



Product Support Notice

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PSN # PSN004135u

Original publication date: 30-Jan-14. This is Issue #01, published date: 30-Jan-14.

Severity/risk level

High

Urgency

Immediately

Name of problem IP Office Release 8.1 does not recognize Digital Station Module 'B' versions

Products affected

IPO IP500 Digital Station Module 16B RJ45 (700501585) and IPO IP500 Digital Station Module 30B RJ45 (700501586)

Problem description

The digital station modules will not be recognized by the system software, and will not initialize

Resolution

Critical Patch (CP) will be issued on or before February 17th week as interim solution until the 2Q Service Pack (Maintenance Pack) is issued in May 2014.

Workaround or alternative remediation

"B" version module may be sold with IP Office Release 9.0 without issue. This is recommended approach. Older Digital Station Module 16 (700449499) and Digital Station Module 30 (700426216) may be provisioned with Release 8.1

Remarks

Work with your distributor for 700449499 and 700426216 product availability.

Patch Notes

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

Backup before applying the patch

- Patch and download instructions will be provided when CP is released on the support site

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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