



Product Support Notice

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PSN # PSN005847u

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Original publication date: 17-May-2021. This is issue: #02, published date: 31-May-2021.

Severity/risk level Medium

Urgency

When convenient

Name of problem IP Office Dell R240 - BIOS Firmware Update to version 2.4.1

Products affected

IP Office Dell R240 Servers:

700515009 - ASP 110 Dell R240 Server IPO UC

700515010 - ASP 110 Dell R240 Server IPO France Telecom

Problem description

Avaya is providing an approved/certified update for the IP Office Dell® R240 BIOS to version 2.4.1

The IP Office Dell® R240 servers are supplied under OEM relationship and managed differently than commercially available servers from the vendor.

Support, warranty and repair are through Avaya's processes, not through the OEM vendor's support process.

Lifecycle Hardware and BIOS and firmware updates are managed by the Avaya IP Office R&D team

These servers must NOT be updated with BIOS or firmware updates from the vendor's web site.

Only Avaya provided updates can be used. Updating directly from the vendor's web site will result in an unsupported configuration.

Resolution

An EFI BIOS update file has been published which is available on the Avaya support portal in PLDS

Download the R340-020401.efi file from the Avaya support Portal

File Name: R340-020401.efi

File Size: 18.17 MB

IPO Installation Instructions:

Gracefully shut down the server according to Application Procedures

It is always best practice to perform a complete backup of the system before any firmware or hardware maintenance.

USB Stick File Transfer:

1. Copy the file to a USB device formatted with FAT32 using a Windows PC
2. Gracefully shutdown the IPO R240 server
3. Plug in the USB device to the faceplate port on the R240
4. Power on the server
5. Press F11 during POST to enter BIOS Boot Manager
6. Navigate to the System Utilities menu and select BIOS Update File Explorer
7. Select the USB device and navigate through the directory contents to find the executable (.efi)
8. Launch the executable and follow the instructions provided by the flash utility.
 - a. DO NOT POWER DOWN THE SERVER.
 - b. WAIT for the BIOS update to complete.
 - c. Server may reboot multiple times.

Workaround or alternative remediation

N/A.

Remarks

May 10, 2021: Issue 1.

May 20, 2021: Issue 2

Patch Notes

Backup before applying the patch

N/A.

Download

N/A.

Patch install instructions

Service-interrupting?

N/A.

Yes

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

N/A.

Mitigation

N/A.

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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