Product Correction Notice (PCN)

Issue Date: June 6th, 2011
Archive Date: N/A
PCN Number: 1801P

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:	Communication Server 1000 Release 6.0 systems; Media Card; MC32S; Load ipl-6.00.18.
Does this PCN apply to me?	This PCN applies to those customers using Communication Server 1000 Release 6.0 MC32S load ipl-6.00.18.
What you should do when you receive this PCN:	For the Communication Server 1000 Release 6.0 customers using the MC32S load ipl-6.00.18, upgrade to maintenance release ipl-6.00.50.
Description of PCN:	Maintenance release ipl-6.00.50 for the MC32S load on Communication Server 1000 Release 6.0 is generally available for download and application to customer networks.
What is the nature of the PCN?	Maintenance release ipl-6.00.50 for the MC32S load on Communication Server 1000 Release 6.0 is a new maintenance load built on top of ipl-6.00.18 incorporating fixes to resolve critical BERR0504 error as well as five generally available patches written on top of ipl-6.00.18. Please find the software posted on the Avaya Support portal: http://support.avaya.com/ Select product mapping: MG1000E/1000B Media Gateway; Select Release 6.0; Click into Maintenance release ipl-6.00.50 for the MC32S Click on Downloads tab. File Name: IPL60050.zip | File size : 8450 KB
This PCN addresses and resolves the following issues:	Autonomous BERR0504 error has occurred at several sites running ipl-6.00.18 load on MC32S. When this error occurs, the MC32S experiences a cold start which impacts all calls on that MC32S. Investigation determined the BERR was occurring in the SSH software which is not patchable; thus, a maintenance release was built to fix this issue. Additionally, five generally available patches have been built into this maintenance release: MPLR30184, MPLR28935, MPLR28676, MPLR28788, and MPLR29169.
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 2

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Is it required that this PCN be applied to my system?	Yes. If you are running Communication Server 1000 Release 6.0 MC32S load ipl-6.00.18, you must upgrade to this maintenance release.
The risk if this PCN is not installed:	BERR0504 and cold start could be experienced on the MC32S leading to an outage for those calls using the affected MC32S.
Is this PCN for US customers, non-US customers, or both?	All Regions – Global
Does applying this PCN disrupt my service?	Yes. This is a new load for the Communication Server 1000 Release 6.0 MC32S cards.
Installation of this PCN is required by:	Avaya Remote Services and/or Avaya Authorized BusinessPartner.
Release notes and workarounds are located:	This PCN functions as the release notes.
How to determine if your product is affected:	Are you experiencing autonomous BERR0504 errors on your MC32S running Communication Server 1000 Release 6.0 software?
Required materials (If PCN can be customer installed):	Communication Server 1000E Software Upgrades NTP NN43041-458, Chapter "Upgrading Voice Gateway Media Cards"
Provisioning instructions (If PCN can be customer installed):	There are no provisioning changes required.
Finding the installation instructions (If PCN can be customer installed):	Installation instructions are located: Communication Server 1000E Software Upgrades NTP NN43041-458, Chapter "Upgrading Voice Gateway Media Cards" **<u>Instructions will include:</u>** How to download the software. How to install the software.

SECTION 1A – PATCH INFORMATION

Note: Customers are required to backup their systems before applying the Patch.

How to verify the installation of the patch has been successful:	Not applicable
What you should do if the patch installation fails?	Not applicable
How to remove the patch	Not applicable

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if malfunction of your system occurs:	

SECTION 1B – SECURITY INFORMATION

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

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SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements: There is no charge for material related to this PCN.

Avaya Customer Service Coverage Entitlements:

Customers under the following Avaya coverage: -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Help-Line Assistance	Per Terms of Services Contract.
Remote or On-site Services Labor	Avaya Services will exclusively determine the delivery method of the PCN. The primary delivery method will be via Remote Services. On-site Services technician delivery or a combination of Remote and On-site delivery may be required and will be determined exclusively by Avaya Services or Avaya Partner. Avaya Remote Services labor (*for 8x5 and 7x24 Services Contract customers*) to implement this PCN is 7x24, excluding Avaya designated holidays. On-site Services labor (*for 8x5 and 7x24 Services Contract customers*) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Partner. This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition. Note: This PCN is deemed remotely installable by Avaya. Customer requested On-site Services support is billable at the current per incident rates.

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	Per Terms of Services Contract or coverage

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Assistance	
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 BusinessPartner Service Coverage Entitlements:

Authorized BusinessPartner
Avaya authorized BusinessPartners are responsible for the implementation of this PCN on behalf of their customers.

Avaya Contact List:

Avaya Contact	Telephone Number
Global Support Services (GSS)	800 – 242 - 2121
Canada Customer Care Center	800 – 387 - 4268
Remote Service Center – Hungary	+36 1238 8807 / In country 0680 203 945
Caribbean and Latin America	786 – 331 - 0860
EMEA Services - Post Sales Technical Support	31-70-414-8720
Asia/Pacific Regional Support Center	+800-2-28292-78 / +65 6872 5141 and +008006501243 (India)

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