



QUALITY PROTECTION PLAN

QPPCN Release Date: March 4, 2002
Supplement 11 Release Date: March 19, 2007
Expiration Date: NA

CHANGE NOTICE: 1325B Supplement 11

**PRODUCT SUMMARY: CALL MANAGEMENT SYSTEMS (CMS)
U.S. AND NON-U.S.
CLASS S3 (SOFTWARE) CHANGE
(R3V9, Load r3v9ak.c Patch Issue I)
(Supplemental Services cssr9ac.a)
CUSTOMER INSTALLABLE
SERVICE INTERRUPTING**

March 19, 2007 – Supplement 11 Change Notice 1325B is being issued to extend the expiration date to NA (no expiration). This is to allow customers to continue to get updates while product is supported.

January 17, 2006 – Supplement 10 Change Notice 1325B is being issued to extend the expiration date to March 31, 2007. This is to allow customers to continue to get updates while product is supported.

September 28, 2005 – Supplement 9 Change Notice 1325B is being issued to extend the expiration date to March 31, 2006. This is to align with the end of the 12-month end of support interval.

April 18, 2005 – Supplement 8 of Change Notice 1325B is being issued to update the Material Requirements and the Reason for Change section with the latest software release of CMS R3V9; **Load r3v9ak.c Patch Issue I.**

March 7, 2005 – Supplement 7 of Change Notice 1325B is being issued to update the Material Requirements and the Reason for Change section with the latest software release of CMS R3V9; **Load r3v9ak.b.**

October 29, 2004 – Supplement 6 of Change Notice 1325B is being issued to extend the Expiration Date to December 31, 2005 to allow remaining customers to receive this update.

February 23, 2004 – Supplement 5 of Change Notice 1325B is being issued to extend the Expiration Date to December 31, 2004 to allow remaining customers to receive this update.

REASON FOR CHANGE

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Modification Requests Fixed

MR #	Abstract
151884	Update V9 Sun Security patches
139537	cmsadm backup fails unnecessarily due to file changes
137590	backport V11 mqpeek to V9
106872	total amount of time a call is in queue added to the ECH
106881	Agent Trace: The total number of records goes back to 0
154537	Soft Partition states are reported as "Okay" even though the disk has crashed.
155962 (Patch I)	cmsadm backup errors

MATERIAL REQUIREMENTS

QTY	COMCODE DOC #	DESCRIPTION	VERSION
1	108922469	CMS Software CD, PG-7M016	r3v9ak.c Patch Issue I
1	108922477	Supplemental Services CD	cssr9ac.a (or later)
1	700248743	CMS Base Load Upgrade document	

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

Refer administrative questions pertaining to 1325B or this Supplement to the RTS Change Notice Administration Group on 800-422-6560.

Refer non-U.S. administrative questions pertaining to 1325B or this Supplement to the following persons in the Change Notice Administration Group.

Avaya Contact List:

International In-Region Support Canada CALA EMEA Asia US	Chris Robinson – 905-474-6636 Raquel Nieva Lopez – +52-55-5278-78-62 Sandra Pearson – +44-1483-308492 Wee Peng Sin – +65-6872-8667 Jackie Johnson – 303-538-3054
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Original Signed By:

Avaya Inc. - Proprietary

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Change Notice Development Team

Avaya Inc. - Proprietary

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QUALITY PROTECTION PLAN

QPPCN Release Date: March 4, 2002
 Implementation Start Date: March, 2002
 Implementation End Date: February 2003
 Expiration Date: February 28, 2003

CHANGE NOTICE: 1325B

PRODUCT SUMMARY: CENTREVU® CALL MANAGEMENT SYSTEMS

U.S. AND NON-U.S.

CLASS S3 (SOFTWARE) CHANGE

(R3V9, Issue 6.0, Load r3v9ai.p)

(Supplemental Services cssr9ab.c)

CUSTOMER INSTALLABLE

SERVICE INTERRUPTING

Quality Protection Plan Change Notice 1325B is being issued to release PG-7M016 stored software program CentreVu® Call Management Systems (CMS) R3V9 Issue 6.0 (Load r3v9ai.p) for earlier CentreVu CMS R3V9 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 4.0 stored software program CMS Supplemental Services Release cssr9ab.c. 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 1325B.

Information	Technician Labor	Replacement Material	Material Transportation
Activity Code	S	N/A	N/A
Keep Cost Code	KFB3877	KFB3877	KFB3877
Product Code	1208	P1208	P1208

Avaya - Proprietary

Use Pursuant to Company instructions

**CENTREVU® CALL MANAGEMENT SYSTEMS (CMS)
 U.S. AND NON-U.S.**

Avaya Inc. - Proprietary

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**CLASS S3 (SOFTWARE) CHANGE
(R3V9, Issue 6.0, Load r3v9ai.p)
(Supplemental Services cssr9ab.c)
CUSTOMER INSTALLABLE
SERVICE INTERRUPTING**

CHANGE NOTICE: 1325B

APPLICATION

Quality Protection Plan Change Notice 1325B is being issued to release PG-7M016 stored software program CentreVu CMS R3V9 Issue 6.0 (Load r3v9ai.p) for earlier CentreVu CMS R3V9 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 4.0 stored software program CMS Supplemental Services Release cssr9ab.c. Refer to the REASON FOR CHANGE section for details.

Note! If you're upgrading from r3v9ag.c or earlier, loading Solaris* patches could take approximately 2-4 hours to install depending on your platform type.

CentreVu CMS R3V9 will only work with CentreVu® Supervisor Version 9 or greater and is not backward compatible with earlier versions of CentreVu Supervisor. See the COMPATIBILITY section.

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 CentreVu CMS R3V9 customers that are experiencing problems listed in the **REASON FOR CHANGE** section. CentreVu® CMS R3V2, R3V4, R3V5, R3V6 or R3V8 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 "Modification Requests Fixed" in CentreVu CMS R3V9ai.p load.

MR #	Abstract
v9cms010423	Sun* Blade non-mirror upgrade did not add soft partitioning
v9cms010424	cmssvc:disk space failure - 27002
v9cms010425	Backport cmsadm restore fixes from V11
v9cms010431	Soft partition can fail for upgrades on non-mirr sys

Listed below are the "Modification Requests Fixed" in the earlier load - R3V9ai.0, which is included in the R3V9ai.p load

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MR #	Ticket#	Abstract
v9cms010185		Add routine to soft partition 7th slice on all disks to olds
v9cms010199		v9.1 soft partition requirement
v9cms010242		Add soft partition t-patch and remove 109221- 06 (obsoleted)
v9cms010259		Port admin code must be modified to support Sun Blade.
v9cms000009		Change user permission "Load" queries to include ACD field
v9cms010055		oncheck replaces bcheck
v9cms010179		Problem with feature lock when setup in background
v9c	ms010221	
Modify olds to create metadbs and metadvice of swap for sp		
v9cms010224		Add support for Path Replacement
v9cms010267	6108280	hagent loc_id of 0 and 1 for same agent at same time.
v9cms010273		Need to pick up FTP security spatch 111606-01
v9cms010280		add cvsupervisor to CD
v9cms010274		display_ports is broken on Sun Blade
v9cms010284		Modify hi-water mark for Archiver performance
v9cms010285		Set pdq-priority for Archiver performance
v9cms010288		increase dbtemp size (REMOVED)
v9cms010295		Soft Partition things found in integration test
v9cms010291		Need to add patch 110806 to v9 spatches (SUNWvtsx patch) (REMOVED)
v9cms010294		Update readme file for r3v9ai
v9cms010297		Need to update /dernel/drv/md.conf file for Soft Partition
v9cms010299		new.onconfig.cms not installed on all upgrades
v9cms010300		remove error message about CLIENT_LOCALE
v9cms010303		Increase DS_TOTAL_MEMORY in onconfig file

v9cms010301		baseload upgrade from v9 to v9.1 will not invoke softpart
v9cms010307		Add spatches requested at the July 26, 2001 Dev stat meeting
v9cms010316		Postinstall loses VERSION variable
v9cms010193		Modify message when adding disks on DM system
v9cms010291		Need to add patch 110806 to v9 spatches (SUNWvtsx patch)
v9cms010298		New CMS install fails to install new IDS params
v9cms010308		Removed ACDs that aren't cleaned up can cause BU failure (REMOVED)
v9cms010317		Sunblade mirroring failed but no meaningful error message
v9cms010318		Erroneous test messages displayed when disks are added
v9cms010323		saip processes becomes hung on install of spatches
v9cms010335		Up-rev softpartition patch
v9cms010293	81276	Permissions on the / directory are 775, should be 755
v9cms010324		Bootup message on Sunblade states mirroring not supported
v9cms010327	6394135	fsa does not initialize if vectoring package not installed
v9cms010328		Change maximum agent/skill pair of V9 pseudo Acd to 10000
v9cms010329		stpassed Merge - Multiple loc_ids (v8cms010038)
v9cms010336		pkgm of cms failed but didn't give meaningful error
v9cms010338		pkgadd of cms should start IDS rather than fail
v9cms010325		Need a copy of soft partition file before changing
v9cms010332		move msg about rebooting system after cms install
v9cms010351		Dont exit if load is already running r3v9ai series
v9cms010354		spatches install fails on older kernel versions of Solaris 8
v9cms010359		create file '0' during cmssvc/disk_space
v9cms010252		Daily archiver query depleted dbtemp space - remove code
v9cms010349		E3500 non-mirrored to mirrored scenario failed

v9cms010352		/etc/system file doesn't always have md_sp path
v9cms010355		in preinstall, add check for SDS patch and /reconfigure file
v9cms010358		add zmodem to layoutfile
v9cms010362		Copy zmodem files from CD to /usr/bin
v9cms010364		Converter is creating bad storage.def file during backup
v9cms010365		Update r3v9ai readme file
v9cms010366		Run setup with flatfile same as with converter-created file
v9cms010205		no message when syncing data and you run sync data again
v9cms010251		Modify ins_proc to include passwd_age options.
v9cms010310		Changes for Path Replacement from code inspection
v9cms010321		cms mirroring should not fail if disksuite is successful
v9cms010322		/olds -cleanup should provide reboot message
v9cms010330		List of disks for cmssvc>disk space>add disks incorrect
v9cms010375		Fix AOMROOT nmk variable - make up to date for elog
v9cms010223		Notify user of disks resyncing if shutdown is requested
v9cms010379		Modify /cms/install/disk_mgr/mirror/SUNBLADE file
v9cms010380		Make the building of the soft partition file more robust
v9cms010237		Field help for Login Identification has unsupported switch.
v9cms010383		solaris panic occurs during initializing mirroring
v9cms010384		in upgrades, must edit SUNBLADE to remove carriage returns
v9cms010385		swap metadvice was removed with /olds/olds - cleanup
v9cms010386		"Update statistics" takes too long in archiving
v9cms010390		Path Replacement change to fix infinite loop
v9cms010396		the mirrored regular disk soft partition is not added
v9cms010397		Soft Part failed on E3000 mirr sys due to common controller

v9cms010341		spatches should not terminate if a patch fails to install
v9cms010347		Before creating swap file, check how much needed & HD space
v9cms010388		Put check for swap device in turn_on_cms.
v9cms010403		Baseload upgrade to r3v9ai takes longer than usual
v9cms010408		Typos in error messages
v9cms010412		Baseload upgrade to soft partitioning (and dumpadm)

Listed below are the "Modification Requests Fixed" in Supplemental Services cssr9ab.c

MR	TSC-SS	Abstract
2710	81276	/opt/cc/ahl/log filled up with un-necessary messages
2712		previous Developer left an echo command in code
2696	81276	disk_watch creating huge mail file (v9cms010216)
2698	81276	cron job for start_ahl.sh filling up root's mail
2695		change Lucent to Avaya in error messages

COORDINATION

Coordination is required with Change Notice 1344B (CentreVu® Visual Vectors) when co-resident on same CentreVu CMS system.