



## Product Support Notice

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PSN # PSN020108u

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**Name of problem** The Coverage Answer Group feature capacities are reduced if SIP endpoints are configured as CAG members.

### Products affected

Avaya Aura® Communication Manager (CM), Releases 6.3 and higher

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

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

### Problem description

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 6.3 and higher.

The Coverage Answer Group (CAG) feature capacities are reduced if SIP endpoints are configured as CAG members. A maximum of 20 SIP endpoints can be configured as members of a Coverage Answer Group.

In addition, if SIP endpoints are configured as members of a CAG, Special Application 9123 (SA9123 - Re-ring CAG Members in Adjacent Coverage Points) should not be enabled.

If SIP endpoints are configured as members of a CAG, they should not be configured as members of other coverage groups such as Call Pickup Groups. There can also be performance impacts when interoperating with other features such as Bridged Appearances, Multiple Device Access, Hunt Groups, Terminating Extension Groups, Group Paging and Team Button.

### Resolution

If SIP endpoints are configured as members of a CAG, the guidelines provided in the “Problem description” section must be followed.

In addition, request and apply a custom CM patch that includes patch 21485. Alternatively, CM 6.3.7.0 (CM 6.3 Service Pack 7) and higher Service Packs/Releases can be used instead of patch 21485. CM 6.3.7.0 is scheduled to be available August 4, 2014.

The minimum SIP endpoint firmware that should be used to support SIP CAG is 96X1 6.4 General Availability or higher firmware. 96X1 6.4 GA firmware is scheduled to be available June 9, 2014.

In CM 7.0.1.0.0 and higher releases, a new field “Call Pickup for Call to Coverage Answer Group?” has been added to the System Access Terminal (SAT) system parameters features form. If this field is disabled (set to “n”) it lessens the amount of SIP messaging and therefore the capacity impact if SIP endpoints are configured as members of a CAG and a Call Pickup Group at the same time. The field is defaulted to disabled.

### Workaround or alternative remediation

n/a

### 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](http://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](http://support.avaya.com)". CM Service Pack/patch activation is

Yes

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.

#### 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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