



## Product Support Notice

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PSN # PSN005176u

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Severity/risk level

Medium

Urgency

Optional

### Name of problem

Disconnection issue on Samsung devices for Avaya one-X Mobile Preferred (Android) for IP Office

### Products affected

Android Avaya one-X Mobile Preferred for IP Office 10.0.0.5.220

### Problem description

“Avaya One-X Mobile preferred for IP Office” clients that are installed in Samsung devices repeatedly get disconnected from the IP Office server.

The issue is that SIP socket connection is terminated and reconnects automatically at regular intervals.

This vulnerability is noticed in specific Samsung models.

The following is the matrix of the impacted and non-impacted devices based on lab test:

Device	Android OS	Impact
Samsung Galaxy S6	7.0	Yes
Samsung Galaxy S8	8.0	Yes
Nexus 5 [Google]	6.0.1	No
Pixel	8.0	No
Asus	4.4	No
Moto G	5.1	No
Redmi	7.0	No
Samsung Note Edge	6.0.1	Yes
Samsung S5	6.0	No

Note: When we installed the Android Stock firmware on the impacted devices in the lab, the issue was not reproduced in Samsung devices. Hence it is confirmed that the Samsung Android firmware is causing this disconnection issue in some Android devices.

### Resolution

There is no workaround to this problem as yet.

### Workaround or alternative remediation

There is no workaround to this problem as yet.

### Remarks

n/a

## 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

No

### 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

Not Susceptible

### Mitigation

n/a

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