



## Product Support Notice

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PSN # PSN006408u

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Severity/risk level

Critical

Urgency

Immediately

### Name of problem

After an upgrade, Avaya IP Office version 12.2.0.0.0 build 50 the IP Office system restarts intermittently

### Products affected

IP Office Version 12.2.0.0.0

### Problem description

The IP Office 12.2 systems are facing intermittent restarts after upgrading from 12.1 or 11.1.3.2 releases.  
All DevConnect (APIs and SDKs) are not to be considered as they may fail for 12.2.0.0.0 release

### Resolution

1. For customers who have downloaded the 12.2.0.0.0 build 50 software, the recommendation is not to upgrade the software until further instructions from Avaya to avoid the system restarts. IP Office 12.2.0.0.0 software has been removed from the support site.
2. There is no solution or root cause identified at this time; customers who have upgraded to 12.2 release must roll back to the previous release until the solution is identified.

### Workaround or alternative remediation

Roll back to previous working release

### 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

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

Mitigation

N/A

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