

Avaya Aura® 6.1 Collaboration Server

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:

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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).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the Avaya Support Web site:

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Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site:

http://www.avaya.com/support

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General Information

The Avaya Aura® 6.1 Collaboration Server Solution Template delivers the following applications for use as virtual machines running on System Platform 6.0. Refer to the Related Release Notes section below for pointers to the release notes for these and other applications. The application release notes should be consulted for fixes, known issues and workarounds for these applications.

Communication Manager 6.0.1

Session Manager 6.1

System Manager 6.1

Presence Services 6.0

The following upgrade, configuration and interoperability notes apply specifically to Collaboration Server 6.1:

- Collaboration Server 6.1 is available for new installs only. No upgrades or migrations are supported from other products.
    - There is no migration path from Midsize Business Template 5.2.1
    - There is no upgrade path from earlier versions of Collaboration Server (i.e. Collaboration Server 6.0)
    - No license credit will be given for existing licenses
- No survivable core or survivable remote support (LSP or ESS)
- No System Platform Fast Reboot High Availability (HA)
- Communication Manager Messaging (CMM) is not to be used within Collaboration Server 6.1
- Media Gateway announcements are not supported
- "Bolt-on" configuration to an existing Communication Manager 5.2.1 system uses H.323 trunks to enable use of Polycom video endpoints
- No support for Polycom H.323 endpoints registered directly to Collaboration Server 6.1
- Backup and restore operations should be performed through the System Platform Web Console. Do not perform backup and restore operations through the System Manager.
- Polycom endpoints are supported with Communication Manager 5.2.1 and greater bolt on configurations.

Installation Notes

- Follow the Collaboration Server Intelligent Workbook closely to insure successful installation of Collaboration Server 6.1.
- The Collaboration Server 6.1 ISO image requires a dual density DVD (DVD-DL). Ensure that your optical drive supports this format and you are using the correct DVD-DL media when burning DVDs from the downloaded ISO image.
- Collaboration Server 6.1 should only use the System Manager instance of the WebLM licensing server. Refer to the Intelligent Workbook to administer WebLM for use with Communication Manager.
- After installation check for the most recent application service-packs or updates. Install application specific service-packs and updates using the procedures in the Collaboration Server Intelligent Workbook.

Related Release Notes

Avaya Aura® Session Manager Release 6.1

For information regarding Session Manager Updates:

1. Go to the Avaya Support site http://support.avaya.com.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Enter **Avaya Aura® Session Manager**.

   An overview of **Avaya Aura® Session Manager** from the displayed list.
4. On the left pane, click **Documents > Release Notes and Software Updates**.
5. Select 6.1.x in the release pull down menu.
6. The system displays the Release Notes.

Avaya Aura®System Manager Release 6.1

For information regarding System Manager Updates:

1. Go to the Avaya Support site http://support.avaya.com.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Enter **Avaya Aura® System Manager**.
   An overview of **Avaya Aura® System Manager** is displayed.
4. On the left pane, click **Documents > Release Notes and Software Updates**.
5. Select 6.1.x in the release pull down menu.
6. The system displays the Release Notes.

Avaya Aura®Communication Manager 6.0.1

For information regarding Communication Manager Updates:

1. Go to the Avaya Support site http://support.avaya.com.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Enter **Avaya Aura® Communication Manager**.
   An overview of **Avaya Aura® Communication Manager** is displayed.
4. On the left pane, click **Documents > Release Notes and Software Updates**.
5. Select 6.0.x in the release pull down menu.
6. The link to the Release Notes is displayed.

Avaya Aura®Presence Services 6.0

For information regarding Presence Services Updates:

1. Go to the Avaya Support site http://support.avaya.com.
2. Click **Products**. The **Enter Product Name** box is displayed.
3. Enter **Avaya Aura® Presence Services**.
   An overview of **Avaya Aura® Presence Services** is displayed.
4. On the left pane, click **Documents > Release Notes and Software Updates**.
5. Select 6.0.x in the release pull down menu.
6. The link to the Release Notes is displayed.

Release notes for generally available endpoints and adjuncts supported by Collaboration Server 6.1 can be found in a similar manner.

Known Issues

Following are the known issues with Collabration Server 6.1.

Table 1: known issues with Collabration Server 6.1

Problem	Keywords	Workaround
Ad hoc video conferencing initiated by Avaya one-X® Communicator SIP endpoint does not function properly. Do not attempt to conference additional parties onto a video call from one-X® Communicator SIP endpoints.	NA	
Presence status message with special characters is not represented correctly in the top bar.	15878	
Do not use wide band audio codecs. Remove Siren and G.722.1c codecs from administration.	103061	
Video calls cannot be placed between Avaya Desktop Video Device and 1000 Series Video Conferencing endpoints. Calls between these endpoints are audio only.	16241	
Avaya Aura® Conferencing welcome message repeats continuously when entering pass code from an Avaya one-X® Communicator SIP endpoint.	16592	
Video port not changing after re-invite from Avaya Aura® Conferencing – voice activated switching may not work in some cases.	103081	
Load balancing algorithm for audio / video callers does not work as expected on Avaya Aura® Conferencing.	00733828	
When Avaya one-X® Communicator endpoints registered to Collaboration Server 6.1 transfer calls to endpoints on a CS1000 system or attempt to conference endpoint on a CS1000, there is no talk-path.	00833217	
Can not duplicate users on System Manager.	00825914	

Technical Support

Support for Collaboration Server is available through Avaya Technical Support.

If you encounter trouble with Collaboration Server:

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 Collaboration Server configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- 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

AAR	Automatic Alternate Routing
ACD	Automatic Call Distribution
AES	Application Enablement Services
ARS	Automatic Route Selection
ASA	Avaya Site Administration
ASAI	Adjunct Switch Applications Interface
ATM	Asynchronous Transfer Mode
AVP	Avaya Voice Portal
AWOH	Administered WithOut Hardware
BA	Bridge Appearance
BSR	Best Service Routing
BRI	Basic Rate Interface
BTD	Busy Tone Disconnect
CDR	Call Detail Record
CLI	Command Line Interface
CLAN	TN799 Control LAN circuit pack that controls TCP/IP signalling and firmware downloads
CMA	Call Management System
CMM	Communication Manager Messaging
CMS	Call Management System
CNC	Control Network C
COR	Class of Restriction
CPU	Central Processing Unit
CPN	Calling Party Number
CSS	Center Stage Switch
CTI	Computer Telephony Integration
DC	Direct Current
DCP	Digital Communications Protocol
DCS	Distributed Communication System
DECT	Digitally Enhanced Cordless Telecommunications
DMCC	Device Media and Call Control

DPT	Dial Plan Transparency
DSP	Digital Signal Processor
DTMF	Dual Tone Multi-Frequency
EAS	Expert Agent Selection
EMU	Enterprise Mobility Users
ES	Evolution Server
ESS	Enterprise Survivable Server
ETSI	European Telecommunication Standards Institute
FAC	Feature Access Code
FNE	Feature Name Extension
FS	Feature Server
HDX	A Polycom high definition video room system
HEMU	Home Enterprise Mobility User
IGAR	Inter-Gateway Alternate Routing
IP	Internet Protocol
IPSI	Internet Protocol Server Interface
ISDN	Integrated Services Digital Network
ISG	Integrated Services Gateway
J24	Avaya Digital Terminal for Japan
LAN	Local Area Network
LAI	Look Ahead Interflow
LAR	Look Ahead Routing
LED	Light Emitting Diode
LSP	Local Survivable Processor
OPTIM	Off-Premise Telephony Integration with MultiVantage
MG	Media Gateway
MGC	Media Gateway Controller
MIB	Management Information Base
MOH	Music on Hold
MPC	Maintenance Processor Complex
MST	Message Sequence Trace
MTA	Message Trace Analysis
MWI	Message Waiting Indicator
NCR	Network Call Redirection

NIC	Network Interface Card
NR	Network Region
OEM	Original Equipment Manufacturer
PAM	Pluggable Authentication Modules
PBX	Private Branch eXchange
PE	Processor Ethernet
PSA	Personal Station Access
PSTN	Public Switched Telephone Network
PCD	Packet Control Driver
PCOL	Personal Central Office Line
PNC	Port Network Connectivity
QSIG	International Standard for inter-PBX feature transparency at the Q reference point
RDTT	Reliable Data Transport Tool
RFC	Request for Comments
RMB	Remote Maintenance Board
RMX	A Polycom media conferencing platform, used by CM as a video and audio bridge
RTP	Real-Time Protocol
SAC	Send All Calls
SAT	System Access Terminal
SAL	Secure Access Link
SAMP	Server Access and Maintenance Processor
SBA	Simulated Bridge Appearance
SBC	Separation of Bearer and Signaling
SBS	Separation of Bearer and Signaling
SES	SIP Enablement Services
SIP	Session Initiation Protocol
SDP	Session Description Protocol
SO	Service observer
SMI	System Management Interface
SVNS	Simple Voice Network Statistics
TAC	Trunk Access Code
TCP	Transmission Control Protocol
TDM	Time Division Multiplex
TSC	Temporary Signaling Connection

TSP	Toshiba SIP Phone
TSRA	Time Slot Record Audit
TTI	Terminal Translation Initialization
TTS	Time To Service
UCID	Universal Call ID
URI	Uniform Resource Identifier
USNI	United States Network Interface
USB	Universal Serial Bus
VALU	Value-Added
VDN	Vector Directory Number
VOA	VDN of origin Announcement
VoIP	Voice over Internet Protocol
VEMU	Visitor Enterprise Mobility User
VLAN	Virtual Local Area Network
VSX	A Polycom standard definition video room system