

Product Correction Notice (PCN)

Issue Date: 6 May 2013
Supplement Date: NA
Archive Date: 6 May 2014
PCN Number: 1920H

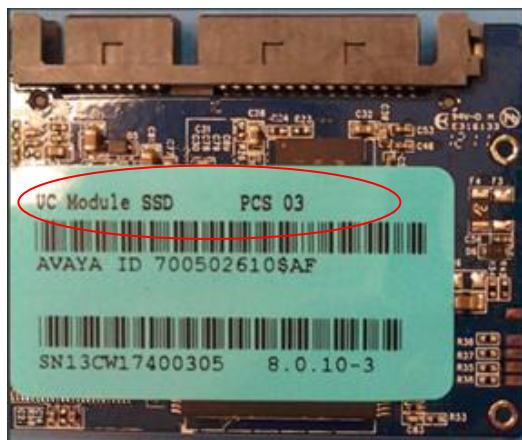
SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN: IP Office Unified Communication Modules (UCM), material code 700501442, with serial numbers in the range of 12WZ11400B2G through 13WZ13300ARR and with version number UC Module 700501442 PCS 06 or lower are affected. Serial numbers run consecutively as 12WZ11xxxxxx, 12WZ12xxxxxx, etc.

Description: This PCN is being issued to address a failure mode that occurs on the solid-state drive (SSD) due to a microcontroller firmware deficiency, causing the SSD to wear prematurely, resulting in failures over the course of 3 to 18 months. UCM units affected will stop providing voice mail and applications service. Other components and performance of the IP Office control unit are not impacted.

The corrective action is to replace the defective UCM with a unit that has updated SSD drive microcontroller firmware, with UCM version 700501442 UC Module PCS 07 or greater. A secondary identifier is listed on the SSD drive (next to the fan). UCM Units with SSD module identified as Avaya ID 700502610 UC Module SSD PCS 02 or lower need to be replaced. New units will have a blue label with Avaya ID 700502610 UC Module SSD PCS 03 or higher.





This is a free of charge replacement for qualifying units.

As specified above, both the serial number **and** PCS levels should be used to identify the UCM unit. Units that have updated SSDs may have serial numbers in the range indicated and will have the **higher PCS number** for the UCM unit and for the SSD.

Customers that have received replacements are requested to return their defective unit(s) to Avaya within 14 calendar days.

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?

Yes. Although the UCM may function for a period of time with no issues, it is expected that the unit will fail, typically within 3 to 18 months of in-service use.

The risk if this PCN is not installed:

Customer will lose voice mail service (Voice Mail Pro/Preferred Edition) and applications that are supported with this unit. The IP Office system will continue to function for telephone calls.

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

This PCN is for US and non-US customers.

Does applying this PCN disrupt my service during

Yes, the existing UCM files will need to be backed up, the UCM shut down via the Web controller, the IP Office system must be shut down, and a new UCM card installed and the IP Office system must be reinitialized.

Note: It is recommended that the module be backed up immediately and be replaced before failing,

installation? as it cannot be backed up or configured after failing.

Installation of this PCN is required by: Avaya Technical Support or an Avaya Authorized Partner (Reseller) certified to install IP Office and UCM. Contact your IP Office Reseller for details.

Release notes and workarounds are located: Not available.

What materials are required to implement this PCN (If PCN can be customer installed): This is not customer installable. Contact your Avaya IP Office Reseller for details.

How do I order this PCN (If PCN can be customer installed): Not applicable.

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

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

New and replacement UCM modules will be shipped with R8.0 1Q'13 service pack files. The upgrade method to use depends on the difference between the IP Office software and the module's current software. Refer to Section 2.10 in the UCM Installation manual

How to verify the installation of the Service Pack has been successful: N/A

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

How to remove the Service Pack 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

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:

A replacement UCM will be provided at no charge to the customer. All claims will be validated with a valid Avaya Purchase Order, Part Number and requested quantity. Upon validation, a sales order for the replacement will be issued and a Return Material Authorization (RMA) number will be provided for the return. Defective UCM units must be returned to Avaya or charges will apply as per Avaya's RMA policy for Billing for Non-Returns Policy. We are requesting that defectives are returned in 14 days after receipt of the replacement unit.

Avaya Customer Service Coverage Entitlements:

Customers under the following Avaya coverage:

- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

Help-Line Assistance

Per Terms of Services Contract.

On-site Services Labor

Avaya Services will exclusively determine the delivery method of the PCN.

On-site Services technician delivery; on-site delivery may be required and will be determined exclusively by Avaya Services or Avaya Authorized Partner.

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.

*Note: If this PCN is deemed remotely installable by Avaya, Customer requested On-site Services support is billable at current per incident rates.

Customers under the following Avaya coverage:

- Warranty
- 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.

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

[Contact Avaya Support](http://support.avaya.com/contact/)
<http://support.avaya.com/contact/>

SECTION 2 - Avaya Authorized Partner Notice

Avaya Authorized Partners – Please review SECTION 1 in addition to this section. Contact the appropriate Avaya Support Organization with questions you may have concerning this PCN Notice.

Required Materials: Please note required materials in section 1.

Is an RFA License Required? (New or Existing) N/A

Provisioning Instructions: PCN provisioning will start on May 10, 2013 for US, Canada and CALA regions
PCN provisioning will start on May 20, 2013 for EMEA and APAC regions

For additional returns details, refer to Material Returns Instructions section.

Avaya U.S. Direct Customers: Customers are to contact the Avaya Global Support Services (GSS) @ 1-800-242-2121 to request PCN #1920H. The ordering and shipping of PCN material for direct customers and/or Avaya Service technicians is to follow current processes.

Avaya U.S. Authorized Partners:

- Avaya Authorized Partners are to contact the Avaya Dealer Desk @ 800-222-7278, prompt 1, to order the PCN material outlined in this PCN notice. Authorization from Avaya GSS is not required. Avaya Authorized Partners needing technical support should contact the Avaya GSS (*charges may be applicable*).

Project Managers and Indirect Customers for DOA Returns:

Please utilize your current contact points in Order Management (OM) via entering StepQ claims to for support or your designated Order Manager email addresses for service.

Avaya Non-U.S.: Non-U.S. Partners are to contact their Regional Service Desk and the Regional Coordinators will handle the PCN request. Reference PCN #1920H.

Regional Parts replacement forms and instructions may be accessed through this link:

<https://support.avaya.com/contact>

- Choose country from drop down menu, then “For Avaya Products” section. In country and international phone numbers are supplied. Contact will provide the form and information required.

⚠️! WARNINGS

- Before adding or removing any hardware from the IP Office system, the system must be shutdown using one of the shutdown methods: IP Office Manager, System Status Applications or AUX buttons.
- You must always use a shutdown before switching off the system. Simply removing the power cord or switch off the power inputs may cause loss of configuration data

Installers should reference [Technical Tip #252](#), Unified Communications Module – IP Address Configuration, March 8, 2012, and the [Unified Communications Module Installation and Maintenance document](#). Videos demonstrating the initialization and reinstallation for the UCM are available from the [R8.0](#) and [R8.1](#) download section of the Avaya support website

[Click here](#) to view the Technical Tip #252

[Click here](#) to view the UCM Installation and Maintenance Guide

[Click here](#) for the 8.1 installation and reinstallation videos

[Click here](#) for the 8.0 installation and reinstallation videos

**Coordination
with Other PCN
(If Applicable):**

Not applicable

**Scheduling and
Coordination:**

Partners will need to schedule the UCM replacement with their customers since IP Office service will be disrupted during the implementation process.

**Installation
Time:**

New and replacement UCM modules will be shipped with R8.0 1Q'13 service pack files. The upgrade method to use depends on the difference between the IP Office software and the module's current software. Refer to Section 2.10 in the UCM Installation manual

Upgrading from a ZIP File

Use this method if upgrading within the same software level. For example, if the Unified Communications Module is 8.0(x) and the IP Office is 8.0(y).

Reinstalling from an ISO File using a USB Key

Use this method if the software levels differ. For example if the Unified Communications Module is 8.0(x) and the IP Office is 8.1(x).

Note: It is recommended that the module be backed up immediately and be replaced before failing, as it cannot be backed up or configured after failing.

Expected time to replace module is 30 minutes or longer. This will depend on the amount of voice mail files to be backed up prior to replacing the unit

1. Using a USB stick:
 - a. Back up One-X Portal by performing the Backing Up the Database [one-x portal administration section 1.8]
 - b. Backup Voicemail Pro by performing an Immediate Backup [refer to Administrating Voicemail Pro section 3.16.2]
2. Shutdown UC module
3. Shutdown IP Office
4. Replace UC module
5. Power Up system
6. Re initialize the UC Module to the correct SW version

7. Restore One-x and Voicemail Pro backups

Technical Escalation:

The formal Technical Escalation Process is to be used for technical questions pertaining to the application of this PCN.

U.S. Direct: Contact the Avaya GSS @ 1-800-248-1234 for assistance. Caller must provide Avaya employee number or contractor's SS number. Also refer to the Maintenance Escalation Procedure.

U.S. Indirect: Contact the Avaya GSS @ 1-877-295-0099 for assistance. Also refer to the Maintenance Escalation Procedure.

NON-U.S.: Customers or Avaya Authorized Partners are to contact their Regional Support Center. Normal Escalation procedures apply.

Material Return Instructions:

US Business Partners: Claims must be registered and tracked through the Avaya Dealer Desk.

Direct customers would contact the Avaya Service Desk.

- A Return Material Authorization (RMA) must be completed, identifying PCN #1920H. Avaya will send a free of charge UCM replacement unit, and defective UCM units must be returned to the designated Avaya depot per Avaya instructions. Charges will apply per Avaya RMA policy if defective units are not returned to Avaya within the return time of 30 days. We are requesting that defectives are returned in 14 days.
- Service Desk: Returns should be coded as a quality recall in returns systems (e.g., 130 return in SAP).

DOA and Warranty Claims for EMEA, APAC and AI Regions

DOA For EMEA, APAC and AI regions:

- These regions will follow the DOA process for any claim where the material is within 90 calendar days of shipment from the Distributor, if the material has shipped from Distributor inventory or within 90 calendar days of shipment from Avaya on drop ship (direct ship orders). If a product was purchased from a Distributor then the DOA claim must be placed on the Distributor. The policy can be found at the following link:
 - https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?c=a3d30000000LAUCAA4&Id=a3j30000000LBzRAAW

or by going to:

- https://avaya.my.salesforce.com/apex/sp_PortalHomePage
 - **Business Tools, Policies & Processes**
 - Policy Information
 - Miscellaneous Policies
 - Global Channel DOA Policy – V2.0

DOA For CANADA:

- The Partner requests authorization for DOA return from their from their POS (Distributor)
- Distributor/Direct Customer requests RMA Replacement from Avaya by sending email to canadapune@avaya.com, (Order Manager verifies the claim) with Part Number and original order number (Purchase Order).

- Order Management create a sales order and Delivery order to ship the replacement product and generates and RMA number for return of the defective product.
- Avaya sends out the replacement unit(s) per ship to address as next day delivery
- Canadian customers return the defectives to:
[UPS-SCS c/o AVAYA Returns](#)
[7315 David Hunting Drive](#)
[Mississauga, ON](#)
[L5S 1W3](#)
SNagle@ups.com
[905-672-4458](tel:905-672-4458)

Warranty Claims for UCM Hardware:

- For PCN warranty claims greater than 90 days, the Business Partner should contact their regional support contact. Claims for this material code will be expedited as advanced parts replacement to business partners. For support location:
 - <https://support.avaya.com/contact/>
 - Choose country from drop down menu
 - Then select "For Avaya Products" section
 - In country and international; phone numbers are supplied. Contact will provide the form and information required.

Business Partners may request a bulk shipment up to 20 units per a Return Material Authorization form for units per day to be shipped to a business partner office location. Business Partners are required to return 20 defective units per the instructions. If the UCM is to be shipped directly to the customer location, then one RMA form is to be used. Listing of the individual serial numbers for each UCM is not required, however; business partners should provide these if available.

Service Desk: Defective returns should be coded as a quality recall in returns systems (e.g. 130 return in SAP).