



Product Support Notice

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PSN # PSN004151u

Original publication date: 20-Feb-14. This is Issue #04, published date: 23-Mar-16.

Severity/risk level

High

Urgency

Immediately

Name of problem 16XX IP Deskphones experience rolling reboot after upgrading to 1.3.4B or newer

Products affected

Avaya 1603-I, 1603SW-I, 1608-I, and 1616-I H.323 IP Deskphone with 1.3 Maintenance Release 4 (1.3.4B)

Problem description

16xx H.323 phone models upgraded to 1.3 Maintenance Release 4 (1.3.4B) or newer release, launched August 27th, 2013, could experience a rolling reboot condition during an upgrade to and/or after some period of operation after a successful upgrade.

OBSERVED BEHAVIOR:

Two behaviors have been observed for this condition

1. In some cases, the 16xx IP Deskphones will begin the boot cycle, stay in that cycle for up to 10 seconds (typically 3-4), and then reboot, repeating the cycle indefinitely.
2. In some cases, the 16xx IP Deskphones will present with the message, "Repair of File System Wait a few minutes" and then reboot. This cycle repeats indefinitely.

EXPECTED BEHAVIOR:

Full boot up to login prompted or full login as previously logged in station.

Resolution

IP Deskphones already in a rolling reboot or "Repair of File System Wait a few minutes" condition resulting from an upgrade to Avaya 1600 Series IP Deskphone Software Release 1.3 Maintenance Release 4 (version 1.3.4B) or newer cannot be recovered in the field. Please engage the RMA process for device replacement for sets in this condition and reference PCN 1961H.

Phones not experiencing the rolling reboot condition should be immediately upgraded to the latest Avaya 1600 Series IP Deskphone Software Release.

Workaround or alternative remediation

n/a

Remarks

Please do not downgrade 16xx IP Deskphones to 1.3.3 and prior releases once successfully upgraded.

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

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BusinessPartner Notes

Additional information for BusinessPartners

n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development

n/a