



Product Support Notice

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PSN # PSN020086u

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Original publication date: 20-Jan-14. This is Issue #2, published date: 09-Nov-16. Severity/risk level Medium Urgency When convenient

Name of problem Call Detail Recording (CDR) does not work for calls involving SIP endpoints.

Products affected

Avaya Aura® Communication Manager (CM), Releases 5.2.1 - 7.x

Avaya Aura® Solution for Midsize Enterprise, Releases 6.x.x

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

Problem description

Call Detail Recording (CDR) does not work for calls involving SIP endpoints.

Resolution

If CDR is required for calls involving SIP endpoints, Avaya Aura® Session Manager CDR (SM-CDR) must be used in place of CM-CDR. Furthermore, Session Manager 6.3.5 and later releases should be used to ensure internal SIP endpoint CDR accuracy.

Note that SM-CDR supports a smaller range of features than CM-CDR.

Workaround or alternative remediation

If CM-CDR for calls involving SIP endpoints must be used, make sure “CDR for Origination” is set to “none” and “CDR for Calls to EC500 Destination” is set to “n” on the “off-pbx-telephone configuration-set” System Access Terminal (SAT) forms for better record accuracy.

Remarks

n/a

Patch Notes

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

Backup before applying the patch

Always

Download

Service Packs can be downloaded from "support.avaya.com". Custom patches must be provided by Avaya Support.

Patch install instructions

Service-interrupting?

Patch activation instructions are available on "support.avaya.com". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to PSN002589 for more information.

Yes

Verification

Patch installation instructions include verification instructions.

Failure

Contact Technical Support.

Patch uninstall instructions

Patch activation instructions include deactivation instructions.

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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