



Product Support Notice

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PSN # PSN020544u

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Original publication date: 29-Nov-21. This is Issue #02, published date: 15-Dec-21. Severity/risk level Medium Urgency High

Name of problem J100 SIP – Phone stuck in reboot loop when upgrading from 4.0.7.1 or earlier to 4.0.10.0 or later

Products affected

Avaya J129/J139/J159/J169/J179/J189 Deskphone SIP 4.0.10.0, 4.0.10.1, 4.0.10.2.

Problem description

Upgrading a phone from 4.0.7.1 (or earlier) to 4.0.10 (or later) over HTTPS can fail and phones become difficult to recover.

Resolution

The solution is available in release 4.0.10.2.2 available on support.avaya.com.

The 4.0.10.0, 4.0.10.1 and 4.0.10.2 releases have been removed for download from support.avaya.com.

Workaround or alternative remediation

Choose either of two workarounds listed below if you already have a copy of 4.0.10.0, 4.0.10.1 or 4.0.10.2.

1. Upgrade over HTTP
2. Upgrade to 4.0.9 first and then upgrade to 4.0.10.0, 4.0.10.1 or 4.0.10.2.

Remarks

Patch Notes

N/A

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

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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