

Product Correction Notice (PCN)

Issue Date: May 24, 2007
Archive Date: December 31, 2008
Supplement 1 Date: December 10, 2007
PCN Number: 1606B

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

Avaya C364T-PWR Converged Switch

<http://support.avaya.com/japple/css/japple?PAGE=Product&temp.productID=162520>

Does this PCN apply to me?

This PCN applies to configurations that use the C364T-PWR 48-port PoE switch in North America and other 110v geographies. Power supply units integrated in C364T-PWR switches manufactured between April and July of 2006 may overheat, resulting in product failures. Affected C364T-PWR switches need to be returned to Avaya and replaced via RMA.

To determine whether the power supply C364T-PWR in your possession needs to be returned, please refer to the attached list of serial numbers containing all units manufactured during said timeframe.



C364T-PWR Apr-Jul
06 SNS

What you should do when you receive this PCN:

Contact Avaya to initiate an RMA for your C364T-PWR switch/es if applicable.

Description of PCN:

December 10, 2007 – Supplement 1 is being issued to extend archive date to December 31, 2008.

This notice specifies corrective action regarding C364T-PWR switches from specified 2006 production dates.

What is the nature of the PCN?


Controlled recall of at-risk C364T-PWR switches.

This PCN addresses and resolves the following issues:

Overheating and other product outages that result from potentially faulty power supplies.

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?	If the serial number of your C364T-PWR is included in the attached list, Avaya highly recommends that the unit is returned to Avaya via RMA.
The risk if this PCN is not installed:	Possible overheating of unit, potentially leading to product failure over time.
Is this PCN for US customers, non-US customers, or both?	Both
Does applying this PCN disrupt my service?	Yes. The C364T-PWR Converged Switch needs to be returned in order to replace the switch's power supply. A replacement unit will be shipped in advanced via the RMA process in order to mitigate service disruptions. The customer will be charged if defective unit is not returned to Avaya.
Installation of this PCN is required by:	Customer-installed.
Release notes and workarounds are located:	N/A
How to determine if your product is affected:	<p>The affected C364T-PWR switches are listed in the attached serial number list above. Look up your C364T-PWR's serial number and verify whether it's noted on said list. The following label is located on the back side of your C364T-PWR switch; the serial number is the seven-digit number listed under "S/N" (in this case, "4619003").</p> <p>If your serial number is on the list, return the unit to Avaya for a replacement.</p> 
Required materials (If PCN can be customer installed):	Material Code: 700305873, AVAYA C364T PWR CONVERGED STACKABLE SWITCH
Provisioning instructions (If PCN can be customer installed):	N/A

**Finding the installation
instructions
(If PCN can be
customer installed):**

[C360 installation and configuration instructions on Avaya's Support site](#)

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: There is no patch upgrade. However, customers should back up their configurations via PC and restore them on the replacement switch.

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: Provided at no cost

Avaya Customer Service Coverage Entitlements:

Avaya is issuing this PCN as customer installable. 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). Additionally, on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges.

Customers under the following Avaya coverage: -Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Help-Line Assistance	Per the Terms of the Warranty or Full Coverage Service Contract
On-site Technician Labor	Current Per Incident Rates Apply

* 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	Current Per Incident Rates Apply

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 Caribbean and Latin America	361 - 345 - 4334
EMEA Services	786 - 331 - 0860
Asia/Pacific Regional Support Center	31-70-414-8720
	+800-2-28292-78 / +65 6872 5141 and +008006501243 (India)

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