



Product Support Notice

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PSN # PSN004060u

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Name of problem In AACC 6.4 CCT Lite and Graphical API's will be removed from CCT SDK.

Products affected

Avaya Aura Contact Center (AACC) Release: 6.4

Problem description

The CCT Light and Graphical API's will be removed in AACC 6.4 CCT SDK and should be considered deprecated.

This change is being made to facilitate the upgrading of the AAC C 6.4 CCT SDK to .Net 4.0.

Existing CCT Lite and Graphical API based clients will continue to function with the AACC 6.4 CCT Server, but continued support beyond 6.4 cannot be guaranteed.

Resolution

Should users wish to continue to use either the Lite or Graphical API in the 6.4 release, given the caveats above, they can use the AACC 6.3 CCT SDK to develop their applications. This will continue to be available from DEVConnect.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

No

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

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
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