volume control settings in the Avaya one-X Agent application at System Options > Agent Preferences > Audio. • Change the volume settings in Communication Manager in the location parameters file as appropriate.
<p>An agent is not able to hear the voice clearing when adjusting the Transmit Gain or Receive Gain option during a call.</p>	<p>Adjust the Transmit Gain and Receive Gain options and verify the settings before making a call.</p>
<p>Sometimes Avaya one-X Agent fails to log in for the first time, but succeeds subsequently. But the audio and TTY do not work.</p>	<p>The audio and TTY do not work due to incorrect installation or uninstallation of virtual sound drivers when video option is enabled during installation process.</p> <ol style="list-style-type: none"> 1. In Control Panel, click System Settings > Device Manager. 2. In Device Manager, check for the Unknown entry for driver 2, uninstall this driver, and restart the system.
<p>In the My computer mode, Avaya one-X Agent displays the following warning message: Invalid default Audio device.</p>	<p>The warning message appears due to selection of Avaya virtual audio device as default audio device. Use the following steps</p>

Problem description	Recommended action
<p>You can hear the higher noise levels when playing the audio or video file on your computer even when you close the Avaya one-X Agent application.</p>	<p>to configure the audio settings on your computer:</p> <ol style="list-style-type: none"> 1. Go to Start > Settings > Control Panel and open the Sound and Audio Devices application. 2. Select the Audio tab. 3. Select the appropriate default real devices for Sound playback and Sound recording options.
<p>While sharing files, Avaya one-X Agent returns with the following warning message: Turn off hardware acceleration for Avaya Virtual Audio driver. Please refer documentation for details. The call participant can, however, view the video but not hear voice in the video file.</p>	<p>Use the following steps configure the audio settings on your computer:</p> <ol style="list-style-type: none"> 1. Go to Start > Run. 2. In the Run dialog box, type <code>dxdiag.exe</code>. The application returns with a warning message. 3. Click Yes. 4. Click the Sound X tab for Avaya Virtual Soundcard and in the DirectX Features panel adjust the Hardware Sound Acceleration Level slider to No acceleration. 5. Repeat step 4 for the Sound tab option. 6. Restart the computer.

Voicemail-related issues

The following table lists problems that are associated with voicemail with possible resolution to troubleshoot the problem.

Problem description	Recommended action
<p>Message Waiting indicator on Avaya one-X Agent is not active.</p>	<p>Verify if the agent has enabled the voicemail option in the Voice Mail Integration panel of System Settings.</p>
<p>Agent cannot log on to the voice mail over a phone call.</p>	<p>On the Avaya one-X Agent Dialpad window, send the required DTMF digits using the * or # key.</p>

Problem description	Recommended action
Agent cannot retrieve the voice mail from the primary window.	Check if the agent has enabled the Voice Mail integration option in the Voice Mail Integration panel of System Settings.

Contact List related issues

The following table lists problems that are associated with the contact list.

Problem description	Recommended action
Agent cannot add a contact to contact list.	In the Contact Details panel, ensure if the agent updated all mandatory (*) fields.

Directory-related issues

The following table lists problems that are associated with the Lightweight Directory Access Protocol (LDAP) directory.

Problem description	Recommended action
The following error messages appear: Directory Search Returns No Results Incorrect Results Unexpected Results	Ensure that Search Root in the Directory settings is correct in the Avaya one-X Agent client at System Options > System Settings > Directory .
Agent cannot connect to the LDAP server to resolve contact names.	Ensure that the credentials in the Directory settings are correct in the Avaya one-X Agent client at System Options > System Settings > Directory .
Agent experiences slow LDAP directory searches.	Change Max Entry in the Directory settings in the Avaya one-X Agent client at System Options > System Settings > Directory , or change the search filter.

User interface related issues

The following table lists problems that are associated with the Avaya one-X Agent user interface.

Problem description	Recommended action
The Avaya one-X Agent menus appear in the background of the application.	Install Microsoft hotfix 943326, and restart your computer.
Errors due to .Net Framework UI layer. An <code>Unexpected error</code> message appears on top bar of main window.	Search for Microsoft hotfix or contact Microsoft to resolve the .Net Framework issues.
If an agent selects the Save Window positions option in the Preferences dialog box, the screen resolution changes between sessions and desktop goes blank.	Log on to the Avaya one-X Agent application with the previous screen resolution and move the window to the top left corner. On the Avaya one-X Agent application, go to the Preferences dialog box and change the resolution.
The Avaya one-X Agent main window disappears abruptly.	<p>Verify the following settings on your computer:</p> <ul style="list-style-type: none"> • To disable the hardware acceleration option, on your computer, go to the <code>HKEY_CURRENT_USER\SOFTWARE\Microsoft\Avalon.Graphics</code> registry location and ensure that use following registries are of <code>DWORD</code> type with value as 0. <ul style="list-style-type: none"> - <code>DisableHWAcceleration</code> - <code>MaxMultisampleType</code> - <code>RequiredVideoDriverDate</code> - <code>UseReferenceRasterizer</code> <p>If the above registry settings do not exist then you must create registries.</p> <ul style="list-style-type: none"> • Verify if the Data Execution Prevention is enabled on the computer. If the Data Execution Prevention acceleration, then disable the setting using the following steps: <ol style="list-style-type: none"> a. On your computer desktop, click Start and click Control Panel.

Problem description	Recommended action
	<ul style="list-style-type: none"> b. On the Control Panel dialog box, click System. The system displays the System Properties dialog box. c. On the System Properties dialog box, click the Advanced tab. d. On the Advanced tab, in the Performance pane, click Settings. e. In the Performance Options dialog box, click the Data Execution Prevention tab. f. On the Data Execution Prevention tab, ensure that the Turn on DEP for essential windows programs and services only option is selected.

Virtualization-related issues

The following table lists the problems that are associated with virtualization.

Problem description	Recommended action
<p>When an agent attempts to load Citrix 4.5 or 5.0 Avaya one-X Agent, and Avaya one-X Communicator, only a few blue box pops up on the screen. The agent cannot see anything.</p>	<p>Refer to PSN002734u posted on the Support Site at https://support.avaya.com/css/P8/documents/100072063.</p> <p> Note: The Product Support Notice (PSN) corresponds to Avaya one-X Communicator. It also applies to Avaya one-X Agent.</p>
<p>Agents cannot hear a ring tone through internal computer speaker when running Avaya one-X Agent under Citrix in the Other Phone mode.</p>	<p>Ensure that the agent computer has Citrix version 4.5 or 5.0 with audio support.</p>
<p>Customer can only host 20 to 40 agents on a single server.</p>	<p>Though Citrix XenApp 5.0 supports 100 simultaneous clients, the actual number of simultaneous Avaya one-X Agent users is limited depending on individual Call Center operational practices. The operational practices include the number of call that are transferred and conferenced and the GUI</p>

Problem description	Recommended action
	animation that is utilized in the call center environment. Each of these has a direct impact to CPU and RAM and reduces the actual number of simultaneously supported users.
The system slows down when a user shares the desktop on Citrix.	The sharing the desktop the CPU consumption occurs on Citrix.

License-related issues

The following table lists the problems related to Avaya one-X Agent license.

Problem description	Recommended action
The administrator purchased 25 Avaya one-X Agent licenses for 25 users. But, when an agent attempted to start Avaya one-X Agent, the system returned with an error message stating that the agent does not have sufficient Avaya one-X Agent license.	Check if the agent has logged on with Avaya IP Agent. The Avaya IP Agent users may be using the Avaya one-X Agent license, if available.
Avaya one-X Agent is getting login failure on application. The application displays the following error message: Login failed due to unknown reasons. Please ensure that server IP address is correct.	Ensure that you have configured the RFA license to allow Avaya one-X Agent.
The Video tab do not appear in Avaya one-X Agent.	The agent must have appropriate video license to view the Video tab.

Online help issues

The table below lists problems associated with the Online Help system with possible resolution to troubleshoot the issues.

Problem description	Recommended action
Agent is unable to view the online help.	Set the browser to Allow Blocked Content . For example, with Internet Explorer, an alert instructs users to the Information Bar. Choose Allow Blocked Content .

Other issues

The following table lists general problems associated with Avaya one-X Agent.

Problem description	Recommended action
The desktop sharing feature of Avaya one-X Agent uses WinVnc.exe. However, it is possible that another instance of WinVnc.exe is already running on the computer.	An agent must login with IM credentials. Avaya one-X Agent searches for an already running WinVnc process. If Avaya one-X Agent finds an existing WinVnc process, the application tries to stop the WinVnc process and launches the required WinVnc process. In some instances, the application may be running under a different user name. Avaya one-X Agent cannot stop the WinVnc process if the application do not have necessary permissions. In this case, the system displays the following error message: Screen Share feature will be disabled since a winvnc process is already running. Press yes to continue without Screen Share feature. Else End the winvnc process using task manager and Press no to use Screen Share feature. At this stage, if you click Yes , the system disables the desktop share feature. However, if you click No , Avaya one-X Agent checks for an already running process. If found, Avaya one-X Agent shows the same error message.
When using Windows XP flickers, Avaya one-X Agent goes black when trying to load.	Ensure that the computer has correct hardware that supports DirectX 9. The DirectX9 package is available with the Windows installation setup.

Problem description	Recommended action
The phone numbers on the Web page are not highlighted while using Internet Explorer.	Ensure that the agent has the correct add-on plug-in in Internet Explorer. You also ensure that <code>AvayaIEHelper.dll</code> is added in the add-on list of Internet Explorer 6.0 or later.
The following error message appears when an agent attempts to run the Avaya one-X Agent installation wizard: Error 1720. There is a problem with this Windows Installer package. A script required for this install to complete could not be run. Contact your support personnel or package vendor.	<ol style="list-style-type: none"> 1. Stop the Windows Management Instrumentation (WMI) service. 2. Navigate to the <code>C:\windows\system32\wbem</code> directory. 3. Locate the repository file and delete or rename the file. 4. Restart the computer. 5. Ensure if the WMI service is running correctly, and the repository directory is created again. 6. Run the Avaya one-X Agent installation wizard.
The phone numbers on the page are not highlighted while using Firefox for some Web sites.	Refresh the page.

Chapter 3: DSCP tagging in the My Computer mode in product co-residency

The co-residency of Avaya IP Agent and Avaya one-X Agent, or Avaya one-X Agent and Avaya one-X Communicator is supported in the My Computer, Desktop Phone and Other Phone modes. In the My Computer mode, Differentiated Services Code Point (DSCP) tagging of packets by the Avaya Quality of Service (QoS) service has the following behavior:

Co-resident products					Install Sequence	DSCP Tagging		
Avaya IP Agent R7 SP8	Avaya one-X Agent	Avaya one-X Communicator 5.2 SP4	Avaya one-X Communicator 6.0 SP1	Avaya one-X Communicator 6.1		Avaya IP Agent	Avaya one-X Agent	Avaya one-X Communicator
X	X				Avaya IP Agent Avaya one-X Agent	X		
X	X				Avaya one-X Agent Avaya IP Agent		X	
	X	X			Any		X	X
	X		X		Any		X	X
	X			X	Any		X	X

Scenario 1: DSCP tagging for a customer with Avaya IP Agent and Avaya one-X Agent (in the order of IP Agent and then One-X Agent)

A customer has Avaya IP Agent and Avaya one-X Agent on a single computer and wants to retain Avaya IP Agent on the computer until the customer is fully conversant with Avaya one-X Agent. Once the customer becomes fully familiar with Avaya one-X Agent, Avaya IP Agent can be uninstalled. Upon removing Avaya IP Agent, the system also removes the QoS service used for DSCP tagging. For the system to continue using the QoS Service for DSCP tagging on Avaya one-X Agent, you must complete the following steps:

1. To delete the `QOSServm.exe` file, on your computer
 - a. Navigate to `<drive>\windows\system32`.
 - b. In the `system32` folder delete the `QOSServm.exe` file.
2. At the command prompt,
 - a. Navigate to `<drive>:\program files\Avaya\Avaya one-X Agent`.
 - b. Type the command: `QOSServInst.exe -i <drive>\windows\system32`
 - c. Press the **Enter** key.
 - d. Type: `net start iClarityQOSService`
 - e. Press the **Enter** key.

Scenario 2: DSCP tagging for a customer with Avaya one-X Agent and Avaya one-X Communicator

A customer has Avaya one-X Communicator and Avaya one-X Agent on a single computer. Upon removing Avaya IP Agent, the system also removes the QoS service used for DSCP tagging. For the system to continue using the QoS Service for DSCP tagging on Avaya one-X Agent, you must complete the following steps:

At the command prompt,

- a. Navigate to `<drive>:\program files\Avaya\Avaya one-X Agent`.
- b. Type the command: `QOSServInst.exe -i <drive>\windows\system32`
- c. Press the **Enter** key.
- d. Type: `net start iClarityQOSService`
- e. Press the **Enter** key.

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