



## Product Support Notice

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Severity/risk level

Medium

Urgency

High

Name of problem Avaya Communicator for Android replacing one-X Mobile Android

### Products affected

Avaya one-X Mobile for Android: Release 6.x

Avaya one-X Client Enablement Services (CES): Release 6.2.x

Avaya Communicator for Android: Release 2.1.x

### Problem description

Avaya one-X Mobile 6.2 for Android will no longer be available as of June 15, 2015. The product has been replaced by Avaya's new generation client – Avaya Communicator for Android which has been GA since March '14 and is available on Google Play store.

Avaya one-X Mobile 6.2 for Android supported two configurations:

- 1) EC 500 Extension to Cellular (commonly known as the “Lite” configuration)
- 2) one-X Client Enablement Services (CES)

Both of these configurations are supported by Avaya Communicator for Android.

Avaya Communicator for Android also supports a third configuration option:

- 3) VoIP

Avaya Communicator can accommodate single-configuration and multi-configuration deployments

- Single-configuration deployment options
  - CES only - this option may be chosen if Avaya Communicator is replacing one-X Mobile clients that were provisioned as CES clients. Avaya Communicator is designed to use your existing one-X CES server.
  - EC500 only – this option may be chosen if Avaya Communicator is replacing one-X Mobile clients that were provisioned in “Lite Mode”. Avaya Communicator is designed to use your existing EC500 interface.
  - VoIP only - this is a new option that enables mobile SIP softphone functionality. VoIP is enabled by Avaya Aura and requires users to have a SIP account and “Mobile SIP” license.
- Multi-configuration deployment options
  - CES + VoIP – this is the most common deployment configuration that delivers the most functionality and flexibility for mobile users.
  - EC500 + VoIP – this is a suitable configuration when the primary requirement is mobile VoIP, but users will require some basic cellular voice integration as well.

Avaya Communicator can be configured manually by the user, or automatically configured using an auto-configuration file. See documentation for details.

### One-X Mobile functions that are not supported by Avaya Communicator

The following features of one-X Mobile for Android will not be available on Avaya Communicator for Android

- VIP Call screening - “Allow VIP Calls” is not supported on Avaya Communicator for Android. Incoming calls will receive the same treatment regardless of caller.
- The administrative feature “Require login each time one-X Mobile is launched on mobile device” is not supported by Avaya Communicator. An improved timer-based implementation is planned for a future Avaya Communicator release that will allow administrators to define re-login intervals.
- EC500 Transfer and Conference Feature Name Extension auto-dialing features are not supported by Avaya Communicator.

### Additional Features and Benefits of Avaya Communicator for Android

- Configuration Flexibility and Fit – Avaya Communicator for Android supports various configurations that allow for basic entry-level deployments through to advanced full featured UC deployments
- Extensible design – can be easily enhanced with additional functionality as services are provisioned (eg. start with EC500 and then add VoIP or one-X CES)
- Simplified provisioning – The client is designed to import administrator defined settings from a configuration file. This mechanism removes virtually all end-user configuration tasks short of entering username and password.
- User-friendliness – The user interface adapts to the services that are provisioned for the user. If a service is not provisioned or becomes unavailable, then it will not appear in the menus. If a new service is provisioned, then it appears after next login.

- User Interface Enhancements – The Avaya Communicator UI is consistent across desktop and mobile devices making it easy for users to move between endpoints. Unified Logs gives users a single view of call history and voice messages. Integration with native Android notifications lets users know if they have missed any calls or have a message waiting.
- Multiple Device Access – makes it easy to enable Avaya Communicator mobile VoIP to complement existing desk phones or desktop clients on a single user extension.
- Service redundancy – Unlike VoIP only clients, Avaya Communicator gives mobile users cellular voice integration as well. If poor connectivity, or service fees makes VoIP a non-viable option, then users can default to cellular voice integration and still benefit from many of the features and benefits of Aura call handling.
- Lowest TCO – Avaya Communicator for Android supports more Aura UC services and mobile cost savings opportunities than any other smartphone client available.

**Considerations when preparing to update from one-X Mobile to Avaya Communicator**

- Existing licensing (EC500, one-X CES and Mobile SIP) carries forward to enable Avaya Communicator for Android
- Avaya Communicator for Android is supported by one-X CES 6.2.2+.
- Avaya Communicator for Android requires mobile devices with Android OS version 4.0.3+. Avaya one-X Mobile for Android supported older OS version 2.3. Users of older AOS 2.3 devices will not be able to upgrade to Avaya Communicator.
- Avaya Communicator for Android is not posted as an update to one-X Mobile Android on Google Play store. Therefore existing one-X Mobile for Android users will not be automatically notified by Google that the update is available. Users will need to be notified of the update and instructed to install the new application - a prompt has been introduced with the latest one-X Mobile Service Pack to do this. Administrators should also notify users of configuration requirements through traditional internal communications (eg. email).
- The new application can be made available to users via Mobile Device management (MDM) channel.
  - If using MDM to manage the distribution of applications to users, then the system must support Google Play applications. Avaya Communicator for Android is exclusively distributed through Google Play and cannot be distributed using MDM systems that require;
    - A unique application version (eg. proprietary wrapped version of the application for restricted operation within a contained environment), or
    - Direct distribution of the application exclusive of Google Play store (eg. Hosting the .apk file and pushing it out directly to mobile users using MDM system)

**Important Note for environments using Avaya Client Enablement Services (CES)**

Avaya Communicator clients support mandatory server certificate validation. If one-X CES does not comply with the new requirements, then users will not be able to login with Avaya Communicator for Android.

1. If your Client Enablement Services (CES) Server is using a commercial certificate and the CA certificates are already available on the Android OS, you can proceed to use Avaya Communicator for Android
2. If your Client Enablement Services (CES) Server is already using an enterprise server certificate and you have already deployed the matching CA certificate to devices, you can proceed to use Avaya Communicator for Android.
3. If your Client Enablement Server is using the default certificate that shipped with the product, you will need to either:
  - Install an enterprise server certificate on the Client Enablement Server and deploy the matching CA certificate to devices; OR
  - Install a commercial server certificate on the Client Enablement Server to leverage the CA certificates that are already available as part of the Android OS

Note: If you have never installed a server certificate on one-X CES, then it is operating with the default certificate(s) and action must be taken before Avaya Communicator clients can benefit from one-X CES services.

For a comprehensive review of how Avaya Communicator uses certificates and recommendations for updating server certificates to comply with new requirements, please refer to “Updating server certificates to improve end-user security and client user experience”, available from support.avaya.com: <https://downloads.avaya.com/css/P8/documents/100180626>

<b>Resolution</b>
Update one-X Mobile users to Avaya Communicator.
<b>Workaround or alternative remediation</b>
n/a
<b>Remarks</b>
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?

n/a

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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