



Product Support Notice

© 2019 Avaya Inc. All Rights Reserved.

PSN # PSN005408u

Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 7 May 2019. This is Issue #01, published date: 8 May 2019. Severity/risk level Low Urgency When convenient

Name of problem

Avaya B169 IP DECT with Avaya License not recognized by IP Office

Products affected

Avaya B169 IP DECT Conference Phone, Avaya IP DECT SC Base Station, Avaya IP Office

Problem description

The Avaya B169 IP DECT and IP DECT SC would not recognize an Avaya License and required a more expensive 3rd Party License

Resolution

The IP DECT SC firmware update 450B7 corrects the problem. In addition, CP patches on IP Office are available for the latest IP Office 10 and 11 Service Packs. The CP Patches on IP Office are planned to be integrated in the upcoming July 2019 Service Pack updates, but in the meantime the CPs can be requested through Avaya Services. The IP DECT SC firmware can be obtained from the support portal under the B100 Conference Phones, B169 IP DECT 1.0 software download landing page.

Workaround or alternative remediation*

Use of temporary Avaya Licenses, however patch solution is recommended.

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

IP DECT SC firmware update – backup not required. IP Office – follow IP Office patch notes

Download

IP DECT SC firmware update 450B7 from the B100 Conference Phones, B169 IP DECT 1.0 software landing page.

For IP Office request CP for IP Office through Avaya Services. CPs available only for latest service packs of IP Office 10 and 11

Patch install instructions

Service-interrupting?

Refer to available documentation and release notes.

Yes

Verification

n/a

Failure

n/a

Patch uninstall instructions

Refer to available documentation and release notes.

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.