



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

Release 3.28  
Issue 1.0  
Jul 2022

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## Change history

Issue	Date	Description
1.0	07/28/2022	3.28 GA issue for the Avaya Workplace Windows Client.
1.0	06/27/2022	3.27.1 GA issue for the Avaya Workplace Windows Client.
1.0	06/07/2022	3.27 GA issue for the Avaya Workplace Windows Client.
1.0	04/26/2022	3.26 GA issue for the Avaya Workplace Windows Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.28 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 / 10.1.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	3.28.0.73
Avaya Workplace for MacOS	3.28.0.73
Avaya Workplace for Android	3.28.0.73
Avaya Workplace for iOS	3.27.0.67



# What's new in Avaya Workplace for Windows

## Release 3.28

In addition to bug fixes, the following new features are provided with the 3.28 release:

- Middle Name Support for Outlook Contacts
- Avaya Contact Center Elite VuStats (This Computer Audio Mode Only)
- Support for Launching GoToMeeting from Top-of-Mind Calendar
- Software Context Updates: Reactive Libraries
- Avaya Contact Center Elite Service Observe Action from Contacts/Favorites/Search Results
- Paired Sign-On between Workplace Remote and Local Session (Citrix)
- Clickable URL Support for Enhanced Screen Pop
- Simplified Home screen Layout Option
- Feature "Desktop Audio Updates: sync volume and reflect system mute" introduced in 3.26 release was removed.

## Release 3.27.1

- Paired Sign-On Fixes for use with Workplace VDI.
- Third-Party Call Control outgoing call fixes.

## Release 3.27

In addition to bug fixes, the following new features are provided with the 3.27 release:

- User control for enabling/disabling Ec500 SIM RING feature when Other Phone Mode is selected
- Agent State Timers
- Support Greeting Type 'ANI'- Automatic Number Identification
- Paired Sign-On between Workplace Remote and Local Session (VMWare Horizon)
- Support the ability to receive Avaya Spaces group direct messages

## Release 3.26

In addition to bug fixes, the following new features are provided with the 3.26 release:

- Workplace Main window would be always on top if configured
- AECC: Remote Agent (RAP) calls should not have End-Call options on Workplace client
- Telecommuter: Enable/Disable Early Media
- Desktop Audio Updates: sync volume and reflect system mute
- Self contact avatar for Workplace client

## 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 3.28

The following section provides Avaya Workplace for Windows Release 3.28 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.28.0.73	Date Available: Jul 28, 2022

### Required patches

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

### New Configuration Parameters

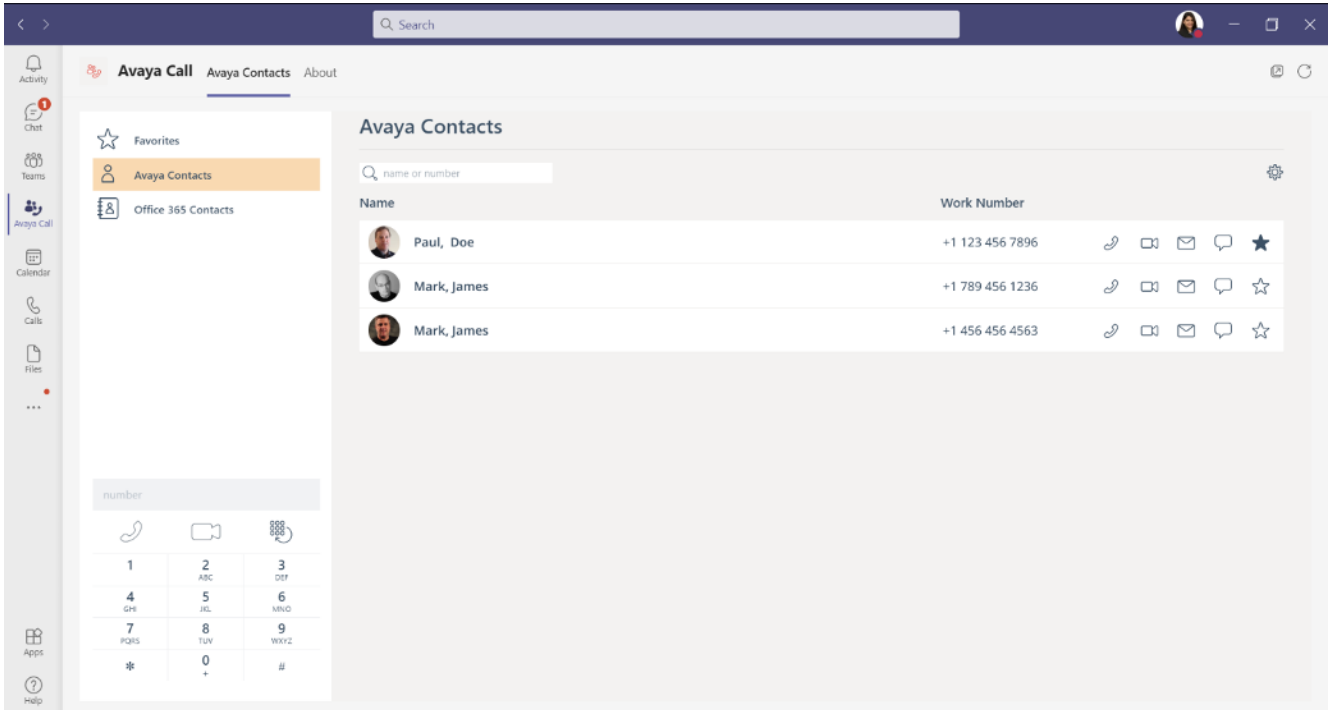
The following new configuration parameters have been added to the 3.28 release for Avaya Aura.

Description	Client setting name	UI	Avaya Workplace Client Platform Support
<b>DISPLAY_MIDDLE_NAME</b>			
Property to define whether local outlook contact should be displayed with Middle name if it is configured or not.  Default value: 0	Local Contacts Middle Name		Windows
<b>SIP_CRLF_PING_INTERVAL</b>			
Indicates the number of seconds Avaya Workplace Client waits before retransmitting a Carriage Return and Line Feed (CRLF) ping. Valid values are 0 through 840 seconds. 0 means that the CRLF ping mechanism is off.  Avaya recommends not changing the default value unless you receive specific guidance from Avaya. Updates to this value can negatively impact failover detection on the PBX and may result in missed calls.  Default value: 30	No client UI		Windows

For Avaya Workplace Client 3.28, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20220719\\_dynamicConfigUpload.txt?fileExt=.txt&dlmt=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20220719_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 3.28.

## 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	1.0.12	All Platforms

**Note:** *The About screen on the application will display the version as 1.0.12. 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 1.2.1

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2.1:

- Support for Traditional Chinese language.

### 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
<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
- 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 3.28 and Avaya Calling 1.2

The following table lists the known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
<b>ACW-24123</b>	Upgrade occurred from Avaya Workplace client for Windows 3.26. When Workplace client 3.26 was installed and closed before the upgrade, user has muted a speaker device using Windows Volume Controls or keypad.  This issue is not reproducible for upgrade from release 3.25 or below to 3.26.2 release directly.	When user unmute the speaker device in the same way using Windows Volume Controls or keypad, playback from Workplace client is still muted in Windows.  User is not able to hear audio notifications from Workplace or remote participant(s) when a call is established.	User needs to unmute the Workplace client application in Windows Volume Mixer once.  To open the volume mixer, navigate to the taskbar and right click on speaker icon. In the opened menu select "Open Volume Mixer", find Workplace application and click unmute.
<b>ACW-24067</b>	Workplace Client installed with Outlook plug-in	Outlook add-in could not parse Go to meeting number correctly, Workplace sees the dial number two times and hence fails to dial meeting	None
<b>ACW-24047</b>	Workplace user is using Plantronics	Active call goes on hold automatically when user is	Settings file parameter (ENABLE_PLT_OOB_HEADSET_CALL_CONTRO

ID	Minimum conditions	Visible symptoms	Workaround
	Headset Out of Box call control support and extension is configured with BLA buttons.  CM Patch 8.1.3.4.0.890.2747 1	using Plantronics USB headset call control and receive BLA call which is answered by other endpoint	L) was implemented disabling the integration of Plantronics headset
<b>ACW-23952</b>	Workplace 3.26 installed and used in multi monitor	Cannot see main app UI due to previous multi monitor usage	Avoid using multi monitor with Workplace client
<b>Not Applicable</b>	Workplace 3.26 installed with VDIENV=1 on a VMware Horizon virtual desktop. Workplace VDI is configured and running on the local desktop.	Launching Workplace on the virtual desktop fails to perform paired sign-in of the Workplace VDI application running on the local desktop.	Remain on Workplace 3.25 or earlier, or manually sign into Workplace VDI as required.
<b>ACW-20942</b>	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.
<b>ACW-23515</b>	Workplace installed and logged in Desk Phone mode with VDI-C/J179	SBC fallback is not happening when Workplace is in Desk Phone mode	Need to quit Workplace application and login again
<b>ACW-22981</b>	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.
<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	Delete the local configuration file. The path to this file is - %APPDATA%\Avaya\Avaya IX Workplace\configdata.xml.



ID	Minimum conditions	Visible symptoms	Workaround
		expected to make the app crash.	
<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-21197</b>	Customers deploying Aura 8.1.3 without taking an updated version of client	App crashes on launch	They need to upgrade client to 3.10
<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.
<b>ACW-23013</b>	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	Logout Override will not work	None.
<b>ACW-23011</b>	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	User is unable to invoke Supervisor Assist Feature.	None.
<b>ACW-23000</b>	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.
<b>ACW-22999</b>	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 /	User can observe it from J1xx.

ID	Minimum conditions	Visible symptoms	Workaround
		SO button / LED from Workplace.	
<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>ACW-23072</b>	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
<b>ACW-22957</b>	Workplace is registered in Deskphone mode with J1xx / AAfD	UUI Info button is greyed out after Network recovery	None
<b>ACW-21197</b>	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
<b>ACW-21298</b>	Font style/format apply by right click context menu	Font-format does not apply on typing.	Format the text after typing and before sending
<b>ACW-20942</b>	Windows version 1803 - System set as Arabic language	Languages not applied	Upgrade Windows to the current released version.
<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	Avaya Call icon is not display when MS Teams-Avaya Call. This	None

ID	Minimum conditions	Visible symptoms	Workaround
	logged in on Browser.	is known issues from MS for any custom apps.	

## Fixes in Avaya Workplace for Windows Release 3.28 and Avaya Calling 1.2

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-24127</b>	Avaya Workplace client for Windows with Workplace VDI client with Telecommuter mode	Using telecommuter mode in VDI environment results in Virtual Desktop error being displayed	3.26
<b>ACW-24005</b>	Avaya Workplace for Windows installed	Call Forwarding Indication is not displayed on Incoming call notification and Call history when caller is added as a Workplace contact	3.26
<b>ACW-24045</b>	Avaya Workplace for Windows installed	Unable to share screen during video call with BFCP	3.26
<b>ACW-24020</b>	Avaya Workplace for Windows installed	Avaya SBC is highly loaded due to amount of CRLF requests from Workplace clients when there is high amount of active SIP registrations.	3.26
<b>ACW-23987</b>	Avaya Workplace for Windows installed	Unable to update 'ENABLE_LOCAL_CONTACT' setting from AADS in Workplace	3.25
<b>ACW-23962</b>	Avaya Workplace for Windows installed with Outlook plug-in	Join button for Outlook meetings on the plugin does not work with Workplace Windows	3.25
<b>ACW-23960</b>	Avaya Workplace for Windows installed with Browser add-in	Browser add-in does not disabled in MS Edge IE compatibility mode when it is disabled in Workplace App. Plugin should also not install in IE as it is not supported	3.25
<b>ACW-23790</b>	Avaya Workplace for Windows installed	Workplace crashed during video conference, reproducible for one user	3.24
<b>ACW-24006</b>	Avaya Workplace for Windows installed	Enhance Call forwarding for all calls with External number fails when user try to invoke the feature with ARS FAC	3.24
<b>ACW-23834</b>	Avaya Workplace for Windows installed	Participants on roster are displayed in grayed out state after joining conference	3.24
<b>ACW-24013</b>	Avaya Workplace for Windows installed	Workplace reject the Re-Invite with 488 Not Acceptable here when user joins meeting thru IVR	3.24
<b>ACW-23981</b>	Avaya Workplace for Windows installed	Unable to use One Touch Recording (Audix-Rec) feature with Workplace	3.23
<b>ACW-23780</b>	Avaya Workplace for Windows installed	Echo heard from Workplace user when it is used on different hardware/surface and with internal Mic/Speaker selected by user	3.21
<b>ACW-23914</b>	Avaya Workplace for Windows installed	One- touch recording (audix-rec) does not work with Workplace and IXM	3.21

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-23920	Avaya Workplace for Windows installed	Workplace shows 'Call history could not be updated' error after network disruption	3.21
ACW-24062	Avaya Workplace client for Windows with Workplace VDI client	Paired Sign-On with Workplace VDI stopped working after Workplace upgrade from 3.23.1 to 3.26	3.26
ACW-24014	Avaya Workplace for Windows installed in CTI deployment	Outgoing calls from Workplace dialed through CTI Client (3PCC) fails intermittently	3.25
ACW-24033	Avaya Workplace for Windows installed	Workplace logs are written in wrong folder	3.23
ACW-23887	Avaya Workplace for Windows installed and APPLICATION_SCREEN_POP_LIST value set to blank	Workplace performs the SIPLOGIN action with the APPLICATION_SCREEN_POP_LIST value set to blank	3.25
ACW-23895	Avaya Workplace for Windows installed	Invalid SDP with 200 OK answer from Workplace, when SIP reachability feature is enabled on CM and CM sends OPTIONS message after every 5 min	3.25
ACW-23903	Avaya Workplace for Windows installed	Presence note set by user is not working in Workplace	3.25
ACW-23836	Avaya Workplace for Windows installed	Comm Profile password changed on SMGR, after this when Workplace login, user see error 'User Already created' on client	3.24
ACW-23796	Avaya Workplace for Windows installed	Cannot parse 200 OK on Workplace from certain specific numbers	3.24
ACW-23826	Avaya Workplace for Windows installed	Workplace cannot reconnect to the Network after moving from external to internal network, previously connection from external network thru SBC was not configured for Workplace user-agent	3.23
ACW-22929	Avaya Workplace for Windows installed	Workplace does not send registration request if user tries to login by entering wrong password first and then correct password	3.18
ACW-23060	Avaya Workplace for Windows installed	VoIP service is not recovered when DSL Link is re-established next working day	3.17
ACW-23802	Avaya Workplace for Windows installed	IM messages sent from Workplace user with special character or new line character did not successful, user has to again send these messages for successful conversation	3.13
ACW-23589	Avaya Workplace for Windows installed	CMS reporting of Agent show Aux (defined reason code) instead Aux (0) which is default when agent set Aux and makes an outgoing call- Issue is due to design of Workplace client not supporting Off Hook invite while dialing calls	3.18
ACW-23852	Avaya Workplace for Windows installed	Echo is heard from Workplace Windows when internal mic/Speaker is used in call	3.24

<b>ID</b>	<b>Minimum Conditions</b>	<b>Visible symptoms</b>	<b>Release found in</b>
<b>ACW-23773</b>	Avaya Workplace for Windows installed	Workplace user needs to enter Agent password though it is set as Blank on CM, password field	3.24
<b>ACW-23782</b>	Avaya Workplace for Windows installed	Workplace ignores Notify for a SAC activated for other extension, hence while de-activating, the feature does not work as expected	3.24
<b>ACW-23626</b>	Avaya Workplace for Windows installed	Feedback to improve User experience when LDAP password is changed and Workplace logged in and minimizes the client- Error is not displayed for few seconds	3.23
<b>ACW-23858</b>	Avaya Workplace for Windows installed	Workplace keeps asking for Proxy Authentication for connecting to Outlook Add-In walled garden config	3.22
<b>ACW-23787</b>	Avaya Workplace for Windows installed	Unable to merge call using Drag-Drop contact from Fav or Contacts tab onto Active call- Seen with one extension	3.21
<b>ACW-23776</b>	Avaya Workplace for Windows installed	Workplace do not apply 'APPLICATION_SCREEN_POP_RULE' parameter, user need to restart Workplace one more time	3.24
<b>ACW-22968</b>	Avaya Workplace for Windows installed	Unable to use Workplace as a Media endpoint for 3PCC calls after SM maintenance, Workplace needs to be restarted in order to use it again-	3.18
<b>ACW-23060</b>	Avaya Workplace for Windows installed	VoIP service is not recovered when DSL Link is re-establish next working day	3.17
<b>ACW-23802</b>	Avaya Workplace for Windows installed	IM messages sent from Workplace user with special character or New line character did not successful, user has to again send these messages for successful conversation	3.13
<b>ACW-23700</b>	Avaya Workplace for Windows installed	Cannot access user profile with Outlook plugin	3.23.1
<b>ACW-23716</b>	Avaya Workplace for Windows installed	Incoming call notification displayed with 2 to 3 seconds delay for the first call after client restarted	3.23.1
<b>ACW-23755</b>	Avaya Workplace for Windows installed	User is allowed to close Meeting Roster window; later user cannot open the roster by any means. User's audio and video was transmitted to other participants	3.24
<b>ACW-23754</b>	Avaya Workplace for Windows installed	Caller ID is not displayed for Incoming VDN Calls	3.24
<b>ACW-23801</b>	Avaya Workplace for Windows installed	Unable to merge two calls using secretary extension though it has 2 lines for the boss	3.24
<b>ACW-23720</b>	Avaya Workplace for Windows installed	Delegate meetings configured from Outlook Add-In for shared calendars do	3.23

ID	Minimum Conditions	Visible symptoms	Release found in
		not get added to iView future calendar meetings	
<b>ACW-23622</b>	Avaya Workplace for Windows installed and logged in other phone mode	Workplace in Other Phone mode and SendAllCalls active with PSTN still redirect a call	3.23
<b>ACW-23706</b>	Avaya Workplace for Windows installed and logged in other phone mode	No Call leg initiated, when Workplace user in other phone mode	3.23
<b>ACW-23694</b>	Avaya Workplace for Windows installed	Sign Out option under User Avatar intermittently missing after multiple steps	3.23
<b>ACW-23646</b>	Avaya Workplace for Windows installed	Google Meet link does not display with Join in Workplace	3.23
<b>ACW-23639</b>	Avaya Workplace for Windows installed with enabled Browser add-in	Country selection screen for Avaya Browser extension opens at the top right corner and not near the cursor	3.23
<b>ACW-23670</b>	Avaya Workplace for Windows installed	Workplace do not display Caller name and number for VDN routed call	3.23
<b>ACW-23710</b>	Avaya Workplace for Windows installed	Bridge Appearance does not display on Button Module for a Bridged call	3.22
<b>ACW-23631</b>	Avaya Workplace for Windows installed	Error email displayed when user trying to schedule meeting using Outlook Add-In and reserve the meeting- Error displayed is for 'Virtual Room conflict	3.21
<b>ACW-23536</b>	Avaya Workplace for Windows installed	Caller number is displayed instead of caller name for VDN call)	3.21
<b>ACW-23695</b>	Avaya Workplace for Windows installed	Not able to login with Meeting scheduler using Outlook Add-In	3.21
<b>ACW-23485</b>	Avaya Workplace for Windows installed	VDN name is not displayed in Desk phone mode for incoming VDN calls	3.21
<b>ACW-23601</b>	Avaya Workplace for Windows installed	Unable to input special character @ with German keyboard	3.23.1
<b>ACW-23531</b>	Avaya Workplace for Windows installed	German Umlaut problem in audio video setting	3.22
<b>ACW-23567</b>	Avaya Workplace for Windows installed	Workplace windows shows ? for some of the German characters in Audio/Video setting	3.22
<b>ACW-23572</b>	Avaya Workplace for Windows installed	Numbers on the web site/web page are still highlighted though the Site is added in blocked list for highlighting numbers	3.22
<b>ACW-23581</b>	Avaya Workplace for Windows installed	Team Button is not displayed on button list if the same monitored station is also added with Call Forward feature	3.22
<b>ACW-23365</b>	Avaya Workplace for Windows installed	Removal Conference Passcode from the logs	3.21
<b>ACW-23623</b>	Avaya Workplace for Windows installed	Shared Control with VDI does not work, Paired Sign On failed intermittently	3.22

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-23539	Avaya Workplace for Windows installed	MWI does not work when user register with E164 handle	3.21
ACW-23487	Avaya Workplace for Windows installed	User cannot open menu from Presence status indicator/User Dashboard if 'ENABLE_TOP_OF_MIND' is set to 0	3.21
ACW-23605	Avaya Workplace for Windows installed	Unable to resize Roster from 3.21	3.21
ACW-23540	Avaya Workplace for Windows installed logged with VDI client in Deskphone mode	Paired Sign On does not work between Workplace and VDI client for Deskphone mode	3.20
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-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



ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-23319</b>	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
<b>ACW-23251</b>	Avaya Workplace for Windows installed with browser add-in enabled.	Click to Dial Browser extension is not available with MS Edge browser	3.20
<b>ACW-23261</b>	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
<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-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

## 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