Messaging Patch 2 for Avaya Aura® Messaging v6.2 Service Pack 4 Release Notes

Jan 31, 2014

Overview

Messaging Patch 2 for Avaya Aura® Messaging v6.2 Service Pack 4 (SP4) is available and contains the key fixes listed below. **Messaging v6.2 and v6.2 Service Pack 4 (SP4) must be installed prior to applying these patches.** Note that installing patches as outlined in this document will be Service Affecting.

Available downloads

Messaging v6.2 SP4 Patch 2 consists of the following software (Remote Field Updates):

File	Description	PLDS ID
m62109ec_pt+a	Application update (Unchanged from what was issued as part of Patch 1)	AAM00002405
A14026ce_pt+a	Message Core update (Unchanged from what was issued as part of Patch 1)	AAM00002406
C16025ea_pt+a	Cornerstone update	AAM00002422

Issues addressed in Patch 2

C16025ea_pt+a.rpm

MSG-15063	SipAgent core dump, channels showed Manoos.

Issues previously addressed in Patch 1

M62109ec_pt+a.rpm

MSG-12367	When Speech Recognition and Keypad Entry are enabled on sites page Dial By Name does not work.
MSG-14556	AAM should be able to handle corrupted or invalid greeting files on a migration from a legacy messaging system.

A14026ce_pt+a.rpm

MSG-13695	LDAP corruption - appears that ldap went down around the time of the nightly backup

Installation

It is highly recommended that a full system backup be performed prior to applying any 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 Patch

Apply the patch using the method outlined below.

NOTE: Apply the rpm(s) to all servers in the system. **In a Messaging System that consists of more than one server role, please upgrade the Storage role server first and then proceed to upgrade all Application role servers.**

Also please note that the installation process for patches is different than the Service Pack installation process. For this patch installation you will log in to the Messaging SMI – not the System Platform CDOM.

To download:

1. Log on to the Messaging SMI as a privileged administrator who has, at a minimum, all *Software Management* and *Server Upgrades* rights.

2. Select **Administration | Server (Maintenance)**.

3. Select **Miscellaneous | Download Files**.

4. Download the patch files (**C16025ea_pt+a.rpm**, m62109ec_pt+a.rpm and A14026ce_pt+a.rpm (if not previously installed)) using one of the available options.

To install:

1. Select **Administration** | **Messaging**.

2. Select **Software Management | Advanced Software Install**.

3. Choose the patch packages downloaded from above and select Install selected packages.

4. Select **Proceed with installation**.

5. Select **Start messaging software** when complete.

Removing the Patch

Removing the rpms in Messaging Patch 2 for v6.2 Service Pack 4 will remove the patch from the system and will revert the Messaging code to a base 6.2 SP4 installation. It will not remove any other installed patches or Service Packs. If you need to remove these patches do NOT remove any other software that is listed on the removal page.

NOTE: In a Messaging System that consists of more than one server role, downgrade the Application role servers first.

To remove the Patches:

1. Log on to the Messaging SMI as a privileged administrator who has, at a minimum, all *Software Management* and *Server Upgrades* rights.

2. Select **Administration** | **Messaging**.

3. Select **Software Management | Software Removal**.

4. Select the check box next to **C16025ea_pt+a.rpm**, m62109ec_pt+a.rpm and A14026ce_pt+a.rpm from

the list displayed under **Select packages to be removed from the following list**.

5. Click the **Submit** button.

6. Click the **Proceed with removal** button to remove the patch. This will stop messaging.

7. Select **Start messaging software** when complete.

Known Issues

Defect	Description
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-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-2575	Page selectors wrap causing minor display issue with more than 125 remote users.
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-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-3241	After you delete a broadcast message, instead of hearing "deleted" confirmation, it goes straight to the main menu. However, the broadcast message is deleted.
MSG-3292	The "Add User by AD Lookup" feature does not enforce the policy setting for minimum and maximum password length.
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-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-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-3862	Timezone mappings are incorrect when using Provision tool v2011.2 to add subscribers
MSG-4075	Red flag is marked for private and important message
MSG-4195	[WEB] Clicking Help link in top navigation menu of SMI give help for CM
MSG-4422	Exchange user can not Notify Me via phone when the Exchange server and Storage Server clocks are not synchronized **Workaround**: Please ensure that the Exchange server and the Storage Server clocks are kept synchronized using NTP
MSG-4568	Outlook form doesn't appear when opening message sent from MM user to AAM user
MSG-4586	SMI should enforce a value of 8 for the ELA COS

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
MSG-4620	After skipping the broadcast message the Aria TUI does not explicitly prompt for user preferences option 4.
MSG-5437	When a user sends a private-important message there is a slight delay of ~3s on the call during which the user hears percolation prompt.
MSG-5438	Occasionally end users may notice that voice prompts/recordings don't play smoothly
MSG-6171	Application server based dial out rules incorrectly add the national prefix for local numbers
MSG-6245	If a message on a Modular Messaging system is forwarded with comments to an Avaya Aura® system, the recipient hears only the comments and not the original message
MSG-6423	Voice messages sent from Avaya Aura® Messaging to a Message Networking E-list to Modular Messaging are classified as e-mails, not voice-mails
MSG-6458	Timezone changes made through System Platform do not take effect until CDOM is rebooted
MSG-6544	If the administrator blanks out the Automated Attendant pilot number and attempts to save the data, the system will just re-populate the field with the previous value instead of indicating an error message that the field cannot be blank.
MSG-6810	Prompting after Extended Absence Greeting could cause the caller to have an impression that they cannot leave a message, though in reality they can.
MSG-6842	One-X Speech is unable to access voicemail when the message store is Exchange
MSG-6946	During speech recognition, if there are multiple subscribers with similar names, the caller is not prompted for subscriber name disambiguation.
MSG-6978	When performing a backup, the administrator should not uncheck the option for the Messaging data set. Otherwise, the backup will contain part but not all of the system data.
MSG-7086	If a subscriber has multiple languages available to a caller, a fax call may not get detected due to a 20 second (20000 millisecond) fax timeout. The work-around is to increase the fax detection timeout parameter in SMI->System Parameters page to ~40 seconds.
MSG-7134	Caller Application Editor: In the Transfer to Extension field when a Remote Subscribers Mailbox number is entered, it causes MMC snap-in error
MSG-7322	During Auto-Attendant or Zero out transfer operations, if the Application service receives a busy, invalid or other error condition, then the call is dropped without proper notification to the caller.

MSG-7789	Bulk creation of a large number of Exchange users while the system is taking calls could impact the performance resulting in calls terminating due to timeouts.
MSG-7826	After scanning the maximum number (9) of optional greetings for Audix, the Audix TUI incorrectly advances to non existent greetings #10, 11, 12, .. when a user presses # (to advance to the next greeting) and then *4 (for help)
MSG-8000	Intermittently, following an upgrade, in a multi server Messaging system, the application server may not have the correct storage server (AxC) address, the Telephony Integration and/or the Cluster settings information may be missing. Workaround: Following the upgrade, please check the AxC address, the Telephony Integration and the Cluster settings. If any of these are incorrect or missing: - Please update them and, - Stop and Start Messaging.
MSG-8062	The Automated Attendant can only perform speech recognition based on the site default language.
MSG-8095	Callers hear generic system greeting instead of personal greeting, when the short extension length in the Sites page is configured to be the same as E.164 length
MSG-8137	Under heavy traffic and when there is a heavy use of PDLs in the system, occasionally, there could be some delays experienced when interacting with the TUI
MSG-8299	(Interoperability) MM users cannot forward message sent by an AAM user from a Restricted Outlook Client (ROC) or Outlook Thick Client (OTC)
MSG-8301	(Interoperability) CallPilot users hear a warning message, that some contents of the multimedia message were not delivered properly, prior to listening to a message sent by an AAM user
MSG-9765	When a site is deleted the broadcast message pertaining to that site is not cleaned up. It could potentially be heard by the users in a newly created site. Hence when a site is being deleted, any broadcast messages in that site should also be deleted manually by the Administrator.
MSG-9650	In a multiple application servers in a cluster configuration, if a broadcast message is sent when one of the application server is offline, even after the application server comes back online the broadcast message will be not be available on that application server. This could lead to inconsistent caller experience.
MSG-9545	When an application server in a cluster is not reachable for certain duration, it could occasionally lead to inconsistent cached information between the application servers in the cluster.
MSG-9914	In SMI User Management page, the Add user option does not work if the COS (0) is deleted. While workaround is available to rectify this, the general recommendation is to not delete default COSs.