



Product Support Notice

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PSN # PSN003520u

Original publication date: 24-Nov-11. This is Issue #01, published date: 24-Nov-11. Severity/risk level Low Urgency High

Name of problem Software upgrades/downgrades, settings file downloads and backup/restore of user configurations do not occur when IP Office or B5800 is used as the HTTP server.

Products affected

9600 Series (9620L/9620C/9630/9640/9640G/9650/9650C) IP Deskphones (running H.323 3.1 SP1 or SP2 or related patches):
Release H.323 3.1.x.

Problem description

9620L/9620C/9630/9640/9640G/9650/9650C IP Deskphones running H.323 3.1 SP1 (3.101S), H.323 3.1 SP2 (3.102S) or related patches which are configured to use IP Office or B5800 as their http server are not be able to upgrade/downgrade to another version of software. They also are not able to download settings files or backup/restore user configurations from IP Office or B5800.

Resolution

The fix for this issue is included in H.323 3.1 SP3 (3.103S) and the IP Deskphones running this software will operate as expected with IP Office or B5800. Since the problem affects the upgrade capability of the IP Deskphone, an IP Deskphone using the affected software will not be able to upgrade to this new software unless the workaround proposed below is used.

Workaround or alternative remediation

The workaround is to use an alternative HTTP server for software upgrades/downgrades, provisioning of settings files, and to backup/restore user configurations. If this alternative server is used to upgrade the IP Deskphones to H.323 3.1 SP3, then it must continue to be used as long as the Office / B5800 is configured to provide affected software (H.323 3.1 SP1, H.323 3.1 SP2, or related patches including 3.186a).

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

H.323 3.1 SP3 can be downloaded from the Avaya support portal.

Patch install instructions

Refer to the Administration Guide.

Service-interrupting?

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

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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