



Product Support Notice

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PSN # PSN004678u

Original publication date: 29-Jan-16. This is Issue #01, published date: 29-Jan-16. Severity/risk level High Urgency High

Name of problem Avaya Contact Center Select (ACCS) 6.4 with IP Office 9.1 Service Pack 5

Products affected

IP Office 9.1 Service Pack 5 and Avaya Contact Center Select (ACCS) 6.4

Problem description:

This is to advise customers of a mandatory Critical Patch (CP) for IP Office 9.1 Service Pack 5 systems supporting Avaya Contact Center Select (ACCS).

- Customers using ACCS with IP Office 9.1 Service Pack 5 must apply the IP Office Critical Patch (9.1.5.10.1), to the IP Office system connected to the ACCS.
- The Critical Patch prevents the IP Office from restarting if a duplicate user is created in the ACCS CCM (Contact Center Management) and is synchronized to IP Office.
- The IP Office critical patch consists of an IP500 V2 binary and Server Edition RPM file and is available using the following link to the Avaya Support web site: <https://support.avaya.com>

Workaround or alternative remediation

n/a

Remarks

This patch is mandatory for all ACCS systems connected to IP Office 9.1 Service Pack, For additional information refer to IP Office technical Tip 285 on Avaya Support web site

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

The IP Office critical patch consists of an IP500 V2 binary and Server Edition RPM file and is available using the following link to the Avaya Support web site: <https://support.avaya.com>

Patch install instructions Service-interrupting?

Instructions for using the IP Office Manager Upgrade Wizard to install a CP on an IP500 V2 Control Unit can be found in the "Upgrading Systems" (section 12.9) of the **Deploying Avaya IP Office Platform IP500 V2** manual. No

Instructions for uploading a Server Edition RPM file can be found in section 3.1.1 "Upgrading Applications" of the **Using the Avaya IP Office Platform – Server Edition Web Control Menus** manual.

Documentation can be found in the IP Office Knowledgebase: <http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

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](#).

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