



## Product Support Notice

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PSN # PSN002963u

Original publication date: 18-Jul-10. This is Issue #5, published date: 17-May-11. Severity/risk level Medium Urgency When convenient

Name of problem 9600 IP Telephone will be stuck on data VLAN when upgrading a phone from the factory having 3.125 firmware on it to another 3.1-based firmware release.

### Products affected

9600 IP Telephone - all models, Release 3.1 or greater

### Problem description

When a customer is upgrading 9600 IP Telephone that has come straight from the factory with R3.125 firmware on it and upgrades to 3.1 GA or 3.1 based firmware; the phone will be stuck on the data VLAN and will not move to the voice VLAN. The issue occurs during the upgrade process after the phone takes the newer boot application file. Once saved, the phone will not be able to move from the data VLAN to the voice VLAN.

If a customer has 802.1x or LLDP configured on their network when upgrading from 3.0 based firmware to a 3.1-based firmware, similar issue may occur as well (with some configurations for the protocols).

### Resolution

.This issue has been addressed with a firmware patch available from the link below. This patch must be placed on the customer's fileserver, when upgrading phones that have come straight from the factory with 3.125.

This patch is not backward compatible. Do not downgrade a 3.171b phone to 3.1 or 3.1-based firmware, otherwise the issue described in this PSN will re-occur.

If customer is installing new 9600 IP Telephones straight from the factory containing 3.171b, and do not want to place 3.171b on their fileserver, but want to stay with 3.1 on their production fileserver, they must follow the steps in the work around procedure below to avoid this issue.

[ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1.1.xx/IPT96xx\\_R3.171b.zip](ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1.1.xx/IPT96xx_R3.171b.zip)

### Workaround or alternative remediation

In the 96xxupgrade.txt file, a change needs to be made to a particular section of the upgrade script:

*Upgrade script before change:*

```
# BACKUPAPP96XX
IF $VPNACTIVE SEQ 1 GOTO PHONEAPP96XX
IF $BOOTNAME SEQ hb96xxu3_125S.bin goto PHONEAPP96XX
SET APPNAME hb96xxu3_119S.bin
goto GETSET
```

*Upgrade script after change:*

```
# BACKUPAPP96XX
GOTO PHONEAPP96XX
IF $VPNACTIVE SEQ 1 GOTO PHONEAPP96XX
IF $BOOTNAME SEQ hb96xxu3_125S.bin goto PHONEAPP96XX
SET APPNAME hb96xxu3_119S.bin
goto GETSET
```

The change is the addition of the line:

**GOTO PHONEAPP96XX**

placed prior to the conditional **IF** statements.

### Remarks

n/a

## 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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