



Product Support Notice

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PSN # PSN003215u

Original publication date: 07-Mar-11. This is Issue #1, published date: 07-Mar-11. Severity/risk level low Urgency When convenient

Name of problem IP Office: Release 6.0 IP500 V2 entitlement counter

Products affected

IP Office: Release 6.0 IP500 V2 (700476005)

Problem description

Since IP Office Release 6.0, the customer has to pay for a Software Release upgrade. All newly purchased IP500 V2 are able to run the newest IP Office Release level for 90 days following installation (without an explicit license).

After the 90 days, the hardware remembers the highest core firmware that was run in the 90 days and will allow that firmware (or lower) to run without requiring a license from that time on.

This may create a problem for partners who maintain used IP500v2s to support their customers. It is possible that a used IP500 v2 (at a lower release level than the customer) is given to an existing customer as maintenance spare, and that the 90-day entitlement counter has expired. In this case, the Business Partner will need to provide an upgrade license to the customer in order to run the version of software that the customer requires.

Resolution

To avoid this issue, each unit will be reset in the repair center before being placed in stock.

Workaround or alternative remediation

n/a

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

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
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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