



IP Office Technical Tip

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IP Office 9.0 Server Edition Upgrade Issue - Service Pack 5 and 6

This Technical Tip is to advise customers about an issue upgrading IP Office 9.0 Server Edition systems using the Service Pack 5 and 6 builds of software.

During the upgrade process, having successfully uploaded the .ISO file, the upgrade progress indicator in Web Manager may not reach 100%. When the Server Edition system is restarted the Linux Operating system will report a “Kernel Panic”, the Server Edition system will not be able to start.

Avaya is currently investigating this issue and recommends that customers postpone any planned upgrades of 9.0 Server Edition systems. New deployments/Installations of Server Edition with 9.0 Service Pack 5 or 6 are unaffected by this issue.

Avaya will provide a further update to this issue during the course of next week.

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