AVAYA

Product Correction Notice (PCN)

Issue Date:	**June 3, 2024**
Supplement Date:	**June 12, 2025**
Expiration Date:	**NA**
PCN Number:	**2172S**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:	Avaya Call Management System (CMS) 21.0.X The following CMS Supervisor PC Client, Terminal Emulator and Network Reporting release are available: CMS Supervisor PC Client R21.0 QA.31 CMS Terminal Emulator R21.0 QA.31 CMS Network Reporting R21.0 QA.31 CMS Supervisor PC Client R21.0 QA.31 is backward compatible with all CMS R20.x and R19.x deployments. Please note that all versions of CMS Supervisor PC Client are available for download from support.avaya.com. Avaya recommends use of the most current version of CMS Supervisor PC Client.
Description:	**12 June 2025 – Supplement 6** of this PCN **announces availability of CMS 21.0.2.0** **PLDS IDs and filenames:** • CA00000312 - CMS-R21.0.2.0.ca.k-cloud-e810-00-1.ova • CA00000313 - CMS-R21.0.2.0.ca.k-e810-00-1.ova • CA00000314 - CMS-R21.0.2.0.ca.k-kvm-e810-00-1.ova • CA00000315 - CMS-R21ca.k.iso • CA00000316 - CMS-R21ca.k-SFTWONLY.iso Feature updates, bug fix descriptions, and rpm updates are in the CMS R21.0.2.0 Release Notes found on support.avaya.com **21 March 2025 – Supplement 6** of this PCN is being issued to provide the names of associated CMS files available for download: **PLDS IDs and filenames:** • CA00000299 SetupNR_QA31.exe • CA00000300 SetupSup_QA31.exe • CA00000301 SetupTE_QA31.exe **26 November 2024 – Supplement 5** of this PCN releases support for KVM installs on ASP 130 6.0 and is being issued to provide the names of associated CMS files available for download: **PLDS IDs and filenames:** • CA00000287 CMS-R21.0.1.0.ba.e-e810-00-1.ova

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- CA00000288   CMS-R21.0.1.0.ba.e-kvm-e810-00-1.ova
- CA00000289   CMS-R21ba.e.iso
- CA00000290   SetupNR_QA20.exe
- CA00000291   SetupSup_QA20.exe
- CA00000292   SetupTE_QA20.exe

29 October 2024 – Supplement 4 of this PCN releases support for KVM installs on ASP 130 6.0 and is being issued to provide the names of associated CMS files available for download:

PLDS IDs and filenames:
- CA00000286   CMS-R21.0.0.1.ab.b-kvm-e810-00-1.ova

10 September 2024 – Supplement 3 of this PCN is being issued to provide the names of associated CMS files available for download:

PLDS IDs and filenames:
- CA00000279   SetupNR_QA18.exe
- CA00000280   SetupSup_QA18.exe
- CA00000281   SetupTE_QA18.exe

23 August 2024 – Supplement 2 of this PCN is being issued to provide the names of associated CMS files available for download:

PLDS IDs and filenames:
- CA00000275   SetupNR_QA17.exe
- CA00000276   SetupSup_QA17.exe
- CA00000277   SetupTE_QA17.exe

30 July 2024 – Supplement 1 of this PCN releases Service Pack CMS 21.0.0.1 and provides the names of associated CMS files available for download:

PLDS IDs and filenames:
- CA00000272   CMS-R21.0.0.1.ab.b-e810-00-1.ova
- CA00000273   CMS-R21ab.b.iso

- CA00000266   SetupNR_QA10.exe
- CA00000267   SetupSup_QA10.exe
- CA00000268   SetupTE_QA10.exe

3 June 2024 – This PCN announces availability of CMS 21.0.0.0

PLDS IDs and filenames:
- CA00000258 - CMS-R21.0.0.0.aa.s-e89-00-1.ova
- CA00000259 - R21CUE.1a.3.iso

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- CA00000260 - SetupSup_QA07.exe
- CA00000261 - SetupNR_QA07.exe
- CA00000262 - SetupTE_QA07.exe

Feature updates, bug fix descriptions, and rpm updates are in the CMS R21.0.0.0 Release Notes found on support.avaya.com

Upgrades to CMS 21.0.X:

- Only CUE upgrade to R21. No base load upgrades are allowed from pre-R21 releases. CMS Release 21.0 supports platform up-grades from CMS Releases 16.x, 17.x, 18.x, 19.x and 20.x.
- Upgrade on physical servers not supported.
- If customers have a virtual deployment of CMS, the CMS R21.0.0.0 OVA file can be acquired from PLDS. This includes CMS deployments on the Avaya Solutions Platform (ASP) servers. This also includes deployments on AWS and GCP cloud platforms.
- CMS Supervisor PC Client R21.0 QA.07 is backward compatible with all CMS 20.x and CMS R19.x deployments.
- Please note that all versions of CMS Supervisor PC Client are available for download from support.avaya.com. Avaya recommends use of the most current version of CMS Supervisor PC Client.

See the CMS 21.0 Release Notes for details about this CMS release.

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?	Highly Recommended.
The risk if this PCN is not installed:	The customer will not receive the benefit of new features and bug fixes. Critical Operating System security and updates will not be applied.
Is this PCN for US customers, non-US customers, or both?	Both.

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Does applying this PCN disrupt my service during installation?	Yes, for more details see the Release Notes.
Installation of this PCN is required by:	New installations of CMS require Avaya installation *at current per incident rates.* .
Release notes and workarounds are located:	The Release Notes are posted on support.avaya.com under Support by Product > Documents > Call Management System (then filtered for the relevant release) in the "Release & Software Update Notes" section. The Release Notes include detailed information on new features, bug fixes and a list of Linux RPMs
What materials are required to implement this PCN (If PCN can be customer installed):	See "Description Section" above on Page 1 for notes on Requirements.
How do I order this PCN (If PCN can be customer installed):	**Avaya U.S. Direct Customers:** Customers are to contact the Avaya Global Support Services (GSS) @ 1800-242-2121 to request the PCN. **Avaya U.S. Business Partners:** Business Partners are to contact the Avaya Dealer Desk @ 800-222-7278, prompt 1, to order the PCN material outlined in this PCN notice. **Avaya Non-U.S.:** Non-U.S. customers are to contact their Regional Support Center. **Virtual CMS Customers**: Refer to Deploying Avaya Call Management System in an Avaya Customer Experience Virtualized Environment on http://support.avaya.com.
Finding the installation instructions (If PCN can be customer installed):	This PCN is Customer Installable. Installation by Avaya *is billable at current per incident rates.* Consult the "Upgrade Paths" section in the CMS Overview and Specifications document for the specific version of CMS, for more information on upgrade details.
This PCN includes the following Linux	The Linux RPM updates are itemized in and Appendix in the CMS Release Notes.

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package (rpm) updates.	

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION	

Note: Customers are required to backup their systems before applying Service Packs/Feature Packs.

How to verify the installation of the Service Pack has been successful:	As the software is installing, you will receive notification of successful installation.
What you should do if the Service Pack installation fails?	If unresolved issues or questions remain after following the installation instructions, call technical support at 1-800-242-2121. Be ready to provide the number of the Quality Protection Plan you are using and the manual, page and step you are having the issue with
How to remove the Service Pack if malfunction of your system occurs:	If unresolved issues or questions remain after following the installation instructions, call technical support at 1-800-242-2121. Be ready to provide the number of the Quality Protection Plan you are using and the manual, page and step you are having the issue with

SECTION 1B – SECURITY INFORMATION	

Communication Manager 10.1 security updates are tracked under PCN2134S.

Are there any security risks involved?	No.
Avaya Security Vulnerability Classification:	N/A
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS	

Material Coverage Entitlements:	**NA – No material.**
Avaya Customer Service Coverage Entitlements:	This PCN is deemed remotely installable by Avaya. However, someone may need to be onsite to insert a DVD or run security commands at the console, if necessary, for the specific customer configuration and to handle backup media as part of the upgrade process. 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

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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.

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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