



Product Support Notice

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PSN# PSN006052u

Original publication date: May 16, 2022. This is Issue #04, published date: 15-June-22.

Severity/risk level

High

Urgency

Immediately

Name of problem

Missed Calls with Avaya Workplace 3.26 when Apple Push Notifications are NOT enabled.

Products affected

Avaya Workplace for iOS
Avaya Aura® Session Manager

Problem description

This PSN is an important update related to an issue that impacts Workplace for iOS 3.26 deployments when Apple Push Notifications for calls are NOT enabled.

For deployments that are not using Apple Push Notifications, after upgrading to Workplace for iOS 3.26, calls may not be presented when the app is not in the foreground.

Avaya has worked with Apple to update Workplace on the app store to version 3.26.1 with temporary support for incoming calls when Apple Push Notifications are not enabled. Due to recent changes in Apple policy, Push Notifications will be required in order to receive calls when the app is not in the foreground. The next update of Workplace in August 2022 will enforce this new policy.

Resolution

Customers that are not using Apple Push Notifications for Calls must take the following steps to avoid missed incoming calls...

- 1) Implement the Apple Push Notification solution on Avaya Session Manager 8.1.3.X or IP Office 11.1.X (not supported on 11.0.X) to ensure reliable call delivery.
- 2) If Apple Push Notifications for calling is enabled, no other steps are needed.
- 3) If you are not able to implement Apple Push Notifications, the following is recommended...
 - If possible, disable auto-app updates to prevent Workplace for iOS 3.26.1 from auto-updating to newer versions beyond Workplace for iOS 3.26.1 until you can implement Push Notifications
 - Use your Mobile Device Management system to manage the app version and restrict upgrades beyond Workplace for iOS 3.26.1 until you can implement Push Notifications
 - Enable the simultaneous ring feature: EC500 for Aura or Mobile Twinning for IP Office to ensure the call will be presented as a cellular call.

Note: Avaya strongly recommends customers keep all applications current with the latest Service Packs to ensure minimum disruption to service.

Apple Push Notification was originally introduced with Session Manager 8.1.3. As of this publication, Session Manager 8.1.3.5 – target GA 21st June – is available and addresses several issues with Apple Push Notification.

Customers should also refer to the following PSNs for Avaya Aura Session Manager PSN020542u, PSN020509u, and PSN020507u.

Workaround or alternative remediation

N/A

Remarks

Issue 1 – May 16, 2022: Initial advisory on the issue

Issue 2 – May 19, 2022: Clarification on IP Office support.

Issue 3 – June 3, 2022: Update on Workplace 3.26.1 release.

Issue 4 -- June 15, 2022: Updated with additional information for Session Manager support.

Patch Notes

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

n/a

Service-interrupting?

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

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