AVAYA

Product Support Notice

PSN #	PSN003981u

Original publication date: 19-May-13. This is Issue #02, published date: 30-May-13.	Severity/risk level	High	Urgency	When convenient

Name of problem	ERS 8600/8800 configuration file corrupted when using Static IP ARP Multicast within VRF instance

Products affected

Ethernet Routing Switch 8600/8800 Releases: 7.1.3.3 and 7.1.5.3

Problem description

Due to a software issue in 7.1.3.3 (also present in 7.1.5.3) the saved configuration file saves the
"ip arp static-mcast" related configuration in an incorrect way as listed below.
Only one 'exit' should remain. The extra 'exit' shown in **bold characters** are incorrect and should not be saved.
These extra fields in the saved config file resulted in the configuration loss issue during a reboot.

```
router vrf <vrf name>
ip arp static-mcast <ip add> <mcast Mac@> vid <vlan id> <ports>
exit
```
exit
exit
exit
exit
exit
exit
exit
exit

If, in currently saved configuration files, these extra fields exist, these fields must be manually removed from the saved config by getting the file from the 8800, then editing the file (using Notepad) and then the corrected configuration file should be put back onto the ERS 8800 device.
Another backup of the config file should also be saved off on the flash to use in case of emergency
Warning:
Any time the "save config" command is run, the saved config will need to be edited same as above

Resolution

Fix ref. **wi01095559** is scheduled for next software Release 7.1.5.4.

Workaround or alternative remediation

If in the currently saved config files the extra fields exist, these fields must be manually removed.
To do so, get the file from the 8800, and then edit the file (using Notepad)
Once the extra lines removed, the configuration file should be put back onto the ERS 8800 device.
Another backup of the config file should also be saved off on the flash to use in case of emergency

Remarks

The issue does not occur when <Ip Arp static Mcast> command is used only within the GRT.
But when used within VRF, any time the "save config" command is run, the saved config will need to be edited same as above.

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