



Product Support Notice

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PSN # PSN020628u **Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.**

Original publication date: February 09, 2024 Severity/risk level* High Urgency* Before Upgrade

Name of problem:

Upgrade may result in unusable phones if a bad sector is detected in the boot partition

Products affected:

Avaya J100 Series IP Phones- upgrading to SIP R4.1.1.0 or R4.1.2.x

Problem description*

A rare issue may occur when upgrading to SIP R4.1.1.0 or R4.1.2.x that can cause a phone to be unusable if a bad sector was found in the boot partition.

Resolution*

A Firmware fix is available, please see the following table for version affected and what version has a fix:

Firmware affected	Replacement firmware with fix
J100 SIP 4.1.1.0 GA (4.1.1.0.7)	J100 SIP 4.1.3.0
J100 SIP 4.1.2.0 GA (4.1.2.0.11)	J100 SIP 4.1.3.0
J100 SIP 4.1.2.1 GA (4.1.2.1.1)	J100 SIP 4.1.3.0

Workaround or alternative remediation*

There is no work around.

Do not upgrade to 4.1.1.0 or 4.1.2.x, instead upgrade to 4.1.3.0.

This issue only affects the upgrade itself. Phones already running 4.1.1.0 or 4.1.2.x releases are not impacted.

Updated: Feb 23, 2024:

If JEM (J100 Expansion modules) are being used, please wait for an upcoming release of J100 SIP firmware that includes a fix for JEM via build 1.0.1.0.26. Do not upgrade JEMs to 1.0.1.0.24 or 1.0.1.0.25 as these versions could have this issue.

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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