



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

Release 3.21  
Issue 1.1  
Sep 2021

© 2021 Avaya, Inc.  
All Rights Reserved.

### **Notice**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

### **Documentation disclaimer**

“Documentation” means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

### **Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

### **Warranty**

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner

outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

“**Hosted Service**” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

### **Hosted Service**

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

### **Licenses**

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, <https://support.avaya.com/LICENSEINFO>, UNDER THE LINK “AVAYA SOFTWARE LICENSE TERMS (Avaya Products)” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM

AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "**Software**" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "**Designated Processor**" means a single stand-alone computing device. "**Server**" means a Designated Processor that hosts a software application to be accessed by multiple users. "**Instance**" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("**VM**") or similar deployment.

### License types

**Concurrent User License (CU).** End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time as indicated in the order, Documentation, or as authorized by Avaya in writing. A "Unit" means the unit on which Avaya, at its sole discretion, bases the

pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

### Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo/> under the link "Heritage Nortel Products," or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to

install two Instances of the same type of products, then two products of that type must be ordered.

### **Third Party Components**

“**Third Party Components**” mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya’s website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components, to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com)

### **Service Provider**

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR

EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER’S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE [WWW.SIPRO.COM/CONTACT.HTML](http://WWW.SIPRO.COM/CONTACT.HTML). THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

### **Compliance with Laws**

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

### **Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company’s behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### **Avaya Toll Fraud intervention**

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at

+1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

### **Security Vulnerabilities**

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

### **Contact Avaya Support**

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com/> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

### **Trademarks**

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

# Contents

Change history .....	7
Introduction.....	7
Documentation Catalog .....	7
Product Release Matrix .....	7
What's new in Avaya Workplace for MacOS.....	8
Release 3.21 .....	8
Release 3.20.....	8
Compatibility .....	8
Contacting support .....	8
Contact support checklist.....	8
Contact support tasks .....	8
Avaya Workplace for MacOS .....	9
Required artifacts for Avaya Workplace for MacOS Release 3.20.....	9
Required patches .....	9
New Configuration Parameters.....	9
Avaya Calling for Microsoft Teams.....	10
Product Release Matrix.....	10
What's new in Avaya Calling for Microsoft Teams.....	11
Release 1.2 .....	11
Pre-Installation Requirements.....	11
Documentation & Localization .....	12
Avaya Documentation Center .....	12
Documentation errata .....	12
Localization .....	13
Troubleshooting the installation.....	14
Known issues and workarounds in Avaya Workplace for MacOS Release 3.21 and Avaya Calling 1.2 .....	15
Fixes in Avaya Workplace for MacOS Release 3.21 and Avaya Calling 1.2.....	16
Appendix A: Acronyms .....	17

## Change history

Issue	Date	Description
1.1	09/07/2021	3.21 GA issue for the Avaya Workplace Windows Client with Avaya Calling for Microsoft Teams 1.2
1.0	08/31/2021	3.21 GA issue for the Avaya Workplace MacOS Client.
1.0	07/20/2021	3.20 GA issue for the Avaya Workplace MacOS Client.
1.0	06/08/2021	3.19 GA issue for the Avaya Workplace MacOS Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace MacOS Client 3.21 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	3.21.0.64
Avaya Workplace for MacOS	3.21.0.64
Avaya Workplace for Android	3.21.0.64
Avaya Workplace for iOS	3.21.0.64

# What's new in Avaya Workplace for MacOS

## Release 3.21

In addition to bug fixes, the following new features are provided with the 3.21 release:

- Enhanced screen pop trigger
- Updated Outlook Plugin – 3.21.0.16

## Release 3.20

In addition to bug fixes, the following new features are provided with the 3.20 release:

- Shared Device Call Control
- Updated Outlook Plugin – 3.20.0.11.

## 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 3.21

The following section provides Avaya Workplace for MacOS Release 3.20 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for MacOS	3.21.0.64	Date Available: Aug 31, 2021

## Required patches

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

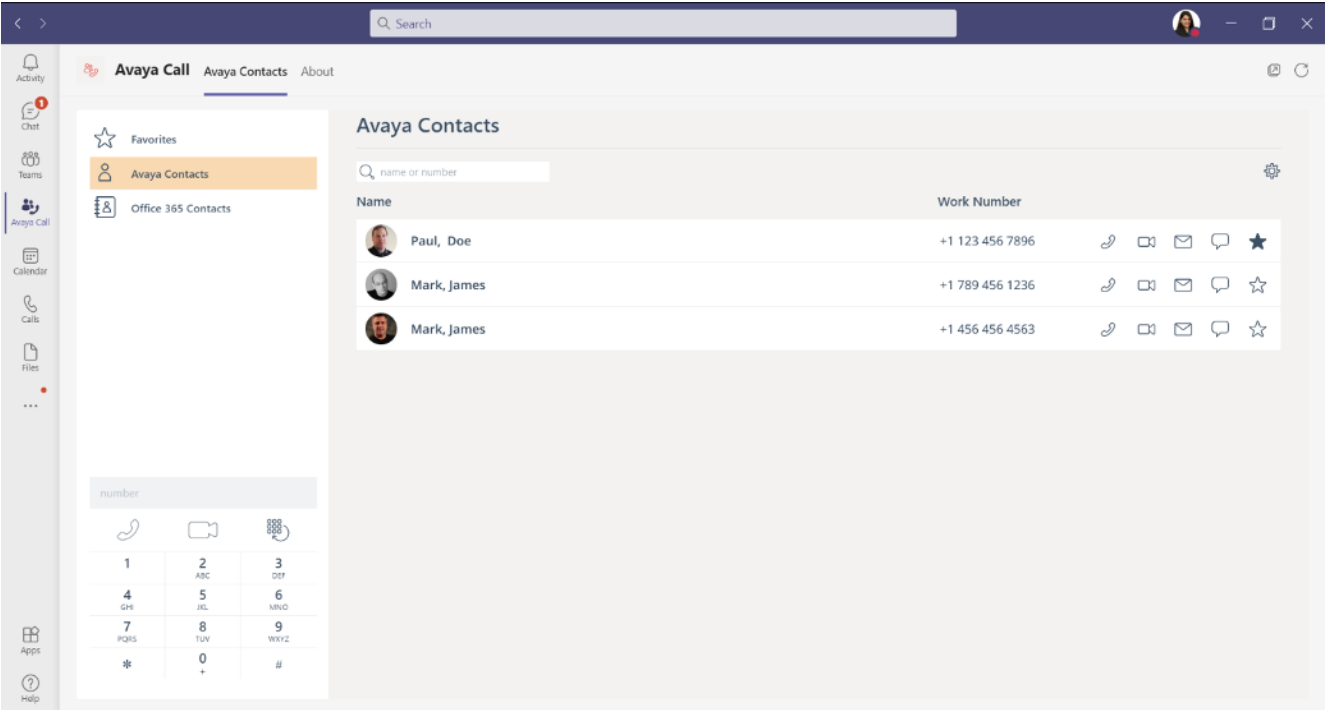
## New Configuration Parameters

No new configuration parameters have been added to the 3.21 release for Avaya Aura.

For other Avaya Workplace Clients 3.21, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20210831\\_dynamicConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20210831_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 3.21.

# 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	1.2	All Platforms

**Note:**

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

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

### **Release 1.2**

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2:

- Adding Contact through Enterprise Search and mark it as Favorite.
- Display additional contact numbers through the ellipsis or Display name or picture.
- Office 365 Contacts Enterprise Search.
- Option to disable video through Settings file
- Support for Danish, Norwegian and Swedish languages.
- Tooltips for better readability and accessibility.

### **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
<b>Using Avaya Workplace Client for Android, iOS, Mac, and Windows</b>	<a href="#">Using Avaya Workplace Client Android iOS Mac Windows</a>	Yes
<b>Avaya Workplace Client Quick Reference Guide</b>	<a href="#">Avaya Workplace Client QRG</a>	Yes
<b>Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows</b>	<a href="#">Planning Administering Avaya Workplace Client Android iOS Mac Windows</a>	No
<b>Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows</b>	<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 3.21 and Avaya Calling 1.2**

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>ACMACOS-13777</b>	User changes enterprise password and puts Workplace in idle state for longer period of time	Error that Credentials are invalid will not be shown. User will be able to see Generic Error that Contacts and Messaging are not allowed.	User will need to re-login again with correct credentials.
<b>CLIENTSDK-25800</b>	During call switch from dual stacks network to IPV4 only network	Call drops when user moved from dual stack IPV6 to IPV4 only network.	None
<b>ACMACOS-13502</b>	Microsoft Outlook version 16.42	Experience issues when using Avaya Meeting Scheduler, such as needing to log in each time they try to schedule a meeting.	Upgrade Microsoft Outlook version to 16.43 or downgrade to 16.41 otherwise.

## Fixes in Avaya Workplace for MacOS Release 3.21 and Avaya Calling 1.2

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-23163</b>	Avaya Calling installed, try searching by Phone number in the Enterprise search for Avaya Contacts and Favorites	Enterprise contacts are not displayed in search result when user enter number with spaces on Avaya Calling.	1.2
<b>ACW-22903</b>	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
<b>ACW-22902</b>	Avaya Calling installed, try searching with exact strings in the Local search for Avaya Contacts and Favorites	User needs to enter complete and exact string to get the contact	1.2
<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-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-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-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-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>ACMACOS-13768</b>	Workplace configured AADS with SSO	Workplace user able to change login credentials after configured client with SSO	3.21
<b>ACMACOS-13783</b>	Workplace user changes the volume settings	Changes done for Ring Volume in Workplace Settings are not saved	3.21
<b>ACMACOS-13738</b>	Configure Workplace with DIRMAXENTRIES 100 in AADS environment	Workplace shows 50 search results instead of 100.	3.18
<b>ACMACOS-13656</b>	Workplace configured with AADS and user adds a new contact.	User is not able to add a contact to favorites.	3.13



## Appendix A: Acronyms

<b>Acronym</b>	<b>Definition</b>
<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