



Product Support Notice

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PSN # PSN020644u

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Original publication date: October 31, 2024. This is Issue 2.0, published date: October 31, 2024.

Severity/risk level

High

Urgency

Immediately

Name of problem:

PSN020644u - The Gigaspaces license included within the Avaya Breeze® platform is set to expire on December 31, 2024.

Products affected*

Avaya Breeze® platform 3.8.1.x, 3.9.x

Problem description*

Avaya Breeze® platform versions 3.8.1.0.381005 and later, 3.8.1.1.381105 and later, and 3.9.0.0.390034 and later require an immediate patch to update the internal Gigaspaces license. The current license is set to expire on December 31, 2024, so this patch must be applied before the end of 2024 to maintain uninterrupted service.

This PSN will be updated as more information becomes available.

Resolution*

Ensure that you are signed up for Avaya E-notifications so that you will be notified when new issues of this PSN are posted.

The new Gigaspaces license will be available in a future updated Avaya Breeze® platform OVA and ISO artifacts for all applicable releases.

The new Gigaspaces license is also available within a new service, **HotfixUpdateGigaSpacesLicense2026Mar31**, to be applied to all Breeze nodes 3.8.1.0.x and later. For customers using “Core Platform” or “Work Assignment” cluster profiles, please see PSN020645u– *Avaya Breeze® HotfixUpdateGigaSpacesLicense2026Mar31 service cannot be installed on all cluster profiles*(<https://support.avaya.com/css/secure/documents/101091868>). for additional instructions prior to applying this PSN.

The recommendation is to install the **HotfixUpdateGigaSpacesLicense2026Mar31** service on impacted Breeze clusters prior to December 31, 2024, to ensure continuity of service.

Workaround or alternative remediation*

The updated Gigaspaces license has been included in the **HotfixUpdateGigaSpacesLicense2026Mar31** service which can be installed via the Avaya Aura® System Manager on the Breeze Element Manager to apply the updated license to all applicable Breeze releases.

By providing a universal service to apply the license, you have the flexibility to apply the same fix to multiple applicable versions of the Breeze platform simultaneously without a service disruption.

Remarks

October 31, 2024: Issue 1 – Initial publication.

October 31, 2024: Issue 2 – Updated to include PSN document ID reference for PSN020645u

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Take a Cluster Database backup (if applicable to your solution) from the Breeze Element Manager before installing the **HotfixUpdateGigaSpacesLicense2026Mar31** service on the Breeze cluster(s)

Download

Download **HotfixUpdateGigaSpacesLicense2026Mar31-3.8.1.0.28381005.svar** service from support.avaya.com (PLDS ID AB000000321)

Patch install instructions

Service-interrupting?

Installation Instructions:

No

NOTE: This procedure is NOT service impacting and can be done at any time.

1. Download the **HotfixUpdateGigaSpacesLicense2026Mar31-3.8.1.0.28381005.svar** from support.avaya.com (PLDS ID AB000000321)
2. Load the svar into the SMGR by choosing “Load” from the Elements>Avaya Breeze> Service Management>Services page. Choose “Browse” then navigate to the location of the svar and select “Load”.
3. Confirm the EULA when presented.
4. From the Services page, select the **HotfixUpdateGigaSpacesLicense2026Mar31** service and choose “Install”. When presented, choose the Breeze cluster(s) running Breeze 3.8.1.0 and higher. **NOTE:** Although the service version is 3.8.1.0, the service can be installed on all 3.8.1.x and 3.9.x Breeze platform versions.
5. Service installation status can take up to 7 minutes to update on the Breeze Element Manager.
6. After the service has been successfully installed, login to each Breeze node and confirm the license was installed successfully by viewing the log recorded in /home/<customer account>/ HotfixUpdateGigaSpacesLicense2026Mar31.txt
7. If successful, the HotfixUpdateGigaSpacesLicense2026Mar31.txt file will indicate the following:
=====

```
Fri Oct 25 19:50:36 MDT 2024
```

```
Snap-in : HotfixUpdateGigaSpacesLicense2026Mar31-3.8.1.0.28381005 and option :  
predeploy
```

```
Gigaspace license has been updated to expire on 2026-Mar-31!
```

8. When convenient, uninstall the HotfixUpdateGigaSpacesLicense2026Mar31 service from the Breeze clusters through the System Manager Breeze Element Manager Elements>Avaya Breeze> Service Management>Services page, selecting the appropriate Breeze cluster(s).
NOTE: Uninstalling the **HotfixUpdateGigaSpacesLicense2026Mar31** service does NOT revert the new Gigaspaces license.
9. The procedure is now complete. This procedure is not service impacting and does not “require” a cluster reboot; however, if customers desire, they can schedule a cluster reboot to force Gigaspaces to use the updated license sometime prior to December 31, 2024.

Verification

See steps 6 and 7 above

Failure

Contact Avaya support if you do not see the above noted validation in step 7.

Patch uninstall instructions

It is recommended to uninstall the HotfixUpdateGigaSpacesLicense2026Mar31 service after installation of the Gigaspaces license is complete as it serves no further purpose. Even though the **HotfixUpdateGigaSpacesLicense2026Mar31** service can be uninstalled, the Gigaspaces license update cannot be reverted. See step 8 above for uninstall instructions

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

ADDITIONAL INFORMATION NEEDED WHEN YOU PUBLISH A PSN

Authors are responsible for the accuracy and appropriateness of the information in this PSN.

To help you fulfill this responsibility, Avaya Law provides a [Checklist for Avaya Content Review](#).

If the underlined link does not work, go to <http://aok.avaya.com> and search for document number **003807553**.

The checklist states, **“It is a violation of Avaya corporate policy to release outside of Avaya LLC any content before confirming the content to the requirements of this checklist.”**

Note: The fields marked with asterisk * is mandatory. Author must provide information in the mandatory fields.

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<i>Title</i>	[PSN number plus Name of problem from first page]						
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<i>Review date*</i>	[Enter the date when the PSN will be reviewed next. By default, it is the date of publication of the PSN plus one year.]						
<i>Restrict*</i>	<div style="border: 1px solid black; padding: 5px;"> <div style="border: 1px solid black; padding: 2px;">Publish PSN in u, r1, r2 editions</div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">u</td><td>u edition is published on the Avaya support web site and viewable to all Avaya customers.</td></tr> <tr> <td style="text-align: center;">r1</td><td>r1 edition is published on AOK Web site and viewable to only Avaya BusinessPartners.</td></tr> <tr> <td style="text-align: center;">r2</td><td>r2 edition is published on AOK Web site and viewable to only Tier 3, Tier 4, and development.</td></tr> </table> <p>[Select the editions. For example, select u if you want to create a u edition. Select u and r1 if you want a u and r1 edition, and select u and r2 if you want a u and r2 edition]</p> </div>	u	u edition is published on the Avaya support web site and viewable to all Avaya customers.	r1	r1 edition is published on AOK Web site and viewable to only Avaya BusinessPartners.	r2	r2 edition is published on AOK Web site and viewable to only Tier 3, Tier 4, and development.
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Note:

You can also refer to the Job Aid for Creating a Product Support Notice document CID121815 to know more about using the PSN template.