



## Product Support Notice

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PSN # PSN027094u

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Name of problem PSN027094u – Avaya Common Server R3 (Dell® R630) and R2 (Dell® R620) v19.0 BIOS/FW update.

### Products affected

Common Server R3 (Dell® R630)

Common Server R2 (Dell® R620)

### Problem description

Update to the latest Avaya certified BIOS and Firmware packages for the Avaya Common Server R3 (Dell® R630) and R2 (Dell® R620). There is a single downloadable iso image that covers BOTH servers.

Note this will be the final update for the Avaya Common Server R2 (Dell® R620).

[Dell driver details](#) for the R630 include the following:

- Fixed an issue where the system stops responding when trying to boot from a PXE.
- Fixed an issue in EFI\_RESET\_SYSTEM runtime service that resulted in the Oracle VM having kernel dump record after system reboot.
- Removed the Correctable Error Warning threshold SEL event.
- Enhancement to address the security vulnerabilities (Common Vulnerabilities and Exposures-CVE) such as CVE-2019-0124 and CVE-2019-0151.
- Updated the Intel SINIT to v3.1.3\_20190718.

[Dell driver details](#) for the R620 include the following:

- Enhancement to address the security vulnerabilities (Common Vulnerabilities and Exposures--CVE) such as CVE-2019-0151.
- Updated the Intel SINIT version to v2.5.1.

### Resolution

**In addition to the BIOS update, this package also includes updates to iDRAC8, Lifecycle Controller, RAID Controller, Ethernet NIC Firmware, HDD firmware.**

This firmware is customer installable.

### NOTE:

- Avaya Common Servers are supplied under OEM relationship and managed differently than commercially available servers from the vendor.
- Support, warranty and repair are through Avaya's processes, not through the OEM vendor's support process.
- Avaya Common Server configurations are engineered for specific application needs. No hardware substitutions or additions are allowed.
- Lifecycle Hardware and BIOS and firmware updates are managed by the Avaya Common Server team in conjunction with application R&D teams.
- **These servers must NOT be updated with BIOS or firmware updates from the vendor's web site.**
- **Only Avaya provided updates can be used. Updating directly from the vendor's web site will result in an unsupported configuration.**

The following procedure describes how to obtain and run the Avaya approved BIOS/firmware v19.0 update tool for the Dell R630 and R620. This firmware update is provided as a bootable, off-line tool that will install new firmware onto the server. Depending on the server's physical components and current firmware versions, this procedure may take up to 60 minutes to complete.

### Acquiring Update Tool

Download the following file:

**R630-R620fw-v19.iso** via PLDS download ID **CMCS0000024** and burn a **bootable** DVD from it.

After executing the procedures, the following components will be updated to the listed firmware versions.

### **The R630/R620 Server Firmware update (v19.0) disc contains:**

<b>Device Information</b>	<b>Firmware package release</b>	<b>Firmware Version</b>
iDRAC8 with Lifecycle Controller for R620	iDRAC-with-Lifecycle-Controller_Firmware_0GHF4_LN_2.65.65.65_A00.BIN"	2.65.65.65
iDRAC8 with Lifecycle Controller for R630	iDRAC-with-Lifecycle-Controller_Firmware_DNH17_LN_2.70.70.70_A00.BIN	2.70.70.70
R630 BIOS	BIOS_7YNRC_LN_2.11.0.BIN	2.11.0
R720 BIOS	BIOS_8P8WX_LN_2.9.0.BIN	2.9.0
R620 BIOS	BIOS_W1WJW_LN_2.9.0.BIN	2.9.0
5719 QP 1G ADAPTER 5719 QP 1G Mezz 5720 DP 1G ADAPTER 5720 QP rNDC 1G BASE-T Broadcom 5720 1Gb Quad	Network_Firmware_NDT09_LN_21.60.8.BIN	21.60.8
R620/720 OS Collector	Diagnostics_Application_JCJR3_LN64_5_A00.BIN	5.0
R620/720 Enterprise UEFI Diagnostics	Diagnostics_Application_D5TM2_LN_4247A1_4247.2.BIN	4247A1
R730 Enterprise UEFI Diagnostics	Diagnostics_Application_JM78R_LN_4239A37_4239.45.BIN	4239A37
5720 DP 1G ADAPTER 5720 QP rNDC 1G BASE-T Broadcom 5720 1Gb Quad Port KR Blade Network Daughter Card	Network_Firmware_R4HKW_LN_20.8.4.BIN	20.8.4
PERC H730/H730P/H830 Mini/Adapter	SAS-RAID_Firmware_G7N2C_LN_25.5.6.0009_A14.BIN	25.5.6.0009
PERC H710P Mini Blade	SAS-RAID_Firmware_206VX_LN_21.3.5-0002_A09.BIN	21.3.5-0002
PERC H710 Adapter	SAS-RAID_Firmware_9MHJ5_LN_21.3.5-0002_A09.BIN	21.3.5-0002
PERC H710 Mini Monolithic	SAS-RAID_Firmware_KKR9J_LN_21.3.5-0002_A09.BIN	21.3.5-0002
PERC H710P Adapter	SAS-RAID_Firmware_MFGKT_LN_21.3.5-0002_A09.BIN	21.3.5-0002
PERC H710P Mini Monolithic	SAS-RAID_Firmware_WDYTK_LN_21.3.5-0002_A09.BIN	21.3.5-0002
PERC H810 Adapter	SAS-RAID_Firmware_WJF75_LN_21.3.5-0002_A09.BIN	21.3.5-0002

PERC H710 Adapter	SAS-RAID_Firmware_XTVPT_LN_21.3.4-0001_A08.BIN	21.3.4-0001
PERC H710 Mini Blade	SAS-RAID_Firmware_XY0P0_LN_21.3.5-0002_A09.BIN	21.3.5-0002
Dell 12Gbps SAS HBA	SAS-Non-RAID_Firmware_20VY1_LN_16.17.00.05_A09_02.BIN	16.17.00.05
HBA330 Adapter	SAS-Non-RAID_Firmware_847VG_LN_13.17.03.05_A03_02.BIN	13.17.03.05
6Gbps SAS HBA	SAS-Non-RAID_Firmware_K161K_LN_07.03.06.00_A11.BIN	07.03.06.00
HBA330 Mini	SAS-Non-RAID_Firmware_YXWY1_LN_16.17.00.05_A07_01.BIN	16.17.00.05
13G SEP Firmware	Firmware_HRP1V_LN_2.25_A00-00_01.BIN	2.25
Internal Dual SD Module	Firmware_4D1YH_LN_1.11_A02_01.BIN	1.11
12G Backplane Expander FW	ESM_Firmware_KGR3M_LN32_1.03_A00-00.BIN	1.03
AL12SE, 2.5", 10K, SAS6, 300GB, DU AL12SE, 2.5", 10K, SAS6, 600GB, DU	SAS-Drive_Firmware_0JYGF_LN_DA0B_A03.BIN	DA0B
SEAGATE THUNDERBOLT 2.5 1.2TB 10K SAS 512N SEAGATE THUNDERBOLT 2.5 600GB 10K SAS 512N	SAS-Drive_Firmware_0YHRW_LN_TS05_A00.BIN	TS05
Seagate Thunderbug 300GB 2.5 SAS12 10K 512nModel No: ST300MM0078 Seagate Thunderbug 600GB 2.5 SAS12 10K 512nModel No: ST600MM0238	SAS-Drive_Firmware_2R4CX_LN_BS05_A00.BIN	BS05
HD,600GB,SAS6,10K,2.5,SGT,FRSTM	SAS-Drive_Firmware_41N5D_LN32_FM0A_A05.BIN	FM0A
HD,300G,SAS6,10K,2.5,HIT,COBRA-D HD,600G,SAS6,10K,2.5,HIT,COBRA-D	SAS-Drive_Firmware_5WJWP_LN_A440_A05.BIN	A440
HD,300GB,SAS6,10K,2.5,SGT,COMPASS HD,600GB,SAS6,10K,2.5,SGT,COMPASS HD,900GB,SAS6,10K,2.5,SGT,COMPASS	SAS-Drive_Firmware_6PM3Y_LN_CS09_A07.BIN	CS09
Seagate Skybolt 1.2TB HDD 12Gbps SAS 2.5 10K 512n ISEModel Number: ST1200MM0099Regulatory Model Number: STT003Vendor PN: 1XH230-150 Seagate Skybolt 600GB HDD 12Gbps SAS 2.5 10K 512n ISEModel Number: ST600MM0069Regulatory Model Number: STT003Vendor PN: 1XF230-150	SAS-Drive_Firmware_89M5N_LN_ST33_A00.BIN	ST33
SEAGATE Savvio 10K.6 ES 300GB SAS EC SEAGATE Savvio 10K.6 ES 600GB SAS EC SEAGATE Savvio 10K.6 ES 900GB SAS EC	SAS-Drive_Firmware_8FF65_LN_LS0C_A00.BIN	LS0C
HITACHI COBRA F 2.5 1.2TB 10K SAS12 512n HITACHI COBRA F 2.5 300GB 10K SAS12 512n HITACHI COBRA F 2.5 600GB 10K SAS12 512n	SAS-Drive_Firmware_8MDXT_LN_FJ40_A00.BIN	FJ40
AL11SE, 2.5", 10K, SAS, 146GB, DU	SAS-Drive_Firmware_F50FD_LN32_D80A_A01.BIN	D80A

AL11SE, 2.5", 10K, SAS, 300GB, DU		
HUC109030CSS600 (300GB), HUC109060CSS600 (600GB) and HUC109090CSS600 (900GB)	SAS-Drive_Firmware_F5NH4_LN_N440_A06.BIN	N440
Western Digital (SL305M) SAS 300GB 10K RPM Western Digital (SL305M) SAS 600GB 10K RPM Western Digital (SL305M) SAS 900GB 10K RPM	SAS-Drive_Firmware_G1XC6_LN_D1P3_A00.BIN	D1P3
ST1200MM0088, ST600MM0088 and ST300MM0008	SAS-Drive_Firmware_KKNKX_LN_TT31_A00.BIN	TT31
AL13SE AL13SE AL13SE	SAS-Drive_Firmware_MCM30_LN_DE11_A00.BIN	DE11
Toshiba AL14SE-Lite 1200GB HDD 12Gbps SAS 2.5 10K 512n ISEModel No: AL14SEB120NY Toshiba AL14SE-Lite 300GB HDD 12Gbps SAS 2.5 10K 512n ISEModel No: AL14SEB030NY Toshiba AL14SE-Lite 600GB HDD 12Gbps SAS 2.5 10K 512n ISEModel No: AL14SEB060NY	SAS-Drive_Firmware_MG2X8_LN_EA04.BIN	EA04
TOSHIBA AL13SE Lite 1.2 TB 2.5 12Gb 10K 512n SAS HDD Drive TOSHIBA AL13SE Lite 2.5 12Gb 10K 512n SAS HDD Drive TOSHIBA AL13SE Lite 2.5 12Gb 10K 512n SAS HDD Drive TOSHIBA AL14SE Lite 2.5 12Gb 10K 512n SAS HDD Drive	SAS-Drive_Firmware_NK8T7_LN_DM06_A00.BIN	DM06
Hitachi SAS 300GB 15K RPM Hitachi SAS 450GB 15K RPM Hitachi SAS 600GB 15K RPM	SAS-Drive_Firmware_R15M0_LN_E774_A00.BIN	E774
ST8000NM0075..	SAS-Drive_Firmware_R2N0T_LN_PS26_A00.BIN	PS26
HUS153073VLS300, HUS153014VLS300 and HUS153030VLS300.	SAS-Drive_Firmware_R7FK6_LN32_A598_A03.BIN	A598
HUS726T4TALS200.	SAS-Drive_Firmware_RGRYN_LN_PU04_A00.BIN	PU04
ST600MP0005, ST300MP0005	SAS-Drive_Firmware_RHYJY_LN_VT33_A00.BIN	VT33
WD3001BKHG, WD6001BKHG and WD9001BKHG	SAS-Drive_Firmware_WD3HJ_LN_D1S6_A06.BIN	D1S6
AL15SEB030NY, AL15SEB060NY, AL15SEB120NY, AL15SEB18EQY, AL15SEB24EQY, AL15SEB18EPY and AL15SEB24EPY	SAS-Drive_Firmware_YMJY5_LN_EF05_A00.BIN	EF05

### **BIOS/Firmware Update Procedures**

*It is always best practice to perform a complete backup of the system before any firmware or hardware maintenance.*

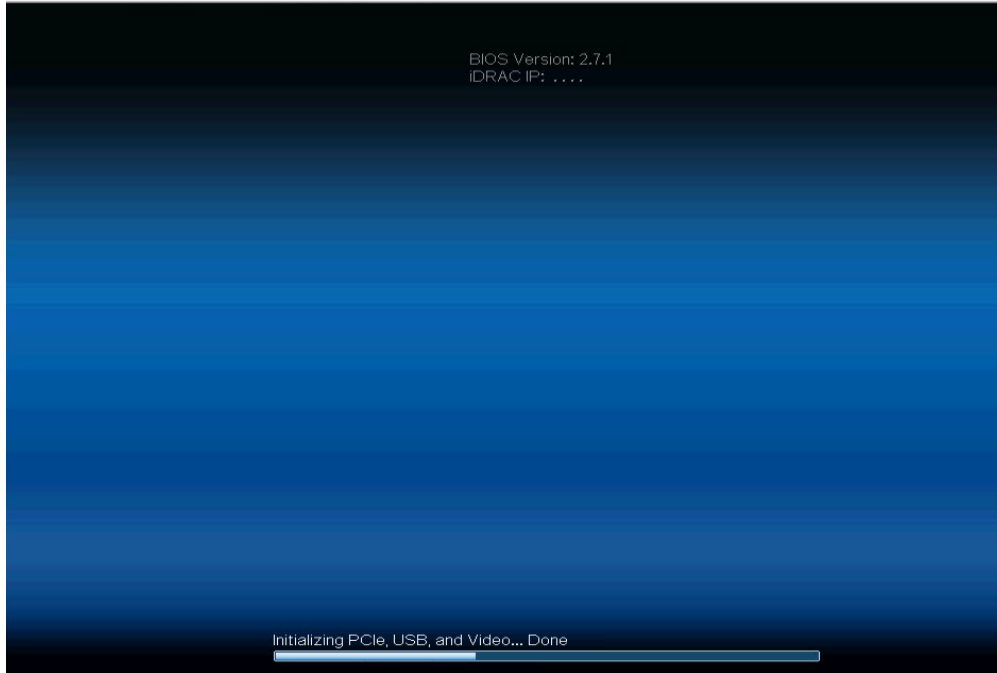
*It is recommended to do a system reboot prior to initiating the BIOS/Firmware update procedure. This will decrease the update execution time.*

## Preparation

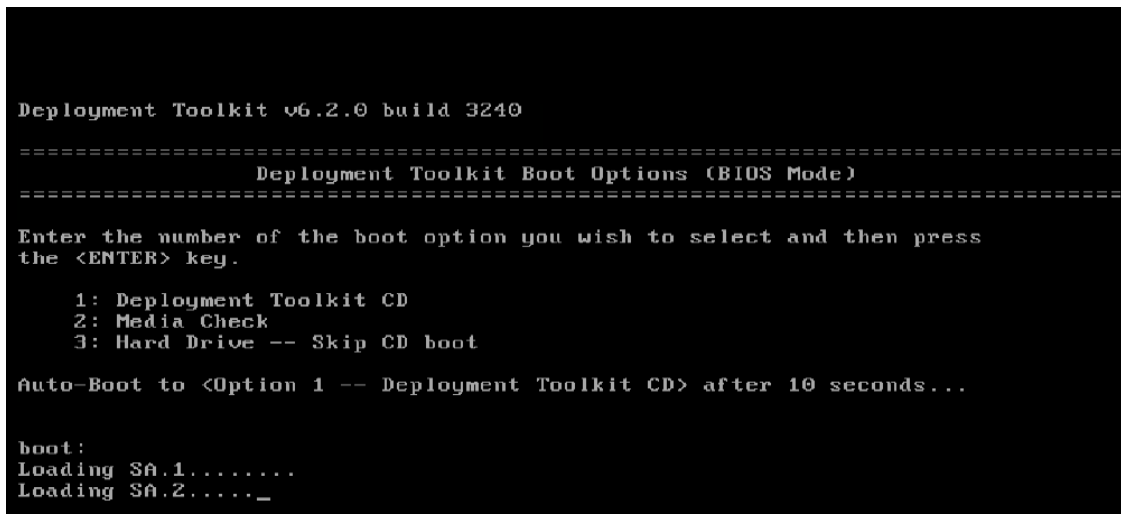
1. Backup the system.
2. Download a copy of the firmware update (*R630-R620fw-v19.iso*) via PLDS download ID **CMCS0000024** and burn a **bootable** CD/DVD from it.
3. A monitor, USB keyboard and mouse will be required to run the update tool.
4. Gracefully shut down the server according to Application Procedures

## Update Instructions

1. Insert the bootable media into the server and reboot or power up. The following example screens will be similar across R630 and R620.



2. A hardware boot screen will first appear.



3. The tool should boot from the DVD drive and the screen above indicates the update tool is loading. If the DVD disc does not run, verify the boot order to ensure it has the DVD drive before the RAID Controller/HDDs. This will take approximately 7-8 minutes to load.

```

booting from cdrom with share_script as drm_files/apply_bundles.sh
mount /dev/cdrom /opt/dell/toolkit/systems
BUILD NUMBER is matching ...
Valid DTK CD is found

Starting /run/initramfs/live/drm_files/apply_bundles.sh ....
Avaya R630/R620 Firmware v19.0 apply_bundles.sh start time:Wed Jul 22 16:05:11 EDT 2020
Please select a bundle to deploy on this system

1. R630-R620 Combine 7-10-2020

Input the number corresponding to the bundle you would like to apply to this system followed by <ENTER>
1

```

4. Type **1** <ENTER> to run the firmware update when prompted. No more user interaction is required. Do NOT power off the server, reboot, reset or attempt any other activities on the server during the upgrade process. Monitor progress of updates periodically.

```

booting from cdrom with share_script as drm_files/apply_bundles.sh
mount /dev/cdrom /opt/dell/toolkit/systems
BUILD NUMBER is matching ...
Valid DTK CD is found

Starting /run/initramfs/live/drm_files/apply_bundles.sh ....
Avaya R630/R620 Firmware v19.0 apply_bundles.sh start time:Wed Jul 22 16:05:11 EDT 2020
Please select a bundle to deploy on this system

1. R630-R620 Combine 7-10-2020

Input the number corresponding to the bundle you would like to apply to this system followed by <ENTER>
1
executing script apply_components.sh
Dell Inc. Auto-Generated Sample Bundle Execution Script
Created by Dell Repository Manager 02.2.0
[1/50] - Executing BIOS_7YHBC_LN_2.11.0.BIN
Collecting inventory...

Running validation...

PowerEdge BIOS

The version of this Update Package is newer than the currently installed version.
Software application name: BIOS
Package version: 2.11.0
Installed version: 2.7.1

Executing update...
WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IS IN PROGRESS.
THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE!WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IS IN PROGRESS.
THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE!
.....
The system should be restarted for the update to take effect.
Note: BIOS_7YHBC_LN_2.11.0.BIN update requires machine reboot ...
[2/50] - Executing BIOS_BPBWX_LN_2.9.0.BIN
This Update Package is not compatible with your system.
Note: BIOS_BPBWX_LN_2.9.0.BIN update requires machine reboot ...
[3/50] - Executing BIOS_W1WJW_LN_2.9.0.BIN
This Update Package is not compatible with your system.
Note: BIOS_W1WJW_LN_2.9.0.BIN update requires machine reboot ...
[4/50] - Executing Diagnostics_Application_D5TM2_LN_424701_4247.2.BIN
This Update Package is not compatible with your system.
[5/50] - Executing Diagnostics_Application_3CJRS_LN64_5_A00.BIN
Collecting inventory...
.....
Running validation...

OS COLLECTOR 1.1, OSC_1.1, A00

The version of this Update Package is older than the currently installed version.
Software application name: OS COLLECTOR 1.1, OSC_1.1, A00
Package version: 5
Installed version: OSC_1.1

Executing update...
WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IS IN PROGRESS.
THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE!WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IS IN PROGRESS.
THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE!
.....

```

5. Update tool will run specific AVAYA CSR3/2 updates for Dell R630/R620 PowerEdge Server. BIOS updates will run first if applicable followed by diagnostics. Some firmware packages may not update if current version is equivalent or greater. Not all packages are applicable and will not run if hardware device is not detected. Many HDD firmware packages are included but will only run if corresponding HDD is detected. Some SAS Drive updates may report fail if drive is not present. This is normal.

```

[49/50] - Executing iDRAC-with-Lifecycle-Controller_Firmware_0GHF4_LN_2.65.65.65_A00.BIN
This Update Package is not compatible with your system.
[50/50] - Executing iDRAC-with-Lifecycle-Controller_Firmware_DNH17_LN_2.70.70.A00.BIN
Collecting inventory...
Running validation...
iDRAC
The version of this Update Package is newer than the currently installed version.
Software application name: iDRAC
Package version: 2.70.70.70
Installed version: 2.50.50.50
Executing update...
WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IS IN PROGRESS.
THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE!WARNING: DO NOT STOP THIS PROCESS OR INSTALL OTHER PRODUCTS WHILE UPDATE IS IN PROGRESS.
THESE ACTIONS MAY CAUSE YOUR SYSTEM TO BECOME UNSTABLE!
.....
The update completed successfully.
End time: Wed Jul 22 16:58:10 EDT 2020
Please see log, located at /bundleapplicationlogs/apply_components.log for details of the script execution
script exited with status 1
Note: Some update requires machine reboot. Please reboot to CD/DVD to continue for the failed update because of dependency...
ls: cannot access *.sh: No such file or directory
Avaya R630/R620 Frmwr v19.0 apply_bundles.sh end time:Wed Jul 22 16:58:10 EDT 2020
firm_files/apply_bundles.sh execution is completed ....
Press Enter to reboot ...

```

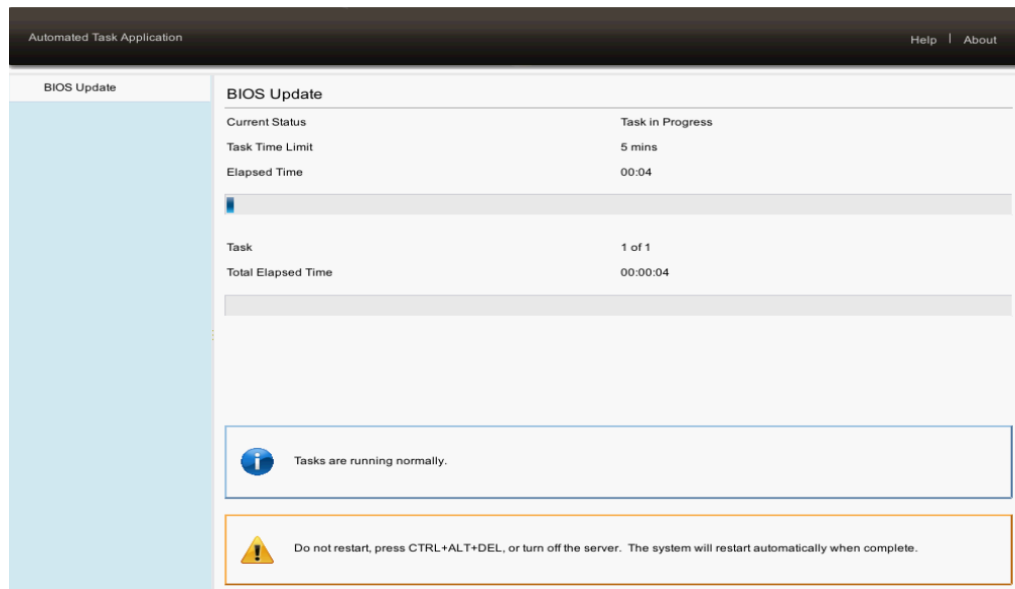
6. iDRAC/LCC will run last.

```

-sh-4.2# cd /bundleapplicationlogs
-sh-4.2# ls
apply_components.log
-sh-4.2# more apply_components.log

```

7. Once the firmware update is completed, the user may select <ALT> <F2> to open a shell window to view the **apply\_components.log** for any errors. As mentioned previously certain SAS-Drive\_Firmware updates may fail the inventory collection if the drive is not present; this is normal. Select <ALT> <F1> to move back to update menu and then <ENTER> to reboot server. Checking firmware versions is covered later in this document.



8. After reboot, system may automatically enter the lifecycle controller to finalize firmware install. Remove the disc when it is ejected After a server reboot a BIOS configuration screen may appear to finalize firmware package. Do not restart, reset or turn off the server during this process. A possible auto-reboot may also occur to recalibrate thermal parameters.

## How to check firmware versions on R630/R620

Requires monitor, USB keyboard and mouse.

```

F2 = System Setup
F10 = Lifecycle Controller
F11 = Boot Manager
F12 = PXE Boot

Broadcom NetXtreme Ethernet Boot Agent
Copyright (C) 2000-2015 Broadcom Corporation
All rights reserved.
Press Ctrl-S to enter Configuration Menu

Initializing Serial ATA devices...

```

During first Hardware boot screen select <F10> for Lifecycle controller selection. Cancel out of *Settings/Language and Keyboard* screen by pressing esc if necessary.

Select *Firmware Update/View Current Versions* when Lifecycle Controller Menu displays.

### R630

Component Name	Version	Date and Time
BIOS	2.110	2020-07-22 22:58:31
BP13G+ 0:1	2.25	2020-07-22 20:57:42
Broadcom Gigabit Ethernet BCM5720 - B8:2A:72:D9:A7:02	21.60.8	2020-07-22 22:58:35
Broadcom Gigabit Ethernet BCM5720 - B8:2A:72:D9:A7:03	21.60.8	2020-07-22 22:58:39
Broadcom Gigabit Ethernet BCM5720 - B8:2A:72:D9:A7:04	21.60.8	2020-07-22 22:58:28
Broadcom Gigabit Ethernet BCM5720 - B8:2A:72:D9:A7:05	21.60.8	2020-07-22 22:58:32
Dell 64 Bit uEFI Diagnostics, version 4239A37, 4239.45	4239A37	2020-07-22 16:17:44
Dell OS Driver Pack, 15.10.02, A00	15.10.02	2016-04-02 08:18:05
Disk 0 in Backplane 1 of Integrated RAID Controller 1	LS0C	2018-03-14 22:53:28
Disk 1 in Backplane 1 of Integrated RAID Controller 1	LS0C	2018-03-14 22:53:29
Identity Module	2.00	2017-05-11 04:06:43
Integrated Remote Access Controller	2.70.70.70	2020-07-22 20:58:16
Lifecycle Controller	2.70.70.70	2020-07-22 20:56:29



Verify main firmware component versions: R630 BIOS = 2.11.0, Broadcom Gigabit Ethernet = 21.60.8, Integrated Remote Access Controller = 2.70.70.70, Lifecycle Controller = 2.70.70.70, PERC H730 Mini = 25.5.5-0005. Select **Exit** in upper right corner of screen to reboot server.

**R620:**

Component Name	Version	Date and Time
BIOS	2.9.0	2020-07-25 04:20:23
BP12G+ 0:1	1.00	2018-03-28 06:13:54
Broadcom Gigabit Ethernet BCM5720 - D4:AE:52:9B:70:28	2160.8	2020-07-25 04:20:31
Broadcom Gigabit Ethernet BCM5720 - D4:AE:52:9B:70:29	2160.8	2020-07-25 04:20:34
Broadcom Gigabit Ethernet BCM5720 - D4:AE:52:9B:70:2A	2160.8	2020-07-25 04:20:24
Broadcom Gigabit Ethernet BCM5720 - D4:AE:52:9B:70:2B	2160.8	2020-07-25 04:20:27
Dell 64 Bit uEFI Diagnostics, version 4247, 4247A1, 4247.2	4247A1	2018-03-28 05:41:02
Disk 0 in Backplane 1 of Integrated RAID Controller 1	A440	2018-03-28 06:14:25
Disk 1 in Backplane 1 of Integrated RAID Controller 1	CS09	2018-03-28 06:14:25
Disk 2 in Backplane 1 of Integrated RAID Controller 1	A440	2018-03-28 06:14:25
Disk 3 in Backplane 1 of Integrated RAID Controller 1	A440	2018-03-28 06:14:25
Integrated Remote Access Controller	2.65.65.65	2020-07-25 04:04:56
Lifecycle Controller	2.65.65.65	2020-07-25 04:05:17
OS COLLECTOR, v5.0, A00	5	2020-07-24 23:33:33
OS Drivers Pack	0	2013-05-08 03:43:36
PERC H710 Mini	213.5-0002	2018-03-28 06:17:16
Power Supply.Slot.1	07.2B.7D	2013-05-08 03:43:33
Power Supply.Slot.2	07.2B.7D	2013-07-22 23:34:57
System CPLD	10.3	2013-10-07 18:07:07

Verify main firmware component versions: R620 BIOS = 2.9.0, Broadcom Gigabit Ethernet = 21.60.8, Integrated Remote Access Controller = 2.65.65.65, Lifecycle Controller = 2.65.65.65 Perc H710 Mini = 21.3.5, Select **Exit** in upper right corner of screen to reboot server.

**If a firmware package did not install, power-off server and remove power cord(s) for 1 minute. Re-insert power cords, power-up server and repeat firmware update process.**

Workaround or alternative remediation

N/A.

Remarks

March 12, 2021 – Issue 1.

**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

N/A.

Service-interrupting?

Yes

## 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

Reference Dell Release Notes.

### Avaya Security Vulnerability Classification

N/A.

### 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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