



Support Notes for the Octel 200/300 Platform

March, 2003

FI80095-01

To: V.A.R. Principals and Technical Contacts
Avaya Octel 200/300 Messaging Technical Contacts
Channel Business Managers

From: Avaya Octel 200/300 Advanced Technical Support

Date: March, 2003

Subject: Serenade 4.1.1 Software Overview (S4.1.1) for the
VMX 200/300 and Overture 200/300 platforms

PURPOSE

This document serves to introduce S4.1.1 to Avaya technical contacts. S4.1.1 is a maintenance-only release, meaning that it does not have any features that are new since S4.1.0 came out. It does include a number of patches and fixes for issues in releases S4.0 and S4.1.0.

LATE-BREAKING or MUST READ INFORMATION

- A patch was developed after S4.1.1 was finalized to correct a problem discovered with Enhanced DTMF Integration for systems using attributes 62 or 68 in the Port COS. The problem experienced is only half the system ports integrate correctly for "Direct External Calls." Patch PATS411.004 has been written to resolve this issue and can be downloaded from support.avaya.com.

CHANGES TO UPGRADE PROCEDURES

There are seven new procedural support notes related to S4.1.1. The upgrade documents to go from Rel L.7.X, Rel S.1.0.X, Rel S.1.1.X, Rel S.2.0.X, Rel S.3.0.X, and Rel S4.0.0 have been re-released with corresponding part numbers (F90140-02, FI90141-02, FI90142-02, FI90143-02,

FI90144-02, and FI90145-02). There is also a note to cover upgrades from S4.1.0 to S4.1.1 (FI90146-02).

PATCHES

Patches developed for general application since S4.1.0 was finalized are incorporated within S4.1.1. For a complete listing and description of patches developed for S4.1.0, refer to Support Note FI70024-01. For a listing of S4.1.0 patches that are included in S4.1.1, as well as a description of patches developed since the content of S4.1.1 was finalized, see Support Note FI70025-01. (Note that release content is generally finalized about a month prior to general availability (otherwise known as “first customer ship”), giving Manufacturing time to make all the changes needed to begin building systems at the new release.) Remember that patches are release-specific; if you have had a patch written to address a particular customer situation at an earlier release, **make sure** that the patch is available at S4.1.1 before an upgrade is started.

CHANGES/FIXES FROM S4.1.0 TO S4.1.1

- When upgrading from Release S.2.0.x or above to S4.1.0, there is a problem where the new LSP tables for S4.1.0 are not loaded onto the system, which caused problems until Technical Support intervened to restore LSP table choices. With S4.1.1, such intervention is no longer necessary as the tables are correctly installed during the upgrade.
- Initially, the commands to forward and initialize the system ports, including TE C 1 & 2, and CD (Courtesy Down) & CU (Courtesy Up), were not supported for DPNSS ports on systems at Release S4.1.0 without patch pxdpn140.007. The upgrade documentation for S4.1.0 had the technician forward the DPNSS ports as an initial step at the prior release. When the upgrade to S4.1.0 was completed, and the step to initialize the system ports was attempted, the command would be accepted but not acted upon by the DPNSS card to initialize the ports on the PBX. This issue has been resolved in Release S4.1.1.
- Upgrades from specific releases to release S4.1.0 resulted with system parameter 298-Enable Patching at Maintenance Level, defaulting to an incorrect value of “NO.” This is resolved for upgrades to release S4.1.1.
- The service affecting problem found with Release S4.1.0 software on systems using ATTIC card based integration, where call processing does not work, and patch PATS410.007 was required to permit proper operation has been rectified in release S4.1.1.
- There was a service affecting problem found with Release S4.1.0 software for systems using the SIC8, RIC, ATTIC & SLIC card based integrations where MWI would significantly slow down and impact system functionality. Patch PATS410.004 addressed this issue and is incorporated into release S4.1.1.

- On any S4.1.0 systems configured with WORKS or Octel Designer Applications that used the Godial or Transfer to mailbox commands, callers would hear " Please Record Your Message At The Tone," instead of being sent to the proper operation called for in the application. Patch PATS410.022 was written for this issue and has been incorporated into release S4.1.1.
- There was an issue discovered when broadcast messages were sent out and the message would be deposited in mailboxes with Extended Absence Greetings turned on. The use count of the message would be incorrectly set and would eventually result in problems running Reports 3 and 8 for all users. This is resolved in release S4.1.1.
- With Release S4.1.0, Class of Service attributes 153, Enable Enhanced Password Checking, and 158, Enable Playing of ANI Information, were not available for programming by the system administrator. TAC intervention was required to allow the use of these features. This has been corrected in release S4.1.1.
- The following S4.0.0 patches that were not available when S4.1.0 was released have been incorporated into S4.1.1. For descriptions of these patches please refer to the S4.0.0 Patch Log (FI70023). PATS400.147; PATS400.173; PATS400.176; PATS400.182; PATS400.195; PATS400.196; PATS400.197; PATS400.199; PATS400.208; PATS400.209; PATS400.210; PATS400.235; PATS400.238; PATS400.246; PATS400.250.