



Product Support Notice

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PSN # PSN005727u

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Severity/risk level

High

Urgency

Immediately

Name of problem

IP Office system restarts minimum required diagnostic information to allow Avaya to make progress in identifying the root cause

Products affected

IP Office 500v2 and IP Office Server Edition

Problem description

When escalating an IP Office system restart issue to the Avaya BBE team the minimum required information to diagnose and resolve the issue is not consistently being provided. Failure to provide the following required minimum information could cause a delay in resolution and on occasion requiring further failures to capture the required information.

Resolution

Please ensure that the following minimum information is provide for any IP Office System restart issue

- 1 An accurate description of the problem being escalated. The description should include the name of the product the problem is being reported on.
2. A copy of the configuration that was running on the IP Office at the time the problem occurred.
3. The versions of any IP Office application software involved in the problem.
4. Where trace or config files are encrypted then passwords to allow decryption.

IP500v2 Restart.

A SysMon trace covering the time directly before and the actual IP Office restart, this is the required minimum for CPE to ascertain why the unit restarted.

IP Office Server Edition Restart.

A SysMon trace covering the time directly before and the actual IP Office restart, this is the required minimum for CPE to ascertain why the unit restarted.

The sysmon syslog files (sysmon_logs<date>.tar.gz) are also an acceptable way of providing the Sysmon trace on Server Edition if the reboot wasn't captured by an external Sysmon application. These can be downloaded via Web Manager

A core dump file (arc_core.ipoffice.tar.gz) and corresponding profile file (profile.ipoffice.core.txt) must be provided. This can be downloaded via Web Manager

For detail about how to obtain the data mentioned in this PSN please refer below links

- IP Office Server Edition - Sysmon_logs<date>.tar.gz, Server logs and Core dump files - <https://support.avaya.com/ext/index?page=content&id=SOLN248689>
- IP Office System Monitor Captures <https://support.avaya.com/ext/index?page=content&id=SOLN281511>

Workaround or alternative remediation

n/a

Remarks

n/a

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