

PSN# PSN000985u

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Severity/risk level Medium

Urgency Immediately

Name of problem Modular Messaging 3.0 SIP Fax Known Issues

Products affected

Modular Messaging 3.0

Problem description

The following Resolution section contains a list of known issues relating to Sip Fax functionality in Modular Messaging 3.0.

The SIP Fax functionality is being made generally available for Modular Messaging 3.0 with the installation of patch MM300106. Patch MM300106 requires that Service Pack 1 is installed.

Resolution

SIP Fax Known Issues

- Faxes sent from the following fax machine models are known to fail (these are incompatible with MM as they will not negotiate down to 9600 baud):
 - 1 Muratec F90
 - 2 Motorola 14.4 (Quicklink)
 - 3 Brother MFC 4550
 - 4 Sharp UX-1400
- When a user sends a fax to MM and waits to press the start key until the middle or end of the “leave a message” voice prompt, in addition to receiving the fax, the mailbox may also contain a voice attachment which contains 1 second of silence or 2 seconds of CNG tones.
- Currently there is no limit on the number of pages received in a fax message. The max pages setting in VMSC that controls the maximum size of a received fax, does not take affect.
- The number of retry attempts for failed fax sends is currently set to 2 and not configurable.
- Occasionally the fax message received may not be in a readable format. This happens most often with the Canon B750 series of fax machines. The sender’s details will be known, not the content.
- When users call into MM via a fax machine with an integrated telephone, the ability to print faxes to the fax machine from which the call was placed is not available.
- The SIP configuration note needs to be strictly adhered to. When the CODEC administration in the PBX is incorrect, it will result in ports going out of service over time.
- The maximum number of concurrent channels used for sending faxes in currently set to 1 and not configurable. This could result in delays if there are a large amount of faxes to be printed.
- In rare instances, faxes sent from MM (i.e. fax prints to fax machines) may not succeed, but will still report a successful send. This happens only when the call fails to enter T.38 mode. If the failure happens after the call enters T.38 mode, correct error message is sent.
- During Beta trials, it was noted that some fax servers which send out many faxes do not send the CNG tone for a very long period of time. In such cases, when faxes are sent to MM Subscribers from such fax servers, by the time the call covers to voicemail, the fax server would have completed sending the CNG tone, thus resulting in undelivered fax messages. The recommended configuration for users who receive faxes from such fax servers is to set up a secondary extension which will route immediately to the MM.

Workaround or alternative remediation

Remarks

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	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

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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