AVAYA

IP Office Technical Tip

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IP Office 9.1 Service Pack 5 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 5 systems supporting Avaya Contact Center Select (ACCS).

Customers using ACCS with IP Office 9.1 Service Pack 5 must apply the CP (9.1.5.10.1), to the IP Office system connected to the ACCS. The CP prevents the IP Office from restarting if a duplicate user is created in the ACCS CCM (Contact Center Management).

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

The CP will be incorporated into IP Office 9.1 Service Pack 6, due for release February 2016.

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