



## ***Avaya Workplace Client (Windows) Release Notes***

Release 3.23

Issue 1.0

Nov 2021

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## Change history

Issue	Date	Description
1.0	11/23/2021	3.23 GA issue for the Avaya Workplace Windows Client.
1.0	10/12/2021	3.22 GA issue for the Avaya Workplace Windows Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.23 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	3.23.0.64
Avaya Workplace for MacOS	3.23.0.64
Avaya Workplace for Android	3.23.0.64
Avaya Workplace for iOS	3.23.0.64



# What's new in Avaya Workplace for Windows

## Release 3.23

In addition to bug fixes, the following new features are provided with the 3.23 release:

- Disable End-Call Functionality with Config parameter
- Support for click-to-fax and click-to-sms
- Workplace Agent Presence
- Hide Staging (New Conversation) area if Ad-hoc Conference Address and PMM is not configured for deployment
- Self Picture retrieval via Exchange WebServices API
- DataCenter Failover Recovery optimization in ClientSDK
- Outlook Plugin – 3.21.0.16

## Release 3.22

In addition to bug fixes, the following new features are provided with the 3.23 release:

- Button Module docking/undocking
- One touch recording button support on Button Module
- Hide Advanced settings via Auto configuration.
- Following features for IP Office –
  - Support Telecommuter mode
  - Support VDI
  - Support Call Record feature button.
- Support for Click to Dial on Edge browser.
- Support Windows 11.

## 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 3.23

The following section provides Avaya Workplace for Windows Release 3.23 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.23.0.64	Date Available: Nov 23, 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 3.23 release for Avaya Aura.

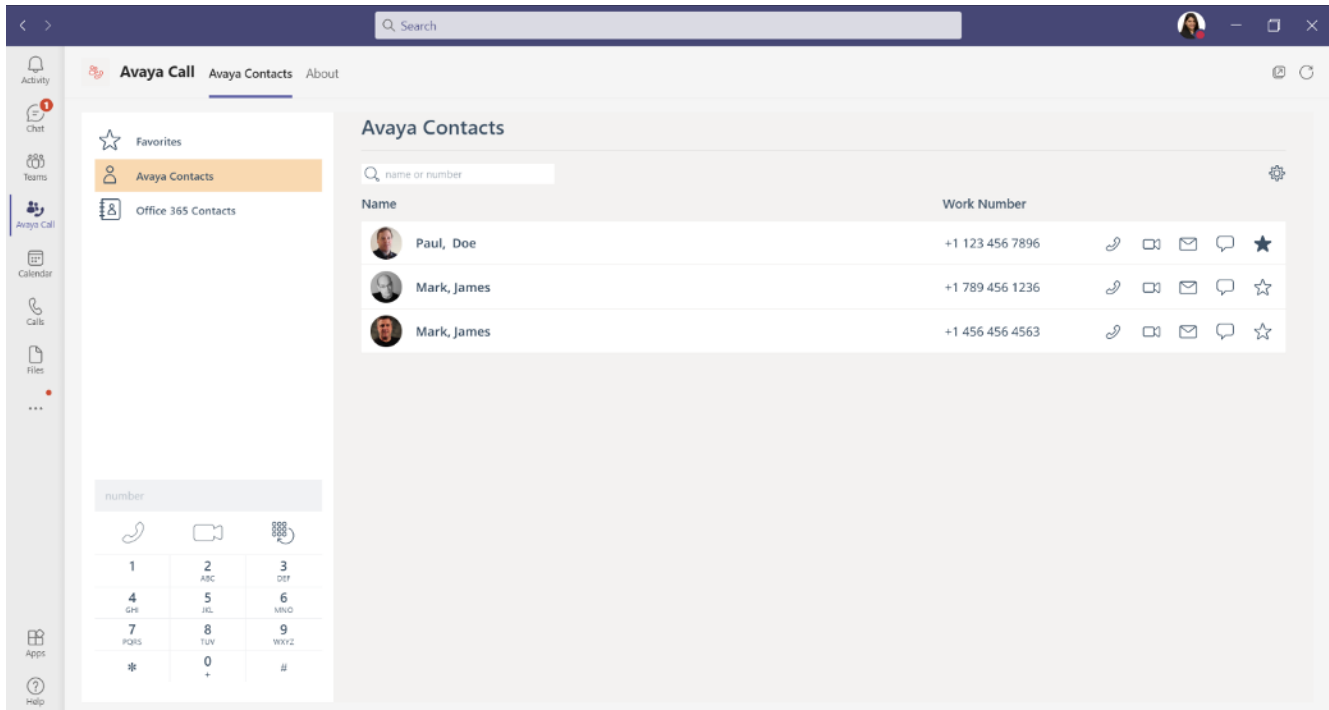
Description	Client UI setting name	Avaya Workplace Client Platform Support
<b>NO_SUBSCRIBE_ON_SIP_CONNECTION_RECOVERY</b>		
Determines if SIP re-SUBSCRIBES are required in case of network/server outages  Default value: 0	No client UI	All platforms
<b>DISABLE_END_CALL</b>		
Setting to disable the End call button for specific deployments(e.g CTI deployment, Workplace used as Media endpoint only)  Default value: 0	No client UI	Windows
<b>SMS_GATEWAY_ENABLED</b>		
Setting to control SMS Gateway feature  Default value: 0	No client UI	Windows
<b>SMS_GATEWAY</b>		
Specifies the SMS suffix used for composing the email address.  Default value: Blank	No client UI	Windows
<b>SMS_PREFIX</b>		
Specifies the SMS prefix used for composing the email address  Default value: Blank	No client UI	Windows
<b>FAX_GATEWAY_ENABLED</b>		
Setting to control Fax Gateway feature	No client UI	Windows

Default value: 0		
<b>FAX_GATEWAY</b>		
Specifies the FAX suffix used for composing the email address, default value is blank	No client UI	Windows
Default value: Blank		
<b>FAX_PREFIX</b>		
Specifies the Fax prefix used for composing the email address Default value is blank	No client UI	Windows
Default value: Blank		
<b>ENABLE_PRESENCE</b>		
Specifies the Presence model to be used, value 2 is used for Agent Presence feature	No client UI	Windows
Default value: 1		
<b>SELF_AVATAR_ENABLED</b>		
Property to use the user's EWS self-image as the Workplace self Avatar. When enabled, supersedes the image referenced by AADS	No client UI	Windows
Default value: 1		
<b>INITIATE_OTHER_PHONE_INCOMING_WHEN_FORWARDING_ENABLED</b>		
When incoming call features (Send All Calls, Call Forwarding, etc) are enabled, there continues to be an incoming call notification that arrives to Workplace and will be forwarded to the Other Phone Mode device and cancelled when the Aura coverage timer fires. To avoid the unnecessary signalling, the property may be set to Disable.	No client UI	Windows and Mac only
Default value: 0		

For Avaya Workplace Client 3.23, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20211123\\_dynamic\\_ConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20211123_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 3.23.

## 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	1.1	All Platforms

#### Note:

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

## **What's new in Avaya Calling for Microsoft Teams**

### **Release 1.1**

The following features are provided with the Avaya Calling for Microsoft Teams release 1.1:

- Contact Enterprise Search
  - Users will now be able to do an Enterprise Search through the Avaya Calling application.
- Support for Independent Settings file
  - Support settings files for discovery and authentication services.

### **Getting the updated content on Avaya Call 1.1**

Please reload the Avaya Calling for MS Teams app and the new content would be available to the users.

### **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	<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
Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	<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 3.23 and Avaya Calling 1.1

The following table lists the known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
<b>ACW-20942</b>	Workplace 3.8.2 installed and Desktop Integration, Default IM provider is enabled. Upgrade from 3.8.2 to 3.8.5	IM and Presence does not work from Outlook after upgrade.	A one-time repair activity of the Microsoft Office products is required after upgrading to IX Workplace 3.8.5 (or newer). For instructions on how to repair the Microsoft Office software, consult the Microsoft documentation for the specific release of Microsoft Office.  Avaya recommends the repair activity be packaged as part of the IX Workplace software roll-out to minimize feature outages.
<b>ACW-23515</b>	Workplace installed and logged in Desk Phone mode with VDI-C/J179	SBC fallback is not happening when Workplace is in Desk Phone mode	Need to quit Workplace application and login again
<b>ACW-22981</b>	Workplace installed and logged into Other Phone mode.	Outgoing call in other phone mode dropped when called party does not answer the call	Use Early media environment.
<b>ACW-21938</b>	CMS is integrated to CM. Activate Agent Trace for agent A in CMS Administration.	Blind transfer call is not reported with Transfer=y in Call Management System report.	None
<b>ACW-21940</b>	CMS is integrated to CM. Activate Agent Trace for agent A in CMS Administration.	Supervisor assist call is not reported as assist call in Call Management System	None
<b>ACW-21530</b>	Downgrading from 3.13 (or higher) versions to 3.12 (or lesser) versions	Users may experience their app crashes on startup.  This issue only happens when downgrading. Upgrading from 3.12 (or lesser) versions to 3.13 or further versions is not expected to make the app crash.	Delete the local configuration file. The path to this file is - %APPDATA%\Avaya\Avaya IX Workplace\configdata.xml.
<b>ACW-21033</b>	Upgrade or fresh installation of client	All active Spaces conversation messages are displayed as unread.	Open each active conversation
<b>ACW-21197</b>	Customers deploying Aura 8.1.3 without taking an updated version of client	App crashes on launch	They need to upgrade client to 3.10
<b>ACW-22737</b>	Workplace logged in.	Users may experience "Check your auto-configuration credentials and try again" red triangle alert if	One of the supported services (Multimedia Messaging, Device Services, Exchange

ID	Minimum conditions	Visible symptoms	Workaround
		AUTOCONFIG_USESSO is 1 and this service is the only one which uses Unified credentials like a sing in mode. (All other services are configured to request Avaya Authorization or Manual credentials)	Calendar or My Meeting Room) should be configured to request Unified login to be signed in.
<b>ACW-23013</b>	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	Logout Override will not work	None.
<b>ACW-23011</b>	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	User is unable to invoke Supervisor Assist Feature.	None.
<b>ACW-23000</b>	Workplace client is in Shared Control mode with Avaya Agent for Desktop and Service Observe configured.	Unable to change SO mode from Workplace Client (Windows) while on an Observed Call. Workplace client shows normal call card (non-SO), so user does not have the ability to change SO modes mid-call	None.
<b>ACW-22999</b>	Workplace client is in Shared Control mode with J1xx, and Service observe is configured.	SO call card, SO mode will disappear from WP after reconnecting network. User will not be able to continue observing the call with proper SO call appearance / SO mode / SO button / LED from Workplace.	User can observe it from J1xx.
<b>CLIENTSDK-25800</b>	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
<b>ACW-23072</b>	SM profile changes from SM1 -> SM2, SM1, SM3	Shared control mode gets disconnected between workplace and J1xx after changing SM profile of station from SM1 -> SM2, SM1, SM3	None
<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
<b>ACW-20942</b>	Windows version 1803 - System set as Arabic language	Languages not applied	Upgrade Windows to the current released version.
<b>ACW-22292</b>	Workplace and MS Teams installed and logged. Log	When any new contact/updated/deleted from	Reload Avaya Call.

ID	Minimum conditions	Visible symptoms	Workaround
	into Avaya Call using invalid credentials	Workplace when the network is down, user would not see the updates in Avaya Call after network recovery.	
<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 3.23 and Avaya Calling 1.1

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-23442</b>	Avaya Workplace for Windows installed, and Agent logged in	Service Observe feature does not work in My Computer mode when Agent extension used is too long	3.21
<b>ACW-23390</b>	Avaya Workplace for Windows installed	Config updates restart client and apply the changes without allowing user to not apply the updates	3.20
<b>ACW-23469</b>	Avaya Workplace for Windows installed	Screen pop after transfer shows UCID for second call and not the original first call at transfer target	3.21
<b>ACW-23413</b>	Avaya Workplace for Windows installed	AMM/PMM messages are recorded in WMA format which cannot be open/played on iOS	3.21
<b>ACW-23475</b>	Avaya Workplace for Windows installed	Screen pop up for a BLA answered call does not show UCID associated with call	3.21
<b>ACW-23331</b>	Avaya Workplace for Windows installed	New Conversation and call buttons are not displayed if Workplace is moved to a dual monitor with resolution of 2560x1440	3.20
<b>ACW-23211</b>	Avaya Workplace for Windows installed in Other Phone Mode	Workplace in Other Phone Mode with SAC activated, still rings on the other phone configured and cancels within 1 sec, unnecessary calls on other phone when SAC is activated in Other phone mode	3.20
<b>ACW-23312</b>	Avaya Workplace for Windows installed	When internal and external call is merged, call appearance display shows the name + domain though	3.19

ID	Minimum Conditions	Visible symptoms	Release found in
		'PRESENT_USER_NAME_ONLY' property is enabled and set to 1	
<b>ACW-23192</b>	Avaya Workplace for Windows installed	Workplace crashes when user tries to login with a specific extension with specific virtual address	3.22
<b>ACW-23420</b>	Avaya Workplace for Windows installed.	Update documentation for deploying Client Identity certificate to user's personal store.	3.22
<b>ACW-23355</b>	Avaya Workplace for Windows installed.	HTTP Headers JSESSIONID and JSESSIONIDSSO are displayed in log files.	3.21
<b>ACW-23294</b>	Avaya Workplace installed.	EWS Calendar service is requesting full user access for calendar instead of Read access only.	3.20
<b>ACW-23319</b>	Workplace is deskphone mode with 96x1. ENFORCE_SIPS_URI is set to 0.	Unable to initiate call in Deskphone mode from dial pad, Call log or Contact search	3.20
<b>ACW-23251</b>	Avaya Workplace for Windows installed with browser add-in enabled.	Click to Dial Browser extension is not available with MS Edge browser	3.20
<b>ACW-23261</b>	Avaya Workplace for Windows installed one of the services (Portal service) is de-commissioned from the deployment	Authorization with some services failed though the credentials are correct and accepted when one of the services (Portal service) is de-commissioned from the deployment	3.20
<b>ACW-23344</b>	Avaya Workplace for Windows installed and Using 1XP on IPO500v2 / UCM as Messaging Server	Workplace crashed when connected with 1XP / UCM in IPO deployment	3.19
<b>ACW-23133</b>	OAuth Access Token expiration timer is set to 180 days on AADS	During OAuth config, Workplace client crashes	3.19
<b>ACW-23318</b>	Avaya Workplace for Windows installed. Display Language set to Hebrew on both system and Workplace.	Dial pad is not displayed to enter number when user use 'Add Some one to call' in Full screen video window mode- With Hebrew/Arabic language	3.19
<b>ACW-23051</b>	Workplace installed and Windows 10 Display Language changed to Traditions Chinese. Device name on Windows Sound Panel changed to something in Chinese language.	Question marks are displayed instead of Chinese characters in Audio/Video settings	3.18
<b>ACW-23249</b>	Avaya Workplace installed.	Workplace do not search the contacts when 3 Korean characters are entered in search box, Workplace searches contacts with only first two Korean characters.	3.17
<b>ACW-22905</b>	Avaya Workplace installed.	One-way video observed for Workplace and Workspace AACC	3.17

ID	Minimum Conditions	Visible symptoms	Release found in
		deployment when Incoming agent call is video call, Workplace changes the payload from original invite in 200OK while answer	
<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
<b>ACW-22891</b>	Avaya Calling installed, change the OS language to any unsupported language	Application strings are displayed as blank.	1.0
<b>ACW-22820</b>	Avaya Calling installed	Dial Pad does not have backspace key	1.0
<b>ACW-22778</b>	Avaya Calling installed and logged in.	Avaya call keeps logging out when the computer is idle or locked	1.0
<b>ACW-22795</b>	Avaya Calling installed and try to add a contact to Favorites from Avaya Contacts	User is not able to add contact to Favorites	1.0
<b>ACW-22765</b>	Avaya Calling installed. Clear local storage and reload app.	Discovery error dialog closes as soon as it appears if a user was on "Avaya Contacts"	1.1
<b>ACW-22414</b>	Avaya Calling installed and user tries to add/remove users from favorites.	Add/remove favorites does not work on Call for a newly added contact from Workplace client	1.0
<b>ACW-22644</b>	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
<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>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