



## Product Support Notice

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PSN # PSN002187u

Original publication date: 10-Dec-08. This is Issue #01, published date: 10-Dec-08. Severity/risk level High Urgency Immediately

Name of problem Avaya Modular Messaging Release 3.1 Outlook Client 7.1.630.7 – 3.1-OTC9

Products affected

Modular Messaging (MM) 3.1

Problem description

### Introduction

There is a new version (7.1.630.7) of the MM 3.1 Outlook Client available for download 3.1-OTC9. This version supersedes all previous versions and contains all the updates from previous versions.

In this version of the Outlook Client, the following issues are resolved:

- When viewing a schedule in Subscriber Options, the schedule is behind by 1 hour if the time zone set in the COS is different than the time zone of the system.
- With Subscriber Options, the default fax number can now be configured to start with \*9.
- If a message is sent from a subscriber on an Intuity system to a subscriber on an MM system, and the MM subscriber forwards the message to another MM user, the subscriber cannot listen to the original message via the OTC.
- Intermittent access denied message when listening to a message via telephone.
- When accessing a message in the Sent Items folder and selecting **Reply** or **Reply to All**, the error "Unable to create a new Item" displays.
- While installing the OTC with Outlook 2007, the user cannot setup an Outlook account for Additional Server Types (MM Message Service) when an Office Multilingual User Interface Pack is already installed.
- Users need to kill voiceform.exe manually after listening to the message.
- The Voicemail tab does not appear in the Outlook Tools->Options when some third party add-ins is installed (COM add-ins).
- MSS: If "Anonymous LDAP" access is disabled on the MSS, the OTC is not able to connect. An error that the host is unreachable is presented.
- The voice form menu is displayed in the wrong language for German, Italian and Dutch.
- When local multimedia is used for message playback on Vista with Office 2007 the messages are distorted.
- Subscriber Options is not showing new Ordering page when Enhanced Sorting is enabled.
- Support Authenticated LDAP.
- The default fax number field in Subscriber Options does not allow the '\*' character.
- Intermittent errors in Application events logs when connected through RDP (Remote Desktop) on Windows Server 2003.
- Exchange error when forwarding MSS Voicemail message through Exchange 2007.
- Voice message subject does not have 'RE:' prefix if the user performs 'Reply'/'Reply to all' activity from the Outlook Toolbar.
- The PDL name is not getting resolved in Outlook when a list is created via the TUI.
- Not all the files are getting updated automatically from cache when upgrade occurs.

In the previous version of the Outlook Client, the following issues were resolved:

- When opening Outlook a warning Event ID 200 is in the Application log and the logs for the ocolvfreg module are not generated.
- Read Receipt field for any mail is always 'yes' for MM-MSS.
- When the Aria TUI is used to create a message that is forwarded without comment, the message cannot be played back with the OTC.
- Unable to re-record greetings when using Subscriber Options.
- The MM User properties are not being saved when changed with the "Client Access" tab in voice form.
- Recorded greetings cannot be deleted using subscriber options from Lotus Notes client.
- With OTC 7.1.355.0 cannot listen to a message via the voice form.
- MM OTC users are locked out of their mailboxes when they change their password through the TUI and then try logging in via the OTC.
- When the MM Global Address List is used to search for a contact, the search result is not displayed in the current window and the user needs to scroll up to see the name that was searched.
- MAPISVC.INF file is not shipped with Outlook 2007. This file is required to support the OTC with Outlook 2007.
- OTC fails to install using the silent installation method on Windows 2000 SP4.
- On Windows 2000 SP4, after an upgrade from 7.1.355.1 (3.1 OTC4) to 7.1.377.0 (3.1 OTC5), the voice form does not open properly and an error message is displayed.

- Outlook Thick Client fails to install on Outlook 2000.
- Closing a minimized voice message by right clicking on it causes all subsequent voice messages to be opened in the minimized state. Voice messages cannot be seen unless they are maximized.
- Clicking on 'Send Options' in the voice form displays an exception 'Unable to access the item. The server threw an exception. (0x80010105)'.
- Copernic Desktop Search 2' hangs when the OTC is installed.
- Windows 2000: The "Class not registered" error is shown when schedules are selected in Subscriber Options that are not in the default time zone.
- At times, double clicking on a voice message gives the "Can't open Item" error.
- Outlook 2007: At times, Outlook can hang on startup.
- For Japanese, Subscriber Options displays incorrect information for Greetings in "Handling Incoming Calls" tab.
- The voice form can hang when a user replies or forwards a voice message that contains more than 5 parts.
- While installing the OTC, the user cannot setup an Outlook account for Additional Server Types (MM Message Service) when the "Microsoft Office XP German User Interface Pack" is already installed.
- Subscriber Options does not allow multiple addresses to be entered for a "Notify Me" rule.
- The message sent from Outlook does not appear in the "Sent Items" folder.
- At times, when exiting Outlook the voiceform.exe process continues to run.
- Unable to forward voice messages using the OTC to corporate users on Exchange 2007.
- Voice messages are opened in the default Outlook form instead of the voice form when some third party add-ins is installed (COM add-ins).
- The OTC fails to send a voice message to a personal distribution list having corporate users on Exchange 2007.

At times, an error occurs while sending voice mail using the OTC on Vista - Error Message: "An unexpected error has occurred. This may be due to a temporary problem with the voice server, mail server or the network. Please retry the operation."

## Resolution

Follow the steps to install the Outlook Client 7.1.630.7 – 3.1-OTC9

1. Go to <http://support.avaya.com>.
2. Select "**DOWNLOAD CENTER**".
3. After you have logged in to the DOWNLOAD CENTER, select Modular Messaging, Release 3.1, and then Avaya Modular Messaging 3.1 Outlook Client 7.1.630.7 – 3.1-OTC9

## Workaround or alternative remediation

n/a

## 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

n/a

### Service-interrupting?

Yes

### 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

**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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