

PARTNER eFLASH

Contractual Information for Partners

12/02/2015



EF_Services_S031

Effective date: Immediately

Alcatel-Lucent 4635 Voice Messaging System software issue

The Alcatel-Lucent 4635 Voice Messaging System (VMS) software requires a patch to be applied before November 24, 2015, after which date some critical functions will stop working.

The Alcatel-Lucent 4635 Voice Messaging System becomes largely unusable after November 24, 2015, if no software correction is applied. For example, it is not possible to consult messages received before November 24, 2015, 20:15, and messages received after November 24, 2015, 20:15 show a wrong date. The issue affects all date- and time-related functions of the solution.

Software correction

Alcatel-Lucent 4635H

The sale of the Alcatel-Lucent 4635H solution has stopped in June 2011 and Alcatel-Lucent's commitment to provide software fixes for Alcatel-Lucent 4635H ended on December 31, 2011.

Customers with a valid Solution Premier Service (SPS) contract get the software correction free of charge. Customers without an SPS contract can purchase the software correction. For more information, see the [Alcatel-Lucent Release Policy](#).

Alcatel-Lucent 4635J

The sale of the Alcatel-Lucent 4635J solution has stopped in November 2014.

Alcatel-Lucent provides a software correction for the Alcatel-Lucent 4635J for the "November 24, 2015" issue.

The provision of this software correction does not change the software life cycle dates of the Alcatel-Lucent 4635J solution that are published in Alcatel-Lucent's release policy.

Alcatel-Lucent 4635 Voice Messaging System software issue

EF_Services_S031

Effective date: Immediately

Nature of the planned software correction

- Correction of all date- and time-related functions of the A4635 application.

Software upgrade procedure

1. Back up Alcatel-Lucent 4635 VMS data.
2. Install the "November 24, 2015" Alcatel-Lucent 4635 VMS software release
3. Restore Alcatel-Lucent 4635 VMS data.

Technical details are communicated in the Release Notes that accompany the "November 24, 2015" software release.

Availability date of the software correction

The estimated availability date of the "November 24, 2015" Alcatel-Lucent 4635 VMS software release is April 2015.

Recommended solutions

- OpenTouch™ Multimedia Services -based voice messaging (up to 100 ports, 5 000 mailboxes)
OpenTouch Multimedia Services provides voice messaging, unified messaging and enhanced unified communications and collaboration services.
- OpenTouch™ Message Center (up to 255 ports, 15 000 mailboxes)
OpenTouch Message Center provides voice messaging and simple unified messaging services.

Attractive commercial migration programs are available for customers that want to evolve from Alcatel-Lucent 4635 to one of these solutions. The migration programs include mailbox migration and enable adding unified communications services at advantageous prices with an up to 70 percent discount rate. Furthermore, these conditions are implemented in the current ACTIS release and thus already available through the standard quotation process.

We trust that by providing you with an advance notice of this issue, you are able to incorporate the needed actions in your own business process. Thank you for your continued support.

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