



## ***Avaya Client SDK Release Notes***

Release 4.20.0.0

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## Change history

Issue	Date	Description
1.0	12/06/2021	Release 4.20.0.0 issue for the Avaya Client SDK.
1.1	10/29/2021	Release 4.15.0.1 issue 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](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	4.20 – 412.0.40
Communication Services - JavaScript	No	No	4.8 – 4.8.0.36
Desk Phone Services	Yes	Yes	4.20 – 412.0.40
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	No	No	3.8.1.1-1.19.149
Customer Interaction Utilities	No	No	3.8.1.0
Data Store Services	Yes	Yes	3.8.1.1
Sharing Services	Yes	Yes	3.8.1.1.1280020



## What's new in Client SDK

### Release 4.20.0.0

The following table lists the new functionality in the 4.20.0.0 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](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
Allow Clients to register to multiple Core Session Managers	SM shall support local and data center redundancy allowing a user to have more than two core session managers and a branch session manager.	New
Policy based assignment of users to Session Managers	In contrast to the existing scheme where each SIP user is assigned to a fixed set of Session Managers (Primary, Secondary and Tertiary) administratively, going forward, the Session Managers will be determined dynamically based on a defined policy. Applicable to My computer and Shared control modes.	New
MEGA: Switchover optimization	In a MEGA deployment, and cloud deployments, the Branch Session Managers are not deployed, and therefore the PPM requests can be cached across connection/reconnection, which would significantly reduce the volume of PPM traffic, and reduce the solution failover time for clients.	New
Button Module Support	Support for One touch recording button and Deskphone mode support for all agent features on Button Module	Enhanced
Improved audio/video performance on Chromebook	An improved audio/video experience that allows me to maintain good quality audio/video calls while multi-tasking with different apps in the foreground.	Enhanced
Calling party number block/unblock	Supported on Windows to block/unblock calling party number for internal and external calls.	New

### Communication Services Package – *JavaScript Client SDK*

None.

### 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](http://www.devconnectprogram.com/site/global/products_resources/avaya_client_sdk/overview/index.gsp).

### Communication Services Package – *JavaScript Client SDK*

Feature	Description	New / Enhanced / Deprecated
Updated JSCSDK build	Usage of WebRTC unified plan SDP semantics for compatibility with Chrome 96+	Enhanced



## 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 4.20

### 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
<b>CLIENTSDK-27100</b>	HTTP_PROXY_CSDK_ENABLED = 1 or 2 in settings file	VPN gateways need to be configured same as zang.io.	None
<b>CLIENTSDK-26661</b>	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).
<b>CLIENTSDK-25800</b>	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
<b>JSCSDK-6083</b>	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: <a href="https://bugs.chromium.org/p/chromium/issues/detail?id=1132570&amp;q=component%3AInternals%3EMedia%3ECapture%20%22blinking%22&amp;can=2">https://bugs.chromium.org/p/chromium/issues/detail?id=1132570&amp;q=component%3AInternals%3EMedia%3ECapture%20%22blinking%22&amp;can=2</a>
<b>JSCSDK-3994</b>	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.
<b>JSCSDK-6227</b>	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
<b>CLIENTSDK-28483</b>	Voice quality issues and distorted audio on Chromebook when Workplace is registered as a Remote Worker and receives incoming calls, after upgrading workplace.	4.17
<b>CLIENTSDK-28550</b>	Unable to initiate call in Deskphone mode from dial pad, Call log, contact search with ENFORCE_SIPS_URI set to 0	4.17
<b>CLIENTSDK-28566</b>	HTTP Headers JSESSIONID and JSESSIONIDSSO shall not appear in logs	4.18
<b>CLIENTSDK-28505</b>	Workplace in Other Phone Mode with SAC activated, still rings on the other phone configured and cancels within 1 second.	4.17
<b>CLIENTSDK-28284</b>	In case of push notifications through SM, 'VoiceMail Status Update' displays again even if user read voice messages	4.16
<b>CLIENTSDK-28303</b>	Deleted Call log entry displayed again after user sign out and sign in back to the client	4.14
<b>CLIENTSDK-28436</b>	First Incoming call after Workplace starts has volume level either very low or very high, user need to adjust the volume level and then call works properly	4.14
<b>CLIENTSDK-28370</b>	MWI does not lit up when user receive new voice message after upgrading Workplace to 3.18	4.15
<b>CLIENTSDK-28171</b>	Cannot add a contact into favorite	4.13
<b>CLIENTSDK-28368</b>	Client SDK does not cache pending push notification during initialization	4.15
<b>CLIENTSDK-28258</b>	Not able to import the Client Identity certificate if installed on the local machine store	4.13
<b>CLIENTSDK-28340</b>	Workplace in Otherphone mode does not respond to re-invite	4.14
<b>CLIENTSDK-28165</b>	SystemSleep & SystemWake events are not coming from Windows platform due to Microsoft change in power management	4.14
<b>CLIENTSDK-28408</b>	Payload type is changed during a dialog causing one-way video for AACC session	4.14
<b>CLIENTSDK-28331</b>	Cannot answer to incoming call after desktop bootup	4.13
<b>CLIENTSDK-28308</b>	Call Walking Feature from SBC stops registrations for Workplace SIP User	3.16
<b>CLIENTSDK-28288</b>	Cannot make back to back calls using AAAD when Workplace is used as a Media Endpoint	3.16
<b>CLIENTSDK-28191</b>	Application is using hardcoded credentials.	4.13
<b>CLIENTSDK-28256</b>	No Audio from Workplace windows agent to external caller. Workplace is used as a Media endpoint with H323 Agents	4.12
<b>CLIENTSDK-28206</b>	When starting the screen sharing and control, certain keyboard buttons do not work	4.9

## Communication Services Package – *JavaScript Client SDK*

ID	Visible symptoms	Release found in
<b>JSCSDK-6365</b>	MS Teams app via Web browser and 3 <sup>rd</sup> 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
<b>JSCSDK-6306</b>	Logs name is mentioned in the console.	4.6
<b>JSCSDK-6232</b>	The content sharing display doesn't match on other clients when SWC using whiteboard tools to draw straight lines.	4.6
<b>JSCSDK-6621</b>	JSCSDK doesn't attempt re-connecting with TURN if the ICE connection is established but DTLS fails	4.6
<b>JSCSDK-6455</b>	User cannot start content sharing	4.6
<b>JSCSDK-6742</b>	Media failure prior to callEstablished doesn't result in immediate fallback to TURN if ICE connected	4.6
<b>JSCSDK-6996</b>	Video Call is not established with Honor Note10 and Huawei MediaPad m6	4.5
<b>JSCSDK-7494</b>	Websocket and SSE failures does not seem to use backoffAlgo time before reattempting resource discovery	4.4

## 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