



Product Support Notice

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Original publication date: 23-July-2021. This is Issue #02, Severity/risk level High Urgency Immediately published date: 24-Aug-2021.

Name of problem

IP Office Subscription customers' license and remote access operation will cease from the 23rd August 2021. This implementation has now been delayed until 30th September 2021

Products affected

IP Office Subscription all releases prior to 11.1.1.1

Problem description

The IP Office Subscription License Service hosting provider (Google) will now implement a change to their authentication process starting 30th September 2021. When changed, the IP Office will become unlicensed and enter 30 grace period.

Additionally, cluster operations of upgrade, backup and restore will also become inoperative immediately.

This issue does not affect IP Office Perpetual, Powered By VM, Basic Edition or Branch deployments There is a separate PSN published for IP Office Powered By Containers.

Resolution

Upgrade Subscription IP Office to release 11.1.1.1 before the 30th September 2021

Workaround or alternative remediation

The IP Office can be upgraded after 30th September 2021, however not via the Subscription cluster.

Remarks

n/a

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