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## QUALITY PROTECTION PLAN

QPPCN Release Date: November 5, 2002  
Implementation Start Date: November 2002  
Supplement 6 Release Date: December 22, 2005  
Expiration Date: NA

### CHANGE NOTICE: 1387B Supplement 6

**PRODUCT SUMMARY: CMS SUPERVISOR V11  
U.S. AND NON-U.S.  
CLASS S3 (SOFTWARE) CHANGE  
(VERSION 11.0.FO.01)  
CUSTOMER INSTALLABLE  
NON-SERVICE INTERRUPTING**

**December 22, 2005** – Supplement 6 Change Notice 1387B is being issued to extend the expiration date to NA (Open ended expiration). This is to allow customers to receive this update as long as it is needed.

**September 7, 2005** – Supplement 5 of Change Notice 1387B is being issued to update the Expiration Date to August 31, 2006.

**March 7, 2005** – Supplement 4 of Change Notice 1387B is being issued to update CMS Supervisor R3V11 with the latest software application release; **Version 11.0.FO.01**. The material comcode remains the same. The Reason for Change section has also been updated to include the latest MR fixes.

**August 27, 2004** – Supplement 3 of Change Notice 1387B is being issued to update CMS Supervisor V11 with the latest software application with **Version 11.0.FN.02**. The material comcode remains the same.

**December 11, 2003** – Supplement 2 of Change Notice 1387B is being issued to update CMS Supervisor V11 with the latest software application with **Version 11.0.FM.02**. The material comcode remains the same.

**September 10, 2003** - Supplement 1 is being issued for the latest software version of CMS Supervisor V11. Version 11.0.FL.04 is now available to customers who need this Change Notice. The Reason for Change section has also been updated with fixes from the Modification Requests (MRs).

The Expiration Date of Change Notice 1387B is now extended to December 31, 2004 to allow remaining customers to receive this update.

**Original**

Quality Protection Plan Change Notice 1387B is being issued to release PG-7M022 stored software program CMS Supervisor, Version 11.0. FL.04 for earlier CMS Supervisor, Version 11 customers that are experiencing problems with their current version, that can be resolved with this load. Refer to the REASON FOR CHANGE section for details.

**Note: Version 11.0 of CMS Supervisor will only work with CMS R3V11 (Load ae.c Patch Issue 5 or later). It is not backward compatible with earlier versions of CMS.**

This Change Notice is to be applied **reactively** only to U.S. Direct, BusinessPartners, and non-U.S., customers escalated. This Change Notice is customer installable and is not service interrupting. Coordination with any other Change Notice is not required.

**CMS SUPERVISOR V11  
U.S. AND NON-U.S.  
CLASS S3 (SOFTWARE) CHANGE  
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**CHANGE NOTICE: 1387B**

**APPLICATION**

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**U.S. Direct:** Customers are to contact the Avaya Global Technical Services (GTS) @ 1-800-242-2121 to request the PCN. The Avaya GTS 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.

**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 GTS is not required. BusinessPartners needing technical support should contact the Avaya GTS (*charges may be applicable*).

**Non-U.S.:** Non-U.S. customers are to contact their Regional Support Center to request the PCN. The Regional Support Center is to contact the Global Technical Assistance Center (GTAC) Correction Notice Administrator through a Maestro case.

After Regional Support Center approval, the request is forwarded to the GTAC Correction Notice Administration Group that arranges for the shipment of PCN material per Regional Support Center direction (e.g. ship to Regional Support Center, BusinessPartner location or Customer Site.)

Customers can install this software themselves, however technical assistance will be available for those requesting it. Technical assistance for non-US BusinessPartners will be provided by the ITAC/GSO or the Regional Center of Excellence (CoE). Technical assistance for US customers will be handled by the RTS.

## **REASON FOR CHANGE**

Listed below are Modification Requests (MRs) now fixed in Supervisor software version 11.0.FO.01.

Fixed MR 151111: A user can run a script to change agent administration when they do not have permission.

## **COORDINATION**

Coordination with any other Change Notice is not required.