



## Product Support Notice

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PSN # PSN005022u

Original publication date: 21 June 2017. This is Issue #1, published date: 21 June 2017. Severity/risk level Medium Urgency When convenient

### Name of problem

IP Office UC Module upgrade from 9.0 to 10.0 shows a temporary Failure Service Alarm.

### Products affected

IP Office UCM

### Problem description

A Red Service Alarm reporting a failure might show temporarily in System Status during the UCM upgrade from version 9.0 to 10.0. To perform the upgrade, start with a working and ignited 9.0 UC Module and insert the UCM 10.0 upgrade USB drive into the UC Module, as per documentation. In System Status, in System > UC Modules, you can watch the upgrade progress and status bar. Two Failure Service Alarms might show after the Progress Status Bar reaches 5% completed. Those alarms should be ignored.

After about 22 minutes into the upgrade, System Status in Alarms > Service might show: "UC Module USB upgrade failure: slot #" (# = 1, 2, 3, or 4)

- The Service Alarm shows Red for about 4 minutes.
- While the alarm is in red, the UC Module upper light will be RED.
- After 4 minutes, the Alarm turns to black, showing that the alarm is no longer active.
- At the same time, the UC Module lights start to show the regular Upgrade Lights.
- Again about 12 minutes later, the same Service Alarm might show for less than 1 minute.
- During that time, the UCM upper light will be RED.
- Normal progress info resumes after a few seconds.
- You must ignore those temporary alarms.

### Resolution

Refer to the following solution article for an example of a UCMv1 9.0 SP12 upgraded to 10.0 SP3:

<https://support.avaya.com/ext/index?page=content&id=ADMN114576>

### Workaround or alternative remediation

To avoid any confusion, clear the alarms in SSA after the upgrade is complete.

### 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

n/a

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

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