



Avaya Workplace Client (Windows) Release Notes

Release 3.38

Issue 1.0

Nov 2024

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Change history

Issue	Date	Description
1.0	11/05/2024	3.38 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.38 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 / 10.2.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	3.38.0.147
Avaya Workplace for MacOS	3.38.0.147
Avaya Workplace for Android	3.38.0.147
Avaya Workplace for iOS	3.38.0.147

What's new in Avaya Workplace for Windows

Release 3.38

In addition to bug fixes, the following new features are provided with the 3.38 release.

- Support ability to automatically select and install Client Identity Certificate
- Update multiple Vu-Stat activated features one-by-one
- Open Chat-Window on same screen where Workplace main app is running
- LNCC Call Log Enhancements
- Alternate Emergency Disclaimer on Desktop clients with config property
- Ignore processing Avaya meetings with external portal URLs in the Calendar invite
- Allow screen pop settings being user controlled- Manual configuration of screen pop rules
- Allow selection of external browser for SAML authentication
- Support of RTCP Subtype 5 fields
- Call Park feature support for IPO deployments
- Screen Pop Enhancement: On Demand
- Outlook Add-on: Disable calls to manage1.esna.com

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 3.38

The following section provides Avaya Workplace for Windows Release 3.38 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.38.0.147	Date Available: Nov 05, 2024

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 3.38 release for Avaya Aura.

Description	Client setting name	UI	Avaya Workplace Client Platform Support
ENABLE_LNCC_CUSTOM_CALL_LOG			
Property to customize Call Log for Limit Call Feature 1: LNCC Call log should show missed call log icon and text would show 'Second call off' 0: LNCC call log should show existing behavior (Default) Default value: 0	No client	UI	Windows
IGNORE_EXTERNAL_MEETING_URL			
Ignore processing External Meeting URLs in Outlook Calendar Invite 0 - Process External Meeting URL 1 - Ignore processing External Meeting URL Default value: 0	No client	UI	Windows
EXTERNAL_BROWSER_AUTH_TIMEOUT			
Configuration Parameter to handle browser timeout behavior and display error under Exception center. Default - 3 Minutes Range between 0 to 30 Mins	No client	UI	Windows
ENABLE_RTCP_SUBTYPE_5			

Determines if RTCP subtype 5 information should be sent in RTCP packet to far end. 0 = Disabled 1= Enabled Default value: 0	No client UI	Windows
VU_STAT_REFRESH_TIMER		
Controls the behaviour to set vu-stat refresh interval (in seconds). Default: 0 (Disabled) Valid values are 0, 3, 5, 10, 20, 30, 40, 50, 60	TOM->Vu Display Notification Area- >Refresh Timer	Windows
ENABLE_SCREEN_POP_ON_DEMAND		
Enable Screen Pop up on user action. Default :0 (Disabled) 1 - Enabled	No client UI	Windows

For Avaya Workplace Client 3.38, download the JSON document using following steps. Use it to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.38.

- 1) Log in to PLDS using the PLDS URL, <https://plds.avaya.com>
- 2) From the PLDS main menu, select Assets > View downloads.
- 3) Avaya or BP users must use the filter icon to select the end customer by customer ID.

Note:

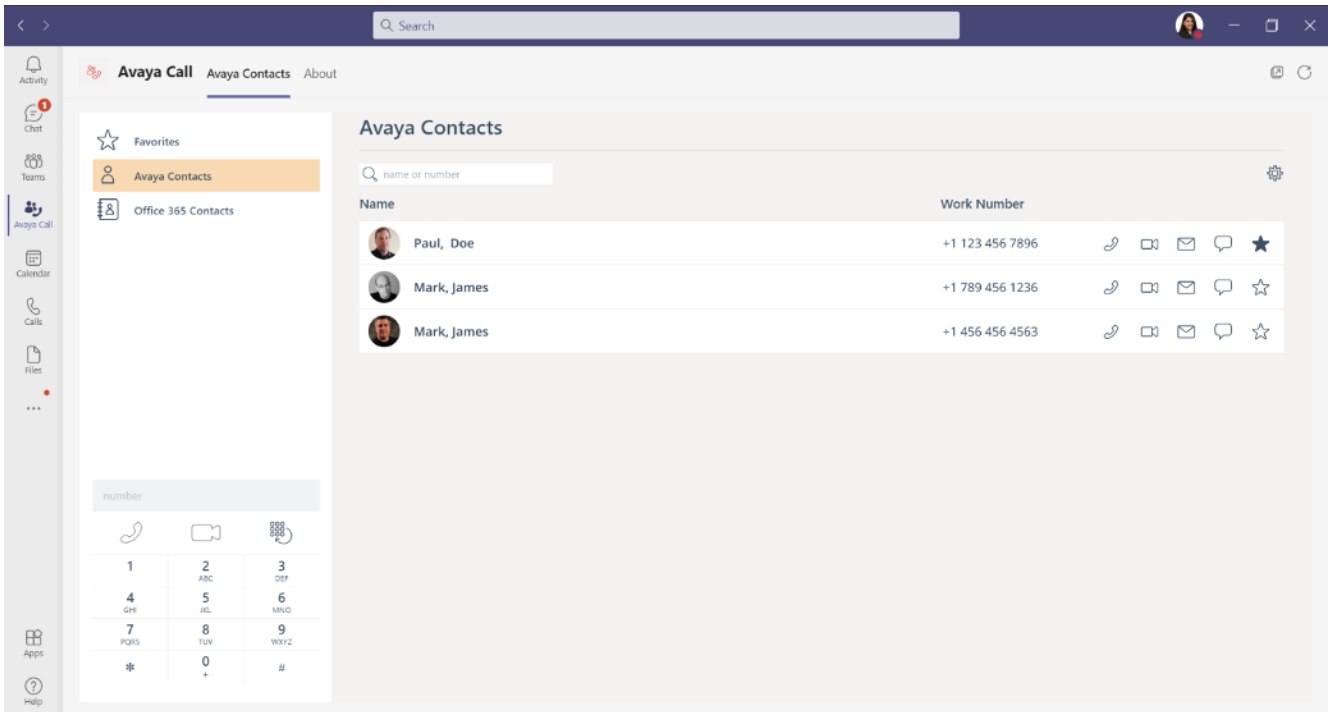
Only Avaya and BP users must specify the end customer by the end customer ID to begin the download. The end customer ID can be found in PLDS using various methods like viewing licenses or entitlements for the end customer to get the parent company ID from there.

If the end customer is performing the download, they will automatically default to their company and may not select their company.

- 4) Enter the download ID **AADS000000173** and click Search Downloads.
- 5) Click the download icon to download the file.

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 Favourite.
- 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 3.38 and Avaya Calling 1.2

The following table lists the Avaya Workplace known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
NA	Avaya Workplace for Windows installed and configured	Recently Microsoft has launched Beta version of new MS Outlook ex.("1.2023.xxxx.xxx" or "1.2024.xxxx.xxx"). If users switch to this new version, it is observed that, Avaya Workplace do not load /search local contacts from Outlook and it may also impact the displaying Outlook meetings.	No workaround Note: Please do not upgrade or use new beta build of Outlook as Workplace do not display Meetings, Contacts, and other Outlook Integration features. Avaya is aware and working on solution.
CLIENTSDK-29357	Workplace client in VDI mode as Controlling Client in remote machine, Client in local machine as controlled client, shared control active between clients. Directed Pickup configured in SMGR. Call made between user B and C and answered by	Call history shows FAC instead of Calle's name for call answered using Feature Access Code.	No workaround

ID	Minimum conditions	Visible symptoms	Workaround
	A using FAC for Call pickup directed		
ACW-24799	Outlook add-in: Meeting Plugin converted Appointment (part of recurring Appointment) does not get created on iView.	The user is not able to convert the part of the recurring appointment into a meeting. Entire recurring appointment is getting converted into meetings without any issue.	No workaround.
ACW-24123	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.
Not Applicable	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.
ACW-24286	Workplace registered with Messaging services	Audio or Video recorded files not available while moving window while recording is going on	Set the conversation screen at one place on the screen and then start record audio/video. Do not move the conversation screen when recording audio/video is in progress.
ACW-22957	Workplace is registered in DeskPhone mode with J1xx / AAfD	UI Info button is greyed out after Network recovery	None

ID	Minimum conditions	Visible symptoms	Workaround
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.

The following table lists the MS Teams known issues for this release:

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 3.38

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-25446	Avaya Workplace for Windows installed and configured	The Avaya Workplace client for Windows is not properly showing button module buttons on the user interface after buttons are added, removed, or edited via the System Manager	3.37

ACW-25004	Avaya Workplace for Windows installed and configured and uses Jabra Headset	With Jabra Headset, Team calls and Pickup calls are signaled as ringing though it is disabled	3.34
ACW-25353	Avaya Workplace for Windows installed and configured	WP always on top of shared MS WORD application within conference call	3.36
ACW-25248	Avaya Workplace for Windows installed and configured logged in shared control mode	Workplace Client still trying to register to shared control, if no desk phone registered	3.35
ACW-25218	Avaya Workplace for Windows installed and configured logged in shared control mode	Workplace Client in desk phone mode does not reconnect automatically, when the hard phone is logged off and logged-in again	3.35
ACW-25164	Avaya Workplace for Windows installed and configured logged in shared control mode	Shared control is not working after user restart app using taskbar 'Close Application' option and then relaunch	3.35
ACW-25373	Avaya Workplace for Windows installed and configured logged in agent mode	Workplace Client gets stuck in Transferring state if users/agents dial incorrect number	3.36
ACW-25425	Avaya Workplace for Windows installed and configured logged in agent mode	Not showing 60 Aux RCs in the list and not scrollable	3.37
ACW-25370	Avaya Workplace for Windows installed and configured	Unable to mark VVM message as read	3.36
ACW-25340	Avaya Workplace for Windows installed and configured logged in agent mode	Missing call information in CMS for 1st call after resuming from hold	3.33

Fixes in Avaya Calling 1.2

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
CMS	Avaya Call Management System
EC500	Extension to Cellular
FIPS	Federal Information Processing Standards
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