

Product Support Notice

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PSN # PSN002475u

Original publication date: 11/26/08. This is Issue #02, published date: 18- Severity/risk level Medium Urgency When convenient Aug-09.

Name of problem Introduce US Robotics modem and specify supported modems for branch gateways

Products affected

G450,G350, G250 and G430

Problem description

Background

USB modem is used with the gateway for two main purposes:

- 1. Dial in for Services/Management operations. This action can be done either by connecting the USB modem directly to the gateway or connecting the USB modem to the S8300 installed in the gateway.
- 2. Dial out for backup interface (routing interface).

Following the manufacturer's end of sale of Multitech Modem <u>MT5634ZBA</u> Part Number <u>700405020</u>, Avaya has certified Multitech Modem <u>MT9234-ZBA</u>, Part Number <u>700451172</u>, with Avaya Servers.

You should only use the Multitech Modem <u>MT9234-ZBA</u> when it is attached to the server and you **cannot** attach it directly to the gateway. When an S8300 is installed in the gateway, Multitech Modem <u>MT9234-ZBA</u> can be connected to the S8300. For more information on modems supported by the S8300 and other servers running Communication Manager or SIP Enablement Servers, see PSN 1938.

In order to support dial out backup and dial in for services and management access, Avaya has certified a new modem since the Multitech Modem <u>MT5634ZBA</u> is no longer available. The new modem is the US Robotics Modem **USR5637-OEM**, Part Number **700464506**.

The gateways firmware has to be upgraded to support the USR modem when connected directly to the gateway. The minimum gateway firmware loads that support the US Robotics modem are:

BG4.0 – 26.49.1 and greater (GA Aug 14th)

BG5.1.2 – 28.27.0 and greater (GA Aug 3rd)

BG5.2 – 29.24.2 and greater (Planned GA Aug 21st)

Note that each of these gateway loads will be available at http://support.avaya.com after the GA dates indicated.

Note that when the USR modem is used with BG 4.0-26.49.1 and greater or BG 5.1.2-28.27.0 and greater, the power LED on the modem will not light but the modem will work normally. This is not an issue with BG 5.2-29.24.2 and greater where the USR modem power LED will light when power is supplied to the modem.

Important:

Currently, ASD configurations include only Multitech Modem <u>MT9234-ZBA</u>, when no Server is requested with a gateway. Since stock of Multitech Modem <u>MT5634ZBA</u> is very limited and will be depleted soon, this modem should be removed from any quote or order being processed.

Resolution

Configuration	Modem is used for	Use Modem	Action
Gateway with S8300 Server (or other server)	Dial in for Services/Management	MT9234-ZBA PN 700451172 USR5637-OEM 700464506 (See PSN 1938)	None. ASD generates quote with correct modem
Gateway without server	Dial in for Services/Management	MT5634ZBA PN 700405020/ USR5637-OEM 700464506	Order modem 700464506.

Gateway with or without S8300 Server	Dial out for backup	MT5634ZBA PN 700405020/ USR5637-OEM 700464506	Add manually modem to the quote/order and re-order
Second Berver		0510007 0211700101000	700464506.

Manual editing of quotes and orders to specify the USR5637-OEM 700464506 should only be required in the short term until ASD is updated to specify the correct modems.

Workaround or alternative remediation

n/a

Remarks

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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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