



Product Support Notice

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PSN # PSN020566u

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Original publication date: 11-April-2022. This is Issue #01, published date: 11-April-22.

Severity/risk level

High Severity, Low Risk

Urgency

Immediately

Name of problem Integration Issues Avaya Communicator for Web (ACW) with Salesforce

Products Affected-

Avaya Communicator for Web, ACW, Avaya Communicator for Web Salesforce integration, AC4W, ACW for IPO

Problem description-

An update to Google Chrome’s JCSDK has caused erratic integration with Avaya Communicator for Web (ACW), as well as integration of ACW within Saleforce.

Resolution

Users should be migrating to [Avaya Spaces Calling](#). There is a current functionality gap with Salesforce integration and Avaya Spaces Calling. The development team is working to resolve the functionality gap.

Workaround or alternative remediation

Any users not requiring Salesforce integration should migrate to Avaya Spaces Calling. Spaces Calling Extension integration with IP Office is supported from 11.1 FP1 SP1 or later. Installation and user manual available here:

[Chapter 11 for installation](#)

[User manual](#)

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

Service-interrupting?

[IP Office Avaya Workplace Client Installation Notes](#)

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

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