# Avaya Aura® Messaging 6.3.3 Service Pack 4 Release Notes

9 November 2015

## Overview
Avaya Aura® Messaging 6.3.3 Service Pack 4 is available and contains the fixes listed below.

Notes:

- Messaging 6.3.3 must be installed prior to applying this patch.
- Service Pack 4 is cumulative so you do not need to install any previous Service Packs.
- Installing this Service Pack as outlined in this document will be service affecting.
- All of the components in the software reference list must be installed prior to installing this Service Pack
- Please note that during Service Pack installation broadcast messages and messages queued for delivery to the message store will be lost. To check that all messages were sent to MSS, log in to the SMI on each APP server and verify the "Number of unsynced messages" is zero on the Cache Statistics (Application) page.
- If upgrade is performed from previous releases (AAM 6.3.2 and earlier) then users need update EAG expiration time after fix is applied in case if non-system timezone is used.

## Available downloads

| File | Description | PLDS ID |
|------|-------------|---------|
| MSG-03.0.141.0-348_0403.tar | Avaya Aura® Messaging 6.3.3 Service Pack 4 | AAM00003380 |

## Issues addressed in Service Pack 4

| Reference | Description |
|-----------|-------------|
| MSG-20849 | Redirects to the login page can occur while viewing User Preferences page |
| MSG-21167 | In Web Access, received time is changed after editing 'subject' field of a message |
| MSG-21347 | AAM can recognize an internal caller incorrectly when the extension is input with other formats |
| MSG-21364 | Innocuous null pointer exception logged when marking a message as read/unread in messaging web access |
| MSG-21457 | Using the Caller Applications Editor, a language may not be preserved after transferring to extension. |
| MSG-21473 | The ERROR SERIOUS prompt may be played after confirming spoken name in AA |
| MSG-21514 | Letter "~n" in Spanish names recognized yet pronounced as "n" |
| MSG-21541 | User may not be able to access user preference page on Firefox 39+ |
| MSG-21557 | Saved message list may miss the last unread message which is just saved in the same session |
| MSG-21606 | Fax email notification address may not be cleared |
| MSG-21617 | Internal Error occurs on User Preferences, My Phone tab, when the subscriber uses an inactive site |
| MSG-21632 | Notify-Me By Email 'From:' Address field under "System Administration" shows system modified successfully when incorrect information is entered |
| MSG-21636 | May not be able to modify Phone Notification Rule in User Preferences. |

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|---|---|
| MSG-21648 | Possible error when AA transfer to is to the extension of a remote user. |
| MSG-21650 | It is possible that a deleted broadcast message may be played again after setting the EAG expiry date because of a cache reload. |
| MSG-21658 | User may be unable to open fax pdf with iPhone, although itworks with Android or PC. |
| MSG-21659 | Play on Phone does not work if user ID (SMTP address for MSS and X500 address for Exchange) contains an '&'. |
| MSG-21688 | In the TUI log, the output shows a wrong value of non priority message. |
| MSG-21698 | After a mailbox is unlocked and the user logs in, the mailbox may still be recognized as locked-out in a call-answer or compose-send scenario. |
| MSG-21727 | There can be an inaccurate layout of the additional languages panel when site has multiple auto attendants |
| MSG-21740 | Recently saved messages from the unread list may be missed in saved list. |
| MSG-21771 | Enhanced Lists web page in User Preferences can display incorrect list of members for an enhanced list with non-unique name. |
| MSG-21791 | Caller Application completes Transfer-to-Extension actions successfully, but may not end the AAM session until an auto time-out around one hour later. |
| MSG-21800 | Caller Applications Editor may fail to load Avaya Voice Items when browsing to choose an extension, causing a Windows exception and closing the Caller Apps Editor unexpectedly. |
| MSG-21803 | The Greetings page in User Preferences wrongly displays 'Choose One' for Minutes drop-down list in the Business Hours section. |
| MSG-21804 | Dial Rule can generate Internal caller incorrectly when enabling Prepend National Prefix |
| MSG-21822 | Remove ADCS contents when installing or removing AAM 6.3.3.4 |
| MSG-21828 | As a CallPilot user, I would like to migrate my mailbox password to AAM - compatibility |
| MSG-21864 | In the catalina.log, there is a Null Pointer Exception exception logged after adding a new COS. |
| MSG-21877 | Gracefully handle case when no Internet headers were retrieved for Exchange message |
| MSG-21899 | Resent messages generate corrupt mb inbox counts if there is an active login for the subscriber - this may cause an incorrect MWI state. |
| MSG-21909 | Alignment problems on page when choosing a phone for Reach Me. |
| MSG-21910 | Alignment problems on page for "Notify Me". |
| MSG-21914 | Subscriber login can fail in a caller application. |
| MSG-21916 | User Preferences page doesn't have a title. |
| MSG-21948 | In a CS1K SIP integration, SipAgent could core-dump during an MWI operation. |
| MSG-21962 | System iim, including imapd, may not come up due to an invalid certification path. |
| MSG-21985 | Transfer out of Personal attendant may fail. |
| MSG-21986 | For SMTPS:, allow only TLSv1 (not SSLv3) protocol |
| MSG-21995 | Unable to save changes on Dial-Out Rules page with IE11. |
| MSG-21998 | Application sometimes not setting the telephony profile name when initiating a call transfer |
| MSG-22000 | SMTP: Remove support for anonymous SSL/TLS ciphers |
| MSG-22028 | SipAgent could core-dump on startup with encryption enabled. |
| MSG-22116 | When a remote subscriber on an LDAP node has an email change, the MboxName attribute is incorrectly added/changed. |
| MSG-22118 | Minor alignment problems in language selection panel on few pages. |
| MSG-22123 | Dormant mailbox report takes too long with 40K users, and web server can time out. |
| MSG-22192 | The media partition will run out of space after running traffic for many days because of a nightly audit error. |
| MSG-22199 | Can't see all IIM logs contents (e.g. some email addresses) in IE because it interprets <X> as an X tag instead of data |

**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 Service Pack 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 Service Pack.
4.  From the **Select Patches** list, select the Service Pack 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 Service Pack 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 Service Pack 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 service packs.
2.   Select the service pack from the list.
      a.   Click **Unpack**.
      b.   Click **Continue** to return to the Manage Updates page.
          The status of the selected service pack changes to **unpacked**.
3.   Select the same service pack from the list.
      a.   Click **Activate**.
      b.   Click **Continue** to return to the Manage Updates page.
          The status of the selected service pack 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 will remove all post 6.3.3 updates from the system and revert it to a base 6.3.3 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 Service Pack from System Platform (if applicable)

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 Service Pack 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 6.3.3 installation.

## Removing the Service Pack from VMware (if applicable)

To remove the Service Pack:

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 Service Packs.
4. Select the Service Pack 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 Service Pack 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 Service Packs..

6. After the Service Pack 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 6.3.3 installation.

## Known Issues

| Reference | Description | Workaround |
|---|---|---|
| MSG-21333 | For AAM, in the event that a user receives an NDR (non-delivery receipt) message, the user will not be able to go to their unsent messages until the next TUI session. | None |
| MSG-21303 | When forwarding a message within the enterprise from one AAM system administered with GSM encoding in the message store, to another AAM system with G.711 encoding administered in the message store, using a Message Networking E-list, the forwarded content of the message will be garbled, due to a transcoding mismatch. | None. In the enterprise, it is typical that all systems are administered the same for the message store encoding. |
| MSG-21257 | For AAM, in the event that a user changes their password due to password expiration, the user will not be directed to unsent messages until the next TUI session. | None. |
| MSG-21065 | With a Cisco UCM integration, when using One-X Mobile SIP for iOS, and call sender was initialized using Web Access, the caller may experience loss of speech path. | None. User may accomplish the call transfer with a SIP phone or H.323 phone to direct the call, or perform call sender from the TUI. |

## Language packs for AAM 6.3.3 SP4

| File | Description | PLDS ID |
|---|---|---|
| ar-SA-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Arabic | AAM00003381 |
| de-DE-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - German | AAM00003382 |
| en-UK-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - British | AAM00003383 |
| en-US-BL-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - US English/French Bi-lingual | AAM00003384 |
| en-US-rapid-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - US English Rapid Prompts | AAM00003385 |

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|---|---|---|
| en-US-TTY-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - US English TTY Prompts | AAM00003386 |
| es-ES-6.3.3.5.1.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Castilian Spanish | AAM00003387 |
| es-XL-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Latin-Spanish | AAM00003388 |
| fr-CA-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - French - Canadian | AAM00003389 |
| fr-CA-BL-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - French/English Bi-lingual | AAM00003390 |
| fr-FR-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - French | AAM00003391 |
| it-IT-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Italian | AAM00003392 |
| iw-IL-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Hebrew | AAM00003393 |
| ja-JP-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Japanese | AAM00003394 |
| ko-KR-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Korean | AAM00003395 |
| nl-NL-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Dutch | AAM00003396 |
| pl-PL-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Polish | AAM00003397 |
| pt-BR-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Brazilian Portuguese | AAM00003398 |
| ru-RU-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Russian | AAM00003399 |
| sv-SE-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Swedish | AAM00003400 |
| tr-TR-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Turkish | AAM00003401 |
| zh-CN-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Traditional Chinese | AAM00003402 |
| zh-HK-6.3.3.5.lpk | Avaya Aura Messaging 6.3.3 SP4 Language Pack - Simplified Chinese | AAM00003403 |

## 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-6.3.7.0.05002.iso | AAM00003404 | |
| Avaya Aura Messaging | File Name | | |
| Avaya Aura® Messaging 6.3.3 Standard Template ISO | Msg_Standard-6.3.3.0.11348.iso | AAM00003344 | |
| Avaya Aura® Messaging 6.3.3 High-Capacity Template ISO | Msg_4x146GB_HDD-6.3.3.0.11348.iso | AAM00003345 | |
| Avaya Aura® Communication Manager 6.3 Kernel Service Pack 4 | KERNEL-2.6.18-400.AV2.tar | AAM00003343 | PCN 1922S |
| Avaya Aura® Communication Manager 6.3 Security Service Pack 6 | PLAT-rhel5.3-3019.tar | AAM00003304 | PCN 1921S |
| Avaya Aura® Communication Manager 6.3.112 Service Pack 12 | 03.0.141.0-22506.tar | AAM00003407 | PCN 1798S |
| **CDOM combo SP & SVM Poodle Fix (Install last) | poodle_sp_svm.zip | AAM00003342 | PSN027021u |

**\*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.**

**\*\*Note: The Poodle Fix must be installed last, otherwise SP will lose its heartbeat with the AAM VM in a few minutes, which will result in a reboot and could cause software corruption if it occurs during the install of another SP.**

**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 6.3.3 OVA | MSG-06.03.0.141.0-348-e51-1.ova | AAM00003346 | |
| Avaya Aura® Communication Manager 6.3 VMware Tools Service Pack 5 | VMWT-2.6.18-400.AV2-5.5-005.tar | AAM00003406 | PCN 1923S |
| Avaya Aura® Communication Manager 6.3 Kernel Service Pack 4 | KERNEL-2.6.18-400.AV2.tar | AAM00003343 | PCN 1922S |
| Avaya Aura® Communication Manager 6.3 Security Service Pack 6 | PLAT-rhel5.3-3019.tar | AAM00003304 | PCN 1921S |
| Avaya Aura® Communication Manager 6.3.112 Service Pack 12 | 03.0.141.0-22506.tar | AAM00003407 | PCN 1798S |