



Product Support Notice

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PSN # PSN020538u

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Original publication date: 14-Sept-21. This is Issue #01, published date: 15-Sept-21. Severity/risk level Medium Urgency When convenient

Name of problem J100 SIP – Does not play Rich ringtone or display localized strings with expected fonts, after upgrade to 4.0.10.0

Products affected

Avaya J129/J139/J159/J169/J179/J189 Deskphone SIP 4.0.10.0

Problem description

Phones are no longer playing Rich ring alert tones (upon incoming call or pressing the volume buttons.) 'Classic' ringtones are working fine, but 'Rich' tones are not.

The root cause is due to the upgrade from 4.0.7.0 or earlier to 4.0.10.0 or a later release which introduced a new application-data directory. The update impacts ring tones and other data such as fonts.

Resolution

The fix will be available in the upcoming service pack 4.0.10.0.2 which is targeted to be released on 19-Oct-21. If a fix is required earlier than the 19th of October, please open a Service Request on <https://support.avaya.com> to obtain a patch.

Workaround or alternative remediation

Perform another cycle of upgrade using a fileserver - downgrade to previous firmware version, then upgrade to 4.0.10.0.

Note: The phone must not be upgraded using Web UI from 4.0.7.0 or earlier to 4.0.10.0 or later. The fileserver is required.

Remarks

Patch Notes

N/A

Backup before applying the patch

N/A

Download

N/A

Patch install instructions

N/A

Service-interrupting?

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

N/A

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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