



# Product Support Notice

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PSN#	PSN005465u
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Original publication date: September 17, 2019. This is Issue #01, publication date: September 17, 2019.

Severity/risk level: Low      Urgency: When convenient

### Name of problem

Rebranding of Avaya Equinox Clients and Upcoming Release of Avaya IX Workplace Clients

### Products affected

- Avaya IX™ Workplace for Windows (formerly known as Avaya Equinox for Windows)
- Avaya IX™ Workplace for macOS (formerly known as Avaya Equinox for macOS)
- Avaya IX™ Workplace for iOS (formerly known as Avaya Equinox for iOS)
- Avaya IX™ Workplace for Android (formerly known as Avaya Equinox for Android)

### Problem description

This PSN advises customers and partners of the upcoming release of Avaya’s software clients which are being re-branded from Avaya Equinox to Avaya IX™ Workplace.

This release is expected to be available on or about October 29<sup>th</sup>, 2019 for Windows and macOS on support.avaya.com and iOS and Android will be available from the mobile app stores, subject to app-store approval timelines.

In addition to bug fixes, the following new features are provided with 3.7:

Feature	Platforms
Re-branding to Avaya IX Workplace including updated product names, icons and splash-screens. Mobile app-store upgrades as well as Mac and Windows upgrades will upgrade to the newly named product while preserving the existing configuration. The look and feel of the app as well as all existing workflows will remain the same. In addition, after an upgrade, users will get an in-app notice about the name change to avoid any confusion about the new branding.	Windows, macOS, iOS, Android 11.0.5.1
Hunt Group feature button for IP Office (Powered by Avaya (Containers))	11.0.5.1 Android
Centralized Call Logs for IP Office (Powered by Avaya (Containers))	11.0.6.0 Android
Incoming Call Redirection Features (Call Forwarding, Mobile Twinning) for IP Office (Powered by Avaya (Containers))	11.0.5.1 Android
Instant message read and delivery receipts for Presence Services based IM	Windows, macOS, iOS, Android

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

### IMPORTANT NOTE REGARDING APPLE IOS 13

Apple has announced that iOS 13 will be released on September 19. Customers with end-users with iPhones are reminded about important changes that Apple is making regarding certificates that can impact Avaya clients. To avoid any service disruption, please review the information in the following PSNs as well as the referenced Apple information on new certificate requirements.

New Certificate Requirements for Android Q and iOS 13 Operating Systems:  
<https://downloads.avaya.com/css/P8/documents/101057652> (originally published on May 13)

Changing the validity of the Certificates issued by the System Manager Certificate Authority (CA):  
<https://downloads.avaya.com/css/P8/documents/101059875> (published on July 16th)

## Resolution

Avaya has aimed to make Avaya IX™ Workplace highly backwards compatible with existing deployments and settings configurations. If you do not wish for mobile clients to update to 3.7 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

## Remarks

n/a

## Patch Notes

### Backup before applying the patch

n/a

### Download

n/a

### Patch install instructions

n/a

### Service-interrupting?

n/a

### Verification

N

### 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](https://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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