Product Support Notice

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PSN #	PSN004134u

Original publication date: 28-Jan-14. This is Issue #03, published date: 05-Jun-14.	Severity/risk level	High	Urgency	Immediately

Name of problem	Downgrade of 16xx H.323 phones to firmware 1.3.2 from 1.3.3 or 1.3.4B results in duplicate/default MAC and Serial Number

Products affected

1603, 1603-I, 1603-I-SW,1608,1608-I, 1616,1616-I

Problem description

Downgrading 16xx IP Deskphones from firmware version 1.3.3 or 1.3.4.B to 1.3.2 will cause the unique MAC address and Serial Number as shown on the manufacture label to be converted to default values in the phone firmware (MAC = 00:1B:4F:13:70:08, SN = 123456789012). All phones downgraded from 1.3.3 or 1.3.4.B to 1.3.2 will be affected, resulting in phones having the same MAC (duplicated) address, and once this happens these phones cannot be recovered in the field. After implementation, phones downgraded from 1.3.3 or 1.3.4.B to 1.3.2 may not be allowed on the customer network as the phone MAC address will be the default value and be viewed as a duplicate MAC address in presentation to the network.

Firmware version 1.3.4.D, available since March 2014 does not cause this issue. Avaya recommends that Customers should upgrade their file server(s) and all 1600 Series phones to 1.3.4.D or newer immediately. As of this PSN update, the current 1600 Series firmware that is GA is 1.3.5.

- Note that once 1600 Series IP Deskphones are upgraded to 1.3.4.D (non-factory image), they can be downgraded to earlier firmware loads without causing the duplicate MAC / Serial Number issue.

Resolution

Replace 1.3.2 with 1.3.4D (GA - March 14th, 2014) or newer (Firmware 1.3.5 went GA on - April 7th, 2014) and upgrade **unaffected** phones immediately. Upgrading unaffected phones to one of these releases will prevent the duplicate MAC condition if downgraded to 1.3.2

Affected 1600 Series IP Deskphones downgraded from 1.3.3 or 1.3.4.B to 1.3.2 resulting in the defaulted/duplicated MAC address condition **cannot** be recovered in the field, and should be returned to Avaya under warranty, ideally within the first 90 days under the DOA process, for a free of charge replacement.

Note: As of May 22nd, 2014 all newly manufactured 1600 Series IP Deskphones will be pre-loaded with Firmware version 1.3.4.D and will prevent downgrade to any version of earlier firmware. Customers will be able to attach these units to their systems seamlessly, since they will reject any firmware download from the file server. It is still recommended that customers upgrade file server(s) to have the most current firmware release on them. At the time of publication of this PSN update, it is recommended that customers upgrade their file server(s) and all 1600 Series phones to 1.3.5, available on the Avaya Support site, at their earliest opportunity.

Workaround or alternative remediation

None – once the phone is in this condition it cannot be recovered in the field.

Remarks

Do Not plug phones into a network serving 16XX software version 1.3 Maintenance Release 2 (1.3.2) or older. Connecting phones with 1.3.3 from the factory or phones in the field previously upgraded to 1.3 Maintenance Release 4B (1.3.4B) to a 1.3 Maintenance Release 2 (1.3.2) will cause the phone to downgrade and get into the default/duplicate MAC condition.

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

n/a

Service-interrupting?

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

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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