



Product Support Notice

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PSN# PSN006346u

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Original publication date: January 29, 2025. This is Issue #01, publication date: January 29, 2025.

Severity/risk level

High

Urgency

When convenient

Name of problem

Avaya Workplace for Mac users would see 'License expiration date' under Settings->Support->About, build may expire on February 18, 2025

Products affected

Avaya Workplace for MacOS

Problem description

Avaya Workplace for MacOS 3.38 build released on PLDS was not from GA branch. Hence, users who have installed it from PLDS has License expiration date of February 18, 2025. 3.38 build is of the same GA quality, only problem is the branch was different and so it carries expiration date.

Resolution

Avaya Workplace for MacOS release 3.38 build from GA branch is already uploaded on PLDS. So, for all users, it is recommended to re-download and use release 3.38 build to avoid expiration.

Users will need to clean uninstall and re-install the newly downloaded Workplace MacOS build from PLDS

Workaround or alternative remediation

Users will need to clean uninstall and re-install the newly downloaded Workplace MacOS build from PLDS

Remarks

n/a

Patch Notes

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

n/a

Service-interrupting?

n/a

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

n/a

Mitigation

n/a

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