AVAYA

Product Correction Notice (PCN)

Issue Date:	**Jan 18 , 2016**
Archive Date:	**N/A**
PCN Number:	**1711S**
Supplement 13 Date:	**Jan 18 , 2016**

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:	**CALL MANAGEMENT SYSTEM RELEASE 16, 16.1, 16.2, 16.3 or 16.x** Including CMS Supervisor Web and CMS Supervisor PC Client
Does this PCN apply to me?	If the customer desires new features, new hardware options, or bug fixes or Solaris patches available with R16.x.
What you should do when you receive this PCN:	This PCN is Customer Installable. Installation by Avaya *is billable at current per incident rates.* When moving to a new R16.3 load, schedule downtime for installation and consult the information below to determine the proper upgrade process to follow: Use the CUE upgrade process to: • upgrade CMS systems that use/ or will use LAN Backup and require the enhanced migration capability and have not already upgraded using CUE to R16.2 or later. Please note: • Customers can no longer upgrade to a CMS R16.3 version. CUE upgrade kits are only available to upgrade to CMS R18. • 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 Database Upgrade and Database Migration process and document to: • upgrade Avaya Call Management System (CMS) from a CMS Release 16 (R16) database to the current CMS R16.3 load. Use the Base Load Upgrade process and document to: • upgrade Avaya Call Management System (CMS) from an older CMS Release 16.3 (R16.3) base load to a newer CMS R16.3 load. If your upgrade does NOT fit one of these scenarios, consult the "Upgrade Paths" section in the CMS Change Description document for more information on upgrading from CMS releases prior to R16.
Description of PCN:	**Jan 18, 2016 –** Supplement 13 – This PCN is being issued to support CMS bug fixes in R16.3.

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya policy. All other trademarks are the property of their owners.

Page 1 of 8
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

Feb 9, 2015 – Supplement 12 – This PCN is being issued to support CMS bug fixes in R16.3.

June 2, 2014 – Supplement 11 – This PCN is being issued to support CMS bug fixes in R16.3.

Sept 26, 2013 – Supplement 10 – This PCN is being issued to support CMS bug fixes in R16.3.

Nov 12, 2012 – Supplement 9 – This PCN is being issued to document CMS Supervisor Web Client, CMS Supervisor, and CMS bug fixes in R16.3.

May 7, 2012 – Supplement 8 – This PCN is being issued to support the following R16.3 features:
- Addition of the Oracle SPARC T4-1 platform
- New Software NIU for T4-1 platform
- Support for LTO-5 tape drive
- Bug fixes for CMS and CMS Supervisor

February 20, 2012 – Supplement 7 – This PCN is being issued to document CMS Supervisor Web Client, CMS Supervisor, and CMS bug fixes in R16.3.

December 5, 2011 – Supplement 6 – This PCN is being issued to support the following R16.3 features:
- Qualification for a low-end x86 platform
- Continued T5120/T5220 compatibility
- CMS Supervisor Web Client
- CM 6.2 Alignment specifically support for ICR 2.0

Previous Supplements (16.0, 16.1 and 16.2) have addressed the following:

June 6, 2011 – Supplement 5 – This PCN was issued to support new LSI RAID adapter in the T5120 and T5220 platforms. Additionally, it includes CMS and CMS Supervisor bug fixes that are available in CMS R16.2.

March 26, 2011 – Supplement 4 – This PCN was issued to document CMS Supervisor bug fixes and CMS server bug fixes that are available in CMS R16.2.
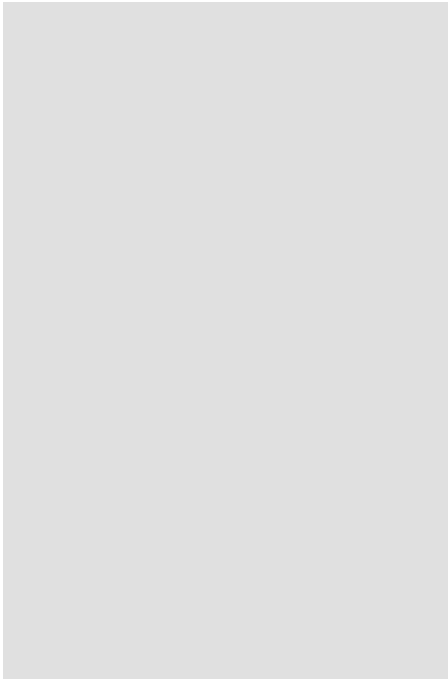
February 20, 2011 – Supplement 3 – This PCN was issued to support the new T5120 8-core server and minor software fixes.

November 8, 2010, Supplement 2 – This PCN was issued for R16.2 CMS to provide the latest Solaris patches, new features and a few bug fixes.

June 14, 2010, Supplement 1 - This PCN was issued for R16.1 CMS to provide the latest Solaris patches, new features and a few bug fixes. In addition, a new version of CMS Supervisor was released and required for use with R16.1 server.

February 8, 2009, This PCN was issued for R16 CMS to provide the latest Solaris

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 2 of 8
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

	patches, a few bug fixes and enhancements.
What is the nature of the PCN?	Bug fixes and Solaris patch updates.
This PCN addresses and resolves the following issues:	Supplement 13 includes minor bug fixes for details refer to release notes..
This PCN includes these SPARC FW/OBP Patches	147307-13, Sun System Firmware 7.4.9, specific to Oracle T5120 and T5220 platforms 152059-03, Sun System Firmware 8.8.1.d, specific to Oracle SPARC T4-1 platforms

This PCN includes these Solaris SPARC patches:

Included SPARC patches are:

147307-13	144872-03	142332-03	137097-02
152059-03	120199-21	147023-01	137110-02
124149-16	120201-07	142373-04	138348-02
119963-33	119900-17	125719-56	149638-05
119966-01	142244-02	125725-03	146582-05
120812-32	144047-01	149217-02	149646-02
126868-04	120753-14	147438-06	148112-02
118676-04	118683-13	143725-06	149165-01
119254-92	124630-71	148027-06	150383-10
138215-02	149057-01	148049-04	150400-30
148043-03	125533-18	118777-19	149175-10
146696-05	146075-01	141558-01	149173-06
120272-38	142044-01	148985-02	149279-04
125555-16	138096-02	138647-01	146694-02
125279-06	138645-01	139520-02	148383-01
140796-01	138649-01	124188-03	148423-01
138866-03	138766-01	148035-09	150025-01
125731-12	139774-01	143502-01	148768-02
148561-08	144186-02	143506-11	148975-01
149112-02	139962-02	150435-04	148045-03
119059-70	148559-15	150510-03	150123-02
128298-02	143609-04	148888-05	148342-09
136893-02	139968-01	143733-03	149163-01
137147-07	149498-01	149277-01	150107-03
120410-37	142251-02	144180-02	150113-02
122212-46	139976-01	144188-02	150119-03
123611-05	139980-01	149622-04	150157-01
123015-02	137080-07	145120-01	150173-05
123132-02	142529-01	144742-02	150180-02
123647-05	142911-01	143962-04	150307-01
127872-02	142933-05	144909-03	150310-03
119213-31	139989-02	148237-01	150312-06
126363-10	140081-01	145648-07	150031-15
126365-19	140404-01	146673-01	150032-01
148881-03	144526-03	146679-01	150535-01
119783-32	148336-02	147799-03	150537-01
120460-21	142909-17	148031-05	150539-01
120719-07	144500-19	147227-01	150631-03
119812-19	147442-02	121095-04	150832-11

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 3 of 8
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

124393-11	147147-26	121487-02	150836-02
124457-03	150529-01	121734-14	150912-01
124628-16	147793-19	147143-17	151074-03
124399-04	147797-05	146288-03	151148-01
118712-24	140790-02	148023-05	151355-01
118718-07	140792-01	147272-01	151561-01
140899-01	140860-02	147217-04	151615-02
141016-01	140905-02	148071-18	151696-01
139555-08	140907-01	148241-05	145122-03
119246-42	140912-02	148104-21	145923-03
119252-35	142292-01	147805-01	148873-02
119278-48	142394-01	148002-01	147010-01
119397-11	142340-02	148004-01	148565-01
119757-35	141444-09	148340-05	148627-02
119280-26	141548-01	148322-13	148309-06
119286-03	141032-01	148403-01	137321-03
119317-01	141496-01	149171-02	152083-01
119534-33	142240-01	148419-03	151672-03
119538-20	148029-01	148693-01	118666-86
119906-21	142397-01	148870-01	152076-05
142088-03	142428-02	148948-01	152077-05
147002-01	142430-01	149149-01	

This PCN includes these Solaris x86 patches

Included Solaris X86 patches are:
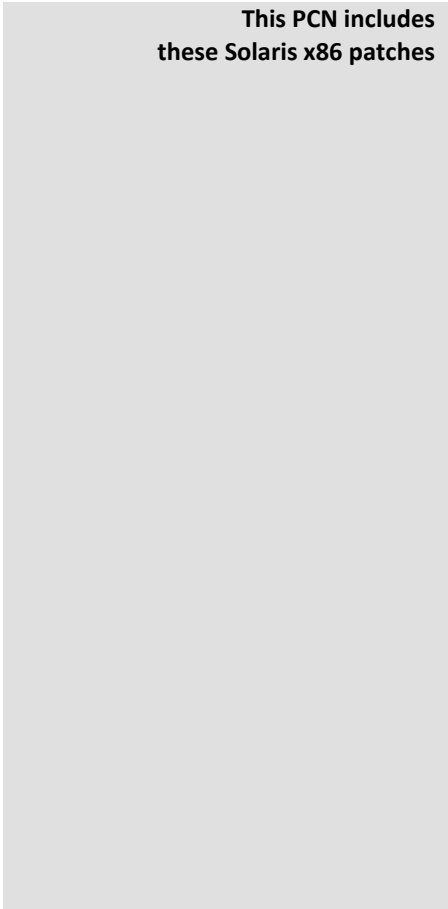
119255-92	138097-02	149150-01	150120-03
138216-02	140791-02	152078-05	150124-02
119253-38	140913-02	152079-05	150174-05
119967-01	146076-01	148076-14	150313-06
146697-05	143507-11	148560-15	150401-30
142252-02	145649-07	143610-04	149176-10
125556-15	146488-02	149499-01	150533-02
118668-86	148874-02	147443-02	150540-01
118677-04	142934-05	150436-04	150833-11
140861-02	142089-03	147148-26	150913-03
119281-25	145123-03	148036-09	149174-06
119535-33	145924-03	148889-05	150536-01
119784-32	144527-03	146583-05	150837-02
120461-21	147062-02	150530-01	144187-02
119813-21	148337-01	148072-18	144743-02
119901-16	144501-19	148105-21	143963-04
119758-35	141445-09	149623-04	125534-18
119907-21	148030-01	148044-03	148046-03
121735-14	140906-02	149218-02	149164-01
123016-02	125720-67	148343-03	143734-03
123133-02	125726-03	147144-17	149278-01
122213-46	146680-01	146289-03	148424-01
120202-08	147800-03	148242-05	150026-01
119060-69	148032-05	148562-08	124631-71
119247-42	125280-06	148341-05	149058-01
119398-10	138867-02	150511-03	124629-17

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 4 of 8
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

119214-31	147160-01	148323-13	120200-21
123612-06	147273-01	148329-04	148882-03
119279-49	148238-01	148566-01	147011-01
120273-40	143644-08	148628-02	148028-06
119964-33	147439-06	148769-02	148050-04
120720-07	147003-01	148976-01	148310-06
120754-14	144873-03	150158-01	118778-17
119961-14	144910-03	150126-02	126366-19
121096-04	147218-03	137098-02	147794-19
123648-05	146674-01	146695-02	147798-05
124400-05	147228-01	148564-08	146700-03
123614-02	147806-01	127873-02	148694-01
124394-11	148003-01	136894-02	148695-05
125732-12	148005-01	148113-02	148986-02
126869-05	148404-01	151673-03	151075-03
125907-02	149172-02	148384-01	151562-01
126364-10	148420-03	149113-02	151616-02
137081-07	148658-01	149166-01	152084-01
137148-07	148871-01	149639-05	
120411-37	148949-01	149647-02	
137322-03	148955-01	150114-02	

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.
The risk if this PCN is not installed:	The customer will not receive the benefit of new features and bug fixes.
Is this PCN for US customers, non-US customers, or both?	Both.
Does applying this PCN disrupt my service?	Yes. CMS must be turned off to upgrade.
Installation of this PCN is required by:	If you experience any of the problems discussed in this PCN or desire any enhancements, this PCN is required.
Release notes and workarounds are located:	http://support.avaya.com
How to determine if your product is affected:	If you experience any of the problems discussed in this PCN or desire any enhancements, your product is affected.

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 5 of 8
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

Required materials (If PCN can be customer installed):	**Please consult the section "What you should do when you receive this PCN:" to determine the correct document to be used for your upgrade.** **Comcode Qty_ Description_____** 700510987 1 CMS R16.3 Software DVD SPARC Load **r16.3fb.b includes CMS Webclient cmsweb16.3pc.p** 700510988 1 CMS R16.3 Software DVD x86 Load **r16.3fb.b includes CMS Webclient cmsweb16.3pc.p** Copies of CMS Supervisor PC Client, Terminal Emulator and Network Reporting are available for download at http://support.avaya.com. CMS Supervisor PC Client R18 MA_20 CMS Terminal Emulator R18 MA_20 CMS Network Reporting R18 MA_20 Note: The CMS Supervisor R18 MA_20, CMS Terminal Emulator R18 MA_20 and CMS Network Reporting R18 MA_20 are backward compatible with R16.3 and recommended for use. When available, the latest bug fix versions of CMS Supervisor PC Client should be used. Copies of CMS Supervisor PC Client, Terminal Emulator and Network Reporting are available for download at http://support.avaya.com. R16.3 versions of the desktop PC client software are minimally **REQUIRED** for use with CMS R16.3. The following will ship with new system orders, and is available via free software download at http://support.avaya.com.
Provisioning instructions (If PCN can be customer installed):	This PCN is Customer Installable. Installation by Avaya *is billable at current per incident rates.*
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.*

SECTION 1A – PATCH INFORMATION

Note: Customers are REQUIRED to back up their systems before applying the Patch.

How to verify the installation of the patch has been successful:	As the software is installing, you will receive notification of successful installation.
What you should do if the patch installation fails?	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 and the manual, page and step you are having the issue with.

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 6 of 8
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

How to remove the patch 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:	Low
Mitigation:	N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	No cost to customer for the software. Customer can pay Avaya to perform the upgrade if desired. Note: 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. Customer requested Avaya On-site Services support is billable at the current per incident rates. Implementation services provided by Avaya Professional Services are billable engagements.
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 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.

Help-Line Assistance	Per Terms of Services Contract.
Remote or On-site Services Labor	Note: This PCN is deemed remotely installable by Avaya. Customer requested On-site Services support is billable at the current per incident rates. Implementation services provided by Avaya Professional Services are billable engagements. Avaya Services will exclusively determine the delivery method of the PCN.

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 7 of 8
All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc.

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 Authorized 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 Authorized Partner.

This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.

Customers under the following Avaya coverage: -Warranty - Full Coverage 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 Partner Service Coverage Entitlements:

Avaya Authorized Partner
Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

Avaya Contacts:
For assistance with this PCN contact your local or regional Service group.

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.

PCN Template Rev Date: Oct. 18, 2011
© 2011 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 8 of 8
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.