

Product Correction Notice (PCN)

Issue Date: May 14, 2018
Supplement 6 Date: May 14, 2018
Archive Date: NA

PCN Number: 1906S

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Material Codes

The following code provide copies of CMS Server and the CMS Supervisor Web
700514241 CMS R17 Software DVD LINUX Load r17je.c includes CMS Webclient cmsweb17je.c

Note: SPARC and X86 support ended November 1, 2017. The official End of Manufacturer Support Notice is available at: <https://downloads.avaya.com/css/P8/documents/101037776>.

The following CMS Supervisor PC Client, Terminal Emulator and Network Reporting release ships with new system orders:

- CMS Supervisor PC Client R17 LA_31 (this includes Terminal Emulator)
- CMS Network Reporting R17 LA_31

R17 and R18 versions of the desktop PC client software are compatible with CMS R17. It is recommended to use the latest R18 PC client software. The latest release is R18 MA_48. Copies of CMS Supervisor PC Client, Terminal Emulator and Network Reporting are available for download at <http://support.avaya.com>. Copies of the CMS Supervisor Mobile App are available for download at the iTunes store.

Description: **14-May-2018- This PCN announces the availability of CMS R17 R7.**
 Feature updates and bug fix descriptions are in the CMS R17 Release Notes.
NOTE: For information on Spectre/Meltdown mitigation for CMS refer to PSN020346u and PSN027066u.

- In order to mitigate the Meltdown and Spectre vulnerabilities, the processor manufacturers and operating system developers will need to provide software patches to their products. These are patches to the processors and operating systems, not to Avaya products.
- Once these patches are received by Avaya, Avaya will test these patches with the applicable Avaya products to determine what, if any, impact these patches will have on the performance of the Avaya product.
- Avaya is reliant on our Suppliers to validate the effectiveness of their respective Meltdown and Spectre vulnerability patches.
- Avaya’s test effort is targeted towards reaffirming product/solution functionality and performance associated with the deployment of these patches.
- The customer is responsible for implementing, and the results obtained from, such patches.
- The customer should be aware that implementing these patches may result in performance degradation.

12-December-2016- This PCN announces the availability of CMS R17 R6
14-December-2015 - This PCN announces the availability of CMS R17 R5
09-February-2015 - This PCN announces the availability of CMS R17 R4
21-July-2014 - This PCN announces the availability of the CMS Supervisor Mobile App.
02-June-2014 - This PCN announces the availability of CMS R17 R3
 Bug fix descriptions are in the Release Notes for CMS R17 R3
04 Nov 2013 - This PCN announces the availability of CMS R17 R2

Level of Risk/Severity
 Class 1=High
 Class 2=Medium
 Class 3=Low

Class 1 – If linux server, otherwise 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 bug fixes. If the customer is on a Linux server, critical Operating System security and updates will not be applied.

Is this PCN for US customers, non-US customers, or both?	Both
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 <i>at current per incident rates</i> .
Release notes and workarounds are located:	The Release Notes are posted on http://support.avaya.com under the “CMS” product. The Release Notes include detailed information on feature additions and bug fixes.
What materials are required to implement this PCN (If PCN can be customer installed):	See “Required Materials” above.
How do I order this PCN (If PCN can be customer installed):	<p>Avaya U.S. Direct Customers: Customers are to contact the Avaya Global Support Services (GSS) @ 1800-242-2121 to request the PCN.</p> <p>Avaya U.S. BusinessPartners: Business Partners are to contact the Avaya Dealer Desk @ 800-222-7278, prompt 1, to order the PCN material outlined in this PCN notice.</p> <p>Avaya Non-U.S.: Non-U.S. customers are to contact their Regional Support Center.</p> <p>Virtual CMS Customers: Refer to Deploying Avaya Call Management System in an Avaya Customer Experience Virtualized Environment on http://support.avaya.com.</p>

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*.

When moving to a new R17 load, schedule downtime for installation and consult the information below to determine the proper upgrade process to follow:

Use the Platform upgrade process to:

- to move from unsupported to supported R17 platforms.

Please note that R17 supported platforms are Dell R620, Dell R720, Dell R730, HP DL380P G8, HP DL20 G9, HP DL380P G9, and virtualized deployments.

Use the CUE upgrade process to:

- to move from supported 16.x loads to R17

Please note that the CUE upgrade process *must* be performed by Avaya Professional Services or authorized Business Partner. CUE upgrade by Avaya *is billable at current per incident rates*.

Use the Base Load Upgrade process and document to:

- upgrade Avaya Call Management System (CMS) from an older CMS Release R17 base load to a newer CMS R17 load.

If your upgrade does NOT fit one of these scenarios, consult the “Upgrade Paths” section in the [CMS R17 Change Description document](#) for more information on upgrading from CMS releases prior to R17.

This PCN includes the following Linux package (rpm) updates.

The Linux RPM updates are itemized in the [CMS R17 Release Notes](#).

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

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

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 upgrade instructions, call technical support at 1-800-242-2121. Be ready to provide the number of the Quality Protection Plan you are using.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved? No.

Avaya Security Vulnerability Classification: NA

Mitigation: NA

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 will need to be onsite to insert the CD as the software is not downloadable 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 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](#).