



## **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.  
<https://blog.adobe.com/en/fpost/2020/update-for-enterprise-adobe-flash-player.html#gs.jzvaek>

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.



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Original publication date: 30<sup>th</sup> August 2020. This is Issue #03, published date: 23 November 2020. Severity/risk level Low Urgency When convenient

### Name of problem

CMS and Adobe Flash support

### Products affected

CMS R19, CMS R18

### Problem description

Adobe will end support for the Flash Player on 31 December 2020 - <https://www.adobe.com/products/flashplayer/end-of-life.html><sup>1</sup>. As a result, it is expected that newer versions of the common browsers may start to turn off the ability to run Adobe Flash Player. Note that the current releases of browsers continue to run Flash as before with no issues. But if the browser is updated after 31 December 2020 it is possible the browser will lose access to Adobe Flash.

Currently, the CMS web client interface uses Flash for rendering reports.

Eventually, Browsers will release versions that no longer support Flash. If CMS users attempt to run CMS reports using the CMS Web client interface on these newer Browser versions, the reports will not execute.

If CMS customers continue to use versions of Browsers that support Flash, CMS users can execute reports using the Web Client interface.

CMS also provides the Supervisor PC Client, which does not use Adobe Flash, and thus is not impacted by the end of support for Adobe Flash.

With CMS release 19.2 Flash will be removed from the CMS Web client interface and replaced with an HTML5 JavaScript implementation which eliminates the need to install additional plugins on the computer or within the browser.

Availability date (GA) for CMS 19.2 is 22 Feb 2021.

In the interim, CMS customers have several options:

1. Use CMS Thick Client until upgrade to 19.2. 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 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 Flash for foreseeable future).
4. Adobe suggestions: see reference to Harman from Adobe at link below.  
<https://blog.adobe.com/en/fpost/2020/update-for-enterprise-adobe-flash-player.html#gs.jzyaek>

Versions of CMS prior to R19.x are End of Manufacture Support. Thus removal of flash will not be provided for older versions of CMS.

Avaya recommends that customers upgrade to CMS19.1 now, so when 19.2 is available it can be quickly adopted as update from 19.1 to 19.2 is straightforward.

Customers on CMS19.0 or 19.1 would be 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 entitlement to CMS19.x under their Upgrade Advantage (UA) coverage.

### Resolution

This PSN is intended to provide an initial overview of the work in progress to address/mitigate the issue as well as outlining steps that can be taken right now.

## Workaround or alternative remediation

Customers can avoid problems with Flash by preventing or avoiding Browser upgrades.

### **Prevent Browser Upgrades**

Many enterprises control if and when their browsers are upgraded. Browser upgrades for CMS users (administrator and supervisors) would need to be delayed or stopped for the time being until the CMS system is upgraded to CMS 19.2 and Adobe Flash is no longer required.

This option needs to be managed by the customer. Avaya is unable to provide additional details since:

- Customer environments are different.
- Customers may have different agreements with their suppliers of the enterprise browser.
- Not all detail is fully known or may even change in the future on how and when upgrades or patches will be provided by Adobe or the browser suppliers. Customers are asked to keep this in mind when planning their strategy.

## Remarks

## 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

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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