Avaya one-X® Mobile 5.2 SP6 Release Notes

Release Notes

Build # 5.2.6.0.7

Issue 1

June 26th, 2011

Contents

About the Avaya one-X® Mobile 5.2 SP6 Release

Avaya one-X Mobile 5.2 SP6 release includes server changes including the following:

- Bug fixes which are identified in 5.2 releases.

Getting Started

Please review these release notes prior to installing one-X Mobile Server 5.2 SP6 software.

Note: Release notes for Mobile clients are available in separate documents on http://support.avaya.com .

Obtaining the one-X Mobile 5.2 SP6 Release Files

Installing the 5.2 SP6 release of one-X Mobile

Post installation procedures

Upgrading Avaya one-X Mobile

Obtaining the one-X Mobile 5.2 SP6 Release Files
The one-X Mobile server software is available at

http://support.avaya.com

Installing the 5.2 SP6 release of one-X Mobile
Please follow the User Documentation for detailed instructions on how to install one-X Mobile Server 5.2 SP6. This can be found in the document *Avaya one-X® Mobile Installation Guide.*

Post installation procedures

Please follow the User Documentation for detailed instructions on how to perform post installation on one-X Mobile Server 5.2 SP6. This can be found in the document *Avaya one-X® Mobile Installation Guide*. For information on Administering and maintaining one-X Mobile, please refer to the document *Avaya one-X® Mobile Integration, Administration, and Maintenance Guide.*

Upgrading Avaya one-X® Mobile Server

Upgrades are only supported from one-X Mobile 1.1 and from 5.2 to 5.2.x. Release. Upgrades from the one-X Mobile 1.0 server software are not supported.

Interoperability Matrix

Supported systems

 The following is a list of supported systems compatible with this release.

- PBX types
  - Avaya Communication Manager 5.2.1 update 16.4 and above
  - Avaya Communication Manager 6.0.1
- Operating Systems
  - Windows Server 2003 SP 2
- Voice Mail Servers
  - MM 5.2 with MSS or Exchange 2003 and 2007 backend
  - Avaya Aura Messaging 6.0
- Directories
  - Microsoft Active Directory 2003 and Windows Server 2008 Active Directory Domain Services
  - SunOne Directory Server 5.2 and 6.3
- Browsers
  - Microsoft Internet Explorer 6, 7, and 8
  - Mozilla Firefox 2 and 3
  - Apple Safari 5.0.2
  - Google Chrome 9.0

Required Software for the one-X® Mobile 5.2 SP6

Please refer to the *System Requirements* section in *Avaya one-X® Mobile R5.2 Installation Guide*.

All Release 5.2 Mobile clients (except for the Apple iPhone) can be downloaded from http://app.avaya.com website. The one-X Mobile for the iPhone is available as a free download on the Apple iTunes App Store.

Changes delivered to one-X Mobile 5.2 SP6 Release

one-X® Mobile 5.2 SP6 Release Notes

The one-X Mobile 5.2 SP6 release notes include modifications and enhancements specific to one-X Mobile 5.2 and from earlier releases. The changes delivered to one-X Mobile 5.2 SP6 are grouped as follows:

New Features

Bug Fixes

Caveats

Open Issues

New Features

This release does not include any new features to one-X Mobile server or client.

Bug Fixes - Server

WI Number	Bug	Notes
wi00866011	Avaya one-X Mobile integration with SunOne LDAP is allowing for authentication with invalid password.	

Bug Fixes – Clients

None.

Caveats

One-x Mobile 5.2 SP6 is being released with the following caveats:

Caveat	Description
Internal Destinations for simulring are not supported.	The call handling interface currently supports only Off-PBX destinations (For this to work you need to make changes on CM. Refer Appendix C).
Internal numbers for callback are not supported	The call handling interface currently supports Off-PBX numbers and user's extension as the "with" device for callback (For this to work you need to make changes on CM. Refer Appendix C).
DTMF Prompt sounds like a dial tone	When DTMF is enabled for an end user on the one-X Mobile administrative website, the end user hears quick beeps and then a dial tone. This is CM prompting the user to press a key for confirmed answer of inbound or outbound calls.
one-X Mobile administrative website synchronization with app.avaya.com – configuration may be required	If the server that hosts the administrative website uses a proxy to access the internet, there is configuration required in the web.config file for the synchronization to work. The following must be added to the web.config file: <system.net> <defaultProxy> <proxy usesystemdefault="true"/> </defaultProxy> </system.net>
Interoperability with one-X Portal "Ring Also" Feature	For customers that use EC500, the telephone number field on the EC500 field should be blank for correct interoperability with one-X Portal
one-X Mobile does not support multiple SIP trunks from the same one-X Mobile Server to the same CM server	
Multiple CM Profile Support	Currently one-X Mobile supports multiple Communication Manager Profiles (CM Profiles). This is to say that one-X Mobile can connect via SIP trunks to multiple CMs and

	manage phone calls for users provisioned on both switches. Special configuration is required to support multiple switches in different countries. Please contact support for guidance on this configuration at this time.
Multitenancy	One-X Mobile does not support multi-tenant scenarios in this release.
Multiple Directory Structure limitation	As in one-X Mobile 1.1, the provisioning profile can only connect to one directory to import users. However; it can point to any container in the same directory to import users into the system. One-X Mobile does support referrals via LDAP, so it is possible to refer to other directories under the **same root** using this.
Corporate Directory and Class of Service limitation	As in one-X Mobile 1.1, the One-X Mobile Directory is built based on the configuration of the first defined Class Of Service. Please see the *Avaya one-X® Mobile Integration, Administration, and Maintenance Guide.* for complete details on this.
Corporate Directory Search size	The limitation on corporate directory search results is 500 records.
Managed user requirements	One-X Mobile does not support configurations where a managed user is not part of the corporate directory. Furthermore, a unique handle or userid is required for users.
Overlapping Dial plan limitation	One-X Mobile does not support overlapping PBX dial plans. All extensions must be unique in the system.
PBX Settings	The PBX settings on the dial plan page are global. This includes the NDD, IDD, country code, and the national number length.

Extension to extension Dialing	Support for extension to extension dialing for extensions that are not in the directory is through the Direct Call PBX Rules tab.
Apache Tomcat must be restarted after changing dial plan in CM Profile	If you change the phone number conversion rule being used by a CM Profile that is being used in a Class of Service, you need to restart Apache Tomcat after you change the conversion rule.
Limitations on digit length for dial plan fields	There are limits on the number of digits that can be included in each field in the dial plans: • IDD + LCR – 4 digits • Country Code – 3 digits • National Number – 15 digits This is set of restrictions matches what EC500 supports.
Restart after upgrade	Recommend a restart of the system after the upgrade installer has completed. This will ensure all services are restarted"
Database Backup Process	Ensure that SqlServerAgent.exe is running on the one-X Mobile Server. This process handles the backup and cleanup of the database to ensure the database does not reach capacity.
TLS Support for SIP Trunks	One-X Mobile 5.2 only supports TCP connection with CM. As such, the drop down in the UI will not be functional. TLS will be supported in a future release. The dropdown will be grayed out for this release and will be available in a future release.
one-X Communicator interoperability in telecommuter mode	Per button ringing should be disabled on the station form when interoperating with one-X Communicator in telecommuter mode. This will be addressed in a future release of CM.
one-X Portal interoperability using "Ring Also"	One-X Portal writes to the EC500 settings in CM. This can interfere with one-X Mobile's ability to function properly and vice versa. It is recommended if you use one-X Portal that users do not use the one-X Portal "ring also" functionality.

The Installation of one-X Mobile on the drive other than C-drive requires manual changes.	When selecting the installation path for one-X Mobile one must make sure that it ends with an "Edge" directory. (e.g. D:\Edge)

Open Issues
The following issues will be addressed in a future release.

One-X Mobile Server:

Issue ID	Problem	Workaround/Notes
wi00311216	SSL Version 2 Allowed	This will be resolved in a future release.
wi00317267	Admin pages are not available via HTTPS	This will be resolved in a future release.
wi00355990	Conversion Rules - saving the same new rule creates duplicates	If you hit the save button multiple times on the New Phone number Conversion to Extension Rules page, you might end up with duplicate Conversion Rules. A workaround is go back to the Dial Plans and Conversion Rules page after saving a new phone number conversion to extension rule. Then click Edit next to the Conversion Rule just created and proceed with adding or changing rules. This will be resolved in a future release.
wi00341515	Under moderate load, Admin may not be able to get a list of licensed users.	This will be resolved in a future release. Workaround is to list out the users during non-peak loading hours.
wi00352958	A manual change is required when upgrading an install that was not originally installed on the c: drive	It is suggested that you do not apply any restrictive windows policies to the application server. Refer to Microsoft Windows server policies for details.
wi00342357	Phone numbers that are seven or ten digits long contain dashes	This will be resolved in a future release.
wi00331626	Trace component severity levels are	This will be resolved in a future release.

	non-functional	

Deprecated Functionality

Cisco Switch Integration	Integration with Cisco switches is no longer supported
Cisco Voicemail	Integration with Cisco Unity Voicemail is no longer supported

Troubleshooting one-X Mobile

Please refer to *Avaya one-X™ Mobile Troubleshooting Guide*.

Technical Support

Support for the GA release of one-X® Mobile is available through the Avaya support site at http://support.avaya.com . If you encounter trouble with one-X Mobile:

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, contact technical support.

When you request technical support, please provide the following information:

- Configuration settings
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application, end-user web site or mobile clients.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Appendix A: Acronyms

SP   Service Pack

CM   Avaya Communication Manager
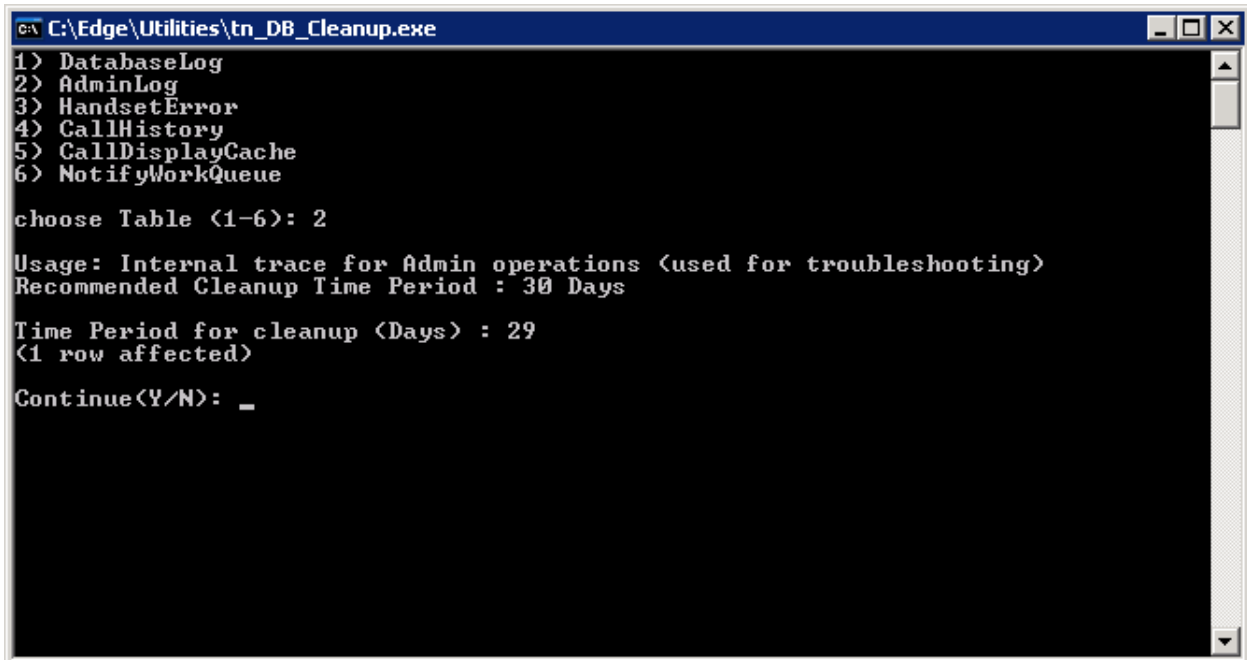
Appendix B: DB Cleanup Utility

With one-X Mobile 5.2 SP6 release, a new utility enabling the administrator to schedule Database cleanup is available. This utility, "tn_DB_Cleanup.exe", can be found under the "Utilities" directory. (C:\Edge\Utilities\tn_DB_Cleanup.exe)

On running this utility, a list of database tables will be displayed. The admin can select a table and then specify the time period (in days) for cleanup.

A recommendation for the time period will be provided as well. Once scheduled, the selected database table will be cleaned up after the specified number of days/hours.

The following snapshot gives an example of cleanup after 29 days.

```
C:\Edge\Utilities\tn_DB_Cleanup.exe                                  _ □ ✕
1) DatabaseLog
2) AdminLog
3) HandsetError
4) CallHistory
5) CallDisplayCache
6) NotifyWorkQueue

choose Table (1-6): 2

Usage: Internal trace for Admin operations (used for troubleshooting)
Recommended Cleanup Time Period : 30 Days

Time Period for cleanup (Days) : 29
(1 row affected)

Continue(Y/N): _
```

This will set the cleanup time periods in the database. The system will perform the DB cleanup based on the specified time period.

Appendix C: SIMULRING LOOP AROUND TRUNKS

For S8300 with procr (for S85xx or S87xx, you would loop to a CLAN)

Change node-names ip and add 'procrloop' with the same address as the procr

```
change node-names ip
                                 IP NODE NAMES
       Name                 IP Address
1XMCoe                      148.147.180.104
1xmserver                   148.147.11.77
HR-Lab                      135.122.51.173
ccaes                       148.147.180.105
default                     0.0.0.0
procr                       148.147.11.55
procrloop                   148.147.11.55
```

Add the signal groups that will be the 'back to back' groups

Note the near end and far end 'node names' and 'Listen' ports. (GROUP 51 5000 to 5001   GROUP 52 5001 to 5002)

Also note Supplementary Service Protocol 'b' for QSIG. This will allow for distinctive single ring. If 'a', then you will loose single ring and it will be double ring like a trunk call

```
display signaling-group 51                              Page    1 of    2
                          SIGNALING GROUP

  Group Number: 51              Group Type: h.323
                             Remote Office? n          Max number of NCA TSC: 0
                                      SBS? n           Max number of CA TSC: 0
      IP Video? n                               Trunk Group for NCA TSC:
        Trunk Group for Channel Selection: 51
        TSC Supplementary Service Protocol: b
                        T303 Timer(sec): 10
    H.245 DTMF Signal Tone Duration(msec):
      Near-end Node Name: procr              Far-end Node Name: procrloop
  Near-end Listen Port: 5000             Far-end Listen Port: 5001
                                        Far-end Network Region:
          LRQ Required? n          Calls Share IP Signaling Connection? y
          RRQ Required? n
      Media Encryption? n               Bypass If IP Threshold Exceeded? n
                                            H.235 Annex H Required? n
          DTMF over IP: out-of-band     Direct IP-IP Audio Connections? y
   Link Loss Delay Timer(sec): 90             IP Audio Hairpinning? n
          Enable Layer 3 Test? y          Interworking Message: PROGress
H.323 Station Outgoing Direct Media? n  DCP/Analog Bearer Capability: 3.1kHz
```

```
display signaling-group 52                              Page    1 of    2
                          SIGNALING GROUP

  Group Number: 52              Group Type: h.323
                             Remote Office? n          Max number of NCA TSC: 0
                                      SBS? n           Max number of CA TSC: 0
      IP Video? n                               Trunk Group for NCA TSC:
        Trunk Group for Channel Selection: 52
        TSC Supplementary Service Protocol: b
                        T303 Timer(sec): 10
    H.245 DTMF Signal Tone Duration(msec):
      Near-end Node Name: procr              Far-end Node Name: procrloop
  Near-end Listen Port: 5001             Far-end Listen Port: 5002
                                        Far-end Network Region:
          LRQ Required? n          Calls Share IP Signaling Connection? y
          RRQ Required? n
      Media Encryption? n               Bypass If IP Threshold Exceeded? n
                                            H.235 Annex H Required? n
          DTMF over IP: out-of-band     Direct IP-IP Audio Connections? y
   Link Loss Delay Timer(sec): 90             IP Audio Hairpinning? n
          Enable Layer 3 Test? y          Interworking Message: PROGress
H.323 Station Outgoing Direct Media? n  DCP/Analog Bearer Capability: 3.1kHz
```

Add the two Trunk groups – (quantity of members would relate to the usage of Callbacks and Send calls to internal numbers)

```
display trunk-group 51                              Page   1 of  21
                           TRUNK GROUP

Group Number: 51              Group Type: isdn          CDR Reports: y
  Group Name: simulring out loop     COR: 1        TN: 1      TAC: #51
   Direction: two-way        Outgoing Display? n    Carrier Medium: H.323
  Dial Access? n           Busy Threshold: 255  Night Service:
 Queue Length: 0
Service Type: tie                     Auth Code? n
                                         Member Assignment Method: auto
                                             Signaling Group: 51
                                             Number of Members: 5
```

```
display trunk-group 51                              Page   2 of  21
       Group Type: isdn

TRUNK PARAMETERS
         Codeset to Send Display: 6        Codeset to Send National IEs: 6
                                           Charge Advice: none
    Supplementary Service Protocol: b      Digit Handling (in/out): enbloc/enbloc


                                                     Digital Loss Group: 18
Incoming Calling Number - Delete:       Insert:               Format:

 Disconnect Supervision - In? y  Out? n
 Answer Supervision Timeout: 0
                                      CONNECT Reliable When Call Leaves ISDN? n
```

```
display trunk-group 51                              Page   3 of  21
TRUNK FEATURES
         ACA Assignment? n            Measured: none
                                    Internal Alert? n      Maintenance Tests? y
                                 Data Restriction? n      NCA-TSC Trunk Member:
                                       Send Name? y       Send Calling Number: y
         Used for DCS? n              Hop Dgt? n       Send EMU Visitor CPN? n
  Suppress # Outpulsing? n       Format: public
                                              UUI IE Treatment: service-provider

                                              Replace Restricted Numbers? n
                                              Replace Unavailable Numbers? n
                                          Send Called/Busy/Connected Number: y
                                              Hold/Unhold Notifications? y
             Send UUI IE? y               Modify Tandem Calling Number? n
             Send UCID? n
  Send Codeset 6/7 LAI IE? y
```

Second trunk group for loopback

```
display trunk-group 52                                    Page   1 of  21
                          TRUNK GROUP

Group Number: 52                   Group Type: isdn         CDR Reports: y
  Group Name: simulring inbound loop    COR: 1      TN: 1        TAC: #52
   Direction: two-way        Outgoing Display? n       Carrier Medium: H.323
 Dial Access? n              Busy Threshold: 255  Night Service:
Queue Length: 0
Service Type: tie                     Auth Code? n
                                           Member Assignment Method: auto
                                                   Signaling Group: 52
                                                 Number of Members: 5
```

```
display trunk-group 52                                    Page   2 of  21
        Group Type: isdn

TRUNK PARAMETERS
         Codeset to Send Display: 6     Codeset to Send National IEs: 6
                                        Charge Advice: none
  Supplementary Service Protocol: b     Digit Handling (in/out): enbloc/enbloc


                                             Digital Loss Group: 18
Incoming Calling Number - Delete:      Insert:              Format:

 Disconnect Supervision - In? y  Out? n
 Answer Supervision Timeout: 0
                                    CONNECT Reliable When Call Leaves ISDN? n
```

```
display trunk-group 52                                    Page   3 of  21
TRUNK FEATURES
         ACA Assignment? n            Measured: none
                              Internal Alert? n         Maintenance Tests? y
                             Data Restriction? n        NCA-TSC Trunk Member:
                                  Send Name: y          Send Calling Number: y
             Used for DCS? n          Hop Dgt? n       Send EMU Visitor CPN? n
  Suppress # Outpulsing? n     Format: public
                                       UUI IE Treatment: service-provider

                                              Replace Restricted Numbers? n
                                              Replace Unavailable Numbers? n
                                        Send Called/Busy/Connected Number: y
                                              Hold/Unhold Notifications? y
             Send UUI IE? y               Modify Tandem Calling Number? n
             Send UCID? n
 Send Codeset 6/7 LAI IE? y
```

You will need a 'bogus' E.164 number range to convert the extensions too, then during the loopback part of the call, digits are deleted to resolve back to the extension in CM.

In this example, extension 78903 would be converted to +199900788903 and be sent to CM via EC500. CM ARS routes it to Route Pattern 150 on the outbound loop trunk, then strips the first 6 digits, sending digits 78903 back to CM

One-X Mobile Dial plan for the user

In CM

```
change route-pattern 150                                      Page   1 of   3
                    Pattern Number: 150 Pattern Name: test simulring
                        SCCAN? n       Secure SIP? n
   Grp FRL NPA Pfx Hop Toll No.  Inserted                        DCS/ IXC
   No          Mrk Lmt List Del  Digits                          QSIG
                            Dgts                                 Intw
 1: 51   0  200 1   _    __   6   _____ n   user
 2: ____ _  ___ _   _    __   __  _____ n   user
 3:                                                                n   user
```

In this example, extension 78903 would be converted to +199900788903 and be sent to CM via EC500. CM ARS routes it to Route Pattern 150 on the outbound loop trunk, then strips the first 6 digits, sending digits 78903 back to CM

Appendix D: Bridged station's simulring destinations handling

Setup Profiles | Users | Dial Plans and Conversion Rules

Class of Service | Provisioning Profile | CM Profile | Voicemail Profile | Corporate Directory Profile

Edit Class of Service Profile

Class of Service Name	COS_106
Description	
Provisioning Profile	Prov_AD2008
Voicemail Profile	MM185
Corporate Directory Profile	corp_dir_2008
CM Profile	CM106

Security

☑ Allow voicemail to be stored on the mobile device

☑ Allow voicemail to be forwarded via email.

☐ Require login each time one-X Mobile is launched on mobile device

Maximum number of attempts before user is locked out	2
Time period for which a user is locked out in minutes	1

Dial Plan Settings

Maximum number of phones to Send Calls to (2 to 5)	5
PSTN Prefix	

☑ Require DTMF (Dual Tone Multi-Frequency) during CallBack via PBX.

☐ Require DTMF (Dual Tone Multi-Frequency) during incoming calls.

☑ Translate e-164 numbers to extensions

☐ Transform **Send calls destination numbers** using **user entered to PBX dialable number rules**

☐ Apply **National Direct Dialing Prefix** to **send calls destination numbers**

☑ Simulring bridged appearance denstinations

Mobile Client Settings

Help

Class of Service Name:
Unique identifier for this class of service.

Show/Hide Advanced Settings:
Displays/Hides settings to change several LDAP attributes source Profiles and specify rules to determine user extensions.

User entered to PBX dialable number rules
Please see the Dial Plans and Conversion Rules section.

Description:-

A new control "Simulring bridged appearance destinations" has been added to the COS profile on Admin web.

If this option is checked, all incoming calls to bridged station will result in calls being routed to the stations chosen managed simulring phones.

If this option is unchecked then only bridged station will ring.

For example:

Station A has a bridged appearance on Station B. Station B is set to ring their office and mobile phones.

With the option checked:

An incoming call to station A will ring on the bridged appearance of station B and station B's mobile phone will also ring.

With the option un-checked:

An incoming call to station A will ring on the bridged appearance of station B only. Station B's mobile phone will not ring.

Appendix E: Avaya Aura Communication Manager 6.0.1 Configuration Changes

In order for one-X Mobile 5.2 Service Pack 5 to interoperate properly with CM 6.0.1 there are some configuration changes that should be made.

1. On Avaya Aura Communication Manager enter the command "change system-parameters coverage forwarding".
   a. The value for "Criteria for Logged Off/PSA/TTI Stations?" should be set to **y**.

```
change system-parameters coverage-forwarding                    Page   1 of   2
                  SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING
CALL COVERAGE/FORWARDING PARAMETERS
          Local Cvg Subsequent Redirection/CFWD No Ans Interval (rings): 2
         Off-Net Cvg Subsequent Redirection/CFWD No Ans Interval (rings): 2
                        Coverage - Caller Response Interval (seconds): 4
         Threshold for Blocking Off-Net Redirection of Incoming Trunk Calls: 1
                       Location for Covered and Forwarded Calls: called
                      PGN/TN/COR for Covered and Forwarded Calls: caller
                     COR/FRL check for Covered and Forwarded Calls? n
         QSIG/SIP Diverted Calls Follow Diverted to Party's Coverage Path? n
COVERAGE
                             Criteria for Logged Off/PSA/TTI Stations? y
                                    Keep Held SBA at Coverage Point? y
         External Coverage Treatment for Transferred Incoming Trunk Calls? n
            Immediate Redirection on Receipt of PROGRESS Inband Information? n
                                        Maintain SBA At Principal? n
            QSIG VALU Coverage Overrides QSIG Diversion with Rerouting? n
                                   Station Hunt Before Coverage? n
FORWARDING
                                       Call Forward Override? n
                                    Coverage After Forwarding? y
```

2. On Avaya Aura Communication Manger identify all coverage paths which will be used by any stations which will be managed by Avaya one-X Mobile.
   a. For each coverage path for which a managed station belongs enter the command "change coverage path x".
   b. The value for "Logged off/PSA/TTI?" should be set to **y** for Inside Call and Outside Call and the "Number of Rings" set to some value higher than 5.
   c. The value for DND/SAC/Goto Cover should be set to **y** for Inside Call and Outside Call.

```
change coverage path 2                                          Page   1 of   1
                              COVERAGE PATH

                  Coverage Path Number: 2
     Cvg Enabled for VDN Route-To Party? n         Hunt after Coverage? n
                   Next Path Number: ____          Linkage

COVERAGE CRITERIA
     Station/Group Status     Inside Call      Outside Call
           Active?                 n                 n
            Busy?                  y                 y
      Don't Answer?                y                 y          Number of Rings: 5
             All?                  n                 n
DND/SAC/Goto Cover?                y                 y
   Holiday Coverage?               n                 n
Logged off/PSA/TTI?                y                 y          Number of Rings: 5

COVERAGE POINTS
   Terminate to Coverage Pts. with Bridged Appearances? n
   Point1: h1_____  Rng: __  Point2: _____
   Point3: _____            Point4: _____
   Point5: _____            Point6: _____
```