

# Avaya Aura® Messaging 6.3.3 Service Pack 5 Release Notes

11 April 2016

## Overview

Avaya Aura® Messaging 6.3.3 Service Pack 5 is available and contains the fixes listed below.

### Notes:

- Messaging 6.3.3 must be installed prior to applying this patch.
- Service Pack 5 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 time zone is used.

### Available downloads

File	Description	PLDS ID
MSG-03.0.141.0-348_0507.tar	Avaya Aura® Messaging 6.3.3 Service Pack 5	AAM00003408

## Issues addressed in Service Pack 5

Reference	Description
MSG-6849	Incorrect ERROR log while creating voice mail.
MSG-8022	If a channel is busied-out, vxibrowser will still try that channel for an outcall and the call will fail.
MSG-11833	Profile of user shown incorrectly on Remote Users page
MSG-12551	Tomcat 6-mango package needs updating due to security vulnerability CVE-2012-3544 Apache Tomcat Chunked transfer encoding extension size is not limited
MSG-13887	Fax receive failed when far-end sends PRI-EOP
MSG-13895	ReachMe call keeps ringing if caller hangs-up before the call is answered
MSG-15334	SMI: Cannot use Enter key to initiate AD lookup
MSG-21143	Outlook 2010: Address book: "Unknown error" when searching 'Display by Name' on 'Advanced Find'
MSG-21284	AAM doesn't play prompt when sending unsent message to uninitialized, locked mailboxes
MSG-21333	AAM doesn't enter to Unsent Message mode after reviewing NDR message
MSG-21457	Caller Applications Editor - Language is not preserved after transferring to extension.
MSG-21479	When changing SurName and AsciiName at the same time, AsciiName changes are lost
MSG-21543	Outcall notification for MSS mailbox stops working after a server restart.
MSG-21632	Notify-Me By Email 'From:' Address field under "System Administration" shows system modified successfully when incorrect information is entered
MSG-21711	Dead air issue on call transfer via caller application or zero-out
MSG-21715	Music option, cannot download and play music file the first time
MSG-21899	Forward to email with delete on forward fails to extinguish MWI and corrupts mailbox
MSG-21948	When MWI turns on or off at CS1k phone, coredump of core.SipAgent occurs and may cause error of Could Not Start Audio at AAM, then silence at CS1k caller.
MSG-21961	Unencrypted insecure SMTP login mechanisms allowed
MSG-21962	If the system runs out of space, sometimes iim, imapd, do not come up due to invalid certificate path
MSG-21968	Reduce number of IMAP folder openings during construction of Greetings web page
MSG-21985	Transfer out of Personal attendant is failing
MSG-21986	Security issue: postfix SMTP port 465 allows SSLv3 connections
MSG-21999	Multi-Page fax failing
MSG-22000	Security issue: postfix SMTP port 465 support anonymous ciphers
MSG-22010	System plays incorrect prompt when callsender to caller with no-caller ID
MSG-22028	SipAgent could core-dump on startup with encryption enabled
MSG-22060	Generate a log entry when an LDAP FE search takes too long
MSG-22093	Reserved space on forwarded CA messages not reclaimed, so cstone thinks the system is out of space until an spDskMgr restart.
MSG-22116	When the email address of an LDAP-networking based remote subscriber is changed, the MboxName may be changed instead of the email address
MSG-22124	Web Access and TUI cannot get message details after system restored from backup without media
MSG-22150	AAM not transferring to correct number when there is no mailbox for extension
MSG-22193	Provide controls for prompts customization.
MSG-22199	IE: IIM logs containg to/from header information (e.g. to=<user@fqdn>) are losing that information

MSG-22210	Ldap can't start
MSG-22221	ReachMe session is not completed after hang up.
MSG-22222	Audix TUI - Expired date has been enabled when configuration invalid time.
MSG-22234	Update from Wicket 1.4.x to 1.6.x
MSG-22237	MsgCore audits should not remove a message that has missing media
MSG-22243	Users receiving "invalid entry" when trying to login to mailbox from shared desk phone
MSG-22253	Cannot create notification email for voice message sent from CMM to AAM
MSG-22255	Auto Attendant dial by name to mailbox hear silence and disconnects
MSG-22269	Notify me with phone call disconnects after two rings
MSG-22285	ERROR SERIOUS when call-answering a user with message blocking enabled
MSG-22286	AAM transfer to operator many times in case of message blocking enabled
MSG-22291	AAM Application Server: statapp shows Messaging down, statapp does not accurately report Messaging up/down
MSG-22298	Extension of mailboxes is played incorrect language when calling no-answer
MSG-22336	Reduce number of optional greeting fetches during construction of Greetings web page
MSG-22340	Session leaks in User Preferences cause denial of service
MSG-22382	Change the t.30 MPS timeout value from a config-param to a swin_params param
MSG-22387	TUI incorrectly caches greeting recorded via User Preferences
MSG-22398	Hide top menu in User Preferences when accessed from Web Access
MSG-22428	Edit dialling sends a "hash" after the called string and AAM jumps out of the mailbox integration.
MSG-22437	Aria TUI plays inconsistent prompts when leaving a message
MSG-22478	Topology page checks connection to Appliances ineffectively
MSG-22488	Connection to unresponsive host takes too long on update topology
MSG-22510	MANGO040 alarm will go active and then resolve in 6-8 minutes
MSG-22519	Ldapcorp dumps core on subscriber add, when domain portion of the email address matches MSS FQDN, but not the Server-Alias
MSG-22516	AIC: HTTP TRACE method should not be supported
MSG-22552	Wrong warning when input invalid number into "Warn after" field of "Read message in Inbox folder"
MSG-22559	User is unable to assign Personal Attendant/Assistant number of 7 digits
MSG-22566	SMI System-Administration: Carriage Return is interpreted by upload_ReachMeCustomMusic element instead of form
MSG-22568	Customers should be able to turn off the SMTP port on their Corporate LAN
MSG-22600	Message Delivery fails to local subscriber from remote reply-able ELA list for message initiated by a local subscriber due to authentication required for messages sent by local subscribers
MSG-22621	Arabic AAM fax acknowledgment email show document name as ????.docx
MSG-22675	User does not receive Desktop Notifications about new messages
MSG-22677	WebAccess not playing the next new message when using PlayOnPhone, jumps to the first old message
MSG-22728	Blank Broadcast message after upgrade
MSG-22741	AxC Address SMI page should display Mbytes label instead of MB bytes.
MSG-22767	App Server connections to the Store are getting disconnected causing loss of service

## 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

System Platform service pack 6.3.8 must be installed on top of System Platform 6.3.7. If you're on a System Platform service pack earlier than 6.3.7, you must first upgrade to 6.3.7 before installing service pack 6.3.8.

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.

Please reference the Upgrading Avaya Aura® System Platform document at <http://support.avaya.com> for additional information.

## 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

### Important:

- To install the latest version of any service pack, you must remove the earlier installed version.

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-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-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.
MSG-22428	To accept # DTMF in extension for some configurations it was turned off # option, so users can't skip greetings in menu by default.	To by-pass greetings, it is necessary to change <i>'IgnoreHashInStartModule'</i> parameter in <i>/mango/globalconfig.xml</i> from Y to N, before the system starts. If the system is already up and running then Tomcat should be restarted by command <i>'service tomcat-mango restart'</i> .

## Language packs for AAM 6.3.3 SP5

File	Description	PLDS ID
ar-SA-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Arabic	AAM00003412
de-DE-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - German	AAM00003413
en-UK-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - British	AAM00003414
en-US-BL-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - US English/French Bi-lingual	AAM00003415
en-US-laurie-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - US English-Sanders Prompts	AAM00003416
en-US-rapid-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - US English Rapid Prompts	AAM00003417
en-US-TTY-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - US English TTY Prompts	AAM00003418
es-ES-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Castilian	AAM00003419

	Spanish	
es-XL-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Latin-Spanish	AAM00003420
fr-CA-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - French – Canadian	AAM00003421
fr-CA-BL-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - French/English Bi-lingual	AAM00003422
fr-FR-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - French	AAM00003423
it-IT-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Italian	AAM00003424
iw-IL-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Hebrew	AAM00003425
ja-JP-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Japanese	AAM00003426
ko-KR-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Korean	AAM00003427
nl-NL-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Dutch	AAM00003428
pl-PL-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Polish	AAM00003429
pt-BR-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Brazilian Portuguese	AAM00003430
pt-PT-6.3.3.5.5.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - European Portuguese	AAM00003431
ru-RU-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Russian	AAM00003432
sv-SE-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Swedish	AAM00003433
tr-TR-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Turkish	AAM00003434
zh-CN-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Traditional Chinese	AAM00003435
zh-HK-6.3.3.5.3.lpk	Avaya Aura Messaging 6.3.3 SP5 Language Pack - Simplified Chinese	AAM00003436



## Software reference lists

### Avaya Aura Messaging – System Platform Offer

Avaya System Platform (SP)	File Name	PLDS IDs	PCN
Avaya Aura® System Platform 6.3.8	vsp-patch-6.3.8.01002.0.noarch.rpm	AAM00003410	PSN 027021u
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-2.6.18-406.AV1.tar	AAM00003437	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 Service Pack 114	03.0.141.0-22901.tar	AAM00003411	PCN 1798S

**\*Note:** When upgrading to SP 6.3.8 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:** System Platform 6.3.8 has an upgraded Tomcat that rejects SSLv3 connections to protect against POODLE attacks. This POODLE remediation, previously released as a hot fix via PSN027021u, is inherent in 6.3.8 and cannot be disabled. Before installing 6.3.8, please verify any installed templates have been patched with POODLE remediation to use TLSv1 instead of SSLv3. Upgrading System Platform to 6.3.8 without first remediating the templates will cause sanity heartbeat failures.

## Avaya Aura Messaging – VMware Offer

VMware vSphere	File Name	PLDS ID	PCN
ESXi 5.1, ESXi 5.5 or ESXi 6.0	(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 6	VMWT-2.6.18-406.AV1-5.5-006	AAM00003438	PCN 1923S
Avaya Aura® Communication Manager 6.3 Kernel Service Pack 4	KERNEL-2.6.18-406.AV1.tar	AAM00003437	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 Service Pack 114	03.0.141.0-22901.tar	AAM00003411	PCN 1798S