

Avaya Aura® Messaging v6.1 Service Pack 1 Release Notes

March 6, 2012

Overview

Avaya Aura® Messaging v6.1 Service Pack 1 (SP1) contains several key fixes, including checking for available disk space prior to installing a language pack.

NOTE 1: Avaya Aura® Messaging v6.1 Service Pack 1 Patch 1, consisting of Cornerstone Patch C and Messaging Patch D, is now available and MUST be installed subsequent to the install of this Service Pack. Please read the Avaya Aura® Messaging v6.1 Service Pack 1 Patch 1 Release Notes for additional details on loading this patch.

The Service Pack must be loaded via the System Platform Console Domain (C-dom) under **Server Management > Patch Management**. The Messaging SMI must not be used to load Service Packs.

NOTE 2: Prior to the installation of SP1, please ensure that you are already at System Platform Service Pack 6.0.3, Patch 6.0.3.6.3 and Communication Manager 6.0.1 Service Pack 6. Please refer to the System Platform Service Pack 6.0.3 and Communication Manager 6.0.1 Service Pack 6 Release Notes for additional details on loading these Service Packs.

If you are upgrading to System Platform 6.0.3 from an earlier release, please make sure to read and follow the instructions in PCN 1808P, <https://support.avaya.com/css/P8/documents/100146725>:

- Execution of the upgradeSALModel.sh script, as documented in System Platform R6.0.2 and 6.0.3 release notes, may cause future upgrades of these releases to fail. In addition, a manual push of the VSPU model from the SAL Enterprise can result in the same issue on System Platform 6.0.0.x.11, 6.0.1.x.5, and 6.0.2.x.5.
- Supplement 1, adds additional releases impacted from this (6.0.0.x.11 and 6.0.1.x.5, previous 6.0.2.x.5 only)

Please read and follow ALL the instructions in the “Installation” section of this document.

Finally, please note that installing updates, as outlined in this document, will be service affecting.

Available downloads

Messaging v6.1 SP1 consists of the following software:

Description	File	PLDS ID
Messaging 6.1 Service Pack 1	MSG-00.1.510.1-115_0103.tar.gz	AAM00001050
Communication Manager 6.0.1 Service Pack #6	00.1.510.1-19350.tar.gz	AAM00001051

Messaging v6.1 SP1 includes the following components (Remote Field Updates):

File	Description
A14015rf+ba.rpm	Message Core update
C16013rf+bb.rpm	Cornerstone update

Installation

IMPORTANT: Please perform a complete system backup prior to applying this update. For more information, refer to the *Backup and restore* section of the *Administering Avaya Aura® Messaging* guide.

For new installations, please refer to the *Implementing Avaya Aura Messaging* and the *Administering Avaya Aura® Messaging* guides for information on installing and configuring Avaya Aura® Messaging.

Applying the Service Pack

Apply both the Communication Manager and Messaging updates using the method outlined below. For detailed instructions on how to apply a Messaging Service pack, see the *Applying software updates* and the *Service pack installation* sections in the *Implementing Avaya Aura® Messaging* guide.

NOTE: In a Messaging System that consists of more than one server role, upgrade the Storage role server first, then proceed to upgrade all Application role servers.

To download:

1. Log on to the System Platform Web Console. Use the advanced administrator login and password.
2. Click **Server Management > Patch Management > Download/Upload**.
3. From the **Choose Media** list, select the medium to search for a patch.
4. From the **Select Patches** list, select the patch that you want to download.
5. Click **Select**.

To install:

1. Click **Server Management > Patch Management > Manage**.
2. On the *Patch List* page, click on the patch ID link to see the details.
3. On the *Patch Detail* page, click **Install**.
4. Wait until the system indicates that the patch is fully installed before continuing. This process can take up to 5 minutes or longer.

Removing the Service Pack

Removing Service Pack 1 will remove all post 6.1 updates from the system and revert it to a base 6.1 installation.

NOTE: In a Messaging System that consists of more than one server role, downgrade all application role servers first, and then downgrade the Storage role server.

To remove the Service Pack:

1. Log on to the Messaging System Management Interface (SMI).
2. Select Administration > Messaging > Utilities > Stop Messaging.
3. Log on to the System Platform Web Console. Use the advanced administrator login and password.
4. Click **Server Management > Patch Management > Manage**.
5. Under the **msg** section on the Patch List page, click on the patch ID link to see the details.
6. On the Patch Detail page, click **Remove**.

7. After SP1 has been uninstalled, please follow the instructions in the *Starting the Messaging Application* section of these release notes to start the messaging application.

Issues addressed in Messaging 6.1 Service Pack 1

MSG-431	As an administrator, I expect the AxC port field to not be present and editable via the SMI and all web service logging should still be available regardless of whether or not I'm using SSL
MSG-1390	External email address can be added to a PDL when the external email address has been added to an ELA
MSG-1662	irapi errors found during call processing - "Error 32:Broken pipe"
MSG-2028	Storage Destination changes require service restart in order to be used.
MSG-2101	Drop-down text items in "Allow email notification for private messages" are right-aligned and should be left aligned
MSG-2374	php errors in mango/admin/reportlocalusers
MSG-2612	Audix TUI does not respect Announce Date/Time setting in User Preferences
MSG-2695	Invalid characters, Old copyright data and typos in newly updated Dial Rules text needs correction
MSG-2845	The admin user is not notified with a warning after changing the (global) mailbox number
MSG-2847	Incorrect Info message displayed after changing the (global) Extension in E.164 format configurations
MSG-2944	SSL: HTTPD logging not occurring if using HTTPS for web services communication
MSG-2970	Message length is not heard in Message Details for messages shorter than 1 second
MSG-3019	The AUDIX TUI does not inform the user when there are NDR messages (non-delivery replies).
MSG-3066	SMI- COS\Maximum call answer message length settings are ignored
MSG-3174	E164 dial plan: Sites page country code field allows more digits than ITU spec allows
MSG-3199	Modifying a Caller Application that has the same Extension assigned as an existing user fails with LDAP error 1518
MSG-3207	Administrator should not be able to add more than max no. of application servers supported on cluster page
MSG-3208	Reach Me doesn't work when using Auto Attendant to make call
MSG-3244	Fax receive stopped working until process restarted

MSG-3259	Future Delivery: Time confirmation is in system language in FUTURE_DELIVERY_AM_OR_PM state
MSG-3281	Unable to set AxC Address and Member IP Addresses in a Clustered Environment setup
MSG-3301	Aria TUI: Important/private message prompts not played when "Announce date and time for each message" is disabled in User Preferences
MSG-3333	User Preference: Date and Time playback requires a prompt indicating non-functional in Offline mode
MSG-3334	Offline - TUI User Preference prompt for disabling Notification Feature is misleading
MSG-3382	"491 request pending" from CM should be handled by AAM
MSG-3385	TUI should gracefully handle the incoming call even if critical call info is missing
MSG-3399	On Exchange user creation, initialize the MWI lamp
MSG-3443	Shared extension entered at AA menu after invalid extension incorrectly brings the user to disambiguation instead of transfer
MSG-3480	Zimbra user can not receives new message after recovery from injecting volume 80% capacity.
MSG-3489	Performance enhancement on AXC to improve Exchange web service calls
MSG-3525	Incorrect grammar (extra "no") in error message for Storage Destinations page
MSG-3542	Offline mode support does not work for Audix TUI
MSG-3549	Unable to login to a new mailbox by TUI if unchecking "User must change voice messaging password at next logon"
MSG-3565	Transfers via Auto Attendant being canceled because of ambient or background noise
MSG-3597	SDL: New SDL (ELA) is not available on app-only server until nightly restart or manual GAL reload
MSG-3630	SMI Site page should validate all the phone number entries to make sure they are within the extension length limit
MSG-3633	add services capability to extract SIP info from logs
MSG-3636	Name addressing fails by LAST name dialing when user "ASCII name" written in "First Name, Last Name" format
MSG-3646	[All] TUI Audix - Address Message to Distribution List - Menu incomplete
MSG-3665	CallSender: mailbox number is used instead of extension.

MSG-3707	After pressing 1 to reply to a message, several options are offered, but the options do not repeat, and there's no prompt to advise how to get the options to repeat.
MSG-3708	Do not advertise the SIP SUBSCRIBE message as supported
MSG-3709	Remove extension length field from Telephony page
MSG-3714	Transfer from AA to SIP station with send-calls enabled (and Initial IP-IP Direct Media enabled) does not go to coverage.
MSG-3717	All scenarios involving Dial-Out functionality will fail if state of Primary Session Manager is changed to "Deny New Service"
MSG-3730	PCL download failure when upgrading to 115-SP0-Rev3
MSG-3853	waitForAic script tests AIC readiness through localhost and bypasses httpd confuses MOM to start TUI prematurely
MSG-3904	Audix TUI. A user can NOT listen to a twice forwarded message.
MSG-3937	Turn off incremental userlist update after configurable number of retries.
MSG-4008	SMI should not invoke GAL update for localhost after creation of a SDL.
MSG-4022	AUDIX TUI: unable to use delete option *D while recording a message or greeting
MSG-4028	Language pack installation code doesn't check for available disk space
MSG-4033	Check additional partitions for disk space usage
MSG-4047	[TUI] User is not able to access mailbox when switched from Aria to Audix
MSG-4113	Clicking Help button on Languages page results in File Not Found error
MSG-4126	User management: Validation required for unknown user in Edit user properties field
MSG-4132	Clicking the help link on a localized Outlook form goes to "Error: File Not Found"
MSG-4201	[RUS] Russian TTS rpm can't be installed because of a checksum error
MSG-4320	MSG-4132 Help link in Messaging Toolbar (Japanese) points to 6.0 OLH. Modify to point it to 6.1 OLH
MSG-4365	SMI Dial Rules page still has a link to the (removed) extension length field on the Integration page
MSG-4410	Pronunciation of user name was not changed after changing of user name via SMI
MSG-4421	The MWI doesn't turn on after receiving new message in exchange mailbox.
MSG-4500	Address of link to download Caller Apps Editor is not CDOM's IP

MSG-4561	SMI: Languages page doesn't show errors
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Known Issues

MSG-1664	Spell mode (addressing a message by spelling the name using the telephone keypad) is available only in English.
MSG-2024	Avaya Voice Form isn't displayed for the first message for IMAP accounts.
MSG-2100	Selecting General Page in User Preferences logs error "TimezoneMappings_en.xml not found when loading timezones" in aicweb.log. The error can be ignored.
MSG-2160	Occasionally, you may encounter errors when attempting to add a new user. The errors may say "Please enter a last name" or " Please enter a mailbox number". The workaround is to leave the webpage and return to it, or exit the browser.
MSG-2175	For installations that consists of multiple Zimbra servers, MWI will work only for those users on the master server.
MSG-2203	The Outlook 2010 form does not include the following options in the voice message context menu: Play on Phone, Voice Reply, Voice Forward, Call Sender.
MSG-2461	After upgrading from 6.0.x to 6.1, the newest versions of any previously installed Language Packs must be re-installed. If the language packs are not re-installed, the User Preferences for any user using that language pack is set back to the default of English (United States).
MSG-2469	The Attendant/Operator web page settings are available on both the Sites page and the SMI Server Settings page. Values should be set on the Sites page only and the other page can be ignored.
MSG-2564	If a NDR is generated for a non-MSS user because the user's store is inaccessible, then the NDR report generated returns the user's mail id as store id which cannot be identified in the TUI's GAL entries. This results in playing an "unknown caller" prompt.
MSG-2575	Page selectors wrap causing minor display issue with more than 125 remote users.
MSG-2599	With the Aria TUI, if you have an expired password or you're required to change your password, after changing your password you will not be notified of any NDR messages in your mailbox.
MSG-2692	If you convert a single server to a storage-only server, any previously existing user data stored for the application server role will not be removed, leaving stale data that cannot be automatically removed. This does not affect operation of the messaging system, but does take up disk space.
MSG-2707	CDOM and DOM0 login accounts are wiped causing lockout after a period of inactivity longer than 2 weeks.
MSG-2921	If a user on a remote voicemail system uses a local user's phone to login and send a

	message, the "Reply To" field will show the local user's address, not the remote user's.
MSG-2963	If you add more than 100 recipients to a message, it will not be delivered.
MSG-3053	If an application server is down when changes are made to the Sites page, the application server will not get the updates. The workaround is to re-save the data on the Sites page after the application server is up.
MSG-3054	Speech recognition is not available for Korean. Instead, US English speech recognition is being used.
MSG-3095	When creating sites, there are no checks to prevent the creation of multiple sites with the same name. Care should be taken to ensure the names are unique. Otherwise, it will lead to confusion when administering the sites.
MSG-3195	An attempt to create an Info mailbox with an existing mailbox number results in the generic message "Unable to Save Info Mailbox.", which does not indicate why it failed.
MSG-3196	After a failed attempt to create the Info mailbox, the system remembers the password that was provided. When the error causing the failed attempt is corrected but the password entered is the same, an error will still be presented stating password must be different. Please enter a different password.
MSG-3197	When a user accesses the Personal Lists page of User Preferences, logs will contain warnings of the form "Tried to retrieve a localized string for a component that has not yet been added to the page. This can sometimes lead to an invalid or no localized resource returned." These warnings can be ignored.
MSG-3217	There are a set of reports (Users, Info Mailboxes, Remote Users, Uninitialized Mailboxes, Login Failures, Locked Out Users) which are available on an application-only server role, but they are valid only for a server which has the storage server role.
MSG-3241	After you delete a broadcast message, instead of hearing "deleted", it goes straight to the main menu. The broadcast message is deleted.
MSG-3263	If using Firefox as the web browser, you may see some unexpected values in the "Properties for New Users" page, specifically the "Miscellaneous 2" and "New password" fields. This can result from Firefox remembering passwords from other forms. This can be corrected by going to Tools -> Options -> Security -> Saved Passwords -> your login and removing this entry.
MSG-3265	Occasionally, when attempting to collect a large amount of logs using the "Collect System Log Files" SMI page, it will time out before all the logs are collected with the error "Internal Server Error". A workaround is to collect logs by console command line /mango/bin/logcollect.
MSG-3266	If you send a message to more than one recipient, or a system distribution list or a personal distribution list, the message will be sent to the first recipient only if the storage server is down. When the storage server is back up, the remainder of the recipients will receive the message.

MSG-3292	The "Add User by AD Lookup" feature does not enforce the policy setting for minimum and maximum password length.
MSG-3300	If a call is forwarded from one mailbox to a second mailbox, and the call is not answered, the message will be delivered to the second mailbox, not the initial mailbox.
MSG-3314	If you attempt to change your Mobile Phone or Pager numbers in User Preferences when one of the servers in the cluster is down, you will get an error "Unable to validate your Mobile Phone or Page number." If this occurs, you will need to wait until all the servers in the cluster are up and try again.
MSG-3359	Language packs must be installed on all application servers for a site. Otherwise, User Preferences may not show them as choices.
MSG-3368	A user with Local dialout permissions can set up Notify to non-local telephone numbers.
MSG-3372	If ReachMe calls to a number with call-forward-no-answer enabled, the caller will hear 15 to 20 seconds of silence. This is due to not supporting music on hold.
MSG-3400	The Zimbra message store version 6.X does not allow reliable notification for the message waiting indicator. Zimbra 7.X is recommended.
MSG-3441	When using Outlook 2003, you may see options such as "Play on Phone" more than once. This is a limitation of Outlook and causes no other issues (selecting any of the duplicate entries will work).
MSG-3522	The Russian language pack for the Aria TUI uses an incorrect translation for the phrase "Forward with introduction".
MSG-3524	Messages which transition from unread to read while the storage server is offline will revert to the unread state when the storage server goes online.
MSG-3720	During Session Manager failover, calls which attempt to transfer via the automated attendant or to personal operator will fail.
MSG-3742	Although 20,000 subscribers are supported for the Avaya Message Store, the limit for Exchange is 15,000. Exceeding that number may result in poor response times and dropped calls.
MSG-3862	Timezone mappings are incorrect when using Provision tool v2011.2 to add subscribers
MSG-4195	[WEB] Clicking Help link in top navigation menu of SMI give help for CM
MSG-4405	Call Completion Rate is out of requirements after Green Zone load test
MSG-4422	Exchange user can not Notify Me via phone.
MSG-4448	Exchange user can not change status message from unread to read after reviewing message by TUI.
MSG-4503	AAM6.1 interop with cisco UCM 8.5 using direct SIP integration - Call transfer from Auto-attendant to Cisco endpoint - no-answer cover to voicemail - No RTP at caller

	handset.
MSG-4566	Number of downloaded Remote Subscribers doesn't match with the number of users on AAM system and MM system
MSG-4568	Outlook form doesn't appear when opening message sent from MM user to AAM user
MSG-4569	MWI turns off right after user login mailbox
MSG-4573	AAM deems the urgent message sent from MM user to AAM user as a normal message
MSG-4576	'-t' option does not work as expected on the SIP logging tool
MSG-4586	SMI should enforce a value of 8 for the ELA COS
MSG-4600	Talk-Path issues between 11xx SIP endpoints registered to Session Manager and AAM R6.1
MSG-4606	Site Configuration Design: AAM allows the Site 2 to be created without Administering Site 1(Default Site). If 2 sites are configured AAM allows both the sites to have the same Pilot number(Messaging Access Number).
MSG-4608	[Web UI] The language set on the User Preferences page opened from SMI session for the user changes the locale setting for SMI session