



Avaya Workplace Client (Windows) Release Notes

Release 3.16
Issue 1.0
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Change history

Issue	Date	Description
1.0	02/02/2021	3.16 GA update for the Avaya Workplace Windows Client.
1.0	01/05/2021	3.15 GA update for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.16 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.

Documentation Catalog

The Documentation Catalog document lists down the various guides that are available for the Avaya Aura® solution. For details see <https://downloads.avaya.com/css/P8/documents/101050513>

Product Release Matrix

Product Name	Release
Avaya Workplace for Windows	3.16.0.45
Avaya Workplace for MacOS	3.16.0.45
Avaya Workplace for Android	3.16.0.45
Avaya Workplace for iOS	3.16.0.45

What's new in Avaya Workplace for Windows

Release 3.16

In addition to bug fixes, the following new features are provided with the 3.16 release:

- Improved Hebrew Language Support
- Tag Contacts for Status Change Alerts
- Simplified Call Appearance and Meeting Control Menus
- Updated Outlook plugin – 3.16.0.11
- New features offered with IP Office 11.1 FP1 –
 - Meet Me Conference Moderator Controls
 - New Adhoc Conference Modes - Drag and Drop, Add Someone to Call
 - Adhoc Conference Controls

Release 3.15

In addition to bug fixes, the following new features are provided with the 3.15 release:

- OAuth/SAML login flow with Avaya Meeting Server 9.1.11
- Call decline policy support

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>.

Note:

As Microsoft has ended support for Windows7, WindowsServer2008 and 2008R2, upcoming releases of Workplace for Windows from 3.13 onwards will no longer support these operating systems. In addition, from 3.13, the click-to call browser extension will no longer be provided for the Internet Explorer web browser and Windows 8, Windows 8.1 operating systems also will not be supported.

Microsoft has ended Mainstream Support for Windows Server 2012 and Windows Server 2012 R2 as of October 2018. Due to benefits related to using modern Windows 10 APIs, upcoming releases of Workplace for Windows from 3.15 onwards will no longer support these operating systems.

Compatibility

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

Contacting support

Contact support checklist

If you are having trouble with an Avaya product, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. 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:

4. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
5. 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 Support 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.

Avaya Workplace for Windows

Required artifacts for Avaya Workplace for Windows Release 3.16

The following section provides Avaya Workplace for Windows Release 3.16 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.16.0.45	Date Available: February 2, 2021

Required patches

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

New Configuration Parameters

No new configuration parameters have been added to the 3.16 release for Avaya Aura.

The following configuration parameters have been added to the 3.15 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
CALL_DECLINE_POLICY		
Property to define the policy to ignore or decline an incoming call. Default value is "0".	No client UI	All Platforms

For Avaya Workplace Client 3.16, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20210202_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 3.16.

Documentation & Localization

Avaya Documentation Center

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

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

These are links to the English versions of the document.

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)

Troubleshooting the installation

Support for Avaya Workplace is available through Avaya Technical Support.

If you encounter trouble with Avaya Workplace:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - a. Logging on to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - b. Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

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

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, go to <http://www.avaya.com> for further information.

When you request technical support, provide the following information:

- Configuration settings, including Avaya Workplace for Windows configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Tip: 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.

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

Known issues and workarounds in Avaya Workplace for Windows Release 3.16

ID	Minimum conditions	Visible symptoms	Workaround
ACW-21938	CMS is integrated to CM. Activate Agent Trace for agent A in CMS Administration.	Blind transfer call is not reported with Transfer=y in Call Management System report.	None
ACW-21940	CMS is integrated to CM. Activate Agent Trace for agent A in CMS Administration.	Supervisor assist call is not reported as assist call in Call Management System	None
ACW-21530	Downgrading from 3.13 (or higher) versions to 3.12 (or lesser) versions	Users may experience their app crashes on startup. This issue only happens when downgrading. Upgrading from 3.12 (or lesser) versions to 3.13 or further versions is not expected to make the app crash.	Delete the local configuration file. The path to this file is - %APPDATA%\Avaya\Avaya IX Workplace\configdata.xml.
ACW-21033	Upgrade or fresh installation of client	All active Spaces conversation messages are displayed as unread.	Open each active conversation
ACW-21459	Customers deploying Aura 8.1.3 without taking an updated version of client	App crashes on launch	They need to upgrade client to 3.10
ACW-22505	Workplace client registered to IPO and user joins the Bridge	Windows displays the UI as ringing even if the participants have answered the call	In Adhoc Conference all the participants have moderator controls, so any participant can drop the user and Add again. Next time participant joins issue is not seen.
UCAPM-23781	Workplace client registered to IPO and user joins the Bridge as Moderator	When meeting is joined, Android - displays "Meeting" iOS – displays "Meeting" MAC – displays "Conference 1" Windows – displays "Conference 1"	None
UCAPM-23782	Workplace client registered to IPO and user joins the Bridge as Moderator	Moderator controls in Meeting controls is displayed as "Conference features" on Windows and "Moderator controls" on MacOS and no naming - for mobile platforms	None
UCAPM-23828	Workplace client registered to IPO and user	Incoming call for "add someone to call" rings on participant UI as follows Windows - Incoming Meeting call Conf 3000 (3000)	None

ID	Minimum conditions	Visible symptoms	Workaround
	joins the Bridge as Moderator	MAC - Incoming Meeting call Conf 2000 Moderator iOS - Conf 2000 IX Workplace... Android - Meeting Conf2000	
UCAPM-23796	Workplace client registered to IPO and user joins the Bridge as Moderator	Moderator has initiated meeting invite to a wrong participant by using "add someone to call". Moderator tries to cancel this using the "cross" button on participant list does not work and Moderator is unable to cancel. Windows - "Cannot drop participant from meeting State Mismatch Android - does not do anything when RED cross is clicked iOS - throws the popup "Failed to cancel inviting the participant with dismiss button" MAC - does not show this "cross" button at all to Cancel	None

Fixes in Avaya Workplace for Windows Release 3.16

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-22281	None	Run the app while there are few log files	3.15
ACW-22300	Bridged Line is configured.	Bridged Lines status is not restored after a call.	3.14
ACW-22296	Upgrade using ACMP from version 3.12 to 3.14	"No SIP Server configured" error after upgrading	3.14
ACW-22161	The parameter PHONE_NUMBER_PRIORITY is configured	Fax is always on the top of contact even if PHONE_NUMBER_PRIORITY is configured	3.13
ACW-22265	Use the feature "Paired signon", in combination with the Avaya Workplace for Windows (virtual in desk phone mode on Windows server 2012R2) and Avaya Workplace VDI	VDI connection lost once Workplace starts on server	3.13
ACW-22121	Upgrade Client from 3.11 to 3.13.0.53.15	After update Client from 3.11 to 3.13.0.53.15 client loose parts of his configurations	3.13
ACW-22338	Bridged line is configured	No BLA indicator in TOM call history	3.12
ACW-22309	Upgrade from IX Workplace 3.7.4 or 3.9 to Workplace 3.12 or newer	After the Workplace Client cannot find the SIP Server domain anymore.	3.12
ACW-22046	Monitor TEXT SIZE is 125% or 150% rather than 100%	Browser plugin click to dial feature fails to dial	3.11
CLIENTSDK-27281	Agent login is configured	When Callee Agent logout and someone calls this agent, caller hears remote alerting though call is failed.	4.6

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