Avaya Workplace Client (Windows) Release Notes

Release 3.33

Issue 1.0

Apr 2023

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Change history

Issue	Date	Description
1.0	04/05/2023	3.33 GA issue for the Avaya Workplace Windows Client.
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.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.33 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	3.33.0.96
Avaya Workplace for MacOS	3.33.0.95
Avaya Workplace for Android	3.33.0.95
Avaya Workplace for iOS	3.33.0.96

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What’s new in Avaya Workplace for Windows

Release 3.33

In addition to bug fixes, the following new features are provided with the 3.33 release:

- Secure Call Indication
- Hunt Group Busy UX Improvements
- Improved Display of Presence with Call Redirection Status
- Prompted Digits Greeting Type
- Notification Badge in Taskbar Icon
- Call Forward Details in Call History
- Always Hold the call (transferee) before transfer to the target in Blind/Direct Transfer
- Accessibility Improvements: Menu Navigation & Keyboard Shortcut to Query Agent State

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

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.

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Compatibility

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

Contacting support

Contact support checklist

If you are having trouble with an Avaya product, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

   If you continue to have a problem, contact Avaya Technical Support:
4. Log in to the Avaya Technical Support Web site https://support.avaya.com.
5. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Support site.

Contact support tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

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Avaya Workplace for Windows

Required artifacts for Avaya Workplace for Windows Release 3.33

The following section provides Avaya Workplace for Windows Release 3.33 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.33.0.96	Date Available: Apr 05, 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 3.33 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
INVERT_HUNT_GROUP_LED_STATE		
Property to define if we should invert the LED state for Hunt Group Busy position feature on button module 1: Invert LED state for Hunt group busy button 0: Display LED state as received from CM- Existing (default) Default value: 0	No client UI	Windows
BLIND_TRANSFER_AUTO_HOLD		
Property to define Blind transfer flow whether first call should go on hold and then transfer or transfer without holding first call 0- Use existing Blind transfer flow (default) 1- Hold first active call and then transfer to the target Default value: 0	No client UI	Windows

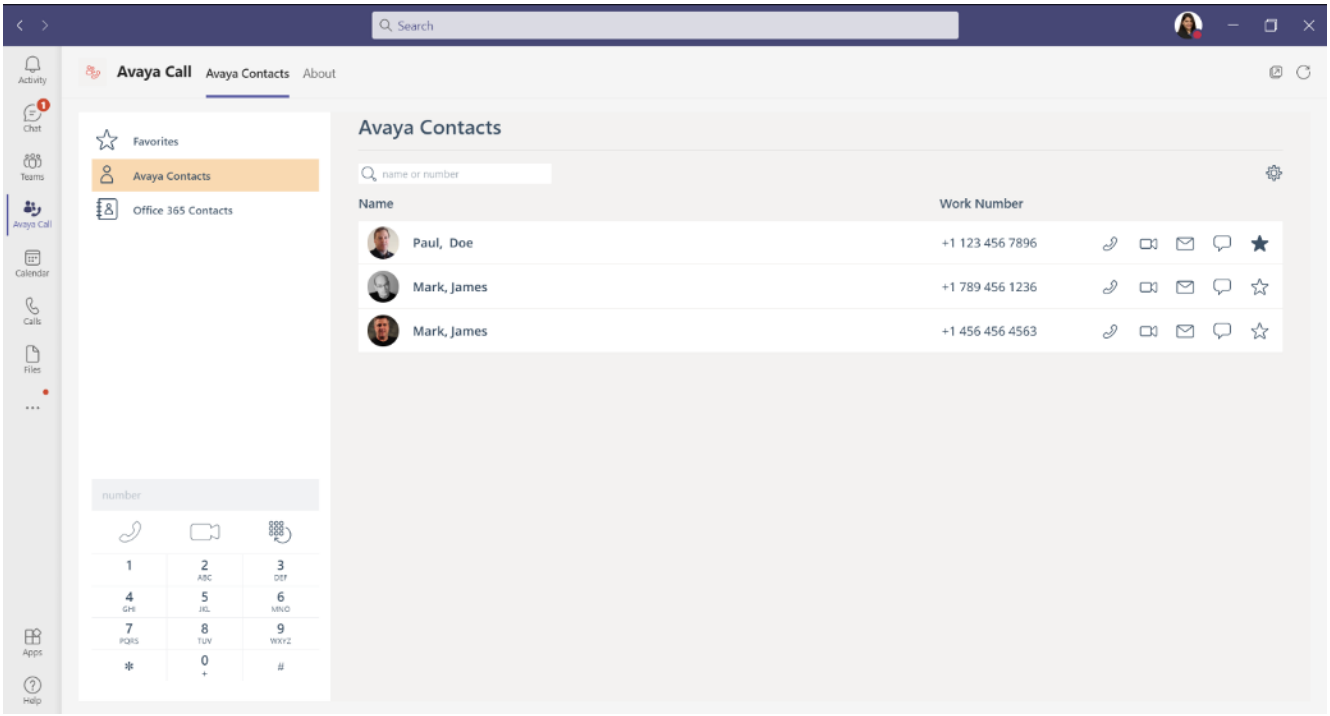
For Avaya Workplace Client 3.33, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20230328_dynamicConfigUpload.txt?fileExt=.txt&__dlmt__=1584654589_d8d6c9761e14e4712cd837a016a5ef4c which can be used to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.33.

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

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click to dial from Microsoft teams with this solution. To have this setup users need to have the pre-requisites setup before logging into the Avaya Call app.



Product Release Matrix

Product Name	Release	About Screen Version	Platforms Supported
Avaya Calling for Microsoft Teams	1.2.1	1.0.12	All Platforms

Note: ***The About screen on the application will display the version as 1.0.12. It is the Microsoft Teams manifest file version and corresponds to the current version of Avaya Calling Application.***

What's new in Avaya Calling for Microsoft Teams

Release 1.2.1

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2.1:

- Support for Traditional Chinese language.

Release 1.2

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2:

- Adding Contact through Enterprise Search and mark it as Favourite.

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- Display additional contact numbers through the ellipsis or Display name or picture.
- Office 365 Contacts Enterprise Search.
- Option to disable video through Settings file
- Support for Danish, Norwegian and Swedish languages.
- Tooltips for better readability and accessibility.

Pre-Installation Requirements

The Avaya Calling for Microsoft Teams has the following pre-installation requirements –

- Avaya Aura Device Services 8.0.1 or above.
- Avaya Workplace Client (3.13 or above) installed.

Documentation & Localization

Avaya Documentation Center

Customer documentation for Avaya Workplace Client is now available on the Avaya Documentation Center at http://documentation.avaya.com/ .

Guide	Link	Localized
Using Avaya Workplace Client for Android, iOS, Mac, and Windows	Using_Avaya_Workplace_Client_Android_iOS_Mac_Windows	Yes
Avaya Workplace Client Quick Reference Guide	Avaya_Workplace_Client_QRG	Yes
Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows	Planning_Administering_Avaya_Workplace_Client_Android_iOS_Mac_Windows	No
Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	Avaya_Workplace_Client_Overview_Specification_Android_iOS_Mac_Windows	No

These are links to the English versions of the document.

Localized versions of the above documents will be available post-GA in the following G14 languages:

- French
- Italian
- German
- Russian
- Simplified Chinese
- Japanese
- Korean

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- Latin American Spanish
- Brazilian-Portuguese

Documentation errata

None

Localization

For the Avaya Workplace Client UI, the following languages are supported:

- English
- German
- French
- Lat-Spanish
- Italian
- Japanese
- Korean
- Brazilian-Portuguese
- Russian
- Simplified Chinese
- Czech
- Dutch
- Polish
- Swedish
- Danish
- Hungarian
- Norwegian
- Indonesian
- Turkish
- Traditional Chinese
- Malaysian
- Thai
- Hebrew
- Arabic (Windows only)

Troubleshooting the installation

Support for Avaya Workplace is available through Avaya Technical Support.

If you encounter trouble with Avaya Workplace:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:

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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 3.33 and Avaya Calling 1.2

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

ID	Minimum conditions	Visible symptoms	Workaround
ACW-24123	Upgrade occurred from Avaya Workplace client for Windows 3.26. When Workplace client 3.26 was installed and closed before the upgrade, user has muted a speaker device using Windows Volume Controls or keypad. This issue is not reproducible for upgrade from release 3.25 or below to 3.26.2 release directly.	When user unmute the speaker device in the same way using Windows Volume Controls or keypad, playback from Workplace client is still muted in Windows. User is not able to hear audio notifications from Workplace or remote participant(s) when a call is established.	User needs to unmute the Workplace client application in Windows Volume Mixer once. To open the volume mixer, navigate to the taskbar and right click on speaker icon. In the opened menu select “Open Volume Mixer”, find Workplace application and click unmute.
Not Applicable	Workplace 3.26 installed with VDIENV=1 on a VMware Horizon	Launching Workplace on the virtual desktop fails to perform paired sign-in of the	Remain on Workplace 3.25 or earlier, or manually sign into Workplace VDI as required.

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ID	Minimum conditions	Visible symptoms	Workaround
	virtual desktop. Workplace VDI is configured and running on the local desktop.	Workplace VDI application running on the local desktop.	
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 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 3.33

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The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release fixed in
ACW-24383	Avaya Workplace for Windows installed, configured & Plantronics headset connected with system for BLA case	With Plantronics headset Workplace rings one time for an incoming BLA call though it is set to 'no-ring' on SMGR	3.33
ACW-24365	Avaya Workplace for Windows installed, configured with call forward feature	Previously configured number under Enhanced Call Forward feature should be retained even after user exit/restart Workplace to make use of the same for better user experience	3.33
ACW-24366	Avaya Workplace for Windows installed, configured with Agent features	Agent does not logged in Aux state, instead goes into Available state when user sign out Workplace and exit/restart client	3.33
ACW-24190	Avaya Workplace for Windows installed, configured with MDA	Failed to Join' error should change to some meaningful error text when other MDA answer the call or call goes to VM(CM implement 400 Bad Request, Call answered/covered/dropped	3.33
ACW-24394	Avaya Workplace for Windows installed, configured with Outlook & Skype	Workplace fetches and display duplicate contacts from Outlook and Skype though it is hidden	3.33
ACW-24567	Avaya Workplace for Windows installed, configured	Wrong message displayed if Favorite contact is removed from the Favorite list	3.33
ACW-24631	Avaya Workplace for Windows installed, configured with messaging	If user removes a file attachment from Chat conversation, the file gets deleted from local PC too	3.33
ACW-24351	Avaya Workplace for Windows installed, configured	Unified Credentials are again prompted when user upgrade Workplace from 3.15 to 3.30 and launch client, though credentials are stored in credential manager	3.33
ACW-24572	Avaya Workplace for Windows installed, configured with team button	First Incoming team button call shows user's own name and not the caller's name on Call appearance- Intermittent	3.33
ACW-24596	Avaya Workplace for Windows installed, configured with outlook	Delegate feature does not work with Outlook Plug-In on Outlook 2016 32 Bit versions	3.33

Fixes in Avaya Calling 1.2

ACW-23163	Avaya Calling installed, try searching by Phone number in the Enterprise search for Avaya Contacts and Favorites	Enterprise contacts are not displayed in search result when user enter number with spaces on Avaya Calling.	1.2
ACW-22903	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
ACW-22902	Avaya Calling installed, try searching with exact strings in the Local search for Avaya Contacts and Favorites	User needs to enter complete and exact string to get the contact	1.2

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ACW-22819	Avaya Calling installed, try searching by Phone number in the Local search for Avaya Contacts and Favorites	Phone number search for local contacts only works with exact number format	1.1

Appendix A: Acronyms

Acronym	Definition
3PCC	Third Party Call Control
AAC	Avaya Aura® Conferencing
AADS	Avaya Aura® Device Services
AAWG	Avaya Aura® Web Gateway
AEMO	Avaya Equinox® Meetings Online
AMM	Avaya Multimedia Messaging
APNS	Apple Push Notification Service
ASBCE	Avaya Session Border Controller for Enterprise
BLA	Bridged Line Appearance
CM	Avaya Aura® Communication Manager
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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