



Avaya Workplace Client (Windows) Release Notes

Release 3.23
Issue 1.0
Nov 2021

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Change history

Issue	Date	Description
1.0	11/23/2021	3.23 GA issue for the Avaya Workplace Windows Client.
1.0	10/12/2021	3.22 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.23 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	3.23.0.64
Avaya Workplace for MacOS	3.23.0.64
Avaya Workplace for Android	3.23.0.64
Avaya Workplace for iOS	3.23.0.64

What's new in Avaya Workplace for Windows

Release 3.23

In addition to bug fixes, the following new features are provided with the 3.23 release:

- Disable End-Call Functionality with Config parameter
- Support for click-to-fax and click-to-sms
- Workplace Agent Presence
- Hide Staging (New Conversation) area if Ad-hoc Conference Address and PMM is not configured for deployment
- Self Picture retrieval via Exchange WebServices API
- DataCenter Failover Recovery optimization in ClientSDK
- Workplace microphone volume control improvement
- Outlook Plugin – 3.21.0.16

Release 3.22

In addition to bug fixes, the following new features are provided with the 3.23 release:

- Button Module docking/undocking
- One touch recording button support on Button Module
- Hide Advanced settings via Auto configuration.
- Following features for IP Office –
 - Support Telecommuter mode
 - Support VDI
 - Support Call Record feature button.
- Support for Click to Dial on Edge browser.
- Support Windows 11.

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 3.23

The following section provides Avaya Workplace for Windows Release 3.23 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.23.0.64	Date Available: Nov 23, 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 3.23 release for Avaya Aura.

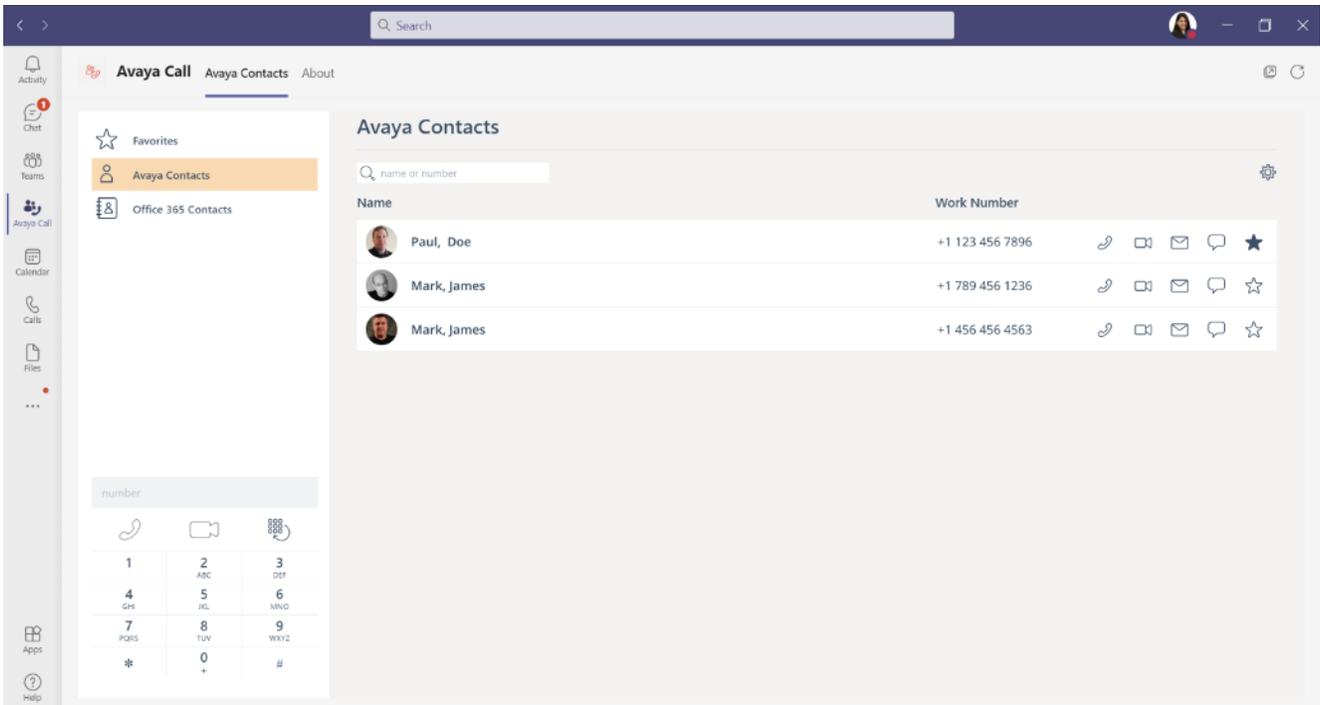
Description	Client UI setting name	Avaya Workplace Client Platform Support
NO_SUBSCRIBE_ON_SIP_CONNECTION_RECOVERY		
Determines if SIP re-SUBSCRIBES are required in case of network/server outages Default value: 0	No client UI	All platforms
DISABLE_END_CALL		
Setting to disable the End call button for specific deployments(e.g CTI deployment, Workplace used as Media endpoint only) Default value: 0	No client UI	Windows
SMS_GATEWAY_ENABLED		
Setting to control SMS Gateway feature Default value: 0	No client UI	Windows
SMS_GATEWAY		
Specifies the SMS suffix used for composing the email address. Default value: Blank	No client UI	Windows
SMS_PREFIX		
Specifies the SMS prefix used for composing the email address Default value: Blank	No client UI	Windows
FAX_GATEWAY_ENABLED		
Setting to control Fax Gateway feature	No client UI	Windows

Default value: 0		
FAX_GATEWAY		
Specifies the FAX suffix used for composing the email address, default value is blank	No client UI	Windows
Default value: Blank		
FAX_PREFIX		
Specifies the Fax prefix used for composing the email address Default value is blank	No client UI	Windows
Default value: Blank		
ENABLE_PRESENCE		
Specifies the Presence model to be used, value 2 is used for Agent Presence feature	No client UI	Windows
Default value: 1		
SELF_AVATAR_ENABLED		
Property to use the user's EWS self-image as the Workplace self Avatar. When enabled, supersedes the image referenced by AADS	No client UI	Windows
Default value: 1		
INITIATE_OTHER_PHONE_INCOMING_WHEN_FORWARDING_ENABLED		
When incoming call features (Send All Calls, Call Forwarding, etc) are enabled, there continues to be an incoming call notification that arrives to Workplace and will be forwarded to the Other Phone Mode device and cancelled when the Aura coverage timer fires. To avoid the unnecessary signalling, the property may be set to Disable.	No client UI	Windows and Mac only
Default value: 0		

For Avaya Workplace Client 3.23, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20211123_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 3.23.

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	About Screen Version	Platforms Supported
Avaya Calling for Microsoft Teams	1.2	1.0.11	All Platforms

Note: *The About screen on the application will display the version as 1.0.11. It is the Microsoft Teams manifest file version and corresponds to the current version of Avaya Calling Application.*

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 (3.13 or above) 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 3.23 and Avaya Calling 1.2

The following table lists the known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
ACW-20942	Workplace 3.8.2 installed and Desktop Integration, Default IM provider is enabled. Upgrade from 3.8.2 to 3.8.5	IM and Presence does not work from Outlook after upgrade.	A one-time repair activity of the Microsoft Office products is required after upgrading to IX Workplace 3.8.5 (or newer). For instructions on how to repair the Microsoft Office software, consult the Microsoft documentation for the specific release of Microsoft Office. Avaya recommends the repair activity be packaged as part of the IX Workplace software roll-out to minimize feature outages.
ACW-23515	Workplace installed and logged in Desk Phone mode with VDI-C/J179	SBC failback is not happening when Workplace is in Desk Phone mode	Need to quit Workplace application and login again
ACW-22981	Workplace installed and logged into Other Phone mode.	Outgoing call in other phone mode dropped when called party does not answer the call	Use Early media environment.
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-21197	Customers deploying Aura 8.1.3 without taking	App crashes on launch	They need to upgrade client to 3.10

ID	Minimum conditions	Visible symptoms	Workaround
	an updated version of client		
ACW-22737	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.
ACW-23013	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	Logout Override will not work	None.
ACW-23011	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	User is unable to invoke Supervisor Assist Feature.	None.
ACW-23000	Workplace client is in Shared Control mode with Avaya Agent for Desktop and Service Observe configured.	Unable to change SO mode from Workplace Client (Windows) while on an Observed Call. Workplace client shows normal call card (non-SO), so user does not have the ability to change SO modes mid-call	None.
ACW-22999	Workplace client is in Shared Control mode with J1xx, and Service observe is configured.	SO call card, SO mode will disappear from WP after reconnecting network. User will not be able to continue observing the call with proper SO call appearance / SO mode / SO button / LED from Workplace.	User can observe it from J1xx.
CLIENTSDK-25800	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
ACW-23072	SM profile changes from SM1 -> SM2, SM1, SM3	Shared control mode gets disconnected between workplace and J1xx after changing SM profile of station from SM1 -> SM2, SM1, SM3	None

ID	Minimum conditions	Visible symptoms	Workaround
ACW-22957	Workplace is registered in Deskphone mode with J1xx / AAfD	UUI Info button is greyed out after Network recovery	None
ACW-21197	Windows machine keyboard and Workplace Client are set to Arabic language	The entered digit message is cut off and not displayed the same as what the user typed.	None
ACW-21298	Font style/format apply by right click context menu	Font-format does not apply on typing.	Format the text after typing and before sending
ACW-20942	Windows version 1803 - System set as Arabic language	Languages not applied	Upgrade Windows to the current released version.
ACW-22292	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.
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

Fixes in Avaya Workplace for Windows Release 3.23 and Avaya Calling 1.2

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-23442	Avaya Workplace for Windows installed, and Agent logged in	Service Observe feature does not work in My Computer mode when Agent extension used is too long	3.21
ACW-23390	Avaya Workplace for Windows installed	Config updates restart client and apply the changes without allowing user to not apply the updates	3.20
ACW-23469	Avaya Workplace for Windows installed	Screen pop after transfer shows UCID for second call and not the original first call at transfer target	3.21
ACW-23413	Avaya Workplace for Windows installed	AMM/PMM messages are recorded in WMA format which cannot be open/played on iOS	3.21
ACW-23475	Avaya Workplace for Windows installed	Screen pop up for a BLA answered call does not show UCID associated with call	3.21
ACW-23331	Avaya Workplace for Windows installed	New Conversation and call buttons are not displayed if Workplace is moved to a dual monitor with resolution of 2560x1440	3.20
ACW-23211	Avaya Workplace for Windows installed in Other Phone Mode	Workplace in Other Phone Mode with SAC activated, still rings on the other phone configured and cancels within 1 sec, unnecessary calls on other phone when SAC is activated in Other phone mode	3.20
ACW-23312	Avaya Workplace for Windows installed	When internal and external call is merged, call appearance display shows the name + domain though 'PRESENT_USER_NAME_ONLY' property is enabled and set to 1	3.19
ACW-23192	Avaya Workplace for Windows installed	Workplace crashes when user tries to login with a specific extension with specific virtual address	3.22
ACW-23420	Avaya Workplace for Windows installed.	Update documentation for deploying Client Identity certificate to user's personal store.	3.22
ACW-23355	Avaya Workplace for Windows installed.	HTTP Headers JSESSIONID and JSESSIONIDSSO are displayed in log files.	3.21
ACW-23294	Avaya Workplace installed.	EWS Calendar service is requesting full user access for calendar instead of Read access only.	3.20
ACW-23319	Workplace is deskphone mode with 96x1. ENFORCE_SIPS_URI is set to 0.	Unable to initiate call in Deskphone mode from dial pad, Call log or Contact search	3.20

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-23251	Avaya Workplace for Windows installed with browser add-in enabled.	Click to Dial Browser extension is not available with MS Edge browser	3.20
ACW-23261	Avaya Workplace for Windows installed one of the services (Portal service) is de-commissioned from the deployment	Authorization with some services failed though the credentials are correct and accepted when one of the services (Portal service) is de-commissioned from the deployment	3.20
ACW-23344	Avaya Workplace for Windows installed and Using 1XP on IPO500v2 / UCM as Messaging Server	Workplace crashed when connected with 1XP / UCM in IPO deployment	3.19
ACW-23133	OAuth Access Token expiration timer is set to 180 days on AADS	During OAuth config, Workplace client crashes	3.19
ACW-23318	Avaya Workplace for Windows installed. Display Language set to Hebrew on both system and Workplace.	Dial pad is not displayed to enter number when user use 'Add Some one to call' in Full screen video window mode- With Hebrew/Arabic language	3.19
ACW-23051	Workplace installed and Windows 10 Display Language changed to Traditions Chinese. Device name on Windows Sound Panel changed to something in Chinese language.	Question marks are displayed instead of Chinese characters in Audio/Video settings	3.18
ACW-23249	Avaya Workplace installed.	Workplace do not search the contacts when 3 Korean characters are entered in search box, Workplace searches contacts with only first two Korean characters.	3.17
ACW-22905	Avaya Workplace installed.	One-way video observed for Workplace and Workspace AACC deployment when Incoming agent call is video call, Workplace changes the payload from original invite in 200OK while answer	3.17
ACW-23163	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
ACW-22903	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
ACW-22902	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
ACW-22819	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

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