

Avaya Communication Manager, Release 3.0

Resolutions for the S8300 Media Server

ID	Keywords	Symptom	To resolve this, use:	Until then:
0a8867h	IP Networking, Maintenance, Media Gateway, WAN, Media Module	In a MM340 (E1/T1 WAN media module), when working in E1 mode configured to use unframed framing with line source clock, you might experience random CRC errors when connected to some device.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Use either crc or crc4 framing mode. This is resolved in Release 3.0 of Communication Manager.
0a8710s	Administration, Maintenance, Media Gateway, CLI	On a G350 media gateway, you cannot change the IP mask for an existing interface.	workaround ->	Remove the old IP and create a new one with the correct IP address and mask.
0a8652s	Administration, Maintenance, Media Gateway	If you open a telnet session from a G350 media gateway to a G350 on which the telnet server is down, no operation failure indication is given.	workaround ->	Verify that the telnet server is running on the remote G350.
0a8025s	Maintenance, Media Gateway, Routing	On a G350 media gateway, when you use the Routing Manager to change a "permanent via static route" to a "not permanent route" on an interface which is down, the route still appears in the CLI and MIB (Management Information Base).	workaround ->	Delete the route and readminister it from the Routing Manager or CLI.
0a4164h	Networking, Media Gateway, Vendor Equipment & Applications, WAN	On a G350 media gateway, configuring Unframed E1 with the command 'line code AMI' might cause interoperability problems with some products.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Use the command "line code Hdb3". This is resolved in Release 3.0 of Communication Manager.
054583s	Talkpath, Paging, Blocked/Dropped Calls	When a group page times out, then the next time a call uses the same internal service record (15,000 calls later), the call has only one-way talkpath.	Service pack Service pack00.0.346.0-10986 (requires Release 3.0.1 of Avaya Communication Manager) or later	This is resolved in the service pack for Release 3.0.1 of Communication Manager.
054436s	Upgrades, Maintenance, Alarms	After you upgrade an S8300 or S8500 Media Server, each time the media server restarts, an alarm says that the upgrade is not permanent, even though it is.	Service pack Service pack00.0.346.0-10986 (requires Release 3.0.1 of Avaya Communication Manager) or later	Disregard the alarm. This is resolved in the service pack for Release 3.0.1 of Communication Manager.
054353s	LSP, Translations, Upgrades, File Transfer	Upgrading to Release 3.x of Communication Manager results in filesync failure to LSPs. LSPs do not get translation updates after the upgrade.	Service pack Service pack00.0.346.0-10986 (requires Release 3.0.1 of Avaya Communication Manager) or later	From the Linux CLI on each LSP, stop and restart the fsy_rcv process with the commands "stop -fs fsy_rcv" and then "start -s fsy_rcv". Then, from the primary server, run the command "save trans LSP". The filesync should be successful. Note that downloading translations to an LSP takes several minutes. Related document: PSN000544.
054289s	Security, Endpoints / Telephones / Appliances	If signalling channel security is active, attempts by an AE Services endpoint to send a signalling message might intermittently not succeed.	Service pack Service pack00.0.346.0-10890 (requires Release 3.0.1 of Avaya Communication Manager) or later	
054264s	Reliability, System Resets, Maintenance, Modem, Interchange, Blocked/Dropped Calls, Port Networks	After approximately 130 days of continuous operation, a media server that has no modem connected - for instance, in a configuration using ASG Guard 2 - might spontaneously undergo a reset system 4, causing all port networks to reset and resulting in an interchange (in a duplicated configuration) or dropping all active calls (in a simplex configuration).	Service pack Service pack00.0.346.0-10890 (requires Release 3.0.1 of Avaya Communication Manager) or later	Contact your technical support organization. Request and apply patch 10826 or any later patch that includes 10826. You can also request and apply field load 120 for Release 2.2.1 of Communication Manager when available.
054154s	LSP, ESS, File Transfer, Translations	Translation filesync to an LSP or ESS fails even though the LSP or ESS is registered.	Service pack Service pack00.0.346.0-10986 (requires Release 3.0.1 of Avaya Communication Manager) or later	Contact your technical support organization. Request and apply patch 10912 or any later patch that includes 10912. This is resolved in the service pack for Release 3.0.1 of Communication Manager. Related document: PSN000566.

ID	Keywords	Symptom	To resolve this, use:	Until then:
054140s	Registration, Emergency, H.323 IP	Even if the feature Emergency Calls From Unnamed IP Endpoints is enabled, IP endpoints with an IP address not in the network map for the first server in the gatekeeper list might not attempt to register as unnamed with a gatekeeper listed for another server.	Service pack Service pack00.0.346.0-10890 (requires Release 3.0.1 of Avaya Communication Manager) or later	Ensure that each IP endpoint has an IP address in the IP network region map of the server where it registers.
054038s	H.323 IP	In moderate to heavy call traffic, such as 5,000 BHCCs or more, calls over trunks using the feature Security Of IP Telephone Registration/H.323 Signalling Channel might not succeed.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This can occur in Release 3.0.1 of Communication Manager, but it is resolved in the service pack for Release 3.0.1.
053934s	Endpoints / Appliances / Telephones, Media Gateway, Port Networks, System Resets	A call from a DCP endpoint on a media gateway via a hunt group to a CallMaster telephone on a port network in the same configuration results in a system reset.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This can occur in Release 3.0.1 of Communication Manager, but it is resolved in the service pack for Release 3.0.1.
053890s	Blocked/Dropped Calls, IP Networking, Adjuncts	A call from IP Office to Communication Manager drops after a few rings if it is not answered.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This can occur in Release 3.0.1 of Communication Manager, but it is resolved in the service pack for Release 3.0.1.
053878s	Softphone, Registration, IP Networking	After a brief network outage, an IP endpoint in shared control with an IP Softphone does not re-register automatically.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	Manually unregister the IP Softphone and then re-register the IP endpoint. This can occur in Release 3.0.1 of Communication Manager, but it is resolved in the service pack for Release 3.0.1.
053814s	Maintenance	In rare cases, logging an extremely high volume of log messages for many minutes can subsequently result in an absence of any log messages for many minutes.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053773s	Softphone, Endpoints / Appliances / Telephones, Hold, Video	If you put a video call on an IP Softphone on hold while the video is stopped, you cannot restart the video after you unhold the call.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This can occur in Release 3.0.1 of Communication Manager, but it is resolved in the service pack for Release 3.0.1.
053763s	Music On Hold, Announcements, Call Park, Hold	On a call put on hold (parked) via the Call Park feature, the caller does not hear Music On Hold.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	Contact your technical support organization. Request and apply patch 10593 or any later patch that includes 10593 such as 10594. This is resolved in the service pack for Release 3.0.1 of Communication Manager. Related document: PSN000482.
053723s	ISDN, QSIG, BRI, System Resets, Automatic Callback (ACB)	If you activate Automatic Callback for a QSIG call, the server might reset either at that time or when the called party becomes available.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053719s	Endpoints / Telephones / Appliances, Blocked/Dropped Calls, Transfer, Conference, H.245 IP, Trunks, Talkpath, X-Mobility DECT, Wireless	If you complete the transfer or conferencing of a call between DCP endpoints to a X-Mobile endpoint which connects to Communication Manager over an IP trunk immediately after dialing the final digit, there is no talkpath with the X-Mobile endpoint when it answers. Likewise, if an X-Mobile endpoint which connects to Communication Manager over an IP trunk receives a Call Waiting indication for a new call from a DCP endpoint while on a call with another DCP endpoint, and the existing call terminates before the X-Mobile endpoint answers the new call, the new call has no talkpath.	Service pack Service pack00.0.346.0-10890 (requires Release 3.0.1 of Avaya Communication Manager) or later	

ID	Keywords	Symptom	To resolve this, use:	Until then:
053704s	Paging, Tones	If all members of a group page are on port networks, the comfort tone might not sound.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053702s	Administration, Maintenance, Codec	An attempt to use GEDI in Avaya Site Administration (ASA) to make changes to codec set 1 does not succeed.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	Use the SAT to make the changes, or use OSSI in ASA. This is resolved in the service pack for Release 3.0.1 of Communication Manager.
053692s	Endpoints / Appliances / Telephones, Buttons, Softphone	On a DCP endpoint controlled by Softphone in Telecommuter mode or Control of DCP Station mode, if you press the speakerphone button of the Softphone multiple times (for instance, when dialtone is slow to sound, so it is uncertain whether pressing the button the first time was successful), both the DCP endpoint and Softphone might start going on and off hook repeatedly.	Service pack Service pack00.0.346.0-10890 (requires Release 3.0.1 of Avaya Communication Manager) or later	To stop the on-and-off hook cycle, unplug the DCP telephone.
053682s	Talkpath, Service Observing, Blocked/Dropped Calls	When service-observing warning tones are turned off, a call to an endpoint with auto-answer enabled has one-way talkpath if that endpoint is receiving service observation. Neither the service observer nor the caller can hear the endpoint with auto-answer enabled.	Service pack Service pack00.0.346.0-10890 (requires Release 3.0.1 of Avaya Communication Manager) or later	Contact your technical support organization. Request and apply patch 10870 or any later patch that includes 10870.
053673s	Softphone, Endpoints / Appliances / Telephones, Blocked/Dropped Calls, video	If a TN799 (C-LAN) circuit pack goes out of service while supporting a video call between IP Softphones, and the video portion of the call drops, the Softphones properly display a message to say that the audio portion of the call is still active. However, the End Call button in that display does not work, and when the Softphones re-register, the first call between them does not receive video.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	Try the call again. This can occur in Release 3.0.1 of Communication Manager, but it is resolved in the service pack for Release 3.0.1.
053576s	Administration, Blocked/Dropped Calls	It is possible to change the number of VoIP channels without disabling the IP interface, but doing so may result in losing voice channels without warning.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later In this release you can no longer leave the IP interface enabled while changing the number of VoIP channels.	Disable the IP interface before changing the number of VoIP channels.
053562s	Translations, File Transfer, ESS, LSP, Alarms	If the field Update LSP And ESS Servers When Saving Translations is set to Yes on the system-parameters maintenance form, an ESS registration alarm might appear at the time of scheduled maintenance. This can happen after a day when you have made numerous modifications to a large set of translations.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disregard the alarm.
053538s	Bridging, SIP, Displays	If a Toshiba SIP Phone attempts to bridge onto a call, but is not successful, then the next ISDN call coming to the Toshiba SIP Phone might display that endpoint's own name.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053529s	SIP, Transfer, Conference, Wireless, System Resets	An attempt to transfer or conference a call between SIP wireless endpoints might cause a system reset.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This is resolved in the service pack for Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
053526s	Administration, License, Music On Hold, Upgrades	<p>If you use Tenant Partitioning with multiple music sources, after upgrading to Release 3.0 of Communication Manager and applying the software license for that release, the number of Maximum Stations on the system-parameters customer-options form can be under-reported by the number of music sources on the music-sources form where the field Type is set to 'music'.</p> <p>This makes it possible to administer additional stations beyond the license limit for Maximum Stations. If that occurs, then when Communication Manager restarts, the Maximum Station count is accurate, but Communication Manager goes into license error mode because of the additional stations beyond the licensed limit.</p>	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	<p>Perform a reset system 4 on the server after upgrading to Release 3.0 of Communication Manager and applying a software license for that release, and before administering any additional music sources.</p> <p>Related documents: PCN1523B, PCN1524B.</p>
053525s	H.323 IP, Endpoints / Telephones / Appliances, Tones	If an IP endpoint associated with another IP endpoint that was dissociated using PSA loses signalling connectivity while on a call, and hangs up before that connectivity is restored, the first time that endpoint goes off hook after connectivity is restored, it might not receive dial tone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Hang up and try again. The second time off hook succeeds.
053516s	ACD, Agent, Call Center, Vectoring, Blocked/Dropped Calls, Media Gateway	If an ACD call queued to multiple skills uses IGAR (Inter-Gateway Alternate Routing) to route to an agent with multiple skills, or to an agent who is unavailable at the time of the first queue step in the vector, the agent cannot answer or clear the call.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This is resolved in the service pack for Release 3.0.1 of Communication Manager.
053507s	Forwarding, AAR & ARS, Blocked/Dropped Calls, Coverage	If you activate Extended Call Forwarding via an endpoint in a different location from the forwarding endpoint, the activation uses the ARS table for your extension rather than the forwarding endpoint. Calls using that forwarding use the ARS table for the forwarding extension, and so calls using that forwarding might not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053466s	Conference, Agent, Call Center, Vectoring	It is possible to remove an agent extension which appears in the field Conference Controller on the VDN form. After removing the agent extension, you can no longer make changes to the VDN form.	<p>Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later</p> <p>With this release, it is no longer possible to enter an agent extension in this field. In cases where one is already there, a warning appears if you attempt to remove the agent extension.</p>	<p>Do not use an agent extension in this field. If you already have such an extension in this field, be sure to change the field before removing the extension.</p> <p>This is resolved in Release 3.0.1 of Communication Manager.</p>
053402s	SIP, Talkpath	A SIP endpoint calling a non-SIP endpoint might experience a brief gap (fraction of a second) in the talkpath shortly after the non-SIP endpoint answers.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	
053401s	Bridging, Hold	An attempt to unhold a bridged appearance call might not succeed under heavy call traffic conditions.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053395s	LSP, Maintenance, Alarms	An S8300 LSP (Local Survivable Processor) has TTR-LEV major alarms which cannot be resolved.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	<p>Contact your technical support organization. Request and apply patch 10510 or any later patch that includes 10510.</p> <p>Related document: PSN000479.</p>

ID	Keywords	Symptom	To resolve this, use:	Until then:
053365s	Translation Corruption, Hunt Groups, Upgrades, Buttons	After migration from a DEFINITY Server R to a media server running on a Linux platform, if you attempt to change q-call, q-time, atd-qcall, atd-qtime buttons for affected stations, you might receive the translation corruption message Error Encountered Cannot Complete Request.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization and request a check for the signature of this problem on the Linux media server you migrated to. If the signature is present, request and apply patch 10459 or any later patch that includes 10459. A reset system 4 is required after you apply this patch. Alternatively, remove all q-call, q-time, atd-qcall, or atd-qtime buttons from the DEFINITY Server R configuration prior to the migration. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000456.
053355s	System Resets, Reliability, Port Networks	In some cases, recovery from a control network outage can cause a port network to reset. This is turn can cause the server itself to undergo a reset system 4.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053335s	Attendant	An attendant on Softconsole cannot make calls in Telecommuter mode if Auto Start is enabled in the system features form and the headset capability is turned on.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 10494 or any later patch that includes 10494. Related document: PSN000497.
053304s	SIP, Conference, Hold, Blocked/Dropped Calls	If a SIP endpoint joins a MeetMe conference already in progress, and another endpoint joins the conference after the SIP endpoint, then if the SIP endpoint presses the Hold button, it drops out of the conference.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053282s	Maintenance	When activating a "hot" service pack or patch, Communication Manager might appear to stay in the activating state indefinitely. This occurs in a configuration where the available memory is insufficient to process a "hot" patch promptly.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Before running the command 'update_activate' or 'update_deactivate', run the command 'stop -s CommunicaMgr'. After activation is complete, run the command 'start -s CommunicaMgr'. Note that this sequence emulates a "cold" (service-interrupting) service pack or patch. This is resolved in Release 3.0.1 of Communication Manager.
053261s	ESS, Upgrades	It is possible to initiate an ESS upgrade from an ESS server.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Always upgrade the ESS from the primary server.
053250s	Administration	The command 'list cabinet room' (or 'floor' or 'building') displays truncated fields, showing 9 characters instead of the 10 characters allowed on the cabinet form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000521.
053244s	File Transfer	Backups attempted at the same time as file synchronization might not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053243s	Transfer, SIP	Transferring a call from one SIP endpoint to another can fail if the first endpoint presses the Transfer button immediately after the second endpoint answers the call.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Wait a second or two after the call is answered before pressing Transfer.
053233s	Blocked/Dropped Calls, IP Networking, Circuit Packs	A brief network outage might drop all calls through a TN2602 circuit pack.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053232s	Music On Hold, Media Gateway, Hold	When Music on Hold is provided over IGC (Inter-Gateway Connectivity), the endpoint that puts a non-shuffled call (that is, a call not using a Direct IP connection) on hold also hears Music On Hold.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
053221s	H.323 IP, Codec, Trunks, Vendor Equipment & Applications	Using a G.729 codec over an IP trunk between an Avaya server and a Cisco server might not work correctly.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	This is resolved in the service pack for Release 3.0.1 of Communication Manager.
053220s	Vectoring, International Support, Routing	If a route-to step in a vector provides a dial string of 16 or more characters, additional unwanted characters are inserted after the string during dialling.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 10415 or any later patch that includes 10415. Related document: PSN000485.
053217s	Maintenance, Circuit Packs	A TN2602 circuit pack may get inserted even when it is faulty.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Manually busy out the TN2602, or unseat it from its physical slot.
053205s	CDR	If the feature Incoming Trunk Call Splitting (Inc Trk Call Splitting) is set to Yes on the system-parameters cdr form, conferenced and transferred incoming trunk calls do not appear accurately in CDR (Call Detail Recording) records.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in 3.0.1 of Communication Manager.
053196s	Administration, Logins	If you are logged in as dadmin, the command 'go shell' is not available, even though shell access is enabled on the login form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053192s	Port Networks, Remote Office, Media Gateways, Analog Stations, ATM	In very rare cases, in configurations with analog stations administered on G150 Media Gateways or R300 Remote Office Communicators, ATM Expansion Interface (EI) boards can go out of service, causing Port Networks (PNs) to go out of service.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Physically reseal the ATM EI boards to bring them back into service. This is resolved in Release 3.0.1 of Communication Manager.
053174s	Localization, International Support	If you provide Unicode entries for use in telephone displays, entries 442 through 448 do not work. As a result, these entries appear on the displays in English instead. When you log in to the SAT, a warning notifies you of this issue.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053153s	IP Networking, WAN, Quality of Service	If inter-region bandwidth usage is 1 call less than the administered bandwidth limit, the bandwidth used for a new call from non-IP trunk or endpoint in one network region to an IP endpoint in another network region is not counted against the limit. This can cause problems with quality of service.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053080s	Trunks, Media Gateway, H.238 IP	The Call Still Held feature does not work properly for calls over analog trunks on H.238 media gateways.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
053079s	Administration	If you administer the maximum number of authorization codes available, and then attempt to change an authorization code, you see the message Error Encountered Cannot Complete Request.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
053068s	Administration	When Communication Manager reads the file avaya_user-defined.txt, the screen may show the message Warning: Error Occurred While Processing Display Message File; Please Check Log, even if there is no problem with reading the file.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Ignore the message. This is resolved in Release 3.0.1 of Communication Manager.
053041s	SIP, Wireless, Blocked/Dropped Calls	Calls from a non-SIP wireless endpoint to a SIP wireless endpoint that does not use a secure routing pattern do not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052959s	File Transfer, LSP	Filesync might terminate prematurely when Communication Manager is reloading, for example, when an LSP or ESS is taking over for the primary server.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
052939s	MLPP	If any party on a call is administered to accept pre-emption, no one on that call can be pre-empted.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052938s	File Transfer, LSP	Filesync to multiple LSPs or ESSs might not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Schedule the filesyncs to each LSP or ESS so that they do not overlap. This is resolved in Release 3.0.1 of Communication Manager.
052924s	Music On Hold, Bridging, Conference, Talkpath	A call with a bridged appearance that is put on hold might continue to play music even after it goes off hold. In this case the telephone display shows that a conference call is in progress, whether there is actually a conference or not.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052906s	SIP, Trunks, Transfer, Talkpath, Blocked/Dropped Calls, Wireless	In a configuration with TN2302 or TN2602 circuit packs on multiple port networks, a call from the PSTN that is transferred from one SIP wireless endpoint to another can lose talkpath.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052905s	Attendant, Music On Hold, Hold	If a call put on hold by an attendant receives Locally Sourced Music, no one can take the call off hold.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052904s	EMMC (Expanded Meet-Me Conferencing), Attendant	If an attendant dials into an Extended MeetMe conference and then presses the Release button, the attendant properly drops off the call, but the port that the attendant was using remains on the call. As a result, later calls to the same Extended MeetMe number get the announcement You Are Joining A Conference Already In Progress even when it is not true.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052889s	Administration	An attempt to save translations might fail if the string in the field Supported Station Type on the station form is longer than the same string for an aliased station.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052876s	Remote Access, Administration, Maintenance	If the Display option is set in the bash profile, you cannot telnet to a host with a name that is exactly 42 characters long.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Modify the bash profile to remove the Display option. Communication Manager does not require this option. Alternatively, modify the host name. This is resolved in Release 3.0.1 of Communication Manager.
052871s	H.323 IP, Trunks, Upgrades	After you upgrade Communication Manager to Release 3.0 or 2.2.1, IP signalling groups whose trunks go through a TN799 (C-LAN) circuit pack might not come into service. This can also occur after upgrading to certain field loads for earlier releases.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Busy and release the TN799 circuit pack(s). This is resolved in Release 3.0.1 of Communication Manager.
052857s	ASAI, Call Center, Vectoring, Administration, AES/SES (Application/SIP Enablement Services)	On an AES server with a basic license for TSAPI service, you cannot access the field VDN Override For ISDN Trunk ASAI Messages on the VDN form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	

ID	Keywords	Symptom	To resolve this, use:	Until then:
052819s	Security, Music On Hold, Routing, Talkpath, Media Gateway	<p>Callers on hold might stop hearing music and start hearing another conversation. There are two different problems which can cause the same symptom:</p> <p>Problem 1.) Callers put on hold might hear music for a period of time and then hear some random conversation, or they might just hear the random conversation immediately. This is the more general problem and can occur on both IP Connect and Multi-Connect systems. This typically only occurs under heavy traffic loads. If you believe you are experiencing this problem, contact your technical support organization and have them check for the specific signature of the problem.</p> <p>Problem 2.) Callers put on hold initially hear music which eventually stops. Then they hear a click and start hearing one side of another conversation that was just initiated. Depending on the amount of traffic on the server, this can take anywhere from one second to more than an hour after the call goes on hold. This only happens in a Multi-Connect configuration with two or more ATM-connected or CSS-connected port networks to which the parties on hold are connected, and one or more media gateways where the music source is located. If the music source is not on a media gateway, this problem does not arise.</p>	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	<p>If the music source is not on a media gateway, problem 2 does not arise. So, to work around problem 2, ensure that you do not have any music source on a media gateway. Alternatively, contact your technical support organization:</p> <p>For problem 1, request and apply patch 10418 or any later patch that includes 10418.</p> <p>For problem 2, request and apply patch 10198 or any later patch that includes 10198.</p> <p>For both problems, request and apply patch 10449 or any later patch that includes 10449.</p> <p>This is resolved in Release 3.0 of Communication Manager.</p> <p>Related document: PSN000438.</p>
052812s	SIP, Transfer	In a configuration with one media server running Communication Manager and multiple servers running SIP Enabled Services (Converged Communications Server), SIP calls or transfers across multiple homes might fail.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052760s	Service Observing, Transfer, Call Center	If an endpoint with a service observer transfers an outgoing trunk call that has not yet started to ring, the service observer does not drop off the call when the transfer is complete.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	<p>Contact your technical support organization. Request and apply patch 10226 or any later patch that includes 10226.</p> <p>This is resolved in Release 3.0.1 of Communication Manager.</p> <p>Related document: PSN000507.</p>
052758s	SAT, Administration, Maintenance, Measurements	In rare circumstances, running the command 'list measurements occupancy last-hour' in a SAT session in OSSl mode might terminate the SAT session.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052755s	SIP, Trunks, Wireless, Forwarding	If a SIP telephone, with a wireless endpoint administered, forwards several calls received over a SIP trunk, the SIP trunk might go out of service.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in a special SIP service pack for Release 3.0 of Communication Manager.
052751s	Analog Stations, Maintenance, Media Module, Media Gateway, Emergency	Invoking the emergency call transfer mode from an endpoint on a media gateway might busy out a media module on that media gateway.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052750s	H.323 IP, Trunks, Endpoints / Appliances / Telephones, Blocked/Dropped Calls	A data call over an IP trunk might incorrectly terminate to a voice endpoint.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052727s	Conference, Media Gateway, Talkpath	When a third party is added to a call via no-hold conferencing, and the third party is on a media gateway, that party has no talkpath with the conference.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	

ID	Keywords	Symptom	To resolve this, use:	Until then:
052724s	MLPP, Call Center, Agent, Busy, Hunt Group	If all agents in a hunt group are on calls, then MLPP pre-emption does not pre-empt any calls in that hunt group.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052717s	Logins, LSP, Remote Access	When a primary server which has a login named 'remote' saves translations to an LSP or ESS, logins associated with the 'remote' group no longer work, and it is no longer possible to create logins on the LSP or ESS that use the 'remote' group. The equivalent problem occurs with a login named 'suser' or 'user'.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Avoid giving a login the name 'remote', 'suser', or 'user'. After the problem has occurred, renaming the login is insufficient. Contact your technical support organization. Request and apply patch 10174 or any later patch that includes 10174. This is resolved in the service pack for Release 3.0 of Communication Manager. Related document: PSN000408.
052712s	Media Gateway, Endpoints / Telephones / Appliances	In some circumstances, a DCP telephone on an H.248 media gateway might keep ringing after being answered.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 10137 or any later patch that includes 10137. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000401.
052709s	Displays, ISDN, PRI, Trunks, Conference, SIP	On a call over an ISDN PRI trunk to a Toshiba SIP Phone which the Toshiba SIP Phone then conferences to another endpoint, if the originating endpoint or the conferenced endpoint hangs up, the Toshiba SIP Phone displays the TAC (Trunk Access Code) rather than the trunk group name.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052700s	Tones, AUDIX	Periodic reminder tones do not sound during AUDIX one-touch recording, regardless of the settings on the system-parameters features form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052697s	Announcements, Displays, SIP	A call forwarded from a Toshiba SIP Phone to an invalid or restricted extension inappropriately displays the extension forwarded to, and displays the name of the announcement in English even if that is not the native language of the display.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052696s	SIP, Forwarding, ISDN, Displays	If a call over an ISDN trunk to a Toshiba SIP Phone does not contain Caller ID information (as, the number of the calling party), and the Call Forwarding feature sends the call to another Toshiba SIP Phone, the display shows the name and extension of the second Toshiba SIP Phone rather than the trunk group name.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052694s	Dial Plan, SIP, Forwarding, Displays, Coverage	If the dial plan has extensions of different lengths starting with the same digit, the display on a call forwarded to a Toshiba SIP Phone is not correct.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052679s	SIP, Busy, Blocked/Dropped Calls, Trunks, Bridging	A call over an analog CO (Central Office) trunk or an analog T1 robbed-bit trunk to an extension with a bridged appearance on a SIP telephone gets busy tone at both ends if the SIP telephone attempts to answer.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Use ISDN trunks for calls to an extension with a bridged appearance on a SIP telephone.
052672s	Circuit Packs	In rare circumstances, hyperactivity monitoring of TN circuit packs might remove a circuit pack from service when there is no evidence that it is hyperactive.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052663s	Upgrades, Remote Office	If you upgrade to Communication Manager (any release) from the DEFINITY software (Release 10 or earlier) with Remote Offices administered, you might lose that administration and not be able to re-administer the Remote Offices after the upgrade.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
052661s	SIP, Wireless, Displays	A wireless SIP endpoint receiving a call from another wireless SIP endpoint displays the caller's number, but not the caller's name.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052653s	BSR, Vectoring, Announcements, Music On Hold	If a vector attempts BSR interflow for a call, but does not succeed, the call does not receive the further treatment specified in the vector. The caller hears ringback until the call is answered.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052629s	Endpoints / Appliances / Telephones, Forwarding, SIP, Coverage	If you deactivate third-party call forwarding for a Toshiba SIP Phone, the forwarding is properly deactivated, but the telephone seems to show that it is not.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052616s	SIP, Trunks	After a reset system 4, some SIP trunks might not come back into service.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052606s	Displays, SIP, Bridging	If a Toshiba SIP Phone calls the bridged appearance of a phantom extension which has no name assigned, the display on the Toshiba SIP Phone does not show the called endpoint correctly.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0 of Communication Manager.
052603s	SIP, Trunks, Registration	If the SIP trunks in a signalling group that handles bulk subscriptions are in bypass mode, the subscriptions might not recover after a data network outage.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052601s	Blocked/Dropped Calls, Announcements, Music On Hold, Media Gateway, H.248 IP	If endpoints on multiple media gateways are receiving the same announcement or music on hold from yet a different gateway, then when the H.248 IP audit runs, all but one of those endpoints loses the announcement or music. To the listener it sounds as if the call has dropped.	Service pack Service pack00.0.346.0-10986 (requires Release 3.0.1 of Avaya Communication Manager) or later	This is resolved in the service pack for Release 3.0.1 of Communication Manager.
052600s	Administration	The node-name form improperly allows you to use the restricted node name 'procr'. Once inserted, this node name cannot be changed or removed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Do not use the node name 'procr'. This is resolved in Release 3.0 of Communication Manager.
052597s	Alarms, Maintenance, LSP, Media Gateway, ESS	A configuration which includes an LSP or an ESS (Enterprise Survivable Server), a restart warning appears in the Server Alarms even for a craft-initiated reset system 4. Depending on how maintenance is administered, such a reset can occur as part of regular scheduled maintenance.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disregard the alarms. You can clear the alarms manually via the command 'almclear -a'. This is resolved in Release 3.0.1 of Communication Manager.
052596s	CMS/MIS, ACD, Agent, Call Center	When an agent assigned to multiple skills conferences an ACD call, that call might not be counted for the correct skill in CMS.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052595s	Upgrades, Media Gateways	The upgrade tool does not successfully upgrade a G700 Media Gateway if the name of the media gateway includes "G700".	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Rename the media gateway. This is resolved in Release 3.0.1 of Communication Manager.
052593s	Transfer, ISDN, Messaging / Voice Mail, QSIG, DCS/ETN, Trunks	DID calls transferred by an attendant do not cover to the correct remote QSIG-integrated Modular Messaging mailbox over DCS trunks. Instead, the caller hears the general greeting.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 10066 or any later patch that includes 10066. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000411.
052592s	ACD, H.248 IP, Networking, Media Gateway, Port Networks, Tones, Inbound Call Management (ICM)	If an endpoint on a media gateway calls an endpoint with Auto Answer enabled that is on a port network, the tone identifying the incoming call is incorrect.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Simply answer the call. The talkpath is not affected. This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
052590s	H.248 IP, ISDN, Media Gateway, Trunks	Data calls within a media gateway do not succeed if they go over ISDN trunks.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052575s	Upgrades, File Transfer	If an upgrade on a media server which supports RAM Disk mode includes a restore step, the restore step overwrites certain files, such as configuration and security files, with the version of those files for the new release of Communication Manager.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052564s	File Transfer, Endpoints / Appliances / Telephones	In a configuration with a TN2602 circuit pack, T.38 faxing to an endpoint that supports version 2 often fails.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052560s	Announcements, Measurements	The command 'list measurements announcements board <location>' might include duplicate entries in the output for 'today' and 'yesterday'.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052559s		An agent using auto-answer with a Callmaster telephone might not hear the usual auto-answer tones for an incoming call. In that case, the agent does not realize that the call is now connected.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Turn off the auto-answer capability. This is resolved in Release 3.0.1 of Communication Manager.
052549s	LookAhead Interflow (Virtual Routing), Vectoring, Routing	In a vector containing multiple route-to steps that use LookAhead Interflow (LAI), if the first such step fails, vector processing terminates. This can cause the call to route to a far-end switch when the vector would have routed it to a local switch.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052543s	MLPP, Forwarding, Coverage	If a forwarded MLPP precedence call is not answered, and the attendant does not answer it either (or is in night service), the call does not extend to the alternate MLPP network.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052529s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-012. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	
052519s	File Transfer, Upgrades	When you restore a 1.x backup to a configuration running Release 3.0 of Communication Manager, you do not see any status information to let you know that the restore is proceeding or successful.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052514s	Vendor Equipment & Applications, H.323 IP	Direct IP (shuffling) does not work between Communication Manager and some third-party gateways, for example, Cisco.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disable Direct IP for Communication Manager. This is resolved in the service pack for Release 3.0 of Communication Manager.
052505s	File Transfer	An attempt to restore a backup does not succeed in a configuration running Release 3.0 of Communication Manager.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052502s	Vectoring, Displays, Endpoints / Appliances / Telephones, LookAhead Interflow (Virtual Routing)	When a call from an endpoint with Caller ID blocked uses Look Ahead Routing, the called endpoint displays nonsense in place of the receiving VDN.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	On the trunk group form, set the fields Replace Restricted Numbers and Replace Unavailable Numbers to Yes. This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
052490s	Vectoring, Display, SIP, Bridging, Dial Plan	If a VDN routes a call to a SIP endpoint administered as a bridged appearance; and that endpoint's extension matches a row in the dial plan analysis table where Call Type is 'ext', and another row in the dial plan analysis table has the same Dialed String and Call Type, but a Total Length that is 1 greater; then the display on the SIP endpoint does not update correctly.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052489s	Emergency, Media Gateway	In rare cases, emergency transfer ports on a G350 or G250 Media Gateway might remain out of service after a brief network outage.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052486s	Displays, Endpoints / Appliances / Telephones, SIP	If a SIP endpoint calls a PSTN endpoint, which transfers the call to another SIP endpoint, the display on the second SIP endpoint is incorrect.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052475s	Displays, SIP, Transfer, Conference	If the field Outgoing Display on the trunk group form is set to No, a Toshiba SIP Phone on an external call with a PSTN endpoint properly displays the number of the PSTN endpoint for the duration of that call, except: - after the Toshiba SIP Phone receives a whisper page, or - on a conference call where all participants have dropped off except for the Toshiba SIP Phone and the PSTN endpoint, or - after the Toshiba SIP Phone transfers the call to another Toshiba SIP Phone (in which case the problem appears on the second Toshiba SIP Phone). In these exceptions, the Toshiba SIP Phone displays the trunk group name rather than the number of the PSTN endpoint for the remainder of the call.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052466s	Circuit Packs, Alarms, Maintenance	Running the command 'test board <board location> long clear' on a TN2302 or TN2602 circuit pack which has been disabled does not fail, although it does result in a minor alarm.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Do not run the command 'test board <board location> long clear' unless you have determined that the circuit pack should be re-enabled. This is resolved in Release 3.0.1 of Communication Manager.
052461s	Upgrades, File Transfer	When upgrading or migrating directly from Release 1.x of Communication Manager to Release 3.0, it is not possible to restore the Release 1.x backup.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052455s	Bridging, Administration	The command 'list bridged-extensions' lists no more than 250 bridged appearances, even though up to 1,250 bridged appearances can exist.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052444s	Displays, Endpoints / Appliances / Telephones, SIP	If one SIP endpoint calls another SIP endpoint, and a third SIP endpoint picks up the call, the display at the first endpoint properly displays the number for the third endpoint, but erroneously gives the name for the second endpoint.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052405s	Maintenance, File Transfer	If you make a copy using the Copy step on the Manage Software web page, the copy status shows old information for a few seconds.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disregard the old information. The new information soon appears instead. This is resolved in Release 3.0.1 of Communication Manager.
052388s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-137. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
052381s	Alarms, Maintenance	A UPS (Uninterruptable Power Supply) failure or low battery might not raise the expected minor alarm.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052362s	TTI, Media Gateways, Administration, AWOH (Administration Without Hardware)	On a media gateway running TTI from a circuit pack in slot V1, an attempt to change a X-port (AWOH) to a physical port produces the message Error Encountered Cannot Complete Request.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052361s	Blocked/Dropped Calls, Buttons, AWOH (Administration Without Hardware)	In a configuration where TTI is not enabled, and there are multiple AWOH (Administration Without Hardware) endpoints, if a reset system 2 occurs while a call is active to a bridged appearance on an AWOH endpoint, the button for that bridged appearance becomes unusable and the bridged appearance does not accept calls, even after the reset is complete.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052359s	Maintenance	If the command 'list route-pattern' provides multiple pages of output, the paging message may overwrite the last line of each page.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052345s	Service Observing, H.323 IP, Talkpath, Agent, Call Center, Blocked/Dropped Calls	A call receiving remote Service Observing via an IP trunk might have no talkpath between the observed agent and the caller.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Turn on shuffling (the Direct IP to IP field on the station form), or upgrade to field load 117 for Release 2.2 of Communication Manager when available. This is resolved in Release 3.0.1 of Communication Manager. Related documents: PSN000384, PSN000414.
052314s	Administration, SAT, File Transfer, ESS	In a configuration with an ESS (Enterprise Survivable Server) containing a TN2302 circuit pack, if you set Auto to No on the ip-interface form and then run the command 'save trans ess', Auto reverts to the default setting of Yes, and the fields Speed and Duplex lose their settings.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052309s	QSIG, ISDN, SIP, Wireless, Displays	If an endpoint has no value assigned on the public-unknown-numbering form, the display for a QSIG call routed from that endpoint to a Subscriber Unit (SIP wireless endpoint) shows the caller the number of endpoint answering the call, rather than the original endpoint called.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052305s	Announcements, Call Center	In a configuration with Expert Agent Selection (EAS) disabled and Music On Hold set to Tone, Port, or Extension, calls to a hunt group with ACD and Queue set to Yes, Vector set to No, and Second Announcement Extension administered with a delay and Recurring set to Yes, callers hear the second announcement only once.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
052261s	Call Pickup, Media Gateway, Blocked/Dropped Calls, Networking	In a network experiencing unusually long delays, if an endpoint on a media gateway picks up a call using Extended Group Call Pickup, the call sometimes drops.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
052236s	Maintenance	If the field Port Network Support on the system-parameters customer-options form is set to Yes, the command 'list testcalls summary' provides incorrect data for trunks that are busied out.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052233s	Transfer, Bridging, SIP, Blocked/Dropped Calls	Blind transfer to a Toshiba SIP Phone does not succeed if another endpoint has a bridged appearance of the TSP. After the transfer is attempted, the TSP goes out of service and must be reset.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	

ID	Keywords	Symptom	To resolve this, use:	Until then:
052226s	SIP, Softphone, Transfer, Blocked/Dropped Calls	If a SIP Softphone attempts blind transfer of a call to a number not in the dial plan, the party being transferred remains on hold with no indication that the transfer is not successful.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
052193s	Hospitality and PMS, Trunks	Calls to a DID number go to the endpoint using that DID number even if Do Not Disturb is active on the endpoint.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052176s	Endpoints / Appliances /Telephones, Coverage, Forwarding, Display	If a 2420 telephone with Per Button Ring Control enabled has Send All Calls activated, the call log for that telephone does not show the user name and extension.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8791 or any later patch that includes 8791. Alternatively, disable Per Button Ring Control for the telephone. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000424.
052167s	Administration, Conference	On the VDN form, the Route-To # field does not accept the character * or #, but only numbers.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052165s	File Transfer, Firmware Download	In a configuration including a TN602 or TN799 circuit pack, after you run the command 'set options', you cannot FTP or Telnet to that circuit pack when you first enable file transfer (filexfer).	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disable and then re-enable file transfer.
052154s	Call Center, Music On Hold, Agent	If an agent answers a call routed to a VDN and puts it on hold, the caller hears Music On Hold from tenant partition 1, even if the VDN is not in that tenant partition.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052146s	Softphone, Maintenance	If you busy and release the extension or the port for an endpoint in shared control with IP Softphone, or the port for the Softphone, the Softphone fails to unregister. Thereafter the status of the endpoint and the Softphone can become confused and status information might be inconsistent between the Softphone and Communication Manager.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0.1 of Communication Manager.
052140s	Administration, LSP	Under rare circumstances, an attempt to add an LSP (Local Survivable Processor), using a valid node name, might fail with the message Cannot Be Administered On The LSP Form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8834 (or, if available, any later patch which includes 8834). Alternatively: 1. Remove the node name that cannot be added as an LSP. 2. Add a new node name that will never be used for an LSP. 3. Add the node name desired for the LSP. 4. Run the command 'change lsp' and add the second new node name. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000371.
052129s	Networking, Traffic, Circuit Packs, Blocked/Dropped Calls	If a TN2602 or TN2302 circuit pack provides all VoIP resources in a given network region, heavy VoIP traffic in that network region may cause IP endpoints to become unavailable, even though additional VoIP resources are available in other network regions.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052108s	ACD, Expert Agent Selection (EAS), Measurements	Call measurements for BCMS Measured Agents with more than 31 skills are inaccurate.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
052103s	Softphone, Blocked/Dropped Calls, Logins, H.323 IP	If a Softphone in shared control with an IP endpoint loses connectivity while on a call, and promptly attempts to log in again, the call drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Wait at least two minutes before attempting to log in again.

ID	Keywords	Symptom	To resolve this, use:	Until then:
052083s	ATM, Maintenance, Port Networks, Media Gateway, Circuit Packs	In a configuration which includes a TN2302 or TN2306 circuit pack, an ATM-connected port network, and a media gateway supporting ATM Expansion Interface, the audit TDM-VCTOKEN frequently does not succeed. You can see this via the command 'status audits cumulative'.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052035s	Translation Corruption, Agent, Call Center	In rare circumstances, an EAS agent cannot log out or be removed from translations.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 10113 or any later patch that includes 10113. You can also request and apply field load 117 for Release 2.2 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000399.
052031s	H.245 IP, Trunks, Media Gateway, Blocked/Dropped Calls	After several days of operation, calls using IP Office trunks can stop working.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. If you are running Release 2.2 of Communication Manager, request and apply patch 8739 or any later patch that includes 8739, or request and apply field load 117. Alternatively, restart the media server. This is resolved in the service pack for Release 3.0 of Communication Manager. Related document: PSN000430.
052018s	Vectoring, Attendant, Blocked/Dropped Call	If attendant vectoring is administered but no attendants are configured, a call to an endpoint with Controlled Termination Restriction (Do Not Disturb) set to 'attendant' receives intercept tone rather than routing to attendant vectoring.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
052017s	Vectoring, Maintenance	If a messaging vector step routes a call to a qsig-mwi hunt group, the routing succeeds, but the vector events log contains the message VE_MSG Fail.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disregard the message. This is resolved in Release 3.0.1 of Communication Manager.
052016s	Coverage, Hunt Group, Messaging / Voice Mail, QSIG, ISDN, Vectoring, Forwarding	Calls routed to voice mail on a QSIG-integrated Modular Messaging system via a vector messaging step whose active extension is a hunt group extension receive the generic voice-mail greeting rather than the custom greeting for the called party.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8720 (or, if available, any later patch which includes 8720). This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000350.
052002s	AAR/ARS, Blocked/Dropped Calls, Tones, Dial Plan, Networking	In a configuration with multiple locations, where more than one location have the same entries on the ars analysis form to accept dialing # to indicate a short number (for instance, if the dial string of one entry is the beginning of the dial string for another entry with a greater length), an ARS call using the shorter entry without dialing # might receive intercept tone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Retry the call and dial # at the end. This is resolved in Release 3.0.1 of Communication Manager.
052001s	Alarms, Media Gateway, ISDN	An ISDN signalling group on an unregistered media gateway inappropriately generates an alarm when periodic maintenance runs.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disregard the alarm. This is resolved in Release 3.0.1 of Communication Manager.
051976s	Media Gateway, Maintenance	In a configuration which contains a CMC1, G600, MCC1, or SCC1 Media Gateway, the ring-generator results from the command 'test environment' might refer to the ring generator in cabinet 1, even when the command 'test environment' specifies a different cabinet.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051975s	Coverage, Trunks, Tones, Blocked/Dropped Calls, Forwarding	If you call an endpoint whose first coverage point is a remote endpoint with the Reach Me feature disabled which is connected via a DCS trunk to a UCC speech unit, you hear reorder tone rather than going to the second coverage point.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Enable the Reach Me feature on the remote endpoint. This is resolved in Release 3.0.1 of Communication Manager.
051959s	AWOH (Administration Without Hardware), Firmware Download, File Transfer	If you attempt to download firmware to 2420 telephones in an extension range which included an AWOH endpoint, the download succeeds only for those telephones whose extension precede that endpoint.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
051947s	Upgrades	During an upgrade to Release 3.0 of Communication Manager, the message No Releases Are Resident might erroneously appear.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Disregard the message. This is resolved in Release 3.0.1 of Communication Manager.
051923s	Routing, Administration Without Hardware (AWOH), Bridging, TTI	In a configuration with multiple locations administered, a bridged appearance of an AWOH (Administered WithOut Hardware) extension/X-ported station with TTI turned on cannot make outgoing trunk calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Turn off TTI for the AWOH extension/X-ported station. Alternatively, contact your technical support organization. Request and apply patch 8672 (or, if available, any later patch which includes 8672) or, if available, field load 116 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000359.
051867s	Buttons, Forwarding, Abbreviated Dialing, Coverage	If you assign the Extended Call Forwarding FAC to an abbreviated dial button, using the button does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Dial the FAC manually. This is resolved in Release 3.0.1 of Communication Manager.
051866s	Announcements, Administration	Adding a complete set of audio group sources via the audio-group form while the server is experiencing traffic may succeed only after a significant delay.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051833s	H.323 IP, Tones	In a call with a DCP telephone over an IP trunk or to an IP telephone, the other telephone does not hear DTMF tones when digits are pressed on the DCP telephone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	On the system-parameters ip-options form, set the field Intra-System IP DTMF Transmission Mode to 'In Band'. This makes the tones audible on an IP telephone. On the signaling-group form, set the field DTMF Over IP to 'In Band'. This makes the tones audible over an IP trunk. This is resolved in the service pack for Release 3.0 of Communication Manager.
051826s	Maintenance	The bash commands 'update_activate' and 'update_deactivate' do not support service pack or patch numbers longer than 4 digits.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service packs for Releases 2.2 and 3.0 of Communication Manager.
051825s	Call Center, Agent, Logins, Measurements	If an agent logs out and then logs back during the same shift, the BCMS/VuStat information for that agent might be lost.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051822s	Administration, LSP, Translations	An LSP (Local Survivable Processor) running Release 3.0 of Communication Manager shows translation corruption on the SAT when registered to a primary server running a release prior to 3.0. The SAT error message is Warning: Translation Corruption Found; Call Service Representative Immediately.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	The problem is not on the LSP. The LSP is not affected by this problem if it goes active. If the LSP does go active, run the SAT command 'enable save-translation' on the LSP to correct the problem. Contact your technical support organization. Request and apply patch 10629 or any later patch that includes 10629 to the primary server. Alternatively, upgrade the primary server to Release 3.0 of Communication Manager. This is resolved in Release 3.0. Related document: PSN000499.
051820s	Talkpath, Blocked/Dropped Calls, H.323 IP, Media Gateway, Hold	If a second call comes to an IP endpoint with Direct IP (shuffling) disabled on the station form which is on a call via a media gateway in the same network region as itself, and the endpoint puts the first call on hold in order to answer the second call, both calls lose talkpath.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Enable Direct IP for the endpoint. This is resolved in the service packs for Releases 2.2 and 3.0 of Communication Manager.
051807s	File Transfer, Upgrades	If you restore a backup created in an environment not using RAM disk to a configuration using RAM disk and then reboot, some restored files or even the entire RAM disk file system might be lost.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051797s	Music On Hold, Media Gateway, Blocked/Dropped Calls, Circuit Packs	If a TN802 circuit pack that is providing music to a media gateway call on hold goes out of service at the same time as a new call via that media gateway goes on hold, the new call drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	On the music-source form, remove the music source translations, and then put them back again. This is resolved in Release 3.0.1 of Communication Manager.
051796s	Upgrades, Maintenance	It is possible to apply a service pack designated for one release of Communication Manager to another release. In some cases this can cause Communication Manager to become unstable.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Before applying a service pack, check that the release of Communication Manager matches the release for the service pack. This is resolved in Release 3.0.1 of Communication Manager.
051795s	Call Center, ASAI, Measurements, Reports	An auto-dialled call from a domain-controlled endpoint might not appear in reports and measurements from a call center application which uses ASAI.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051783s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-132. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051753s	Automatic CallBack (ACB), QSIG, SIP, ISDN, Wireless, Displays	On a configuration running the special SIP service pack for Release 3.0 of Communication Manager, Automatic CallBack over a QSIG trunk to a Toshiba SIP Phone shows an inaccurate display on the Toshiba Sip Phone and its bridged appearances.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051752s	Alarms, Maintenance	If the craft login initiates a reset, resolved alarms are not cleared from the output of the bash command 'alarmdisplay'.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Use the SAT command 'display alarm' to see valid alarms. This is resolved in Release 3.0 of Communication Manager.
051711s	Agent, Endpoints /Telephones / Appliances, Security, Call Center	Agents using Callmaster telephones who have auto-answer enabled might experience crosstalk for about a second at the beginning of some calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051700s	Dial Plan, Administration	When you attempt to remove a fac or dac entry from the dialplan analysis form, if that entry is in use of the locations form, the SAT session might become unusable or terminate.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Remove such entries from the locations form before attempting to remove them from the dialplan analysis form. This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051685s	Firmware Download, File Transfer	If you attempt to download firmware to a 2420 telephone whose extension begins with zero via the firmware station-download form, the download does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051665s	Softphone, Media Gateway, H.323 IP, Trunks, Blocked/Dropped Calls	Calls over an IP trunk to an extension currently controlled by Softphone in Telecommuter mode fail upon answer if they go out to Softphone over an IP trunk that is not on the same media gateway as the incoming IP trunk.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051654s	Logins, File Transfer	Logins sent via the command 'enable filexfer' fail at the destination TN799 (CLAN) circuit pack.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	When logging in to the TN799, append a zero to the end of the password, making it 9 characters long. Alternatively, reset the password to have 9 or more characters, and then run the command 'enable filexfer' again. This is resolved in Release 3.0.1 of Communication Manager.
051645s	Maintenance, System Resets, Networking	Hyperactivity in a TN2302AP (MedPro) circuit pack can result in system resets.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization and request a check for the signature of this PSN. If the signature is present, request and apply field load 115 or later for Release 2.2 of Communication Manager. Alternatively, resolve the network connectivity problem affecting the TN2302AP. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000472.
051640s	Expert Agent Selection, Coverage, Administration, Call Center, Forwarding	EAS (Expert Agent Selection) agents cannot use the change-coverage FAC (Feature Access Code) to change the coverage path for their extension.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051635s	EC500, Wireless, Softphone, Registration	If Softphone is associated with a wireless endpoint, logging out of Softphone takes the wireless endpoint out of service.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051634s	Displays, Administration, Localization, International Support	An attempt to read in a message for user-defined static display might fail with a message that the text is too long, even when the text is an acceptable length.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051631s	Agent, Call Center, Announcements, Buttons, Vectoring	An agent in auto-answer mode who has received a call and is hearing the VOA (VDN of Origin Announcement) cannot stop the announcement and connect with the caller by pressing the call appearance button on the telephone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051609s	Maintenance	If periodic maintenance is running, or multiple other maintenance activities are in process, maintenance commands executed manually, such as commands to busy or release a circuit pack, might not complete.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Cancel the command and try it again. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000370.
051570s	SIP, Duplication, Interchange, Reliability	In a SIP-enabled configuration with TLS duplication active, a network disruption such as a server interchange might cause instability which appears as, for instance, a prolonged overload condition.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
051566s	Softphone, TTI	If an endpoint uses PSA associate to take over an extension in use by a Softphone telecommuter, the Softphone unregisters as expected, but the endpoint using PSA associate goes out of service.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051539s	H.323 IP, Trunks, Messaging, Voice Mail	Ten to twelve days after a system reset, calls over the IP trunks connecting Communication Manager to Modular Messaging, or most third-party messaging systems, no longer succeed. (Specifically, they get intercept.) This problem also occurs if the fax mode on the ip-codec-set form is set to T.38-Standard.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Run a reset system 2. Alternatively, contact your technical support organization. Request and apply patch 8566 (or, if available, any later patch which includes 8566), or upgrade to field load 115.1 or later for Release 2.2 of Communication Manager, if available. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000342.
051530s	Tones, Blocked/Dropped Calls, H.323 IP	In rare circumstances, the first attempt to make a call from an IP endpoint after the server resets does not get dial tone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Repeat the attempt. This is resolved in Release 3.0.1 of Communication Manager.
051529s	Endpoints / Appliances / Telephones, Localization	After a media server undergoes a reset system 1, the Posted Messages feature does not work for telephones on that media server when the Posted Messages are in English.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
051525s	Conference, Transfer, Busy, Tones	If an endpoint with two call appearances, and Restrict Last Appearance set to Yes on the station form, attempts a blind transfer of a conference call to an endpoint which does not answer, the transfer fails to return to the original endpoint, and other members of the conference hear busy tone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Set Restrict Last Appearance to No, or use an endpoint with more call appearances. This is resolved in Release 3.0.1 of Communication Manager.
051507s	Conference, Bridging	If a DCP endpoint with bridged appearances on two other DCP endpoints receives a call from a fourth DCP endpoint, and it is answered at one of the bridged appearances, then if the caller blind-transfers the call to the endpoint originally called, the transfer does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051503s	Endpoints / Appliances / Telephones	If you activate or deactivate Posted Messages for a DCP endpoint, or if you run the command 'change extension-station' for any endpoint, then the first time you attempt on-hook dialing on that endpoint, it does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Try again. This problem exists only for the first attempt. This is resolved in Release 3.0.1 of Communication Manager.
051501s	Maintenance	When a hard drive failure occurs, no SNMP traps are sent.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051490s	Administration, Maintenance; Linux, Web Browser	If you are working in Communication Manager via a Web browser at about 4:00 AM, the browser might stop working. This results from a rare race condition during automatic rotation of log files at 4:02 AM.	workaround ->	Contact your Technical Services Organization to check and restart the web services. To avoid this situation, do not work in Communication Manager via a Web browser between 4:00 AM and 4:05 AM. Related document: PSN000355.
051488s	Maintenance, Port Networks, Media Gateway, H.323 IP	When IGC (Inter-Gateway Connectivity) includes more than one IP-connected port network, or more than one media gateway, xoip events do not appear in the output of the command 'list trace'.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
051450s	MLPP, Administration, DS1, Trunks	If MLPP and the DS1 Echo Cancellation feature are enabled, the field for administering DS1 Echo Cancellation on the trunk-group form is missing for some trunk group types.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051433s	Announcements, Displays, Agent, Call Center, Vectoring	If a caller drops while a VOA (VDN of Origin Announcement) is playing, the display on the agent's telephone is not updated or cleared. The agent may complain that the telephone is "hung" or "frozen".	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8564 or any later patch that includes 8564. You can also request and apply field load 543 for Release 1.3.2 of Communication Manager or request and apply field load 230 for Release 2.0.1 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000448.
051427s	ACD, Softphone, Agent, Call Center, Blocked/Dropped Calls	An ACD call to an agent running Softphone in shared control with a DCP endpoint, with ROIF(Redirect On IP Failure) and auto answer enabled does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
051418s	Administration, Call Center, Agent	On the agent-loginID form, an attempt to change the value in the Call Handling Preference field receives the message Entry Is Bad.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051408s	Maintenance	The command 'status health' might show only zeroes rather than valid data for alarms and warnings.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Rerun the command.
051400s	EC500, Wireless, SIP, Conference, Transfer, Blocked/Dropped Calls	The second time in a conference call that a Toshiba SIP Phone attempts a trunk-to-trunk transfer using a trunk where such transfers are disabled or restricted on the system-parameters features form, the entire conference drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
051396s	ISDN, QSIG, MWI (Message Waiting Indicator), H.323 IP, Networking	In a configuration using QSIG and IP signalling links, if those links go out of service, Message Waiting Indicators might become inaccurate.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051350s	ATM, Circuit Packs, Maintenance	Running the command 'reset board' for an TN2305/TN2306 ATM Trunk circuit pack can leave the circuit pack out of service. In addition, reseating or resetting while this circuit pack is busied out leaves it out of service.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
051340s	Wireless, SIP, Endpoints / Appliances / Telephones, Buttons	If you use the dial-icom button on a SIP or wireless endpoint to make a call, you cannot then put that call on hold and use the same button to make another call.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051328s	Vectoring, Administration	Not all vector steps display variables in the output of the command 'list usage variable'. For example, VDN variables appear incorrectly as VL rather than V1 and do not show route-to numbers with "~r" followed by a vector variable or VDN variable. If you specify the variable number in the command, the output does not include VDN variables. On a DEFINITY server, the output of the command 'list usage holiday' does not include holiday tables from the coverage path form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051283s	Vectoring, BSR, Administration	The vector step 'goto step (or 'vector') [#] if wait-improved for best < [#]' does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051278s	Blocked/Dropped Calls, Messaging / Voice Mail, Tones	In rare circumstances, a call covering to voice messaging erroneously provides fast busy tone, alone or overlapping the expected ringback.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051277s	Administration, Trunks, ISDN, SIP	If you change the Group Type on the trunk group form to ISDN or SIP from a value other than ISDN or SIP, you receive the message Error Encountered Cannot Complete Request.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
051267s	Agent, Conference, Transfer, Blocked/Dropped Calls	If an agent answers an incoming trunk call, conferences in an outgoing trunk call, and then disconnects from the call, the call drops for all parties, even if the endpoint where the agent is logged in has Trunk-To-Trunk Override set to Yes on the class of service form.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
051254s	Announcements, Music On Hold, Circuit Packs, Blocked/Dropped Calls; MedPro	If service is disrupted to a TN2302AP circuit pack (for instance, by busying and releasing the circuit pack) in an IP Connect configuration, while Music On Hold is playing for a call receiving music via that circuit pack, the call receives silence, or might drop completely. Attempts to play Music On Hold for subsequent calls might fail in some or all port networks.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Change the music source to Tone On Hold and then back to Music. Alternatively, contact your technical support organization. Request and apply patch 8642/8643 (or, if available, any later patch which includes 8642/8643), or upgrade to field load 115.1 or later for Release 2.2 of Communication Manager, if available. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000330.
051203s	Administration, Attendant	On the public-unknown-numbering form, if you delete multiple entries with 'att'd' in the Ext Code field, you receive the error Identifier Not Assigned.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Delete such entries one at a time. This is resolved in Release 3.0 of Communication Manager.
051176s	Administration, Translations, File Transfer	Manual backups are successful, but scheduled backups do not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8493/8494 (or, if available, any later patch which includes 8493/8494) or, if available, field load 115.1 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000326.
051133s	Wireless, Blocked/Dropped Calls	Answering an incoming wireless call over trunks from the ISDN service provider Broadwing causes the call to drop.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051127s	Administration, Vectoring, Call Center, CMS/MIS	If your Call Center is Release 11 or earlier, CMS (Call Management System) is Release 12 or later, and you are running Release 2.2 or later of Communication Manager, CMS does support administration of a collect step in a vector.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in the service pack for Release 3.0 of Communication Manager.
051123s	Agent, Emergency, Blocked/Dropped Calls	If an agent answers a call to an ARS number whose call type is Emer, and after that call the agent makes a second call to the original caller and they end that call, then if the caller makes a third call to the same ARS number, the third call appears for both the agent and for another agent logged into the same skill. The second agent can answer this call, but the first agent has no talkpath and cannot end the call until the priority timer expires.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051122s	Emergency, Forwarding, Coverage	If the Emergency Extension Forwarding (Min) field on the system features form is set to zero, and the emergency forwarding extension receives an emergency call, all subsequent calls to the forwarding extension ring as emergency calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Remove and re-add the emergency extension, and set the Emergency Extension Forwarding (Min.) to a value greater than zero. This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
051089s	Routing, Vendor Equipment & Applications	The Network Call Redirection/ETSI ECT call-redirection feature does not work with a PSTN switch which uses a 2-byte ECT link (such as a Nortel DMS-100 switch).	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7714 or any later patch that includes 7714. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000064.
051084s	BSR, LookAhead Interflow (Virtual Routing), Call Center	If attempted BSR (Best Service Routing)/LAI (Look Ahead Interflow) fails due to trunk congestion at either the far end or the near end, the call being routed fails.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Do not use BSR and LAI simultaneously. This is resolved in Release 3.0 of Communication Manager.
051073s	Call Pickup, Tones, Endpoints / Appliances / Telephones	If one endpoint calls another using dial-icom, and a third endpoint answers using the direct call pickup button, and attempts to call a fourth endpoint via a speed dial button, then the second endpoint drops off the call, while the first and third endpoints hear busy tone or music as well as voice.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051062s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-212. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
051061s	Administration, Logins, Security	If Multinational Locations is disabled in the license file, then putting location-parameters, tone-generator, multifrequency-signaling, or terminal-parameters in the Restricted Objects List on the login permissions form does not restrict access to it.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
051038s	Media Gateway, Talkpath, Call Center, Agent, Blocked/Dropped Calls; Telecommuting	After zip tone on a call to an IP agent controlling a Callmaster telephone in telecommuter mode, the call has one-way talkpath (the caller cannot hear the agent) if the telecommuter destination is a DCP telephone on another media server, reached over an ISDN-PRI trunk via a G700 or G350 Media Gateway, and the agent is in the auto-answer mode.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8439 (or, if available, any later patch which includes 8439) or field load 114 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000328.
051034s	Coverage, ISDN, QSIG, Agent, Call Center, Hunt Group, Messaging / Voice Mail, Forwarding	If a call reaches a busy agent and consequently covers over a QSIG trunk to a QSIG-MWI hunt group which routes it to voice mail, the caller hears a message saying that the agent is unavailable, rather than busy.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
051018s	Alarms	Using a 655A power supply in a G650 Media Gateway can result in erroneous POW-SUP major alarms against a slot which does not actually contain the power supply.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
050963s	Call Pickup, Buttons, Endpoints / Appliances / Telephones, Blocked/Dropped Calls	If you press the Direct Call Pickup button while you are currently on a call, that call drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Put the original call on hold manually before pressing the button. This is resolved in Release 3.0.1 of Communication Manager.
050941s	Agent, Digital Stations, Hunt Group	If the field Auto-Answer on the station form for a 2420 telephone is set to ACD, and the telephone is a member of a hunt group, then calls to that telephone via the hunt group do not appear in the log for that telephone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
050925s	ACD, Agent	When an EAS (Expert Agent Selection) skill that is administered for Service Level Supervisor with Reserve-1 (or Reserve-2) agents transitioned to Overload-1 (or Overload-2), there might be a delay of up to 5 seconds before routing new calls to available Reserve-1 (or Reserve-2) agents.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050876s	Transfer, AUDIX, Messaging / Voice Mail	In some circumstances, calls might not transfer out of AUDIX.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8342 or any later patch that includes 8342. You can also request and apply field load 114 for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000449.
050869s	Administration, Translation Corruption, System Resets, Interchange	After running the command 'change mst default' three times within one minute, when translation corruption is present, Communication Manager might undergo an interchange (in a duplicated configuration) or a system reset (in a simplex configuration).	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply field load 114 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000327.
050837s	SIP, EC500, Wireless, Hold	If auto-exclusion is administered for wireless or SIP endpoints, they cannot recover calls which they have put on hold.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050828s	BRI	After a call on a BRI endpoint, the call appearance state might remain Active, which prevents all call activity for that endpoint.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050804s	Softphone	If Softphone attempts to share control with a DCP telephone, the attempt fails if there is no TN2302 or TN802B circuit pack present, even though that circuit pack is not required for this operation.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.21 and 3.0 of Communication Manager.
050792s	Call Park, Service Observing, Blocked/Dropped Calls, Agent, Call Center	If an agent parks a call which is being service-observed using the Single Step Conference feature, and then hangs up (goes on hook), the call drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8451 or any later patch that includes 8451. You can also request and apply field load 115 for Release 2.2 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000450.
050786s	Upgrades, SIP	If the IP address of the SES (SIP Enablement Services) home server is changed during a migration, that server no longer successfully subscribes to Communication Manager.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0 of Communication Manager.
050737s	H.323 IP, Maintenance, System Resets	If you run the command 'status station' 4 times for an IP endpoint which initially used a TN2302 circuit pack which has now gone out of service, the server undergoes a reset system 1.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050726s	Conference, Tones, Endpoints / Appliances / Telephones	An endpoint conferenced to a call in silent listener mode cannot hear DTMF tones on that call.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Conference the endpoint in normally rather than using silent listener mode.
050703s	CDR, PRI	No final charge event is sent for an Advice of Charge PRI call, and thus CDR does not show accurate charges for such calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
050697s	H.323 IP, Trunks, ISDN	If the tandem-calling-party-num form is administered to delete digits from the calling party number and insert other digits, the calling party number for a tandemed call is modified incorrectly.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8452 (or, if available, any later patch which includes 8452) or field load 114 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000329.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050681s	File Transfer	Attempts to create backups via ftp on an MBS system which uses control network eth0 or eth3 does not succeed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050677s	Announcements, Vectoring	If an announcement in a vector is set to None, vector event 11 (no announcement available) is generated erroneously. This vector event, when accurate, is sometimes associated with problems in the announcement circuit pack.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Disregard the vector event in these circumstances. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
050660s	Endpoints / Appliances / Telephones, H.323 IP	Call appearances for an IP telephone might stay active (in the software), which prevents removing that endpoint. In these cases, an attempt to remove the endpoint results in the message Object In Use Please Try Later, and the call appearance in the user record shows a state of 7.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8775 (or, if available, any later patch which includes 8775), or field load 116 for Release 2.2 of Communication Manager, if available. The only way to clear the state of the call is to overwrite it. The patch implements an audit that clears the state when it is detected. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000378.
050657s	Displays, X-Mobility DECT, EC500, Wireless	If an endpoint is provisioned for EC500 and another endpoint has a bridged appearance of that endpoint, when the principal endpoint is already on a call as the EC500 cell phone answers a second call, the principal endpoint continues to display information for the second call, rather than the first.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8271 (or, if available, any later patch which includes 8271). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000261.
050654s	Hospitality & PMS, AUDIX, Messaging / Voice Mail	Moving someone from one hotel room to another does not update the location for that person's voice mail.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8270 (or, if available, any later patch which includes 8270), or field load 114 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000263.
050618s	NIC, Ethernet Interface, Administration	You cannot set the speed of ethernet interfaces via the Configure Server web pages. This especially affects new installs, and also upgrades from Release 1.x, which have no default settings for ethernet interface speeds.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Use the bash command 'setnic -w -m <speed>.' This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. Related document: PSN000275.
050602s	Administration, Call Center	If you attempt to change Service Level Maximizer on the system-parameters customer-options form from Yes to No, you receive the message System Management Overloaded; Please Try Again Later.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050583s	Vectoring, Maintenance	The command 'list-trace-station' erroneously shows vector 0 (zero) rather than the correct vector number for the dialled VDN (Vector Directory Number), if the correct vector ends by queuing to a split.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050565s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-042. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0 of Communication Manager.
050562s	SIP, Conference, Wireless, Messaging / Voice Mail	If a conference call includes both an ACD extension (for instance, an extension for retrieving voice messages) and a SIP endpoint acting as a wireless extension to another telephone, then when the Toshiba SIP Phone disconnects from the call, the other telephone remains connected with the ACD extension.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050536s	Administration	If the Service Type field on the ip-services form is set to DAPI, then if you log in remotely via port 8765, or you repeatedly change the setting of the Enable Ethernet Port field on the ip-interface procr form, Communication Manager stops working.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later In Release 3.0, the term DAPI is replaced with AESVCS. The	Go to another interface and run a reset system 1. This is resolved in Release 3.0 of Communication Manager.
050522s	SIP, Bridging, Blocked/Dropped Calls	A call to an endpoint which is out of service (for instance, logged off) and has a bridged appearance on a SIP endpoint where Bridged Calls is set to None on the off-pbx-telephone station-mapping form does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
050502s		The command 'list measurements ip dsp' might show results which exceed the physically possible usage.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050498s	Bridging, SIP	If a SIP endpoint has bridged appearances for some but not all appearances on the principal endpoint, a call to the principal endpoint does not ring at the SIP endpoint.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
050489s	Talkpath, Announcements, Port Networks, Trunks, H.323 IP, Blocked/Dropped Calls, Transfer	In an IP Connect configuration, if a DCP endpoint in port network 1 calls a DCP endpoint in port network 2 over an H.323 IP trunk with shuffling enabled, and the second endpoint transfers the call to an announcement on port network 2, the first endpoint does not hear the announcement. Subsequently, either incoming or outgoing calls (not both) might experience muffled and low-volume talkpath.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8278 (or, if available, any later patch which includes 8278) or, if available, field load 114 for Release 2.2 of Communication Manager. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. Related document: PSN000301.
050478s	Routing, Coverage, Messaging / Voice Mail, DCS/ETN, Forwarding	If a call over a DCS trunk group covers into voice mail, and then the caller presses 0, which uses a vector that routes the call to an endpoint that is not on the same server as the voice mail, the call drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8042 (or, if available, any later patch which includes 8042). This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000270.
050476s	Coverage, Blocked/Dropped Calls, Media Gateway, Transfer, Administration Without Hardware (AWOH), Forwarding	If an endpoint on one media gateway calls an endpoint on another media gateway, and the second endpoint attempts to transfer the call to an AWOH endpoint whose coverage path goes to an answer group on the first media gateway, the transfer does not succeed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050474s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisories ASA-2004-100 and ASA-2004-021. To see these documents, go to http://support.avaya.com and search for each number.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
050473h	Media Gateway, Trunks	For a call over analog loop-start trunks where the far end hangs up or drops in the middle of the conversation, the trunks stay up for up to 3 minutes. This situation is due to "talk off" issues. The Busy Tone Disconnect feature, which detects remote end disconnected calls, does not detect the CO busy tone it needs in order to drop the trunk, or interprets voice energy as a signal to drop the trunk.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Upgrade to media gateway firmware 23.21.0 or later. To do this, contact your technical support organization. Request and apply field load 115.1 for Release 2.2 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000349.
050444s	ASAI, PRI, System Resets, Interchange	If you have a mixture of co-resident DLGs (DEFINTY LAN Gateways) servicing ASAI requests and ASAI -controlled outbound predictive dialing over PRI, the system might interchange or undergo a reset	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050431s	Displays, SIP, Transfer, Conference, Wireless	On a call between wireless SIP endpoints, if both parties simultaneously conference the call, each to a different extension, the display does not accurately reflect the number of people now on the call. The same thing happens if both parties simultaneously transfer the call while staying on the line.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
050415s	Circuit Packs, IP Networking, Trunks	If network region A has connectivity with network regions B and C, and a TN2302 (CLAN) circuit pack assigned to network region B goes out of service, an IP trunk in network region A goes out of service even though there is another TN2302 available in network region C.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050413s	Softphone	A Softphone sharing control with an endpoint which is off hook (for instance, in headset mode) cannot use its callbar to place a call.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Use the dialpad or the picture of the phone in Softphone to place the call. This is resolved in Release 3.0 of Communication Manager.
050390s	Maintenance	System logs for the fourth week in January are dated one year later than they should be.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	To see logs for a day in the fourth week of January, specify a date one year later than the desired day. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
050389s	Displays, Buttons	If you press the caller information button, but then press another button less than 10 seconds later, the caller information remains on the display for the duration of the call.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	To clear the caller information from the display while the call is in progress, press the directory button, and then the exit button. This is resolved in Release 3.0 of Communication Manager.
050359s	X-Mobility DECT, Wireless, Hold	If a DECT wireless endpoint calls a DCP endpoint, and during that call another DCP endpoint calls the DECT endpoint, then if the DECT endpoint switches to the second call, it does not receive an alert to resume the first call after the second call ends.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
050322s	Dial Plan, Administration	If the ARS FAC is administered to begin with *[x] on the feature-access-codes form, where [x] is any digit, and you attempt to modify the dial plan analysis form to include: *3/fac *[x]/2/fac you receive the message Entries For Same Leading Digits Cannot Be Longer Than The AAR Or ARS FAC.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	First, on the feature-access-codes form, remove the ARS FAC. Then add the desired entries in the dial plan, and end by returning to the feature-access-codes form and adding the FAC that you removed. This is resolved in Release 3.0.1 of Communication Manager.
050308s	SIP, Links	If a SIP signalling group to a Converged Communication Server (CCS) has the field Transport Method on the signalling-group form set to TLS, and the CCS loses power when a pair of connections is already established, the connections are not re-established when the CCS recovers.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Stop and restart the affected signalling group. This is resolved in Release 3.0 of Communication Manager.
050307s	Alarms, SNMP, Maintenance	If you run an SNMP get request for g3ipintlist MIB group, Communication Manager might restart the SNMP subagent, which generates a server alarms (Warnings) similar to: 43 _WD 18 WRN Y 'Date & Time' Application MVSubAgent restarted. Retry 1, New Pid: 17358	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 2.2.1 and 3.0 of Communication Manager. Related document: PSN000265.
050294s	Attendant, File Transfer, Translation Corruption, System Resets	If you restore translations which include 5 or more CAS (Centralized Attendant Service) backup buttons and save translations, and the server undergoes a reset system 4, the translations become corrupt.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050292s	H.323 IP, Registration	If the ip-network-map form which applies to an endpoint is not populated, and 802.1Q VLAN tagging has a value for the IP interface of the TN799 (CLAN) circuit pack where the endpoint is registered, 802.1Q VLAN tagging has the same value for the endpoint, rather than defaulting to be Off.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050259s	Wireless, EC500, Upgrades, Translation Corruption	Upgrading a configuration with wireless endpoints from Release 2.0.1 or earlier to Release 2.1 or later might result in translation corruption.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved In Release 3.0 of Communication Manager.
050233s	Alarms, Errors, ISDN, PRI, Maintenance, Trunks	ISDN-PRI D-channels might become unstable and switch back and forth between the primary and secondary D-channels, resulting in out-of-service-far-end and non-facility-associated signaling groups errors.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8223 (or, if available, any later patch which includes 8223), or field load 113 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000278.
050220s	Measurements, Blocked/Dropped Calls	The command 'list measurements ip dsp-resource' considers out-of-region calls to be blocked calls, which might significantly increase the value for % Blk.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
050214s	Buttons, SAC, TTI, Lamps; PSA	In a configuration running Release 2.1.1 or 2.2 of Communication Manager, the SAC (Send All Calls) button lamp on a feature or coverage module -- for instance, an EU-24 expansion module on a DCP (6416D+) telephone -- does not come on after PSA (Personal Station Access) associate of that extension occurs.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8233 (or, if available, any later patch which includes 8233), or field load 114 for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000260.
050213s	Conference, Blocked/Dropped Calls, Busy, Networking, Vectoring, ISDN; Meet Me	A call over an ISDN trunk to the VDN (Vector Directory Number) for a Meet Me Conference might receive busy tone, even when there are currently no parties using that VDN.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8115 (or, if available, any later patch which includes 8115) or, if available, field load 114 for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000262.
050211s	Initialization, Media Gateway, Maintenance	When an S8300B Media Server is starting up, the front LED display does not follow the normal start-up sequence. Instead, the red ALM light appears when the S8300B inserts into the media gateway, and remains lit until the operating system replies.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Disregard the unusual sequence. It occurs because the LED test does not run, but that does not affect the operation of the system. This is resolved in Release 3.0 of Communication Manager.
050199s	Interchange, Traffic, System Resets	Abnormally high CPU occupancy might result in an unnecessary interchange (in a duplicated configuration) or system reset 1 (in a simplex configuration).	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
050198s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-014. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	
050187s	Traffic, Security, System Resets, Networking	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2004-092, and ASA-2005-006, ASA-2005-034. To see these documents, go to http://support.avaya.com and search for each number. In addition, a large flood of network traffic that reaches an Ethernet interface to a media server might slow call traffic on that media server and then cause a reset with a slow recovery.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply field load 115.1 or later for Release 2.2 of Communication Manager, or field load 229 for Release 2.0.1 of Communication Manager, if available. Alternatively, isolate the servers from the broadcast flood through network management (use a firewall, a different subnet, etc.). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000354.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050181s	Talkpath, Paging, Port Networks, Blocked/Dropped Calls	In a configuration with multiple paging zones and multiple port networks, an endpoint in a different port network from paging cannot page all zones. Subsequently, either incoming or outgoing calls (not both) might experience muffled and low-volume talkpath.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8278 (or, if available, any later patch which includes 8278) or, if available, field load 114 for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000301.
050165s	Modem, Maintenance	In rare circumstances, a remote service login to the server might make the modem unavailable for future calls.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Access the server by some means other than the modem, if available. At the Linux prompt, run the command 'sudo modserv -off' and then the command 'sudo modserv -respawn'. This is resolved in Release 3.0 of Communication Manager.
050164s	ASAI, Vectoring, Conference, Transfer, Service Observing	If a remote service observer calls a VDN (Vector Directory Number) whose vector routes to an IVR (Integrated Voice Response) controlled by ASAI (Adjunct Switch Applications Interface), and the IVR first requires a passcode and then routes the call to another VDN, whose vector uses a route-to step to dial the service-observing FAC (Feature Access Code), then the first time the observer enters a digit, the call gets intercept tone.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 7898 (or, if available, any later patch which includes 7898). This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000175.
050153s	DCS/ETN, QSIG, ISDN, Displays, Trunks	A QSIG-to-DCS call does not accurately display the calling party name and number on the receiving endpoint.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	
050145s	Softconsole, Media Gateway, Blocked/Dropped Calls	If a DCP or analog endpoint on a media gateway provides the voice path for Softconsole in Telecommuter mode, calls work normally for between 2 and 15 minutes, but then they drop. The calls do not drop if the Softconsole uses an IP endpoint for the voice path.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8121 (or, if available, any later patch which includes 8121), or field load 542 or later for Release 1.3.2 of Communication Manager, field load 228 or later for Release 2.0.1, or field load 113 or later for Release 2.2. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000247.
050128s	Modem, System Resets	After an S8300B Media Server undergoes a reset system 4 with the modem plugged in, the modem is no longer in service.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Disable and re-enable the modem. This is available at Modem, under Security, on the maintenance web pages. This is resolved in Release 3.0 of Communication Manager.
050123s	Alarms, Errors, Duplication, Timers	After the media server has been up for 497 days, server status shows Time Sync Err; duplicated configurations show repeating duplication alarms and filesync errors.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Reboot Linux via the web interface. In a duplicated configuration, both media servers must be stopped simultaneously. Stopping one at a time and interchanging does not solve the problem. Alternatively, contact your technical support organization. Request and apply field load 542 or later for Release 1.3.2 of Communication Manager, field load 228 or later for Release 2.0.1, or field load 113 or later for Release 2.2. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000252.
050050s	Logins, Security	Running the command 'disable login' for a login with ASG access does not disable access to ASG for that login.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
050044s	Softphone, Trunks, Media Gateway, Tones, H.323 IP	When receiving a trunk call from an IP endpoint on a media gateway, the IVR (Integrated Voice Response) such as an auto-attendant might not detect all the digits, due to inappropriate duration of the DTMF tones. Not every IVR has this problem. Calls from analog or digital endpoints are not affected.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	To fix the tone duration for calls over: - ISDN trunks, contact your technical support organization. Request and apply patch 8123 (or, if available, any later patch which includes 8123). - Analog trunks, go to page 3 of the trunk form and shorten the tone duration (175 ms). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000173.
050038s	CDR, ISDN, Trunk, BRI	A data call from a WCBRI endpoint over an ISDN trunk does not appear in the CDR (Call Detail Records).	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
050025s	Coverage, Trunks, Routing, Forwarding	If an endpoint has a single remote coverage point on a routing pattern with multiple trunk preferences, and coverage via the first trunk does not succeed, the call does not try subsequent trunks.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8463 (or, if available, any later patch which includes 8463), or field load 115.1 or later for Release 2.2 of Communication Manager. This is resolved in the service pack for Release 3.0 of Communication Manager. Related document: PSN000352.
050021s	Maintenance, Measurements	The % Out of Srv (OOS) field on the list measurements ip dsp-resources form always shows a value of zero.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
050020s	Displays, ISDN, QSIG, Messaging / Voice Mail	If a call to a terminating extension group is redirected over a QSIG trunk, the recipient's display of the calling number is incorrect; or, if the call goes to voice mail, it gets the generic greeting.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7848 or 8086 (or, if available, any later patch which includes 7848 or 8086), or field load 113 or later for Release 2.2 of Communication Manager. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. Related document: PSN000277.
050012s	EC500, Wireless, Softphone, Registration	When forced registration occurs (for example, when IP Softphone connects in Road Warrior mode), EC500 capabilities for that endpoint go out of service.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8255 (or, if available, any later patch which includes 8255). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000266.
045291s	Administration	If you enter more node names on the node-name ip form than 148 on a DEFINITY Server CSI, or 161 on a Linux-based media server, the value ANY in the Remote Node Name field on the ip-services form is overwritten with a specific node.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045248s	Maintenance, VAL, Alarms	If test 1285 fails for a VAL port, the port goes out of service and a major alarm is raised.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later Now, if test 1285 fails for a VAL port four times in succession (which takes about 16 minutes), a minor alarm is raised.	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
045240s	Media Gateway, Circuit Packs, Blocked/Dropped Calls	Calls between media gateways might route via a single TN2302AP (Prowler) circuit pack, causing calls to fail even though other TN2302AP circuit packs are in the configuration.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045214s	Trunks, Security, Blocked/Dropped Calls	Calls over trunks requiring an authorization code fail rather than accept the authorization code.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
045208s	Displays, ISDN, QSIG, Trunks, Agent, Call Center, Service Observing	After successful QSIG path replacement on a call, information for the service observer on the call appears on the display of the agent handling the call.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8395 (or, if available, any later patch which includes 8395), or field load 115.1 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000304.
045204s	Circuit Packs, H.323 IP, Endpoints / Telephones / Appliances	IP telephones intermittently fail to function and appear to be registered to two CLAN (TN799DP) endpoints. The command 'list registered-ip-stations' shows the same IP telephone registered to two autonomous switches on the same network.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 8022 (or, if available, any later patch which includes 8022). This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000249.
045197s	Endpoints / Telephones / Appliances, Announcements, Transfer, Talkpath, Blocked/Dropped Calls, Circuit Packs, Port Network, Trunks	A trunk call transferred across a port network to a TN2501AP (VAL: Voice Announcement on LAN) circuit pack does not receive talkpath.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager. Related document: PSN000166.
045188s	Messaging / Voice Mail, Trunks	Incoming calls over MF2 trunks do not successfully cover to voice mail.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045181s	Administration, System Resets, Blocked/Dropped Calls, Translation Corruption	After a reset system 2, node-name IP addresses, the Multinational Locations feature flag, and the feature flags for several Special Applications might be lost, even though the administered value continues to appear on the forms. As a result, IP endpoints cease to work if they lose their connection to Communication Manager.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Re-administer the lost values. This is resolved in Release 3.0 of Communication Manager.
045175s	Maintenance	The bash command 'userlock' improperly asks for a root password.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply field load 112 or later for Release 2.2 of Communication Manager. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
045167s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-015. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	
045166s	TTI, Maintenance, Dial Plan	An attempt to merge a UDP extension using TTI does not generate a denial event, even though the operation is not permitted.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045151s	Media Gateway, Paging	Group Paging to a group with more than 10 members on multiple media gateways might result in a media gateway reset.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000422.
045150s	H.323 IP, Trunks, LookAhead Interflow (Virtual Routing), Blocked/Dropped Calls, Media Gateway, LSP	A call over an IP trunk to an endpoint that is out of service on a G700 Media Gateway operating in LSP mode does not succeed even if LookAhead Interflow is enabled in the routing pattern.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
045135s	Remote Office, Trunks, Blocked/Dropped Calls	Outgoing trunk calls from Remote Office R300 do not succeed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
045133s	Wireless, Administration, Translation Corruption	Mapping multiple wireless endpoints to the same telephone number might blank the field Application Type on the off-pbx-telephone station-mapping form. This does not affect system operation. However, filling in the blanked field might result in translation corruption on an S8700 Media Server in a Multi-Connect configuration.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Leave the blanked field alone. This is resolved in Release 3.0 of Communication Manager.
045130s	Wireless, Translation Corruption, Administration	The application type listed for random wireless extensions on the off-pbx-telephone station-mapping form might become blank. This results in unpredictable behavior, possibly including loss of service. Filling in the blanked fields might result in translation corruption.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Leave the blanked fields alone. Do not modify the off-pbx-telephone station-mapping extensions that are missing the application type. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. After you update the software, if the display capacity in the field EC500 Or OPS Or SCS Used on page 9 of the off-pbx-telephone station-mapping form does not correspond with the administered objects, contact your technical support organization for assistance with corruption. Related document: PSN000274.
045105s	Administration	An attempt to remove a VDN (Vector Directory Number) in a configuration containing a large number of VDNs might result in the message System Management Overloaded; Please Try Again Later.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045096s	Administration	Next Page does not work with the command 'display route-pattern' the first time you try to use it.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Press Next Page repeatedly until it succeeds. This is resolved in Release 3.0 of Communication Manager.
045095s	Circuit Packs, Links	If you busy and release a TN799 (CLAN) circuit pack, it goes out of service and comes back twice, rather than just once.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045091s	Wireless, H.323 IP	In a configuration which includes both wireless endpoints and multiple network regions, calls to the wireless endpoints might use VoIP resources from an unexpected region.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in a special SIP service pack for Release 3.0 of Communication Manager.
045080s	AAR/ARS, ISDN, PRI, Blocked/Dropped Calls, Routing	If the Called Number IE treatment in the ARS routing table matches the expected Called Number numbering type, which is not 'unknown/unknown', an outbound NCR/ETSI ECT call over a PRI trunk does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
045077s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2005-213. To see this document, go to http://support.avaya.com and search for that number.	Service pack Service pack00.0.346.0-10706 (requires Release 3.0.1 of Avaya Communication Manager) or later	
045071s	Administration, Integrated Management	Using ASA (Avaya Site Administration) or MSA (MultiSite Administration) to export station data for all possible stations might drop the connection between the administration application and the media server.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045061s	File Transfer	If you restore a backup created in a configuration with no RAMdisk to a configuration containing a RAMdisk, and then restart Linux, some files revert to the content they had before the restore.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
045052s	QSIG, Messaging / Voice Mail, Reliability, Message Waiting Indicator (MWI)	In a configuration where a voice mail server connects with Communication Manager via QSIG, MWI (Message Waiting Indicator) lamp updates sent via QSIG to an endpoint on a Fujitsu F9600 switch which covers to the voice mail server might result in a system reset for Communication Manager.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
045049s	License	If you attempt to load a license file while Communication Manager is in night mode, you receive the message Command Failed; License Not Compatible With System Configuration.	workaround ->	Take Communication Manager out of night mode before loading the license file. Related document: PSN000149.
045030s	Tones, Trunks, H.323 IP, Blocked/Dropped Calls	Certain error conditions might exhaust the resources available from a TN2302 circuit pack, resulting in lack of dialtone or unsuccessful IP trunk calls.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Un-administer and physically remove the TN2302. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
045029s	Call Center, Endpoints / Telephones / Appliances, Displays, Terminal Support, Vectoring	If a call is abandoned while VOA (VDN of Originating Announcement) is playing, the display on a 2420 telephone with headset does not clear.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
045020s	Adjuncts, ASAI, ISDN, QSIG, Trunks, ANI, IVR	ANI (Auto Number Identification) does not send the CPN (Calling Party Number) over a QSIG trunk to an IVR (Integrated Voice Response) or ASAI adjunct. This is not a problem over a DCS trunk.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7945 (or, if available, any later patch which includes 7945). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000254.
045019s	Displays, Buttons, Endpoints / Appliances / Telephones, Administration	On a CallMaster telephone, type 606A1, you can administer call appearances on out-of-range buttons, but the call appearances do not display correctly.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Administer call appearances only for the two Dual LED buttons on page 3 of the station form, and any of the buttons on pages 4 and 5. (If you are running IP Agent, only the first 26 buttons on page 4 work, and none of the buttons on page 5.) This is resolved in Release 3.0.1 of Communication Manager.
045003s	Transfer, Conference, Bridging, Displays, SIP	On a call from one SIP telephone to another, when the called party conferences in a third SIP telephone which then blindly transfers the other two to an extension with a bridged appearance, if the transfer is answered on the bridged appearance by a fourth SIP telephone, the display on the fourth telephone says that the name of the caller is unknown.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in a special SIP service pack for Release 3.0 of Communication Manager.
044963s	Forwarding, ISDN, QSIG, Displays, Coverage	An incoming call over a QSIG trunk that is forwarded to a busy endpoint where Call Forward Busy is turned on does not display Forward on the calling endpoint.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044954s	ISDN, Loss Plan, Localization	The first minute of a call on an ISDN trunk which has Overlap Send And Receive set to Yes on the trunk-group form, and interworked to an analog tie trunk has poor voice quality if the default loss plan is in use for tone generation set 15 (Russia).	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
044947s	EC500, Bridging; Buttons, Wireless	If two endpoints use the EC500 feature, and the second endpoint has a bridged appearance of the first endpoint, then whenever the first endpoint EC500 button is active, the second endpoint's EC500 button lights up also.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply: - patch 7963 (or, if available, any later patch which includes 7963) for an S8300, S8500, S8700, or S8710 Media Server, or - patch 8067 (or, if available, any later patch which includes 8067) for a DEFINITY Server SI or CSI. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000148.
044944s	Circuit Packs, Links	Undervery rare circumstances, in a configuration with multiple TN799 (CLAN) circuit packs, TN799s might go in and out of service unpredictably.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
044939s	Conference, Attendant, Buttons	If an attendant answers a call, then starts a new call and attempts to conference the two calls by pressing the Split button before dialling the complete number for the new call, the Split button flashes and the conference does not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Dial the complete number before pressing the Split button. This is resolved in Release 3.0.1 of Communication Manager.
044931s	ISDN, Links, PRI	In the extremely rare case that the ISDN PRI memory becomes corrupted, the primary D-channel goes out of service.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044912s	SIP, Hold, Buttons, Blocked/Dropped Calls	If the people on a call between two SIP endpoints both press the Hold button simultaneously, the call drops.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044904s	Endpoints / Telephones / Appliances, Wireless, EC500	Internal auto-answer does not work for endpoints administered on the off-pbx-telephone station-mapping form.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044895s	Maintenance	The command 'ifconfig' cannot be found in Release 2.2.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Use the command 'ifonfig' or '/sbin/ifconfig' instead. This is resolved in Release 3.0 of Communication Manager.
044894s	ISDN, Trunks, SIP	On the system capacity form, the field ICHT For ISDN/SIP Trunks shows information only for ISDN trunks, but not SIP trunks.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044867s	Voice Mail, Messaging	When a Merlin Magix call using Mode Code covers to voice mail via Communication Manager, the call does not go to the correct voice mailbox.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044851s	H.323 IP, LookAhead Interflow (Virtual Routing)	If CAC (Call Admission Control) bandwidth limits are exceeded, LookAhead Routing no longer takes place, and the release cause reported for the trunk is User Busy.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044839s	Endpoints / Telephones / Appliances, Media Gateway, Media Module	If the Far End Mute feature mutes an endpoint on a call over a trunk to an MM710 media module in a G350 Media Gateway, only the endpoint where the Far End Mute was activated can unmute that endpoint. It cannot unmute itself.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044828s	ACD, Attendant, Conference, Hunt Group	If an attendant in an ACD hunt group conferences two calls together, and one of the conferenced parties drops from the call and the calls that attendant again, another attendant in the same hunt group might become unavailable.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044826s	Endpoints / Telephones / Appliances, Call Center, Conference, Agent, Blocked/Dropped Calls, Hold	In a Conversant configuration, if you call an agent via an analog port, put the agent on hold, call another party via a DSI tie trunk, conference the new party to the agent, and immediately disconnect, the conference does not succeed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Wait until you have talkpath with both parties before dropping off the conference call. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
044805s	Upgrades, Media Gateway	The Upgrade Tool does not support upgrading a media gateway controlled by a C360 Converged Stackable Switch.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044754s	Agent, Call Center, H.323 IP, Endpoints / Telephones / Appliances	When many agents are logging in simultaneously, if an agent who logged out of one IP endpoint now logs into another IP endpoint, the correct VU stats for that agent might still appear on the first endpoint, but not on the second.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
044753s	Logins, LSP; Rasaccess	If an LSP is running Release 2.1.1 or 2.2 of Communication Manager, but the primary server running an earlier release, and you attempt to log into the LSP via rasaccess, the login fails with the message Login: No Shell. No Such File Or Directory. Connection Closed By Foreign Host. This happens because Release 2.1.1 changed the login shell for rasaccess. When filesync occurs from the primary server to the LSP running a later release, the LSP receives obsolete information from the password file, including the information for the rasaccess account.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Upgrade the primary server to run the same release as the LSP. Alternatively, contact your technical support organization. Request and apply patch 8333 (or, if available a later patch which includes 8333). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000147.
044745s	Call Center, Agent, ASAI	A FAC-activated work mode change from Aux-Work to Manual-In is reported to ASAI as Auto-In rather than Manual-In.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Administer a button on the telephone to make this change, rather than using the FAC (Feature Access Code). This is resolved in Release 3.0 of Communication Manager.
044730s	Administration, Security	Enabling or disabling the shell service via the firewall maintenance web page might not appear accurately on that page, even though the change is, in fact, implemented.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044721s	Tones, Softphone, Endpoints / Telephones / Appliances, Buttons; IP Telephone, Station Features	On an established call with an IP Softphone or IP telephone, pressing a key on the dialpad (0-9, *, or #) might intermittently leave the DTMF tone connected to the call.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply software update 7995 (or, if available, any later software update which includes 7995), or upgrade to field load 112 or later for Release 2.2 of Communication Manager. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. Related document: PSN000161.
044719s	Maintenance	You can now choose to enable access to the Web interface to Communication Manager from multiple IP addresses. By default, as a security measure, only the IP address which first accesses the interface has permission to do so again. However, you can now disable this restriction with the SAT command 'webchkip disable'. To re-enable the restriction, use the SAT command 'webchkip enable'. To see the current status of the restriction, use the command 'webchkip' by itself.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later This restriction remains in place by default, as a security measure. However, you can now disable it with the command 'webchkip disable'. To re-enable the restriction, use the SAT command 'webchkip enable'. To see the current status of the	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
044707s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisories ASA-2004-083 and ASA-2004-019. To see these documents, go to http://support.avaya.com and search for each number.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
044691s	Displays	On a 4610, 4620, or 4630 telephone, the display does not update for calls that come in while a call is already in progress.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044684s	ISDN, MWI (Message Waiting Indicator), QSIG, Voice Mail / Messaging, Adjuncts, Blocked/Dropped Call	If an incoming QSIG call covers to Modular Messaging via a qsig-mwi hunt group and then is routed back to the server after a rerouting attempt, it makes the rerouting attempt repeatedly and never gets to Modular Messaging.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
044665s	H.323 IP, Trunks, Traffic, Blocked/Dropped Calls	High traffic over IP trunks might result in dropped calls if the field Calls Share IP Signaling Connection on the ip-signaling-group form is set to No and the Group Type is set to H.323.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Set the Calls Share IP Signaling Connection field to Yes. This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
044637s	Localization, Circuit Packs, Administration	Setting analog line transmission for a TN793CP or TN2793CP circuit pack to country code 15 (Russia) results in the use of country code 1 (USA) analog line transmission.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044633s	CDR, SIP, Reports	If a non-SIP endpoint calls a SIP endpoint, the calling number does not appear in the CDR record for the call.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044576s	Reliability	In one known instance, data corruption caused the command 'list usage extension' to overload the system.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044569s		On the list measurements trunk-group form, SIP trunk groups are inaccurately marked ISDN.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044540s	ASAI, Tones, Forwarding, Blocked/Dropped Calls, Coverage	If the Special Dial Tone feature is enabled on the system-parameters features form, then the manual origination from the ASAI (Adjunct Switch Applications Interface) station fails whenever you activate Send All Calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 7950 (or, if available a later patch which includes 7950). You can also request and apply field load 116 for Release 2.2 of Communication Manager if that load is available. Alternatively, manual origination from the ASAI station succeeds if you disable Send All Calls or Special Dial Tone. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000172.
044534s	Circuit Packs, IPSI, System Resets, Registration; DHCP	IPSI (TN2312AP) circuit packs do not register after reset system 4, on Release 2.1.1 or 2.2 of Communication Manager. Consequently the associated endpoints do not receive dial tone.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. Related document: PSN000068.
044524s	Media Gateway, Blocked/Dropped Calls, H.248	Call Classification, including Predictive Dialing, does not work for a call over an IP trunk to or from an H.248 media gateway.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044495s	ASAI, Conference, Softphone, H.323 IP, Endpoints / Telephones / Appliances; CTI	After you upgrade to Release 2.1.1 of Communication Manager, conferencing via VTEL CTI (Computer Telephony Integration) softphones does not work.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000110.
044494s	Vendor Equipment & Applications, Blocked/Dropped Calls	A third-party firewall might terminate a call over an IP trunk after about an hour.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044386s	SAT, Logins, Administration, Maintenance	In rare circumstances, attempts to log in to the SAT can fail even when the maximum number of existing logins has not been reached.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0 of Communication Manager.
044352s	Multi-Frequency (MF) Signalling, CDR	CDR records are not generated for tandemed R2MFC calls.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044334s	Security	HTTP Trace capabilities are enabled on the web server.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	
044330s	H.323 IP, Trunks, Blocked/Dropped Calls	An IP trunk call to a far end which has no VoIP resources available does not succeed, but it also does not release the IP trunk for use on other calls.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Busy and release the affected trunk. This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
044283s	Circuit Pack, Upgrades	If you roll back to an older vintage of the firmware for a circuit pack, the command 'list configuration board' might inaccurately still show the newer vintage previously resident on the circuit pack.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044270s	Maintenance, Circuit Packs	If you busy out two or more of the CLAN (TN799) circuit packs in a port network, releasing one but not all of these circuit packs might not bring the released circuit pack back into service.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Release the rest of the TN799 circuit packs. This is resolved in Release 3.0 of Communication Manager.
044231s	Maintenance, Upgrades	In rare circumstances, using the Upgrade Tool to activate a service pack or patch might time out when there is heavy other activity on the system.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
044225s	Security	Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2004-068. To see this document, go to http://support.avaya.com and search for that number.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
044194s	QSIG, ISDN, Tones, Blocked/Dropped Calls, Routing	If an outgoing QSIG call is blocked by routing pattern restrictions, the caller can hear both ringback and intercept tone at the same time.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
044133s	Coverage, Forwarding, Routing, ISDN, QSIG, Trunks	If a call covers via a route pattern where the first preference is over a QSIG trunk, the second preference is to a different trunk group, and there is at least one more coverage point after that, then the call attempts only the first preference.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
044100s	Administration, Dial Plan, Attendant	You can incorrectly administer your dial plan to use a single digit for the attendant (attd), and the same digit as the first digit of other, multi-digit extensions. This makes it impossible to dial the attendant, and also affects the representation of attd on other administration and maintenance displays.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	If you use a single digit for attd, do not re-use that digit as the first digit of any other extension. This is resolved in Release 3.0.1 of Communication Manager.
044062s	Maintenance	The command 'list history' might return meaningless characters for the extension.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	To see the correct extension, run the command 'display port' using the port number from the 'list history' output. This is resolved in Release 3.0.1 of Communication Manager.
044052s	Coverage, ISDN, Administration Without Hardware (AWOH); X-port, Forwarding	ISDN calls terminating to an AWOH (X-ported) station with remote coverage drop after about 10 seconds.	workaround ->	Contact your technical support organization. Request and apply patch 7663 (or, if available, any later patch which includes 7663). Alternatively: Increase the Central Office T timers to more than 10 seconds. Related document: PSN000055.
044030s	Busy, Tones, Automatic Callback (ACB), Analog Stations	If you activate Automatic Callback to a remote analog station that is on a conference call, then about 10-15 seconds later you receive a callback which gives a busy signal.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7666 (or, if available, any later patch which includes 7666) or, if available, field load 540 or later for Release 1.3.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000054.
043977s	Attendant, Forwarding, Coverage, ISDN, QSIG, Night Service	If you use CAS (Centralized Attendant Service) over QSIG, then when a local attendant goes into night service, the caller does not appear on the display for a remote attendant.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
043963s	H.323 IP, Bridging, Blocked/Dropped Calls, Endpoints / Telephones / Appliances, Hold, Coverage, Forwarding, Talkpath, Media Gateway	If one or more IP telephones with their extensions bridged on many (for example, 35) other IP telephones put a call on hold and then try to answer a ringing bridged appearance, both the ringing and held calls drop. Also, if a call comes to an endpoint that uses a coverage answer group whose members are on multiple gateways, and someone in the answer group answers it, the call drops or has no talkpath.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 8103 (or, if available, any later patch which includes 8103) or field load 115.1 or later for Release 2.2 of Communication Manager. Workaround: Reduce the number of bridged appearances, or increase the available VoIP resources. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000042.
043851s	Look-Ahead Interflow (Virtual Routing), CDR	If an endpoint calls a VDN which uses Look-Ahead Interflow to route the call to a remote location, but the Look-Ahead Interflow fails and the call goes to a local endpoint, no Intra CDR is generated, even if both the originating and terminating endpoints are in the Intra CDR table.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
043827s	File Transfer	If a backup fails because multiple backups to the PCMCIA card are scheduled to occur simultaneously, the error message you receive does not specify that the multiple calls are the reason why the backups fail.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Schedule the backups for slightly different times. This is resolved in Release 3.0.1 of Communication Manager.
043713s	Loss Plan, Trunk, Media Gateway	After a media gateway restarts, connections over a non-ISDN trunk might not use the correct loss value.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Busy and release the affected trunk. This is resolved in Release 3.0 of Communication Manager.
043562s	Vendor Equipment & Applications, Routing	Third-party gatekeepers that route calls via media servers running Communication Manager cannot redirect those calls when all circuits are busy.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
043494s	Measurements, ACD, Vectoring; BCMS	VDN (Vector Directory Number) and Split BCMS (Basic Call Management System) reports give different call counts.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7563 (or, if available, any later patch which includes 7563) or, if available, field load 541 or later for Release 1.3.2 of Communication Manager, or field load 113 for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000093.
043491s	H.323 IP, Trunks, Vendor Equipment & Applications	Communication Manager might experience IP trunk inter-operability issues with third-party servers over multi-call trunks or trunks that keep signalling channels open even when there are no active calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
043425s	Vectoring, Blocked/Dropped Calls, Media Gateway	A call on a G700 Media Gateway which uses a vector containing a collect-digits step drops when it reaches that step.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7639 or any later patch that includes 7639. You can also request and apply field load 112 for Release 2.2 of Communication Manager if that load is available. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000053.
043423s	ISDN, Trunks, LSP, Blocked/Dropped Calls	On an ISDN trunk set up to use NFAS without d-channel backup, where only the B channel is migrated to an LSP, if a call drops while the call is on the LSP and then the LSP returns control to the primary server, the trunk appears to be in service but cannot handle new calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Busy and release the affected trunk.

ID	Keywords	Symptom	To resolve this, use:	Until then:
043414s	Measurements, Trunks	The command 'list bcms trunk' occasionally shows greater than 100% for ATB (All Trunks Busy).	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7547 or any later patch that includes 7547. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000027.
043371s	Announcements, Administration	When you try to remove an announcement via the announcement form, you get the message System Overloaded; Try Again Later.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7546 or any later patch that includes 7546. You can also request and apply field load 540 for Release 1.3.2 of Communication Manager, or field load 416 or later for Release 2.1.1 of Communication Manager. This is resolved in Release 2.2 of Communication Manager. The buffer available in earlier releases is not large enough for this task. Related document: PSN000016.
043307s	BSR, AAR & ARS	BSR polling with TSC (Temporary Signalling Connection) does not work if the Total Max field on the aar analysis or ars analysis form is set higher than 7.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
043280s	Vendor Equipment & Applications, Routing	Call might not route correctly in a network employing Cisco gatekeepers.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
043249s	Vectoring, Buttons, Blocked/Dropped Calls	On a MultiVoIP endpoint that uses a VDN and a routing pattern to another endpoint, if a caller presses the flash button while the endpoint is dialing, the call fails and the endpoint goes out of service.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Busy and release the endpoint. This is resolved in Release 3.0 of Communication Manager.
043205s	H.323 IP, Talkpath, Hold, Blocked/Dropped Calls	If an IP endpoint has an incoming call on hold when it places or answers a second call and completes that call, then attempting to take the first call off hold results in no talkpath.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Put the call on hold and take it off hold again. The talkpath returns. Alternatively, for the network regions that includes the problem endpoint, set Inter-Region Direct IP-IP Audio (shuffling) to Yes. Or, contact your technical support organization. Request and apply patch 7424 (or, if available, any later patch which includes 7424), or, if available, upgrade to field load 540 or later for Release 1.3.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000043.
043197s	Displays, Emergency, Endpoints / Appliances / Telephones	The display on a 46xx IP telephone does not clear after handling an emergency (Crisis Alert) call.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later The prefix for an emergency call	This is resolved in Release 3.0 of Communication Manager.
043191s	Separation of Bearer and Signalling (SBS), COR, Agent	If an agent attempts a call over an SBS trunk, the COR (Class Of Restriction) associated with the endpoint rather than the COR associated with the agent determines whether the call is completed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
043144s	ASAI, Blocked/Dropped Calls; Hold, Busy	Unholding a call via ASAI (Adjunct Switch Application Interface) drops the call and gives the caller a busy signal.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7337 (or, if available, any later patch which includes 7337). This is resolved in Release 3.0 of Communication Manager. Related document: PSN000095.
043138s		The command 'list media-gateway' now accepts the arguments <type> and <region>. Possible types are G700, G350, etc. Specify network regions by number.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	

ID	Keywords	Symptom	To resolve this, use:	Until then:
043109s	Security	Communication Manager has certain vulnerabilities to an Apache web server described in Red Hat Security Advisories RHSA-2003: 240, RHSA-2004: 182, and RHSA-2004: 320.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	
043103s	Endpoints / Telephones / Appliances, Night Service, Messaging / Voice Mail, Hunt Group, Blocked/Dropped Calls, QSIG, Coverage	If a call to an LDN (Listed Directory Number) in night service goes to a hunt group which covers to AUDIX, it rings indefinitely if it comes over a QSIG trunk. If it is from another endpoint on the same server as the LDN, it gets the generic greeting rather than the correct LDN voice mailbox.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7848 or 8086 or any later patch that includes 7848 or 8086. You can also request and apply field load 113 for Release 2.2 of Communication Manager. This is resolved in Releases 2.2.1 and 3.0 of Communication Manager. Related document: PSN000280.
043060s	Printing	Print jobs sent to the system printer fail intermittently.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7746 (or, if available, any later patch which includes 7746) or, if available, field load 541 or later for Release 1.3.2, field load 228 or later for Release 2.0.1, or field load 114 or later of Communication Manager. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000137.
043058s	Maintenance, Routing, Network, ISDN, Vendor Equipment & Applications, Localization, International Support; Nortel, ETSI	ETSI (European Telecommunications Standards Institute) Network Call Redirection with a Nortel DMS-100 CO fails. The trunks are not released until the call ends, resulting in higher trunk usage.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply patch 7714 or any later patch that includes 7714. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000064.
043014s	Conference, Security, Softphone	When logging into a MeetMe conference from a Softphone in Telecommuter mode, it might be necessary to use the Softphone dial pad or the Softphone picture of a phone to enter the password for conference, rather than the dial pad of a hard telephone.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042978s	Attendant, Music On Hold	If an attendant puts a call on hold, the calling party hears Music On Hold from tenant partition 1, even if the attendant is in a different tenant partition.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
042929s	Alarms, Maintenance	You receive no notification if the Linux service tomcat4, twqueue, or hp-sshd fails and does not restart promptly.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042853s	Agent, Conference, Port Networks, Center Stage Switch (CSS), Talkpath	A conference call including a DCP endpoint, and an IP agent in one of multiple port networks connected via a Center Stage Switch (CSS), might experience one-way talkpath or crosstalk.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042846s	Service Observing, Blocked/Dropped Calls, Call Center, Media Gateway, SBS (Separation of Bearer and Signaling), Trunks	SBS trunk calls using resources from a media gateway drop if they are active when periodic maintenance (every 15 minutes) takes place. For instance, a remote service observer on such a call drops within 15 minutes of starting to observe.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization and ask to disable test 1524. Test 1524 is the audit for link bounce recovery, which runs every 15 minutes. This audit drops the remote service observer. This is resolved in Release 3.0 of Communication Manager. Related documents: PSN000114 and PSN000301.

ID	Keywords	Symptom	To resolve this, use:	Until then:
042825s	Endpoints / Telephones / Appliances, Adjuncts, Messaging / Voice Mail, ISDN, QSIG, Coverage, Routing, Forwarding	A call to an endpoint on a separate server, which covers to voice mail on a third server, might go to the generic greeting rather than the voice mailbox for the destination endpoint, if all the trunks involved are QSIG and all the servers involved have rerouting enabled.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0.1 of Communication Manager.
042758s	Blocked/Dropped Calls, Call Park, Attendant, Coverage, DCS/ETN, Trunks, Forwarding	If a call covers over a DCS trunk whose DCS coverage is turned off, to a coverage point which does not answer, and then to a second coverage point which answers the call and then parks it, then when the callpark timer expires, the call redirects to the attendant and then drops.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Contact your technical support organization. Request and apply patch 7887 (or, if available, any later patch which includes 7887). This is resolved in Release 3.0.1 of Communication Manager. This is resolved in Release 3.0.1 of Communication Manager. Related document: PSN000151.
042717s	Administration, Measurements, System Resets	If you try to change, remove, or add a station while the command 'list measurements' is running, the media server might undergo a system reset.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042672s	Endpoints / Telephones / Appliances, Blocked/Dropped Calls, Hunt Group, ISDN, QSIG, Messaging / Voice Mail	If your voice messaging is integrated with Communication Manager via QSIG, a call forwarded to a hunt group for that voice messaging system might drop.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042639s	ISDN, QSIG, Messaging/ Voice Mail, Trunks, Message Waiting Indicator (MWI), Routing	An MWI update tandemed via QSIG through a switch whose first preference for routing the update is unavailable does not succeed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042596s	ISDN, QSIG, LookAhead Interflow (Virtual Routing), Dial Plan, Blocked/Dropped Calls	If you dial a call via UDP when the LookAhead Interflow feature is active, and the first trunk group preferred by the routing pattern is not available, the call drops rather than try the second-preference trunk group.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Dial via AAR or ARS rather than UDP. This is resolved in Release 3.0 of Communication Manager.
042565s	Agent, Media Gateway, Vectoring, Announcements, Tones	If a call coming in to an IP endpoint via VOA (Vector of Origin Announcement) drops while zip tone is playing, the endpoint might go out of service for 2-5 minutes.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042518s	Blocked/Dropped Calls, Media Gateway	If a Callmaster telephone on a media gateway is on a call when the media gateway experiences a brief interruption of service (imperceptible on most telephones), it drops from that call and can no longer make or receive calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Reset the Callmaster telephone. This is resolved in Release 3.0.1 of Communication Manager.
042484s	IP Networking	In a configuration containing many network regions, failover to an alternate gatekeeper takes longer than expected, in proportion to the number of network regions.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Releases 2.2.1 and 3.0 of Communication Manager.
042454s	H.323 IP, Trunks, Vendor Equipment & Applications, Blocked/Dropped Calls	If the Phone Number field on the off-pbx-telephone station-mapping form is set to a destination which requires routing via an IP trunk to a third-party H.323 media gateway that is on a different media server, calls to the station with that mapping might fail.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042405s	Coverage, QSIG, Administration Without Hardware (AWOH), Displays, Forwarding	If a call via a QSIG trunk to an AWOH endpoint goes to coverage, the caller's display does not show Forward.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
042352s	Maintenance	The following commands do not work for an IP endpoint whose extension is the single digit zero (0): list multimedia ip-stations list multimedia ip-unregistered list multimedia h.320-stations list do-not-disturb station list multimedia endpoints list tti-ip-stations	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042347s	File Transfer	If an FTP backup fails because FTP is not enabled or using an invalid host name as destination, the backup log messages for that event are incomplete.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Enable FTP, provide the correct host name, and rerun the backup. This is resolved in Release 3.0 of Communication Manager.
042340s	Blocked/Dropped Calls, ISDN, Transfer	If you transfer two incoming ISDN calls to a disabled data module, hang up the first call, and then hang up the second call, any subsequent calls to that data module do not succeed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042326s	Media Gateway, Media Module, Administration, Endpoints / Appliances / Telephones	If you use the command 'duplicate station' to add an analog endpoint on a G350 Media Gateway, the command seems to work, but the endpoint is not usable.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042303s	AAR & ARS, Trunks	If the Allow AAR/ARS Access From DID/DIOD field on the system-parameters features form is set to No, and an incoming call over a DID trunk attempts to use AAR/ARS, no denial event is logged.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
042193s	ISDN, Media Gateway, PRI, Trunks, Blocked/Dropped Calls, Port Networks	If an ISDN-PRI trunk group has members in both a port network and a media gateway, and the Trunk Hunt field on the trunk-group form is set to Ascending or Descending, calls over that trunk group might receive a busy tone even if some trunks in the group are idle. The denial event associated with this is denial event 1012.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Administer the Trunk Hunt as Cyclical rather than Ascending or Descending. This is resolved in Release 3.0 of Communication Manager.
042161s	Media Gateway, ISDN, QSIG, Trunks	H.248 ISDN-trunk data calls across media gateways fail.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager. If an ISDN-PRI trunk is used between two port networks and a 64K data call is made across an administered connection via ISDN data modules, the call will be successful. Related document: PSN000066.
042151s	Reliability, Administration	On the ipserver-interface form, changing the field Ignore Connectivity In Server Arbitration results in 10-30 seconds of service outage.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply field load 112 or later for Release 2.2 of Communication Manager. This is resolved in Release 3.0 of Communication Manager.
042078s	Clock, Displays	The clock for an S8300B Media Server gradually loses time, as, a couple of minutes a week. This clock governs the time displayed on endpoints for that media server.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Manually calibrate the time on the media server as needed. This is resolved in Release 3.0 of Communication Manager.
042026s	Maintenance, Translation Corruption	If the output for the command 'display events' includes event type 2088, it shows only a question mark in place of the event description. This is a problem with the display only, and does not indicate translation corruption.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
042014s	Paging, Talkpath	On a group page with numerous members, it can take several seconds before talkpath is established to all members.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later When issuing a group page, you now hear a zip tone as soon as talkpath is established to all members.	When issuing a group page to numerous members, wait a few seconds before starting to speak. This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
041973s	Administration, Media Gateway	If you run command 'add station' or 'change station' for a station on a media gateway, and that station is capable of supporting the setting 'data-module' in the field Data Option, when you leave that field you see the message Warning: Data Modules Are Not Supported On Media Gateway Module Ports, regardless of the value in the field.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Ensure that the field Data Option does not contain the value 'data-module'. Other than that, disregard the warning. It applies only if you set Data Option to 'data-module'. This is resolved in Release 3.0 of Communication Manager.
041946s	Registration	If you change or delete a Node Name value on the node-name ip form, but do not remove that node from the Survivable GK Node Name field on the station form for endpoints which use it, then those endpoints cannot re-register when their primary server is unavailable.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
041871s	Clock	A media server not using NTP (Network Time Protocol) might not have the correct time after a system reset 4.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
041867s	SIP, Security	The setting in the field Secure SIP on the route-pattern form does not affect operation.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
041830s	Displays, License	The display announcing that a license error has occurred appears incorrectly on endpoints whose display type is Unicode.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
041787s	H.323 IP, Maintenance	After a network failure, a spontaneous server interchange, or an unsuccessful ping test, an H.323 signalling group is in the maintenance state FE Bypass. If that group receives an incoming call, the call might succeed, but the maintenance state remains FE Bypass until reset by periodic maintenance.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later Now, if an incoming call succeeds, the maintenance state becomes In Service.	This is resolved in Release 3.0 of Communication Manager.
041739s	Alarms, Clock	If you change the time on the media server, the bash commands 'almdisplay' or 'restartcause' on that server continue to use the old time.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
041641s	Announcements, VAL, Translation Corruption	It is possible to add an announcement to a TN2501 (VAL: Voice Announcements over LAN) circuit pack using the same name as an existing announcement. This situation can result in translation corruption.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Give each announcement a unique name. This is resolved in Release 3.0.1 of Communication Manager.
041632s	Media Module, Circuit Packs, Country-Specific Options, Localization	The field Analog Line Transmission on the location parameters field does not affect analog line transmission parameters.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Set the country code for impedance and hardware gain via the field Analog Ringing Cadence. This is resolved in Release 3.0 of Communication Manager.
041317s	Circuit Packs, Media Gateway	If there is nothing (not even a power supply) inserted or administered in slot 00 of the B or C carrier in a G650 Media Gateway, the fields Code and Name on the circuit-packs form show a question mark instead of simply remaining blank.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
041247s	Attendant, Hunt Group, Expert Agent Selection (EAS), Announcements	An attendant console logged in as an EAS Agent might hear non-stop ringback when it should hear a VOA (VDN of Origin Announcement).	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
041099s	Alarms; Hardware, Fans	Two incorrect fan alarms appear when you display the temperature/voltage status from the diagnostic web interface for an S8700 Media Server: The fourth fan appears to be running at zero speed. The second fan appears to be running at low speed.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Read the status with the following in mind - 1. In releases before 2.1, status appears for 5 fans even though there are only 4 fans present. The extra, non-existent fan appears as the fourth fan, running at zero speed. 2. The second fan operates at a slower speed than the others. This is the desired behavior. The alarm appears because the alarm threshold is set incorrectly to the same value as the other fans. To fix the incorrect alarm for the fourth fan, upgrade to Release 2.1 or later of Communication Manager. To fix both issues, upgrade to Release 3.0 of Communication Manager. Related document: PSN000136.
041021s	Networking, Endpoints / Telephones / Appliances, Vendor Equipment & Applications, Blocked/Dropped Calls, ISDN, QSIG, Trunks, Hold	If you put on hold a call between an Avaya media server and a Nortel Passport over an ISDN QSIG trunk, taking the call off hold results in dropping the call.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
040924s	Messaging / Voice Mail, Blocked/Dropped Calls, DCS/ETN, LWC (Leave Word Calling)	On three or more media servers networked via DCS+, a LWC message between servers with a missing or invalid extension number might drive processor occupancy into an overload condition and thus block any other system activity.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
040907s	Conference, ISDN, QSIG, Displays	If a conference call using multiple QSIG trunks is reduced to two parties who are using a QSIG trunk, the display on the telephones still on the call shows information for the trunk rather than the other party.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
040827s	Hospitality & PMS, Port Networks, Media Gateway, Circuit Packs	If the Announcement Type on the system-parameters hospitality form is set to voice-synthesis, a wake-up call does not succeed unless the endpoint to receive the wake-up is on the same port network or media gateway as the voice synthesis circuit pack.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
040618s	Endpoints / Telephones / Appliances, AAR/ARS, Announcements, ISDN, Trunks	If, on the system-parameters feature form, intercept treatment is set to play an announcement, and the Classes of Restriction (COR) administered on the trunk group form have an FRL (Feature Restriction Level) associated with them on the class of restriction form which is higher for the outgoing tandem trunk than for the incoming tandem trunk, then even if the FRLs are sufficient to allow a tandem call, tandeming might not succeed over ISDN trunks for ARS calls.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Change the setting for intercept treatment to 'attd'. Alternatively, contact your technical support organization. request and apply patch 7694 (or, if available, any later patch which includes 7694). This is resolved in Release 3.0.1 of Communication Manager. Related document PSN000106.
040480s	H.323 IP, Registration, Networking	If a large number of IP telephones, such as 1000, must recover from a network outage simultaneously, some of them register but then unregister and must register again. This makes full recovery take longer than expected.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
040444s	Hold, Endpoints / Appliances / Telephone	When a telephone using speakerphone makes a call, and then puts that call on hold, then if the called party drops the call, the speakerphone indicator light might stay lit.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
040375s	IP Networking, Blocked/Dropped Calls, Media Gateway, Media Module, DS1	If a media gateway has multiple DS1 Media Modules, and all ports on those media modules are in use, a call placed via the media gateway just after the media gateway registers might drop after 10 seconds.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Try the call again in order to use a port that is now free. This is resolved in Release 3.0.1 of Communication Manager.
040177s	Administration, SIP, Links	Up to 3 unique TLS (Transport Layer Security) signaling connections can be active at the same time. However, you receive no warning if you administer more than 3.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
040120h	Media Gateway, Registration	An attempt to ping a media gateway that has failed to register results in error code 1007.	workaround ->	First, upgrade the firmware for the TN799DP to version 12 or later. Then contact your technical support representative and ask to have your DoS settings tuned to allow a Group MAC Address to pass through to the DoS filters on the TN799DP. This operation requires Tier 3 expertise. Related document: PSN000062.
040087s	Administration, Endpoints / Appliances / Telephones	On a 6400 or 4600 series endpoint with softkeys, the TSA (Terminal Self Administration) Menu displays an asterisk (*) rather than the options Replace and Delete.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This display does not indicate translation corruption. Choose the first asterisk to choose Replace, or the second asterisk to choose Delete. This is resolved in Release 3.0 of Communication Manager.
040048s	Media Gateway, Media Module	The help for the command 'change media-gateway' might list a media module that is inappropriate for a given slot.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
034523s	Maintenance	The command 'status clan-usage' might show inaccurate socket counts in a configuration which includes an LSP.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
034521s	EC500, Wireless, Conference	If you use no-hold conferencing to add another station to a wireless call, but the original call drops before the conferenced party answers, the conferenced party continues to ring.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
034445s	Registration, H.323 IP	In some situations, registering thousands of IP endpoints simultaneously might take longer than expected.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
034282s	Call Center, CMS/MIS, Agent, Login	If the value for Data Storage Allocation for stored/measured item in CMS is lower than the space actually used for this purpose by the server administration, agents cannot log in, but the denial event log does not describe the cause clearly.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Reset the allocation to conform to the increased need. This is resolved in Release 3.0 of Communication Manager.
034275s	Administration, Vectoring, ASAI, Adjuncts	If the Vectoring (Prompting) feature and the Adjunct Links feature are enabled on the server, and you attempt to add an adjunct route step in a vector form where the Vectoring (Basic) feature is disabled, you get the message Either CT Adjunct Links Feature or ASAI Plus Feature Must Be Enabled, although that is not actually the case.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Enable the Vectoring (Basic) feature on the vector form, or enable both the ASAI Core and ASAI Plus features on the server. This is resolved in Release 3.0.1 of Communication Manager.
034246s	Softphone, Endpoints / Appliances / Telephones	When a Softphone is in shared control with a DCP endpoint, rapid on-hook dialling from the DCP endpoint might not succeed.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Dial more slowly. This is resolved in Release 3.0.1 of Communication Manager.
034160s	Multi-Frequency (MF) Signalling, Media Gateway, Port Networks, Trunks	A tandem call over an R2MFC trunk on a port network to an R2MFC trunk on a media gateway, or vice versa, where the Outgoing Dial Type is set to MF on the trunk-group form, does not complete.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Set Outgoing Dial Type on these trunks to Tone. This is resolved in Release 3.0 of Communication Manager.

ID	Keywords	Symptom	To resolve this, use:	Until then:
033854s	Maintenance, Firmware Download, File Transfer	An endpoint which reports that it already has a given release of its firmware does not accept an attempt to download the same firmware again, regardless of the download status reported on the firmware station-download form.	workaround ->	To re-download a given release of firmware to an endpoint that already has that firmware, first download a different release, and then download the desired release.
033556s	IP Networking, Tones, H.323 IP, Trunks, SIP	On a call from an H.323 IP telephone over an IP (H.323) or SIP trunk, if the DTMF method for the trunk's signaling group is set to 'in-band' or 'in-band-g711', DTMF tones cannot be sent to the far end.	workaround ->	Set the method of DTMF for the signaling group to 'rtsp-dtmf-payload'.
033329s	Routing, Transfer, DCS/ETN, Blocked/Dropped Calls, Trunks	If the CO (Central Office) is disconnecting a call while Communication Manager is tandeming out a DCS+ Call Associated Temporary Signaling Connection (CS-TSC) request on a non-DCS+ call, the call drops.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	Contact your technical support organization. Request and apply, if available, field load 541 or later for Release 1.3.2 of Communication Manager; field load 228 or later for Release 2.0.1; or field load 113 for Release 2.2. This is resolved in Release 3.0 of Communication Manager. Related document: PSN000271.
033227s	SAT, Logins	On an LSP whose primary server provides it with high-priority bulletin board messages, the log-in message might contain elements of multiple messages.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
032210s	DCS/ETN, ISDN, QSIG, Endpoints / Appliances / Telephones	Calls over a QSIG trunk that tandem out over a DCS trunk use an incorrect ringing pattern: an internal call uses the ring for an external call, and vice versa.	Release 3.0 of Avaya Communication Manager (load 00.0.340.3) or later	This is resolved in Release 3.0 of Communication Manager.
031569s	Coverage, Messaging / Voice Mail, ISDN, QSIG, DCS/ETN, Forwarding	Calls which cover to voice mail over a trunk which handles both DCS and QSIG receive the generic greeting rather than the greeting for the extension they called.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	This is resolved in Release 3.0.1 of Communication Manager.
030208s	System Resets, Upgrades, Endpoints / Telephones / Appliances	A DCP endpoint associated with IP Softphone cannot dial after an upgrade or a reset system 3, 4, or 5.	workaround ->	On the station form for the DCP endpoint, set the port to be "DCP Port". Alternatively, if TTI (Terminal Translation Initialization) is enabled, do a TTI or PSA (Personal Station Access) associate. Related document: PSN000087.
025337s	Maintenance, Modem	When someone is logged in via the modem, no one can use the command 'testinads' or 'testmodem', because the modem is busy.	workaround ->	Schedule the command to run later via the Linux shell, using the command 'at'. For instance: at now + 3 minutes at> testinads at> ^d
025227s	Administration, Maintenance, Circuit Packs	If you use the command 'reset board' on a slot that is unadministered and physically empty, the system appears to accept the command, and can take several minutes before it eventually returns a test failure.	workaround ->	Do not use the command 'reset board' on an empty slot.
022137s	Maintenance, File Transfer	Data backed up to a DOS-based ftp server is not visible via the web menu option View Restore Data.	workaround ->	Look for information about backups to that server under the web menu option View Backup Log.
022021s	Maintenance, Alarms, Media Gateway	An alarm LED remains on, indicating a problem with the G700 media gateway even though no problem condition exists.	workaround ->	If the LED remains on even after you verify that no alarms are present, check that the LED panel board is correctly seated.
021967s	Endpoints / Telephones / Appliances, ISDN, H.323 IP, Trunks, Media Gateway, Blocked/Dropped Calls	When a Remote Access call comes in over an ISDN trunk rather than an IP (H.323) trunk, and goes back out of the media server to an endpoint connected via a CO trunk in a G700 media gateway, the connection to the endpoint fails.	workaround ->	Administer Remote Access calling not to use ISDN trunks.

ID	Keywords	Symptom	To resolve this, use:	Until then:
021923s	Reliability, Maintenance, LSP, Upgrades, Registration	When the primary controller is upgraded, the endpoints unregister from the primary controller and can potentially register with a local survivable process (LSP).	workaround ->	Shut down all LSPs before upgrading the primary controller.
021533h	IP Networking, Maintenance, Media Gateway, File Transfer	If an Embedded Web image has been downloaded to the P330 in the G700 media gateway, the version in bank A (where that image resides) appears as 0.0.0.	workaround ->	To see the version number of the Embedded Web image, use the 'dir' command. Look at the version number for the EW_Archive.
021530s	Administration, Reliability, Endpoints / Telephones / Appliances, LSP, Displays	When an LSP (local survivable process) in a time zone different from its primary server takes over call processing, the time displayed on the telephones is inaccurate.	workaround ->	Administer the LSP to be in the same time zone and have the same time as the primary server. In the web pages on the LSP, set the time zone and time accurately.
021314s	Call Center, Service Observing, Buttons, Talkpath	When a local service observer is in listen/talk mode and presses the VDN of Origin Announce (VOA) button, the observer's talkpath might be lost. When this occurs, the Service Observing button still flashes as if it is still in listen/talk mode.	workaround ->	To recover the talkpath, the service observer can toggle the Service Observing button to listen only and then back to listen/talk.
021127h	Networking, Call Center, Trunks, Media Gateway	When a caller hangs up on a call using an analog trunk on a G700 media gateway, the trunk used for that call might be idled before the network returns a disconnect confirmation from the other end of the call. If the trunk is carrying a high call rate, as in a call center, there is risk of re-using that trunk before it is actually available.	workaround ->	Increase the Incoming Glare Guard and Outgoing Glare Guard timers on page 3 of the central office trunk group form.
020442s	Administration	To update a server's configuration, you must go through the entire list of items in the Configure Server web pages to find the desired item to change.	workaround ->	Go through the list.
015116s	Administration, Dial Plan	On the call-screening form, it is possible to add duplicate extensions if they are 7 characters long.	Release 3.0.1 of Avaya Communication Manager (load 00.0.346.0) or later	Manually check for and eliminate any duplicate entries. This is resolved in Release 3.0 of Communication Manager.
000a11s	Administration, Maintenance	Release 2.1 or later of Communication Manager does not run on the S8300A Media server.	workaround ->	To run Release 2.1 or later of Communication Manager, use the S8300B Media Server.
000a04s	LSP, Upgrades, Security, File Transfer	If the primary server is running Release 1.3 or earlier of Communication Manager, and an LSP is running Release 1.3.1 or later, filesync to LSPs does not work properly, and other transmissions through the server firewall do not behave as expected.	workaround ->	Even if nothing appears to have changed after creating this disparity between the primary server and the LSP, always re-administer the firewall. To do this: 1. Go to the Set LAN Security Web page and click the Advanced Settings button. 2. Review the settings. Make sure all needed ports are open, including shell on port 514. 3. Click the Set Security button. On a configuration with two servers, do this on both servers.
000a01s	Security, Logins, Upgrades	After an upgrade from a load earlier than 60.4 to load 60.4 or later, the dadmin login, or any customer-created login, has incorrect permissions.	workaround ->	For a customer-created login, delete and re-create the login (after the upgrade). For the dadmin login, load a license file with dadmin turned off, and then immediately re-install the license file that has dadmin turned on.