Avaya Workplace Client (Windows) Release Notes

Release 3.37

Issue 1.0

Jul 2024

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Change history

Issue	Date	Description
1.0	07/02/2024	3.37 GA issue for the Avaya Workplace Windows Client.
1.0	02/27/2024	3.36 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.37 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	3.37.0.156
Avaya Workplace for MacOS	3.37.0.156
Avaya Workplace for Android	3.37.0.156
Avaya Workplace for iOS	3.37.0.156

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What’s new in Avaya Workplace for Windows

Release 3.37

In addition to bug fixes, the following new features are provided with the 3.37 release.

- Limit the length of SIP extension and password entered while logging-in
- Hash the Username on login screens.
- Microphone mute notification
- Retain Skill level while adding / removing skills using 'Change Skill' functionality.
- Hiding Skype for Business contacts
- User should be able to turn Automatic Gain Control on and off.
- Support for Windows 2022
- Support LDAP query for new predefined "ipPhone" attribute and display under contact details screen.

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.

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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 3.37

The following section provides Avaya Workplace for Windows Release 3.37 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.37.0.156	Date Available: Jul 02, 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 3.37 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
SFB_CONTACTS		
Property to show or hide SFB contacts in Contacts Search 1 = Enable (default) 0= Disable Default value: 1 When disabled, the contacts shall be hidden	No client UI	Windows
MIC_MUTE_NOTIFICATION_TIMER		
Timer in seconds after which user will see a flash icon on Mute button when Micro phone is muted Default value: NA	No client UI	Windows
ENABLE_AUDIBLE_ALERT_ON_MUTE		
Property to define whether user will hear audible alert after MIC_MUTE_NOTIFICATION_TIMER reached, for Mute notification when Mic is muted 0: Do not play audible alert when Mic is muted and MIC_MUTE_NOTIFICATION_TIMER reached (Default)	No client UI	Windows

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1: Play audible alert when Mic is muted and MIC_MUTE_NOTIFICATION_TIMER reached Default value: 0		
SHOW_AGC_CONTROL		
Property to display AGC control UI under Settings 0 :Do not Display AGC control UI option (Default) 1: Display AGC control option in Settings Default value: 0	Settings > User Preferences > Audio / Video	Windows
RESET_MIC_VOLUME_AFTER_CALL_END		
Property to display AGC control UI under Settings 0: Do not reset the Mic volume level once call ends (Default) 1: Mic volume value will be set to what it was before the call started Default value: 0	No client UI	Windows

For Avaya Workplace Client 3.37, download the JSON document using following steps. Use it to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.37.

1) Log in to PLDS using the PLDS URL, https://plds.avaya.com

2) From the PLDS main menu, select Assets > View downloads.

3) Avaya or BP users must use the filter icon to select the end customer by customer ID.

Note:

Only Avaya and BP users must specify the end customer by the end customer ID to begin the download. The end customer ID can be found in PLDS using various methods like viewing licenses or entitlements for the end customer to get the parent company ID from there.

If the end customer is performing the download, they will automatically default to their company and may not select their company.

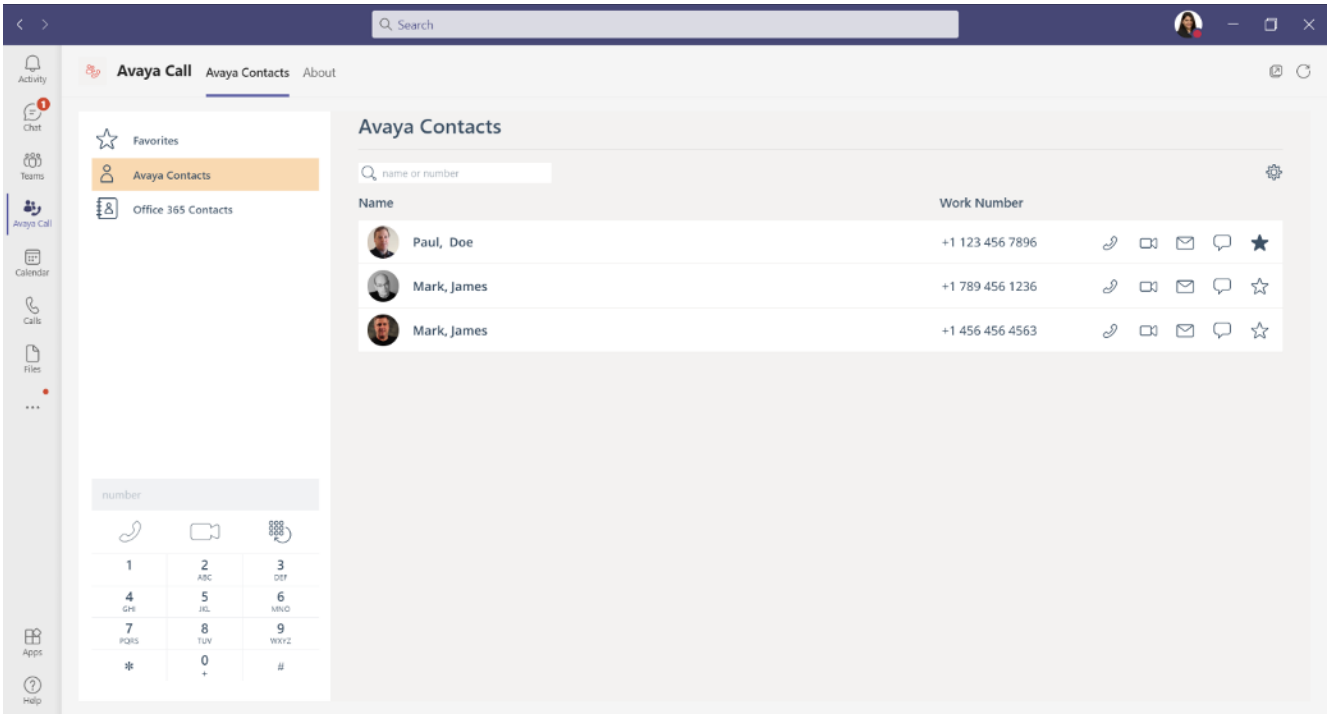
4) Enter the download ID AADS000000169 and click Search Downloads.

5) Click the download icon to download the file.

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 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

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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 3.37 and Avaya Calling 1.2

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

ID	Minimum conditions	Visible symptoms	Workaround
NA	Avaya Workplace for Windows installed and configured	Recently Microsoft has launched Beta version of new MS Outlook ex.("1.2023.xxxx.xxx" or "1.2024.xxxx.xxx"). If users switch to this new version, it is observed that, Avaya Workplace do not load /search local contacts from Outlook and it may also impact the displaying Outlook meetings.	No workaround **Note:** Please do not upgrade or use new beta build of Outlook as Workplace do not display Meetings, Contacts, and other Outlook Integration features. Avaya is aware and working on solution.
CLIENTSDK-29357	Workplace client in VDI mode as Controlling Client in remote machine, Client in local machine as controlled client, shared control active between clients. Directed Pickup configured in SMGR. Call made between user B and C and answered by	Call history shows FAC instead of Calle's name for call answered using Feature Access Code.	No workaround

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ID	Minimum conditions	Visible symptoms	Workaround
	A using FAC for Call pickup directed		
ACW-24799	Outlook add-in: Meeting Plugin converted Appointment (part of recurring Appointment) does not get created on iView.	The user is not able to convert the part of the recurring appointment into a meeting. Entire recurring appointment is getting converted into meetings without any issue.	No 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 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-24286	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.
ACW-22957	Workplace is registered in DeskPhone mode with J1xx / AAfD	UUI Info button is greyed out after Network recovery	None

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ID	Minimum conditions	Visible symptoms	Workaround
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 3.37

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-24932	Avaya Workplace for Windows installed and configured	Bridge button flashes only once when Busy Indicator contact makes a call to principal	3.33
ACW-25188	Avaya Workplace for Windows installed and logged in Agent mode	Call hold failed when an agent transfers a held ACD call to another active call	3.35

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ACW-25160	Avaya Workplace for Windows installed and logged in Agent mode	User heard two zip tones for ACD auto answered calls	3.35
ACW-25155	Avaya Workplace for Windows installed and configured	Conditional Enhanced call forwarding (ECF) icon turns to Blue from grey after user Sign out and Sign in	3.35
ACW-25304	Avaya Workplace for Windows installed and logged in Virtual environment with another Workplace Client	Paired Sign on not working between Workplace- Workplace	3.35
ACW-25099	Avaya Workplace for Windows installed and configured	PIN entered by user displayed in Chat window instead of Moderator PIN area	3.34
ACW-25183	Avaya Workplace for Windows installed and configured	No Error message displayed if user enter wrong PIN after 10 sec, before 10 sec, error is displayed	3.34
ACW-25141	Avaya Workplace for Windows installed and configured	Workplace do not show any Outlook meetings in Top of Mind after certain Windows update	3.32
ACW-25267	Avaya Workplace installed and a new call is initiated from call history after first call was made to a number. Call flow includes calling from the CC CM to the UC CM that has EC500 enabled.	Calling from call history in Workplace Client dials the wrong saved number	3.36
ACW-25275	Avaya Workplace for Windows installed and configured and joins the Avaya Meetings Conference in video mode	Microphone Button is not consistent within Conference when video in undocked	3.35
ACW-25148	Avaya Workplace for Windows installed and trying to configure	Workplace Client throws SSL Connection error, unable to login	3.35
ACW-25242	Avaya Workplace for Windows installed and configured	Duplicate Outlook Contacts in Workplace Client	3.35
ACW-25227	Avaya Workplace for Windows installed and configured	Workplace Client showing voicemail indication, even if no voicemail and signing In using SSO	3.35

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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