



Product Support Notice

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PSN # PSN006065u

Original publication date: 14-June-2022. This is Issue #1, published date: 14-June-2022. Severity/risk level **Medium** Urgency **Immediate**

Name of problem

Avaya Proactive Contact service pack 5.2.0.3 is not functional with AES (all versions).

Products affected

Proactive Contact 5.2.0.3.0.0202

Problem description

Proactive Contact is an ASL Supported Application.

The current ASL verification mechanism implemented by Avaya will lapse on August 23, 2022. Once this date is reached, if AES is restarted or the link between AES and APC is restarted, the connection will NOT establish. Please see this [Product Support Notice \(PSN\)](#) for complete technical details.

As a result, APC 5.2.0.3 will no longer be able to confirm license entitlement with the older version of AES (AES 8.1.3.2 or lower), and therefore, will no longer function.

Also, there is a defect (PC-6404) in APC 5.2.0.3 due to which it is not working with newer versions of AES (AES 8.1.3.3.2 or above).

Resolution

New ASL updates are included in AES Release 10.1. To continue to operate with AES release 10.1 customers will need to deploy this compatible PC5203_418 software update before August 23, 2022.

APC 5203_418 patch released with support for old as well as new ASL mechanism. So, APC 5203_418 is compatible with old (AES 8.1.3.2 or lower) and new (8.1.3.3.2 or above) AES versions.

Workaround or alternative remediation

n/a

Remarks

n/a

Backup before applying the patch

n/a

Packages

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

In keeping with NIST guidelines and industry best practices, Avaya is rotating the security keys associated with remote maintenance access through the Access Security Gateway.

Avaya Security Vulnerability Classification

None

Mitigation

n/a

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