



# ***Avaya Workplace Client (MacOS) Release Notes***

Release 3.17  
Issue 1.1  
March 2021

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## Change history

Issue	Date	Description
1.1	03/23/2021	1.0 GA issue for the Avaya Calling for Microsoft Teams.
1.0	03/16/2021	3.17 GA issue for the Avaya Workplace MacOS Client.
1.0	02/02/2021	3.16 GA issue for the Avaya Workplace MacOS Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace MacOS Client 3.17 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	3.17.0.65
Avaya Workplace for MacOS	3.17.0.64
Avaya Workplace for Android	3.17.0.64
Avaya Workplace for iOS	3.17.0.64

# What's new in Avaya Workplace for MacOS

## Release 3.17

In addition to bug fixes, the following new features are provided with the 3.17 release:

- Support screen sharing from Instant Messaging Conversation
- Support "Participant ID protected meetings"

## 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
- 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 3.17

The following section provides Avaya Workplace for MacOS Release 3.17 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for MacOS	3.17.0.64	Date Available: March 16, 2021

## Required patches

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

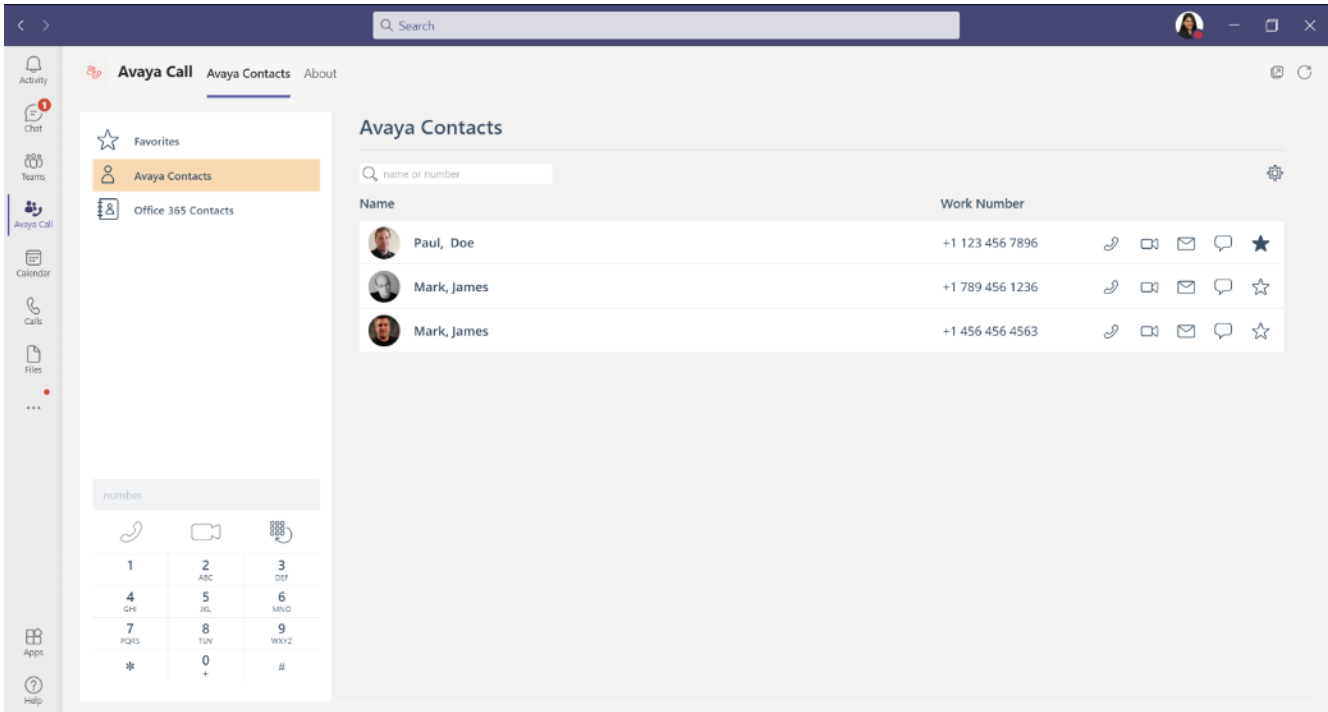
## New Configuration Parameters

No new configuration parameters have been added to the MacOS 3.17 release for Avaya Aura.

For other Avaya Workplace Clients 3.17, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20210316\\_dynamicConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20210316_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 3.17.

# Avaya Calling for Microsoft Teams

The Avaya Calling for Microsoft Teams makes use of the Avaya call application available in the Microsoft teams application store. The Avaya Call app provides contact information and dial pad within Microsoft teams. Users can click to dial from Microsoft teams with this solution. To have this setup users need to have the pre-requisites setup before logging into the Avaya Call app.



## Product Release Matrix

Product Name	Release	Platforms Supported
Avaya Calling for Microsoft Teams	1.0.10	All Platforms

### Note:

- Avaya Workplace Client (3.13 or above) must be installed.

## What's new in Avaya Calling for Microsoft Teams

### Release 1.0

The following features are provided with the Avaya Calling for Microsoft Teams release 1.0:

- Make Outgoing Avaya Audio and Video Calls from MS Teams
  - View all your directory and Office 365 contacts in one MS teams
- Use the dial pad for calling global numbers and extensions
- Mark Contacts as Favorites for quick access

### Required artifacts for Avaya Calling for Microsoft Teams Release 1.0

The following section provides Avaya Calling for Microsoft Teams Release 1.0 downloading information. For installation, please refer to documents mentioned in the section below.

Client/Server	Artifact	Date Available
Avaya Calling for Microsoft Teams	1.0.10	March 23, 2021

### Pre-Installation Requirements

The Avaya Calling for Microsoft Teams has the following pre-installation requirements –

- Avaya Aura Device Services 8.0.1 or above.
- Avaya Workplace Client installed.

# 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	<a href="#">Using Avaya Workplace Client Android iOS Mac Windows</a>	Yes
Avaya Workplace Client Quick Reference Guide	<a href="#">Avaya Workplace Client QRG</a>	Yes
Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows	<a href="#">Planning Administering Avaya Workplace Client Android iOS Mac Windows</a>	No
Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	<a href="#">Avaya Workplace Client Overview Specification Android iOS Mac Windows</a>	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 3.17

ID	Minimum conditions	Visible symptoms	Workaround
<b>UCAPM-28732</b>	Workplace and MS Teams installed and logged. Log into Avaya Call using invalid credentials	MS Teams pop-up appears to enter credentials. Though the user enters correct credentials in it, those won't be taken up and this pop-up keeps appearing after a few seconds of interval.	Logout of the MS Teams. (This will close the authentication pop up as well) and login back. Then log into Avaya Call Assistant with valid credentials.
<b>ACMACOS-13502</b>	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.
<b>UCAPM-23781</b>	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
<b>UCAPM-23782</b>	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
<b>UCAPM-23826</b>	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
<b>UCAPM-23828</b>	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
<b>UCAPM-23796</b>	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	None

ID	Minimum conditions	Visible symptoms	Workaround
		cancel inviting the participant with dismiss button" MAC - does not show this "cross" button at all to Cancel	
<b>UCAPM-23940</b>	Workplace client registered to IPO and user joins the Bridge as Moderator	When the Moderator enables / disables "Continuation", the following notification is displayed intermittently – <ul style="list-style-type: none"> <li>- "The Meeting will continue after the moderator leaves"</li> <li>- "The Meeting will end after the moderator leaves"</li> </ul>	None

### Fixes in Avaya Workplace for MacOS Release 3.17

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACMACOS-13612</b>	Workplace logged in and makes a call to a user who is not added to Avaya Aura Device Services	If user tries to create a contact from this History entry, the phone number is not populated automatically.	3.16
<b>ACMACOS-13492</b>	Workplace logged in and user receives and ends multiple incoming calls.	The ringtone stops ringing on answering, ending and then getting multiple incoming calls	3.14



## 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