



Product Support Notice

© 2015 Avaya Inc. All Rights Reserved.

PSN # PSN004414u

Original publication date: 28-Jan-15. This is Issue #01, published date: 28-Jan-15. Severity/risk level High Urgency As of December 22, 2014

Name of problem IP Office Contact Center R210 Turnkey Appliance (306626) now shipping with IPOCC R9.1 s/w

Products affected

IP Office Contact Center: Release 9.1

IP Office: Releases 9.0.x and 9.1

Problem description

IPOCC R210 Turnkey Appliance (material code 306626) no longer compatible with IPO R9.0.x deployments

Resolution

Customers who wish to take advantage of the Avaya provided IPOCC R210 Turnkey Appliance (306626) must be aware that with the introduction of IPOCC R9.1 December 22, 2014, all IPOCC R210 Turnkey Appliance servers will be shipped with the IPOCC R9.1 image. Rls 9.1 requires IPO Rls 9.1 and is not backward compatible with IPO R9.0.x deployments. Installed base or net-new IPO R9.0.x customers, when choosing to deploy IPOCC, must first upgrade to IPO R9.1 and then install IPOCC Rls 9.1 in order for IPOCC R9.1 to properly operate.

Workaround or alternative remediation

Business Partners may elect to de-install IPOCC R9.1 from the R210 Turnkey Appliance and install IPOCC R9.0.3 in order to meet the requirement to align IPO and IPOCC R9.0.x s/w and user licenses. Below are the steps to de-install R9.1 from the R210 Server. IPOCC R9.0.3 can be downloaded from the support@avaya.com site.

Uninstall IPOCC 9.1.x

- Close all IPOCC application (ttrace console, ttrace display, IPOCC UI)
- Make sure all IPOCC server processes are stopped. To stop all IPOCC components open "Administrative Tools" -> "Services", select "IPOCC Watchdog" and stop this service. Also manually stop the "IPOCC Trace Server" service as this is not stopped by the watchdog.
- Make sure service "IPOCC PostgreSQL9.3 is running"
- Control panel -> Programs and Features
- Uninstall all Programs "IP Office Contact Center xxx" **except** "IP Office Contact Center PostgreSQL 9.3"
- Uninstall "IP Office Contact Center PostgreSQL 9.3"
- Note: uninstall mechanism do only remove files and folders which are created during installation, folder and files which creating during runtime of IPOCC (logs or similar) are not removed automatically. Therefore delete c:/Program Files (86)/Avaya and its subdirectories and the %Temp% directory to clear logs.

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.