



Product Support Notice

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PSN # PSN005383u

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Severity/risk level

High

Urgency

Immediately

Name of problem

Avaya one-X Mobile Preferred for IP Office is not available in Google Play Store

Products affected

IP Office (11.0, 10.1), Powered by Avaya (3.0, 2.1), one-X Mobile Preferred

Problem description

The Android client application Avaya One-X Mobile Preferred for IP Office is not currently available in the Google Play store.

Resolution

Avaya continues to work with Google to have the application available again via Google Play store. This PSN will be updated once the issue is resolved.

Avaya One-X Mobile Preferred for IP Office continues to be a supported IP Office client. The iOS version continues to be available via Apple store.

Workaround or alternative remediation

Partners can now download the Android version of Avaya one-X Mobile Preferred for IP Office from Avaya Support Portal for purposes of making available to customers.

The Android software is available via Avaya Support Portal / Support by Product / IP Office / R11.0 / Downloads / Latest Downloads / Avaya one-X Mobile for IP Office Android. Note that the same Android software is supported for IP Office R10.1 and R11.0.

- Support Portal link

https://support.avaya.com/downloads/download-details.action?contentId=C20193271334434450_1&productId=P0160&releaseId=11.0.x

- Direct link to PLDS

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=IPO00009087

Settings below must be enabled in an Android device to install applications outside of Google Play store:

- Smartphone or tablet running **Android 4.0 or higher**, go to **Settings**, scroll down to **Security**, and select **Unknown sources**.
- On devices running an earlier version of Android 4.0, go to **Settings**, open the **Applications** option, select **Unknown sources**, and click OK on the popup alert.

Once above settings are enabled in the Android device then the following steps are required.

- In the Android device, open the mobile browser and enter the URL where the Android application has been hosted.
- Select the apk file to be downloaded (ScsCommander-release-v10.0.0.5.222.apk).
- User should see the apk file downloading on the device.
- Once the download is complete the user should tap on the downloaded apk file and click Install option.
- The Avaya one-X Mobile Preferred for IP Office client will install on the Android device.

There is also a Solution Note available @ <https://support.avaya.com/ext/index?page=content&id=SOLN338066>

Remarks

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](#).

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