

## one-X<sup>™</sup> Communicator Troubleshooting

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### About This Guide

This guide describes how to troubleshoot problems you might encounter with Avaya one-X<sup>™</sup> Communicator Release 1.0.

### Installation Issues

## Issue 1: You receive an error message requesting you to uninstall Outlook Integrator.

Perform the following steps:

- 1. Uninstall Avaya one-X Communicator, if it is already installed.
- 2. Use the <u>Windows Installer CleanUp Utility</u> to make sure Outlook Integrator is completely uninstalled. Sometimes the name of application to be removed may not appear in the Add/Remove Applications list even though the application still remains.
- In the Windows Registry (Windows Start/Run/regedit), make sure there is no entry for OneXCAvayaOutlookAddIn at the registry location: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\

If there is an entry, delete it.

- Check the location where you installed one-X Communicator (for example, C:\Program Files\Avaya\) and see if there is a folder called Avaya Outlook Integrator. If such a folder exists, delete it.
- 5. Reinstall Avaya one-X Communicator.

### Issue 2: You receive error 1713.

Use the <u>Windows Installer CleanUp Utility</u> to remove Avaya IP Softphone with Video Integration and/or a Polycom Video [X.X] component, as applicable. Only one softclient (for example, Avaya IP Softphone or Avaya one-X Communicator) can be installed with the video integration feature.

### **Using the Discover Feature**

## Issue 1: You are unable to "discover" your settings while using Avaya one-X Communicator in VPN mode.

Your network may not be provisioned properly. The network must broadcast the HTTPSRVR to the clients for the Discover feature to work. Your system administrator must check whether OPTION 242 is broadcasted to VPN clients. OPTION 242 contains the HTTP server address, which allows Avaya one-X Communicator to download the 46XXSETTINGS.TXT file.

### **Avaya one-X Communicator General Issues**

### Issue 1: Avaya one-X Communicator "crashed."

Make sure the following processes are ended in the Windows Task Manager (ctrl-alt-del) before re-starting Avaya one-X Communicator:

- onexcui.exe
- SparkEmulator.exe
- AVC.exe (video related)
- mcsys.exe (video related)

### Issue 2: "Child" menus are hidden behind the Avaya one-X Communicator "parent" window when running Avaya one-X Communicator on Microsoft Windows XP.

You need a private patch from Microsoft to resolve this issue. After downloading and applying this patch, reboot your PC.

http://support.microsoft.com/kb/943326

### Issue 3: "Mute" is activated when you first plug in your headset.

Download the latest Plantronic headset driver to resolve this issue.

### **Using Video**

## Issue 1: You do not see the video window when logged in using My Computer mode or Desk Phone mode.

Check the *onexcui.log* to see if video is licensed for your extension. If not, your system administrator must check the following items in Avaya Communication Manager administration for your extension:

> VideoLicensed	[True]
> PhoneType	[4620]
> ServerVersion	[R015x.02.0.939.0]
> Server	[xxx.xxx.xxx.xxx]
> LoginMode	[eROAD_WARRIOR]
StationRegistered	[True]
SoftwareVersion	[R1.000-GA-14570]

### Issue 2: There is no near end video in the video window after you log in.

If the video camera is plugged into a docking station or monitor, plug the camera directly into the PC/laptop, and restart Avaya one-X Communicator.

#### Issue 3: There is "frozen" video.

If the video camera is plugged into a docking station or monitor, plug the camera directly into the PC/laptop, and restart Avaya one-X Communicator.

### Issue 4: There is high CPU usage.

If the video camera is plugged into a docking station or monitor, plug the camera directly into the PC/laptop, and restart Avaya one-X Communicator.

### **Using Avaya one-X Portal Integration**

Keep in mind the following information:

 The Avaya one-X Portal Integration URL must be entered in the following format: http://<1XP Server>/1xp/portalclient

Example:

http://onexpalpha01.usae.avaya.com/1xp/portalclient

### NOTE:

Do not include login.jsp at the end of the URL.

• If you are using HTTPS protocol in the Avaya one-X Portal Integration URL, you must use the FQDN in the URL, not the IP address.

## Issue 1: Avaya one-X Portal integration is not working (for example, presence, call logs, and voice messaging are not being updated).

Log out of Avaya one-X Communicator, and then log back in. If this does not address the issue, verify whether this is an Avaya one-X Portal (Avaya one-X Server) issue by logging into the Avaya one-X Portal web client and checking whether the items are being updated.

## Issue 2: You are encountering problems such as calls are not being logged, no messages are shown, and no bridge conference information is displayed.

Verify that the telephone extension specified in Avaya one-X Communicator is associated with your Avaya one-X Portal user account.

# Issue 3: You receive an error message from Avaya one-X Communicator "THE USERNAME SUPPLIED IS DIFFERENT FROM THE USERNAME USED ON INSTALLATION"

Verify the user information in Active Directory. Look specifically for upper-case/lowercase differences in the two User logon name fields on the Properties form for the affected users. Ensure the two User log on name fields on the user's Properties form are the same.

### **Using Microsoft Outlook Integrator**

### NOTE:

If the Avaya Outlook Integrator Add-In with IP Softphone is installed on your PC, you must uninstall it prior to installing Avaya one-X Communicator with the Avaya Outlook Integrator.

### Issue 1: Microsoft Outlook Integrator does not work properly.

Perform the following steps:

1. In the Microsoft Outlook Help menu, open About Microsoft Outlook, and check if the Avaya Outlook Integrator is listed within Disabled Items. If it is listed, enable it.

P P	Part of Microsoft Office Professional Edition 2003 Copyright © 1995-2003 Microsoft Corporation. All rights reserved. Portions of International CorrectSpell <sup>™</sup> spelling correction system © 1993 by Lemou	t & Hauspie Speech
	Products from View and the served of Prefin Spearing Unexer and discontaines (C13)- Products from View Control of Prefin Spearing Unexer and discontaines (C13)- Products from Prevented Disabled Items  Second The items listed below were disabled because they prevented Outlook from functioning correctly. Please note that you may have to restart Outlook for these changes to take place. Select the ones you wish to re-enable.  This ac Av Pr Enable  Qlose  Qlose	curity Technology
Warning: Thi treaties. Una it, may resuli maximum ext	s computer program is protected by copyright law and international uthorized reproduction or distribution of this program, or any portion of in severe civil and criminal penalties, and will be prosecuted to the ent possible under the law.	OK System Info Tech Support Disabled Items

- 2. Verify that the **Avaya Outlook Integrator** folder was created at the installation path (for example, C:\Program Files\Avaya\Avaya Outlook Integrator).
- 3. Verify that the following sub-key was created: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\OneXC AvayaOutlookAddIn

### Issue 2: The Avaya menu does not appear in Microsoft Outlook.

Perform the following steps:

1. In the Microsoft Outlook Help menu, open About Microsoft Outlook, and check if the Avaya Outlook Integrator is listed within Disabled Items. If it is listed, enable it.

About Mic	rosoft Office Outlook	×
	Microsoft® Office Outlook® 2003 (11.8217.8221) SP3 Part of Microsoft Office Professional Edition 2003 Copyright © 1995-2003 Microsoft Corporation. All rights reserved. Portions of International CorrectSpell™ spelling correction system © 1993 by Lemon Products N.V. All rights reserved. French Spelling checker and dictionaries © 1994 Développement, Toulouse (France). All rights reserved. Spanish Spelling Engine © SiGNUM (5). Uda Outlo Excudor. All rights reserved. Micr Disabled Items Wirr Seco The items listed below were disabled because they prevented Outlook from functioning correctly. Seco Please note that you may have to restart Outlook for these changes to take place. Select the ones you wish to re-enable. This Addin: ironport pluq-in for outlook (ipcomp~1.dll)	It & Hauspie Speech 2000 SYNAPSE 1998-2002 by curity Technology nsed from RSA Data
Warning: Thi treaties. Una it, may result maximum ext	s computer program is protected by copyright law and international uthorized reproduction or distribution of this program, or any portion of in severe civil and criminal penalties, and will be prosecuted to the ent possible under the law.	OK System Info Iech Support Disabled Items

2. Verify that Microsoft Office Primary Interop Assemblies are installed for the correct version of Microsoft Office. If the Primary Interop Assemblies are installed, they appear in the Add/Remove Programs list.

O AUU UI KE	nove Programs				الع
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		¥
Change or Remove	🕮 Microsoft .NET Framework 1.1				^
Programs	B Microsoft .NET Framework 1.1 Hotfix (KB928366)				
7	Microsoft .NET Framework 2.0 Service Pack 2		Size	372.00MB	
	🕞 Microsoft .NET Framework 3.0 Service Pack 2		Size	168.00MB	
Add <u>N</u> ew Programs	🛃 Microsoft .NET Framework 3.5 SP1		Size	31.74MB	
-	🔯 Microsoft Compression Client Pack 1.0 for Windows XP		Size	15.29MB	rs <mark>-</mark> -
9	Ø Microsoft Device Emulator version 1.0 - ENU		Size	0.14MB	
Add/Remove Windows	🚱 Microsoft Device Emulator version 3.0 - ENU		Size	2.30MB	
Components	🔀 Microsoft Document Explorer 2005		Size	26.61MB	
	🛃 Microsoft Document Explorer 2008		Size	26.27MB	
Set Brogram	Microsoft FxCop 1.35		Size	6.99MB	
Access and	Microsoft LifeCam		Size	57.64MB	
Deraults	🖟 Microsoft Office 2003 Primary Interop Assemblies		Size	<u>4.99MB</u>	
1	Click here for support information.		Used	<u>rarely</u>	
			Last Used On	7/30/2008	
	To remove this program from your computer, click Remove.			Remove	
	Microsoft Office Communicator 2005		Size	11.76MB	
	Ricrosoft Office Professional Edition 2003		Size	984.00MB	

You can download the assemblies from the following locations:

- Microsoft Office 2003: <u>http://www.microsoft.com/downloads/details.aspx?familyid=3c9a983a-ac14-4125-8ba0-d36d67e0f4ad&displaylang=en</u>
- Microsoft Office 2007: <u>http://www.microsoft.com/downloads/details.aspx?familyid=59DAEBAA-BED4-4282-A28C-B864D8BFA513&displaylang=en</u>

### Issue 3: Microsoft Outlook Contacts are not matching incoming calls.

Perform the following steps:

- 1. Check whether the number to match is not entered in the "Business Fax" field for the contact. Business Fax numbers are not considered for a match.
- Make sure that you have re-indexed the contacts after updating the contact information. Re-indexing is essential after every change to a contact. To re-index, select Avaya >Options from Microsoft Outlook.

🗛 Avaya Options	2 🗙
Journaling Calls Create journal entries for all incoming calls Create journal entries for all outgoing calls	
Incoming Calls  Display notification for incoming calls  Duration Short — Duration Long 15  Pop Up contact for incoming calls  Display only the best match contact	
Minimum number of digits to match	
General Enable Avaya Outlook Integrator Logging Contact Management	
Schedule re-indexing of contacts every: 15 and day Re-Index Now OK Cancel App	s Iy

3. In case the contact is not matched during a call toast, check if the number of the contact appears correctly in the Outlook Journal entry for the call. For the journal entries to be created, the option must be enabled from the **Avaya->Options** menu in Microsoft Outlook.