

PSN # PSN003807u

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Name of problem CS2100 Support Process Change – GENBAND Partnership Extension

Products affected

- Communication Server 2100 (All Releases)
- Communication Server 2100/CS2100 Core (All Releases)
- Communication Server 2100/CS2100 Gateways (All Releases)
- Communication Server 2100/CS2100 IP Clients (All Releases)
- Communication Server 2100/CS2100 SIP Lines (All Releases)
- Communication Server 2100/CS2100 SIP Trunks (All Releases)
- SL-100 (All Releases)

Problem description

Avaya is pleased to provide notification regarding a new partnership with GENBAND that positively impacts how you receive support on CS2100 and SL100 products. The partnership will leverage GENBAND technical support capabilities and ensure continuity of your overall support experience.

Resolution

In anticipation of the CS2100 and SL100 product support transition please make note of the following:

On October 15, 2012, you will receive an email notification with your new CS 2100 / SL-100 User Name and Password which will enable you to open technical support cases via GENBAND's Customer Portal. The email notification will come from notices@genband.com. Please save this information for reference should you need to open a technical support case on CS 2100 or SL-100 products in the future. Note that you will continue to use Avaya's web to open SRs for other products in your network.

Commencing October 15, 2012 this user name and password will be your key to requesting, via the web, the support to which you are entitled under your current Avaya coverage terms for the CS 2100 and/or SL-100 in your network. To get started, on October 15, 2012, please visit cust.genband.com to utilize the CS 2100 and SL-100 Help Desk or to open a service request (SR)/case, or access documents such as Release Notes, Method of Procedures (MOPs) and Frequently Asked Questions (FAQs). For your reference on October 15th, the GENBAND Customer Portal Users guide can be found here.

Please note that although the web access for support is changing, the phone numbers you use to call in for support are not. The phone numbers and PINs utilized today will remain in place until further notice and will connect you with the appropriate GENBAND technical support team.

	Current Support Contact Methods	Future Support Contact Methods	Support Availability October 15, 2012
Web	From: <u>support.avaya.com</u>	To: <u>cust.genband.com</u>	Avaya entitled support customers can begin using the new web site October 15th to open a Case, access Release Notes, MOPs and FAQs on the Solutions Knowledge Base.
Phone	From: 1-800-282-1361	To: 1-800-282-1361	Current phone numbers will remain in place until further notice. Government and/or Commercial PINs will also remain in place until further notice.
Issues on: User Name Password	Phone: 1-866-436-2263	Email: <u>custsite@genband.com</u>	For issues related to the newly assigned user name and password.

**Repair &
Return
Request**

Phone:
1-800-242-2121



Phone:
1-800-242-2121

Current phone numbers will remain in place until further notice.
Government and/or Commercial PINs will also remain in place until further notice.

Until the October 15th transition of CS2100 / SL100 support please continue to use your current Avaya support contacts. It is our hope that you find this to be a very positive transition and we look forward to working with you to meet your support needs.

Regards,

Avaya Client Services

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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