



Product Support Notice

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PSN# PSN005386u

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Severity/risk level

Low

Urgency

When convenient

Name of problem

Benefits of using the Apple Push Notification solution for Avaya Equinox for iOS (Aura environments)

Products affected

Avaya Equinox® for iOS

Problem description

This PSN advises customers and partners of the benefits of using Apple Push Notification solution for Avaya Equinox for iOS in Avaya Aura environments as well as the required elements to support this solution.

For complete details on features, limitations, and other important information, see the release notes and product documentation.

With the release of Avaya Equinox for iOS release 3.5 in January 2019, support was added for Apple Push Notifications for customers with Avaya Aura environments. This solution addresses several situations where incoming VOIP calls and messages are not presented in the application. The following are examples of cases where calls or messages can be missed:

- If a user manually terminates the application, it will no longer receive incoming VOIP calls or messages
- If the device changes networks while in the background, for example from WiFi to a cellular data network, the application network recovery logic will not be run for a period of time due to iOS limitations – this means that for up to 10 minutes, incoming VOIP calls can be missed
- If when running in the background, the app exceeds iOS thresholds for CPU or network activity, iOS can terminate the app and it will no longer receive incoming calls or messages

When the Apple Push Notification solution is used, any incoming call or message will trigger a push notification from the Avaya Aura system to the iOS device. This mitigates the issue with missed calls or messages.

Solution Requirements:

Voice:

Apple Push Notification support for voice calls requires deployment of the Avaya Aura Web Gateway (AAWG) release 3.5.1 or higher. In addition, AAWG requires that Avaya Aura Device Services (AADS) be deployed. The Avaya Equinox client configuration must also be updated to support Apple Push Notifications. For detailed information on deployment and configuration please see the latest product documentation on support.avaya.com.

Instant Messaging with Avaya Multimedia Messaging:

Apple Push Notification support for instant message requires release 3.5.1 of Avaya Multimedia Messaging or release 8.0.2 of Avaya Aura Presence Services. For detailed information on deployment and configuration please see the latest product documentation on support.avaya.com.

Resolution

Avaya recommends use of the Apple Push Notification solution for the best experience with Avaya Equinox for iOS in Aura Environments.

Workaround or alternative remediation

When Apple Push Notifications are not enabled, in order to ensure minimum impact to incoming calls, customers are encouraged to configure sim-ring using the EC500 feature or via Client Enablement Services if deployed. This feature will ensure that calls to a user will also ring on their cellular/mobile number.

For IP Office Environments, the Apple Push Notification Solution is in development and will be made available in a future release.

Remarks

n/a

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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