AVAYA

Avaya Client SDK
Release Notes

Release 4.15.0.1

Issue 1.1

Oct 2021

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per the Avaya Product Security Support Flow

(https://support.avaya.com/css/P8/documents/100161515).

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Contents

Change history

Issue	Date	Description
1.1	10/29/2021	Release 4.15.0.1 issue for the Avaya Client SDK with updated JavaScript Package.
1.0	05/03/2021	Release 4.15 issue for the Avaya Client SDK.
1.0	01/8/2021	Release 4.12 issue for the Avaya Client SDK.

Introduction

This document provides late-breaking information to supplement the Avaya Client SDK software and documentation. For updated documentation, go to –
http://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/overview/index.gsp.

Product Release Matrix for SDK Packages

Package	API Modified	Documentation Updated	Version Number
Communication Services - Native (iOS, Android, MacOS, Windows)	Yes	Yes	4.15 – 381.0.40
Communication Services - JavaScript	Yes	Yes	4.8 – 4.8.0.36
Desk Phone Services	Yes	No	4.15 – 381.0.40
Meeting Management Services	No	No	3.7.0.1-20190812.123037-1
Recording Management Services	No	No	4.3.7.1-20190812.122723-1
Customer Interaction Services	Yes	Yes	3.8.1.0-1.18.110
Customer Interaction Utilities	Yes	Yes	3.8.1.0
Data Store Services	No	No	3.8.0.1
Sharing Services	No	No	3.8.0.0.1010036

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What's new in Client SDK

Release 4.15.0.1

The following table lists the new functionality in the 4.15.0.1 release. For additional details of the content of the Client SDK Packages see the Avaya Client Offer Definition document.

For further details see the API Reference Specification on the Avaya Client SDK Developer Hub at
http://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/overview/index.gsp
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Communication Services Package – *JavaScript Client SDK*

Feature	Description	New / Enhanced / Deprecated
Updated JSCSDK build	Uses unified plan SDP semantics for webrtc connections for compatibility with Chrome M96+	Enhanced

Release 4.15

The following table lists the new functionality in the 4.15 release. For additional details of the content of the Client SDK Packages see the Avaya Client Offer Definition document.

For further details see the API Reference Specification on the Avaya Client SDK Developer Hub at
http://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/overview/index.gsp
.

Communication Services Package – *Android, iOS, MacOS and Windows Client SDK*

Feature	Description	New / Enhanced / Deprecated
Notification of SIP password expiry and CCS_Profile Events	User would be notified of the expiry of my SIP password and provided with a way to change my password.	New
Participant ID protected meeting	Aka "Private meetings" is to secure the meeting and only allow registered users to join the meeting and block out all guest users. This feature provide extra security on top of existing One-Time Pin and dynamic meeting ID features	New
Service Observing	Service Observing allows the Service Observer to listen on incoming calls that come to call center and monitor its work. It also allows an Observer to switch into Talk/Listen mode (where both the observed agent and the caller can hear the observer) and provide the observed agent with an assistance if it is required.	New
Button Module Support	Support for Button Module and button labels customization	New

Communication Services Package – *JavaScript Client SDK*

Feature	Description	New / Enhanced / Deprecated
Updated JSCSDK build to use the latest version of libraries	Please review https://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/programming_docs/current/javascript/communication/tech/build_and_runtime_environment.gsp For latest libraries required to build a JSCSDK based application	Enhanced

Use pursuant to the terms of your signed agreement or Avaya policy.

Video bandwidth and resolution reduction when send screensharing bandwidth is limited	When sending screen sharing, if:	New
	the bandwidth of the screen sharing has been limited to less than 75% of the configured maximum bandwidth configured over an extended period	
	then the send video bandwidth/resolution should be reduced.	
	The send video bandwidth will be adjusted in steps 720p->480p->360p	

Documentation errata

No outstanding documentation issues.

Compatibility

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

This lists compatibility information by Avaya Client SDK Package.

Contacting support

Contact support checklist

If you are having trouble with Client SDK, you should:

1. Set log level to debug.
2. Retry the action. Carefully follow the instructions in written or online documentation.
3. Check the documentation that came with your hardware for maintenance or hardware-related problems.
4. 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:

1. Log in to the Avaya Technical Support Web site https://support.avaya.com.
2. 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.

Client SDK 4.15

Known issues and workarounds for SDK

The following sections are cumulative since the last major or minor release showing the most recent release first and oldest release last.

Communication Services Package – *Android, iOS, MacOS and Windows Client SDK*

ID	Minimum conditions	Visible symptoms	Workaround
CLIENTSDK-28165	Put the system on modern standby on Windows.	False incoming call alert (Calls placed by other users while the system was put asleep) will be presented whenever the user resumes the system. User is able to answer those calls but without any voice path as there is no one on the far end. So eventually user needs to end the calls.	Turn off modern standby.
CLIENTSDK-28284	Push notifications through SM on iOS	'VoiceMail Status Update' displays again even if user read voice messages	None
CLIENTSDK-27164	Customer service agent configured	When Customer Service Agent answer Incoming Agent Calls (ACD or DAC) which is notified through Push Notifications, Agent do not show 'On A Call' state.	None
CLIENTSDK-27100	HTTP_PROXY_CSDK _ENABLE = 1 or 2 in settings file	VPN gateways need to be configured same as zang.io.	None
CLIENTSDK-26661	AAWG uses Best Effort SRTP policy.	One way video after hold and unhold.	To get two way video post hold/unhold, use Equinox Conferencing 9.1.10 (AMS build 8.0.2.102 or later).
CLIENTSDK-25800	IPv6 dual stack configured network	Call drops after hold when user is connected over SM and while on a call moves from dual stack IPv6 network IPV4 only network.	None

Communication Services Package – *JavaScript Client SDK*

ID	Minimum conditions	Visible symptoms	Workaround
JSCSDK-6083	Sharing on Spaces and presenter is presenting	Flashing screen is displayed until the user changes the screen	Move content on screen after sharing starts. Issue is tracked by chrome bug: https://bugs.chromi um.org/p/chromium/ issues/detail?id=11 32570&q=compone nt%3AInternals%3E Media%3ECapture %20%22blinking%2 2&can=2
JSCSDK-3994	Participants join the Conference at the same time.	Participants' audio and video status are incorrect when all users join conference at the same time	Participants do not join the meeting at the same time.
JSCSDK-6227	Use Firefox with BigSur as second screen	Part of the screen doesn't get captured when sharing entire screen.	Use the Chrome browser

Fixes in Avaya Workplace for SDK

The following sections are cumulative since the last major or minor release showing the most recent release first and oldest release last.

Communication Services Package – *Android, iOS, MacOS and Windows Client SDK*

ID	Visible symptoms	Release found in
CLIENTSDK-28258	Not able to import the Client Identity certificate if installed on the local machine store	4.15
CLIENTSDK-28171	Cannot add a contact into favorite	4.15
CLIENTSDK-28178	Headset API not working for Jabra	4.14
CLIENTSDK-28190	Enterprise Directory Search does not work in case of network disruption	4.14
CLIENTSDK-28076	Workplace fails to recover SIP Connection when VPN not started before Workplace	4.13
CLIENTSDK-28255	No contact matching for external call by APN	4.13
CLIENTSDK-28196	When adding an LDAP entry as contact, wrong phone number is used.	4.13
CLIENTSDK-28081	Unified Portal login failed when using IWA authentication method	3.15
CLIENTSDK-28067	Workplace could not recognize the History-Info header with "user=phone" parameter	4.12
CLIENTSDK-28134	Incoming Calls are displayed with Domain of SIP Trunk	4.11
CLIENTSDK-28222	Workplace fails to send a BYE to a 407 Proxy authentication on incoming H.323 call	4.11
CLIENTSDK-27908	Failed to load client identity cert when Workplace is started via push notification	4.10
CLIENTSDK-27701	Workplace client sends invite to primary IP Office to make a call intermittently even after registering to secondary IP Office	4.7
CLIENTSDK-28161	Workplace in Telecommuter doesn't respond to reINVITE	4.7
CLIENTSDK-27281	When Callee Agent logout and someone calls this agent, caller hears remote alerting though call is failed.	4.6
CLIENTSDK-27883	AddParticipant in other phone mode drops the telecommuter leg.	4.5
CLIENTSDK-28175	Workplace sends SRTP without crypto line	4.5

Communication Services Package – *JavaScript Client SDK*

ID	Visible symptoms	Release found in
JSCSDK-6365	MS Teams app via Web browser and 3rd party cookies are disabled due to network policies and user enters credentials on login window, user will not be able to log in and will not get contacts. User will be presented with continues spinner.	4.6
JSCSDK-6621	JSCSDK doesn't attempt re-connecting with TURN if the ICE connection is established but DTLS fails	4.6
JSCSDK-6455	User cannot start content sharing	4.6
JSCSDK-6742	Media failure prior to callEstablished doesn't result in immediate fallback to TURN if ICE connected	4.6

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
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