



## Product Support Notice

© 2014 Avaya Inc. All Rights Reserved.

PSN # PSN004159u

Original publication date: 5-Mar-14. This is Issue #01, published date: 5-Mar-14. Severity/risk level High Urgency When convenient

Name of problem Avaya Client Applications Chrome Extension not Enabled with Latest Release of Google Chrome

Products affected

Avaya one-X® Communicator: Release 6.2

Problem description

In November 2013, Google announced changes to the security policies of the Google Chrome browser for Microsoft Windows operating systems. When the next release of Google Chrome is installed within the enterprise, the existing Avaya Client Applications Google Chrome Extension will cease to load.

For more information about the Google Announcement, see: <http://blog.chromium.org/2013/11/protecting-windows-users-from-malicious.html>

Resolution

With the following patch installation procedure, the Avaya Client Application Collaboration Services Google Chrome Extension is compliant with the updated Google Chrome Security Policies. The Avaya implementation uses the Google defined Group Policy mechanism to install the Collaboration Services Google Extension.

Note: The Collaboration Services Google Chrome Extension is not available in the Google Chrome store.

Workaround or alternative remediation

n/a

Remarks

n/a

## 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?

**Prerequisites:**

No

You must have administrative privileges

**Procedure to Install:**

- 1) Download the associated zip file from [ftp://ftp.avaya.com/incoming/Up1cku9/tsoweb/ACA/Avaya\\_Client\\_Applications-6.3-GoogleChromeExtension.zip](ftp://ftp.avaya.com/incoming/Up1cku9/tsoweb/ACA/Avaya_Client_Applications-6.3-GoogleChromeExtension.zip)
- 2) Extract the contents of the associated zip file to a temporary working directory.
- 3) Copy the "<arch>\accs\_crx\_update\_manifest.xml" file to <ProgramFiles><arch>\Avaya\Client Applications\Collaboration Services
- 4) Execute <ProgramFiles><arch>\Avaya\Client Applications\Collaboration Services\AvayaInstallChromeExtn.bat

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](http://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.