



# Product Support Notice

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PSN# PSN001394u

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Severity/risk level Low

Urgency Optional

Name of problem Interactive Response (IR) next major release software for IR customers with a current Avaya Software Support Plus Upgrades agreement.

**Global:** The process for requesting software Upgrades has changed. Eligible customers must contact their Avaya or Business Partner Sales Team to request IR next major release software (Upgrade.) Avaya Global Services no longer accepts or processes Upgrade requests. Sales teams order all IR Upgrades through the Avaya Solution Designer. See the Remarks section for contact information.

**NOTE:** Upgrade requests must be processed 4 – 6 weeks before the desired installation date.

### Products affected

Interactive Response (IR) all versions

### Problem description

See the Product Upgrade Notice (PUN) PUN0002 – Interactive Response (IR) 4.0

### Resolution

n/a

### Workaround or alternative remediation

n/a

### Remarks

Customers may use the following resources to locate their Avaya Sales Office or Business Partner:

#### Avaya United States Direct Sales Customers

To find the telephone number for the nearest Avaya Sales Office and Avaya Client Executive:

1. Call the Customer Care Center 800-328-7833 (Atlanta) or 800-852-2437 (Oklahoma City).
2. Select the billing option.
3. Provide your customer (sold to) number and ask for your Avaya Sales Office and Client Executive contact information.

#### Avaya United States Indirect Sales Customers

1. Go to the Avaya's website on the World Wide Web: [www.avaya.com](http://www.avaya.com)
2. Select **Contacts** at the top of the page
3. Under "Avaya BusinessPartners" follow the links under "Find a local authorized reseller"

#### International Customers

1. Go to the Avaya website on the World Wide Web: [www.avaya.com](http://www.avaya.com)
2. Select your region or country at the top of the page.
3. Select **Contacts** at the top of the page.

## Patch Notes

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

Backup system configuration and all critical data before applying the patch

n/a

### Download

n/a

### Patch install instructions

n/a

Service-interrupting?

n/a

### Verification

n/a

## Failure

n/a

## Patch uninstall instructions

n/a

## 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

n/a

### 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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