Product Correction Notice (PCN)

Issue Date:	**3 November 2014**
Supplement Date:	**8 June 2015**
Archive Date:	**Not Applicable**
PCN Number:	**1983S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya Aura® Collaboration Environment 3.0 (CE 3.0) base software load and CE 3.0 with Service Packs 1, 2 or 3, and Avaya Media Server load with versions earlier than 7.6.0.977.

Description:

8 June, 2015 - This PCN introduces the general availability of Collaboration Environment 3.0 with Service Pack 4 (aka: CE 3.0 SP4 or CE 3.0.4), to be applied to the Collaboration Environment base software version 3.0 (CE 3.0), CE 3.0 with Service Pack 1 (CE 3.0 SP1 or CE 3.0.1), CE 3.0 with Service Pack 2 (CE 3.0 SP2 or CE 3.0.2) or CE 3.0 with Service Pack 3 (CE 3.0 SP3 or CE 3.0.3) . This Service Pack resolves a number of software bugs and security related issues in the CE 3.0, CE 3.0.1, CE 3.0.2 and CE 3.0.3 loads.

Note: Collaboration Environment service packs are cumulative. Fixes from all previous service packs for a particular release (CE 3.0.x in this case) are included in this latest service pack. Therefore there is no need to install a previous service pack before installing this latest service pack.

To determine the release of Collaboration Environment (CE) running on a server:

1. Via a browser, log into the System Manager used to access the target Collaboration Environment server/instance.
2. Navigate to Home → Elements → Collaboration Environment → Server Administration. A 'Version' field appears in the right-hand column for each CE instance. If the CE version reads "3.0.0.n.n", "3.0.1.n.n", "3.0.2.n.n" or "3.0.3.n.n", where n is any number, this PCN applies.

14 April 2015 – This PCN introduces the general availability of Avaya Media Server load 7.6.0.977_A16 (AMS-977), used with Collaboration Environment (CE) software version 3.0.3 and earlier. AMS-977 resolves the Red Hat Leap Second issue described herein.

Note: Avaya Media Server subsequent releases are cumulative. Fixes from all previous releases are included in the latest release.

To determine the release of your Avaya Media Server:

3. Via a browser, log into the Avaya Media Server Web GUI.
4. From the home page menu, select System Status → Element Status. That Web page will display the release under the 'Installed Software Packages'. If the software release is version 7.6.0.959 or earlier, this PCN applies.

Note: Collaboration Environment service packs are cumulative. Fixes from all previous service packs for a particular release and software load are included in the latest service pack. Therefore there is no need to install a previous service pack before installing the latest service pack.

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To determine the release of Collaboration Environment (CE) running on a server:

5. Via a browser, log into the System Manager used to access the target Collaboration Environment server/instance.

Navigate to Home → Elements → Collaboration Environment → Server Administration. A 'Version' field appears in the right-hand column for each CE instance. If the CE version reads "3.0.0.n.n", "3.0.1.n.n" or "3.0.2.n.n", where n is any number, this PCN applies

9 February 2015 – This PCN introduces the general availability of Collaboration Environment 3.0 with Service Pack 3 (aka: CE 3.0 SP3 or CE 3.0.3), to be applied to the Collaboration Environment software version 3.0 (CE 3.0), CE 3.0 Service Pack 1 (CE 3.0 SP1 or CE 3.0.1) or CE 3.0 Service Pack 2 (CE 3.0 SP2 or CE 3.0.2) loads. This Service Pack resolves a number of software bugs and security related issues in the CE 3.0 and CE 3.0.1 and CE 3.0.2 loads.

Note: Collaboration Environment service packs are cumulative. Fixes from all previous service packs for a particular release and software load are included in the latest service pack. Therefore there is no need to install a previous service pack before installing the latest service pack.

To determine the release of Collaboration Environment (CE) running on a server:

6. Via a browser, log into the System Manager used to access the target Collaboration Environment server/instance.
7. Navigate to Home → Elements → Collaboration Environment → Server Administration. A 'Version' field appears in the right-hand column for each CE instance. If the CE version reads "3.0.0.n.n", "3.0.1.n.n" or "3.0.2.n.n", where n is any number, this PCN applies.

3 November 2014 –This PCN introduces the general availability of Collaboration Environment 3.0 Service Pack 2 (CE-3.0.2.0.302031_OVF10.ova for fresh CE installs, and aus-installer-3.0.2.0.302031.iso for CE upgrades), to be applied to the Collaboration Environment software version 3.0 (CE 3.0) and CE 3.0 Service Pack 1 (CE 3.0 SP1 or CE 3.0.1) loads. This Service Pack resolves a number of software bugs and security related issues in the CE 3.0 and CE 3.0.1 loads.

Note: Collaboration Environment service packs are cumulative. Fixes from all previous service packs for a particular release and software load are included in the latest service pack. Therefore there is no need to install a previous service pack before installing the latest service pack.

To determine the release of Collaboration Environment (CE) running on a server:

1. Via a browser, log into the System Manager used to access the target Collaboration Environment server/instance.

Navigate to Home → Elements → Collaboration Environment → Server Administration. A 'Version' field appears in the right-hand column for each CE instance. If the CE version reads "3.0.0.n.n" or "3.0.1.n.n", where n is any number, this PCN applies.

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	It is highly recommended to apply this PCN since it addresses several code bugs and security issues.

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system?	
The risk if this PCN is not installed:	CE and/or AMS server operability, stability and/or security may be compromised.
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 during installation?	For CE upgrades, this Service Pack will disrupt CE service processing in that it requires a CE server reboot to take effect. The CE server will not be available during reboot time, and should be planned for accordingly. When installing the Avaya Media Server as part of this CE upgrade, or on its own as per this PCN, be aware that the AMS must be installed fresh with the AMS OVA, which is service interrupting.
Installation of this PCN is required by:	The Customer, an Avaya Authorized Partner, or an Avaya Services Technician (remote or on-site).
Release notes and workarounds are located:	For CE 3.0.4 updates, the Avaya Aura Collaboration Environment 3.0 Service Pack 4 Release Notes contain the specific software updates included in the CE Service Pack and can be obtained by performing the following steps from a browser: 1. Go to: http://support.avaya.com 2. Click on the '**Documents**' button in the top menu bar. 3. In the '**Enter Your Product Here**' box, enter "**Collaboration**" and select **'Avaya Aura Collaboration Environment**' with Product Release "3.0". Next, check the '**Release Notes and Software Update Notes**' box and click the '**Enter**' button. 4. Download the document titled "Release Notes for Avaya Aura® Collaboration Environment Release 3.0.4".
What materials are required to implement this PCN (If PCN can be customer installed):	The CE 3.0 Service Pack 4 ISO or OVA software image is required to implement CE 3.0.4. If upgrading the Avaya Media Server per this PCN, then the new AMS 7.6.0.977_A16 OVA installation software is also required. Avaya Aura System Manager and Session Manager will also need to be upgraded to compatible versions for use with CE 3.0.4. These software images can be obtained via Avaya's PLDS software download system or as shown below. The Release Notes document (see previous section) is also required as it contains the detailed upgrade and installation procedures. Software download links can be reached by performing the following steps from a browser: 1. Go to: http://support.avaya.com 2. Click on the '**Downloads**' button in the top menu bar. 3. In the '**Enter Your Product Here**' box, enter "**Collaboration**" and select '**Avaya Aura Collaboration Environment**' and Release "3.0". From the Downloads List, select the appropriate files: the CE 3.0 SP4 software (OVA for fresh installs; ISO for upgrades) and/or Avaya Media Server 7.6.0977_A16. OVA new install file. Compatible System Manager and Session Manager software downloads are available under those product's download sections.

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How do I order this PCN (If PCN can be customer installed):	Software can be downloaded directly from support.avaya.com or the Avaya PLDS site. No order is required.
Finding the installation instructions (If PCN can be customer installed):	**Note: Customers are required to back up their systems before applying the Service Pack.** Please refer to the "Release Notes for Avaya Aura Collaboration Environment Release 3.0.4" (see download instructions above) for important notes on Avaya Aura component interoperability and the correct upgrade sequence. Upgrading/Installing CE 3.0 with SP4: To install a new CE 3.0.4 server using the .ova file, see the installation instructions in the "Deploying Avaya Aura® Collaboration Environment" document available from Avaya Support under the 'Collaboration Environment' product section. To upgrade to CE 3.0.4 from CE 3.0, CE 3.0.1, CE 3.0.2 or CE 3.0.3 using the .iso upgrade file, refer to the CE Upgrade section in the CE 3.0.4 Release Notes. Installing AMS 7.6.0.977_A16: To install the Avaya Media Server using the AMS .ova file, refer to the installation instructions detailed in the "Deploying Avaya Aura® Collaboration Environment" document, available for download from http://support.avaya.com under the Collaboration Environment product downloads. Note there is no upgrade path for CE AMS on VMWare; it must be installed fresh. However, there are procedures to back up the current AMS configuration first, then restore that configuration to the new AMS once it has been installed. See the Backup/Restore procedure in the "Deploying and Updating Avaya Media Server using VMware® in the Virtualized Environment" document on Avaya Support under the Avaya Media Server product.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

How to verify the installation of the Service Pack has been successful:	When the CE install completes, you should see a message indicating that the "install has completed". After the CE server reboots, login to the CE shell with a customer login, then type the command "`swversion`". The Release line should read: "Release: 3.0.4.0.304007". This release will also be displayed on the System Manager → Home → Elements → Collaboration Environment → Server Administration web page for the CE instance that was upgraded. NOTE: make sure the CE System State for the newly upgraded CE instance is "Accepting" new service. For AMS installs, please refer to the "Deploying Avaya Aura® Collaboration Environment", available for download from http://support.avaya.com under the Collaboration Environment product downloads.
What you should do if the Service Pack	Please contact Avaya Customer Support at http://support.avaya.com/ or Avaya Global Support Services (GSS) @ 1-800-242-2121.

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installation fails?	
How to remove the Service Pack if malfunction of your system occurs:	Please contact Avaya Customer Support at http://support.avaya.com/ or Avaya Global Support Services (GSS) @ 1-800-242-2121.

SECTION 1B – SECURITY INFORMATION

Are there any Security risks involved?	Not Applicable
Avaya Security Vulnerability Classification:	Not Applicable
Mitigation:	Not Applicable

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	There is no charge for material related to this PCN.
Avaya Customer Service Coverage Entitlements:	Avaya is issuing this PCN as 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: -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.

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Customers under the following Avaya coverage: -Warranty -Software Support -Software Support Plus Upgrades -Remote Only -Parts Plus Remote -Remote Hardware Support -Remote Hardware Support w/ Advance Parts Replacement	
Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

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 Partner Service Coverage Entitlements:

Avaya Authorized Partner

Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

Who to contact for more information:

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support Terms of Use.

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