



Product Support Notice

© 2024 Avaya LLC All Rights Reserved.

PSN# PSN006270u

Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 19 March, 2024. This is Issue #01, publication date: 19 March, 2024

Severity/risk level

High

Urgency

When convenient

Name of problem

Avaya Calling for MS Teams does not work with new MS Teams App after 31st March 2024

Products affected

Avaya Calling for MS Teams

Problem description

This PSN notifies customers and partners of the issue uncovered with Avaya Calling and new MS Teams App

Microsoft has rolled out the trial version of MS Teams V2. When a user switches to the new MS Teams App, integration with Avaya Calling for MS Teams does not work. Users will not be able to see local Outlook contacts and not able to use Avaya Calling app for initiating calls from MS Teams V2. This issue is due to changes introduced in MS Teams V2 software not allowing it to parse deep link intent from Avaya Calling.

Resolution

Avaya has raised a support ticket with Microsoft. This issue is being worked by Microsoft. Microsoft has acknowledged the problem and plans to fix this issue as part of MS Teams V2.1 update. The timeline for this version is not defined yet.

Workaround or alternative remediation

Users can still use Web version of MS Teams V2. Avaya Calling for MS Teams works with new Web version of MS Teams. Issue is seen only with the new MS Teams desktop App

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/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

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](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA LLC, ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya LLC.

All other trademarks are the property of their respective owners.