



Product Support Notice

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PSN # PSN004142u

Original publication date: 10-Feb-14. This is Issue #02, published date: 17-Feb-14.

Severity/risk level

Medium

Urgency

When convenient

Name of problem H323 9600 Backup and Restore using HTTPS does not work in release 3.2.1

Products affected

Avaya 9620L, 9620C, 9630G, 9640, 9640G, 9650, 9650C and 9670G IP Deskphones running H.323 3.2.1 Software

Problem description

When authentication is configured on the server for HTTPS, the phone can't retrieve the settings file or perform backup and restore operations.

When the phone initializes or tries to perform a Backup & Restore operation using HTTPS it fails and no data is sent to the configured server.

Resolution

Upgrade to 96x0 H.323 version 3.2.2. 3.2.2 is available on the Avaya Support website @

https://support.avaya.com/downloads/download-details.action?contentId=C2014213844228820_9&productId=P0553&releaseId=H.323_3.2.x

Workaround or alternative remediation

Configure the server for HTTP service or load the approved patch listed above.

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

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