



## Product Support Notice

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PSN # PSN006163u

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Name of problem Avaya Workplace for Windows releases 3.30 and 3.31 may unexpectedly decline incoming calls

Products affected

Avaya Workplace for Windows 3.30 and 3.31

Problem description

This PSN advises customers and partners about a problem introduced in the 3.30 release of the Avaya Workplace client for Windows. The upcoming Workplace for Windows release 3.31.2 will provide a resolution. This release is expected to be available on January 16, 2023, on support.avaya.com.

This update addresses the following issue:

Issue	Platform
Workplace for Windows intermittently starts to decline all incoming calls with 603 declined responses.	Windows

For complete details on bug fixes, limitations, and other important information, see the release notes and product documentation.

Avaya has identified that the problem exists in the 3.30, 3.31, and 3.31.1 releases of Workplace for Windows. Intermittently users could be presented with an “Another device is logged in” pop-up dialog that could be a false positive. After signing out from the client and signing in, the Workplace client starts to deny any incoming call with a 603 Decline response on the user’s behalf. This issue might not be noticed by the user(s) when working with the Workplace client user interface: the user will be able to perform any other activity within the application. The workplace client needs to be completely restarted for the user to have the ability to be aware of and accept incoming calls.

The problem could be noticed in both UC and CC deployments. In CC deployment with Avaya Aura Call Center Elite problem has the additional impact of draining the queue of incoming calls. An agent is assigned to ACD calls from the queue that are immediately dropped by Avaya Aura Communication Manager by default upon receiving a 603 Decline response from the client. An agent will be assigned to another call immediately and the sequence repeats until the client is shut down or the agent has logged out.

Users and agents have a higher probability to encounter the problem if:

- There is an unstable network connection
- The user is provisioned with the multi-device access (MDA) feature and used to log in other devices with the same extension simultaneously reaching the limit
- The user is in a Remote Worker environment and uses a 3<sup>rd</sup> party VPN client software to connect

Resolution

Customers running the 3.30 – 3.31.1 release of Workplace client for Windows are advised to upgrade to the upcoming release that will provide a resolution. Customers and partners are advised to skip identified releases having the issue and upgrade to the upcoming 3.31.2 release or above if upgrading from 3.29 or user-lower releases of the Workplace client.

### Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
n/a
Mitigation
n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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