



## Avaya 2050 IP Softphone for Windows Release 4.04.0066: 2050 Release 4.4 Read me Document

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Avaya is pleased to announce the availability of the 2050 IP Softphone Release 4.4, which provides quality, robustness, and user experience improvements. This release is being provided as a no charge update to all customers who have previously purchased or upgraded to Release 3.x or 4.x.

Please be aware of a new Product Advisement related to this 2050 IP Softphone Release 4.4 and Verint Call Recording. Customers using the Verint Call Recording application should not move to this 2050 IP Softphone Release 4.4, since it has been observed that Call Recording may not work properly with the 2050 IP Softphone Release 4.4. A fix is planned for this issue in an upcoming maintenance release. Please see the Product Advisements section of this Read Me document.

### Quality Improvements

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This 2050 IP Softphone Release 4.4 continues to improve the overall quality of the 2050 IP Softphone through the delivery of ongoing resolution of customer reports and Avaya identified work items. Seven customer reported cases have been closed and numerous quality improvements have been delivered with this 4.4 release.

The following customer reported issues have been addressed in Release 4.4:

- wi01003553 External – Issues about using PC Keyboard with 2050 IP Softphone R4.3
- wi00995751 External – Unable to run phone with non-administrator account
- wi00995769 External – User is unable to hear Agent Greeting, but the caller is able to hear the Agent Greeting
- wi01014525 External – 2050 R4.3 crashes in Windows 7
- wi01027882 External – wrong non-English characters in Pop Up Caller ID Display
- wi01031099 External – 5 second delay in opening audio streams
- wi00998904 External – French Handsfree/Handset labels incorrect

Further robustness and user experience improvements are included with Release 4.4. Improvements to the following items are included:

- Improved display messaging, and prompt translations in different languages including German
- Improvements in how options are highlighted in Services menu
- Improvements that help avoid unnecessary resets

### Product Advisements

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- **NEW:** An issue with the Verint Call Recording application was observed where the Call Recording application did not record the phone call as expected. Avaya advises customers using the Verint Call Recording application to NOT move to this 2050 IP Softphone Release 4.4. This issue is under assessment now, and a resolution will be planned for inclusion in an upcoming 2050 IP Softphone maintenance release.

- **NEW:** An issue related to VPN has been observed on this 2050 IP Softphone R4.4 and earlier releases of 2050 IP Softphone where users are not able to join Conference Bridges by pressing the number pad to input the Conference Bridge password. That is, the DTMF tones generated do not seem to get to the Conference Bridge and due to that, the user is not able to enter the Conference call. Users needing VPN access should NOT upgrade to a later 2050 IP Softphone version until this issue is addressed.
- **NEW:** Although the 2050 IP Softphone RIs 4.4 natively supports Windows Vista and Windows 7, it could be started in Windows XP compatibility mode. Please note, that this mode is not supported and could cause speech path issues or problems with USB headset detection. Therefore it is recommended to disable Windows XP compatibility mode in Windows Vista / Windows 7.
- This 2050 IP Softphone Release 4.4 may be installed over an existing installation of the 2050 IP Softphone. All user settings, licenses, etc will be retained. Note that if the customer chooses to use MSI installer over EXE, the install process will not clean up the “2050 IP Softphone Extra Modules” component. Customer may do that manually via the Control Panel →Add or Remove Programs on Windows XP, or, via the Control Panel→Programs→Programs and Features on Vista and Windows 7.
- A warning message can appear when the 2050 IP Softphone is started using a new Regular User account, if the new account has been installed on the PC for the first time with an Administrator account using the msi installer method.

The 2050 IP Softphone is able to recover itself if any components, files, or registry keys have been accidentally removed or corrupted. On every start, the 2050 IP Softphone checks its vital components. If they are missing, the Softphone tries to reinstall them using its installation files. This feature works only if the original installation files are accessible for the user who launched the Softphone.

If the 2050 IP Softphone was installed on behalf of a different user account, some components may not be properly registered for the current user. In this case the 2050 IP Softphone will try to setup these components at first startup. The following message will appear at the end.



Reboot action is not required in such a case and can be skipped by pressing the ‘Cancel’ button.

If the original installation files are NOT accessible for this user, the recover action cannot be completed and the message will reappear. To resolve this, the user needs to make the installation files available for this user profile or the Softphone should be reinstalled for this particular user account.

## Supported Platforms

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### Operating Systems

- Microsoft® Windows XP™ (Service Pack 3)
- Microsoft® Windows Vista™ (Service Pack 1) – 32 bit and 64 bit versions
- Microsoft® Windows 7™ – 32 bit and 64 bit versions

## Call Server Compatibility and Requirements

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The 2050 IP Softphone Release 4.4 is compatible with the Avaya Call Servers listed below.

Avaya CS1000: Release 6.0, 7.0, 7.5

Avaya BCM 50: Release 5.0, 6.0<sup>1</sup>

Avaya SRG 50: Release 6.0

Note 1: BCM Release 6.0 or higher is required for Caller ID information to be displayed in the incoming pop-up window as well as support of the Soft-Expansion Module functionality.

## Software Download

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The 2050 IP Softphone Release 4.4 for Windows PC is generally available globally as of December 21, 2012. The software is available for download from the Avaya Support Portal at:

<http://support.avaya.com/css/appmanager/public/support/Downloads/P0659>

The following files are available for download with the Release:

File	Description
4.0x.xxx-all.zip (4.04.066-all.zip)	All installation files.
setup_XXXXXX.msi (setup_404066.msi)	2050 IP Softphone installation file in Microsoft Windows Manager Installation file (msi) format.
setup_XXXXXX.exe (setup_404066.exe)	2050 IP Deskphone installation file in setup.exe format.
setup_server.exe	License Server software setup file.
i2050 ConfigurationTool.exe	Utility for creation of profile settings to enable rapid deployment of the 2050 IP Softphone on user desktops.
i2050GetHWIDTool.exe	Tool for obtaining the Hardware ID used in the creation of licenses.
IPSoftphone2050_Settings.exe	A utility that can be run to configure the 2050 IP Softphone
<b>Country specific software files for Russia, Belarus, and Kazakhstan markets only</b>	
4.04.066-all-NE.zip	Version of 2050 IP Softphone containing no media encryption – for Russia, Belarus, and Kazakhstan markets only.
Setup_NoMediaEncryption_404066.msi	2050 IP Softphone Installation file in Microsoft Windows Manager Installation file (msi) format. This version is for use in Russia, Belarus, and Kazakhstan only.

Setup_NoMediaEncryption_404066.exe	2050 IP Softphone Installation file in setup.exe format. This version is for use in Russia, Belarus, and Kazakhstan only.
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This release is being provided as a no charge update to all customers who have purchased or upgraded to Release 3.x or 4.x.

## License Ordering Guidelines and Procedures

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Software licensing was introduced with the 2050 IP Softphone Release 3.0. Software licensing eliminates the requirement to purchase a CDROM copy of the 2050 IP Softphone Release 3.0 client application on a per-desktop basis. Instead, Right-to-Use Licenses are purchased from Avaya’s Keycode Retrieval System (KRS) which is accessible via the Avaya Support Portal at the link below:

<http://support.avaya.com/krs>

Additional information on generating and retrieving keycodes is provided in a later section of this Readme document, and is included in Product Documentation (See Communication Server 1000 IP Phone Fundamentals, NN43001-368).

Software licensing is based on either a ‘per-user’ (nodal) approach, or a ‘pool-of-users’ (Licensing Server) approach. The per-user nodal approach is loaded onto an individual PC for sole use of that user, and requires the 12-digit Media Access Control (MAC) address of the network adapter upon which the 2050 IP Softphone application will be installed, to be entered into the Avaya KRS system to generate the license. See the instructions below on how to generate node-based licenses for the 2050 IP Softphone.

For the Licensing Server approach, a ‘pool-of-users’ method is used, and provides increased cost-effectiveness for some customers. For example, if a customer has identified that they have 100 active users of the 2050 IP Softphone at any given time, out of a total population of 500 2050 IP Softphone users, they should plan on purchasing 100 (or more) licenses to support their employees. An active (or ‘checked out’) license is required in order to make a call with the 2050 IP Softphone. Licenses are hosted on a Licensing Server, which is a customer supplied PC and is located on the customer premise.

Two order codes are established with 2050 IP Softphone. There is a ‘Right-to-Use (RTU) license for new 2050 IP Softphone Release 4.4 purchases. An upgrade Right-to-Use license has been established offering a discount for installed base customers of Release 1.x and 2.x wishing to upgrade to Release 4.x.

**New Purchases:**

PEC	Description
NTDW84BA	2050 IP Softphone New User License (Release 3.x or 4.x)

**Upgrades from 2050 IP Softphone Release 1.x / 2.x to Release 4.4**

PEC	Description
NTDW84CA	2050 IP Softphone Upgrade License from Release 1 and 2

Note: The Software CD Package will not be available for the 2050 IP Softphone Release 4.0 and higher. The full release is available for download from the Avaya Support Web site and KRS. Refer to the following section, or to the User Documentation, for additional details.

Customers who have previously purchased and installed an earlier version of 2050 IP Softphone may download this Release 4.4 from the Avaya Support portal using their existing licensing. Please refer to the following section.

## Keycode Retrieval Process from KRS

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The 2050 IP Softphone requires a license in order to operate. Upon initial installation, the application will enter into a 30-day 'grace period' which allows users 30 days to obtain the licensing keycode. The grace period may not be extended.

Before proceeding with obtaining keycodes via the KRS system, you must have the following information available:

- If using Node-locked licenses, the 12-digit Media Access Control (MAC) address of the network adapter upon which the 2050 IP Softphone application will be installed, is required. If the PC contains multiple adapters, the i2050GetHWID.exe utility (available with the 2050 IP Softphone release software package) may be used to obtain the MAC address that will be used by the 2050.

The Hardware ID (available through the Diagnostics screen) may also be used as it contains the MAC address. The Hardware ID is a 20-digit ID in the format: 31-32-XX-XX-XX-XX-XX-XX-66-06 where the middle XX digits are the MAC address and the first 4 digits and last 4 digits are the same for all 2050 IP Softphone instances.

If multiple Node-locked licenses are desired, these can be created at the same time. KRS will accept a list of the MAC addresses in a text file in a comma separated value (CSV) format.

Please refer to the section below, or the User Documentation, for the procedure on registering and generating Node-locked licenses for the 2050 IP Softphone.

- If using a Network Licensing Server, for a 'pool-of-users' approach, the Fully Qualified Domain Name (FQDN) of the PC on which the License Server Software is installed is required. The FQDN must be in a dotted decimal format, for example: yourlicenseserver1.yourcompany.com. The 2050 IP Softphone License Server Software can be pre-installed and used to determine the FQDN of the PC using the gethostid.exe utility.
- Purchase Order Number

### Procedure for Registering / Generating Node-locked or Licensing Server-based keycodes for the 2050 IP Softphone:

1. Access the KRS site at: <http://support.avaya.com/krs>
2. Select 'KRS Site' at the bottom of the page, under RELATED LINKS
3. At Step 1, Select 'Global Login'
4. At Step 2, Select product family '2050 IP Softphone', Click GO
5. Enter Login credentials.

Note: The KRS User Guide provides detailed, up-to-date instructions for using the KRS system to create keycodes for the 2050 IP Softphones. To access the KRS User Guide, click on 'Documentation Forms & USER GUIDES' on the left sidebar.

6. Click on 'Product Registration' on the sidebar.
7. Enter a unique name for the Site Name
8. Enter the System ID. For Node-locked licenses, this is the MAC address. For Network Licensing Server, this is the FQDN.
9. Click 'Create'.
10. Click on 'Generate Keycode' on the sidebar

11. At Step 1, enter the Host ID into the Enter HostID field. (Note the HostID is the host name of the PC where the license server is installed, e.g. win2008server.somecompany.com)
12. At Step 2, enter the Purchase Order Number\*. Alternatively, you can search by Avaya Order #, COEO, Customer PO#, or Alternate Order #.

\* Assuming a purchase order has been placed for a number of users, SAP will have created a non-stock PO and will send to KRS. Note: COEO = Common Equipment Order Number for carrier customers. Authorization codes are used by Stocking Distributors.

13. At Step 3, select the quantity / number of licenses desired.
14. Click 'Continue'. The program then returns back to the Select PO screen to allow users to pull licenses from multiple PO's if desired.
15. Click 'Go to Summary'
16. Click 'Generate Keycode'. A new keycode is generated in the KRS database. The user is then directed to the Keycode Retrieve screen.
17. Select 'Download Keycode and apply to System'. The license is saved as a .lic file on the local system.

#### **Expansions:**

1. Click on 'Generate Keycode' on the sidebar.
2. At Step 1, enter the Host ID from the previous step into the Enter HostID field.
3. At Step 2, enter the Purchase Order Number to pull the license entitlement form
4. At Step 3, enter the quantity / number of additional seats required.
5. Click 'Generate Keycode'.

Note: With the 2050 IP Softphone, each license increment generates an additional license file. This is different from other products where a single license file is revised to include the additional values.

If you are experiencing any problems with the KRS system, click on the CONTACT KRS SUPPORT link at the bottom of the page. Some of the documents may include Product Bulletins, Sales and Marketing Bulletins, and NTPs.

## **References and Related Documents**

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The following documents are associated with 2050 IP Softphone for Windows PC on the CS1000:

Communication Server 1000 IP Phone Fundamentals, NN43001-368

2050 IP Softphone User Guide, NN43119-101

2050 IP Softphone Call Center User Guide, NN43119-100

These CS1000 documents can be found on the Avaya Support Portal at: <http://support.avaya.com>

At the top, select Downloads & Documentation and enter '2050 IP Softphone' in the product selection box. This will provide a list of all the Administration and System Programming documents, and User Guides in multiple languages for use with the different supported Avaya Call Servers

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