

Product Correction Notice (PCN)

Issue Date: August 7, 2006
Archive Date: December 31, 2008
Supplement 3 Date: January 3, 2008
PCN Number: 1556B

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

Application Enablement Services (AES) Release 3.0 and 3.1

Note to Avaya associates: additional information is available for this PCN on the Avaya Enterprise Portal.

Does this PCN apply to me?

All AES 3.0 and 3.1 customers should upgrade to AES 3.1.2 to receive continued product corrections and enhancements. If you are currently running AES 3.0 or 3.1 without issue, you may continue to do so. See "Risk" statement below.

What you should do when you receive this PCN:

Contact Avaya or your BusinessPartner to obtain the appropriate PCN

Description of PCN:

January 3, 2008 – Supplement 3 is being issued to extend the expiration to December 31, 2008.

February 12, 2006 – Supplement 2 is being issued to update support coverage entitlement information.

December 1, 2006 - Supplement 1 is being issued to upgrade customers to AES 3.1.2. This upgrade to AES 3.1.2 adds significant new performance capabilities.

What is the nature of the PCN?

Software (all systems) and a refresh of existing RFA licenses (3.0 systems only.)

This PCN addresses and resolves the following issues:

AES 3.1.2 contains all of the following enhancements:

Items fixed in 3.0:

- Security: Continuing the AE Services security direction, the CMAPI Service on AE Services 3.1 now offers CMAPI implementations optional end-to-end security, encryption, and authentication.
- Resiliency: AE Services 3.1 transport links are secure, encrypted, load-balanced, redundant, and are now robust enough to survive short network outages.
- New Features and API enhancements: New CTI features and APIs as well as support for Linux Clients delivered
- Serviceability: Support for network managements tools through an industry standard Protocol, SNMP.

Items fixed in 3.1:

- Daylight Savings Time fix for bundled offer (software only (customer provided Linux) workaround is documented in

- the 3.1.2 release notes on support.avaya.com)
- **.NET CLIENTS / AE SERVICES WEB SERVICE OPERABILITY:** The three AE Services web services – Telephony Web Service, User Service and System Management Service did not previously work with .NET clients that were built using the Microsoft Visual tool set. The WSDL files describing these web services were changed to comply with WS-I Basic Profile so that the Microsoft tools can read them and correctly build client applications. The actual format of the SOAP messages did not change for the Telephony and System Management services so previously working web service clients will continue to operate fine without modification. The User Service SOAP format did have to change because we had to eliminate the use of soap encoded arrays. Customer built client applications that use the User Service web service will have to be modified for this release. Refer to the User Service SDK and the new WSDL file for specific information.
- **REDIRECTING NUMBER NOT POPULATED FOR INCOMING ISDN CALLS:** On incoming ISDN calls with network redirection services, the redirecting party number or original called party number was not being populated in the device history field in initial delivered event to a monitored VDN or the route request event. This issue has been resolved in the TSAPI service.
- **THE SEQUENCE OF EVENTS (REGISTER/ UNREGISTER/ REGISTER) CAUSES AN DMCC EXCEPTION:** In the Device Media Call Control (DMCC) service, the sequence of events (register, unregister, and register) was causing an invocation target exception which has been resolved
- **THE 3.0 DMCC CLIENT DOES NOT RECEIVE UNREGISTERED EVENTS FROM THE 3.1 SERVER:** A 3.0 DMCC client that connects to a 3.1 or 3.1.1 server did not receive unregistered events unless the client explicitly requested the unregistered event using the invert filter in a Monitor Start request. A client that sends a Monitor Start request without any filters should receive all events, including the unregistered event.
- **ALARM RESOLUTION:** In AE Services 3.1 and 3.1.1, the following alarms occurred as a result of Tripwire’s integrity check. The completion of the integrity check no longer results in the alarms listed above.

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

Class 3

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

No

The risk if this PCN is not installed:

Effective 12/31/2006, updates to prior AES releases will not be patched. Customers will need to install this PCN to prevent being locked out of future product updates.

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

Both

Does applying this PCN disrupt my service?

Yes

Applications written that leverage AES will continue to work after the upgrade. However, all applications should be reinstalled and regression tested before being placed into production. Minor modifications may be required, depending on the functions implemented. Application porting and testing is a customer responsibility. It is not an entitlement of the AES 3.1.2 update software.

Installation of this PCN is required by:

Depends on the release that is in place today.

If updating from AES 3.1.x, the customer performs the installation.

If updating from AES 3.0, Avaya Global Services Delivery (GSD) must perform the installation.

Release notes and workarounds are located:

N/A

How to determine if your product is affected:

Applicable to all systems

Required materials (If PCN can be customer installed):

If updating an AES 3.0 System: contact Avaya Global Services delivery to schedule installation and order media.

If updating an AES 3.1.x System: the update is Customer Installable. Follow these steps:

Determine if the customer has the bundled solution or if the software is installed on their own hardware.

Order the COMCODE that applies to the customer:

Bundled solution:

Comcode:	Qty:	Description:
700419781	1	AVAYA PCN 1556B bundled media kit (Avaya provided hardware & software)

Software-only (installed on customer hardware):

Comcode:	Qty:	Description:
700419773	1	AVAYA PCN 1556B Software only media kit

Scheduling and Coordination:

Provisioning of this PCN is a **two step process**. Ordering the media and scheduling the installation.

3.0 Systems: Upon receiving the media, contact Avaya Global Services Delivery or your Business Partner to schedule installation.

3.1 Systems: Install the software at your earliest convenience. Global Services Delivery offers installation services at the per incident time and expense rates. Customers preferring this service should contact the Avaya Global Service Delivery or your Avaya Business Partner.

Avaya U.S. Direct Customers: Customers are to contact the Avaya Global Services Delivery (GSD) @ 1-800-344-9670 to request the PCN. The Avaya GSD 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 and BusinessPartners are to contact their Regional Support Center to request this PCN. Support Center contact numbers are listed on support.avaya.com > Support Directory > [Global Services Delivery - Maintenance Support](#)

NOTES:

1. Software media delivery takes 5 – 7 business days in North America. International delivery may take up to 30 days.
2. The software media must be inserted into the server CD drive at the time of installation. The customer is responsible for providing appropriate on-site personnel to support installation.
3. Avaya strongly recommends that customers complete a full system backup prior to the upgrade

Installation Time:

It will take approximately two (2) hours to install the update. Actual time can vary based on the quality and speed of the remote connection, upgrade media on-site, availability of customer assistance to place upgrade media in the AES CD drive, etc. Downtime for system backups and post installation testing is additional to this estimated time

SECTION 1A – PATCH INFORMATION

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? N/A

Avaya Security Vulnerability Classification: N/A

Mitigation: N/A

Material Coverage Entitlements: No Charge for Materials

Avaya Customer Service Coverage Entitlements:

Depends on the release of AES installed today.

If updating from AES 3.1.x: this PCN is customer installable. Avaya installation is not included. Avaya GSD installation services are available for an additional fee.

If updating from AES 3.0: this PCN is remote-technician installable. Avaya GSD will install the software remotely during Avaya business hours, at no cost. On-Site labor for systems without remote access and out-of-hours installation for customers with Business Day coverage is billable.

Installation services included under this PCN for upgrades from AES 3.0 is limited to a software version update only. Implementation of new features is excluded. Contact your Avaya Account Team or BusinessPartner for pricing and availability of new feature implementation services.

Customers with an Avaya Full Coverage Service Contract, 24 x 7	
Remote Installation	Systems: No Charge Systems: Installation not included. Per incident rates apply if customer requests Avaya installation.
On-Site Technician Labor	Per Incident Rates Apply (unless dispatched at the request of Avaya GSD)

Customers under Avaya Full Coverage Service Contract, Business Day	
Remote Installation	<ul style="list-style-type: none"> 3.0 Systems: No Charge during business hours. Per incident rates apply for Out-of-Hours and expedited installations. 3.1 Systems: Installation not included. Per incident rates apply if customer requests Avaya installation.
On-Site Technician Labor	Per Incident Rates Apply (unless dispatched at the request of Avaya GSD)

Avaya Customer Service Coverage Entitlements (Cont):

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)
Current Per Incident Rates Apply

Avaya Product Correction Notice Support Offer
Not Applicable

Avaya Authorized BusinessPartner Service Coverage Entitlements:

Authorized BusinessPartner
Not Applicable

Avaya Contact List:

Avaya Contact	Regional Telephone Numbers
Global Technical Services (GSD)	http://support.avaya.com > Support Directory > Global Services Delivery - Maintenance Support
Avaya CSI Contacts	
North America	By telephone: 866-282-9266 or by email:
EMEA	By email: cscservices@avaya.com
CALA	By email: csicala@avaya.com
APAC	By email: daly@avaya.com

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