



# BroadWorks Assistant-Enterprise

## Release Notes

Release 14.sp10 (RC)

Document Version 3

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## BroadWorks® Guide

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## Document Revision History

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Release	Version	Reason for Change	Date	Author
14.sp10	1	Created document.	April 1, 2009	Milind Joshi
14.sp10	1	Made changes to mention IE8, and so on.	April 2, 2009	Omar Paul
14.sp10	1	Corrected list of resolved issues.	May 1, 2009	Omar Paul
14.sp10	1	Edited and published document.	May 1, 2009	Andrea Fitzwilliam

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## 1 Introduction

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### 1.1 Overview

This document describes resolved issues in BroadWorks Assistant–Enterprise. For information on maintenance, read the installation instructions and sections applicable to each component.

For detailed content description on applicable issues, see [Appendix 3: Other Impacts](#).

For user interface changes, if applicable, see [Appendix 2: User Interface Changes](#).

### 1.2 Audience

This document is intended for those who are responsible for the deployment and management of BroadWorks Assistant–Enterprise. The document is intended for network administrators and systems integrators to install and maintain BroadWorks Assistant–Enterprise on the BroadWorks platform.

### 1.3 Instructions

When you run the build, you upgrade your current version or perform a fresh installation if a previous version was uninstalled manually (via *Add/Remove Programs*). For information on installing/upgrading using alternative deployment models such as managed networks, consult the respective user guides.

### 1.4 Content Description

The following build contains a complete installation of BroadWorks Assistant–Enterprise and has no install/upgrade dependencies. Use the appropriate packaging tools to ensure customizations are predefined before mass deployment. Each maintenance section identifies known system conflicts.

## 2 BroadWorks Assistant–Enterprise – General

BroadWorks Assistant–Enterprise Release 14.sp10 introduces support for Microsoft Internet Explorer Version 8.

### 2.1 New Functionality

- **55295:** BroadWorks Anywhere
- **70127:** Voice Management Enhancements
- **70045:** Message Waiting Indicator
- **69947:** Password Expiry Functionality via Toolbar
- **66617:** Simultaneous Ringing Answer Confirmation

#### **55295: BroadWorks Anywhere**

The purpose of this feature is to allow the user to view and configure the BroadWorks Anywhere service from the BroadWorks Assistant–Enterprise toolbar.

This feature allows an end user to add, modify, and delete BroadWorks Anywhere locations from the *Anywhere* page of the *Services* dialog box in the Assistant–Enterprise client.

It allows the user to:

- Add, modify, and delete phone numbers with additional data such as *Description*, *Enable Location*, and *Advanced Options*.
- Modify the Anywhere *Alert all locations for Click-To-Dial calls* status.
- View the available portal numbers list.

**NOTE 1:** If the Anywhere service is not licensed to the user, then the *Anywhere* page in the toolbar is disabled.

**NOTE 2:** This feature requires BroadWorks platform Release 14.sp4 or greater.

**WARNING:** Do not add the same phone number on both the Anywhere service list and the Simultaneous Ringing service list. If this is done on incoming calls, two calls are issued to the same number and incoming call handling behavior is inconsistent. BroadSoft recommends using either the Anywhere functionality or the Simultaneous Ringing functionality, but not both.

#### **70127: Voice Management Enhancements**

This feature enhances BroadWorks Assistant–Enterprise Unified Messaging integration to bridge a configuration gap between the web portal and toolbar configuration of the Voice Messaging service.

Three new options are added to the *Voice Messaging* page of the *Options* dialog box in the Assistant–Enterprise toolbar. These three options are:

- Send All Calls to Voice Mail
- Send Busy Calls to Voice Mail

- Send Unanswered Calls to Voice Mail

**NOTE 1:** The Voice Messaging service should be enabled for the user to be able to modify these values via the toolbar.

**NOTE 2:** The three new options are not available if the toolbar is used with a BroadWorks platform release prior to Release 14.0.

### **70045: Message Waiting Indicator**

This feature enhances unified messaging integration in Assistant–Enterprise to provide a visual indicator when new voice or fax messages are received.

If there is a new voice or fax message, the Dial Voice Mail icon has a bright-colored envelope. The icon toggles to the existing gray-colored icon if there are no new messages or after the messages have been deleted or saved. The feature supports BroadWorks and Third-party Voice Messaging platforms.

**NOTE 1:** This feature must have Voice Messaging User service assigned to the user.

**NOTE 2:** To use Fax Messaging, a user must also be assigned the Voice Messaging User service. Fax Messaging inherits the settings from Voice Messaging.

### **69947: Password Expiry Functionality via Toolbar**

This feature provides password change functionality directly from the BroadWorks Assistant–Enterprise toolbar, and allows the client application to detect when the password must be changed by the user.

This feature forces users to change their password in the following scenarios:

- The user is forced to change their password on the first user login to BroadWorks Assistant–Enterprise toolbar.
- The user is forced to change their password when logging in to the BroadWorks Assistant–Enterprise toolbar because the password has expired.

This feature allows users to change their password in the following scenarios:

- A “password expires soon” warning message is displayed to the user on login to BroadWorks Assistant–Enterprise toolbar, and the user is prompted whether they would like to change their password. The user is not forced to change their password.
- The user can change their password on an as-needed basis.

**NOTE 1:** Password Change functionality is only supported when used with BroadWorks platform Release 13.0 or greater.

**NOTE 2:** Password Expiration Detection functionality requires BroadWorks platform Release 14.sp9 or greater service pack, Release 15.sp2 or greater service pack, or Release 16.

**66617: Simultaneous Ringing Answer Confirmation**

This feature enhances BroadWorks Assistant–Enterprise to bridge a configuration gap between the web portal and toolbar configuration of the Simultaneous Ringing service. The Simultaneous Ringing service was enhanced to allow for Answer Confirmation in the BroadWorks platform Release 14.sp4. This feature allows setting the *Answer Confirmation* flag on each of the phone numbers on the Simultaneous Ringing service list.

*Answer Confirmation*, if set on a phone number on the Simultaneous Ringing list, enhances the service to prompt the called party to enter a digit to confirm the acceptance of the call. This ensures that the call is connected to a live party.

**NOTE:** This feature requires activation of feature 51759 on a BroadWorks platform running Release 14.sp4 or greater.

**2.2 Resolved Issues**

**45112:** Configurable Maximum for Number of Rings Setting feature potential impacts on clients

**66631:** Assistant–Enterprise, Release 14.sp3: Call Forwarding No Answer fails to activate with Assistant–Enterprise when *no number of rings* has been selected

If Call Forwarding No Answer (CFNA) was set to “NONE” for number of rings on the web portal, then the toolbar would not have any rings selected in the Call Forwarding No Answer configuration for number of rings. The toolbar was fixed to change the Call Forwarding No Answer number of rings to a drop down, which includes “NONE”. This fix aligned the toolbar with the web portal for Call Forwarding No Answer.

**51697:** Deployment Studio Image (DSI) Issue – In Deployment Studio, Update → Proxy does not have a text field for password

In Deployment Studio, the Update → Proxy did not have a text field for entering the password. This issue has been resolved by adding a password to the Proxy setting for Deployment Studio.

**52747:** Only *Retrieve Group Contacts* option is not sticking when customizing Assistant–Enterprise 14MB4

The *Only Retrieve Group Contacts* setting in the group/enterprise directory node of Deployment Studio was not being saved properly. This issue has been fixed.

**53114:** Assistant Web Pop not URL encoded properly

The toolbar web pop URL was not encoded properly to handle spaces in the parameters. This issue has been fixed.

**57424:** User with space character in password unable to log in to Assistant toolbar

If a user had a space character in their password, they were unable to log in to the toolbar. This issue has been fixed.

**59390:** Assistant only attempting to failover to a maximum of two IPs returned in Domain Name System (DNS)

The toolbar was only trying to connect to a maximum of two IP addresses returned in a DNS query. This issue was fixed so that it tries all IP addresses returned in the DNS query.

**60816:** BroadWorks Assistant–Enterprise 13SP2 MB2 Build 78 Rev1 does not work with slash “xxx/xxxxx”

A number with a “/” in it could not be dialed from the toolbar. This issue has been resolved.

**64281:** BroadWorks Assistant is not compatible with Firefox 3

The toolbar was not compatible with Firefox 3. This fix resolved the issue so that the toolbar supports Firefox 3.

**64773:** BroadWorks Assistant–Enterprise 14 SP2 MB3 crashes Outlook 2007

The toolbar was not compatible with Outlook 2007. This fix resolved the issue so that the toolbar supports Outlook 2007.

**67298:** Assistant causes Internet Explorer (IE) pop-ups to be blank, with “Done” at the bottom (random)

When an IE pop-up opened another browser window, the pop-up was blank with “Done” at the bottom. This issue has been fixed.

**68399:** BroadWorks Release 14.0 Assistant–Enterprise client needs to support BroadWorks Release 16.0 server

The fix for this issue added support to the Assistant–Enterprise toolbar client to work with a BroadWorks Release 16.0 platform.

**68692:** Toolbar cannot swap waiting calls

When an active call is held using the toolbar, and a second call is selected from the drop-down list, the toolbar Answer button is still grayed out and cannot trigger the answering of a call. This issue has been fixed.

**68811:** Customized Assistant–Enterprise to the Slovak language is missing the last translating words

When the toolbar was customized for the Slovak language, some of the translated words were missing in the built application. This issue has been fixed.

**70016:** Assistant–Enterprise client – The time is always on daylight savings time “summertime”

**91080:** Reopened ID # 87668 Timestamp of calls in Assistant

Daylight savings time (DST) was not being calculated correctly for call logs. At certain times in the year, it was an hour off. This issue has been fixed.

**70023:** Graphical issues concerning Assistant–Enterprise

When web link drop-down list label and web link drop-down list tooltip are customized through Deployment Studio, the changes were reflected in Internet Explorer (IE) only. With this fix, the customizations are reflected in IE, Firefox, and Outlook.

**70340:** BroadWorks Assistant–Enterprise 14.6.26 does not allow a SIP URI to be entered in any of the services

Session Initiation Protocol (SIP) Uniform Resource Identifiers (URI) were not allowed to be entered in the toolbar for service configuration. This issue has been fixed so the toolbar service configuration can take a SIP URI or phone number as in the web portal.

**70386:** Toolbar cannot swap waiting calls from Firefox

This is the same issue as 68692, but the fix was for Firefox as the 68692 fix did not fix the Firefox browser.

**83947:** Assistant–Enterprise Release 14.sp6 is not overwriting registry entry for portalServlet on upgrade

The portal address in Deployment Studio for the toolbar was not being saved properly. This has been fixed.

**87339:** Text truncated on *Services* page for Call Forwarding

Text customized in Deployment Studio for the *Call Forward to:* string was being truncated in the application. This issue has been fixed.

**87992:** Assistant–Enterprise shows duplicate outlook contact entries for all contacts

This issue was occurring if there were two Outlook mail profiles on the client machine. The issue has been fixed.

**88134:** Customization issues with Assistant–Enterprise for KPN

There was a problem with customization of text in the toolbar. Some of the customized text was not visible because it was longer than the English version of the text. This issue has been fixed.

**88254:** The *Save Username* item cannot be checked

If *Save Username* option is checked in Deployment Studio under Application Configuration → Options → Account, it was not being retained in the build application. This issue has been fixed.

**88420:** Assistant–Enterprise – Logged out pop-up window displayed in background

When logging into Assistant–Enterprise from a second location, the pop-up window stating “You have been logged out as you have signed in at another location” is only presented in the foreground on the first incident. If the toolbar is logged in to from another location multiple times, the pop-up window is displayed in the background causing confusion for the toolbar user. This issue has been fixed.

**89444:** Parameter from *.dsp* file is not read correctly into BroadWorks Deployment Studio

The value of the check box for *Synchronize language with service profile* was not being stored properly in the Deployment Studio Project file for Assistant–Enterprise. This issue has been fixed.

**89820:** Assistant–Enterprise is not compatible with Internet Explorer 8 (IE8)

The Assistant–Enterprise toolbar was causing crashes on IE8 startup. This issue has been fixed.

**89957:** Assistant – Dial/Transfer Voice Mail does not work if user has no extension

The Dial Voice Mail on the toolbar did not work if the toolbar user did not have an extension. This issue has been resolved by using the full Direct Inward Dialing (DID) of the user to dial voice mail if the user has no extension.

**90744:** When Outlook (OL) is open, the prompt that is displayed includes all the applications running on the PC

If *Retain User Settings* in Deployment Studio is enabled, *Force closure of IE/FX* is enabled, but the display prompt for OL/IE/FX closure is disabled. The prompt on an install lists all applications running on a PC, and not just those that are relevant to the toolbar. This has been fixed.

### **3 Appendix 1: Detailed Content**

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There is none.

## 4 Appendix 2: User Interface Changes

### 4.1 Toolbars

The Telephony Toolbar Services has a new Anywhere button that allows the enabling or disabling of BroadWorks Anywhere numbers, and provides a link to the *BroadWorks Anywhere* configuration page.

The Telephony Toolbar Call Control is modified so that the Voice Messaging icon changes color from grey to a colored icon if there is a message waiting.

### 4.2 Common Dialogs

#### 4.2.1 Options Dialog

Section	Modified
General	No
Account	<b>YES</b>
Connection	No
Dialing Rules	No
Outlook Integration	No
-- Contacts	No
LDAP Integration	No
-- Directory	No
Web Screen Pop	No
Updates	No
About	No

#### 4.2.2 Services Dialog

Section	Modified
<b>Incoming Calls</b>	
Anonymous Call Rejection	No
Call Forwarding Always	No
Cal Forwarding No Answer	No
Call Forwarding Busy	No
Do Not Disturb	No
CommPilot Express	No
-- Available-In Office	No
-- Available-Out of Office	No
-- Busy	No

Section	Modified
-- Unavailable	No
External Calling Line ID Delivery	No
Internal Calling Line ID Delivery	No
Simultaneous Ringing	YES

Section	Modified
<b>Outgoing Calls</b>	
Automatic Callback	No
Calling Line ID Delivery Blocking	No
<b>Call Control</b>	
Anywhere	NEW
Remote Office	No
Call Waiting	No
<b>Messaging</b>	
Voice Management	YES

#### 4.2.3 Directory Style Sheets

Directory	Modified
Call History	No
Speed Dial	No
Personal Directory	No
Group Directory	No
Search Results	No

#### 4.3 Other Interfaces

There is no other interface impact.

## 5 Appendix 3: Other Impacts

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### 5.1 Deployment Studio

BroadWorks Assistant–Enterprise Release 14.sp10 requires BroadWorks Deployment Studio Release 14.sp6.

### 5.2 Documentation

BroadSoft currently issues a Deployment Studio User Guide for the Assistant–Enterprise (for example, *BW-DeploymentStudio-UserGuide-For-Assistant-R14.sp6*).

Beginning with Release 14.sp10 and later, BroadSoft has deprecated this document and collapsed its contents into the Release 14.sp10 Administrator Guide for Assistant–Enterprise (*BW-Assistant-Enterprise-AdminGuide-R14.sp10*). There will not be a *BW-DeploymentStudio-UserGuide-For-Assistant-R14.sp10* document.