



## ***Avaya Workplace Client (Windows) 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 Windows Client.
1.0	01/08/2023	3.35.1 GA issue for the Avaya Workplace Windows Client.
1.0	10/28/2023	3.35 GA issue for the Avaya Workplace Windows Client.
1.0	06/27/2023	3.34 GA issue for the Avaya Workplace Windows Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows 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.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	3.36.0.137
Avaya Workplace for MacOS	3.36.0.137
Avaya Workplace for Android	3.36.0.137
Avaya Workplace for iOS	3.36.0.137



# What's new in Avaya Workplace for Windows

## Release 3.36

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

- Copy name/number of active call appearance to clipboard
- Support of Pexip meeting link in Workplace client & Pexip meeting under Workplace meeting
- Display Authorization credential pop up always on top of all applications
- Support for Repositioning call notification pop-up window
- User controlled enable-disable of auto-answer calls
- Dell dynamic config of Telecommuter number for Workplace thru AADS config
- Workplace button module labels edit option
- Basic 3PCC Support in Other phone mode
- Support for individual URL to video tutorials
- Support detaching Dialpad
- Enlarge Incoming Call Pop up notification
- Display dummy station in near end call logs after finishing Send-NN call
- User support switch between Button module and Feature manager
- Restrict Users from entering duplicate telecommuter number

## 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:

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.

# Avaya Workplace for Windows

## Required artifacts for Avaya Workplace for Windows Release 3.36

The following section provides Avaya Workplace for Windows 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 Windows	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 setting name	UI	Avaya Workplace Client Platform Support
<b>TC_NUMBER</b>			
Setting to define which Telecommuter number is used in Other Phone Mode. Admin can set only one number under this setting. This property support with Locked and obscured preference.  Default value: Blank	No client UI		Windows
<b>ACTIVATE_OTHERPHONE_MODE_ON_STARTUP</b>			
Settings for enabling Other phone (Telecommuter) mode on startup  0 (default): Other phone mode login on startup not allowed  1: User will login into Other phone mode on startup without needing to login first in This computer  Default value: 0	No client UI		Windows
<b>ENABLE_EDIT_BUTTON_LABEL</b>			
Property to define if Edit layout and labels option should be available or not  1 (Default): User would see 'Button Module Options and Settings' button on Button Module. User can use Edit layout and labels from it  0: User will not see 'Button Module Options and Settings' button on button module. In turn, user cannot use Edit layout and labels for configured features.  Default value: 1	No client UI		Windows

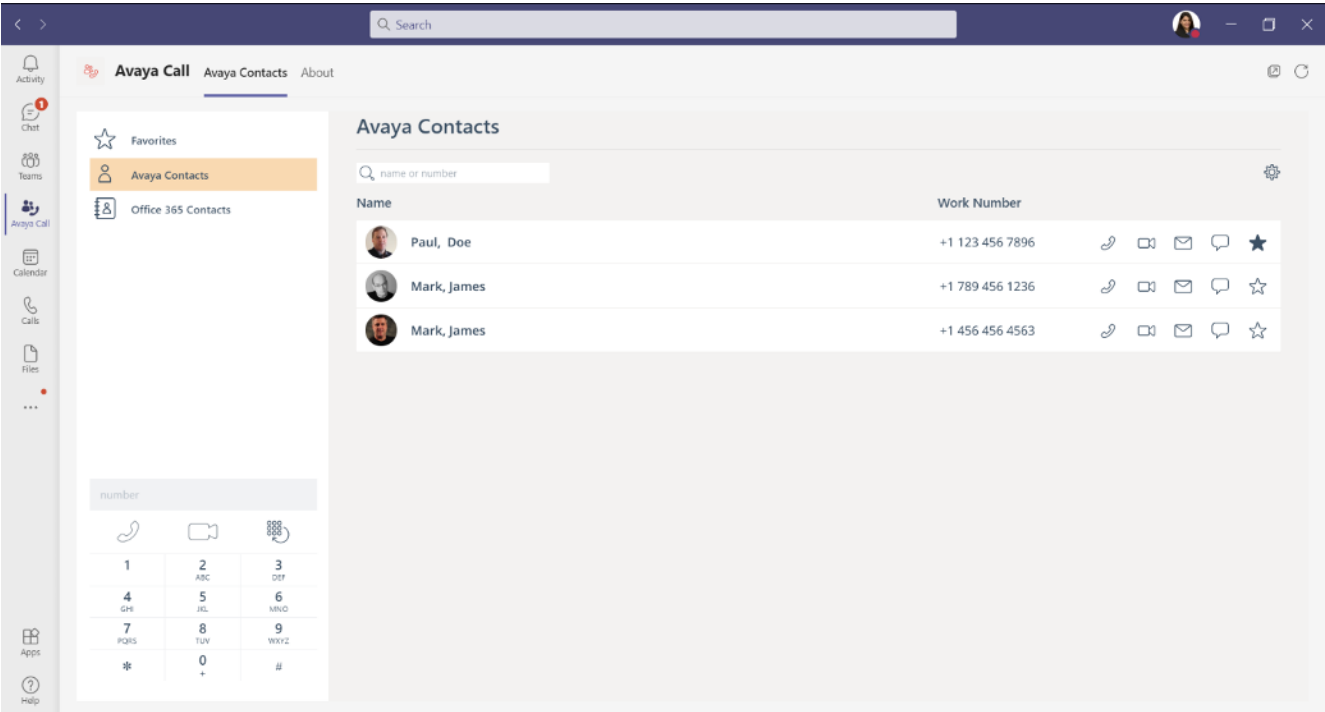
<b>DISPLAY_AUTH_POPUP_ON_TOP</b>		
<p>Setting to define authorization credential pop up window behavior, whether to display always on top of other applications or open in background as per current behavior</p> <p>1: Always display Auth pop up on top of all other applications (default)</p> <p>0: Display auth pop up as per current implementation</p> <p>Default value: 1</p>	No client UI	Windows
<b>ONLINE_HELP_URL</b>		
<p>Setting to define customized video tutorial link as per organization needs. This property should work in conjunction with ONLINE_HELP_ENABLED</p> <p>Default value: Blank</p>	No client UI	Windows
<b>ENABLE_PEXIP</b>		
<p>Setting to control display of Pexip meetings under 'Meetings' tab</p> <p>0: Pexip is disabled (Default)</p> <p>1: Pexip is enabled</p> <p>Default value: 0</p>	No client UI	Windows
<b>PEXIP_URL</b>		
<p>Setting to configure Pexip URL for the user</p> <p>Default value: Blank</p>	No client UI	Windows
<b>ENLARGE_INCOMING_CALL_NOTIFICATION</b>		
<p>Property to control display of incoming call notification size</p> <p>1: Display enlarged incoming call notification</p> <p>0 (default): Display normal size incoming call notifications</p> <p>Default value: 0</p>	No client UI	Windows
<b>SIP_RESPONSE_TIMEOUT</b>		
<p>Setting specific for MEGA like deployments in order to provide configurable option for response time out in seconds</p> <p>Range: 32-128</p> <p>Default: 32 (sec)</p>	No client UI	Windows
<b>SIP_MAINTENANCE_TEST_TIMEOUT</b>		
<p>Property for Timeout for completion (in seconds) of test used to check the connectivity to signaling server.</p> <p>Default: 3</p>	No client UI	Windows

<b>OUTLOOK_SEND_ERROR_POPUP</b>		
Property to define whether the send error popup feature is enabled or not. 0 indicates that the feature is disabled and 1 indicates that the feature is enabled.  Default value: 0	No client UI	Windows

For Avaya Workplace Client 3.36, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20240227\\_dynamicConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](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.

# 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.



## 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
Using Avaya Workplace Client for Android, iOS, Mac, and Windows	<a href="#">Using Avaya Workplace Client Android iOS Mac Windows</a>	Yes
Avaya Workplace Client Quick Reference Guide	<a href="#">Avaya Workplace Client QRG</a>	Yes
Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows	<a href="#">Planning Administering Avaya Workplace Client Android iOS Mac Windows</a>	No

<b>Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows</b>	<a href="#">Avaya Workplace Client Overview Specification Android iOS Mac Windows</a>	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
- 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 3.36 and Avaya Calling 1.2

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

ID	Minimum conditions	Visible symptoms	Workaround
<b>ACW-24799</b>	Outlook add-in: Meeting Plugin converted Appointment (part of recurring Appointment) does	The user is not able to convert the part of the recurring appointment into a meeting. Entire recurring appointment is getting converted into	No workaround.



ID	Minimum conditions	Visible symptoms	Workaround
	not get created on iView.	meetings without any issue.	
<b>ACW-24123</b>	<p>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.</p> <p>This issue is not reproducible for upgrade from release 3.25 or below to 3.26.2 release directly.</p>	<p>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.</p> <p>User is not able to hear audio notifications from Workplace or remote participant(s) when a call is established.</p>	<p>User needs to unmute the Workplace client application in Windows Volume Mixer once.</p> <p>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.</p>
<b>Not Applicable</b>	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.
<b>ACW-24286</b>	Workplace registered with Messaging services	Audio or Video recorded files not available while moving window while recording is going on	Set the conversation screen at one place on the screen and then start record audio/video. Do not move the conversation screen when recording audio/video is in progress.
<b>ACW-22957</b>	Workplace is registered in DeskPhone mode with J1xx / AAfD	UI Info button is greyed out after Network recovery	None
<b>ACW-21197</b>	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
<b>ACW-21298</b>	Font style/format apply by right click context menu	Font-format does not apply on typing.	Format the text after typing and before sending

ID	Minimum conditions	Visible symptoms	Workaround
<b>ACW-20942</b>	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:

<b>ACW-22292</b>	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.
<b>UCAPM-28732</b>	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.
<b>ACW-22501</b>	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 3.36

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-24946</b>	Avaya Workplace for Windows installed and logged in Agent mode	AGTGREETINGSTAT value does not apply immediately for the first time if user changes it from configdata.xml file	3.34
<b>ACW-24893</b>	Avaya Workplace for Windows installed and configured	Workplace Windows should open the existing conversation, if AMM is initiated from Contact details screen, similar to other platforms	3.34
<b>ACW-25040</b>	Avaya Workplace for Windows installed and logged in Agent mode	Workplace crashed on login with Agent CC, specifically after trying to acquire WebLM license	3.34.1
<b>ACW-25130</b>	Avaya Workplace for Windows installed and logged in Agent mode	Call transfer failed error displayed when user tries to transfer a held call to active call using drag-drop, Transfer is successful, but error message is displayed Avaya	3.33

		workplace high CPU utilization on windows server	
<b>ACW-25014</b>	Avaya Workplace for Windows installed and logged in telecommuter mode	If the same phone number is stored multiple times for Telecommuter mode (User settings --> Other phones), after the switch to Telecommuter mode (Other phone) Avaya Workplace (Windows) freezes or after restarting the application, the application hang	3.34.1
<b>ACW-25094</b>	Avaya Workplace for Windows installed and configured user browser extension	The contact numbers starting from 272, 346 & 849 were not getting highlighted for the US. These area codes were not present in the dial code rules.  Fixed this issue by adding these area codes in the dial code rules of the US.	3.32
<b>ACW-24766</b>	Outlook plugin: Deletion or modification of a meeting created by the secretary for the boss is not possible by the boss user himself.	There was a dependency of Boss's/Secretary's Outlook plugin on other person's Outlook Plugin to modify or delete the meetings created by Boss/Secretary	3.32
<b>ACW-24695</b>	Outlook plugin: Changing existing meeting (Prepone or Postpone) time not syncing with the meetings server.	User was not aware about the login state of the plugin which is why any updates to the meetings were not updated to the server.	3.33
<b>ACW-24680</b>	Outlook plugin: Meeting will not sync to the Meetings Server because Boss Plugin cannot sync calendar.	User is not aware that the Outlook plugin has logged out from connectivity to AAWG due to various reasons including token expiry/ cache clearance/ plugin logout/ server not reachable.	3.32
<b>ACW-24960</b>	Outlook plugin adds junk lines to the invitation.	There is a marker line added to the start of the email template. This marker line generates a lot of noise when the meeting template is read by the narrator. Fixed this issue by reducing the number of equal signs.	3.32
<b>ACW-24978</b>	Outlook Plugin - HTTP 400 errors on updating recurring meetings.	There are HTTP errors observed in plugin logs while updating the recurring invite. Fixed the HTTP errors.	3.32
<b>ACW-25031</b>	New SP with updated plug - in/manifest is causing Outlook exception when sending email by content menu.	User is getting an error popup while performing actions with the recent service pack. Fixed this issue in this service pack.	3.32.1
<b>ACW-25041</b>	Avaya Workplace for Windows installed, configured, and registered as primary to SM1 and secondary to SM2 and logged in Agent mode.	Agent state stuck to Ready state after Workplace Agent answer agent call and Primary SM fails over to secondary	3.34.1

<b>ACW-25015</b>	Avaya Workplace for Windows installed and configured in MDA with J179	Workplace login as MDA with J179 updated J1xx blob customization, so J179 shows duplicated buttons	3.34
<b>ACW-25157</b>	Avaya Workplace for Windows installed, configured and uses JAWS as narrator	Focus should remain on Call Appearance if transfer or conference operation failed and user click on OK for error notification, focus goes on 'Options and Settings'	3.36

## Fixes in Avaya Calling 1.2

<b>ACW-23163</b>	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
<b>ACW-22903</b>	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
<b>ACW-22902</b>	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
<b>ACW-22819</b>	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
<b>3PCC</b>	Third Party Call Control
<b>AAC</b>	Avaya Aura® Conferencing
<b>AADS</b>	Avaya Aura® Device Services
<b>AAWG</b>	Avaya Aura® Web Gateway
<b>AEMO</b>	Avaya Equinox® Meetings Online
<b>AMM</b>	Avaya Multimedia Messaging
<b>APNS</b>	Apple Push Notification Service
<b>ASBCE</b>	Avaya Session Border Controller for Enterprise
<b>BLA</b>	Bridged Line Appearance
<b>CM</b>	Avaya Aura® Communication Manager
<b>EC500</b>	Extension to Cellular
<b>FIPS</b>	Federal Information Processing Standards
<b>FP</b>	Feature Pack
<b>GA</b>	Generally Available
<b>IdP</b>	Identity Provider
<b>IM</b>	Instant Message
<b>IPv6</b>	Internet Protocol version 6
<b>IX</b>	Intelligent Experience
<b>LDAP</b>	Lightweight Directory Access Protocol
<b>MDA</b>	Multiple Device Access
<b>MSS</b>	Multi-Stream Switching

<b>OAUTH</b>	Open Authorization
<b>OTT</b>	Over The Top
<b>PLC</b>	Packet Loss Concealment
<b>POM</b>	Presentation Only Mode
<b>PS</b>	Avaya Aura® Presence Services
<b>SAML</b>	Security Assertion Mark-up Language
<b>SBC</b>	Session Border Controller
<b>SIP</b>	Session Initiation Protocol
<b>SM</b>	Avaya Aura® Session Manager
<b>SMGR</b>	Avaya Aura® System Manager
<b>SP</b>	Service Pack
<b>SRTP</b>	Secure Real-Time Transport Protocol
<b>SSO</b>	Single Sign-On
<b>TOM</b>	Top of Mind
<b>TLS</b>	Transport Layer Security
<b>UC</b>	Unified Communication
<b>URI</b>	Uniform Resource Identifier
<b>USB</b>	Universal Serial Bus
<b>VDI</b>	Virtual Desktop Infrastructure