



# Avaya Support - Ticketing

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What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I have a question about an Avaya product

Need to order replacement parts?

[Click here](#)

1

Choose your starting point

Choose your Sold To

enter your sold to

or

Enter your serial #

[Don't Know Either? >](#)

2

Problem Details

3

Contact Information

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Choose your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

▼

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1

Choose your starting point

Choose your Sold To

Enter your serial #

or

451-5645-XC

[Don't Know Either? >](#)

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Location

2842 Circle Dr. Dallas, TX

2

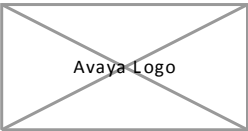
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1 Choose your starting point

Choose your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

or

Enter your serial #

Asset List

Show:

All products

Item 1 - 10 of 57 items

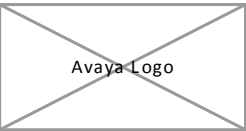
Select	PRODUCT NAME	CUSTOMER	LOCATION	ASSET NICKNAME	SERIAL #	SOLD TO
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 1616 Triangle Dr.	CM - RZF	451-5645-XC	0004555202
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 8675 Cypress Blvd.	CM - RZF	451-5645-XC	0004555202
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 1875 S square S t.	CM - RZF	451-5645-XC	0004555202
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<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 2860 S square S t.	CM - RZF	451-5645-XC	0004555202
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 7845 Windsor S t	CM - RZF	451-5645-XC	0004555202
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	Dallas, TX: 8680 Cypress Blvd.	CM - RZF	451-5645-XC	0004555202

Item 1 - 10 of 57 items

Can't find your asset. Then choose a product? >

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Enter your serial #

or

Asset List

Show: All products

Item 1 - 10 of 57 items

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Need to order replacement parts? [Click here](#)

1

Choose your starting point

Choose your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

Enter your serial #

Selected Asset

< back to results

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Communication Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

< back to results

2

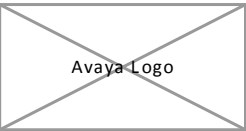
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1 Choose your starting point

Location▼

2842 Circle Dr. Dallas, TX

Asset List

Show: All products▼

Item 1 - 10 of 57 Items

Select	PRODUCT NAME ▼	CUSTOMER ▼	ASSET NICKNAME ▼	SERIAL # ▼	SOLD TO ▼	LOCATION ▼
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	CM - RZF	451-5645-XC	0004555202	Dallas, TX: 2842 Circle Dr.
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	CM - RZF	451-5645-XC	0004555202	Dallas, TX: 2842 Circle Dr.
<input type="radio"/>	Avaya Aura Comm M..	Razorfish	CM - RZF	451-5645-XC	0004555202	Dallas, TX: 2842 Circle Dr.
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<input type="radio"/>	Avaya Aura Comm M..	Razorfish	CM - RZF	451-5645-XC	0004555202	Dallas, TX: 2842 Circle Dr.

Item 1 - 10 of 57 Items

Can't find your asset, then choose a product ▼

Enter your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

or

Enter your Product

Avaya A

Avaya Aura Application Enablement Services

Avaya Aura Collaboration Server

Avaya Aura Communication Manager

Avaya Aura Communication Manager Branch

Avaya Aura Communication Manager Messaging

Avaya Aura Communication

Avaya Aura Contact Center

Avaya Aura Experience Portal

Avaya Aura Media Services

Avaya Aura Messaging

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☐ I have a question about an Avaya product

Need to order replacement parts?

[Click here](#)

1

Choose your starting point

Location

▼

2842 Circle Dr, Dallas, TX

Selected Product

< back to results

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
<a href="#">Avaya Aura Communication Manager</a>	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

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2

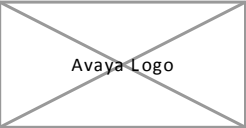
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Please identify a product and related problem.

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Asset

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2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

- [pdf] Application Notes for Integrated Research PROGNOSIS IP ...

... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default... login account and password, expand Configurations ...

<https://devconnect.avaya.com/public/flink.do?l=/public/download/dyn/PROGNOSIS-CM.pdf> - Feb. 02 2007
- [pdf] Application Notes for Magnetic North Optimise VoIP Call ...

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[https://devconnect.avaya.com/public/flink.do?l=/public/download/Rlyn/Optimise\\_IP\\_AC.M.pdf](https://devconnect.avaya.com/public/flink.do?l=/public/download/Rlyn/Optimise_IP_AC.M.pdf) - Apr. 30 2006
- Avaya Support - Avaya Aura® System Manager - Product

... H.323 endpoints can cause a Avaya Aura® Communication Manager (CM) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...

[http://support.avaya.com/csl/Products/P0541/All\\_Notices\\_-291k](http://support.avaya.com/csl/Products/P0541/All_Notices_-291k)
- Avaya - DevConnect Program - Avaya one-X® Deskphone ...

... The title and default prompt line message displayed ... as keypad entry of hidden page passwords... of Avaya Aura® Communication Manager and SIP ...

[https://devconnect.avaya.com/public/dyn/d\\_dyn.jsp?m=564+28k](https://devconnect.avaya.com/public/dyn/d_dyn.jsp?m=564+28k)
- Avaya Aura & Unified Communication [Archive] - Avaya ...

... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...

<http://support.avaya.com/forums/archive/index.php/f-2.html> - 19k

Description

Describe in your best words the nature of the issue?

\* required

I'm unable to access my terminal and reset my password. I get an response that says "Invalid Login Credentials?"

What steps have you taken to try and repair it?

\* required

Researching the articles and asking co-workers?

Model numbers if known of affected equipment?

\* required

7940

Additional comments

I'm located in Dallas Texas. Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity \* required

- ☐ **1-Critical:** Total Out of Service condition. The supported Product is totally out of service with NO acceptable workaround resulting in a loss of service affecting all users at a single site.  
**If a critical severity is selected, user must provide an additional contact person for the ticket.**
- ☐ **2-High:** >= 25% impact to service, quality, availability, etc The supported Product is operating with severely reduced functionality causing significant impact to the Communication's business operations or the loss of service impacting twenty five (25) percent or more of all users at a single site. Product Alarms identified as Major by Expert Systems.  
**If a high severity is selected, user must provide an additional contact person for the ticket.**
- ☒ **3-Medium:** < 25% impact The supported Product is operating with reduced functionality causing little to no impact to the Communication's business operations or the loss of service impacting less than twenty five (25) percent of all users at a single site. Product Alarms identified as Minor by Expert Systems.  
☐ I need to request out of hours support.
- ☐ **4-Low:** No impact to Communication service. The supported Product is operating with full functionality and a service request for information on features, configuration or use of the supported product needs to be tracked to completion. Includes consultation, records correction & administrative.

Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

- Choose file

picturfkhjvgj795.jpg (113 KB) [Remove](#)

picturfkhjvgj795.jpg (113 KB) [Remove](#)

picturfkhjvgj795.jpg (113 KB) [Remove](#)

3 Contact Information

Primary Contact [Change](#)

Name

Leila Abbey

Status

Active

Email

labbey@crosstelecom.com

Phone #

952-456-3956

Cancel

Submit



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- Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Choose your starting point

Asset

[< back to results](#)

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
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[https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Dptmise\\_IP\\_AC.M.pdf](https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Dptmise_IP_AC.M.pdf) - Apr. 30 2008

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[http://support.avaya.com/csi/Products/P0541/All\\_Notices\\_-291k](http://support.avaya.com/csi/Products/P0541/All_Notices_-291k)

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[https://devconnect.avaya.com/public/dyn/d\\_dyn.jsp?m=564\\_-28k](https://devconnect.avaya.com/public/dyn/d_dyn.jsp?m=564_-28k)

Avaya Aura & Unified Communication [Archive] - Avaya ...  
... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...  
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Severity

1-Critical

workarout

If a critical

2-High

functional

twenty five

If a high s

3-Medium

to the Conf

users at a

I need

4-Low

Ne

service req

completion

I need

Attachment

Click "Choose file" to

Choose file



3 Contact Information

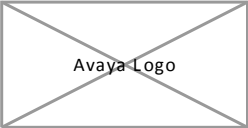
Primary Contact

[Change](#)

Name: Leila Abbey  
Status: Active  
Email: labbey@crosstelecom.com  
Phone #: 952-456-3956

Cancel

Submit



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- Avaya Aura & Unified Communication [Archive] - Avaya ...

... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...

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I'm located in Dallas Texas. Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity \* required

- ☐ **1-Critical:** Total Out of Service condition. The supported Product is totally out of service with NO acceptable workaround resulting in a loss of service affecting all users at a single site.  
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Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

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3 Contact Information

Primary Contact

[Change](#)

Name Jon Anderson  
Email janderson@crosstelecom.com  
Phone # 952-456-3292

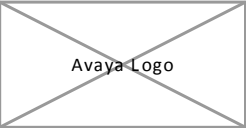
Additional Contact

Name  
Email  
Phone #

\* required

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Submit



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Create a Service Request

What would you like to do?

- ☒ I need to fix my product
- ☐ I need to request Avaya services to move, add or change
- ☐ I need consultation from Avaya
- Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Choose your starting point

Asset

[< back to results](#)

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

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2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

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<http://support.avaya.com/forums/archive/index.php/f-2.html> - 19k

Description

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Model numbers if known of affected equipment?

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3 Contact Information

\* required

Primary Contact

Change

NameJon Anderson

Emailjanderson@crosstelecom.com

Phone #952-456-3292

Additional Contact

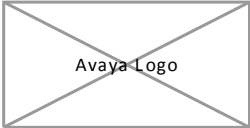
NameDoris Astoria

Emaildastoria@crosstelecom.com

Phone #210-4812-479

Cancel

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## Create a Service Request

What would you like to do?

- ☒ I need to fix my product
- ☐ I need to request Avaya services to move, add or change
- ☐ I need consultation from Avaya
- Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

### 1 Choose your starting point

#### Asset

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PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

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### 2 Problem Details

#### Problem statement \* required

reset password

#### Suggested solutions to your problem

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Model numbers if known of affected equipment?

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### 3 Contact Information

\* required

Primary Contact [Change](#)

Name Jon Anderson

Email janderson@crosstelecom.com

Phone # 952-456-3292

Additional Contact

Name

Email

Phone #

Cancel

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What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I need consultation from Avaya

Need to order replacement parts?

Click here

Please identify a product and related problem.

1

Choose your starting point

Asset

PRODUCT

CUSTOMER

LOCATION

NICKNAME

SERIAL #

SOLD TO

Avaya Aura Comm Manager

Razorfish

Dallas, TX: 2842 Circle Dr.

CM - RZF

451-5645-XC

0004555202

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2

Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

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Description

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Model numbers if known of affected equipment? \* required

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3

Contact Information

Primary Contact

Change

Name

Jon Anderson

Email

janderson@crosstelecom.com

Phone #

952-456-3292

Additional Contact

Name

Doris Astoria

Email

dastoria@crosstelecom.com

Phone #

210-4812-479

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- ☐ I need consultation from Avaya
- Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Choose your starting point

Asset

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2 Problem Details

Problem statement \*required

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Suggested solutions to your problem

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Severity

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2-High

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twenty five

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3-Medium

to the Conf

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I need

4-Low

No service req

completion

I need

Attachment

Click "Choose file" to

Choose file



3 Contact Information

Primary Contact

[Change](#)

Name: Leila Abbey  
Status: Active  
Email: labbey@crosstelecom.com  
Phone #: 952-456-3956

Cancel

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Attachment

Click "Choose file" to

Choose file



3 Contact Information

Primary Contact

[Change](#)

Name: Leila Abbey  
Status: Active  
Email: labbey@crosstelecom.com  
Phone #: 952-456-3956

Cancel

Submit



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7940

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I'm located in Dallas Texas. Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity

- ☐ 1-Critical: workarounds available. If a critical issue, it affects the system's ability to function.
- ☐ 2-High: significant functional impairment. If a high severity issue, it affects the system's ability to function.
- ☒ 3-Medium: the system is partially impaired. If a medium severity issue, it affects the system's ability to function.
- ☐ 4-Low: minor service request. If a low severity issue, it affects the system's ability to function.

Attachments

Click "Choose file" to upload files.

Choose file



3 Contact Information

Primary Contact [Change](#)  
Name: Leila Abbey  
Status: Active  
Email: labbey@crosstelecom.com  
Phone #: 952-456-3956

Cancel

Submit

Contact Results

100 Results

Sort

SOLD TO

NAME

ADDRESS

PHONE

E MAIL

☐

0004555202

Abbey Leila

Dallas, TX: 1616 Triangle Dr.

9524563956

labbey@crosstelecom.com

Edit

☐

0004555203

Abreu Ramon

Dallas, TX: 8675 Cypress Blvd.

8884563990

rabreu@crosstelecom.com

Edit

☐

0004555204

blank or incomplete entry

blank or incomplete entry

blank or incomplete

blank or incomplete entry

Save

☐

0004555205

Allen Samuel

Dallas, TX: 1875 Square St.

8176943343

samuelallenjr@yahoo.com

Edit

☐

0004555206

Anderson Christine

Dallas, TX: 1258 Windsor St

2628441010

ceanderson@arrow.com

Edit

☐

0004555207

Anderson Jon

Dallas, TX: 2842 Circle Dr.

9524563292

janderson@crosstelecom.com

Edit

☐

0004555208

Andrew Robert

Dallas, TX: 2860 Square St.

4105292046

randrew@crosstelecom.com

Edit

☐

0004555209

Aponte Javier

Dallas, TX: 2842 Circle Dr.

4078351114

japonte@crosstelecom.com

Edit

☐

0004555210

Astoria Doris

Dallas, TX: 7845 Windsor St

2104812479

dastoria@crosstelecom.com

Edit

☐

0004555211

Burks Steve

Dallas, TX: 8680 Cypress Blvd.

9524563386

sburks@crosstelecom.com

Edit

Add Contact >

Sold To

Name

Address

Phone

Email

Save

Cancel

Choose



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Create a Service Request

What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I need consultation from Avaya

Need to order replacement parts?

Click here

Please identify a product and related problem.

1 Choose your starting point

Asset

< back to results

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

< back to results

2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

[pdf] Application Notes for Integrated Research PROGNOSIS IP ...

... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default... login account and password, expand Configurations ...

https://devconnect.avaya.com/public/flink.do?l=/public/download/dyn/PROGNOSIS-CM.pdf - Feb. 02 2007

[pdf] Application Notes for Magnetic North Optimise VoIP Call ...

... that was administered on Avaya Communication Manager on the ... password in the Confirm Switch Password field ... S.S.L field can be left at the default ...

https://devconnect.avaya.com/public/flink.do?l=/public/download/Rlyn/Dptmise\_IP\_AC.M.pdf - Apr. 30 2008

Avaya Support - Avaya Aura® System Manager - Product

... H.323 endpoints can cause a Avaya Aura® Communication Manager (C.M) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...

http://support.avaya.com/csi/Products/P0541/All\_Notices - 291k

Avaya - DevConnect Program - Avaya one-X® Deskphone ...

... The title and default prompt line message displayed ... as keypad entry of hidden page passwords: ... of Avaya Aura® Communication Manager and SIP ...

https://devconnect.avaya.com/public/dyn/d\_dyn.jsp?m=564 - 28k

Avaya Aura & Unified Communication [Archive] - Avaya ...

... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...

http://support.avaya.com/forums/archive/index.php/t-2.html - 19k

Description

Describe in your best words the nature of the issue?

\* required

I'm unable to access my terminal and reset my password. I get an response that says "Invalid Login Credentials?"

What steps have you taken to try and repair it?

\* required

Researching the articles and asking co-workers?

Model numbers if known of affected equipment?

\* required

7940

Additional comments

I'm located in Dallas Texas. Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity

☐ 1-Critical: workarounds available. If a critical problem, it will affect the system for a long time.

☐ 2-High: system functional, but with significant performance degradation. If a high severity problem, it will affect the system for a long time.

☒ 3-Medium: the system is not working properly. If a medium severity problem, it will affect the system for a long time.

☐ 4-Low: the system is not working properly. If a low severity problem, it will affect the system for a long time.

Attachments

Click "Choose file" to upload files.

Choose file

3 Contact Information

Primary Contact

Change

Name

Leila Abbey

Status

Active

Email

labbey@crosstelecom.com

Phone #

952-456-3956

Contact Results

100 Results

Sort

SOLD TO

NAME

ADDRESS

PHONE

E MAIL

☐

0004555202

Abbey Leila

Dallas, TX: 1616 Triangle Dr.

9524563956

labbey@crosstelecom.com

Edit

☐

0004555203

Abreu Ramon

Dallas, TX: 8675 Cypress Blvd.

8884563990

rabreu@crosstelecom.com

Edit

☐

0004555204

Adams Morgan

Dallas, TX: 2842 Circle Dr.

9524563257

madams@crosstelecom.com

Edit

☐

0004555205

Allen Samuel

Dallas, TX: 1875 Square St

8176943343

samuelallenjr@yahoo.com

Edit

☐

0004555206

Anderson Christine

Dallas, TX: 1258 Windsor St

2628441010

ceanderson@arrow.com

Edit

☐

0004555207

Anderson Jon

Dallas, TX: 2842 Circle Dr.

9524563292

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Edit

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0004555208

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Dallas, TX: 2860 Square St

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randrew@crosstelecom.com

Edit

☐

0004555209

Aponte Javier

Dallas, TX: 2842 Circle Dr.

4078351114

japonte@crosstelecom.com

Edit

☐

0004555210

Astoria Doris

Dallas, TX: 7845 Windsor St

2104812479

dastoria@crosstelecom.com

Edit

☐

0004555211

Burks Steve

Dallas, TX: 8680 Cypress Blvd.

9524563386

sburks@crosstelecom.com

Edit

Add Contact >

0004555205

blank or incomplete entry

blank or incomplete entry

blank or incomplete entry

blank or incomplete entry

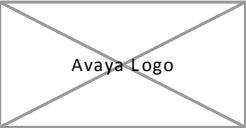
Save

Cancel

Choose

Cancel

Submit



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Create a Service Request

What would you like to do?

- ☒ I need to fix my product
- ☐ I need to request Avaya services to move, add or change
- ☐ I need consultation from Avaya
- Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Choose your starting point

Asset

[< back to results](#)

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

[< back to results](#)

2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

- [pdf] Application Notes for Integrated Research PROGNOSIS IP ...  
... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default... login account and password, expand Configurations ...  
<https://devconnect.avaya.com/public/flink.do?l=/public/download/dyn/PROGNOSIS-CM.pdf> - Feb. 02 2007
- [pdf] Application Notes for Magnetic North Optimise VoIP Call ...  
... that was administered on Avaya Communication Manager on the ... password in the Confirm Switch Password field ... S.S.L field can be left at the default ...  
[https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Optimise\\_IP\\_AC.M.pdf](https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Optimise_IP_AC.M.pdf) - Apr. 30 2006
- Avaya Support - Avaya Aura® System Manager - Product  
... H.323 endpoints can cause a Avaya Aura® Communication Manager (CM) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...  
[http://support.avaya.com/csl/Products/P0541/All\\_Notices\\_-291k](http://support.avaya.com/csl/Products/P0541/All_Notices_-291k)
- Avaya - DevConnect Program - Avaya one-X® Deskphone ...  
... The title and default prompt line message displayed ... as keypad entry of hidden page passwords... of Avaya Aura® Communication Manager and SIP ...  
<https://devconnect.avaya.com/public/dyn/dyn.jsp?m=564-28k>
- Avaya Aura & Unified Communication [Archive] - Avaya ...  
... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...  
<http://support.avaya.com/forums/archive/index.php/f1-2.html> - 19k

Description

Describe in your best words the nature of the issue?

\* required

I'm unable to access my terminal and reset my password. I get an response that says "Invalid Login Credentials?"

What steps have you taken to try and repair it?

\* required

Researching the articles and asking co-workers?

Model numbers if known of affected equipment?

\* required

7940

Additional comments

I'm located in Dallas Texas. Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity \* required

- ☐ 1-Critical: Total Out of Service condition. The supported Product is totally out of service with NO acceptable workaround resulting in a loss of service affecting all users at a single site.  
If a critical severity is selected, user must provide an additional contact person for the ticket.
- ☒ 2-High: >= 25% impact to service, quality, availability, etc The supported Product is operating with severely reduced functionality causing significant impact to the Communication's business operations or the loss of service impacting twenty five (25) percent or more of all users at a single site. Product Alarms identified as Major by Expert Systems.  
If a high severity is selected, user must provide an additional contact person for the ticket.
- ☐ 3-Medium: < 25% impact The supported Product is operating with reduced functionality causing little to no impact to the Communication's business operations or the loss of service impacting less than twenty five (25) percent of all users at a single site. Product Alarms identified as Minor by Expert Systems.  
☐ I need to request out of hours support.
- ☐ 4-Low: No impact to Communication service. The supported Product is operating with full functionality and a service request for information on features, configuration or use of the supported product needs to be tracked to completion. Includes consultation, records correction & administrative.

Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

- Choose file
- picturfkhjvgj795.jpg (113 KB) [Remove](#)
- picturfkhjvgj795.jpg (113 KB) [Remove](#)
- picturfkhjvgj795.jpg (113 KB) [Remove](#)

3 Contact Information

\* required

Primary Contact

[Change](#)

Name

Jon Anderson

Email

janderson@crosstelecom.com

Phone #

952-456-3292

Additional Contact

Name

blank or incomplete entry

Email

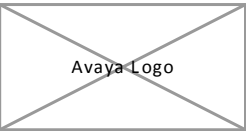
blank or incomplete entry

Phone #

blank or incomplete entry

Cancel

Submit



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Create a Service Request

What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I need consultation from Avaya

Need to order replacement parts?

[Click here](#)

Please identify a product and related problem.

1 Choose your starting point

Choose your Sold To

Enter your serial #

100455823 - 2842 Circle Dr., Dallas, TX

or

Selected Asset

< back to results

PRODUCT NAME	CUSTOMER	LOCATION	ASSET NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

< back to results

2 Problem Details

Problem statement \*required

Please tell us about your product and a short summary of your request.

Suggested solutions to your problem

Description

Describe in your best words the nature of the issue?

\* required

Please answer here.

What steps have you taken to try and repair it?

\* required

Please answer here.

Model numbers if known of affected equipment?

\* required

Please answer here.

Additional comments

Please comment here.

Severity \*required

☐ 1-Critical: Total Out of Service condition. The supported Product is totally out of service with NO acceptable workaround resulting in a loss of service affecting all users at a single site.  
If a critical severity is selected, user must provide an additional contact person for the ticket.

☐ 2-High: >= 25% impact to service, quality, availability, etc The supported Product is operating with severely reduced functionality causing significant impact to the Communication's business operations or the loss of service impacting twenty five (25) percent or more of all users at a single site. Product Alarms identified as Major by Expert Systems.  
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☐ I need to request out of hours support.

☐ 4-Low: No impact to Communication service. The supported Product is operating with full functionality and a service request for information on features, configuration or use of the supported product needs to be tracked to completion. Includes consultation, records correction & administrative.

Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

Choose file

3 Contact Information

Primary Contact

Change

Name

Jon Anderson

Status

Active

Email

janderson@crosstelecom.com

Phone #

952-456-3292

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What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I need consultation from Avaya

Need to order replacement parts?

[Click here](#)

Please identify a product and related problem.

1

Select your starting point

Choose your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

▼

or

Enter your serial #

Selected Asset

< back to results

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

< back to results

2

Problem Details

Problem statement \*required

reset password

Suggested solutions to your problem

[pdf] Application Notes for Integrated Research PROGNOSIS IP ...

... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default... login account and password, expand Configurations ...

<https://devconnect.avaya.com/public/link.do?l=/public/download/dyn/PROGNOSIS-CM.pdf> - Feb. 02 2007

[pdf] Application Notes for Magnetic North Optimise VoIP Call ...

... that was administered on Avaya Communication Manager on the ... password in the Confirm Switch Password field ... S.S.L field can be left at the default: ...

[https://devconnect.avaya.com/public/link.do?l=/public/download/dyn/Optimise\\_IP\\_AC\\_M.pdf](https://devconnect.avaya.com/public/link.do?l=/public/download/dyn/Optimise_IP_AC_M.pdf) - Apr. 30 2006

Avaya Support - Avaya Aura® System Manager - Product

... H.323 endpoints can cause a Avaya Aura® Communication Manager (CM) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...

[http://support.avaya.com/cso/Products/POS41/All\\_Notices](http://support.avaya.com/cso/Products/POS41/All_Notices) - 291k

Avaya - DevConnect Program - Avaya one-X® Deskphone ...

... The title and default prompt line message displayed ... as keypad entry of hidden page passwords... of Avaya Aura® Communication Manager and SIP ...

[https://devconnect.avaya.com/public/dyn/d\\_dyn.jsp?fn=564](https://devconnect.avaya.com/public/dyn/d_dyn.jsp?fn=564) - 28k

Avaya Aura & Unified Communication [Archive] - Avaya ...

... Full Version : Avaya Aura & Unified Communication... Password; Communicator audio settings reset for no... Session Manager 6.3; installing VPM on ...

<http://support.avaya.com/forums/archive/index.php/t-2.html> - 19k

Description

Describe in your best words the nature of the issue?

Invalid Input - Please Enter Your Description

blank or incomplete entry

\* required

What steps have you taken to try and repair it?

Invalid Input - Please Enter Your Steps To Repair

blank or incomplete entry

\* required

Model numbers if known of affected equipment?

Invalid Input - Please Enter Your Model Numbers or equivalent information

blank or incomplete entry

\* required

Additional comments

Severity \*required

☐ 1-Critical: Total Out of Service condition. The supported Product is totally out of service with NO acceptable workaround resulting in a loss of service affecting all users at a single site.

If a critical severity is selected, user must provide an additional contact person for the ticket.

☐ 2-High: >= 25% impact to service, quality, availability, etc The supported Product is operating with severely reduced functionality causing significant impact to the Communication's business operations or the loss of service impacting twenty five (25) percent or more of all users at a single site. Product Alarms identified as Major by Expert Systems.

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☒ 3-Medium: < 25% impact The supported Product is operating with reduced functionality causing little to no impact to the Communication's business operations or the loss of service impacting less than twenty five (25) percent of all users at a single site. Product Alarms identified as Minor by Expert Systems.

☐ I need to request out of hours support.

☐ 4-Low: No impact to Communication service. The supported Product is operating with full functionality and a service request for information on features, configuration or use of the supported product needs to be tracked to completion. Includes consultation, records correction & administrative.

Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

Choose file

3

Contact Information

Primary Contact

Change

Name

Jon Anderson

Status

Active

Email

janderson@crosstelecom.com

Phone #

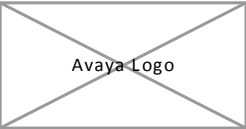
952-456-3292

Cancel

Submit

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Create a Service Request

What would you like to do?

- ☒ I need to fix my product
- ☐ I need to request Avaya services to move, add or change
- ☐ I need consultation from Avaya

Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Select your starting point

Choose your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

or

Enter your serial #

Selected Asset

[< back to results](#)

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

[< back to results](#)

2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

- [pdf] Application Notes for Integrated Research PROGNOSIS IP ...

... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default ... login account and password, expand Configurations ...

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[https://devconnect.avaya.com/public/fllnk.do?l=public/download/dyn/optimise\\_IP\\_AC\\_M.pdf](https://devconnect.avaya.com/public/fllnk.do?l=public/download/dyn/optimise_IP_AC_M.pdf) - Apr. 30 2006
- Avaya Support - Avaya Aura® System Manager - Product

... H.323 endpoints can cause a Avaya Aura® Communication Manager (CM) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...

[http://support.avaya.com/cse/Products/P0541/All\\_Notices\\_-\\_291k](http://support.avaya.com/cse/Products/P0541/All_Notices_-_291k)
- Avaya - DevConnect Program - Avaya one-X® Deskphone ...

... The title and default prompt line message displayed ... as keypad entry of hidden page passwords ... of Avaya Aura® Communication Manager and SIP ...

[https://devconnect.avaya.com/public/dyn/d\\_dyn.jsp?ln=564-28k](https://devconnect.avaya.com/public/dyn/d_dyn.jsp?ln=564-28k)
- Avaya Aura & Unified Communication [Archive] - Avaya ...

... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; installing VPFM on ...

<http://support.avaya.com/forums/archive/index.php/f-2.html> - 19k

Description

Describe in your best words the nature of the issue? \* required

I'm unable to access my terminal and reset my password. I get an response that says "Invalid Login Credentials?"

What steps have you taken to try and repair it? \* required

Researching the articles and asking co-workers?

Model numbers if known of affected equipment? \* required

7940

Additional comments

I'm located in Dallas Texas.Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity \* required

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Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

Choose file

3 Contact Information

Primary Contact [Change](#)

Name

Jon Anderson

Status

Active

Email

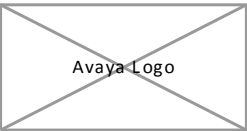
janderson@crosstelecom.com

Phone #

952-456-3292

Cancel

Submit



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Create a Service Request

What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I need consultation from Avaya

Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Select your starting point

Choose your Sold To

100455823 - 2842 Circle Dr., Dallas, TX

or

Enter your serial #

Selected Asset

[< back to results](#)

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

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2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

[pdf] Application Notes for Integrated Research PROGNOSIS IP ...  
... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default. ... login account and password, expand Configurations ...  
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[https://devconnect.avaya.com/public/flink.do?l=/public/download/dyn/Optimise\\_IP\\_AC\\_M.pdf](https://devconnect.avaya.com/public/flink.do?l=/public/download/dyn/Optimise_IP_AC_M.pdf) - Apr. 30 2006

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[http://support.avaya.com/css/Products/P0541/All\\_Notices\\_-291k](http://support.avaya.com/css/Products/P0541/All_Notices_-291k)

Avaya - DevConnect Program - Avaya one-X® Deskphone ...  
... The title and default prompt line message displayed ... as keypad entry of hidden page passwords ... of Avaya Aura® Communication Manager and SIP ...  
[https://devconnect.avaya.com/public/dyn/d\\_dyn.jsp?ln=564\\_-28k](https://devconnect.avaya.com/public/dyn/d_dyn.jsp?ln=564_-28k)

Avaya Aura & Unified Communication [Archive] - Avaya ...  
... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...  
[http://support.avaya.com/forums/archive/index.php/t-2.html\\_-19k](http://support.avaya.com/forums/archive/index.php/t-2.html_-19k)

Description

Describe in your best words the nature of the issue? \* required

I'm unable to access my terminal and reset my password. I get an response that says "Invalid Login Credentials?"

What steps have you taken to try and repair it? \* required

Researching the articles and asking co-workers?

Model numbers if known of affected equipment? \* required

7940

Additional comments

I'm located in Dallas Texas. Try numerous times to change pwd and get an error message at top of screen – due to technical issues pwd can't be changed at this time – try again later. Same message – talk to a rep who says she will change the expiration date on certificate – but she runs into problems. No luck so back to trying to change pwd. Have many emails with link to change pwd – same error message every time.

Severity \* required

☐ 1-Critical: Total Out of Service condition. The supported Product is totally out of service with NO acceptable workaround resulting in a loss of service affecting all users at a single site.  
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Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

Choose file

3 Contact Information

Primary Contact [Change](#)

Name

Jon Anderson

Status

Active

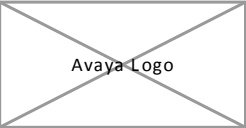
Email

janderson@crosstelecom.com

Phone #

952-456-3292

Cancel Submit



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Create a Service Request

What would you like to do?

☒ I need to fix my product

☐ I need to request Avaya services to move, add or change

☐ I need consultation from Avaya

Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Select your Sold to

Asset					
PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

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< back to results

2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

[pdf] Application Notes for Integrated Research PROGNOSIS IP ...  
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<https://devconnect.avaya.com/public/flink.do?l=/public/download/dyn/PROGNOSIS-CM.pdf> - Feb. 02 2007

[pdf] Application Notes for Magnetic North Optimise VoIP Call ...  
... that was administered on Avaya Communication Manager on the ... password in the Confirm Switch Password field ... S S L field can be left at the default ...  
[https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Optimise\\_IP\\_AC M.pdf](https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Optimise_IP_AC M.pdf) - Apr. 30 2006

Avaya Support - Avaya Aura® System Manager - Product  
... H.323 endpoints can cause a Avaya Aura® Communication Manager (C M) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...  
[http://support.avaya.com/csl/Products/P0541/All\\_Notices\\_-291k](http://support.avaya.com/csl/Products/P0541/All_Notices_-291k)

Avaya - DevConnect Program - Avaya one-X® Deskphone ...  
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[https://devconnect.avaya.com/public/dyn/d\\_dyn.jsp?m=564+28k](https://devconnect.avaya.com/public/dyn/d_dyn.jsp?m=564+28k)

Avaya Aura & Unified Communication [Archive] - Avaya ...  
... Full Version : Avaya Aura & Unified Communication. ... Password; Communicator audio settings reset for no ... Session Manager 6.X; Installing VPFM on ...  
<http://support.avaya.com/forums/archive/index.php/f1-2.html> - 19k

Description

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Attachments

Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

Choose file

picturfkhjvgj795.jpg (113 KB) [Remove](#)

3 Contact Information

Primary Contact

Name

Jon Anderson

Status

Active

Email

janderson@crosstelecom.com

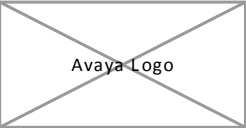
Phone #

952-456-3292

Change

Cancel

Submit



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What would you like to do?

- ☒ I need to fix my product
- ☐ I need to request Avaya services to move, add or change
- ☐ I need consultation from Avaya
- Need to order replacement parts? [Click here](#)

Please identify a product and related problem.

1 Select your Sold to

Asset

[< back to results](#)

PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202

[< back to results](#)

2 Problem Details

Problem statement \* required

reset password

Suggested solutions to your problem

- [pdf] Application Notes for Integrated Research PROGNOSIS IP ...  
... for the two Avaya Communication Manager systems with ... 5022 of the Media Servers by default... login account and password, expand Configurations ...  
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[pdf] Application Notes for Magnetic North Optimise VoIP Call ...  
... that was administered on Avaya Communication Manager on the ... password in the Confirm Switch Password field ... S.S.L field can be left at the default ...  
[https://devconnect.avaya.com/public/flink.do?l=/public/download/Rlyn/Optimise\\_IP\\_AC.M.pdf](https://devconnect.avaya.com/public/flink.do?l=/public/download/Rlyn/Optimise_IP_AC.M.pdf) - Apr. 30 2006

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Click "Choose file" to select a file. You can attach files up to a total size of 4 GB. (Please purge sensitive data prior to submission)

- Choose file
- 
- 
- 

3 Contact Information

Primary Contact

Change

NameJon Anderson

StatusActive

Emailjanderson@crosstelecom.com

Phone #952-456-3292

Cancel

Submit



Browse  
Support Library

Create a Service Request

What would you like to do?

☒ I need to fix my product

☐ I need to requestAvaya services to move, add or change

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Need to order replacement parts?

Click here

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1 Select your Sold to

Asset					
PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #	SOLD TO
Avaya Aura Comm Manager	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC	0004555202
< back to results					
< back to results					

2 Problem Details

Problem statement \*required

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https://devconnect.avaya.com/public/flink.do?l=/public/download/Ryn/Optimise\_IP\_AC.M.pdf - Apr. 30 2008

Avaya Support - Avaya Aura® System Manager - Product

... H.323 endpoints can cause a Avaya Aura® Communication Manager (C.M) reset if steps ... Restore on Avaya Aura® System Manager 6.1 release ...

http://support.avaya.com/csi/Products/P0541/All\_Notices - 291k

Avaya - DevConnect Program - Avaya one-X® Deskphone ...

... The title and default prompt line message displayed ... as keypad entry of hidden page passwords: ... of Avaya Aura® Communication Manager and SIP ...

https://devconnect.avaya.com/public/dyn/d\_dyn.jsp?m=564 - 28k

Avaya Aura & Unified Communication [Archive] - Avaya ...

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\* required

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⌵⌶⌷

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\* required

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⌵⌶⌷

Model numbers if known of affected equipment?

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7940

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☒ I need to requ

☐ 4-Low: No impa  
service request for  
completion. Inclu  
I need to requ

Attachments

Click "Choose file" to select

Choose file

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[ Remove ]

Attach More Files

[ Remove ]

Attach More Files

✕

Your attachment exceeds the maximum supported size, please reduce the file size and attach again.

Ok

3 Contact Information

Primary Contact

Change

Name

Jon Anderson

Status

Active

Email

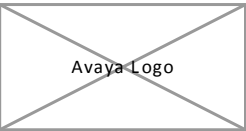
janderson@crosstelecom.com

Phone #

952-456-3292

Cancel

Confirm



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Avaya Service Request

[← Edit Service Request](#)

Please confirm your service request details.  
Your ticket has not yet been completed, please review the details below then click submit.

Sold To Information

SOLD TO	PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #
0004555202	Avaya Aura Comm M...	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC

Problem Details

Problem statement

reset password

Description

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Severity

2-High

Attachments

picturfkhjvgj795.jpg (113 KB) picturfkhjvgj796.jpg (117 KB) picturfkhjvgj797.jpg (104 KB)

Contact Information

	Primary Contact	Additional Contact
Name	Jon Anderson	Doris Astoria
Status	Active	Active
Email	janderson@crosstelecom.com	dastoria@crosstelecom.com
Phone #	952-456-3292	2104812479

[← Edit Service Request](#)

Cancel Submit

Avaya Service Request

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Sucessful service request submission

Service Request # [1-2272749438](#)

You will receive an email confirmation with your Service Request details.

At any time you can edit, update or cancel your Service Request Ticket. Please refer to your confirmation email.

Your response time will be approximately within 1 hour.

Sold To Information

SOLD TO	PRODUCT	CUSTOMER	LOCATION	NICKNAME	SERIAL #
0004555202	Avaya Aura Comm M...	Razorfish	Dallas, TX: 2842 Circle Dr.	CM - RZF	451-5645-XC

Problem Details

Problem statement

reset password

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Severity

2-High

Attachments

picturefkhjvgj795.jpg (113 KB)

picturefkhjvgj796.jpg (117 KB)

picturefkhjvgj797.jpg (104 KB)

Contact Information

	Primary Contact	Additional Contact
Name	Jon Anderson	Doris Astoria
Status	Active	Active
Email	janderson@crosstelecom.com	dastoria@crosstelecom.com
Phone #	952-456-3292	2104812479

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HealthCheck

Software

Compatibility Audit

All Tools

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