



Avaya Workplace Client (MacOS) Release Notes

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Change history

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

Introduction

This document provides late-breaking information to supplement the Avaya Workplace MacOS 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 MacOS

Release 3.16

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

- Simplified Call Appearance and Meeting Control Menus
- Updated Outlook plugin – 3.16.0.
- 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

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 MacOS

Required artifacts for Avaya Workplace for MacOS Release 3.16

The following section provides Avaya Workplace for MacOS 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 MacOS	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

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 MacOS 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 MacOS Release 3.16

ID	Minimum conditions	Visible symptoms	Workaround
ACMACOS-13502	Run Workplace alongside Microsoft Outlook version 16.42	Users may experience different issues when using Avaya Meeting Scheduler, such as needing to log in each time they try to schedule a meeting.	Upgrade their Microsoft Outlook version to 16.43 to avoid these issues, or downgrade to 16.41 otherwise.
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-23826	Workplace client registered to IPO and user joins the Bridge as Moderator	The participant Y is dropped straight away without asking for confirmation to drop.	None
UCAPM-23828	Workplace client registered to IPO and user joins the Bridge as Moderator	Incoming call for "add someone to call" rings on participant UI as follows Windows - Incoming Meeting call Conf 3000 (3000) MAC - Incoming Meeting call Conf 2000 Moderator iOS - Conf 2000 IX Workplace... Android - Meeting Conf2000	None
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
UCAPM-23940	Workplace client registered to IPO and user joins the Bridge as Moderator	When the Moderator enables / disables "Continuation", the following notification is displayed intermittently – - "The Meeting will continue after the moderator leaves" - "The Meeting will end after the moderator leaves"	None

Fixes in Avaya Workplace for MacOS Release 3.16

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACMACOS-13518	Config URL configured and user signed in	Signing out of Client configured with config URL prompts user for email address	3.13
CLIENTSDK-27281	Agent login is configured	When Callee Agent logout and someone calls this agent, caller hears remote alerting though call is failed.	4.13

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