Call Management System (CMS) - Adobe Flash Player End of Life

Date: December 1, 2020

Release 19.2 has a new Web Client that does not require Adobe Flash. Availability date (GA) for 19.2 is February 22, 2021.

On older versions of CMS, removal of Adobe Flash will affect:

- CMS Web Client

Until the system is upgraded to CMS19.2, CMS customers have several options:

1. Use CMS Thick Client until the 19.2 release upgrade is available. 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 the ability to run Adobe Flash.
3. Use another browser that supports flash (for example, an open Source browser: Pale Moon is expected to continue to support Adobe Flash for the foreseeable future).
4. For Adobe suggestions see the reference to HARMAN in the link below.

Avaya recommends that customers upgrade to CMS19.1 now, so when 19.2 is available they can quickly update from 19.1 to 19.2.

Customers on CMS19.0 or 19.1 are 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 entitlements to CMS19.x under their Upgrade Advantage (UA) coverage.