



Product Support Notice

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PSN # PSN003839u

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Severity/risk level

High

Urgency

Immediately

Name of problem Avaya one-X® Communicator R6.1 SP3 cannot be uninstalled or upgraded on Windows® 7 64-bit

Products affected

Avaya one-X® Communicator: Release 6.1 Service Pack 3

Problem description

When attempting to upgrade or uninstall Avaya one-X® Communicator R6.1 Service Pack 3 on Windows® 7 64-bit, the installation or uninstallation fails with the message “There is a problem with this Windows Installer package. A program run as part of this setup did not finish as expected. Contact your support personnel or package vendor.”

Resolution

Download and run the Avaya one-X® Communicator Uninstall Tool. The uninstall tool will completely uninstall and remove Avaya one-X® Communicator from the affected PC. Note that all user and configuration settings are retained for upgrade purposes.

Workaround or alternative remediation

No workarounds are available at this time.

Remarks

1. Avaya one-X® Communicator Uninstall Tool requires Administrator permissions.
2. To run the Avaya one-X® Communicator Uninstall Tool in automated mode, the command syntax is `uninstall.exe /q`

Patch Notes

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

Backup before applying the patch

None.

Download

<http://ftp.avaya.com/incoming/Up1cku9/IPSP/1XC/Tools/uninstalltool.zip>

Patch install instructions

Service-interrupting?

1. Run `uninstall.exe` from Windows® Explorer or run `uninstall.exe` from the command line.

Yes

Verification

Verify that Avaya one-X® Communicator is no longer displayed in the Programs and Features Control Panel.

Failure

Contact Avaya Support Services.

Patch uninstall instructions

None.

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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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a