



IP Office Technical Tip

Tip Number: 278

Release Date: 25 March 2015

Region: GLOBAL

IP Office 9.1 Service Pack 1 and Avaya Contact Center Select

This Technical Tip is to advise customers of a mandatory Critical Patch (CP) for IP Office 9.1 Service Pack 1 systems supporting Avaya Contact Center Select (ACCS).

Customers using ACCS 6.4 and IP Office 9.1 Service Pack 1 must apply the CP (9.1.1.1.1), to the IP Office system connected to the ACCS. If the CP is not applied ACCS agents may unexpectedly enter a “Not Ready” state.

The CP consists of an IP500 V2 binary and Server Edition RPM file and is available using the following link to the Avaya Support web site:

<https://support.avaya.com>

Instructions for using the IP Office Manager Upgrade Wizard to install a CP on an IP500 V2 Control Unit can be found in the “Upgrading Systems” (section 12.9) of the “Deploying Avaya IP Office Platform IP500 V2” manual.

Instructions for uploading a Server Edition RPM file can be found in section 3.1.1 “Upgrading Applications” of the “Using the Avaya IP Office Platform – Server Edition Web Control Menus” manual.

Documentation can be found in the IP Office Knowledgebase:

<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

Issued by:
Avaya SMEC Customer Product Engineering Support

Contact details:-
EMEA/APAC

Email: gsstier4@avaya.com

NA/CALA

Email: IPONACALAT4@Avaya.com

Internet: <http://www.avaya.com>
© 2015 Avaya Inc. All rights reserved.