Product Support Notice

PSN #	PSN005722u	

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Name of problem

IP Office WebRTC clients using Chrome browser version 87 or later and connecting to IP Office WebRTC Gateway (11.1.x & 11.0.x) will not have media for both audio and video calls.

Products affected

IP Office WebRTC Gateway (11.1.x, 11.0.x), Avaya Communicator for Web, Avaya One-X Web Client, ACR (Xima), IPOCC Agent, Web Collaboration, IP Office CPE and Powered by deployments using the listed clients.

Problem description

IP Office WebRTC clients using Chrome browser version 87 or later connecting to IP Office WebRTC Gateway (11.1.x & 11.0.x) will not have media for both audio and video calls.

This is caused by Chrome browser stopping the support of DTLS 1.0 in release 87 and IP Office 11.1.x and 11.0.x doesn't support DTLS 1.2

Resolution

Complete details of resolution plan will be shared after detail technical assessment of the issue is completed.

Workaround or alternative remediation

Customers who have already upgraded Chrome browser to version 87 or later must downgrade to an earlier version than 87.

Remarks

n/a