



Product Support Notice

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PSN# PSN006333u

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Severity/risk level

High

Urgency

When convenient

Name of problem

EOS of Avaya Spaces Web Client and APIs.

Products affected

Avaya Spaces (spaces.avayacloud.com) and Avaya Accounts (accounts.avayacloud.com)

Problem description

As part of our ongoing efforts to enhance system performance and security, we will be removing inactive company accounts under Avaya Spaces registered through Avaya Accounts. This action is designed to streamline our services and ensure that our resources are allocated efficiently.

- **What is Happening:** Inactive company accounts will be deleted from Avaya Accounts
- **Criteria for Removal:** Company accounts that meet the following conditions will be removed:
 - The company creation date is older than 180 days.
 - Licenses have never been configured for these companies.
 - The company may or may not have a domain configured.
 - Only admin users are set up for these companies.
 - These companies only have Avaya Spaces application configured.
 - No API keys are configured for these companies.
 - No Service Accounts are configured for these companies.
- **Timeline:** Deletion will commence on 6th January 2025 and will occur every 180 days. We encourage all companies to log in to their accounts at accounts.avayacloud.com before this date to check if they meet the conditions for removal described above. If a company wishes to retain its account, it should purchase the Avaya Spaces Business or Power bundle before the date of deletion.
- **Backup Your Data:** If your account is at risk of deletion and you want to keep your data, you are able to download your posts and meeting recordings via the Spaces UI. We do not provide data export services.
- **Notification:** This PSN serves as the official notification. Affected company admins will not receive separate alerts regarding this activity.

Resolution

This PSN notifies customers and partners of removal of Inactive Companies from Avaya Spaces.

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

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](#).

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