



Avaya Agent for Desktop Release Notes

Release 2.0.6.10

Issue 1.0

March 15, 2021

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Contents

| | |
|-------------------------------------------------------------------------------------|----|
| Contents | 6 |
| Change history..... | 8 |
| Introduction | 8 |
| Documentation Catalog | 8 |
| Product Release Matrix..... | 8 |
| Overview | 9 |
| Compatibility | 9 |
| Interoperability | 9 |
| Contacting support..... | 9 |
| Contact support checklist | 9 |
| Contact support tasks..... | 10 |
| Avaya Agent for Desktop | 11 |
| License required for upgrading Avaya Agent for Desktop from 1.7.x to 2.0.x | 11 |
| What's new in Avaya Agent for Desktop 2.0.6.10 | 11 |
| New features/enhancements in 2.0.6.10 | 11 |
| New features/enhancements in 2.0.6.9 | 11 |
| New features/enhancements in 2.0.6.8 | 11 |
| New features/enhancements in 2.0.6.7 | 11 |
| New features/enhancements in 2.0.6.6 | 11 |
| New features/enhancements in 2.0.6.5 | 11 |
| New features/enhancements in 2.0.6.4 | 11 |
| New features/enhancements in 2.0.6.3 | 11 |
| New features/enhancements in 2.0.6.2.3002 | 11 |
| New features/enhancements in 2.0.6.1.3002 | 12 |
| New features/enhancements in 2.0.6 | 12 |
| Required artifacts for Avaya Agent for Desktop 2.0.6.8..... | 12 |
| Required patches..... | 13 |
| Installation | 13 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.10.3003 | 13 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.9.3003..... | 14 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.9.3002..... | 14 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.9.3001 | 14 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.8.3002..... | 15 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.7.3001 | 15 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.6.3001 | 15 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3007..... | 16 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3006..... | 16 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3004..... | 16 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3003..... | 16 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.3.3008..... | 17 |

| | |
|------------------------------------------------------------------------------------|----|
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.3.3006 | 17 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.3.3005 | 17 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.2.3002 | 18 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.1.3002 | 18 |
| Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6 | 18 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.10.3004 | 20 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.10.3003 | 20 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.10.3002 | 20 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.10.3001 | 20 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.9.3003 | 21 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.9.3002 | 21 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.9.3001 | 21 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.8.3002 | 22 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.8.3001 | 22 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.7.3001 | 22 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.6.3001 | 23 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3007 | 23 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3006 | 23 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3005 | 23 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3004 | 24 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3003 | 24 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3002 | 24 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.5.3001 | 24 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.4.3001 | 25 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3008 | 25 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3008 | 25 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3007 | 25 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3006 | 26 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3005 | 26 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3004 | 26 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3003 | 26 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3002 | 26 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.3.3001 | 26 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.2.3002 | 27 |
| Fixes in Avaya Agent for Desktop Release 2.0.6.1.3002 | 28 |
| Fixes in Avaya Agent for Desktop Release 2.0.6 | 28 |
| Troubleshooting the installation | 29 |

Change history

| Date | Description |
|------------|------------------------------------------------------|
| 3/15/2021 | 2.0.6.10.3004 update for the Avaya Agent for Desktop |
| 3/4/2021 | 2.0.6.10.3003 update for the Avaya Agent for Desktop |
| 2/12/2021 | 2.0.6.9.3003 update for the Avaya Agent for Desktop |
| 1/29/2021 | 2.0.6.9.3002 update for the Avaya Agent for Desktop |
| 1/25/2021 | 2.0.6.9.3001 update for the Avaya Agent for Desktop. |
| 1/5/2021 | 2.0.6.8.3002 update for the Avaya Agent for Desktop. |
| 1/5/2021 | 2.0.6.5.3007 update for the Avaya Agent for Desktop. |
| 12/30/2020 | 2.0.6.5.3006 update for the Avaya Agent for Desktop. |

Introduction

This document provides late-breaking information to supplement Avaya Agent for Desktop 2.0.6.10 release software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <https://support.avaya.com>.

Documentation Catalog

The Documentation Catalog document lists down the various guides that are available for the Avaya Aura® solution. For details see <https://downloads.avaya.com/css/P8/documents/101050513>

Product Release Matrix

| Product Name | Release Number |
|-------------------------------------|----------------|
| Avaya Agent for Desktop for Windows | 2.0.6.10 |
| Avaya Agent for Desktop for MAC | 2.0.6.10 |
| Avaya Agent for Desktop for Linux | 2.0.6.10 |

Overview

Avaya Agent for Desktop is a client application for contact centers. An agent can use Avaya Agent for Desktop for handling incoming and outgoing calls, changing work states, and managing other UI controls. However, only an administrator can manage the configurations and settings of the application.

Avaya Agent for Desktop supports multiple platforms and is designed to function in the following use cases:

- Virtual Desktop Infrastructure (VDI): Avaya Agent for Desktop provides a solution to deliver real-time media with VDI support on HP, Dell Wyse, Lenovo, IGEL thin clients based on Linux and Windows operating systems. Administrator can use Avaya Agent for Desktop for VDI to enable desktop virtualization that encompasses the hardware and software systems required to support the virtualized environment in a contact center. Customer can use Citrix Xen App, Xen Desktop, VMware Horizon for desktop virtualization.
- Standalone Contact Center Client: Avaya Agent for Desktop provides a full set of features for a contact center agent and can be used as a primary client application on Windows 7, Windows 10, and Apple macOS 10.14 Mojave and macOS 10.15 Catalina.
- Media client along with Avaya Oceana/Elite Workspaces: Avaya Agent for Desktop now also works with Avaya Workspaces. In this case, you need to login only on station on the Avaya Agent for Desktop application, the call handling is handled through Avaya Workspaces through agent configured on Avaya Control Manager (ACM).
- Shared Control with next generation hard phones: J179 series phones
- Avaya Agent for Desktop uses Avaya Aura® Communication Manager to store station configuration settings and manage agent profiles locally. You can also choose to use Avaya Control Manager for managing agent profiles.
- Avaya Aura® Device Services (AADS) support: Avaya Agent for Desktop can now retrieve configuration details and login credentials using the external Avaya Aura® Device Services (AADS) configuration server.

Compatibility

For the latest and most accurate compatibility information, go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

Interoperability

For the latest and most accurate interoperability information, go to https://programs.avaya.com/UCA/Program_Centers/programs/4021/Interop.asp

Contacting support

Contact support checklist

If you are having trouble with an Avaya product, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
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.

If you continue to have a problem, contact Avaya Technical Support:

4. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.

5. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Support site.

Contact support tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Avaya Agent for Desktop

License required for upgrading Avaya Agent for Desktop from 1.7.x to 2.0.x

Important:

You must procure new licenses of Avaya Agent for Desktop 2.0.x if you are upgrading from release 1.7.x to 2.0.x. Avaya Agent for Desktop 1.7.x licenses will not work with Avaya Agent for Desktop 2.0.x.

What's new in Avaya Agent for Desktop 2.0.6.10

New features/enhancements in 2.0.6.10

- Presence Support for Shared Control with J1XX Series Phones, SIP

New features/enhancements in 2.0.6.9

- As a user I want to copy and paste the phone number from call appearance to other products
- As a user I want to copy and paste the phone number out of AAfD contact list and call history to other products

New features/enhancements in 2.0.6.8

- No new enhancement in this release

New features/enhancements in 2.0.6.7

- Support for SIPHA1 filed from AADS for station password

New features/enhancements in 2.0.6.6

- No new enhancement in this release

New features/enhancements in 2.0.6.5

- No new enhancement in this release

New features/enhancements in 2.0.6.4

- No new enhancement in this release

New features/enhancements in 2.0.6.3

- No new enhancement in this release

New features/enhancements in 2.0.6.2.3002

- As an agent I would like to control how the agent state is managed during login and failover/recovery
 - *During login time:* Avaya Agent for Desktop now allows agents to choose the initial state of agent at login time.

- *During failover/recovery.* After a network disconnection, Avaya Agent for Desktop now recovers the agent state to either ready, auxiliary, or the original state of the agent prior to disconnection.
- **As an agent I would like to be notified about certain events**
 - Avaya Agent for Desktop now notifies agents with popups for events, such as network reconnection.
- **As a user, I want a (ephemeral/toast) notification immediately when the network disconnects – connect occurs**
 - Avaya Agent for Desktop now provides a configurable *reconnection_after_network_outage_timer* field with default value as 60 seconds and maximum value as one day (86400 seconds). This allows users to control the threshold of automatic recovery of an agent state after a network outage occurs. In case of zero value, the auto-state-recovery feature is disabled.
 - The *reconnection_after_network_outage_timer* field is locked by default.
- **As a user I want to broadcast and see other people's presence when I log in as station only.**
 - The presence feature broadcasts the station state when the agent is not registered and broadcasts the combination of station and agent state once the agent is registered.

New features/enhancements in 2.0.6.1.3002

- No new enhancement in this release.

New features/enhancements in 2.0.6

Avaya Agent for Desktop now supports Avaya Aura® Device Services (AADS):

Avaya Agent for Desktop now supports Avaya Aura® Device Services (AADS): Avaya Agent for Desktop can now retrieve configuration details and login credentials using the external Avaya Aura® Device Services (AADS) configuration server. This feature can be used as an alternate login option for Avaya Control Manager (ACM).

There are following two ways to login on to Avaya Aura® Device Services server using Avaya Agent for Desktop:

- **Basic authentication:** Here, Avaya Agent for Desktop requests agents to provide the email address or AADS server direct URL of the third-party service. The AADS server sends back the configuration details if the login details are entered correctly.
- **Third-party authentication using OAuth2 SAML:** Here, Avaya Agent for Desktop requests agents to provide the email address or AADS server direct URL of the third-party service. Once inputs are provided, Avaya Agent for Desktop redirects agents to third-party login screen. Third-party authentication is implemented using the OAuth2 protocol and Security Assertion Markup Language (SAML) authentication method.

Required artifacts for Avaya Agent for Desktop 2.0.6.8

The following section provides Avaya Agent for Desktop 2.0.6.8 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

| Guide | Link | Notes |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Deploying Avaya Agent for Desktop | https://downloads.avaya.com/css/P8/documents/101073238 | |
| Using Avaya Agent for Desktop | https://downloads.avaya.com/css/P8/documents/101073240 | |
| Avaya Agent for Desktop Troubleshooting guide | https://downloads.avaya.com/css/P8/documents/101073242 | |
| Administering Avaya Control Manager for Avaya Agent for Desktop | https://downloads.avaya.com/css/P8/documents/101073244 | |
| AADS JSON file for AAFD | https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=VDIA0000257 | |

Required patches

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

Installation

Refer the **Deploying Avaya Agent for Desktop** guide for installation, uninstallation, and upgrade of the client.

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.10.3003

| Key | Release Note | Workaround |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| VDIA-11109 | AAfD station H323 only hear one Ringing tone then into silence for next incoming calls after answering a call previously | |
| VDIA-11094 | No call controls during consultative transfer/conf | Perform call transfer/conf using alternate method by starting a new call on line 2, without pressing Initiate Conference/Transfer. |
| VDIA-11092 | CWC button is not displayed after network recovery | Logout and login AAFD again |
| VDIA-11083 | AAFD login to H323 station and agent - AAFD display more than 2 digits as aux reason code | |
| VDIA-11074 | AAFD login to H323 station and agent - Default agent state upon login is not Ready when Work Mode On Login=auto-in in CM setting and Agent state upon login=default in AAFD setting. | Manually change agent to ready state after login. |
| VDIA-11063 | User able to save blank URL field while changing screen pop from application to other | Delete the screen pop and add it again without changing |
| VDIA-11062 | Presence note is shown as offline when user is in presence offline state. | |

| Key | Release Note | Workaround |
|------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| VDIA-11051 | Localization for some elements for Screen popup, AADS text, Bind Option | |
| VDIA-11050 | Some of more elements needs to be translated in Screen pop, widget, Dialing rules | |
| VDIA-11040 | Load workspace menu should be localized according to specific language | |
| VDIA-11026 | Presence is enabled for station and agent - Station state in Agent state tooltip is shown as Online instead of Available. | |
| VDIA-11000 | After RONA call AUX status shows as -1 code | On CM : Value for the Redirection on No Answer Aux Work Reason Code: X - change to any other positive value |
| VDIA-10996 | AAFD Click to dial ask to open an app for internal browser | |
| VDIA-8407 | Presence is not updating after failover and fallback | |
| VDIA-11169 | UPGRADE: Missing password after upgrade AAFD from UI on MacOS | Enter the password manually and login |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.9.3003

| Key | Release Note | Workaround |
|------------|-----------------------------------------------------------------------------------|------------|
| VDIA-10958 | Blank caller ID is being displayed on AAFD for H.323 in case of direct conference | |
| VDIA-10983 | While receiving the call, the focus switches to last call appearance | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.9.3002

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------|------------|
| VDIA-10867 | UI change observed at all Line appearance with blue color | |
| VDIA-10866 | Focus is not on first call appearance field if Hide interface is unchecked | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.9.3001

| Key | Release Note | Workaround |
|------------|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| VDIA-10817 | During Network disruption, Unable to Sign In Agent in Desk phone mode | Logout the agent and login again |
| VDIA-10816 | Unable to get LDAP contact search results on MacOS | |
| VDIA-10801 | H.323 - Caller number is displaying incorrect in call appearance during outgoing call | |
| VDIA-10798 | AAFD user should connect to first service name by default if no DNS service is selected | |
| VDIA-10797 | MacOS transferor direct transfers the call: Transferee is not connected to transfer target when transfer target is in ringing. | |
| VDIA-10796 | User data is not removed after uninstall app on MacOS | |
| VDIA-10727 | Searched contact is not getting deleted | Contact is deleted on the second attempt |

| Key | Release Note | Workaround |
|------------|-----------------------------------------------------------------------------------------|------------|
| VDIA-10829 | Tool tip not displaying correctly when drop a call while changing the state to ACW mode | |
| VDIA-10755 | Not able to paste LDAP contact | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.8.3002

| Key | Release Note | Workaround |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------|
| VDIA-10717 | AAFD user not able to retrieve hold call through workspace after SM failover | |
| VDIA-10716 | Unhold button is not greyed out, available to click on during SM failover but the call could not be resumed, lost preserved call appearance | |
| VDIA-10715 | Not able to move widgets across the panel sometimes and doesn't have smooth transition | |
| VDIA-10711 | Two call appearance on SC mode while doing service observing | |
| VDIA-10622 | H.323 - Agent not getting SIP station number when receive the call if caller side register only with SIP station | |
| VDIA-10621 | SIPPASSWORD is lost if the CM/SM server is not reachable and try to sign-out | |
| VDIA-10620 | Save password is still enabled for AADS if even disabled | |
| VDIA-10613 | In H323 after call drop, SO is not coming back to "Waiting for Observing state" | |
| VDIA-10605 | Automatic Sign in Headless mode show logged but UI Sign in button is not updated | |
| VDIA-10595 | H.323 - AAFD user not able to do mid call conference and transfer using line 2 and line 3 call appearance | |
| VDIA-10585 | H.323 - Agent not able to answer call after login | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.7.3001

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------------------------------|------------|
| VDIA-9864 | Connection become unobservable: service observing error once call is consult transferred from workspaces | |
| VDIA-10263 | Service observing button is disappeared after network recovery | |
| VDIA-10398 | Focus is not on first call appearance field after call is dialed and dropped | |
| VDIA-10534 | AAFD is not registered with H.323 by key exchanging mode | |
| VDIA-10544 | Station password field should not be disabled if SIPHA1 parameter was received from AADS for H.323 | |
| VDIA-10376 | UUI not being passed to screen pop on consultative transfer | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.6.3001

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------------|------------|
| VDIA-10502 | Pressing message waiting indicator when the server is unreachable unlocks call panels. | |

| Key | Release Note | Workaround |
|------------|---------------------------------------------------------------------------------------------------------|------------|
| VDIA-10505 | During ACM TC mode login, Agent is not getting logged in for the first attempt | |
| VDIA-10494 | Station Automatic Sign in is not working if select through AAFD UI when profile is downloading from ACM | |
| VDIA-10478 | User can add same certificate multiple times, AAFD is accepting it. | |
| VDIA-10486 | "Reset Window position" option from the dropdown is not working as expected | |
| VDIA-10434 | Switching from ACM single sign on to AADS, still shows ACM sign on after restart | |
| VDIA-10467 | Sometimes Agent unable to login after network restore | |
| VDIA-10464 | AAFD not responding when while trying to register the agent if loses network connectivity | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3007

| Key | Release Note | Workaround |
|------------|------------------------------------------------------------------------------------|------------|
| VDIA-10714 | In H323, Agent state icon is displaying in green color even after Agent logged out | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3006

| Key | Release Note | Workaround |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------|
| VDIA-10623 | Conference didn't get transferred to transfer target | |
| VDIA-10615 | H323: Call is not moved to held or active state, if disconnect VPN during consultative transfer/conference | |
| VDIA-10164 | While Network disconnect try to direct transfer call immediately, after recovery call if unhold have No audio and goes in consistent state | |
| VDIA-10588 | Audio is lost after VPN network gateway change in TC mode | |
| VDIA-10587 | Able to send DTMF even in network unreachable | |
| VDIA-10586 | SC AAFD goes inactive after VPN gateway change and doesn't recover back | |
| VDIA-10585 | H.323 - Agent not able to answer call after login | |
| VDIA-10511 | Some widgets can't be detached or moved | |
| VDIA-10463 | In Consistent State of DTMF when earlier call is unhold while mid transfer/conference | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3004

| Key | Release Note | Workaround |
|------------|-----------------------------------------------------------------------|------------|
| VDIA-10546 | One-way voice path after changing the VPN gateway during active call. | |
| VDIA-10534 | AAFD is not registered with H.323 by key exchanging mode | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.5.3003

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------------|------------|
| VDIA-10463 | In Consistent State of DTMF when earlier call is unhold while mid transfer/conference. | |

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------------|------------|
| VDIA-10402 | DTMF tones are sent in middle of the transfer/ conference and looks inconsistency. | |
| VDIA-10401 | "Use Number Keys to produce tones" message is not displayed on second call appearance. | |
| VDIA-10400 | Shows Agent offline after H.323 network disconnect and connect. | |
| VDIA-10403 | DTMF digits are displayed on the Name on call appearance. | |
| VDIA-10420 | Unable to complete consultative transfer or conference after hold-unhold (H.323). | |
| VDIA-10427 | Maximize AAFD and close the widgets, shows gray screen. | |
| VDIA-10428 | AAFD freezes / grey screen when minimize to tray and maximize. | |
| VDIA-10431 | AAFD saves invalid parameters in config.xml when used with Lock Manager. | |
| VDIA-10434 | Switching from ACM single sign on to AADS, still shows ACM sign on after restart. | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.3.3008

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------------|------------|
| VDIA-10403 | DTMF digits are displayed on the Name on call appearance. | |
| VDIA-10402 | DTMF tones are sent in middle of the transfer/ conference and looks inconsistency. | |
| VDIA-10401 | "Use Number Keys to produce tones" message is not displayed on second call appearance. | |
| VDIA-10400 | Shows Agent offline after H323 network disconnect and connect. | |
| VDIA-10385 | Enter key doesn't work if the DTMF Dialpad is focused and enter digits from Dialpad. | |
| VDIA-10463 | Inconsistent DTMF state when a call is unhold during mid transfer/conference. | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.3.3006

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------------|------------|
| VDIA-10403 | DTMF digits are displayed on the Name on call appearance. | |
| VDIA-10402 | DTMF tones are sent in middle of the transfer/ conference and looks inconsistency. | |
| VDIA-10401 | "Use Number Keys to produce tones" message is not displayed on second call appearance. | |
| VDIA-10400 | Shows Agent offline after H.323 network disconnect and connect. | |
| VDIA-10395 | Multiple UI message when tried to dial from Dialpad. | |
| VDIA-10385 | Enter key doesn't work if the DTMF Dialpad is focused and enter digits from Dialpad. | |
| VDIA-10383 | AADS: DNS discovery returns wrong URL in case the response is not delimited by ','. | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.3.3005

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------|------------|
| VDIA-10340 | Password is not saved in ACM login when added from AAFD. | |

| Key | Release Note | Workaround |
|------------|----------------------------------------------------------------------------------|------------|
| VDIA-10278 | AAfD should process ECHO_CANCELLATION parameter in the same format as Workplace. | |
| VDIA-10277 | Call appearance should be same from call is observe or initiated. | |
| VDIA-10263 | Service observing button is disappeared after network recovery. | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.2.3002

| Key | Release Note | Workaround |
|------------|-----------------------------------------------------------------------------------------------------------------------------------|------------|
| VDIA-10189 | Contact list presence is not getting updated after disconnecting the call in a shared control mode. | |
| VDIA-10183 | Contact list presence is not getting updated after disconnecting the call. | |
| VDIA-10182 | Contact list presence is not getting updated when agent is on a call. | |
| VDIA-10181 | User is unable to initiate DTMF input from keyboard or Dialpad instantly after the call is established or DTMF input is complete. | |
| VDIA-10170 | AADS shows signing in when try to add network related parameter. | |
| VDIA-10135 | SO Supervisor is unable to initiate service observing after network connect/disconnect. | |
| VDIA-10122 | AAfD is in hung state when a user tries to register the agent if connectivity is lost. | |
| VDIA-10121 | Unable to clearly see the text in AAfD settings for agent state recovery message. | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6.1.3002

| Key | Release Note | Workaround |
|-------------|-------------------------------------------------------------------------------------------------|------------|
| VDIA- 10090 | AAD should support hold call for the call button on L100 headsets. | |
| VDIA -10089 | Answer and drop call from BT controller are not working. | |
| VDIA-10080 | Held call not recovered after network disconnect - connect when changed to another VPN gateway. | |
| VDIA-10049 | AAfD is not recovered after SBC failover with shared control mode with another AAfD. | |

Known issues and workarounds in Avaya Agent for Desktop Release 2.0.6

| Key | Release Note | Workaround |
|------------|-----------------------------------------------------------------------------------------------------------------|------------|
| VDIA-9880 | Unable to sign out from AADS in Avaya Agent for Desktop. | |
| VDIA-9879 | Avaya Agent for Desktop is restarted on every instance when logged in with a basic user authentication on AADS. | |
| VDIA-9873 | Google Chrome extension does not highlight some of the numbers. | |
| VDIA -9872 | Unable to login to ACM with H.323 signaling Note: No work around for this issue. | |
| VDIA-9767 | Third-party parameter from. json does not load and shows error on AADS. | |
| VDIA-9398 | Value for type gets changed and URL gets removed after removing one of the screen pops. | |

| Key | Release Note | Workaround |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| VDIA - 9268 | [Avaya Agent for Desktop 64-bit]: Unable to retrieve a call in basic HID API when using a DA-80 headset. Also, Unable to mute on Plantronics 310. | |
| VDIA-9208 | Avaya L100 headset does not support the call control basic and advance HID API. | |
| VDIA-9865 | Unable to retrieve a call from workspaces after making an external cell phone call. | |
| VDIA-9864 | Connection becomes unobservable: Service observing error once call is consult transferred from workspaces. | |
| VDIA-9830 | Mac - Avaya Agent for Desktop is getting hanged if user tries to change a third-party certificate. | |
| VDIA-9828 | Audio path is lost on PSTN number after hold/retrieve during mid conference/transfer in a TC mode. | |
| VDIA-9819 | The aux reason code is not syncing with Avaya Agent for Desktop and Elite workspaces. | |
| VDIA- 9816 | License error when configuring Avaya Agent for Desktop. | |
| VDIA-9815 | User is unable to retrieve a first held call in a mid-consultative transfer in a shared control mode. | |
| VDIA -9767 | Default Keystrokes values for Contacts/History and other functionalities are not working. | |
| VDIA-9788 | UUI is not passed to a transferred call. | |
| VDIA-9777 | If mandatory setting is missed, Avaya Agent for Desktop shows signing in. | |
| VDIA-9770 | Presence is showing "On a call" in a contact list even if there is no call in a shared control mode. | |
| VDIA-9937 | Unable to hold the conference call from Workspace in H323 mode | |
| VDIA-9898 | Avaya Agent not launching on Ubuntu 20 | |
| VDIA-9941 | Avaya agent is not login again after logout when Extended host name validation is Enforced | |
| VDIA-11163 | [SIP][Other phone] : One-way Voice path after hold unhold and new call is made from AAFD in Other Phone mode | |
| VDIA-11166 | [H323] [Other mode]: One-way Voice path after hold unhold and new call is made from AAFD in Other Phone mode | |

Fixes in Avaya Agent for Desktop Release 2.0.6.10.3004

| Key | Description |
|------------|---------------------------------------------------------------------|
| VDIA-10956 | One Way audio after unhold (call from an H323 station) in SRTP mode |

Fixes in Avaya Agent for Desktop Release 2.0.6.10.3003

| Key | Description |
|------------|-----------------------------------------------|
| VDIA-10852 | iGEL buttons in French do not show full label |

Fixes in Avaya Agent for Desktop Release 2.0.6.10.3002

| Key | Description |
|------------|--------------------------------------------------------------|
| VDIA-10994 | AAfD crashed during consultative transfer / conference |
| VDIA-11084 | AAFD SC user not able to login with J179 and 96X1 hard phone |
| VDIA-10734 | UI in SC between two AAfD will go out of sync |

Fixes in Avaya Agent for Desktop Release 2.0.6.10.3001

| Key | Description |
|------------|---------------------------------------------------------------------------------------------------------------------|
| VDIA-7207 | "Invalid" greeting duration is displaying in English for all other language |
| VDIA-7208 | Refresh timer option "Manual" is displaying in English for all other language |
| VDIA-8841 | Some fields in Directory settings are displaying in English |
| VDIA-8848 | Few fields in dialing rules tab is displayed in English language when any other language is selected except English |
| VDIA-8851 | Unable to add reason code in selected language |
| VDIA-8852 | "DTMF type" is displayed in English language when another language is selected except English |
| VDIA-9548 | SC Mode - Presence icon shows "on a call" when logout the agent |
| VDIA-9553 | SC with J179 - Presence status is not updating after Disconnecting the call |
| VDIA-10121 | Not able to see the text clearly and overlap in AAFD settings for Agent state recovery message |
| VDIA-10182 | Contact list presence is not getting updated when agent is on call |
| VDIA-10183 | Contact list presence is not getting updated after disconnecting the call |
| VDIA-10362 | AAfD goes into previously used Aux code after RONA |
| VDIA-10398 | Focus is not on first call appearance field after call is dialed and dropped |
| VDIA-10463 | In Consistent State of DTMF when earlier call is unhold while mid transfer/conference |
| VDIA-10490 | Application menu position causes incorrect mouse to click |
| VDIA-10507 | Click-to-dial performance is causing lagging in other apps |
| VDIA-10511 | Some widgets can't be detached or moved |
| VDIA-10516 | AAfD Feature button aut-msg-wt does not light up in desk phone mode |
| VDIA-10584 | Screen pop opens wrong URL in Chrome when VDN name includes spaces |
| VDIA-10587 | Able to send DTMF even in network unreachable |
| VDIA-10755 | Not able to paste LDAP contact |
| VDIA-10767 | Unable to take focus of call panel after a call |
| VDIA-10768 | Call history incorrect and changes after restart |

| Key | Description |
|------------|-----------------------------------------------------------------------------------------|
| VDIA-10793 | Stats console timer resets to 0 after one hour |
| VDIA-10801 | H.323 - Caller number is displaying incorrect in call appearance during outgoing call |
| VDIA-10815 | Incoming call-forwarded call displays "3" in AAfD Call panel |
| VDIA-10824 | AAfD logs should not be captured into iGel system log files |
| VDIA-10825 | q-calls feature button does not light up when call in queue |
| VDIA-10826 | AAfD sending # during login for Aux Reason Code |
| VDIA-10829 | Tool tip not displaying correctly when drop a call while changing the state to ACW mode |
| VDIA-10841 | AAfD user hears white noise after transfer |
| VDIA-10866 | Focus is not on first call appearance field if Hide interface is unchecked |
| VDIA-10867 | UI change observed at all Lines |
| VDIA-10915 | Screen pop opens in wrong time in Consultative transfer case |
| VDIA-10963 | Station cannot log in when station ID contains a space after the extension number |
| VDIA-10951 | Presence shows Unknown on AAfD 2 for J179 and AAfD in SC mode for idle state |

Fixes in Avaya Agent for Desktop Release 2.0.6.9.3003

| Key | Description |
|------------|------------------------------------------------|
| VDIA-10950 | Stats console timer resets to 0 after one hour |
| VDIA-10931 | Not able to paste LDAP contact |
| VDIA-10928 | UI in SC between two AAfD will go out of sync |
| VDIA-10925 | IGEL buttons in French do not show full label |
| VDIA-10445 | RTCP Report does not contain DSCP flag bit |

Fixes in Avaya Agent for Desktop Release 2.0.6.9.3002

| Key | Description |
|------------|------------------------------------------------------------------------------|
| VDIA-10847 | Focus is not on first call appearance field after call is dialed and dropped |

Fixes in Avaya Agent for Desktop Release 2.0.6.9.3001

| Key | Description |
|------------|------------------------------------------------------------------------------------------------------------------|
| VDIA-10729 | Unable to send DTMF in Shared Control Mode |
| VDIA-10725 | One-way audio on internal VDN call |
| VDIA-10709 | AAfD saves invalid parameters in config.xml when used with Lock Manager |
| VDIA-10708 | Call not released locally after it has completed transfer in Other Phone mode |
| VDIA-10610 | After network recovery if try to send dtmf/transfer/conf then call state becomes inconsistent |
| VDIA-10609 | While Network disconnect try to transfer/ conference call, after recovery of network shows both buttons disabled |
| VDIA-10608 | Call is dropped in conference when network disconnect |
| VDIA-10591 | DEFAULT AUX Error for reason codes while login from ACCCM |
| VDIA-10585 | H.323 - Agent not able to answer call after login |
| VDIA-10578 | DTMF is sent when using backspace or back button from call panel |
| VDIA-10564 | Agent shows Offline when changing state during call |

| Key | Description |
|------------|---------------------------------------------------------------|
| VDIA-10540 | Held call can't be retrieved after failover |
| VDIA-10445 | RTCP Report does not contain DSCP flag bit |
| VDIA-8636 | Tool Tip is not Displaying in contact list for agent presence |

Fixes in Avaya Agent for Desktop Release 2.0.6.8.3002

| Key | Description |
|------------|-------------------------------------------------------------------------|
| VDIA-10616 | AAFD crash while moving the widgets around |
| VDIA-10431 | AAfD saves invalid parameters in config.xml when used with Lock Manager |

Fixes in Avaya Agent for Desktop Release 2.0.6.8.3001

| Key | Description |
|------------|----------------------------------------------------------------------------------------------------------|
| VDIA-10263 | Service observing button is disappeared after network recovery |
| VDIA-10428 | AAFD freezes / grey screen when minimize to tray and maximize |
| VDIA-10464 | AAFD crashed when while trying to register the agent if loses network connectivity |
| VDIA-10474 | Unable to cancel consultative transfer in H323 |
| VDIA-10491 | No caller display for incoming ACD call from Anonymous callers H323 |
| VDIA-10505 | During ACM TC mode login, Agent is not getting logged in for the first attempt |
| VDIA-10520 | AAfD Returns 403 Forbidden for SBC REFER |
| VDIA-10525 | User unable to login Other Phone mode - required features not found |
| VDIA-10534 | AAfD is not registered with H.323 by key exchanging mode |
| VDIA-10540 | Held call can't be retrieved after failover |
| VDIA-10544 | AADS: Station password field should not be disabled if SIPHA1 parameter was received from AADS for H.323 |
| VDIA-10550 | Active call panel is missing call direction arrow |
| VDIA-10582 | One-way voice path after changing the VPN gateway during active call |

Fixes in Avaya Agent for Desktop Release 2.0.6.7.3001

| Key | Description |
|------------|-------------------------------------------------------------------------------------------------------------------------------------|
| VDIA-10135 | SO Supervisor is unable to initiate service observing after network connect/disconnect |
| VDIA-10165 | Supervisor in Coaching mode should not show error when Agent hold call |
| VDIA-10377 | Password is not saved in ACM login when added from AAFD and it crashes |
| VDIA-10402 | DTMF tones are sent in middle of the transfer/ conference and looks inconsistency |
| VDIA-10420 | Unable to complete consultative transfer or conference after hold-unhold (H323) |
| VDIA-10421 | 2 active calls are displayed after several hold-unhold during consultative conference (H323) |
| VDIA-10427 | Maximize AAFD and close the widgets, shows gray screen |
| VDIA-10469 | Agent Sign In failed for the 1st attempt when "Sign In All" option is clicked |
| VDIA-10472 | After alt-tabbing from the main window and then back, the focus is set to the Menu button instead of the widget which had the focus |

Fixes in Avaya Agent for Desktop Release 2.0.6.6.3001

| Key | Description |
|------------|-------------------------------------------------------------------------------------------------------------------------|
| VDIA-10436 | Valid or Invalid number Conference failed Call goes in held state for around 40 secs |
| VDIA-10423 | AAfD Unable to save local contacts with ACM integration |
| VDIA-10418 | One-way audio issue when call is established in STRP call with multiple SBC. |
| VDIA-10408 | When a user tries to attach separated widget to the main window, the gray zone should be expanded a bit for convenience |
| VDIA-10401 | "Use Number Keys to produce tones" message is not displayed on second call appearance |
| VDIA-10395 | Multiple UI message when tried to dial from Dialpad |
| VDIA-10390 | Conference stuck in "Waiting for Conference" or "Call Held" |
| VDIA-10386 | Valid or Invalid number Transfer failed Call goes in held state for around 40 secs |
| VDIA-10385 | Enter key doesn't work if the DTMF Dialpad is focused and enter digits from Dialpad |
| VDIA-10341 | Digits are not cleared from Call work code even after call is disconnected |
| VDIA-10332 | Speed Dial drop down menu does not populate |
| VDIA-10309 | Installation Welcome Window - Left Navigation not updated when Next is clicked |
| VDIA-10278 | AAfD should process ECHO_CANCELLATION parameter in the same format as Workplace |
| VDIA-10193 | One-way speech path after AAfD unhold a DAC or UC call with service observing |
| VDIA-10191 | One-way speech path when use AAfD to make a VDN call |
| VDIA-10190 | Call is held and cannot unhold after AAfD escalated VDN call to conference |
| VDIA-10175 | One-way speech path after unhold when using AAfD to make DAC/UC call or using AAfD to answer VDN call |
| VDIA-10119 | AAfD Click-to-Dial result inconsistent with Google searches in Chrome |
| VDIA-9767 | Not able to load the 3rd party certificate parameter from json and shows error on AADS |
| VDIA-9019 | Disable the mute and speaker on UI in the other phone mode |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3007

| Key | Description |
|------------|-------------------------------------------------------------------------------|
| VDIA-10617 | Call not released locally after it has completed transfer in Other Phone mode |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3006

| Key | Description |
|------------|------------------------------------------------------------------------------------------------------------------|
| VDIA-10592 | After network recovery if try to send dtmf/transfer/conference then call state becomes inconsistent |
| VDIA-10590 | While Network disconnect try to transfer/ conference call, after recovery of network shows both buttons disabled |
| VDIA-10576 | Call is dropped in conference when network disconnect |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3005

| Key | Description |
|------------|----------------------------------------------------------------------|
| VDIA-10546 | One-way voice path after changing the VPN gateway during active call |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3004

| Key | Description |
|------------|-------------------------------------------------------------------------------|
| VDIA-10541 | Agent Sign In failed for the 1st attempt when "Sign In All" option is clicked |
| VDIA-10538 | User unable to login Other Phone mode - required features not found |
| VDIA-10518 | Held call can't be retrieved after failover |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3003

| Key | Description |
|------------|---------------------------------------------------------------------------------------|
| VDIA-10340 | Password is not saved in ACM login when added from AAfD. |
| VDIA-10451 | AAfD: Unable to save local contacts with ACM integration. |
| VDIA-10475 | Unable to load the 3rd party certificate parameter from json and shows error on AADS. |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3002

| Key | Description |
|------------|--------------------------------------------------------------|
| VDIA-10443 | One-way audio with multiple SBC on AAfD. |
| VDIA-10446 | Conference stuck in "Waiting for Conference" or "Call Held". |

Fixes in Avaya Agent for Desktop Release 2.0.6.5.3001

| Key | Description |
|------------|--------------------------------------------------------------------------------------------------------------|
| VDIA-8941 | Widget gray space should not be maximizing while maximizing the AAfD if any widget is not open. |
| VDIA-9036 | The Greeting tab is not getting disabled when login with Share control and Other phone |
| VDIA-9815 | User is unable to retrieve the first hold call in mid consultative transfer |
| VDIA-10122 | AAfD goes in hung state while trying to register an agent which loses connectivity. |
| VDIA-10329 | AAfD: Unable to search call history using phone number. |
| VDIA-10340 | Password is not saved in ACM login when added from AAfD. |
| VDIA-10361 | DTMF - Single Call Scenario - when AAfD window is not in focus, it will not accept DTMF from Dialpad window. |
| VDIA-10373 | Enter key function not working on Login Screen. |
| VDIA-10376 | UUI not being passed to screen pop on consultative transfer. |
| VDIA-10379 | AAfD user not able to get any error pop up or toast message if SET Recovery timer is 0. |
| VDIA-10380 | AAfD crashes on active call if the Dialpad is detached to a separate window, then attached again. |
| VDIA-10381 | The line numbers are added to the Greeting table after Qt version update. |
| VDIA-10383 | AADS: DNS discovery returns wrong URL in case the response is not delimited by ''. |
| VDIA-10396 | DTMF - Single Call Scenario - when AAfD window is not in focus, it will not accept DTMF from Dialpad window. |
| VDIA-10397 | Enter key doesn't work if the DTMF Dialpad is focused and enter digits from Dialpad. |

| Key | Description |
|------------|-----------------------------------------|
| VDIA-10281 | AAfD does not work on macOS 11 Bug Sur. |

Fixes in Avaya Agent for Desktop Release 2.0.6.4.3001

| Key | Description |
|------------|--------------------------------------------------------------------------------------------------------------------------------|
| VDIA-10354 | Enhance the Dialpad to accept the keyboard input. |
| VDIA-10353 | DTMF - Single Call Scenario - DTMF not accepted when Dial Pad is already opened and VM is called. |
| VDIA-10352 | DTMF - Single Call Scenario - when AAfD window is not in focus, it will not accept DTMF from Dialpad window. |
| VDIA-10336 | "Station Sign out" button is enabled after Avaya agent logout. |
| VDIA-10281 | Update macOS to 11 Big Sur in development. |
| VDIA-10293 | Agent unable to retrieve the call after the network glitch. |
| VDIA-10289 | DTMF input cannot be initiated using keyboard or Dialpad during consultative transfer/conference. |
| VDIA-10288 | DTMF input should be cleared once the call is disconnected. |
| VDIA-10287 | User is unable to initiate DTMF input from keyboard or Dialpad instantly after the call is established or DTMF input finished. |
| VDIA-10203 | Agent State Auto-Recovery flow adjustments. |
| VDIA-10159 | AAfD shall show login dialog when agent not registered, or station not registered. |
| VDIA-10059 | Update Jabra Library for Linux (2.0). |
| VDIA-10312 | AAfD does not apply AADS settings with the list type. |
| VDIA-10311 | Top title bar of non-active call appearances is not highlighted. |
| VDIA-10192 | Avaya agent x64 doesn't generate segmentation dumps. |
| VDIA-10157 | Not able to remove multiple certificate. |
| VDIA-9749 | AAfD shows errors when the network interface card / NIC description has special characters. |
| VDIA-9554 | "Another instance of Avaya Agent is already running" when agent tries to open AAfD in the beginning of its shift. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3008

| Key | Description |
|------------|--------------------------------------------------------------|
| VDIA-10447 | Conference stuck in "Waiting for Conference" or "Call Held". |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3008

| Key | Description |
|------------|--------------------------------------------------------------|
| VDIA-10447 | Conference stuck in "Waiting for Conference" or "Call Held". |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3007

| Key | Description |
|------------|------------------------------------------------------------------------------|
| VDIA-10418 | One-way audio issue when call is established in STRP call with multiple SBC. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3006

| Key | Description |
|------------|--------------------------------------------------------------------------------------------------------------|
| VDIA-10318 | DTMF - Single Call Scenario - when AAFD window is not in focus, it will not accept DTMF from Dialpad window. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3005

| Key | Description |
|------------|---------------------------------------------------------------------------------------------------|
| VDIA-10378 | AAfD crashes on active call if the Dialpad is detached to a separate window, then attached again. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3004

| Key | Description |
|------------|--------------------------------------------------------------------------------------------------------------|
| VDIA-10318 | DTMF - Single Call Scenario - when AAFD window is not in focus, it will not accept DTMF from Dialpad window. |
| VDIA-10358 | Focus is sent to another call appearance during DTMF input in consultative conference/transfer. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3003

| Key | Description |
|------------|--------------------------------------------------------------------------------------------------------------|
| VDIA-10318 | DTMF - Single Call Scenario - when AAFD window is not in focus, it will not accept DTMF from Dialpad window. |
| VDIA-10334 | DTMF - Single Call Scenario - DTMF not accepted when Dial Pad is already opened and VM is called. |
| VDIA-10350 | Enhance the Dialpad to accept the keyboard input. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3002

| Key | Description |
|------------|-------------------------------------------------------------------------------------------------------------------------------|
| VDIA-10276 | Agent unable to retrieve a held call after the network glitch. |
| VDIA-10181 | User is unable to initiate DTMF input from keyboard or Dialpad instantly after the call is established or DTMF input is done. |
| VDIA-10261 | DTMF input should be cleared once the call is disconnected. |
| VDIA-10279 | DTMF input cannot be initiated using keyboard or Dialpad during consultative transfer/conference. |

Fixes in Avaya Agent for Desktop Release 2.0.6.3.3001

| Key | Description |
|------------|------------------------------------------------------------------------------------------|
| VDIA-10086 | Update Jabra Library for Mac (2.0). |
| VDIA-10199 | Installer language setting shall be applied to AAFD language |
| VDIA-10195 | Avaya Agent crashed during 1st call unhold from CTI in TC mode. |
| VDIA-10180 | Presence status not updating in AAFD. |
| VDIA-10170 | AADS shows signing in forever - not able to login to AADS. |
| VDIA-10169 | AAfD WebLM connection fails when WebLM DNS record changes in Dual Data Centre HA Design. |
| VDIA-10168 | No audio for 2nd incoming call for SRTP telecommuter. |
| VDIA-10158 | The error message indicated the agent is logged out while it is in Ready state. |

| Key | Description |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| VDIA-10148 | AAfD in H.323 mode do not show VDN names on incoming ACD calls after call is not answered by agent and routed to same or another agent. |
| VDIA-10147 | AAfD does not save station/agent credentials when used in ACM mode. |
| VDIA-10120 | AAfD getting crash when trying to login to a station. |
| VDIA-10081 | First call panel's combo box has focus when it is not visible to the user. |
| VDIA-10047 | Agent unable to send DTMF directly from keyboard. |

Fixes in Avaya Agent for Desktop Release 2.0.6.2.3002

| Key | Description |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| VDIA-10088 | Remote host IP is not saved if a user has selected only Identity cert "Use remote host" option. |
| VDIA-10085 | Update Jabra library for Windows platforms (2.0). |
| VDIA-10064 | Change text on network messages for Auto Agent State recovery feature |
| VDIA-10057 | One-way audio after the first line is retrieved and the second call is dropped in Telecommuter mode with SRTP. |
| VDIA-10052 | If digit manipulation is done at CM end, then AAfD call history shows the number which comes after the new digits were added. |
| VDIA-10051 | Upgrading AAfD with very silent option still shows the application uninstalling message. |
| VDIA-10045 | AAfD is not providing DTMF option with consultative transfers and conferences. |
| VDIA-10044 | AAfD in H.323 mode do not show VDN names on incoming ACD calls. |
| VDIA-10041 | Update Configuration parameters: Add support of the new parameters to the AAfD AADS feature. |
| VDIA-10034 | AAfD transferring with hard-hold CM transfer. |
| VDIA-10030 | No audio after Hold/Unhold due to Roll Over Counter increase. |
| VDIA-10022 | Agent status shows "Agent offline" after SM failover and failback. |
| VDIA-10021 | Contact list presence doesn't update to "Agent: Ready" when the call is dropped |
| VDIA-10015 | AAfD application is sending additional hold message while trying to perform manual consultative transfer. This is generating additional hold time log in CMS. |
| VDIA-10008 | SIP - Agent is going to Ready state after login on selecting Aux "Agent state upon login" option. |
| VDIA-10007 | SC with J179: Manual Presence gets overridden on J179 when user logs out from AAfD. |
| VDIA-9985 | Network Notification error pop up window to require user input. |
| VDIA-9946 | Recover previous agent state after a network disconnect where CM disconnects the agent. |
| VDIA-9940 | AAfD cannot take over call on hold after a PC crash or reboot. |
| VDIA-10036 | UUI not working in consultative transfer/conference in a shared control mode. |
| VDIA-10035 | Avaya agent logins at Desk Phone without password in shared control mode |
| VDIA-10032 | AAfD does not save station/agent credentials when used in ACM mode. |
| VDIA-9398 | Value for type gets changed and URL gets removed after removing one of the screen pops. |

| Key | Description |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| VDIA-10076 | AAfD in H.323 mode do not show VDN names on incoming ACD calls after call is not answered by agent and routed to same or another agent. |

Fixes in Avaya Agent for Desktop Release 2.0.6.1.3002

| Key | Description |
|-------------|----------------------------------------------------------------------------------------------------------------------------|
| VDIA- 10025 | AAfD does not provide DTMF option with consultative transfers and conferences. |
| VDIA -10039 | AAfD in H.323 mode do not show VDN names on incoming ACD calls. |
| VDIA-10010 | One-way audio on first Hold/Unhold of inbound call in Telecommuter with SRTP. |
| VDIA-10004 | Update the EULA and license text in AAfD. |
| VDIA-10003 | Held call is not recovered after the network is disconnected. |
| VDIA-10000 | AAfD application is getting stuck on logout. |
| VDIA-9997 | AAfD loses local configuration after a crash. |
| VDIA-9995 | AAfD client disappears when unhold call while another call is on hold of after dropping a call. |
| VDIA-9994 | Need to correct MacOS bundle for codesign. |
| VDIA-9992 | AAfD cannot Login after switching from Desk Phone to My Computer mode. |
| VDIA-9991 | Another instance of Avaya Agent for Desktop is running when click-to-dial option is used. |
| VDIA-9989 | One-way voice path on second call in telecommuter mode SRTP. |
| VDIA-9988 | One-way voice path post unhold during telecommuter conference. |
| VDIA-9987 | Audio path is lost on PSTN number after hold/unhold on mid conference/transfer in TC mode. |
| VDIA-9944 | RTCP Cname parameter is not updated after IP address change. |
| VDIA - 9939 | Uninstall using /VERYSILENT flag still shows window and option not available in registry. |
| VDIA-9920 | Avaya Agent for Desktop is getting logged in without certificate using TLS. |
| VDIA -9310 | Avaya Agent for Desktop crashed during login. |
| VDIA-9175 | Signaling DSCP & 802.1p values are set to 0 when unchecked and saved |
| VDIA-8869 | Thin Pro - Avaya Agent for Desktop getting crashed during launch if certificate authority is used in Identity certificate. |
| VDIA-8859 | Handle close event from Linux when it is shutting down. |
| VDIA -7904 | AAfD network issues. |
| VDIA-9042 | CTI call control is lost after SBC failover. |
| VDIA-9788 | UUI not being passed to the transferred call. |
| VDIA - 9208 | Avaya L100 headset does not support the call control Basic and Advance HID API. |

Fixes in Avaya Agent for Desktop Release 2.0.6

| Key | Description |
|-------------|-----------------------------------------------------------------|
| VDIA- 9762 | Greeting is not playing at a customer side. |
| VDIA - 9748 | Avaya Agent for Desktop does not show CLI for an incoming call. |
| VDIA-9747 | The auto dial feature button losing label and number. |

| Key | Description |
|------------|------------------------------------------------------------------------------------------------------------------|
| VDIA-9714 | UUI incorrectly processed when a call is transferred. |
| VDIA-9708 | UUI not sent to Shared Mode session when auto-answer is enabled on CM. |
| VDIA-9360 | Avaya Agent for Desktop is crashing while adding an identity certificate for mutual authentication. |
| VDIA-9343 | RTCP monitoring is not working with FQDN. |
| VDIA-9299 | Registration with FQDN failed on different TLS port. |
| VDIA-9294 | Cannot assign work-code using drop-down list in H.323 mode. |
| VDIA-9227 | Unable to change the CM Elite agent aux-reason code. |
| VDIA-9254 | Avaya Agent for Desktop displays a critical error message and crashed while downloading a contact list from ACM. |
| VDIA -9418 | Lock Manager is not working with feature buttons. |

Troubleshooting the installation

Support for Avaya Agent for Desktop is available through Avaya Technical Support.

If you encounter trouble with Avaya Agent for Desktop:

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 Avaya Technical Support by:
 - a. Logging on to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - b. Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, go to <http://www.avaya.com> for further information.

When you request technical support, provide the following information:

- Configuration settings, including <Product Name> configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Tip: Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.