



Product Support Notice

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PSN# PSN006331u

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Original publication date: 29 October 2024. This is Issue #01, publication date: 4 November, 2024

Severity/risk level

High

Urgency

High

Name of problem

EOS of Avaya Spaces Web Client and APIs on 20 January 2025

Products affected

Avaya Spaces (spaces.avayacloud.com)

Problem description

1. Remove Spaces from all entitlements of AURA, AXP, AEC, and IPO.
2. Remove Spaces standalone sales to have no net new external users for Space Web client and Spaces APIs.
3. Continue to support current customers on Spaces client through their contract dates.
 - a. We are not allowing current customers who have Spaces to add, renewal, uplift and upgrades.
4. Replacement solution is Avaya Aura X for Zoom Workplace or Avaya Aura X for ACO.
5. Customers that require cloud-based messaging solution with IPO will still be supported. The current configuration steps can be followed to setup cloud-based messaging solution with IPO.

Resolution

This PSN notifies customers and partners of EOS of Avaya Spaces Web Client and APIs.

Workaround or alternative remediation

N/A

Patch Notes

Backup before applying the patch

N/A

Download

N/A

Patch install instructions

Service-interrupting?

N/A

N/A

Verification

N/A

Failure

N/A

Patch uninstall instructions

N/A

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

N/A

Mitigation

N/A

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