

BCM Client Applications Compatibility with Microsoft Windows 8

Software Discussed in This Bulletin

- BCM 50/450 Release 6.0

Background

This bulletin is to announce the BCM Application compatibility for Windows 8 and corresponding patches.

Avaya has tested BCM applications on Windows 8 and there are no BCM updates required to support Windows 8. Please refer to the limitations section for known issues.

Note: Avaya would not resolve or provide fixes for the issues identified on Windows 8.

Analysis

Windows 8 is available in four different editions, *Windows 8*, *Windows 8 Pro*, *Windows 8 Enterprise* and *Windows RT*. Each edition of Windows 8 includes all of the capabilities and features of the edition below it. All editions support the 32-bit processor architecture and all editions (except Starter) support the 64 bit processor architecture. The BCM clients identified in this bulletin are supported on Professional and Enterprise editions. These BCM clients are expected to work without incident on other Windows 8 editions but have not been tested and will not be officially supported by Avaya.

Avaya will support BCM clients on Windows 8 end-user clients and administrator clients for BCM6.0 release only. However, there are exceptions, which are identified in the matrices and notes that follow.

Windows 8 is being released in both 32-bit and 64-bit versions. In general, Avaya will support both 32-bit and 64-bit versions, with support on 64-bit versions being made available through Microsoft's Windows-on-Windows 64-bit (WOW64) emulation. There is an exception for BCM TAPI Service Provider. For details, reference notes in other sections of this bulletin.

Compatibility for patches has been tested for both new installations and PCs being upgraded to Window 8 from Windows 7. Upgrade paths supported by Microsoft are available at <http://windows.microsoft.com/en-IN/windows-8/upgrade-to-windows-8>
<http://windows.microsoft.com/en-IN/windows-8/upgrade-assistant-advisor#1TC=t1>

The testing of BCM clients on Windows 8 also includes BCM web clients and confirms their compatibility with Microsoft Internet Explorer 10.0 (Microsoft's only supported browser on Windows 8).

BCM web clients were previously independently verified for compatibility with Vista and Microsoft Internet Explorer 7.0.

As applicable, the patches for Windows 8 also include support for previously supported versions of Windows 7, Windows Vista, Windows XP Professional, Windows 2000 Professional, Windows 2000 Server and Windows Server 2003. However, the Windows 8 versions of the BCM clients are not compatible with earlier version of Windows, including Windows 95, Windows 98, Windows 98SE and Windows ME. Some of these operating systems were supported for some clients on previous versions of BCM. Note that Microsoft has now discontinued support for all of these operating systems.

Detailed listing of BCM clients supported

- The table below indicates BCM Clients supported.
- The "Patch required?" column indicates whether a patch is required in order to support this client. Note that many clients are supported without the need to apply a patch on the BCM. The release notes for each patch will contain a detailed list of any applicable limitations for the patch.
- The "Applicable BCM releases" columns indicate which clients are supported on which BCM releases. A checkmark indicates a supported client and release. A blank cell indicates the client is not supported on the release. N/A indicates the client is not applicable for the release
- Please also read all notes following this table.
- NOTE: Installers are strongly encouraged to read the "readme" notes associated with these files.

End-User Clients	Patch required on Supported BCMs?	Supported BCM releases	
		BCM450 R6	BCM50 R6
BCM Amp ¹	No	✓	✓
LAN CTE Toolkit, LAN CTE Client/TAPI Service Provider ³	No	✓	✓
ipView Softboard, Reporting for Contact Center ⁵	No	✓	✓
Contact Center Reporting Application Server	No	✓	✓
Application Launcher ¹	No	✓	✓
Mailbox Manager (Browser application) ¹	No	✓	✓
IP Soft Phone 2050 R4 ⁴	No	✓	✓
Desktop Assistant Pro	No	✓	✓
Personal Call Manager ³	No	✓	✓
Multimedia Contact Center ¹	No	✓	✓
Avaya VPN Client	Not Supported	☒	☒
InTouch	No	✓	✓
Supported BCM releases			
Administrator Clients	Patch required on Supported BCMs?	BCM450 R6	BCM50 R6
BCM Element Manager	No	✓	✓
BCM "Homepage" application	No	✓	✓
BCM Monitor	No	✓	✓
CallPilot Manager ¹	No	✓	✓

NCM Server and Client	No	✓	✓
Desktop Assitant Pro Admin Edition	No	✓	✓
SSH Client (Putty)	No	✓	✓
CDR ToolKit, CDR Pull Client and CDR Livestream/CDR Client	No	✓	✓
BCM Call Pilot Unified Messaging Client ²	Not Supported	☒	☒
Digital Mobility Controller and Service Tool	No	✓	✓

Notes on supported clients:

1. Indicates an application with a browser element, for which testing was completed with Microsoft Internet Explorer 10.0 on Windows 8

Multimedia Contact Centre is supported on Windows 8.

Application Launcher is supported only on 32 bit versions and recommendation is to use 32 Bit Java Virtual Machine (JVM) on 64 Bit Windows 8 machine.

2. Currently BCM CallPilot Unified Messaging Client is not supported on Windows 8.
3. The BCM TAPI Service Provider (TSP) will only work on 32-bit versions of Windows 8. Implementation specifics for Windows 8 prevent the BCM TSP working in WOW64 emulation. A native 64-bit version of the TSP is required for support on 64-bit versions of Windows 8.

Note specifically that LAN CTE is supported through WOW64 on 64-bit versions of Windows 8, so only applications that require TAPI support are impacted by the limitation just described. For example, Personal Call Manager (PCM) is a TAPI-based application, so PCM cannot run on a 64-bit version of Windows 8. Desktop Assistant Pro however is a LAN CTE application, so it will run on 64-bit Windows 8. Please consult with developers of any third-party applications to determine whether their applications are TAPI-based or LAN CTE-based.

4. Support of IP Soft Phone 2050 R4 for Windows 8.
5. Upgrade to Windows 8 is not supported for ipView Softboard, Reporting for Contact Center applications. Fresh install of these applications would work on Windows 8.

Recommendations

Carefully examine the table in the section “Detailed listing of BCM clients to be supported in this bulletin” to determine whether a patch is required based on the needs of a specific customer.

The Windows 7 patches should be applied to BCM systems that require Microsoft Windows 8 support for BCM client applications. These patches also address a number of other client issues described in the release notes. Existing installations should have this patch applied if they are experiencing any of the issues that are corrected.

For new PCs

- The patch should be applied to the BCM and the required client(s) must be downloaded from the BCM client-download webpage and installed on the new Windows 8

For upgraded PCs

The recommended order for upgraded PCs is:

- The patch should be applied to the BCM
- Existing client(s) should be un-installed from the PC(s)
- The PC should be upgraded to Windows 8
- The required client(s) should be re-installed from the BCM client-download webpage on the upgraded PC(s)

Note: If the customer still has BCM clients installed on versions of Windows not supported with this patch (e.g. a Windows 98SE system), a copy of the current client should be downloaded from the BCM and saved in a secure place so it can be re-applied to the Windows 98SE system in the event that the PC has to be rebuilt or the client reinstalled.

The Release Notes for each BCM patch will list specific issues resolved, installation instructions for each client and other limitations.

Required Actions

See “Recommendations” above.

Limitations / Known Issues

Reporting Contact Center:

1. wi01082569 - The RCC report Agent Audit by Agent is printed incorrectly in Canadian French language
2. wi01082576 - The RCC Report Explained is printed incorrectly in Canadian French language
3. wi01082579 - The RCC items in the Help menu under Admin tab are printed incorrectly in Canadian French language

Element Manager:

1. wi01071049 - EM shortcut not working on Window 8

Workaround: Element manager exe is available at support.avaya.com. (http://support.avaya.com/downloads/download-details.action?contentId=C201212121025136870_7&productId=P0862) Download and install in the PC. Double-clicking run.bat in the C:/users/<username>/bcm/ installation directory in Windows 8 to launch the EM.

DMM:

1. wi01071049 - DMM shortcut not working on Window 8

Workaround: DMM 1.1.5: No shortcut is required for DMM BCM standalone installer as it run from DMM.bat which is located in DMM.zip. http://support.avaya.com/downloads/download-details.action?contentId=C201210261428548970_4&productId=P0862

DMM IPO 2.1.4: DMM IPO exe is available at support.avaya.com. (http://support.avaya.com/downloads/download-details.action?contentId=C20121221123135140_2&productId=P0160)

If DMM installed using Application Launcher, double-clicking dmm.bat in the C:/users/<username>/bcm/ installation directory in Windows 8 to launch the DMM.

BCM Monitor:

1. wi01071049 - BCM Monitor shortcut not working on Window 8

Work around: BCM Monitor.exe is part of Element manager. EM exe is available at support.avaya.com (http://support.avaya.com/downloads/download-details.action?contentId=C201212121025136870_7&productId=P0862). Download and install in the PC. Double-clicking run.bat in the C:/users/<username>/bcm/ installation directory in Windows 8 to launch the BCM Monitor.

SSH:

1. wi01071049 - SSH shortcut not working on Window 8

Workaround: If we install the SSH from Application launcher, SSH shortcut is not working. Directly install the SSH from <http://www.putty.org/> to start working from shortcut.