



Product Support Notice

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PSN # PSN005143u

Original publication date: 2 March 2018. This is Issue #01, published date: 2 March 2018.

Severity/risk level Medium Urgency High

Name of problem End of Transition Service Agreement (TSA) and final day to download software from Avaya Support portal on **MARCH 30, 2018** for the products defined below. Software for these products **WILL NOT BE AVAILABLE FROM EXTREME NETWORKS**. Customer must maintain their own copies of required software after March 30, 2018.

Products affected

ERS 5600 – all versions
ERS 5500 – all versions
ERS 4500 – all versions
ERS 2500 – all versions
WLAN 8100 Controller – all versions

ERS 4800 – all versions prior to 5.9
ERS 3500 – all versions prior to 5.3
VSP 7024 – all versions prior to 10.4

Problem description

As of March 30, Avaya will no longer provide access to software images for any Networking products which were transitioned to Extreme Networks.

Due to 3rd party software restrictions, Extreme Networks will not provide access to any software related to the products defined above.

Customers will be required to download any required images from Avaya Support prior to March 30, 2018, and to maintain copies of any required software for these products.

Resolution

Customers should download any required software images prior to March 30, 2018.

Workaround or alternative remediation

None.

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

n/a

Service-interrupting?

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

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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