



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

Release 3.23

Issue 1.0

Nov2021

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### **Downloading Documentation**

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## Change history

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

## Introduction

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

## Release 3.23

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

- Hide staging (New Conversation) area if Ad-hoc Conference address and PMM is not configured for deployment.

## Release 3.22

In addition to bug fixes, the following new features are provided with the 3.22 release:

- Customizable Ringtones
- Following features for IP Office –
  - Support Telecommuter mode
  - Support Call Record feature button.

## 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 3.23

The following section provides Avaya Workplace for MacOS 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 MacOS	3.23.0.64	Date Available: November 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

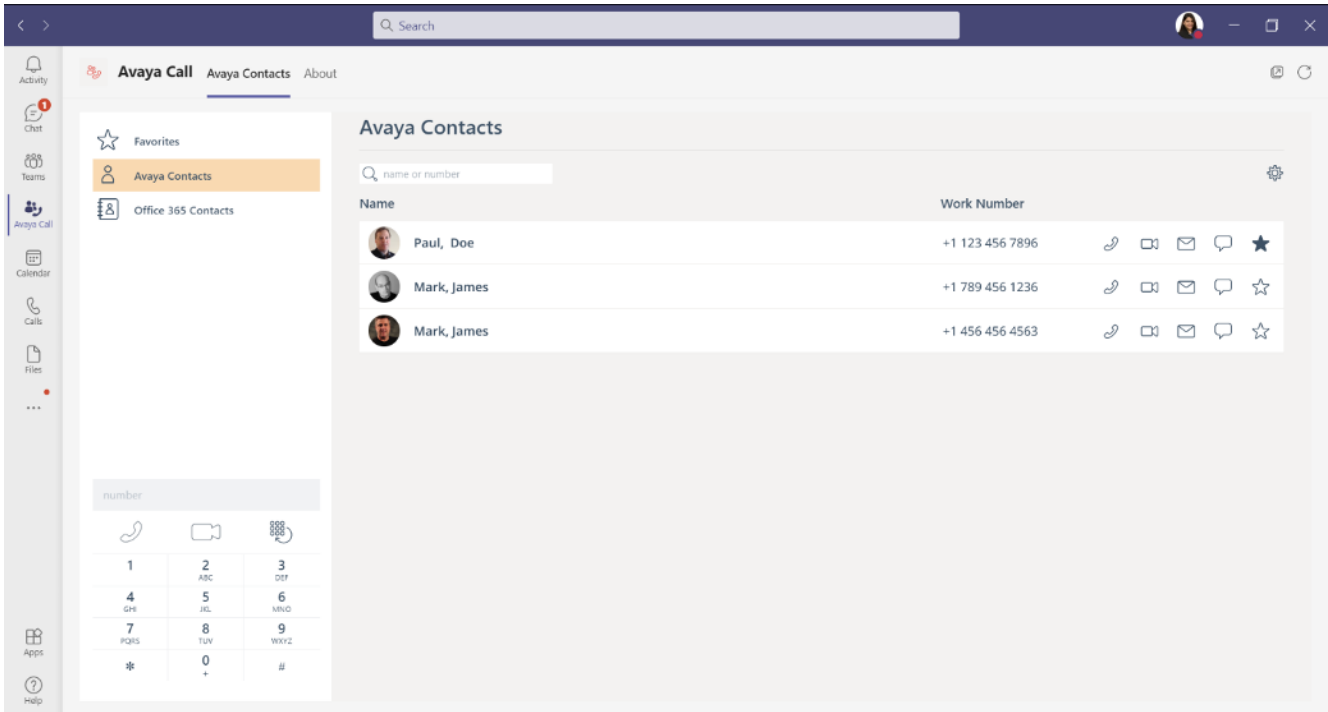
The following new configuration parameters have been added to the 3.23 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
<b>DISABLE_END_CALL</b>		
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	All platforms
<b>NO_SUBSCRIBE_ON_SIP_CONNECTION_RECOVERY</b>		
Determines if SIP re-SUBSCRIBES are required in case of network/server outages  Default value: 0	No client UI	All platforms
<b>INITIATE_OTHER_PHONE_INCOMING_WHEN_FORWARDING_ENABLED</b>		
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.  Default value is "0".	No client UI	Win and MAC

For other Avaya Workplace Clients 3.23, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20211123\\_dynamic\\_ConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20211123_dynamic_ConfigUpload.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 installed (3.13 or above).

# 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 3.23 and Avaya Calling 1.1

ID	Minimum conditions	Visible symptoms	Workaround
<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.
<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	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

## Fixes in Avaya Workplace for MacOS Release 3.23 and Avaya Calling 1.1

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACMACOS-13856</b>	Other Phone device.	The unnecessary call log on Other Phone device will be created and call	3.20
<b>ACMACOS-13822</b>	Workplace configured.	Workplace logs various items including the conference passcode in the log file	3.22
<b>ACMACOS-13821</b>	Workplace configured.	Sensitive information like username and hashed password should not be printed in log files	3.22
<b>ACMACOS-13768</b>	Workplace configured AADS with SSO	Workplace user able to change login credentials after configured client with SSO	3.14
<b>ACMACOS-13783</b>	Workplace user changes the volume settings	Changes done for Ring Volume in Workplace Settings are not saved	3.19



<b>ID</b>	<b>Minimum Conditions</b>	<b>Visible symptoms</b>	<b>Release found in</b>
<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
<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

## 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