



Product Support Notice

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PSN # PSN005151u

Original publication date: 19 March 2018. This is Issue #02, published date: 03 May 2018. Severity/risk level Medium Urgency When convenient

Name of problem

Handover fails with Ascom Dect firmware 10.0.5

Products affected

IP Office 10.0.0.6.0 & 10.1.0.1.0 that have also installed/upgraded to the corresponding Ascom IPBS 10.0.5 Software

Problem description

If a call using a DECT handset attempts to transition between IPBS units, the handover fails and the call disconnects.

Resolution

A new build of Dect Firmware - IP Office DECT R4 10.0.7 Firmware is available on the Avaya Support site in the IP Office 10.0 SP7 & 10.1 SP 2 download pages

Workaround or alternative remediation

Change codec under DECT-SYSTEM-Coder to any other codec and make a restart of the Master (this will also need to be done in any mirror/standby master). Then change back to the preferred coder and make another restart. The configuration will then be updated with the codec information and handover between Base Stations will work as expected.

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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