

Equinox™ Client (Windows) Release 3.3

Release Notes

Issue 1.0
December 19, 2017

© 2017 Avaya Inc. All Rights Reserved.

Notice
While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document might be incorporated in future releases.

Documentation disclaimer
Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's gents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer
Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all the time and we have no control over the availability of the linked pages.

Warranty
Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the Avaya Support Website:
http://www.avaya.com/support

License
USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEB SITE http://support.avaya.com/LicenseInfo/ ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT. Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License type(s)
Named User License (NU). Customer may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User," means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Product.
Shrinkwrap License (SR). With respect to Software that contains elements provided by third party suppliers, End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickwrap" license accompanying or applicable to the Software ("Shrinkwrap License"). The text of the Shrinkwrap License will be available from Avaya upon End User's request (see "Third-party Components" for more information).

Copyright
Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site:
http://support.avaya.com/ThirdPartyLicense/

Preventing toll fraud
"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention
If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:
http://www.avaya.com/support

Trademarks
Avaya, the Avaya logo, and COMPAS are either registered trademarks or trademarks of Avaya Inc. in the United States of America and/or other jurisdictions. All other trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support Web site:
http://www.avaya.com/support

Avaya support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:
http://www.avaya.com/support

Table of Contents

Change History 4

Introduction 4

Installation 5

Product compatibility 5

Product Release Matrix 5

Deployment Considerations 5

What's new 6

Release 3.3 6

CM Ad Hoc Conference Enhancement 6

24x7 Call Journaling (PPM Call logs) 6

Equinox Conferencing Slider 6

Multi-Stream Switching (MSS) Video 6

Outlook plugin enhancements 6

Other Quality Improvement Tasks Delivered 7

Fixes 8

Release 3.3 8

Known issues and workarounds 11

Release 3.3 11

Documentation & Localization 14

Documentation errata 14

Localization 15

Contacting support 16

Contact Support Checklist 16

Contact Support Tasks 16

Appendix A: Acronyms 17

Change History

Date	Description
12/19/2017	December GA update for the Equinox 3.3 Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Equinox Clients 3.3 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® 7.1.2.0 Release Notes for information specific to the Avaya Aura® feature and service packs.

Installation

Product compatibility

For the latest and most accurate compatibility information go to: https://support.avaya.com/CompatibilityMatrix/Index.aspx.

Product Release Matrix

The following table lists the release build numbers of the Avaya Equinox clients and required infrastructure servers.

Client/Server	Release Build Number	Date Available
Avaya Equinox for Windows	3.3.0.135	19 Dec 2017
Avaya Equinox for MacOS	3.3.0.134	19 Dec 2017
Avaya Equinox for Android	3.3.0.47	03 Jan 2018
Avaya Equinox for iOS	3.3.0.43	03 Jan 2018
Avaya Multimedia Messaging	3.3 0.0.604	19 Dec 2017
Avaya Aura® Device Services	7.1.2.0.565	19 Dec 2017
Avaya Aura® Web Gateway	3.3.0.0.683	19 Dec 2017

Deployment Considerations

None.

What's new

The following table lists the enhancements and deprecated functionality in Equinox Client 3.3 and is cumulative since the last minor release showing the most recent release first and oldest release last.

Release 3.3

CM Ad Hoc Conference Enhancement

CM Ad Hoc conference is already supported on Equinox clients. With this Enhancement, now, user can create a CM conference even when there is only 1 active call. The simplified UI allows user to add someone to this active call and merge them into CM Ad Hoc conference.

24x7 Call Journaling (PPM Call logs)

This feature provides 24x7 Call Logs even when Equinox Client is not logged in (Off line Call logs). Now, Equinox user can get all call logs in sync with MDA devices, thus improves User Experience and consistency across all platforms. Please note, for MDA, BLA and some other cases, user need to logout and re-login to get synced with other device for PPM Call Logs.

Equinox Conferencing Slider

The slider allows active & new users to review the content that was already shared in the meeting without intruding other users.

Multi-Stream Switching (MSS) Video

Multi-Stream Switching (MSS) video solution utilizes the advance switched video capabilities in Avaya Aura Media Server (AMS) 7.x and provides the highly scalable and low latency multipoint video conference solution. The solution can minimize the costly video transcoding resources that used in MCU. The MSS capable endpoints will be required to support Spatial Switched Video (SVC) encoding and multiple AVC stream decoding.

MSS is not supported with BFCP, Video Pinning and HTTP Tunneled calls.

Outlook plugin enhancements

Extend support for the current Outlook Plug-in to support more platforms and environments (now including Over the Top and "walled garden" / private networks) as well as improve the user experience and improve manageability. Enhancements include the following:

- Support ENABLE_OUTLOOK_ADDON in the auto configure setting.
- Support the OTT named user mode in the OTT Equinox Conference deployment .
- Replace existing iView default email template with better one (with Equinox logo or custom logo hosted on portal) for Equinox plug-in and to be included in iView 9.1. We will also update the text version for dial-in info template.

- Webmail (for Exchange 2013 or higher) and O365 support. The same ENABLE_OUTLOOK_ADDON setting will be enabled/disabled for both native Outlook and Webmail/O365.
- Portal IWA support for native Outlook Add-on.

Other Quality Improvement Tasks Delivered

- Exchange Web Server Enhancements

Fixes

The following table lists the issues fixed in this release and is cumulative since the last major (or minor) release showing the most recent release first and oldest release last.

Release 3.3

ID	Summary	Found in Release	Fixed in Release
ACW-12631	Application crashes when escalated to video after transfer call during BFCP sharing.	3.2.2	3.3
ACW-12395	Exchange Web Services calendar is not showing up in Equinox 3.2.1	3.2.1	3.3
ACW-12473	Dial tone in Plantronics headset when put on mute (using latest Plantronics Hub)	3.2.1	3.3
ACW-12158	Client crash mid call	3.2.1	3.3
ACW-12534	Auto-config doesn't remember the username/password	3.2.1	3.3
ACW-10966	Merge button is disabled when dragging an active call to a held call. Workaround: Drag the held call to the active call	3.2	3.3
ACW-11065	With Equinox Conferencing 9.0.2, the dial-in information (accessible from advanced meeting controls) is displayed with HTML tags. Workaround: To support Equinox clients, the Equinox Conferencing 9.0.2 admin has to configure iView to use the “text" version of the email template.	3.2	3.3
ACW-11349	DTMF digits entered lost or delayed	3.2	3.3
ACW-12093	URL in meeting location/invite body is not clickable	3.2	3.3
ACW-12110	Equinox Windows client prefers to register via TLS:5061 even if the setting on GUI is TLS disabled and server port: 5060	3.2	3.3
ACW-12111	Equinox for Windows Plantronics headset interaction issues in shared control mode	3.2	3.3
ACW-12090	When calling someone from Equinox, the person on the other end can hear a washy noise to start the call. This is worse if both people are using Equinox.	3.2	3.3
ACW-12462	Replace text on Equinox client for inactive chat termination	3.2	3.3
ACW-10726	The audio and video settings window disappears after a few seconds after launching from the portal when Equinox Windows client isn't logged in at the time. Workaround: Open the audio/video setting panel from the Equinox Windows client.	3.2	3.3
ACW-12088	The call button on the Plantronics headset flashes green.	3.2	3.3
ACW-11155	With Aura 7.1 Equinox Windows 3.2 not able to upgrade via web deployments via AADS.	3.2	3.3

Workaround: The following steps need to be taken:

1. Resolve DNS of OCSP FQDN:

If the virtual SMGR FQDN is not already resolvable in DNS, then it needs to be added to DNS. To see the virtual SMGR FQDN being used in the OCSP URLs in SMGR:

In SMGR: Services->Security->Certificates->Authority->Certification Authorities
Select tmdefaultca, (Active) and click on 'Edit CA'
Scroll down to: "Default CRL Dist. Point" and look at the URL configured to the right. The FQDN used in the URL is the virtual SMGR FQDN.

or

If it is not possible to modify the DNS entry, then add the correct IP to FQDN mapping to the PC's etc/hosts file.

2. Remove the X509v3 Freshest CRL URL from the certificate profile used to generate certificates.

In SMGR: Services->Security->Certificates->Authority->Certificate Profiles
On the Manage Certificate Profiles screen you should see the following profiles:
ENDUSER
ID_CLIENT
ID_CLIENT_SERVER
ID_SERVER
OCSPSIGNER
ROOTCA
SERVER
SUBCA

For each of the ID_CLIENT, ID_CLIENT_SERVER and ID_SERVER profiles, click on the "Edit" button and scroll down to "FreshestCRL extension":

You will see something like this:
FreshestCRL extension [?]
Use…
Use CA Defined FreshestCRL extension Use…
FreshestCRL extension URI

Uncheck the checkbox next to "FreshestCRL extension" (it will automatically remove the two sub-items underneath it.

	Click on “Save” Make sure to do this for all three profiles (ID_CLIENT, ID_CLIENT_SERVER, ID_SERVER). 3. Regenerate AADS certificate 4. On the AADS server, run the configureAADS.sh script. Re-run option 1) to re-generate the AADS identity certificate. Be sure to restart the AADS after this step is complete.		
ACW-12083	After a conversation finished over the cell phone - the Equinox client pop up never disapeared - when you click on the pop up, it show's as failed.	3.2	3.3
ACW-11416	Missed contact photos within multiparty-chat	3.1	3.3
ACW-12074	When using the 'Send IM' option from Outlook, the Equinox Client crashes	3.1	3.3
ACW-10903	Call stats show data loss over 100%	3.1	3.3
ACW-11658	Unable to add a favorite from an LDAP search if FAX number is same as existing contact	3.1	3.3
ACW-10772	Intermittently there are no calendar events in the Top of Mind Next Meeting section.	3.1	3.3
ACW-10421	Wrong status information regarding active speaker	3.0	3.3
ACW-9107	Call History is cleared when upgrade from Avaya Communicator to Avaya Equinox if the upgrade is rolled back. Avaya Communicator Call History is not retained after upgrade to Avaya Equinox.	3.0	3.3

Known issues and workarounds

Release 3.3

ID	Summary	Found in Release
ACW-13254	Network mute is lost after hold and resume in an MSS conference. Workaround: Drop and rejoin the conference.	3.3
ACW-13496	Equinox Clients does not support Equinox Adhoc Conferencing using Multi-Stream Switching (MSS). Workaround: None.	3.3
ACW-13556	Plantronics headset integration – headset device controls do not control the client with some devices during an Equinox or Aura conference call. Workaround: None.	3.3
ACW-13270	There is no option to change the video layout for invited participants to an MSS conference. Workaround: Hold and resume call, pause and unpause video, or de-escalate and escalate video.	3.3
ACW-13291	Sending stream still encodes 720p even when the Windows CPU profile is Intel SSE4.2 and number of core is two. Workaround: None	3.3
ACW-12445	When an invitation to join a conference is received during logout, multiple missed call logs are retrieved and cannot be deleted. Workaround: None.	3.3
ACW-13005	Equinox Outlook Add-on requires the OUTLOOK_ADDON_HOST_URI parameter to be populated to work with the Web mail (browser client) deployments. Workaround: The OUTLOOK_ADDON_HOST_URI setting must be set explicitly in the Equinox 46xx settings file for the user. The value shall be set as follows: SET OUTLOOK_ADDON_HOST_URI "https://manage1.esna.com/equinox.mso/manifest.xml"	3.3
ACW-13309	Some emojis are not rendered due to current limitations with Windows 10 Anniversary update. No workaround is available. A fix for this limitation will be provided in a future Service Pack.	3.2.2
ACW-12041	User cannot enter PIN for XT endpoint again after user cancels the Enter PIN dialogue.	3.2.1

ID	Summary	Found in Release
	Workaround: Reconnect after mobile link timer has expired (2 minutes).	
ACW-12275	The sharing button is disabled when a user joins a conference via HTTP Tunneling with BFCP enabled. Workaround: None.	3.2.1
ACW-12915	Contact matching does not work for incoming call toaster pop up. Workaround: None.	3.2.1
ACW-11498	Auto-config doesn't work for Equinox Conferencing with Team Engagement system Workaround: DNS auto discovery is recommended deployment.	3.2
ACW-13132	Sharing session drops from XT endpoint when moderator in companion mode starts lecture mode during an active Mobile Link session. Workaround: Stop and start the web collaboration sharing.	3.2, 3.3
ACW-13117	Error message is still displayed after user corrects Equinox password. Workaround: Logout and then log back in again.	3.2, 3.3
ACW-10726	The audio and video settings window disappears after a few seconds after launching from the portal when Equinox Windows client isn't logged in at the time. Workaround: Open the audio/video setting panel from the Equinox Windows client.	3.2
ACW-11936	Client fails to connect to AADS for the Software Update Check. Workaround: Import the SMGR CA certificate.	3.2
ACW-11870	Intermittently Screen Link search of all the available XT endpoints does not display the PIN on the XT endpoint screen. Workaround: Enter empty or invalid PIN to generate one failed attempt and the PIN appears for second attempt.	3.2
ACW-10797	Equinox client not showing Microsoft Edge sharing content while using application sharing. Workaround: User can select full screen sharing or portion of screen	3.1
ACW-10010	Some Bluetooth headsets turn off the Microphone when selecting the Stereo Playback speaker resulting in no audio path in Equinox clients. Workaround: None.	3.1
ACW-10286	Unable to hold and then resume a call via the headset while an incoming call is answered on one MDA device while bridged in from another device. Workaround: None.	3.1
ACW-9443	Unable to get video on Scopia conference after bridge into the call from another MDA	3.0.0.1

ID	Summary	Found in Release
	endpoint which joined the call as audio. Workaround: Re-join the conference as video or join from Equinox first.	
ACW-3291	Avaya Aura Conference Roster and Video missing if user invokes call hold before conf is not started. Workaround: User must end call and rejoin Avaya Aura Conference.	3.0
ACW-9372	User cannot unmute self successfully after performing a hold-retrieve of an UCCP call. Workaround: None.	3.0
ACW-6941	H323 Dual Registration client cannot unpark a parked call. Workaround: None	3.0

Documentation & Localization

For the Avaya Equinox™ 3.3, the following documents have been updated on the support site:

Guide	Link
Using Avaya Equinox™ for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101045120
Planning for and Administering Avaya Equinox™ for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101045122
Avaya Equinox™ Overview and Specification for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101045124

End user documentation for Avaya Equinox™ 3.3 Clients is available into the following G14 languages:

- English
- French
- Italian
- German
- Russian
- Simplified Chinese
- Japanese
- Korean
- Latin American Spanish
- Brazilian-Portuguese

Documentation errata

None.

Localization

For the Avaya Equinox™ 3.3 clients, the following languages are supported (with the below caveat):

Language	Equinox™ - Windows	Equinox™ - Mac OS	Equinox™ - iOS	Equinox™ - Android
English	Supported	Supported	Supported	Supported
German	Supported	Supported	Supported	Supported
French	Supported	Supported	Supported	Supported
Spanish	Supported	Supported	Supported	Supported
Italian	Supported	Supported	Supported	Supported
Japanese	Supported	Supported	Supported	Supported
Korean	Supported	Supported	Supported	Supported
Portuguese	Supported	Supported	Supported	Supported
Russian	Supported	Supported	Supported	Supported
Simplified Chinese	Supported	Supported	Supported	Supported
Traditional Chinese	Supported	Supported	Supported	Supported
Czech	Supported	Supported	Supported	Supported
Danish	Supported	Supported	Supported	Supported
Hungarian	Supported	Supported	Supported	Supported
Norwegian	Supported	Supported	Supported	Supported
Dutch	Supported	Supported	Supported	Supported
Polish	Supported	Supported	Supported	Supported
Swedish	Supported	Supported	Supported	Supported

Contacting support

Contact Support Checklist

If you are having trouble with an Equinox Client, you should:

1. Set log level to debug.
2. Retry the action. Carefully follow the instructions in written or online documentation.
3. Check the documentation that came with your hardware for maintenance or hardware-related problems.
4. 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:

1. Log in to the Avaya Technical Support Web site https://support.avaya.com.
2. 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 Web 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.

Appendix A: Acronyms

AAC Avaya Aura® Conferencing
AADS Avaya Aura® Device Services
AAWG Avaya Aura® Web Gateway
AMM Avaya Multimedia Messaging
ASBCE Avaya Session Border Controller for Enterprise
BLA Bridged Line Appearance
CM Avaya Aura® Communication Manager
FP Feature Pack
MDA Multiple Device Access
MSS Multi-Stream Switching
POM Presentation Only Mode
PS Avaya Aura® Presence Services
SM Avaya Aura® Session Manager
SMGR Avaya Aura® System Manager
SP Service Pack
SRTP Secure Real-Time Transport Protocol
TOM Top of Mind
3PCC Third Party Call Control
TLS Transport Layer Security