



Product Support Notice

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PSN # PSN004569u

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Name of problem Spontaneous Reset with Core File On Virtual Services Platform Switches

Products affected

VSP 9000 Series
VSP 8000 Series
VSP 7200 Series
VSP 4000 Series

Problem description

A software interaction has been identified which could result in a spontaneous reset of VSP platforms running 4.0 and later software versions. The reset is triggered by the Lifecycle Watchdog due to an issue with the management of high resolution software timers and is linked to the system uptime. The table below provides the maximum system uptime for each affected model prior to a reset being initiated:

Platform	Max Uptime
VSP 9000 Series (VSP 9010, VSP 9012)	320 days
VSP 8000 Series (VSP 8284, VSP 8404)	284 days
VSP 7200 Series (VSP 7254XSQ/XTQ)	284 days
VSP 4850GTS / GTS-PWR+	320 days
VSP 4450GSX / GSX-PWR+	426 days
VSP 4450GTX-HT	426 days

Resolution

A software fix has been identified and will be included in the following releases:

Platform	Impacted Release	Fix Release
VSP 9000 Series (VSP 9010, VSP 9012)	Release 4.0.0.0 and later	Release 4.0.1.2
VSP 8000 Series (VSP 8284, VSP 8404)	VOSS 4.0.0.0 and later	VOSS 4.2.1.1
VSP 7200 Series (VSP 7254XSQ/XTQ)	VOSS 4.0.0.0 and later	VOSS 4.2.1.1
VSP 4850GTS / GTS-PWR+	Release 4.0.0.0 and later	VOSS 4.2.1.1
VSP 4450GSX / GSX-PWR+	Release 4.0.0.0 and later	VOSS 4.2.1.1
VSP 4450GTX-HT	Release 4.0.0.0 and later	VOSS 4.2.1.1

Workaround or alternative remediation

VSP switch software should be upgraded to take advantage of the fix identified. Prior to completing the upgrade, network impact can be mitigated by scheduling a proactive reset in a maintenance window. Network level redundancy should be leveraged where applicable through staggered resets. Proactive resets should be planned taking into consideration the system uptime of the affected platform with controlled resets initiated prior to the maximum uptime listed in the table 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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