



Product Support Notice

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PSN # PSN005511u

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Original publication date: December 12, 2019 This is Issue #03, published date: January 15, 2020. Severity/risk level High Urgency Immediately

Name of problem

Following an upgrade to IP Office R11.0.4.2.0 build 56 customers have experienced IP Office Core System Resets

Products affected

IP Office

Powered by Avaya IP Office (Virtualized)

Problem description

Following an upgrade to IP Office R11.0.4.2.0 build 56 customers have experienced IP Office Core System Resets

Resolution

At present IP Office R11.0.4.2.0 build 56 has been disabled from download on the Support.Avaya.com site.

During the Solution Validation activity undertaken for updated 11.0.4.2 (11.0 FP4 SP2) an issue has been found that requires the Service Pack to be rebuilt. Therefore, the new version of the IP Office R11.0.4.2.0 Service Pack will now be available on Support.Avaya.com site by Jan 22nd 2020

Workaround or alternative remediation

Please suspend any planned upgrades of R11.0.4.2.0 build 56 and continue to use existing IP Office software

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

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