



## Product Support Notice

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PSN # PSN004721u

Original publication date: 13-Apr-16. This is Issue #01, published date: 18-Apr-16. Severity/risk level

n/a

Urgency

n/a

### Name of problem

Extension of Avaya Contact Center Select 7 Virtualization Support Configurations

### Products affected

Avaya Contact Center Select 7.0

### Problem description

The Avaya Contact Center Select 7 Solution Description guide Chapter 3 Solution Overview page 31 states as follows: "In a virtualized solution, the Avaya Contact Center Select Software Appliance and the connected IP Office telephone system must be hosted on separate VMware host servers."

The Avaya Contact Center Select 7 Business Continuity guide Chapter 3 Overview page 17 states as follows: "ACCS and IP Office are not supported on a single VMware host server."

This PSN removes this restriction for non-Business Continuity ACCS 7 configurations only. This allows customers to deploy IP Office and Avaya Contact Center Select 7.0 in a Virtualized server host configuration without requiring separate hosts for ACCS 7 and for IP Office.

### Notes:

1) The other requirements stated in the Avaya Contact Center Select 7 Business Continuity guide Chapter 3 Overview page 17 for ACCS Business Continuity and IP Office Resilience continue to apply, namely:

ACCS Business Continuity does not support ACCS and IP Office virtualized on the same VMware host server. To implement a virtualized ACCS Business Continuity solution:

- ACCS and IP Office must be virtualized on two separate VMware host servers.
- The active and standby ACCS must be virtualized on two separate VMware host servers.
- The active and Remote Geographic Node (RGN) ACCS must be virtualized on two separate VMware host servers.
- If using IP Office Resilience, the IP Office Primary Server and IP Office Secondary Server must be virtualized on two separate VMware host servers.

2) The restriction "ACCS and IP Office are not supported on a single VMware host server." remains in place for Avaya Contact Center Select 6.4 and 6.4.2 (FP2).

### Resolution

This PSN removes this restriction for non-Business Continuity ACCS 7 configurations only. This allows customers to deploy IP Office and Avaya Contact Center Select 7.0 in a Virtualized server host configuration without requiring separate hosts for ACCS 7 and for IP Office.

### Workaround or alternative remediation

n/a

### 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	Service-interrupting?
n/a	No
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
Not Susceptible
Mitigation
n/a

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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