



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

Release 3.39  
Issue 1.0  
Apr 2025

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# Contents

Change history.....	7
Introduction.....	7
Documentation Catalog.....	7
Product Release Matrix.....	7
What's new in Avaya Workplace for MacOS.....	8
Release 3.39.....	8
Compatibility.....	9
Contacting support.....	9
Contact support checklist.....	9
Contact support tasks.....	9
Avaya Workplace for MacOS.....	10
Required artifacts for Avaya Workplace for MacOS Release 3.39.....	10
Required patches.....	10
New Configuration Parameters.....	10
Documentation & Localization.....	11
Avaya Documentation Center.....	11
Documentation errata.....	12
Localization.....	13
Troubleshooting the installation.....	14
Known issues and workarounds in Avaya Workplace for MacOS Release 3.39.....	15
Known issues and workarounds in Avaya Calling 1.2.....	15
Fixes in Avaya Workplace for MacOS.....	16
Fixes in Avaya Calling 1.2.....	16
Appendix A: Acronyms.....	17

## Change history

Issue	Date	Description
1.0	04/22/2025	3.39 GA issue for the Avaya Workplace MacOS Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace MacOS Client 3.39 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 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	3.39.0.137
Avaya Workplace for MacOS	3.39.0.137
Avaya Workplace for Android	3.39.0.137
Avaya Workplace for iOS	3.39.0.137

# What's new in Avaya Workplace for MacOS

## Release 3.39

In addition to bug fixes, the following new features are provided with the 3.39 release:

- Remove Support for macOS Mojave 10.14.6(Mojave), macOS 10.15(Catalina) & macOS 11(Big Sur).
- Support Aux reason code groups and sub-groups
- Support Call Control with Jabra Evolve2 headsets (50, 55, 65 series)
- Workplace to support HELD and LLDP protocols for location service
- Workplace support for re-keying.
- Support Button Module features:
  - Agent Login / Agent Logout
  - Auto In
  - Manual In
  - Aux Buttons without RC
  - Aux with pre-configured RC
  - Call Park & Call Unpark
  - Auto Callback
  - Auto dial

### **Note: Sparkle Update Functionality for Workplace MacOS client:**

The latest Sparkle framework requires adopting a more secure app signing mechanism than the existing DSA. To comply with this, the changes have been made to the AADS appcast items and the surrounding code in both AADS and Workplace MacOS client. These changes enhance the security of the Workplace MacOS app update process by ensuring that only properly signed updates are distributed and installed.

Upgrade Path Conditions for Workplace MacOS client :

1. Upgrade from Release Workplace MacOS 3.37 to 3.38:
  - The upgrade path for Workplace MacOS from release 3.37 to 3.38 does NOT support the AADS Appcast upgrade.
  - Users must manually install the Workplace MacOS 3.38 release.
2. Upgrade from Release Workplace MacOS 3.38 to 3.39 and later versions:
  - An AADS patch is necessary if users plan to upgrade Workplace MacOS (using AADS Appcast) from release 3.38 to 3.39 and later versions.
  - The patch is required for AADS versions 10.2, 10.2.0.1, 10.1.x, and 8.1.5.x
  - AADS PSN (PSN006339u) to get patch details - <https://support.avaya.com/css/secure/documents/101091999>
3. Upgrade from Release Workplace MacOS 3.38.1 to 3.39 and later versions:
  - An AADS patch is necessary if users plan to upgrade Workplace MacOS (using AADS Appcast) from release 3.38.1 to 3.39 and later versions.
  - The patch is required for AADS versions 10.2, 10.2.0.1, 10.1.x, and 8.1.5.x
  - AADS PSN (PSN006339u) to get patch details - <https://support.avaya.com/css/secure/documents/101091999>
4. Upgrade to Previous versions till Workplace MacOS 3.37 release:
  - This AADS patch is NOT required if users are upgrading Workplace MacOS (using AADS Appcast) till Workplace MacOS release 3.37.



Note: During upload the sparkle build on AADS below Ed signature need to provide.

"cnWNbjsq8HBC79yUFKRbMOF3c935wfD7FRUN3laNVYxi4Nz42Qb6q1vM57E2fSgbBa9innLvGxJglZOZdBTcBw=="

## 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:

5. Retry the action. Carefully follow the instructions in written or online documentation.
6. Check the documentation that came with your hardware for maintenance or hardware-related problems.
7. 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:

8. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
9. 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 3.39

The following section provides Avaya Workplace for MacOS Release 3.39 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for MacOS	3.39.0.137	Date Available: Apr 22, 2025

## 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 3.39 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
<b>HELD_URL</b>		
Property to configure URL of Location Information Server Default " "	No client UI	MAC
<b>HELD_USERNAME</b>		
Property to configure username required to connect to Location Information Server Default " "	No client UI	MAC
<b>HELD_PASSWORD</b>		
Property to configure password required to connect to Location Information Server Default " "	No client UI	MAC
<b>HELD_RETRY</b>		
Property to configure wait period(seconds)before retrying connection with Location Information server Valid values 60-3600 secs Default: 60 sec	No client UI	MAC
<b>HELD_PERIODIC_TIMER</b>		
Property to configure periodic interval(minutes) to send Location request to Location Information server Valid values 30-1440 Default: 60 mins	No client UI	MAC
<b>LOCATION_INFO_MODE</b>		

Property to configure method to be used when querying for location information 0- Disabled 1- Chassis+Port/BSSID(LLDP)	No client UI	MAC
<b>ENABLE_SRTP_REKEY</b>		
Property to enable sending new crypto keys during unhold action. 0 = Disabled (Default) 1= Enabled	No client UI	MAC

For Avaya Workplace Client 3.39, download the JSON document using following steps. Use it to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.39.

- 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 **AADS000000195** and click Search Downloads.
- 5) Click the download icon to download the file.

## 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 3.39

ID	Minimum conditions	Visible symptoms	Workaround
ACMACOS-14137	Workplace configured	Third Party Licensing" content is not displaying on macOS Sequoia	None.
ACMACOS-14127	Workplace 3.37 installed and configured	User don't have any option to update the build to release 3.38	None.
ACMACOS-14080	Workplace configured	Reset and reconfigure client in dark mode. Relaunched Workplace in dark mode but display setting shows Light mode for application color scheme.	Exit the Workplace session once user reset, relaunch and reconfigure the client.
ACMACOS-13995	Workplace configured	Call control is not working with Jabra headset BIZ-2400	None
ACMACOS-13992	Workplace configured	Calendar Access blocked for user when using Microsoft Modern to authenticate for EWS.	None
UCAPM-38520	Workplace configured on MacOS 13.	Text is moved when clicking in and out of the text box.  Note: Waiting for Apple response Ticket FB11623889	None
UCAPM-38528	Workplace configured on MacOS 13.	Text is not aligned at the center in text boxes.  Note: Waiting for Apple response Ticket FB11623889	None
None	Workplace installed and using Jabra Evolve 2 65 headset.	When Jabra Evolve 2 65 headset is selected as microphone, some unexpected Volume events can occur causing macOS volume popup to appear.	None
ACMACOS-13502	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.
ACMACOS-13777	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.
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
ACMACOS-14169	User has configured call pickup button	Two call alert notifications displayed to the user	None

## Known issues and workarounds in Avaya Calling 1.2

ACW-22292	Workplace and MS Teams installed and logged. Log into	When any new contact/updated/deleted from Workplace when the network is	Reload Avaya Call.
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	Avaya Call using invalid credentials	down, user would not see the updates in Avaya Call after network recovery.	
<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.

### Fixes in Avaya Workplace for MacOS

New fixes were delivered in 3.39 release,

ID	Minimum Conditions	Visible symptoms	Release found in

### Fixes in Avaya Calling 1.2

<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



ID	Minimum Conditions	Visible symptoms	Release found in
ACW-22414	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

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