

Messaging Patch 3 for Avaya Aura® Messaging 7.0 Service Pack 0 Release Notes

14 June 2018

Overview

Messaging Patch 3 for Avaya Aura® Messaging 7.0 Service Pack 0 is available and contains the fixes listed below.

Notes:

- It is recommended that all software listed under software reference list be loaded prior to loading patch 3
- Messaging 7.0 and Service Pack 0 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.
- Patch 3 consists of three separate rpms.
m700441_017ae_pt+c.rpm gets installed on the application servers and combo servers.
C23030aa_pt+b.rpm gets installed storage, application and combo server.
A21045ac_pt+a.rpm gets installed storage and combo server.

Available downloads

File Name	Description	PLDS ID
m700441_017ae_pt+c.rpm	Patch 3 for Avaya Aura® Messaging 7.0 Service Pack 0 (Mango patch)	AAM00070094
C23030aa_pt+b.rpm	Patch 3 for Avaya Aura® Messaging 7.0 Service Pack 0 (Cornerstone patch)	AAM00070095
A21045ac_pt+a.rpm	Patch 3 for Avaya Aura® Messaging 7.0 Service Pack 0 (Message Core patch)	AAM00070096

Software reference lists

File Name	Description	PLDS ID
AAM-07.0.0.0.441-e55-0.ova	AVAYA Aura® Messaging 7.0 OVA (Load 17)	AAM00070090
KERNEL-2.6.32-642.15.1.el6.AV5.tar	Avaya Aura® Communication Manager 7.0 Kernel Service Pack 3 (combined with VMWT)	CM000000710
PLAT-rhel6.5-0060.tar	Avaya Aura® Communication Manager 7.0 Security Service Pack 4	CM000000709
00.0.441.0-23853.tar	Avaya Aura® Communication Manager 7.0.1.3	CM000000708

	Service Pack #23853	
MSG-00.0.441.0-017_0004.tar	AVAYA Aura® Messaging 7.0 Service Pack 0	AAM00070054

Issues addressed in Patch 3

Reference	Description
MSG-24417	Apostrophe in PBX station/caller name causes ECMAScript engine exception
MSG-24706	Storage server restarts and SipAgent cores when receiving SIP Subscribe messages from unknown SIP Domains
MSG-24738	Messages are not being sent due to dtmf recognition error
MSG-24817	Imapd dumps core when processes command containing non-ASCII folder name

Issues previously addressed in Patch 2

Reference	Description
MSG-24572	VXI Browser crash on 7.0 SP0 Patch 1
MSG-24265	Nuance defensive fixes to improve robustness of AAM
MSG-24543	AAM 7.0 SP0 Patch 1 Some channels are stuck not taking calls
MSG-24665	AAM 7.0 patch 2 - Significant amount of calls (~30%) not answered due to port outages, under load test
MSG-24502	MWI stops working due to deadlock in sm process
MSG-24646	High percentage of incoming faxes have distortion and are unreadable

Issues previously addressed in Patch 1

Reference	Description
MSG-24231	No free channels available due to channels are kept by FAR_END_DISCONNECT under load
MSG-24351	7.0 System stops taking calls after 24 hours, dead air on all calls until restarted
MSG-24404	AAM 7.0: vxibrowser crashes with core dumps
MSG-24409	NPE in InfoBridge.log while deleting user
MSG-24489	MRCP CPU contention robustness

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).

Applying the Patch

(for each Mango, Message Core and Cornerstone rpms)

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. Login to System Management Interface from a browser via craft level login.
2. Select **Administration | Messaging**.
3. Select **Software Management | Advanced Software Install**.
4. Choose the patch packages downloaded from above and select Install selected packages.
5. Select **Proceed with installation**.
6. Select **Start messaging software** when complete.

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 the patch from the system and will revert the Messaging code to a base 7.0 SP0 installation. It will not remove any other installed patches or Service Packs. If you need to remove these patches do NOT remove any other software that is listed on the removal page.

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

To remove the patch:

1. Log on to the Messaging SMI as a privileged administrator who has, at a minimum, all *Software Management* and *Server Upgrades* rights.
2. Select **Administration | Messaging**.
3. Select **Software Management | Software Removal**.
4. Select the check box next to **m700441_017ae_pt+c.rpm**, **C23030aa_pt+b.rpm** or **A21045ac_pt+a.rpm** from the list displayed under **Select packages to be removed from the following list**.
5. Click the **Submit** button.
6. Click the **Proceed with removal** button to remove the patch. This will stop messaging.
7. Select **Start messaging software** when complete.