AVAYA

Product Support Notice

PSN #	PSN005397u	

Original publication date:22-April- 19 This is Issue #01, published date: 22-April-19.	Severity/ risk level	Medium	Urgency	When convenient

Name of problem

Remote Phones does not fail over to Secondary IPO, when Primary IPO server goes down.

Products affected

Avaya Session Border Controller for Enterprise (ASBCE)

Description

Issue1: Failover for HA IP Office not working for IPO remote users.
Issue2: Remote phones do not automatically re-register when IPO server goes down.

IPO expects non-grooming connection with ASBCE for remote workers. Without grooming, tcp connections are 1-1, each IPO – SBC connection maps to SBC – phone connection. When there is connection breakage in one direction to be passed to the other direction (SBC detects link with IPO down -pass that to phone, SBC detects phone down -> pass that to IPO).

When ASBCE detects the link lost towards IP office. It is expected that ASBCE should close the signaling socket to the phone. But, ASBCE is having issue in terminating tcp connections to IPO Remote Phones. Due to this issue, Remote phone won't be able to detect the link loss until they do registration refresh. Usually, Remote worker phone fails over only when next SIP level registration fails which can be up to 1 hour.

Resolution

Recommendation is to use low registration refresh as a workaround.

Workaround or alternative remediation

As a workaround, user need to reduce the Registration refresh interval.
Reducing of registration time on IPO will force the phone to do registration often to detect link loss faster.
To set low registration timer the following NUSN can be used:
- SET_STIMULUS_SBC_REG_INTERVAL for IP Office R11.0.4.0 GA.

The registration timer interval for the Remote phones can be configured within the range from180 seconds to 3600 seconds using NUSN.

Note: If this NUSN is not configured, the default registration interval will be 1 hour.

Remarks

Patch Notes

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

Backup before applying the patch

Download

Patch install instructions	Service-interrupting? Y

Verification

n/a

Failure

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.**

BusinessPartner Notes

Additional information for BusinessPartners

NOTE:

WebLM Notice;

NEW Installs:

You must have a WebLM server in order to install R6.3. The Business Partner MUST generate the licenses through PLDS or KRS.

Upgrades:

You must have a WebLM server in order to upgrade to R6.3 from previous releases. The Business Partner MUST regenerate the licenses via PLDS and KRS.