Oracle® Communications Convergence

Release Notes

Release 3.0.1

E56613-01

May 2015

ORACLE®

Oracle Communications Convergence Release Notes, Release 3.0.1

E56613-01

Copyright © 2015, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface v

Audience v
Related Documents v
Document Revision History v
Documentation Accessibility v

1 New Features

Instant Messaging Presence Available in the Calendar 1-1
Oracle Communications Contacts Server Integration 1-1
Attachment Previewing in Convergence 1-1
Email and Calendar Search Improvements 1-1
Mail Filtering Improvements 1-2
Sound Notifications for New Email and Instant Messages 1-2
Convergence Monitoring Enhancements 1-2
Security Enhancements 1-2

2 Fixes in This Release

Fixes in Release 3.0.1 2-1

3 Known Problems

General and Installation Issues 3-1
No Support for Mobile Devices 3-1
Cannot Integrate Convergence with Calendar Server 6.3 3-1
Running init-config Displays Warning with Latest JDK in Linux 3-2
After Reloading UI, the Mail Tab Is Displayed 3-2
Messaging Issues 3-2
Attachment Search Fails with CCJ Character Set File Names 3-2
Calendar Issues 3-2
Calendar Event Alarms Not Being Sent By Instant Message 3-2
Yahoo Event Invitations Do Not Properly Display 3-2
Yahoo Event Responses Do Not Display Properly 3-3
Cannot Invite a User to an Event if User Display Name Includes Double Quotes 3-3
Calendar Properties Labels Incorrectly Aligned for Japanese Locale 3-3
Sent Invitations Not Shown in Print View 3-3
All-Day Events Appear for an Extra Day 3-3

Focus Moves to Midnight After Creating an Event 3-3
Quick Add Calendar Functions Not Working Correctly in Non-English Locales 3-4
Address Book Issues 3-4
Group Data Not Properly Migrated When Migrating Address Book to Contacts Server 3-4
Importing CSV to Contacts Server Fails for Japanese and German Locales 3-4
New Contact Tab UI Does Not Appear Properly After Clicking + Icon 3-4
Searching by Display Name or Email Address Hangs Convergence 3-4
Address Book Properties Labels Incorrectly Aligned for French Locale 3-5
Convergence Login Fails if User Has Large Number of pistore Entries 3-5
Errors in iwc_admin Log after Configuring Multiple Corporate Directories 3-5
Instant Messaging Issues 3-5
Calendar Event Alarms Not Being Sent By Instant Message 3-5
Issues With Facebook Gateway With Multiple Convergence Sessions 3-5
Options Issues 3-6
WebRTC Issues 3-6
Unable to Make Outgoing PSTN Calls 3-6
Voice and Video Calling Not Working in Firefox 34 or 36 3-6
Screen Sharing Continues After Call is Put on Hold 3-6
Multiple Login Messages Appear After Firefox Crashes During a Conference 3-6
Video Conference Not Displaying Video for Additional Participants 3-7
Cannot Load Filmstrip Video Conference During a Conference 3-7
WIT Server Does Not Work if Convergence Uses a Customized Main Page Location 3-7
Advertising Issues 3-7
Social Issues 3-7
Facebook Login Displaying English Screen in Non-English Locales 3-7
Error when Connecting to Facebook in Convergence 3-8
Customization Issues 3-8
Default IWCP Command Format in XML and Invalid Commands Return XML Only 3-8
Convergence Does Not Display Right-to-Left Languages Properly 3-8
Convergence Hangs After Adding New Language 3-8

4 Deprecated and Removed Features

Deprecated Features 4-1
Removed Features 4-1

Preface

This guide provides release notes for Oracle Communications Convergence.

Audience

This document is intended for installers and system administrators responsible for managing Convergence.

Related Documents

For more information, see the following documents:

- *Convergence Installation and Configuration Guide*: Describes the requirements for installing Convergence.
- *Convergence System Administrator's Guide*: Describes how to manage and administer Convergence.
- *Convergence Security Guide*: Describes how to install and configure Convergence in a secure configuration.

Document Revision History

The following table lists the revision history for this guide.

Version	Date	Description
E56613-01	May 2015	3.0.1 GA release.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

1

New Features

This chapter describes the new features in Oracle Communications Convergence.

Instant Messaging Presence Available in the Calendar

Convergence is enhanced so that a user can configure their instant messaging status to automatically change based on events in their calendar. If a calendar event is configured to appear as "busy" time, then the user's status automatically changes to busy for the duration of the event.

See the discussion about instant messaging service administration in *Convergence System Administrator's Guide* for more information.

Oracle Communications Contacts Server Integration

Convergence is enhanced to integrate with Oracle Communications Contacts Server to provide the address book service. Contacts Server is a vCard-compliant network address book service store. Contacts Server can migrate your existing address book data to conform to vCard.

See the Oracle Communications Contacts Server documentation for more information.

Attachment Previewing in Convergence

Convergence is enhanced to integrate with Oracle Outside In Transformation Server, which allows Convergence to preview many common attachment types in the browser. When Convergence is integrated with Oracle Outside In Transformation Server, users can preview several types of documents, spreadsheets, and presentations in Convergence without having to launch an external application.

See the discussion about managing attachment previewing in *Convergence System Administrator's Guide* for more information.

Email and Calendar Search Improvements

When searching email or the calendar, the enhanced default behavior is for Convergence to search all attributes at once. For example, when searching the inbox for an email, the search is performed on the subject, the body, the sender, and the recipients all at once.

Mail Filtering Improvements

Convergence is enhanced with the following new email filtering options: message body, attachment type, attachment name, priority, and date.

Sound Notifications for New Email and Instant Messages

Users can configure Convergence to play a sound notification when a new email or instant message is received. You can also customize the sound to be played.

The Convergence online Help includes instructions for enabling this feature.

Convergence Monitoring Enhancements

Convergence is enhanced with new tools and metrics for monitoring Convergence.

The following Java management extensions (JMX) metrics are included in Convergence:

- Number of failed login attempts
- Number of active instant messaging sessions since server start
- Total number of active sessions

Also, use the **iwcmetrics** command-line utility to monitor non-JMX metrics, such as the status of back-end service servers.

See the discussion about monitoring Convergence in *Convergence System Administrator's Guide* for more information.

Security Enhancements

This release of Convergence includes many security enhancements, including:

- Convergence is enhanced to no longer use secure socket layer version 3 (SSLv3).
- Convergence is enhanced to enforce HTTPS redirection by default.
- You can configure Convergence to use HTTP strict transport security (HSTS).

2

Fixes in This Release

This chapter lists the bugs that have been fixed since the previous release of Oracle Communications Convergence.

Fixes in Release 3.0.1

Table 2–1 lists and describes the bugs fixed in this release of Convergence.

Table 2–1 Fixes in Release 3.0.1

Reference	Description
SR #: 3-3345530321 Bug #: 12285898	When you invite a user or resource to a calendar event, the event notification email is sent to the correct calendar or sub-calendar owner.
Bug #: 12297417	Searching an email subject works properly even when the search string includes spaces.
Bug #: 12307415	Anonymous calendar access in Calendar Server 7 has read access.
Bug #: 12400084	Convergence can send calendar invitations by user or calid.
Bug #: 14184608	Scroll bars in Chrome when browser is zoomed out are working properly now.
SR #: 3-7018562123 Bug #: 16599121	The French Version of the Convergence UI appears as intended.
Bug #: 16917502	You can manually change the RSVP status of a calendar or resource configured to automatically accept invitations.
Bug #: 16976935	Online Help Click Next sequence buttons working properly.
Bug #: 17387712	Scroll bars in side panels of Convergence UI working properly in Google Chrome.
Bug #: 17875918	Sound quality does not degrade when an instant messaging chat is upgraded to a voice chat or a video chat.
Bug #: 18280056	Full-screen conferences exit full-screen mode after a video conference ends.
Bug #: 18449572	The advertising module works after upgrading Convergence.
Bug #: 18723157	The **Transfer Call** icon becomes unavailable (greyed out) until the call transfer is complete.
Bug #: 18722969	When the **Call Transfer** button is clicked, it becomes disabled until the call transfer is complete. It is no longer possible to click **Call Transfer** more than once.
Bug #: 18741761	Hanging up a PSTN call successfully disconnects you from the call.

Table 2–1 (Cont.) Fixes in Release 3.0.1

Reference	Description
Bug #: 18791308	Participant who rejects a call no longer appear as a call participant.
Bug #: 19812679	Convergence can successfully connect to flickr now.

3

Known Problems

This chapter describes the known problems and workarounds in Oracle Communications Convergence. Problems are grouped in the following sections:

- General and Installation Issues
- Messaging Issues
- Calendar Issues
- Address Book Issues
- Instant Messaging Issues
- Options Issues
- WebRTC Issues
- Advertising Issues
- Social Issues
- Customization Issues

General and Installation Issues

This section groups together the general known issues for Convergence.

No Support for Mobile Devices

SR number: NA

Bug number: NA

This release of Convergence does not include support for mobile devices such as tablets and smart phones.

Cannot Integrate Convergence with Calendar Server 6.3

SR number: NA

Bug number: 21058516

Convergence cannot be integrated with Oracle Communications Calendar Server 6.3. However, when you run the **init-config** script to configure Convergence, you are presented with the option to select Calendar Server 6.3 as the provider of the calendar service in Convergence.

To work around this issue, do not select Calendar Server 6.3 when you configure Convergence using the **init-config** script.

Running init-config Displays Warning with Latest JDK in Linux

SR number: NA

Bug number: 18234184

Java HotSpot Server VM warning: You have loaded library /opt/sun/comms/iwc/lib/libsetupSDKJNI.so which might have disabled stack guard. The VM will try to fix the stack guard now. It's highly recommended that you fix the library with 'execstack -c <libfile>', or link it with '-z noexecstack'. Finished Loading Default Properties...

After Reloading UI, the Mail Tab Is Displayed

SR number: NA

Bug number: 12213298

When you reload Convergence in the browser, the **Mail** tab appears, even if you were viewing a different tab before reloading Convergence.

Messaging Issues

This section groups together the known issues pertaining to the messaging service in Convergence.

Attachment Search Fails with CCJ Character Set File Names

SR number: NA

Bug number: 12275399

This issue occurs only when there are 2 or more complete characters of the file name in the search.

Calendar Issues

This section groups together the known issues pertaining to the calendar service in Convergence.

Calendar Event Alarms Not Being Sent By Instant Message

SR number: NA

Bug number: 20968603

Oracle Communications Calendar Server can be configured to send event alarms to Oracle Communications Instant Messaging Server release 9.x. Convergence does not display instant messages for event alarms.

Yahoo Event Invitations Do Not Properly Display

SR number: NA

Bug number: 18760552

When a user receives an iMIP/iTIP event notification email from Yahoo, the details do not properly display. The UI message format is broken, and RSVP options do not display correctly. In addition, the event isn't added to the calendar.

To work around this issue, add the channel option **wrapsmtplonglines** to control the Message Transfer Agent (MTA) behavior when it sees illegally long lines in incoming

SMTP messages as per Editing MTA Channel Options. Also, manually add the event to your calendar.

See the Oracle wiki for more information:

https://wikis.oracle.com/display/CommSuite/Editing+MTA+Channel+Options

Yahoo Event Responses Do Not Display Properly

SR number: NA

Bug number: 17388807, 16773937

When a Yahoo user has been invited to an event and that Yahoo user has replied to the invitation, the organizer of the event is likely to have problems viewing the Yahoo user's response in the calendar event.

To work around this issue, refer to the email with the Yahoo user's response to the invitation.

Cannot Invite a User to an Event if User Display Name Includes Double Quotes

SR number:

Bug number: 17386456

If a user display name includes double quotes (for example, *display"name*), that user cannot be added to an invitation.

There is no workaround for this issue.

Calendar Properties Labels Incorrectly Aligned for Japanese Locale

SR number: NA

Bug number: 13495595

When using Convergence with a Japanese locale in Firefox and Safari, some labels for Calendar properties are incorrectly aligned.

To work around this issue, use Internet Explorer or Chrome.

Sent Invitations Not Shown in Print View

SR number: NA

Bug number: 12822157

If an invitation in another status (open/accepted/declined/tentative) is present, then the sent invitations for that day aren't shown in the Sent invitations Print view.

All-Day Events Appear for an Extra Day

SR number: NA

Bug number: 12800541

All-day events are shown on the day of the event as well as on the following day in the agenda and invitations day view.

Focus Moves to Midnight After Creating an Event

SR number: NA

Bug number: 12774109

In Safari, after creating an event, upon returning to the day, week, or next7days views, the UI shows the time as starting from midnight, even though the time shown in the prior view is a different time.

Quick Add Calendar Functions Not Working Correctly in Non-English Locales

SR number: NA

Bug number: 12270149

In the Convergence calendar module, you can create events quickly using the quick add event functionality. For non-English locales, the order in which fields are completed might change as the semantics of the language might differ from English.

To work around this issue, users must provide the event information in the same order required for the English locale.

Address Book Issues

This section groups together the known issues pertaining to the address book service in Convergence.

Group Data Not Properly Migrated When Migrating Address Book to Contacts Server

SR number: NA

Bug number: 20157382

Some group data is not properly migrated when you are migrating address book data to Contacts Server. Specially, when data is being migrated, individual contacts and groups are created, but the groups are empty.

To work around this issue, users have to manually add contacts to their groups.

Importing CSV to Contacts Server Fails for Japanese and German Locales

SR number: NA

Bug number: 20129880

You cannot import a CSV file into Convergence when the Convergence address book service is provided by Contacts Server and the CSV file is localized in Japanese or German.

New Contact Tab UI Does Not Appear Properly After Clicking + Icon

SR number: NA

Bug number: 12905669

When using Safari, when creating a new contact, some sections of the UI do not display properly after clicking on a plus (+) icon to add additional information. Information is not properly shown on the right side pane for new contact form when user tries to add more information by clicking on + sign under other information.

Searching by Display Name or Email Address Hangs Convergence

SR number: NA

Bug number: 12887221

Searching by display name or email address for a user that does not exist in your address book hangs the Convergence client in Internet Explorer 9.

To work around this issue, use a different version of Explorer or another browser.

Address Book Properties Labels Incorrectly Aligned for French Locale

SR number: NA

Bug number: 12864380

When using Convergence with a French locale, some labels for Address Book properties are incorrectly aligned.

Convergence Login Fails if User Has Large Number of pistore Entries

SR number: NA

Bug number: 12813939

Convergence login fails if user has large number of pistore entries.

To work around this issue, reset following convergence parameters to accommodate long LDAP command delay:

- ugldap.timeout
- ab.storeentrieslimit
- ab.pstore.lookthrulimit

Wait for ugldap.timeout to expire then refresh the Convergence login screen.

Errors in iwc_admin Log after Configuring Multiple Corporate Directories

SR number: 3-4124748511, 3-5418585761

Bug number: 12296971

After correctly configuring two corporate directories in an organization, log files show errors after restarting the GlassFish server.

Instant Messaging Issues

This section groups together the known issues pertaining to the instant messaging service in Convergence.

Calendar Event Alarms Not Being Sent By Instant Message

SR number: NA

Bug number: 20968603

Oracle Communications Calendar Server can be configured to send event alarms to Oracle Communications Instant Messaging Server release 9.x. Convergence does not display instant messages for event alarms.

Issues With Facebook Gateway With Multiple Convergence Sessions

SR number: NA

Bug number: 17434431

When a Convergence user is logged into more than one instance of Convergence and connects to the Facebook gateway, Facebook availability is granted to all Convergence instances, but is updated in only a single instance. Chat messages from Facebook are also received in this session only. Chat messages from all Convergence sessions are received in Facebook.

Use the Convergence instance whose buddy list includes Facebook contacts for chatting with Facebook buddies.

There is no work around to get all Convergence instances to update the Facebook availability.

Options Issues

There are no known issues pertaining to Convergence user options.

WebRTC Issues

This section groups together the known issues pertaining to the Web real-time communication (WebRTC) service in Convergence.

Unable to Make Outgoing PSTN Calls

SR number: NA

Bug number: 20303154, 20211855

When Convergence is integrated with Oracle WebRTC Session Controller, which is installed with Media Engine 7.0, Convergence cannot make outgoing calls to the public switched telephone network (PSTN), or outgoing PSTN calls get disconnected.

Voice and Video Calling Not Working in Firefox 34 or 36

SR number: NA

Bug number: 20302366

In some cases, peer-to-peer video and voice calls do not work when Convergence is open in Firefox version 34 or 36.

To work around this issue, use an earlier or later version of Firefox, or use a different browser.

Screen Sharing Continues After Call is Put on Hold

SR number: NA

Bug number: 18676752

If user1 is on a call and is sharing his screen with user2, then places the call on hold and accepts a video conference from another user, user2 continues to see the screen from user1.

Multiple Login Messages Appear After Firefox Crashes During a Conference

SR number: NA

Bug number: 18670858

When Firefox with a valid Convergence session in progress terminates and the browser is restarted, the Convergence session is displayed and mail/calendar/AB/IM works as expected. But, a login popup to the WSC server is also displayed. Even when the user is not in the Convergence window and the popup had been dismissed previously, the popup keeps reappearing.

To work around this issue, the user should logout of Convergence and login again.

Video Conference Not Displaying Video for Additional Participants

SR number: NA

Bug number: 18497072

If invitations are sent to multiple users at the same time to participate in a video conference, the joining participants cannot see the video conference.

To work around this issue, send out invitations one at a time and wait for each user to accept or decline the invitation before inviting another user.

Cannot Load Filmstrip Video Conference During a Conference

SR number: NA

Bug number: 18379769

In Firefox, in a video conference that has lasted more than five minutes, switching the video mode to filmstrip fails to load.

To work around this issue, do not switch to the film strip view after five minutes of video conferencing.

WIT Server Does Not Work if Convergence Uses a Customized Main Page Location

SR number: NA

Bug number: 17072512

If you have customized the location of the Convergence **main.html** page, the WIT Server does not work.

To work around this issue, copy the **webcom.swf** directory from *Convergence_Domain*/**docroot/iwc_static/layout/** to the same directory as your **main.html** page.

Advertising Issues

There are no known issues pertaining to the advertising module in Convergence.

Social Issues

This section groups together the known issues for the social features in Convergence.

Facebook Login Displaying English Screen in Non-English Locales

SR number: NA

Bug number: 16870386

After logging into Convergence as a non-English user and connecting to Facebook, the Facebook login screen displays English instead of the Convergence selected language. If the user logs out and logs back in, the login screen still displays English.

In addition, when a non-English user connects to Facebook Chat in multinetwork Instant Messaging, the Facebook login screen displays English instead of the selected language.

Error when Connecting to Facebook in Convergence

SR number: NA

Bug number: 16670157

If you are using McAfee security, you might get a 403 CoachingSessionExceeded error when connecting to Facebook through the Convergence UI.

To work around this issue, users must copy and paste the URL to another browser tab to give access to the restricted site, then return to Convergence and try again.

Customization Issues

This section groups together the known issues for Convergence customizations.

Default IWCP Command Format in XML and Invalid Commands Return XML Only

SR number: NA

Bug number: 12807684

Response of invalid commands with explicit fmt-out=text/json only return XML.

Convergence Does Not Display Right-to-Left Languages Properly

SR number: 1-473996841, 1-584006005, 1-622051802

Bug number: 12247522 (SUNBT6745772)

This issue occurs if you enable customization and perform the steps to add a custom language to Convergence, then log in as a user created in LDAP with a language preference set to the custom language (for example, Arabic). The UI displays text and aligns widgets left-to-right instead of right-to-left.

Convergence Hangs After Adding New Language

SR number: NA

Bug number: 12247514 (SUNBT6745757)

This issue occurs if you enable customization and perform the steps to add a custom language to Convergence, creating a directory structure as shown in this example:

c11n_Home/**allDomain/nls/***new_language*/**resources.js**

Convergence does not load the directory and the Convergence UI never appears.

To work around this issue, create an empty **resources.js** file in the *c11n_Home*/**allDomain/nls** directory (in addition to the **resources.js** file in the *new_language* directory).

4

Deprecated and Removed Features

This chapter lists any features deprecated or removed from Oracle Communications Convergence.

Deprecated Features

There are no deprecated features in this release of Convergence.

Removed Features

The following features are no longer supported in Convergence:

- Convergence no longer supports Gtalk, Yahoo Messenger, AOL Instant Messaging, and any other non-Federated instant messaging profile types.