



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

Release 3.31

Issue 1.0

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## Change history

Issue	Date	Description
1.0	11/29/2022	3.31 GA issue for the Avaya Workplace Windows Client.
1.0	10/20/2022	3.30 GA issue for the Avaya Workplace Windows Client.
1.0	09/02/2022	3.29 GA issue for the Avaya Workplace Windows Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows 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 Windows

## Release 3.31

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

- Avaya Meetings Moderator Mute Enhancements
- Alternative User Profile Support via Registry/Group Policy

## Release 3.30

In addition to bug fixes, the following new features are provided with the 3.30 release:

- Chrome Extension Enhancements for Workspaces
- IP Office: Auto Answer for Workplace Client
- Jabra embedded headset support
- PPM GroupID support to download group configuration from settings file
- This Computer mode only: Support Off Hook Invite for CCElite call flows in order to report correct events to CMS
- VDI Mute and Media Device Selection

## Release 3.29

In addition to bug fixes, the following new features are provided with the 3.29 release:

- Video Background Blur and Image Replacement
- Support for TLS 1.3

## 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 3.31

The following section provides Avaya Workplace for Windows 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 Windows	3.31.0.74	Date Available: Nov 29, 2022

## Required patches

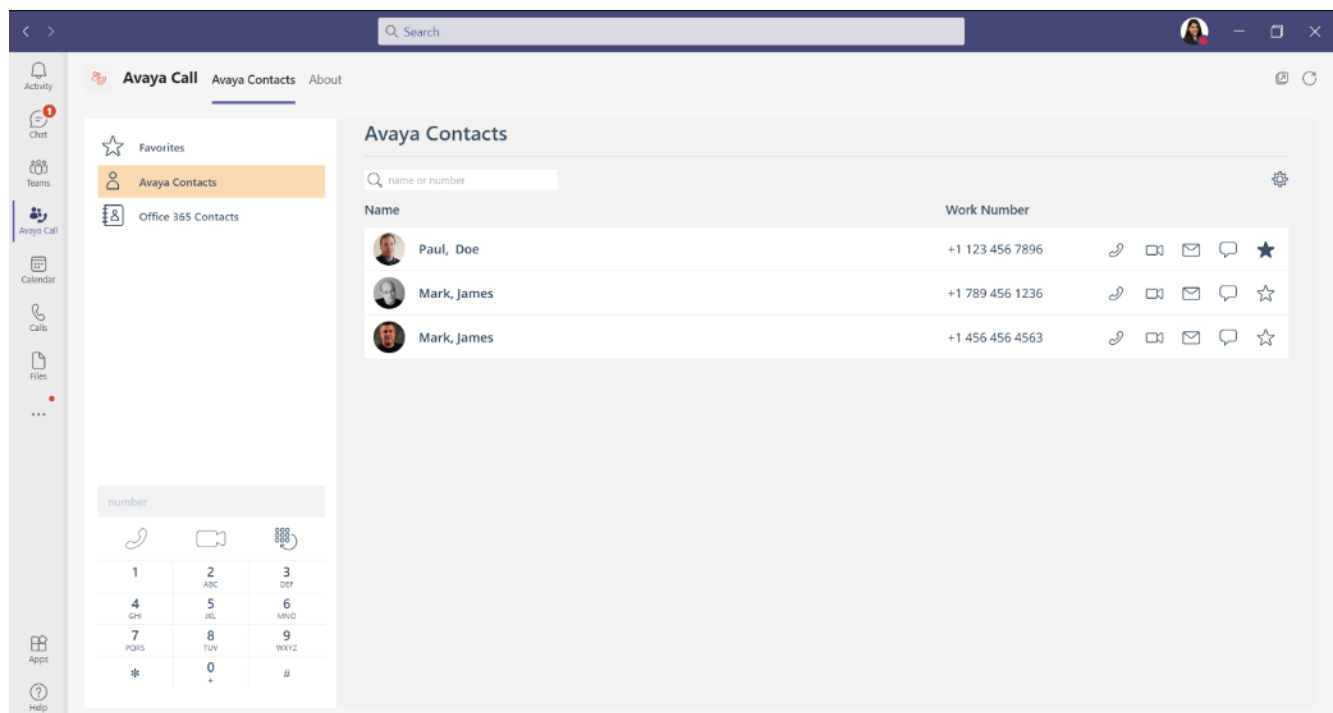
For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

## New Configuration Parameters

No new configuration parameters have been added to the 3.31 release for Avaya Aura.

## 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 Favourite.
- 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 (3.13 or above) 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
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<b>Using Avaya Workplace Client for Android, iOS, Mac, and Windows</b>	<a href="#">Using Avaya Workplace Client Android iOS Mac Windows</a>	Yes
<b>Avaya Workplace Client Quick Reference Guide</b>	<a href="#">Avaya Workplace Client QRG</a>	Yes
<b>Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows</b>	<a href="#">Planning Administering Avaya Workplace Client Android iOS Mac Windows</a>	No
<b>Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows</b>	<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 3.31 and Avaya Calling 1.2

The following table lists the Avaya Workplace known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
<b>ACW-24126</b>	Workplace client for Windows 3.26 installed. The client identity certificate that is configured for the client has a non-exportable private key stored and accessible through Windows Cryptographic Service Providers (CSP) or Smart Card device.	After upgrading to 3.29 release of Workplace client, the application presents an error that the connection to the service(s) which requires the client certificate is lost.	<p>1. Re-import the certificate to have an exportable private key. For example, when importing a PFX with a certificate and a private key, check "Mark this key as exportable" checkbox in Windows Certificate Import Wizard.</p> <p>Note: this workaround is not applicable for Smart Card devices.</p> <p>2. Use the FIPS-enabled release of the Workplace client. It requires fresh installation. It has different set of default configuration values in comparison with common Workplace Client releases. Avaya is working on documentation to provide customers with more details and recommendations on deploying FIPS-enabled release of Workplace client.</p>
<b>ACW-24123</b>	<p>Upgrade occurred from Avaya Workplace client for Windows 3.26. When Workplace client 3.26 was installed and closed before the upgrade, user has muted a speaker device using Windows Volume Controls or keypad.</p> <p>This issue is not reproducible for upgrade from release 3.25 or below to 3.26.2 release directly.</p>	<p>When user unmute the speaker device in the same way using Windows Volume Controls or keypad, playback from Workplace client is still muted in Windows.</p> <p>User is not able to hear audio notifications from Workplace or remote participant(s) when a call is established.</p>	<p>User needs to unmute the Workplace client application in Windows Volume Mixer once.</p> <p>To open the volume mixer, navigate to the taskbar and right click on speaker icon. In the opened menu select "Open Volume Mixer", find Workplace application and click unmute.</p>
<b>Not Applicable</b>	Workplace 3.26 installed with VDIENV=1 on a VMware Horizon virtual desktop. Workplace VDI is configured and running on the local desktop.	Launching Workplace on the virtual desktop fails to perform paired sign-in of the Workplace VDI application running on the local desktop.	Remain on Workplace 3.25 or earlier, or manually sign into Workplace VDI as required.
<b>ACW-22957</b>	Workplace is registered in Deskphone mode with J1xx / AAfD	UI Info button is greyed out after Network recovery	None

ID	Minimum conditions	Visible symptoms	Workaround
<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.

The following table lists the MS Teams known issues for this release:

<b>ACW-22292</b>	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.
<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 3.31

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release fixed in
<b>ACW-24209</b>	Avaya Workplace for Windows installed, configured and using Simplified Chinese	Translation for Simplified Chinese is incorrect when SET HOMESCREENLAYOUT is set to 2	3.30
<b>ACW-24241</b>	Avaya Workplace for Windows installed, configured and	Missed call notification and badge is not displayed with Centralized call history if before Sign Out user opens Call History tab,	3.31



ID	Minimum Conditions	Visible symptoms	Release fixed in
	Centralized call log is enabled in SM	Sign out and Sign In back with one missed call during the time	
<b>ACW-23961</b>	Avaya Workplace for Windows installed, configured logged in as Agent and uses CMS reporting	CMS reporting for Aux code is not correct when user initiate outgoing call after setting Aux with specific reason code	3.30
<b>ACW-24347</b>	Avaya Workplace for Windows installed, configured and using Outlook add-in	Meeting configuration cannot be downloaded for Spaces meetings if Avaya meeting server is not configured and user use Outlook plug in to get Spaces meeting rooms	3.30
<b>ACW-24321</b>	Avaya Workplace for Windows installed and logged in Other Phone mode as an Agent	Workplace crashed when logged in Other phone mode as an agent and tries to transfer two calls	3.31
<b>ACW-24290</b>	Installing the Workplace Windows application through SCCM	Installer issues with Webview2 related to cache folder	3.30, 3.31
<b>ACW-24318</b>	Avaya Workplace for Windows installed using inbuilt narrator by the Agent	Workplace inbuilt narrator does not provide audio feedback for visually impaired users when user changes agent state to After Call Work using Hot Key	3.31
<b>ACW-24300</b>	Avaya Workplace for Windows installed and configured uses the Keyboard navigation	User cannot navigate to Active Call Appearance when one call is on Hold	3.31
<b>ACW-24301</b>	Avaya Workplace for Windows installed and configured uses the Keyboard navigation	Keyboard navigation does not work for the Connect and Update buttons on Account Settings pag	3.31
<b>ACW-24316</b>	Avaya Workplace for Windows installed using inbuilt narrator by the Agent	No Audio feedback for visually impaired users when agent changes state to Not Ready using Agent bar UI menu	3.31
<b>ACW-24317</b>	Avaya Workplace for Windows installed using inbuilt narrator by the Agent	Workplace inbuilt narrator does not provide audio feedback for visually impaired users when user changes agent state to Not Ready using Hot Key	3.31
<b>ACW-24288</b>	Avaya Workplace for Windows installed, configured and on two calls	Workplace hangs on trying to un-hold call in 2 call scenarios	3.30, 3.31
<b>ACW-24258</b>	Avaya Workplace for Windows installed, configured and on two calls	Workplace hangs intermittently when the first call is on hold and the second outgoing call is started	3.30, 3.31
<b>ACW-24208</b>	Avaya Workplace for Windows installed, configured and screen scale is set on 150%	Workplace Menu bar at the bottom (New conversation screen) is not displayed if monitor scaling is set to 150%	3.31
<b>ACW-24253</b>	Avaya Workplace for Windows installed, configured and on Adhoc conference	Drop the last participant intermittently works wrong and randomly dropping participants	3.31
<b>ACW-24221</b>	Avaya Workplace for Windows installed, configured, and makes outgoing call	Wrong error text for SIP error 408 received from client in Refer response	3.31

ID	Minimum Conditions	Visible symptoms	Release fixed in
<b>ACW-24272</b>	Avaya Workplace for Windows installed, configured	Device Model and OS version is wrongly updated in SM for Workplace user registration	3.31
<b>ACW-24219</b>	Avaya Workplace for Windows installed, configured in Other Phone Mode	Unable to answer incoming call in Other Phone Mode	3.31
<b>ACW-24125</b>	Avaya Workplace for Windows installed, configured in Other Phone Mode	Unexpected call drops in Other Phone Mode when dialing Spaces meeting number	3.31
<b>ACW-24229</b>	Avaya Workplace for Windows installed, apply the autoconfig and change extension number in Avaya Aura System Manager and then Sign out and Sign In	Workplace fetches config update from AADS unexpectedly after admin changes extension for the user on SMGR	3.30
<b>ACW-24225</b>	Avaya Workplace for Windows installed, When using Click to dial in Outlook or Chromium Browser (edge) after you minimize outlook and open it in system tray	Workplace dials the tel URI number again if Browser or Outlook is minimized and opened from system tray, and same number is used before	3.30

## 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-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

## 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>FIPS</b>	Federal Information Processing Standards
<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