

PSN # PSN005299u

Original publication date: 27 September 2018 This is Issue #01, published date: 27 September 2018. Severity/risk level Medium Urgency When convenient

Name of problem

IP Office partner subscription for Avaya Equinox® client PSNs

Products affected

IP Office 11.0, Powered by Avaya 3.0 and later

Problem description

The purpose of this PSN is to highlight to IP Office partners the importance of subscribing to PSNs for the Avaya Equinox® client. Some recent Avaya Equinox® client PSNs are relevant for IP Office.

- PSN005241: Zang Account is not connected when PC is resumed from sleep mode on Avaya Equinox™ for Windows.
- PSN005296: Avaya Equinox® for iOS does not receive incoming calls and instant messages with iOS 12 when not the active application.
- PSN005300: Availability of Avaya Equinox™ for Windows Release 3.4.5

Resolution

Use the following steps to subscribe to Avaya Equinox® client PSNs:

- 1) Go to <http://support.avaya.com>
- 2) Sign in or register if you do not already have an account.
- 3) At the bottom right of the page, in **Alerts & Reports**, click **Set E-Notifications**.
- 4) In the top right of the browser window, click **Maximize**.
- 5) In the top left of the browser window, click **E-Notifications**.
- 6) In the Product Notifications area, click **Add More Products**.
- 7) On the list of available products, click the product of interest, for example, Avaya Equinox® for Android.
- 8) Click **Product Support Notices**, and then click **Submit**.
- 9) Repeat Step 5 to Step 8 for each: Avaya Equinox® for Windows, Avaya Equinox® for iOS, and Avaya Equinox® for macOS.
- 10) In Products, click **My Notifications** again to review changes.
- 11) Click **Update** to finalize your new E-Notifications configuration.
- 12) Click **OK** to confirm.

Workaround or alternative remediation

n/a

Remarks

Review each Avaya Equinox® client PSN for any notes concerning applicability with respect to Avaya Aura® / IP Office. Each Avaya platform exposes different capabilities to the Avaya Equinox® client due to different underlying architectures. As a result, some features will be relevant for Avaya Aura® only.

Note that IP Office-specific documentation is available under standard IP Office product pages on Avaya Support portal.

- [SIP Telephone Installation Notes](#) has a chapter on configuring Avaya Equinox® client for IP Office
- [Using Avaya Equinox® for IP Office](#)

[IP Office R11 Sales Toolkit](#) on Avaya Sales portal also has further information, including [IP Office R11 – FAQ on Avaya Equinox® 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
Not Susceptible
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](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.