QUALITY PROTECTION PLAN

CHANGE NOTICE: 1358B Supplement 11

PRODUCT SUMMARY: CALL MANAGEMENT SYSTEMS (CMS)
                                U.S. AND NON-U.S.
                                CLASS S3 (SOFTWARE) CHANGE
                                CUSTOMER INSTALLABLE
                                SERVICE INTERRUPTING
                                (R3V11, Issue 11, Load r3v11ak.b)

February 12, 2007 – Supplement 11 is being issued to update the Reason for Change and the Required Materials section for the latest software release.
The new load for this supplement is **r3v11ak.b.**

November 6, 2006 – Supplement 10 is being issued to update the Reason for Change and the Required Materials section for the latest software release.
The new load for this supplement is **r3v11ak.a.**

January 17, 2006 – Supplement 9 is being issued to extend the expiration date to August 31, 2007 to allow customers to obtain this update while product is supported.

September 12, 2005 – Supplement 8 is being issued to update the Reason for Change and the Required Materials section for the latest software release.
The new load for this supplement is **r3v11aj.a.**

March 7, 2005 – Supplement 7 is being issued to update the Reason for Change and the Required Materials section for the latest software release.
The new load for this supplement is **r3v11ai.a, Patch Issue I.**

August 27, 2004 – Supplement 6 is being issued to update the Reason for Change section and the Required Materials section.

The new load for this supplement is **r3v11ah.h, Patch Issue XI.**

June 21, 2004 – Supplement 5 is being issued to update the Reason for Change section and the Required Materials section.
The new load for this supplement is **r3v11ah.h, Patch Issue X.**

February 23, 2004 - Supplement 4 is being issued to update the required material table so that customers will order the correct base load and to update earlier Call Management System (CMS) R3V11 customers that are experiencing problems with their current software load **to software load r3v11ah.h, Patch Issue VII.**

The REASON FOR CHANGE section has been updated to list fixes in software load.

REASON FOR CHANGE

Listed below are the major fixes in CMS r3v11ak.b load:

Spatches change only:
```
# E3xxx bootrom
103346-30        -m E3000,E3500  -o
# SunFireV880 bootrom
119244-03   -m SunFire880   -o
# Patch cluster 03-29-03
110380-06
110934-24   -p 110380-06
111111-06
111310-01
110662-23
112396-03
108987-18
108869-32
109326-18   -p 108993-27
109147-40
108949-09
108434-22   -p 109147-37
108435-22   -p 108434-22
109883-02
110458-02
111325-02
116965-22   -p 108528-29, 117350-26, 117000-05
110075-02
110901-01
112325-01
110898-13
109324-09
110916-06
109091-09
110387-05
110283-06
109277-04
110951-06
111234-01
110903-07
```

```
112138-01
109320-19
109470-02
109783-03
110453-04
110945-08
111071-01
111232-01
110939-01
111548-01
111570-04
110322-02
110286-14
111504-01
111606-06
111069-01
110668-05
111826-01
111874-08
109667-07
110957-02
111626-04
108919-30   -p 119067-02
112459-01
112425-01
111958-03
112796-01
112846-01
108806-21
110842-12   -m SunFire880
111321-05
109328-06
113792-01
109862-03
110896-03
111883-34
113650-02
109223-08
111098-02
111075-05   -p 119067-02
111023-03
111317-06
113648-04
115827-01
116602-01
111302-03
111308-05
110609-04
111327-05   -p 109326-17
108974-50      -p 108528-29,111792-13
108977-04   -p 108974-45
110386-03
108528-29   -p 108987-17,111111-04,111310-01
109805-17   -p 109223-06
108989-02   -p 108528-29
117000-05   -p 108528-29
117118-05   -p 117000-05
```

```
117350-39   -p 108528-29,117000-05
111881-03   -p 108528-29
108993-61
109657-11   -p 108528-29
108725-24
109318-37   -p 108528-29,108993-48,111098-02
108981-14   -p 108528-29
108985-03   -p 111327-05
109885-20   -p 108528-29
109238-02   -p 108528-29,108993-48
112237-11   -p 109223-06
109793-25   -p 108528-29,109458-04
109809-05
109134-33
108968-11   -p 108974-45,108977-04
108975-10   -p 108977-02
109007-22
109077-19      -p 108528-29,109326-17,110386-03,111302-03,111308-05
109896-30      -p 108528-29,108725-21,109883-02,110609-04
109748-03   -p 109896-30
109582-02   -p 109896-30
119067-03
#Security and misc Patches
108899-04
#ERI patches
109882-06
110723-08   -p 109882-06 -m SunBlade100,SunBlade150,SunFire880
108606-39   -s SUNWm64
108921-25
108940-75
109165-14      -p 108977-04
109202-06      -m E3000,E3500,SunBlade100,SunBlade150,SunFire880
109354-24
109384-12
109815-21      -p 108528-29,109458-04
111792-16   -p 108528-29
109887-18      -p 108528-29
109892-04      -p 108528-29    -m Ultra5,SunFire880
109893-04
109926-02      -s SUNWpcmci
109931-10
110165-05
110457-05
110820-12
111197-06
112438-03
113682-02
116455-01
114802-02
109152-02
114667-01
113413-01
114158-01
114669-02
116382-01
116380-01
116378-01
```

```
116376-01
116991-04    -p 123478-01
110382-07
112097-06
110369-08
114990-04
115275-08
111439-03
111796-04
114984-01
109933-03
117005-01
112849-01
111808-02
111804-03
114162-01
114160-01
109889-07
116278-01
110285-02
114157-01
114155-02
110710-02
115583-02
109900-05
108820-03
112371-01
109458-04
109454-05
112369-01
116995-01
116993-01
116990-01
117702-01
116988-01
116986-02
116984-01
119819-01
109035-06
109033-04
116975-04
112345-04
111306-07
111304-02
116610-01
109025-06    -p 108995-08
109023-05
120207-01
113415-01
116967-01
116606-01
116605-02
116963-02
110615-16
116959-14
112328-02
116955-01
```

```
116953-03
116952-01
110910-05    -p 123478-01
116950-10    -p 110910-03
109764-06
110955-06
111989-01
111588-07
111225-03
114773-01
113685-06
111562-02
110918-06
112993-01
112991-01
110912-05
115823-01
108995-08
112220-06
110461-03
110853-02    -m SunFire880
112607-02
110840-03
108964-10
112161-04
114673-01
114671-03
109994-02
110375-05
116970-06
109013-03
113419-01
111141-03
112844-02
112050-03
108823-02
110953-08
112989-01
114986-01
110269-02
114988-02
110941-05
116608-01
116943-02
112274-04
112597-03
112666-02
116274-01
116276-01
108835-04
109142-07
115797-01
114956-03
108714-08
112119-07
117984-03
108773-24
```

```
110335-03
113242-01
118518-01
117049-02
109613-07
112501-01
117634-01
109463-01
115795-01
109569-02
113372-02
117518-02
111844-03
117657-01
113128-03
120802-01
121972-01
122091-01
122769-01
123226-01
123478-01
123852-01
108723-02
116962-11
116979-05
117557-03
##### HARDWARE PATCHES #####
# XVR-100 video driver
114537-37   -s SUNWpfbx
#DiskSuite patch
108693-28
# HSI/S 3.0
110868-01        -s SUNWhsis -v 3.0
# HSI/P 3.0
109715-17        -s SUNWhsip -v 3.0
# X25 9.2
108669-18        -s SUNWx25a -v 9.2
# SAI/P 3.0
109338-07        -s SUNWsaip -v 3.0
# TRI/P 4.0 patch
107506-05        -s SUNWtrpd -v 4.0
# TRI/S 4.0 Patch
107959-02        -s SUNWtrsd -v 4.0
#VTS Patch
112336-09        -s SUNWvts  -v 4.6
# RSC patch
113679-08   -p 110460-26,113682-01  -s SUNWrsc
```

MATERIAL REQUIREMENTS

The following material is required to implement this Change Notice and should be ordered from the Little Rock factory via this Change Notice:

- **Software/Documentation**

QTY	COMCODE DOC #	DESCRIPTION	VERSION
1	*700212749	CMS Software CD, PG-7M028	r3v11ak.b
1	108922477	R3V9 Supplemental Services CD, PG-7M017	cssr9ad.a (or later)
1	700280688	R3V11 Base load UPG Doc	

* This is the only comcode changing w/Supplement 11.

Note: After installation, please consult the **README.TXT** file in /cms.

Refer administrative questions pertaining to this Change Notice to the Change Notice Coordinator at the appropriate location:

Avaya Contact List:

Avaya Contact	Telephone Number
Global Services Delivery (GSD)	800 – 242 - 2121
Remote Service Center – Hungary	361 - 345 - 4334
Caribbean and Latin America	786 – 331 - 0860
EMEA Services	31-70-414-8720
Asia/Pacific Regional Support Center	+800-2-28292-78 / +65 6872 5141 and +008006501243 (India)

Refer non-U.S. administrative questions pertaining to 1358B or this Supplement to the following persons in the Change Notice Administration Group.

International In-Region Support Canada CALA EMEA Asia US	Kalai Elango – 303-538-6762 Raquel Nieva Lopez – +52-55-5278-78-62 Sandra Pearson – +44-1483-308492 Wee Peng Sin – +65-6872-8667 Jackie Johnson – 303-538-3054

For Technical questions pertaining to the application of this Change Notice, refer to the Maintenance Escalation Procedure.

ORIGINAL SIGNED BY

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Change Notice Development Team

QUALITY PROTECTION PLAN

QPPCN Release Date: October 15, 2002
Implementation Start Date: October 2002
Implementation End Date: September 2003
Expiration Date: September 30, 2003

CHANGE NOTICE: 1358B

PRODUCT SUMMARY: AVAYA™ CALL MANAGEMENT SYSTEMS
U.S. AND NON-U.S.
CLASS S3 (SOFTWARE) CHANGE
CUSTOMER INSTALLABLE
SERVICE INTERRUPTING
(R3V11, Issue 3.0, Load r3v11ag.b)
(Supplemental Services cssr9ac.a)

Quality Protection Plan Change Notice 1358B is being issued to release PG-7M028 stored software program Avaya™ Call Management Systems (CMS) R3V11 Issue 3.0 (Load r3v11ag.b) for earlier CMS R3V11 customers that are experiencing problems with their current version that can be resolved with this load. This Change Notice is also being issued to release PG-7M017, Issue 5.0 stored software program CMS Supplemental Services Release cssr9ac.a. Refer to the REASON FOR CHANGE section for details. This Change Notice is to be applied **reactively** only to U.S. Direct, BusinessPartners, and non-U.S. customers escalated. This Change Notice is customer installable and is service interrupting. Coordination with any other Change Notice is not required.

Listed below are billing codes that apply to Change Notice 1358B.

Information	Technician Labor	Replacement Material	Material Transportation
Activity Code	S	N/A	N/A
Product Code	1208	P1208	P1208

Avaya Inc. - Proprietary
Use pursuant to the terms of your signed agreement or company policy.

AVAYA™ CALL MANAGEMENT SYSTEMS (CMS)
U.S. AND NON-U.S.
CLASS S3 (SOFTWARE) CHANGE
CUSTOMER INSTALLABLE
SERVICE INTERRUPTING (R3V11, Issue 3.0, Load r3v11ag.b)
(Supplemental Services cssr9ac.a)

APPLICATION
Quality Protection Plan Change Notice 1358B is being issued to release PG-7M028 stored software program Avaya Call Management Systems (CMS) R3V11 Issue 3.0 (Load r3v11ag.b) for earlier CMS R3V11 customers that are experiencing problems with their current version that can be resolved with this load. This Change Notice is also being issued to release PG-7M017, Issue 5.0 stored software program CMS Supplemental Services Release cssr9ac.a. Refer to the REASON FOR CHANGE section for details.
Tier III or Center of Excellence (CoE) approval is required.
Note! CMS R3V11 will only work with CMS Supervisor Version 11 or greater and is not backward compatible with earlier versions of CMS Supervisor. See the COMPATIBILITY section for details.
This Change Notice is to be applied **reactively** only to U.S. Direct, BusinessPartners, and non-U.S. customers escalated. This Change Notice is customer installable and is service interrupting. Coordination with any other Change Notice is not required.
This Change Notice applies to any earlier CMS R3V11 customers that are experiencing problems listed in the **REASON FOR CHANGE** section. CMS R3V2, R3V4, R3V5, R3V6, R3V8 or R3V9 systems **cannot** use this Change Notice.

Avaya U.S. Direct Customers: Customers are to contact the Avaya Global Services Delivery (GSD) @ 1-800-242-2121 to request the PCN. The Avaya GDS is to approve the customer's request. The ordering and shipping of PCN material for direct customers and/or Avaya Service technicians is to follow current processes.

Avaya U.S. BusinessPartners: BusinessPartners are to contact the Avaya Dealer Desk @ 800-222-7278, prompt 1, to order the PCN material outlined in this PCN notice. Authorization from Avaya GDS is not required. BusinessPartners needing technical support should contact the Avaya GSD (*charges may be applicable*).

Avaya Non-U.S.: Non-U.S. customers are to contact their Regional Support Center and the Regional Coordinators will handle the PCN request.

REASON FOR CHANGE
Listed below are the major fixes in CMS R3V11ag.b load:

- Changes were made to support the Sun Blade 150.
- Several Solaris patches were updated.
- Installing Solaris patches will no longer fail if the volume manager takes too long to start.
- A change was made to accept "V" for trunk equipment location for the new C-Hawk switch.

Listed below are the major fixes in CMS R3V11af.j load that are included in the ag.b load.

- This load of CMS includes a new feature called Password Aging. It provides the capability to allow password aging for CMS users/supervisors. It is available to administer from the cmsadm menu.

- This load of CMS supports a new platform, the Sun Fire V880, which replaces the Ultra-Enterprise 3500.
- This load of CMS supports ODBC 4.2.
- A new restore script is now available for Services to restore a system crash.
- Dictionary announcements and logins now display leading digits.
- A backup no long fails when Archiver is running.
- Spatches have been updated, including the addition of security patches and a new Kernel Jumbo Patch.

This release of R3V9 Supplemental Services, internal release cssr9ac.a includes the following software fixes:

- Add JRE 1.3 to CSS for Daktari
- Increase AOM Srv timeout for ASG Guard
- Add Avaya trademark per new requirements
- Modify the default sysSetup.cfg file

COORDINATION
Coordination with any other Change Notice is not required. Customers may wish to coordinate with Change Notice 1387B (CMS V11 Supervisor) when available.