



Product Support Notice

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PSN # PSN005832u

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Severity/risk level

Medium

Urgency

Optional

Name of problem

IP Office Subscription Monthly Maintenance Window Update.

Products affected

IP Office Subscription Offer

Description

This document provides detail of the maintenance window scheduled for updating the cloud components within the IP Office Subscription Cluster, for each geographic region.

Schedule

Project	Cluster Zone	When	MW Duration	Local time (Cluster Zone time)
Subscription -NA1	us-east1	Every month second Tuesday	4 Hours	1:30 AM to 5:30 AM EST (Eastern Standard Time)
Subscription -NA2	us-central1	Every month second Tuesday	4 Hours	1:30 AM to 5:30 AM CST (Central Standard Time)
Subscription -UK1	europa-west2	Every month second Wednesday	4 Hours	4:00 AM to 8:00 AM WET (Western European Time)
Subscription -EU1	europa-west6	Every month second Wednesday	4 Hours	4:00 AM to 8:00 AM WEST (Western European Summer Time)
Subscription -APAC1	asia-southeast1	Every month second Thursday	4 Hours	1:30 AM to 5:30 AM SST (Singapore Standard Time)
Subscription -EU2	europa-west3	Every month second Thursday	4 Hours	4:00 AM to 8:00 AM WEST (Western European Summer Time)

Components updated during Maintenance Window

The following components may be included in any maintenance window update:

1. Google Cloud infrastructure
2. IP Office common components such as CAS, COM, CSI, etc.
3. Phone binaries (Avaya IX Workplace & Vantage)
4. IP Office software images

Impact on services during the Maintenance Window update

1. IP Office licenses may move into grace mode for a short duration during the update time frame and subsequently phones may show a "License expired" message. The licenses will become available again once the update is complete with no action needed by the end-user.
2. IP Office Upgrades Backup/Restore, Logs Management from COM will fail if running during the update.
3. Remote log capture using Sysmon will stop and will resume once the update is complete, with no action needed from the end-user.
4. Remote IP Office monitoring using SSA will stop and the end-user will need to reconnect SSA once the update is complete
5. Remote management (Over COM proxy), will not be available during the update or maybe disconnected multiple times during the update
6. Remote connection to IP Office over SSH, RDP, HTTPS will not be available during the update

The following services will not be impacted

1. Telephony Operations.
2. Local access of administration and user applications such as Web Manager, User portal, etc.
3. Local log capturing using Sysmon.
4. Local IPO monitoring using SSA

Recommendation: Don't make any IP Office configuration changes during maintenance window update.

Limitations:

N/A

Resolution

Above listed limitations would be enhanced in future releases.

Workaround or alternative remediation

N/A

Remarks

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

n/a

Verification

n/a

Failure

n/a

Patch uninstall instructions

Service-interrupting?

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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