



Avaya Client SDK Release Notes

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Contents

- Change history..... 7
- Introduction..... 7
- Product Release Matrix for SDK Packages 7
- What's new in Client SDK..... 8
 - Release 4.29 8
 - Communication Services Package – *Android, iOS, MacOS and Windows Client SDK*..... 8
 - Communication Services Package – *JavaScript Client SDK*..... 8
- Documentation errata 9
- Compatibility 9
- Contacting support..... 9
 - Contact support checklist 9
 - Contact support tasks..... 9
- Client SDK 4.29 9
 - Known issues and workarounds for SDK 9
 - Communication Services Package – *Android, iOS, MacOS and Windows Client SDK*..... 9
 - Communication Services Package – *JavaScript Client SDK*..... 10
 - Fixes in Avaya Workplace for SDK..... 10
 - Communication Services Package – *Android, iOS, MacOS and Windows Client SDK* 11
 - Communication Services Package – *JavaScript Client SDK*..... 11
- Appendix A: Acronyms..... 11

Change history

Issue	Date	Description
1.1	10/29/2021	Release 4.20.0.0 issue for the Avaya Client SDK.
1.2	02/06/2023	Release 4.29 update for the Avaya Client SDK with updated JavaScript Package.

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	No	4.29 – 474.0.60
Communication Services - JavaScript	Yes	No	4.9.0.86
Desk Phone Services	Yes	No	4.29 – 474.0.60
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	No	No	3.8.1.1-1.19.149
Customer Interaction Utilities	No	No	3.8.1.0
Data Store Services	Yes	No	3.10.0.0
Sharing Services	Yes	No	3.10.0.0

What's new in Client SDK

Release 4.29

The following table lists the new functionality in the 4.29 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
Support TLS 1.3 for Windows, Android. Not supported for iOS and MacOS	Client to securely connect to server endpoints configured with TLS 1.3, as the priority secure technology. Not supported for iOS and MacOS.	New
Update OpenSSL to 1.1.1m (Android). Not supported for iOS and MacOS.	Workplace android, windows (non FIPS) currently use OpenSSL 1.0.2n. OpenSSL 1.0.2 is now out of support and should not be used. Workplace android, windows (non FIPS), should migrate to OpenSSL 1.1.1 which is a long-term support version. Not supported for iOS and MacOS.	New
Update OpenSSL to 3.0 (Windows). Not supported for Android, iOS and MacOS.	OpenSSL 1.0.2 is out of support. OpenSSL 3.0 has support for FIPS and OpenSSL 3.0 FIPS Provider has its FIPS. The aim is to migrate to OpenSSL 3.0. Not supported for Android, iOS and MacOS.	New
Support Greeting Type 'ANI'- Automatic Number Identification	With this small feature, we would add the support for playing greeting types based on ANI (Automatic Number Identification)	New
PPM GroupID support to download endpoint configuration from settings file.	In large enterprise deployments, there is a business need to coordinate the group information related to an Agent with the contents of the 46xx settings file, such as Reason Codes, Aux Codes, whose string representation are provided to the Agent Client via the 46xx settings file.	New
Support Off Hook Invite for CCElite call flows in order to report correct events to CMS. This is for Computer mode only.	Started supporting Agent Call handling flows thru CCElite, the reporting of Agent events on the CMS server is critical for the deployments. This is for Computer mode only.	New
3PCC REFER race condition handling	This feature is for handling the race condition that can occur during 3PCC outgoing call and 3PCC single step transfer.	New

Communication Services Package – *JavaScript Client SDK*

None.

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 4.29

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-27457	Drop last participant option is not available in no hold conference.	Drop last participant is greyed out.	None

ID	Minimum conditions	Visible symptoms	Workaround
CLIENTSDK-27100	HTTP_PROXY_CSDK_ENABLED = 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.chromium.org/p/chromium/issues/detail?id=1132570&q=component%3AInternals%3EMedia%3ECapture%20%22blinking%22&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
WEBRTCENGINE-13590	IX Workplace for Windows: Big delays hearing audio when covering to IX Messaging using Realtek HD Audio and USB drivers (AVAYA GOVERNMENT SOLUTIONS INC)	4.27
CLIENTSDK-28987	Drop the last participant intermittently works wrong (AVAYA - APS)	4.29
CLIENTSDK-28973	Wrong error text for SIP error number in Notify from Refer(AVAYA-US1)	4.28
CLIENTSDK-29245	Customer having intermittent drop calls when callers are waiting in the queue (AVAYA/CARROLLTON DC2/CAROUSEL/SWAIR)	4.28, 4.29
CLIENTSDK-28923	MDA=1-WP iOS is not logged out when login J1XX/96XX with the same extension	4.29
CLIENTSDK-29019	Cannot change presence status after switching from background (SinYi Realty Inc.)	4.28, 4.29
CLIENTSDK-28943	Call unexpectedly drops in other phone mode when user tries to join Spaces number (AVAYA-US)	4.28
CLIENTSDK-28936	ASAI UII is getting lost after blind transfer from Workplace (AGL)	4.25, 4.26
CLIENTSDK-28981	Workplace client crashed when idle (AGL)	4.29
CLIENTSDK-28939	CSDK sends REFER before ACK sent from CM which causes CM to send 603 Dialog Not in Replaceable State	4.29
CLIENTSDK-29008	Workplace user does not receive MWI voicemail notifications when it is logged in via SSO (SYBORD)	4.29

Communication Services Package – JavaScript Client SDK

ID	Visible symptoms	Release found in
JSCSDK-8418	Failing outbound WebRTC call	4.8, 4.9
JSCSDK-6996	[Customer Raised]Video Call is not established with Honor Note10 and Huawei MediaPad m6	4.8
JSCSDK-7494	Websocket and SSE failures doesn't seems to use backoffAlgo time before reattempting resource discovery	4.8

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