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Product Correction Notice (PCN)

Issue Date:	**June 21, 2004**
Supplement 10 Release Date:	**December 3, 2007**
Archive Date:	**N/A**
PCN Number:	**1448B**

SECTION 1 - CUSTOMER NOTICE

Product Impacted:	**CALL MANAGEMENT SYSTEM RELEASE 12**

Description of PCN:	**December 3, 2007 –** Supplement 10 is being issued to update the Description of the PCN, the Installation Instructions, the Reason for PCN, and the Required Materials section with the latest CMS software; Release **r3v12da.a.**

February 12, 2007 - Supplement 9 is being issued to update the Description of the PCN, the Installation Instructions, the Reason for PCN, and the Required Materials section with the latest CMS software; Release **r3v12cc.c.**

November 6, 2006 – Supplement 8 is being issued to update the Description of the PCN, the Installation Instructions, and the Required Materials section with the latest CMS software; Release **r3v12cc.b.**

January 30, 2006 – Supplement 7 is being issued to update the Description of the PCN, the Installation Instructions, and the Required Materials section with the latest CMS software; Release **r3v12cb.a Patch Issue II** and **cssr12ae.a**.

January 17, 2006 – Supplement 6 is being issued to allow customers to continue to get updates while product is being supported.

November 17, 2005 – Supplement 5 is being issued to update the latest Comcode for cssr12ad.a Base Load Update documentation.

October 31, 2005 – Supplement 4 is being issued to update the latest Comcode for cssr12ad.a Base Load Update documentation.

August 29, 2005 – Supplement 3 is being issued to update the Description of the PCN, the Installation Instructions, and the Required Materials section with the latest CMS software; Release **r3v12ca.d Patch Issue III**.

April 5, 2005 – Supplement 2 is being issued to update the Description of PCN, the Installation Instructions, and the Required Materials section with the latest CMS software; Release **r3v12ca.d**. The release for Patch Issue I back on March 7, 2005 is no longer applicable.

March 7, 2005 – Supplement 1 is being issued to update the Description of PCN, the Reason for PCN, the Installation Instructions, and the Required Materials section with the latest CMS software; Release **r3v12ca.d Patch issue I.**

Original
This PCN is being issued for CMS R12 Server due to updates for the Path Replacement feature as well as bug fixes.
The new issue for the Avaya CMS R12 is **r3v12ba.b.** |

Severity Level:	Class 3
US / Non-US:	Both
Hardware or Software:	Software
Service Interrupting? :	Yes
Recommended to be Installed by:	Customer
Scheduling and Coordination:	This is a customer-installable PCN update. Avaya TSO can provide incidental support if issues arise.

If the customer so chooses, Avaya can perform this update, however, there will be Per Incident billing for the work. Simply contact Avaya RTS to schedule the work. Standard charges apply. |
| **Installation Time:** | Depending on the load of software the customer currently is running, it could take the customer approximately **3 hours** to install the update (including reboots and downtime for system backups). |
| **Installation Instructions:** | Upgrade instructions are located in the Base Load document that is part of the required materials. The latest software CD has been updated. |

Product
Correction Notice

Reason for PCN: There are no new features in this load of CMS. Solaris patches have been updated, and bug fixes resulting from Modification Requests due to field escalations have been incorporated into CMS R12.

The following resolutions are listed below.

- Fix OCB update code for Solaris

- Corrected problem where Archiver occasionally stopped working but process appeared to still be running

- Now can load haglog table into pseudo ACD from full maintenance backup

- Corrected erroneous disk errors that appeared at CMS startup

- SPI issues resolved for particular issue with agents logging off while calls were on hold

- Solaris patches to fix a ttymon patch issue.

- Solaris patches to support DST (Daylight Savings Time) change

- Supplemental Services update for Survivable CMS

- Spi issues resolved on particular call sequence

- Negative numbers are VDN reports resolved

- CMS no longer ignores call sequence, ACD to ACD with no IDLE in between, which caused spi to core.

- If the VRU is rebooted, spi no longer core dumps after a non-Avaya VRU agent is unstaffed while connected with active call segments.

- chkDisks was modified to report additional Soft Partition problems.

- When the link goes down and agents are logged in, CMS will recognize all agents when the link is back up.

- Up to 400 CMS Supervisors can be simultaneously logged in (previously 252 was the maximum).

- When connected to an R9/R10 switch, CMS vector step, "goto step X if holiday in table ##" now allows two digits in the table field.

- IDS tuning is now automated for platform specific hardware. NOTE: Some manual tuning may still be required.

- root will now be allowed to log in remotely during cmsadm

Latest Solaris patches available with this PCN:	# Patch# -m <platforms> -h <hardware> -s <req'd pkg> -v <req'd pkg ver> -p <patches> -o

```
#      Platforms: (these are the options for -m)
#           Ultra5, E3000, E3500, SunBlade100,SunBlade150,
SunFire880, SunFire890,
#        -m switch can contain multiple platforms.
#             Use comma separated platform names (no spaces)
#             e.g. 111111-01  -m Ultra5,SunBlade100,SunBlade150
#        Hardware: sun4u and sun4m (command to get hardware:
uname -m)
#      Patches switch (-p) can also contain multiple patches.
#             Use comma separated patch names (no spaces)
#             e.g. 111111-01 -p 1010101-04,103301-01
#        -o indicates the patch is an OBP (EEPROM) patch
# E3500 bootrom
103346-30    -m E3500      -o
# SunFireV880/890 bootrom
121688-04    -m SunFire880,SunFire890  -o
# Start of recommended/security patches
112963-32
113273-10    -p 112908-24
112233-12
112951-13    -p 113713-21
112964-16
113278-17
114363-03
112817-29
113713-25
114564-13
114349-04
113322-03
113280-08
113798-02
117477-01
113096-03
113226-05
113327-03
113240-13
113077-22    -p 123056-01
114332-23
113329-18
112808-10
112807-22    -p 112785-62
112810-06
113451-13
114014-15
114344-29    -p 115683-02
114721-06
114356-06    -p 112908-24
119449-01
113318-31
111711-16
117171-17
116561-16    -p 118558-39
117114-02
111712-16
116538-03
118558-39    -p 116532-01,113073-14
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How to Determine if Product is Affected:	If you have a CMS R12 System and you desire any of these fixes.

Required Materials (If PCN is Customer Installed):

Comcode	Qty	Description
*700289895	1	CMS R12 Software CD Load **r3v12da.a**
700289903	1	CMS R12 Supplemental Services CD Load **cssr12ae.a**
700288996	1	CMS R12 Base Load Upgrade Document

* update since last PCN supplement

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

The CMS R12 Software CD ROM contains the following packages: CMS, spatches, patches, RICHPsex, ANCrules, RICHPse, RMCmem, postids, zmodem, and oninit.

Provisioning Instructions (If PCN is Customer Installed):

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.

Material Coverage Entitlements: No cost to customer for the software. Customer can pay Avaya to perform the upgrade if desired.

**Avaya Customer
Service Coverage
Entitlements:**

Customers under the following Avaya coverage: -Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Help-Line Assistance	Per the Terms of the Service Contract.
On-site Technician Labor	Per the Terms of the 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. This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.

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

Customers under the following Avaya coverage: -Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
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)	
Help-Line Assistance	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

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 Authorized
BusinessPartner
Service Coverage
Entitlements:**

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 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)