AVAYA

Product Support Notice

PSN #	PSN006318u

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Name of problem

IP Office Subscription K8s Maintenance Window Update Sept-2024

Products affected

IP Office Subscription Offer

Description

This document provides detail of the maintenance window scheduled for updating the cloud components within the IP Office Subscription Cluster, for each geographic region.

Schedule

Project	Cluster Zone	MW Duration	Date	Local time (Cluster Zone time)
Subscription -NA1	us-east1	4 Hours	Sept-3-2024	11:00 PM to 3:00 AM EST (Eastern Standard Time)
Subscription -NA2	us-central1	4 Hours	Sept-3-2024	10:00 PM to 2:00 AM CST (Central Standard Time)
Subscription -UK1	europe-west2	4 Hours	Sept-5-2024	4:00 AM to 8:00 AM WET (Western European Time)
Subscription -EU1	europe-west6	4 Hours	Sept-5-2024	5:00 AM to 9:00 AM WEST (Western European Summer Time)
Subscription -APAC1	asia-southeast1	4 Hours	Sept-6-2024	12:00 PM to 4:00 PM SST (Singapore Standard Time)
Subscription -EU2	europe-west3	4 Hours	Sept-6-2024	5:00 AM to 9:00 PM WEST (Western European Summer Time)

Components updated during Maintenance Window

The following components may be included in any maintenance window update:

1. Google Cloud infrastructure
2. IP Office common components such as CAS, COM, CSI, etc.
3. Phone binaries (Avaya IX Workplace & Vantage)
4. IP Office software images

Impact on services during the Maintenance Window update

1. IP Office licenses may move into grace mode for a short duration during the update time frame and subsequently phones may show a "License expired" message. The licenses will become available again once the update is complete with no action needed by the end user.
2. IP Office Upgrades Backup/Restore, Logs Management from COM will fail if running during the update.
3. Remote log capture using Sysmon will stop and will resume once the update is complete, with no action needed from the end user.

4. Remote IP Office monitoring using SSA will stop and the end-user will need to reconnect SSA once the update is complete.
5. Remote management (Over COM proxy), will not be available during the update or may be disconnected multiple times during the update.
6. Remote connection to IP Office over SSH, RDP, and HTTPS will not be available during the update.

The following services will not be impacted:
1. Telephony Operations.
2. Local access to administration and user applications such as Web Manager, User portal, etc.
3. Local log capturing using Sysmon.
4. Local IPO monitoring using SSA

Recommendation: Don't make any IP Office configuration changes during the maintenance window updates.

Limitations:
N/A

Resolution

Above listed limitations would be enhanced in future releases.

Workaround or alternative remediation
N/A

Remarks

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting? N
n/a	
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	Service-interrupting?

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

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.