AVAYA

Product Support Notice

PSN #	PSN020566u

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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

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.