



Product Support Notice

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PSN# PSN001115u

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Severity/risk level Medium

Urgency Immediately

Name of problem Interaction Center and Operational Analyst 7.1.1 Service Pack & Daylight Savings Time Support Availability Notice

Products affected

Interaction Center (IC) 7.1, Operational Analyst (OA) 7.1

Problem description

The IC and OA 7.1.1 service packs are available on December 22, 2006, downloadable from <http://support.avaya.com>. This is the first service pack against the IC and OA 7.1 release. Content of these releases is restricted to bug fixes, patch "roll ups" and occasional enhancements that are deemed critical. It is recommended that all IC and OA 7.1 customers come up to this patch level as soon as possible to ensure they have a complete set of fixes. In particular, these service packs contain support for the March 2007, Daylight Savings Time change, Windows Server 2003 Release 2 (R2) and VMWare ESX.

IC and OA 7.1.1 Service Packs are compliant with the Daylight Saving Time (DST) factor. All currently supported platforms including Windows Server 2003 Release 2 support the new DST functionality.

At IC and OA 7.1.1, Avaya supports the VMWare ESX version 3 infrastructure. When deploying IC and OA using VMWare ESX servers, you should continue to follow:

- All IC and OA prerequisites and deployment guidelines as documented in the IC and OA Installation Planning and Prerequisites guides.
- CPU, Memory and Disk sizing guidelines from the sizing tool.

You should tune system performance and monitor virtual machines using appropriate VMWare tools. Avaya recommends performing all tuning and virtual machine reorganization using tools like VMotion. To avoid possible undesirable impact on the operation of IC and OA, perform these tasks in a standard maintenance window when IC and OA are not operational.

Resolution

The IC 7.1.1 service pack contains a set of fixes with a common installer. The service pack does not include a redelivery of the entire IC product. The service pack should be installed on top of an existing IC 7.1 system, since IC 7.1.1 provides an incremental set of patches over and above the IC 7.1.

OA 7.1.1 is a maintenance release upgrade to OA 7.1 that contains both fixes and enhancements. The service pack is a full install.

The complete list of fixes and enhancements included in the IC and OA 7.1.1 service packs are documented in the accompanying IC 7.1.1 Readme file and OA 7.1.1 Release Notes. These files also include the installation instructions.

Workaround or alternative remediation

Remarks

Reminder:

To ensure you are using the correct version of Interaction Center (IC) with Operational Analyst (OA), please refer to the version compatibility matrix below.

	OA 6.1.3	OA 6.1.3 SP1	OA 6.1.3 SP2	OA 7.0	OA 7.0.1	OA 7.0.2	OA 7.0.3	OA 7.1	OA 7.1.1
IC 6.1.3	✓	✓	✓	✓					
IC 6.1.4				✓	✓				
IC 6.1.5						✓	✓		
IC 7.0				✓	✓				
IC 7.0.1					✓				
IC 7.0.2						✓	✓		
IC 7.0.3							✓		
IC 7.1								✓	✓
IC 7.1.1									✓

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Please see the IC 7.1.1 Readme file and OA 7.1.1 Release Notes for complete backup instructions for all components.

Download

<http://support.avaya.com>

Patch install instructions

Service-interrupting?

Please see the IC 7.1.1 Readme file and OA 7.1.1 Release Notes for complete installation instructions for all components.

No

Verification

Please refer to the IC 7.1.1 Readme file and OA 7.1.1 Release Notes.

Failure

Please refer to the IC 7.1.1 Readme file and OA 7.1.1 Release Notes.

Patch uninstall instructions

Please refer to the IC 7.1.1 Readme file and OA 7.1.1 Release Notes.

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

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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