Avaya Workplace Client (MacOS) Release Notes

Release 3.36

Issue 1.0

Feb 2024

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Change history

Issue	Date	Description
1.0	02/27/2024	3.36 GA issue for the Avaya Workplace MacOS Client.
1.0	10/31/2023	3.35 GA issue for the Avaya Workplace MacOS Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace MacOS Client 3.36 software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at http://support.avaya.com .

Please refer to the latest Avaya Aura® 8.1.3.x / 10.2 Release Notes for information specific to the Avaya Aura® feature and service packs.

Documentation Catalog

The Documentation Catalog document lists down the various guides that are available for the Avaya Aura® solution. For details see https://downloads.avaya.com/css/P8/documents/101050513

Product Release Matrix

Product Name	Release
Avaya Workplace for Windows	3.36.0.137
Avaya Workplace for MacOS	3.36.0.137
Avaya Workplace for Android	3.36.0.137
Avaya Workplace for iOS	3.36.0.137

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What’s new in Avaya Workplace for MacOS

Release 3.36

In addition to bug fixes, the following new features are provided with the 3.36 release:

- STIR/SHAKEN Support.
- Support 'Send-NN' feature button (H323->SIP Parity feature).
- Display Forwarding reason in Missed Calls at forwarding stations on Workplace.
- Basic 3PCC support in Other phone mode.

Release 3.35

In addition to bug fixes, the following new features are provided with the 3.35 release:

- Change 'Avaya Inc' to 'Avaya LLC
- Support TLS 1.3
- Mac OS 14 Sonoma support.

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 MacOS

Required artifacts for Avaya Workplace for MacOS Release 3.36

The following section provides Avaya Workplace for MacOS Release 3.36 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for MacOS	3.36.0.137	Date Available: Feb 27, 2024

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 3.36 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support

For other Avaya Workplace Clients 3.36, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20240227_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 3.36.

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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
- Latin American Spanish
- Brazilian-Portuguese

Documentation errata

None

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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

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Troubleshooting the installation

Support for Avaya Workplace is available through Avaya Technical Support.

If you encounter trouble with Avaya Workplace:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
    a. Logging on to the Avaya Technical Support Web site http://www.avaya.com/support
    b. Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

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

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, go to http://www.avaya.com for further information.

When you request technical support, provide the following information:

- Configuration settings, including Avaya Workplace for MacOS configuration and browser settings.

- Usage scenario, including all steps required to reproduce the issue.

- Screenshots, if the issue occurs in the Administration Application.

- Copies of all logs related to the issue.

- All other information that you gathered when you attempted to resolve the issue.

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

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

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Known issues and workarounds in Avaya Workplace for MacOS Release 3.36

ID	Minimum conditions	Visible symptoms	Workaround
ACMACOS-14080	Workplace configured	Reset and reconfigure client in dark mode. Relaunched Workplace in dark mode but display setting shows Light mode for application color scheme.	Exit the Workplace session once user reset, relaunch and reconfigure the client.
ACMACOS-13995	Workplace configured	Call control is not working with Jabra headset BIZ-2400	None
ACMACOS-13992	Workplace configured	Calendar Access blocked for user when using Microsoft Modern to authenticate for EWS.	None
UCAPM-38520	Workplace configured on MacOS 13.	Text is moved when clicking in and out of the text box. Note: Waiting for Apple response Ticket FB11623889	None
UCAPM-38528	Workplace configured on MacOS 13.	Text is not aligned at the center in text boxes. Note: Waiting for Apple response Ticket FB11623889	None
None	Workplace installed and using Jabra Evolve 2 65 headset.	When Jabra Evolve 2 65 headset is selected as microphone, some unexpected Volume events can occur causing macOS volume popup to appear.	None
ACMACOS-13502	Microsoft Outlook version 16.42	Experience issues when using Avaya Meeting Scheduler, such as needing to log in each time they try to schedule a meeting.	Upgrade Microsoft Outlook version to 16.43 or downgrade to 16.41 otherwise.
ACMACOS-13777	User changes enterprise password and puts Workplace in idle state for longer period	Error that Credentials are invalid will not be shown. User will be able to see Generic Error that Contacts and Messaging are not allowed.	User will need to re-login again with correct credentials.
CLIENTSDK-25800	During call switch from dual stacks network to IPv4 only network	Call drops when user moved from dual stack IPv6 to IPV4 only network.	None

Known issues and workarounds in Avaya Calling 1.2

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 credentials in it, those won't be taken up and	Logout of the MS Teams. (This will close the authentication pop up as well) and login back. Then

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	Avaya Call using invalid credentials	this pop-up keeps appearing after a few seconds of interval.	log into Avaya Call Assistant with valid credentials.

Fixes in Avaya Workplace for MacOS

ID	Minimum Conditions	Visible symptoms	Release found in

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-22820	Avaya Calling installed	Dial Pad does not have backspace key	1.0
ACW-22778	Avaya Calling installed and logged in.	Avaya call keeps logging out when the computer is idle or locked	1.0
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
ACW-22795	Avaya Calling installed and try to add a contact to Favorites from Avaya Contacts	User is not able to add contact to Favorites	1.0
ACW-22765	Avaya Calling installed. Clear local storage and reload app.	Discovery error dialog closes as soon as it appears if a user was on “Avaya Contacts”	1.1
ACW-22644	Avaya Calling installed and move to Avaya Contacts/Favorites and switch to O365 Contacts when the network is down	Images not shown for some cached O365 contacts	1.0
ACW-22414	Avaya Calling installed and user tries to add/remove users from favorites.	Add/remove favorite does not work on Call for a newly added contact from Workplace client	1.0

Appendix A: Acronyms

Acronym	Definition
3PCC	Third Party Call Control

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AAC	Avaya Aura® Conferencing
AADS	Avaya Aura® Device Services
AAWG	Avaya Aura® Web Gateway
AEMO	Avaya Equinox® Meetings Online
AMM	Avaya Multimedia Messaging
APNS	Apple Push Notification Service
ASBCE	Avaya Session Border Controller for Enterprise
BLA	Bridged Line Appearance
CM	Avaya Aura® Communication Manager
EC500	Extension to Cellular
FP	Feature Pack
GA	Generally Available
IdP	Identity Provider
IM	Instant Message
IPv6	Internet Protocol version 6
IX	Intelligent Experience
LDAP	Lightweight Directory Access Protocol
MDA	Multiple Device Access
MSS	Multi-Stream Switching
OAUTH	Open Authorization
OTT	Over The Top
PLC	Packet Loss Concealment
POM	Presentation Only Mode
PS	Avaya Aura® Presence Services
SAML	Security Assertion Mark-up Language
SBC	Session Border Controller
SIP	Session Initiation Protocol
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
SP	Service Pack
SRTP	Secure Real-Time Transport Protocol
SSO	Single Sign-On
TOM	Top of Mind
TLS	Transport Layer Security
UC	Unified Communication
URI	Uniform Resource Identifier
USB	Universal Serial Bus
VDI	Virtual Desktop Infrastructure

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