AVAYA

Avaya Workplace Client (iOS)
Release Notes

Release 3.22
Issue 1.0
Oct 2021

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Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at

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Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

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For the most current versions of Documentation, see the Avaya Support website: https://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support

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Contents

Change history

Issue	Date	Description
1.0	10/12/2021	3.22 GA issue for the Avaya Workplace iOS Client.
1.2	09/15/2021	3.21.1 GA issue for the Avaya Workplace iOS Client.
1.1	09/07/2021	3.21 GA issue for the Avaya Workplace iOS Client with Avaya Calling for Microsoft Teams 1.2

Introduction

This document provides late-breaking information to supplement the Avaya Workplace iOS Client 3.22 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 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	3.22.0.64
Avaya Workplace for MacOS	3.22.0.64
Avaya Workplace for Android	3.22.0.64
Avaya Workplace for iOS	3.22.0.64

What's new in Avaya Workplace for iOS

Release 3.22

In addition to bug fixes, the following new features are provided with the 3.22 release:
- Support for Customizable ringtones.
- Capability to disable copy paste via MDM.
- Support Call Record feature button for IP Office.
- Support iOS 15.

Release 3.21.1

Bug fixes.

Release 3.21

In addition to bug fixes, the following new features are provided with the 3.21 release:
- Mobile Calling mode user experience improvements

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 iOS

Required artifacts for Avaya Workplace for iOS Release 3.22

The following section provides Avaya Workplace for iOS Release 3.22 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for iOS	3.22.0.64	Date Available: October 12, 2021

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 3.22 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
ENABLE_PPM_PERSISTENT_DATA		
Setting to determine whether client would re-query PPM data when re-connects to the any SIP Session Manager (or SBC). Default value: 0	No client UI	All platforms
XCALLBACK_LOGOUT_ENABLED		
Settings to listen for logout intents, and to send logout call back intents to MDA (Mobile Device Access) based on success/fail. Default value is "0".	No client UI	Android and iOS only
DISABLE_COPY_PASTE		
Setting to prevent copy paste options on iOS platform. When it is enabled user will not be able to use copy paste options inside iOS Workplace. Default value is "0".	No client UI	iOS only

For Avaya Workplace Client 3.22, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20211012_dynamic ConfigUpload.txt?fileExt=.txt&__dlmt__=1584654589_d8d6c9761e14e4712cd837a016a5ef4c which can be used to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.22.

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.
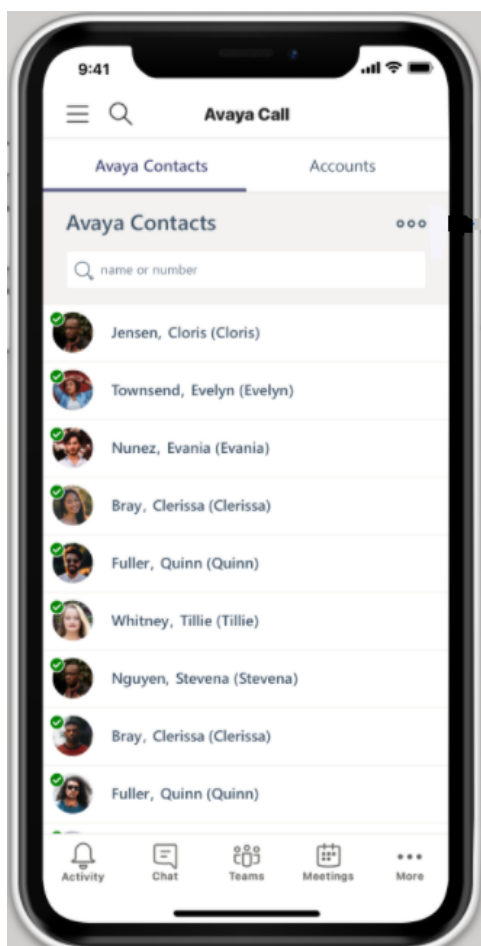
Product Release Matrix

Product Name	Release	Platforms Supported
Avaya Calling for Microsoft Teams	1.2	All Platforms

Note:

- Avaya Workplace Client (3.13 or above) must be installed.

What's new in Avaya Calling for Microsoft Teams Release 1.2

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

- Display additional contact numbers through the ellipsis or Display name or picture.
- Office 365 Contacts Enterprise Search.
- 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 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

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

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 iOS 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 iOS Release 3.22 and Avaya Calling 1.2

ID	Minimum conditions	Visible symptoms	Workaround
FI-20958	In VoIP + CES configuration when user is upgrading from 3.20.1 to 3.21.1 and have CES device selected in incoming call feature screen.	After upgrade the incoming call will be set to pre-selected CES device.	User will need to select manually VoIP again.
FI-20315	Workplace is configured with Team button	If user ends or answers call on other MDA device, iOS device with OS 12 get incoming team call notification.	Upgrade iOS above 13.2.
FI-20179	Local Contacts with Notes	Contact notes are no longer available when displaying contact details.	None
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
UCAPM-28797	Workplace and MS Teams installed and logged in on iOS device. Lock and unlock the device	Call fails after locking and then unlocking the iOS device.	User has to dial again from 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.

Fixes in Avaya Workplace for iOS Release 3.22 and Avaya Calling 1.2

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
FI-20941	Avaya Workplace installed	Conference Passcode is logged in the application logs.	3.22
FI-20964	Avaya Workplace with auto-configuration for IPO using URL	Workplace stops working after registration.	3.21
FI-20927	Avaya Workplace installed with EC500 and VoIP services enabled. Also set "use same mode for incoming and outgoing" on the Dashboard.	After kill and relaunch the app toggle mode switch should be retained, and it should be off.	3.21
FI-20910	Avaya Workplace auto-configured with EC500 and VoIP services enabled. Select Incoming Calls devices and Outgoing Calls device, so that Incoming Calls device does not include the Outgoing Call device. I.e. CES primary devices (+ other CES device) for Incoming Calls, and VoIP for Outgoing Calls.	Cannot toggle off the calling mode switch with all 3 services enabled, Incoming Call and Outgoing Calls options are selected differently	3.21
FI-20929	Avaya Workplace installed with EC500 and VoIP services enabled. Also turn the Calling mode ON, on the Dashboard.	Workplace reports CES login failure though CES service is not enabled and user enables Calling Mode and then changes Calling Mode setting	3.21
FI-20928	Avaya Workplace auto-configured with EC500 and VoIP services enabled. Login app and toggle on Calling Mode and select EC500 for calling mode. Turn off Wi-Fi and cellular data to simulate a network loss.	If user just click Done, after network recovers, user has to again, go to User Dashboard and select Ec500 (preselected mode)	3.21
FI-20916	Avaya Workplace auto-configured with EC500 and VoIP services enabled.	Workplace shows CES Login failure message in Exception center when user manually disable CES service, error message cleared after logout and re-login or exit and re-login	3.21
FI-20931	Avaya Workplace auto-configured with VoIP + CES Other phone mode.	Users should be able to disable CES mapped other phone/primary number when user disable VoIP service	3.21
FI-20954	Avaya Workplace installed fresh and auto-config with VoIP and EC500	VoIP is not selected as active Incoming Calls and Outgoing Calls, EC500 is selected instead.	3.21
FI-20953	Avaya Workplace auto-configured with CES with EC500	The Incoming Calls menu shows "select a device" though CES device was previously selected. If we open the menu detail, the CES device appears selected properly.	3.21

ID	Minimum Conditions	Visible symptoms	Release found in
FI-20930	Avaya Workplace auto-configured with EC500 and VoIP services enabled. Go to User Dashboard, change Calling Mode / Incoming Calls to EC500.	Calling mode changes back to VoIP when user enable any Incoming call feature and click Done.	3.21
FI-20935	Avaya Workplace auto-configured with CES only.	Incoming Call feature menu is enabled though CES is the only service selected.	3.21
FI-20912	Avaya Workplace auto-configured with CES only.	User should be able to de-select all CES Ring devices under Incoming Calls	3.21
FI-20937	Avaya Workplace auto-configured with VoIP services enabled.	Incoming Call shows 'Select a Device' instead of previously selected Mobile device when user has VoIP with CES service, VoIP and CES Mob is selected under Incoming call and the user disable VoIP service.	3.21
FI-20947	Avaya Workplace auto-configured with CES only or CES with EC500.	User is not able to access incoming call menu in CES only and CES+EC500 mode	3.21
CLIENTSDK-28165	After putting the system on modern standby 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 can 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.	4.14
ACW-22903	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
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-22820	Avaya Calling installed	Dial Pad does not have backspace key	1.0
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

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