



Product Support Notice

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PSN # PSN002006u

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Severity/risk level

High

Urgency

Immediately

Name of problem Supported backup media for Modular Messaging (MM) System.

Products affected

Modular Messaging (MM) 2.0, 3.0, 3.1, 4.0 and 5.0

Problem description

For MM 2.0, 3.0, 3.1 and 4.0: There are reports of customers using backup media in the Message Storage Server that is invalid. Avaya supports 4.7GB, Single Sided Rewritable Type 2 or Type 4 DVD RAM media only. The DVD-RAM disk is inside the (type 2 and type 4) protective cartridges. We do not support using just a DVD-RAM disk without the protective cartridge. If you break the tab and open the protective cartridge to insert a new DVD-RAM disk, this is not a supported configuration. Once the tab is broken for any reason, you are backing up your system in a non-supported configuration and putting your system backup in jeopardy if ever needed to recover. We have seen several errors from write protection errors, unable to format media to the backups actually working and then failing during the restore.

Form MM 5.0 on an S8730 MSS, DVD-RAM 4.7GB single-sided Media needs to be used.

Please verify the media you are using is a valid and supported configuration. In addition, please rotate your backup media regularly so you have more than one successful backup.

Resolution

Use correct Avaya supported media only.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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