



Product Support Notice

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PSN # PSN006045u

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Original publication date: 27-Apr-2022. This is Issue #03, Severity/risk level High Urgency Immediately published date: 25-May-2022.

Name of problem

By June 1st, 2022, Deutsche Telekom will introduce SIP header changes, referred to as “SIP DTAG header”, for their SIP trunking service.

Products affected

All IP Office systems that are connected to the Deutsche Telekom SIP network.

Problem description

By June 1st, 2022, Deutsche Telekom will introduce SIP header changes referred to as “SIP DTAG header” for their SIP trunking service using the SIP registrar tel.t-online.de. This will cause IP Office customers directly managed and serviced by Avaya Germany (GSMB) and indirect IP Office customers supported by Avaya Channel Partners to lose PSTN access on Deutsche Telekom’s network. This change will only affect the IP Office customers in Germany who are connected to Deutsche Telekom’s network for PSTN access.

To help mitigate PSTN access service interruption caused by this change on Deutsche Telekom’s network, Avaya will be developing a Critical Patch to be applied on top of IP Office R11.1.2 SP2. A mandatory prerequisite is to upgrade any IP Office systems to R11.1.2 SP2

Availability for this patch is currently targeting May 23rd, 2022.

With this PSN, we intend to inform IP Office customers in Germany of this potential PSTN access service interruption coming if they are connected to Deutsche Telekom’s SIP network.

We also encourage IP Office customers in Germany to already start working with Avaya Germany (GSMB) or with their Avaya Channel Partner to upgrade their systems to R11.1.2 SP2 and to prepare for applying this Critical Patch as soon as it becomes available.

Resolution

Affected customers should start working with Avaya Germany (GSMB) or with their Avaya Channel Partner to upgrade their systems to R11.1.2 SP2 and also install the IP Office Critical Patch 11.1.2.2.6 build 2 available from the support.avaya.com Website

Workaround or alternative remediation

n/a

Remarks

n/a

If you require further information or assistance, please contact your Authorized Service Provider or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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