

## Product Correction Notice (PCN)

**Issue Date:** December 15, 2005  
**Archive Date:** Not Applicable  
**PCN Number:** 1532P

### SECTION 1 - CUSTOMER NOTICE

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

Avaya S8300, S8500, and S8700 series Media Servers running Communication Manager 3.0.1 software load R013x.00.1.346.0.

**Does this PCN apply to me?**

This service pack, 00.1.346.0-10986, applies to S8300, S8500, and S8700 series Media Servers running Communication Manager 3.0.1 (software load R013x.00.1.346.0) only. This service pack is not applicable to any other servers, software loads, or releases of Communication Manager.

To determine the release of Communication Manager software that is being run on a server you can execute the *swversion* command from the bash shell or execute a *list configuration software-versions* command from the SAT.

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

You should install the specified Communication Manager 3.0.1 service pack on all applicable Media Servers running the specified load of Communication Manager.

**Description of PCN:**

This notice specifies Communication Manager 3.0.1 Service Pack 00.1.346.0-10986, Software Update Procedures, and associated Release Notes. This service pack should be installed on all applicable Media Servers running the applicable load of Communication Manager 3.0.1.

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

Communication Manager 3.0.1 software Service Pack.

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

The *Release Notes* associated with this service pack provide a list of specific issues that are resolved by installing the service pack. To obtain the *Release Notes* please refer to the **Release notes and workarounds are located** section of this PCN.

**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?**

This service pack is required for S8300, S8500, and S8700 series Media Servers running Communication Manager 3.0.1 software load R013x.00.1.346.0.

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

It is possible that service disruptions could occur on the Media Server, as well as some features not working as expected.

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

This applies to both US and non-US customers.

**Does applying this PCN disrupt my service?**

No, for servers that are not configured as LSPs in RAM Disk mode, installation of this service pack is not service disrupting. For servers configured as LSPs running in RAM Disk mode, applying this service pack causes a service outage.

**Installation of this PCN is required by:**

Customer or Avaya Authorized Service Provider. This service pack is customer installable and remotely installable.

**Release notes and workarounds are located:**

The service pack release notes contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> and click **Downloads**
2. Click on **Latest TN Circuit Pack, Media Server, and Media Gateway Firmware and Software Updates**
3. Click on GA load **346.0** in the **Communication Manager 3.0.1** Release row of the **Software Update table for Media Servers running Communication Manager**
4. Click on **Latest S8x00 Media Server Software Update Contents** for the appropriate Media Server

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

All S8300, S8500, and S8700 series Media Servers running Communication Manager 3.0.1 software load R013x.00.1.346.0 are affected.

To determine the release of Communication Manager software that is being run on a server you can execute the *swversion* command from the bash shell or execute a *list configuration software-versions* command from the SAT.

**Required materials (If PCN can be customer installed):**

This PCN is being issued as a customer installable PCN. The service pack 00.1.346.0-10986.tar.gz is required. To obtain the service pack refer to the **Provisioning Instructions** section of this PCN.

If unfamiliar with installing Communication Manager service packs, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN.

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

This PCN is being issued as a customer installable PCN. The service pack 00.1.346.0-10986.tar.gz is required and can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> and click **Downloads**
2. Click on **Latest TN Circuit Pack, Media Server, and Media Gateway Firmware and Software Updates**
3. Click on GA load **346.0** in the **Communication Manager 3.0.1** Release row of the **Software Update table for Media Servers running Communication Manager**
4. Click on **Latest Avaya Communication Manager 3.0.1 Service Pack** to access the service pack download

The MD5 sum for 00.1.346.0-10986.tar.gz =  
acd50ef3ea1183a1df84445862ad95cd

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

This PCN is being issued as a customer installable PCN. The service pack installation instructions can be obtained by performing the following steps from a browser:

1. Go to <http://support.avaya.com> and click **Downloads**
2. Click on **Latest TN Circuit Pack, Media Server, and Media Gateway Firmware and Software Updates**
3. Click on **Communication Manager 2.0 and Later Software Update Procedures** to access detailed instructions on how to install the service pack on the Media Server.

## SECTION 1A – PATCH INFORMATION

**Note: Customers are required to backup their systems before applying the Service Pack.**

### How to verify the installation of the patch has been successful:

To verify the service pack is successfully installed perform the following steps from a web browser:

1. Access the Media Server web pages by entering the Media Server name or IP address in the browser Address box.
2. Login to the web pages.
3. Click on **Launch Maintenance Web Interface**.
4. Click on **Software Version** under the **Server** heading.
5. Verify that under "UPDATES:" service pack "00.1.346.0-10986" shows "activated".

Alternatively, run the following bash command on the Media Server:

```
> update_show
```

This should show the status of service pack (Update ID) "00.1.346.0-10986" as "activated".

### What you should do if the patch installation fails?

Escalate to Avaya Global Technical Services (800-242-2121).

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

Run the following bash command on the Media Server:

```
> update_deactivate 00.1.346.0-10986.tar.gz
```

After the command has completed run the following bash command on the Media Server:

```
> update_show
```

This should show the status of service pack (Update ID) "00.1.346.0-10986" as "deactivated".

## SECTION 1B – SECURITY INFORMATION

### Are there any security risks involved?

Not applicable.

### Avaya Security Vulnerability Classification:

Not applicable.

### Mitigation:

Not applicable.

### 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). Please note that Avaya Services remote support is billable 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. Please note that Avaya Services on-site support is billable unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

| Customers under Avaya <b>Warranty</b> or Avaya <b>Full Coverage Service Contract</b> * |   |
|--|---|
| <b>Material</b>  | No Charge   |
| <b>Help-Line Assistance</b>  | Per the Terms of the Warranty or Full Coverage Service Contract |
| <b>Remote Installation</b>   | Current Per Incident Rates Apply                                |
| <b>On-site Technician Labor</b>  | Current Per Incident Rates Apply                                |

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

| Customers under Avaya <b>Remote Only</b> and <b>Parts Plus Remote Service Contract</b> |                                       |
|--|---------------------------------------|
| <b>Material</b>  | No Charge                             |
| <b>Help-Line Assistance</b>  | Per the Terms of the Service Contract |
| <b>Remote Installation</b>   | Current Per Incident Rates Apply      |
| <b>On-site Technician Labor</b>  | Current Per Incident Rates Apply      |

| Per Incident Customer<br>(No Avaya Warranty or Avaya Service Contract) |                                  |
|--|----------------------------------|
| <b>Material</b>  | No Charge                        |
| <b>Help-Line Assistance</b>  | Current Per Incident Rates Apply |
| <b>Remote Installation</b>   | Current Per Incident Rates Apply |
| <b>On-site Technician Labor</b>  | Current Per Incident Rates Apply |

| 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 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 Contact List:**

| <b>Avaya Contact</b>                        | <b>Telephone Number</b> |
|---|-------------------------|
| <b>Global Technical Services (GTS)</b>      | <b>800-242-2121</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</b>                        | <b>31-70-414-8720</b>   |
| <b>Asia/Pacific Regional Support Center</b> | <b>65-6872-8686</b>     |

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