



Product Support Notice

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PSN # PSN006033u

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Name of problem

IP Office Server Edition physical / bare metal servers are unable to obtain licenses in WebLM or nodal PLDS mode.

Products affected

IP Office Server Edition physical server.

Releases: 11.1.2.2.0

Problem description

IP Office Server Edition physical / bare metal servers newly installed or upgraded to 11.1.2.2.0 cannot be licensed in WebLM or nodal PLDS mode. Where the IP Office Server Edition has been upgraded to 11.1.2.2.0 then the system will go into a 30 day Grace Period.

This issue does not affect virtualized Server Edition or the IP500v2.

Resolution

A Critical Patch to resolve this problem is now generally available on the IP Office 11.1 Feature Pack 2 SP2 support.avaya.com download page.

Please note that this IP Office Critical Patch is for Physical/bare metal Servers only and must not be installed on any IP Office Virtualised Server Edition.

Workaround or alternative remediation

n/a.

Remarks

n/a

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