



## Product Support Notice

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PSN # PSN002887u

Original publication date: 16-June-10 This is Issue #2, published date: 30-Aug-10 Severity/risk level Medium Urgency When convenient

**Name of problem** If the far end on a SIP trunk call sends a SIP INVITE message that changes the order of the codecs offered, the call can end up with one way audio or be dropped.

### Products affected

Communication Manager (CM), Releases 4.0 – 6.0  
Midsize Business Template, Releases 1.0.0.1.12, 5.2.1.2.5, 5.2.1.3.5, 5.2.1.3.6  
S8300, S8400, S8500, and S8700 Series Servers, S8800 Server

### Problem description

If the far end on a SIP trunk call sends a SIP INVITE message that changes the order of the codecs offered, the call can end up with one way audio (talk path) or be dropped.

### Resolution

- This problem is fixed in CM 5.2.1 Service Pack (SP) 4 (18365) and later SPs.
- This problem is fixed in CM 6.0 SP 1 (18444) and later SPs/Releases.

### Workaround or alternative remediation

None

### Remarks

Release Notes Identifier, Keywords 101526 and 101651.

## Patch Notes

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

### Backup before applying the patch

Recommended

### Download

Service Packs can be downloaded from "[support.avaya.com](http://support.avaya.com)". Custom patches must be provided by Technical Support.

### Patch install instructions

Service-interrupting?

Patch installation instructions are available on "[support.avaya.com](http://support.avaya.com)". Yes (CM reset 4) for non-duplicated servers and all servers running CM 5.2 and earlier releases. Partially (connection preserving) for duplicated servers running CM 5.2.1 and later releases.

### Verification

Patch installation instructions include verification instructions.

### Failure

Contact Technical Support.

### Patch uninstall instructions

Patch installation instructions include uninstall instructions.

## 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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