

PSN# PSN000852u

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Severity/risk level Medium

Urgency When convenient

Name of problem TN2602AP does not support Bearer Duplication with earlier firmware

Products affected

Communication Manager, Release 3.1 and later
S8300, S8400, S8500, and S8700 Series Media Servers
G650, MCC1, and SCC1 Media Gateways

Problem description

The TN2602AP Media Resource circuit pack (Crossfire) supports Bearer Duplication beginning with firmware vintage V21. The capability to administer Crossfire Bearer Duplication was introduced in Release 3.1 of Communication Manager. If a pre-V21 TN2602AP is installed in a configuration running Release 3.1 or later of Communication Manager with Crossfire Bearer Duplication administered, the circuit pack's VoIP resources do not come into service, and attempts to upgrade the firmware fail.

Resolution

Verify that the TN2602AP firmware vintage is at least V21 before installing it in a configuration running Release 3.1 or later of Communication Manager with Crossfire Bearer Duplication enabled. If a firmware upgrade is necessary, unadminister Crossfire Bearer Duplication via the ASA/SAT command 'change ip-interface'. Then upgrade the firmware and re-administer Crossfire Bearer Duplication for the circuit pack.

Workaround or alternative remediation

Remarks

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

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

Not Susceptible

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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