Avaya Workplace Client (Windows) Release Notes

Release 3.32

Issue 1.0

Jan 2023

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Change history

Issue	Date	Description
1.0	01/27/2023	3.32 GA issue for the Avaya Workplace Windows Client.
1.0	11/29/2022	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 3.32 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	3.32.0.75
Avaya Workplace for MacOS	3.32.0.75
Avaya Workplace for Android	3.31.2.10
Avaya Workplace for iOS	3.32.0.75

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What's new in Avaya Workplace for Windows

Release 3.32

In addition to bug fixes, the following new features are provided with the 3.32 release:

- Customized translation for feature Buttons on Button Module and Incoming Call features
- Display Caller's name and number on Call Appearance
- Support 'Manual' greeting type
- Screen Pop Enhancement: Internal Browser
- OpenSSL 3.0 migration

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.

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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.

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Avaya Workplace for Windows

Required artifacts for Avaya Workplace for Windows Release 3.32

The following section provides Avaya Workplace for Windows Release 3.32 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.32.0.75	Date Available: Jan 27, 2023

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 3.32 release for Avaya Aura.

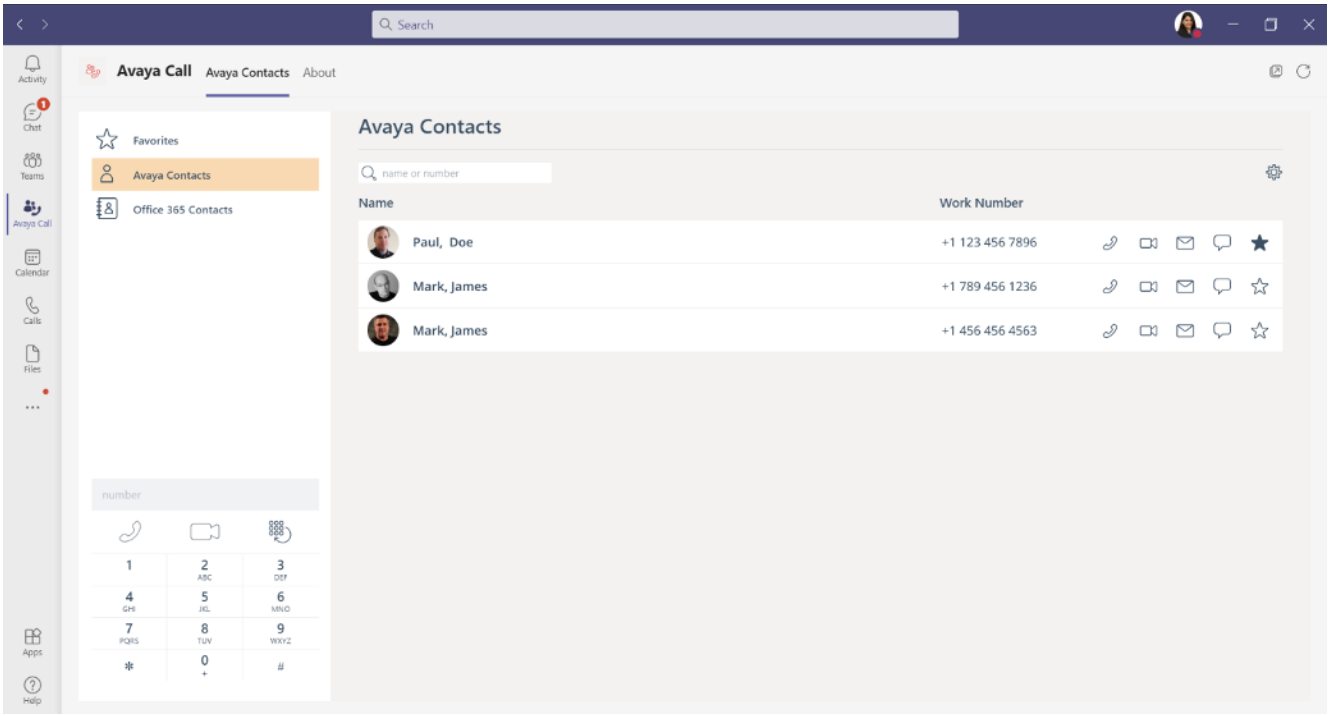
Description	Client UI setting name	Avaya Workplace Client Platform Support
CUSTOMIZED_FEATURE_LABEL_URL		
Property to define the web URL from where Workplace will use XML file for customized feature button labels. Default value: Blank	No client UI	Windows
SHOW_CALLERID_ON_CALL_APPEARANCE		
Property to define whether Caller ID will be displayed on active call appearance for all calls 0 - Show only caller name on call appearance as per current logic (default) 1 - Show caller name as well as caller ID (number) on call appearance Default value: 0	No client UI	Windows

For Avaya Workplace Client 3.32, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20230124_dynamicConfigUpload.txt?fileExt=.txt&__dlmt__=1584654589_d8d6c9761e14e4712cd837a016a5ef4c which can be used to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.32.

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.

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- 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 Ava ya 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

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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

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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 3.32 and Avaya Calling 1.2

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	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.

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ID	Minimum conditions	Visible symptoms	Workaround
	Volume Controls or keypad. This issue is not reproducible for upgrade from release 3.25 or below to 3.26.2 release directly.		
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-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 in Avaya Call after network recovery.	Reload Avaya Call.
UCAPM-28732	Workplace and MS Teams installed and logged. Log into	MS Teams pop-up appears to enter credentials. Though the user enters correct	Logout of the MS Teams. (This will close the authentication pop up as well) and login back.

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	Avaya Call using invalid credentials	credentials in it, those won't be taken up and this pop-up keeps appearing after a few seconds of interval.	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 3.32

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release fixed in
ACW-24297	Avaya Workplace for Windows installed, configured and using the Outlook add-in	Error displayed is not in readable format when user tries to change the meeting using Outlook Add-In but the changes are not supported or allowed by Portal server	3.32
ACW-24529	Avaya Workplace for Windows installed, configured and using AMM	AMM does not work intermittently due to 422 server error	3.32
ACW-24378	Avaya Workplace for Windows installed, configured in shared control mode with J1xx and J1xx dialed outgoing call	Workplace Call history shows only first digit of the dialed call when Workplace is in shared control mode with J1xx and J1xx dialed outgoing call	3.32
ACW-24343	Avaya Workplace for Windows installed, configured and logged in in via SSO office 365	User does not receive MWI for new voicemail notification when logged in using SSO	3.32
ACW-24391	Avaya Workplace for Windows installed, configured	Screen reader just read 'Call Button' and not the number associated with it- SSA and SWA issue	3.32
ACW-24376	Avaya Workplace for Windows installed, configured and using the button module	Workplace crashes when user tries to add contact to Button module in specific case of ordering feature buttons on button module	3.32
ACW-24235	Avaya Workplace for Windows installed, configured and in idle state	Workplace crashed when it is in idle state-Intermittent issue	3.32
ACW-24250	Avaya Workplace for Windows installed, configured	Red triangles with "Avaya Authorization Sign In" error appear after launch	3.31
ACW-24323	Avaya Workplace for Windows installed, configured and uses the 大易 (Chinese Traditional DaYi) language input in chat	Workplace crashed when user enter traditional chinese words in Chat session	3.31.1
ACW-24349	Avaya Workplace for Windows installed, configured and logged in as Agent	Agent greeting option cannot be disabled using config property set to 0	3.32

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ID	Minimum Conditions	Visible symptoms	Release fixed in
ACW-24248	Avaya Workplace for Windows installed, configured and logged in as Agent	Duplicate button module displayed on Workplace while login Customer service – intermittent issue	3.32
ACW-24571	Avaya Workplace for Windows installed, configured and provisioned with the multi-device access (MDA) feature and used to log in other devices with the same extension simultaneously reaching the limit	Incoming calls are dropped intermittently with 603 response	3.31.2
ACW-24287	Avaya Workplace for Windows installed, configured and incoming call is received on BLA or after incoming BLA call was answered by another user	Workplace randomly crashes when Boss or other MDA answer the BLA call- Intermittent	3.32
ACW-24360	Avaya Workplace for Windows installed, configured and uses Outlook meetings	Go to Meeting for Webex' dialing from Outlook meetings on Workplace is not successful	3.32
ACW-24364	Avaya Workplace for Windows installed, configured and Outlook Add-in	Delegated meeting (avaya spaces meeting) does not sync up with iView	3.32
ACW-24298	Avaya Workplace for Windows installed, configured and uses the screen reader	Transfer Complete audible feedback does not narrate by screen reader/In built narrator	3.32
ACW-24299	Avaya Workplace for Windows installed, configured and uses the screen reader	No Audible feedback for successful Held call using In built narrator	3.32
ACW-24384	Avaya Workplace for Windows installed, configured and Outlook Add-in	User's email address sends to spaces even though user skip the Spaces credentials page with Outlook Add-In meeting scheduler	3.32
ACW-24387	Avaya Workplace for Windows installed, configured and uses screen pop rule	Unable to have more than one screen pop rule	3.32
ACW-24375	Avaya Workplace for Windows installed, configured and Outlook Add-in	Outlook Add In should not need EWSENABLED in order to show meeting scheduler for Spaces meetings. This can be tweaked using Reg entry values today	3.32
ACW-24373	Avaya Workplace for Windows installed, configured and uses OAuth	Auto config file cannot be downloaded from AADS as mTLS connection with AADS fails though user provides valid client identity cert in Browser	3.32
ACW-24534	Avaya Workplace for Windows installed, configured and logged in as Agent	Workplace users are having intermittent drop calls with 603 Decline when calls are waiting in Queue and delivered to Workplace agent once agent is logged in	3.31.2
ACW-24209	Avaya Workplace for Windows installed, configured and using Simplified Chinese	Translation for Simplified Chinese is incorrect when SET HOMESCREENLAYOUT is set to 2	3.30
ACW-24241	Avaya Workplace for Windows installed, configured and	Missed call notification and badge is not displayed with Centralized call history if	3.31

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ID	Minimum Conditions	Visible symptoms	Release fixed in
	Centralized call log is enabled in SM	before Sign Out user opens Call History tab, Sign out and Sign In back with one missed call during the time	
ACW-23961	Avaya Workplace for Windows installed, configured logged in as Agent and uses CMS reporting	CMS reporting for Aux code is not correct when user initiate outgoing call after setting Aux with specific reason code	3.30
ACW-24347	Avaya Workplace for Windows installed, configured and using Outlook add-in	Meeting configuration cannot be downloaded for Spaces meetings if Avaya meeting server is not configured and user use Outlook plug in to get Spaces meeting rooms	3.30
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	3.31
ACW-24290	Installing the Workplace Windows application through SCCM	Installer issues with Webview2 related to cache folder	3.30, 3.31
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	3.31
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	3.31
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	3.31
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	3.31
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	3.31
ACW-24288	Avaya Workplace for Windows installed, configured and on two calls	Workplace hangs on trying to un-hold call in 2 call scenarios	3.30, 3.31
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	3.30, 3.31
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%	3.31
ACW-24253	Avaya Workplace for Windows installed, configured and on Adhoc conference	Drop the last participant intermittently works wrong and randomly dropping participants	3.31
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	3.31

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ID	Minimum Conditions	Visible symptoms	Release fixed in
ACW-24272	Avaya Workplace for Windows installed, configured	Device Model and OS version is wrongly updated in SM for Workplace user registration	3.31
ACW-24219	Avaya Workplace for Windows installed, configured in Other Phone Mode	Unable to answer incoming call in Other Phone Mode	3.31
ACW-24125	Avaya Workplace for Windows installed, configured in Other Phone Mode	Unexpected call drops in Other Phone Mode when dialing Spaces meeting number	3.31
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	3.30
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	3.30

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

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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
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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