

# Messaging Patch 2 for Avaya Aura® Messaging 6.3.2 Service Pack 2 Release Notes

February 16th, 2015

## Overview

Messaging Patch 2 for Avaya Aura® Messaging 6.3.2 (6.3/Service Pack 2) is available and contains the key fixes listed below. **Messaging 6.3.2 must be installed prior to applying this patch.** Patch 2 is cumulative so you do not need to install any previous patches. Note that installing patch as outlined in this document will be service affecting.

## Available downloads

Messaging 6.3.2 Patch 2 consists of the following software (Remote Field Updates):

File	Description	PLDS ID
MSG-03.0.124.0-335_0212.tar	Patch 2 for Avaya Aura® Messaging 6.3.2 (6.3/Service Pack 2)	AAM00003277

## Issues addressed in Patch 2

### A18057rf+cb.rpm (Message Core update)

Reference	Description
MSG-19881	Text messages to AT&T mobile provider are dropped by AT&T

### C20054rf+ca.rpm (Cornerstone update)

Reference	Description
MSG-19841	External Hosts save popup has incorrect spelling "Successfully"

### m63124\_335rf+ba.rpm (Mango update)

Reference	Description
MSG-19881	Text messages to AT&T mobile provider are dropped by AT&T

## Issues previously addressed in Patch 1

### A18057rf+bc.rpm (Message Core update)

Reference	Description
MSG-19196	When there is more than one secondary extension, Adata returns incorrect values for various things including username and PIN.
MSG-19367	Ignore LDAP LDIF backup files when installing an RFU.
MSG-19440	Service Pack install takes too long.
MSG-19368	Generated localized MDN subject violates RFC2822
MSG-19147	MsgCore mm audit generates hundreds of log entries every night.
MSG-19322	Voiced-Names recorded before AM6.1-SP3 are lost on restore.
MSG-19625	Block invalid XML forwarding rules, fix bad XML forwarding rules, eliminate Adata core due to invalid XML forwarding rules.
MSG-19073	LDAP FEs should not return empty value for umRecordedName attribute.
MSG-19672	Machines with Server Alias reject messages from networked machines, complaining they are attempting to relay.
MSG-19596	Remote Users SurNames are incorrect: Format: '[Last letter of surname], givenName'
MSG-18644	Various Voice-Name audit issues.
MSG-19142	Running reinitdb generates error.
MSG-19146	Reformat-ldap should use the '-c' option on slapadd.
MSG-17117	Add support for Canned Private Messages in Hebrew, Swedish & Turkish.
MSG-17114	Updated Arabic translation for MDN, canned private message re-added, accidentally removed, missing canned private German message.
MSG-19202	Misspelled MDN English subject.

#### **C20054rf+ba.rpm (Cornerstone update)**

Reference	Description
MSG-19759/ MSG-19761	SipAgent must determine GSID and pass value, if any, to vxibrowser.
MSG-19673/ MSG-19757	Cannot receive fax from Cisco UCM.
MSG-18647/ MSG-19235	DTMF detection issue for first digit of call from vector that sends the DTMFs.

#### **m63124\_335rf+ai.rpm (Mango update)**

Reference	Description
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Reference	Description
MSG-19787	After transcoding recorded messages to GSM, pad the file to a frame boundary.
MSG-19941	Aria TUI - "Please add another recipient" played twice after non-recognized speech input while adding second recipient.
MSG-19918 / MSG-19933	Aria TUI – User is still able to address message by speech if "Using keypad only" is chosen in User Preferences page.
MSG-19919 / MSG-19934	After 3 failed attempts in spell mode, AAM removed all recipients entered before.
MSG-19859 / MSG-19878	SMI should have a warning banner about toll fraud risk when enabling check box Allow transfer to non-native mailbox extensions on site.
MSG-19784	If attempts to address message via speech fail and subsequent attempts to address message via DTMF fail, then the message is lost.
MSG-19788	Provide an option such that AAM marks a message as READ only when the subscriber reached the end of the message.
MSG-19785	If attempts to address message via speech fail, then further attempts to use speech in a subsequent message send scenario are blocked from using speech.
MSG-19840 / MSG-19867	Inconsistent dial rule application when call is transferred to non-native extension at AA menu and caller application menu.
MSG-19528	Caller App unable to transfer to extension, without a mailbox assigned.
MSG-19260	Messages left after Reach me denial get 30 sec (up to 5 min) of distortion after recorded message.
MSG-19390	Phone Notification fails after unexpected power outage of storage server.
MSG-19215	POODLE vulnerability is breaking AAM integration with Exchange.
MSG-19647	AIC must escape '&' in forwarding rules as '&' as the xml libraries can't parse the '&'.
MSG-19261	Language selection is not preserved after transfer with basic-transfer enabled.
MSG-19551	Customer configuration of notify me email text.
MSG-19751	Serialization error happens when saving changes on the Sites page.
MSG-19291	Web Access - Message duration display incorrectly in single message view, if the audio is in GSM format.
MSG-19306	Problems seen with outcall schedule of 0/5/5.

## Installation

A full system backup is required and should 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 *Deploying Avaya Aura® Messaging for Multiserver Systems*, *Deploying Avaya Aura® Messaging for Single Server Systems*, *Deploying Avaya Aura® Messaging using VMware® in the Virtualized Environment* and the *Administering Avaya Aura® Messaging* guides for information on installing and configuring Avaya Aura® Messaging.

## Applying the Patch

To download:

1. Log on to the System Platform Web Console. Use the advanced administrator login and password.
2. Click **Server Management > Patch Management > Download/Upload**.
3. From the **Choose Media** list, select the medium to search for a patch.
4. From the **Select Patches** list, select the patch that you want to download.
5. Click **Select**.

To install (continuing on CDOM):

**NOTE:** In a Messaging System that consists of more than one server role, upgrade the storage role server first, and then upgrade the application role servers.

1. On the *Patch Detail* page, click **Install**.
2. Wait until the system indicates that the patch is fully installed before continuing. This process can take up to 5 minutes or longer. Please see the official documentation for the instructions on determining that a section is up.

## Removing the Patch

Removing this Service Pack (Patch) will remove all post 6.3.2 updates from the system and revert it to a base 6.3.2 installation.

**NOTE:** In a Messaging System that consists of more than one server role, downgrade all application role servers first, and then downgrade the Storage role server.

To remove the Service Pack:

1. Log on to the Messaging System Management Interface (SMI).
2. Select Administration > Messaging > Utilities > Stop Messaging.
3. Log on to the System Platform Web Console. Use the advanced administrator login and password.
4. Click **Server Management > Patch Management > Manage**.
5. Under the **msg** section on the Patch List page, click on the patch ID link to see the details.
6. To uninstall the service pack click **Remove**
7. If you also desire to remove the source patch file, after the Remove is finished click **Remove Patch File**
8. After the Service Pack has been uninstalled start the Messaging Application using the Messaging SMI.

## Known Issues

Reference	Description
MSG-14794	With a large amount of User Preference session activity, the system may experience slower response times as system resources are used to manage subscriber data. It is very unlikely that a production customer system would encounter this issue.
MSG-17751	If the system sustains high capacity load during the nightly maintenance window (system local time), users may experience some delays in outcall and email notification. It is unlikely that production systems will encounter this volume of activity.
MSG-20120	Cannot transfer by name from Audix and CallPilot TUI when the dial plan is E.164 with leading plus