Communication Manager Release 5.0
Release Notes

Federal Communications Commission Statement

Part 15:

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

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Communication Manager Release 5.0 Release Notes

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Product Support Notices

Some problems are also documented as Product Support Notices (PSN). The PSN number defines the related document and appears in the Problem column in the tables.

To read the PSN description online:

1. Go to the Avaya support site at http://support.avaya.com.
2. Scroll down to **PRODUCT INFORMATION** and click on **Product Support Notices**.
3. Type the last four digits of the PSN number into your web browser's "Find on Page" function to search the page for a link to the PSN.
4. Click on the PSN title link to open the PSN.

IA770

For information regarding IA770 Service Packs (RFUs):

1. Go to the Avaya support site at http://support.avaya.com.

2. Click on **FIND DOCUMENTATION and TECHNICAL INFORMATION by PRODUCT NAME**.

3. Click on **IA770 INTUITY AUDIX Messaging Application>Downloads**.

4. Choose the latest release on the **Select a release** drop down menu and click on the link to the **IA770 INTUITY AUDIX Embedded Messaging Application Patches**.

Enhancements

Table 1 shows the enhancements that were implemented in Communication Manager Release 5.0.

Table 1: Enhancements delivered to Communication Manager Release 5.0 *1 of 4*

Enhancement	Keywords	Workaround
A TSAPI/ASAI client can be used to do a makecall between two SIP endpoints (off-pbx endpoints across a SIP trunk).	051811 ASAI, EC500	
The Trunk Group form has a new **Used for Paging** field to identify trunk group types that are used for paging. Valid values are **y/n**. The field appears when **Port Network Support** is **n**. When **Used for Paging** is **y**, the new **Voice Paging Timeout (sec)** field appears. Use this field to set a timer to prevent placing a page trunk on hold/busy indefinitely.	061828 Busy, Hold, Paging, Trunks	
The High Priority SSH (hp-sshd) (port (2222/tcp) on the media server customer LAN interface is disabled/turned off by default on a new installation, and its status is maintained during upgrades.	062478 Installation, Security, Upgrades	Use the web interface firewall to block access to the port or use the Server Access page to disabled the service.
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Table 1: Enhancements delivered to Communication Manager Release 5.0 *2 of 4*

Enhancement	Keywords	Workaround
The **Preference switching to A-side IPSI** field has been added to the `change system-parameters ipserver-interface` form. Valid values are **y**/**n**. This field appears when **Enable Operation of IPSI Duplication** on the `change system-parameters duplication` form is **y**. When **Preference switching to A-side IPSI** is **y**, only the a-side IPSI is used again when switching back to the a-side IPSI in a duplicated control network using one control network as a primary network, with the other control network used as a backup, and one or more A-IPSIs are active and one or more B-IPSIs are active. This prevents dropped calls on one or more gateways / port networks that have become isolated from the rest of a network.	062673 Administration, Dropped/ blocked calls, IPSI (IP Server Interface)	
The **Retry ARS Analysis If All-Location Entry Inaccessible** field has been added to the **DIALPLAN PARAMETERS** form. Valid values are **y**/**n**, default is **n**. When the field is **y**, the system finds and uses the best-match entry in the per-location ARS table any time the call cannot route via the all-locations ARS form because the trunks in the Route Pattern are busy and/or out of service. When the field is **n**, the system behaves as it does today.	063236 ARS, Busy,	
A new **H.323 Outgoing Direct Media** field has been added to the Signaling Group form. Valid values are **y**/**n**, default is **n**. This field appears when **Group Type** is **H.323** and **Direct IP-IP Audio Connections** is **y**. If the field is **y**, a call originating from an AnnexLP endpoint (H.323) and going out on a trunk which uses this signaling group starts as a direct media call. When shuffling is enabled, this prevents a delay in talkpath for the first 2 to 3 seconds of the called party's voice when using complex networks or ones with large delay. When **H.323 Outgoing Direct Media** is enabled and the other end of this trunk is not a Communication Manager system, certain features such as Hold and Transfer may be denied. If the filed is **n**, behavior is as prior to the new capacity.	063263 071137 Administration, IP, H.323 IP, Direct IP-IP (Shuffling)	Disable shuffling.
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Table 1: Enhancements delivered to Communication Manager Release 5.0 *3 of 4*

Enhancement	Keywords	Workaround
A new Error Type 2561 for MO_TBRI_PT is reported when a BRI port is configured as stable and the Layer 1 test fails six times. Use `display alarm` or `display error` at the SAT to view the entry. This alarm helps determine there is a mismatch in BRI configuration. If BRI trunks and their connection to service provider facilities are configured incorrectly, with Communication Manager set to one setting (layer one stable or layer one not stable) and the service provider having a different setting, the layer 1 could be deactivated. If the error occurs, use `change bri-trunk-board <board location>` and change the **Layer One Stable** field to **n** to more likely match the settings provided by the service provider facility.	063666 Alarm, BRI, Maintenance, SAT	
The warning "LRQ must be turned on for Annex H to work with another Communication Manager" appears when a Signaling Group form is submitted with **LRQ** set to **n** and **H.235 Annex H Required** is **y**. These settings result in the signaling group being unusable if the Far-end on the form is another Communication Manager.	063844 Administration	Set **LRQ** to **y** when **H.235 Annex H Required** is **y** or set **H.235 Annex H Required** to **n**.
On the DS1 form, a new **Disable Outgoing Restarts** field form is available. This field appears when **Peer Protocol** is **QSIG** or **Country Protocol** is **3** (Japan) or **ETSI**. The **Protocol Version** field does not appear when **Disable Restarts** is displayed.	063937 Administration, DS1, International, QSIG, ISDN	Administer the board with **national ISDN protocol** and **version b**
After an IP phone registers, the **Set Type** administration field is permanently restricted even after busy out.	064018 Administration	
A new denial event was logged when Switch Classified (SC) or predictive dial calls exhausted the internal adjunct users used to originate SC calls.	064343 ASAI, Adjunct	
On a main server with Communication Manager Release 3.0 or before and an LSP on a Communication Manager release pre-3.0, a phone in a network region (NR) that is not directly connected to the LSP's NR could not register. Before Communication Manager 3.1, LSPs defaulted to NR1 and could not be changed. Related document: PSN 1339.	064351 Endpoint, H.248 IP, H.323 IP, LSP, Network Region, Upgrade	Directly connect network regions.

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Table 1: Enhancements delivered to Communication Manager Release 5.0 *4 of 4*

Enhancement	Keywords	Workaround
When there is a conflict with Dial Access Codes and extensions that have the same starting digit, a warning appears that Trunk Group Dial Access will be blocked.	064375 Administration	
In a CoRes system on an 8300C server, the **statapp** and **swversion** commands have been merged between Communication Manager and SES.	064391 Administration	
There is a time and date record on the top of each survivable CDR data file.	064455 CDR (Call Detail Recording)	
A security violation is logged when an invalid security code is used for an EMU login attempt.	064565 Login, Security	
Change status station for 2500 type analog phone sets no longer includes content from Pages 3 & 4, which only applies to IP phones.	064703 Administration, Display	
Button labels for feature buttons **call-fwd** (call forward), **cfwd-enh** (enhanced call forward) and **cfwd-bsyda** (call forward busy don't answer) have been expanded to 13 characters.	070569 Button	
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Fixes in Communication Manager Release 5.0

Changes delivered to Communication Manager Release 5.0

Table 2: Changes delivered to Communication Manager Release 5.0 *1 of 29*

Problem	Keywords	Workaround
If the firmware release for an IP endpoint contains a period followed by a zero (".0"), and you run **status station** or **list registered-ip-stations** command for that endpoint, then the output omits the zero in displaying the version number. For example, firmware release 1.04 inaccurately appears in the output as Prod Rel (Product Release) 1.4.	040474 Display	At the endpoint, press the Mute, View, and # buttons to see the accurate firmware release number.
When the signaling group has **n** (default) for **Calls Share IP Signaling Connection**, Automatic Call Back (ACB) sometimes failed between two Communication Manager servers over QSIG.	044656 Automatic CallBack (ACB), QSIG	Set **Calls Share IP Signaling Connection** to **y**, recommended for connecting 2 Communication Manager servers.
When an agent was ASAI controlled and used the No-Hold conference button on a handset to conference in another agent, the second agent answered the call and was dropped while the first call remained up. On a domain-controlled station, the No Hold Conference button did not work.	052792 ASAI, conference	
When Supplementary Services with rerouting was enabled on two servers, and the Conversion field on the Coverage form was set to **extension**, when a call from one switch to another was forwarded back to a different station on the first switch using Call Forwarding- Busy/Don't Answer, and the number sent in the rerouting request was a public number that matched an ARS digit conversion entry in the second switch, the ARS digit conversion entry converted the number to the station on the second switch with no further digit modifications. The call incorrectly followed the coverage path of the forwarded-to station.	060478 AAR, ARS, coverage, forwarding, routing	Don't use ARS digit conversion on the number received in a QSIG diversion rerouting attempt.
See PSN695. http://support.avaya.com/elmodocs2/PSN/PSN695u.pdf	060520 ASAI, blocked/ dropped call	
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Problem	Keywords	Workaround
See PSN837. http://support.avaya.com/elmodocs2/PSN/PSN837u.pdf	061198 AAR, ARS, ANI, blocked/dropped calls, routing	
On a direct call to a phone with VUSTAT running, the calling number does not display nor appear in the call log.	061763play Call Center, Display	
With VuStats active on the top line display of any 46XX phone, an incoming call alerted at a call-appearance and the caller information did not appear until the call was answered.	061809 Call Center, Display	Change **AutoAnswer** to **all**.
When a call was placed from a TTI station to an attendant across a DCS trunk, the name and the extension number of the previously merged extension on the attendant was incorrectly displayed.	062676 Attendant, Administration Without Hardware (AWOH), DCS, Displays	
When a Nice logger is used with a Single Step Conference for an agent, and the agent wanted to start and stop recording the conversation by pressing the **audix-rec** button, the Nice logger was disconnected.	062677 ASAI, Messaging,	
On an installation of an 8710 Server, a `pingall` command on a server that uses the 10.0/16 subnet for IP addresses used by the control network incorrectly produced multiple responses to ping requests for all host addresses in the 10.0/16 subnet.	062702 maintenance	
When DSP Loopback Test 1380 was run for a DSP (for example, a TN2302) which was fully utilized, the test did not abort and an alarm was incorrectly generated.	062963 Maintenance, TN Circuit Pack	
For outgoing calls made to a trunk from a SIP phone with shuffling enabled, the first second of voice was lost when the call that went to a different Port Network (PN) than the original PN that supplied the dialtone to the SIP phone.	063394 Port Network, Direct IP-IP (Shuffling), SIP	Disable shuffling for outgoing calls.
With Softconsole in telecommuter mode and the service link phone in auto-answer all mode, when a station dialed 9 and the softconsole picked up and transferred the call, the service link was not released after the transfer completed and the display showed an active call when there is none.	063437 Display, Link	
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Problem	Keywords	Workaround
The **BW-Limit** field on the **Inter Network Region Bandwidth Status** form showed garbage for values greater than 32767.	063590 Administration	
With Fujitsu ISDN Private Networking (FIPN) enabled, on a service-observed call, an agent attempting a second transfer of a call received a denial and the error message "destination out of order." Related document: PSN 1213.	063692 Agent, ISDN, Service Observing, Transfer	
Adding a skill operation and changing only the agent skill level may have resulted in EAS agents sometimes being not able to login into queues and receiving denial event 1039.	063749 Agent, Expert Agent Selection (EAS), Login	
ASAI Selective Listen request over a hunt group was rejected.	063761 ASAI, Hunt Group	
When the **VDN Return Destination** is enabled, the CTI application is used and **VDN Notification** is enabled, and a transfer occurs directly to an Agent Login ID, when an incoming call over ISDN-PRI to a VDN returns to a designated Return Destination VDN after the agent drops off the call (the call was manually transferred to the agent from another agent) the ASAI "Call Offered" event notification report for the monitored Return destination VDN includes "*****" as a Called PArty number in the event report instead of the Return Destination VDN.	064293 ASAI, ISDN, VDN	Do not transfer directly to an AGENT extension
See PSN1056. http://support.avaya.com/elmodocs2/PSN/PSN1056u.pdf	064314 administration, translation Corruption	
Bandwidth for a call was incorrectly set to zero when INC allocation occurred. A no-hold transfer call may have had intermittent talk path.	064332 Transfer, Talkpath	
Incoming calls over MF trunks located in Port Networks that were forwarded off-net sometimes experienced crosstalk.	064423 Coverage, Multi-Frequency (MF) Signalling, Port Networks, Trunks	
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Problem	Keywords	Workaround
After an upgrade to Communication Manager 3.1, there was a problem with data module calls using an outgoing trunk in a different port network.	064450 blocked/dropped call, port network, tone detection, trunk	
In a system with multiple TN799 (CLAN) circuit packs and **link 1** administered on a CLAN circuit pack, when 2 or more CLANS experienced an outage or were removed or and reinserted, link 1 bounced and some of the reinserted CLANS were reset. The adjunct link (for example, CMS) went down and error type CLAN-BD 3866 was reported.	064713 Adjunct, SNMP, CMS (Call Management System) / CCR (Contact Center Reporting), DCS	Administer any link except link 1.
When using mode code (DTMF tones) integration for voice mail, transfers out of voice mail failed.	064722 Messaging / Voice Mail	
An MO SP-REG-M ESS registration alarm sometimes occurred after a Scheduled Maintenance Nightly translation filesync to ESS.	070028 Alarm, Enterprise Survivable Server (ESS), Maintenance	
A call between stations in different port networks that was transferred to an announcement caused incorrect announcement counts.	070167 announcement, port network, transfer	
Under certain conditions, a call from an Integrated I55 switch through Communication Manager as a transit node over a QSIG H.323 trunk to another I55 switch dropped.	070195 H.323 IP, QSIG	
If a Music On Hold (MOH) source was being transmitted across IP-connected Port Networks and a TN media resource involved in transmitting the music source went out of service, callers that were on hold listening to music may have heard crosstalk.	070272 MOH (Music on Hold), Talkpath	
When an IP phone registered to a system using Annex H encryption, even when the phone registered successfully, denial event 1926 may have been generated.	070289 Registration	
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Problem	Keywords	Workaround
On a system with a port network (PN) with a Medpro and additional CSS-connected PNs, and a G700 media gateway; on a call from a station in a CSS connected PN without VoIP resources to a station in the media gateway, with service observing using DCP phones or trunks connected to a PN, or agents logged into IP phones and the caller coming on trunks on the media gateway, the service observer sometimes heard intermittent crosstalk. Related document: PSN 1411.	070299 Agent, Codec, Center Stage Switch (CSS), Media Gateway, Port Network, Service Observing, TN Circuit Pack	Load balance media gateway VoIPs
The **Button Modules** and **Customizable Labels** fields on the Station form were not aligned properly.	070333 Administration	
When a call was answered at a coverage point and the called extension had Send All Calls and Per Button Ring Control enabled, the display did not get cleared on any phones with a Bridged Call Appearance of the called extension.	070362 Bridging, Display, Send All Calls	
No denial event was logged when an outgoing call exceeded the time set on the **Outgoing Trunk Disconnect Timer (minutes)** field on the COR form.	070365 COR (Class of Restriction), Timer, Maintenance	
If EC500 is provisioned as an off-pbx-telephony station and the trunk selection is **ars**, and the **Phone Number** field on the off-pbx-telephone station-mapping form is blank, eventually EC500 calls no longer work.	070366 AAR, ARS, EC500	
See PSN1295. http://support.avaya.com/elmodocs2/PSN/PSN1295u.pdf	070400 Coverage	
The BCMS Skill (Agent) Status form (`monitor BCMS skill`) did not show the first/leading digit of the **Login ID** field.	070443 Translations	
See PSN1212. http://support.avaya.com/elmodocs2/PSN/PSN1212u.pdf	070503 measurement	
On the `change vector` form, when a "queue-to skill" step was entered, but not submitted, and the to a "queue-to best" step was changed, calls to that vector may have been dropped or would not work as expected.	070517 Administration, Blocked/Dropped calls, VDN	
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Problem	Keywords	Workaround
When logins were created on an ESS or LSP, and logins were added on the main server, filesync from the main to the ESS or LSP may have corrupted the logins on the ESS or LSP.	070547 Enterprise Survivable Server (ESS), Login, LSP	
Under certain internal conditions, when users attempted to administer announcements by dialing the announcement FAC and an announcement extension received fast-busy, the circuit packs hung, and the users were unable to record new announcements.	070562 announcement, tone	
Resblockedset from the CLI may be incomplete.	070603 Backup/Restore	Use the web interface to perform a restore.
A call made with predictive dialing, UUI and ASAI, between a hunt group and a DCP station to a VDN return destination with route-to step that routed the call through ARS, caused invalid errors to be logged.	070657 ARS, ASAI, Hunt Groups, Routing, Vectors	
On calls over a SIP trunk from Cisco Call Manager, when shuffling was attempted the call dropped.	070677 Blocked/Dropped Call, Direct IP-IP (Shuffling), H.245 IP, Networking, SIP, Talkpath	
See PSN1232. http://support.avaya.com/elmodocs2/PSN/PSN1232u.pdf	070720 EC500, Music on Hold (MOH)	
After an upgrade, if an EC500 extension was blanked out and submitted on the **off-pbx station-mapping** form, the extension might still appear on the form when the form was brought back up and a **savetrans** command sometimes failed.	070727 EC500, Upgrade	
When all QSIG trunks were busy, QSIG MWI rerouted calls were rerouted over non-QSIG trunks which caused a generic greeting.	070780 Hunt groups, MWI, QSIG, Routing	
Medpro messages queued indefinitely, causing a memory overflow which caused the server to reboot.	070781 H.323 IP, system reset	
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Problem	Keywords	Workaround
Many errors while trying to establish Q931 trunk connections may have caused a server warm start.	070781 H.323 IP, System Reset	
When Music-on-Hold (MOH) was stored on the media gateway, and media gateway trunks and IP stations were in the same administered location, when an incoming call to an IP station from a media gateway trunk was transferred to another IP station, MOH or conversation crosstalk was sometimes heard.	070807 announcement, H.248 IP, media gateway, Music on Hold (MOH), talkpath, transfer	
The **inads**, **craft**, and **dadmin** logins could not change the **Transport Method (SIP)** field on the Signaling Group form.	070838 Administration, Login, SIP	
The help message (**-h**) for the **cmuseradd** command was not clear.	070875 Administration, Login	
On a G700/G350 gateway using integrated Music-on-Hold and with Misoperation Handling enabled, when an IP station put an external DID/DIOD call on hold, made another call from a second line appearance and then dropped the second appearance call, Misoperation Alerting was not applied to the first line appearance with the call on hold.	070909 ISDN, Music-On-Hold, talkpath	
When an ACA display came up on a digital display (8410, 6416, 6424, 4612), the display was incorrect.	071003 Display	
Users could not run any other SAT commands while executing a long-running **list usage** command.	071012 Administration, SAT	
Adding and changing logins too quickly caused services logins to be locked out, even though "userlock -s" did not show any services logins locked.	071204 Login	Add a new remote login and a super-user login to restore a working authentication file.
An IP soft-phone telecommuter continued to ring 5 times after call been pick up by another phone which shared a bridged-appearance to the extension that the IP soft-phone logged into, while the first call is still active.	071025 Bridging	
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Problem	Keywords	Workaround
On a call routed through a VDN and answered by a bridged SUSHI station, an incorrect display appeared.	071026 bridging, display, vector	
When the "route-to" destination was a valid VDN extension and the "route-to" step failed the "if" condition, the vector did not execute the "return" step if "digits" <> 1 on this subroutine: route-to number <VDN extension>. If digits = 1, return <= does not return to calling vector.	071050 Vector	Replace the "route-to" with a conditional to a "goto (a route-to step)" with a conditional.
Calls within a Network Region (NR) did not complete when the outgoing trunk from the NR used to construct the IGAR trunk was busied out. A call to a phone in a different NR with a bridged appearance from a phone in the first region also did not complete when the trunk was busied out. IGAR failures for alternate trunk groups in the route pattern, for example, not the principal terminating trunk group were not dropped. On a call between two NRs with IGAR enabled, sometimes tones were not played to the calling party after IGAR failed.	071052 bridging, network region, tone, trunk	
On an Xmobile phone, changing the **Mapping Mode** field on the **Station** form sometimes resulted in an Error Encountered message.	071064 Administration, X-Mobility	
On S8400 and S8500B servers, after an upgrade, login to SAMP did not work.	071075 login, upgrade	
A telecommuter service link over a SIP trunk was dropped if it was not answered in 30 seconds.	071076 Link, Softconsole, Softphone, SIP	
Under certain internal conditions, the `change hunt-group` command caused an error.	071089 administration, SAT, hunt group	
On a system running Communication Manager 3.1.3. load 640.2 or later with CDR, under rare internal conditions, the system could reset.	071101 Call Detail Recording (CDR), system reset	
When in OSSI mode, when the **Type** fields on the Station screen were **ADJLK-IP-ip** or **ASAI-IP-ip** and the field id was specified, the `list cti-link` showed the type as **?**	071141 Third-party PBX	Leave the Field ID field blank.
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Problem	Keywords	Workaround
On a call to a VDN with VDN Override enabled (**VDN with Allow VDN Override** and **VDN Override for ISDN Trunk ASAI Messages** fields both set to **y**), and the VDN route-to step routed the call to a VDN with the two override fields set to **n**, when an agent answered the call, ASAI sent incorrect called party information in the alerting event. Related document: PSN 1419.	071145 Agent, ASAI, ISDN, Vectors	
Certain internal circumstances blocked SAT vector administration and produced an error "Translation updating of CMS occurring; please try later".	071147 Administration, Call Management System (CMS), SAT, Vector	
With 2 or more duplicate signaling groups (for example, they have the same near end and far end ip addresses and ports), and the one that is currently supporting the subscription was removed, the system sometimes reset.	071170 System Reset	
After a softphone (that has a DCP phone that was TTI-merged and unmerged from another phone) un-registered, the unmerge was not performed on the softtphone.	071185 Softphone, TTI (Terminal Translation Initialization)	
When the system was in overload condition, Communication Manager did not generate SNMP traps.	071194 Blocked/dropped calls.	
Rare internal system corruption followed by a data network outage sometimes caused a Communication Manager warm reset.	071201 Media Gateway, Registration, System Reset	
See PSN1293. http://support.avaya.com/elmodocs2/PSN/PSN1293u.pdf	071203 coverage, transfer	
On systems with servers in different countries, on calls from different countries, country codes did not appear in calling party number display.	071205 display, ISDN, international support	
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Problem	Keywords	Workaround
A private network call, arriving on a QSIG trunk that went to coverage, could not be transferred to another local extension.	071220 coverage, ISDN, PRI, QSIG, transfer	
When CPN was set to **n**, an internal QSIG call sent to cover over a QSIG trunk to UCC did not correctly terminate at voicemail and the caller received the wrong greeting.	071242 announcement, coverage, ISDN, QSIG, voicemail	Set the **Per station CPN - Send Calling Number** at the calling station to **y**.
On the Maintenance Web pages on an S8300C with SES, the web page showed the incorrect status of SES and the exit codes of the `internal_ses` command were not displayed with the help functionality of the command.	071257 Display	
Agents on a softphone in telecommuter mode with auto-answer enabled did not see Caller ID information for a new call while the call was alerting.	071266 agent, display, softphone, telecommuter	On the Station screen (`change station`), set the auto answer field to something other than `all`.
On an upgrade to Communication Manager 3.1.2, on port network gateways and with BRI, on MMCH internal or external calls on some DCP stations using the MM-call button, a problem with call set-up caused the caller to hear ringback but the other side did not ring. There was no video, no voice, and the call dropped.	071284 BRI, MMCH, video	
See PSN1303 http://support.avaya.com/elmodocs2/PSN/PSN1303u.pdf	071289 conference, direct IP-IP (shuffling), SIP	
Information on the List Hunt Group Members form was confusing.	071295 Hunt Group	
The `list mmi` and `status conference` forms were not available on the user-profile form and could not be accessed.	071299 Administration, Login, SAT	
The calling party heard clicks on voice mail when the called party covered to mode code voice mail.	071303 Messaging/Voice mail	
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Problem	Keywords	Workaround
See PSN1302. http://support.avaya.com/elmodocs2/PSN/PSN1302u.pdf	071305 duplication, interchange, PRI	
When a network region included TN2603 circuit packs licensed for 80 VoIP channels, the DSP resources counter showed incorrect figures for DSP resources and blockage measurements on the IP DSP list measurements reports.	071313 measurement, Network Region, TN circuit packs	
Under certain internal conditions, a system restart caused some port and tone circuit packs and IPSIs to be marked as hyperactive and being placed out of service.	071319 IPSI, tone, TN circuit packs, system reset	
When there were a large number of administered extensions, under certain internal conditions, the **list multimedia endpoint** command caused a software trap on customer translations.	071321 administration, translations, video	
A reset system 2 caused an invalid attendant status, causing incoming calls to queue instead of ringing an available attendant.	071344 attendant, system reset	
On a G650, RMC, or G600, the **list mmi** command shows incorrect information for slots of the TN787 circuit pack.	071346 SAT	
A name with one character for first name and one character for family name (usually Chinese, Japanese or Korean) is not saved in the 96xx phone's outgoing call log.	071361 International	
With multiple Center Stage Switch (CSS) Port Networks (PNs) connected to IP PNs/gateways without medpro circuit packs in all CSS PNs, DCP stations on G700 gateways encountered intermittent 1-way talk path calling out over CO trunks in a different PN than the call classifier that was used to do answer detection.	071376 Center Stage Switch (CSS), media gateway, port network, TN circuit pack, talkpath, tone, trunk	Add medpros to each PN.
Predictive calls fails with MFC trunks and with **Call Classification After Answer Supervision** disabled on system features.	071378 Administration	
When the Barrier Code field on the Remote Access form was changed from a set value to **none**, the COR, TN, and COS fields were not reset to their default values.	071384 administration	
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Problem	Keywords	Workaround
When the **RTCP Monitor address** field on the **system-parameters ip-options** form was blank, QOS updates were not sent to the MEDPRO board.	071385 Administration, Maintenance, Quality of Service	
When no media gateway was configured and Media Gateway>Configuration was selected on the Maintenance Web Page, an incorrect error message appeared.	071386 media gateway	
The call log of IP phones incorrectly shows the numbers of calls sent to coverage as **Unavailable**.	071400 Coverage	
When **Maintain SBA on Principal** was set to **n**, when a coverage call was answered for a phone in a pickup group when the coverage user was also in a pickup group, the display was blank.	071408 Call Pickup, Display, Send	
The obsolete "-z" option on commands to access the SAT prevented access to the SAT.	071416 SAT	Do not use the -z option on *sat*, `autosat`, `dsat` commands
On a migration or upgrade on an S8400 server, `list vdn` returned an EECCR message and showed incorrect information, and `add vdn next` returned an EECCR message.	071420 Upgrade	
When a station with COR restricted calling used a route pattern where a call passed through a busy non-COR restricted trunk group then to a COR restricted trunk group, Some trunk calls were incorrectly allowed.	071424 Busy, COR (Class of Restriction), Trunk	COR restrict the first trunk group on the route pattern form
When an ACD call was routed through a check skill step to a station mapped to EC500, and the call was answered by the EC500 or the agent on the mapped-station, the call was dropped.	071443 EC500, Vectoring	
When Music-on-Hold was used on calls going across a media gateway, resources were sometimes not freed and over time calls were blocked. Multiple EECCR messages may have led to a system reset.	071449 blocked/dropped calls, H.248 IP, media gateway, Music on Hold (MOH), TN circuit pack, tone detection	Turn off Music-on- Hold
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Problem	Keywords	Workaround
If IP agents logged in and out numerous times over an extended period, then you might see the error message "License Error: Feature USage Exceeds Limitation agents using Softphone cannot log in.	071491 Call Center, Agent, License, Login, Softphone	
On an external call to a SIP endpoint with the MedPro resource not in the preferred group, an attempt to use another MedPro resource on the preferred group failed, resulting in dead air. Incoming calls were sometimes unable to leave voicemail. The problem appears when an external caller calls IP enabled Modular Messaging via a vector and caller is transferred to a "dial by name" application. When caller dials an extension to reach a user, the caller hears a moment of "Music on Hold" and then gets dead air.	071492 Music on Hold (MOH), VDN	Do not use SIP endpoints (in this case Modular Messaging over a SIP link) or have the caller and called in the same network region.
On save translations and security files in a Microsoft FTP server from the Maintenance Web page, FTP backups were not possible when the user name contained "\".	071503 backup/restore, File Transfer	
On a softphone in shared control mode with display language set to **Unicode**, the display was blank and calls were no incoming or outgoing calls were logged in the Call History log.	071517 Display	
When an attendant extension was used in a vector step for messaging split, the call was routed to the messaging system instead of the attendant's voice mailbox.	071518 attendant, messaging, QSIG, vector, voice mail	
When an E911 call was made from a bridged appearance and was routed over a SIP trunk, the calling party number display was incorrect.	071540 Emergency, SIP	
When an agent on an ACD call on an unmeasured trunk goes into ACW and the caller hangs up first, `list bcms` showed an incorrect service level for the hunt group.	071552 Enterprise Survivable Server (ESS), Hunt Group	
When an integrated announcement entry was corrupted, all announcements did not play.	071553 Announcement	
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Problem	Keywords	Workaround
A newly insterted sync reference board became an active reference before it was configured and verified.	071564 Clock, IPSI (IP Server Interface), Maintenance	
The **dadmin** password could be changed by a customer super-user login. The **dadmin** and second **craft** logins could access the SAT directly from the bash, ssh or telnet session without a prompt for a pin that is set either through the **change pin** form or at first login.	071579 Administration, Login, SAT, Security	
After an upgrade of pre-Communication Manager 4.0 translations containing an attendant console with a COS value that matches an analog station type (i.e, 8, 9, 10, 14, 15) and has abbreviated-dial buttons administered, the attendant form displayed incorrect abrv-dial button data.	071586 Attendant, Button, COS	
The Service Level Supervisor incorrectly activated reserve agents for various skills.	071600 Agent, Call Center	
The **list usage extension** command did not report the origination extensions for different Security Violation Notices (SVN).	071615 Security	
On an incoming ISDN-PRI ASAI call, when VDN Override was active for a VDN and the call was delivered to an agent through a converse-on vector step, there was an incorrect called party number in the ASAI connected event.	071639 Agent, ASAI, ISDN, PRI, Vector	
After an upgrade, the Remote Coverage form sometimes could not be accessed.	071657 administration, coverage, SAT, Upgrade	
When Integrated Announcement was the music source and Temporary Bridge Appearance For Pickup was enabled on the Feature Related System Parameters form, and a call was placed on hold by a station bridged to the called party then picked up by the principal in same pickup group, Music-on-Hold was not released.	071682 announcement, Music on Hold (MOH), talkpath	
After an upgrade to Communication Manager 3.1.3, on an incoming call on a VDN that played VOA announcement on answer, IP agents could not transfer or release the call.	071694 agent, announcement, call center, transfer, vector	
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Problem	Keywords	Workaround
See PSN1332. http://support.avaya.com/elmodocs2/PSN/PSN1332u.pdf	071702 H.245 IP, timer, upgrade	
When a call to a station with Send All Calls was rerouted to another station, and a third party picked up the call with a team button, the coverage point continued to ring and could bridge onto the team call without indication of a conference. When the coverage point dropped from the call, the entire team call was also dropped.	071713 blocked/dropped calls, bridging, button, conference, coverage, routing	
When the transfer-on-hang-up feature was enabled and a call was transferred to a vector collect step, the call would not transfer.	071716 transfer, vector	
On a bridged call appearance on a DCP phone with Send All Calls and Per Button Ring Control enabled, the display was incorrect.	071732 Bridging, Display	Go off-hook and on-hook to clear the display.
Users needed root access to remove files created through FTP. The **rm_download_files** command is available to superusers to remove files created through FTP. Enter the command without any arguments to access help for information on how to use the command.	071734 file transfer	
When the CDR System Parameters form fields Primary Output Format and Secondary Output Format were set to **customized**, and the Use Enhanced Layouts field was set to **y**, enabling "enhanced format" was incorrectly successfully submitted without an error message to the user.	071742 administration, Call Detail Recording (CDR)	Do not set Enhanced to yes when using customized in Primary or Secondary Output Format.
On SIP calls that covered to voicemail and the user pressed the drop button before voice mail answered, under certain internal conditions, subsequent SIP callers heard the mailbox greeting of a user they did not call.	071746 coverage, messaging, SIP, voicemail	
A rare internal problem may lead to an increased load on the media server, which delayed server response time and delayed dialtone to phones.	071781 Tone	
On an ASAI-originated trunk call that puts the first call on hold and conferences in another local station that has activated remote coverage over an ISDN trunk then the ASAI application did not complete the transaction.	071782 ASAI, Conference, Coverage, ISDN	
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Problem	Keywords	Workaround
On a 46xx phone with Display Language set to **user-defined**, and with a customized label for the abbreviated dialing button using extended ASCII characters, the phone did not register.	071784 appliance, button, endpoint, registration, telephone	Use a different value than user-defined for system labels.
In any server or gateway that has a TN2501 (VAL) or TN799 (CLAN) circuit pack and the IP function is being used, only the first administered ip route was sent to the circuit pack. No default route was sent. This blocked access to the circuit pack. No calls could be made through VAL or CLAN circuit packs using the IP routing feature.	071802 routing, TN circuit pack, VAL	
After a main server regained control from an LSP, sometimes the BRI media modules did not come back into service, but the status showed them to be in-service.	071806 BRI, H.248 media gateway, LSP, system reset, trunk	workaround only: Use the Media Gateway's command line interface to reset the circuit pack or to reset the Media Gateway.
On an IP system, calls established and connected to Music-on-Hold (MOH) over an IGAR connection between two network regions, music counts were sometimes incorrectly incremented, causing intermittent crosstalk, especially on calls with MOH.	071824 Music on Hold (MOH), Network Region, talkpath	
On a system with duplicated IPSI circuit packs and very large translations, with **Enable Translation Audit** set to **y** and **TTI/PSA** enabled, the timing of internal audits could result in unexpected interchange followed by port network resets.	071825 interchange, maintenance, registration, system reset	
Terminal type 4622 incorrectly allowed the Timer and Call-timer features to be administered as feature buttons on the Station form.	071849 Administration	
When an R2MFC trunk call was transferred over a QSIG trunk, incorrect information appeared on the transferred-to party's display.	071854 Display, QSIG, Transfer	
On a station with a headset button and the **Headset** field on the **Station** form set to **y**, the lamp associated with a line appearance was always on, and after a call was terminated the station display showed "a=". Related document: PSN 1473.	071870 Button, Call Center, Display	
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Problem	Keywords	Workaround
An undetected lack of MGMC Message Control Blocks (MCB) caused MCB exhaustion and the **reset board** command did not complete.	071903 Maintenance	Perform a reset system 2 or greater.
The **Replace Restricted Number** field on the Trunk Group form was not administrable for SIP trunk groups.	071920 Administration, SIP, Trunk	
SIP MCU resource management via subscribe/notify is added, as well as populating existing video-bridge form using the existing singelton class.	071934	
SIP Factory-focus style adhoc conferencing was available but did not work correctly.	071935 SIP, Video	
On an ISDN call that was processed through vectors to a hunt group agent that was ASAI controlled, and the call was conferenced or transferred, after the voice portal announcement played, when the incoming trunk caller disconnected first, the hunt group agent had to manually disconnect to end the call.	071944 adjunct, agent announcement, conference, hunt group, ISDN, PRI, tone, trunk, vector	Remove voice portal
When QSIG Call Transfer messages were received from Tadiran PBX systems, third party caller ID was not displayed. Related document: PSN 1370.	071971 Display, ISDN, QSIG, Trunk, Transfer	
On pre Communication Manager 4.0 on Special Application Crisis Alert Monitoring (SA8654), with the **Every User Responds** field on the **System Crisis** form set to **n**, when a monitoring station pressed the "crisis-alert" button to respond to a crisis call, it incorrectly set the "crisis-alert" button's monitoring option of other stations to **none** and the monitoring of crisis calls failed.	071974 Button, Emergency, Service Observing, Talkpath	Set **Every User Responds** to **y**.
On a hunt group with multiple members and the first member was a a DECT station, when the user turns off the DECT phone, calls to the hunt group receive busy tone even though other members in the group are available to take the call. Related document: PSN 1480.	071975 Busy, Hunt Group, Tone, X-Mobility	
When two or more Application Enablement Services (AES) applications are added at the same time, on the subsequent removes you get an error. Related document: PSN 1529.	071992 Administration, AES, IPSI	
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Problem	Keywords	Workaround
When a call from Modular Messaging (MM) was transferred to a VDN on a Communication Manager which had s a route-to step in its vector, the QSIG trunk between Communication Manager & MM was not dropped.	071999 Messaging, QSIG, Routing, Transfer, Vectors, Voicemail	
When a media gateway returned to the main server within the Lost Link Delay Timer period from an LSP, there was no access to BRI media modules and trunks until the gateway was reset.	072000 BRI, LSP, Timer	
The **busy data-module** SAT command on a VAL board data-module caused the CMS (Call Management System) link to bounce until a reset system 4 was executed.	072017 CMS (Call Management System), Link, SAT, VAL	
When three IP agents are in Network Region (NR) 1, and were registered to the C-LAN in Port Network (PN) 1 in NR1 which also had a Medpro, and 3 Service Observers (SO) using NICE recording connected to Communication Manager as CMAPI are in NR2, and are registered to the C-LAN in PN2 in NR2 which also had a Medpro, when the SOs were observing all three IP agents, on a call between 2 agents that was transferred to the third, after the transfer there was no talk path on the call.	072018 Agent, Network Region, TN Circuit Pack, Service Observing, Talkpath	Administer C-Lans and Medpro circuit packs in one IP Network Region
On extension calls to non-EAS agent that are abandoned while ringing, the Call Management System (CMS)/Avaya IQ call data for the calls was corrupted (for example, an agent was logged in for more than 30 minutes in a half-hour period). Related document: PSN 1443.	072040 Agent, CMS (Call Management System), CCR (Contact Center Reporting)	
On a call between 2 mobile SIP endpoints that was consult/warm transferred where the transfer was completed upon hangup to a third endpoint, the resulting call was dropped.	072042 Dropped/blocked calls, EC500, X-Mobility	
When the original call to the PSTN was busy, and the call was placed over an ISDN-PRI trunk using AAR/ARS, and digit handling on the trunk was set to **overlap/overlap**, Redial and Call Log did not work.	072047 AAR, ARS, Busy, ISDN-PRI	Use Trunk Access Code (TAC) dialing on the original call.
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Problem	Keywords	Workaround
When an attendant and a DCP/IP station (A) were administered in Tenant Partition (TN) 1, and a DCP/IP station (B) was administered in TN2, and integrated music was administered in TN3, and permissions were allowed between TN1 and TN2 but not between TN2 and TN3, internal calls to A could not be transferred by the attendant to B when integrated-music was connected to A waiting to be transferred to B.	072084 Attendant, Tenant, Transfer	
On an H.248 media gateway non-shuffled call that included an active call and a call on hold with Music on Hold (MOH), when the party attempted to access the call on hold, the call sometimes dropped.	072091 Dropped/blocked calls, H.248 IP, Direct IP-IP (Shuffling), Music On Hold (MOH)	
On a 96xxseries with firmware 1.2 or later phone, the hold/resume operation on the bridged appearance button did not update the lamps correctly.	072097 bridging, button	Administer the set type as 46xx on the station form.
Manually entered authorization codes caused access to public network trunks used with IGAR to fail.	072110 Authorization code, IGAR (Inter-Gateway Alternate Routing)	Do not use public trunk groups that require authorization codes
On an 8710 migration from a G3R, on an ISDN/H.323 trunk call where the call was put on Automatic Hold on the calling side and the called party disconnected first, the held call remained active with busy tone and Automatic Hold did not disconnect the call in a timely manner.	072168 call pickup, hold, H.323, ISDN, tone	
User's input on the address line on Maintenance web pages was displayed unfiltered as HTML on the page, making the Maintenance Web page address lines vulnerable to cross-site scripting by someone with "hacker skills" which could affect systems other than Communication Manager.	072185 security	
Entering **6538** in the **Set Type** field on the SAT Station form and moving to another field caused the SAT session to terminate.	072202 Administration, SAT	
On an active call between 2 Spark endpoints, when one phone rebooted, after the reboot the phone showed the call active, but could not bridge back onto the call.	072222 Bridging	
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Problem	Keywords	Workaround
SAT administration could be used to remove a DS1 circuit pack without verifying that the DS1 was being used as a synchronization source.	072225 Administration, Display, DS1, Synchronization Source	Manually check **list sync** before removing translations for a DS1 board.
On a call using a a Toshiba SIP Phone (TSP) and an SES SIP trunk, when directed call pickup was used to pickup the call, and the call was placed on hold before the directed call pickup extension was completely dialed, no timeout occurred. Medpro and SIP Trunk resources were not released.	072249 Call Pickup, International, Hold, SIP	
With Tenant Partitioning enabled and an attendant night-service button administered, an attempt to remove trunk-ns buttons resulted in an error: "Group must be taken out of night service before removal/change". Trunk-ns buttons could not be removed and trunk-group night service was not enabled.	072252 Attendant, Button, Trunk	Disable night-service attendant-group 1 or remove trunk-ns buttons
Communication Manager software Maintenance testing on a busied-out media gateway trunk port resulted in errors.	072261 Maintenance, Trunk	
Using a tool that intercepts httpd posts/requests on the Maintenance Web pages login page could allow access to links to pages that user previously could not access.	072270 Login, Security	
On a Call Express Voice Mail system that uses a Digital Station Emulation to read incoming call information, where analog stations answer the calls through vector steps 'route to xxxx with coverage n', and a digital station had bridged appearances of all the stations in the vector, after an upgrade, after an incoming call to the Automated Attendant where the caller pressed 0 and transferred to the attendant, the next call to the voice mail system that was answered by the same voice mail port sometimes heard an incorrect voice mail greeting.	072281 Attendant, Coverage, Messaging/Voice Mail, Upgrade, Vector	
On a 46xx or 96xx series endpoint with the headset activated, after performing PSA the endpoint could not receive any incoming calls.	072286 Call center	After the PSA, deactivate/ activate the headset.
On an upgrade to Communication Manager 3.1.x and 4.0, certain internal conditions caused problems with the links between the port network and the main server. Symptoms may have appeared several weeks after the upgrade, triggered by IP network instability.	072295 Link, Port Network, Upgrade	Perform a **reset system 2**.

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Problem	Keywords	Workaround
A call driven by an ASAI application to a DCP endpoint on an H.248 media gateway placed on hold immediately after answering could result in a subsequent call to be dropped or blocked.	072314 ASAI, Blocked/ Dropped Call, Hold	
When an S8300 LSP associated with an S8300 or S8400 main went active, certain dial access codes which were normally 2 digits on the main required dialing 4 digits with the LSP in control.	072332 Hunt Group, LSP	
SIP Feature Options were not available for 9610,9620, and 9650 SIP phones.	072338 SIP	
On an upgrade to Communication Manager 4.0 with "Zip Tone after VOA" enabled, certain internal conditions caused an agent answering a call to hear an incorrect tone.	072352 Agent, Call Center, Announcement, Tone, Upgrade, Vector, Voice on Announcement (VOA)	
When BSR Polling (Best Services Routing) was attempted through the PSTN, there was no call made to the BSR Interflow VDN on the remote system.	072374 BSR (Best Services Routing), Vector	
On a call to a VDN with attendant vectoring on, that was sent to another vector through a goto command then sent back to the original vector thorough a 'return' command and was queued to the attendant; if the attendant is on the call, subsequent calls cannot be answered.	072440 Attendant, Vector	Do not use the **return** command in a vector.
The **status socket usage** command sometimes reported an incorrect number of sockets.	072454 H.323 IP, H.245 IP	
On a call that came in on one trunk to a VDN to an agent, and the agent transferred the call to an 800 number that went out on another trunk, the transfer completed but the call was dropped.	072475 Agent, Blocked/ Dropped Call, Transfer, Vector	
When an incoming call is answered, then blind-transferred (unattended) to a DECT phone, the DECT incorrectly displays the extension and name of the transferring phone instead of the information for the transferred call. Related document: PSN 1444.	072476 Display, Transfer, X-Mobility	
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Problem	Keywords	Workaround
The primary call appearance was always selected first even if bridged appear ace was allowed on the off-pbx-telephone station-mapping form.	072478 Administration, EC500	
A 96xx phone using Unicode could incorrectly customize a restricted button.	072494	
An agent on an IP enabled ACD (Communication Manager3.1.2) using a 4622 phone switched between a main extension and an EU24 extension module with 2 different profiles (one with auto answer on and one with auto answer off) by pushing an autodial button to PSA with either profile. After the PSA, the display for both the main station and the extension module were blank for 3 to 5 minutes.	072532 ACD	Go off and onhook or dial the refresh terminal parameter FAC.
When trying to install a non Certificate Authority certificate with tlscertmanage, the certificate was blocked and not installed.	072537	
Dial Plan Transparency (DPT) calls from an LSP or ESS to the main server did not work, if IGAR-authorized digits were sent early from the main to the LSP or ESS.	072547 ESS (Enterprise Survivable Server), LSP	
An attendant using a softphone could not login to Modular Messaging.	072553 Attendant, H.248, Messaging, Softphone, Upgrade	
An external call coming in on a PRI trunk connected to a G700, routed over vectors and answered by an agent on an IP phone had no talk path.	072561	Make the IP agent station non-shufflable
There was no mass registration event and the boot or recovery time to register thousands of IP stations and establish the TCP socket could take a long time.	072565 H.323 IP	
On the **Administrator Accounts** web page for an existing account, and any past date or the default (1969) data was in the date field, submitting a user-name change locked out the user. Related document: PSN 1490.	072567 Administration, Login	On the Administrator Accounts Web page enter a future date to enable the account.
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Problem	Keywords	Workaround
On a system that is not a stand-alone ICC, when Cabinet 1 was removed from SAT translations, with other cabinets with digital station ports available, the `duplicate station xx count yy start zz` did not work properly.	072581 SAT, Upgrade	Use `list configuration station` to find available station ports and enter them manually or use `dup station` and a starting board address on an existing cabinet.
Some upgrades failed at random points in AUDIX or SES installs.	072582 Messaging, SES, Upgrade	
When a service-observer with a headset on service-observed a call, went idle, and received a whisper page, when an agent received a VOA call, the service observer was sometimes incorrectly connected to the new call as an observer.	072586 Agent, Service Observing, Paging, Voice on Announcement (VOA)	
When a call to a call center is connected to an IP agent who conferences in an IVR (Genesys Voice Portal) that is connected via a SIP trunk, and the agent enters digits and instructs the caller to enter additional private digits, the digits entered by the IP agent are duplicated when sent to the IVR.	072597 Call Center, Conference	
The `list usage extension` did not show information from the Listed Directory Number table.	072601	Use `list extension type x` to see that the extension is an LDN.
Communication Manager did not transfer in-band dialing from an IP trunk to out-band dialing for Voice Portal extensions.	072615	
The service observer could not hear a call center agent with zip tone and multinational tones on a service-observed call.	072618 Call Center, Service Observing	Disable multinational tones.
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Problem	Keywords	Workaround
When using GEDI mode of Avaya Site Administration (ASA), the **Community String** field on the `system-parameters ip-options` form could not be administered.	072620 Administration, ASA, ASAI, SAT	Use a SAT session or ASA in in emulation mode.
On a phone with an active call, when an EC500 endpoint was used to answer a second call to the phone, the display was briefly incorrect.	072667 Display, EC500, Mobility	
On a call that was placed on hold by two parties, sometimes when the call was taken off of hold the system rebooted.	072682 Hold, System reset.	
On a system with ephemeral caching, simultaneous calls with the same IGC path involving 3 different Network Regions (NR) (for example, If multiple calls come in on a media gateway in NR 1 which rings a station in NR 2 and covers to modular messaging in NR 3,) resulted in crosstalk.	072701 Upgrade, Network Region, H.248, Talkpath	Disable ephemeral caching.
Calls that heard an announcement recorded on a vVal board on a media gateway that was numbered on a 19 or greater did not complete. Related document: PSN 1478.	072710 Administration, Announcement, Media Gateway	Renumber gateways to 18 or less.
On a configuration with Enterprise Survivable Server (ESS) enabled and Malicious Call Trace administered on the main server, under certain internal conditions the file size of **XIn** files on the ESS servers are less than the main server. This condition upon login into the ESS will display the message: "WARNING: Translation corruption found; call service representative immediately" and login did not complete. Related document: PSN 1425.	072722 Enterprise Survivable Server (ESS), Translation Corruption	
The web access mask web page did not give a warning about the filesync overwriting the web access masks that were changed on a duplicated LSP or ESS server.	072734 Administration, Duplication, Enterprise Survivable Server (ESS), Login, LSP	
On a media gateway with high traffic, dialing a Group Paging extension caused multiple confirmation tones.	072738 H.248 Paging, Upgrade	
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Problem	Keywords	Workaround
Adding, changing, or removing an abbreviated dial button on the station form sometimes resulted in internal conditions that caused system restarts.	072746	
On phones that support a call log and on an incoming redirected or coverage type call, the call log may not show the number of the calling party.	072750 Coverage	
On an IP Softphone R6, with Unicode enabled and in shared control mode, the Unicode button did not download properly when the phone registered.	072751 Softphone, Button	
An attempt to use the Circuit Pack form to remove a circuit pack that has a scheduled download before removing the information from the firmware download form resulted in an Error Encountered, Cannot Complete Request error message.	072754 Firmware Download	Remove boards from the download list prior to removing them from the Circuit Pack form.
Inter-gateway calls (IGC) placed using a CISCO dialer could result in one-way talkpath between an agent and the caller.	072757 H.248	
On a 96xx station, on a transfer to a station that was administered as an X-port on the station form, the softkey that was needed to complete a transfer did not appear and the transfer could not be completed.	072758 H.323 IP, Messaging	
On a system with a G650 PN with an IPSI as the EPN maintenance board, and the PCD-EXTENDED-TIMER changed to 15 in the ecs.conf file, when the IPSI was disconnected from the network (by pulling out the LAN cable) between 5 and 7 seconds and the cable was plugged back in, the Port Networks came up but maintenance test 1547 failed.	072759 IPSI (IP Server Interface), Maintenance, Port Network	From least disruptive: reset port-network <n> level 1 reset port-network <n> level 2 reset system 2 reset system 4
On a 4410 emulated SAT session using Avaya Site Administration (ASA) or Dynacom, Page 2 of the `status socket-usage` did not appear.	072763 SAT	
On a station with customized labels, when trying to remove buttons, rare internal corruption caused "EECCR error encountered" message.	072765 Administration, Button, Installation	Save translations and reboot to be able to remove the station.
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Problem	Keywords	Workaround
Duplicated PNC (Port Network Connectivity) status showed as Partially Functional and had BFDL (Bearer Fault Detection Link) constraints that could not be cleared. This sometimes occurred when the system was configured with PNC duplication enabled, 2 IPSI controlled fiber-connected port networks (PN) and at least 1 IPSI controlled PN that was not fiber connected (for example, an IP-only PN in a mixed PNC configuration). Related document: PSN 1531.	072775 Duplication, IPSI, Port Network	To clear the incorrect constraints, disable and enable PNC duplication.
Running **add coverage remote, display coverage remote**, or **remove coverage remote** could return an EECCR message.	072799 Coverage, Upgrade	
A CTI application may hang when transferring a call from an IVR port to an alerting station.	072822 ASAI, Conference,	
When **list history** was run, translation time stamps sometimes were incorrect and the "No translations loaded" message appeared.	072853	Warm start the server to update the time stamps.
On a call that came in on an ISDN trunk to a VDN, and the VDN routed the call to an agent who transferred the call to another station, and the station had SAC activated to a SIP integrated Modular Messaging voicemail, the transfer completed but the agent gets a generic greeting from the main menu instead of the mailbox of the called party.	072883 Agent, ISDN, Transfer, Messaging, Voicemail, Vector	
When an IP station had Send All Calls active, and the station was not registered, and Busy coverage was not enabled, an external call received a busy signal instead of covering to voice mail.	072892 Busy, Messaging	Set the **Busy** field on the Coverage Path form to **y**.
When an attempt was made to change entries on the **public-unknown-numbering** form for a given extension length and extension code, and the number of entries previously added were more than would fit on a single page, then some of the entries were not displayed and thus could not be changed.	072910	Remove enough of the displayed entries until the one you wish to change is displayed and changeable. Change the entry and re-add the entries removed if they are still needed.
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Table 2: Changes delivered to Communication Manager Release 5.0 *27 of 29*

Problem	Keywords	Workaround
On EC500 calls, certain internal conditions caused a system reset.	072920 System Reset	
On a system with a 650 cabinet, the **Administer Secondary IP Server Interface Board** field did not appear on the IP Server form and the IPSI board and add cabinet 5 could not be removed from the system.	072934 Administration, IPSI (IP Server Interface),	
Calls to a VDN return destination with "route-to" step and with the return destination a VDN that vector routes the call using ARS, did not complete successfully. Related document: PSN 1477.	072957 ARS, Vector	
When a call was vectored to an attendant group and answered, the attendant group could not be service observed.	072961 Attendant, Service Observing, Upgrade, Vector	
After internal conferencing a 3rd party, the conference originator could not be heard.	072969	
Under certain internal conditions, calls may have been stuck in the queue.	072999 Agent	Restart IP Agent, or log off the IP Agent that was idle the longest.
The `list user-profiles` SAT command did not show the new **acpses** profile 15 which allows read access for the SIP-Server to Communication Manager data on a Communication Manager/SES co-residency platform.	073014 Administration, Login, SAT	
If the **Customer Alarm Option** is set to **All CM alarms** and the only type of active alarms are WARNING alarms, the alarm lamp on an attendant console incorrectly lit.	073031 Alarm, Attendant	Clear all warnings in Communication Manager
When placing SIP calls to the conference bridge, certain internal conditions sometimes caused a server interchange, resulting in dropped IPSIs and dropped calls.	073042 Dropped/blocked calls, Interchange	
On S87xx servers, after a server interchange, certain internal conditions caused a system reset and multiple outages.	073068 H.323 IP, Interchange, System Reset	
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Table 2: Changes delivered to Communication Manager Release 5.0 *28 of 29*

Problem	Keywords	Workaround
On a CallMaster telephone with a headset button enabled and with an IP Agent in shared control, the first incoming call after registration had no audio. Related document: PSN 1475.	073088 Agent, Call Center, Talkpath	Press the headset button, twice to establish talkpath.
On a system with a high number of Music On Hold (MOH) sources and a media gateway Virtual Announcement module in an audio group, on incoming calls on an ISDN trunk terminating to a randomly selected MOH source, there is sometimes no music on hold in vectors or when calls are placed on hold.	073114 Announcement, Conference, ISDN, Media Gateway, Music On Hold, Vectoring	Reset the faulting VAL board. Remove all stack sources from audio group 1.
A call was from an extension that had a native name in Unicode of only one or two characters, to a phone that supported Unicode, may have caused a system restart.	073118 International, System reset	Add a space between in two Chinese characters
On the **change** or **display display-messages button-label** form, there was incorrect text at the bottom of Page 5 and the user-defined translations for the **Share Talk** button label could not be added.	073194	Use Avaya Messages Edit Tool (AMET) to enter translations for the Share Talk button label.
Reviewers: Need help with this one please c. Minimum Conditions to trigger the problem: attendant on the switch a. What was the IMPACT of this MR to the customer or project? trap, calls drop	073280 Attendant	
On an H.323 trunk call that used direct connection of media resources between a Media Gateway network-region and far-end network region of the H.323 signaling group, the digits sometimes were not passed correctly to the far end. This may result in failures to connect or incorrect greeting with adjuncts such as voice mail.	073292 H.323 IP, Media Gateway, Network Region	Administer an association between the media gateway network-region and the H.323 sig group. far-end network region.
When "Allow two observers on the same call" was enabled, a station being observed may have been denied service observing of another station.	073301 Call Center, Service Observing	
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Table 2: Changes delivered to Communication Manager Release 5.0 *29 of 29*

Problem	Keywords	Workaround
When a call from a far end network region was established with the inter-region codeset G.729 and the call was put on hold, and the source of Music on Hold was on the same network region as the called party, the music was incorrectly played to the far-end network with G.711, resulting in poor voice quality and inefficient bandwidth use.	073308 Codec, Hold, Music On Hold (MOH), Network Region,	
A call fowarded from an OPTIM endpoint used the default location instead of the location administered for the network region of the endpoint.	073337 Forwarding, SIP	
On a Communication Manager connected to an Ericsson MD-110 through a QSIG trunk, with Unified Messaging connected to Communication Manager over IP QSIG and a qsig-mwi hunt group was administered for messaging, when an incoming call from the PSTN arrived at the Ericsson switch and was routed over QSIG to the Communication Manager and the destination station had a "Forward all Calls" set up to unconditionally forward calls over the hunt group to the messaging system, the caller did not reach the mailbox of the called party.	073556 Coverage, Hunt Group, QSIG, Messaging, MWI, Voice mail	Use the coverage path for a hunt group to forward calls.
When an agent was logged into a skill in auto-in mode, and an administrator used the SAT to add another skill to the agent, and a FAC was used to remove the first skill from a subordinate agent, **list agent** showed that the agent was unstaffed. The agent was sometimes unable to answer ACD calls and logout, and the last logged in skill could not be removed.	073575 ACD, Agent	
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Known issues

shows the known issues in Communication Manager Release 5.0

Table 3: Known issues in Communication Manager Release 5.0 *1 of 2*

Known issue	keywords	Workaround
On the IP Codec Set form, if 4 or more codec definitions with 3 or more media encryption values are set, an SRTP call on an H.323 IP trunk might fail with intercept tone.	073992 Codec, H.323 IP	Use fewer codec and media encryption choices
		1 of 2

Table 3: Known issues in Communication Manager Release 5.0 *2 of 2*

Known issue	keywords	Workaround
For adjunct and trunk connections to Communication Manager with shuffling enabled on the Signaling Group form and DTMF transmissions set to **rtp-payload**, the first digit in a DTMF sequence may sometimes be lost. This may be apparent while entering digits or passwords for a conference bridge or voice mail system. Re-entering the digits is always successful.	074236 Bridging, Messaging, Voicemail	Set DTMF digits to **out_of_band** or reenter the digits.
When a call to a SIP endpoint with Send All Calls (SAC) to other SIP endpoints is answered just before the call goes to coverage, the phone is locked up and must be unplugged and replugged in to recover.	074322 Coverage	Don't answer the call at the principal if SAC is activated at the principal.
On a Communication Manager 5.0 system with a G350 gateway with FMC dual-mode, with a Nokia Dual Mode cell phone used as a SIP endpoint, on a call from an H.323 phone over WiFi, with the conference on answer FNE, when a party answers a call and is added to the conference, voice path is lost immediately. The Nokia phone in WiFi mode experiences loss of voice path a few minutes after initiating a call, with the time set by the refresh timer.	074339 Conference, Media Gateway, Wireless, Talkpath	
When an IP phone is registered on Communication Manager and **Media Encryption** is **aes** on the `change ip-codec-set` form, when the security code of the IP phone was changed on the phone or the Station form, there was no dialtone or on the phone. The user can still make a call and receive talkpath.	071643 073436 Administration, Talkpath, Tone	Turn off media encryption.
Active SIP calls at the time of an upgrade to Communication Manager 5.0 result in hung SIP stations and/or trunks. The hung stations and trunks cannot be used again until they are disconnected.	074349	
If TTI is enabled, and a user is using Softphone through a VPN to take over a DCP phone, the DCP phone may become "stuck" (for example, unable to make calls). This could happen when the VPN link goes down and the user tries to re-register the softphone to the DCP phone within 8 minutes of the VPN link going down.	074405 Link, Softphone, TTI	Disable TTI or manually reset a stuck phone.
		2 of 2

Technical Support

Support for Communication Manager is available through Avaya Technical Support.

If you encounter trouble with Communication Manager:

1. Retry the action. Carefully follow the instructions in written or online documentation.

2. Check the documentation that came with your hardware for maintenance or hardware-related problems.

3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

4. If you continue to have a problem, contact Avaya Technical Support by:

   - Logging in to the Avaya Technical Support Web site http://www.avaya.com/support

   - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

   You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

   Note:
   > If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to http://www.avaya.com for further information.

When you request technical support, provide the following information:

- Configuration settings, including Communication Manager configuration and browser settings.

- Usage scenario, including all steps required to reproduce the issue.

- Screen shots, if the issue occurs in the Administration Application, one-X Portal, or one-X Portal Extensions.

- Copies of all logs related to the issue.

- All other information that you gathered when you attempted to resolve the issue.

   Tip:
   > Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site http://www.avaya.com/support.