



Product Support Notice

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PSN # PSN006327u

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Severity/risk level

High

Urgency

Immediately

Name of problem

IP Office 12.0 SD CARD – PLDS Host ID Label Error

Products affected

- 700514867 IPO IP500 V2 A CNTRL UNIT
- 700514869 IPO IP500 V2 A CNTRL UNIT TAA

Problem description

The PLDS host ID printed on the IP Office 12.0 SD cards (700479702 IPO IP500 V2 SYS SD CARD AL 700479710 IPO IP500 V2 SYS SD CARD MUL) has been created with an error in the first 2 digits being 12xxxxxxxxxx. The printing on the label should have been 11xxxxxxxxxx. Licenses generated using the incorrect PLDS Host ID beginning with 12xxxxxxxxxx will not function properly.

All other digits in the PLDS Host ID are correct, the cards have been programmed with the correct software and watermarks.

Solutions

When requesting licenses using an SD card beginning with 12xxxxxxxxxx please substitute 11xxxxxxxxxx. The correct license file will be generated and will function correctly with the SD card. It is safe to modify the label on the SD card with a fine tip pen or marker.

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

Please ensure that the IP Office R12 Upgrade License is installed before any upgrade to IP Office R12.0

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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