



Product Support Notice

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PSN # PSN005401u

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Original publication date: April 25, 2019 This is Issue #01, published date: April 25, 2019

Severity/risk level

Medium

Urgency

When convenient

Name of problem

Avaya Communicator for Web – Internet Explorer support plans

Products affected

IP Office (10.1, 11.0), Powered by Avaya (2.1, 3.0), Avaya Cloud IP Office (11.0)

Problem description

This PSN is published to give advance notification that Avaya Communicator for Web will no longer be supported with Microsoft Internet Explorer from September 30, 2019. This is based on review of Google Analytics data which shows less than one percent use of Microsoft Internet Explorer for Avaya browser extensions including Avaya Communicator for Web.

Avaya Communicator for Web will continue to be supported with Google Chrome.

Avaya highly recommends moving Avaya Communicator for Web users to Google Chrome prior to September 30, 2019 to stay in a supported model.

Resolution

N/A

Workaround or alternative remediation

N/A

Remarks

N/A

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

n/a

Service-interrupting?

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

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