

Product Correction Notice (PCN)

Issue Date: March 3, 2007
Archive Date: December 31, 2009
Supplement 5 Date: February 5, 2009
PCN Number: 1593B

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

Avaya IP Office 406v2 Control Unit and IP Office R4.0 software

Does this PCN apply to me?

See the section titled "***This PCN addresses and resolves the following issues***"

What you should do when you receive this PCN:

Obtain replacement unit IP Office 406v2 Control Unit if necessary

Description of PCN:

February 5, 2009 – Supplement 5 is being issued to modify the Materials Entitlement section for this PCN.

December 5, 2008 - Supplement 4 is being issued to extend the expiration to December 31, 2009.

September 29, 2008 - Supplement 3 is being issued to extend the expiration to December 31, 2008.

May 5, 2008 - Supplement 2 is being issued to extend the expiration to September 30, 2008 and to limit the PCN coverage to the North American region only.

March 6, 2008 – Supplement 1 is being issued to extend the expiration date to May 31, 2008.

This PCN is being issued to allow early versions of IP Office 406v2 Control Units to run IP Office R4.0 (or later) software. 406v2 Control Units at PCS 7 or earlier have 16MB of memory, which is not enough to run this release.

What is the nature of the PCN?

Hardware

This PCN addresses and resolves the following issues:

With the launch of IP Office R4.0 software, there is an installed base of IP406v2 customers that may wish to run the new release. Some of these units (PCS 7 and earlier) have only 16MB of memory, which is not enough to run R4.0 (or later) software. The IP Office R4.0 Update Wizard can automatically detect if the unit has insufficient memory to load the SW, and will show an on-screen warning.

Customers with a 406v2 at PCS 7 or earlier can return the unit to Avaya and either its memory will be upgraded to enable it to run R4.0 software or a replacement unit will be sent.

Units at PCS 8 or later have enough memory to run R4.0 (or later) software and do not need to be returned for upgrade.

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

Class 3

Is it required that this PCN be applied to my system?

No.

See the section titled "***This PCN addresses and resolves the following issues***" for details.

The risk if this PCN is not installed:

System is not able run R4.0 (or later) software.

Is this PCN for US customers, non-US customers, or both?

NAR Only.

Does applying this PCN disrupt my service?

Yes.

Installation of this PCN is required by:

Avaya Service Technician or Avaya Authorized BusinessPartner.

Release notes and workarounds are located:

N/A

How to determine if your product is affected:

PCN affects IP Office 406v2 Control Units at PCS 7 or earlier as outlined in the section titled "***This PCN addresses and resolves the following issues***". The IP Office R4.0 Update Wizard can automatically detect if the unit has insufficient memory to load the SW, and will show an on-screen warning.

Required materials (If PCN can be customer installed):

N/A

Provisioning instructions (If PCN can be customer installed):

N/A

**Finding the installation instructions
(If PCN can be customer installed):**

N/A

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: N/A

What you should do if the patch installation fails? N/A

How to remove the patch if malfunction of your system occurs: N/A

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved? N/A

Avaya Security Vulnerability Classification: N/A

Mitigation: N/A

Material Coverage Entitlements: No charge for materials

Avaya Customer Service Coverage Entitlements:

Customers under the following Avaya coverage: -Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Help-Line Assistance	Per the Terms of the Warranty with Full Coverage Service Contract
Remote or On-site Services Labor	<p>Avaya Services or an Avaya BusinessPartner will exclusively determine the delivery method of this PCN.</p> <p>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 Business Partner.</p> <p>Avaya Remote Services labor (for 7x24 and 8x5 Service Agreement customers) to implement this PCN is 7x24 excluding Avaya designated holidays. On-site Services labor (for 7x24 and 8x5 Service Agreement customers) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Business Partner.</p> <p>This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.</p>

* Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage: -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 the Terms of the Service Contract
Remote or On-site Services Labor	Per the Terms of the Service Contract

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Help-Line Assistance	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

Avaya Product Correction Notice Support Offer	
<p>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.</p>	

**Avaya Authorized
BusinessPartner
Service Coverage
Entitlements:**

Authorized BusinessPartner

Avaya authorized BusinessPartners are responsible for the implementation of this PCN on behalf of their customers. Any support or work performed by Avaya may result in Per Incident charges.

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	361 - 345 - 4334
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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