



# **Alternate Access Utility Release Notes**

Release 1.0.2  
Issue 1.0  
December 2020

## Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

## Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials.

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

## Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

## Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

## Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED

SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF

YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

## License types

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

## Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/LICENSEINFO), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

## Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the

purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment.

Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

### Third Party Components

“Third Party Components” mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya’s website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

### Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND

REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE

OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER’S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

### Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

### Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company’s behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

### Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

### Security Vulnerabilities

Information about Avaya’s security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

### Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

### Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by

Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

#### **Trademarks**

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.



All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Java is a registered trademark of Oracle and/or its affiliates.



# Contents

- Document changes..... 6
- Introduction ..... 7
- New in release - 1.0.2..... 7
  - High level description ..... 7
  - Download the Utility..... 8
  - Extract the utility ..... 8
  - Password for extraction ..... 8
  - Installation & Uninstall ..... 8
  - Validity of Installation ..... 8
  - Using the utility ..... 8
  - Limitations and issues ..... 9
- Contacting support ..... 9
  - Contact Support ..... 9
  - Contact Support Tasks ..... 9

# Document changes

Date	Description
December 17, 2020	Release notes for Avaya Alternate Access Utility 1.0.2

# Introduction

This document provides the latest information to supplement Avaya Alternate Access Utility software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>

[Information about the Avaya Alternate access Utility can be found with the sections of the supported products referenced below.](#)

## New in release - 1.0.2

Adobe will end support for the Flash Player on December 31, 2020.

The Avaya Alternate Access Utility provides an option to continue using specific releases of Avaya products that utilize Adobe Flash® Player for administration, reporting, or monitoring purposes.

The products include:

- Avaya Contact Analyzer (CA) - 1.x
- Avaya IQ (IQ) - 5.3.x
- Avaya Proactive Outreach Manager (POM) - 3.x

Avaya Alternate Access Utility wraps together a browser engine with Adobe Flash player into a single application. The application applies restrictions on what URLs can be accessed by the user as well as sites where Adobe Flash content is rendered for security reasons. You can deploy this utility as a separate application, so you must install the utility and access it as a desktop application. The utility is available in the English language only.

The Avaya Alternate Access Utility is provided with a license valid until December 31, 2021 and will stop rendering Flash after this time frame.

The Avaya Alternate Access Utility is not authorized for open web browsing or accessing any sites, except the sites, which are hosted by Avaya products.

The Avaya Alternate Access Utility is not authorized for use in the People's Republic of China and shall not be used by any customer or user located in the People's Republic of China.

### High level description

- The Avaya Alternate Access Utility acts as a replacement for existing Web browsers and allows access to the supported systems listed "as is". The utility provides embedded support for Adobe Flash Player (no further plug-in is required).
  - Please note that certain components of the utility won't receive any updates in order to preserve the functionality of running Adobe Flash Player after its end of life date.
- Licensed for a fixed term until December 31, 2021.

- Customers are asked to upgrade or migrate to a later release of POM, which is not dependent on Adobe Flash, until the end of 2021.
- Required to be installed on the workstation or laptop of the POM administrator/supervisor running Microsoft Windows 10 64-Bit.
- Restricted in the URLs that can be accessed and the Adobe Flash content that can be rendered. URLs are restricted based on Avaya products supported. The utility must NOT be used for open Web browsing.
- The utility is not authorized for use in the People's Republic of China and shall not be used by any customer or user located in the People's Republic of China.

### **Customer eligibility for the utility**

Please consult the Product Support Notices (PSN) published for further information

- Avaya Contact Analyzer (CA) – PSN005638u  
<https://downloads.avaya.com/css/P8/documents/101068486>
- Avaya IQ (IQ) - PSN005609u  
<https://downloads.avaya.com/css/P8/documents/101066140>
- Avaya Proactive Outreach Manager (POM) - PSN005668u  
<http://downloads.avaya.com/css/P8/documents/101070426>

### **Download the Utility**

You can access the installer package from the Avaya Support site. An Avaya login is required to download the utility from the Avaya Product Licensing and Delivery System (PLDS)

### **Extract the utility**

This is a self-extracting zip file. Please double click on the exe file to extract. This file is password protected and a password needs to be entered before it can be used.

### **Password for extraction**

Please contact Avaya support or product support team to get the password. Customers need to open a Service Request to obtain a key to decrypt the software before install. Ensure that the keywords: "Avaya Alternate Access Utility for <your product name>" are included in the Service Request. The product name can be one of the names from the list of supported products above.

### **Installation & Uninstall**

Please refer to the "Using Avaya Alternate Access Utility" documentation for details.

### **Validity of Installation**

The viewing of Flash content in this utility is valid till December 31, 2021.

### **Using the utility**

Please refer to the "Using Avaya Alternate Access Utility" documentation for details.

## Limitations and issues

- The Avaya Alternate Access Utility is valid till December 31, 2021. Customers are asked to upgrade or migrate to a later release or successor of the respective product, which is not dependent on Flash, until the end of 2021.
- If you are not able to open a non-flash content in this utility, please use any other browser supported by the respective product.
- Not authorized for use in the People's Republic of China and shall not be used by any customer or user located in the People's Republic of China.

# Contacting support

## Contact Support

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

## Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.