

# Product Support Notice

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PSN # PSN020606u

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Original publication date:

Severity/risk level\* Medium

Urgency\* When convenient

Name of problem:

PSN020606u - H.323 Support for 96x1 and J Series Endpoints

Products affected:

96x1, J159, J169, J179 & J189.

Note: J129 and J139 do not support H.323

Problem description\*

Avaya H.323 Software Support Policy for IP Desk phones.

Resolution\*

H.323 is a legacy Voice over IP technology (VoIP) for IP Desk phones. There will be no further feature development on H.323.

It is strongly recommended to migrate to SIP protocol which has become the de facto standard for VoIP for IP Desk phones.

At present Avaya will only provide sustaining support (which means only critical security fixes support) for H.323 on the “J100 Series IP Phones.”

Any sustaining support would be based on the most current Generally available (GA) firmware.

There would be no back porting of any fixes to previous release of H.323 firmware and it remains solely at the discretion of Avaya.

It is advised to upgrade the H.323 phones to the latest Service pack version which as of this publication is 6.8.5.4

<https://support.avaya.com/support/en/download/1399859794995?productId=P0553&releaseId=H.323%206.8.x>

Note: Service packs do NOT cause any functionality changes on the operation of the phones.

Service Packs attempt to provide the latest security and bug fixes.

[Aura Offer Definition](#) : “H.323 Innovation Updates - No new feature requests will be accepted”

To determine whether a current IP Phone is in End of sale/Software or services support, please review the “[End of Sale and/or End of Manufacturer Support](#)” link on the Avaya Support Website.

End of Sale/End of Manufacturer Support/End of Services Support is also applicable to the software/firmware associated with the hardware type/model of the IP Desk Phone. Avaya will address software issues on currently supported IP Desk phones only.

Workaround or alternative remediation\*

This PSN is for clarification purposes only.

Remarks

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](https://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](#).**

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