



Avaya Workplace Client (Windows) Release Notes

Release 3.17
Issue 1.1
March 2021

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Contents

Change history	7
Introduction.....	7
Documentation Catalog	7
Product Release Matrix	7
What's new in Avaya Workplace for Windows	8
Release 3.17	8
Release 3.16.....	8
Installation	8
Pre-Installation Requirements.....	8
Compatibility	8
Contacting support	9
Contact support checklist.....	9
Contact support tasks	9
Avaya Workplace for Windows.....	10
Required artifacts for Avaya Workplace for Windows Release 3.17	10
Required patches	10
New Configuration Parameters.....	10
Avaya Calling for Microsoft Teams.....	11
Product Release Matrix.....	11
What's new in Avaya Calling for Microsoft Teams.....	12
Release 1.0	12
Required artifacts for Avaya Calling for Microsoft Teams Release 1.0.....	12
Pre-Installation Requirements.....	12
Documentation & Localization	13
Avaya Documentation Center	13
Documentation errata	13
Localization	14
Troubleshooting the installation	15
Known issues and workarounds in Avaya Workplace for Windows Release 3.17	16
Fixes in Avaya Workplace for Windows Release 3.17	18
Appendix A: Acronyms	19

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 Windows Client.
1.0	02/02/2021	3.16 GA issue for the Avaya Workplace Windows Client.

Introduction

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

Release 3.17

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

- Support for Button Module and button labels customization
- Support for SIP Service Observe feature for non-Agent Users
- Support screen sharing from Instant Messaging Conversation
- Ability to suppress Incoming Call Notifications
- Support "Participant ID protected meetings"

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

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 3.17

The following section provides Avaya Workplace for Windows 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 Windows	3.17.0.65	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

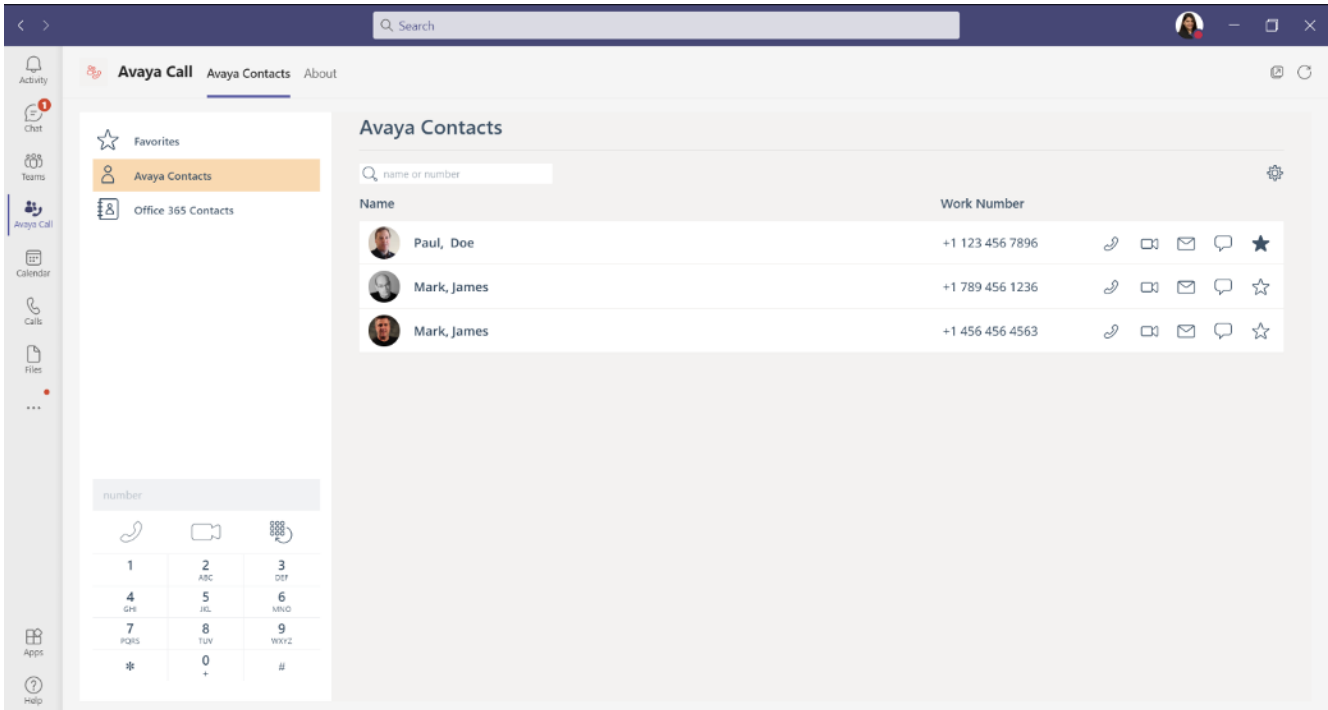
The following new configuration parameters have been added to the 3.17 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
ENABLE_CALL_NOTIFICATIONS		
Property to enable/disable notifications of incoming and missed calls to the user, by the Admin. Default value is "1".	No client UI	Windows only
ENABLE_AUDIBLE_CALL_NOTIFICATIONS		
Property to enable/disable audible notifications of incoming calls to the user, by the Admin. Default value is "1".	No client UI	Windows only
SETTINGS_CHECK_POLICY		
Property to control refreshing 46xx settings after each start-up of application. Default value is "0".	No client UI	Windows and Android only
ENABLE_BUTTON_MODULE		
Property to enable/disable button module features and button module customization. Default value is "0".	No client UI	Windows only

For Avaya Workplace Client 3.17, the following JSON document is available: 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	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 3.17

The following table lists the known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
UCAPM-28732	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.
ACW-22501	Workplace and MS Teams installed and logged in on Browser.	Avaya Call icon is not display when MS Teams-Avaya Call. This is known issues from MS for any custom apps.	None
ACW-21927	Workplace installed and conference in progress for long period (>30 mins) with video and full screen sharing.	After video is stopped, the roster is displayed as white with video icon at the bottom and video is not displayed	None
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	App crashes on launch	They need to upgrade client to 3.10

ID	Minimum conditions	Visible symptoms	Workaround
	updated version of client		
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 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

Fixes in Avaya Workplace for Windows Release 3.17

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-22401	Workplace installed and logged in. VPN is not connected.	Workplace fails to recover the SIP connection when VPN is not started before Workplace.	3.16
ACW-22591	Workplace installed and on a call.	When an incoming call is declined with a canned message, the IM message is sent to an incorrect participant.	3.16
ACW-22487	Workplace installed and configured.	Workplace uses an outdated version of Apache Log4net.	3.15
ACW-22549	Workplace installed with French, German or Russian Locale and receives incoming call.	The incoming call popup is not displayed to the user.	3.15
ACW-22473	Workplace installed with Bridged Line Appearance configured	The call does not display as called through Bridged Line Appearance after re-login.	3.14
ACW-22502	Workplace with AMM Conversation	When user opens the conversation and sends an HTML tag which is not closed correctly with a space after it, Workplace crashes.	3.12
ACW-21622	Workplace with Other Phone mode set to PSTN number.	When on outgoing call, the call drops after 30 seconds	3.9.1
ACW-21401	Workplace with Other Phone mode set to PSTN number. When on outgoing call with external number add an internal number to this call using "Add someone to call".	The call with external party remains up, however, call with internal number is dropped.	3.8.4

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