



Communication Manager 4.0.3

Release Notes

Issue 2
May 7, 2008

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Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:

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Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you — Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers must carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers might experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment is the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. might void the user's authority to operate this equipment.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

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

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

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

European Union Declarations of Conformity



Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the Avaya Support Web site:

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1-800-457-1235 (Toll-free, U.S. and Canada only)

Fax: +1-207-866-6095

Write: Globalware Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attention: Avaya Account Manager

Web: <http://www.avaya.com/support>

E-mail: totalware@gwsmail.com

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:

<http://www.avaya.com/support>

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What's New in Communication Manager

4.0.3

This section describes the new functionality available in Communication Manager 4.0.3. In addition to the items documented in this section and in other sections of the *Communication Manager 4.0.3 Release Notes*, Communication Manager 4.0.3 includes the fixes that are in Service Packs for Communication Manager 4.0.1.

Daylight Saving Time

Communication Manager can automatically adjust for Daylight Saving Time (DST), based on the built-in rules for Daylight Saving Time for each locality. If there is a change in these rules for a particular locality, Communication Manager may require software updates.

Changes in Communication Manager to handle new Daylight Saving Time rules are dependent on Red Hat, the Enterprise Linux vendor for Avaya Communication Manager. After Red Hat has delivered a new version of the pertinent Daylight Saving Time rules file, that file will be incorporated into Avaya Communication Manager in the next feasible major release (for example, Communication Manager 5.0), minor release (for example, Communication Manager 5.1), or update release (for example, Communication Manager 4.0.3). In some cases, Communication Manager updates may not be available soon enough to accommodate support of changing Daylight Saving Time rules. In those cases, follow manual procedures. Consult Avaya's DST web link shown below for more information about manual procedures.

Communication Manager 4.0.3 includes DST updates up to and including those in Red Hat's DST update named tzdata-2007k-2. This update is described in a notice from Red Hat's Advisory RHEA-2008:0185-5, issued on 2008-03-10.

For a description of the DST update, see <https://rhn.redhat.com/errata/RHEA-2008-0185.html>.

For more information about DST, see Avaya's Daylight Saving Time web site at <http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=DLT2007>.

Modem Support

A new version of the MultiTech modem used with the S8xxx servers is supported in Communication Manager 4.0.3. The S8xxx servers continue to support the existing legacy modem. The two modems are functionally the same.

Table 1: Modems supported by S8xxx servers

	Comcode	Comcode Description	MultiTech Product Code
Legacy Modem	700405020	USB MODEM V.92 56K RHS	MT5634 USB
New Modem	700451172	USB MODEM MT9234ZBA V.92 56K RHS	MT9234ZBA-USB

The new modem requires an updated version of SAMP / MPC firmware for S8400 and S8500 servers. For system requirements and additional modem information, see PSN001938 and PSN001939, estimated to be available mid-May 2008.

PKI Certificate Update

Digital PKI security certificates (also called “SSL certificates” and “certificates”) are an industry-standard way to ensure authentication and data encryption in communication channels. Communication Manager includes industry-standard PKI security certificates that are based upon a well-accepted, secure, and public standard. Essential to the PKI design is the inclusion of an expiration date for the certificates; this ensures that the business trust implied by the certificate still exists and remains traceable back to fundamentally trusted sources such as VeriSign®. Non-expiring certificates eventually can lead to a reduction in network security. Regular certificate updates performed by the user of the software product are a normal maintenance process, and are not exclusive to Avaya’s communication products. For more information about certificates, see <http://www.verisign.com/>.

By design, security certificates expire after a period of time, requiring system administrators to update them periodically. Communication Manager 4.0.3 software includes a new, generic certificate that expires Dec 7 17:44:04 2017 GMT. Though a generic certificate is not customized for a particular system, its security characteristics are identical to a customized certificate. A generic certificate will be installed only if the existing certificate has an expiration date of less than or equal to 2009.

If a device-specific certificate is desired, then any new RFA license file created includes a certificate that expires 10 years from the license creation date. A certificate delivered in a license bundle is uniquely customized for the particular system for which it is intended.

S8730

The S8730 server was launched with Communication Manager 5.0 in January 2008. Communication Manager 4.0.3 also supports a S8730 server.

The S8730 server is based on the powerful AMD Opteron processor and provides a rock solid foundation for a highly flexible converged solution that meets a variety of telephony needs. As with all S87xx servers, the entire server complex is duplicated. This increases overall system availability and minimizes the risk of one component causing a failure.

Capacities for the S8730 are the same as those of the S8720 in an XL configuration. The S8730 XL supports:

- S8300C and S8500 B/C as LSPs
- S8500 B/C, S8720 XL and S8730 as ESS servers

Table 2: Characteristics of the S8730 server *1 of 2*

AMD Dual Core Opteron 2.4GHz processor
4 GB memory
72GB SAS hard disk drive
Two 100/1000Gb Ethernet ports on the motherboard to support IPSI network control links, services access, and administration
4 USB ports (two front, two rear), for modem connection, Compact Flash drive connection, and other connections
External (USB) Compact Flash
2 dual NIC ports PCIe
CD/DVD-ROM
Supports software duplication. Hardware duplication is available with the optional DAL2 memory duplication card.
A distance limitation of 10 km between the S8730 servers in the pair (for hardware duplication)
Support for global power ranges from 100V to 250V AC
Active/standby status LED for easy in rack server identification
Optional redundant power supply
Equipped with RAID hardware controller; optional redundant hard disk
<i>1 of 2</i>

Table 2: Characteristics of the S8730 server **2 of 2**

Supports secure HTTP server for IP phone file downloads
Transport, using Communication Manager and an appropriate media processor (T2302AP or TN2602AP), of the following messages: <ul style="list-style-type: none">• - Fax, Teletypewriter device (TTY), and modem calls using pass-through mode• - Fax, V.32 modem, and TTY calls using proprietary relay mode
2 of 2

SIP Trunk Alternate Routing

Look Ahead Routing (LAR) is an ISDN feature that allows Communication Manager to continue to route a call if an earlier attempt over an ISDN trunk was rejected with an ISDN cause value indicating network congestion or resource unavailable. In Communication Manager 4.0.3 and Communication Manager 5.0, LAR is expanded to include SIP support based on SIP error responses indicating network congestion or resource unavailable on SIP trunks.

Two types of LAR actions are:

- **Next Preference:** go to the next appropriate Route Preference and attempt the call again.
- **Rehunt-Current-Next:** rehunt within the current preference for an available trunk to route the call.

Use the **LAR** column on the **Route Pattern** form to administer LAR. The expansion to SIP trunk support uses the same settings so no additional administration information is needed for SIP support

TN Firmware

The latest TN circuit pack firmware is posted on the Avaya Support Download Center at <http://support.avaya.com>. The TN circuit pack firmware is also on the Communication Manager software CD, but should be used as a last resort because it can quickly become out-of-date.

The naming convention for TN circuit packs has changed. Some of the names on the Communication Manager software CD do not match the names on the Avaya Support web pages. The firmware on the CD is different in name only and the functionality is equivalent to the firmware on the Avaya Support web pages.

XoIP Tone Detection Bypass

The X over IP Tone Detection Bypass feature (where X = modem, fax, TTY-TDD, etc.) serves customers using older or nonstandard external equipment such as modems, fax, and TTY devices that are not easily recognized by VoIP resources within Communication Manager. By identifying this external equipment through administration, VoIP firmware determines whether to immediately attempt to put a call in pass-through mode, or allow the system to handle it as it does today.

For more information on the screens and fields for administering this feature, see the *Administrator Guide for Avaya Communication Manager*.

Problems fixed in Communication Manager 4.0.3

Communication Manager 4.0.3 Release Notes

These Release Notes include modifications and enhancements specific to this Release and from earlier service packs. Modifications are grouped by service pack as listed in the tables in this document. These Release Notes include:

- [Table 3: Enhancements delivered to Communication Manager 4.0.3](#) on page 10
- [Table 4: Changes delivered to Communication Manager 4.0.3](#) on page 11
- [Table 5: Known problems in Communication Manager 4.0.3](#) on page 34

Product Support Notices

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

To read the PSN description online:

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

IA770

For information regarding IA770 Service Packs (RFUs):

1. Go to the Avaya support site at <http://support.avaya.com>.
2. Click on **FIND DOCUMENTATION** and **TECHNICAL INFORMATION** by **PRODUCT NAME**.

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

Enhancements

The following enhancements and new features were implemented in Communication Manager 4.0.3.

Table 3: Enhancements delivered to Communication Manager 4.0.3 1 of 2

Enhancement	Keyword
On the Dial Plan Parameters form, the Retry ARS Analysis If All-Location Entry Inaccessible field was added. If y , on a call that initially routed using an all-location ARS entry with all trunk groups associated with that entry inaccessible due to a network outage, the system retries an outgoing call using a per-location ARS entry. Also on the Dial Plan Parameters form, the AAR/ARS Internal Call Prefix field and the AAR/ARS Internal Call Total Length field appear above the Extension Display Formats.	063236 Dial Plan, Administration, AAR & ARS, LSP, ESS (Enterprise Survivable Server)
On a Sage phone using Unicode and display languages that have a name2 value defined, name2 is displayed.	063963 name2 display
EMU security code violations are logged as station security code violations.	064565 Networking, QSIG, Security
LookAhead Routing (LAR) is available for SIP trunks.	070342 074070 SIP, Routing
A call forward button on a Unicode capable phone allows a 13 character button label for the display if no AUX data is administered. If there is AUX data, the 5 characters are available.	070569 Display
To facilitate processing calls on extensions that are used for fax, modem, and TTY calls, the XOIP Endpoint field appears on the Station form for 500, 2500 and K2500 station types.	070749 071016 Administration
1 of 2	

Table 3: Enhancements delivered to Communication Manager 4.0.3 2 of 2

Enhancement	Keyword
When an E911 call made from a bridged appearance was routed over a SIP trunk, the calling party number of the physical phones was used.	071540 SIP
Guest names sent from a Property management system which include Cyrillic and accented characters are displayed in their native language.	074194 Adjunct, Hospitality, International, PMS
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Fixes in Communication Manager 4.0.3

Changes delivered to Communication Manager 4.0.3

[Table 4](#) lists the changes that are new to **Communication Manager 4.0.3**.

Table 4: Changes delivered to Communication Manager 4.0.3 1 of 24

Problem	Keyword	Workaround
When an agent was ASAI controlled and used the no-hold conference button on a handset to conference in another agent, the second agent answered the call and was dropped while the first call remained up. On a domain-controlled station, the No Hold Conference button did not work.	052792 ASAI, conference	
Related document: PSN695. http://support.avaya.com/elmodocs2/PSN/PSN695u.pdf	060520 ASAI, blocked/ dropped call	
Related document: PSN837. http://support.avaya.com/elmodocs2/PSN/PSN837u.pdf	061198 AAR, ARS, ANI, blocked/dropped calls, routing	
When the system firewall was non-operational, no minor security alarm was generated.	061496 Alarm, Maintenance	
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Table 4: Changes delivered to Communication Manager 4.0.3 2 of 24

Problem	Keyword	Workaround
On an incoming call with VuStats active on 46xx phone, the extension of the caller was not displayed and did not appear in the call log.	061763 Call Center, Display, Hunt Group	
On an incoming non-ACD call to an agent that has auto-ans=acd and VuStats active on 46xx phone, and the phone was on a current call (off hook), incoming call information did not display.	061809 Call Center, Display	
When One Step Audix recording was used in conjunction with Single Step Conferencing, when the Audix recording stopped, the Single Step conference party sometimes was dropped.	062677 ASAI, Audix	
On an installation of an 8710 Server, a pingall command on a server that uses the 10.0/16 subnet for IP addresses used by the control network incorrectly produced multiple responses to ping requests for all host addresses in the 10.0/16 subnet.	062702 Maintenance	
When a call is placed to the attendant that is an eConsole configured in telecommuter mode and the attendant transfers the call to another station, the display of the attendant's telephone is not cleared until the calling and transferred to party end their call.	063437 Softconsole, Transfer	
With Fujitsu ISDN Private Networking (FIPN) enabled, on a service-observed call, an agent attempting a second transfer of a call received a denial and the error message "destination out of order." Related document: PSN 1213.	063692 Agent, Service Observing, Transfer	
When an add skill operation was performed and only the agent skill level was changed, the internal agent data sometimes became corrupted and prevented EAS agents to login with denial event 1039.	063749 Call Center, Expert Agent Selection (EAS), Hunt Group	
ASAI Selective Listen request over a hunt group was rejected.	063761 ASAI, Hunt Group	
On a registered IP station, the Type field on the Station form could not be administered.	064018 Administration, IP	
Related document: PSN1056. http://support.avaya.com/elmodocs2/PSN/PSN1056u.pdf	064314 Administration, Translation Corruption	
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Table 4: Changes delivered to Communication Manager 4.0.3 3 of 24

Problem	Keyword	Workaround
Bandwidth for a call was incorrectly set to zero when INC allocation occurred. A no-hold transfer call may have had intermittent talk path.	064332	
On a main server with Communication Manager Release 3.0 or before and an LSP on a Communication Manager release pre-3.0, a phone in a network region (NR) that is not directly connected to the LSP's NR could not register. Before Communication Manager 3.1, LSPs defaulted to NR1 and could not be changed. Related document: PSN 1339.	064351 Endpoint, H.248 IP, H.323 IP, LSP, Network Region, Upgrade	Directly connect network regions.
After an upgrade to Communication Manager 3.1, there was a problem with data module calls using an outgoing trunk in a different port network.	064450 blocked/dropped call, port network, tone detection, trunk	
When Modular Messaging (MM) was connected through DCS QSIG and there was no entry for the subscriber in the Communication Manager isdn qsig-dcs-tsc-gateway form, sometimes was a delay in turning on and off Message waiting indicators (MWI).	064699 QSIG, Messaging, Message Waiting Indicator (MWI), Voice Mail	
In a system with multiple TN799 (CLAN) circuit packs and "link 1" administered on a CLAN circuit pack, when 2 or more CLANS experienced an outage or were removed or and reinserted, link 1 bounced and some of the reinserted CLANS were reset. The adjunct link (for example, CMS) went down and error type CLAN-BD 3866 was reported.	064713 adjunct, Call Management System (CMS), Contact Center Reporting (CCR), DCS, SNMP, TN circuit pack	Administer any link except link 1.
A call between stations in different port networks that was transferred to an announcement caused incorrect announcement counts.	070167 announcement, port network, transfer	
SAC calls that covered/forwarded to a voice mail server connected through a QSIG DS! trunk did not contain the right diversion reason.	070178 ISDN, Messaging / Voice Mail, QSIG	
If callers were listening to Music on Hold (MOH) and the media resource (Medpro or Crossfire) went out of service, the caller sometimes heard crosstalk with another call.	070272	
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Table 4: Changes delivered to Communication Manager 4.0.3 4 of 24

Problem	Keyword	Workaround
On a system with a port network (PN) with a Medpro and additional CSS-connected PNs, and a G700 media gateway; on a call from a station in a CSS connected PN without VoIP resources to a station in the media gateway, with service observing using DCP phones or trunks connected to a PN, or agents logged into IP phones and the caller coming on trunks on the media gateway, the service observer sometimes heard intermittent crosstalk. Related document: PSN 1411.	070299 Agent, Codec, CSS, Media Gateway, Port Network, Service Observing, TN Circuit Pack	Load balance media gateway VoIPs.
When an EC500-enabled principal phone was administered as an off-pbx-telephony station with Trunk Selection set to ARS and the Phone Number field on the off-pbx-telephone station-mapping form was blank, over time you would not be able to make EC500 calls.	070366 Administration, ARS, EC500, X-mobility	
Related document: PSN1295. http://support.avaya.com/elmodocs2/PSN/PSN1295u.pdf	070400 Coverage	
On a system with at least 70 logged-in agent's monitor bcms skill 1, some monitor BCMS skill output was incorrect.	070443 Agent	
On an installation of the S8500B, there was no command to fix a corrupted SAMP database.	070444 Installation	
Related document: PSN1212. http://support.avaya.com/elmodocs2/PSN/PSN1212u.pdf	070503 Measurement	
Re-editing a "queue-to best" vector step sometimes caused the step to execute as a "queue-to skill 0st", and calls executing the step failed to queue.	070517 Blocked/Dropped Call, Vectoring	
When logins were created on an ESS or LSP, and logins were added on the main server, filesync from the main to the ESS or LSP may have corrupted the logins on the ESS or LSP.	070547 Enterprise Survivable Server (ESS), login	
Under certain internal conditions, when users attempted to administer announcements by dialing the announcement FAC and an announcement extension received fast-busy, the circuit packs hung, and the users were unable to record new announcements.	070562 announcement, tone	
A call made with predictive dialing, UUI and ASAI, between a hunt group and a DCP station to a VDN return destination with route-to step that routed the call through ARS, caused invalid errors to be logged.	070657 ARS, ASAI, Hunt Groups, Routing, Vectors	
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Table 4: Changes delivered to Communication Manager 4.0.3 5 of 24

Problem	Keyword	Workaround
On calls over a SIP trunk from Cisco Call Manager, when shuffling was attempted the call dropped.	070677 Blocked/Dropped Call, Direct IP-IP (Shuffling), H.245 IP, Networking, SIP, Talkpath	
Related document: PSN1232. http://support.avaya.com/elmodocs2/PSN/PSN1232u.pdf	070720 EC500, Music on Hold (MOH)	
When all QSIG trunks were busy, QSIG MWI rerouted calls were rerouted over non-QSIG trunks which caused a generic greeting.	070780 Hunt groups, MWI, QSIG, Routing	
Medpro messages queued indefinitely, causing a memory overflow which caused the server to reboot.	070781 H.323 IP, system reset	
When Music-on-Hold (MOH) was stored on the media gateway, and media gateway trunks and IP stations were in the same administered location, when an incoming call to an IP station from a media gateway trunk was transferred to another IP station, MOH or conversation crosstalk was sometimes heard.	070807 announcement, H.248 IP, media gateway, Music on Hold (MOH), talkpath, transfer	
On a G700/G350 gateway using integrated Music-on-Hold and with Misoperation Handling enabled, when an IP station put an external DID/DIOD call on hold, made another call from a second line appearance and then dropped the second appearance call, Misoperation Alerting was not applied to the first line appearance with the call on hold.	070909 ISDN, Music-On-Hold, talkpath	
Automatic Circuit Assurance call display was incorrect.	071003 Display	
A softphone in telecommuter mode with Bridged Call Alerting active sometimes rang additional rings after another bridged call appearance answered a call if an existing call to or from another bridged call appearance was already active when the second call is made.	071025 Bridging, Softphone	
On a call routed through a VDN and answered by a bridged SUSHI station, an incorrect display appeared.	071026 bridging, display, vector	
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Table 4: Changes delivered to Communication Manager 4.0.3 6 of 24

Problem	Keyword	Workaround
A failed conditional in a route-to step to a VDN cleared the vector subroutine return destination, resulting in incorrect vector step execution.	071050 Vectoring	
Calls within a network region did not complete when the outgoing trunk from the network region used to construct the IGAR trunk was busied out. A call to a phone in a different network region with a bridged appearance from a phone in the first region also did not complete when the trunk was busied out. IGAR failures for alternate trunk groups in the route pattern, for example, not the principal terminating trunk group were not dropped. On a call between two network regions with IGAR enabled, sometimes tones were not played to the calling party after IGAR failed.	071052 bridging, network region, tone, trunk	
On S8400 and S8500B servers, after an upgrade, login to SAMP did not work.	071075 login, upgrade	
When a call is placed using SIP trunks from an IP Agent using telecommuter mode then the call may fail.	071076 IP, Softconsole, Softphone	
Under certain internal conditions, the change hunt-group command caused an error.	071089 administration, SAT, hunt group	
On a system running Communication Manager 3.1.3. load 640.2 or later with CDR, under rare internal conditions, the system could reset.	071101 Call Detail Recording (CDR), system resets	
When in ossi mode, when the Type fields on the Station screen are ADJLK-IP-ip or ASAI-IP-ip and the field id was specified, the list cti-link showed the type as "?".	071141 Third-party PBX	Leave the Field ID field blank.
On a call to a VDN with VDN Override enabled (VDN with Allow VDN Override and VDN Override for ISDN Trunk ASAI Messages fields both set to y), and the VDN route-to step routed the call to a VDN with the two override fields set to n , when an agent answered the call, ASAI sent incorrect called party information in the alerting event. Related document: PSN 1419.	071145 Agent, ASAI, ISDN, Vectors	
Certain internal circumstances blocked SAT vector administration and produced an error "Translation updating of CMS occurring; please try later".	071147 Call Management System (CMS), SAT, Vector	
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Problem	Keyword	Workaround
With 2 or more duplicate signaling groups (for example, they have the same near end and far end ip addresses and ports), and the one that is currently supporting the subscription was removed, the system sometimes reset.	071170 System Reset	
Rare internal system corruption followed by a data network outage sometimes caused a Communication Manager warm reset.	071201 Media Gateway, Registration, System Reset	
Related document: PSN1293. http://support.avaya.com/elmodocs2/PSN/PSN1293u.pdf	071203 coverage, transfer	
Adding or changing Communication Manager logins too fast or repeatedly may have caused a race condition that completely locked out the login.	071204 Administration, Login	Services reloads the authentication file.
On systems with servers in different countries, on calls from different countries, country codes did not appear in calling party number display.	071205 Display, ISDN, International	
A private network call, arriving on a QSIG trunk that went to coverage, could not be transferred to another local extension.	071220 coverage, ISDN, PRI, QSIG, transfer	
When CPN was set to n , an internal QSIG call sent to cover over a QSIG trunk to UCC did not correctly terminate at voicemail and the caller received the wrong greeting.	071242 announcement, coverage, ISDN, QSIG, voicemail	Set Per station CPN - Send Calling Number at calling station to y .
Agents on a softphone in telecommuter mode with auto-answer enabled did not see Caller ID information for a new call while the call was alerting.	071266 agent, display, softphone, telecommuter	On the Station screen (change station), set the auto answer field to something other than a11 .
On an upgrade to Communication Manager 3.1.2, on port network gateways and with BRI, on MMCH internal or external calls on some DCP stations using the MM-call button, a problem with call set-up caused the caller to hear ringback but the other side did not ring. There was no video, no voice, and the call dropped.	071284 BRI, MMCH, video	
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Problem	Keyword	Workaround
When a call was established over a SIP trunk from a SIP station in a Convergence SIP platform to a Communication Manager without an intervening SES, and the termination of the call originated from the Communication Manager side, the station on the Convergence SIP platform did not go idle and the call appeared to still be active.	071288 Adjunct, SIP, SES	
Related document: PSN1303 http://support.avaya.com/elmodocs2/PSN/PSN1303u.pdf	071289 Conference, Direct IP-IP (shuffling), SIP	
The list member hunt x command did not show that EAS displayed only logged-in members.	071295 Administration, Call Center, Hunt Group	
Voice messages left on Mode code Audix integrated system heard a click at the beginning of the message.	071303 Messaging, Voice Mail	
Related document: PSN1302. http://support.avaya.com/elmodocs2/PSN/PSN1302u.pdf	071305 Duplication, interchange, PRI	
When a network region included TN2603 circuit packs licensed for 80 VoIP channels, the DSP resources counter showed incorrect figures for DSP resources and blockage measurements on the IP DSP list measurements reports.	071313 Measurement, TN circuit packs	
Under certain internal conditions, a system restart caused some port and tone circuit packs and IPSIs to be marked as hyperactive and being placed out of service.	071319 IPSI, tone, TN circuit packs, system reset	
When there were a large number of administered extensions, under certain internal conditions, the list multimedia endpoint command caused a software trap on customer translations.	071321 administration, translations, video	
A reset system 2 caused an invalid attendant status, causing incoming calls to queue instead of ringing an available attendant.	071344 attendant, system reset	Reset the system.
The list mmi command displayed incorrect slot location for a TN787 circuit pack in a G650, RMC or CMC carrier.	071346 Maintenance, SAT, TN Circuit Pack	
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Problem	Keyword	Workaround
With display language Unicode , on a 96xx series phone and making a call with a user name that was less than 2 characters, the name did not appear in the outgoing call log list.	071361 Display, International	Add a space to the name.
On calls to a station that was service observed reached through vectors using “wait-time 0 secs hearing music”, calls were dropped when agents placed the end customer on hold.	071371 Blocked/Dropped Call, Service Observing, Vector	
With multiple Center Stage Switch (CSS) Port Networks (PNs) connected to IP PNs/gateways without medpro circuit packs in all CSS PNs, DCP stations on G700 gateways encountered intermittent 1-way talk path calling out over CO trunks in a different PN than the call classifier that was used to do answer detection.	071376 Center Stage Switch (CSS), media gateway, port network, TN circuit pack, talkpath, tone, trunk	Add medpros to each PN.
Predictive dialer calls over R2-MFC trunks failed.	071378	
When the Barrier Code field on the Remote Access form was changed from a set value to none , the COR, TN, and COS fields were not reset to their default values.	071384 administration	
When the RTCP Monitor address field on the system-parameters ip-options form was blank, QOS updates were not sent to the MEDPRO board.	071385 Administration, Maintenance, Quality of Service	
When no media gateway was configured and Media Gateway>Configuration was selected on the Maintenance Web Page, an incorrect error message appeared.	071386 media gateway	
Calls to IP phones that went to coverage did not appear in the “missed call” entry in the call log of the coverage point.	071400 Display, IP, Coverage	
The obsolete “-z” option on commands to access the SAT prevented access to the SAT.	071416 SAT	Do not use the -z option on sat , autosat , dsat commands
VDN and vector translations that migrated from a CSI to an S8400 were corrupted or missing.	071420 Administration, Translations, Upgrade, Vectoring	
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Problem	Keyword	Workaround
A call over a COR restricted trunk group was allowed if it was not the first preference on the route-pattern form.	071424 COR (Class Of Restriction)	
ACD calls queued through a check skill step to an agent that is mapped to EC500 were dropped when the call was answered.	071443 EC500, Routing	
When Music-on-Hold was used on calls going across a media gateway, resources were sometimes not freed and over time calls were blocked. Multiple EECCR messages may have led to a system reset. Related document: PSN 1539.	071449 blocked/dropped calls, H.248 IP, media gateway, Music on Hold (MOH), TN circuit pack, tone detection	Turn off Music-on- Hold.
The counts for IP Softphone agents were sometimes incorrect, which sometimes caused license errors resulting in IP endpoints not being allowed to register.	071491 Call Center, Agent, License	
When a call was made to SIP-based Modular Messaging from a gateway or non-optimal network resource region, and Modular Messaging routed the call to a station that did not answer, the caller heard dead air and was not transferred back to Modular Messaging.	071492 Media Gateway, Messaging / Voice Mail, SIP	
On save translations and security files in a Microsoft FTP server from the Maintenance Web page, FTP backups were not possible when the user name contained “\”.	071503 Backup, Restore	
The Unicode display message on a softphone in shared control mode was blank and the call log history was incorrect.	071517 Display, Softphone	
When an attendant extension was used in a vector step for messaging split, the call was routed to the messaging system instead of the attendant's voice mailbox. Related document: PSN 1459.	071518 messaging, QSIG, vector, voice mail	
When an agent had a pending Aux-Work work mode change and the far-end dropped first, the BCMS split accepted count was not reported.	071552 Call Center	
When an integrated announcement entry was corrupted, all announcements did not play.	071553 Announcement	
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Problem	Keyword	Workaround
When the Dynamic Threshold Adjustment field on the Hunt Group form was set to y and then re-set to n , the thresholds were not re-set to the administered values and reserve agents were incorrectly activated.	071600 Administration, Call Center, Hunt Group	
The list usage extension output did not show the information for the originating and remote access extensions for security violations (SVN).	071615 Display, Security	
On an incoming ISDN-PRI ASAI call, when VDN Override was active for a VDN and the call was delivered to an agent through a converse-on vector step, there was an incorrect called party number in the ASAI connected event.	071639 Agent, ASAI, ISDN, PRI, Vector	
On a registered IP station, when Media Encryption was set to aes and the security code was changed, dial tone was not available.	071643	
After an upgrade, the Remote Coverage form sometimes could not be accessed.	071657 administration, coverage, SAT	
When Integrated Announcement was the music source and Temporary Bridge Appearance For Pickup was enabled on the Feature Related System Parameters form, and a call was placed on hold by a station bridged to the called party then picked up by the principal in the same pickup group, Music-on-Hold was not released.	071682 announcement, Music on Hold (MOH), talkpath	
After an upgrade to Communication Manager 3.1.3, on an incoming call on a VDN that played VOA announcement on answer, IP agents could not transfer or release the call.	071694 agent, announcement, call center, transfer, vector	Remove VOA.
Related document: PSN1332. http://support.avaya.com/elmodocs2/PSN/PSN1332u.pdf	071702 H.245 IP, timer, upgrade	
When a call to a station with Send All Calls was rerouted to another station, and a third party picked up the call with a team button, the coverage point continued to ring and could bridge onto the team call without indication of a conference. When the coverage point dropped from the call, the entire team call was also dropped.	071713 blocked/dropped calls, bridging, button, conference, coverage, routing	
When the transfer-on-hang-up feature was enabled and a call was transferred to a vector collect step, the call would not transfer.	071716 transfer, vector	
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Problem	Keyword	Workaround
If a call was placed to an extension and not answered, and a DCP phone had a bridged appearance of that extension and has SAC and Per Button Ring Control active, the display was not cleared when the calling party hanged up.	071732 Bridging, Endpoint / Appliance / Telephone	
Users needed root access to remove files created through FTP. The rm_download_files command is available to superusers to remove files created through FTP. Enter the command without any arguments to access help for information on how to use the command.	071734 file transfer	
When the CDR System Parameters form fields Primary Output Format and Secondary Output Format were set to customized , and the Use Enhanced Layouts field was set to y , enabling "enhanced format" was incorrectly successfully submitted without an error message to the user.	071742 administration, Call Detail Recording (CDR)	Do not set Enhanced to y when using customized in Primary or Secondary Output Format.
On SIP calls that covered to voicemail and the user pressed the drop button before voice mail answered, under certain internal conditions, subsequent SIP callers heard the mailbox greeting of a user they did not call.	071746 coverage, messaging, SIP, voicemail	
On an ASAI-originated trunk call that puts the first call on hold and conferences in another local station that has activated remote coverage over an ISDN trunk then the ASAI application did not complete the transaction.	071782 ASAI, Conference, Coverage, ISDN	
On a 46xx phone with Display Language set to user-defined , and with a customized label for the abbreviated dialing button using extended ASCII characters, the phone did not register.	071784 appliance, button, endpoint, registration, telephone	Use a different value than user-defined for system labels.
After a main server regained control from an LSP, sometimes the BRI media modules did not come back into service, but the status showed them to be in-service. Related document: PSN 1348.	071806 BRI, H.248 media gateway, system reset, trunk	Use the Media Gateway's command line interface to reset the circuit pack or to reset the Media Gateway.
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Problem	Keyword	Workaround
On an IP system, calls established and connected to Music-on-Hold (MOH) over an IGAR connection between two network regions, music counts were sometimes incorrectly incremented, causing intermittent crosstalk, especially on calls with MOH.	071824 MOH, talkpath	
On a system with duplicated IPSI circuit packs and very large translations, with Enable Translation Audit set to y and TTI/PSA enabled, the timing of internal audits could result in unexpected interchange followed by port network resets.	071825 interchange, maintenance, registration, system reset	
When a Communication Manager user transferred an incoming R2MFC trunk call over a QSIG trunk, the display on the transferred party after completion of transfer was not correct.	071854 Display, QSIG, Transfer, Multifrequency (MF) Signaling	
On a station with a headset button and the Headset field on the Station form set to y , the lamp associated with a line appearance was always on, and after a call was terminated the station display showed "a=". Related document: PSN 1473.	071870 Button, Call Center, Display	
When a call was dropped and internal error occurred, the system sometimes restarted.	071898 System Reset	
On an ISDN call that was processed through vectors to a hunt group agent that was ASAI controlled, and the call was conferenced or transferred, after the voice portal announcement played, when the incoming trunk caller disconnected first, the hunt group agent had to manually disconnect to end the call.	071944 adjunct, agent announcement, conference, hunt group, ISDN, PRI, tone, trunk, vector	Remove voice portal.
On a 96xx phone with VuStats, the extension of an incoming call was not displayed.	071970 Call Center, Hunt Group, Display	
When QSIG Call Transfer messages were received from Tadiran PBX systems, third party caller ID was not displayed. Related document: PSN 1370.	071971 Display, ISDN, QSIG, Trunk, Transfer	
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Problem	Keyword	Workaround
On a hunt group with multiple members and the first member was a a DECT station, when the user turns off the DECT phone, calls to the hunt group receive busy tone even though other members in the group are available to take the call. Related document: PSN 1480.	071975 Busy, Hunt Group, Tone, X-Mobility	
Location based time-of-day coverage did not work properly.	071986 Coverage	
When two or more AEServices applications are added at the same time, on the subsequent removes you get an error. Related document: PSN 1529.	071992 Administration, AES, IPSI	Add AES one at a time.
When a call from Modular Messaging (MM) was transferred to a VDN with a route-to step, the QSIG trunk between Communication Manager & MM was not dropped.	071999 Messaging / Voice Mail, Transfer, Vectoring, Routing, QSIG	
When auto-fallback occurred before the LL Delay Timer (LLDT) expired, BRI Media Modules were not reset and the trunks were unavailable.	072000 BRI, ISDN, Maintenance, Media Module, Timer	
An incoming call, from an EC500 user, that invoked a feature that required more digits to be dialed (for example, call forwarding), arriving on an overlap-receiving ISDN trunk group sometimes failed.	072007 EC500, Trunk	
On a system with a VAL circuit pack, other system links may bounce in and out of service.	072017 Link	
On a call between two stations that was transferred to a third station, and the first and third stations were being service observed by 2 observers, after the call was transferred, there was no talk path.	072018 Service Observing, Talkpath, Transfer	
On extension calls to non-EAS agent that are abandoned while ringing, the Call Management System (CMS)/Avaya IQ call data for the calls was corrupted (for example, an agent was logged in for more than 30 minutes in a half-hour period). Related document: PSN 1443.	072040 Agent, CMS (Call Management System), CCR (Contact Center Reporting)	
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Problem	Keyword	Workaround
On a call between 2 mobile SIP endpoints that was consult/warm transferred where the transfer was completed upon hangup to a third endpoint, the resulting call was dropped.	072042 Dropped/blocked calls, EC500, X-Mobility	
On call placed from an H323 IP telephone that supports local call logging and placed to a busy station over an ISDN-PRI (ETSI) trunk using AAR/ARS, the redial button sometimes did not work and the local call log on the phone may not contain the call information.	072047 AAR & ARS, Busy, ISDN, PRI	
An attendant could not transfer internal calls within one tenant to another attendant or station over an IP trunk.	072084 Attendant, Tenant Partitioning	
Non-shuffling IP phones with VoIP resources from H.248 media gateways and multiple active call appearances sometimes dropped calls when two calls were active and one had been but on hold.	072091 Blocked/Dropped Call, Direct IP-IP (Shuffling), H.248 IP, Media Gateway	
On 9600 Series IP phones, the in-use bridged call appearance sometimes did not go to hard held state.	072097 Hold, IP Phone	
IGAR did not work on public-network trunks that require an authorization code.	072110 IGAR, Trunk, Routing	
On an 8710 migration from a G3R, on an ISDN/H.323 trunk call where the call was put on Automatic Hold on the calling side and the called party disconnected first, the held call remained active with busy tone and Automatic Hold did not disconnect the call in a timely manner.	072168 call pickup, hold, H.323, ISDN, tone	
DS1 parameters could be removed even when DS1 board was used as a synchronization source on a Port Network or in the Center Stage Switch (CSS), no error message appeared, and list sync resulted in an "Error Encountered, Cannot Complete Request" error message.	072225 Administration, Center Stage Switch (CSS), DS1	
In calls over a SIP trunk, when the directed-pickup button was pushed and hold was pressed before dialing was complete, no timeout occurred.	072249 Call Pickup, SIP Trunk	
When the trunk-night service button was removed from the Station form, an incorrect error message was received.	072252 Button, Display, Maintenance	
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Problem	Keyword	Workaround
When the associated H.248 buffers were full during downlink H.248 message processing, extraneous errors were incorrectly logged.	072254 Logging, Maintenance, Media gateway	
When an analog station on a call flashed and made another call and went on hook to complete the transfer, stations that were bridged to the analog station had the bridged call appearance stuck in a flashing held state.	072281 Bridging, Transfer	
An agent using an H.323 IP phone with a headset on a phone that was un-merged and merged with PSA, calls were not delivered to the agent when in auto answer mode until the agent deactivated and reactivated the headset.	072286 Agent, H.323 IP	
On an upgrade to Communication Manager 3.1.x and 4.0, certain internal conditions caused problems with the links between the port network and the main server. Symptoms may have appeared several weeks after the upgrade, triggered by IP network instability.	072295 Port Network, Upgrade	Perform a reset system 2 to clear the problem.
On a Media Gateway, when an ASAI-like interface drove a DCP station to hold a call immediately after answering, a subsequent call from or to the station dropped.	072314 Blocked/Dropped Call, Media Gateway, Quality of Service	
In chained call forwarding, incoming trunk calls that were attempted within 30 seconds after answer or drop failed.	072331 Forwarding, Timer	
When the LSP took over using the default 2 digit hunt group indexing, the user was unable to login to the Hunt group.	072332 Hunt Group, LSP	
On an upgrade to Communication Manager 4.0 with Zip Tone after VOA enabled, certain internal conditions caused an agent answering a call to hear an incorrect tone.	072352 Agent, Call Center, Announcement, Tone, Upgrade, Vector, Voice on Announcement (VOA)	Before the upgrade, disable "Zip tone after VOA".
When the Call Center feature ETSI-Explicit Call Transfer was enabled and BSR Polling was done over PSTN, Network Call Redirection did not work properly.	072374 Call Center	
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Problem	Keyword	Workaround
The Unicode version of the Enhanced Redirection Notification Call Forwarding message was sometimes overwritten by the User-Defined version of the same display message, causing incorrect display for sets that support Unicode when this message was displayed.	072406 Display	
On a call to a VDN with attendant vectoring on, that was sent to another vector through a goto command then sent back to the original vector thorough a return command and was queued to the attendant; if the attendant is on the call, subsequent calls cannot be answered.	072440 Attendant, Vector, VDN	Do not use the return command in a vector.
In large systems with over 3500 stations, button label downloads after a change to the abbreviated-dialing system form sometimes took a prolonged period of time.	072452 Abbreviated Dialing, Display	
When a softphone was registered on Communication Manager in telecommuter mode and used a permanent service link that was an H.323 IP trunk going to Cisco Call Manager, as the trunk group used for the service link reached near full capacity, users experienced problems in setting up service links.	072453 IP Softphone	
Blind Trunk to Trunk transfers with Single step conferencing failed.	072475 Transfer	
When an incoming call is answered, then blind-transferred (unattended) to a DECT phone, the DECT incorrectly displays the extension and name of the transferring phone instead of the information for the transferred call. Related document: PSN 1444.	072476 Display, Transfer, X-Mobility	
When the button was restricted from re-labeling on the Button-Restriction form, when the display language was set to Unicode on the Station form button labels could still be customized by the phone user.	072494 Button, Display	
After upgrading an 46xx IP phone to firmware 2.8 or a 96xx IP phone to firmware 1.2, and using PSA to merge with a new extension, the phone could make and receive calls but the display was sometimes blank.	072532 Display, SIP phone, Upgrade	
When a call was made on an LSP using Dial Plan Transparency from a station served by the LSP to a station served by the main, the setup of the IGAR trunk between the LSP gateway and the PN on the main failed and the call did not complete.	072547 ESS, LSP	
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Problem	Keyword	Workaround
A user could not login to Modular Messaging from a Softconsole.	072553 Attendant, Softphone, Voice Mail	
After listening to VOA and then being connected to a customer, a non-shuffling IP endpoint using media gateway VoIP resources sometimes had no talkpath.	072561 Agent, Direct IP-IP (Shuffling), Media Gateway, Talkpath	
On the Administrator Accounts web page for an existing account, and any past date or the default (1969) data was in the date field, submitting a user-name change locked out the user. Related document: PSN 1490.	072567 Administration, Login	On the Administrator Accounts Web page enter a future date to enable the account.
When Cabinet 1 was not administered, the dup station x start y command populated the Duplicate Station form with incorrect information.	072581 Administration	
When a service-observer with a headset on service-observed a call, went idle, and received a whisper page, when an agent received a VOA call, the service observer was sometimes incorrectly connected to the new call as an observer.	072586 Agent, Service Observing, Paging, Voice on Announcement (VOA)	
When an incoming call to an IP agent was conferenced to an IVR that was connected through a SIP trunk, digits that were entered by the agent were sent to the IVR twice.	072597 Conference, SIP, Tone	
The list usage extension x command did not show that an extension was administered as a listed-directory-number extension.	072601 Administration	
DTMF digits that were sent by a non-Communication Manager switch over an IP trunk to a voice portal were not transferred by Communication Manager.	072615 DTMF, Networking	
When an IP agent was not in the same country as the calling trunk, and the IP agent and IP service observer were in the same country location as an available gateway, a service observer could not to hear the agent on an incoming call from a different country.	072618 Agent, Service Observing, Tone	
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Problem	Keyword	Workaround
A QSIG transfer and conference to a busy station was incorrectly allowed and the caller heard a disconnect tone.	072674 ISDN, QSIG, Transfer, Conference	
On a call that was placed on hold by two parties, sometimes when the call was taken off of hold the system rebooted.	072682 Hold, System reset.	
When multiple trunk calls came into a gateway for the same IP station, and the calls were not answered and covered to voicemail, crosstalk sometimes occurred.	072701 H.248 IP, H.323 IP, Endpoint, Appliance, Telephone, Media Gateway, Talkpath	
A Communication Manager TIME synchronization message sent too early from Communication Manager to CMS caused incorrect CMS reports.	072708 CMS (Call Management System) / CCR (Contact Center Reporting), Call Center	
Calls that heard an announcement recorded on a vVal board on a media gateway that was numbered on a 19 or greater did not complete. Related document: PSN 1478.	072710 Administration, Announcement, Media Gateway	Renumber gateways to 18 or less.
When an ETSI trunk call was in progress and Communication Manager failed over to an LSP, the call was dropped.	072711 LSP, Upgrade, PRI	
In a configuration with Enterprise Survivable Server (ESS) enabled and Malicious Call Trace administered on the main server, under certain internal conditions the file size of translation files on the ESS servers are less than the main server. This condition upon login into the ESS will display the message: "WARNING: Translation corruption found; call service representative immediately" and login did not complete. Related document: PSN 1425.	072722 ESS, Translation Corruption	
Group page confirmation tone on H.248 gateways sometimes consisted of multiple tones instead of the correct single tone.	072738 H.248 IP, Paging, Tone	
When an abbreviated dial button internal list number was out of range and was administered, it sometimes caused a system restart.	072746 Administration, Button	
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Problem	Keyword	Workaround
With a principal station logged off, redirected calls such as call pickup and call coverage showed the originator's number as "unavailable" in call logs.	072750 Endpoint, Appliance, Telephone, Coverage, Call Pickup	
On IP Softphone R6, in shared control with a 96xx phone, with unicode display enabled, call history did not log incoming or outgoing calls, the callbar display was blank, and the unicode button was not downloaded properly.	072751 Display, Softphone	
When a circuit pack that was scheduled for a firmware download was removed from the system, corruption sometimes occurred.	072754 Administration, Administration Without Hardware (AWOH), Firmware Download, TN Circuit Pack, Translation	
on an H.248 media gateway, agents connected to CISCO predictive-dialed calls sometimes had no talkpath to an outside line.	072757 Adjunct, H.248 IP, Media Gateway, Talkpath, Agent	
On a 96xx station using FW1.2, the softkey needed to complete a transfer did not appear and the transfer could not be completed.	072758 H.323 IP, Messaging	Change the set type to 4620 on the Station form.
With PCD-EXTENDED-SANITY enabled, when test maintenance <cabinet> was run after a network outage, Test 1547 failed.	072759 IPSI (IP Server Interface), Maintenance	
When using a 4410 Emulator SAT session, the second page of the status socket-usage form could not be accessed.	072763 SAT	
On a station with customized labels, when trying to remove buttons, rare internal corruption caused "EECCR error encountered" message.	072765 Administration, Button, Installation	Save translations and reboot to be able to remove the station.
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Problem	Keyword	Workaround
Duplicated PNC (Port Network Connectivity) status showed as Partially Functional and had BFDL (Bearer Fault Detection Link) constraints that could not be cleared. This sometimes occurred when the system was configured with PNC duplication enabled, 2 IPSI controlled fiber-connected port networks (PN) and at least 1 IPSI controlled PN that was not fiber connected (for example, an IP-only PN in a mixed PNC configuration). Related document: PSN 1531.	072775 Duplication, IPSI, Port Network	To clear the incorrect constraints, disable and enable PNC duplication.
The display coverage remote command caused translation corruption.	072799 Coverage, SAT, Translations	
When an agent held or dropped while in a 3-party conference call, the ASAI state was sometimes not changed, resulting in the agent being hung in an unusable state.	072822 ASAI, Hold, Agent, Conference	
LSP and ESS authentication files are lost during a filesync operation.	072858 ESS, LSP, Translation	
On an incoming call through an ISDN trunk, routed through a VDN to an agent, transferred to a station with SAC activated to voicemail, the caller incorrectly hears the generic greeting.	072883 ISDN, SIP, Trunk, Media Module	
An incoming call to an unregistered IP station with Send All Calls (SAC) enabled and the Busy field on the Coverage Path form set to n did not go to cover.	072892 Coverage, H.323 IP	
On an incoming call to a DCS trunk, incorrect LWC information is created.	072894 DCS	
The change public-unknown-numbering and change private-numbering commands did not support trunk groups.	072910 Administration	
Calls to an EC500 station sometimes caused a system reset.	072920 EC500, System Reset	
After the members of an audio group were reassigned, the length of announcements were sometimes incorrectly reported as 0.	072921 Announcement, VAL	
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Table 4: Changes delivered to Communication Manager 4.0.3 22 of 24

Problem	Keyword	Workaround
When non-ascii (Unicode) customized button labels were programmed on the phone and sent to the server, the labels displayed on the phone may have been corrupted or not displayed on the phone.	072932 Display, Button	
When the B carrier of a G650 cabinet was administered, IPSI Duplication was enabled and the IPSI associated with that port network was used only as a tone clock (IP Control set to no), the Administer Secondary IP Server Interface Board field was not displayed.	072934 Administration, Port Network, SAT, IPSI (IP Server Interface)	
Calls to a VDN return destination with “route-to” step and with the return destination a VDN that vector routes the call using ARS, did not complete successfully. Related document: PSN 1477.	072957 ARS, Vector	
When a VDN that terminated to an attendant group was called, the attendant could not be service observed.	072961 Attendant, Service Observing, Vector	
When an IP station attempted to conference in a third party, talkpath for the IP station was not established.	072969 Conference, H.323 IP	
If the Customer Alarm Option is set to All Communication Manager alarms and the only type of active alarms are WARNING alarms, the alarm lamp on an attendant console incorrectly lit.	073031 Alarm	Clear all warnings in Communication Manager.
Calls made over a SIP trunk to a conference bridge infrequently resulted in internal errors which may cause the system to reset.	073042	
On S87xx servers, after a server interchange, certain internal conditions caused a system reset and multiple outages.	073068 H.323 IP, Interchange, System Reset	
On a CallMaster telephone with a headset button enabled and with an IP Agent in shared control, the first incoming call after registration had no audio. Related document: PSN 1475.	073088 Agent, Call Center, Talkpath	Press the headset button twice to establish talkpath.
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Table 4: Changes delivered to Communication Manager 4.0.3 23 of 24

Problem	Keyword	Workaround
On an S8500 server with Tripwire enabled, after an audit, if the system had the need to mount and unmount internal file systems, this caused Trip Wire Ram Disk Violation Error alarms to occur. Related document: PSN 1488U.	073106 Alarm	
When a call was routed to an agent on a station or trunk being service observed by a DCP station, the caller sometimes experienced crosstalk.	073107 Agent, Media Gateway, Port Network, Service Observing, Talkpath, Routing	
On a system with a high number of Music On Hold (MOH) sources and a media gateway Virtual Announcement module in an audio group, on incoming calls on an ISDN trunk terminating to a randomly selected MOH source, there is sometimes no music on hold in vectors or when calls are placed on hold.	073114 Announcement, Conference, ISDN, Media Gateway, Music On Hold, Vectoring	Reset the faulting VAL board. Remove all stack sources from audio group 1.
IP Phones on the same PBX, both having two Chinese characters without spaces between them, that call each other causes a system restart.	073118 Display, International, H.323, Localization, System Reset	
On an inbound call to a station restricted from receiving inbound calls by COR, instead of being routed to an attendant, the caller heard busy tone.	073159 Class of Restriction (COR), Trunk	
The change display-messages button form output was incorrect and the Share Talk button did not appear.	073194 Translations	
Depending on how network regions are used, the Denied Peg field on the list measurements ip dsp-resource summary last-hour form may have pegs logged for calls that were not denied.	073264	
When Automatic Callback (ACB) was activated, the server sometimes reset.	073285 Automatic CallBack (ACB), System Reset	
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Table 4: Changes delivered to Communication Manager 4.0.3 24 of 24

Problem	Keyword	Workaround
Calls to and from a remote sever over an H.323 IP trunk using Media Gateway resources that are directly connected to the IP trunk far-end network region sometimes received a greeting from an incorrect extension (the hunt group extension) and could not leave a voice mail message on the correct extension on Modular Messaging. Related document: PSN 1604.	073292 Adjunct, H.323 IP, Installation, Network Region, Media Gateway, Messaging, Tone, Trunk, Voice Mail	Remove direct connection association between media gateway network-region and far-end network region of H.323 signaling group.
A station being service observed was incorrectly allowed to activate service observing as the observer.	073301 Call Center, Service Observing	
On an inter-gateway connection with Music on Hold, when the Always use G.711 for intra-switch Music-On-HOLD field was n , the G.711 codec may still have been used instead of the specified inter-gateway codec, resulting in poor audio quality.	073308	
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Known problems

Table 5: Known problems in Communication Manager 4.0.3

problem	workaround
When a unicode customized label is created with the backup/restore file for an IP phone, some characters may be truncated, and the label sent back to the phone is not the label that was edited into the backup/restore file. Communication Manager currently allows up to 26 bytes of data for storage of a unicode customized button label.	

Technical Support

Support for Communication Manager is available through Avaya Technical Support.

If you encounter trouble with Communication Manager:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging in to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the [Support Directory](#) listings on the Avaya support Web site.

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

Note:

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

When you request technical support, provide the following information:

- Configuration settings, including Communication Manager configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screen shots, if the issue occurs in the Administration Application, one-X Portal, or one-X Portal Extensions.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.



Tip:

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Contacts](#) listings on the Avaya Web site.

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

