



PSN # PSN020508u

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

Original publication date: This is Issue #01, published date: 12/10/2020

Severity/risk level High

Urgency Immediately

Name of problem **Adobe Flash Player End of Life December 2020 impact for Avaya Messaging (formerly IX Messaging and Officelinx)**

Products affected
Avaya Messaging / IX Messaging / Officelinx – All Versions

Problem description

Adobe will end support for the Flash Player on December 31, 2020 - <https://www.adobe.com/products/flashplayer/end-of-life.html>.

This means that Adobe will stop distributing and updating Flash Player after December 31, 2020 (“EOL Date”). Adobe will be removing Flash Player download pages from its site and Flash-based content will be blocked from running in Adobe Flash Player after the EOL Date.

Mailbox users using the Avaya Messaging Web Client will see a message that Flash is being used and is no longer support beyond December 2020.

Resolution

To replace the Adobe Flash Player with the HTML5 player, follow the steps below to update the INI file. This should be done on the Consolidated Server, Remote Web Server and Single Server installations:

- Go to the C:\WINDOWS directory
- Locate and edit the EEAM.INI file with the following line:
“Webclient Use HTML5 player = yes”
- Save the file
- Restart IIS

Workaround or alternative remediation

n/a

Remarks

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

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 INC., 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 Inc.
All other trademarks are the property of their respective owners.