



Product Support Notice

© 2020 Avaya Inc. All Rights Reserved.

PSN # PSN005627u

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

Original publication date 22 May 2020 This is Issue #01, published date: May 22 2020

Severity/risk level

High

Urgency

Immediately

Name of problem

IP Office VoiceMail Pro 11.1.0.0 adversely impacts Avaya Call Recording (Xima) and potentially other External Call Recording Applications stored call records

Products affected

Avaya Call Recording (Xima) and potentially other similar products (unless those vendors have certified with IP Office 11.1).

Problem description

IP Office 11.1.0.0 customers using any 3rd party Call Recording solution including Avaya Call Recording (XIMA) will experience errors, including being unable to access call recordings.

This is caused by IP Office R11.1.0.0 implementing a change to the recording file format.

Any customers using 3rd party Call Recording solutions including, but not limited to Avaya Call Recording are advised not to upgrade to IP Office 11.1.0.0

Resolution

A CP is planned that will address the issue. This CP will be made available at the around 1 June 2020

Workaround or alternative remediation

Any Partners who have already upgraded a site and are experiencing a problem should contact Avaya support for details implementing a known workaround in this scenario.

This workaround resets the recording file format to the format used in release 11.0.x.x and subsequently any Call Recording solution affected due to this issue will function as it used to function with release 11.0.x.x

Any call recording generated before applying this working around will not currently be recoverable.

Remarks

n/a

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.