Product Support Notice

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PSN #	PSN004081u				
Original publication date: 11-Oct-13 This is Issue #01, published date: 11-Oct-13.		Severity/risk level	High	Urgency	Immediately

Name of problem Defective Patch MPLR32814 in Communication Server 1000 R7.6 Service Pack 3

Products affected

Communications Server 1000M and Communications Server 1000E

Problem description

Introduction

This PSN applies to all Communication Server 1000 systems that have installed the recent **R7.6 Service Pack 3** (SP3).

For any site that has Contact Center and Skill Based Routing, it is required to remove **MPLR32814**, which was initially included as a GEN patch in SP3.

MPLR32814 – ACD Agents go NRD (NOT READY) because not enough bandwidth for call between Caller and ACD Agent

(ACT MPLR26995 activates PI functionality)

MPLR32814 was found to block sending responses to Skill Based Routing requests from Contact Center.

Call registers associated with the Skill Based Routing request message will not be released properly until overlay program 44 (Software Audit) runs as either a background or daily routine. In busy Contact Centers this could cause the system to run out of call registers if the frequency of Skill Based Routing requests is high compared to the frequency of the Software Audit runs. The Software Audit will report a lot of AUD335 messages in such case. Note that one further Software Audit would be required following removal of MPLR32814, to clear the backlog of AUD335 messages.

MPLR32814 can also cause some agent sets to go into an abnormal state at the end of a call – agents need to hit the Not Ready key twice to revert to normal state.

If some AUD335 messages continue to be seen on the system, after MPLR32814 has been removed and a further Software Audit has completed – this may relate to a different root cause for which MPLR32951 is being prepared.

There is a DBG patch MPLR33009 that can be used to free any call registers that are stuck in state SPECIAL / IAGT_MSG_CR , caused by MPLR32814. This DBG patch can be requested from Avaya Support via normal SR process if required. The DBG patch can be used in case where a manual INI is not possible at a customer site.

Resolution

Remove MPLR32814

Workaround or alternative remediation

Not Applicable

Remarks

Service Pack 3, and Release Notes for same, are being updated in parallel.
A new GEN patch, associated with the PI Patch MPLR26995, will be provided at a later date.

Patch Notes

Backup before applying the patch

Not Applicable

Download

Not Applicable

Patch install instructions **Service-interrupting?**

No

Verification

Not Applicable

Failure

If you require any further assistance, please contact your Technical Representative.

Patch uninstall instructions

Security Notes

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

Security risks

Not Applicable

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

Not Applicable

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
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