



## Product Support Notice

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Severity/risk  
level

High

Urgency

Immediately

### Name of problem

IP Office and Voicemail Pro configuration stops working when configuration changes done by Voicemail Pro

### Products affected

IP Office 11.1.1.x.x

### Problem description

IP Office and Voicemail Pro configuration synchronization stops working when the configuration is changed by any of the following mechanism:

- User changes mailbox password/PIN.
- A call flow entry is used to change a configuration item – e.g. changing hunt group service status.

Any Voicemail pin and Call flow changes done after appearance of this issue will not get saved.

### Resolution

Please upgrade the IP Office system to R11.1.1.SP1 and apply the Voicemail Pro critical patch 11.1.1101.1 available from <https://support.avaya.com/>

### Workaround or alternative remediation

n/a

### Remarks

n/a

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