AACC 7.1.2 : What is included with the February 28th 2022 AACC 7.1.2 Post General Availability bundle and will it resolve the issue of Internet Explorer going out of support on June 15th 2022

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| **Doc ID** |    | FAQ118386 |
| **Version:** |    | 3.0 |
| **Status:** |    | Published |
| **Published date:** |    | 03 Mar 2022 |
| **Created Date:** |    | 25 Feb 2022 |

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**Answer**

New Functionality in AACC/ACCS 7.1.2 post-GA bundle Platform updates
• Add AACC/ACCS support for Windows Server 2019. Support for Windows Server 2012 R2 and Windows Server 2016 is not impacted. The Server OS guidelines listed in the AACC 7.1.2 Overview & Specification apply to Windows Server 2012 R2, 2016 and 2019.
• Add AACC/ACCS support for Windows 11 for Avaya Agent Desktop, Contact Center Manager Administration, CCMM Administration and CCT. Support for Windows 10 is not impacted. The Windows 10 OS guidelines listed in the AACC 7.1.2 Overview & Specification apply to Windows 11 also.
• Add AACC support for Aura 10.1. AACC 7.1.2 also supports Aura 8.1.3 AACC 7.1.2 also supports Aura 7.1.3 which is now End of Manufacture Support, reference the Avaya lifecycle policy: https://support.avaya.com/css/P8/documents/100081098 Refer to the latest AACC 7.1.2 Release Notes for further information.

AACC/ACCS 7.1.2 support for Microsoft Edge browser and Internet Explorer browser AACC/ACCS 7.1.2 support Microsoft Edge and Internet Explorer 11 browsers for Avaya Agent Desktop and Contact Center Manager Administration, Contact Center Multimedia Administration and Communications Control Toolkit. Microsoft published position on Internet Explorer 11 browser lifecycle:
Internet Explorer 11 - Microsoft Lifecycle | Microsoft Docs “The Internet Explorer (IE) 11 desktop application will end support for certain operating systems starting June 15, 2022. Customers are encouraged to move to Microsoft Edge with IE mode. IE mode enables backward compatibility and will be supported through at least 2029. Additionally, Microsoft will provide notice one year prior to retiring IE mode. Instructions for customers wishing to migrate from IE to Edge browser: Windows 10
• Use the Edge browser included with Windows 10 for Avaya Agent Desktop and Contact Center Manager Administration.
• CCMA ,CCMM Admin and CCT must be run in Edge IE mode as they require the IE engine included within Edge.
• IE11 browser can be disabled but cannot be removed on Windows 10 Client PCs or Windows Server 2012 R2 or Windows Server 2016 or Windows Server 2019, as the IE engine is used by CCMA , CCMM Admin and CCT Windows 11
• Use the Edge browser included with Windows 11 for Avaya Agent Desktop and Contact Center Manager Administration.
• CCMA , CCMM Admin and CCT must be run in Edge IE mode as they require the IE engine included within Edge.
• There is no need to install IE 11 browser

To obtain additional support in regard to this matter Please call ATAC Pre-sales, Sales and Technical support at 720-444-7700or 888-297-4700  (international) and when prompted for what you want support with say CONTACT CENTER or send email to atac@avaya.com with the words Contact Center on your subject line

Best Regards

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