



Avaya Client SDK Release Notes

Release 4.20.0.1

Issue 1.2

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Change history

Issue	Date	Description
1.1	10/29/2021	Release 4.20.0.0 issue for the Avaya Client SDK.
1.2	04/06/2022	Release 4.20.0.1 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.

Product Release Matrix for SDK Packages

Package	API Modified	Documentation Updated	Version Number
Communication Services - Native (iOS, Android, MacOS, Windows)	No	No	4.20 – 412.0.40
Communication Services - JavaScript	Yes	No	4.8 – 4.8.0.37
Desk Phone Services	No	No	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	No	No	3.8.1.1
Sharing Services	Yes	No	3.8.2.0.1390010

What's new in Client SDK

Release 4.20.0.1

The following table lists the new functionality in the 4.20.0.1 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.

Communication Services Package – *JavaScript Client SDK*

Feature	Description	New / Enhanced / Deprecated
Updated JSCSDK build	Fixed issue: ICE Issue on busy phones	Enhanced

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.

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.

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
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
CLIENTSDK-28483	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
CLIENTSDK-28550	Unable to initiate call in Deskphone mode from dial pad, Call log, contact search with ENFORCE_SIPS_URI set to 0	4.17
CLIENTSDK-28566	HTTP Headers JSESSIONID and JSESSIONIDSSO shall not appear in logs	4.18
CLIENTSDK-28505	Workplace in Other Phone Mode with SAC activated, still rings on the other phone configured and cancels within 1 second.	4.17
CLIENTSDK-28284	In case of push notifications through SM, 'VoiceMail Status Update' displays again even if user read voice messages	4.16
CLIENTSDK-28303	Deleted Call log entry displayed again after user sign out and sign in back to the client	4.14
CLIENTSDK-28436	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
CLIENTSDK-28370	MWI does not lit up when user receive new voice message after upgrading Workplace to 3.18	4.15
CLIENTSDK-28171	Cannot add a contact into favorite	4.13
CLIENTSDK-28368	Client SDK does not cache pending push notification during initialization	4.15
CLIENTSDK-28258	Not able to import the Client Identity certificate if installed on the local machine store	4.13
CLIENTSDK-28340	Workplace in Otherphone mode does not respond to re-invite	4.14
CLIENTSDK-28165	SystemSleep & SystemWake events are not coming from Windows platform due to Microsoft change in power management	4.14
CLIENTSDK-28408	Payload type is changed during a dialog causing one-way video for AACC session	4.14
CLIENTSDK-28331	Cannot answer to incoming call after desktop bootup	4.13
CLIENTSDK-28308	Call Walking Feature from SBC stops registrations for Workplace SIP User	3.16
CLIENTSDK-28288	Cannot make back to back calls using AAAD when Workplace is used as a Media Endpoint	3.16
CLIENTSDK-28191	Application is using hardcoded credentials.	4.13
CLIENTSDK-28256	No Audio from Workplace windows agent to external caller. Workplace is used as a Media endpoint with H323 Agents	4.12
CLIENTSDK-28206	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
JSCSDK-8211	ICE Issue on busy phones. Receiving a call failure message with a 486 busy should only result in that failure being sent back to the client. It should not result in an ice restart attempt.	4.9

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