Product Support Notice

PSN#	PSN006164u

Original publication date: 11-Jan-2023. This is Issue #01, publication date: 11-Jan-2023.	Severity/risk level	Medium	Urgency	Immediately

Name of problem

Crash Issue Observed with Avaya Workplace for Android 3.31 Service Pack 1

Products affected

Avaya Workplace for Android

Problem description

This PSN advises customers and partners of an issue with Avaya Workplace for Android 3.31 Service Pack 1 which was recently published in the Google Play Store. After upgrading to this new version, users may experience application crashes and an inability for the app to start.

Resolution

The root cause of this issue has been found and an update to correct the issue is currently in progress and expected to be published on the Play Store on Friday, January 13, 2023. Please see below for workaround and mitigation information.

If you do not wish for mobile clients to update to a new version when published to the mobile app stores, ensure that auto-update is disabled for all devices in use. Android supports the ability to disable auto-updates on a per-app basis, and iOS requires auto-updates to be managed at the device level.

Workaround or alternative remediation

Until the 3.31 SP2 update is available, users that experience a crash after upgrade and inability to run the Workplace app can uninstall and re-install the app to correct the issue. The issue is related to the “SETTINGS_CHECK_INTERVAL” configuration parameter. To ensure the issue does not re-occur before updating to 3.31 SP2 administrators can temporarily change the default value of this parameter from 1 day to 5 days. This should allow for enough time for the update to be applied. In general, having this parameter set to one day is recommended and allows administrators to change configurations more quickly.

Remarks

n/a

Patch Notes

Backup before applying the patch

n/a

Download	
n/a	
Patch install instructions	**Service-interrupting?**
n/a	n/a
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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya Support Terms of Use.