



Product Support Notice

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PSN # PSN004985u

Original publication date: 25-April-2017. This is Issue 01, published date: 25-April-2017. Severity/risk level Medium Urgency When convenient

Name of problem Restoring PLDS Licenses on Avaya IP Office.

Products affected

IP Office Release 9.0, Release 9.1, and Release 10.0.

Problem description

When using ADI licenses, if an IP Office .cfg file was saved, the file contained the actual ADI licenses. Therefore, a previously saved IP Office .cfg could be restored to the IP Office and the licenses would be present in the new Configuration.

When using PLDS licenses, if you save an IP Office .cfg file, the offline configuration displays the PLDS licenses. However, without the PLDSkeys.xml file being present on the IP Office, the offline .cfg file will not restore valid PLDS licenses to the new Configuration.

Resolution

If using PLDS licenses, a copy of the PLDSkeys.xml file must be available if the engineer requires the ability to restore licenses as part of a Configuration restore

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

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Additional information for Business Partners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a