Product Support Notice

PSN #	PSN005672u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 30th August 2020. This is Issue #05, published date: March 23, 2021.	Severity/risk level	Low	Urgency	When convenient

Name of problem

CMS and Adobe Flash support

Products affected

All CMS release prior to CMS19.2

Problem description

The following are updates to this PSN with CMS 19.2 GA Information:

> CMS 19.2.0.0 is generally available (GA) on March 22, 2021.

> With CMS 19.2 GA most dependence on Flash has been eliminated. All Standard reports are available without dependence on Flash.

> A patch will be made available approximately a month after CMS R19.2 GA that will allow migration of existing Designer Reports to the new non-Flash format.

> Please see the CMS 19.2 Release Notes on support.avaya.com for details.

> Ongoing patches will be made available to continue to enhance and bug fix the CMS 19.2 Web Client. The Release Notes will be updated as new functionality is made available to customers.

The following is the original text of this PSN:

Adobe has ended support for the Flash Player on 12 January 2021 - https://www.adobe.com/products/flashplayer/end-of-life.html[i]. and https://www.adobe.com/products/flashplayer/enterprise-end-of-life.html[i]. Please note that this information has been updated recently by Adobe in December 2020.

As a result, it is expected that newer versions of the common browsers may start to turn off the ability to run Adobe Flash Player.

CMS 19.1 or older versions of web client interface uses Flash for rendering reports. CMS Web Client Administration functions do not use Flash.

If CMS 19.1 or older users attempt to run CMS reports using the CMS Web client interface on Browser versions that no longer support Flash, the reports will not execute.
If CMS customers continue to use versions of Browsers that support Flash, CMS users can execute reports using the Web Client interface.

CMS also provides the Supervisor PC Client, which does not use Adobe Flash, and thus is not impacted by the end of support for Adobe Flash.

With CMS release 19.2 Flash is removed from the CMS Web client interface and replaced with an HTML5 JavaScript implementation which eliminates the need to install additional plugins on the computer or within the browser.
Note that any designer reports previously created will still be flash based, and will require flash to run.

Until CMS is upgrade to 19.2 and designer reports are converted to flash free version, customers have several options:
1. Use CMS PC Thick Client. Thick client does not require Adobe Flash player.
2. If using Web Client, do not update end users Windows/Browsers until CMS is upgraded to CMS19.2. Note that current browser versions continue to work with Adobe Flash. There is a risk that a newer version of the browser may turn off ability to run Adobe Flash.
3. Use another browser that supports flash (For example, an open Source browser: PaleMoon is expected to continue to support Flash for foreseeable future).
4. Adobe suggestions: see reference to Harman from Adobe at link below.
   https://blog.adobe.com/en/fpost/2020/update-for-enterprise-adobe-flash-player.html#gs.jzyaek

Versions of CMS prior to R19.x are End of Manufacture Support. Thus removal of flash will not be provided for older versions of CMS.

Avaya recommends that customers upgrade to CMS19.2 as soon as possible. .

Customers on CMS19.0 or 19.1 would be entitled to CMS19.2 under the Support Advantage (SA) coverage. Customers on previous versions, of CMS can order an upgrade to CMS19.1 and may have entitlement to CMS19.x under their Upgrade Advantage (UA) coverage.

Resolution

This PSN is intended to provide an initial overview of the work in progress to address/mitigate the issue as well as outlining steps that can be taken right now.

Workaround or alternative remediation

Customers can avoid problems with Flash by preventing or avoiding Browser upgrades.

Prevent Browser Upgrades

Many enterprises control if and when their browsers are upgraded. Browser upgrades for CMS users (administrator and supervisors) would need to be delayed or stopped for the time being until the CMS system is upgraded to CMS 19.2 and Adobe Flash is no longer required.

This option needs to be managed by the customer. Avaya is unable to provide additional details since:

- Customer environments are different.
- Customers may have different agreements with their suppliers of the enterprise browser.
- Not all detail is fully known or may even change in the future on how and when upgrades or patches will be provided by Adobe or the browser suppliers. Customers are asked to keep this in mind when planning their strategy. Customers should contact Adobe or their browser supplier for feasibility and support on this option.
- Please take note of the latest updates from Adobe concerning Flash Player, starting to block Flash content January 12, 2021. Please see further detail at https://www.adobe.com/products/flashplayer/enterprise-end-of-life.html[i] and https://www.adobe.com/products/flashplayer/end-of-life.html[i]. Customers may find especially the details on Allow lists helpful in their planning.

It needs to be assumed that Adobe Flash can't be downloaded anymore from Adobe after December 31, 2020. Avaya recommends that customers keep a copy of a full Adobe Flash Player installer for the users impacted.

Use Browser that keeps Flash supported

Certain browsers, e.g. Pale Moon, made statements that they will continue support for the Adobe Flash plug-in beyond December 31, 2020 - https://www.palemoon.org/roadmap.shtml[i].

It could be an option to use such a browser to manage CMS usage.

This option needs to be managed by the customer. Avaya is unable to provide further details in addition to the below:

- If you choose to pursue this option, Avaya recommends switching to such a browser well in advance of December 31, 2020 to ensure that all required components are in place.
- Please note that the Adobe Flash plug-in needs to be installed in addition to Pale Moon. Customers need to ensure that they have such plug-in available for installation separately.
- Not all detail is fully known or may even change in the future on how and when upgrades or patches will be provided by Adobe or the browser vendors. Customers are asked to keep this in mind when planning their strategy.
- Please take note of the latest updates from Adobe concerning Flash Player, starting to block Flash content January 12, 2021. Please see further detail at https://www.adobe.com/products/flashplayer/enterprise-end-of-life.html[i] and https://www.adobe.com/products/flashplayer/end-of-life.html[i]. Customers may find especially the details on Allow lists helpful in their planning.

It needs to be assumed that Adobe Flash can't be downloaded anymore from Adobe after December 31, 2020. Avaya recommends that customers keep a copy of a full Adobe Flash Player installer for the users impacted. The Adobe end of life announcements also include for details on commercial support options available.

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?
n/a	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.