Internet Explorer Support

Element Manager and CCMA require that Internet Explorer 10.0 and Internet Explorer 11.0 be configured to run the web sites in "Compatibility Mode".
Microsoft support indicates that some websites might not display correctly in Windows Internet Explorer 9. For example, portions of a webpage might be missing, information in a table might be in the wrong locations, or colors and text might be incorrect. Some webpages might not display at all.
If a portion of the webpage doesn't display correctly, try one or more of the following procedures:

Note: IE Compatibility Mode must be enabled on IE 10.0 and IE 11.0.

To turn on Compatibility View

1. Open Internet Explorer by clicking the Start button
2. In the search box, type Internet Explorer, and then, in the list of results, click Internet Explorer
3. From the *Tools* menu select the *Compatibility View settings* option and add the relevant website address to the list of websites

The supported browser is Microsoft Internet Explorer 10.0 or later (32 Bit only – 64 Bit not supported).

NOTE: If Avaya Agent Desktop (AAD) is used on a client desktop then individual websites for CCMA and Element Manager should be added to compatibility view. The "Display all websites in Compatibility View" setting in IE should not be used on these clients.

The Avaya Agent Desktop (AAD) uses the Microsoft Edge browser as a rendering engine to display web content. To display sites that are compatible only with Internet Explorer, you must enable IE mode for Agent Desktop using new functionality in Contact Center Multimedia Administration.

CCMA Support with Edge in IE Compatible mode

For all guides and Edge configuration steps, please refer to Avaya Aura® Contact Center Client Administration document, part "Accessing CCMA using Microsoft Edge with Internet Explorer mode".

The important note is you must not delete the Internet Explorer 11 browser from your computer (Windows 10) or your server (Windows 2012, Windows 2016 and Windows 2019) otherwise Microsoft Edge cannot launch CCMA.

Windows 11 does not have Internet Explorer 11 browser. It has Microsoft Edge browser only so users need to configure Microsoft Edge with Internet Explorer mode for CCMA.

Microsoft .NET Framework Support

Avaya Aura® Contact Center 7.1.2.0 is dependent on Microsoft .NET Framework 4.8.
AAAD and some other utilities require .NET Framework 4.8 to be installed.

Windows 11 Support

Windows 11 is supported starting from 7.1.2 Post GA Patch Bundle (March 2022) for Avaya Agent Desktop and Contact Center Manager Administration. The Windows 10 OS guidelines listed in the AACC 7.1.2 Overview & Specification apply to Windows 11 also.