Avaya Workplace Client (Windows) Release Notes

Release 3.20

Issue 1.0

July 2021

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Change history

Issue	Date	Description
1.0	07/20/2021	3.20 GA issue for the Avaya Workplace Windows Client.
1.0	06/08/2021	3.19 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.20 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	3.20.0.54
Avaya Workplace for MacOS	3.20.0.54
Avaya Workplace for Android	3.20.0.55
Avaya Workplace for iOS	3.20.0.54

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What's new in Avaya Workplace for Windows

Release 3.20

In addition to bug fixes, the following new features are provided with the 3.20 release:

- Contextual Screen Pop (triggered by start, login, logout, reset and other actions)
- Button Module enhancements to support –
    - Team Button
    - Call redirection features for other extensions –
        - Send All Calls
        - Call forward
        - Call forward busy/no answer
        - Enhanced Call forward
- Additional Avaya Contact Center Elite Agent features – Agent bar user interface with Agent states
- Deskphone support for Avaya Contact Center Elite Agent features
- Local Auto answer option
- Updated Outlook Plugin – 3.20.0.11

Release 3.19

In addition to bug fixes, the following new features are provided with the 3.19 release:

- Local Mute Indication in Conference Roster.
- Support following feature on the Button Modules –
    - Directed Call Pickup
    - Extended Call Pickup
    - Hunt Group Busy
    - Auto callback
- Enable non-interactive upgrades
- User can now see the events from their Google Calendar when configured on the Workplace client.
- Updated Outlook Plugin – 3.19.0.13

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.

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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.

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Avaya Workplace for Windows

Required artifacts for Avaya Workplace for Windows Release 3.20

The following section provides Avaya Workplace for Windows Release 3.20 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.20.0.54.26	Date Available July 20, 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 3.20 release for Avaya Aura.

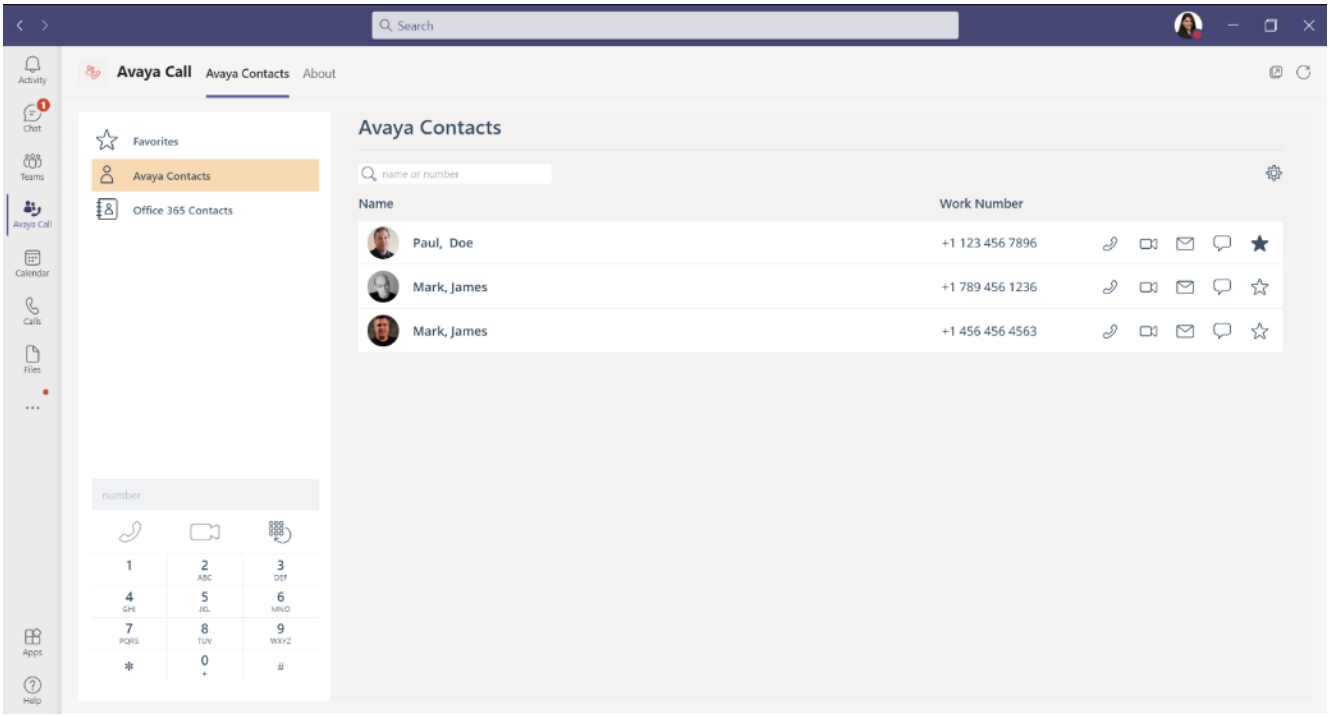
Description	Client UI setting name	Avaya Workplace Client Platform Support
APPLICATION_SCREEN_POP_LIST		
Property to specify the list of application screen pop rules to apply on the client. Default value is “”.	No client UI	Windows only
ENABLE_LOCAL_AUTO_ANSWER		
Property to enable/disable local auto answer. Default value is “0”.	No client UI	Windows only
ENABLE_ALTERNATE_CLI		
Property to enable/disable sending of Alternate-CLI header to Telecommuter. Default value is “0”.	No client UI	Windows and MacOS only

For Avaya Workplace Client 3.20, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20210608_dynamicConfigUpload.txt?fileExt=.txt&__dlmt__=1584654589_d8d6c9761e14e4712cd837a016a5ef4c which can be used to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.20.

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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.

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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.

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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

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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)

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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.

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Known issues and workarounds in Avaya Workplace for Windows Release 3.20 and Avaya Calling 1.1

The following table lists the known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
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
ACW-21927	Workplace installed and conference in progress for long period (>30 mins) with video and full screen sharing.	After video is stopped, the roster is displayed as white with video icon at the bottom and video is not displayed	None
ACW-21938	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
ACW-21940	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
ACW-21530	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.
ACW-21033	Upgrade or fresh installation of client	All active Spaces conversation messages are displayed as unread.	Open each active conversation
ACW-21459	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
ACW-22737	Workplace logged in.	Users may experience “Check your auto-configuration credentials and try again” red triangle alert if AUTOCONFIG_USESSO is 1	One of the supported services (Multimedia Messaging, Device Services, Exchange Calendar or My Meeting

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ID	Minimum conditions	Visible symptoms	Workaround
		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)	Room) should be configured to request Unified login to be signed in.
ACW-22737	Workplace in Deskphone mode do not work after admin changes SM profile from one SM to multiple on SMGR.	Calls do not ring on Workplace, only rings on Deskphone	None
ACW-23013	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	Logout Override will not work	None.
ACW-23011	Workplace client is in Shared Control mode with Avaya Agent for Desktop.	User is unable to invoke Supervisor Assist Feature.	None.
ACW-23000	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.
ACW-22999	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.

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Fixes in Avaya Workplace for Windows Release 3.20 and Avaya Calling 1.1

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
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-22891	Avaya Calling installed, change the OS language to any unsupported language	Application strings are displayed as blank.	1.0
ACW-22820	Avaya Calling installed	Dial Pad does not have backspace key	1.0
ACW-22778	Avaya Calling installed and logged in.	Avaya call keeps logging out when the computer is idle or locked	1.0
ACW-22795	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
ACW-22765	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
ACW-22414	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
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
ACW-23070	Workplace installed with Outlook add-in.	Call button on outlook contact is not available.	3.19
ACW-22936	Workplace upgraded to 3.18	MWI does not lit up when user receive new voice message after upgrading Workplace to 3.18	3.18
ACW-22930	Workplace upgraded from 3.17 to 3.18.	Unable to select Client Identity certificate from the list as Client shows empty list of Client Identity certs.	3.18
ACW-22978	Workplace installed with Browser plugin.	Dialing 11 digits numbers does not work through Avaya Browser extension for click to dial with Japanese locale	3.18
ACW-22942	Workplace installed with Browser plugin.	Pop up for Click to dial number flickers and does not provide call option to the users intermittently	3.18
ACW-22987	Workplace installed with Browser plugin.	Click to dial from Browser plugin does not work for 11-digit Italian number	3.18
ACW-22977	Workplace installed and video call is escalated to conference with sharing.	After escalating P2P video call to MSS conference, video remains blocked, user has to unblock manually	3.18

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ID	Minimum Conditions	Visible symptoms	Release found in
ACW-22974	Workplace installed with Outlook add-in.	Starting Outlook after installing Workplace with outlook Add-In takes longer time of almost 3 mins.	3.18
ACW-22899	Workplace installed and joined a conference call.	Slow typing experience when user types in AMM chat session while joined in a conference meeting	3.17
ACW-22776	Workplace installed EC500 configured.	Unable to answer incoming call from EC500 linked Mobile number, when user press Answer, call does not answer and goes to coverage	3.17
ACW-22879	Workplace installed with Outlook add-in.	Unable to dial Outlook Contacts via Workplace using 'Call Contact' option	3.17
ACW-23052	Workplace logged in through SBC and Call Walking feature enabled on SBC.	Call Walking feature of SBC stops registrations of Workplace SIP clients as Workplace sends REGISTER request after every 1 sec and so Call Walking feature do not allow clients to register.	3.16
ACW-22815	Workplace installed and PC is rebooted.	Users cannot answer first incoming call after PC is rebooted, user need to logout and re-login workplace to get and answer the call	3.16
ACW-22816	Workplace installed and manually log into the extension.	User is able to change SIP extension having same password	3.14
ACW-23033	Workplace installed.	Workplace sends non-empty portal name or Spaces login name to exchange though the services are disabled on reset and reconfigure	3.13
ACW-22961	1. Configure Workplace in OTT mode with the following config: SET APPLICATION_AUTO_START 0 SET UNIFIEDPORTALENABLED 1 SET CONFERENCE_PORTAL_URI <conference_url> SET UNIFIED_PORTAL_SSO 1 2. Skip credentials for unified portal.	Meeting Address is not populated on the Join Meeting screen if user is not a signed in user in OTT deployment	3.12

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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

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