



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

Release 3.37  
Issue 1.0  
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## Change history

Issue	Date	Description
1.0	07/02/2024	3.37 GA issue for the Avaya Workplace Windows Client.
1.0	02/27/2024	3.36 GA issue for the Avaya Workplace Windows Client.

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.37 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 / 10.2.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	3.37.0.156
Avaya Workplace for MacOS	3.37.0.156
Avaya Workplace for Android	3.37.0.156
Avaya Workplace for iOS	3.37.0.156



# What's new in Avaya Workplace for Windows

## Release 3.37

In addition to bug fixes, the following new features are provided with the 3.37 release.

- Limit the length of SIP extension and password entered while logging-in
- Hash the Username on login screens.
- Microphone mute notification
- Retain Skill level while adding / removing skills using 'Change Skill' functionality.
- Hiding Skype for Business contacts
- User should be able to turn Automatic Gain Control on and off.
- Support for Windows 2022
- Support LDAP query for new predefined "iPhone" attribute and display under contact details screen.

## 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 3.37

The following section provides Avaya Workplace for Windows Release 3.37 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.37.0.156	Date Available: Jul 02, 2024

## 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 3.37 release for Avaya Aura.

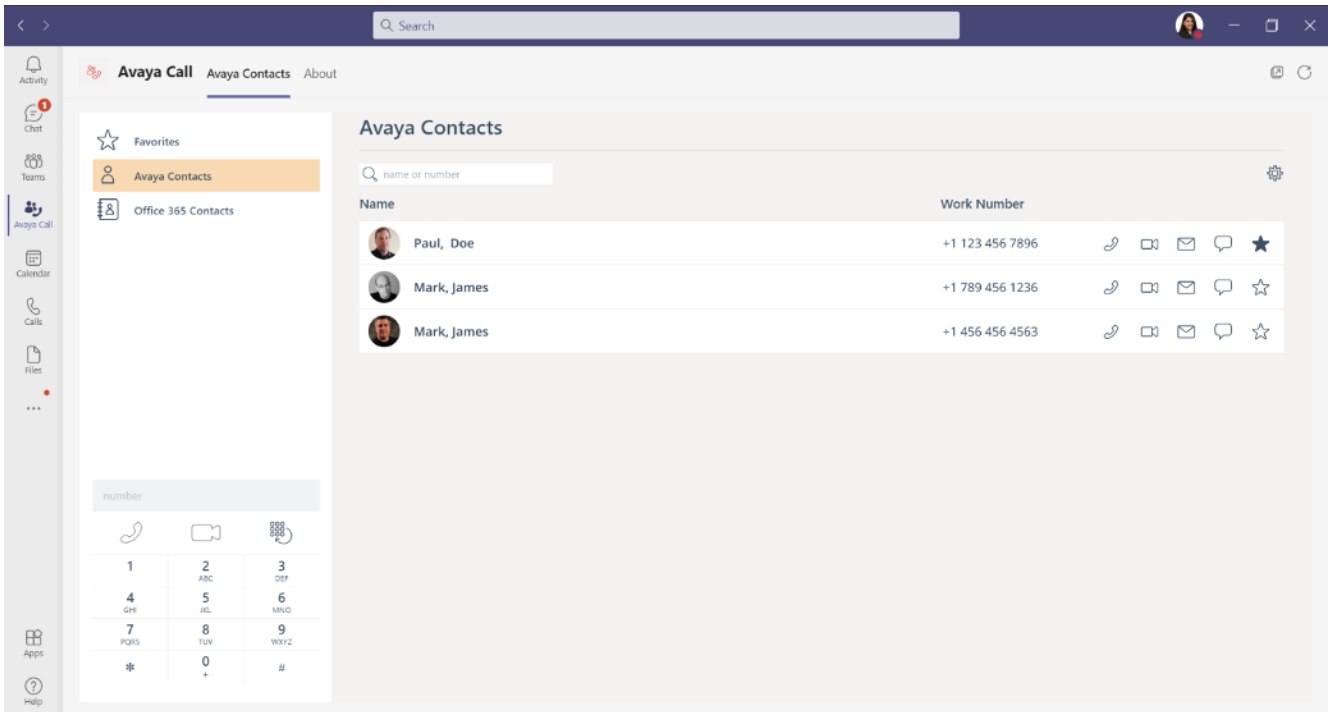
Description	Client setting name	UI	Avaya Workplace Client Platform Support
<b>SFB_CONTACTS</b>			
Property to show or hide SFB contacts in Contacts Search  1 = Enable (default)  0= Disable  Default value: 1  When disabled, the contacts shall be hidden		No client UI	Windows
<b>MIC_MUTE_NOTIFICATION_TIMER</b>			
Timer in seconds after which user will see a flash icon on Mute button when Micro phone is muted  Default value: NA		No client UI	Windows
<b>ENABLE_AUDIBLE_ALERT_ON_MUTE</b>			
Property to define whether user will hear audible alert after MIC_MUTE_NOTIFICATION_TIMER reached, for Mute notification when Mic is muted  0: Do not play audible alert when Mic is muted and MIC_MUTE_NOTIFICATION_TIMER reached (Default)		No client UI	Windows

1: Play audible alert when Mic is muted and MIC_MUTE_NOTIFICATION_TIMER reached		
Default value: 0		
<b>SHOW_AGC_CONTROL</b>		
Property to display AGC control UI under Settings	Settings > User Preferences > Audio / Video	Windows
0 :Do not Display AGC control UI option (Default)		
1: Display AGC control option in Settings		
Default value: 0		
<b>RESET_MIC_VOLUME_AFTER_CALL_END</b>		
Property to display AGC control UI under Settings	No client UI	Windows
0: Do not reset the Mic volume level once call ends (Default)		
1: Mic volume value will be set to what it was before the call started		
Default value: 0		

For Avaya Workplace Client 3.37, the following JSON document is available: [http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices\\_misc/20240702\\_dynamicConfigUpload.txt?fileExt=.txt&dlmt=1584654589\\_d8d6c9761e14e4712cd837a016a5ef4c](http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20240702_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 3.37.

## 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
<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 3.37 and Avaya Calling 1.2

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

ID	Minimum conditions	Visible symptoms	Workaround
NA	Avaya Workplace for Windows installed and configured	Recently Microsoft has launched Beta version of new MS Outlook ex.( "1.2023.xxxx.xxx" or "1.2024.xxxx.xxx"). If users switch to this new version, it is observed that, Avaya Workplace do not load /search local contacts from Outlook and it may also impact the displaying Outlook meetings.	No workaround <b>Note:</b> Please do not upgrade or use new beta build of Outlook as Workplace do not display Meetings, Contacts, and other Outlook Integration features. Avaya is aware and working on solution.
CLIENTSDK-29357	Workplace client in VDI mode as Controlling Client in remote machine, Client in local machine as controlled client, shared control active between clients. Directed Pickup configured in SMGR. Call made between user B and C and answered by	Call history shows FAC instead of Calle's name for call answered using Feature Access Code.	No workaround



ID	Minimum conditions	Visible symptoms	Workaround
	A using FAC for Call pickup directed		
<b>ACW-24799</b>	Outlook add-in: Meeting Plugin converted Appointment (part of recurring Appointment) does not get created on iView.	The user is not able to convert the part of the recurring appointment into a meeting. Entire recurring appointment is getting converted into meetings without any issue.	No workaround.
<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-24286</b>	Workplace registered with Messaging services	Audio or Video recorded files not available while moving window while recording is going on	Set the conversation screen at one place on the screen and then start record audio/video. Do not move the conversation screen when recording audio/video is in progress.
<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 3.37

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
<b>ACW-24932</b>	Avaya Workplace for Windows installed and configured	Bridge button flashes only once when Busy Indicator contact makes a call to principal	3.33
<b>ACW-25188</b>	Avaya Workplace for Windows installed and logged in Agent mode	Call hold failed when an agent transfers a held ACD call to another active call	3.35

<b>ACW-25160</b>	Avaya Workplace for Windows installed and logged in Agent mode	User heard two zip tones for ACD auto answered calls	3.35
<b>ACW-25155</b>	Avaya Workplace for Windows installed and configured	Conditional Enhanced call forwarding (ECF) icon turns to Blue from grey after user Sign out and Sign in	3.35
<b>ACW-25304</b>	Avaya Workplace for Windows installed and logged in Virtual environment with another Workplace Client	Paired Sign on not working between Workplace- Workplace	3.35
<b>ACW-25099</b>	Avaya Workplace for Windows installed and configured	PIN entered by user displayed in Chat window instead of Moderator PIN area	3.34
<b>ACW-25183</b>	Avaya Workplace for Windows installed and configured	No Error message displayed if user enter wrong PIN after 10 sec, before 10 sec, error is displayed	3.34
<b>ACW-25141</b>	Avaya Workplace for Windows installed and configured	Workplace do not show any Outlook meetings in Top of Mind after certain Windows update	3.32
<b>ACW-25267</b>	Avaya Workplace installed and a new call is initiated from call history after first call was made to a number. Call flow includes calling from the CC CM to the UC CM that has EC500 enabled.	Calling from call history in Workplace Client dials the wrong saved number	3.36
<b>ACW-25275</b>	Avaya Workplace for Windows installed and configured and joins the Avaya Meetings Conference in video mode	Microphone Button is not consistent within Conference when video in undocked	3.35
<b>ACW-25148</b>	Avaya Workplace for Windows installed and trying to configure	Workplace Client throws SSL Connection error, unable to login	3.35
<b>ACW-25242</b>	Avaya Workplace for Windows installed and configured	Duplicate Outlook Contacts in Workplace Client	3.35
<b>ACW-25227</b>	Avaya Workplace for Windows installed and configured	Workplace Client showing voicemail indication, even if no voicemail and signing In using SSO	3.35

## 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
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## 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