

PSN # PSN004257u

Original publication date: August 7, 2014. This is Issue #01, published date: August 7, 2014

Severity/risk level

High

Urgency

Immediately

Name of problem UCM 7.03q SSD software load

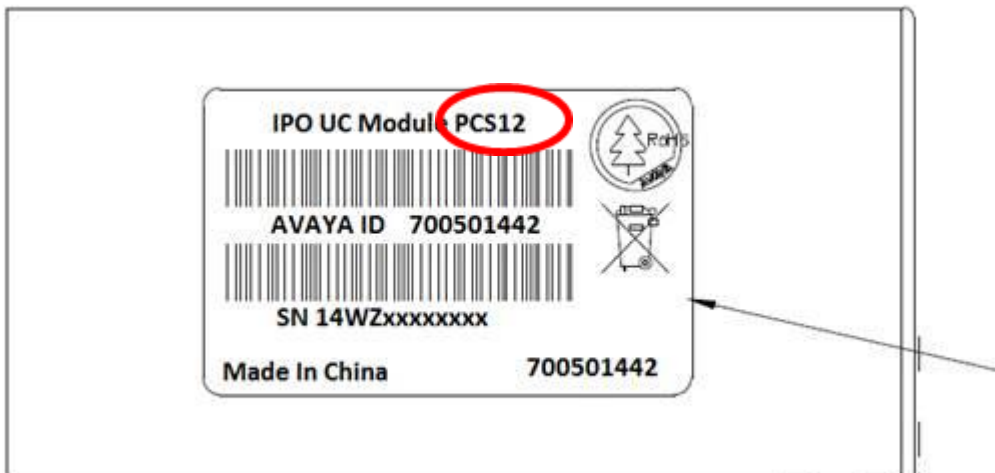
Products affected

700501442 UCM Module, PCS 12

Problem description

In a recent production of UCMs, the SSD drive vendor delivered version 7.03q software load that introduced a bug where the device may go into read only mode after a few weeks of usage or with a system reboot. With the SSD in read only mode, Voice Mail Pro and oneX portal applications could be unavailable or may be running with limited functionality. Unified Communications Module (UCM) units with PCS12 level software and within serial number ranges 14WZ2260080H6 through 14WZ25600GPY are affected.

Units are identified by the PCS12 level indicated on the external box of the unit. Serial numbers will fall into ranges between manufactured week 22 through 25 (22,23,24,25), which are the numbers highlighted in red: 14WZ226008H6 and 14WZ25600GPY



UCM units with PCS10 or lower are not affected by this software issue and may be installed with IP Office. **Ensure the latest service pack for R8.1 or R9.0 is applied in all cases for PCS10 or lower PCS levels and to any units installed as maintenance replacements. There are no PCS11 units.**

Resolution

A critical patch will be posted to the appropriate IP Office release location on <https://support.avaya.com> ; target date August 11, 2014.

Apply the Critical Patch to update the SSD firmware to ver7.C3o. Units that are in staging or installed in a customer location and working would use the WebControl process either locally or through remote access. There is no need to return units with PCS12 or within the serial number range for replacement, simply apply the patch. Note: UCM PCS12s may be shipped to you from distribution and fall within the affected serial range. Applying the patch corrects the firmware issue.

For any units that may have been installed already and have gone into read only mode, submit a service escalation ticket. Tier III will assist with recovery of those units using the USB process, or recommend replacement of the unit.

Workaround or alternative remediation

Install UCM with PCS 10 or less if available from stock; apply latest service pack for R8.1 or R9.0

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

Backup all VMPro and oneX Portal data. While this patch has not exhibited data loss Avaya advises that you should backup all pertinent data.

### Download

n/a

### Patch install instructions

### Service-interrupting?

For Units in staging or installed and running , or not yet installed:

No

After the Unified Communications Module (UCM) has been prepared for field deployment you should proceed to apply the SSD Firmware Update Critical Patch. Before this Critical Patch can be deployed, all IP Office systems must on a supported software releases for R8.1 or R9.0. This can be accomplished by any of the following methods:

1. Ensure that all software that is loaded on the system and UCM device is supported by either:
  - a. 9.0 Service Pack 2 or higher.
  - b. 8.1 Service Pack 7 or higher.
2. Follow procedures in IP Office Tech Tip 268, or reference previously issued Tech Tip 258.

To perform this firmware update patch you will need:

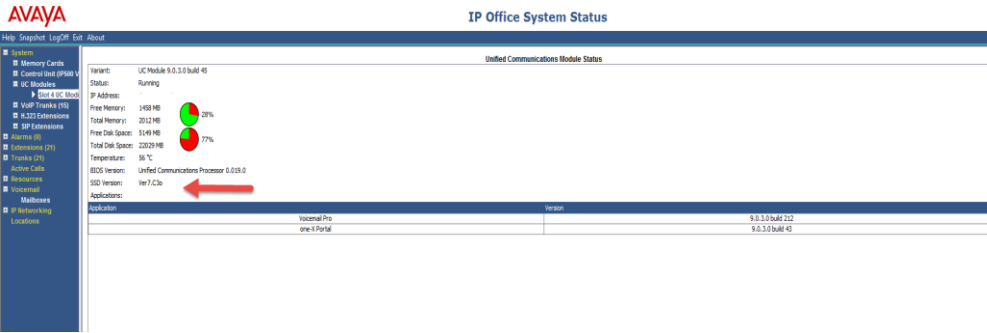
1. The SSDFWUpgrade-1.0.0-xx.i686.rpm patch located on the Avaya support web site. This patch is targeted to be posted on the site by August 11, 2014 upon testing completion of patch by Avaya.
2. Access to the UCM WebControl Application

### Critical Patch Installation Instructions

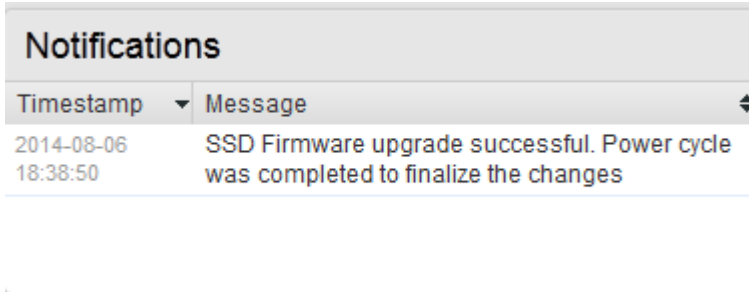
1. Launch the WebControl Application and login as Administrator.
2. In the 'Settings' tab, load the .rpm file in the Applications Software Repositories by browsing to the .rpm file and then press the 'Add' button.
3. In the 'Updates' tab under the 'Services' window install the new .rpm file.
4. Upon successful completion of the SSD Firmware Upgrade package the UCM will automatically power down. For cases where the SSD Firmware Upgrade is not required the installation of the .rpm files will not affect the system and the UCM will not power down.
5. The UCM can be restarted via the System Status Application (SSA) or by pressing the top button on the UCM module.

### Verification

For units running 9.0 Service Pack 3 or higher the SSD Firmware level is shown in the System Status Application. Ver7.C3o is correct load. If the patch is applied to Ver7.03o, it will not change the firmware. Ver7.03o is acceptable.



The WebControl Notification area also informs the status of the firmware upgrade.



**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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