



Avaya Equinox® Client (Windows) Release 3.5.7 (Service Pack)

Release Notes

Issue 1.0
May 27, 2019

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Change History

Date	Description
12/28/2018	December GA update for the Avaya Equinox® 3.5 Windows Client.
1/31/2019	January Service Pack update for the Avaya Equinox® 3.5 Windows Client.
3/19/2019	March Feature Pack update for the Avaya Equinox® 3.5 Windows Client.
4/5/2019	Update Product Compatibility table.
4/19/2019	April Service Pack update for the Avaya Equinox® 3.5 Windows Client – to fix a connectivity issue specific to Avaya IP Office.
5/27/2019	May Service Pack update for the Avaya Equinox® 3.5 Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Equinox® Windows Client 3.5.7 software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>.

Please refer to the latest Avaya Aura® 8.0.1.x Release Notes for information specific to the Avaya Aura® feature and service packs.

Installation

Product compatibility

For the latest and most accurate compatibility information go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

The following table lists the minimum and recommended release lineups of the Avaya products that the Equinox Clients require:

Product	Minimum Release*	Recommended Release*
Avaya Aura® System Manager (SMGR)	6.3.10.0	8.0.1.1
Avaya Aura® Session Manager (SM)	6.3.9.0	8.0.1.1
Avaya Aura® Communication Manager (CM)	6.3.8.0	8.0.1.1
Avaya Aura® Presence Services (PS)	6.2.4	8.0.2.0
Avaya Aura® Conferencing	8.0.6.0	8.0 SP9
Avaya Breeze	3.0.0.0	3.6.0.1
Avaya Session Border Controller for Enterprise	6.3.0.0	8.0.0.0
Avaya one-X® Client Enablement Services	6.2.6.0	6.2.8.0
Avaya Equinox Conferencing	9.0.2.0	9.1.5 FP5
Avaya Media Server	7.7.1.0	8.0.0 SP3
Avaya Multimedia Messaging	3.0.0.0	3.5.1.0 SP1
Avaya Aura Device Services	7.0.1.0	7.1.5
Avaya Aura Web Gateway	3.1.0.0	3.5.2.0

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Avaya IP Office	11.0.0.0	11.0.4.0
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* Or later service pack.

Product Release Line-Up

The following table lists the release build numbers of the Avaya Equinox® clients.

Client/Server	Release Build Number	Date Available
Avaya Equinox for Windows	3.5.7.30	27 May 2019
Avaya Equinox for MacOS	3.5.7.30	27 May 2019
Avaya Equinox for Android	3.5.7.30	27 May 2019
Avaya Equinox for iOS	3.5.7.30	27 May 2019

Deployment Considerations

What's New

Release 3.5.7 (Service Pack)

- Addressing critical issues.
- AES-256 is available by default for media encryption in Equinox clients for new installations.
- Support for Equinox Windows sign out on sign out of Windows session.

Release 3.5.6 (Service Pack)

- This is an emergency Service Pack to fix a connectivity issue specific to Avaya IP Office.

Release 3.5.5 (Feature Pack)

- Support for ending the meeting for everyone or leaving the meeting on ending an Avaya Equinox® conference. Only a conference owner or PIN-protected moderator can use this feature.
- Support for specifying the minimum version of the TLS protocol in the automatic configuration file. Only administrators can use this feature.
- Support for controlling the mute state of the microphone in the automatic configuration file and the user joins a conference, Avaya Equinox® displays a notification. The user can choose to discuss the notification, change the default setting, or not view the notification again.
- Support for Avaya URIs. Avaya provides a number of URI formats that third-party applications can use. By using these Avaya URIs, third-party applications can direct the Avaya Equinox® client to:
 - Create an audio call.
 - Create a video call.
 - Create a conference call.

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- Create a new conversation or open an existing conversation (only on Avaya Equinox® desktop clients).
- Update the automatic configuration URL (only on Avaya Equinox® mobile clients and Avaya Equinox® for Mac).
- Support for stop sharing from the Sharing drop down menu.
- Auto-hide the screen sharing widgets when sharing.
- Support for Shared Control in IP Office deployments.

Release 3.5.1 (Service Pack)

- Installation logs have been enabled by default. Logs are now generated during the installation of the Equinox client on Windows.

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- Support for using animated emojis in an instant messaging conversation. Emojis are icons that are used to express an idea or emotion in electronic communication.
- Support for using the telecommuter mode on desktop platforms. You can use the telecommuter mode when you are working from your home office or other remote location. You can make and handle audio calls through the Avaya Equinox® client, while using a separate telephone line at your remote location to speak and listen.
- Support for using Avaya Equinox® for Windows in the deskphone mode, which is also called the shared control mode, with Avaya Equinox® VDI. Avaya Equinox® VDI is a Virtual Desktop Infrastructure (VDI) soft client that enhances the audio and video quality of calls by processing the audio and video locally on your VDI endpoint. A VDI endpoint might be a thin client or a Windows-based personal computer. The controlling client, such as Avaya Equinox® for Windows, is deployed on virtual desktops running in the data center and provides the user interface for unified communications.
- Support for controlling the calendar integration on the Windows platform. Only administrators can use this feature. If the administrator disables calendar integration, the user cannot view any references to calendar or Exchange Web Services in the Avaya Equinox® client.
- Support for differentiating between service and non-service impacting errors on desktop platforms. All Avaya Equinox® clients display an Alert icon if the configuration is incorrect or Avaya Equinox® cannot connect to a server. Avaya Equinox® desktop clients display an Information icon if the issue is not service impacting, not urgent, or only informative.
- Hebrew Language Support.
- IP Office Shared Control for Equinox Client
- CTI control of Equinox via Aura CTI for Elite, AACC and Oceana Agents

Fixes

The following table lists the issues fixed in this release and is cumulative since the last major (or minor) release showing the most recent release first and oldest release last.

Key	Release Note	Affected Version/s	Fix Version/s
ACW-18800	PSo does not work between EQ win and EQ VDI as the session gets freezed	3.5	3.5.7
ACW-18795	Call option is disabled intermittently in outlook contact card	3.5.5	3.5.7
ACW-18786	Equinox click to call inserts %20 if there is a space in highlighted number	3.5.5	3.5.7
ACW-18753	Memory leak observed during VDI connection closure	3.5.5	3.5.7
ACW-18741	EQ windows client has issue with toast notifications when receiving call from EQ conferencing to join the virtual meeting	3.5	3.5.7
ACW-18731	When performing a configuration change that requires a re-login of the Equinox for Windows Client, Shared control with E-VDI is failing.	3.5.5	3.5.7
ACW-18727	Equinox client displays red triangle in the client and calendar items are not displayed anymore.	3.5.5	3.5.7
ACW-18722	Outlook Crash if reset to new account other than auto configured post Equinox installation.	3.5.7	3.5.7
ACW-18701	Equinox for Windows error pop up on failed shared control with E-VDI when it is successful	3.5.5	3.5.7
ACW-18683	Date is not updated in Equinox client call history when the laptop region set to UK English	3.5.5	3.5.7
ACW-18678	Incorrect contact resolution on incoming call	3.5	3.5.7
ACW-18639	Enable the AES-256 encryption as default in Equinox clients	3.5.5	3.5.7
ACW-18622	Equinox Outlook plugin is inactive, but still displayed in the ribbon	3.5.5	3.5.7
ACW-18619	The popup displays the full number in E.164 format but the call log displays the name saved in Outlook contacts	3.5	3.5.7
ACW-18604	Duplicate names seen in roster after client re-join after the previous session ended abnormally	3.5.5	3.5.7
ACW-18602	There is the Mute badge on Mute button informing it is disabled, but user can use the mute	3.5.5	3.5.7
ACW-18601	Client didn't warn user to re-join the meeting during iView HA failover	3.5.5	3.5.7
ACW-18597	No name resolution for incoming calls to Outlook contacts	3.5.5	3.5.7
ACW-18596	Call Feature dialog windows lock Equinox UI	3.5.5	3.5.7

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ACW-18595	If one user starts screen sharing, then any other user can stop sharing for all	3.5.5	3.5.7
ACW-18593	User getting error "Phone Service problem Server configuration data not available"	3.5.5	3.5.7
ACW-18592	Numbers are blocked in the contact properties in Office 365	3.5.5	3.5.7
ACW-18579	Blind Transfer shows transferrer's number, not original number	3.5.5	3.5.7
ACW-18568	Whiteboard Icon is disabled when joining from Equinox Client	3.5.5	3.5.7
ACW-18526	Outlook is reopened while EQUINOX is still running the issue occurs	3.5.5	3.5.7
ACW-18053	CM sends wrong SIP INVITE causing Equinox show wrong display	3.4	3.5.7
ACW-17997	Equinox shows wrong name on incoming transferred call	3.4.1	3.5.7
ACW-18667	IP Office 11.0.FP4 GA: After the upgrade of Equinox from 3.5.1 to 3.5.5, customer is facing issues with presence and Contacts list	3.5.5	3.5.6
ACW-18404	Contact's presence changes to 'Offline' when the Mobile Equinox Client goes to background.	3.5.1	3.5.5
ACW-18405	Equinox fails to dial from call history.	3.5.1	3.5.5
ACW-18031	Click to dial is not working well in Chrome and FF, while IE works well.	3.5	3.5.5
ACW-18263	AUTO_AWAY_TIME 0 (disabled) not working, default value is displayed in the client.	3.5	3.5.5
ACW-18329	Some users were connected to 911.	3.5	3.5.5
ACW-17889	Equinox username or password required error.	3.4.10	3.5.5
ACW-17804	No video with Cisco bridge.	3.4.9	3.5.5
ACW-17234	Incorrect name resolution using Active directory.	3.4.8	3.5.5
ACW-16899	Equinox is in Deskphone mode, not possible to callback from call log.	3.4.5	3.5.5
ACW-17189	Incorrect call log on Equinox client when ARS is used, thus impossible to callback, additional 0 is added.	3.4.8	3.5.5
ACW-17233	Click 'start' in Ribbon not able to join the meeting with Outlook Addin.	3.4.8	3.5.5
ACW-16654	Need functionality in Equinox client to configure it to ignore Dialing Rules for Autodial and Busy indicators.	3.4.1	3.5.5
ACW-16628	Call forward information missing.	3.4	3.5.5

Known issues and workarounds

The following table lists the known issues and workarounds in this release and is cumulative since the last major (or minor) release showing the most recent release first and oldest release last.

Key	Release Note	Affected Version/s
ACW-18988	Shared control fails when applying configuration change that requires restart in 1 out of 20-40 attempts Workaround: Re-login Equinox Client	3.5.7
ACW-18457	For some users, the mute Tooltip is incorrectly positioned. Workaround: Change the following registry values: HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows\MenuDropAlignment = 0	3.5.5
ACW-17835	After logout and then re-login, conference call log becomes a peer to peer call log. Workaround: None.	3.5
ACW-15666	Plugging in a Plantronics USB headset automatically dials into a conference. Workaround: None.	3.4
ACW-15780	Client unmutes an existing call automatically when Plantronics 510 headset is connected (with and without Plantronics Hub). Workaround: None.	3.4
ACW-14948	Participant experiences one way speech path after moderator extends call during Equinox conference. Workaround: Moderator should hold and then resume the call.	3.4
ACW-14024	Not able to mute and unmute or hold and resume and AAC Conference using Plantronics Hub and Plantronics Blackwire C410 or C520 Headsets. Workaround: None.	3.4
ACW-15892	Equinox unable to fetch Zang Cloud meeting details under Avaya Equinox Outlook Add-in with Microsoft Outlook 2010. Workaround: None.	3.4
ACW-15004	Client fails to join IP Office meeting via Equinox Outlook add-in. Workaround: Join IP Office meeting via dialpad.	3.4
ACW-15513	Video is disabled within an Equinox Conference after performing an enhanced MDA bridge call from an Android client.	3.4

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	Workaround: De-escalate and then re-escalate video.	
ACW-15834	Upgrade from AADS WebDeployment doesn't have "VDIENV=1" in Citrix Mode. Workaround: None.	3.4
ACW-15277	Client is unable to merge a PSTN and internal call to create an Equinox conference (with CONFERENCE_FACTORY_URI set). Workaround: None.	3.4
ACW-14190	Equinox Client mutes active Skype call unexpectedly when Plantronics headset is explicitly associated with Skype app. Workaround: None.	3.3.1
ACW-13556	Plantronics headset integration – headset device controls do not control the client with some devices during an Equinox or Aura conference call. Workaround: None.	3.3
ACW-15099	Client failed to join meeting with a DID number such as meetings generated by Skype meeting add-in. Workaround: None.	3.3
ACW-13291	Sending stream still encodes 720p even when the Windows CPU profile is Intel SSE4.2 and number of core is two. Workaround: None .	3.3
ACW-14451	Unable to start Avaya Equinox Meeting via Webmail on IE 11.0.51 on Windows 10. Workaround: Change the following registry values: [HKEY_CLASSES_ROOT\PROTOCOLS\Handler\avaya] "CLSID"="{3050f3DA-98B5-11CF-BB82-00AA00BDCE0B}" [HKEY_CLASSES_ROOT\WOW6432Node\PROTOCOLS\Handler\avaya] "CLSID"="{3050f3DA-98B5-11CF-BB82-00AA00BDCE0B}"	3.3
ACW-13583	Plantronics headset does not work in Scopia conference when user installed Hub 3.10.1_Windows 7. Workaround: Upgrade to Plantronics Hub version 3.10.2.	3.2
ACW-10726	The audio and video settings window disappears after a few seconds after launching from the portal when Equinox Windows client isn't logged in at the time. Workaround: Open the audio/video setting panel from the Equinox Windows client.	3.2

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ACW-11936	Client fails to connect to AADS for the Software Update Check. Workaround: Import the SMGR CA certificate.	3.2
ACW-10286	Unable to hold and then resume a call via the headset while an incoming call is answered on one MDA device while bridged in from another device. Workaround: None.	3.1
ACW-10010	Some Bluetooth headsets turn off the Microphone when selecting the Stereo Playback speaker resulting in no audio path in Equinox clients. Workaround: None.	3.1
ACW-6941	H323 Dual Registration client cannot unpark a parked call. Workaround: None.	3.0

Documentation & Localization

Avaya Support Site

For Avaya Equinox® 3.5.5, the following documents have been added on the Avaya Support Site at <https://support.avaya.com/documents/>:

Guide	Link
Using Avaya Equinox® for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101054129
Planning for and Administering Avaya Equinox® for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101054131
Avaya Equinox® Overview and Specification for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101054133

End-user documentation for Avaya Equinox® 3.5.5 clients is available in the following G14 languages:

- English
- French
- Italian
- German
- Russian
- Simplified Chinese
- Japanese
- Korean
- Latin American Spanish
- Brazilian-Portuguese

Avaya Documentation Portal

Customer documentation for Avaya Equinox® 3.5.7 is now also available on the Avaya Documentation Portal at <http://documentation.avaya.com/>. Using the Avaya Documentation Portal, you can:

- Search for specific content.

To perform a search:

- Type a keyword in the **Search** field.
- Type a keyword in **Search** and select the filters to search for content by product, release, and document type.
- Select the appropriate product or solution and then select the appropriate item from the list.
- Search for a document from the **Publications** menu.

- Publish a PDF of the content. You can publish a PDF of the current section only, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs**.

From the **My Content > My Docs** menu, you can:

- - Create, rename, and delete a collection.
 - Add content from various documents to a collection.
 - Save a PDF of selected content in a collection and download it to your computer.
 - Share content in a collection with others through email.
 - Receive content that others have shared with you.
- Add yourself as a watcher to the content using the **Watch** icon.

From the **My Content > Watch** list menu, you can:

- Set how frequently you want to be notified, starting from every day to every 60 days.
- Unwatch selected content, all content in a book, or all content on the Watch list page.

As a watcher, you will be notified when content is updated or deleted from a document, or if the document is removed from the portal.

- Share a section on social media platforms, such as Facebook, LinkedIn, Twitter, and GooglePlus.
- Send feedback on a section and rate the content.

Note: Some functionality is only available when you log on to the portal. The available functionality depends on the role with which you are logged in.

Documentation errata

The following topics in the **Using Avaya Equinox® for Android, iOS, Mac, and Windows** document were updated after the guides were delivered for localization:

- *New in this release*
- *Automatic callback overview*
- *Change history*

Localization

For the Avaya Equinox® 3.5.7 clients, the following languages are supported:

- English
- German
- French
- Lat-Spanish
- Italian
- Japanese
- Korean
- Brazilian-Portuguese
- Russian
- Simplified Chinese
- Czech
- Dutch
- Polish
- Swedish
- Danish
- Hungarian
- Norwegian
- Indonesian
- Turkish
- Traditional Chinese
- Malaysian
- Thai
- Hebrew (except MacOS)

Contacting support

Contact Support Checklist

If you are having trouble with an Equinox Client, you should:

1. Set log level to debug.
2. Retry the action. Carefully follow the instructions in written or online documentation.
3. Check the documentation that came with your hardware for maintenance or hardware-related problems.
4. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Appendix A: Acronyms

Acronym	Definition
3PCC	Third Party Call Control
AAC	Avaya Aura® Conferencing
AADS	Avaya Aura® Device Services
AAWG	Avaya Aura® Web Gateway
AEMO	Avaya Equinox® Meetings Online
AMM	Avaya Multimedia Messaging
APNS	Apple Push Notification Service
ASBCE	Avaya Session Border Controller for Enterprise
BLA	Bridged Line Appearance
CM	Avaya Aura® Communication Manager
EC500	Extension to Cellular
FP	Feature Pack
GA	Generally Available
LDAP	Lightweight Directory Access Protocol
MDA	Multiple Device Access
MSS	Multi-Stream Switching
OTT	Over The Top
PLC	Packet Loss Concealment
POM	Presentation Only Mode
PS	Avaya Aura® Presence Services
SM	Avaya Aura® Session Manager
SBC	Session Border Controller
SMGR	Avaya Aura® System Manager
SP	Service Pack
SRTP	Secure Real-Time Transport Protocol
TOM	Top of Mind
TLS	Transport Layer Security
UC	Unified Communication
URI	Uniform Resource Identifier
VDI	Virtual Desktop Infrastructure