



Product Support Notice

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PSN # PSN004135u

Original publication date: 30-Jan-14. This is Issue #02, published date: 18-Feb-14. Severity/risk level High Urgency Immediately

Name of problem IP Office Release 8.1 does not recognize Digital Station Module 'B' versions

Products affected

IPO IP500 Digital Station Module 16B RJ45 (700501585) and IPO IP500 Digital Station Module 30B RJ45 (700501586)

Problem description

The digital station modules will not be recognized by the system software, and will not initialize

Resolution

Critical Patch (CP) is available now on support.avaya.com site. The CP will be incorporated into 8.1 Service Pack 9 available May 2014.

Workaround or alternative remediation

Install Critical Patch per instructions below or reference Technical Bulletin 262, issued February 18, 2014. Or, "B" version module may be sold with IP Office Release 9.0 without issue. This is recommended approach. Older Digital Station Module 16 (700449499) and Digital Station Module 30 (700426216) may be provisioned with Release 8.1

Remarks

Work with your distributor for 700449499 and 700426216 product availability.

Patch Notes

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

Backup before applying the patch

- Patch and download instructions provided for the CP in this document or Tech Bulletin 262.

Download

The CP, 8.1(798402), consists of new Control Unit binary files for the IP500 / IP500V2, Manager components, and Expansion Module software for the DS16B / DS30B. The software is available from the Avaya Support web site: <http://support.avaya.com>

Patch install instructions

Service-interrupting?

IP Office Administration 8.1(79) must be installed prior to applying the CP. The CP can then be applied using the following instructions:

No

- 1) Run the CP executable and extract it to a temporary folder.
- 2) Copy the Manager DLL files, Manager executable and "bin.cfg" files into the Manager installation folder overwriting the existing files.
- 3) Copy the "IP500.bin", "IP500v2.bin" and "dsaupnV1.bin" file into the Manager installation folder overwriting the existing files.
- 4) Start IP Office Manager and upgrade the Control Unit.
- 5) When the Control Unit has upgraded and restarted it will then recognise DS16B and DS30B Expansion Modules
- 6) Restart the Upgrade Wizard and upgrade the DS16B / DS30B Expansion Module(s).

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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