Product Support Notice

© 2007 Avaya Inc. All Rights Reserved.

PSN# PSN001443u

Original publication date: 6-Aug-07. This is Issue #2, published 31-Dec-07.

Severity/risk level Medium

Urgency When convenient

Name of problem CMS logs have incorrect timestamps and opcodes.

Products affected

Communication Manager, Release 3.1 – 4.0.1

S8300, S8400, S8500, S8700, S8710, S8720 Servers
DEFINITY Servers CSI

Problem description

With EAS (Expert Agent Selection) disabled, Communication Manager sends CMS badly formatted messages which result in bad timestamp and bad opcodes on CMS.

Resolution

Contact your technical support organization and check for signature. If present, request and apply the latest approved combo patch that includes patch 13957. You can also upgrade to Service Pack 1 or later for Release 3.1.4 of Communication Manager.

Workaround or alternative remediation

n/a

Remarks

Release Notes Identifier, Keyword 072040

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Recommended

Download

Contact Technical Support and request the patch

Patch install instructions — Service-interrupting?

Contact Technical Support — No

Verification

Contact Technical Support

Failure

Contact Technical Support

Patch uninstall instructions

Contact Technical Support

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.

© 2007 Avaya Inc. All Rights Reserved.