



Product Support Notice

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PSN # PSN006196u

Original publication date: 26-May-2023 This is Issue #01, published date: 29-May-2023. Severity/risk level **High** Urgency **Immediately**

Name of problem

Avaya IP Office SoftConsole fails to connect Avaya Spaces server for Instant Messaging functionality.

Products affected

Avaya IP Office SoftConsole 11.1.2.4.0, 11.0.5.3.0

Problem description

Connectivity to Avaya Cloud Accounts is impacted due to recent changes performed in the Avaya Cloud Accounts URL(Spaces). Due to this Avaya IP Office SoftConsole fails to connect Avaya Spaces server for Instant Messaging functionality.

The impact of this issue is only when the customer is using Avaya Spaces as messaging server in IP Office deployment and the operator/receptionist user (SoftConsole user) is using Instant Messaging from SoftConsole.

Solutions

- For 11.1.2.4.0/11.0.5.3.0 IP Office SoftConsole deployments, fix is included in critical patch 11.1.2.4.1 build 6. Customers need to upgrade their SoftConsole deployments with this critical patch.
- Avaya IP Office SoftConsole critical patch 11.1.2.4.1 build 6 is available on the Avaya Support site <https://support.avaya.com/> for download.

Remarks

None

Software Update Notes

The information in this section concerns a new software package, recommended in the Resolution above.

Backup before applying the software package

n/a

Download

n/a

Software install instructions

n/a

Verification

n/a

Failure

n/a

Software uninstall instructions

n/a

Service-interrupting?

No

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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