

Alcatel-Lucent My IC Social Networks R300
(OmniPCX Office)

Technical Release Notes TC1764



CHANGE THE CONVERSATION

Product	My IC Social Networks
Release	R300
Document	Technical Release Notes TC1764
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1 Overview

This document is the Technical Release Note for Release R300 of Alcatel-Lucent Enterprise product “My IC Social Networks”.

My IC Social Networks is a pure software product, installed on end users’ PCs and operating as an Outlook™ plug-in application. It is aimed at gathering and displaying contact information and status from several social networks and enabling to easily initiate communication with those contacts using any possible method available: Email, IM, Voice, SMS.

Its main features are:

- Integration with Microsoft™ (Outlook, Exchange, Active Directory)
- Federation of user directories (Corporate, OXO, Local, Social ...)
- Interaction with existing social networks (MSN, Yahoo, Skype, Facebook)
- Federation of presence information (social networks, Calendar, OXO)
- Enrich the user’s most popular tool - Outlook - with communication services
- Outlook as the unique UC interface for your global communication needs (Email, IM, Voice, SMS)

My IC Social Networks must be used in conjunction with an OmniPCX Office PBX (OXO) to which it connects in order to:

1. Check that My IC Social Networks licence is available and valid,
2. Retrieve the OmniPCX Office contact list and their telephony status
3. Provide basic telephony services.

My IC Social Networks is not a softphone. The end user must associate his/her My IC Social Networks application to his/her OmniPCX Office telephony device (phone station) in order to:

- Display the status of the telephony device (telephony status, list of missed calls ...),
- Provide a set of controls to manage the telephony features of the device (click-to-dial, Make Call, Answer Call, Hold, Unhold, Hang up, Forward ...).

Application My IC Social Networks is available in 9 languages:

- US English
- FR French
- DE German
- ES Spanish
- IT Italian
- PT Portuguese
- NL Dutch
- RU Russian
- CN Chinese

2 History of the document

Edition	Date	Description
01	W1303	Creation for commercial release of the product My IC Social Networks R300 / Build 3769 (delivered with TSP 6.6.2711)
02	W1304	Minor modifications

3 Software Version Download

My IC Social Networks is only compatible with the OmniPCX Office ecosystem.

My IC Social Networks application can be downloaded from the same directory where you download OXO R9.0 SW versions.

It is a zip file named “Build_3769.zip” of less than 40Mbytes which contains several files.

- Unzip the zip file on your PC. You get a new directory named “Build_3769”.
- Enter this new directory. The main file is “My IC Social Networks setup.exe”.
- Double-click on this file to launch installation of My IC Social Networks application (cf. section 6 “Installation & Configuration”).

The Build also contains:

- TSP 6.6.2711 installer for 32-bit Windows OS
- TSP 6.6.2711 installer for 64-bit Windows OS

4 Reference Documents

Following documents can be accessed from the Enterprise Business Portal:
<https://businessportal.alcatel-lucent.com>

4.1 Feature List

From the main page of the Business Portal:
Products > Communication Servers > OmniPCX Office RCE > Key Documents >
“Alcatel-Lucent OmniPCX Office RCE - Release 9.0 - Feature List”

It is an Excel file which lists all OXO features including those of My IC Social Networks at Chapter 14 “Applications”.

4.2 Installation Manual

From the main page of the Business Portal, in the “Quick access” area, click the link to enter the Technical Knowledge Base (TKB) tool.

In the [TKB](#) tool select the Product “OmniPCX Office”, and the release R9.0, in the vertical menu on the left side.

Then click “Download” to open the Download page.

Then click the pdf icon in front of “Installation Manual” to download the document in pdf format on your PC (about 10MByte document).

Installation Manual is available in 9 languages:

US	English
FR	French
DE	German
ES	Spanish
IT	Italian
PT	Portuguese
NL	Dutch
RU	Russian
CN	Chinese

4.3 Technical Documentation (Expert Documentation)

From the main page of the Business Portal, in the “Quick access” area, click the link to enter the Technical Knowledge Base (TKB) tool.

In the [TKB](#) tool select the Product “OmniPCX Office”, and the release R9.0, in the vertical menu on the left side.

Then click “Download” to open the Download page.

Then click the pdf icon in front of “Expert Documentation” to download the document in pdf format on your PC (about 40Mbyte document).

Expert documentation is available in 4 languages:

US English
FR French
DE German
ES Spanish

4.4 User Manual

There is no user manual document for My IC Social Networks.

Help on Line is provided to help end user understand how to use the My IC Social Networks application and features.

When the end user is making use of the My IC Social Networks application he/she can access the Help on Line by clicking on the round “question mark” icon at the bottom right hand corner of the application



Help on Line is available in 3 languages:

US English
FR French
DE German

If you are using My IC Social Networks in a language different from the 3 above, Help on Line is displayed in English.

5 Compatibility

Please ensure that your environment fulfills the following requirements:

5.1 PC (Personal Computer)

It is the PC on which each end user will install and from which he/she will use My IC Social Networks application.

All requirements for PC hardware and software (including minimum versions for social networks like Skype, MSN ...) are detailed in the OXO Installation Manual at chapter 4 “Installation & Cabling”, section 15 “My IC Social Networks”, sub-sections “Operating system & applications” and “Hardware”.

Note: Microsoft .NET Framework 3.5 with Service Pack 1 is a pre-requisite for My IC Social Networks. Microsoft .NET Framework 3.5 is not provided and not installed by My IC Social Networks. Microsoft .NET provided in Pimphony package is not compatible with My IC Social Networks.

5.2 OXO (OmniPCX Office)

My IC Social Networks is only compatible with the OmniPCX Office ecosystem (not OmniPCX Enterprise, not OpenTouch).

OmniPCX Office Release	My IC Social Networks
< R9.0	Not supported
R9.0	Supported

All requirements for licences mandatory to use My IC Social Networks application are detailed in the OXO Installation Manual at chapter 4 “Installation & Cabling”, section 15 “My IC Social Networks”, sub-section “Licensing”.

5.3 OXO telephony device

As presented in the overview, each end user willing to work with My IC Social Networks must associate his/her own OXO telephony device (phone station) to the My IC Social Networks application running on his/her PC. This association is realized during the configuration of the My IC Social Networks application.

Not all types of OXO phone stations can be associated to My IC Social Networks. The list of supported types of phone stations is detailed in the OXO R9.0 Expert Documentation in chapter 8 “General Applications”, section 13 “My IC Social Networks”, sub-section “Supported device list”.

6 Installation & Configuration

6.1 General information

When all requirements of section 5 are fulfilled, installation can be started.

Read carefully sub-sections “Network topologies”, “Pre-requisites”, “OmniPCX Office TAPI licensing”, “Licensing” and “installation” in the OXO Installation Manual in chapter 4 “Installation & Cabling”, section 15 “My IC Social Networks” to understand all the different steps of the procedure.

Double-click on the file “My IC Social Networks setup.exe” to launch installation/configuration of My IC Social Networks application.

First action is to select the installation language from a list of 9 available languages (cf. list in the [Overview](#)). Note that if you select Portuguese or Dutch or Russian or Chinese some screens will be displayed in English during installation.

When everything works correctly, installation and configuration of My IC Social Networks is finished in less than 5 minutes.

Note: All other PC applications must be closed before starting installation.

Note: In order to configure My IC Social Networks correctly the end user who installs My IC Social Networks on his/her PC must know:

- The IP address of the OXO to which his/her phone station is connected
- His/her internal phone number
- His/her OXO user password

Note: The installation program of My IC Social Networks automatically updates the TSP version if necessary.

Note: Read also sub-sections “Dialing Rules”, “Phone and Modem Options” and “Digit for External Line” in the OXO Installation Manual at chapter 4 “Installation & Cabling”, at the end of section 15 “My IC Social Networks” for more information about dialing configuration.

Warning: installation and configuration are not guaranteed if they are realized from a remote site from OXO.

6.2 Case of Skype

Depending on your PC configuration and your corporate IT rules, interaction of Skype and My IC Social Networks may need some manual configuration.

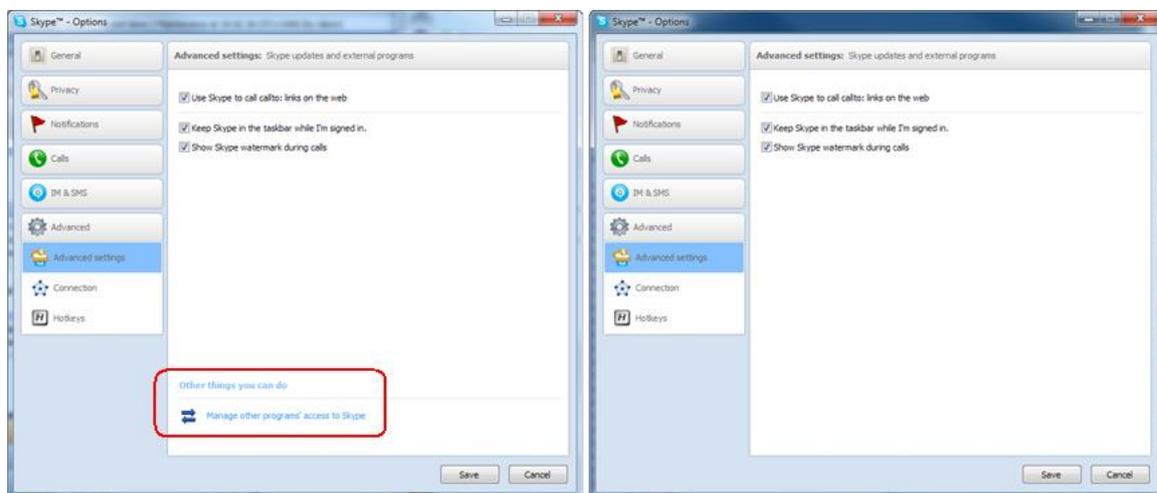
If you are unable to make Skype work with My IC Social Networks, and are not being prompted by Skype to allow access to Outlook, you may have your Skype API disabled.

Skype allows network administrators and local administrators to limit the ways Skype can be used on the computer, through [Group Policy](#). The procedures for doing this are documented in the [Skype IT Administrators guide](#).

One of the options provided is “DisableApi”, which allows administrators to prohibit the use of third party plugins for Skype. If DisableApi is turned on, applications such as My IC Social Networks cannot integrate with Skype.

6.2.1 How do I know if my Skype API is disabled?

1. The Skype API may be disabled on your computer if there is no option to “Manage other programs’ access to Skype” at the bottom of Skype’s Advanced settings (From the menu bar, select Tools -> Options -> Advanced -> Advanced settings):



2. If the registry value `\SOFTWARE\Policies\Skype\Phone\DisableApi` exists and is set to 1, either in `HKEY_LOCAL_MACHINE` or `HKEY_CURRENT_USER\MACHINE`, then the Skype API is disabled.

6.2.2 How do I fix it?

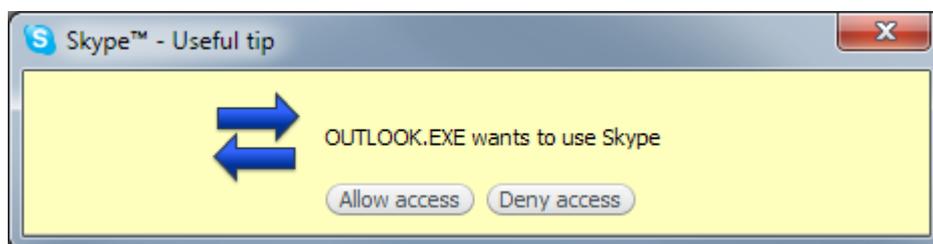
There are several ways you can remove the setting, depending on your situation and ability:

- If the policy on your computer was set by a network your computer connects to, talk to the administrator of the network. The DisableApi setting may have been included among a general list of settings, and not something specifically desired or known about by the organization running the network.
- Change the registry value SOFTWARE\Policies\Skype\Phone\DisableApi from 1 to 0, if it exists in HKEY_LOCAL_MACHINE and/or HKEY_CURRENT_USER\MACHINE, and then restart Skype. Note that using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Use the Registry Editor at your own risk. »
- Manually uninstalling then reinstalling Skype may also clear the registry setting.

If the DisableApi registry setting keeps getting put back in effect, then there is probably a group policy in place that is setting it.

6.2.3 What happens next?

Once the third party API is enabled and Skype has started, when My IC Social Networks is running, Skype will ask you whether Outlook should be allowed to access Skype:



Skype prompting whether Outlook is allowed to access it.

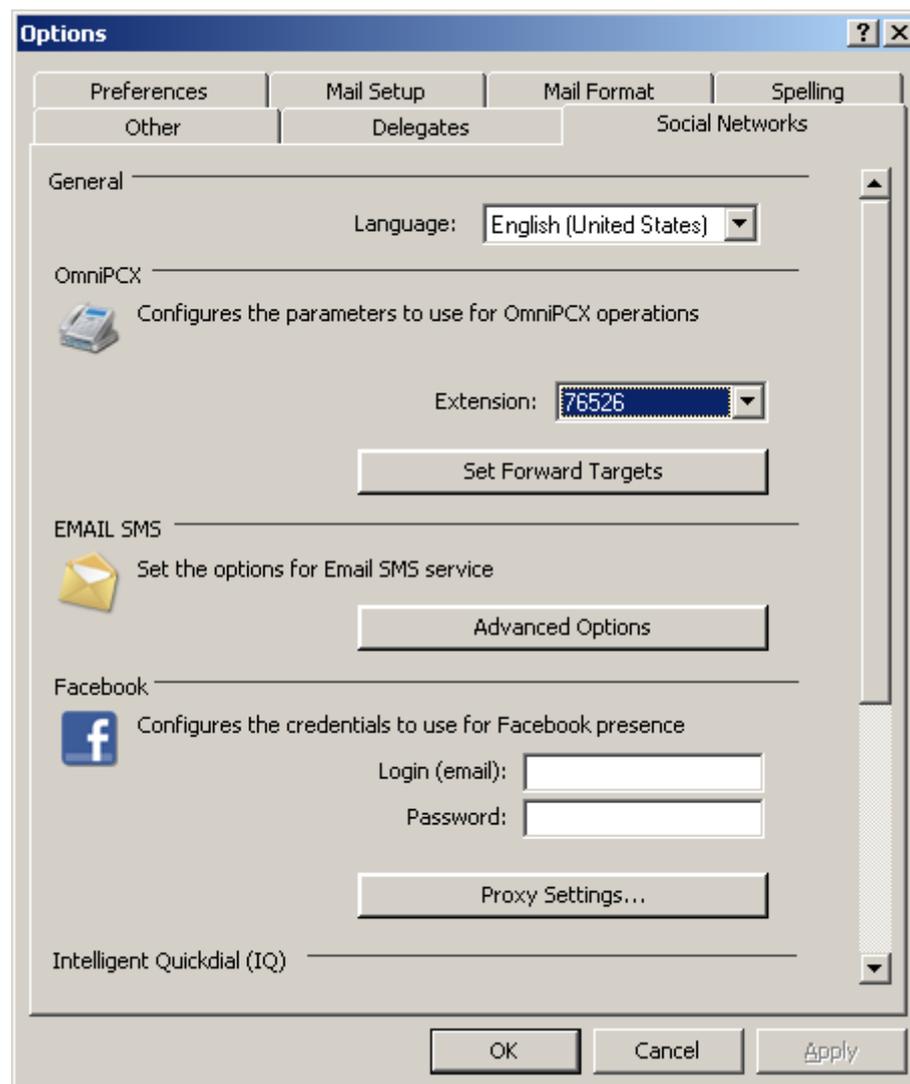
Select “Allow access” to allow My IC Social Networks to integrate with Skype.

7 Use of My IC Social Networks

7.1 Settings of My IC Social Networks

It is possible to change some settings of My IC Social Networks: language, Forward configuration, SMS configuration, Facebook account, Intelligent Quick Dial.

From the Outlook application: Tools > Options > Social Networks



7.2 Dialing to external numbers

End user must first enter the external prefix when dialing to an external number by the means of the dialing input field (it means frequently to start with “0”).



7.3 Busy Lamp Field / Presence information

There are 5 telephony states displayed:

- Idle
- Busy (Ringing, On a call and Call Waiting)
- Do Not Disturb
- Call Forward
- Information Unavailable

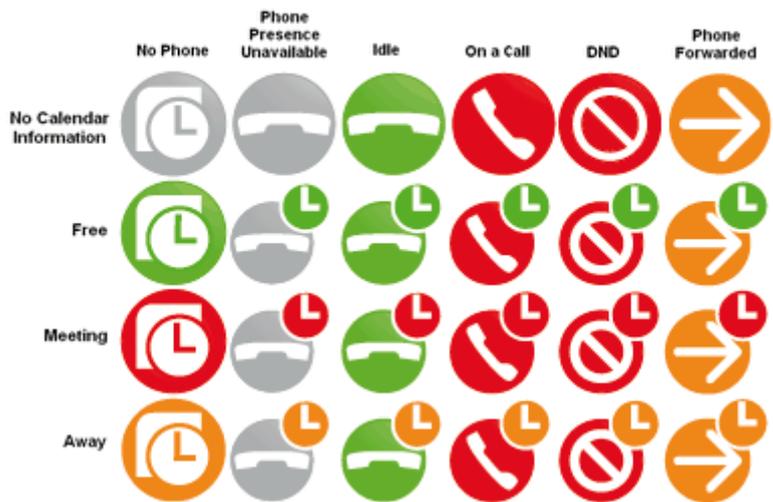
Note: The Information Unavailable state may be encountered at start-up as the OmniPCX Office RCE is being queried for initial status or on phone lines where the phone is not running / not connected to the OmniPCX Office RCE.

There are three Microsoft Outlook states displayed:

- Free
- In a meeting - Hover cursor to display meeting duration - this feature has special importance so users can make the best decision based on the extra level of information provided.
- Away (Out Of Office) - Hover cursor to show return time / date - this reveals the time and date of the planned return. Very useful for associates of people on leave or business trips.

The Outlook and OmniPCX Office RCE Presence states are then combined into one indicator as follows:

Combined Icons



Contact Entry Icons



8 Limitations

1. My IC Social Networks does not provide a way to change the user password
Workaround: change the user password from the associated OXO telephony device
2. The My IC Social Networks telephony services become unavailable if Microsoft Telephony service stops for example due to network issues.
Workaround: Windows > Start > Run -> services.msc startup, restart the Telephony service which in turn restarts Remote Access Auto Connection Manager service and Remote Access Connection Manager service. Also configure the “Startup Type” of the above mentioned services as “Automatic”.
3. Minimize/Close button is not available for My IC Social Networks in Outlook 2003.
Workaround: upgrade to Office 2007
4. Nomadic mode status is not be displayed in My IC Social Networks as TAPI is not notified of Nomadic mode
Workaround: none
5. Answer call and other in-conversation features are not managed in SIP devices and wireless devices (in line with My IC Office). It is only possible to make/release calls on SIP devices and wireless devices.
Workaround: none
6. With Microsoft Office 2003 and 2007, when starting Outlook it may take 2 to 4 minutes for My IC Social Networks to be completely up and running.
Workaround: none
7. Outlook Calendar mining is only available when connected to Microsoft Exchange Server
Workaround: none
8. Help on Line is only provided in English, French and German
Workaround: none

9 Restrictions & Issues

9.1 List of restrictions & issues

In some cases detailed below the workaround is to restart the configuration wizard of My IC Social Networks.

To do it: Windows > Start > Programs > Alcatel-Lucent > My IC Social Networks > My IC Social Networks Phone Configuration

Note: crms is an Alcatel-Lucent code for internal use.

Restriction or Issue	Build 3769		crms
My IC Social Networks should not be associated to a device configured in Manager/Assistant mode. If configured and on enabling the screening mode, Outlook crashes. Workaround : exit/restart Outlook	X		406148
Changed subscriber EDN is not getting reflected in My IC Social Networks application Workaround : After modifying the EDN in OXO, restart the configuration wizard of My IC Social Networks	X		400704
Outlook 2003 doesn't exits properly Workaround : Kill Outlook.exe process from the Windows Task Manager > Process, or wait for ~3-5 minutes that the outlook process exits	X		400803
When My IC Social Networks is associated to My IC Mobile, the "Answer" softkey is enabled but not functional. Workaround : answer the call from My IC Mobile	X		396398
Configuring a Forward in My IC Social Networks does not work for 2 digit numbers nor for external numbers Workaround : either configure Forward from the associated telephony device or configure only for OXO internal numbers if you use My IC Social Networks	X		406603 415313
Both in Server and Client topology, when network is disconnected and reconnected, My IC Social Networks does not restore connection to OXO automatically. Workaround : exit/restart Outlook	X		412808 415427

<p>My IC Social Networks loses some of the contacts of OXO (randomly observed) and sometimes does not show PBX users' presence (randomly observed)</p> <p>Workaround : restart the configuration wizard of My IC Social Networks</p>	X		413706 413769
<p>Information about icons which display OXO telephony state and Outlook calendar state (Busy Lamp Field/Presence Page) is not available in Help on Line in French and German.</p> <p>Workaround: change the language to English to get a full Help on Line, or see in section 7.3 of this document for icon description</p>	X		413825
<p>German translation issues during the configuration wizard</p> <p>Workaround: none</p>	X		414047
<p>Two screens in the installation wizard are in English for the languages Portuguese, Russian & Chinese</p> <p>Workaround: none</p>	X		403839

10 Technical Support

10.1 SLA

This application is considered as non-critical as in case of issue it does not break phone capability because the phone features are still provided to the end user by the means of the associated physical telephony device.

Please note that Alcatel-Lucent Technical Support for this product is provided only during business hours corresponding to the European timezone. Consequently, Business Partners from other timezones (America and APAC) will have one day delay before receiving a feedback when they open a Service Request about My IC Social Networks.

10.2 Service Request (SR)

When you create a Service Request related to My IC Social Networks, please provide the following:

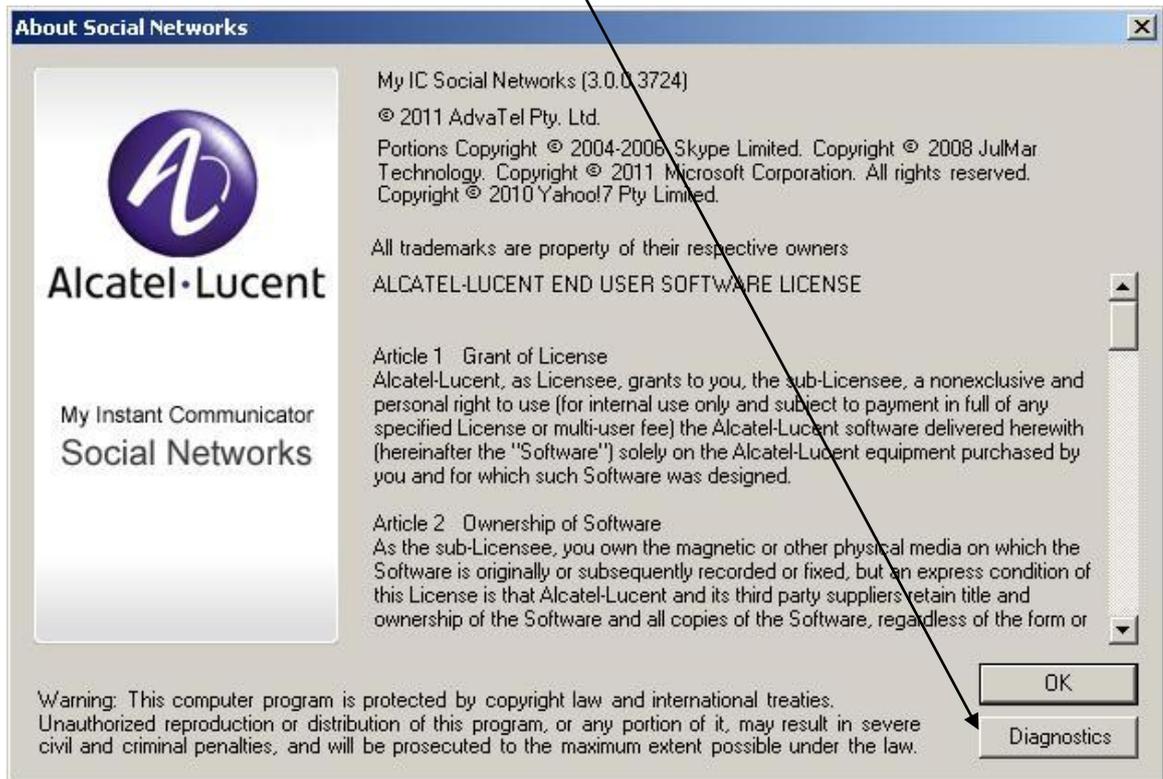
- Description of the issue and the sequence of operations to make it happen
- Screenshot of the PC if display is not as expected
- Build number of My IC Social Networks (e.g. Build 3769)
- OXO Release and version (e.g. R900/37.002)
- Type of associated telephony device (e.g. 4068, 4038, 4029, 8082 ...)
- Microsoft Windows OS (e.g. XP, Vista, Win7)
- Microsoft Office version (e.g. 2003, 2007, 2010)
- List of social networks used (e.g. Skype, MSN, Yahoo, Facebook)
- Diagnostic file which is generated by My IC Social Networks application (see next section)

10.2.1 How to generate the diagnostic file?

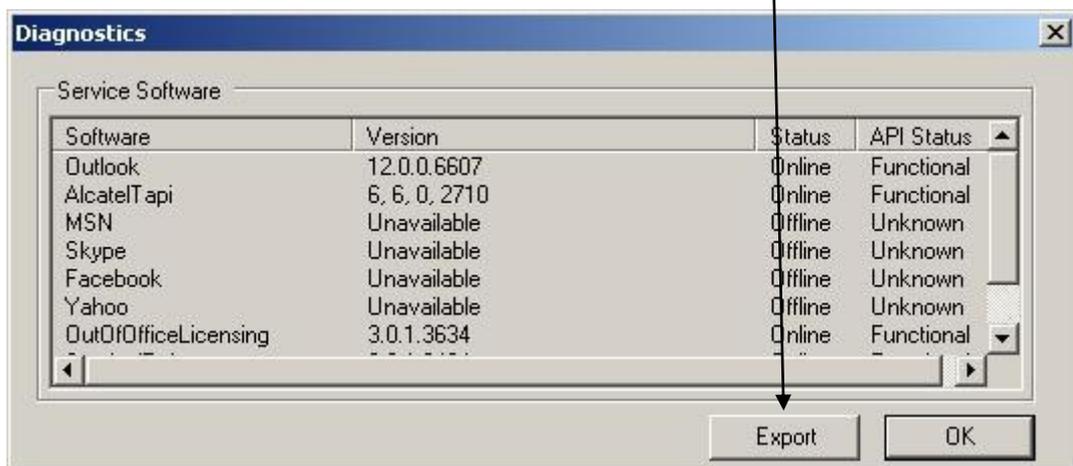
1. Click on the round “information” icon at the bottom right hand corner of the application panel



2. An information window opens. Click on the “Diagnostics” button



3. A small Diagnostics window opens. Click on the "Export" button.



4. A file management window opens to let you choose the name of the diagnostic file and select the directory where you want to store it.

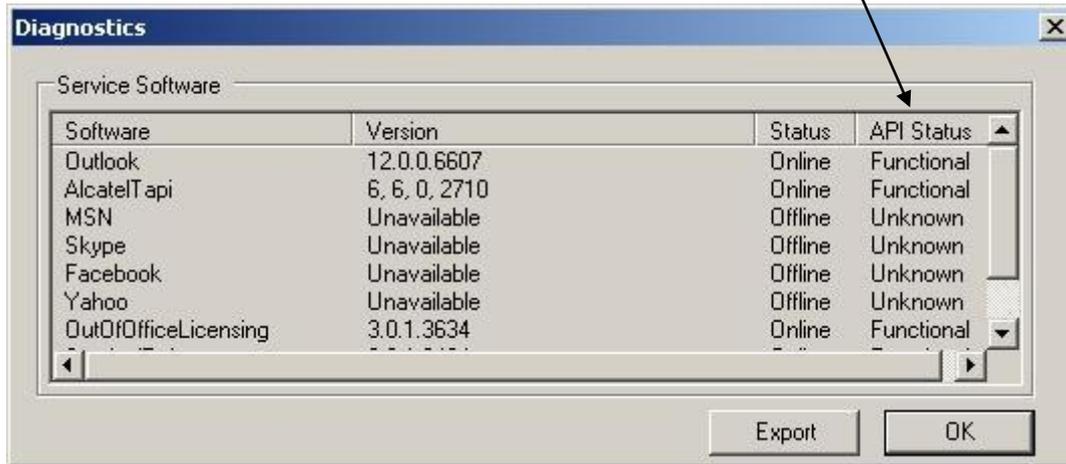
Note: please do not remove the ".log" suffix as it shows that it corresponds to a Social Networks log archive file. You cannot read its contents. Add it to the SR as an attachment.

11 Troubleshooting

11.1 Service Software status

To get the Service Software status repeat steps 1, 2 and 3 of the procedure detailed in section 10.2.1:

A small Diagnostics window opens which displays the status of different applications interacting with My IC Social Networks.



11.2 Basic Troubleshooting

Read sub-section "Basic Troubleshooting" in the OXO Installation Manual at chapter 4 "Installation & Cabling", section 15 "My IC Social Networks" to get a set of troubleshooting procedures which could help you to solve some issues.

11.3 Exit/Restart Outlook

If procedures in the previous section don't help, it is generally a good idea to exit/restart Outlook and check whether the issue disappears or not.

If the issue disappears but comes back later and you don't have another workaround than exit/restart Outlook, open a Service Request with details as explained in section 10.2.

12 Glossary

AAPP	Alcatel-Lucent Application Partner Program
ACS	Alcatel-Lucent Advanced Communications Server
ALE	Alcatel-Lucent Enterprise
AMDS	Automated Message Delivery System
APAC	Asia - Pacific
API	Applications Programming Interface
BP	Business Partner
CAS	Channel Associated Signalling
CCS	Common Channel Signalling
CTI	Computer Telephony Integration
DECT	Digital Enhanced Cordless Telecommunications
DHCP	Dynamic Host Control Protocol
DM	Device Manager (integrated in OXO, part of 8770 for OT)
DTD	Document Type Definition
DTMF	Dual Tone Multi Frequency
EDN	Enterprise Directory Number
FW	Firmware
GUI	Graphical User Interface
HD	High Definition
http/https	Hyper-Text Transfer Protocol / Hyper-Text Transfer Protocol Secured
HW	Hardware
ICS	Instant Communications Suite
IM	Instant Messaging (chat)
IMAP	Internet Message Access Protocol
IP	Internet Protocol
IVR	Interactive Voice Response
IWR	InterWorking Report (test result document managed by AAPP to prove interoperability with external applications)
LAN	Local Area Network
LDAP/LDAPS	Lightweight Directory Access Protocol
M/A	Manager/Assistant
MSN	Microsoft Network

MWI	Message Waiting Indicator
N/A	Not Available
NL	No Limit
NR	Not Relevant
OMC	Office Management Console (PC application for OXO configuration)
OT	OpenTouch
OT 8400 ICS	Alcatel-Lucent OmniTouch 8400 Instant Communications Suite
OTBE	OpenTouch™ Business Edition
OTBEH	OpenTouch™ Business Edition Hosted
OTMS	OpenTouch™ Multimedia Services
OS	Operating System
OXE	Alcatel-Lucent OmniPCX Enterprise Communication Server
OXO	Alcatel-Lucent OmniPCX Office Communication Server
PBX	Private Branch eXchange (private phone switch)
PC	Personal Computer
PCS	Passive Call Server
PiP	Picture in Picture
PoE	Power over Ethernet
PSTN	Public Switched Telephone Network
QoS	Quality of Service
RFC	Request For Comments
RTCP	Real Time Control Protocol
RTP	Real Time Protocol
SDK	Software Development Kit
SIP	Session Initiation Protocol
SLA	Service Level Agreement
SMS	Short Message Service
SSL	Socket Secure Layer
Survivability mode	Operating mode of 8082 My IC Phone when connection to OT SIP Server is lost and backup connection is provided by OXE and/or PCS SIP Server. This mode is valid for OT ecosystem only (OXO ecosystem has no backup Server).
SW	Software
TKB	Technical Knowledge Base
TOS	Type Of Service
TSE	Terminal Server

TSP	TAPI Service Provider
TUI	Telephone User Interface (see Voice access)
UA	Universal Alcatel-Lucent
UC	Unified Communications
UDA	Unified Directory Access
UI	User Interface
UM	User Manual
USB	Universal Serial Bus
VM	Voice Mail
VoIP	Voice over IP
Voice access (TUI)	Feature is accessible from a telephone (Telephone User Interface with DTMF)
VPN	Virtual Private Network
VxML	Voice Extensible Markup Language
Webapp	Web Application. Generic name used to designate any application running on 8082 My IC Phone and providing interaction with the end user (for example the application managing communications which presents telephony features of the My IC Phone is a webapp, the application configuring alarms is a webapp, etc). There are two types of webapps: a native webapp is designed by ALE and integrated in the main software distribution. An external or third party webapp is designed, built and distributed by external developers in accordance with SDK and certification process.
WS	Web Services
XML	Extensible Markup Language

- END DOCUMENT -