OMNIPCX OFFICE MY INSTANT COMMUNICATOR SOCIAL NETWORKS VERSION 3.1.0.4143

This document gives the information on My Instant Communicator Social Networks version 3.1.0.4143 for OmniPCX Office R910.

Revision History

Edition 01: June 10, 2013   MYICSN v3.1.0.4023
Edition 01: December 4, 2013   MYICSN v3.1.0.4143

Legal notice:

Table of contents

1 INTRODUCTION

This document lists the information on My Instant Communicator Social Networks in relationship with OmniPCX Office versions and the new features introduced.

Note

Please refer to Technical Communication TC1764 for the detailed information of the product, Installation procedures, feature list for supported and non supported elements.

2 NEW FEATURES

2.1 New feature in release 3.1.0.4023 for OXO R910

The My Instant communicator Social Network version introduces the support for Windows® 8 operating system:

- Availability of Pounce service on telephony status change "Busy to free" has to be extended to Pounce on idle.

- Click to call from emails on contacts that are not in the buddy list. These contacts will come only from Global address book.

2.2 TSP version 6.7.2935.001

Please refer to the respective "readme" file of the MY Instant communicator Social Network Version for the installation procedures.

3 SUPPORT REFERENCES

3.1 Operating system

Operating System	My IC Social Networks
Windows® 2000 Pro (with SP4) 32bit]	NO
Windows® XP Pro (SP1 or SP2 or SP3) [32bit]	YES
Windows® XP Home (SP1 or SP2 or SP3) [32bit]	NO
Windows® XP[64bit]	NO
Windows® Vista 32 bit edition (with SP1)	YES
Windows® 7 32 bit edition (with SP1)	YES
Windows® 7 64 bit edition (with SP1)	YES
Windows® 8 32 bit edition	YES
Windows® 8 64 bit edition	YES
Windows® 2000 Server (with SP4) [32bit]	NO
Windows® Server 2003 (with SP1 or SP2) [32bit]	NO
Windows® Server 2003 R2 (with SP2) [32bit]	NO
Windows® 2008 server [32bit] (with SP2)	NO
Windows® 2008 R2 TSE (with SP1) [64 bit]	NO

3.2 Applications

My Instant Communicator Social Network is installed on the end user PC as a plug-in application for Microsoft Outlook® only. It supports the following Outlook® version and Exchange servers:

- Microsoft Outlook® 2003, 2007, 2010 [32-bit].
- Microsoft Exchange server 2003, 2007, 2010.

3.3 Optional Components

- Skype™: 3.8.0.188 or later.
- Windows® Live Messenger 2009 (MSN): 14.0 or later.
- Yahoo! Messenger® 10.0.0.1102 or later.

3.4 OmniPCX Office

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

OmniPCX office Release	MY IC Social Network 3.1.0
< R9.0	Not supported
R9.0 & R9.1	Supported
≥ R9.2	Not tested – not supported

4 RESTRICTIONS

4.1 Lists of issues and action

Description	Identifier	Action
Changed subscriber EDN is not getting reflected in My IC Social Networks plug-in	crms00400704	After modifying the EDN from OMC, do a "Write to PCX" from OMC after which data is synced to PCX. Re-run the My IC Social Network configuration wizard
Outlook® 2003 doesn't exits properly Note: occurs with Outlook® 2003 only	crms00400803	Kill Outlook® process from task manager or wait for ~3-5 minutes the Outlook process to exit
MY IC Mobile associated to My IC Social Networks, the Answer softkey is enabled but not functional	crms00396398	Answer from the physical set
In TAPI 2.1 Server Mode, the disconnection is not detected and as a consequence the reconnection is not made. (Issue is seen only in Windows 7)		Restart Outlook®
My IC Social Networks loses some of the contacts of PBX- Randomly observed	crms00413769	Re-run the My IC SN configuration wizard
Refresh slowdown observed in Outlook® for about 5 sec when resuming Outlook® from toolbar	crms00413798	Restart Outlook®
My IC Social Networks connects with default password and there is no option to change default password		The pre-requisite from the user is to change the password from the physical set
The My IC Social Networks telephony services become unavailable if Microsoft® Telephony service stops due to network issues		Incase My IC Social Networks is not working, go to Run -> services.msc from Windows® startup. Restart the Telephony service which inturn 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.

The crms reference is the Alcatel-Lucent code for internal use.

4.2 Additional Restrictions

- Minimize/Close button not is available for My Instant communicator Social Networks in Outlook® 2003.
- Nomadic mode status will not be displayed in My Instant communicator Social Networks as TAPI is not notified of Nomadic Mode.
- Answer call and other in-conversation features are not managed in SIP devices and wireless devices. Only make call and release works on SIP devices and wireless devices.
- In Microsoft Outlook® 2003 and 2007, it would take around 2-4 minutes for My Instant Communicator Social Networks to be completely up on opening of Outlook®.
- Outlook® calendar mining is only available when connected to Microsoft Exchange Server.

5 HISTORIC

The introduction of My Instant Communicator Social Networks 3.1.0.4023 for OmniPCX Office R910 is available in business portal web site from Week 30, 2013. The My Instant Communicator Social Networks should be at least v3.1.0.3934 to support the OmniPCX Office R910.
The version 3.1.0 is the minimum required version to install on Windows® 8 operating system.

The official version of My IC Social Network software and document references are:

My IC Social Network	Date	Technical Communication reference	Description
3.0.1.3769	W1303	TC1764	Release of My IC Social Networks R300 / Build 3769 (delivered with TSP 6.6.2711)
3.1.0.3934	W1313	Not Delivered	Release of My IC Social Network R3.1.0 / Build 3934 (delivered with TSP 6.7.2920)
3.1.0.4023	W1330	TC1844	Release of My IC Social Network R3.1.0 / Build 4023 (delivered with TSP 6.7.2935)
3.1.0.4143	W1349	TC1844	Release of My IC Social Network R3.1.0 / Build 4143 (delivered with TSP 6.7.2955)

6 MAIN CORRECTIONS

6.1 Bug fixes

The table here after details the correction in My Instant Communicator Social Networks since the first version 3.0.1 build 3769.

6.1.1 List of corrections in v3.1.0 Build 4143

Identifier	Siebel	Headline
crms00448315		Messages shown in the Info Panel are not clear
crms00448575		No Caller Identification during the startup of the application
crms00400320	1-140033656	My IC Social Network tool bar cannot be removed

6.1.2 List of corrections between v3.1.0 Build 3934 and v3.1.0 Build 4023

Identifier	Siebel	Headline
crms00435064	1-147706071	Translation issue in My IC Social Networks
crms00426624	1-145160889	My IC Social Networks - no name display
crms00439551		Skype status is not set to "Do Not Disturb" when the user is busy
crms00440113		Phone number translation and formatting support for Greece
crms00428479		Windows® 8 with Outlook® 2010 - Social Networks Add-in is disabled
crms00431891		Social Networks Options under File Menu
crms00430897	1-146898013	German Translation Issues

6.1.3 List of correction between v3.0.1 Build 3769 and v3.1.0 Build 3934

Identifier	Siebel	Headline
crms00364531		New OS Support Windows® 8 operating system
crms00429298		Pounce service available today on telephony status change "Busy to free" has to be extended to Pounce on idle. Click to call from emails on contacts that are not in the buddy list. These contacts will come only from Global address book
crms00425849		Contents of HOL (Help on Line) of French and German are missing
crms00426047		Wrong information shown in the call popup when Social Networks is coming up
crms00425220		Installation wizard languages are corrupted
crms00425218		My IC Social Networks user guide is not updated
crms00417474		TAPI able to configure MYICSN without giving password
crms00425849		Contents of HOL of French and German are missing
crms00426047		Wrong information shown in the call popup when My IC Social Networks is coming up
crms00406603		My IC Social Networks forwarding not working
crms00402486		My IC Social Networks add contact windows loses focus
crms00418906		Tools->Options->IQ and Facebook contents are in English for Italian
crms00419312		Strange behavior of "Set Forward Targets
crms00422081		My IC Social Networks wizard displays available TSP lines in a arbitrary order
crms00425180		Toolbar – clear call forward is not working
crms00425209		Version shown in diagnostics Window is wrong
crms00425974		Answered group call is shown in the missed call list
crms00415427		TAPI 2.0 client mode - Auto reconnection failed
crms00414971	1-141099309	My IC Social Networks direct dialling and IQ dialling is not working
crms00406148	1-141099211	My IC Social Networks makes Outlook® crash
crms00403839	1-140734371	My IC Social Networks: some labels in English during installation in French
crms00403998	1-140773091	My IC Social Networks: mix of languages in the Outlook > Tools> Options > Social Networks
crms00404004	1-140773183	My IC Social Networks : Language of HOL and License is always English
crms00414047	1-143179691	My IC Social Networks German translation issues
crms00413825	1-143211713	My IC Social Networks: Missing pages in Help on Line French and German
crms00398426		Alcatel TSP removed from phone and modem options while uninstalling PIMphony
crms00412808		TAPI 2.1 disconnect/reconnect issue

Follow us on Facebook and Twitter

Stay tuned on our Facebook and Twitter channels where we inform you about:

– New software releases
– New technical communications
– AAPP InterWorking Reports
– Newsletter
– Etc.

twitter.com/ALUEnterpriseCare

facebook.com/ALECustomerCare

Submitting a Service Request

Please connect to our eService Request application.

Before submitting a Service Request, make sure that:

– In case a Third-Party application is involved, that application has been certified via the AAPP
– You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the Technical Documentation Library
– You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the Technical Documentation Library
– You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the Technical Knowledge Center

- END OF DOCUMENT -