



IP Office Technical Tip

Tip no: 201

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Region: GLOBAL

Avaya IP Office Software Support Policy

Avaya would like to restate the software support policy for IP Office and all associated applications.

Critical patches previously known as Private Builds will continue to be issued as soon as they are available, and will also be included in the Service Packs previously known as Quarterly Maintenance Releases. Service Packs providing all security, critical and non-critical fixes will be downloadable from the Avaya Support web site:

<http://support.avaya.com>

In order to understand which product releases will be supported with Critical Patches and Service Packs, it is important to understand the numbering scheme for Avaya products.

A product release is generally represented in the following manner:

Name of the Solution followed by N.Y(Z), where N = Major Release Y = Minor Z = Update. An update may either be a Critical Patch or a Service Pack designation.

Effective February 7th 2008, Avaya will develop Critical Patches and Service Packs for the current major release (N) and one prior major release (N minus 1). Within the supported major release, your system will need to have the most current update to receive Critical Patches and Service Packs.

Example:

- When software level 8.0(3) becomes generally available, Avaya will provide Manufacturer Support for this software release (This release is referred to as the current Major Release).
- The previous major release with the most current update 7.Y(Z) (would be N minus 1, which is considered the prior Major Release), until such time as 9.Y(Z) becomes available.

- Once 9.Y(Z) is available, then 9.Y(Z) becomes (N) and version 8.0(3) becomes (N minus 1).
- Support for software release 7.Y(Z) will end in accordance with the End of Manufacturing Support announcement.

Service Packs will be available on the support web site for new releases with the most current update. Patches will not be available since Service Packs will be created to include all patches both critical, non-critical and security related fixes.

IP Office Software Support Additional information

IP Office Core Software will work with the previous minor release of all IP Office applications. For example:

- An IP Office system using software level 8.2(Z) will support IP Office applications using software level 8.1(Z). IP Office applications using software level 8.0(Z) will not be supported.

All IP Office expansion modules should be at the same software release as the IP Office CPU supporting them

Small Community Networking (SCN) is supported between IP Office systems with (N) and (N minus 1) software levels but network features will be based on the lowest level of software within the network (N minus 1). If the SCN network is using Centralized VoiceMail then when upgrading or adding an additional SCN site using software level (N) to the network, the central site (site with the VMPro) must first also be upgraded to software level (N). Please first ensure the central site hardware will support software level (N).

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