Product Correction Notice (PCN)

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SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:	Avaya S8xx0 Servers running Avaya Aura™ Communication Manager 6.0 software load **R016x 00.0.345.0** and Avaya 1000 Series Video Conferencing Systems 6.0
Does this PCN apply to me?	**November 9, 2010** – This PCN introduces Service Pack #1 for Avaya 1000 Series Video Conferencing Systems 6.0 for Avaya S8xx0 Servers. This service pack, 0.0.345.0-18538.tar.gz, applies to S8xx0 Servers running Communication Manager 6.0 and Avaya 1000 Series Video Conferencing Systems 6.0 only (software load R016x.00.0.345.0).

This service pack is not applicable to any other servers, software loads, or releases of Communication Manager.

This PCN also introduces AV_PP1_4_7_3_5.cmg firmware for the 1010/1020 models and AV_RM1_4_7_3_5.cmg for the 1030/1040/1050 Avaya 1000 Series Video endpoints.

Note that Communication Manager service packs are cumulative. In other words fixes from all previous service packs for a particular release and software load are included in the latest service pack. Therefore there is no reason to install a previous service pack before installing the latest service pack. The Avaya 1000 Series Video Conferencing Systems Service Pack #1 is built on top of Communication Manager 6.0 Service Pack 1 and contains all fixes in Communication Manager 6.0 Service Pack 1.

To determine the release of Communication Manager software that is being run on a server you can:
- *execute the swversion* command from the bash shell
- launch the Communication Manager System Management Interface (CM-SMI) from a browser. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu. Then select the **Software Version** page under the **Server** links on the left hand menu.
- *execute the list configuration software-versions* command from the SAT |

What you should do when you receive this PCN:	You should install the specified Avaya 1000 Series Video Conferencing Systems service pack on all applicable S8xx0 Servers running the specified load of Communication Manager and upgrade the firmware for the Avaya 1000 Series Video endpoints.
Description of PCN:	This notice specifies Avaya 1000 Series Video Conferencing Systems Service Pack 00.0.345.0-18538.tar.gz, Software Update Procedures and associated Release Notes. This service pack should be installed on all applicable S8xx0 Servers running the applicable load of Communication Manager 6.0. Also included in this notice are new firmware downloads for the 1010/1020 models, AV_PP1_4_7_3_5.cmg, and the 1030/1040/1050 models, AV_RM1_4_7_3_5.cmg.
What is the nature of the PCN?	Avaya 1000 Series Video Conferencing Systems software Service Pack number 1 for Avaya S8xx0 Servers. Firmware downloads for the Avaya 1000 Series Video endpoints.
This PCN addresses and resolves the following issues:	The *Release Notes* associated with this service pack provide a list of specific issues that are resolved by installing the service pack and upgrading the video endpoints. To obtain the *Release Notes* please refer to the **Release notes and workarounds are located** section of this PCN.
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?	This PCN is required for S8xx0 Servers running R016x.00.0.345.0 and Avaya 1000 Series Video Conferencing Systems 6.0 when there is a need for Avaya 1050 conferencing and One-X Communicator interop with Avaya 1000 Series Video Conferencing Systems.
The risk if this PCN is not installed:	- It is possible that service disruptions could occur on the Server, as well as some features not working as expected. - Avaya 1050 conferencing will be limited to 4 parties. - Calls between One-X Communicator and other Avaya 1000 Series Video Conferencing Systems components can fail.
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?	Firmware upgrade of the Avaya 1000 Series Video Endpoint must be done on an idle device and will reboot the device after the upgrade.

Installation of this PCN is required by:	Customer or Avaya Authorized Service Provider. This service pack is customer installable and remotely installable.

Release notes and workarounds are located:	The Avaya 1000 Series Video Conferencing System service pack release notes contain the specific software updates included in the service pack and can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com and click **Documentation** then **Release Notes & Software Update Notes** in the left hand navigation list 2. Select 1-9 from the the A-Z List and select 1000 Series Video Conferencing Systems, you may once again need to click **Documents then Release Notes & Software Update Notes** in the left hand navigation list. 3. Click on the link called **Avaya 1000 Series Video Conferencing Systems 6.0 Release Notes.**

How to determine if your product is affected:	All S8xx0 Series Servers running Communication Manager 6.0 software load R016x.00.0.345.0 and Avaya 1000 Series Video Conferencing Systems 6.0 are affected.
	To determine the release of Communication Manager software that is being run on a server you can:
	   • *execute the swversion* command from the bash shell
	   • launch the Communication Manager System Management Interface (CM-SMI) from a browser. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu. Then select the **Software Version** page under the **Server** links on the left hand menu.
	   • *execute the list configuration software-versions* command from the SAT
	To determine the currently installed software on your Avaya 1000 Series Conferencing endpoints you can:
	   ▪ From the Avaya Video Conferencing Manager
	      ○ Click the Devices icon on the navigation bar or click on device category in Device Inventory on the Avaya Video Conferencing Manager Dashboard
	      ○ Devices appear on the **Devices** page with the **Software Version.**
	   ▪ via Web Administration Interface
	      ○ Diagnostics
	      ○ System Information
	      ○ System Version
	   ▪ Via Device User Interface
	      ○ from the home menu, press the Blue Button on the remote
	      ○ System Information page 1
	      ○ System Version

Required materials (If PCN can be customer installed):	This PCN is being issued as a customer installable PCN. The service pack 00.0.345.0-18538.tar.gz and firmware downloads, AV_RM1_4_7_3_5.cmg and/or AV_PP1_4_7_3_5.cmg are required. To obtain the service pack refer to the **Provisioning Instructions** section of this PCN. If unfamiliar with installing Communication Manager service packs, the installation instructions are required. To obtain the installation instructions please refer to the **Finding the installation instructions** section of this PCN.
Provisioning instructions (If PCN can be customer installed):	The **Avaya 1000 Series Video Conferencing Systems service pack 00.0.345.0-18538.tar.gz** and firmware versions AV_PP1_4_7_3_5.cmg and AV_RM1_4_7_3_5.cmg can be obtained by performing the following steps from a browser:

1. Go to http://support.avaya.com and click **sign in** then enter your login information

2. Click **Downloads** in the left hand navigation list

3. Begin to type **1000 Series Video** in the Product Name field of the pop-up window and when 1000 Series Video Conferencing Systems appears as a selection below, select it. If instead the A-Z List is clicked in the pop-up window and **1000 Series Video Conferencing Systems** is selected, you will once again need to click **Downloads** in the left hand navigation list.

4. Click on **Avaya 1000 Series Video Conferencing Systems Software Downloads**.

5. You are currently viewing the content of the Summary tab. Click on the **Downloads** tab at the top of the screen.

6. Click on the link titled **00.0.345.0-18538.tar.gz**

7. Clink on the link titled **AV_RM1_4_7_3_5.cmg** or **AV_PP1_4_7_3_5.cmg**

The MD5 sum for the service pack is:
3c30a48b935969ccd48992bfad30c40b

The MD5 sum for the firmware AV_PP1_4_7_3_5.cmg is:
3cbd461d773b58d298bcb687154a02fc

The MD5 sum for the firmware AV_RM1_4_7_3_5.cmg is:
85feef415712a959e32ea409fa1c8b16

Finding the installation instructions (If PCN can be customer installed):	This PCN is being issued as a customer installable PCN. The Communication Manager service pack installation instructions can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com and click **Downloads** 2. Begin to type Avaya Aura™ **Communication Manager** in the Product Name field of the pop-up window and when Avaya Aura™ Communication Manager appears as a selection below, select it. If instead the A-Z List is clicked in the pop-up window and Avaya Aura™ Communication Manger is selected, you will once again need to click **Downloads** in the left hand navigation list. 3. Click on **Latest TN Circuit Pack, Server, and Media Gateway Firmware and Software Updates** 4. Click on **Communication Manager 2.0 and Later Software Update Procedures** to access detailed instructions on how to install the service pack on the Server. Note that duplicated S87xx and S8800 servers running Communication Manager 6.0 can use the connection preserving software update procedure described in the document titled "Avaya Aura™ Communication Manager Change Description for Release 6.0." This document can be obtained by performing the following steps from a browser: 1. Go to http://support.avaya.com and click **Documentation** in the left hand navigation list 2. Click **Administration & System Programming** 3. Select **Avaya Aura™ Communication Manager** from the A-Z list 4. Enter 6.0 in the release pull down menu if necessary 5. Click on the link for "Avaya Aura™ Communication Manager Change Description for Release 6.0."

Finding the installation instructions (If PCN can be customer installed):	The Avaya 1000 Series Video Conferencing System firmware download instructions can be obtained by performing the following steps from a browser:

1. Go to http://support.avaya.com and click Documentation in the left hand navigation list

2. Click Installation, Migrations, Upgrades & Configurations

3. Select 1000 Series Video Conferencing Systems from the A-Z list

4. Click on the link for "Avaya Video Conferencing Manager Deployment Guide" for scheduled upgrades.

5. Click on the link for "Avaya 1010/1020 User Guide" for single unit 1010 or 1020 upgrade.

For single unit upgrade for 1030/1040/1050 upgrades perform the following steps from a browser:

1. Go to http://support.avaya.com and click Documentation in the left hand navigation list

2. Click Administration and System Programming

3. Select 1000 Series Video Conferencing Systems from the A-Z list

4. Click on the link for "Avaya Video Conferencing Administrator Guide".

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:	To verify the service pack is successfully installed perform the following steps from a web browser: 1 Access the Communication Manager System Management Interface web pages by entering the Media Server name or IP address in the browser Address box. 2. Login to the web pages. 3. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu. 4. Then select the **Software Version** page under the **Server** links on the left hand menu. 5. Verify that under "UPDATES:" service pack "00.0.345.0-18538" shows "activated". Alternatively, run the following bash command on the Media Server: > update_show This should show the status of service pack (Update ID) "00.0.345.0-18538" as "activated".
What you should do if the patch installation fails?	Escalate to Avaya **Global Support Services (GSS)** or an Avaya authorized Business Partner.
How to remove the patch if malfunction of your system occurs:	Run the following bash command on the Media Server: > update_deactivate 00.0.345.0-18538.tar.gz After the command has completed run the following bash command on the Media Server: > update_show This should show the status of service pack (Update ID) "00.0.345.0-18538" as "deactivated". Or you can launch the Communication Manager System Management Interface from a web browser and use the **Manage Updates** page to deactivate 00.0.345.0-18538. From the top navigation bar select **Server (Maintenance)** under the **Administration** pull-down menu. Then select **Manage Updates** under **Server Upgrades** on the left hand menu.

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 incremental charge for the material in this PCN. The service pack is available on support.avaya.com. The file is available during the warranty period or if a valid maintenance contract is in force.
Avaya Customer Service Coverage Entitlements:	Avaya is issuing this PCN as remotely 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:** -Warranty -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: -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
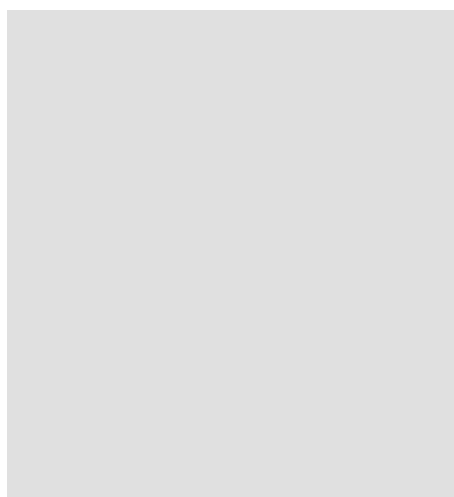
Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Help-Line Assistance	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

Avaya Product Correction Notice Support Offer
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. 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	**+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)**