



Product Support Notice

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PSN # PSN001930u

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Name of problem Modular Messaging 3.1 and 4.0 Support for Vista Service Pack 1 (SP1)

Products affected

Modular Messaging 3.1, 4.0

Problem description

For Modular Messaging 3.1 and 4.0, Avaya provides some support for Vista Service Pack 1.

Resolution

For Modular Messaging 3.1:

Version 7.1.484.0 of the Outlook Thick Client (OTC) supports Vista Service Pack 1.

Version 7.1.479.0 of the Restricted Outlook Thick Client (ROC) supports Vista Service Pack 1.

Version 3.1.0.56 of the Web Client supports Vista Service Pack 1.

The Administration Tools are not supported on Modular Messaging 3.1 on Vista Service Pack 1.

For Modular Messaging 4.0:

The GA version, 7.2.568.8, of the Outlook Thick Client (OTC) supports Vista Service Pack 1.

The GA version, 7.2.568.8, of the Restricted Outlook Client (ROC) supports Vista Service Pack 1.

The GA version, 4.0.0.437, of the Web Client supports Vista Service Pack 1.

The Administration Tools are supported with Modular Messaging 4.0 on Vista Service Pack 1.

The Lotus Thick Client will not be supported on Vista until a future release of Modular Messaging.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

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

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

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

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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