Product Support Notice

© 2011 Avaya Inc. All Rights Reserved.

PSN #	PSN003394u

Original publication date: 11-Aug-11. This is Issue #01, published date: 11-Aug-11.	Severity/risk level	Medium	Urgency	Immediately

Name of problem	Avaya Modular Messaging (MM) 5.2 Service Pack 9 – MM520900 Availability

Products affected

Avaya Modular Messaging (MM): Release 5.2

Problem description

Introduction

Contents

Currency & Feature Additions

This software update includes support for the following software platforms not covered by the Products official documentation:

PBX

- SIP Integration to Nortel CS 1000 is now supported using an Avaya Aura® Session Manager.
- SIP Integration, where there is only one MAS, to a Communication Manager 5.2.1 or 6.0 without the need for a Session Enablement Server (SES) or Session Manager
- Support for Avaya Session Manager 6.0.

System Platform

- Avaya Aura® System Platform 6.0.3.0.3 is now supported.
- Support for System Platform Service Pack 1.1.1.97.2. Existing customers upgrading to Avaya Aura® System Platform 6.0.3.0.3 would need to apply this patch prior to the upgrade.
- Support for Avaya Aura® System Platform Service Pack 1.1.1.94.2 for new installs. Existing customers do not need to update.

Environment

- Support for installs, upgrades and migrations of Modular Messaging with IBM Lotus Domino 8.5.2.
- Support for installs, upgrades and migrations of Modular Messaging with Microsoft Exchange 2010.
- Support for Mixed environments where Microsoft Exchange 2003 or Microsoft Exchange 2007 coexist with Microsoft Exchange 2010.
- Support for installing new Modular Messaging for Exchange systems that interface with Domain Controllers running Windows Server 2008 R2 where the Exchange servers are running Exchange 2007. Also added support for upgrading customer environments to Windows Server 2008 R2 (Schema version 47).
  Note: Modular Messaging Subscriber Administration is not yet supported on Windows Server 2008 R2
- Support for installing new Modular Messaging for Exchange systems that interface with Domain Controllers running Windows Server 2008 Service Pack 2 where the Exchange servers are running Exchange 2007.
  Note: For NSPI connections settings please refer "Calculating the number of NSPI connections required by Modular Messaging" section from "Appendix C: Customer Environment" of "Modular Messaging Concepts and Planning Guide"
- Support for customer environments to be upgraded to Windows Server 2008 Service Pack 2 when a Modular Messaging for Exchange system is already installed and operational.
- MSS configuration now supports accessing MSS shares from MAS in environments running Windows 2008 R2 Domain Controllers.

Messaging

- Support for Microsoft Exchange 2007 Service Pack 3.
- Support for Microsoft Exchange 2007 Service Pack 2.

Platform

- Support for Modular Messaging Web Client on clients running Windows 7 64-bit.

Other

- Avaya Modular Messaging, Service Pack 9 configurations with Avaya Message Store now supports Automatic Deletion Notification Feature for Aria TUI. New!
- New version for WebLM 4.7. Messaging Application Servers hosting WebLM server will be upgraded to the newer WebLM 4.7 version. New!
- Avaya S8800 Servers now support Multitech MT9234ZBA-USB Modem.

- This update installs drivers for MT9234ZBA-USB modem on the Message Storage Servers. While to install the MT9234ZBA-USB modems on the Modular Messaging MAS servers please use the 89000429L media that is provided with the modem. For more information please refer the PSN002374u at http://support.avaya.com under the Modular messaging 5.0 category.
- Support for Microsoft SQL 2005 SP3 (Express Edition) on the MAS.
- WebLM Licensing in a Survivable Modular Messaging configuration is now supported.
- Support for AudioCodes firmware version 5.60A.035.002. This newer firmware should only be used as indicated in the AudioCodes configuration notes.
- Support for Direct Connect to CS1K.

After installing this update the following operational or functional differences can be observed:

- MSS: Customers can now perform an FTP backup on a Windows 2008 R2 based FTP Server.
- SIP: If the caller zeros-out to an operator, and the operator does not answer, any message left can now be delivered to the original caller's mailbox and not the operator. This is a system wide setting.
- SIP: Music on Hold can be configured when the transfer type is set to Blind.
- SIP: VMSC is enhanced to reflect new configurable options.
- MSS: MSS will generate the CSR (Certificate Signing Request), which can be signed by a Certifying Authority and can be installed on MSS. This will allow customers to use signed certificates instead of the default self-signed certificate generated by the MSS.
- MSS: Customers can now use their DNS MX record information as a method to leverage multiple email gateways.
- Aria: Subscribers can now review voice messages by pressing a single [1] rather than pressing [1] twice from the message review menu.
- SIP: Support for External and Internal distinction for use with Optional greetings
- SIP: Support for TTY (Teletypewriter)
- SIP: Use of the GSM codec for message storage is now a supported configuration
- SIP: The calling party id is now displayed during a transfer e.g. when transferring from the auto attendant or when zeroing out from a mailbox. Previously, the calling id was only displayed after the transfer has been completed i.e. when the user lifted their hand set.

Note: Customers using Session Manager 5.2 with a SIP integration to Modular Messaging must apply Session Manager 5.2 SP2 (Version 5.2.2.0, build 522001 or higher) prior to applying Modular Messaging 5.2 SP2, Modular Messaging transfers will not work successfully without Session Manager 5.2 SP2 (Version 5.2.2.0, build 522001 or higher).

Limitation: This feature works for native SIP integrations using a SES, Session Manager with SP2 (Version 5.2.2.0, build 522001 or higher), QSIG AudioCodes gateway. This feature is currently not supported when using an Analog AudioCodes gateway or a Dialogic DMG1000 DSE gateway.

Summary of MAS issues fixed in this Service Pack

- Few of the TUI prompts for the "German" language play incorrect announcements.
- **SIP**: In some customer environments incoming faxes are not detected reliably. The number of cycles required for FAX tone detection is made configurable in the VMSC.
- Callers using Dial by Name hear an insufficient pause between the names when they are presented with a list.
- **Exchange**: For subscribers having mailboxes on Exchange 2010, the Aria TUI plays only the first part of a multipart voice content message.
- **SIP**: Supplementary Server logs 1703 events in the Windows EventLog when it has no telephony ports configured.
- Offline Message Store abruptly stops working if there are subscribers having a blank in their alias name.
- **SIP**: Event 1874 is logged in the Windows EventLog when Session Manager has "keep-alive" SIP OPTIONS configured.
- On rare occasions during Service Pack update licensing files and folders may get removed.
- **Aria**: Rewind of message playback does not play the message from the beginning.
- MAS sends MWI RESET but MWIState DB shows MWI should be SET.
- SMM Alarming out in standby mode
- MM Fax Sender Service is sending a fax delivery status notification message when a fax is being sent via the Native Fax feature even though registry is set to OFF.
- **Exchange**: Add Monitor MBX Utility does not work during migration to Exchange 2010.
- Subscriber Options unexpectedly closes when Automatic notification rules are activated for Notify Me.
- **SIP**: In rare scenarios the VServer dumps and restarts when performing a zero out to a personal operator.

© 2011 Avaya Inc. All Rights Reserved.

- Playback through phone using DUC client fails.
- Voicemail playback through web client is garbled in the beginning of message.
- **SIP**: VServer process dumps and restarts when MM receives multiple history-info records in the SIP request.
- Invalid MWI Set/Reset requests from the MAS cause MWI state mismatch.

Summary of Admin issues fixed in this Service Pack

- **Exchange**: Populating the Personal Operator field with 0 will abruptly close ADUC

Summary of Web Client issues fixed in this Service Pack

- HTTPS not supported for Avaya Voice Player (AVP).

Summary of WSO issues fixed in this Service Pack

- Avaya Voice Player (AVP) is not an option for users under Application Preferences in Web Subscriber Option (WSO).
- Selecting "Schedules" button after selecting the "New Rule" button from Automatic Notification Rules will show a Runtime error.

Summary of Subscriber Options issues fixed in this Service Pack

- None

Summary of MSS issues fixed in this Service Pack

- MSS Web Server Log is filling up with errors
- Errors in the web server logs for multiple links
- Moving from private to corporate domain fails for single server configuration
- RBAC Read Only role allows record entry
- Network configuration data not correct on MSS on initial install of SP
- Administration History does not display any January 2011 dates
- Call Answer message from one known subscriber to another are listed in the Subscriber Activity logs as from Unknown Subscriber
- After migrating to new server DL 360G7 system displays COM2 as Modem To Be Configured under Alarming Configuration
- Software warning is generated while rebuilding the RAID5 on HP DL360G7 Server
- Chain certificate without extensions crt, pem and cert getting uploaded
- MSS trusted server page allows 0 to be stored as minutes of inactivity as a special case for Supplementary server
- Chained certificates work with https but do not work with imaps and ldaps
- MM5.2-Multisite-Secondary extension field allows duplicate number
- IE9 is very slow when there is large data on Subscriber list page
- Hard drive and drive space information in the System Evaluation Report is incorrect
- S8800 hardware does not allow you to perform backups – error message states “dvd+rw”
- /mtce/bin/update_snmp_agent takes MSS networking down
- MSS web login form causes failures in programs using the Microsoft WinInet API

Contents included from previous Software Updates

All Avaya Modular Messaging Service Packs are cumulative of all previous Service Packs for the same product release. In addition, this Service Pack contains the content from the following Patches:

MM520804

Scope

This software update is only intended to be installed against the following release(s) of Avaya Modular Messaging:

- MM5.2
- MM5.2 Single Server Configuration

The software update contains code changes applicable to Avaya Modular Messaging when installed against the following message stores:

- Avaya Message Store (MSS)
- Microsoft Exchange 2003, 2007 and 2010
- IBM Lotus Domino

© 2011 Avaya Inc. All Rights Reserved.

Installation of this software update requires the following minimum builds of Avaya Modular Messaging to already be installed:

Component	Version	Build
Messaging Application Server (MAS)	MM5.2GA+Patch 8	9.2.150.13
Message Storage Server (MSS)	MM5.2GA+Patch 8	5.2-11.0
Web Subscriber Options	MM5.2GA+Patch 8	9.2.150.13
Web Client	MM5.2GA+Patch 8	9.2.0013.150

Important Notes

Prior to installing this software updates, the following considerations must be observed:

- If the system is being upgraded from MM 5.0 or MM 5.1 to MM 5.2 please refer to the Modular Messaging 5.2 Upgrade Application guide.
- Before applying this Service Pack, the system must be on MM5.2 GA. Any client software should also be updated to the MM5.2 versions to ensure full compatibility.
- MSS: It is strongly recommended that a complete backup be performed prior to the installation of this service pack.
- After installation, when given the choice to reboot, the installer should hit the reboot button.

Resolution

Install Service Pack 9 – MM520900. Download Service Pack 9 from PLDS

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

n/a

Service-interrupting?

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

© 2011 Avaya Inc. All Rights Reserved.

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS "AVAYA"), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS' SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.