



## Product Support Notice

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PSN # PSN005786u

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Original publication date: 2-Feb-2021. This is Issue #01, Severity/risk level High Urgency Immediately published date: 2-Feb-2021.

### Name of problem

IP Office 11.1.0.2.0 build 12 (IP Office 11.1 SP2) issue failing to correctly load the dsaupnV1.bin firmware file following an upgrade to IP Office 11.1 SP2

### Products affected

IP Office 11.1.0.2 .0 build 12

### Problem description

IP Office 11.1.0.2.0 build 12 (IP Office 11.1 SP2) issue failing to correctly load the dsaupnV1.bin firmware file following an upgrade to IP Office 11.1 SP2. This results in the IP500 DS30B being unable to load its firmware.

### Resolution

Avaya have temporarily removed access to the IP Office 11.1 SP2 on the Avaya Support site. We will provide a further update later this week.

### Workaround or alternative remediation

From a previous installation of IP Office 11.1.0.1.0 build 95 (IP Office 11.1 SP1)

Obtain the dsaupnV1.bin firmware file and replace the faulty firmware file on the IP Office 500V2 system's SD card in the "system/primary" folder

The DS30B expansion unit will then grab the new IP Office 11.1 SP1 image automatically and upload it correctly. Although in this case the DS30B unit will be running a previous release it will work correctly with the IP Office 11.1. SP2 system.

### Remarks

n/a

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