

## Product Correction Notice (PCN)

**Issue Date: August 31, 2007**  
**Archive Date: August 31, 2009**  
**Supplement 2 Date: February 28, 2009**  
**PCN Number: 1616B**

### SECTION 1 - CUSTOMER NOTICE

**This PCN address issues with the following products and systems:**

Communication Manager, S8400 Server.(TN8400AP board)

**Does this PCN apply to me?**

Yes, if your Solid State Drive (2GB Compact Flash Controller Card) on your S8400 Server is deemed defective, per customer installable patch 14410.

**What you should do when you receive this PCN:**

Access/Read/Review PSN 1451U and apply patch 14410.

The patch 14410 checks what type of SSD card is installed and what date code the Simple Tech J-controller card has. It then interprets the information and prints a statement about the card, i.e. if it's good or defective and if the PCN 1616B must be applied.

If per the patch you have a defective SSD you must contact GSD @ 800-242-2121 or your authorized Business Partner to request PCN 1616B, as per your Service entitlements defined below.

**Description of PCN:**

**February 28, 2009** – Supplement 2 is being issued to extend the expiration date to August 31, 2009.

**September 4, 2008** – Supplement 1 is being issued to extend the expiration date to February 28, 2009.

This PCN is being issued to replace defective Solid State Drives (2GB Compact Flash Controller Card) installed on the TN8400AP board.

**What is the nature of the PCN?**

Hardware issue.

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

A limited number of Solid State Drives (2GB Compact Flash Controller Card) have a bit-retention problem. These Solid State Drives are SimpleTech (vendor) models AVYCF2GBJ-F and AVYCF2GBJU-F (J-controller).

These Solid State Drives have a date code prior to August 10<sup>th</sup> 2006. The date code is printed on the back of the card, on the bottom line in the format YYMMDD-, where YY is the year, MM is the month and DD is the day, i.e. affected cards have a date code prior to 060810-xxx-xxx.

### 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?

Yes. If your Solid State Drive (2GB Compact Flash Controller Card) matches the model AVYCF2GBJ-F or AVYCF2GBJU-F (J-controller) and has a date of 060810 or earlier. Patch 14410 will identify whether you have a defective card and if this PCN applies to you.

### The risk if this PCN is not installed:

Potential system out-of-service as system may eventually not recover from a re-boot.

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

Both

### Does applying this PCN disrupt my service?

Yes

### Installation of this PCN is required by:

Avaya Service Technician or Authorized Business Partner

### Release notes and workarounds are located:

NA

### How to determine if your product is affected:

Apply Patch 14410, follow instructions per PSN 1451U.  
To get the patch:

- 1) Go to [support.avaya.com/download](http://support.avaya.com/download)
- 2) Click the **Download My Software** link from the **Online Service Manager** page.
- 3) From the **Avaya SSO Login** page, enter your Avaya SSO Login credentials, and click the **Login** button.
- 4) You will be taken to the **Download Center** home page.
- 5) From the **Download Center** home page, select **S** from the **Download by Product Name** options, and click the **S8400 Server** link.
- 6) Locate and select the appropriate *Service Pack* link from the **S8400 Server: Download Center** page.

### Required materials

\*\*\*Customer provided Communication Manager Unity CD and approved customer or services provided external USB reader (CD-ROM Drive).

### Provisioning instructions (If PCN can be customer installed):

NA

### \*\*\*Prior to Installation:

A reliable full backup must be performed before the Solid State Drive (2GB Compact Flash Controller Card) is replaced. If IA770 is being used backup IA770. Refer to the job aid included in the kit or at <http://support.avaya.com/japple/css/japple?temp.documentID=323172&temp.productID=281995&temp.releaseID=305906&temp.bucketID=160259&PAGE=Document>

## 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:** NA

**What you should do if the patch installation fails?** NA

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

## SECTION 1B – SECURITY INFORMATION

**Are there any security risks involved?** NA

**Avaya Security Vulnerability Classification:** NA

**Mitigation:** NA

**Material Coverage Entitlements:** Materials will be provided at no cost to the customer.



**Avaya Customer  
Service Coverage  
Entitlements:**

<b>Customers under the following Avaya coverage:</b>	
<ul style="list-style-type: none"> <li>-Warranty</li> <li>-Full Coverage Service Contract*</li> <li>-On-site Hardware Maintenance Contract*</li> </ul>	
<b>Help-Line Assistance</b>	Per the Terms of the Service Contract.
<b>Remote or On-site Services Labor</b>	<p>Per the Terms of the Service Contract.</p> <p>Avaya Services or an Avaya BusinessPartner will exclusively determine the delivery method of this PCN.</p> <p>The primary delivery method will be via Remote Services. On-site Services technician delivery or a combination of Remote and On-site delivery may be required and will be determined exclusively by Avaya Services or Avaya Business Partner.</p> <p>Avaya Remote Services labor (for 7x24 and 8x5 Service Agreement customers) to implement this PCN is 7x24 excluding Avaya designated holidays. On-site Services labor (for 7x24 and 8x5 Service Agreement customers) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Business Partner.</p> <p>This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.</p>

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

<b>Customers under the following Avaya coverage:</b>	
<ul style="list-style-type: none"> <li>-Software Support</li> <li>-Software Support Plus Upgrades</li> <li>-Remote Only</li> <li>-Parts Plus Remote</li> <li>-Remote Hardware Support</li> <li>-Remote Hardware Support w/ Advance Parts Replacement</li> </ul>	
<b>Help-Line Assistance</b>	Per the Terms of the Service Contract
<b>Remote or On-site Services Labor</b>	Per the Terms of the Service Contract

<b>Per Incident Customer (No Avaya Warranty or Avaya Service Contract)</b>	
<b>Help-Line Assistance</b>	Current Per Incident Rates Apply
<b>Remote or On-site Services Labor</b>	Current Per Incident Rates Apply

**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:**

<b>Avaya Contact</b>	<b>Telephone Number</b>
<b>Global Support Services (GSS)</b>	<b>800 – 242 - 2121</b>
<b>Canada Customer Care Center</b>	<b>800 – 387 - 4268</b>
<b>Remote Service Center – Hungary</b>	<b>361 - 345 - 4334</b>
<b>Caribbean and Latin America</b>	<b>786 – 331 - 0860</b>
<b>EMEA Services - Post Sales Technical Support</b>	<b>31-70-414-8720</b>
<b>Asia/Pacific Regional Support Center</b>	<b>+800-2-28292-78 / +65 6872 5141 and +008006501243 (India)</b>

---

**© 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.**

---