

Service Bulletin

Product: UPAC

Purpose: Potential problem with 40 user license.

Date: 8/28/2008

LICENSE ISSUE WITH UPAC

Background

Licenses for the UPAC are ordered in blocks 10. There is a problem when entering in 4 blocks of 10 users (40 users) into the system. It's possible to add these users; however, the UPAC will not send messages. Also, when adding groups, you might receive license error information, but otherwise the license error is not noticed in the UPAC user interface.

Affected equipment

UPAC Version 1.10, when using a license for exactly 4 blocks of 10 users (40 users).

Solution

The workaround is to use a license for more than 40 users. Ex. 50 users.

Additional Information

For additional information, please contact the Ascom Technical Support team at 877-71ASC0M, Option 3, Option 1. Normal business hours are 8:00 AM to 5:00 PM EST.