

PSN # PSN003716u

Original publication date: 05-June-12. This is Issue #07, published date: 22-April-13. Severity/risk level **High** Urgency **Immediately**

Name of problem Avaya Aura® Core 6.2 Interoperability with the Radvision Scopia 7.7 & 8.0 Solutions

Products affected

Avaya Aura® Communication Manager: Release 6.2

Video Conferencing Solution: Release 6.2

| Type of component | Radvision Scopia   | Avaya Aura®  |
|-------------------|--|--|
| Infrastructure    | Scopia iVIEW 7.7<br>Scopia Management 8.0<br>Scopia Elite MCU<br>Scopia Desktop Server*<br>Scopia PathFinder                         | Avaya Aura® Communication Manager<br>Avaya Aura® Session Manager<br>Avaya Aura® System Manager   |
| Endpoints         | Scopia XT1200 (H.323)<br>Scopia XT4200 (H.323)<br>Scopia XT5000 (H.323)<br>Scopia VC240 (H.323)<br>Scopia Desktop*<br>Scopia Mobile* | Avaya 1000-series<br>Avaya Desktop Video Device<br>Avaya one-X® Communicator<br>Avaya Flare® Experience for iPad and Windows<br>Avaya 96xx series<br>Avaya 96x1 series |

\* If using Scopia Desktop or Scopia Mobile clients, then Scope Desktop Server must be used.

Also note that what used to be called iVIEW is now called Scopia Management for the 8.0 version.

### Problem description

Avaya Aura® Core 6.2 Interoperability with the Radvision Scopia 7.7 & 8.0 Solutions

### Avaya Aura® Core 6.2 Interoperability with Radvision Scopia requires CM 6.2 Service Pack #6 (20558).

The targeted use cases for Avaya Video with an enterprise environment:

- Interworking of desktop and PC-based video endpoints with room-based video-conferencing in point to point calls and in Multipoint calls on the Radvision Scopia Elite MCU.
- Radvision Scopia only supports one SIP connection per SIP domain. Otherwise it may not be clear how to route calls to the specific target when using multiple hosts with the same SIP domain.

Refer to the *Avaya Aura® Communication Manager 6.2 and Radvision SCOPIA Release 7.7 and 8.0 Interoperability (Day 180 Solution Quick Setup)* document on support.avaya.com for setup details.

### Notes

#### Verify software/firmware versions:

Updates to other video solution elements may be required for successful integration with Radvision SCOPIA. Please check the Compatibility Matrix below for required software and firmware versions.

#### Caller ID from MCU Conference:

The default CID display name is the conference ID extension. In order to add any additional text to the CID display name of the Radvision MCU, execute the following steps:

#### ➤ iVIEW 7.7 instructions:

1. Login to the Windows Server hosting the iVIEW, either through a direct connection or a remote desktop type connection.
2. stop 'RADVISION iVIEW Suite' service;

3. stop 'RADVISION SipServer' service;  
The text to be added in front of the conference ID can be defined by the customer, in the following example the display name is set to "Conference VR":
4. Open the file 'C:\Program Files\RADVISION\iVIEW Suite\iCM\jboss\bin\vcms-core.properties' and add the following property "vnex.vcms.core.sip.displayName=ConferenceVR". The result will be a CID of 'Conference VR <conf ID>'.
5. start 'RADVISION iVIEW Suite' service;
6. start 'RADVISION SipServer' service;

➤ **Scopia Management 8.0 instructions:**

1. Open the recommended web browser and access the SCOPIA Management, using the <http://<FQDN>:<port>/iview> URL.
2. Select the "Maintenance" icon (wrench) on top right corner to select "Advanced Parameters"
3. Input "vnex.vcms.core.conference.PAIHeader.displayName" to the property name field
4. Add the new value in the property value field
5. Select the "Apply" button

**MCU 5000 (not applicable for iVIEW 7.7):**

1. Select the "Maintenance" icon (wrench) on top right corner to select "Advanced Parameters"
2. Scroll down and expand the CLI section.
3. In the Command field, enter "sipenablepai." In the Value field enter the value 1.

Audio Codec Lists on Communication Manager:

It is recommended to use G.722 and G.711 in Communication Manager ip-codec-set list (see R14 in the Remarks section below.)

Scopia iVIEW 7.7 Hotfix Verification:

To verify which Hotfix is applied on iVIEW 7.7, vi C:\Program Files\RADVISION\iVIEWSuite\jboss\bin\ReleaseRecord.txt in order to see the Hotfix applied time, version and the Hotfix details.

**Remarks**

**The following known issues apply to video functionality supported with CM 6.2 Service Pack #6 (20558):**

| Problem  | Keyword | Workaround  | Versions Affected |
|--|---------|---|-------------------|
| Point to point calls to/from Radvision to Avaya SIP endpoints result in G.711 audio.   | A22     | None. Minimum of G.711 codec needs to be administered on the Communication Manager ip-codec-set list.   | ALL               |
| Point to point calls to/from Radvision to Avaya do not support mid call features (hold/resume/transfer) and may drop video or the call.  | A27     | None.   | ALL               |
| Far End Camera Control (FECC) does not work on point to point calls between Radvision H.323 endpoints and Avaya SIP video endpoints that support FECC.   | A28     | None.   | ALL               |
| one-X <sup>®</sup> C H.323 calls into Scopia Elite MCU over SIP trunk gets no video.   | A61     | Configure to use H.323 trunk as described in the Quick Setup Guide.   | ALL               |
| Video calls between Radvision VC240 and Flare Experience for Windows may result in low resolution video.   | A89     | From the Radvision VC240 web client, select Configuration then Call Quality and set NetSense support to "off".  | ALL               |
| Radvision MCU dialout calls to Avaya SIP endpoints using the H.323 protocol, e.g. dialing the outbound call using a mismatched protocol type, results in the call flowing over the H.323 trunk to CM instead of the SIP trunk to SM. Call flow results in audio only call. | A92     | When creating terminals/endpoints on the iVIEW suite, be sure to properly assign the matching protocol type, SIP to SIP stations and H.323 to H.323 stations. | ALL               |
| Radvision MCU dialout calls to an H.323 one-X <sup>®</sup> C endpoint using the SIP  | A93     | When creating terminals/endpoints on the iVIEW suite, be sure to properly assign the matching protocol type,  | ALL               |

|   |         |  |           |
|---|---------|--|-----------|
| protocol, e.g. dialing the outbound call using a mismatched protocol type, results in the call flowing over the SIP trunk to SM instead of the H.323 trunk to CM. Call flow results in CIF video. |         | SIP to SIP stations and H.323 to H.323 stations.   |           |
| ADVD calls to Radvision Elite 5000/6000 via IVR or Auto-Attendant result in audio only.   | A96     | Use direct dial in to the Virtual Room for ADVD's.   | ALL       |
| No content sharing between Radvision XT and Avaya 1000 Series endpoints for either point-to-point calls or via Elite MCU.   | R1      | None   | ALL       |
| SIP outdialing from Scopia Elite MCU uses the wrong SIP domain.   | R4      | <p><u>To change default SIP domain on iVIEW 7.7:</u><br/>Manually add the default domain to the following file on the iVIEW ==&gt; c:\Program Files (x86)\RADVISION\iVIEW Suite\iCM\jboss\bin\vc-core.properties</p> <p>"vnex.vcms.core.conference.defaultDomain=&lt;domain&gt;"<br/>", where &lt;domain&gt; is the SIP domain for your system environment. Then issue a restart on the iVIEW Graphical User Interface.</p> <p><u>To change default SIP domain on SCOPIA Management 8.0:</u></p> <ol style="list-style-type: none"> <li>1. Select the "Maintenance" icon (wrench) on the top right corner to select "Advanced Parameters"</li> <li>2. Enter "vnex.vcms.core.conference.defaultDomain" for the property name field</li> <li>3. Enter the new domain in the property value field.</li> <li>4. Select the "Apply" button</li> </ol> | ALL       |
| SCOPIA Elite MCU shows SIP connection to iVIEW as down, but calls work fine.  | R6      | None   | iVIEW 7.7 |
| iVIEW does not strip the prefix digits for outbound calls from iVIEW to CM.   | R13     | Follow the admin steps in the Quick Setup Guide.   | ALL       |
| Intermittent audio quality when Siren audio codecs are used for calls between the Avaya 1000-series and the SCOPIA Elite MCU.   | R14     | Make sure Siren codecs are not in the Communication Manager ip-codec-set list.   | ALL       |
| Calls drop after ~30 seconds when calling from Radvision SCOPIA Elite MCU to Avaya SIP endpoints.   | R15     | At initial install, make sure a functional FQDN is used for the Radvision iVIEW installation as per Radvision documentation (if FQDN was not configured then a re-install is needed).  | ALL       |
| Point to point calls to/from Radvision endpoints to/from Avaya endpoints will drop if they negotiate different audio codecs.  | R39     | Align CM audio codecs against Radvision endpoint preference by making sure the CM ip-codec-set list has G.722-64K at the first position and G.711A or G.711MU in the second position.  | ALL       |
| Avaya 1000-series calls to Radvision XT1200/XT4200/XT5000 fail when G.729/G.729A is in the CM audio codec list other than 1st position.   | R75/R76 | Set G.729 and G.729A in the first position of the Communication Manager ip-codec-set list, or remove it from the ip-codec-set list entirely.   | ALL       |

## Avaya-Radvision Compatibility Matrix for CM 6.2

These downloads are available at <http://support.avaya.com> and <http://support.radvision.com>.

| Vendor               | Product                                 | Version   |  |
|----------------------|---|---|--|
| <b>AVAYA</b>         | Avaya one-X® Communicator (H.323 & SIP) | 6.1 SP7 (6.1.7.04)  |  |
|                      | Avaya A175 Desktop Video Device         | ADVD 1.1.2 (1.1.2_020002)   |  |
|                      | Avaya 1000-series video endpoints       | 4.8.3 (26)  |  |
|                      | Avaya Video Conferencing Manager        | 5.5.0 (5)   |  |
|                      | Avaya Aura® Conferencing                | Conferencing Standard Edition Template 6.0.1.0.53 + Patch 6.0.1.7.1   |  |
|                      | Avaya VirtualLink Software              | 1.0.0.4   |  |
|                      | Avaya one-X® Deskphone 96x0 H.323 3.1   | 96xx-IPT-H323-R3_1_5-092612 (SP5) (audio only)  |  |
|                      | Avaya one-X® Deskphone 96x0 SIP 2.6     | 96xx-IPT-SIP-R2_6_9-110812 (SP9) (audio only)   |  |
|                      | Avaya one-X® Deskphone 96x1 H.323 6.2   | 96x1-IPT-H323-R6_2_3_13-011613 (SP3) (audio only)   |  |
|                      | Avaya one-X® Deskphone 96x1 SIP 6.0     | 96x1-IPT-SIP-R6_0_4-041712 (SP4) (audio only)   |  |
|                      | Avaya one-X® Deskphone 96x1 SIP 6.2     | 96x1-IPT-SIP-R6_2_1-120412 (6.2.1.26) (audio only)  |  |
|                      | Avaya one-X® Deskphone 9601 SIP 6.1     | 9601-IPT-SIP-R6_1_5-101712 (SP5) (audio only)   |  |
|                      | Avaya Flare® Experience for iPad 1.0    | 1.0.3 (audio only)  |  |
|                      | Avaya Flare® Experience for Windows 1.1 | 1.1 SP2 (build 1.1.2.8)   |  |
|                      | Avaya Aura® Communication Manager 6.2   | CM Template: 6.2.1.0.3345<br>ME Template: 6.2.0.0.3105<br>Plus apply: CM 6.2 Service Pack #6 (02.0.823.0-20558.tar) |  |
|                      | Avaya Aura® Session Manager 6.2         | SM SP0 # 630039 included in CM Template<br>SM version 620120 included in ME Template                                |  |
|                      | G450 Media Gateway                      | 32.24.0   |  |
|                      | G650 Media Gateway                      | IPSI:56 CLAN:41 IP Media Resource 320(TN2602):63  |  |
|                      |   |   |  |
|                      | <b>RADVISION</b>                        |   |  |
| <b>Radvision 8.0</b> |   |   |  |
|                      | VC240 (H.323)                           | 2.7.1.6   |  |
|                      | XT1200 (H.323)                          | 2.5.416   |  |
|                      | XT4200 (H.323)                          | 3.1.0.38  |  |
|                      | XT5000 (H.323)                          | 3.1.0.38  |  |
|                      | Scopia Management 8.0                   | 8.0.0.0.491   |  |
|                      | Scopia Elite MCU 5000                   | 7.7.2.5.4   |  |
|                      | Scopia Elite MCU 6000                   | 8.0.0.49.3  |  |
|                      | Scopia ECS                              | 7.7.0.0.25  |  |
|                      | Scopia Desktop                          | 7.7.201.076   |  |
|                      | Scopia Mobile iOS 3.0                   | 3.0.51  |  |
|                      | Scopia PathFinder                       | 7.7.0.0.52  |  |
| <b>Radvision 7.7</b> |   |   |  |

|  |                       |  |
|--|-----------------------|--|
|  | VC240 (H.323)         | 2.7.1.6  |
|  | XT1200 (H.323)        | 2.5.416  |
|  | XT4200 (H.323)        | 3.1.0.38   |
|  | XT5000 (H.323)        | 3.1.0.38   |
|  | Scopia iVIEW          | 7.7.1.0.50<br>+Hotfix_Avaya_Aura_6.2_CM_5.2.1_Interoperability_29111<br>2.zip* |
|  | Scopia Elite MCU 5000 | 7.7.2.5.4  |
|  | Scopia ECS            | 7.7.0.0.25   |
|  | Scopia Desktop        | 7.7.201.076  |
|  | Scopia Mobile iOS 3.0 | 3.0.51   |
|  | Scopia PathFinder     | 7.7.0.0.52   |

\*See SCOPIA ECS\_RN\_7\_7\_0\_0\_25 for more information on how to apply the Hot Fix

## Patch Notes

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

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

| Avaya Support Contact  | Telephone                        |
|--|----------------------------------|
| U.S. Remote Technical Services – Enterprise                              | 800-242-2121                     |
| U.S. Remote Technical Services – Small Medium Enterprise                 | 800-628-2888                     |
| U.S. Remote Technical Services – BusinessPartners for Enterprise Product | 877-295-0099                     |
| BusinessPartners for Small Medium Product                                | Please contact your distributor. |
| Canada   | 800-387-4268                     |
| Caribbean and Latin America  | 786-331-0860                     |
| Europe, Middle East, and Africa  | 36-1238-8334                     |
| Asia Pacific   | 65-6872-8686                     |

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