



# Avaya Workplace Client (MacOS) Release 3.13

---

## Release Notes

Issue 1.0  
October 27, 2020

## Table of Contents

|  |           |
|--|-----------|
| <b><i>Change History</i></b> .....                   | <b>3</b>  |
| <b><i>Introduction</i></b> .....                     | <b>3</b>  |
| <b><i>Installation</i></b> .....                     | <b>4</b>  |
| <b>Product compatibility</b> .....                   | <b>4</b>  |
| <b>Product Release Line-Up</b> .....                 | <b>4</b>  |
| <b>Deployment Considerations</b> .....               | <b>4</b>  |
| New Configuration Parameters .....                   | 4         |
| <b><i>What's New</i></b> .....                       | <b>5</b>  |
| <b>Release 3.13</b> .....                            | <b>5</b>  |
| <b>Release 3.12</b> .....                            | <b>5</b>  |
| <b><i>Fixes</i></b> .....                            | <b>6</b>  |
| <b><i>Known issues and workarounds</i></b> .....     | <b>6</b>  |
| <b><i>Documentation &amp; Localization</i></b> ..... | <b>8</b>  |
| <b>Avaya Documentation Portal</b> .....              | <b>8</b>  |
| <b>Documentation errata</b> .....                    | <b>8</b>  |
| <b><i>Contacting support</i></b> .....               | <b>10</b> |
| <b>Contact Support Checklist</b> .....               | <b>10</b> |
| <b>Contact Support Tasks</b> .....                   | <b>10</b> |
| <b><i>Appendix A: Acronyms</i></b> .....             | <b>11</b> |

## Change History

| Date       | Description  |
|------------|--|
| 10/27/2020 | 3.13 GA update for the Avaya Workplace Mac Client. |
| 9/29/2020  | 3.12 GA update for the Avaya Workplace Mac Client. |

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Mac Client 3.13 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® 8.1.3.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>.

### Product Release Line-Up

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

| Client/Server                      | Release Build Number | Date Available  |
|------------------------------------|----------------------|-----------------|
| <b>Avaya Workplace for Windows</b> | 3.13.0.53            | 29 October 2020 |
| <b>Avaya Workplace for MacOS</b>   | 3.13.0.53            | 27 October 2020 |
| <b>Avaya Workplace for Android</b> | 3.13.0.55            | 27 October 2020 |
| <b>Avaya Workplace for iOS</b>     | 3.13.0.53            | 27 October 2020 |

## Deployment Considerations

### New Configuration Parameters

The following configuration parameters have been added to the 3.13 release for Avaya Aura.

| Description  | Client UI setting name | Avaya Workplace Client Platform Support |
|--|------------------------|---|
| <b>FAILED_SESSION_REMOVAL_TIMER</b>  |                        |   |
| <p>he number of seconds the session line appearance will be displayed after an invalid extension has been dialed if the user does not press the End Call softkey</p> <p>The default value is "15".</p> | No client UI           | All platforms                           |

For Avaya Workplace Client 3.13, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/3.13\\_dynamicConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/3.13_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 3.13.

## What's New

### Release 3.13

The 3.13 release has bug fixes.

### Release 3.12

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

- Workplace Re-branding
- MacOS Big Sur adoption
- Color Contrast UX Refresh
- IPO: Workplace synchronization of notification of call badges

## 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 |
|----------------------|---|------------------|------------------|
| <b>ACMACOS-13439</b> | User not able to initiate AMM when Device Service is OFF                        | 3.12             | 3.12, 3.13       |
| <b>ACMACOS-13441</b> | MacOS 11 / Big Sur - Exchange Calendar Modern Auth not popping up login windows | 3.12             | 3.12, 3.13       |
| <b>ACMACOS-13284</b> | Permanent info icon about call history can't be updated                         | 3.9, 3.11        | 3.11, 3.12       |
| <b>ACMACOS-13392</b> | User unable to sign in Spaces after reset application                           | 3.11             | 3.11, 3.12       |

For fixes in previous releases, refer to the release note documents for the Avaya Workplace MacOS Client 3.11 and 3.12, Avaya IX™ Workplace MacOS Client (releases 3.7.x through 3.9.x) and the Avaya Equinox MacOS 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 |
|------------------------|---|------------------|
| <b>ACMACOS-13425</b>   | When copying and pasting text into the chat input field on Mac the size of the pasted text is preserved and then retained for all further text entered into the field.  | 3.11, 3.12       |
| <b>ACMACOS-13433</b>   | On Mac OS Big Sur, when user connects Plantronics headset while joined the conference call, Application may freeze for 30 seconds and Call control may be out of sync once the headset is selected.<br><br>Workaround: Attempt to mute / unmute using Plantronics headset buttons multiple times, the mute state gets synced again. | 3.11, 3.12       |
| <b>IPOFFICE-160761</b> | Call History lamp does not get turned off intermittently when the call logs are marked as read from client  | 3.12             |
| <b>IPOFFICE-160916</b> | 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             |

## Avaya Workplace Client 3.13 Release Notes

|                        |  |      |
|------------------------|--|------|
| <b>IPOFFICE-161017</b> | 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 Workplace MacOS Client 3.11 and 3.12, Avaya IX™ Workplace MacOS Client (releases 3.7.x through 3.9.x) and the Avaya Equinox MacOS 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 |
|---|---|-----------|
| <b>Using Avaya Workplace Client for Android, iOS, Mac, and Windows</b>                          | <a href="#">Using Avaya Workplace Client Android iOS Mac Windows</a>                  | Yes       |
| <b>Avaya Workplace Client Quick Reference Guide</b>   | <a href="#">Avaya Workplace Client QRG</a>  | Yes       |
| <b>Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows</b> | <a href="#">Planning Administering Avaya Workplace Client Android iOS Mac Windows</a> | No        |
| <b>Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows</b>     | <a href="#">Avaya Workplace Client Overview Specification Android iOS Mac Windows</a> | 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

## 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                                     |
|--------------|--|
| <b>3PCC</b>  | Third Party Call Control                       |
| <b>AAC</b>   | Avaya Aura® Conferencing                       |
| <b>AADS</b>  | Avaya Aura® Device Services                    |
| <b>AAWG</b>  | Avaya Aura® Web Gateway                        |
| <b>AEMO</b>  | Avaya Equinox® Meetings Online                 |
| <b>AMM</b>   | Avaya Multimedia Messaging                     |
| <b>APNS</b>  | Apple Push Notification Service                |
| <b>ASBCE</b> | Avaya Session Border Controller for Enterprise |
| <b>BLA</b>   | Bridged Line Appearance                        |
| <b>CM</b>    | Avaya Aura® Communication Manager              |
| <b>EC500</b> | Extension to Cellular                          |
| <b>FP</b>    | Feature Pack                                   |
| <b>GA</b>    | Generally Available                            |
| <b>IdP</b>   | Identity Provider                              |
| <b>IM</b>    | Instant Message                                |
| <b>IPv6</b>  | Internet Protocol version 6                    |
| <b>IX</b>    | Intelligent Experience                         |
| <b>LDAP</b>  | Lightweight Directory Access Protocol          |
| <b>MDA</b>   | Multiple Device Access                         |
| <b>MSS</b>   | Multi-Stream Switching                         |
| <b>OAUTH</b> | Open Authorization                             |
| <b>OTT</b>   | Over The Top                                   |
| <b>PLC</b>   | Packet Loss Concealment                        |
| <b>POM</b>   | Presentation Only Mode                         |
| <b>PS</b>    | Avaya Aura® Presence Services                  |
| <b>SAML</b>  | Security Assertion Mark-up Language            |
| <b>SBC</b>   | Session Border Controller                      |
| <b>SIP</b>   | Session Initiation Protocol                    |
| <b>SM</b>    | Avaya Aura® Session Manager                    |
| <b>SMGR</b>  | Avaya Aura® System Manager                     |
| <b>SP</b>    | Service Pack                                   |
| <b>SRTP</b>  | Secure Real-Time Transport Protocol            |
| <b>SSO</b>   | Single Sign-On                                 |
| <b>TOM</b>   | Top of Mind                                    |
| <b>TLS</b>   | Transport Layer Security                       |
| <b>UC</b>    | Unified Communication                          |
| <b>URI</b>   | Uniform Resource Identifier                    |
| <b>USB</b>   | Universal Serial Bus                           |
| <b>VDI</b>   | Virtual Desktop Infrastructure                 |