



Product Support Notice

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PSN # PSN004364u

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Severity/risk level

High

Urgency

High

Name of problem IP Office Contact Center (IPOCC) 9.1 GA Release

Products affected

IPOCC R9.1

Description

New Release Avaya IPOCC R9.1

Resolution

N/A

Workaround or alternative remediation

N/A

Remarks

New Features in IPOCC R9.1(GA December 22, 2014)

- ▶ The top goals of this release are to introduce a new IPOCC database and increasing total agent and supervisor capacity. The net benefit of these changes will increase partner market presence, share, and ultimately revenue generation by pushing IPOCC further into the mid market for IP Office.
- ▶ IP Office Contact Center release 9.1 is a follow-up of the initial 9.0.X release.
 - Increasing capacity to 250 agents
 - New Base 500v2 and Server Edition licenses
 - Appliance to support increase capacity (R620)
 - Migrating the IPOCC database from Sybase to PostgreSQL (see Task Based Guides)
 - Support for the new Avaya Communicator for Windows soft phone
 - Software updates
 - DevConnect introduction of new Heywire LiveText SMS and Telstrat Engage WFO
 - Newly introduced pre- GA of R9.1 via DevConnect SPP

Release Notes

The information in this section concerns the release upgrade process, if any, recommended in the Resolution above.

IPO R9.1 upgrades and Sybase to PostgreSQL database migration

With the introduction of IPO and IPOCC R9.1.0 in conjunction with the required purchase of IP Office Support Services (IPOSS) contract(s) there will be upgrade opportunities for both IPO and IPOCC 9.0.x. In the case where the customer wishes to upgrade to IPO R9.1.0, they must also upgrade IPOCC to R9.1.0 at the same time. Failure to upgrade IPOCC to R9.1.0 with IPO R9.1 will result in IPOCC becoming inoperative. In the event the upgrade takes place at the same time, all that needs to be upgraded for IPOCC is the IPOCC Base 500v2 or Server Edition license. All active agent and supervisors licenses will automatically upgrade to the new release. (Note: this migration is supported by the entitlement that comes with an IP Office Support Serves (IPOSS) subscription)

Customers moving from IPOCC R9.0.x to R9.1.0 will enjoy a seamless migration of their existing Sybase database content to the new PostgreSQL database. Steps to ensure this seamless migration are as follows:

- ▶ Customers must first backup their current database if they are planning to upgrade IPOCC in place. A restore of that database will be necessary if the migration fails
- ▶ Customers have the option to upgrade their system by first installing IPOCC 9.1 on a new system and perform a remote migration of the database from their old system.
- ▶ Database migration elapsed time is dependent on the existing database size

Download

Via PLDS (Software and licenses)

Verification

N/A

Failure

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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