

Product Correction Notice (PCN)

Issue Date: March 12, 2004
Supplement 2 Release Date: June 30, 2005
Archive Date: June 30, 2006
PCN Number: 1406B

SECTION 1 - CUSTOMER NOTICE

Product Impacted: AVAYA™ DEFINITY® ECS G3si – TN792 DUPLICATION
INTERFACE - UPDATE TO VINTAGE 10

Description of PCN: **June 30, 2005** – Supplement 2 is being issued to extend the
Archive Date from June 30, 2005 to June 30, 2006.

June 11, 2004 – Supplement 1 is being issued to change the
“**Service Interrupting**” field from “no” to “**yes**”.

This PCN is being issued for customers with TN792 V9 and earlier
boards who are experiencing errors identified in the “Reason for
PCN” section to replace the customers’ V9 or earlier TN792s with
TN792 V10 or later.

Severity Level: Class 3

US / Non-US: Both

Hardware or Software: Hardware

Service Interrupting? : Yes

**Recommended to be
Installed by:** Avaya Technician or Authorized BusinessPartner

Reason for PCN:

The following is a list of errors the customer may be experiencing:

DUPINT errors;

108	Unexpected hardware reset
257	SAT Loopback test
513	SPE-A Loopback test
769	SPE-B Loopback test
1025	Sanity Mays test
1281	DUPINT Status Query Test
2049	Failure during reset of the DUP board

and / or

SHDW-CIR error;

1025 257	Common Shadow Circuit Time Out Query Test
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An internal board clocking issue can cause some duplicated G3si systems to experience service outages. After a scheduled or spontaneous interchange, some systems perform a software interchange and additional resets from level 1 to level 4 (levels 2, 3, and 4 drop calls). After this event has been stabilized, the stand-by processor could be in a bad state-of-health that would prevent it from getting to stand-by mode rendering duplication disabled. R9.5 and greater systems are more susceptible to this problem than earlier versions. TN792, vintage 10 corrects these problems. **NOTE: G3si systems that have their duplication disabled will experience a service interruption during the upgrade to TN792 V10.**

TN792, vintage 10 allows the system to recover on its own if the active tone clock fails or when the carrier with the active tone clock loses power.

TN792, vintage 10 allows the A-SPE (processor carrier) to be power cycled without forcing a power cycle to occur on the MCC-C, D and E port carriers.

How to Determine if Product is Affected:

Customers with TN792 V9 and earlier boards who continue to experience problems indicated in the "Reason for PCN" section should apply this PCN.

Required Materials (If PCN is Customer Installed):

N/A

Provisioning Instructions (If PCN is Customer Installed):

N/A

Please contact your Authorized Service Provider if it is recommended that either Avaya or an Avaya Authorized BusinessPartner perform the installation of this PCN and you believe this Notice applies to you.

Coverage Entitlements:

Customers under Avaya Warranty or Avaya Service Contract*	
Material	No Charge
Help-Line Assistance	Per the Terms of the Warranty or Service Contract
On-site Technician Labor	There is no charge for installing this PCN during local business hours - Monday through Friday, 8am - 5pm. A request to install this PCN after hours and/or on weekends is billable (Per Incident rates apply)

* Service contracts that include parts support – 24x7, 8x5, Parts Plus Remote.

Customers under Avaya Remote Only Service Contract	
Material	No Charge
Help-Line Assistance	Per the Terms of the Service Contract
On-site Technician Labor	Per the Terms of the Service Contract

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Material	No Charge
Help-Line Assistance	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

For BusinessPartners - Avaya authorized BusinessPartners are responsible for the implementation of this PCN to their customers. Any support or work performed by Avaya may result in Per Incident charges.

Avaya Contact List:

Avaya Contact	Telephone Number
Technical Services Organization	800-242-2121
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	65-872-8686

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