

# **Allworx<sup>®</sup> Interact 5.1 Release Notes** **(Including: Interact, Interact Professional, and Interact Softphone)**

**Release 5.1.29.2567**

**Updated February 05, 2023**



## Copyright

### Documentation

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## Environmental Conditions

### Allworx servers and IP phones:

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#### Operating:

Temperature	+5° to 40° C / +41° to +104° F
Relative Humidity	5 to 90% (non-condensing)

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#### Storage:

Low Temperature Point	-40° C / +40° and any convenient humidity
High Temperature Point	+66° C / +150° 15% RH
High Relative Humidity Point	+32° C / +90° 90% RH

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Allworx® Verge™ IP phone series	Allworx® Interact™	Allworx® Connect™ servers
Allworx® 92xx™ IP phone series	Allworx® Interact™ Professional	Allworx® Connect™ Vx service
Allworx® Verge™ 9304	Allworx® Interact Softphone™	Allworx® Connect™ 731 server
Allworx® Verge™ 9308	Allworx® Interact Sync™	Allworx® Connect™ 536/530 server
Allworx® Verge™ 9312	Allworx® View™	Allworx® Connect™ 536 server
Allworx® Verge™ 9318Ex	Allworx® View™ ACD	Allworx® Connect™ 530 server
	Allworx® OfficeSafe™	Allworx® Connect™ 324/320 server
	Allworx® Migrate™	Allworx® Connect™ 324 server
		Allworx® Connect™ 320 server
Allworx® Reach™		
Allworx® Reach Link™		
Allworx® Reach Extend™		

Revision	Date	Description
A	14-FEB-2019	New Release 4.0.29.2023
B	18-MAR-2019	Updates
C	20-MAR-2019	Updates
D	3-MAY-2019	Patch Release 4.0.30.2044
E	6-MAY-2019	Updates
F	3-JUNE-2019	Patch Release 4.1.5.2065
G	1-JULY-2019	Patch Release 4.2.3.2099
H	29-AUG-2019	Patch Release 4.3.4.2125
I	21-OCT-2019	Patch Release 4.4.10.2185
J	28-OCT-2019	Updates
U	4-JUN-2020	Release 5.0.54.2430 (with Interact Softphone)
V	9-JUL-2020	Release 5.0.60.2451
W	3-AUG-2020	Release 5.0.61.2459
X	9-SEP-2020	Release 5.0.66.2477
Y	8-OCT-2020	Release 5.1.0.2495 (with Visual Voicemail for Interact Softphone users)
Z	13-OCT-2020	Release 5.1.3.2502
AA	14-OCT-2020	More detail on installing release 5.1.3.2502 after experiencing defect case 46110.
AB	29-OCT-2020	Release 5.1.4.2506
AC	16-AUG-2021	Release 5.1.15.2543
AD	18-AUG-2022	Update with support for Windows 11.
AE	06-FEB-2023	Update for Release 5.1.29.2567.

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## Introduction

Allworx Interact™ provides Windows PC users with an intuitive, configurable user interface for controlling an Allworx desk phone (located physically near the user's PC) or an Interact Softphone (running inside the user's PC). There are three ways to use Interact:

- Interact is a free application available to any Allworx user. This basic application mode displays an inbound caller's name and number in a discrete pop-up dialog box on the user's PC desktop. From this dialog box the user can view and answer calls that are incoming to their Verge desktop phone from their PC. They can also choose to send the call directly to their Voicemail (Message Center) or ignore it. Calls must be placed using the Allworx phone dial pad.
- Interact Professional is a per-user licensed application mode that provides an expanded full-featured user interface and additional capabilities to the basic Interact. This expanded user interface window has multiple active panes for Current Calls, Parked Calls, Call History, System and Personal contacts, and a Dialpad. The Contacts pane provides information that includes an Allworx user's presence, availability, and favorite status. With Interact Professional, users can simply click once to dial, transfer, park, or record calls.
- Interact Softphone is a per-user licensed application mode that allows the user's Windows PC to function as a phone. Calls are managed using the Interact Professional expanded user interface and the PC microphone with the PC microphone and speakers, or a PC headset (preferred), for audio hardware instead of an Allworx desk phone. Where a traditional Verge desk phone associates functions with physical buttons (PFKs), Interact Softphone enables those features from the Allworx server and provides indications within the user interface. For example, a Message pane is included in the expanded user interface to provide Softphone users with an indication of new voice messages and access to the Message Center.

**Note:** An Interact Softphone license allows the user to switch between controlling a Softphone and controlling an Allworx Verge desk phone, based on the handsets assigned to the user by the Allworx server administrator.

The Interact User Guide provides information for all features available in the Interact application.

Included in this document are:

- Important Installation Information
- Descriptions of New Features in Version 5.0
- List of Known Issues

## Who Should Read This Document?

The following users should read this document:

- Value Added Resellers
- System Administrators

## Where to Get the Software

The General Availability release is available from <http://get.allworx.com/interact>

Windows PC administrators can choose between an End User Installer (which can upgrade itself automatically) or an Enterprise Installer (which administrators must upgrade). Administrator rights are required for either installer for the first install of Interact Softphone or Interact Sync.

## How to Offer Feedback

If there are crashes or unusual behaviors, your Allworx partner can open a case with Allworx Support. You will be asked for application logs and Interact 5.0 implements a new feature to make it easier to submit application log information: navigate to Interact’s **Settings > Options > Support > Contacting Allworx** and then click **Save logs to zip file...** and email them to [readonly@allworx.com](mailto:readonly@allworx.com).

## Allworx System Software Requirements

Feature	System Software Version (or later)
ACD Agent Window	8.0.6.2 <sup>1</sup>
Active System Calls Window	7.5
Allworx View Shortcut	For 7.7 software series: 7.7.12.6 <sup>2</sup> For 8.0 software series: 8.0.6.2 <sup>2</sup>
Change Password	7.7
Change PIN	8.0
Continue without me	7.5
End All Calls	7.5
Interact Sync	8.0 <sup>3</sup>
Outside Lines Window	7.5
Queue Status Window	7.7 <sup>1</sup>
Record All	7.5 <sup>4</sup>
Sharing Personal Contacts among a single Allworx user’s devices	8.2
Call Handoff	8.2
Phone-hosted four-way conference call	8.2
Missed Call Tracking – Answered Elsewhere	8.2
Drag-and-Drop Behavior	8.4
Park to Extension	8.5
Interact Softphone	8.6 <sup>5</sup>

<sup>1</sup> Requires the ACD feature key.

<sup>2</sup> Requires the Allworx View CDR feature key. View service must be connected to the Allworx Server, and the View service must be reachable from a browser on the Interact user’s PC.

<sup>3</sup> Requires the Interact Sync feature key and System Software 8.0.8.6 or later. System software 8.2 does not require the installation of an Interact Sync feature key to enable this feature.

<sup>4</sup> For improved functionality, System software 8.0.9.5 is recommended. See Recommended Minimum Server Version table.

<sup>5</sup> Requires Interact Softphone feature key, and license assigned to the user, or user eligible to claim license.

## PC Operating System Compatibility

Interact Professional Version	Windows 7	Windows 8/8.1	Windows 10	Windows 11
2.1 and later	X	X	X	X
2.0 and earlier	X	X		

## What’s New for Release 5.0.\*

### Interact Softphone

The Interact Softphone software is delivered with Interact software, and users with an Interact Softphone license can use their Windows PC as a phone – with the Interact Professional user interface and a PC headset for audio hardware (instead of Allworx desk phone hardware). An Interact Softphone license also allows the user to switch between controlling a Softphone and controlling a desk phone.

<b>Interact Softphone Features</b>
<i>Includes all common phone features with an Interact Professional user interface.</i>
<ul style="list-style-type: none"> <li>Softphone configuration is completed on the Allworx server using the Allworx System Administration web page.               <ul style="list-style-type: none"> <li>Handset configuration: instead of configuring PFKs (for desk phones), administrators configure functions without picking specific button positions.</li> <li>Softphone “handsets” can be created by server administrators, or administrators can make users eligible to create their own.</li> <li>This is described in detail in the Allworx System Software 8.6 Release Notes and Allworx System Software 8.6 User Guide.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Users configure their audio configuration in Softphone by selecting Microphone, Speaker, and Ringtone audio routes from among the available Windows audio devices.</li> </ul>
<ul style="list-style-type: none"> <li>Call appearances, line appearances, calling, conferencing, recording, holding, transferring, ringtones are all included.</li> </ul>
<ul style="list-style-type: none"> <li>Users can be an ACD agent; including receiving supervisor’s barge-in, silent monitor, or whisper calls.</li> </ul>
<ul style="list-style-type: none"> <li>Interact Softphone handsets can be configured (using the Allworx System Administration Handset Configuration web pages) to receive emergency alerts. Interact displays those alerts on the PC.</li> </ul>
<ul style="list-style-type: none"> <li>Supports the G.711μ/A, G.729, and G.722 codecs.</li> </ul>
<ul style="list-style-type: none"> <li>Users have the option of connecting Interact Professional software to either Allworx Interact Softphone (using the PC’s audio hardware or, for example, a USB audio headset), or to an Allworx desk phone.</li> </ul>
<ul style="list-style-type: none"> <li>Users can migrate their softphone license from one PC to another (e.g., desktop by day, mobile by night, and back again). When the Interact user selects which handset to control, selecting a softphone running on another PC automatically migrates the softphone license to the current PC.</li> </ul>
<ul style="list-style-type: none"> <li>Notification of unread/total messages (FB42668) and button to call the Message Center</li> </ul>
<ul style="list-style-type: none"> <li>Hold/Park reminder (FB42703)</li> </ul>
<ul style="list-style-type: none"> <li>Complete support for Queue Appearances, including Ring All login/logout (FB42705).</li> </ul>
<ul style="list-style-type: none"> <li>Queue Alarms (FB42704)</li> </ul>
<i>Continued</i>

**Interact Softphone Features**

*Includes all common phone features with an Interact Professional user interface.*

- Ring Group PFK-equivalent (FB42706)
- Call Supervision – initiating barge-in, silent monitor, or whisper calls by an ACD supervisor – however, in order to configure it, Server 8.6.3.4 is required (planned for general release on 5/7/2020, Server case FB44381)
- Support for automatically discovering all of a server’s IP addresses so Interact can automatically connect to either WAN or LAN address (for example when a mobile laptop user moves between office and home locations (FB42712)
- Audible Dialing (FB44314)
- Visual Voicemail Player (FB42395) [Interact 5.1]

**Features planned for future releases**

- Headset Answer button support (FB42707)
- Headset End Call button support (FB42699)
- Schedule PFK-equivalent (FB42722)
- Messages PFK-equivalent to monitor other mailboxes and call the Message Center (FB42721)
- Centrex Flash PFK-equivalent (FB42597)
- Call Waiting Tone (FB43585)
- Visual Indicator of G.722 call (FB44213)
- Paging groups – receiving pages (FB42718)
- Single PC, multiple remote softphone users (Windows terminal server) (FB42725)
- Handoff to Reach (FB42715)
- Integration with Microsoft Teams (FB39933)

**Installation Quick Start Guide for Interact Softphone**

1. Allworx Connect server must be running Allworx System Software 8.6.1.5 or higher.
2. Allworx Connect server needs a feature key for however many Interact Softphones are needed.
3. Allworx server administrator may create Handset Configuration Templates for some classes of users (e.g., add the ACD function to a template for Softphone ACD users).
4. Allworx server administrator makes some users eligible to create Interact Softphone handsets and picks the Handset Configuration Template to be used.  
-OR-  
Allworx server administrator creates Interact Softphone handsets, assigns them to users, and adjusts the handset configuration for each one.
5. Users who have been assigned an Interact Softphone handset, or are eligible to create their own, will find that option in the Handset Selection dialog when logging into Interact. The description for an Interact Softphone handset always includes the PC hostname of the last place that handset was used.

6. On first use of Interact Softphone, the user should click on the Audio Device Selection icon  and select appropriate devices for Microphone and Speaker.
7. Allworx recommends following Microsoft’s recommendations for PC audio device hardware:
  - Microsoft-certified USB devices for Microsoft Teams and Skype for Business: <https://docs.microsoft.com/en-us/skypeforbusiness/certification/devices-usb-devices>
  - Microsoft-recommended Bluetooth and USB headsets: <https://products.office.com/en-us/microsoft-teams/across-devices/devices/category?devicetype=36>

### Fixed in 5.1.29.2567

Defect Number	Description
49525	Accented UTF-8 characters (e.g., French “é”) in ACD Busy Reasons could break Interact Softphone startup after login.
49383	Feature support for multiple directories and hidden contacts (a feature introduced in Allworx System Software version 9.1.6.8) <b>IMPORTANT NOTE:</b> Prior Interact versions always showed contact records for all call queues, paging zones, and ring groups. This version does not show them in the contact list; this is more consistent with all other Allworx products (desk phones and mobile apps). If admins want call queues, paging zones, or ring groups to appear in the contact list (in Interact, and on desk phone and Reach mobile apps), admins should create system extensions for them.
49121	Feature support for 16 ACD queues (a feature introduced in Allworx System Software version 9.1.6.8)

### Fixed in 5.1.15.2543

Defect Number	Description
46510	Interact Softphone now SIP-unregisters when it exits, so that call routes can immediately move on to the next step in the route.
46294	When two calls are on hold, a blind transfer was causing a call to drop.
46042	Implemented “Voicemail Full” notification in Interact Softphone’s voicemail player.
45395	Interact Softphone’s call history limit is now 1000 calls.
44212	Transferring a call using the dial pad has been fixed. It is no longer necessary to put the call on hold in order to transfer it using the dial pad.

## Fixed in 5.1.4.2506

Defect Number	Description
46134	Disabled Open menu item in system tray (in Enterprise install while a new Interact version is available)
44541	Unexpected dialog stating “Your password has changed. Press Continue to login with your new password.”

## Fixed in 5.1.3.2502

Defect Number	Description
46110	<p>After upgrade to Interact 5.1.0.2495, some PCs get stuck while connecting to their Allworx Server.</p> <p><b>Note:</b> PCs experiencing this problem will get stuck during login, so they won't progress to the point where they automatically download the fixed version. Therefore, if the PC with Interact 5.1.0.2495 is stuck in a “Connecting” state, one of the following steps will need to be taken manually:</p> <ol style="list-style-type: none"><li>1. Run an installer from <a href="http://get.allworx.com/interact/">http://get.allworx.com/interact/</a>, or</li><li>2. (workaround for advanced users) Exit Interact, edit the file C:\users\YOURUSERNAME\AppData\Roaming\Allworx\Interact\InteractConfig.xml and remove the entire line containing an element with the name &lt;SharedPrefsDataString&gt;, then restart Interact or,</li><li>3. (workaround for advanced users, if editing InteractConfig goes awry) Exit Interact, then in the folder C:\users\YOURUSERNAME\AppData\Roaming\Allworx\Interact, remove both InteractConfig.xml and InteractConfig.bck, then restart Interact. In this case, the user will have to re-enter server and user and password information and rearrange the user interface.</li></ol>

## Fixed in 5.1.0.2495

Defect Number	Description
42395	<p><b>Feature: Visual Voicemail for Interact Softphone users:</b></p> <ul style="list-style-type: none"> <li>• An opened or pinned Messages tab displays a reverse-chronological list view of voicemails.</li> <li>• A closed Messages tab is badged with the new (unread) message count.</li> <li>• The voicemail player is simple, with Play and Stop controls.</li> <li>• New messages display the Caller ID in bold.</li> <li>• Right-click on a message offers:               <ul style="list-style-type: none"> <li>○ Callback</li> <li>○ Mark New or Mark Read</li> <li>○ Delete</li> </ul> </li> </ul> <p><b>Limitations</b></p> <ul style="list-style-type: none"> <li>• This feature is available only for Interact Softphone users. Interact users without Softphone (controlling a desk phone) will need to continue to dial the Message Center or use the desk phone’s Visual Voicemail.</li> <li>• There is no progress bar to allow skipping back and forth while playing an individual message.</li> <li>• There is no voicemail Compose or Send implementation.</li> <li>• There is no Forward or Reply implementation for composing outgoing voicemails.</li> <li>• Only voicemails for the current logged-in user are available. There is no implementation of the Messages “PFK” function for access to other users’ message center.</li> <li>• The previous implementation, which placed a call to the Message Center and auto-dialed a PIN, has been removed.</li> </ul>
45820, 45913	<p>Under some circumstance related to sleep/wake and/or network up/down, Windows may leave an unkillable zombie Interact Softphone process, preventing the startup of a new Interact Softphone process, and requiring a reboot to clear this condition. This fix allows new Interact Softphone processes to be created, even if this situation arises.</p>

## Fixed in 5.0.66.2477

Defect Number	Description
45741	Enterprise edition Interact upgrade notice is annoying
45791	After a server admin adds or removes a user, Interact can go into high-CPU consumption mode that slows the user interface down substantially.
45793	Should ignore contact additions with a blank phone number
45839	Call history might be empty on Interact Softphone startup

## Fixed in 5.0.61.2459

Defect Number	Description
45205, 45406	Call popup animation is backwards if position is set to top of screen
45404	Occasional crash after network interface changes address (e.g., when moving to/from VPN)
45387	Unable to ring ACD Queue when user requesting password and PIN to change
45369	No access to allworxportal.com induces extremely long startup delay
45173	No Active Calls popup on second monitor when docked
44179	Login and Handset Selection windows should pulse the taskbar as a reminder to login and start up
43584	Option to prevent sleep and screen lock while softphone is running
43343	Missing popup after long weekend on lock screen; bringing it up from taskbar came up misplaced

## Fixed in 5.0.60.2451

Defect Number	Description
45225	Shorter reconnection phase after PC wakes from sleep
45185	Crash during blind transfer
45174	Crash while plugging in USB headset
45172	Spurious “no microphone found” message after wake from sleep
45027	Audio feedback loop into conference call, if recording call, then softphone crashes and restarts
44755	Should hear DTMF playback when using keyboard
45198, 44315, 44110	Some hard-coded ports are now dynamically allocated to prevent resource conflicts

## Fixed in 5.0.54.2430

Defect Number	Description
42158, 42705	Need ACD key for Interact to display queue status window
40743	Rebooting a handset with an ACD agent logged in will continue to show the ACD agent logged in on Interact UI

## Fixed in 4.4.10.2185

Defect Number	Description
42773	Anti-malware (SonicWall specifically) can corrupt Interact installation causing hang at startup
42491	Google Sheets documents insert duplicate phone numbers when dialed with Interact Sync browser extension

## Fixed in 4.3.4.2125

Defect Number	Description
42198	Interact asks to browse to record file for every call when the network drive unreachable
41927	Personal contacts button is grayed out if Outlook is unreachable
41828	Canceling a recording after an IO error results in blocked UI

## Fixed in 4.2.3.2099

Defect Number	Description
41774	Network connection ERROR messages should be WARNING instead
41766	Typo in system wipe message
41749	Spurious "Appointment Changed" causes Allworx Presence change
41640	Interact doesn't create Recording directory automatically

## Fixed in 4.1.5.2065

Defect Number	Description
41400	Interact parsing characters "\ * + ?   [ ( ) ^ \$" improperly in contacts search
41269 41266	Update Interact copyright to 2019
41209	Prevent the Enter key from answering ringing calls
41182	Explicit message for failure to connect to desk phone due to another Interact client
40827	Unable to start recording a conference call after the calls are connected

**Fixed in 4.0.30.2044**

Defect Number	Description
41547	If Allworx Server version is < 8.0, the External Program Link tab is not displayed in Interact Options

**Fixed in 4.0.29.2023**

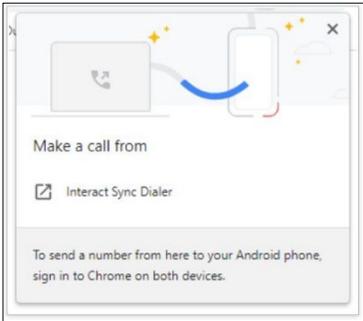
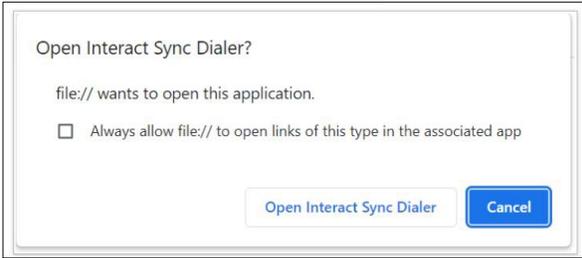
Defect Number	Description
40753	Interact ACD login state can be get of sync showing logged out when ACD agent is logged in
40645	Park call doesn't display on Interact Parked call window after Interact idle for less than two hours
40617	Sometimes drop targets look active and unanimated preventing drop actions
40358	The server event log is overrun by "image too large" messages
40064	intermittent disappearance of the "blind transfer" and "to VM" drag-and-drop actions
39843	Interact crash while on phone conference and placing new call to another user
39245	When Outlook accounts are syncing/changing text is light theme

## Known Issues

Defect Number	Area	Problem Description	Workaround / Fix Plan
49568	Interact Softphone	Accented UTF-8 characters (e.g., French “é”) in ACD Busy Reasons are displayed incorrectly in Interact Softphone. (They are displayed correctly when Interact is connected to a desk phone.)	To be fixed in a future release.
49487	Interact	In Queue Status window, an ACD Supervisor may see incorrect “Logged Out” status for some agents.	This has been observed only intermittently and is under investigation; it will be fixed in a future release.
49459	Interact	In Queue Status window, the “expand” icon should only be absent for Ring All Queues. Sometimes its absent for other queue types.	This has been observed only intermittently and is under investigation; it will be fixed in a future release.
47352	Interact	Can't record calls when recording folder is missing Delete permission.	To be fixed in a future release.
48727	Interact	After installing the Windows 11 KB5013943 update, some .NET Framework 3.5 apps (including Allworx Interact) might have issues or might fail to open, failing with a message “The application was unable to start correctly (0xc0000135). Click OK to close the application.”	<p>Workaround:</p> <p>You can mitigate this issue by re-enabling .NET Framework 3.5 and the Windows Communication Foundation in Windows Features. For instructions, please see <a href="#">Enable the .NET Framework 3.5 in Control Panel</a>.</p> <p>Advanced users or IT administrators can do this programmatically using an elevated Command Prompt (run as administrator) and running the following commands:</p> <pre>dism /online /enable-feature /featurename:netfx3 /all</pre> <pre>dism /online /enable-feature /featurename:WCF-HTTP-Activation</pre> <pre>dism /online /enable-feature /featurename:WCF-NonHTTP-Activator</pre>
46013	Interact	When Interact starts up, its retrieval of call history from the desk phone may fail, so Interact starts with an empty call history.	We have only received this problem report from one site, it seems to be related to some particular configuration issue. We encourage users who experience this to navigate to Interact <b>Settings &gt; Options &gt; Support &gt; Contacting Allworx</b> and then click on <i>Save logs to zip file...</i> and email them to <a href="mailto:readonly@allworx.com">readonly@allworx.com</a> .
45919	Interact Softphone	Microphone incompatibility with Conexant ISST Driver version 9.0.278.110 dated 07/13/2020.	Downgrading to Conexant ISST Driver version 9.0.278.100 dated 04/19/2020 fixed the problem.

Defect Number	Area	Problem Description	Workaround / Fix Plan
45290	Interact Softphone	Interact does not yet implement support for “Voicemail full” indication which has been introduced in Allworx System Software 9.0 in November 2020.	To be implemented in future release.
45340	Interact Sync	Firefox version 74 or higher does not install the Interact Sync add-on.	None for now. (Use Chrome.)
44347	Interact Softphone	Softphone: Bluetooth earbuds often lacking audio	In particular, Bluetooth earbuds (including Apple AirPods) often have trouble either in Softphone, or in every Windows app. Skullcandy Sesh S2TDW-M003 has also been a problem. Also, note that for any Bluetooth device, it is important to select the Handsfree profile, not the Stereo profile, for both microphone and speaker. Bluetooth devices can only implement one profile at a time. Attempting to use two profiles at once may require a Windows reboot to make the device function again.
43899	Interact Softphone	Softphone: Changing audio routes among Bluetooth devices during a live call may crash the app and require PC reboot to get two-way audio back.	To be fixed in future release.
43842	Interact Softphone	Softphone: On some PCs, a Windows firewall dialog (“Windows Defender has blocked some features of this app”) pops up after switching from wired to wireless network connection. (Actually, nothing in the app is affected.)	Ignore. It’s harmless, and has only been observed inside Allworx, We’re not sure what Windows setting causes it.
43841	Interact Softphone	Softphone is limited to 99 Call History entries.	To be fixed in future release.
44381	Server	Softphone: Server’s system software version must be 8.6.3.4 or higher in order to configure the Supervise function.	Install Allworx system software 8.6.3.4 or higher.
42877	Interact Sync	Chrome 77 puts up a confirmation dialog on every use of a TEL: handler	This is an intentional change implemented by Google. Workaround (as of Chrome 91): <ul style="list-style-type: none"> <li>Create a Windows Registry entry: Computer\HKLM\SOFTWARE\Policies\Google\Chrome entry:ClickToCallEnabled value: 0</li> </ul>

*Continued*

Defect Number	Area	Problem Description	Workaround / Fix Plan
42877 (cont'd)			<p>This will cause the very first click on a tel: URL to present an “Open?” dialog instead, but if you click the “Always allow” check box, it will never prompt again and it will remember that setting also. One and done. Once you do this, you will notice that the Chrome...” pulldown will report that your browser is “Managed by your organization.”</p> <p>Users can find a link to <a href="chrome://management/">chrome://management/</a>, <a href="chrome://policy/">chrome://policy/</a>, and <a href="https://support.google.com/chrome/answer/9281740?visit_id=637910654585910253-263628085&amp;p=is_chrome_managed&amp;rd=1">https://support.google.com/chrome/answer/9281740?visit_id=637910654585910253-263628085&amp;p=is_chrome_managed&amp;rd=1</a></p>  
41688	Interact UI	Drop targets only shows Attended, no Blind or To VM	To be fixed in future release.
40862	Interact UI	Ineffective Mouse-Up during rapid drag-and-drop	To be fixed in future release.
40814	Interact	Interact crashes when user is on a conference call and attempts to use the dial pad	To be fixed in future release.
40328	Interact	Sporadic focus problem, incoming call answered due to typing when popup appears	Cannot reliably reproduce issue.
37036	Interact	Occasionally Queue Status > Agent > Busy Reason inconsistent with Allworx View	To be fixed in future release.

<b>Defect Number</b>	<b>Area</b>	<b>Problem Description</b>	<b>Workaround / Fix Plan</b>
36912	Interact	Handling of Outlook Tentative and Free Show As states is incorrect.	To be fixed in future release.
36476	Interact	Multi-site Active System Calls not appearing in Interact	To be fixed in future release.
33407	Interact Install	Interact End User installer (MSI) cannot get past McAfee Web Gateway.	To be fixed in future release.
31350	Interact	"Interact is installing sync..." remains on the screen even though the Sync install is complete when installation started within the Interact application.	Close the window manually; Reset Windows UAC setting back to its default (enabled).