AVAYA

Product Support Notice

PSN#	PSN004433u				
Original publication date: 26-Feb-15. This is Issue #01, published date: 26-Feb-15.		Severity/risk level	High	Urgency	Immediately

Name of problem	Error message "Unable to initialize voice player" when reviewing messages through Outlook Thick Client.

Products affected

Modular Messaging: Release 5.x

Problem description

When opening Voicemail Messages in Outlook Thick Client, an error is displayed:

"Unable to initialize the voice player.
The operation could not be completed because the Message Application Server could not contact the mail server.
(0x8004011d)"

This problem only happens if the Media Setup is configured for Telephone and the voice player works properly when setup for Multimedia (PC Speakers)

Resolution

The problem has been identified with Microsoft Outlook update KB2956128 installed on the Windows 7 client workstations. At this time, the recommendation is for this update to be un-installed from the client workstations.

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

n/a

Download

n/a

Patch install instructions	Service-interrupting?
n/a	Yes

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](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.