

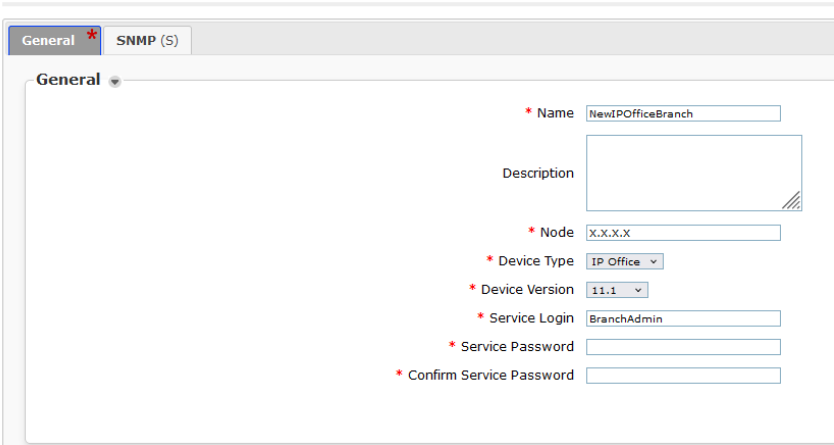
PSN # PSN006300u

Original publication date: 19-June-2024. This is Issue 01, published date: 19-June-2024. Severity/risk level **High** Urgency **Immediately**

Name of problem
Device version 12.0 is not available for Avaya IP Office in System Manager 10.2.

Products affected
Avaya IP Office 500v2 (Branch Mode)

Problem description
In Systems Manager > Inventory > Manage Elements > device version for IP Office 12.0 is not displayed. The latest available version in the list is 11.1.



Also IP Office Endpoint templates will show supported IP Office Types up to 11.1. An IP Office 12.0 entry as supported IP Office type is not displayed.

Supported IP Office Types

8 Items		
<input type="checkbox"/>	System Type	Version
<input type="checkbox"/>	IP Office	9.1
<input type="checkbox"/>	IP Office	9.0
<input type="checkbox"/>	B5800	6.2
<input type="checkbox"/>	B5800 for Linux	6.2
<input type="checkbox"/>	IP Office	11.1
<input type="checkbox"/>	IP Office	11.0
<input type="checkbox"/>	IP Office	10.1
<input type="checkbox"/>	IP Office	10.0

Select : All, None

This issue does not block upgrading existing 11.1 IP Office systems to IP Office 12.0 version using SMGR 10.2. And using existing 11.1 endpoint templates for user creation on IP Office 12.0 branch.

The only impact is, that a user will not be able to configure/see new or existing IP Office branch systems as 12.0. They will be displayed as 11.1 only in Inventory > Manage Elements.

Post upgrade to 12.0, upgraded version of IP Office is displayed in Solution Deployment Manger (Services > Solution Deployment Manager > Manage Software > IP Office)

<input type="checkbox"/>		IPO_Branch_2603	X.X.X.X	Control Unit	IP Office	Image	IDLE	none	12.0.0.0 build 55	12.0.0.0 build 55
<input type="checkbox"/>		IPO_Branch_26125	X.X.X.X	Control Unit	IP Office	Image	IDLE	none	12.0.0.0 build 55	12.0.0.0 build 55

Solutions

A new SMGR hotfix will be provided to include 12.0 as new supported device version and IP Office template type.

This issue does not blocks upgrading existing 11.1.X to 12.0 version using SMGR, and using existing 11.1 endpoint templates for user creation on IP Office 12.0 branch.

Remarks

None

Software Update Notes

The information in this section concerns a new software package, recommended in the Resolution above.

Backup before applying the software package

n/a

Download

n/a

Software install instructions

n/a

Verification

n/a

Failure

n/a

Software uninstall instructions

n/a

Service-interrupting?

No

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

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