Avaya Workplace Client (Windows) Release Notes

Release 3.31.1

Issue 1.0

Dec 2022

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Contents

Change history 7
Introduction 7
Documentation Catalog 7
Product Release Matrix 7
What's new in Avaya Workplace for Windows 8
Release 3.31.1 8
Release 3.31 8
Release 3.30 8
Installation 8
Pre-Installation Requirements 8
Compatibility 8
Contacting support 8
Contact support checklist 8
Contact support tasks 9
Avaya Workplace for Windows 10
Required artifacts for Avaya Workplace for Windows Release 3.31.1 10
Required patches 10
New Configuration Parameters 10
Avaya Calling for Microsoft Teams 10
Product Release Matrix 11
What's new in Avaya Calling for Microsoft Teams 11
Release 1.2.1 11
Release 1.2 11
Pre-Installation Requirements 11
Documentation & Localization 11
Avaya Documentation Center 11
Documentation errata 12
Localization 12
Troubleshooting the installation 13
Known issues and workarounds in Avaya Workplace for Windows Release 3.31.1 and Avaya Calling 1.2 13
The following table lists the Avaya Workplace known issues for this release: 14
The following table lists the MS Teams known issues for this release: 15
Fixes in Avaya Workplace for Windows Release 3.31.1 16
Appendix A: Acronyms 23

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Change history

Issue	Date	Description
1.0	16/22/2022	3.31.1 GA issue for the Avaya Workplace Windows Client.
1.0	11/22/2022	3.31 GA issue for the Avaya Workplace Windows Client.
1.0	10/20/2022	3.30 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.31.1 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	3.31.1.10
Avaya Workplace for MacOS	3.31.0.74
Avaya Workplace for Android	3.31.0.74
Avaya Workplace for iOS	3.31.1.10

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What's new in Avaya Workplace for Windows

Release 3.31.1

Bug fixes

Release 3.31

In addition to bug fixes, the following new features are provided with the 3.31 release:

- Avaya Meetings Moderator Mute Enhancements
- Alternative User Profile Support via Registry/Group Policy

Release 3.30

In addition to bug fixes, the following new features are provided with the 3.30 release:

- Chrome Extension Enhancements for Workspaces
- IP Office: Auto Answer for Workplace Client
- Jabra embedded headset support
- PPM GroupID support to download group configuration from settings file
- This Computer mode only: Support Off Hook Invite for CCElite call flows in order to report correct events to CMS
- VDI Mute and Media Device Selection

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:

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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.

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Avaya Workplace for Windows

Required artifacts for Avaya Workplace for Windows Release 3.31.1

The following section provides Avaya Workplace for Windows Release 3.31.1 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.31.1.10	Date Available: Dec 16, 2022

Required patches

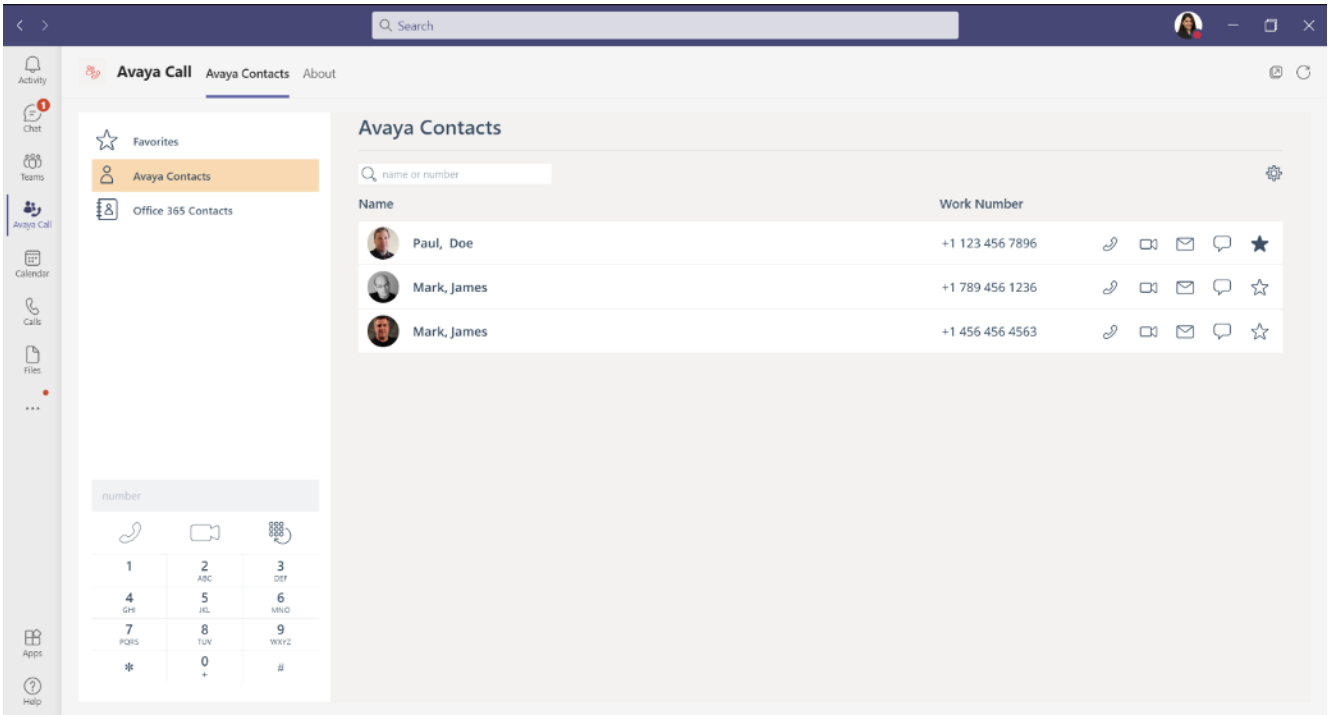
For information about patches and product updates, see the Avaya Technical Support Web site https://support.avaya.com.

New Configuration Parameters

No new configuration parameters have been added to the 3.31.1 release for Avaya Aura.

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.



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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

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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

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- 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 3.31.1 and Avaya Calling 1.2

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

ID	Minimum conditions	Visible symptoms	Workaround
ACW-24126	Workplace client for Windows 3.26 installed. The client identity certificate that is configured for the client has a non-exportable private key stored and accessible through Windows Cryptographic Service Providers (CSP) or Smart Card device.	After upgrading to 3.29 release of Workplace client, the application presents an error that the connection to the service(s) which requires the client certificate is lost.	1. Re-import the certificate to have an exportable private key. For example, when importing a PFX with a certificate and a private key, check "Mark this key as exportable" checkbox in Windows Certificate Import Wizard. Note: this workaround is not applicable for Smart Card devices. 2. Use the FIPS-enabled release of the Workplace client. It requires fresh installation. It has different set of default configuration values in comparison with common Workplace Client releases. Avaya is working on documentation to provide customers with more details and recommendations on deploying FIPS-enabled release of Workplace client.
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-23011	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	User is unable to invoke Supervisor Assist Feature.	None.

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ID	Minimum conditions	Visible symptoms	Workaround
ACW-23000	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.
ACW-22999	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 / SO button / LED from Workplace.	User can observe it from J1xx.
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
ACW-22957	Workplace is registered in Deskphone mode with J1xx / AAfD	UUI Info button is greyed out after Network recovery	None
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	Reload Avaya Call.

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		in Avaya Call after network recovery.	
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 3.31.1

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-24323	Avaya Workplace for Windows installed, configured and launch	Workplace for windows crashed when user uses Chinese Traditional DaYi language input	3.29
ACW-24250	Avaya Workplace for Windows installed, configured and launch	Red triangles with "Avaya Authorization Sign In" error appear after launch	3.29
ACW-24321	Avaya Workplace for Windows installed and logged in Other Phone mode as an Agent	Workplace crashed when logged in Other phone mode as an agent and tries to transfer two calls	3.29
ACW-24290	Installing the Workplace Windows application through SCCM	Installer issues with Webview2 related to cache folder	3.29
ACW-24318	Avaya Workplace for Windows installed using inbuild narrator by the Agent	Workplace inbuilt narrator does not provide audio feedback for visually impaired users when user changes agent state to After Call Work using Hot Key	3.29
ACW-24300	Avaya Workplace for Windows installed and configured uses the Keyboard navigation	User cannot navigate to Active Call Appearance when one call is on Hold	3.29
ACW-24301	Avaya Workplace for Windows installed and configured uses the Keyboard navigation	Keyboard navigation does not work for the Connect and Update buttons on Account Settings pag	3.29
ACW-24316	Avaya Workplace for Windows installed using inbuild narrator by the Agent	No Audio feedback for visually impaired users when agent changes state to Not Ready using Agent bar UI menu	3.29
ACW-24317	Avaya Workplace for Windows installed using inbuild narrator by the Agent	Workplace inbuilt narrator does not provide audio feedback for visually impaired users when user changes agent state to Not Ready using Hot Key	3.29

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ID	Minimum Conditions	Visible symptoms	Release found in
ACW-24288	Avaya Workplace for Windows installed, configured and on two calls	Workplace hangs on trying to un-hold call in 2 call scenarios	3.27
ACW-24258	Avaya Workplace for Windows installed, configured and on two calls	Workplace hangs intermittently when the first call is on hold and the second outgoing call is started	3.28
ACW-24241	Avaya Workplace for Windows installed, configured with Centralized call history enabled on SM	Missed call notification and badge is not displayed with Centralized call history if before Sign Out user opens Call History tab, Sign out and Sign In back with one missed call during the time	3.28
ACW-24208	Avaya Workplace for Windows installed, configured and screen scale is set on 150%	Workplace Menu bar at the bottom (New conversation screen) is not displayed if monitor scaling is set to 150%	3.28
ACW-24253	Avaya Workplace for Windows installed, configured and on Adhoc conference	Drop the last participant intermittently works wrong and randomly dropping participants	3.28
ACW-24221	Avaya Workplace for Windows installed, configured, and makes outgoing call	Wrong error text for SIP error 408 received from client in Refer response	3.27
ACW-24272	Avaya Workplace for Windows installed, configured	Device Model and OS version is wrongly updated in SM for Workplace user registration	3.28
ACW-24219	Avaya Workplace for Windows installed, configured in Other Phone Mode	Unable to answer incoming call in Other Phone Mode	3.27
ACW-24125	Avaya Workplace for Windows installed, configured in Other Phone Mode	Unexpected call drops in Other Phone Mode when dialing Spaces meeting number	3.26
ACW-24209	Avaya Workplace for Windows installed, Customer configure 'Simplified dial pad view on the Home screen' via 'SET HOMESCREENLAYOUT 2' and using Simplified Chinese display	Translation for Simplified Chinese is incorrect when SET HOMESCREENLAYOUT is set to 2	3.28
ACW-24229	Avaya Workplace for Windows installed, apply the autoconfig and change extension number in Avaya Aura System Manager and then Sign out and Sign In	Workplace fetches config update from AADS unexpectedly after admin changes extension for the user on SMGR	3.28
ACW-24225	Avaya Workplace for Windows installed, When using Click to dial in Outlook or Chromium Browser (edge) after you minimize outlook and open it in system tray	Workplace dials the tel URI number again if Browser or Outlook is minimized and opened from system tray, and same number is used before	3.28
ACW-23816	Avaya Workplace for Windows installed, authenticate to IDP via Workplace client	Trying to connect Workplace using IDP fails as Workplace uses IE for a embedded browser. Customer is looking for Edge to be supported as embedded browser for OAuth	

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ID	Minimum Conditions	Visible symptoms	Release found in
ACW-24081	Avaya Workplace for Windows installed and uses multiple monitors	BFCP sharing of portion of screen does not work when Workplace user uses multiple monitors	3.26
ACW-24097	Avaya Workplace for Windows installed and on call does blind transfer	ASAI UUI information do not send from Workplace after Workplace user blind transfer the original call	3.25
ACW-24188	Avaya Workplace for Windows installed and on call does blind transfer uses OAUTH credentials for AADS	Workplace hangs intermittently when starting app after few day's idle period, issue may be due to refresh token for OAuth has expired	3.27
ACW-24094	Avaya Workplace for Windows installed	ENABLE_BLA_NO_RING_CALL_NOTIFICATIONS should be supported on Windows	3.27
ACW-24166	Documentation	Need clarify in Admin and Using documents to specify 'Web Deployments requires admin password', to install software, privileges are required	3.26
ACW-24090	Avaya Workplace for Windows installed and uses Internet Explorer 11 for OAUTH	PING OAuth SSO fails when IE 11 is installed on the system	3.26
ACW-24071	Avaya Workplace for Windows installed Windows system shutdown and start 2 to 3 times	Unable to launch Workplace automatically (auto start enabled) if the Windows system shutdown and start 2 to 3 times	3.26
ACW-23959	Avaya Workplace for Windows installed and uses multiple monitors and scaling are different	Workplace Windows is shifted out of screen if previously connected second monitor is removed. Issue is reproducible only when scaling for two monitors are different	3.25
ACW-23936	Avaya Workplace for Windows installed and on call does transfer and dial PSTN number	Transfer failed from Workplace after receiving PAI header in 'Refer-To' request	3.25
ACW-23968	Avaya Workplace for Windows installed with Avaya Outlook plugin	An internal error displayed when user tries to login Avaya Outlook plugin with Workplace	3.25
ACW-23885	Avaya Workplace for Windows installed and uses multiple monitors and scaling are different	After a restart of the application, the head of the app is out-of-screen and a bit moved towards the left.	3.24
ACW-24082	Avaya Workplace for Windows installed	Unable to set ringtones with config parameter	3.24
ACW-24127	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
ACW-24005	Avaya Workplace for Windows installed and receives a call via call forwarding	Call Forwarding Indication is not displayed on Incoming call notification and Call history when caller is added as a Workplace contact	3.26
ACW-24045	Avaya Workplace for Windows installed and on video call	Unable to share screen during video call with BFCP	3.26
ACW-24020	Avaya Workplace for Windows installed and behind SBC	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

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ID	Minimum Conditions	Visible symptoms	Release found in
ACW-23987	Avaya Workplace for Windows installed	Unable to update 'ENABLE_LOCAL_CONTACT' setting from AADS in Workplace	3.25
ACW-23962	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
ACW-23960	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
ACW-23790	Avaya Workplace for Windows installed	Workplace crashed during video conference, reproducible for one user	3.24
ACW-24006	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
ACW-23834	Avaya Workplace for Windows installed	Participants on roster are displayed in grayed out state after joining conference	3.24
ACW-24013	Avaya Workplace for Windows installed	Workplace reject the Re-Invite with 488 Not Acceptable here when user joins meeting thru IVR	3.24
ACW-23981	Avaya Workplace for Windows installed	Unable to use One Touch Recording (Audix-Rec) feature with Workplace	3.23
ACW-23780	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
ACW-23914	Avaya Workplace for Windows installed	One- touch recording (audix-rec) does not work with Workplace and IXM	3.21
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

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ID	Minimum Conditions	Visible symptoms	Release found in
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
ACW-23773	Avaya Workplace for Windows installed	Workplace user needs to enter Agent password though it is set as Blank on CM, password field	3.24
ACW-23782	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
ACW-23626	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
ACW-23858	Avaya Workplace for Windows installed	Workplace keeps asking for Proxy Authentication for connecting to Outlook Add-In walled garden config	3.22
ACW-23787	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
ACW-23776	Avaya Workplace for Windows installed	Workplace do not apply 'APPLICATION_SCREEN_POP_RULE' parameter, user need to restart Workplace one more time	3.24

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ID	Minimum Conditions	Visible symptoms	Release found in
ACW-22968	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
ACW-23060	Avaya Workplace for Windows installed	VoIP service is not recovered when DSL Link is re-establish 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-23700	Avaya Workplace for Windows installed	Cannot access user profile with Outlook plugin	3.23.1
ACW-23716	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
ACW-23755	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
ACW-23754	Avaya Workplace for Windows installed	Caller ID is not displayed for Incoming VDN Calls	3.24
ACW-23801	Avaya Workplace for Windows installed	Unable to merge two calls using secretary extension though it has 2 lines for the boss	3.24
ACW-23720	Avaya Workplace for Windows installed	Delegate meetings configured from Outlook Add-In for shared calendars do not get added to iView future calendar meetings	3.23
ACW-23622	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
ACW-23706	Avaya Workplace for Windows installed and logged in other phone mode	No Call leg initiated, when Workplace user in other phone mode	3.23
ACW-23694	Avaya Workplace for Windows installed	Sign Out option under User Avatar intermittently missing after multiple steps	3.23
ACW-23646	Avaya Workplace for Windows installed	Google Meet link does not display with Join in Workplace	3.23
ACW-23639	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
ACW-23670	Avaya Workplace for Windows installed	Workplace do not display Caller name and number for VDN routed call	3.23
ACW-23710	Avaya Workplace for Windows installed	Bridge Appearance does not display on Button Module for a Bridged call	3.22
ACW-23631	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

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ID	Minimum Conditions	Visible symptoms	Release found in
ACW-23536	Avaya Workplace for Windows installed	Caller number is displayed instead of caller name for VDN call)	3.21
ACW-23695	Avaya Workplace for Windows installed	Not able to login with Meeting scheduler using Outlook Add-In	3.21
ACW-23485	Avaya Workplace for Windows installed	VDN name is not displayed in Desk phone mode for incoming VDN calls	3.21
ACW-23601	Avaya Workplace for Windows installed	Unable to input special character @ with German keyboard	3.23.1
ACW-23531	Avaya Workplace for Windows installed	German Umlaut problem in audio video setting	3.22
ACW-23567	Avaya Workplace for Windows installed	Workplace windows shows ? for some of the German characters in Audio/Video setting	3.22
ACW-23572	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
ACW-23581	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
ACW-23365	Avaya Workplace for Windows installed	Removal Conference Passcode from the logs	3.21
ACW-23623	Avaya Workplace for Windows installed	Shared Control with VDI does not work, Paired Sign On failed intermittently	3.22
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

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

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
FIPS	Federal Information Processing Standards
FP	Feature Pack
GA	Generally Available
IdP	Identity Provider
IM	Instant Message

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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

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