



Avaya 2050 IP Softphone for Windows Release 4.04.217: 2050 Release 4.4 Service Pack 9 Read Me Document

Avaya is pleased to announce the availability of the 2050 IP Softphone Release 4.4 Service Pack 9 (2050 R.4.4.9) which provides quality and robustness 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.

This Read me document summarizes the new content included in this release, as well as Product Advisements.

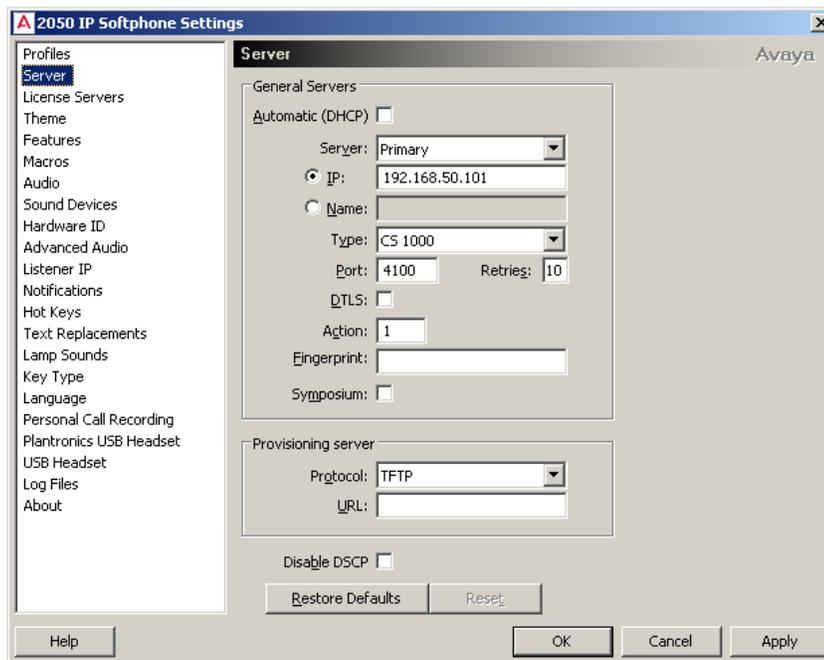
Platform Support and Quality Improvements

This 2050 IP Softphone Release 4.4.9 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. Several customers reported cases have been closed and additional quality improvements have been delivered with this 2050 IP Softphone Release 4.4.9 including the issues documented in the following table.

SR	Ticket	Summary of Resolved Issue
SR# 1-13056587832	IPCLIENTS-12665	"2050PC 4.4 answering a SIP trunk call fails to result in DTMF digit being sent when the user depressed a keypad digit"
SR# 1-12412393309	IPCLIENTS-12639	i2050 hang up during hold/unhold
	IPCLIENTS-12476	I2050 - Example items display incorrectly in Group view
	IPCLIENTS-12406	i2050 does not restart
	IPCLIENTS-12666	CPL cannot start for i2050 SP7
	IPCLIENTS-12651	2050 IP Softphone keeps both old and new profile name in list after modify name.

Product Advisements

- Starting from 4.4 SP7 release audio devices logic was changed:
 - On "Sound devices" tab new items were added to the drop down list: "Use Windows Default Microphone" for microphone and "Use Windows Default Speaker" for speaker.
 - If "Use Windows Default Speaker/Microphone" is selected, i2050 will use Windows "Default Communication device" (or "Default device" in case of "Default Communication device" is not selected). When default device is changed in Windows, i2050 will pick up this changes.
 - When i2050 is configured to use a specific device and this device is unplugged then i2050 will switch to "Use Windows Default Speaker/Microphone" state.
- The DSCP feature has two limitations due to the changes in Windows API added by Microsoft:
 - Softphone must be run with Administrator privileges.
 - User must specify their network card in "2050 IP Softphone Settings" → "Listener IP" → "Use network card".
- An issue related to VPN was observed on the 2050 IP Softphone R4.4 and earlier releases of 2050 IP Softphone where users with Juniper VPN equipment were not able to join Conference Bridges by pressing the number pad to input the Conference Bridge password. That is, the DTMF tones generated did not seem



to get to the Conference Bridge and due to that, users with Juniper VPN equipment were not able to enter the Conference call. This issue was investigated and it was found that the cause was due to Juniper VPN incompatibility with DSCP, and as such all releases of 2050 IP Softphone are affected by this issue. The 2050 IP Softphone Release 4.4 Service Pack 1 and higher includes a workaround to this issue by allowing DSCP to be disabled in the 2050 IP Softphone, so customers with Juniper VPN equipment can now upgrade to this latest release and use the workaround. See the picture above that shows how the new option 'Disable DSCP' has been added into the bottom of the Server page in 2050 IP Softphone Settings menu. The option is unchecked by default. Use the checkbox to disable applying DSCP bits in IP packets.

- Although the 2050 IP Softphone RIs 4.4 Service Pack 9 natively supports Windows 7 and higher, it is possible to start 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 7/8/10.

- This 2050 IP Softphone Release 4.4 Service Pack 9 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. The customer may do that manually via the Control Panel→Programs→Programs and Features on Windows 7/8/10.
- This 2050 IP Softphone Release 4.4 Service Pack 9 could reset if user switches between two profiles very quickly or attempts to cancel the download of a new database of Local Directory.
- It was found that during Windows 10 upgrade process some system libraries are not updated properly and as a result 2050 may not work correctly. It is recommended to make a fresh Windows installation if the customer has some issues.
- User should first install and configure Outlook for Window OS before launching the 2050 IP Softphone and link to Outlook Directory.
- 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

The 2050 Client is supported on the following operating systems

- Microsoft® Windows 10™ - 32 bit and 64 bit versions*
- Microsoft® Windows 8™ - 32 bit and 64 bit versions
- Microsoft® Windows 7™ – 32 bit and 64 bit versions

The Licensing server is supported on the above operating systems plus

- Microsoft® Windows Server 2012 -32 bit and 64 bit Versions

- Windows Server 2008 R2 -32 bit and 64 bit versions
- Microsoft Windows 2003 Server
- VMware ESXI RIs 5

Call Server Compatibility and Requirements

The 2050 IP Softphone Release 4.4.9 is compatible with the Avaya Call Servers listed below.

Avaya CS1000: Release 6.0, 7.0, 7.5, 7.6 (See Note 1)

Avaya BCM 50: Release 6.0 (See Note 2)

Avaya BCM450: Release 6.0 (See Note 2)

Avaya SRG 50: Release 6.0 (See Note 3)

Note 1: Both CS1000 R6.0 and R7.0 are End of Manufacture Support for software; R7.5 will be End of Manufacture Support from 24th September 2013.

Note 2: BCM Release 6.0 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.

Note 3: In SRG Local mode only three out of six programmable keys will be active.

Software Download

The 2050 IP Softphone Release 4.4.9 for Windows PC is generally available globally.

The 2050 IP Softphone Release 4.4.9 is available for download from <http://support.avaya.com>. Select 'Downloads & Documents', and then enter the product name "2050 IP Softphone". Choose "2050 IP Softphone for Windows PC Release 4.4 Service Pack 9 (Build 217) to access the software files and Read Me document.

The following files are available for download with the Release:

File	Description
4.04.217-all.zip	All installation files.
setup_404217.msi	2050 IP Softphone installation file in Microsoft Windows Manager Installation file (msi) format.
setup_404217.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
Country specific software files for Russia, Belarus, and Kazakhstan markets only	
4.04.217-all-NE.zip	Version of 2050 IP Softphone containing no media encryption – for Russia, Belarus, and Kazakhstan markets only.
Setup_NoMediaEncryption_404217.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_404217.exe	2050 IP Softphone Installation file in setup.exe format. This version is for use in Russia, Belarus, and Kazakhstan only.

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

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. Note that support for Microsoft Windows 8 extends to the Licensing Server as well.

Two order codes are established with 2050 IP Softphone. There is a ‘Right-to-Use (RTU) license for new 2050 IP Softphone Release 4.4x 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
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NTDW84BA	2050 IP Softphone New User License (Release 3.x or 4.x)
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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 4.4x from the Avaya Support portal using their existing licensing. Please refer to the following section.

Keycode Retrieval Process from KRS

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

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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