



Product Support Notice

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PSN # PSN004025u

Original publication date: 01-Jul-13. This is Issue #01, published date: 01-Jul-13. Severity/risk level Medium Urgency Immediate

Name of problem SIP Service Provider Compliance Testing with Avaya Session Border Controller for Enterprise R6.2

Products affected

Avaya Session Border Controller for Enterprise R6.2

Problem description

Re-Testing of Avaya SBCE with R6.2 if Avaya SBCE R4.0.5 has been previously compliance tested.

Resolution

Avaya will support the Avaya SBCE R6.2 in a reference architecture by any Service Provider that has previously compliance tested with Avaya SBCE R4.0.5 in the same reference architecture. (See Remarks)

Workaround or alternative remediation

n/a

Remarks

The Avaya Session Border Controller for Enterprise (Avaya SBCE) recently went unrestricted GA with R6.2. The previous release of the Avaya SBCE (R4.0.5) was tested and deemed compliant with over 70 Service providers worldwide producing over a 130 different application notes (Some are still under review).

This PSN serves as a notification to Avaya Services and SIP Service Providers that there is no requirement to retest a solution with the Avaya SBCE R6.2 IF the solution has been previously tested with R4.0.5.

Example of a previously tested solution:

Service Provider – CenturyLink

Service – SIP Trunking

Avaya Solution – CM R6.0.1, SM R6.1, Avaya SBCE R4.0.5

In this case there is no requirement to retest the following solution with CenturyLink:

CM R6.0.1, SM R6.1, Avaya SBCE R6.2 - This solution will be supported and the existing application note can be used for implementation.

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

n/a

Service-interrupting?

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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