Product Support Notice

PSN #	PSN020223u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 10/13/2015	Severity/risk level	Med	Urgency	Med

Name of problem	G430/G450 - In rare situations, file system exhaustion can occur, which may prevent downloading TLS certificates or prompt gateway restarts.

Products affected

G430 & G450 Media Gateways that have been upgraded from firmware releases prior to 36.9.0 to newer firmware releases from 36.9.0 to 36.15.0 or 37.19.0 may be affected.

Problem description

Media Gateways that were running firmware prior to the release of 36.9.0 and then were upgraded (36.9.0 to 36.15.0 or 37.19.0) can experience minor corruption. Such corruption causes a failure when attempting to download TLS certificates or can prompt the media gateway to restart. Media Gateways shipped from the factory that have 36.9.0 firmware or higher preinstalled are not affected. Media Gateways that have had a NVRAM INIT reset performed while running 36.9.0 or higher firmware are also not affected.

Resolution

Customers can check the exposure of their gateways to this issue by running the following commands in the gateway.

1) Use the load certificate command to verify failed state
G450-050(super)# copy scp gw-identity-cert sla test 127.0.0.1

If the message returned is “Internal error” then proceed with step 3

If you do not receive an "Internal error" message then just enter a blank username and password and the error returned will be:

Failed to get username and password

If no “Internal error” message is displayed then it is very unlikely that the gateway is in the error state.

2) Load an invalid certificate

If the previous command did not return "Internal error" then you should try to copy any text file of size 10KB-20KB. It must be copied from an SCP server and it will be automatically removed since it is not a certificate.

G450-050(develop)# copy scp root-ca sla readme.txt <SCP server IP>

Username: <scp_username>
Password:
Error: File system full

If the message returned is “Error: File system full” then proceed with step 3

If the command returns the following message then the gateway does not have a filesystem problem and no other action is needed.

File rejected, does not contain PEM or DER format certificate

3) Customers can correct the issue by issuing the command NVRAM INIT on the gateway running 36.9.0 or higher firmware.
Caution: this will erase the current configuration of the gateway requiring a backed-up configuration to be reloaded.
Note: downgrading to an older load will not correct the issue.

Note: A new release of firmware will be available in Mid-November from PLDS and Avaya Support Site to correct and prevent this issue.

Workaround or alternative remediation
This is a rare situation. Concerned customers who have gateways upgraded to release 36.9.0 through 36.15.0, or release 37.19.0 can contact Avaya Support to have their Media Gateways checked for this corruption which then can be corrected without service interruption.
Remarks

A new firmware release will be available in or before December 2015 which will prevent this issue from occurring.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	
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
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