IP Office Technical Tip

Tip no: 179

Release Date: 3 July 2007

Region: GLOBAL

IP Office Phone Manager - "sx80lc.ini file was not found"

Avaya wish to advise on the cause and workaround for the following error which may occur when running the IP Office Phone Manager PC Softphone. This issue may affect PC's which have been running a 3.1 release of Phone Manager Pro prior to 3.1.17 and have upgraded to 3.2. The issue does not occur on new installations of Phone Manager version 3.1.17 and above.

The following dialog box may be displayed when an attempt is made to make an outgoing call from the PC Softphone.

The application will stop responding after the user clicks the OK button.

Root Cause of Problem:

- During the upgrade or un-installation of any version of PhoneManager Pro prior to version 3.1.17 the "sx80lc32.dll" file is not removed from the previously installed location (e.g. C:\WINNT\system32).
- After successfully upgrading to/installing PhoneManager Pro 3.1.17 and above the sx80lc32.dll file is copied to a new location (e.g. C:\Program Files\Avaya\IP Office\Phone Manager).
- At this point the sx80lc.ini file is not registered correctly. In the shared dll section the system has sx80lc32.dll file registered from the previously installed location (C:\WINNT\system32).

- When the user tries to make call from Phone Manager Pro, the PhoneManager Pro application sends the request to iClaritySvr.exe. The iClaritySvr.exe uses the registered location of sx80lc32.dll (which is still referencing the file in C:\WINNT\system32 not C:\Program Files\Avaya\IP Office\Phone Manager). The error occurs because the sx80lc32.dll requires sx80lc.ini to be located in the same folder as the sx80lc32.dll file.

Workaround:

Firstly, attempt to manually locate the old references of iClaritySvr & sx80lc32.dll in the windows system directory (i.e. c:\winnt\system32), if found delete these entries prior to reinstalling PhoneManager (after reboot).

If the problem persists copy the sx80lc.ini file to the location of sx80lc32.dll in the windows system directory.