



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

Release 3.31

Issue 1.0

Nov 2022

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## Change history

Issue	Date	Description
1.0	11/29/2022	3.31 GA issue for the Avaya Workplace MacOS Client.
1.1	10/13/2022	3.30 GA issue for the Avaya Workplace MacOS Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace MacOS Client 3.31 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 / 10.1.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	3.31.0.74
Avaya Workplace for MacOS	3.31.0.74
Avaya Workplace for Android	3.31.0.74
Avaya Workplace for iOS	3.31.0.74

# What's new in Avaya Workplace for MacOS

## Release 3.31

In addition to bug fixes, the following new features are provided with the 3.31 release:

- Avaya Meetings Moderator Mute Enhancements

## Release 3.30

- Embedded support for Jabra headset call control.
- URL Support for Mac enhanced screen pop.
- macOS 13 (Ventura) support.

## 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 MacOS

## Required artifacts for Avaya Workplace for MacOS Release 3.31

The following section provides Avaya Workplace for MacOS Release 3.31 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for MacOS	3.31.0.74	Date Available: Nov 29, 2022

## Required patches

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

## New Configuration Parameters

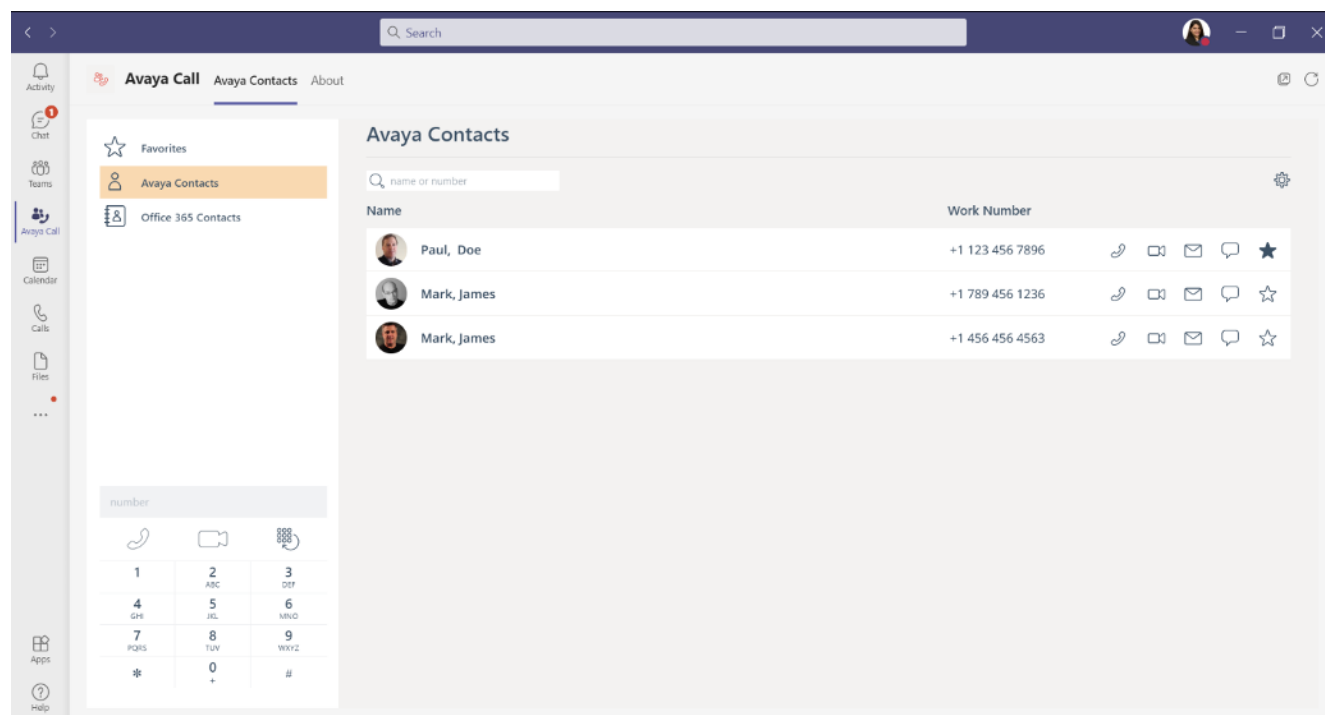
The following new configuration parameters have been added to the 3.31 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support

For other Avaya Workplace Clients 3.31, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20221129\\_dynamicConfigUpload.txt?fileExt=.txt&\\_dlmt\\_=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20221129_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 3.31.

## 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	About Screen Version	Platforms Supported
Avaya Calling for Microsoft Teams	1.2.1	1.0.12	All Platforms

**Note:** *The About screen on the application will display the version as 1.0.12. It is the Microsoft Teams manifest file version and corresponds to the current version of Avaya Calling Application.*

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

### **Release 1.2.1**

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2.1:

- Support for Traditional Chinese language.

### **Release 1.2**

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2:

- Adding Contact through Enterprise Search and mark it as Favorite.
- Display additional contact numbers through the ellipsis or Display name or picture.
- Office 365 Contacts Enterprise Search.
- Option to disable video through Settings file
- Support for Danish, Norwegian and Swedish languages.
- Tooltips for better readability and accessibility.

### **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 (3.13 or above).

## 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

## 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 MacOS 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 MacOS Release 3.31

ID	Minimum conditions	Visible symptoms	Workaround
UCAPM-38520	Workplace configured on MacOS 13.	Text is moved when clicking in and out of the text box. Note: Waiting for Apple response <a href="#">Ticket FB11623889</a>	None
UCAPM-38528	Workplace configured on MacOS 13.	Text is not aligned at the center in text boxes. Note: Waiting for Apple response <a href="#">Ticket FB11623889</a>	None
None	Workplace installed and using Jabra Evolve 2 65 headset.	When Jabra Evolve 2 65 headset is selected as microphone, some unexpected Volume events can occur causing macOS volume popup to appear.	None
ACMACOS-13502	Microsoft Outlook version 16.42	Experience issues when using Avaya Meeting Scheduler, such as needing to log in each time they try to schedule a meeting.	Upgrade Microsoft Outlook version to 16.43 or downgrade to 16.41 otherwise.
ACMACOS-13777	User changes enterprise password and puts Workplace in idle state for longer period	Error that Credentials are invalid will not be shown. User will be able to see Generic Error that Contacts and Messaging are not allowed.	User will need to re-login again with correct credentials.
CLIENTSDK-25800	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

## Known issues and workarounds in Avaya Calling 1.2

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.

## Fixes in Avaya Workplace for MacOS

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACMACOS-13910</b>	WP configured with microphone.	Echo when using when using internal speaker.	3.26
<b>ACMACOS-13856</b>	Workplace configured with other phone mode and Send all call is enabled	When a call comes to the station, the workplace ring once, and then the call goes to coverage-path immediately.	3.20
<b>ACMACOS-13822</b>	Workplace configured.	Workplace logs various items including the conference passcode in the log file	3.22
<b>ACMACOS-13821</b>	Workplace configured.	Sensitive information like username and hashed password printed in log files.	3.22
<b>ACMACOS-13783</b>	Workplace user changes the volume settings	Changes done for Ring Volume in Workplace Settings are not saved	3.19
<b>ACMACOS-13738</b>	Configure Workplace with DIRMAGENTRIES 100 in AADS environment	Workplace shows 50 search results instead of 100.	3.18

## Fixes in Avaya Calling 1.2

<b>ACW-23163</b>	Avaya Calling installed, try searching by Phone number in the Enterprise search for Avaya Contacts and Favorites	Enterprise contacts are not displayed in search result when user enter number with spaces on Avaya Calling.	1.2
<b>ACW-22903</b>	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
<b>ACW-22902</b>	Avaya Calling installed, try searching with exact strings in the Local search for Avaya Contacts and Favorites	User needs to enter complete and exact string to get the contact	1.2
<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-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-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-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



ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-22414</b>	Avaya Calling installed and user tries to add/remove users from favorites.	Add/remove favorite does not work on Call for a newly added contact from Workplace client	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