Avaya Workplace Client (Windows) Release 3.12

Release Notes

Issue 1.0
September 29, 2020

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Change History

Date	Description
9/29/2020	3.12 GA update for the Avaya Workplace Windows Client.
9/1/2020	3.11 GA update for the Avaya IX™ Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.12 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® 8.1.2.x Release Notes for information specific to the Avaya Aura® feature and service packs.

Installation

Pre-Installation Requirements

In order to install the Avaya Workplace Windows Client on your Windows device, you need to have the Microsoft .NET Framework version 4.8 installed. The download link for .NET Framework 4.8 is available at https://dotnet.microsoft.com/download/dotnet-framework/net48.

Product compatibility

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

Product Release Line-Up

The following table lists the release build numbers of the Avaya Workplace Clients.

Client/Server	Release Build Number	Date Available
Avaya Workplace for Windows	3.12.0.65	29 September 2020
Avaya Workplace for MacOS	3.12.0.44	29 September 2020
Avaya Workplace for Android	3.12.0.45	29 September 2020
Avaya Workplace for iOS	3.12.0.44	29 September 2020

Deployment Considerations

New Configuration Parameters

No New parameters for Avaya Workplace Client 3.12 for Windows.

For Avaya Workplace Client 3.12, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/3.12_dynamicConfigUpload.txt?fileExt=.txt&__dlmt__=1584654589_d8d6c9761e14e4712cd837a016a5ef4c which can be used to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.12.

What's New

Release 3.12

In addition to bug fixes, the following new feature are provided with the 3.12 release:

- Workplace Re-branding
- IPO: Workplace synchronization of notification of call badges

Release 3.11

In addition to bug fixes and user-interface improvements, the following new features are provided with the 3.11 release:

- Restrict the download of attachments with specific file extensions in an instant message.
  - Avaya IX™ Workplace Client does not download common malware, which is found on these file extensions.
- Attendant enhancements in Shared Control mode.
- IPO Phone number contact matching improvements

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	Found in Release	Fixed in Release
ACW-21599	DSCP Tag CS7 When DSCP 46 Expected on Avaya IX workplace clients	3.9.1, 3.11	3.11, 3.12
ACW-21526	Call forward indicator in Workplace client is disappearing after 70 sec.	3.9	3.12
ACW-21566	When joining OTP conf from Next Meetings Details page user prompted for OTP PIN instead of using existing PIN in invitation	3.9	3.12
ACW-21441	Desktop Integration properties cannot be locked	3.9, 3.11	3.12
ACW-21569	Unable to switch registration mode until a bridge line is in use	3.8.5	3.12
ACW-21511	IX Workplace calling from Outlook dials the subject line instead of the number	3.8.5	3.12
ACW-21546	Calendar does not connect after VPN starts	3.8.5, 3.11	3.12
ACW-21133	Workplace client in SCM shows two missed calls in forwarding scenario	3.8.4	3.12
ACW-21444	Drag Drop of Video Conference participants is breaking	3.8.4	3.12
ACW-21304	Various Hebrew UI issues	3.8, 3.9	3.12
ACW-19883	SSO properties cannot be obscured or locked	3.6, 3.7	3.12
ACW-21498	In MSS Video conferencing, video disappears on Chrome users	3.9	3.11
ACW-21494	Low Volume on internal call	3.9	3.11
ACW-21461	Client crashes on making calls	3.9	3.9.1, 3.11
ACW-21496	SIP call is dialed instead of HTTPUA in case the URL includes ".cloud" in it.	3.9	3.11
ACW-21517	Start My Meeting option is missing on client application after sign out before response if received from Portal and then signing in.	3.9	3.11
ACW-21182	Single Sign On with VDIC is not taking place automatically. Workaround: To have VDIC and Workplace paired, it is needed to sign in manually from VDIC and Workplace and then they will be paired.	3.8.5	3.9.1, 3.11
ACW-21309	No video on remote Firefox Web Client	3.8.4, 3.8.5	3.11
ACW-21457	"Join with the App" button has no response.	3.8.4	3.11
ACW-21160	High CPU utilisation while using IX workplace client to join IX meeting.	3.8.4	3.11

ACW-21340	Avaya Browser Extension for Chrome click-to-dial is not detecting Belgium Mobile numbers using IX Workplace for Windows	3.8	3.11
ACW-21310	Customer cannot see the Spaces meeting details when he create a meeting in outlook.	3.7.4, 3.8.5	3.11

For fixes in previous releases, refer to the release note documents for the Avaya IX™ Workplace Windows Client (releases 3.7.x through 3.9.x) and the Avaya Equinox Windows Client (releases 3.2.x through 3.6.x).

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	Found in Release
ACW-21197	When the Windows keyboard and IX Workplace Client are set to Arabic, on Windows devices running Windows 10 version 1903, the digit message is cut off and not displayed the same as what the user typed.	3.9
ACW-21033	After an upgrade or fresh installation, all active Spaces conversation messages display as unread.	3.9
ACW-21298	With mismatched language and keyboard settings, font style/format is not applied on typing, Workaround: have to select and format text manually	3.9
ACW-21459	Customers deploying Aura 8.1.3 without taking an updated version of client, will experience app crash on launch. They need to upgrade client to 3.9.1	3.9, 3.11
ACW-20942	Using Windows version 1803, languages are not applied when the PC is set to another language such as Arabic. Workaround: Upgrade Windows to the current released version.	3.8, 3.9
ACW-21651	After renewing the SM cert on SBCE with additional SAN entries, Windows client encounter error. Workaround: Disable the "Use coalesced Trust Store".	3.11, 3.12
IPOFFICE-160761	Call History lamp does not get turned off intermittently when the call logs are marked as read from client	3.12
IPOFFICE-160916	Once the user hangs up the ongoing call, the missed call record count displayed for the miss calls the user received while he was on call is not accurate	3.12
IPOFFICE-161017	Call log count value is not getting incremented when the user logged in simultaneously at two different IPO nodes.	3.12

For known issues in previous releases, refer to the release note documents for the Avaya IX™ Workplace Windows Client (releases 3.7.x through 3.9.x) and the Avaya Equinox Windows Client (releases 3.2.x through 3.6.x).

Documentation & Localization

Avaya Documentation Portal

Customer documentation for Avaya Workplace Client is now available on the Avaya Documentation Portal at http://documentation.avaya.com/.

These are links to the English versions of the document.

Guide	Link	Localized
Using Avaya Workplace Client for Android, iOS, Mac, and Windows	Using_Avaya_Workplace_Client_Android_iOS_Mac_Windows	Yes
Avaya Workplace Client Quick Reference Guide	Avaya_Workplace_Client_QRG	Yes
Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows	Planning_Administering_Avaya_Workplace_Client_Android_iOS_Mac_Windows	No
Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	Avaya_Workplace_Client_Overview_Specification_Android_iOS_Mac_Windows	No

Localized versions of the above documents will be available post-GA in the following G14 languages:

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

Documentation errata

None

Localization

For the Avaya Workplace Client UI, 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
- Arabic (Windows only)

Contacting support

Contact Support Checklist

If you are having trouble with a Workplace Client, you should:

1. Enable Diagnostics.
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
IdP	Identity Provider
IM	Instant Message
IPv6	Internet Protocol version 6
IX	Intelligent Experience
LDAP	Lightweight Directory Access Protocol
MDA	Multiple Device Access
MSS	Multi-Stream Switching
OAUTH	Open Authorization
OTT	Over The Top
PLC	Packet Loss Concealment
POM	Presentation Only Mode
PS	Avaya Aura® Presence Services
SAML	Security Assertion Mark-up Language
SBC	Session Border Controller
SIP	Session Initiation Protocol
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
SP	Service Pack
SRTP	Secure Real-Time Transport Protocol
SSO	Single Sign-On
TOM	Top of Mind
TLS	Transport Layer Security
UC	Unified Communication
URI	Uniform Resource Identifier
USB	Universal Serial Bus
VDI	Virtual Desktop Infrastructure