



Product Support Notice

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PSN # PSN020214u

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Oct-15.

Severity/risk level

Medium

Urgency

When convenient

Name of problem Support for third party applications and components with Avaya Aura® will be provided as best effort support.

Products affected

Avaya Aura® Releases 6.x and higher

Problem description

This issue occurs in Avaya Aura® Releases 6.x and higher.

Avaya strongly recommends all third party integrations and vendors go through DevConnect Compliance Testing to ensure a high level of confidence in the interoperability between third party solutions and Avaya products.

Customers rely upon hundreds of DevConnect Compliance Tested solutions, where demonstrated interoperability with Avaya Aura® 6.x systems is documented in DevConnect application notes. Not all of these solutions will have immediately completed DevConnect Compliance Testing with Avaya Aura® 7.x, leaving customers concerned for ongoing support during migration to or deployment of new Avaya Aura® 7.x systems.

Support for third party applications and components with Avaya Aura® will be provided as best effort support. For additional information on backward compatibility or AP/Schema changes, see Release Notes and Product Documentation available on Avaya Support (www.avaya.com/support). Customers using third party integrations should review DevConnect Compliance Testing status and plans with their selected vendors, and ensure those vendors review pertinent information related to Avaya Aura® 7.x found on the Avaya DevConnect Portal (www.avaya.com/DevConnect) prior to undertaking upgrade and migration activities.

Resolution

Best effort support is defined as the following:

Avaya will investigate issues related to third party integrations introduced by Avaya software upgrades, migrations or activation of new Avaya Service Packs on supported Avaya Aura® products. Avaya will investigate to the point of identifying whether the cause of the issue is with an Avaya product or with a third party product.

In cases where a third party product has gone through DevConnect Compliance Testing with Avaya Aura® 6.x, Avaya will work collaboratively with the DevConnect Partner and customer, to the extent the Partner is willing to engage and able to reproduce the issue, to reach a mutually satisfactory resolution for the issue.

If a problem is found with a manufacturer supported Avaya Aura® product related to third party integrations, the issue will be resolved through a software update or the next available product release, as long as the issue can be addressed within Avaya defined architectural specifications. If the issue is determined to not be an Avaya Aura® product defect, or cannot be resolved within Avaya defined architectural specifications, either a resolution will not be provided by Avaya or provided only through a system integration activity.

While Avaya strongly recommends all third party integrations and vendors go through DevConnect Compliance Testing to ensure a high level of confidence in the interoperability between third party solutions and Avaya solutions, it is recognized this is not always the case. If a third party integration is not tested under DevConnect Compliance Testing, and a customer support ticket is opened with Avaya via an authorized Avaya support channel, Avaya will troubleshoot the issue to the Avaya demarcation point with the third party vendor to the best of our ability. If no issue is found with an Avaya product, the ticket will be closed and the issue must be resolved with the third party vendor or via a system integration activity.

System integration activities are available by working with one or more Avaya certified partners or Avaya Professional Services via a billable contracted engagement.

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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