

Problems with Unify IP devices connected to Hewlett Packard (HP) PoE+ Switches

Service Information (INF-14-000447)

Unify PH HQ GVS 1

Version: 2.0
Date: 21.10.2014

Unify GmbH & Co. KG reserves the right to make changes and improvements to the products and any of the features of the products described in this document without prior notice. The contents of this document are provided "as is". Except as required by applicable law, no warranties of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, are made in relation to the accuracy, reliability or contents of this document. Unify GmbH & Co. KG reserves the right to revise this document or withdraw it at any time without prior notice.

WARNING: THIS DOCUMENT (OR DATA) CONTAINS INFORMATION THAT IS PROPRIETARY INTELLECTUAL PROPERTY AND/OR TRADE SECRET OF UNIFY GmbH & Co. KG AND MAY ONLY BE VIEWED BY AUTHORIZED PERSONS. UNAUTHORIZED VIEWING OR DISCLOSURE IS STRICTLY PROHIBITED. No part of this material may be copied or reproduced, in whole or in part, in any form (including photocopying and/or storage in any medium by electronic means and whether or not transiently or incidentally to some other use of this document) without the written permission of Unify GmbH & Co. KG.

Copyright 2013 Unify GmbH & Co. KG. All rights reserved.

History of Change

Version	Date	Author	Changes:
1.0	24.07.2014	Andre Bergmann	Initial release
2.0	21.10.2014	Andre Bergmann	Update- Solution

Content

1	Problem description	4
2	Affected HW/SW versions	5
3	Solution	6

1 Problem description

We are currently observing an increasing number of failures with Unify IP phones connected to several “PoE+” HP switches running HP SW 15.11.0001 or higher.

- The result is possible damage to the PoE detection circuit on Unify IP devices leading to devices being unable to start up anymore. Phones will be destroyed and then must be exchanged. Under unfavorable conditions this could happen after time as well (in the case of restarting these switches, for example), even if the phones came up in the first place

Unify confirms that all Unify IP phones are compliant to the currently valid PoE standard IEEE 802.3at-2009 (former standard IEEE 802.3af).

2 Affected HW/SW versions

Unify phones:

- OpenStage 15/15G/40/40G SIP/HFA (all SW versions)
- OpenScape DeskPhone IP 35G SIP/HFA (all SW versions)

HP switches:

- J9146A - HP 2910-24G-PoE+ al Switch
- J9148A - HP 2910-48G-PoE+ al Switch
- J9307A - HP 24-port 10/100/1000 PoE+ zl Module
- J9308A - HP 20-port 10/100/1000 PoE+ / 4-port Mini-GBIC zl Module
- J9310A - HP 3500-24G-PoE+ yl Switch
- J9311A - HP 3500-48G-PoE+ yl Switch
- J9478A - HP 24-port 10/100 PoE+ zl Module
- J9534A - HP 24-port Gig-T PoE+ v2 zl Module
- J9535A - HP 20-port GT PoE+ / 4-port SFP v2 zl Module
- J9536A - HP 20-port GT PoE+ / 2-port SFP+ v2 zl Module
- J9547A - HP 24-port 10/100 PoE+ v2 zl Module
- J9573A - HP 3800-24G-PoE+-2SFP+ Switch
- J9574A - HP 3800-48G-PoE+-4SFP+ Switch
- J9587A - HP 3800-24G-PoE+-2XG Switch
- J9588A - HP 3800-48G-PoE+-4XG Switch
- J9637A - HP 12-port Gig-T PoE+ / 12-port SFP v2 zl Module

For deeper information regarding affected HP part/SW/revision numbers please contact HP support and reference to HP Customer Advisory **c04438506**

3 Solution

HP already provides an SW update where this incompatibility issue has been addressed. This failure will not occur starting with the modified revision and higher.

Recommended instruction:

- Upgrade the HP switch software to the Modified Revision or later as indicated in the table below or roll back to a software revision earlier than 15.11.0001.

If this not possible from whatever reason we recommend using switches with PoE 802.af standard or deactivating PoE and using an external power supply instead.

Modified HP version

K/KA/W.15.12.0016

K/KA/W.15.13.0013

K/KA/W.15.14.0009

K/KA/KB.15.15.0008