



Product Support Notice

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PSN # PSN005678u

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Severity/risk level

High

Urgency

Immediately

Name of problem Powered By IP Office Licensing Issues

Products affected

Powered By IP Office, Powered By IP Office Contact Center, Powered by Avaya IP Office Containerized, Avaya Contact Center Select, Operations Support System

Problem description

Powered By IP Office customers are experiencing license alarms or license failures for IP Office, IP Office Contact Center and Avaya Contact Center Select

Resolution

Avaya has now stabilized the backend systems supporting Powered By IP Office Solution licensing and are no longer seeing customers escalating with licensing issues.

A further solution update to the backend systems is planned in the next few days which will further stabilize the licensing systems.

This will be followed up by a new version of Operations Systems Support software in early October the details of which will be shared under a separate PSN.

However, should you experience a licensing problem with your Powered By IP Office solution, open a Service Request (SR) ticket and, if it is an outage condition, ensure that is highlighted. Further, if it is an outage the “Report Service Outage” can be used if on the support.avaya.com site. <https://support.avaya.com/>

Workaround or alternative remediation

Remarks

Software Update Notes

The information in this section concerns the software updates, if any, recommended in the Resolution above.

Backup before applying the new software

Not Applicable

Download

Not Applicable

Software install instructions

Service-interrupting?

Not Applicable

Yes

Verification

Not Applicable

Failure

Not Applicable

Software uninstall instructions

Not Applicable

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

n/a

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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