



Avaya G430 Media Gateway (36.16.00)

Release 6.3.12

Release Notes

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Contents

Product Support Notices	5
General instructions.	5
Statement of Applicability.	6
Pre Install Instructions	6
File Download Instructions	7
Problems fixed in G430 Media Gateway	7
Known Issues in G430 Media Gateway.	7

Contents

Changes Delivered to G430 Media Gateway (build 36.16.00)

Product Support Notices

Some problems are also documented as Product Support Notices (PSN). The PSN number defines the related document and appears in the Problem column in the tables.

To read the PSN description online:

1. Go to the Avaya support site at <http://support.avaya.com>.
2. Click **Product Notices**.
3. Click **Product Support Notices**.
4. Type the last four digits of the PSN number into your web browser's "Find on Page" function to search the page for a link to the PSN.
5. Click the PSN title link to open the PSN.

General instructions

Customer impacting gateway issues will be addressed in new firmware versions within each supported gateway firmware series (e.g., 36.xx.xx is considered a firmware series). This ensures customer impacting fixes will be delivered and available within each supported gateway firmware series until end of manufacturer support. The latest gateway firmware version within a given firmware series should be used since it will have all of the latest fixes. New gateway features and functionality will not be supported in configurations running newer series of gateway firmware with older Communication Manager releases.

To help ensure the highest quality solutions for our customers, Avaya recommends use of like gateway firmware version series and Communication Manager releases. This means the latest version within the GW Firmware Series are recommended with the following Communication Manager software releases:

Gateway Firmware Series	Communication Manager Release
33.xx.xx	6.3
34.xx.xx	6.3.2
35.xx.xx	6.3.5
36.xx.xx	6.3.6

Newer gateway firmware versions running with older Communication Manager software releases are still supported. For example, running gateway firmware version series 36.xx.xx with Communication Manager 6.3 is still supported. However, prolonged running in this type of mixed configuration is not recommended. Avaya recommends running in a mixed configuration only as long as necessary to support gateway upgrades prior to upgrading Communication Manager software. Newer Communication Manager software releases running with older gateway firmware versions are not supported.

Gateway firmware support follows the Communication Manager software end of manufacturer support model. This means that as soon as a Communication Manager release goes end of manufacturer support, new gateway firmware will no longer be supported with that particular Communication Manager release. For example, when Communication Manager 6.3 goes end of manufacturer support, gateway firmware series 33.xx.xx will no longer be supported.

Statement of Applicability

This version of firmware is only applicable for G430 Media Gateway Processor. Please see "General" Section above.

Pre Install Instructions

Required:

- Avaya Communication Manager Release 6.3.x. or later should be used since earlier versions are no longer supported.
- Avaya Communication Manager must be running at least version 5.2 for G430 to operate.
- Browser Access to the Customer Support Web site (<http://support.avaya.com>), or another way to get the Target File.
- FTP and TFTP applications on your PC or Local Computer.

- Target Board: G430 Media Gateway hardware version 1 or greater
- Inads, dadmin, craft or a customer login that has been enabled for system maintenance.

File Download Instructions

Before attempting a download, please read the section in the Installation documentation titled "Upgrading / Downloading Software / Firmware".

PLEASE NOTE: To ensure a successful download, from the system access terminal (SAT) or ASA, issue the command 'busyout board v#' before issuing 'copy tftp' command. Upon completion, from the SAT or ASA issue the command 'release board v#'.

Problems fixed in G430 Media Gateway

Table 1: Problems fixed in G430 Media Gateway (build 36.16.00)

Problem	Keywords	Workaround
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.	PSN020223u	

Known Issues in G430 Media Gateway

This release includes the following known issues.

Table 2: Known Issues in G430 Media Gateway (build 36.16.00)

Problem	Keywords	Workaround
This BG version doesn't support multiple IPv6 VLAN interfaces.		Use single VLAN interface with IPv6.
EM_WEB doesn't work via dial in session (usb modem).		Use another network interface, such as the PMI, for connecting to Embedded Web.

Technical Support

Support for Communication Manager is available through Avaya Technical Support.

If you encounter trouble with Communication Manager:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 1. Logging in to the Avaya Technical Support Web site <http://www.avaya.com/support>
 1. Calling or faxing Avaya Technical Support at one of the telephone numbers in the [Support Directory](#) listings on the Avaya support Web site.

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note:

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information.

When you request technical support, provide the following information:

1. Configuration settings, including Communication Manager configuration and browser settings.
1. Usage scenario, including all steps required to reproduce the issue.
1. Screen shots, if the issue occurs in the Administration Application, one-X Portal, or one-X Portal Extensions.
1. Copies of all logs related to the issue.
1. All other information that you gathered when you attempted to resolve the issue.



Tip:

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Contacts](#) listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site <http://www.avaya.com/support>.

