

Communication Manager 3.1.5 SP #2 Release Notes

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Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:

http://www.avaya.com/support

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's “telecommunications equipment” includes both this Avaya product and any other voice/data/video equipment that can be accessed by this Avaya product (that is, “networked equipment”).

An “outside party” is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a “malicious party” is anyone (including someone who might be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions might be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there might be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it might result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company’s Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you — Avaya’s customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers must carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers might experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment is the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. might void the user’s authority to operate this equipment.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformity Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

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Contents

Changes delivered to Communication Manager 3.1.5 SP #2 3
- Communication Manager 3.1.5 SP #2 3
- Product Support Notices 3
- IA770 4
- Enhancements 5
- Problems fixed in Communication Manager 3.1.5 SP #0 5
- Problems fixed in Communication Manager 3.1.5 SP #1 20
- Problems fixed in Communication Manager 3.1.5 SP #1.01 35
- Problems fixed in Communication Manager 3.1.5 SP #1.02 36
- Problems fixed in Communication Manager 3.1.5 SP #2 36
- Known problems 37

Technical Support 39

Appendix A: Acronyms 41

Changes delivered to Communication Manager 3.1.5 SP #2

Communication Manager 3.1.5 SP #2

The **Communication Manager** service packs are cumulative and changes in **Communication Manager** 3.1.5 SP#0, SP#1, SP#1.01, and SP#1.02 are included in **Communication Manager** 3.1.5 SP#2. The changes delivered to **Communication Manager** 3.1.5 SP#2 are grouped as follows:

- Table 1: Enhancements delivered to Communication Manager 3.1.5 SP #2 on page 5
- Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 on page 5
- Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 on page 20
- Table 4: Fixes delivered to Communication Manager 3.1.5 SP #1.01 on page 35
- Table 5: Fixes delivered to Communication Manager 3.1.5 SP #1.02 on page 36
- Table 6: Fixes delivered to Communication Manager 3.1.5 SP #2 on page 36
- Table 7: Known problems in Communication Manager 3.1.5 SP #2 on page 37

Refer to the latest **Communication Manager** Software & Firmware Compatibility Matrix at http://support.avaya.com for supported upgrade paths between **Communication Manager** releases and service packs. The supported upgrade paths account for both **Communication Manager** internal data translation records as well as 100% inclusion of bugfixes.

For security purposes Avaya recommends changing **Communication Manager** account passwords at regular intervals, staying current on the latest available **Communication Manager** Service Pack, and reinstalling Authentication Files periodically to change **ASG** keys.

Product Support Notices

Some problems are also documented as Product Support Notices (PSN). The PSN number defines the related document and appears in the Problem column in the tables.

To read the PSN description online:

1. Go to the Avaya support site at http://support.avaya.com.

2. Under **Product Notices**, click **Product Support Notices**.

   The alphabetical list of documentation is displayed.

3. Click letter **P** in that list. All documents starting with letter **P** are displayed.
4. Click **Product Support Notices (All Avaya Products)**.

   The **Product Support Notices (All Avaya Products)** page is displayed.

5. In the web browser's **Find in Page** function, type the last four digits of the PSN number to search a link to the PSN on the page.
6. Click the PSN title link to open the PSN.

IA770

For information regarding IA770 Service Packs (RFUs):

1. Go to the Avaya support site at http://support.avaya.com.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Click **A-Z list**. The alphabetical list of documentation is displayed.
4. Click letter **I** in that list. All documents starting with letter **I** are displayed.
5. Click **IA770 INTUITY™ AUDIX® Messaging Application**.

   The overview of **IA770 INTUITY™ AUDIX® Messaging Application** is displayed.

6. Under **Product Information**, click **Downloads**.
7. Choose the appropriate release from the drop-down list and click the link to the **IA 770 INTUITY AUDIX Embedded Messaging Application Patches Release x.y.z**.

Enhancements

This release does not include any changes that are new to **Communication Manager**.

Table 1: Enhancements delivered to Communication Manager 3.1.5 SP #2

Problem	Keywords	Workaround
NA		

Problems fixed in Communication Manager 3.1.5 SP #0

This release includes the following fixes delivered to **Communication Manager**.

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***1 of 16***

Problem	Keywords	Workaround
If the firmware release for an IP endpoint contained a period followed by a zero, the display for **`status station`** or **`list registered-ip-stations`** for that endpoint did not include the zero in the version number. For instance, **Firmware Release 1.04** inaccurately appeared as **Prod Rel 1.4**.	040474	At the endpoint, press the **Mute**, View, and # buttons to see the accurate firmware release number.
The return call from an auto callback on a shuffled IP phone call sometimes resulted in no talkpath on the call.	061192	
When an **AAR/ARS FAC** included the # character, calls that included that **FAC** to **Modular Messaging** failed.	062335	
The value of the **Link** field on the **`display ip-interface clan slot location`** form was sometimes incorrectly **1**, regardless of the actual link assigned.	063162	
		1 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***2 of 16***

Problem	Keywords	Workaround
On a **16xx H323 IP phone** using Unicode and display languages that have a **`name2`** value defined, the **`name2`** is displayed.	063963	
DTMF key strokes were not recognized by **SIP integrated Modular Messaging**.	064242	
After an upgrade to **Communication Manager 3.1**, there was a problem with data module calls using an outgoing trunk in a different port network.	064450	
When two or more **CLANS** experienced an outage or were removed and reinserted, link 1 bounced and some of the reinserted **CLANS** were reset. The adjunct link (for example, Call Management System) went down and error type **CLAN-BD 3866** was reported.	064713	
After a call was placed on hold, a user could not access call pickup calls.	064736	
The processing of traffic measurements during the hourly update on systems with a high number of trunk members (8000 or more) sometimes experienced a reset system 4 or corrupted trunk traffic measurements.	070188	
When an **IGAR** trunk could not be setup (no trunk member available), the caller heard silence instead of reorder tone.	070191	
If callers were listening to **Music on Hold** (MoH) and the media resource (**Medpro** or **Crossfire**) went out of service, the caller sometimes heard crosstalk with another call.	070272	
An LSP failover on a server with **AES** links caused minor **AESV-SES** alarms on the LSP server.	070372	
Incorrect calculation of **%Blk** when list measurements **`ip dsp-resources`** command was used. The value shown in the list measurement reports was incorrect. Refer to Product Support Notices on page 3 and search **PSN 1212** for details.	070503	
Outgoing **ARS** calls using overlap sending were incorrectly delayed an extra 1-2 seconds.	070514	
		2 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***3 of 16***

Problem	Keywords	Workaround
On calls over a SIP trunk from **Cisco Call Manager**, when shuffling was attempted the call dropped.	070677	
A call that was transferred to a **VDN** that had integrated music as its MoH source, that ended at an agent, the display incorrectly showed “Conference”.	070713	
On a system with 4000 or more trunk members, at the top of the hour, there was a 30-60 second delay when **SSH** or **Telnet** was used to log in to the **SAT**.	070762	
Voice Portal did not receive A, B, C, or D **DTMF** tones from an IP softphone.	070848	
On a **G700/G350** gateway using integrated Music-on-Hold and with Misoperation Handling enabled, when an IP station put an external **DID**/ **DIOD** call on hold, made another call from a second line appearance and then dropped the second appearance call, Misoperation Alerting was not applied to the first line appearance with the call on hold.	070909	
A softphone in telecommuter mode with Bridged Call Alerting active sometimes rang additional rings after another bridged call appearance answered a call if an existing call to or from another bridged call appearance was already active when the second call is made.	071025	
On a call routed through a **VDN** and answered by a bridged **Toshiba SIP phone**, an incorrect display appeared.	071026	
Under certain internal conditions, the change hunt-group command caused an error.	071089	
When dialing from a **DCP** station in shared control with an IP softphone, and on-hook dialing enabled, there was no **DMTF** tone feedback and the user had only ten seconds to dial the number.	071094	
On a system running **Communication Manager 3.1.3**. load **640.2** or later with **Call Detail Recording**, under rare internal conditions, the system could reset.	071101	
		3 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***4 of 16***

Problem	Keywords	Workaround
On a call to a VDN with VDN Override enabled (VDN with Allow VDN Override and VDN Override for **ISDN Trunk ASAI Messages** fields both set to y), and the VDN route-to step routed the call to a VDN with the two override fields set to n, when an agent answered the call, ASAI sent incorrect called party information in the alerting event. Related document: PSN 1419.	071145	
Rare internal system corruption followed by a data network outage sometimes caused a **Communication Manager** warm reset.	071201	
On a QSIG trunk call that went to coverage and path replacement was invoked, the could not be transferred.	071220 072814	
When **CPN** was set to n, an internal QSIG call sent to cover over a QSIG trunk to UCC did not correctly terminate at voicemail and the caller received the wrong greeting.	071242	Set **Per station CPN - Send Calling Number at calling station** to **y**.
Agents on a softphone in telecommuter mode with auto-answer enabled did not see Caller ID information for a new call while the call was alerting.	071266	On the Station screen (change station), set the **Auto Answer** field to something other than all.
On an upgrade to **Communication Manager 3.1.2**, on port network gateways and with BRI, on MMCH internal or external calls on some DCP stations using the MM-call button, a problem with call set-up caused the caller to hear ringback but the other side did not ring. There was no video, no voice, and the call dropped.	071284	
Voice messages left on **Mode Code Audix** integrated system heard a click at the beginning of the message.	071303	
		4 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***5 of 16***

Problem	Keywords	Workaround
ISDN-PRI trunk calls to the **PSTN** dropped after the active **Communication Manager** server did a warm start following a server interchange. The **ISDN-PRI** signaling group for the affected trunk was configured as **NFAS** with D-channel backup. This did not happen in **FAS** or simplex **NFAS** signaling groups. Refer to Product Support Notices on page 3 and search **PSN 1302** for details.	071305	
When a network region included **TN2603** service packs licensed for 80 VoIP channels, the DSP resources counter showed incorrect figures for DSP resources and blockage measurements on the IP DSP list measurements reports.	071313	
Under certain internal conditions, a system restart caused some port and tone service packs and IPSIs to be marked as hyperactive and being placed out of service.	071319	
On calls to a station that was service observed reached through vectors using **wait-time 0 secs hearing music**, calls were dropped when agents placed the end customer on hold.	071371	
With multiple **Center Stage Switch** (CSS) Port Networks (PNs) connected to IP PNs/gateways without Medpro service packs in all CSS PNs, DCP stations on G700 gateways encountered intermittent 1-way talk path calling out over CO trunks in a different PN than the call classifier that was used to do answer detection.	071376	Add **Medpros** to each Port Network.
When the **RTCP Monitor Address** field on the **system-parameters ip-options** form was blank, QOS updates were not sent to the MEDPRO board.	071385	
Calls to IP phones that went to coverage did not appear in the **missed call** entry in the call log of the coverage point.	071400	
The obsolete **-z** option on commands to access the SAT prevented access to the SAT.	071416	Do not use the **-z** option on **`sat`**, **`autosat`**, **`dsat`** commands
		5 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***6 of 16***

Problem	Keywords	Workaround
VDN and vector translations that migrated from a CSI to an S8400 were corrupted or missing.	071420	
ACD calls queued through a check skill step to an agent that is mapped to **EC500** were dropped when the call was answered.	071443	
When the Originating SIP Phone or Trunk had a different **Telephone Event Payload** Type than the receiving SIP phone that conferenced in another user and shuffling occurred, sometimes there was no talk path on the conference.	071467	
Path Replacement with Path Retention at a transit switch sometimes caused a Communication Manager server reset.	071489	
The Unicode display message on a softphone in shared control mode was blank and the call log history was incorrect.	071517	
When an agent had a pending Aux-Work work mode change and the far-end dropped first, the BCMS split accepted count was not reported.	071552	
After LSP take over or fallback, **Modular Messaging 717** ports were not put back into service.	071622	
When a **QSIG CAS Branch LDN** was used to route to the QSIG CAS Main, the display did not show the original called party (branch LDN).	071637	
On a registered IP station, when Media Encryption was set to aes and the security code was changed, dial tone was not available.	071643	
After an upgrade, the Remote Coverage form sometimes could not be accessed.	071657	
When Integrated Announcement was the music source and Temporary Bridge Appearance For Pickup was enabled on the Feature Related System Parameters form, and a call was placed on hold by a station bridged to the called party then picked up by the principal in the same pickup group, Music-on-Hold was not released.	071682	
		6 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***7 of 16***

Problem	Keywords	Workaround
After an upgrade to **Communication Manager 3.1.3**, on an incoming call on a VDN that played VOA announcement on answer, IP agents could not transfer or release the call.	071694	Remove **VOA**.
On SIP calls that covered to voicemail and the user pressed the drop button before voice mail answered, under certain internal conditions, subsequent SIP callers heard the mailbox greeting of a user they did not call.	071746	
On an IP system, calls established and connected to Music-on-Hold (MoH) over an IGAR connection between two network regions, music counts were sometimes incorrectly incremented, causing intermittent crosstalk, especially on calls with MoH.	071824	
On a system with duplicated IPSI service packs and very large translations, with Enable Translation Audit set to **y** and **TTI/PSA** enabled, the timing of internal audits could result in unexpected interchange followed by port network resets.	071825	
In some call drop scenarios with internal error conditions, a system reset occurred.	071898 072174	
When an incoming ISDN trunk call was conferenced or transferred, and the network disconnected first, reorder tone was sometimes applied incorrectly to the called party.	071944	
When a call from **Modular Messaging** (MM) was transferred to a VDN with a route-to step, the QSIG trunk between **Communication Manager** & MM was not dropped.	071999	
On a system with a VAL service pack, other system links may bounce in and out of service.	072017	
On a call between two stations that was transferred to a third station, and the first and third stations were being service observed by two observers, after the call was transferred, there was no talk path.	072018	
		7 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***8 of 16***

Problem	Keywords	Workaround
On call placed from an H323 IP telephone that supports local call logging and placed to a busy station over an ISDN-PRI (**ETSI**) trunk using **AAR/ ARS**, the redial button sometimes did not work and the local call log on the phone may not contain the call information.	072047	
When an analog station on a call flashed and made another call and went on hook to complete the transfer, stations that were bridged to the analog station had the bridged call appearance stuck in a flashing held state.	072281	
An agent using an H.323 IP phone with a headset on a phone that was un-merged and merged with PSA, calls were not delivered to the agent when in auto answer mode until the agent deactivated and reactivated the headset.	072286	
On a Media Gateway, when an ASAI-like interface drove a DCP station to hold a call immediately after answering, a subsequent call from or to the station dropped.	072314	
The Unicode version of the Enhanced Redirection Notification Call Forwarding message was sometimes overwritten by the User-Defined version of the same display message, causing incorrect display for sets that support Unicode when this message was displayed.	072406	
An unnecessary escalation by a low level audit function caused a **COLD 2** restart.	072494	
After upgrading an 46xx IP phone to firmware 2.8 or a 96xx IP phone to firmware 1.2, and using PSA to merge with a new extension, the phone could make and receive calls but the display was sometimes blank.	072532	
A user could not login to Modular Messaging from a Softconsole.	072553	
After listening to VOA and then being connected to a customer, a non-shuffling IP endpoint using media gateway VoIP resources sometimes had no talkpath.	072561	
		8 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***9 of 16***

Problem	Keywords	Workaround
When an incoming call to an IP agent was conferenced to an IVR that was connected through a SIP trunk, digits that were entered by the agent were sent to the IVR twice.	072597	
When a network outage lasted more than 5 seconds in a configuration with a duplicated IPSI port network, the standby IPSI boards sometimes remained out of service.	072606	
DTMF digits that were sent by a non-Communication Manager switch over an IP trunk to a voice portal were not transferred by **Communication Manager**.	072615	
When an IP agent was not in the same country as the calling trunk, and the IP agent and IP service observer were in the same country location as an available gateway, a service observer could not to hear the agent on an incoming call from a different country.	072618	
When multiple trunk calls came into a gateway for the same IP station, and the calls were not answered and covered to voicemail, crosstalk sometimes occurred.	072701	
A **Communication Manager** TIME synchronization message sent too early from **Communication Manager** to Call Management System caused incorrect Call Management System reports.	072708	
With a principal station logged off, redirected calls such as call pickup and call coverage showed the originator's number as **unavailable** in call logs.	072750	
With PCD-EXTENDED-SANITY enabled, when test maintenance **<cabinet>** was run after a network outage, Test 1547 failed.	072759	
		9 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***10 of 16***

Problem	Keywords	Workaround
Duplicated PNC (**Port Network Connectivity**) status showed as Partially Functional and had BFDL (**Bearer Fault Detection Link)** constraints that could not be cleared. This sometimes occurred when the system was configured with PNC duplication enabled, two IPSI controlled fiber-connected port networks (**PN**) and at least one IPSI controlled PN that was not fiber connected (for example, an IP-only PN in a mixed PNC configuration). Related document: **PSN 1531**.	072775	
The display coverage remote command caused translation corruption.	072799	
On an incoming call to a DCS trunk, incorrect LWC information is created.	072894	
After the members of an audio group were reassigned, the length of announcements were sometimes incorrectly reported as 0.	072921	
When an IP station attempted to conference in a third party, talkpath for the IP station was not established.	072969	
When an IP Agent incorrectly reported a null IP media address, split, skill, and hunt group calls to all IP phones in a network region sometimes were blocked.	072999	
When a fax transmission disconnected, the system sometimes reset.	073021	
Calls made over a SIP trunk to a conference bridge infrequently resulted in internal errors which may cause the system to reset.	073042	
When two incoming trunk calls on the same signaling group were conferenced with a local station and the local station dropped out of the conference, the Two B-Channel Transfer (**TBCT**) feature was not invoked.	073130	
Depending on how network regions are used, the Denied Peg field on the list measurements ip dsp-resource summary last-hour form may have pegs logged for calls that were not denied.	073264	
		10 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***11 of 16***

Problem	Keywords	Workaround
In a 3-party conference where all parties were called using authorization codes, when one party was dropped from the conference, the originator's display was incorrect.	073340	
On a system with a SAMP card, when the modem was in use for an incoming call, an invalid USB modem alarm was sometimes raised.	073376	
When a call to station A was redirected to station B with Send All Calls, Do Not Disturb, or Goto Coverage, station B display incorrectly showed unavailable.	073408	
When IR transferred a call to a station, Call Detail Reporting records were incorrect.	073538	
When there were trunks administered on a DS1 board that was not inserted, running list trunk or status trunk **<trunk group number>** sometimes caused a system reset.	073563	
An agent could remove the last logged in skill while still logged in.	073575	
When an incoming DS1 call hung while a converse vector step was sending the vector directory number and ANI information over the DS1 forward disconnect line via DTMF signals, the DS1 line sometimes did not disconnect properly.	073581	
On a system with a 2420 station type with an expansion module, button labels sometimes were not downloaded to a station.	073693	
When the SDP version was larger than 999, the **Communication Manager** server sometimes restarted.	073699	
When calls were placed over H.323 IP trunks from a user on a CM server to a user on a non-CM server; depending on the progress indicator received from the non-CM server, **Communication Manager** sometimes did not apply local ringback tone.	073720	
On H.323 trunks with appropriate progress indicators, **Communication Manager** did not apply local ringback tone.	073726	
		11 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***12 of 16***

Problem	Keywords	Workaround
When trunk-to-trunk transfer was set to none on the system-parameters features form, a conference call with two trunks and a Single Step Conference (**SSC**) party dropped when the SSC party dropped.	073769	
On 2420 or 2410 phones, a scheduled firmware download to a large number of phones sometimes did not update all phones.	073777	
On an upgrade of the server, if any optional files existed on the server, they sometimes did not automatically migrate over on the upgrade.	073800	
A media gateway sometimes ran out of internal call resources and calls going to or coming from the media gateway were blocked until it reset.	073826	
On a tandem call, if the Incoming Dial (**DTMF**) ANI field was set to **ANI*DNIS*** and the DNIS string started with an ARS Code with a 1st digit of * or # then the ARS Code would not be recognized. Related document: PSN837. http://support.avaya.com/elmodocs2/PSN/PSN837u.pdf	073827	
A firmware upgrade through the **Upgrade Tool** did not succeed on the tenth media gateway on the stack.	073830	
The **`enable session`** SAT command sometimes could not be run when other maintenance commands, such as **`monitor bcms`**, were running.	073887	
When there was an associated H.323 signaling group assigned to a trunk group, it was possible to change the **ISDN/H.323** trunk group to a SIP trunk group type.	073908	
When an integrated announcement was used as a music source, **Trunk to Trunk Transfer** restrictions were bypassed.	073911	
On a media gateway failover to an LSP, the ISDN PRI trunks remained out-of-service.	073946	
		12 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***13 of 16***

Problem	Keywords	Workaround
If a TN799 (**CLAN**) previously administered in a service-pack slot was moved or removed and subsequently a different service pack such as the TN2602 (Med Pro) was added through the **IP-Interfaces** form, sometimes translation corruption was encountered, and "Error Encountered; can not complete request" and "No space available to add data" messages appeared.	074134	
When hunt groups were administered with unlimited queue length, and call load caused queue lengths to exceed 1500 calls, the hunt queue audit caused a system reset.	074161	
A tandem call over two R2_MFC trunks was dropped while the call was ringing.	074170	
An IP station in a Network Region (**NR**) without a native C-LAN or a C-LAN in a directly connected NR could not register.	074198	
Data calls and/or video calls over IP under certain internal conditions sometimes caused a **COLD 2** system reset.	074209	
DS1 MM710 service packs on a Media Gateway G700 had the wrong companding mode after the Media Gateway registered as a result of a short (approximately 40 seconds) H.248 link loss while there was an active call on the trunk when the loss occurred. The system must have companding administered with a different companding mode than the gateway such as for a multi location configuration. For example, the system is set to U-law (**`display location-parametersl`**) and the DS1 board is administered as A-law. Calls could not complete over the trunk, and users received denial feedback.	074307	Busyout and release the board or use **`test DS1`** to clear the problem.
A system in operation after March 2009 may experience service disruption.	074329	Obtain a new license file with extended expiration date from **RFA**
The alternate gatekeeper list (**AGL**) sometimes contained gatekeepers from only one directly connected Network Region.	074341	
		13 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***14 of 16***

Problem	Keywords	Workaround
The corruption of a single agent endpoint or its service link sometimes blocked all calls to IP agents in the same Network Region, causing calls in to be in queue even though agents were available.	074352	
On a system with duplicated IPSIs, some network outage/restorations lead to a port-network **COLD** start.	074369	
When an incoming call traversed an H.323 IP trunk before arriving at the **Communication Manager** and was routed to a circuit-switched QSIG integrated voicemail system, under certain internal conditions sometimes the voicemail adjunct locked up.	074396	
On a system with automatic trace route enabled, with servers monitored through **SNMP** alarms, when an event that normally triggered trace route such as an IPSI link bounce occurred, the server sometimes interchanged on a duplex system or restarted on a simplex system, and/or subsequent conditions that generate SNMP alarms would not be sent.	074402	Disable automatic trace route.
Network call redirection with **ETSI Explicit Call Transfer supplementary service** was not successful with blind transfer on auto attendant. An outgoing call routed with an **~r** route-to step did not execute the next vector step when the outgoing call did not complete because the remote user was busy. The caller heard Music On Hold instead of busy tone.	074411	
EAS non-ACD hunt groups, or **non-EAS ACD hunt** group members not logged in, or **non-EAS non-ACD hunt groups** sometimes were incorrectly counted as IP softphone logged-in agents.	074468	
Under certain internal conditions, H.323 trunks sometimes did not handle calls, causing calls to overflow from one trunk group to the next in route patterns even though trunks were showing idle and available to handle calls.	080021	
		14 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***15 of 16***

Problem	Keywords	Workaround
When a COLD update was activated or deactivated on systems with **Communication Manager** and Audix (IA770) and the update requested a **Communication Manager** restart, Audix was left in an unusable state.	080022	Manually restart **AUDIX**
Network call redirection with **ETSI Explicit Call transfer supplementary service** was not successful with blind transfer on auto attendant.	080074	
On a system with a dial plan that contains a common digit root and variable digit length, transfer to, conference with, and attendant call split done prior to digit timeout to an extension with fewer digits did not complete properly.	080113	Press # prior to using the button to complete the transfer, conference or attendant call split.
When one **Citrix** user registered, other Citrix users sometimes became unregistered.	080146	
On DCP phones on a media gateway G250, an automatic firmware update was not successful.	080191	
After a busyout and release, Measured Trunks showed an incorrect state.	080290	
A call covering to a party in a remote network region that required IGAR to make the connection, sometimes failed.	080297	
The registration count sometimes incorrectly increased, causing IP endpoint registration failure.	080303	
When a new **TN2501** board with the latest firmware was added to a system, the administered announcement lengths were set to 0 for the first board in the system as well as the board being added.	080321	
On a **PSTN** call without ANI to an X-ported Avaya Digital Terminal for Japan that has a Bridged Appearance, when another **Avaya Digital Terminal** for Japan in the same pickup group answered the call, the display was incorrect.	080412 080413	
		15 of 16

Table 2: Fixes delivered to Communication Manager 3.1.5 SP #0 ***16 of 16***

Problem	Keywords	Workaround
After a transfer between 3 Communication Managers connected with SIP trunks between one **SES**, users would sometimes have no talkpath and the call dropped.	080496	
If a server pair is misconfigured such that they are given the same server ID, an attempt to correct the condition sometimes did not take effect, causing the active IPSI to go out of service.	080550	Reset the IPSIs to bring them back into service.
Incoming trunk calls that were transferred with the Music on Trunk Transfer feature to a VDN that queued the call to an agent could not be released from the answering agent endpoint.	080632	
		16 of 16

Problems fixed in Communication Manager 3.1.5 SP #1

This release includes the following fixes delivered to **Communication Manager**.

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***1 of 15***

Problem	Keywords	Workaround
When an H.248 gateway failed over from one server to another, it employed connection preservation to maintain existing calls on that gateway. Under some circumstances, this connection preservation caused a segmentation fault, leading to a restart of **Communication Manager**.	063161	
When an add skill operation was performed and only the agent skill level was changed, the internal agent data sometimes became corrupted and prevented **EAS** agents to login with denial event 1039.	063749	
Communication Manager warm restarted when calls were made to a very large trunk group where more than 230 of the members were out of service for any reason (busy or not yet ready for service).	064020	
		1 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***2 of 15***

Problem	Keywords	Workaround
If one of the following **SAT** commands timed out, all subsequent attempts to run the command timed out as well. **`status link`** **`status clan-port`** **`status ip-board`** **`status clan-ip`** **`status val-ip`** **`netstat ip-route`** **`netstat arp`** **`refresh ip-route`**	064197	
In a remote coverage scenario with multiple route preferences and Look Ahead Routing (**LAR**) administered, when the first preference encountered a busy coverage point and **LAR** was administered to next, the call did not re-route to the second route preference.	064379	
A **SIP** phone did not display the calling number if the call was over a R2MFC trunk.	064446	
Communication Manager might not have detected a disconnect from the remote end of a busy tone detect (**BTD**) trunk, if the trunk was involved in a conference of three or more parties.	064516	
Sometimes, transfer of a call across network regions failed when those network regions were connected via Inter-Gateway Alternate Routing (**IGAR**).	064536	
When users on two **H.323 IP** phones in one network region created a conference by adding a non-**IP** phone connected to a media gateway in a second network region, ringback was absent.	064575	
In a multinational environment, when a call arrived via a trunk in one country and was then routed to an **IP** Agent in a second country, the agent listened to the incoming call tone per the second country's defined tones (as expected). The call topology and connection resources were not optimized, though. When the tone was complete, the incoming trunk and an **IP** Agent were connected over two **IP** media hops, rather than a more efficient single hop.	064694	
		2 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***3 of 15***

Problem	Keywords	Workaround
When Modular Messaging (**MM**) was connected through **DCS QSIG** and there was no entry for the subscriber in the **Communication Manager isdn qsig-dcs-tsc-gateway** form, sometimes there was a delay in turning on and off Message waiting indicators (**MWI**).	064699	
When a call from 2420 station for an **IP** station in a different network region was answered and put on hold by another member in the same pickup-group as the called party and called party tried to join the call,there was no *talkpath*.	064740	
If a call between stations on different port networks was transferred to an announcement, incorrect announcement counts could result.	070167	
An IP Softphone with telecommuter registered to a media gateway was unable to conference two IP phones.	070367	
Communication Manager might result in a system reset due to improper error handling under certain conditions.	070399	
A call made with predictive dialing, **UUI** and **ASAI**, between a **Hunt Group** and a **DCP** station to a **VDN** return destination with route-to step that routed the call through **ARS**, caused invalid errors to be logged.	070657	
Station A was mapped to an off-PBX station B via **EC500** which was active. Music on Hold (**MOH**) was configured to use the integrated announcements of the Media Gateway (G700 or G350). Station C called station A and was put on hold and heard MOH. Station B picked up the call by dialing the **FNE** (Feature Name Extensions) of Held Appearance Select. The call between station B and C was established, but both heard **MOH**. Refer to Product Support Notices on page 3 and search **PSN 1232** for details.	070720	
For Media gateway systems with a Local Survivable Processor (**LSP**), if this media gateway had an analog or **DCP** board with no ports assigned, an Error Type 23 warning alarm indicating a board was administered, but not physically installed, would likely appear within 15 minutes of the Media gateway automatically returning to the Main server from the **LSP**.	070877	Execute a test board long until the alarm is cleared.
Working **DCP** boards were alarmed and taken out of service soon after being inserted into the system or after a reset of the system or port network where the boards resided.	070915	
		3 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***4 of 15***

Problem	Keywords	Workaround
A failed conditional in a route-to step to a **VDN** cleared the vector subroutine return destination, resulting in incorrect vector step execution.	071050	
Crisis alert calls to attendent consoles went through tenant partitions.	071106	
Certain internal circumstances blocked **SAT** vector administration and produced an error **Translation updating of CMS occurring; please try later**.	071147	
Under certain internal conditions, when there were a large number of administered extensions, the **`list multimedia endpoint`** command could return Error Encountered Cannot Complete Request (**EECCR**).	071321	
With display language Unicode, on a 96xx series phone and making a call with a user name that was less than two characters, the name did not appear in the outgoing call log list.	071361	
When the user name was included, **FTP** backups were not possible on *save translations and security files* in a **Microsoft FTP** server, from the Maintenance Web page.	071503	
When the **Dynamic Threshold Adjustment** field on the **Hunt Group** form was set to **y** and then re-set to **n**, the thresholds were not re-set to the administered values and reserve agents were incorrectly activated.	071600	
The maintenance audit for Music-on-Hold incorrectly identified problems when Tone-on-Hold was administered.	071699	
When the **transfer-on-hang-up** feature was enabled and a call was transferred to a vector collect step, the call did not transfer.	071716	
If a call was placed to an extension and not answered, and a **DCP** phone had a bridged appearance of that extension and **Per Button Ring Control** active, the display was not cleared when the calling party hung up.	071732	
Certain internal conditions could delay system feature response.	071781	
		4 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***5 of 15***

Problem	Keywords	Workaround
The duplication link dropped whenever either server (Active or Standby) in a duplicated pair, running in software duplication mode, underwent a software reload. This was expected behavior. However, when the link dropped and the software reload occurred, a major duplication alarm (#2) was sometimes generated by the Standby server. This often occurred when the Standby server was undergoing a software reload for reasons other than a server interchange. For example, this sometimes occurred on **ESS** servers following a file synchronization from the main server. System behavior was otherwise unaffected. Server(s) impacted: **S8720** and **S8730** servers running in software duplication mode	071816	
In a **H.323 QSIG** network of I55 and **Communication Manager** servers, in some scenarios, an I55 user did not get the usual display update when a far-end I55 user put the call on hold.	072014	
Non-shuffling **IP** phones with **VoIP** resources from H.248 media gateways and multiple active call appearances sometimes dropped calls when two calls were active and one had been but on hold.	072091	
When Cabinet 1 was not administered, the **`dup station x start y`** command populated the **Duplicate Station** form with incorrect information.	072581	
A **QSIG** transfer and conference to a busy station was incorrectly allowed and the caller heard a disconnect tone.	072674	
Group page confirmation tone on H.248 gateways sometimes consisted of multiple tones instead of the correct single tone.	072738	
An incoming call to an unregistered **IP** station with Send All Calls (**SAC**) enabled and the **Busy** field on the **Coverage Path** form set to **n** did not go to cover.	072892	
Calls to an **EC500** station sometimes caused a system reset.	072920	
When a call was routed to an agent on a station or trunk being service observed by a **DCP** station, the caller sometimes experienced *crosstalk*..	073107	
IP Phones on the same system, both with two Chinese characters without spaces between them, that called each other could cause a system restart.	073118	
		5 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***6 of 15***

Problem	Keywords	Workaround
When a warm start occurred while **CTI** traffic was running, **ASAI** messages were sometimes lost and attempts to establish new **CTI** links sometimes failed.	073254	
The pause character in a digit string used to forward calls or send them to coverage, was not working over trunks involving H.248 media gateways.	073444	Move the trunks to port networks.
If the caller dialed a final # digit for an outgoing **ISDN** overlap sending trunk call before the far end sent ALERT, then that # digit was sometimes outpulsed when the call was answered, even though the trunk group field **Suppress # Outpulsing** was enabled.	073701	
On calls involving a **SIP** service trunk, an **IP** Agent in telecommuter mode shifting into aux-in mode with a call in progress, sometimes experienced temporary outages.	073728	
When a station transferred an incoming call to another station which had set call forwarding to a destination of which tenant partition access permissions mismatched with those of the originator of the call, then the call transfer did not complete. For example: Station A was in Tenant 1 Station B was in Tenant 2 Station C was in Tenant 2 Trunk T-1 was in Tenant 3. Tenant 1 had access only to Tenant 2. Tenant 2 had access to both Tenant 1 and 3. Station A could call B and C. Station A could not call Trunk T-1 Station B and C could call trunk T-1. Call forwarded from Station C over trunk T-1. Station A called Station B and Station B transferred the call to Station C, then transfer could not be completed on Station B.	073969	Keep station A, B, C and Trunk T-1 in the same tenant partition or give tenant 1 access to tenant 3.
		6 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***7 of 15***

Problem	Keywords	Workaround
Off-Pbx Feature Name Extensions (**FNE**) could not be used to activate or deactivate **EC500** on a principal station while an agent was logged on to the principal.	074042	1. Logoff the agent from the principal station. 2. Activate or deactivate **EC500** by calling the **FNE**. 3. Log the agent back onto the principal.
When agent A on switch A called across a **QSIG** trunk to agent B on switch B and agent B transferred the call back across the **QSIG** trunk group to switch A to a number that routed out of the switch on another trunk group, when path replacement happened, the call was not tracked properly by **CMS**.	074063	
A situation arose whereby all **SAT** change and list commands were rejected and **system overloaded, try again later** warning message was displayed.	074089	
A corrupted non-**ACD** hunt group member record was being saved in translations. On a subsequent system re-boot the corrupted record would be recognized causing translation corruption. Once translation corruption occurred, the system was not allowing the saving of translations.	074222	Contact the Services team to clean the corrupted data. However, this would not prevent the corruption from re-occurring.
When an agent placed an incoming call on hold then placed a second call to a **VDN** that was queued and also placed on hold, and the two calls were conferenced together using the **Transfer** button, **CMS/Avaya IQ** sometimes measured the call incorrectly.	074242	
If A1 called B1 over a **QSIG** trunk and B1 answered the call and transferred it to a local **VDN**, which vectors into a 10 sec music step and then the call was routed to a remote station which answered it, then path replacement may have failed resulting in poor voice quality.	074281	
		7 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***8 of 15***

Problem	Keywords	Workaround
Sometimes, when a service pack was activated onto a software duplicated system, active calls might have dropped if the standby server became active when the system was not refreshed.	074289	
Communication Manager had certain vulnerabilities described in Avaya Security Advisories **ASA-2007-488**, **ASA-2007-493**, and **ASA-2007-505**. For more information, go to http://support.avaya.com and search for these numbers.	074297	
If a voice-mail or **Interactive Voice Response** system was attached to an H.248 media gateway via a non-**IP** circuit interface, and an incoming call was received from a remote user over an **H.323 IP** trunk with **DTMF** administered to be passed out-of-band, it was possible that digits entered by the remote user might not be forwarded to the voice-mail/**IVR** system. This would have possibly prevented the remote user from logging on to or receiving expected service from the voice-mail/**IVR** system.	074492	
Calls made on a **CMS** measured trunk group administered for Network Call Redirection and all-trunks-busy, sometimes were incorrectly tracked and counted by **CMS**.	080038	
On systems with a very large amount of DS1 boards, and the trunks on those boards were configured as robbed bit, there was a race condition that could occur after a reset system 4, which would not allowed the trunks to came into service properly. This problem could also occur after a reset system 2.	080162	
On a call to a Meeting Exchange bridge from an **IP** Phone at a remote gateway (**G700**), when for the first time the passcode was entered, the digits were sent incorrectly and the passcode was rejected.	080327	
If a `Status Station` or `Status Trunk` command was entered for a user on a call that involved more than 10 other ports (for example, due to the effects of bridging or group paging), incorrect data was written into a **Communication Manager** table, corrupting some loss values. Those bad loss values then caused **TDM** Bus maintenance tests to receive incorrect results, forcing some **TDM** bus timeslots to be taken out of service and reducing call capacity.	080735	
Reduced **USB** alarms on **S8500** B/C and **S8400** servers.	080942	
		8 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***9 of 15***

Problem	Keywords	Workaround
ACD agents could not login because the software did not correctly recoginze the number of agents purchased as **CMS** measured agents.	081012	
In situations where a station had more than one coverage point and the call covered to the next coverage point, that call to the previous coverage point did not stop ringing when call covered to an Octel voice mail adjunct connected to the **Communication Manager** with **QSIG** value trunk.	081024	
For media gateway configurations, under certain circumstances, external calls were dropped when connecting to **VOA** (Vector directory number of Origin Announcement). In addition, when the agent associated with this dropped call, was using 9630 phones, it would lock up requiring a reset.	081219	
IGAR trunks sometimes locked up before completing the **IGAR** connection, and the trunks incorrectly stayed active and did not properly tear down.	081248	
The call from different multinational locations did not shuffle eating up media resources. To reproduce this problem, 1. Enabled **Multinational** feature and configured 2 locations with different location-parameters and tone generation plan. 2. Configured a port network in region 1 location 1 and a gateway in region 2 location 2. 3. DCP phone in location 1 called up an IP phone in location 2 which had auto-answer enabled for all calls. The call was answered, but was not shuffled.	081286	
BTD (Busy Tone Disconnect) trunks involved in a conference call, were not disconnected when the corresponding far end party dropped.	081460	
B-Channel *out of service coming back into service* state was not reported to **CMS**.	081633	
		9 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***10 of 15***

Problem	Keywords	Workaround
Attendant was not receiving second wakeup reminder call for *vip-wakeup*. This problem was occuring only when **do-not-disturb** button was activated on guest station and **Cancel Do-Not-Disturb for Wakeup Calls?** in **system-parameters hospitality** field was set to **y** and **extended Do-not-disturb** was set to terminate at the same time as that of *vip-wakeup*.	081749 082507	Deactivate **do-not-disturb** button throughout OR Set **Cancel Do-Not-Disturb for Wakeup Calls?** to **n**.
When a customer experienced a network outage that persisted beyond 30 seconds to a minute and employed the IPAgent soft agent using the **Automatic Answer** feature, then the 1st call after the IPAgent recovered had to be answered manually.	081756	
When misoperation alerting was turned ON, calls to voice mail or coverage point did not drop intermittently, hanging the port. Steps and administration to reproduce the problem: 1. Enabled **misoperation alerting**, **Don't Answer Criteria For Logged Off IP/PSA/TTI Stations**, and **Intercept Treatment On Failed Trunk Transfers** on **system-parameters features** form. 2. Analog station called up another station, which didn't answer the call. 3. Analog station put the call on hold and called up x-ported analog station, which had coverage path administered. 4. Coverage point was ringing and analog station hung up. 5. The coverage call was not dropped.	081785	To prevent this problem, turn off **misoperation alerting**.
A **PSTN** caller routed through a Network Call Redirection route-to vector step to another **PSTN** station, was not dropped automatically if Network Call Redirection invocation failed and the called station dropped the call.	081787	
		10 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 *11 of 15*

Problem	Keywords	Workaround
IF: 1. An incoming call arrived via a **TDM** trunk on a port network (**PN**), AND 2. The call routed to a non-**IP** agent on a different **PN**, AND 3. The agent was service-observed by a non-**IP** observer who was also not on the same **PN** as the originating incoming trunk, AND 4. The system music source was configured to provide via an announcement (which might exist anywhere in the system), AND 5. The agent placed the call on hold, THEN If the call stayed on hold long enough (possibly minutes or hours), the customer on the incoming trunk might begin to hear another user overlaid on the music-on-hold provided by the announcement.	081876	
When an incoming call from a remote site was transferred using a speed dial number to the voice mail, the call failed. The caller heard an intercept recording from **Modular Messaging**, which played back the digits received (mailbox number), missing one digit.	081881	
Agents intermittently did not hear zip tone or did not get *talkpath* after retrieving a call from hold.	081896	
When a call came into **Communication Manager** from an **ETSI** trunk and **Communication Manager** tandemed the call out to the **PSTN** using another **ETSI** trunk, and the called party was busy, the calling party heard silence instead of busy tone.	081931	
A race condition existed between a new music-on-hold connection being established across network regions via Inter-Gateway Alternate Routing (**IGAR**) and music being disconnected from other calls. When an **IGAR** connection for Music-on-Hold (**MoH**) was in progress and music was disconnected from other calls, if there were no other MoH listeners active in the system, the in-progress **IGAR** MoH connection was not established correctly. Afterward, MoH requests between the network regions of the impacted **IGAR** connection failed to hear music.	081932	
Ensured the **SAMP** related files in the Service Pack were installed.	081966	
		11 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***12 of 15***

Problem	Keywords	Workaround
Sometimes, system resets occurred on systems with **H.323** signaling groups that had a large number of **IP** trunk members associated.	081981	
If a **SIP** trunk between a **Communication Manager** and a **SIP** Enablement Server was used for outgoing calls, then the calls could have dropped approximately 3 minutes after they were established.	082061	
Notify messages (message-summary) bombarded on **Communication Manager** from **SIP** Enablement Server caused overload condition. This fix resolves in send 503 Service Unavailable message from **Communication Manager** to **SIP** Enablement Server in overload condition such that **SIP** Enablement Server stops sending any further messages.	082144	
When **audit 552** (`MO_FTING`) was executed, under some internal condition (for instance, corrupt data) the system underwent a restart level 1 and further escalated to levels 2 and 4. This led to an interchange of servers in a duplex system. During this process calls were dropped.	082146	Disable **audit 552**.
During a **SIP** call, **Communication Manager** re-set because of an internal error.	082152	
The **Communication Manager** went through warm or cold 2 reset due to one internal software infinite loop.	082221	
Communication Manager memory faults occurred in some cases leading to system resets.	082284	
Multiple link bounces of a gateway caused problems with recovery of D-channel links for **ISDN PRI** interfaces. The second link bounce interpreted as a short link bounce and caused **Communication Manager** and the H.248 media gateway to go out of synchronization.	082328	
Ringback was not turned OFF when Inter-Gateway Alternate Routing (**IGAR**) called from a media gateway covered to **Modular Messaging**.	082333	
When the `trace-route ipaddress` command was executed repeatedly, the **SAT** session hung and the **Communication Manager** could go through a warm restart.	082494	
		12 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***13 of 15***

Problem	Keywords	Workaround
If a system had hundreds of unnamed **H.323** endpoints registered and a network outage occurred that lasted longer than eight minutes, then the system did undergo warm reset 1 and cold reset 2.	082638	
The transfer to **Voice Mail** feature access code did not work for all scenarios, if the voice mail system was trunk (**PRI**, **H323**, **SIP**) integrated and **Communication Manager** was translated to disallow trunk to trunk transfers.	082843	
In an **NFAS** arrangement with backup D-channels, with the D-channels on two different H.248 media gateways (MG), the D-channels arrived at a state where they never came into service after both gateways took two link bounces that continued longer than the link loss delay timer (**LLDT**). This happened if the media gateways link bounced and then re-registered, first in one order, then in the opposite order. For example, MG 1 and MG 2 with **ISDN PRI** D-channels in an **NFAS** arrangement, both MGs link bounced longer than the **LLDT**, MG 1 registered back to a server, then MG 2 registered back to the same server 20 seconds later. Later, both MGs link bounced again longer than the **LLDT**, MG 2 registered back to the server, then MG 1 registered back to the server 20 seconds later. In this case, both ISDN D-channels were out of service.	082846	
Loudspeaker paging did not work correctly when the pager was in a fiber-connected port network and was paging parties in **IP**-connected port networks.	082854	
Sometimes, the **Path Replacement** feature stopped working in **Communication Manager** due to poor error recovery handling.	082909 082914	
Interaction of coverage of calls redirected off-net with Look Ahead Routing and a busy coverage point caused the caller to hear silence.	083045	
A call from 2420 station for an **IP** station in a different network region was answered and put on hold by another member in the same pickup-group as that of the called party. Called party then joined the call, there was no *talkpath* available.	083179	
		13 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***14 of 15***

Problem	Keywords	Workaround
ASAI adjunct route coupled with Look Ahead Interflow (**LAI**) caused tracking of the call by **CMS** to abort. The customer scenario that caused the problem was as follows: 1. An incoming call to VDN-1/vector-1 interflowed to **VDN**-2/ vector-2 which did an adjunct route to give control to an ASAI adjunct. 2. The ASAI adjunct directed the call to an agent. 3. The agent started a conference, putting the call on hold and called **VDN**-3/vector-3. 4. This interflowed to **VDN**-4/vector-4 and again did an adjunct route giving control to the **ASAI** adjunct. 5. The ASAI adjunct sent back a route request, sending the call out on a trunk to the PSTN. 6. While **Communication Manager** was waiting for feedback from the **PSTN** on the outgoing call, the agent completed the conference call, joining the incoming call and the outgoing call together. 7. **Communication Manager** then received the ALERT or PROGRESS message back from the **PSTN**, causing **Communication Manager** to send an unexpected message to **CMS**. This resulted in the calls being ignored by **CMS**.	083202	
The Network Region Audits that were run as result of a WARM restart after an interchange, could not handle some out-of-bounds data appropriately and resulted in an *Escalated COLD_2 restart*.	083270	
Sometimes, server resets occurred as a result of **Communication Manager SIP** trunk traffic.	083322	
Avaya Communication Manager was not compliant with RFC 3262, in the sense, **Avaya Communication Manager** queued final and other provisional response till PRACK was received in use cases, where 100rel was supported for reliable provisional response.	083326	
		14 of 15

Table 3: Fixes delivered to Communication Manager 3.1.5 SP #1 ***15 of 15***

Problem	Keywords	Workaround
Under certain circumstances, when a user would press digits on his/her phone, those digits would not be heard on the far end of the corresponding trunk. In particular, if an IP station (which could shuffle) called over the trunk, no digits pressed would be heard on the far end of the trunk, if an **IP/SIP** signalling group was admininistered with the following attributes: • Direct IP-IP Audio Connections? y • DTMF over IP: rtp-payload	083386	
Causing overload events on **Communication Manager** which was resulting into no dialtone episodes.	083451	
Call Detail Recording (**CDR**) account codes were not properly logged for an outgoing call, if the outgoing call route preference had **LAR** translated for the route preference.	083613	
Various services that are dependent upon the **libarb.so** shared library were supposed to be stopped and started during the installation of a new Service Pack if any changes to **libarb.so** was being made. Otherwise the change of the shared library out from under them could have unintended results. Servers(s) impacted: All Linux servers.	083763	
		15 of 15

Problems fixed in Communication Manager 3.1.5 SP #1.01

This release includes the following fixes delivered to **Communication Manager**.

Table 4: Fixes delivered to Communication Manager 3.1.5 SP #1.01

Problem	Keywords	Workaround
A user could not hear **DTMF**(Dual-tone multi-frequency) side tone while dialing out using **IP**-Agent.	082034	
If an **IP** signalling group was administered with **DTMF over IP: in-band-g711**, then the far end of the trunk would not hear any digits pressed on a local **IP** station's keypad. Digits stored behind the user's administrable buttons (for example, autodial) also would not traverse the trunk. Note that for non-**IP** stations such as analog and **DCP** endpoints, such digits would traverse the trunk.	083839	
Call Detail Record was not produced for outgoing trunk call.	090505	
Under certain conditions, **Communication Manager** systems with mixed fiber/**IP PN** connectivity may experience a restart.	090654	Disable Port Network media-processor board audits to prevent the reset.
DTMF key strokes were not recognized by **SIP** integrated Modular Messaging.	090671	
If an H.323 trunk were administered with **DTMF over IP: out-of-band**, any incoming digits would not play to wired stations or trunks (non H.323).	090988	

Problems fixed in Communication Manager 3.1.5 SP #1.02

This release includes the following fixes delivered to **Communication Manager**.

Table 5: Fixes delivered to Communication Manager 3.1.5 SP #1.02

Problem	Keywords	Workaround
If a call arrived on a trunk in a Port Network (**PN**), was answered by an agent also in **PN1** or by an H.323 **IP** Agent, and then a service observer was added who was associated with an **IP**-connected second **PN** or an H.248 Media Gateway, the service observer would not hear anything.	091189	

Problems fixed in Communication Manager 3.1.5 SP #2

This release includes the following fixes delivered to **Communication Manager**.

Table 6: Fixes delivered to Communication Manager 3.1.5 SP #2

Problem	Keywords	Workaround
Update **Communication Manager SIP** CA certificate before it expires on 07/23/2011. This Certificate is used to setup the **TLS** connection between **Communication Manager** and **SIP** Enablement Services.	092894 093035	

Known problems

This release does not include any known issues in **Communication Manager**.

Table 7: Known problems in Communication Manager 3.1.5 SP #2

Problem	Keywords	Workaround
NA		

Technical Support

Support for Communication Manager is available through Avaya Technical Support.

If you encounter trouble with Communication Manager:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
   - Logging on to the Avaya Technical Support Web site http://www.avaya.com/support
   - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

   You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note:
If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to http://www.avaya.com for further information.

When you request technical support, provide the following information:

- Configuration settings, including Communication Manager configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application, one-X Portal, or one-X Portal Extensions.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.



Tip:
Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site http://www.avaya.com/support.

Appendix A: Acronyms

ACD	Automatic Call Distribution
ARS	Automatic Route Selection
ASAI	Adjunct Switch Applications Interface
ASG	Access Security Gateway
BTD	Busy Tone Detect
CDR	Call Detail Recording
CMS	Call Management System
CTI	Computer Telephony Integration
DCP	Digital Communications Protocol
DTMF	Dual Tone Multi-Frequency
EAS	Expert Agent Selection
EECCR	Error Encountered Cannot Complete Request
ESS	Enterprise Survivable Server
ETSI	European Telecommunications Standards Institute
FAS	Facility Associated Signaling
FNE	Feature Name Extensions
FTP	File Transfer Protocol
IGAR	Inter-Gateway Alternate Routing
IP	Internet Protocol
ISDN	Integrated Services Digital Network
IVR	Interactive Voice Response
LAI	Look Ahead Interflow
LAN	Local Area Network
LAR	Look Ahead Routing
LLDT	Link Loss Delay Timer
LSP	Local Survivable Processor
MM	Modular Messaging
MOH	Music on Hold
MWI	Message Waiting Indicators
NFAS	Non Facility Associated Signaling

PN	Port Network
PRI	Primary Rate Interface
PSTN	Public Switched Telephone Network
PBX	Private Branch eXchange
QSIG	International Standard for inter-PBX feature transparency at the Q reference point
RFU	Remote Field Update
SAMP	Service Access and Maintenance Processor
SAT	System Access Terminal
SDP	Session Description Protocol
SIP	Session Initiation Protocol
TCP	Transmission Control Protocol
TDM	Time Division Multiplex
TLS	Transport Layer Security
TSAPI	Telephony Services Application Programming Interface
USB	Universal Serial Bus
UUI	User to User Information
VDN	Vector Directory Number
VOA	VDN of Origin Announcement
VoIP	Voice Over IP