

PSN # PSN020626u

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Severity/risk level* Medium Urgency* When convenient

Name of problem: J189 unable to upgrade with custom J100Supgrade.txt

Products affected:

J189 SIP

Problem description*

This PSN is applies to particular customers who use a custom J100Supgrade.txt.

Latest J189 SIP phone models variations will not upgrade to latest SIP firmware if a custom J100Supgrade.txt is used.

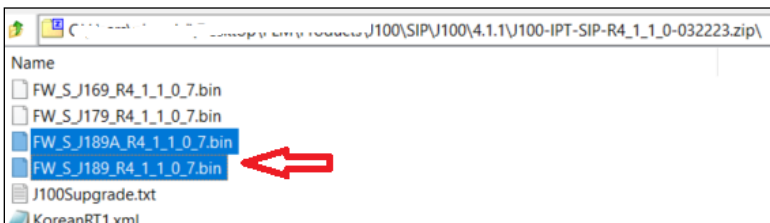
Resolution*

Starting from SIP version 4.0.12.1 there is a newer J189 IP Phone version that requires a new FW image. See the table below for Supported Hardware and Minimum Software Release.

The latest J189 hardware variant is J189D01B and requires an application firmware file labelled as FW_S_J189A_R4_X_X.bin.

X in the name depends on the firmware release. Notice the “A” in this application file.

The default FW SIP package contains this new file along with the file for older version of J189 example shown below.



```
J100Supgrade.txt - Notepad
File Edit Format View Help
GOTO GETSET

# J189_SW
IF $HWVERS SEQ 1 GOTO J189_SW_OLD
IF $HWVERS SEQ 2 GOTO J189_SW_OLD
IF $HWVERS SEQ 3 GOTO J189_SW_OLD
SET APPNAME FW_S_J189A_R4_1_1_0_7.bin
SET JEM24_APPNAME FW_JEM24_R1_0_1_0_23.bin
GOTO GETSET

# J189_SW_OLD
SET APPNAME FW_S_J189_R4_1_1_0_7.bin
SET JEM24_APPNAME FW_JEM24_R1_0_1_0_23.bin
GOTO GETSET
```

Pictures: Content of J100-IPT-SIP-R4_1_1_0-032223.zip showing the two J189 firmwares and the default J100Supgrade.txt

Customers using a custom J100Supgrade.txt must include **both** application files in case they receive a new hardware J189.

Customers using the default files will not notice an issue.

Always refer to the latest J100 Readme notes that includes details of the Supported Hardware and minimum Software release. The later version is functionally equivalent with no difference in features and operations.

Latest Release note at the time of this notice November 2023 <https://download.avaya.com/css/public/documents/101087449>

Refer: Appendix 1 – Supported Hardware and Minimum Software Release

Model	Hardware Revision(s)	Minimum SIP Software	Minimum H.323 Software
J129D01A	all	1.0.0.0.43	N/A
J129D02A	01 to 07	2.0.0.0.45	N/A
J129D02A	08 and greater	3.0.0.1.6	N/A
J129D03A	01 to 11	4.0.2.0.8	N/A
J129D03A	12 and greater	4.0.3.1.4	N/A
J139D01A	01 to 05, 07, 08	3.0.0.0.20	N/A
J139D01A	06, 09 to 11	3.0.0.1.6	N/A
J139D01A	12 to 20	4.0.0.0.21	N/A
J139D01A	21 to 24	4.0.3.1.4	N/A
J139D01A	25 to 30	4.0.8.0.13	N/A

Model	Hardware Revision(s)	Minimum SIP Software	Minimum H.323 Software
J139D01A	31 to 33	4.0.11.0.3	N/A
J139D01B	34 and greater	4.0.12.0.6	N/A
J159D01A	01 to 14	4.0.3.1.4	6.8.5.0.2
J159D01B	15 and greater	4.0.12.0.6	6.8.5.3.2
J169D01A	01 to 03	1.5.0.0.15	6.7.0.0.2
J169D01A	04 to 07	3.0.0.1.6	6.8.0.0.3
J169D01B	08 to 18	4.0.0.0.21	6.8.0.0.3
J169D01B	19 and greater	4.0.3.1.4	6.8.3.0.4
J179D02A	01 to 03	1.5.0.0.15	6.7.0.0.2
J179D02A	04 to 08	2.0.0.0.45	6.7.0.0.2
J179D03A	09 to 11	4.0.1.0.11	6.8.2.0.2
J179D03A	12 to 18	4.0.2.0.8	6.8.2.0.2
J179D03A	19 to 33	4.0.3.1.4	6.8.3.0.4
J179D03B	34 and greater	4.0.12.0.6	6.8.5.3.2
J189D01A	01 to 15	4.0.6.1.4	6.8.5.0.2
J189D01B	16 and greater	4.0.12.1.x	6.8.5.3.2

Workaround or alternative remediation*

To ensure J189 IP Phones built with the later hardware upgrade to new SW releases, you must ensure both firmware files, 'J189' and 'J189A', are uploaded on the HTTP server and the J100Supgrade.txt file correctly references both files.

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. 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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