



Product Support Notice

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Name of problem Avaya Aura® Application Enablement (AE) Services Resolved Microsoft Lync Integration Issues

Products affected

Avaya Aura Application Enablement (AE) Services Release 5.x and 6.x (all offer types)

Problem description

The following table contains a list of the AE Services Microsoft Lync integration issues and the AE Services release where the issue was resolved.

Note: It is highly recommended to upgrade to the latest AE Services GA release.

Summary	Description	GA Release	Issue ID	Patched Versions	Patched Issue ID
CANCEL messages from Lync can fill up the ServerTransaction Table causing messages to be randomly dropped.	When a user logs into a Lync 2010 client, Lync sends multiple INVITEs and will sometimes send a CANCEL request to cancel the extra INVITE requests. DMCC would not always respond to the CANCEL requests. This caused the transaction queue to gradually grow and eventually messages would randomly be dropped (i.e. not processed) causing unpredictable behavior in the Lync client.	6.3.1 and later	AES01122373	6.3.0 SP2 6.2.0 SP4	AES01122378 AES01122377
EventScanner thread interrupted causing AE Services not to respond to TR/87 messages. (NOTE: this was seen with AACC, but it is possible it could occur w/OCS and Lync Integrations)	When there are multiple AACC servers connected to DMCC using TR/87 and an AACC server terminates its connection, depending on the configuration, DMCC may try to connect to the AACC server. If that connection attempt times out, DMCC may stop responding to requests from the other AACC servers.	6.3.1 and later	AES01105344	6.3.0 SP1 6.2.0 SP3	AES01106245 AES01106244
Microsoft Office Communicator (OC) client does not receive call from non-OC client when idle for a long time	When a Microsoft Lync 2010 or Office Communicator (OC) user is idle for ~30 minutes it was possible that the user would not receive an alerting window for an external incoming call (e.g. from a non-Lync/OC user). The call would alert at the device, but an alerting window would not be displayed to the user.	6.3.0 and later	AES01083969	6.2.0 SP2	AES01084189

Summary	Description	GA Release	Issue ID	Patched Versions	Patched Issue ID
DMCC service ignores SIP 200 OK messages when "Required Trusted Host Entry" option for TR/87 is checked.	The DMCC service ignores SIP 200 OK messages when the "Required Trusted Host Entry" option for TR/87 is checked. This was a problem with AE Services DMCC integration with Microsoft Lync 2010 and Office Communicator (OC) when the "Require Trusted Host Entry" option is selected on the AE Services Management Console screen, "Security > Host AA > Service Settings". The "Require Trusted Host Entry" is not required for Lync 2010 and OC integrations; however when it was selected, the Lync 2010 and OC user interfaces were slow to update when calls were initiated or received.	6.3.1 and later	AES01087764	6.3.0 SP1 6.2.0 SP2 6.1.2 SP3	AES1107961 AES01087770 AES01087769
Use same ldap InitialContext for simultaneous multiple logins	There was a problem when a large number of OC/Lync users are logging in at the same time and are unable to obtain Remote Call Control(RCC) capability. This was caused by a connection being established to Active Directory to authorize each user. Depending on the number of users logging in, it could take a few hours for all of the users to obtain RCC functionality. This was fixed by using the same connection to AD when multiple users are logging in at the same time. The recovery period was reduced to a few minutes.	6.3.0 and later 5.2.4	AES01028723 AES01029002	n/a	n/a
TelURI cache gets out of sync when Lync issues 2nd INVITE after 8 hours	When an agent remains logged into Microsoft Lync for 8 hours or longer, Lync starts a second DMCC session and then closes the first session, which caused unpredictable behavior for the Agent using the Lync client application.	6.3.0 and later	AES01044706	n/a	n/a
Orphan Window in Microsoft Office Communicator (OC) when Invalid Number is Dialed	Orphan window remains in Microsoft UC client when invalid number is dialed. When a user misdial a number from their Avaya endpoint (i.e. desktop device) and is connected to an announcement informing them of this misdial, the Microsoft UC client (Office Communicator (OC) 2007 R2 or Lync) pops up a conversation window. If the user hangs up on the call before the announcement completes, the communication window is not cleared and poor behavior ensues until the user manually clears the window. The problem is that the Microsoft UC client is not properly processing the events for this call flow. This patch contains a workaround for Avaya customers, so that the orphan window is closed when the call is terminated before the announcement completes.	6.3.0 and later 6.1.2 5.2.4	AES00889219 AES00889559 AES00889558	n/a	n/a

Summary	Description	GA Release	Issue ID	Patched Versions	Patched Issue ID
DMCC service - Teluri converter issue for E.164PlusExt format.	<p>Prior to this fix, when AE Services received an E.164PlusExt format number, the number after the “ext=” was treated as a dial string and sent to Communication Manager. When the dial plan contained a regular expression rule that matched the E.164PlusExt number, the dial-plan rule was not applied. With this fix, the following changes were made to DMCC to apply the dial-plan rules when an E.164PlusExt format number is received:</p> <p>When the dial-plan contains a rule that converts the E.164PlusExt number to a different number, the converted number will be sent to Communications Manager.</p> <p>When the dial-plan does not contain a rule that converts the E.164PlusExt number, the number after the “ext=” is treated as a dial string and sent to Communications Manager.</p>	6.3.0 and later	AES01086903	6.2.0 SP2 6.1.2 SP3	AES01087737 AES01087736
Provide ability to block holdCall requests from Lync and OC clients	An enhancement was added to deny all HoldCall requests from Lync and OC clients. With this option enabled, a call must be held by pressing the ‘hold’ button on the physical device. This is administrable on the AE Services Management Console screen, “AE Services > DMCC > Hold Call Configuration”, using the option “Prevent Lync and Office Communicator clients from holding calls”.	6.3.0 and later	AES01078837	n/a	n/a
Add support for Lync 2010 'defaultprofile'	When the option "Apply Rules for non-normalized TelURI numbers" is selected on the AE Services Management Console “Dial Plan Settings” form, the dial-plan rules were not always applied to Lync 2010 clients. This item has been fixed so that the dial-plan rules will be applied to non-normalized TelURI numbers for Office Communicator and Lync 2010 clients when this option is selected.	6.3.0 and later	AES01087766	6.2.0 SP2 6.1.2 SP3	AES01087774 AES01087773
Lync may send two requests back-to-back on user logout causing DMCC to respond to one msg. (Note: this is not a problem in releases earlier than 6.3.0)	When a Lync 2010 user logs out, Lync sometimes sends MonitorStop and BYE requests back-to-back to DMCC. It is possible that DMCC will not send a MonitorStopResponse in this scenario.	6.3.1 and later	AES01122846	6.3.0 SP1	AES01122863

Resolution

n/a

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

Service-interrupting?

n/a

Yes

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

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.

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