



Product Support Notice

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PSN # PSN004148u

Original publication date: 18-Feb-14. This is Issue #01, published date: 18-Feb-14. Severity/risk level Medium Urgency When convenient

Name of problem Phone used in "Other Phone" mode with Avaya one-X Communicator or Avaya one-X Attendant and placed on hold from those applications continues to transmit RTP.

Products affected

Avaya 9601/9608/9611G/9621G/9641G SIP Deskphone with Avaya one-X Deskphone SIP 6.3.0 / 6.3.1 software

Problem description

Phone used in "Other Phone" mode with Avaya one-X Communicator or Avaya one-X Attendant and placed on hold from those applications continues to transmit RTP

Example scenario:

- 1) Avaya B179 calls One-X Attendant by dialing "9" which is the code to dial the operator/attendant
- 2) One-X Attendant receives call via telecommuter SIP96X1. CM establishes the telecommuter "service link" to the SIP96X1.
- 3) Call is established at telecommuter SIP96X1, then one-X Attendant presses "Answer". A two way audio is established with direct-ip.
- 4) One-X Attendant presses "hold", which places the B179 on hold. (B179 listens to music sourced from the G450 Media Gateway).

OBSERVED BEHAVIOR:

At this point, CM informs the SIP96X1 of the inactive session. But, the SIP96X1 continues to transmit RTP to the B179.

EXPECTED BEHAVIOR:

SIP96X1 should stop transmitting RTP.

Resolution

The resolution has been accomplished with firmware patch 6.3.1.17, which is available for download from the link below:

96x1 SIP 6.3.1.17 - ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT-SIP/96x1/6.3.1/6.3.1.17/96x1-IPT-SIP-R6_3_1-021414.zip

6.3.1.17 Readme - ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT-SIP/96x1/6.3.1/6.3.1.17/96xx_SIP_6_3_1_17_ReadMe.pdf

The above links for patch 6.3.1.17 will be available until the GA of 96x1 SIP 6.4.0 GA.

Workaround or alternative remediation

None

Remarks

While the call is placed on HOLD (RTP session inactive) RTCP packet transmissions are stopped.

The audio path between B179 and One-X Attendant telecommuter is properly restored when the call is taken off hold.

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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