



Product Support Notice

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PSN # PSN005916u

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Original publication date: 2-Nov-2021. This is Severity/risk level High Urgency Immediately
Issue #01, published date: 2-Nov-2021.

Name of problem

EU1 subscription Cluster Special Maintenance (Partner Action Required)

Products affected

IP Office 11.1.x.x

Problem description

This maintenance is only applicable to EU1 Subscription cluster only.

This document provides detail of the maintenance window scheduled for EU1 subscription cluster.

Avaya IP Office DevOps needs to carry out an additional maintenance on EU1 cluster.

Schedule

Project	Cluster Zone	When	MW Duration	Local time (Cluster Zone time)
Subscription - EU1	Europe-west	8th November 2021	6 Hours	5:00 PM to 11:00 PM WEST (Western European Summer Time)

Partner Action Needed

The IP Office subscription system (IP Office – Server Edition -Primary or IP Office 500 V2) must be restarted on 9th November 2021 (After 1:00 AM WEST) or within 21 days to re-connect to the license server.

Components updated during Maintenance Window

The following components included in maintenance window:

- Google Cloud infrastructure

Impact on services during the Maintenance Window update

- During the maintenance window, IP Office licenses will move into grace period and subsequently phones will show a “License expired” message. The IP Office will remain in grace period until IP Office get reboot.
- The Customer Operations Manager (COM) will not be accessible during maintenance window.
 - COM - <https://admin.eu1.avaya-sub.com:7080/com/index.html#/avaya-login>
- Remote IP Office monitoring using SSA will be non-functional during maintenance window.
- Remote management (using COM proxy) will not be available during the maintenance window.

The following services will not be impacted

- Telephony Operations.
- Local access of administration and user applications such as Web Manager, User portal, etc.
- Local log capturing using Sysmon.
- Local IP Office monitoring using SSA

Recommendation:

- Please do not make any IP Office configuration changes during maintenance window update.
- The IP Office subscription system (IP Office – Server Edition -Primary or IP Office 500 V2) must be restarted on 9th November 2021 (After 1:00 AM WEST) or within 21 days to re-connect to the license server.

Resolution

The IP Office subscription system (IP Office – Server Edition -Primary or IP Office 500 V2) must be restarted on 9th November 2021 (After 1:00 AM WEST) or within 21 days to re-connect to the license server.

Workaround or alternative remediation

Remarks

n/a

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