

Messaging Patch 5 for Avaya Aura® Messaging 6.3.2 Service Pack 2 Release Notes

28 Sep 2015

Overview

Messaging Patch 5 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 5 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. TLS V1.0 is the negotiated encryption protocol.
- A version of the Language Packs must be installed with the upgrade to AAM 6.3.2 SP2 patch 5.
[The list of language packs available for AAM 6.3.2 Patch 5](#)
- 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_0222.tar	Patch 5 for Avaya Aura® Messaging 6.3.2 (6.3/Service Pack 2)	AAM00003376

Issues addressed in Patch 5

Reference	Description
MSG-20424	AUDIX "error_serious" prompt is played certain cases if addressing by name feature is used
MSG-20623	Web Access of an AAM-MSS mailbox is inaccessible in case at least a message from Modular Message remote users is existing in this mailbox
MSG-21342	MsgCore: config_param: 'JITC Password Rules' not implemented correctly
MSG-21514	Letter "ñ" in Spanish names recognized only if pronounced as "n"
MSG-21541	User cannot access user preference page on Firefox 39+
MSG-21658	Unable to open fax pdf with iphone - works with android or computer
MSG-21711	AAM6.3.2 Dead air issue on call transfer via caller application or zero-out
MSG-21786	AAM6.3.2 Mailbox is FULL even after deleting all messages in the inbox
MSG-21802	TTS name playback uses wrong language ID for British English
MSG-21985	Transfer out of Personal attendant is failing
MSG-21998	MSG-21985 Application sometimes not setting the telephony profile name when initiating a call transfer.

Reference	Description
MSG-22049	Play on Phone does not work if user ID (SMTP address for MSS and X500 address for Exchange) contains '&'

Issues addressed in Patch 4

Reference	Description
MSG-21241	Basic license is acquired for user if the only enabled mainstream feature in his COS is Notify-Me-by-email-without-recording
MSG-21098	Leverage new ability to process multiple changes in voiceltemsChanged web service method (backport from 6.3.3)
MSG-21141	Disable ReachMe from GUI, removes all programming
MSG-20889	Change in the feature capability in basic/mainstream licensing for distribution list usage
MSG-20803	ReachMe page breaks with NullPointerException when user is modified by Second Nature provisioning tool
MSG-20563	Mail FROM header is still postmaster@aam-domain if run a test in Mobile Operator page
MSG-20709	[CallPilot Migration]Migrating EAG expiry date failed then migrating all greetings failed
MSG-20658	Internal ERROR when go to Greeting tab via User Preferences after 11 PM
MSG-19926	Display EAG expiration date in accordance with date stored in MsgCore
MSG-20327	Weak ciphers must be disabled in User Preferences
MSG-18362	[WebClient] Message is from unknown user after marking message as unread
MSG-20175	When logged into mailbox and in personal greetings, you do not hear you have personal greeting recorded
MSG-18365	There is exception in log when access Caller App from System main menu
MSG-21082	Non-internal phone number always categorized as Local in some specific configurations
MSG-20663	Phone number categorized as Local if international prefix is not configured
MSG-20549	End user logs into mailbox and is unable to hear a new message
MSG-21160	vxibrowser crashes if CallPilot user hangs up during greeting recording
MSG-19820	AAM sometimes not recognizing fax tones, records voice message with beeps
MSG-20631	Some SIP transfers out of AAM are causing VP VOIP 6 WRN alarms
MSG-21014	AAM outbound fax sometimes sending two MPS messages to fax machine causing failure
MSG-21043	AAM setting incorrect SIP domain in P-AI header for MWI NOTIFY message
MSG-20393	Dead air issue on call transfer via caller application or zero-out
MSG-20366	After removing MN Networked Machine, running Network Data audit and weekly audit, subscribers removed on MN machine; also fixes removal of remote subscribers by other

Reference	Description
	means (for example from the SMI).
MSG-20258	SMGR updated allowed user-names in SMGR 6.3 (6.2 FP1), AM must allow the same set of names for the SystemManagerLoginName Attribute
MSG-19220	AAM should handle Illegal division by zero for Full Mailboxes report
MSG-20850	SMTP Log Summary report only gives 4 dates to select from

Issues previously 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
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.
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 slappadd.
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.

Reference	Description
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.

NOTE: In a Messaging System that consists of multiple servers/VMs, upgrade the storage server/VM first, and then upgrade the application server/VM(s).

Performing the System Platform upgrade

1. Burn the SP 6.3.7 ISO image to a DVD and place into server tray.
2. Log on to the System Platform Web Console. Use the advanced administrator login and password.
3. Click **Server Management > Platform Upgrade**.
4. From the **Choose Media** list, select **SP CD/DVD**.
5. Select **VSP.ovf** and proceed.
6. If applicable, upgrade **Services_VM.ovf** thereafter **VSP.ovf** installation.

Applying the Patch on System Platform

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):

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.

Applying the Patch on VMware

To download:

1. Log on to the System Management Interface from a browser.
2. Click **Administration > Server (Maintenance) > Miscellaneous > Download Files**.
3. To download files from the system used to access the AAM VM, select **File(s) to download from the machine being used to connect to the VM** and then:
 - a. Click **Browse** or enter the path to the file that resides on the system.
 - b. Click **Open**.
4. To download files from a Web server to the AAM VM, select **File(s) to download from the LAN using URL** and then:
 - a. Specify the complete URL of the file.
 - b. If a proxy server is required for an internal Web server that is not on the corporate network, enter the details in the server:port format.
 - i. Enter the name of the proxy server such as network.proxy or IP address.
 - ii. If the proxy server requires a port number, add a colon (:).
5. Click **Download**.

To install:

1. Click **Server (Maintenance) > Server Upgrades > Manage Updates**.
The Manage Updates page displays the list of uploaded patches.
2. Select the patch from the list.
 - a. Click **Unpack**.
 - b. Click **Continue** to return to the Manage Updates page.
The status of the selected patch changes to **unpacked**.
3. Select the same patch from the list.
 - a. Click **Activate**.
 - b. Click **Continue** to return to the Manage Updates page.
The status of the selected patch changes to **activated**.

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

Removal

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 multiple servers/VMs, downgrade all application servers/VMs first, and then downgrade the Storage server/VM.

Removing the Patch from System Platform (if applicable)

To remove the Patch:

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 Patch has been uninstalled, do not start messaging until another Service Pack or Patch has been installed since AAM will not function properly when reverted to its base 6.3.2 installation.

Removing the Patch from VMware (if applicable)

To remove the Patch:

1. Log on to the Messaging System Management Interface (SMI).
2. Select **Administration > Messaging > Utilities > Stop Messaging**.
3. Click **Server (Maintenance) > Server Upgrades > Manage Updates**.
The Manage Updates page displays the list of installed patches.
4. Select the patch from the list.
 - a. Click **Deactivate**.
 - b. Click **Continue** to return to the Manage Updates page.
The status of the selected patch changes to **unpacked**.
5. Select the same patch from the list.
 - a. Click **Remove**.
 - b. Click **Continue** to return to the Manage Updates page.
The patch will no longer appear in the list of patches.
6. After the Patch has been uninstalled, do not start messaging until another Service Pack or Patch has been installed since AAM will not function properly when reverted to its base 6.3.2 installation.

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.

Language packs for AAM 6.3.2 SP2 patch 5

File	Description	PLDS ID
ar-SA-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - Arabic	AAM00003317
de-DE-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - German	AAM00003318
en-UK-6.3.2.6.2.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - British	AAM00003375
en-US-BL-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 Patch 5 Language Pack - US English/French Bi-lingual	AAM00003320
en-US-rapid-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - US English Rapid Prompts	AAM00003321
en-US-TTY-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - US English TTY Prompts	AAM00003322
es-ES-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - Castilian Spanish	AAM00003323
es-XL-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - Latin-Spanish	AAM00003324
fr-CA-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - French – Canadian	AAM00003325
fr-CA-BL-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 patch 5 Language Pack - French/English Bi-lingual	AAM00003326
fr-FR-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – French	AAM00003327
it-IT-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Italian	AAM00003328

iw-IL-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Hebrew	AAM00003329
ja-JP-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Japanese	AAM00003330
ko-KR-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Korean	AAM00003331
nl-NL-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Dutch	AAM00003332
pl-PL-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Polish	AAM00003333
pt-BR-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - Brazilian Portuguese	AAM00003334
ru-RU-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Russian	AAM00003335
sv-SE-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Swedish	AAM00003336
tr-TR-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack – Turkish	AAM00003337
zh-CN-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - Traditional Chinese	AAM00003338
zh-HK-6.3.2.6.1.lpk	Avaya Aura Messaging 6.3.2 SP2 patch 5 Language Pack - Simplified Chinese	AAM00003339

Software reference lists

Avaya Aura Messaging – System Platform Offer

Avaya System Platform (SP)	File Name	PLDS IDs	PCN
Avaya Aura® System Platform 6.3.7 (Service Pack 7) ISO **	vsp-6.3.7.0.05001.iso	AAM00003314	
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.AV2.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 6.3.12 Service Pack 12	03.0.124.0-22505.tar	AAM00003377	
Avaya Aura® Messaging 6.3.2 Service Pack 2 Patch 5	MSG-03.0.124.0-335_0222.tar	AAM00003376	

****Note:** When upgrading to SP 6.3.7 from SP 6.3.x, place the DVD burned ISO image into server tray and perform “Platform Upgrade” from Web Console (CDom). If you reboot the server and boot off the SP DVD image, you will delete your installed and working AAM virtual machine.

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.AV2-5.5-005.tar	AAM00003306	PCN 1923S
Avaya Aura® Communication Manager 6.3 Kernel Service Pack 3	KERNEL-2.6.18-400.AV2.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 6.3.12 Service Pack 12	03.0.124.0-22505.tar	AAM00003377	PCN 1798S
Avaya Aura® Messaging 6.3.2 Service Pack 2 Patch 5	MSG-03.0.124.0-335_0222.tar	AAM00003376	