Messaging Patch 2 for Avaya Aura® Messaging v6.1 Service Pack 2 Release Notes

August 2, 2012

Overview

Messaging Patch 2 for Avaya Aura® Messaging v6.1 Service Pack 2 (SP2) is available and contains the key fixes listed below. **Messaging v6.1 and v6.1 Service Pack 2 (SP2) must be installed prior to applying these patches.** Note that installing patches as outlined in this document will be Service Affecting.

Available downloads

Messaging v6.1 SP1 Patch 2 consists of the following software (Remote Field Updates):

File	Description	PLDS ID
C16013ce_pt+a	Cornerstone update (Was also part of patch 1, if already installed as part of patch 1, no need to reinstall.)	AAM00001063
m61115ci_pt+b	Application update	AAM00001064

Issues addressed in Patch 2

m61115ci_pt+b

MSG-6689	When a user who has their mailbox on the Exchange server and attempts to login via the TUI, that TUI session may be placed in an offline mode. This could occur if one of the user parameters such as change password, password expired, or locked account are true.
MSG-7001	Occasionally when Audix users disconnect during recording phase in Message addressing or recording names/greetings, Messaging service on Application servers could be impacted.
MSG-7309	When all the channels are busied out during nightly maintenance, the alarm VOIP_PORT:1 should not be raised.

Issues previously addressed in Patch 1

C16013ce_pt+a

MSG-6263	Notify Me calls to external numbers fail sometimes as the calling party number is empty.This fix allows the administrator to set the calling party number in the configuration file (/vs/data/sip/SIP_B-MANGO.cfg) For example add line SIP.CallingId=12345 to the above file. Messaging service will require a restart for this parameter to take affect.
MSG-6979	After processing multiple Auto Attendant transfers, additional transfers could fail with error "No free channel for call transfer" on an Application server.

Known Issues

MSG-1664	Spell mode (addressing a message by spelling the name using the telephone keypad) is available only in English.
MSG-2024	Avaya Voice Form isn't displayed for the first message for IMAP accounts
MSG-2100	Selecting General Page in User Preferences logs error "TimezoneMappings_en.xml not found when loading timezones" in aicweb.log. The error can be ignored.
MSG-2160	Occasionally, you may encounter errors when attempting to add a new user. The errors may say "Please enter a last name" or " Please enter a mailbox number". The workaround is to leave the webpage and return to it, or exit the browser.
MSG-2175	For installations that consist of multiple Zimbra servers, MWI will work only for those users on the master server.
MSG-2461	After upgrading from 6.0.x to 6.1, the newest versions of any previously installed Language Packs must be re-installed. If the language packs are not re-installed, the User Preferences for any user using that language pack is set back to the default of English (United States).
MSG-2575	Page selectors wrap causing minor display issue with more than 125 remote users.
MSG-2692	If you convert a single server to a storage-only server, any previously existing user data stored for the application server role will not be removed, leaving stale data that cannot be automatically removed. This does not affect operation of the messaging system, but does take up disk space.
MSG-2963	If you add more than 100 recipients to a message, it will not be delivered.
MSG-2967	When subscribers are created, their default language is US English even if the default subscriber language is another language
MSG-3053	If an application server is down when changes are made to the Sites page, the application server will not get the updates. The workaround is to re-save the data on the Sites page after the application server is up.
MSG-3054	Speech recognition is not available for Korean. Instead, US English speech recognition is being used.
MSG-3095	When creating sites, there are no checks to prevent the creation of multiple sites with the same name. Care should be taken to ensure the names are unique. Otherwise, it will lead to confusion when administering the sites.
MSG-3195	An attempt to create an Info mailbox with an existing mailbox number results in the generic message "Unable to Save Info Mailbox.", which does not indicate why it failed.

MSG-3196	After a failed attempt to create the Info mailbox, the system remembers the password that was provided. When the error causing the failed attempt is corrected but the password entered is the same, an error will still be presented stating password must be different. Please enter a different password.
MSG-3197	When a user accesses the Personal Lists page of User Preferences, logs will contain warnings of the form "Tried to retrieve a localized string for a component that has not yet been added to the page. This can sometimes lead to an invalid or no localized resource returned." These warnings can be ignored.
MSG-3241	After you delete a broadcast message, instead of hearing "deleted", it goes straight to the main menu. The broadcast message is deleted.
MSG-3292	The "Add User by AD Lookup" feature does not enforce the policy setting for minimum and maximum password length.
MSG-3314	If you attempt to change your Mobile Phone or Pager numbers in User Preferences when one of the servers in the cluster is down, you will get an error "Unable to validate your Mobile Phone or Page number." If this occurs, you will need to wait until all the servers in the cluster are up and try again.
MSG-3359	Language packs must be installed on all application servers for a site. Otherwise, User Preferences may not show them as choices.
MSG-3368	A user with Local dialout permissions can set up Notify to non-local telephone numbers.
MSG-3372	If ReachMe calls to a number with call-forward-no-answer enabled, the caller will hear 15 to 20 seconds of silence. This is due to not supporting music on hold.
MSG-3522	The Russian language pack for the Aria TUI uses an incorrect translation for the phrase "Forward with introduction".
MSG-3524	Messages which transition from unread to read while the storage server is offline will revert to the unread state when the storage server goes online.
MSG-3862	Timezone mappings are incorrect when using Provision tool v2011.2 to add subscribers
MSG-4075	Red flag is marked for private and important message
MSG-4195	[WEB] Clicking Help link in top navigation menu of SMI give help for CM
MSG-4422	Exchange user can not Notify Me via phone.
MSG-4448	Exchange user can not change status message from unread to read after reviewing message by TUI.
MSG-4503	AAM6.1 interop with cisco UCM 8.5 using direct SIP integration - Call transfer from Auto-attendandant to Cisco endpoint - no-answer cover to voicemail - No RTP at caller handset.

MSG-4568	Outlook form doesn't appear when opening message sent from MM user to AAM user
MSG-4586	SMI should enforce a value of 8 for the ELA COS
MSG-4606	Site Configuration Design: AAM allows the Site 2 to be created without Administering Site 1(Default Site). If 2 sites are configured AAM allows both the sites to have the same Pilot number(Messaging Access Number).
MSG-4608	[Web UI] The language set on the User Preferences page opened from SMI session for the user changes the locale setting for SMI session
MSG-4620	After skipping the broadcast message the Aria TUI does not explicitly prompt for user preferences option 4.
MSG-4745	Email addresses that contain an equal sign "=" are not allowed
MSG-4952	In Aria TUI we do not hear "press pound" prompt after "please enter password"
MSG-5029	MWI fails when the user extension length is greater than the site's short extension length
MSG-5080	MWI fails briefly when active SM controller fails over to secondary SM
MSG-5161	Performance is impacted in systems with larger than 15000 users with Exchange as storage server
MSG-5417	Some users mailboxes do not attempt Notify Me phone calls, if the user's notification properties are updated prior to COS permissions updates.
MSG-5429	If SMTP mail domain and Storage destinations Domain field are different, MWI subscription fails during new Exchange user creation
MSG-5437	When a user sends a private-important message there is a slight delay of ~3s on the call during which the user hears percolation prompt.
MSG-5438	Occasionally end users may notice that voice prompts/recordings don't play smoothly
MSG-5440	After a period of user inactivity during recording, when the system prompts "To approve press #. To record from here press 1. To delete press *3..." and user inputs *4, there is a noticeable period of silence before the system responds.
MSG-5450	Users experience clipping of recorded greetings when shuffling is enabled
MSG-5485	When User calls to AA and presses # to access his mailbox, he is provided with Aria TUI regardless of TUI type set in COS
MSG-5522	A tone is heard when user answers the Reach-me call
MSG-5523	Sometimes, the User Activity report shows a message changing from new to old, then back

	to new
MSG-6171	Application dial out rules incorrectly add the national prefix for local numbers
MSG-6245	If a message on a Modular Messaging system is forwarded with comments to an Avaya Aura® system, the recipient hears only the comments and not the original message
MSG-6263	External calls may be rejected by the PSTN due to missing callout information
MSG-6423	Voice messages sent from Avaya Aura® Messaging to a Message Networking E-list to Modular Messaging are classified as e-mails, not voice-mails
MSG-6439	Outgoing mail uses the fully qualified domain name even if an alias name is provided, which may cause the mail to be bounced
MSG-6458	Timezone changes made through System Platform do not take effect until CDOM is rebooted
MSG-6466	Mailbox initialization needs to be done via a TUI. If done via User Preferences, the mailbox remains in the uninitialized state.
MSG-6489	Dev alarms are visible through the SMI. They are intended for developer use only and should be ignored.
MSG-6490	When a mailbox is deleted and the re-added, there can be a period of time where the old greeting is still played.
MSG-6507	Sometimes, a subscriber will be put into offline mode if there is an NDR (non-deliver receipt) message in the mailbox
MSG-6534	With the Exchange message store, if a user has a single e-mail account but multiple AD accounts, attempting to modify the user properties results in the error "The exchange account does not exist"
MSG-6842	One-X Speech is unable to access voicemail when the message store is Exchange
MSG-7322	During Auto-Attendant or Zero out transfer operations, if the Application service receives a busy, invalid or other error condition, then the call is dropped without proper notification to the caller.

Installation

It is highly recommended that a full system backup be performed prior to applying any update. For more information, refer to the *Backup and restore* section of the *Administering Avaya Aura® Messaging* guide.

For new installations, please refer to the *Implementing Avaya Aura Messaging* and the *Administering Avaya Aura® Messaging* guides for information on installing and configuring Avaya Aura® Messaging.

Applying the Patch

Apply the patch using the method outlined below.

NOTE: Apply the rpm(s) to all servers in the system. **In a Messaging System that consists of more than one server role, please upgrade the Storage role server first and then proceed to upgrade all Application role servers.**

Also please note that the installation process for patches is different than the Service Pack installation process. For this patch installation you will log in to the Messaging SMI – not the System Platform CDOM.

To download:

1. Log on to the Messaging SMI as a privileged administrator who has, at a minimum, all *Software Management* and *Server Upgrades* rights.

2. Select **Administration | Server (Maintenance)**.

3. Select **Miscellaneous | Download Files**.

4. Download the patch files (C16013ce_pt+a (if not previously installed), m61115ci_pt+b) using one of the available options.

To install:

1. Select **Administration** | **Messaging**.

2. Select **Software Management | Advanced Software Install**.

3. Choose the patch packages downloaded from above and select Install selected packages.

4. Select **Proceed with installation**.

5. Select **Start messaging software** when complete.

Removing the Patch

Removing the rpms in Messaging Patch 2 for v6.1 Service Pack 2 will remove the patch from the system and will revert the Messaging code to a base 6.1 SP2 installation. It will not remove any other installed patches or Service Packs. If you need to remove these patches do NOT remove any other software that is listed on the removal page.

NOTE: In a Messaging System that consists of more than one server role, downgrade the Application role servers first.

To remove the Patches:

1. Log on to the Messaging SMI as a privileged administrator who has, at a minimum, all *Software Management* and *Server Upgrades* rights.

2. Select **Administration** | **Messaging**.

3. Select **Software Management | Software Removal**.

4. Select the check box next to **C16013ce_pt+a** and m61115ci_pt+bfrom the list displayed under **Select packages to be removed from the following list**.

5. Click the **Submit** button.

6. Click the **Proceed with removal** button to remove the patch. This will stop messaging.

7. Select **Start messaging software** when complete.