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PRODUCTION NOTE

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## ALCATEL-LUCENT RAINBOW™

### PRODUCTION NOTE - Rainbow 1.15.4

OCTOBER, 12<sup>TH</sup> 2016

*Author: Customer Care & Programs/Operations - Cloud Services*

*Target audience: ALE Beta-Tests Champions/ End Customer Administrator*

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## Glossary

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**1PCC:** First Party Call Control

**ALE:** Alcatel-Lucent Enterprise

**API:** Application Programming Interface

**App:** Application

**CAPEX:** CAPital EXpenditure

**ICT:** Information and Communications Technology

**IM :** Instant Messaging

**iOS:** Apple Operating System for iPhone

**IT:** Information Technology

**MUC :** Multi User Chat

**OSX :** Apple Operating System for MAC

**PBX:** Private Branch Exchange

**PSTN:** Public Switched Telephone Network

## 1 Introduction

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The traditional PBX & traffic markets are “evaporating in the cloud”. At the same time, customers are asking for more intensive collaboration. **Actually**, 71% of companies find that knowledge sharing is critical for their organization, and that their collaboration tools have poor ergonomics, do not interoperate, and need to be available from anywhere (*source NetMediaEurope*).

This calls for a ***innovative workplace collaboration service***, which enables cross-community interactions, beyond company-borders, with seamless integration into existing ICT assets.

Alcatel-Lucent Enterprise (ALE) is introducing Alcatel-Lucent Rainbow, an overlay cloud service operated by ALE. Rainbow offers contact management, presence, persistent messaging, audio/video, screen & file sharing, with PSTN termination and API openness to integrate with existing customer PBXs, machines and apps.

### Benefits for customers / users

- Users & business line owners:
  - o New collaboration services for greater team collaboration
  - o beyond company borders (onsite / offsite / open to any business community)
  - o across heterogeneous company sites (independent from existing ICT asset)
  - o frictionless adoption
  - o autonomous & self-management of users community (independent from IT)
- IT:
  - o Click-to deploy
  - o Enterprise-grade (admin, containment, privacy)
  - o Integration with existing telephony (investment protection) & with 3rd-party apps (biz process)
- Finance:
  - o Subscription based (no capex)
  - o Reduce telecom costs
  - o Support: Free with ALE support for users

## 2 Overview

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The present document provides technical information about the promotion to Production of **Rainbow Solution v1.15.4**. It contains several information:

- **“What’s new”** introduces the components delivered as well as the evolutions since the previous delivery;
- **“Things you need to know”** describes the components software environments and other information you need to know before using this release;
- **“Limitations, restrictions and workarounds”** describes implemented feature limitations and issues associated with this release.

## 3 History

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Modifications	Date	Edition
Creation of document for Solution version 1.9.3	15/06/2016	Ed 01
Update of document for Solution version 1.10.1	29/06/2016	Ed 02
Update of document for Solution version 1.10.2	04/07/2016	Ed 03
Update of document for Solution version 1.10.3	06/07/2016	Ed 04
Update of document for Solution version 1.12.1	30/08/2016	Ed 05
Update of document for Solution version 1.12.2	06/09/2016	Ed 06
Update of document for Solution version 1.12.3	09/09/2016	Ed 07
Update of document for Solution version 1.14.3	20/09/2016	Ed 08
Update of document for Solution version 1.14.4	22/09/2016	Ed 09
Update of document for Solution version 1.14.5	26/09/2016	Ed 10
Update of document for Solution version 1.15.4	12/10/2016	Ed 11

## 4 Related documents

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[1] [BU Cloud Customer Care - Technical Information - How to reset your password.pdf](#)

[2] [BU Cloud Customer Care - Technical Information - How to find my logs.pdf](#)

## 5 What's new

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The main purpose of this delivery is:

- To provide the capability to archive Multi-User-Chat content
- To organize contacts of a user according to presence status
- To enhance the “Away” status. Status “away” can be either manually forced by the user or automatically set when the Rainbow user using the desktop is not active since 3 minutes.
- Outlook plug-in improvements
- To display delivery date and read date for messages on iOS
- To manage Jabra and Plantronics USB Headsets for Mac OS Desktop

and to **fix issues** encountered in previous versions:

- Desktop/Web disconnection cases
- “Blinks” during Video and/or Screen Sharing.
- Presence :
  - User remaining sometimes busy after a WebRTC calls (ticket 12552).
  - During "desktop sharing" my status is busy video or busy audio (ticket 15341) & WebRTC call initiated and presented even if the user is in "DND Presentation" (ticket 15495)
- Outlook plug-in :
  - Outlook add-in installation and un-install is combined with Desktop and cannot be performed separately (ticket 14675)
  - Outlook plugin authorizes to initiate a WebRTC call to a user "Online Mobile", the call arrives nowhere (ticket 15742)
- File transfer fixes for more robustness ('File transfer: randomly impossible to send file' ticket 14607/ 'Clients Multi devices : transfer interrupted' 14662)
- On iOS APP, when sliding a bubble, by mistake “Delete” is proposed for a member in addition to “Leave”, choosing this will remove the bubble from the list but not from the server (ticket 15886)

Here are the versions of the different components building the Solution.

Rainbow 1.15.4			
Web	1.15.4 (new)	Android	1.15.5 (new)
Desktop Win	1.15.3 (new)	iOS	1.15.221 (new)
Desktop Mac	1.15.3 (new)	PBX agent	1.16.0
Outlook Plug-in	1.15.3 (new)		



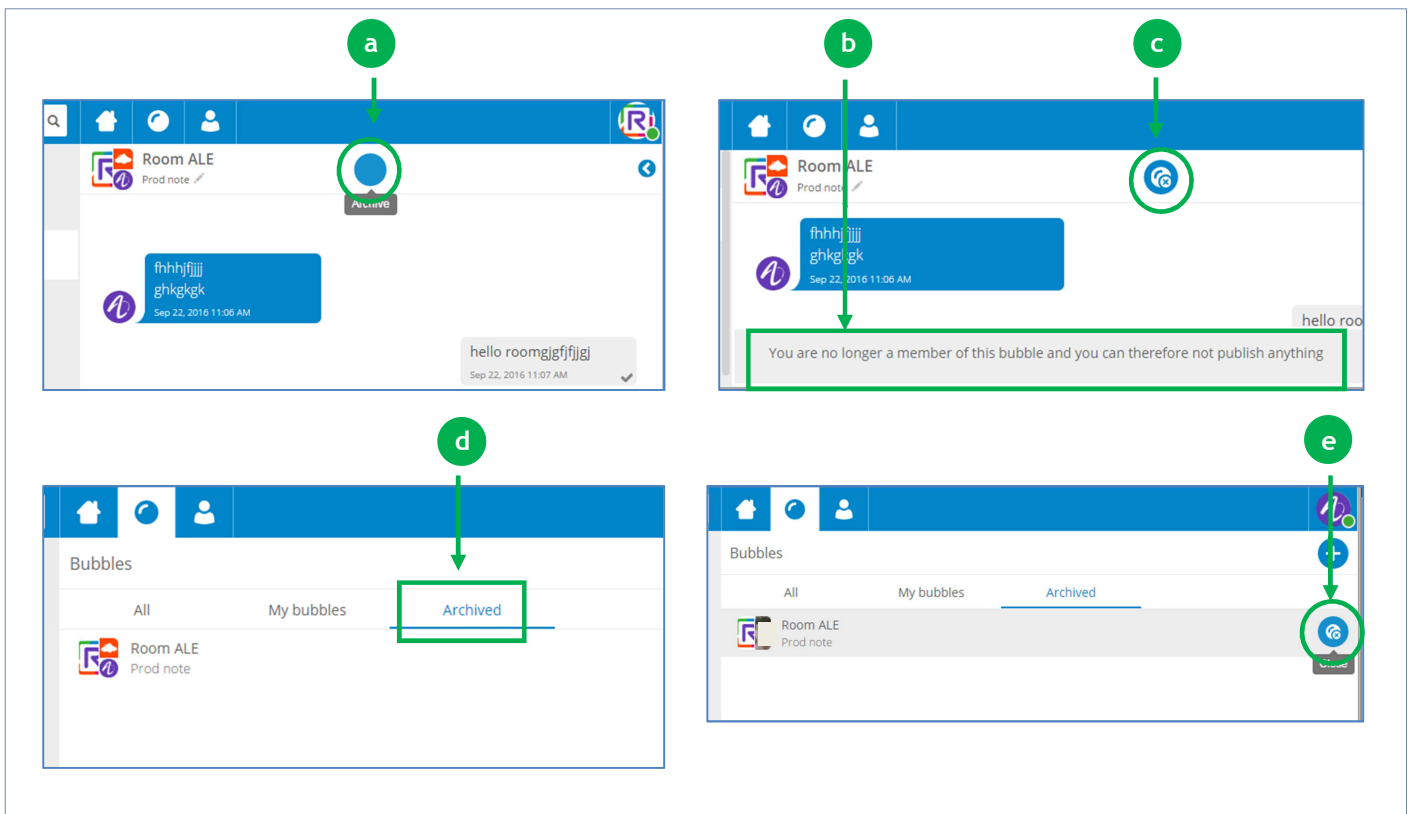
## 5.1 Web Apps

- **Bubble archiving:** a bubble administrator has now the ability to archive his bubble.

An archived bubble is a bubble where current message exchanges are kept and can be consulted, but where no more new message can be published.

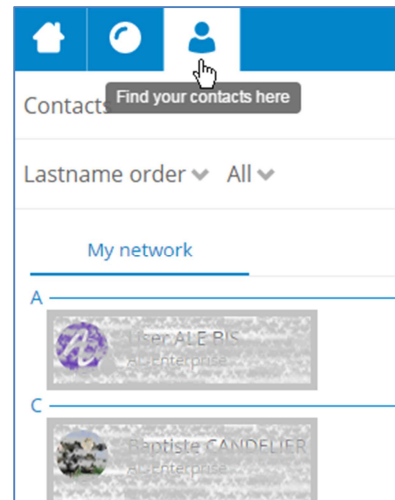
An archived bubble can be deleted.

- An active bubble can be archived in clicking the corresponding button (see **a**). It appears therefore in the 'Archived' tab. (see **d**).
- When going in the archived bubble, a message informs the bubble administrator and participants that publishing in this bubble is no more possible. (see **b**).
- Administrator can delete the bubble (see **c**). This action deletes the bubble on the administrator and participant's side.
- A participant can close a bubble (see **e**). This action will only delete the bubble from his Rainbow application.



- **Enhanced Contacts tab with filtering :**

This tab proposes a new display of all contacts per alphabetic order (per last name, first name or company) and a new ability to sort contacts per their presence status (Online, Pending or All).



- **Add manual away presence**

User can now set manually his presence status to 'Away'.

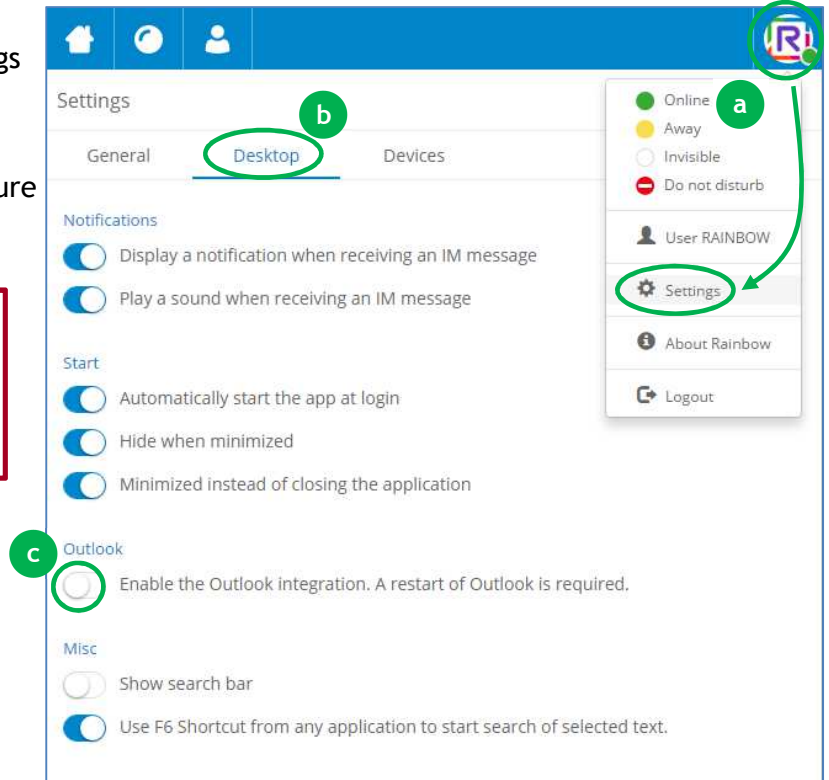
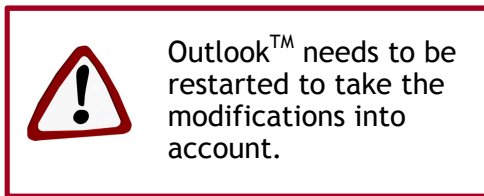
- **Jabra and Plantronics USB Headsets are now well managed with Mac OS Desktop**

## 5.2 Outlook plug-in

- Enable and disable the Outlook™ Plug-in

In order to integrate Rainbow into Outlook™, a setting has been added in the desktop app.

1. Open desktop app's settings
2. In the tab "Desktop"
3. Enable or Disable the feature



- The add-in recognizes smartly your contacts and behaves according to belonging to the Rainbow community

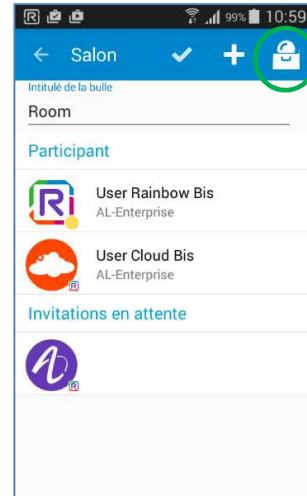
Email selected from	Plug-in	Click on IM leads to
Rainbow User in my contact list		Open a conversation
Rainbow User not in my contact list		Open a conversation and propose to add the user to "my network"
Non-Rainbow user		Open a dialog box offering to send an invitation to the user (if the domain is authorized)

## 5.3 Mobile Apps

- Android

- **Archive Bubble**

This feature is available on Android. Refer to section 5.1 for more details on the feature.

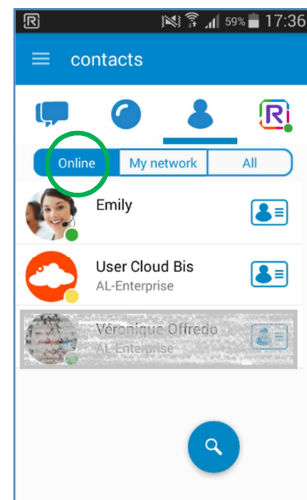


- **Add manual away presence**

User can now set manually his presence status to 'Away'.

- **See only online contacts**

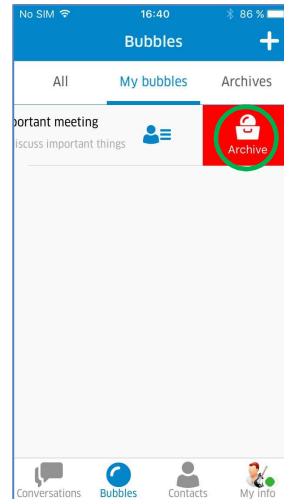
In the Contact tab, only online users can be seen.



- iOS mobiles

- **Archive Bubble**

This feature is available on iOS. Refer to section 5.1 for more details on the feature.



- **Add manual away presence**

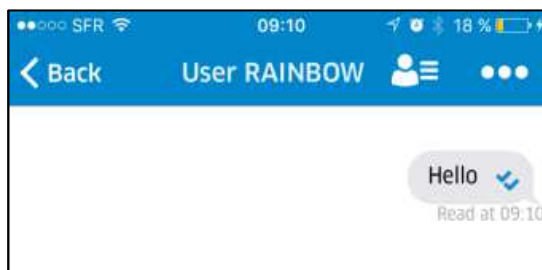
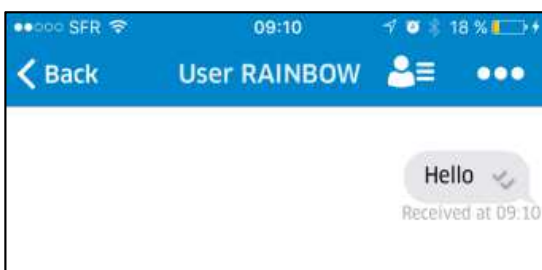
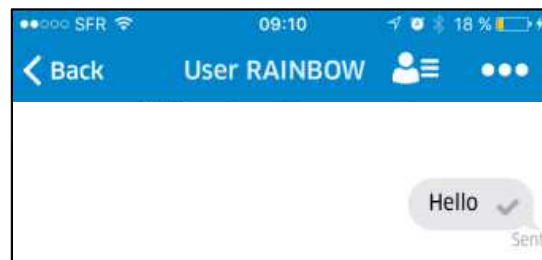
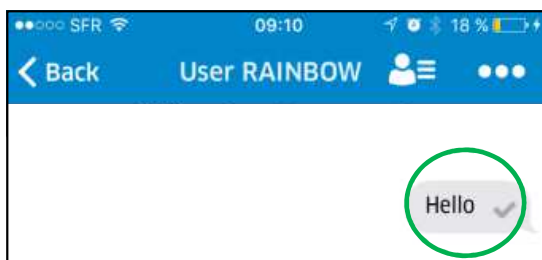
User can now set manually his presence status to 'Away'.

- **See only online contacts**

In the Contact tab, only online users can be seen.

- **Display delivery date and read date for messages**

Pressing on a message, gives more details about delivery date and read date.



## 5.4 Server

- Nothing to report

## 5.5 PBX agent (Telephony Features)

- Nothing to report

# 6 Limitations, Restrictions and workarounds

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This chapter presents the known limitations or restrictions applied to this delivery. It will propose a workaround when identified.

## 6.1 Web Apps

- In Multi-User Chat, the unread messages notifications are functional only for invitations and not for messages themselves.
- 15457 On iOS removing messages in a bubble is not possible
- 16156 A user of the company “Default” cannot be added in a bubble of a user belonging to a Private company
- Screen sharing is only offered on Windows Desktop App, not on OSX desktop neither in Web App
- Quality of WebRTC calls on Firefox is not properly handled
- During enrollment process, a domain name can only be associated to one single company
- 13845 Away presence not always refreshed wisely after a connection with the mobile
- 14595 On the Desktop app : sometimes the “Release” button is not refreshed at the end of a call
- 14662: For unidentified reasons (yet) the file transfer sometimes fail
- 14490 One need to click several times on the Notification “Accept someone to join his network” to close it

- 15061 No “Missed call” message is sent to a user who has not accepted a screen sharing request.
- 15612 Login and email are truncated in 'My Profile' screen
- 15541 The "Busy sharing" presence status might be lost after stopping a slide show
- 15930 Status blocked in Busy state after PBX call
- 16016 The search action doesn't look into user's roster for providing results, it could be problematic in cross company cases
- 16685 In contact page, icon for calls might disappear
- 16690 File transfer: Attach a file followed by Drag & Drop from this window blocks desktop.
- 16716 In some seldom cases, the IM counter is incremented twice when IM is received.
- 16617 / 16646 / 16870 Outlook plugin is suffering inconsistencies between the selected email and related Rainbow capabilities.
- 16412 The value of the Contacts selection is not kept after changing of tab and coming back to the Contacts pane, the default values (Lastname order / All) are always restored.

## 6.2 Mobile Apps

- Android
  - 16631 Can't find Emily with the search function (Android)
  - 16590 Mobile client Android iOS : remove contact from "ALL" tab not possible
  - 13381 Android Rainbow Applications still suffer from too high power consumption - this issue is under fix and will be delivered in the coming weeks.
  - 16855 Android application crashes when acknowledging a contact invitation
- iOS
  - 13381 iOS Rainbow Applications still suffer from too high power consumption - this issue is under fix and will be delivered in the coming weeks.
  - 14511 A conversation is pushed at the end of the conversation list when it is cleaned.

- 14647 The IM counter on the Rainbow icon doesn't give always the good value in case of IM sent during user's disconnection.
- 15617 Sometimes Presence status is not up to date in Multi device configuration

### 6.3 PBX agent

- Nothing to report

### 6.4 Tested Operating Systems (Browser & Mobile)

OS / Browser / Device	Versions	
Windows	Win 7 Enterprise SP1	Win 10 Enterprise v1511
Mac OSX	El Capitan 10.11.6	
Chrome	53.0	
Firefox	49.0.1	
iOS	9.2.1	10.0.2
Android	6.0 / 6.0.1	4.4.4



The following browsers versions are supported:

**Firefox 45 and above**

**Chrome 49 and above**

- End of Document -