

Product Correction Notice (PCN)

Original Issue Date: September 10, 2006
Archive Date: N/A
Supplement 5 Issue Date: May 4, 2009
PCN Number: 1567P

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

CALL MANAGEMENT SYSTEM RELEASE 13.1 (Standard)

Does this PCN apply to me?

If customers want the latest Solaris patches and any bug fixes listed.

NOTE: This PCN requires the use of the latest (JA.02 or greater) version of CMS R15 Supervisor. This version of CMS Supervisor is available at no cost for download on the support.avaya.com web site.

What you should do when you receive this PCN:

Schedule down-time for installation.
Follow the installation instructions.

Description of PCN:

May 4, 2009 – Supplement 5 is being used to provide the latest Solaris patches and a few bug fixes.

NOTE: This PCN requires the use of the latest (JA.02 or greater) version of CMS R15 Supervisor. This version of CMS Supervisor is available at no cost for download on the support.avaya.com web site.

December 3, 2007 – Supplement 4 is being used to provide the latest Solaris patches and a few bug fixes.

August 22, 2007 – Supplement 3 is being used to call out the correct Visual Vectors Client software CD. So the only thing changed is the VVC CD comcode.

February 5, 2007 – Supplement 2 is being issued to update Solaris patches.

January 8, 2007 – Supplement 1 is being issued to update the issues resolved and note Solaris patches addressed.

Original This PCN is being issued for the R13.1 Standard CMS product for bug fixes, the Daylight Savings Time Solaris patch, support for CM 3.1, and to work with the R13 Visual Vectors product. Software supplied with this PCN is identified below.

What is the nature of the PCN?

Bug fixes and enhancements.

**Recommended to be
Installed by:**

Customer Installable

**This PCN addresses
and resolves
the following issues:**

The following CMS fixes have been addressed with this PCN:

- A Solaris patch is applied with this PCN that improves security on the CMS Supervisor SSH connection.
Therefore, the latest version of CMS Supervisor is required (version JA.02, or greater, which is available for free download on support.avaya.com)
- Allow Custom reports that include an exceptionally large range of agents to have correct totals. Customers can tell if they have this problem, by splitting the same range of agents into 2 or more reports where the totals are correct.
- Trunk Performance Report for a single day that includes a usetime of 0 now executes without error.
- Agent Admin->Config Report->List Agent Skills now shows the skill data for the last agent listed in the report.
-

CMS Supervisor JA_03 is released with this PCN and have the following improvement:

- For Vista installations of Supervisor, Organize scripts did not work. This is now fixed, and Organize Scripts are now supported for Vista installations.
- Citrix Xen App is now supported for Supervisor. Please see the Supervisor Installation Guide for instructions on how to use Citrix and any restrictions of operation.

The following fixes were delivered in previous PCNs, and are also included in the latest version of this PCN:

- Fixed real time database process (rtbm) memory leak due to complex call scenario
- Now can select all vectors in ASCII version of ACD admin log report
- Internal clock time slip fixed
- Link outage corrected due to certain VDN admin during peak busy hour
- Corrected problem where Archiver occasionally stopped working but process appeared to still be running
- Repaired problem with vector edit collect stop
- Message skill step now includes subtype when setVectorContents is called in client
- LAN backup code now allows operation with Tivoli 5.3 client and server
- The SSH spatches with issues have been removed
- Support for R13 Visual Vectors Client software
- Solaris patch to support DST (Daylight Savings Time) change
- Support for Tivoli 5.3 client and server for LAN backup
- Support for new Netra 210 platform
- Includes new Daylight Savings Time Solaris patch
- Support for CM 3.1
- Support for Survivable CMS
- Full support of 2000 vector administration
- Backup script no longer excludes directories beginning w/n
- Backup script no longer fails due to UID/GID > 65535
- Negative values in real time VDN reports have been addressed
- 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).
- Customers with large amounts of data (~25GB) will see greater performance with their CMS Maintenance backups.
- Performance enhancements have been incorporated which especially affect larger systems.

**This PCN includes these
Solaris patches:**

```
# MASTER PATCH LIST FOR SPATCHES
# 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,
#       Netra210
#   -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
# Sun Netra 210 bootrom
# OBP - Netra 210 systems
121683-06 -m Netra210 -o
# Start of recommended/security patches
112963-32
124830-01
113273-10 -p 112908-24
112951-14
112964-17
113278-21
114363-04
112817-32
113713-27
114564-14
113322-03
113280-09
113798-02
117477-01
113240-13
113077-23 -p 123056-01
113329-23
113330-03
112808-10
112807-22 -p 112785-55
112810-06
113451-14
114014-21
114344-36 -p 115683-02
114721-06
114356-15 -p 112908-24
119449-01
113318-33 -p 112908-31
113031-04
111711-19
117171-17
116561-16 -p 118558-31
117114-02
111712-19
116538-03
118558-39 -p 116532-01
112908-33
122300-35 -p 118558-39
```

Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 2						
Is it required that this PCN be applied to my system?	No.						
The risk if this PCN is not installed:	Customers may experience problems that have been fixed by this PCN.						
Is this PCN for US customers, non-US customers, or both?	Both						
Does applying this PCN disrupt my service?	Yes. CMS must be turned off to upgrade.						
Installation of this PCN is required by:	Only those customers requesting it.						
Release notes and workarounds are located:	N/A						
How to determine if your product is affected:	If you experience any of the problems discussed in this PCN or desire any enhancements.						
Required materials (If PCN can be customer installed):	<table><tr><th>Comcode</th><th>Qty</th><th>Description</th></tr><tr><td>700416837</td><td>1</td><td>CMS R13.1 Software CD Load r13.1ea.c</td></tr></table>	Comcode	Qty	Description	700416837	1	CMS R13.1 Software CD Load r13.1ea.c
Comcode	Qty	Description					
700416837	1	CMS R13.1 Software CD Load r13.1ea.c					
Provisioning instructions (If PCN can be customer installed):	<p>Avaya U.S. Direct Customers: Customers are to contact the Avaya Global Support Services (GSS) @ 1-800-242-2121 to request the PCN. The Avaya GSS 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.</p> <p>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 GSS is not required. BusinessPartners needing technical support should contact the Avaya GSS (<i>charges may be applicable</i>).</p> <p>Avaya Non-U.S.: Non-U.S. customers are to contact their Regional Support Center and the Regional Coordinators will handle the PCN request.</p>						
Finding the installation instructions (If PCN can be customer installed):	<p>Installation instructions are located: CMS R13 Base Load Upgrade Document.</p> <p>Instructions will include: How to install the CMS software and patches if necessary.</p>						

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:

As the patches are installing, you will receive notification of successful installation.

What you should do if the patch installation fails?

Contact the Avaya Services organization.

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

Instructions:

CMS R13 Base Load Upgrade Document, ~page 39 in the section titled: Removing CMS patches.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

No.

Avaya Security Vulnerability Classification:

Low.

Mitigation:

N/A

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:**

Avaya is issuing this PCN as remotely installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:	
<ul style="list-style-type: none">-Warranty-Full Coverage Service Contract*-On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

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

Customers under the following Avaya coverage:	
<ul style="list-style-type: none">-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
Remote or On-site Services 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
Remote or On-site Services 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 Support Services (GSS)	800 – 242 - 2121
Canada Customer Care Center	800 – 387 - 4268
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)

© 2005 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.
