

Messaging Patch 3 for Avaya Aura® Messaging 6.3.2 Service Pack 2 Release Notes

31 March 2015

Overview

Messaging Patch 3 for Avaya Aura® Messaging 6.3.2 (6.3/Service Pack 2) is available and contains the fixes listed below.

Notes:

- Messaging 6.3.2 must be installed prior to applying this patch.
- Patch 3 is cumulative so you do not need to install any previous patches.
- Installing this patch as outlined in this document will be service affecting.
- The SSL protocol is no longer supported. TLS should be enabled for secure connections to AAM.
- A new version of the Language Packs must be installed with the upgrade to AAM 6.3.2 SP2 patch 3.
[The list of language packs available for AAM 6.3.2 Patch 3](#)
- All of the components in the [software reference list](#) must be installed prior to installing this patch

Available downloads

File	Description	PLDS ID
MSG-03.0.124.0-335_0217.tar	Patch 3 for Avaya Aura® Messaging 6.3.2 (6.3/Service Pack 2)	AAM00003278

Issues addressed in Patch 3

Reference	Description
MSG-18874	Invite message by thru-dial of CallPilot TUI does not follow internal rule when site telephony integration is E164+
MSG-19261	Language selection is not preserved after transfer with basic-transfer enabled
MSG-19593	E.164+/E.164 sites with empty site identifiers can share the same Internal Messaging access number after editing the site
MSG-19805	AAM cannot get license from WebLM server that doesn't support SSL
MSG-19839	AAM: Cannot remove Appliance via SMI (Topology) with 500 inactive sites
MSG-19926	Display EAG expiration date in accordance with date stored in MsgCore
MSG-19963	Web management/Web access/User preference page should not support SSLv3
MSG-20102	As AAM user I need Call Answering interface allows me to interrupt my message recording by any key press
MSG-20107	As AAM user I want Reply All option was supported in Aria TUI

Reference	Description
MSG-20151	AAM:6.2:Voice recognition using wrong language
MSG-20174	During message playback, press 3-3-7 takes you back to the beginning of msg
MSG-20178	[Aria TUI] Incorrect recipient list is played
MSG-20263	Basic transfers fail if user selects a language pack that is either bi-lingual, rapid-prompts, or TTY
MSG-20292	Connection timeout is ignored in mango layer for some https-connections
MSG-20312	Multiple Sites cannot be created with the same pilot number using short mailbox configuration.(A check for Internal Pilot Number uniqueness was deleted)
MSG-20328	Caller application editor stops working with exception info.
MSG-20340	Multiple Sites cannot be created with the same pilot number using short mailbox configuration
MSG-20370	After full remote update of MN database to AAM, remote MM subscribers fail and the subscribers are removed from both the AAM and MN databases
MSG-20434	End user logs into mailbox and is unable to hear a new message

Issues previously addressed in Patch 2

Reference	Description
MSG-19841	External Hosts save popup has incorrect spelling "Successfully"
MSG-19881	Text messages to AT&T mobile provider are dropped by AT&T

Issues previously addressed in Patch 1

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-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.

Reference	Description
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-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.
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.

Reference	Description
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 system is up.

To reload application server cache:

1. Log on to Messaging System Management Interface.

2. On the **Administration** menu, click **Messaging > Advanced (Application) > System Operations**.
3. In **Reload Caches**, click **Reload** next to the following fields:
 - a. User List
 - b. Global Address List
 - c. System Greeting
4. The system displays the Operation in progress dialog box. When the system completes the reload operation, the dialog box disappears.
5. Click **Synchronize** to synchronize the ADCS

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-20563	Mail FROM header is still postmaster@AAM server FQDN when running a test in the Mobile Operator page and a custom FROM address has been configured

Language packs for AAM 6.3.2 SP2 patch 3

File	Description	PLDS ID
ar-SA-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Arabic	AAM00003279
de-DE-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - German	AAM00003280
en-UK-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - British	AAM00003281
en-US-BL-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 Patch 3 Language Pack - US English/French Bi-lingual	AAM00003282
en-US-rapid-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - US English Rapid Prompts	AAM00003283
en-US-TTY-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - US English TTY Prompts	AAM00003284
es-ES-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Castilian Spanish	AAM00003285
es-XL-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Latin-Spanish	AAM00003286
fr-CA-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - French - Canadian	AAM00003287
fr-CA-BL-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 patch 3 Language Pack - French/English Bi-lingual	AAM00003288
fr-FR-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - French	AAM00003289

it-IT-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Italian	AAM00003290
iw-IL-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Hebrew	AAM00003291
ja-JP-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Japanese	AAM00003292
ko-KR-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Korean	AAM00003293
nl-NL-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Dutch	AAM00003294
pl-PL-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Polish	AAM00003295
pt-BR-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Brazilian Portuguese	AAM00003296
ru-RU-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Russian	AAM00003297
sv-SE-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Swedish	AAM00003298
tr-TR-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Turkish	AAM00003299
zh-CN-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Traditional Chinese	AAM00003300
zh-HK-6.3.2.6.0.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 3 Language Pack - Simplified Chinese	AAM00003301

Software reference lists

Avaya Aura Messaging – System Platform Offer

Avaya System Platform (SP)	File Name	PLDS IDs	PCN
Avaya Aura® System Platform 6.3 Installation and Upgrade ISO	vsp-6.3.0.0.18002.iso	AAM00003006	
Avaya Aura® System Platform 6.3.6 (Service Pack 6)	vsp-patch-6.3.6.01005.0.noarch.rpm	AAM00003302	
Avaya Aura Messaging	File Name		

Avaya Aura® Messaging 6.3.2 Standard Template ISO	Msg_Standard-6.3.2.0.11335.iso	AAM00003215	
Avaya Aura® Messaging 6.3.2 High-Capacity Template ISO	Msg_4x146GB_HDD-6.3.2.0.11335.iso	AAM00003218	
Avaya Aura® Communication Manager 6.3 Kernel Service Pack 3	KERNEL-2.6.18-400.AV1.tar	AAM00003303	PCN 1922S
Avaya Aura® Communication Manager 6.3 Security Service Pack 6	PLAT-rhel5.3-3019.tar	AAM00003304	PCN 1921S
Avaya Aura® Communication Manager 6.3.10 Service Pack 10	03.0.124.0-22147.tar	AAM00003305	PCN 1798S
Avaya Aura® Messaging 6.3.2 Service Pack 2 Patch 3	MSG-03.0.124.0-335_0217.tar	AAM00003278	

Avaya Aura Messaging – VMware Offer

VMware vSphere	File Name	PLDS ID	PCN
ESXi 5.1 or ESXi 5.5	(not applicable)		
Avaya Aura Messaging	File Name		
Avaya Aura® Messaging 6.3.2 OVA	MSG-06.03.0.124.0-335-e51-1.ova	AAM00003229	
Avaya Aura® Communication Manager 6.3 VMware Tools Service Pack 4	VMWT-2.6.18-400.AV1-5.5-004.tar	AAM00003306	PCN 1923S
Avaya Aura® Communication Manager 6.3 Kernel Service Pack 3	KERNEL-2.6.18-400.AV1.tar	AAM00003303	PCN 1922S
Avaya Aura® Communication Manager 6.3 Security Service Pack 6	PLAT-rhel5.3-3019.tar	AAM00003304	PCN 1921S
Avaya Aura® Communication Manager 6.3.10 Service Pack 10	03.0.124.0-22147.tar	AAM00003305	PCN 1798S
Avaya Aura® Messaging 6.3.2 Service Pack 2 Patch 3	MSG-03.0.124.0-335_0217.tar	AAM00003278	