

Product Correction Notice (PCN)

Issue Date: July 22, 2009
Archive Date: N/A
PCN Number: 1679P

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems: **CALL MANAGEMENT SYSTEM RELEASE 15 (Standard)**

Does this PCN apply to me? If customers want the latest Solaris patches and any bug fixes listed.

What you should do when you receive this PCN: Schedule down-time for installation.
Follow the installation instructions.

Description of PCN: This PCN is being issued for R15 Standard CMS to provide the latest Solaris patches and a few bug fixes.

What is the nature of the PCN? Bug fixes and enhancements.

Recommended to be Installed by: Customer Installable

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

The following CMS fixes are included in this PCN:

- Correction to bug that was preventing alarming from connecting to the modem (the fix is available in Supplemental Services version aa.c)
- Support for the new Sun T5120 hardware platform
- New ODBC and JDBC access permission control. See the ODBC/JDBC document for details of implementation.
- Some customers have experienced a rare situation where the archiver would temporarily stop working. This problem has been corrected.
- Allow Custom reports that include an exceptionally large range of agents to have correct totals. Customers can tell if they have this problem, by splitting the same range of agents into 2 or more reports where the totals are correct.
- Trunk Performance Report for a single day that includes a usetime of 0 now executes without error.
- Exceptions set in CMS for the ASCII interface are now written more quickly to the log files.

CMS Supervisor JA_03 is released with this PCN and have the following improvement:

- For Vista installations of Supervisor, Organize scripts did not work. This is now fixed, and Organize Scripts are now supported for Vista installations.
- Citrix Xen App is now supported for Supervisor. Please see the Supervisor Installation Guide for instructions on how to use Citrix and any restrictions of operation.

**This PCN includes these
Solaris patches:**

```
# MASTER PATCH LIST FOR SPATCHES
# Patch# -m <platforms> -h <hardware> -s <req'd pkg> -v
<req'd pkg ver> -p <patches> -o
#   Platforms: (these are the options for -m)
#       Ultra5, E3000, E3500, SunBlade100,SunBlade150,
SunFire880, SunFire890,
#       Netra210
#   -m switch can contain multiple platforms.
#       Use comma separated platform names (no spaces)
#       e.g. 111111-01 -m Ultra5,SunBlade100,SunBlade150
#   Hardware: sun4u and sun4m (command to get hardware:
uname -m)
#   Patches switch (-p) can also contain multiple patches.
#       Use comma separated patch names (no spaces)
#       e.g. 111111-01 -p 1010101-04,103301-01
#   -o indicates the patch is an OBP (EEPROM) patch
# SunFireV880/890 bootrom
#121688-04 -m SunFire880,SunFire890 -o
# Sun Netra 210 bootrom
# commented out for now since this OBP fails on some Netra 210
systems
#121683-05 -m Netra210 -o
# Start of recommended/security patches
124149-14     -s SUNWnfb
119963-12
120812-27
126868-02
126419-02
119254-64
126538-02
120272-23
125555-02
138866-02
138888-07
138627-07
139500-03
125731-04
119059-46
120410-30
122212-31
139579-04
139483-05
138856-02
139462-02
119090-31
138223-03
139560-02
121394-03
139489-03
138632-03
119213-18
126363-07
138263-03
141014-01
125184-11
120222-31
126365-14
138371-06
140383-01
141008-01
139171-01
119783-10
```

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?	No.
The risk if this PCN is not installed:	Customers may experience problems that have been fixed by this PCN.
Is this PCN for US customers, non-US customers, or both?	Both
Does applying this PCN disrupt my service?	Yes. CMS must be turned off to upgrade.
Installation of this PCN is required by:	Only those customers requesting it.
Release notes and workarounds are located:	N/A
How to determine if your product is affected:	If you experience any of the problems discussed in this PCN or desire any enhancements.

Required materials (If PCN can be customer installed):	Comcode	Qty	Description
	700464548	1	CMS R15 Software CD Load r15ab.d
	700464571	1	CMS Supervisor R15 JA_03
	700465875	1	CMS R15 Supplemental Services Cssr15aa.c

Provisioning instructions (If PCN can be customer installed):

Avaya U.S. Direct Customers: Customers are to contact the Avaya Global Support Services (GSS) @ 1-800-242-2121 to request the PCN. The Avaya GSS 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 GSS is not required. BusinessPartners needing technical support should contact the Avaya GSS (*charges may be applicable*).

Avaya Non-U.S.: Non-U.S. customers are to contact their Regional Support Center and the Regional Coordinators will handle the PCN request.

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

Installation instructions are located:
CMS R14 Base Load Upgrade Document.

Instructions will include:

How to install the CMS software and patches if necessary.

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:

As the patches are installing, you will receive notification of successful installation.

What you should do if the patch installation fails?

Contact the Avaya Services organization.

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

Instructions:

CMS R14 Base Load Upgrade Document, ~page 39 in the section titled: Removing CMS patches.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

No.

Avaya Security Vulnerability Classification:

Low.

Mitigation:

N/A

Material Coverage Entitlements:

No cost to customer for the software. Customer can pay Avaya to perform the upgrade if desired.

Avaya Customer Service Coverage Entitlements:

Avaya is issuing this PCN as remotely installable by the customer. 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) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage: -Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services 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	
Remote Installation	Per the Terms of the Service Contract
Remote or On-site Services Labor	Per the Terms of the Service Contract

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services 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 Support Services (GSS)	800 - 242 - 2121
Canada Customer Care Center	800 - 387 - 4268
Remote Service Center - Hungary	361 - 345 - 4334
Caribbean and Latin America	786 - 331 - 0860
EMEA Services	31-70-414-8720
Asia/Pacific Regional Support Center	+800-2-28292-78 / +65 6872 5141 and +008006501243 (India)

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