



Product Support Notice

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Name of problem

IP Office Powered by Container customers prior to 11.0.5.3 Build 70 will cease operation from the 23rd August 2021

Products affected

IP Office Powered by Container all releases prior to 11.0.5.3 Build 70 in all Partner hosted clusters

Problem description

The IP Office Powered by Container hosting provider (Google) will implement a change to their authentication process starting 23rd August 2021. When changed, the IP Office will become unlicensed and cease operation.

Resolution

Upgrade the customer instance to release 11.0.5.3 Build 70 before the 23rd August 2021

Workaround or alternative remediation

An alternative release of 11.0.5.1 is available: 11.0.5.1 Build 99. However it is recommended to upgrade to 11.0.5.3.

The IP Office instance can be upgraded after 23rd August 2021. COM and other cluster components will continue to function correctly.

Remarks

n/a

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