Proactive Outreach Manager (POM)   -   Adobe Flash Player End of Life

Date: December 1, 2020

Avaya can provide software updates that will enable a new design replacing the need for Adobe Flash. Customers will need to upgrade to the designated release level to proceed without using Adobe Flash.

The removal of Adobe Flash will affect:

• Monitor – real-time monitoring and changes
• Campaign Strategy Editor – creating and changing campaign strategies
• Campaign Restriction Editor – creating and changing campaign restrictions

More information is available in the following Product Support Notice: PSN 005668u, https://downloads.avaya.com/css/P8/documents/101070426.

Product	Software release	Suggested solution
POM	3.1.3.1, 3.1.3.2	Avaya provides patches for these systems removing the need to utilize Adobe Flash

PSN #	PSN005668u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.			
Original publication date: 27-Aug-2020. This is Issue #06, published date: 7-Dec-2020.		Severity/risk level	High	Urgency	Immediately

Name of problem

Avaya Proactive Outreach Manager (POM) and Adobe Flash end of life

Products affected

Proactive Outreach Manager R2.x and R3.x

Problem description

Adobe will end support for the Flash Player on December 31, 2020 - https://www.adobe.com/products/flashplayer/end-of-life.html[i]. There are three administrative components / functions within Proactive Outreach Manager that require Adobe Flash to be available in the browser in order to operate:

- Monitor – real-time monitoring and changes
- Campaign Strategy Editor – creating and changing campaign strategies
- Campaign Restriction Editor – creating and changing campaign restrictions

The three functions highlighted above will no longer be available if the Adobe Flash Player is no longer present in the browsers typically used to access POM. As a result,

- Administrative changes or monitoring requiring the Flash components will be impacted as such components won't open in the browser
- Administrative changes utilizing the Experience Portal Manager (EPM) web pages are *not* impacted, as long as none of the three functions outlined above is invoked

The above functions are typically used by administrators or supervisors to make changes or to monitor POM. Agent functionality, e.g. through Avaya Workspaces for Elite or the Syntelate desktop, is not impacted. Other custom or 3rd party agent desktops may use Flash and potential impacts would need to be evaluated separately.

While Adobe Flash Player will not be available in the browser, POM will otherwise continue to operate as administered.

Resolution

This PSN is intended to provide an overview of the steps that can be taken to address/mitigate the issue as well as outlining work that is still in progress. This document will be updated with additional information and instructions no later than December 14, 2020, or as soon as additional information is available.

Avaya is working on multiple options to mitigate the issue:

	Option	Description
1	POM 3.1.3.1/2 Patch	A patch is available for POM 3.1.3.1 and POM 3.1.3.2 to remove the need for Adobe Flash.
2	POM 4.0	POM 4.0 is targeted for December 29, 2020 to use new technology for the administrative functions outlined above, removing the need for Adobe Flash Player to be installed in users' browsers
3	Avaya Alternate Access Utility	In addition, Avaya is working to provide an "Alternate Access Utility" as an alternate method to administer/monitor specific older versions of POM after Adobe Flash support ends

POM 3.1.3.1/2 Patch

A patch is available for POM 3.1.3.1 and 3.1.3.2 to remove the need of Adobe Flash as outlined in earlier versions of this PSN. The patch provided is packaged as a regular POM patch and can be downloaded through the Avaya Support site:

- POM 3.1.3.1 Patch 6 or latest patch on 3.1.3.1
  https://support.avaya.com/downloads/download-details.action?contentId=C20201130155882010_5&productId=P0638

- POM 3.1.3.2 Patch 2 or latest patch on 3.1.3.2
  https://support.avaya.com/downloads/download-details.action?contentId=C202011121647146910_3&productId=P0638

Further details and installation instructions are provided in the patch Readme file (see URL above). The patch requires Experience Portal and Proactive Outreach Manager being in stopped state in order to be applied.

Customers not on the latest release of POM are asked to evaluate an upgrade to POM 3.1.3.1 or higher. Please note that older versions of POM (especially those being on 3.0.x or older) may require an upgrade of the Avaya Experience Portal to 7.2.x as the underlying platform in order to deploy the latest POM release.

POM 4.0[ii]

POM 4.0 is targeted to use new technologies to implement the administrative functions impacted, eliminating the need for Adobe Flash. Intended enhancements include:

- POM Monitor being redesigned with a new User Interface and new capabilities.
- POM Campaign Strategy Editor being reworked without the need for Adobe Flash. Additional improvements on user experience are intended for future releases.
- POM Campaign Restriction Editor functionality being migrated to the POM Rule Engine.

Please note that POM 4.0 will require Avaya Experience Portal 8.0 as an underlying platform and will therefore require additional upgrade activities. Avaya Experience Portal 8.0 is generally available since September 29, 2020 and POM 4.0 is targeted to be generally available at December 29, 2020.

Avaya will provide updates on the POM 4.0 planning details through an updated version of this PSN.

Avaya Alternate Access Utility

Avaya is working to provide an "Alternate Access Utility" as an option to continue using specific older releases of named Avaya products (including Proactive Outreach Manager) requiring Adobe Flash Player after its end of support date of December 31, 2020 for administrative, reporting or monitoring purposes. Please see some key targeted characteristics of the utility below:

- Acting as a replacement for existing Web browsers and allows access to POM systems "as is" greater or equal release 3.0. The utility is targeted to provide 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 having the need for Adobe Flash removed until the end of 2021.
- Required to be installed on the workstation or laptop of the POM administrator/supervisor running Microsoft Windows 10.
- 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.
- Targeted to be available to customers outside the People's Republic of China only, if the conditions below are met:
  - The customer is having an active Avaya Services agreement
  - A POM release greater or equal 3.0 and not able to utilize the patches provided as detailed in the section on the POM 3.1.3.1/2 patches.

The Avaya Alternate Access Utility won't be available to customers or users within the People's Republic of China.

Avaya will provide updates on availability shortly through an updated version of this PSN.

In addition to the options above we also would like to highlight alternate options customers can utilize to address the situation.

	Option	Description
4	Prevent Browser Upgrades	Prevent browsers of POM users to be updated and Adobe Flash Player being impacted
5	Use Browser that keeps Flash supported	Utilize browser where Adobe Flash Player remains supported after December 31, 2020

Prevent Browser Upgrades

Many enterprises control if and when their browsers are upgraded. Browser upgrades for POM users (administrator and supervisors) would need to be delayed or stopped for the time being until the POM system is patched/upgraded 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.

It needs to be assumed that Adobe Flash can't be downloaded anymore from Adobe after December 31, 2020. Avaya recommends that customers keep a copy of a full Adobe Flash Player installer for the users impacted.

Use Browser that keeps Flash supported

Certain browsers, e.g. Pale Moon, made statements that they will continue support for the Adobe Flash plug-in beyond December 31, 2020 - https://www.palemoon.org/roadmap.shtml[i].

It would be an option to use such a browser to manage/monitor POM.

This option needs to be managed by the customer.
- If you choose to pursue this option, Avaya recommends switching to such a browser well in advance of December 31, 2020 to ensure that all required components are in place.
- Please note that the Adobe Flash plug-in needs to be installed in addition to Pale Moon. Customers need to ensure that they have such plug-in available for installation separately.
- 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 vendors. Customers are asked to keep this in mind when planning their strategy.

It needs to be assumed that Adobe Flash can't be downloaded anymore from Adobe after December 31, 2020. Avaya recommends that customers keep a copy of a full Adobe Flash Player installer for the users impacted.

This document will be updated no later than December 14, 2020, or as soon as additional information is available.

Patch Notes

Details about patch implementation for POM 3.1.3.1 are provided within the individual patch Readme files. The patch requires Experience Portal and Proactive Outreach Manager being in stopped state in order to be applied (service-interrupting).

Please refer to the patch Readme file for patch specific details.

The patches provided are packaged as a regular POM patch and can be downloaded through the Avaya Support site:

- POM 3.1.3.1 Patch 6 or latest patch on 3.1.3.1
https://support.avaya.com/downloads/download-details.action?contentId=C20201130155882010_5&productId=P0638

- POM 3.1.3.2 Patch 2 or latest patch on 3.1.3.2

Patch install instructions	Service-interrupting?
Please refer to the patch Readme file for patch specific details.	Yes
Verification	
Please refer to the patch Readme file for patch specific details.	
Failure	
Please refer to the patch Readme file for patch specific details.	
Patch uninstall instructions	
Please refer to the patch Readme file for patch specific details.	

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

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