



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

Release 3.19

Issue 1.0

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## Change history

Issue	Date	Description
1.0	06/08/2021	3.19 GA issue for the Avaya Workplace Windows Client.
1.1	05/25/2021	3.18 GA issue for the Avaya Workplace Windows Client with Avaya Calling 1.1.
1.0	04/27/2021	3.18 GA issue for the Avaya Workplace Windows Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.19 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	3.19.0.72
Avaya Workplace for MacOS	3.19.0.72
Avaya Workplace for Android	3.19.0.72
Avaya Workplace for iOS	3.19.0.74



# What's new in Avaya Workplace for Windows

## Release 3.19

In addition to bug fixes, the following new features are provided with the 3.19 release:

- Local Mute Indication in Conference Roster.
- Support following feature on the Button Modules –
  - Directed Call Pickup
  - Extended Call Pickup
  - Hunt Group Busy
  - Auto callback
- Enable non-interactive upgrades
- User can now see the events from their Google Calendar when configured on the Workplace client.
- Updated Outlook Plugin – 3.19.0.13

## Release 3.18

In addition to bug fixes, the following new features are provided with the 3.18 release:

- Support for B129 USB Call Control Speakerphones
- Support following features on Button Modules –
  - Support Call Center features like Login Customer service, Logout Customer Service, Auto In and Manual In, After call work, etc. on the Button Modules
  - Presence for Contacts added on Button Module will be visible now.
  - Automatic Message Waiting: To monitor the voice mailbox of another user. If a new message arrives in the voice mailbox, you receive a visual notification.
- Support WebLM Licensing for Agent Features – User can use the Agent features only when the WebLM licenses are available or within the grace period.
- Ability to change the Agent skills
- Updated Outlook Plugin – 3.18.0.18
- Support for Screen Pop –
  - You can now configure Screen pops for Incoming and Outgoing call for Call Center and Unified communication users.
- Instant Messages marked as read when the message is read by the receiving client for IP Office.

## 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 3.19

The following section provides Avaya Workplace for Windows Release 3.19 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.19.0.72	Date Available June 8, 2021

## Required patches

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

## New Configuration Parameters

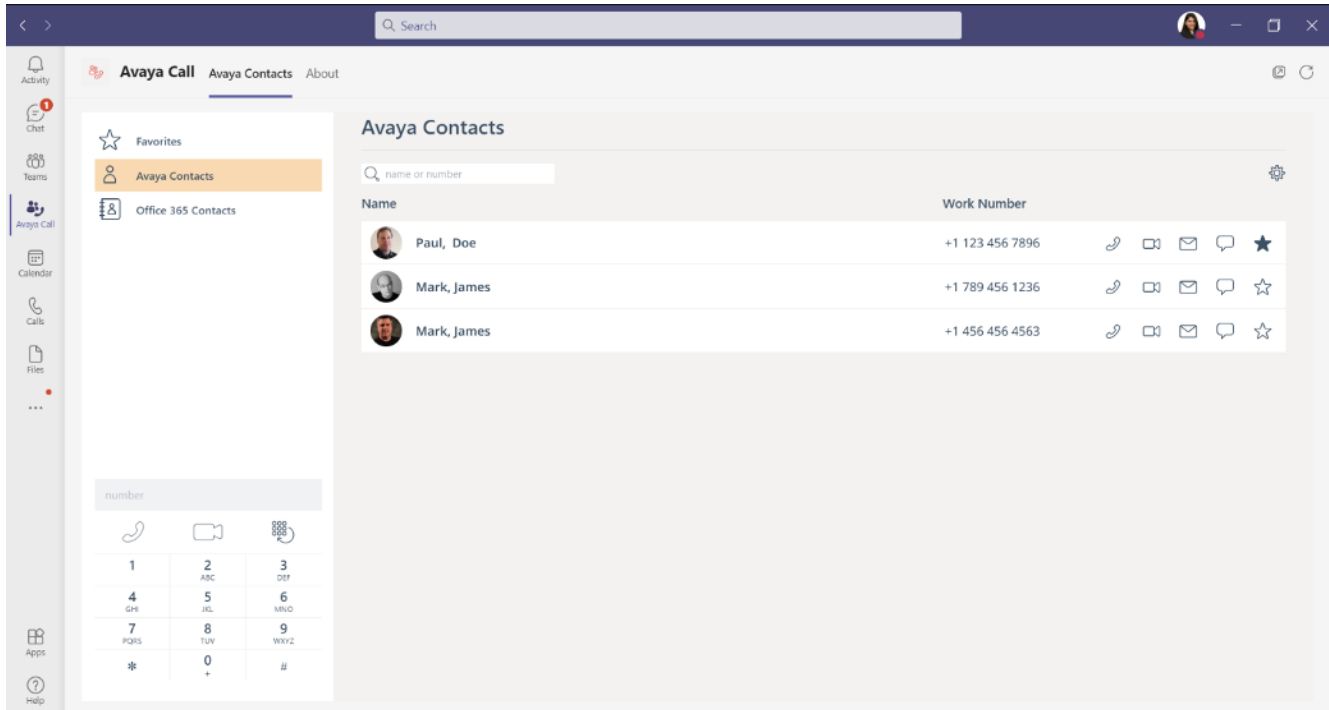
The following new configuration parameters have been added to the 3.19 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
<b>GOOGLE_CALENDAR_INTEGRATION_ENABLED</b>		
Property to enable/disable Google Calendar. Default value is "0".	Google Calendar	Windows only
<b>ALTERNATIVE_DEFAULT_SHORTCUTS</b>		
Property to enable/disable alternative shortcuts based on Shift button. Default value is "0".	Alternative default shortcuts enabled	Windows only
<b>SIMULTANEOUS_REGISTRATIONS</b>		
Property to specify the maximum number of servers a user can simultaneously register to Default value is "0".	No client UI	All Platforms

For Avaya Workplace Client 3.19, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20210608\\_dynamicConfigUpload.txt?fileExt=.txt&dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20210608_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 3.19.

## 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	1.1	All Platforms

#### Note:

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

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

### **Release 1.1**

The following features are provided with the Avaya Calling for Microsoft Teams release 1.1:

- Contact Enterprise Search
  - Users will now be able to do an Enterprise Search through the Avaya Calling application.
- Support for Independent Settings file
  - Support settings files for discovery and authentication services.

### **Getting the updated content on Avaya Call 1.1**

Please reload the Avaya Calling for MS Teams app and the new content would be available to the users.

### **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
- 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 3.19 and Avaya Calling 1.1

The following table lists the known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
<b>ACW-22292</b>	Workplace and MS Teams installed and logged. Log into Avaya Call using invalid credentials	When any new contact/updated/deleted from Workplace when the network is down, user would not see the updates in Avaya Call after network recovery.	Reload Avaya Call.
<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>ACW-22501</b>	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
<b>ACW-21927</b>	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
<b>ACW-21938</b>	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
<b>ACW-21940</b>	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
<b>ACW-21530</b>	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.
<b>ACW-21033</b>	Upgrade or fresh installation of client	All active Spaces conversation messages are displayed as unread.	Open each active conversation
<b>ACW-21459</b>	Customers deploying Aura 8.1.3 without	App crashes on launch	They need to upgrade client to 3.10

ID	Minimum conditions	Visible symptoms	Workaround
	taking an updated version of client		
<b>ACW-22737</b>	Workplace logged in.	Users may experience “Check your auto-configuration credentials and try again” red triangle alert if AUTOCONFIG_USESSO is 1 and this service is the only one which uses Unified credentials like a sing in mode. (All other services are configured to request Avaya Authorization or Manual credentials)	One of the supported services (Multimedia Messaging, Device Services, Exchange Calendar or My Meeting Room) should be configured to request Unified login to be signed in.

## Fixes in Avaya Workplace for Windows Release 3.19 and Avaya Calling 1.1

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-22819</b>	Avaya Calling installed, try searching by Phone number in the Local search for Avaya Contacts and Favorites	Phone number search for local contacts only works with exact number format	1.1
<b>ACW-22891</b>	Avaya Calling installed, change the OS language to any unsupported language	Application strings are displayed as blank.	1.0
<b>ACW-22820</b>	Avaya Calling installed	Dial Pad does not have backspace key	1.0
<b>ACW-22778</b>	Avaya Calling installed and logged in.	Avaya call keeps logging out when the computer is idle or locked	1.0
<b>ACW-22795</b>	Avaya Calling installed and try to add a contact to Favorites from Avaya Contacts	User is not able to add contact to Favorites	1.0
<b>ACW-22765</b>	Avaya Calling installed. Clear local storage and reload app.	Discovery error dialog closes as soon as it appears if a user was on “Avaya Contacts”	1.1
<b>ACW-22414</b>	Avaya Calling installed and user tries to add/remove users from favorites.	Add/remove favorite does not work on Call for a newly added contact from Workplace client	1.0
<b>ACW-22644</b>	Avaya Calling installed and move to Avaya Contacts/Favorites and switch to O365 Contacts when the network is down	Images not shown for some cached O365 contacts	1.0
<b>ACW-22807</b>	Call History entry present on the Workplace client and user tried to delete the entry	Deleted Call log entry is displayed again after user signs out and signs in back to the client.	3.17
<b>ACW-22848</b>	Log into Other phone mode and place call to another device on PSTN	No audio from one endpoint.	3.17

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-22810</b>	Workplace installed and is reset. Manually configuring the client and trying to add Identity certificate.	The Certificate is not installed, user has to install it again.	3.17
<b>ACW-22852</b>	Call forward configured for Workplace Client.	Call forward for other extension does not work when user click 'Enter' key instead of clicking OK button.	3.16
<b>ACW-22692</b>	Workplace installed.	Workplace should strip characters like / and \ while dialing call if these are part of the dialed numbers	3.16
<b>ACW-22666</b>	Workplace in conference where System Language is Hebrew and tries to become Moderator	User need to enter Moderator PIN in reverse order to get it accepted by server when system language is set to Hebrew	3.16
<b>ACW-22657</b>	Workplace installed and logged in.	Unable to make a PPM contact as favorite by selecting Star icon, user has to go to Contact details and need to mark it Favorite.	3.16
<b>ACW-22718</b>	User merges P2P video call to active MSS conference	No video available and cannot activate video.	3.16
<b>ACW-22781</b>	Call on adhoc conference and add a participant	Network status indicator shows 'severe network issues' with only 1 bar in conference, though audio and video works properly without any issues	3.16
<b>ACW-22659</b>	Join a video conference.	Different names displayed in conference roster and conference chat for same user	3.14
<b>ACW-22541</b>	Workplace placed installed and configured.	User is able to change SIP extension as the password remains the same	3.14
<b>ACW-22163</b>	Workplace Client does a supervised transfer	Call Log shows wrong number after supervised transfer	3.13
<b>ACW-22143</b>	Start sharing and control from far end.	Certain keyboard buttons do not work.	3.12
<b>ACW-22101</b>	User calls an external number and transfers the call to another number	Call log shows number and not the name of the person	3.11
<b>ACW-21094</b>	Users calls another extension and far end transfers the call.	Call history displays an incorrect entry on the party to which call was transferred.	3.8.5
<b>ACW-22454</b>	Workplace configured with AADS and user adds a new contact.	User is not able to add a contact to favorites.	3.13
<b>CLIENTSDK-28165</b>	After putting the system on modern standby false incoming call alert (Calls placed by other users while the system was put asleep) will be presented whenever the user resumes the system.	User is able to answer those calls but without any voice path as there is no one on the far end. So eventually user needs to end the calls.	4.14

## 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