



Product Support Notice

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PSN # PSN005610u

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Original publication date April 28 2020 This is Issue #01, published date: April 28 2020 Severity/risk level High Urgency Immediately

Name of problem

Powered by Avaya IP Office (Containerized) and Apple Push Notification Support

Products affected

Powered by Avaya IP Office (Containerized) 11.0.5.0, 11.0.5.1

Problem description

This PSN refers to a major update to Apple Push Notification: Call Notification services, feature of the IX Workplace (Equinox) for iOS client. This update requires an upgrade of Powered by Avaya IP Office (Containerized) to 11.0.5.3 (GA mid May 2020). Customers utilizing Push Notification services are advised to upgrade to 11.0.5.3 as soon as available to ensure they are ready for an IX Workplace 3.8.4 update to the Apple iTunes App Store expected on 28th April 2020.

Background

With the new version of the iOS 13 API, Apple has updated the Apple PushKit requirements such that Apple Push Notification must utilize the iOS Callkit framework. Use of other methods will cause iOS to terminate the application and failing to report calls may prevent the application from receiving any more incoming call notifications.

Powered by Avaya IP Office (Containerized) 11.0.5.3 and IX Workplace for iOS 3.8.4 are being updated to meet this new Apple requirement.

Powered by Avaya IP Office (Containerized) 11.0.5.3 is backwards compatible with IX Workplace for iOS client at release 3.8 and lower which support Apple Push Notification services; as well as the IX Workplace for iOS client at release 3.8.4

If IX Workplace for iOS 3.8.4 client is deployed against Powered by Avaya IP Office (Containerized) 11.0.5.0 or 11.0.5.1, Push Notifications will cease to work.

IX Workplace (Equinox) releases	Powered by Avaya IP Office (Containerized) 11.0.5.0, 11.0.5.1	Powered by Avaya IP Office (Containerized) 11.0.5.3	Comments
3.8.4 and later	No	Yes	3.8.4 will GA on 28 th April 2020
3.8 and earlier	Yes	Yes	3.8 was GA ed on 24 th March 2020

Resolution

Customers utilizing Push Notification services are advised to upgrade to 11.0.5.3 as soon as available to ensure they are ready for an IX Workplace 3.8.4 update to the Apple iTunes App Store expected on 28th April 2020.

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	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
n/a
Mitigation
n/a

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