AVAYA

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Product Support Notice

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PSN #	PSN020167u			

Original publication date: 17-Mar-15. This is Issue #1, published date: 17-Mar-15.		**Severity/risk level**	Medium	**Urgency**	When convenient
Name of problem	If an incoming call over a PRI ISDN trunk contains a calling party number and no calling party name, and traverses two VDNs via a SIP REFER transfer operation, ANI information is lost.				

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.3.1.0 – 6.3.9.0

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 6.3.1.0 – 6.3.9.0.

If an incoming call over a PRI ISDN trunk contains a calling party number and no calling party name, and traverses two VDNs via a SIP REFER transfer operation, the agent/phone display shows "VDN2 extension to VDN2 name" instead of "Calling name to VDN2 name" as expected. In addition, Automatic Number Identification (ANI) based screen pop-ups on Computer Telephony Integration (CTI) applications (e.g., Avaya Aura® Experience Portal) performing the SIP REFER transfer might fail.

Resolution

This problem is fixed in CM 6.3.10.0 (CM 6.3 Service Pack 10 - 22147) and higher SPs/Releases.

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**". Custom patches must be provided by Avaya Support.

Patch install instructions	**Service-interrupting?**
Patch activation instructions are available on "**support.avaya.com**". CM Service Pack/patch activation is 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.	Yes

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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