



## Product Support Notice

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PSN # PSN004381u

Original publication date: 03-Dec-14. This is Issue #01, published date: 03-Dec-14. Severity/risk level High Urgency Immediate

Name of problem: Customer Contact Reporter (CCR) will no longer be offered with IP Office R9.1 (GA December 22, 2014)

Products affected:

CCR

Problem description:

When IP Office R9.1 is introduced December 22, 2014, CCR will no longer be offered with IP Office R9.1. Customers with CCR who wish to upgrade IP Office to R9.1 will be offered a migration to IP Office Contact Center (IPOCC) R9.1. The migration program will be available in the April 2015 timeframe.

Resolution:

CCR will continue to be sold and supported on IPO R9.0.x

Workaround or alternative remediation:

CCR customers wishing to migrate to IPOCC sooner than the April timeframe will need to work special consideration back through the partner and the Avaya account manager.

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

Service-interrupting?

n/a

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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