



# Product Support Notice

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PSN # PSN006332u

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Original publication date: 23 Oct 2024 This is Issue #01, published date: 4-Nov-2024. Severity/risk level High Urgency Immediately

### Name of problem

Notification of Gigaspaces License Expiration in Avaya Aura Contact Center /Avaya Contact Center Select 7.1.2.x releases

### Products affected

Avaya Aura Contact Center (AACC) /Avaya Contact Center Select (ACCS) 7.1.2.0, 7.1.2.1, and 7.1.2.2

### Problem description

Avaya Aura Contact Center (AACC) /Avaya Contact Center Select (ACCS) contain 3rd party software from Gigaspaces. The Gigaspaces license for the version used in AACC/ACCS 7.1.2.0, 7.1.2.1, and 7.1.2.2 will expire on December 31, 2024. An AACC/ACCS 7.1.2.0, 7.1.2.1, and 7.1.2.2 system reboot after December 31,2024 will result in the product being unable to handle contacts.

### Resolution

Avaya is developing a patch to address this license expiration issue. The patch will only be released for the AACC/ACCS 7.1.2.0, 7.1.2.1, and 7.1.2.2 versions. The patch will be available on 30th Nov 2024 for the AACC/ACCS 7.1.2.0, 7.1.2.1, and 7.1.2.2 versions. It will be necessary to apply this patch to all AACC/ACCS 7.1.2.0, 7.1.2.1, and 7.1.2.2 systems prior to December 31, 2024 to avoid contact handling outage.

### Workaround or alternative remediation

n/a

### Remarks

- 1) Refer to this PSN for the sales and support dates of the AACC/ACCS 7.x releases. [PSN006114 - This Notice publishes the General Availability, End of Sale, and End of Manufacture support for the Avaya Aura Contact Center and Avaya Contact Center Select 7.0.x and 7.1.1 releases issued to date.](#)
- 2) AACC/ACCS 7.0.x and 7.1.x versions use older versions of the Gigaspaces software which are not impacted by this license expiry, but as detailed in PSN006114, these versions are no longer supported.

## 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/a No

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

Not Susceptible

Mitigation

n/a

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