



## IP Office Technical Tip

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Region: GLOBAL

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### **MS Windows Automatic Updates can cause Avaya IP Office VoiceMail Pro to stop processing calls**

VoiceMail Pro may stop working due to the lack of system resources when a MS Windows patch is downloaded and is waiting to be installed. As a result, Windows XP Professional and Windows 2003 servers should either disable Windows Automatic Update or set it to only Notify.

Windows Updates should be downloaded and installed after peak business hours on a regular basis. This will allow the installation to be done manually and testing of the update software to be done in a controlled fashion.

This can be done by going to Start\Settings\Control Panel\System then selecting the Automatic Updates tab, and choosing either 'Notify Me' or 'Turn Off'.

Issued by:  
Avaya SMBS Tier 4 Support  
Contact details:-  
EMEA/APAC  
Tel: +44 1707 392200  
Fax: +44 (0) 1707 376933  
Email: [gsstier4@avaya.com](mailto:gsstier4@avaya.com)

NA/CALA  
Tel: +1 732 852 1955  
Fax: +1 732 852 1943  
Email: [IPOUST4ENG@Avaya.com](mailto:IPOUST4ENG@Avaya.com)

Internet: <http://www.avaya.com>  
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