

PSN # PSN006221u

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Original publication date: 3-Nov-2023. This is Issue 01, published date: 3-Nov-2023. Severity/risk level Medium Urgency When convenient

### Name of problem

We are replacing the small appliance server for Avaya Session Border Controller – Dell 3240 to VEP1425

### Products affected

ASBC compact Server Dell 3240

### Problem description

We are taking Dell 3240 to EoS as Dell has brought the platform to EoS.

We will be introducing the Dell 1425 as a direct replacement for the Dell 3240. The Dell 1425 will support the same number of sessions as the Dell 3240.

There is a rule implemented in the configurator which will not allow for new Dell 3240. Customers will have to look for the Dell 1425 in piece parts. The Material codes are as below:

Material Code	Description
700517267	ASBCE DELL 1425 COMPACT SERVER
700517268	ASBCE DELL 1425 COMPACT SERVER IPO

The change in configurator will be updated in March'2024.

### Resolution

Customers can order the replacement codes – Dell 1425 in piece parts. The configurator is targeted to be updated in March 2024.

### Workaround or alternative remediation

We have added the Dell 1425 to Piece Parts. You can follow the guide below to look for the codes:

#### GLOBAL PRODUCT AND PRICING CATALOGUE

Welcome to the Avaya Global Product & Pricing Catalogue.  
After search results are displayed, please click on the "Order Code" links to view additional product specific attributes in a new browser window.

Search for order codes within a chosen portfolio

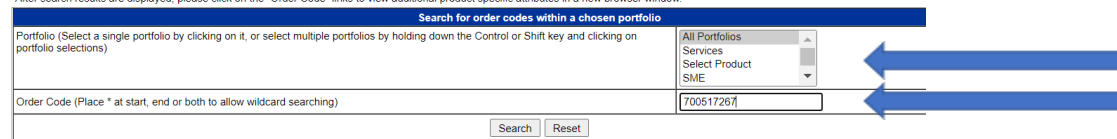
Portfolio (Select a single portfolio by clicking on it, or select multiple portfolios by holding down the Control or Shift key and clicking on portfolio selections)

Order Code (Place \* at start, end or both to allow wildcard searching)

All Portfolios  
Services  
Select Product  
SME

700517267

Search Reset



Chose ALL Portfolios (see first blue arrow) and then entered the material code (see second blue arrow) and then hit the search button, the code then comes up like this:

## GLOBAL PRODUCT AND PRICING CATALOGUE SEARCH RESULTS

Your search parameters were:

- **Portfolio(s)** : Services,Select Product,SME,Unified Communications,Contact Centre,Extreme Networking
- **Order code** : 700517267

Parts found in individual portfolios are:

- **Services** : 0 unique order codes
- **Select Product** : 0 unique order codes
- **SME** : 0 unique order codes
- **Unified Communications** : 0 unique order codes
- **Contact Centre** : 1 unique order codes
- **Extreme Networking** : 0 unique order codes

[Export To Excel](#)

The search retrieval has located 1 unique matching order codes (multiple occurrences of the same order codes will be displayed if in different portfolios/families).

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Order Code	Description	Currency	APL	Standard Price	Single Unit APL	Single Unit Standard Price	Hardware Warranty	Software Warranty	Status	Type	Lead-time	Encryption Notes	MPG	Price Per
Contact CentrePerformance ManagementReporting And Analytics - Avaya IQHardware.														
<a href="#">Z00517267</a>	ASBCE CORE DELL 1425 COMPACT	USD	3000.00		3000.00000		12	N/A	Available	Product	N/A	N/A	1P	1

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[New Search](#)

### Remarks

n/a

### Patch Notes

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

Backup before applying the patch

n/a

### Download

n/a

### Patch install instructions

Service-interrupting?

n/a

No

### Verification

n/a

### Failure

n/a

### Patch uninstall instructions

n/a

### Security Notes

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

### Security risks

n/a

### Avaya Security Vulnerability Classification

Not Susceptible

### Mitigation

n/a

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