



Product Support Notice

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PSN # PSN003732u

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Name of problem Multiple enhancements available for WLAN 8100 1.2

Products affected

Avaya WLAN Wireless Controller 8180

Problem description

There are several fixes addressed in upcoming 1.2.1 software code. 1. A stability issue has been addressed where controllers may reboot in an environment with a large number of transient wireless devices. 2. High host CPU utilization may be observed when using a WC8180 in conjunction with WMS. 3. In some very dense RF environments, auto-channel algorithm may not operate in an optimal fashion, leaving a majority of the access points on channel 1.

Resolution

These issues will be addressed in the upcoming 1.2.1 version of software expected in the 3rd quarter of 2012.

Workaround or alternative remediation

If immediate mitigation of these issues is required, contact Avaya Product Support to request a copy of a pre-GA release 1.2.1.004.

Remarks

Support for any pre-GA version of software will only be available until GA software is released.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Yes

Download

Yes

Patch install instructions

Service-interrupting?

Follow normal software installation instructions for WC8180. Access points will also need to be updated as described in the product documentation.

Yes

Verification

Ensure software version label on WC8180 identifies 1.2.1.004

Failure

n/a

Patch uninstall instructions

Reinstall previous version of software version 1.1.x or 1.2.

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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