

Product Correction Notice (PCN)

Issue Date: July 11, 2005
Archive Date: October 31, 2008
Supplement 1 Date: June 7, 2007
PCN Number: 1507B

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

Contact Center Express

Does this PCN apply to me?

Contact Center Express, release 2.1 is a minor release of the Contact Center Express solution. Existing Contact Center Express customers who are current on their maintenance are entitled to this release as part of their maintenance agreement.

What you should do when you receive this PCN:

Customers are to contact the Avaya Remote Technical Services (RTS) @ 1-800-344-9670 Prompt 4 to request the PCN. The Avaya RTS is to review the customer's request for a current Contact Center Express maintenance agreement. If a current Contact Center Express maintenance agreement exists, approve the customer's request and take the necessary steps outlined in this PCN to provide the required PCN material.

Description of PCN:

June 7, 2007 – Supplement 1 is being issued to extend expiration to October 31, 2008.

Contact Center Express, release 2.1 is a minor release of the Contact Center Express solution. Existing Contact Center Express customers who are current on their maintenance are entitled to this release as part of their maintenance agreement.

What is the nature of the PCN?

Notification of release

This PCN addresses and resolves the following issues:

Contact Center Express, release 2.1 is a minor release of the Contact Center Express solution. Existing Contact Center Express customers who are current on their maintenance are entitled to this release as part of their maintenance agreement.

Level of Risk/Severity
Class 1=High
Class 2=Medium
Class 3=Low

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Is it required that this PCN be applied to my system?

No

The risk if this PCN is not installed:

Minor and rare system issues; will not be able to use new features and capabilities

Is this PCN for US customers, non-US customers, or both?

both

Does applying this PCN disrupt my service?

Estimated time to install the new release is 8 hours

Installation of this PCN is required by:

Customer or authorized implementer. Note that customer should be familiar with Avaya and Microsoft technology before undergoing this effort

Release notes and workarounds are located:

on the CD

How to determine if your product is affected:

Existing Contact Center Express customers who are current on their maintenance are entitled to this release as part of their maintenance agreement. Customers should take advantage of this to obtain the latest features and fixes available.

Required materials (If PCN can be customer installed):

Comcode	Qty	Description
700366289	1	CC EXPRESS R2.1 CD-ROM

Provisioning instructions (If PCN can be customer installed):

Order the above material per standard Avaya ordering process.

Finding the installation instructions (If PCN can be customer installed):

Installation Instructions are located on the CD as part of the PDF manuals

SECTION 1A – PATCH INFORMATION

Note: Customers are required to backup their systems before applying the Patch.

How to verify the installation of the patch has been successful: N/A

What you should do if the patch installation fails? N/A

How to remove the patch if malfunction of your system occurs: N/A

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved? No

Avaya Security Vulnerability Classification: N/A

Mitigation: N/A

Coverage Entitlements:

Customers under Avaya Warranty or Avaya Full Coverage Service Contract*	
Material	No Charge
Help-Line Assistance	Per the Terms of the Warranty or Full Coverage Service Contract
On-site Technician Labor	Per the Terms of the Warranty or Full Coverage Service Contract Avaya on-site labor (for 24x7 and 8x5 customers) to implement this PCN (at no charge) is Monday through Friday, 8am to 5pm, local business hours. After hours and weekend support for 24x7 and 8x5 customers is billable at current preferred labor rates.

* Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under Avaya Remote Only and Parts Plus Remote Service Contract	
Material	No Charge
Help-Line Assistance	Per the Terms of the Service Contract
On-site Technician Labor	Per the Terms of the Service Contract

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Material	No Charge
Help-Line Assistance	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

Authorized BusinessPartner
Avaya authorized BusinessPartners are responsible for the implementation of this PCN on behalf of their customers. Any support or work performed by Avaya may result in Per Incident charges.

Avaya Product Correction Notice Support Offer
The Avaya Product Correction Support Offer provides out-of-hours support for remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as "Customer-Installable". Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

Avaya Contact List:

Avaya Contact	Telephone Number
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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)

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