



**Avaya Aura[®] Communication
Manager 5.2.1 SP17**
Release Notes

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Contents

Changes delivered to Communication Manager 5.2.1 SP17	3
Communication Manager 5.2.1 SP17 Release Notes	3
Product Support Notices	4
Communication Manager Messaging	5
Communication Manager Software.	5
SIP Enablement Services	6
Enhancements	6
Enhancements delivered to Communication Manager 5.2.1 SP1	7
Enhancements delivered to Communication Manager 5.2.1 SP2	7
Enhancements delivered to Communication Manager 5.2.1 SP3	8
Enhancements delivered to Communication Manager 5.2.1 SP4	9
Enhancements delivered to Communication Manager 5.2.1 SP5	10
Enhancements delivered to Communication Manager 5.2.1 SP6	12
Enhancements delivered to Communication Manager 5.2.1 SP7	13
Enhancements delivered to Communication Manager 5.2.1 SP8	14
Enhancements delivered to Communication Manager 5.2.1 SP9	15
Enhancements delivered to Communication Manager 5.2.1 SP10	16
Enhancements delivered to Communication Manager 5.2.1 SP11	17
Enhancements delivered to Communication Manager 5.2.1 SP12	18
Enhancements delivered to Communication Manager 5.2.1 SP13	19
Enhancements delivered to Communication Manager 5.2.1 SP14	20
Enhancements delivered to Communication Manager 5.2.1 SP15	21
Enhancements delivered to Communication Manager 5.2.1 SP16	23
Problems fixed in Communication Manager 5.2.1 SP0	24
Problems fixed in Communication Manager 5.2.1 SP1	25
Problems fixed in Communication Manager 5.2.1 SP2	39
Problems fixed in Communication Manager 5.2.1 SP3	60
Problems fixed in Communication Manager 5.2.1 SP4	78
Problems fixed in Communication Manager 5.2.1 SP4.01	91
Problems fixed in Communication Manager 5.2.1 SP5	91
Problems fixed in Communication Manager 5.2.1 SP6	103
Problems fixed in Communication Manager 5.2.1 SP7	117
Problems fixed in Communication Manager 5.2.1 SP7.01	126
Problems fixed in Communication Manager 5.2.1 SP8	127
Problems fixed in Communication Manager 5.2.1 SP9	135
Problems fixed in Communication Manager 5.2.1 SP10	141

Contents

Problems fixed in Communication Manager 5.2.1 SP11	150
Problems fixed in Communication Manager 5.2.1 SP12	165
Problems fixed in Communication Manager 5.2.1 SP12.01	174
Problems fixed in Communication Manager 5.2.1 SP13	175
Problems fixed in Communication Manager 5.2.1 SP14	187
Problems fixed in Communication Manager 5.2.1 SP15	197
Problems fixed in Communication Manager 5.2.1 SP16	205
Problems fixed in Communication Manager 5.2.1 SP17	216
Known problems.	223
Technical Support	225
Appendix A: Abbreviations	227

Changes delivered to Communication Manager 5.2.1 SP17

Communication Manager 5.2.1 SP17 Release Notes

The Communication Manager service packs are cumulative and changes in Communication Manager 5.2.1 SP0, SP1, SP2, SP3, SP4 and SP4.01, SP5, SP6, SP7 and SP7.01, SP8, SP9, SP10, SP11, SP 12, SP 12.01, SP13, SP14, SP15, SP16, and SP17 are included in Communication Manager 5.2.1 SP17. The changes delivered to Communication Manager 5.2.1 SP17 are grouped as follows:

- [Table 1: Enhancements delivered to Communication Manager 5.2.1 SP1](#) on page 7
- [Table 2: Enhancements delivered to Communication Manager 5.2.1 SP2](#) on page 7
- [Table 3: Enhancements delivered to Communication Manager 5.2.1 SP3](#) on page 8
- [Table 4: Enhancements delivered to Communication Manager 5.2.1 SP4](#) on page 9
- [Table 5: Enhancements delivered to Communication Manager 5.2.1 SP5](#) on page 10
- [Table 6: Enhancements delivered to Communication Manager 5.2.1 SP6](#) on page 12
- [Table 7: Enhancements delivered to Communication Manager 5.2.1 SP7](#) on page 13
- [Table 8: Enhancements delivered to Communication Manager 5.2.1 SP8](#) on page 14
- [Table 9: Enhancements delivered to Communication Manager 5.2.1 SP9](#) on page 15
- [Table 10: Enhancements delivered to Communication Manager 5.2.1 SP10](#) on page 16
- [Table 11: Enhancements delivered to Communication Manager 5.2.1 SP11](#) on page 17
- [Table 12: Enhancements delivered to Communication Manager 5.2.1 SP12](#) on page 18
- [Table 13: Enhancements delivered to Communication Manager 5.2.1 SP13](#) on page 19
- [Table 14: Enhancements delivered to Communication Manager 5.2.1 SP14](#) on page 20
- [Table 15: Enhancements delivered to Communication Manager 5.2.1 SP15](#) on page 21
- [Table 16: Enhancements delivered to Communication Manager 5.2.1 SP16](#) on page 23
- [Table 17: Fixes delivered to Communication Manager 5.2.1 SP0](#) on page 24
- [Table 18: Fixes delivered to Communication Manager 5.2.1 SP1](#) on page 25
- [Table 19: Fixes delivered to Communication Manager 5.2.1 SP2](#) on page 39
- [Table 20: Fixes delivered to Communication Manager 5.2.1 SP3](#) on page 60

- [Table 21: Fixes delivered to Communication Manager 5.2.1 SP4](#) on page 78
- [Table 22: Fixes delivered to Communication Manager 5.2.1 SP4.01](#) on page 91
- [Table 23: Fixes delivered to Communication Manager 5.2.1 SP5](#) on page 91
- [Table 24: Fixes delivered to Communication Manager 5.2.1 SP6](#) on page 103
- [Table 25: Fixes delivered to Communication Manager 5.2.1 SP7](#) on page 117
- [Table 26: Fixes delivered to Communication Manager 5.2.1 SP7.01](#) on page 126
- [Table 27: Fixes delivered to Communication Manager 5.2.1 SP8](#) on page 127
- [Table 28: Fixes delivered to Communication Manager 5.2.1 SP9](#) on page 135
- [Table 29: Fixes delivered to Communication Manager 5.2.1 SP10](#) on page 141
- [Table 30: Fixes delivered to Communication Manager 5.2.1 SP11](#) on page 150
- [Table 31: Fixes delivered to Communication Manager 5.2.1 SP12](#) on page 165
- [Table 32: Fixes delivered to Communication Manager 5.2.1 SP12.01](#) on page 174
- [Table 33: Fixes delivered to Communication Manager 5.2.1 SP13](#) on page 175
- [Table 34: Fixes delivered to Communication Manager 5.2.1 SP14](#) on page 187
- [Table 35: Fixes delivered to Communication Manager 5.2.1 SP15](#) on page 197
- [Table 36: Fixes delivered to Communication Manager 5.2.1 SP16](#) on page 205
- [Table 37: Fixes delivered to Communication Manager 5.2.1 SP17](#) on page 216
- [Table 38: Known problems in Communication Manager 5.2.1 SP17](#) on page 223

Refer to the latest Communication Manager Software & Firmware Compatibility Matrix at <http://support.avaya.com> for supported upgrade paths between Communication Manager releases and service packs. The supported upgrade paths account for both Communication Manager internal data translation records as well as 100% inclusion of bugfixes.

For security purposes Avaya recommends changing Communication Manager account passwords at regular intervals, staying current on the latest available Communication Manager Service Pack, and reinstalling Authentication Files periodically to change the local craft password.

Product Support Notices

Some problems are documented as Product Support Notices (PSN). To read the PSN descriptions online:

1. Go to <http://support.avaya.com> and enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.

3. Begin to type **Communication Manager** into the **Enter Your Product Here** box and when **Avaya Aura® Communication Manager** appears as a selection below, select it.
4. Select **5.2.x** from the **Choose Release** pull-down menu to the right.
5. Click **View documents**, if necessary. The system displays the document list and the Content Type filter. Check the box for **Product Support Notices** in the content filter to display the available PSN documents.
6. Click the PSN title links of interest to open the notices for viewing.

Communication Manager Messaging

For information regarding Communication Manager Messaging Service Packs (RFUs):

1. Go to <http://support.avaya.com> and enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
3. Begin to type **Messaging** in the **Enter Your Product Here** box and when **Avaya Aura® Communication Manager Messaging** appears as a selection below, select it.
4. Select **5.2.x** from the **Choose Release** pull-down menu to the right.
5. Click **View downloads** if necessary.
6. Available downloads for Communication Manager Messaging are displayed. Click the links to see the details.

Communication Manager Software

Communication Manager software includes certain third party and open source software packages, including software developed by the Apache Software Foundation (<http://www.apache.org>). Communication Manager 5.2.1 includes a file of open source licenses on the software CD. To view the license file,

1. Insert the Communication Manager 5.2.1 CD into the CD/DVD drive of a personal computer.
2. Browse the CD content to find and open the file D:\ Licenses\3rd-party-licenses.txt. This information is only accessible on the Communication Manager software CD and is not installed or viewable on the Communication Manager Server.

SIP Enablement Services

For information regarding SIP Enablement Services Service Packs:

1. Go to <http://support.avaya.com>.
2. Enter your **Username** and **Password** and press **LOG IN**.
3. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
4. Begin to type **enablement** into the **Enter Your Product Here** box and when **Avaya Aura® SIP Enablement Services** appears as a selection below, select it.
5. Select **5.2.x** from the **Choose Release** pull down menu to the right.
6. Available downloads for SIP Enablement Services are displayed.

Enhancements

New features and significant enhancements in Communication Manager 5.2.1 are described in the document titled Avaya Aura™ Communication Manager Change Description for Release 5.2.1 which can be found at <http://support.avaya.com>. The following changes that are new to Communication Manager are also included in this release.

Enhancements delivered to Communication Manager 5.2.1 SP1

Table 1: Enhancements delivered to Communication Manager 5.2.1 SP1

Enhancement	Keyword	Workaround
The Enhanced System directory feature enables user to view and search station names that contains Katakana characters.	092538	
Message Tracer version 6.3.9.2 delivery.	093458 093663	

Enhancements delivered to Communication Manager 5.2.1 SP2

Table 2: Enhancements delivered to Communication Manager 5.2.1 SP2

Enhancement	Keyword	Workaround
The Alerting Tone for Outgoing Trunk Calls feature provides the capability to apply an alerting tone to an outgoing trunk call after an administrable amount of time. The alerting tone is then repeated on the call at a specified interval until the call ends.	092065	
There was no major alarm when the software duplication link was not 1Gb/s.	093923	

Enhancements delivered to Communication Manager 5.2.1 SP3

Table 3: Enhancements delivered to Communication Manager 5.2.1 SP3

Enhancement	Keyword	Workaround
H.248 Media Gateways, under certain conditions, cause Services nagging Minor alarms that are usually unworkable. A change is necessary so that alarm levels can be manipulated for these alarm conditions. A user will have the ability to allow for Major on a H.248 Media Gateway when the gateway has had its link down from the main server for longer than the link loss delay timer (LLDT). Also, a Minor can be allowed on a link bounce. These capabilities will be added to the "set options" form on page 2 of the SAT. The default will be that Major alarms (off-board) are downgraded to a Minor alarm and Minor alarms (off-board) are downgraded to Warning;set options Page 2 of 22: ALARM REPORTING OPTIONS.Major Minor Off-board Firmware Download Alarms: w. Off-board Signaling Group Alarms: m.Remote Max Alarms: w.CLAN Ping Alarms: w.H.248 Media Gateway Alarms: m w.	100443	
New field, "Callr-info Display Timer (sec)" on the "system-paramters features" form. The field gives the ability to administer a timer value between 3-60 seconds with a default of 10 that controls how long callr-info information is displayed on stations before the display goes back to "a=calling party info".	100771	

Enhancements delivered to Communication Manager 5.2.1 SP4

Table 4: Enhancements delivered to Communication Manager 5.2.1 SP4

Enhancement	Keyword	Workaround
When the field "(SA9104) Call pick up Party extension on CDR Records" on page 9 of system-parameters special application is enabled, CDR captures the pickup party's extension instead of the called party's extension.	101297 101298	
This feature gives user additional security on the EC500 feature by disabling 'bridging on' by the principle phone (or any of its bridges) and also gives them the flexibility to drop the ongoing call from the cell phone and resume it from the desk phone, within the administered time interval. With this feature, 'system-parameter features' form appears with new field "EC500 drop Timer (seconds):" when "(SA9106) - EC500 Call Pickup and Bridge-on?" is enabled on 'system-parameters special-applications' form.	100131 100671	
The raid status on S8800 servers with RAID 5 configuration (3 hard disks) was not displayed correctly.	101519	
The S8800 server construct for Communication Manager 6.0 is supported by Communication Manager 5.2.1 when SP#4 or greater is installed. Ordering this server for use with Communication Manager 5.2.1 will eliminate the need for server hardware upgrades if the server is later upgraded to Communication Manager 6.x. The Communication Manager 6.0 S8800 server material code and description is: 228992 – S8800 Server MBT/Communication ManagerR6.	NA	

Enhancements delivered to Communication Manager 5.2.1 SP5

Table 5: Enhancements delivered to Communication Manager 5.2.1 SP5 1 of 2

Enhancement	Keyword	Workaround
Communication Manager has special-application feature SA8434 "Delay ISDN Connect on Agent Answer / Prevent Vector ISDN Alerting." When this special-application is enabled, Communication Manager doesn't send ISDN CONNect (200OK in case of SIP) message to an incoming call answered by an ACD agent. The reason for not sending CONNect/200OK is to prevent the PSTN network from billing the call. SA8434 has no effect on the handling of an incoming ISDN call that is routed to an ACD agent via call vectoring. If the customer using this feature wishes to have the answering agent manually start the PSTN network switch's billing for this call the agent must press the "start-bill" station-button (or do the equivalent operation via a CTI application) after the call is answered. The problem is Communication Manager didn't allow completing the conference unless CONNect/200OK was sent to the incoming trunk, and CONNect/200OK was only sent when the agent pressed the 'start-billing' button. With this change, the agent is able to conference the incoming trunk call without sending CONNect/200OK message. GRIP(SA9111) request # 2870 - Feature interaction between SA8434 with Conference.	102089	
1 of 2		

Table 5: Enhancements delivered to Communication Manager 5.2.1 SP5 2 of 2

Enhancement	Keyword	Workaround
There is a new field(SA9112)added to the special application form. This field applies in the following case: Assume a user in one Network Region (NR) places an outgoing call using a sip or isdn trunk, in another NR, and Inter-Gateway Alternate Routing (IGAR) is required to connect the two NRs. When the new field is enabled, Communication Manager software delays setting up the outgoing trunk call until the IGAR trunk call is active. If the new field is disabled, Communication Manager software sets up the two trunk calls in parallel, which can in some configurations result in a short loss of talk path if the outgoing trunk call becomes active first.	101976	
Customers with large campus sites often have Communication Manager nodes in separate locations and network regions. This change provides the ability to define the telephone number display format for calls between these locations. A new field, "Display between Locations with these Display Parameters:" has been added to the Communication Manager "display parameters" administration screen. Customers with "Multiple Locations" enabled on the "system-parameters customer- options" form may select the desired display format for calls between locations using the new field. If this field is set to "intra-location", the telephone number for calls between the referenced locations will display according to the format administered in the Intra-Location columns. If it is set to "inter- location", calls will display according to the format administered in the Inter-Location columns. The default value is "inter-location."	102197	
2 of 2		

Enhancements delivered to Communication Manager 5.2.1 SP6

Table 6: Enhancements delivered to Communication Manager 5.2.1 SP6

Enhancement	Keyword	Workaround
When an EC500 user called a busy station, ASAI did not report the busy/unavailable event.	081302	
Communication Manager did not support Annex H encryption for H.323 attendants.	102617	
Background noise could be heard between double zip tone on Callmaster Endpoints. Provide new option on System-Parameters Features form to provide double or single burst of zip tone to Callmaster Endpoints.	102357	
The HP DL360 G7 server is supported by Communication Manager 5.2.1 when SP#6 or greater is installed. The HP DL360 G7 server constructs for Communication Manager 5.2.1 are identical to those used for Communication Manager 6.0.1 and greater. Therefore, server hardware upgrades are not required if the server is later upgraded to Communication Manager 6.x. The Communication Manager 5.2.1 / 6.0.1 HP DL 360 G7 server descriptions and material codes are: 1) DL360G7 SRVR 1CPU MID7 – material code 263764 – This server utilizes a single Intel E5620 Quad Core 2.4 GHz processor and is used in both simplex applications (order one) and mid-performance duplex applications (order two). 2) DL360G7 SRVR 1CPU HI1 – material code 263765 – This server utilizes a single Intel X5670 six Core 2.93 GHz processor and is used in duplex server applications only. These servers are ordered in pairs only. Except for the processor, all specifications are identical between these two servers. When installing Communication Manager 5.2.1 on the HP DL360 G7 the installer asks for confirmation of the server type. You must select IBMX3550 at this step since this is the only option that allows the server to be installed as either simplex or duplex. After installation of the Communication Manager 5.2.1 software, Communication Manager 5.2.1 SP#6 or greater must be installed to properly configure the system.	100070, 102288, 102384, 102593, 102776, 102593.	

Enhancements delivered to Communication Manager 5.2.1 SP7

Table 7: Enhancements delivered to Communication Manager 5.2.1 SP7

Enhancement	Keyword	Workaround
New options for the logfilter command: 1) "-s" displays debug level and type for a process or "all". 2) "-d" sets the debug level and type to the original default for one or all processes. Also a new message that shows up when the debug level and/or type is changed, has been added. The message prompts the user to continue by displaying "y" or "n" to choose from after it a message reminding the user to backup any logs they want to keep is displayed.	083745	
Communication Manager now sends the octet 3a in the connected party number for CONNECT message.	102899	
Now, auto-dial call will work with a telecomuter softphone application.	102925	
SA8146 has been updated to operate over QSIG trunks and display non-english specific characters for forwarded calls.	102971	
The new MM721 BRI Media Module is supported with Communication Manager 5.2.1 and G700, G350, G430 and G450 Media Gateways. The minimum software and firmware versions required are Communication Manager 5.2.1 SP7 (18759) and MGP Firmware Vintage 30.17.2.	102974, 110174, 110409.	
With some gateways, customers could not take full advantage of the number of channels that could terminate at the gateway. This was due to an administration restriction placed on H.323 signaling groups. This restriction prevented a second H.323 signaling group from being assigned to the same Near-end IP Address/Far-end IP Address/Far-end Port combination. This restriction is now removed.	103064	

Enhancements delivered to Communication Manager 5.2.1 SP8

Table 8: Enhancements delivered to Communication Manager 5.2.1 SP8

Enhancement	Keyword	Workaround
In Communication Manager, SIP trunk groups receive a disconnect indication from the far end when the call is complete. This is a default setting. However, some SIP applications on the far end do not send such an indication. This causes the SIP trunks to remain busy in spite of the trunks not being in use. To counter this problem, Disconnect Supervision, with the IN and OUT fields have now been made administrable for SIP trunk groups.	103267	
This release includes a new special application (SA9114) that supports different international access codes. The following changes were made to the locations administration form: 1. The Rule column has been renamed DST 2. The NPA column is renamed City/Area and allows up to 5 digits when SA9114 is enabled. 3. A new field Nth Am (abbreviation for North America) has been added. The values in this field will be Y or N with the default value being Y. If this field has Y then the number in the City/Area field is treated as a North American area code.	102893, 102894, 110197, 110302.	
When a call arrives at a member of a pickup group, other pickup group members will not see the caller's identity when the "Caller ANI during pickup alert" field on the Class of Restriction form is set to "n."	103020	
New Feature to add SA9118 - International QSIG Identification Numbers on 9th page of the form .system-parameters special-applications . When SA9118 is enabled, Communication Manager shall encode identification numbers as E.164/international when it generates a number using the Public numbering form. This shall apply only to ISDN (PRI, BRI, or H.323) trunk groups with these settings: Supplementary Service Protocol = b (QSIG), Service Type = tie, Numbering Format (page 3) = public.	103541, 103246.	
Message Tracer version 6.4.2.5 delivery.	110505	

Enhancements delivered to Communication Manager 5.2.1 SP9

Table 9: Enhancements delivered to Communication Manager 5.2.1 SP9

Enhancement	Keyword	Workaround
This enhancement improves the performance of the <code>reset ip-stations</code> command.	102436	
<code>logmst</code> did not show patch/service patches that were activated on MST trace.	102551	
The feature setting of BCMS (Basic) was enabled for all 4 MBT offers.	103380	
Message Tracer version 6.4.2.8 delivery.	110858	

Enhancements delivered to Communication Manager 5.2.1 SP10

Table 10: Enhancements delivered to Communication Manager 5.2.1 SP10

Enhancement	Keyword	Workaround
An ESS is now capable of being a server which will trigger the Split Registration Prevention Feature. This feature previously allowed only a LSP.	110317	
SA9111 feature allows a blind/attended conference to be made before sending CONNECT message to the calling trunk party. Earlier with (SA8434) - Delay PSTN Connect on Agent Answer blind conference was not allowed for the agent who answered the incoming call over a trunk. This is now allowed with SA9111. SA9111 can be administered as below. Set the following fields on system-parameters special-application to Y: 1. (SA9111) - Allow Conference with SA8434? 2. (SA8434) - Delay PSTN Connect on Agent Answer? Turn on the Delay PSTN Connect Message on Agent Answer field on VDN screen. All the restrictions of SA8434 apply to this feature too.	111011	
The SDP Capability Negotiation for SRTP field on the change system-parameters features screen has been changed to the read only mode for all users and the default value has been set to N.	111228	
This is a new release of Message Tracer Analyzer. This Message Tracer release (6.4.2.10) has support for Interpretation of following: 1. New Internal Call Process fields 2. New Call Record Dump fields 3. New Denial Events added into Avaya Aura Communication Manager 4. Upgrade of Avaya SIP stack	111395	
An enhancement has been added to the raid_status command for the HP DL360G7 servers that are newly shipped and may have RAID 1 with 2 300G HDDs. This enhancement handles the current RAID 5 configuration and will also handle the RAID 1 configuration.	111611	

Enhancements delivered to Communication Manager 5.2.1 SP11

Table 11: Enhancements delivered to Communication Manager 5.2.1 SP11

Enhancement	Keyword	Workaround
When two or more IP phones were in different locations and if they used the same short extension with the same HTTP server for registering their extensions, the information at the HTTP server was overwritten by the last station registering. Due to this, the customer saw incorrect information on the IP phone. Also, some IP phones did not support extensions that were longer than seven digits. This enhancement will allow those phones to register.	081665	
The list trace station command showed incomplete data for Inter Gateway Communication calls.	082739	
This fix reduces the possibility of the /var partition being filled due to errant applications posting excessive messages on the logs.	102142	
H.323 and DCP endpoints could not be configured to operate like the CALLMASTER sets that were previously used for Call Center Elite agents. Active calls were dropped when the headset, speakerphone, and handset were turned off. With a new field on page 12 of the system-parameters features screen, customers can choose to use the CALLMASTER functionality with EAS Auto-Answer agents who log in on H.323 and DCP phones.	111231	
This is a new MTA version 6.4.3.3. There are some fields added to Internal Call Process message (VEDIOFLAG_UPDATE) and Denial Event message (DNY_NO_MULTILOC and DNY_BAD_SOLOC). This version of Message Tracer has an ability to parse these new fields.	112480	

Enhancements delivered to Communication Manager 5.2.1 SP12

Table 12: Enhancements delivered to Communication Manager 5.2.1 SP12

Enhancement	Keyword	Workaround
This change introduces a new Communication Manager log for kernel events. Previously, kernel events were recorded in the /var/log/security log and the /var/log/messages log. Occasionally, on a non System Platform Communication Manager system, the logging of a large number of kernel events caused the size of the security log to grow very large before the log could be rotated. When that happened, the vi editor and the logv tool might not display security events from these logs.	100788	
The S8800 and HP DL360 G7 servers used with Communication Manager 5.2.1 have RAID controllers with a cache back-up battery. The battery is rechargeable but over time loses the ability to hold an adequate charge, causing the server to disable caching and put the controller in write through mode. This can significantly slow down procedures such as software installs, upgrades, or backup and restore that involve a lot of disk I/O. Slow I/O can also happen if caching is erroneously disabled on the RAID controller. Communication Manager 5.2.1 Service Pack 12 introduces alarming for the RAID cache backup battery condition and cache mode. A major alarm will be raised if the battery fails or the RAID controller is in write through mode.	112336	
This modification affects the algorithms for selection of audio media processing resources. Specifically, when a network region contains both TN2302/2602 and H.248 media GWs, the system no longer selects the TN2302/2602 resources to the complete exclusion of the H.248 media gateways. Now selection is from both classes of resources according to the relative presence of each. If there are TN2302/2602 resources and H248 resources in the ratio of 10:1, then resources will be allocated in approximately the same ratio. The second significant change is that resources located in regions which are indirectly connected to the region of the requesting endpoint are no longer all grouped together in terms of preference. A resource in a closer network region is preferred over a resource in a further network region.	112923	
This is a new Message Tracer release (6.4.3.9), and it includes support for new added Internal Call Process fields.	120502	

Enhancements delivered to Communication Manager 5.2.1 SP13

Table 13: Enhancements delivered to Communication Manager 5.2.1 SP13

Enhancement	Keyword	Workaround
This is a new Message Tracer release 6.4.4.2 that includes some new additions into MessageTracer Analyzer: Addition of new denail events Avaya SIP Stack Upgrade.	121355	

Enhancements delivered to Communication Manager 5.2.1 SP14

Table 14: Enhancements delivered to Communication Manager 5.2.1 SP14

Enhancement	Keyword	Workaround
Previously, when there was a collect step following an adjunct route step, the collect step killed the adjunct route. This was working as designed. Now the collect step will not kill the adjunct route, as per new FCC mandated rules.	121534	
New inline errors from MM711 and MM716 boards have been fixed to inform Communication Manager that there are over current and over heating problems with individual ports on the board. When the uplink is sent, the board removes power from the port until the detected over-current or over-heating problem is resolved. Communication Manager must know of this so that it can place the port in an out-of-service state and log errors and an alarm.	121963	
This is a new MTA release 6.4.4.4. This release of MTA includes parsing support for the following: 1. Multithreading Support (mt110216) 2. Parsing of large MST messages(mt120017) 3. New Capro fields, CRD fields and Denial Events (mt120015) The decoding of above changes is not supported by earlier Message Tracer release.	122177	

Enhancements delivered to Communication Manager 5.2.1 SP15

Table 15: Enhancements delivered to Communication Manager 5.2.1 SP15

Enhancement	Keyword	Workaround
The following new capacity fields are added to page 11 of the display capacity screen under the IP PORT USAGE COUNTS section to help determine the IP port usage: • Total IP Station Ports: Total IP Ports used by stations • Administered IP Stations and Attendants: Total ports used by administered IP Stations and Attendants with extensions • Softphone Enabled on Station Form: IP Ports used by softphones • Unnamed Registrations (TTI ip phones): IP Ports used by Unnamed registration that are in a dissociated state to provide dial-tone	112478	
When SA9124 is activated, Communication Manager stores the called-party information from the first alerting or offered event for in-bound ISDN PRI, ISDN BRI, H.323, and SIP trunks calls and uses that as the connected-party information for all the subsequent messages of that party. For out-bound calls, the connected-party information is stored in either the alerting or connected events and this information is used for all the subsequent messages of that party.	122125	
1 of 2		

Table 15: Enhancements delivered to Communication Manager 5.2.1 SP15

Enhancement	Keyword	Workaround
Message Tracer Analyzer release 6.4.4.5 release which includes the parsing support for the new Call Processing, CRD and Denial Event additions.	122801	
SA9124: When you activate the SA9124 feature, the ASAI protocol interface on link version 5 displays the following changes: Inbound calls: When a monitored station or VDN receives a call, the ASAI alerting event and call offered events will cause the calling party information to be stored. Any subsequent event (transfer, conference, drop), or query that indicates the connected party for the in-bound trunk will receive the original calling party information. Outbound calls: When a station makes a call to a trunk destination and Communication Manager receives an alerting event from the trunk, it may or may not have connected party information. If this ISDN-PRI alerting event sends the connected-party information to the system, then the corresponding ASAI alerting event uses the connected-party information to indicate the alerting party. ASAI will store the original connected party and send that in any subsequent event (connected, transferred, conference, or drop) or query. It is possible that the connected-party information is not available until the ISDN connected message. If this is the case, Communication Manager will send the default ##### dynamic identifier as the alerting party information. If the ASAI application wants the called party as the alerting information, then SA9114 can be used to do that along with SA9124. Note: Communication Manager only stores the connected party information and not the called-party number.	130007	
2 of 2		

Enhancements delivered to Communication Manager 5.2.1 SP16

Table 16: Enhancements delivered to Communication Manager 5.2.1 SP16

Enhancement	Keyword	Workaround
Overlap signalling over QSIG is now possible when SA8887 Hotline for IP Telephones is enabled and the hotline feature is used to make calls.	102927	
In an active call, when any of the bridge user, including the principal, activates or deactivates Exclusion, Communication Manager sends an Exclusion notification to the SIP bridge users indicating the new Exclusion status of the call. Communication Manager does not send the Exclusion notification to the users configured on the COR screen with the Block Exclusion Event Notification field set to y.	112262, 121424, 131617.	
This is a new Message Tracer Analyzer release which includes the following: 1. SIP Stack changes 2. Interpretation of CRD messages from all Communication Manager releases 3. Interpretation of Capro messages from all Communication Manager releases	131410	
This is a new Message Tracer Analyzer release 6.4.5.2 that includes parsing support for new Internal Call Process fields.	131745	

Problems fixed in Communication Manager 5.2.1 SP0

This release includes the following fixes delivered to Communication Manager 5.2.1 SP0.

Table 17: Fixes delivered to Communication Manager 5.2.1 SP0

Problem	Keywords	Workaround
Message Trace Analysis (MTA) did not work on servers running Communication Manager 5.2.1. The System Log web page returned the following message when the interpreted Message Tracer (MTA)" text box was selected: <pre>User not authorized to execute mta, contact AVAYA. The reason may be that ACommunication Manager is not running or the Trace Analyzer may be disabled in Communication Manager admin.</pre>	093416 093541 093662	
In a Avaya Aura™ Communication Manager-Feature Server environment, administered a core Modular Messaging (MM) unit. Administered two IMS extensions A and B. Extension B had coverage all to MM unit. A called B. Occasionally Communication Manager-Feature Server performed a warm restart.	093535	
You could lose calls or hang port networks when doing an upgrade with software duplicated servers.	093537	
On a software upgrade or system reboot, the previously active IPSI may not be remembered. This could cause another IPSI interchange when the server re-discovered the fault that caused the original IPSI interchange.	093538	
Incoming ip-direct shuffled calls to Avaya Aura™ Communication Manager may occasionally drop.	093539	
Some SNMP traps would not be reported.	093664	
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP0.	093536, 093544	

Problems fixed in Communication Manager 5.2.1 SP1

This release includes the following fixes delivered to Communication Manager 5.2.1 SP1.

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 1 of 15

Problem	Keywords	Workaround
When inter network region bandwidth was exhausted station was unable to transfer the remote station to another station in the same network region.	081880	
When a VDN (VDN A) with "Allow VDN Override?" set to "yes" was called over a trunk, and the call was routed to another VDN (VDN B) during the course of execution of the relevant vector; the called number field of ASAI Alerting event displays number of called VDN (VDN A) instead of active VDN (VDN B) .	082587	
Selective drop for Meeting Exchange conference bridges over a SIP trunk was not handled correctly.	090050	
The Don't Answer Criteria For Logged Off IP/PSA/TTI Stations?" field on page 3 of the system features form allowed calls to unregistered IP phones and out-of-service DCP phones. However, when an EC500 phone was administered to the station the feature was not working. Now it works with EC500 present at the station, regardless of whether EC500 is enabled or disabled.	091329	
In certain scenarios using Idle Appearance Select, Held Appearance Select Feature Name Extensions, Shared Voice Connection feature did not work correctly.	092038	
When a trunk call was transferred from a SIP station to another SIP station, the transferred-to station did not update the CPN prefix.	092474	
When a station-A made a priority call to station-B over a QSIG value added trunk, display on station-B did not show last five digits of the Calling Party Number.	092509	
1 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 2 of 15

Problem	Keywords	Workaround
Changing a media gateways' network region could lead to undesired results if the 'Force Phones and Gateways to Active LSPs ' field was enabled in the "system-parameters ip-options" form.	092517	
When an outbound call was placed by the Adjunct user over an ISDN trunk, using Vector Directory Number (VDN) as the calling number the destination used to display only VDN number, no VDN name. Instead of VDN name either 'UNKNOWN NAME' or 'EXT' was displayed.	092565	
When an agent pushed an autodial button, the drop button and then a second autodial button in quick succession, both calls were reported to IQ/CMS as if they were the same call (that is, identified by the same UCID). It appeared as if the call dropped and then became active again.	092621	
When Natl/Intl CPN prefix was administered on the system-parameters features form, analog caller ID sets did not show Calling Party Number.	092633	
If a contact center agent lost connectivity to Communication Manager and that agent was available to a queue of customer calls, then it was possible for all the calls in queue to be delivered to this agent in a short period of time. All of these calls would fail. For this scenario to occur it required that the Redirect on IP Failure (ROIF) feature be disabled.	092654	
Integrated Services Digital Network trunk members may not get released if treatment for dialing unassigned numbers was set as announcement instead of tone.	092691	
Digits C and D were not tandemed on IP-IP trunk calls.	092736	
2 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 3 of 15

Problem	Keywords	Workaround
If a customer had an IP phone that did not support the advanced capabilities of the 96xx series, known as Spice capabilities, (such as a 4620 IP phone) and the user registered it to an extension that was administered as a 9650, then the button labels were not downloaded to the phone from Communication Manager. This resulted in mislabeled buttons on the phone, or in the case of the VPN (virtual private network) phone the entire screen was blank.	092762	
80 character display sets like CallMaster (606A1), 8434D, 7444D showed date/time when they registered and faced network/power outage.	092849	
Agent dial "0" calls to attendant in night service were not tracked by IQ.	092903	
3 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 4 of 15

Problem	Keywords	Workaround
When an agent's IP (H323) telephone had its headset enabled in manual-answer mode, and a network outage occurred, a Computer Telephone Integration (CTI) application incorrectly appeared to answer the call for that agent. As a result, the caller heard their ringback stop and then heard silence. The agent also heard silence since their network connection to the phone was down. But the Communication Manager incorrectly responded to the CTI application that the call was answered, with the implication that there was <i>talkpath</i> between the caller and the agent.	092907	Do not use the phone with the headset enabled. Then the station will not incorrectly appear as being answered and Redirect on No Answer will occur. OR Use the Redirect On Ip Failure feature and configure the agent as auto-answer. In this case, when there is a network outage for an agent's IP (H323) telephone, then a switch hook query will take place but no response will be received from the phone. The agent will then be moved into an unavailable (AUX) state and the call will be redirected back into the hunt group or skill of the agent who was supposed to receive the call.
If "Automatic Exclusion by COS?" is active for an endpoint used as an Enterprise Mobility User visitor that endpoint could freeze up.	092937	
The last button was not downloaded to the phone when the user used the EMU (Enterprise Mobility User) feature to login as a visitor.	092938	
For a call made to hunt group, a missed called entry was created on busy member station of type 96xx.	092945	
Auto Callback upon calling a busy station was not working on IP stations when reset shift timer was administered to some non-zero value.	092961	Administer the reset shift timer on the system parameters form to zero.
4 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 5 of 15

Problem	Keywords	Workaround
Communication Manager incorrectly interpreted Call Management System (CMS) "vector contents" administration of a vector "set" step with "none" as a vector "set" step with '?'. For example: CMS sends: "set A = none add 1" Communication Manager records: "set A =? add 1".	093001	Use Communication Manager SAT administration instead of CMS to administer this "none" in the "set" vector step.
When a call was redirected to a remote server by BSR (Best Service Routing), both the polling call and the redirected call on the polled/ receiving server had the same UCID . This duplication of the UCID for the two calls adversely affected the IQ call reporting adjunct tracking of the calls. As a typical scenario, an incoming IQ/ CMS measured trunk call went to VDN 2100. VDN 2100 executed Vector 100. Vector 100 contained three "consider" location steps. The Trunk groups associated with the poll VDN and redirect VDN on the BSR plan both had "Send UCID? y".	093003	
In a system with 5.2.1 sp01 or earlier and 5.2 sp04 or earlier SNMP Load Agent stopped responding even after the connection state was initialized.	093010 101094	
INADS modem alarming was not working after a migration from Communication Manager 2.x to Communication Manager 5.2.	093024	An additional backup and restore of the OS system can be performed after the migration is complete and the original 2.x data is restored. Once the second restore is complete the user will have to disable alarming via the almenable -d n or -s n command and then re-enable it via the almenable -d f b or -s y command.
An extension with Call-Forwarding activated to an X-portd bridged-extension could not establish a <i>talkpath</i> , when the extension tried to answer the call from the bridged-appearance button.	093092	
5 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 6 of 15

Problem	Keywords	Workaround
National or international prefixes were not prepended when the call was forwarded and the answering party did not send the connected digits.	093106	
CMS versions prior to R15 incorrectly reported an increased number of abandoned calls when connected to Communication Manager Release 5.2.	093107	
A BCMS report showed that an agent's staffed time was more than 60 minutes in a one hour interval.	093134	
The "converse-on" vector step failed to pass digits in a VDN Return Destination vector if the incoming trunk call had been conferenced with a single step conferenced invisible observer. This single step conferenced invisible observer must be part of the call when VDN Return Destination vector processing starts, but must also drop from the call prior to the time that the converse-on step began passing digits.	093155	Keep the single step conference invisible observer on the call while executing the converse-on step. OR Drop the single step conference invisible observer from the call prior to executing the VDN Return Destination vector.
Setup calltype analysis table and administered an entry for AAR and routed it over QSIG trunk. Administered far end to re-route the call. Re-route failed.	093202	
2410/2420 type of DCP stations with firmware version-5 were not able to make calls using SpDial buttons.	093203	Make the call using the dialpad.
The caller did not see the hunt group name during alerting while calling a hunt group over a QSIG trunk.	093229	
This fix requires SA8887 - Hotline for IP Telephones. When SA8887 was turned on along with A/D Grp/Sys List Dialing Start at 01 field on system parameters customer options form page 3, the value of dial code field on 4th page of station form was decremented by 10 instead of the actual value entered in the field.	093240	
6 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 7 of 15

Problem	Keywords	Workaround
An attendant in telecommuter mode made a call to station that was not answered. The call covered to another station and there was no <i>talkpath</i> when answered.	093251	
Application Enablement Server (AES) endpoints configured with the Time-to-Service (TTS) feature active and registered on duplicated Communication Manager through the Processor Ethernet interface was "force" unregistered after two consecutive server interchanges.	093259	
Call center agent was locked listening to reorder tone when the incoming ISDN trunk disconnected because of a network failure.	093267	
SIP trunk members were locked up when improper REFER message was sent from the far-end PBX .	093269	
When a service observer dropped from an Audix recorded call (using Audix One Touch Recording), the call was dropped.	093272	
Customer could not add direct connect fiber using a DS1C configuration from the SAT (System Access Terminal) "Fiber Link Administration" form because more than one "ipserver-interface" was administered in the system. The customer saw the following error message: Configuration not allowed with more than one IP Server Interface.	093273	
When a station-A was in conference with PSTN stations, and then after the last party was dropped by station-A from conference, the conference display was not refreshed.	093282	
If a call was made over a SIP trunk, the originator did not hear ringback if 183 Session Progress was received after 180 Ringing and the far end had already sent back SDP information either in 180 Ringing or 183 Session Progress.	093283	
7 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 8 of 15

Problem	Keywords	Workaround
The system administration terminal " list trace vdn/vector " command did not show the "ani", "digits" or "ii-digits" value.	093300	Create an "ani", or "collect" vector variable and insert a no-operation vector step that uses the new vector variable for "ani" or "digits". The " list trace vdn/vector " will display value of that "ani" or "collect" vector variable. ii-digits does not have an associated vector variable so there is no workaround for that case.
If either the VDN service observer, the VDN or the agent connected to a call was associated with a class of restriction (COR) greater than 255, the COR restriction was not properly checked (a different COR was used).	093301	
When the user was in Manage Software and selected to copy CMM over, but later in the install step the user decided NOT to install CMM , then CMM would still be installed.	093313	
H.248 media gateways may not be able to register after a server interchange.	093316	
8 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 9 of 15

Problem	Keywords	Workaround
With a two-party call over a CMS measured trunk that queued to multiple skills and had an integrated-music announcement playing, if the trunk caller abandoned the call, Communication Manager sent unexpected events to CMS, causing the MIS link to drop. For example, an incoming call arrives at server-1 on CMS Measured Trunk Group 1 and goes to VDN 2033, executing Vector 33. The call then routes to server-2 on CMS Measured Trunk Group 5. On server-2, the call goes to VDN 2034 and executes Vector 34. The call routes back to server-1 on CMS Measured Trunk Group 5. On server-1, the call goes to VDN 2035 and executes Vector 35. The call queues to multiple skills, Path Replacement drops the inter-server trunks, and the caller hears an integrated-music announcement. The caller then abandons the call.	093322	
Avaya Communication Manager did not send TCP keep alive message on TCP connection from PROCR interface and causes stale TCP connection. ACM sends INVITE messages on the stale connection and the message never get to the far end. This caused ACM to drop the call after the 32 SIP transaction timer expired.	093323	
When a video enabled 1XC endpoint called into the MX conference bridge over a video enabled SIP trunk and a wideband audio codec was being used in a direct-ip configuration, the 1XC user was unable to pass DTMF entered PIN codes to the conference bridge.	093327	
An AAS (Auto Available Split/Skill) agent could not be added to a 7434ND station configured with an ip-softphone, through the hunt-group form.	093334	
Call failures and degraded system performance could occur if SIP call hold times were longer than the session refresh value administered on the trunk group forms.	093338	
The call-appr of Toshiba SIP Phone(TSP)was stuck when TSP tried to park the second call on its bridge-appr, while the earlier call on its first brdg-appr was parked.	093348	
9 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 10 of 15

Problem	Keywords	Workaround
After a reset or interchange occurred, a 1X-Mobile would no longer be able to place calls and may no longer receive calls on the cell phone. Also, the deskphone would alert silently with no display.	093378	
The service-link mode was changed from permanent to as-needed if an IP Agent in telecommuter mode was logged into a previously registered ip station with the same extension.	093385	
QSIG users could not cover to SIP integrated messaging adjuncts in an integrated fashion if special development SA8904, Location Based Call Type Analysis, was enabled.	093386	
You could lose calls or hang port networks when performing an upgrade with software duplicated servers.	093387	
AD system labels were not displayed for display language set to 'unicode2', 'unicode3' and 'unicode4' even if SA8942 was enabled.	093394	
When fewer connections than CLAN ethernet links were active during an upgrade, then the upgrade was not connection-preserving.	093396	
In a Communication Manager-Feature Server environment IMS user A and IMS user B, located in the same Communication Manager-Feature Server, were in conversation state. User A called B. User B had a One Touch Recording (OTR) soft key. During the conversation, B pressed the OTR button. The connection to the remote messaging system was established, but another call appearance was activated on the extension of user A. The same call scenario as above, but user A was an unknown remote station either in a branch or a PSTN caller. In this case, the OTR key was rejected.	093397	
10 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 *11 of 15*

Problem	Keywords	Workaround
When user selected the License File page and selects the step to "Install the license file specified below" and there is a "role" change (server mode changes from ESS/LSP to main for example), then the "Restart CM" button was shown. When the user clicked on this "Restart CM" button, an error was displayed and Communication Manager was not restarted.	093400	Use the "Install the license file I previously downloaded option" instead and the "Reset CM" button works.
On a software upgrade or system reboot, the previously active IPSI may not be remembered. This could cause another IPSI interchange when the server re-discovers the fault that caused the original IPSI interchange.	093402	
Audio conference was not established between audio endpoints and Avaya Meeting Exchange when sip trunk was video enabled.	093405	
After a trunk call was transferred to a station, caller's number was seen along with the trunk name instead of Trunk Access Code (TAC). This problem was reproducible even when Special Application SA8851 was enabled and in station's COR form " Remove Incoming CallerID from Set Display" field was enabled.	093417	
When the "Force gateways and phones to active LSPs " field is 'y' in the "system-parameters ip-options" form, there would be occasions when MGs which have a time-day window recovery rule would not be forced back to the LSP at the end of the hour when not all MGs have registered with the main server. In addition, there would be occasions when running the ' disable nr-registration ' command would elicit the bogus warning message: WARNING: this region is currently in a Time-Of-Day return period. Disabling this region could cause other regions to be automatically disabled at the end of the hour."	093418	
<i>11 of 15</i>		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 12 of 15

Problem	Keywords	Workaround
In a Communication Manager-Feature Server environment, administered a core Modular Messaging unit. Administered two IMS extensions A and B. Extension B had coverage all to MM unit. A called B. Occasionally Communication Manager-Feature Server performed a warm restart.	093421	
When S8510/S8500B/S8500C was configured as Local Survivable Processor (LSP) or Enterprise Survivable Server (ESS), its Processor Ethernet (PE) interface could only supported 3500 sockets. Now, it will be able to support 24000. This fix must be applied to the S8510/S8500B/S8500C ESS/LSP before it can take effect. If it is only applied on the main server the current operation is unchanged.	093422	
Under certain conditions, Communication Manager with bridged stations in the setup experienced system restart.	093425	
When an Application Enablement Service (AES) Device Media and Call Control (DMCC) endpoint registered in shared control mode was requesting media and received a second call, Communication Manager sent a new audio channel to the DMCC endpoint before the endpoint (physical set or DMCC endpoint) answered the call. When this happened the DMCC (called) endpoint got a "ring back" tone on this new audio channel until the called endpoint answered the call. During this time DMCC endpoint may not listen to the original call.	093434	
No talkpath was observed when switching rapidly between two active call appearances on H.323 phones.	093438	
Adhoc Conference failed with MX and H323 One-X Communicator when SRTP was enabled.	093444	
12 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 13 of 15

Problem	Keywords	Workaround
In a system with more than 127 combined CLAN and VAL boards, any of the following SAT commands could cause a system COLD restart of Communication Manager if executed on a particular board in the system. status ip-board status clan-ip status val-ip status link status clan-port netstat ip-route netstat arp refresh ip-route	093447	
Communication Manager could experience a system restart when making an IP trunk call when the Multilocation feature was turned on.	093449	
User must be a oneX Mobile user. The user must have had his oneX Mobile administration removed while one of his oneX destinations was on a call. A reset or interchange occurred. Afterwards, a oneX Mobile user would no longer be able to place calls using oneX Mobile and may no longer receive calls on his cell phone.	093451	Don't remove the oneX Mobile administration for a user while on a call.
When service observing a station that had an analog bridged appearance, service observers were not connected to calls through that bridged appearance even though the special application "Service Observe Physical Set" was enabled.	093495	
If an incoming R2MFC trunk call was forwarded unconditionally over ISDN PRI trunk, the call failed.	093509	
Incoming ip-direct shuffled calls to Communication Manager may occasionally drop.	093534	
After update of S8800 IMM firmware no alarms were generated in case of power supply or disk drive failures.	093555	
13 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 14 of 15

Problem	Keywords	Workaround
Some default Midsize Business Template license right-to-use were modified to meet the new market direction for this offer.	093557	
When there were oneXMobile users on a Communication Manager, EC500 and PBFMC usage counts may be improperly decremented, so that they could not reflect actual usage.	093586	To avoid the problem, don't remove users more than once.
A supervisor agent used the vu-stats button to generate display information, including a non-zero Aux Reason Code. The supervisor agent Service Observed an extension and then disconnected the call. After selecting the vu-stats button again, the Aux Reason Code was incorrectly displayed as 0.	093610	
System may run out of memory when SIP calls enter connection preservation on failed session refresh.	093648	
Some SNMP traps were not reported.	093658	
When integrated with Avaya One-X Mobile, callback feature did not work in some scenarios.	093759	
If a user entered an almenable -s or -d command when no "secure-services n" entry was in the alarm_oss.conf file the file was populated with the string "secure-services" without a value. Without an 'n' value INADS modem alarming will not work.	093789	The string "n" will have to be manually added to the "secure-services" string. Once the file is changed the user needs to disable alarming via the almenable -d n or -s n command and then re-enable it via the almenable -d f b or -s y command.
A user was set up to use oneX Mobile. The user's station had per button ring control set to y. The user logged a softphone (oneX Communicator) into the station in telecommuter mode. Calls to the station alerted the softphone but could not ring the telecommuter phone until after the user answered at the softphone.	093835	
14 of 15		

Table 18: Fixes delivered to Communication Manager 5.2.1 SP1 15 of 15

Problem	Keywords	Workaround
An agent with an observer was on a call and transferred the call to a VDN with a converse vector step. The converse step answered the call and the observer was connected. Then the agent pressed transfer and the observer remained on the call.	094039	
This change fixed T.38 fax failures when using TN2302 and TN2602 media processor circuit packs in the connection.	100370	
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP#1: 091165, 092252, 093030, 093097, 093129, 093221, 093481, 093520		
15 of 15		

Problems fixed in Communication Manager 5.2.1 SP2

This release includes the following fixes delivered to Communication Manager 5.2.1 SP2.

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 1 of 21

Problem	Keywords	Workaround
When a caller with Enterprise Mobility User (EMU) active on a visitor station pushed an autodial button whose target was an extension on the visiting switch, the call failed and the EMU caller received reorder tone.	074064	
The QSIG redirecting name was truncated incorrectly when the call was rerouted to the originating Communication Manager.	081834	
1 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 2 of 21

Problem	Keywords	Workaround
Remote party called into system over SIP trunk and got reorder tone. The SIP trunk must be using the TLS transport mechanism and the incoming SIP INVITE must arrive just as the TLS handshake completed. This resulted in delayed delivery of the INVITE message, which usually caused the first call to fail, but all subsequent calls proceeded normally.	082897	
When an extension with the Send All Calls (SAC) feature activated had an incoming call using Inter Gateway Alternate Route (IGAR) then the coverage point was not alerted instantly.	091148	
Displays may show an incorrect incoming phone number after QSIG path replacement operations.	091672	
Under certain conditions a filesync could fail, resulting in a MINOR alarm. The next filesync that passed insured all files were up-to-date.	091694	
EC500 calls failed if the trunk to the cellular service provider was an R2MFC trunk.	091755	
COR did not apply for a outbound proxy call. For a call originated from a SIP station administered on the Communication Manager for a user who was in an external domain, not administered on the system, the COR restrictions would not apply on the call.	092226	
Abbreviated dialing containing ~w failed on Media Gateway where dialing string contained remote access extension and authorization codes in it. When user pressed autodial button and dialed access code, dial tone continued without confirmation tone for service observing.	092256	
When R6 IP softphone registered in shared control mode with the unicode capable base station, Communication Manager would download button labels multiple times. As a result, it could cause the TCP socket congestion on the softphone.	092351	
Agent occupancy data could falsely display as being greater than 100%.	092475	
2 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 3 of 21

Problem	Keywords	Workaround
Unanswered calls to H.323 native endpoints were not properly disconnected.	092612	
Calls failed with intercept tone which otherwise should have been completed by Look Ahead Routing.	092693	
When a station was dialing out a call and another call came in to that extension but was picked up by another station, the display on the called station showed the call-appearance (a=) instead of showing the partly dialed string.	092729	
When ever shuffling was initiated due to master group change and the shuffling got rejected due to reinvite glare, then shuffling should be reinitiated once the glare scenario was over to avoid <i>talkpath</i> issue.	092845	
Error encountered, can't complete request; check errors before retrying message was displayed when ran the SAT command display/change display-messages button-labels .	093005	
In some cases EC500 did not work for XMOBILE stations. EC500 station failed to ring on incoming calls.	093029	
After Ayava Communication Manager reboot, third party call forward could not be disabled on Toshiba SIP Phone.	093161	
An unexpected Re-Invite was received from Communication Manager after the call to VDN was held by remote end.	093067	
SIP stations that used the public numbering format have to prepend a "+" to their extension number. When a public number did not start with a "+" calls from a SIP station did not succeed. Thus a "+" has to be prepended to the dial prefix of a station's "off-pbx station-mapping" table entry, if a corresponding match was contained in the public numbering table. Additionally it might have happened, that the field "dial prefix" of the "off-pbx station-mapping" table got overwritten with a false value after a reset of the system.	093112	
3 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 4 of 21

Problem	Keywords	Workaround
Far End sent ReInvite to Communication Manager and in counter offer changes the codec list from initial offer with only the last negotiated codec, for srtp calls Communication Manager failed to answer to this ReInvite.	093176	
Under extreme call volume conditions directed towards an unattended hunt group, the first call in the hunt group queue may be automatically dropped after not being answered for a period of time.	093178	
Infrequently, software duplicated Communication Manager main servers with H.248 Media Gateways and call traffic could interchange and reset.	093190	
An agent with an observer was on a call and transferred the call to a VDN with a converse vector step. The converse step answered the call and the observer was connected. Then the agent pressed transfer and the observer remained on the call.	093220	
After multiple link bounces, ISDN trunks and DCP stations sometime did not recover correctly to the point they were not working.	093244 093560 093581 091942	
2410/2420 type DCP stations with firmware version 5 were not accepting authorization code when the calls were made using internal speed dial buttons.	093250	Make the call using the dialpad.
Successful Two B-Channel transfer marked as abandoned due to parse error in parsing SetCallTag operation.	093305	
If there was a service observer on a PCOL (Personal CO Line) call and the PCOL station dropped, the call was not dropped.	093342	
Incoming ISDN Public Switch Telephone Network(PSTN) undergoing Q-Signaling path replacement are dropped by Public Switched telephone network.	093346	
4 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 5 of 21

Problem	Keywords	Workaround
When an ESS or LSP was added to or removed from translations, a MINOR alarm could occur on the main that could not be cleared.	093395	
Sometimes undesirable "ANSWERED BY TAC" display updates were seen when calls over SIP trunk were held by far end.	093414	
Customers would see the following error when doing seven simultaneous list history commands at the SAT (System Access Terminal): Error Encountered can't complete request; check errors before retrying. If customers did not do seven simultaneous list history commands, they will not see the problem.	093445	
When a service observer was on a call, ECT (Explicit Call Transfer) did not work. For example, an external call arrived through a trunk and was delivered to a station. The station transferred the call via the trunk. If the station was being service observed, the ECT did not work. The trunk channel did not get released.	093450	
The ports on the Processor Ethernet (PE) were blocked after enabling the VLAN 802.1q priority tagging.	093462	
Before, the count from the field "Number of features activated:" in the system-parameters special application form did not reflect the total number of activated features in the form.	093482	
Previously, in the case of flaky WAN link, video calls between IP softphones would fail intermittently. Now, they do not.	093490	
In an Avaya Aura environment which used Session Managers, it was possible that SIP stations did not always receive a correct update for their bridged appearances. This happened most likely if more than one Session Manager were controlling a single Communication Manager.	093497	
5 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 6 of 21

Problem	Keywords	Workaround
Changing many "Codec Set" or "Direct Wan" fields during a transaction on the IP Network Region form could result in a system reset due to high occupancy.	093514	
Dropping a SIP call failed if initial INVITE was received without Route header and without transport parameter in Contact header.	093529	
When migrating from a G3r to a Linux platform the tenant partitioning translation could be corrupted.	093542	
When the customer attempted to add an IPSI with IP Control disabled and blank IP Addresses, the transaction would be blocked and the cursor would be placed on a field that was not displayed.	093561	
ISDN PRI calls on H.248 gateways may intermittently not establish correctly.	093562	
Parked call was dropped if park originator dropped the call termed to a Q-Signaling trunk that had advice of charge feature enabled.	093567	
When an IP Softphone logged in telecommuter mode had call-forward-busy-don't-answer or enhanced call-forward no-reply active, any incoming call to the Softphone did not alert the telecommuter extension.	093577	Keep the service link up by making the 'Service Link Mode:' to permanent on the station form, page-2.
Proc Errors are displayed for each call made on a Communication Manager Feature Server with SIP Sgrp set as IMS =yes.	093582	
When doing a list history command from the SAT (System Access Terminal) using a 513 terminal emulation, customers would occasionally see blank lines between data entries. Customers could use another SAT emulation to avoid this issue.	093585	
Denial events were generated and displayed on DSP measurement reports as Touch-Tone receivers were not getting handled properly because of Lookahead Routing functionality.	093587	
6 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 7 of 21

Problem	Keywords	Workaround
It took around 15 minutes or so for the Processor Ethernet interface (PE) to detect the IP phone's socket down if the phone's cable was unplugged. Now it would only take around three minutes.	093589	
CDR did not record the PIN Code for DECT telephone type originated calls.	093592	
With CMS R15 and later, when an agent in the Auto-In work mode with a Multiple Call Handling (MCH) skill placed a non- ACD (for example, extension-in or extension-out) call on hold, this action was not reported correctly to CMS in the periodic audit of measured agents and trunks. It may also have caused the CMS link to drop and re-establish.	093605	
When H323 station make a call to another station over SIP trunk and IP -hairpin was enabled, DTMF digits were not heard on called station.	093629	
The customer complained that Communication Manager was not sending events for some phone calls where the far-end off-switch user dropped first and the agent removed the resulting call trmt with a DropLast action and originating a new call.	093636	
The Total column of the BW Limit field on page 20 of ip-network-region form was displaying blank.	093643	
Custom labels on phone display were damaged after executing change station command on System Access Terminal (SAT) form on Communication Manager.	093653	
When SA8942 was enabled from the SAT , necessary changes to the web interface for "CM Phone Message File" were not enabled. To trigger the problem: 1. Do not install SA8942 license file. 2. Enable SA8942 from SAT .	093661	
7 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 8 of 21

Problem	Keywords	Workaround
List trace station and TAC commands now output ROIF (Redirection On IP connectivity Failure) events for the traced call.	093667	
When the IVR (Interactive Voice Response) channel status was monitored from the IVR side, the IVR channel randomly went down and then came up again in 1 second. This was caused by the station type being initialized as DS1FD and not DS1SA.	093668	
If a user on a Siemen's server calls a Communication Manager user over a QSIG trunk and the Communication Manager user was call forwarded, then the redirection display presented on the Siemen's user's display was incorrect.	093672	
When an Application Enablement Server (AES) endpoint, logged in Shared Control mode with a telecommuter IP-Agent or IP Softphone , unregistered the <i>talkpath</i> in the ongoing IP-Softphone/IP-Agent call would get lost.	093680	
An incoming call on Distributed Communication System Trunk (DCS Trunk) followed external coverage criteria if Time Of the Day coverage table was used as called station's coverage point.	093686	
A one-X Communicator, version 5.2 or later, was installed in a Communication Manager 5.1 test system with the station type 96XX. On the one-X Communicator a team button was assigned that pointed to a station that was allowed as monitoring station. When the monitored station was called, it was indicated on the team button of the monitoring one-X Communicator as blinking green lamp. Answering the ringing call on the monitored station erased the green lamp instead of displaying the active state of the monitored station. When the monitored station went into active state by establishing a call an update of the team button on the monitoring one-X Communicator did not take place.	093687	
8 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 9 of 21

Problem	Keywords	Workaround
For SIP calls, if the call was made using Avaya Switch Adjunct Interface (ASAI), under certain internal conditions of redirection the call was dropped.	093699	
Wrong display on transferring party when transferred call over Q-sig/ SIP/DCS trunk and after transfer recall timer expired.	093701	
Prior to this fix, only 1 oneX Mobile server could connect to a Communication Manager through session manager.	093702	
False TTR-LEV alarms could be seen on MBT systems if the "ping" parameters on the "system-parameters ip-options" form was submitted.	093710	
Previously, Communication Manager would respond to an inactive fax re-INVITE with a null IP address and port. This caused the far-end to not generate a subsequent active fax offer, so the fax would fail. Now, Communication Manager responded with an IP address and a non-zero port. Since this was not interpreted as a rejection by the far-end, an active fax offer was subsequently sent.	093715	
Coverage answer group member could not answer the call if last member had call forward active.	093729	
If a member of a terminating extension group (TEG) attempted to service observe another member of the same TEG that was on the TEG call, service observing might not work.	093730	
For SIP calls, under certain internal conditions of redirection the call was dropped.	093732	
An incoming call to an unstaffed agent did not cover immediately to the coverage point, resulting in the call being dropped after a period of time.	093737	
When an incoming ISDN call was transferred locally, the called number in the EVENT CONNECT message was not reported correctly.	093753	
9 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 10 of 21

Problem	Keywords	Workaround
Call was getting dropped on SIP trunk due to Port missing in contact header.	093755	
If an incoming TSC call was received during SOSM incoming trunk monitoring, then an incoming trunk event report was generated that could not be parsed by AES and caused a library error message.	093768	
Call transfer was failing when a station that was was on an active call with an agent tried to transfer the call to a station of which Class of Restriction (COR) was different from that of the station where the agent has logged-in.	093778	Change the COR of the physical phone where the agent logged-in to the COR of the Agent/other stations.
For a customized legacy CDR format, if the INS field was administered with a data length of three, only 1-digit INS value was recorded in the CDR record, instead of the 3-digit INS value.	093781	
If a Trunk-Group, Hunt-Group, or VDN was changed from Measured:none to Measured:external, or Measured:both the associated name was not sent to IQ and so the name was not available for reports. For example, the VDN extension was displayed in Routing Point reports, but not the VDN name.	093783	
The customer saw the incorrect number of logins when executing the " status health " or " status media-gateways " commands at the SAT (System Access Terminal) when more than nine logins were active.	093800	
Upon calling a XDID (X-porting Direct Inward Dialable) number the "Hunt-to Station" endpoint did not ring.	093811	
Under some conditions, the processing of a system WARM restart was delayed up to two minutes. During the two minute delay, no service was being provided.	093825	
Agents were unable to retrieve calls that were held. In addition, the agents display showed CONFERENCE on calls when there was no conference.	093828	
10 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 **11 of 21**

Problem	Keywords	Workaround
An SNMP Walk on the g3trunksta MIB group timed out.	093829	
IGAR (Inter Gateway Alternated Routing) call was dropped when call record audit was run.	093837	
Incorrect error handling of abnormal native H.323 station disconnects could lead to system resets.	093843	
When an Agent X who is logged on station A, calls station B that has EC500 feature enabled to station C over an ISDN trunk, station C always displayed agent information irrespective of the value of the field 'LoginID for ISDN/SIP Display?' on the agent form.	093849	
IGAR (Inter Gateway Alternate Routing) call was dropped when call record audit was run.	093855	
Previously, if call came in on IP -Trunk in Port Network 1 and then went out to a EC500 extension using a trunk in Media Gateway 1. Then there could be possibility of the call having no <i>talkpath</i> if the ip-codec-set between the Network Regions on Port Network and Media Gateway were using a wideband codec.	093863	
An agent in an Intelligent Customer Routing (ICR) solution was presented with the incorrect UCID information. Call flow: 1. Customer call arrived at the ICR . 2. Customer was prompted for agent information. 3. Customer entered a VDN number. 4. ICR generated a SIP Refer with Replaces request with the specified VDN . 5. Agent received the call and inspected the UCID using the ucid-info button. 6. The incorrect UCID was displayed. The UCID for the original customer call was expected.	093871	
11 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 12 of 21

Problem	Keywords	Workaround
A very small percentage of calls may fail under very high call traffic due to an internal software error.	093873	
Incoming R2MFC trunk call to a station which had CFU/CFB (Call Forward Unconditional/Busy) active over another R2MFC trunk failed if the option 'Collect All Digits before Seizure' was enabled on the multifrequency-signaling form.	093879	
A server reset occurred due to a seg fault while making sip tandem calls under certain conditions.	093880	
The timestamp field in the g3alarmsAlarmNumber OID in resolved Communication Manager traps was not reporting correct information.	093902	
Unanswered extension to cellular (EC500) calls would erroneously cover to the cell phone provider's voicemail system instead of covering to Communication Manager's voicemail system.	093911	
Call was getting dropped on SIP trunk due to transport type missing in contact header.	093924	
After an upgrade from G3SI to Communication Manager 5.2, Group Do not Disturb feature on attendant console did not set the time correctly.	093944	
At very high SIP traffic under certain conditions Avaya Communication Manager would dump core.	093951	
For calls transferred by SIP IVR to the PSTN , the called party display showed the dialed number instead of calling party number.	093957	
12 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 13 of 21

Problem	Keywords	Workaround
When a supervised transfer was made and transfer to party did not answer the call and call went to cover and pickup member answered the call, after the transfer was completed, the call got dropped. The problem was only reproducible when "Temporary Bridged Appearance on Call Pickup?" was disabled on "change system-parameters features" form and "Maintain SBA At Principal?" was enabled on "change system-parameters coverage-forwarding" form.	093965	
During a blind transfer for a call from ISDN to a SIP trunk, the calling party would get dropped from the call but call would terminate to agent.	093976	
When making an incoming SIP trunk call to an unregistered IP station, SIP response was not consistent and changed depending on the type of trunk group service.	093978	
The bash and SAT (system access terminal) interface was slow when SNMP trunk-group MIB (OID 32) would run because processor occupancy was high. This would also occur when MSA (Multi Site Administration) was doing a database synchronization. This would make MSA synchronization take longer also.	093992	
Previously, if the system did not undergo a Communication Manager restart of any kind, other than a single-process restart, for 994.2 days, the tmr_mgr process would trap and cause a WARM restart of Communication Manager. This should no longer happen.	093993	
Call reporting adjunct IQ could not adequately record calls processed by SIP merge with replaced for ICR .	094000	
When there was a large turnover of agents, such as during a shift change when many agents log off and log in, data corruption could prevent any EAS agent from logging in.	094012	
13 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 14 of 21

Problem	Keywords	Workaround
An IP Agent was active on two calls, one of which was a call to a vector involving a collect step with a repetitive announcement. When this IP Agent toggled between these call appearances multiple times, one of the two active calls dropped.	094049	
In an Intelligent Customer Routing (ICR) configuration with a SIP queueing trunk measured by IQ/CMS and a SIP redirection trunk NOT measured by IQ/CMS , an abandoned event was reported when the queueing trunk dropped from the call when the SIP Merge with Replaces took place.	094059	
IP stations capable of TTY operation can now activate TTY communication with an appropriate TTY device.	094064	
If a Visitor Enterprise Mobility User (VEMU) had all of its call appearances busy, under certain internal conditions, the system encountered a reset system 2.	094067	
Path Replacement not working for calls using call type analysis table.	094072	
When trying to remove a TN2602 board on the circuit pack form of a system that had numerous ip-interfaces enabled, the system hung and trunk groups went out of service.	094075	
If an Application Enablement Services (AES) Device Media and Call Control (DMCC) endpoint is registered using TTS feature and the associated TCP socket bounces (goes down and comes back up), the registered endpoint will stop receiving DTMF digits for the existing call and future calls until it re-registers.	094076	
14 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 15 of 21

Problem	Keywords	Workaround
When a call over a SIP trunk was unanswered for 10 seconds, a CDR record was still generated. This change fully addresses the problem when new trunk groups are added. If customers experience this problem on existing trunk groups and want to eliminate these CDR records, with this change they can correct this problem for existing SIP trunk groups by performing a "change-submit" sequence on the SAT for each assigned SIP trunk group without changing any field values.	094088	
For incoming R2MFC calls to stations which had EC500 enabled, the numbering plan identification/type of address (NPI/TOA) encoding of the calling party number sent on the outgoing ISDN PRI trunk was incorrect.	094089	
During a software upgrade, when there were more PPP links active than actual stable calls, the upgrade escalated and stable connections were not preserved.	100010	
A skill with a low number of logged-in agents or low number of calls could experience a condition in which the Expected Wait Time (EWT) as understood by Avaya IQ was not updated for a potentially long period of time. This impacted reports related to the skill.	100012	
The bash and SAT (system access terminal) interface was slow when SNMP trunk-group MIB (OID 32) would run because processor occupancy was high. This would also occur when MSA (Multi Site Administration) was doing a database synchronization.	100013	
There were situations where after a domain controlled user hit the DropLast button on a phone, the new call did not receive ASAI events.	100014	
When an agent transferred a call to an auto answer station, agent service observers were not removed from the call.	100021	
15 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 16 of 21

Problem	Keywords	Workaround
Calls covered/forwarded from AWOH stations always used the ALL LOCATIONS routing table.	100044	
Control over active call was lost when there was an incoming call to a bridged-appearance. Pressing the call-appearance button dropped the call. This happens only when the field "Display Information with Bridged Call" on system-parameters features was set to 'n' and the field "Bridged Idle Line Preference" on station form was set to 'y' for the bridged station.	100060	Set the field "Display Information with Bridged Call" to 'y', in system-parameters features form.
A call transferred out of Modular Messaging routing to an auto-answer agent could result in a 1-way <i>talkpath</i> between the caller and the agent.	100064	
The settings for the ethernet interfaces could not be changed on S8800 servers.	100070	
Under certain circumstances and traffic levels, users were unable to view vector and vdn-related call traces on the SAT using the "list trace vector" or "list trace vdn" commands.	100071	
SIP calls were failing when Session Refresh INVITEs crossed causing Communication Manager to resend this INVITE. The problem involved SIP media that had been deleted too soon, causing failures on message responses in Communication Manager.	100078	
Receiving a large SIP message caused a memory overrun which resulted in a process trap.	100082	
Under conditions where stations were muted, it was possible for an inter Port Network to H248 GW IP voice connection using an older version of TN2602 media processor to report that activity on the voice path had ended causing the connection to be terminated.	100108	
16 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 17 of 21

Problem	Keywords	Workaround
Applications that use packet links, PRI , BRI , CrossFire, CLAN sockets (H323, SIP , CDR , CMS , IQ, etc.), etc., experience link allocation failures resulting in service outages. The scope of the outage depends on which links experience the failure. For BRI links and H323 station sockets, the outage is limited to single users. For PRI links and H323/SIP trunk sockets, a whole signalling-group is out-of-service. For CDR , CMS , IQ, etc., the whole application is out-of-service. The condition is triggered by a shortage of IPSI /PKTINT resources, resulting in resource exhaustion on some IPSI boards. This can occur due to the system being incorrectly engineered (insufficient IPSIs provisioned) or because multiple IPSIs have been taken out of service (hardware failure, network failure, maintenance actions (busy-out), etc).	100115	
On the "System-parameter Features" form, the title "Auto-answer IP Failure Aux Work Reason Code:" has been changed to remove "Auto-answer" to reflect the actual operation of the feature.	100122	
A busy tone was sent to a caller if One-X mobile triggered station was present in a coverage answer group.	100123	
When the user picked up the call through the "call-pkup", "team" or "dir-pkup" button, the picked up call would be shown in the outgoing call log instead of the incoming call log.	100127	
Blind transfer by the called party put the caller on hold but not unholding after the transfer is complete, causing one way <i>talkpath</i> .	100128	
TDM/DSP blockage may result when attempting inter IP-connected port network calls. This blockage may result when a duplicated Crossfire media processor is shared amongst other port network media processor boards in a network region.	100171	
17 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 18 of 21

Problem	Keywords	Workaround
If an agent is in AUX mode, a call to the agent's ID correctly covers to Modular Messaging and reaches the voice mailbox. If music on hold is administered and playing while the call is going to coverage, when call is answered at the coverage point, music does not stop playing. For example, Administer music on hold and enable it for the agent's COR. Music is not integrated music. Administer a vector such as: collect 1 digits after announcement 4111401 for none route-to number 1110001 with cov y if digit = 1 where 1110001 is the agent extension with a coverage point that is a station. Turn on DAA: (sys feat form, page 11) direct agent announcement extension is 4111401. Make a call to the vdn that executes the vector and dial '1' to route the call to the agent. Let the call cover, have the announcement complete, and answer the call. The music is still playing for the caller when the coverage point answers the call.	100188	If music is integrated-music, the problem does not happen.
If an incoming call on a measured trunk-group is reflected out and back on an unmeasured SIP NCR trunk-group, and was subsequently transferred off-switch, the subsequent transfer was not reported to IQ/CMS.	100190	
After the IP phone logged out, it could not register any more.	100208	
After an upgrade from G3SI to Communication Manager 5.2, the Group Do not Disturb feature on the attendant console did not set the time correctly.	100212	
A tandem data call between two DS1s on two different IP Connected Port Networks could fail.	100228	
If the name field in a SIP HistoryInfo header was missing, the system would restart.	100231	
This change fixes T.38 fax failures when using TN2302 and TN2602 media processor circuit packs in the connection.	100234	
SIP trunk calls failed if the RFC 3389 Comfort Noise field was enabled and the Media Gateway was not Comfort Noise Capable.	100239	
18 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 19 of 21

Problem	Keywords	Workaround
If a SIP station used the "call pickup" feature, the call could result in no <i>talkpath</i> if the originating party was a SIP user.	100240	
When an observed station transferred a call to an auto-answer station that was also observed, upon completing the transfer the observer of the auto-answer station was no longer considered an observer, but rather a regular party on the call. If the caller then dropped off the call, the call would not drop because there were still 2 regular parties on the call.	100245	
When a user pressed the Mst_debug button or dialed the Message Sequence Trace (MST) Disable FAC to report a problem with a call that call was recorded in the list trace buffer. If a list trace was active at the time of the event the trace automatically switched to tracing the problematic call and output the following message to indicate this switch. 11:56:44 MST debug button or FAC station 5100 cid 0x14 If a list trace command was not active at the time of the event, the call trace was recorded in the trace buffer and could be displayed later using the list trace previous command.	100247	
SIP Call pickup not working when using "Call Pickup" button	100271	
Calls that were queued by ICR on a measured SIP trunk and subsequently delivered to an agent on an unmeasured SIP trunk were not tracked properly by IQ/ CMS .	100279	
Comfort Noise was signalled even when Media Gateway did not support Comfort Noise leading to failure of SIP trunk calls.	100283	
Under heavy traffic conditions or IP network outages, entries in the Communication Manager logs showed that H.248 media gateway links were experiencing large delays in sending messages, often greater than 300 seconds.	100285	
19 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 20 of 21

Problem	Keywords	Workaround
Unable to activate Special Applications SA8662, SA8684 and SA8661 regardless of the status of the Hospitality (Basic) feature.	100300	
Incoming and outgoing R2MFC calls to CO failed.	100366	
Could not downgrade from SP1 or SP2 to SP0 based update.	100372	
Communication Manager may reset if a call was made to a port on a H.248 media gateway and the media gateway was administered as the 250th media gateway.	100389	
SIP , H.323, and ISDN PRI trunks became unusable when stations with a type of XMOBILE were assigned in Communication Manager.	100452	
Unable to make a trunk call if authentication code was dialed digit by digit in time interval of 6-7 seconds.	100465	
"DID/Tie/ISDN/SIP Intercept" to Announcement was failing with Multifrequency Compelled R2 Signaling System(R2MFC) trunks when the caller mis-dialed the number.	100508	
When call was routed out of Vector Directory Number (VDN) to phantom and terminated on Toshiba SIP Phone, line four of the terminating phone display was not updated with VDN information.	100522	
IP DECT (Digitally Enhanced Cordless Telephone) phones were not able to transfer calls.	100545	
Page two of the status station xxxx command displayed "0" in the FW Version:" field and its "Part ID Number" and "Serial Number" both displayed "unavailable" when a 1408 or 1416 set type was used with Communication Manager.	100554	
A SIP phone should be able to do six party conference with proper <i>talkpath</i> and proper display.	100602	
20 of 21		

Table 19: Fixes delivered to Communication Manager 5.2.1 SP2 21 of 21

Problem	Keywords	Workaround
If a SIP signalling group was administered with "H.323 Station Outgoing Direct Media? y", an outgoing call from a H.323 station to the SIP trunk, would sometimes not hear ringback.	100901	
An incoming SIP direct ip trunk call may not provide audible ringback to the calling trunk.	100994	
In a system with 5.2.1 sp01 or earlier and 5.2 sp04 or earlier SNMP Load Agent stopped responding even after the connection state was initialized.	101094	
Issues associated with the following keywords were also corrected in 5.2.1 Service Pack # 2.	083445, 091559, 092942, 093281, 093638, 093916, 093961, 093986, 100026.	
21 of 21		

Problems fixed in Communication Manager 5.2.1 SP3

This release includes the following fixes delivered to Communication Manager 5.2.1 SP3.

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 1 of 18

Problem	Keywords	Workaround
When " UDP->ARS Calls Offnet" option was enabled, the following calls were treated as on-net and not blocked: * toll analysis * forced entry of CDR account code * authorization code prompting.	083736	
Systems with several large IP trunk groups have trouble getting all of their trunks into service.	091253	
An SNMP walk on the "g3 version" MIB group did not return any data and caused a segmentation fault.	093145	
The user would see many of the following software errors in the error logs. CM5_proc_err: pro=7195,err=203,seq=136660.	092715	
On systems with more than 7 ESS clusters, duplicated ESS pairs could undergo server interchanges.	092828	
1 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 2 of 18

Problem	Keywords	Workaround
Issues associated with the following keywords are also corrected in Communication Manager 5.2.1 SP #3.	093033 093823 093824, 100144, 100166, 100344, 100442, 100556, 100585, 100603, 100647, 100862, 100910, 101021 100987 092215	
There was a window in which Kernel Updates could be committed before the LINUX reboot. If committed before the reboot the Kernel replacement doesn't take place and the update ends up in the activating state requiring manual intervention to correct.	093050	
Two Bearer Channel Transfer failed because glare occurred while setting up second leg of the call. Handling of glare condition is incomplete for Network Call Redirection.	093108	
An SNMP walk on the "g3version" MIB group did not return any data and caused a segmentation fault.	093145	
When call is initiated using autodial button and answered on EC500 station, DTMF digits are played to wrong party.	093148	
Long Hold Recalling does not work on SIP phones when Session Refresh Interval on SIP trunk and Long Hold Recall Timer for the held call on the SIP phone are fired at the same time.	093226	
2 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 3 of 18

Problem	Keywords	Workaround
During call forward/transfer to external number diverting/redirection number is send as presentation allowed even if it is administered as restricted on station form.	093271	
Calls transferred out of a trunk integrated voice mail adjunct may not generate correct call detail recording (CDR) records.	093311	
When communication Manager receives 200 ok with port change or codec change against session refresh reinvite or Display change reinvite, the talk path should not break.	093518	
Call to an xported station say X having bridge appearance on station say B, B answered thecall from bridge appearance and then transferred to station C which was not answering. The call then covered incorrectly to X's voice mail rather than C's voice mail.	093580	
Call was not going to correct voice mail if an attendant was tranfering the call to another station which was busy.	093607	
Avaya Communication Manager does not respond back to farend switch for INVITE messages with only T38 codec in it, when Avaya Communication Manager is already on call which supports only audio. This may lead to memory leak issues and system reboot.	093612	
When a remote QSIG user calls the QSIG Message Waiting Indicator (MWI) hunt group in an effort to dial into voice mail the remote user does not see the hunt group name and extension on their phone display.	093616	
When ARP requests are sent to a main Communication Manager server and only for a particular ipaddress, only the ethernet port with that ip address will respond.	093703	
If the Survivable CDR feature was enabled and the Local Survivable Processor went active then the very first CDR generating call was supposed to create a new Survivable CDR file. In some scenarios this file did not get created and hence the CDR were lost.	093711	
3 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 4 of 18

Problem	Keywords	Workaround
Missing or out-of-date UNICODE language files on a standby server (duplicate main server, LSP or ESS), resulted in system restarts when the standby server becomes active. This problem occurred when the UNICODE language files were being installed on the active server while the standby server was down. Since the standby server was down, the file copy to that server failed. The problem can be avoided by making sure all standby servers (duplicate main server, LSP and ESS) are up before installing the UNICODE language files.	093712	
When a caller drops while an integrated announcement is playing, before being connected to an agent, and a VDN service observer is on the call, the call continues to the agent as a phantom call.	093767	
If the agent is being notified by the Interruptible Aux feature, then an incoming or originating a call does not clear the notification display on the phone.	093792	Clear the display with the Normal/Exit button
When ~p~p is used in abbreviated-dialing for SIP station to SIP station call, DTMF digits administered after ~p~p in abbreviated-dialing are not heard at called station.	093846	
"Status link xxxx" command put ip stations sockets count in the field " IP SIG GRPS & MEDIA GATEWAYS " instead of " H.323 IP PHONES ".	093875	
The 'list measurements trunk-group hourly' command gave inaccurate data intermittently for the ATB (All Trunks Busy) field. Occasionally it started showing 100% ATB during low traffic times and stayed at 100% ATB for a long period, such as over night, then cleared itself.	093890	
If a call was made to a hunt group and IGAR was triggered, then the agent did not ring if it had EC500 enabled.	093910	
4 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 5 of 18

Problem	Keywords	Workaround
When an ASAI call is made and the call is forwarded to another station, calling party's call log was showing called party's number as UNAVAILABLE.	093917	
Call from a Siemen's user to a Communication Manager user over a QSIG trunk won't properly cover to voice mail if the Communication Manager user is "call forwarded no response" to the QSIG messaging hunt group extension and the QSIG messaging hunt group allows diversion by re-routing.	093955	
When a delayed socket closure results Communication Manager does not send a SIP UPDATE message causing calls to drop.	094033	
Calling Party Number was missing on Cell Phone if Auto Callback was activated over a QSIG trunk to an extension that has EC500 active.	094091	
The count of IP_API_A stations shown on the display capacities screen was higher than the number of IP_API_A station actually registered.	100006	
A call over a SIP tandem trunk may cause a system reset.	100019	
Fax call dropped if call duration exceeded session refresh interval time.	100056	
Incoming Session Initiation Protocol call fails if the principal termination is forwarded.	100066	
Users could change the 'Ethernet Link: ' field on the ip-interface form when the link was assigned to a 'communication-interface processor-channel'.	100067	
When a SIP INVITE with Replaces message was received, the UCID coming in with the replacement trunk was not being retrieved.	100076	
Under certain conditions, Communication Manager resulted in segmentation fault when H248 gateways were involved.	100080	
Wakeup call alerts ~3 minutes prior to the scheduled time.	100087	
5 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 6 of 18

Problem	Keywords	Workaround
When Communication Manager sends session refresh reinvite to one of the End point, it responds with 488 and the call get dropped. But as per RFC3261 the call should not be dropped.	100112	
Dial Plan Transparency fails when triggered by a SIP REFER message.	100130	
Communication Manager undergoes restart when the active Crossfire board in a duplicated setup was disabled.	100137	
Caller does not get audible feedback for calls made on LAR configured route pattern on Communication Manager.	100160	
Not able to do a remote ping or trace route from an IP endpoint on a S8300.	100174	
Session Refresh Invite is answered in 200OK by Avaya Communication Manager such that the codec list offered in Invite is answered back in answer in 200OK having a codec not administered in Avaya Communication Manager	100198	
Agent's display showed incorrect information when the incoming SIP trunk call shuffled under certain conditions.	100258	
If Communication Manager receives a REFER message with an escaped URI, the switch may reset.	100261	
Under certain system administration scenarios, the system can deadlock causing complete system reset. At least one scenario is having an administrator running a long list of remove station commands using the import remove station feature of Avaya Site Administration and a "list measurements clan ethernet" report on another SAT (System Access Terminal) at the same time.	100270	
6 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 7 of 18

Problem	Keywords	Workaround
- When an agent A logged on station B makes a local or ISDN trunk call to station C, station C shows name and number of B if the field "Identity when bridging" on system parameters form is set to station.	100274	
If a Team button was administered to a button on the second button module of a station then Send All Calls (SAC) Override would fail.	100275	
In a CM Evolution Server the feature "Extension to Cellular" (EC500) failed for SIP stations, if the EC500 destination was located in another CM Evolution Server or CM Feature Server.	100280	
The ASAI Alerting Event doesn't report the correct called number when an incoming ISDN call terms to a VDN , the Redirect on No Answer feature is enabled and the field VDN Override for ASAI Messages is set to ISDN Trunk.	100281	
Errors are logged to the Communication Manager system debug logs when the maintenance process tests H.248 media gateway CO trunk ports. Errors are also logged for calls that are merged that involve two or more H.248 media gateways.	100314	
One-X portal which was configured to use DMCC license was unable to login in Telecommunicator Mode via AES and get denial event as "Registration rejected because maximum number of registered endpoints of specific product and version exceeded".	100316	
When TTI was enabled, and a station calls to X-ported station covered to Voicemail via SIP trunk was hearing generic greeting.	100317	
When a call covers to an x-ported station in a coverage path of the called DCP station then if the station to which the call covers contains a bridge appearance of the x-ported station as well as a team button then only the bridged appearance would indicate a call and not the team button.	100328	
7 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 8 of 18

Problem	Keywords	Workaround
The green lamp of BCA on soft phone registered in shared control with the H.323 9620 base set was not updated to green:steady state when the bridged call had been answered by primary.	100329	
Systems with several large IP trunk groups have trouble getting all of their trunks into service.	100331	
Internetwork region test uses out of service boards to use for test. An enhancement is being made to the change ip-network-region SAT form so that the Meas field is renamed to Mtce on the form. This will allow a user to administer inter-region connectivity testing either by using ping measurement data, or by using the normal inter-network region background test (#1417), or a user could turn off testing for this region pair, e.g., in the following screen test 1417 is on for the region pair 1,5. If the "t" is changed to "m" then ping measurements will be done to test the region pair, if the value is changed to "d" then testing is disabled for that region pair.	100335	
Enhanced System Directory, does not allow users to edit second attribute 'telephone number' from search and detail screen settings from web administration pages. And allows , in the Native Name(Unicode) in the external numbers add page. It now adds a check for the minimum number of characters entered on the search string on the phone browser which is administered from the search screen settings web page. It displays correct displayname attribute value when configured as one of the detail attribute in Detail screen settings web page.	100343	
The 'Type' column of the 'list measurements ip dsp-resource pn summary today' form was showing corrupted data in form of random characters.	100347	
8 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 9 of 18

Problem	Keywords	Workaround
The user could not originate a call from a bridged appearance while using on-hook dialing (dialing the number directly from the keypad without going off-hook/pressing speaker button) when the station feature "Auto Select Any Idle Appearance" is enabled.	100359	Dial by going off-hook or using the speaker button.
The " Cvg Enabled for VDN Route-To Party?" feature on "Coverage-path" worked only for the first "route-to" step in a vector.	100368	
The list measurements announcements board today-peak report can have duplicate entries for the same extension on the same board. There should only be 1 today-peak hour on a specific announcement board per extension.	100386	
A system reset or server interchange might turn off the User Guidance Display feature.	100407	
IGAR (Inter Gateway Alternate Routing) calls failed if the IGAR trunk call was routed over an ISDN trunk group and if the call was retried because the PSTN selected the same B-channel for an incoming call at exactly the same time. (This is known as "glare").	100409	
MCP single process restart causes call processing to reset.	100413	
Large number of H.323 stations registration resulted in system reload.	100415	
A DCP phone which was on a call showed date and time instead of the caller/callee's name when media gateway failed over to LSP .	100444	
Display on Call Master 603 was frozen after a call was transferred. This happened once in 30 to 40 calls when the Enhanced Conference/ Transfer Displays and Vu-Stats display were enabled.	100445	
BSR calls failed when 95 or more bytes of UUI data was being transported between Communication Managers. The data from the polling VDN was not returned so the call was disconnected.	100471	
9 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 10 of 18

Problem	Keywords	Workaround
Earlier Telephone Set Type of Series 84XX were not allowed to have EC500 stations via "change off-pbx-telephone station-mapping" form. Now, support is added to administer EC500 extensions to 84XX sets via said form.	100489	
If an incoming SIP trunk call was made to an attendant and the attendant put that call on hold and made another call, then when the attendant did a split-swap to return to the previous call, there was one-way talk path. The problem was only seen if the "Network Call Redirection" option on page 4 of the SIP trunk group form was enabled.	100544	
When a 96xx phone user attempted a blind transfer of an incoming trunk call to an "x-port" station which had a remote coverage path, the 96xx phone user was unable to transfer the call until the Remote Coverage cell phone answered the call.	100550	
When one call is already active subsequent callers hear busy instead of the ring tone when calling a station that had the limit calls (LNCC) feature activated and was answered from a bridged appearance.	100560	
CPUPERF alarms will only be generated when there are cpu performance problems on the server.	100570	
Offnet forwarding on a station does not work if incoming trunk call to this station has nil calling number.	100576	
On a server with more than 10,000 stations administered, SNMP walk on g3station caused MVSubAgent to hang.	100586	
When a Communication Manager is connected to a CMS older than R15 (or IQ older than 5.0) and a service observer is on a call that is being conferenced or transferred, an extra message is sent to the reporting adjunct that can cause confusion.	100590	
10 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 *11 of 18*

Problem	Keywords	Workaround
Wrong voicemail greetings played on SIP integrated Modular Messaging when Agent blind transfers the call to a busy station.	100591	
EC500 Timer button gets blanked and/or button's lamp is turned off after periodic maintenance runs on related terminals.	100592	
When a Vector Directory Number (VDN) was monitored through ASAI , the number of calls in the queue was showing one less than actual number if the number of calls was greater than one.	100595	
Internal server audit sometimes cannot clear software corruption causing Communication Manager to restart.	100596	
If an incoming R2MFC trunk call was forwarded over another R2MFC trunk and the forwarding station had coverage point administered, the call to the forwarded to party was dropped after 1 ring and the call covered to the coverage point.	100597	
IGAR (Inter-gateway Alternate Routing) calls denied due to insufficient FRL (Facility Restriction Level) gave incorrect data in denial event.	100605	
Time-To-Service (TTS) phone could not get back in service after being powered down and up.	100612	
Calls fail to tandem through Communication Manager when LRQ (Location Request) is used.	100618	
If a call was made from a EC500 associated cell phone to an unregistered IP station over an outbound trunk the outgoing trunk channel was used from the wrong PN .	100635	
11 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 12 of 18

Problem	Keywords	Workaround
When an Extension to Cellular (EC500) station, made a call on behalf of its principal station, by dialing the Feature Name Extension (FNE) of "Select Idle Appearance", over a Qsig trunk, the display on the called party showed the name of the EC500 station instead of the calling principal station.	100636	
An Incoming SIP (session initiation protocol) trunk call to Communication Manager was answered by an IP agent. When the IP agent transferred the call to another station, there was no talk path.	100666	
Under certain internal conditions, Avaya Aura® Communication Manager may reset if there is a server interchange while SIP calls are up.	100669	
Links to IQ/CMS were not remaining in-service across a PE Interchange.	100685	
If a remote QSIG user calls the SIP adjunct messaging hunt group in an effort to dial into the SIP MM , then the remote user does not see the hunt group name and extension on his/her phone display.	100691	
Call-Forward button is not updated even though call-forwarding is activated for the station when Far-end Domain name is Null for sip signalling group.	100706	
After Time-To-Service IP phone re-registered, Communication Manager (CM) would not initiate a TCP socket immediately after its registration even if the CPU occupancy was low. If the phone sent the Admission Request (ARQ) to Communication Manager, Communication Manager sometimes also would not initiate the socket to this TTS phone.	100713	
Enhanced System Directory, does not allow to add, (comma) in the Native name(Unicode) field in external numbers add web page.	100716	
12 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 13 of 18

Problem	Keywords	Workaround
A SIP(Session Initiation Protocol) phone on ACM(Avaya Communication Manager) should be able to do conference up to 6 party by calling each of the recipient(up to 5 recipient) and join them on the conference one by one.	100731	(Identify what the customer can reasonably do to avoid the problem or, if unavoidable, recover from the problem):
When call was routed out of Vector Directory Number (VDN) to phantom and terminated on Toshiba SIP Phone, line 4 of the terminating phone display was not updated with VDN information.	100732	
There was no talk path on a call from a Toshiba SIP Phone to another Toshiba SIP Phone in a call pick-up group that was picked up by a third Toshiba SIP Phone in the call pick-up group.	100733	
If there was an announcement with extension 0 in a translation, "list announcements" wouldn't list any announcements.	100739	
With certain multi-location dial plan administration, if a user presses a button that's been preprogrammed with a full extension, the call fails, because CM tries to route it using the per-location dial plan entry. Such buttons include CM buttons like busy-ind, call-disp (from directory), and team, as well as phone buttons such as 'redial' and calls placed from the call log on 96xx phones.	100755	
A trunk call from inactive to sendonly mode should not be dropped rather the call should stay on TDM .	100772	
For Network call redirection(NCR) trunk call, after transfer is complete,shuffling should take place if the remaining end points are shufflable.	100785	
CDR did not capture the agent extension that answered the call if the incoming call traversed through Voice Portal and converse-on vector steps.	100786	
13 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 14 of 18

Problem	Keywords	Workaround
The "status ip-board [loc]" command, for some, but not all, IP boards, showed all zeros, including the Reset date and time. This started occurring after midnight of the 1st day after a system reset/reboot or after midnight of the day that a board was inserted.	100803	
For Time-To-Service (TTS) Duplicate Processor Ethernet (DUP PE) capable phones, if a phone sends CM a setup message after a socket was re-established, CM would not respond with the Call Proceeding and Call Connect message. As a result, when Annex H was enabled, the phone could be stuck and could not make phone calls.	100817	
The CDR file created in /var/home/ftp/ CDR directory had the incorrect server id and module id.	100827	
Under certain internal and/or external conditions, Communication Manager may not be able to connect users to announcements or music-on-hold. This primarily effects customers who have H.248 media gateways connected to Communication Manager.	100835	
Craft requested 'reset system 1' resulted in second reset.	100839	
In a configuration where a mix of fiber connected Port Networks and IP connected Port Networks co-exist, we could end up in a situation where a TDM endpoint, on fiber connected Port Network, acting as a service observer cannot hear a TDM endpoint based agent connected to a IP connected Port Network.	100842	
ASAI -originated calls that cover remotely to Voice Mail don't hear the welcome greeting.	100849	
User loses SAT sessions until they eventually can not login.	100861	
Communication Manager may send duplicate DTMF digits to a phone or trunk if the phone or trunk is connected to a H.248 media gateway.	100868	
14 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 15 of 18

Problem	Keywords	Workaround
When Far end rejects capability negotiation offer from Avaya Communication Manager, Avaya Communication Manager shall retry the offer in Invite with " sip: " and no capability negotiation attributes.	100876	
g3intvlPollingIntvl does not reads value from mvmgt.conf file at initialization.	100878	
An IP TTI phone always is given Group ID 0. A wrong Group ID can cause massive trouble including wrong firmwares and wrong call managers.	100880	
The "list measurements ip dsp gw summary today" command showed 99% and 98% for all GWs above 60 in the "Out of Srv" field for every hour. This happened independently of the amount of traffic on those GWs and was clearly incorrect.	100892	
If call to a bridge appearance triggered IGAR (Inter-Gateway Alternate Routing) then the call failed sometimes.	100893	
Under some internal conditions Avaya Communication Manager ends a call when "Alternate Route Timer" expires even if Look Ahead Routing(LAR) was not administered.	100899	
No alarm was shown when AC power was lost on an S8800 server with redundant power supplies.	100903	
Bridge record and button audits fail due to translation corruption. When a warm start occurs, the audits run and if they fail they will cause a CM reboot.	100907	
Caller used to hear a ringback thrice upon calling a duplicate X-ported analog station that has merged-unmerged using PSA (Personal Station Access) feature access code.	100920	
The customer can administer a location in the "Location for Routing Incoming Calls:" field on signalling group form that is not defined.	100924	
15 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 16 of 18

Problem	Keywords	Workaround
Firmware download would not work if the source board (e.g., CLAN) and the target board were in two different ip connected port networks.	100930	
The Backup/Restore SMI pages did not accepted a backslash in user name field which was needed for domain user names of some FTP servers on Windows.	100952	
Previously, the H.323 station calling out on a SIP trunk, which had the option "H.323 station outgoing Direct Media?" set to "y", would get no ringback. Now, it will.	100954	
SNMP walk on g3platcmds MIB caused the MV sub agent response time to progressively slow down until it came to a halt when reading large amounts of data. Now data for only the last 1000 commands executed on the server will be reported.	100989	
After migrating from 5.2.1 to Communication Manager 6.0, if the administered ROIF timeout (Switch Hook Query Response Timeout) value is non-blank, ACD calls to "softphone" 7434ND agents on an IVR fail although they should have redirected.	100992	Change sys feat page 14, Switch Hook Query Response Timeout to blank to turn off ROIF .
Provide SIP output for list trace station and tac commands that route over a SIP trunk.	100998	
Calling Party Number (CPN) was not sent to the far end and thus the far end rejected the call.	101006	
Enhanced System Directory, does not display Name or CN attribute when displayname is configured as one of the search attribute in search screen settings administration web page.	101007	
The login into the SAT console failed for an LDAP user.	101029	
Ringback failures seen when calling from a DCP phone on one switch via a shuffled direct SIP trunk to a DCP phone on the far end when the DCP phone is in a different network region than the direct SIP trunk.	101030	
16 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 17 of 18

Problem	Keywords	Workaround
When using Avaya Site Administration GEDI mode, if there are any Policy Routing Table numbers that are 4 digits long (e.g., 2001), list policy-routing-table displays only 3 digits (e.g., 200) - the last digit is truncated.	101034	
Telecommuter calls fail intermittently.	101036	
Enhanced System Directory checks for Require a min number of characters in search string.	101086	
When running SIP call traffic, a lot of SIP "422 Session interval too small" messages were being generated under call load.	101130	
Under certain internal conditions, Avaya Communication Manager may reset, interrupting call service.	101140	
Previously, the CLAN H.323 listen socket on port 1720 got "stuck" and would not allow incoming connections (new phone registrations). This would happen if there was a sudden burst of traffic to a newly created service CLAN.	101170	
There was no audio path for the IP direct call between two Nortel 1100 series SIP phones registered to Session Manager(SM), supported by an Avaya Aura (TM) Communication Manager - Feature Server(CM-FS) using Off-Premise Station (OPS) configuration and the 'ip-codec' set was G.722-64k, G.711mu.	101217	
After this fix, a call will be able to go to the hunt group without failure.	101224	
Previously, CMS / IQ systems connected via a Processor Ethernet would not survive a server interchange. A pump-up would occur.	101325	
Under certain conditions Conference call over SIP trunks had one-way talkpath.	101332	
Enhanced System Directory rpm may not work due to the path issue of the rpm when built the same patch with Service Pack SP2.	101351	
17 of 18		

Table 20: Fixes delivered to Communication Manager 5.2.1 SP3 18 of 18

Problem	Keywords	Workaround
If an incoming SIP Via: header contained multiple "received="parameters (a malformed Via: header), Aura Communication Manager could restart if the problem was persistent.	101374	
Communication Manager could experience one system restart when the remote office h.323 IP station sent a registration request (RRQ) to CM.	101375	
Under certain internal conditions, Communication Manager, executing SIP calls, will run out of memory, forcing a server reset.	101472	
List trace station and tac commands may record the wrong SIP trunk that is not associated with the traced call.	101488	
The Time-To-Service(TTS) capable IP phone could be stuck in registration loop when a large number of buttons are administered for the phone.	101583	
When displaying VuStats with a display format that contains a split reference that does not exist for that agent, the AUX reason code field does not update immediately upon changing. It does update when the interval is refreshed. A workaround is to make sure the split references in the vustatus display format exist for that agent.	101601	
Many Intra switch CDRs were generated without extensions for calls involving TSCs(Temporary Signalling Connection) if the feature (SA8202) - Intra-switch CDR by COS was enabled.	101605	
Under certain internal conditions, Avaya Communication Manager may reset, causing call failures and service disruption.	101768	
18 of 18		

Problems fixed in Communication Manager 5.2.1 SP4

This release includes the following fixes delivered to Communication Manager 5.2.1 SP4.

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 1 of 13

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP4.	092615, 101010, 101018, 101279, 101539, 101948, 102077, 102196.	
Running "status station" on an extension that had a Polycom 1692 registered to it was showed wrong data in the Connected Type field.	091739	
Abbreviated dialing containing ~w failed on Media Gateway where dialing string contained remote access extension and authorization codes in it. When a user pressed the autodial button and dialed access code, dial tone continued without confirmation tone for service observing.	092256	
Under certain conditions Communication Manager Messaging acted as a tandem node between two Communication Manager systems, digits pressed on a Communication Manager station were not sent to Communication Manager Messaging.	092320	
Accounts migrated from Communication Manager version 3.x did not accept the password.	092750	
Customer observed high occupancy caused by system management. Customer also observed slow response to commands. Change to keep system management occupancy between 40% and 50%.	092875	
1 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 2 of 13

Problem	Keywords	Workaround
DCP phone A called DCP phone B over a SIP trunk and that call was then transferred over another SIP trunk by DCP phone A. After the transfer recall timer expired, the call returned to DCP phone A, but the display on DCP phone B was not updated to show the name and number of DCP phone A until after DCP phone A answered the call.	093100	
Previously, H.323 trunks to a 3rd party non-Avaya system used as service link had no talk path. Now, they do.	093392	
This fix improved the outgoing trunk selection algorithm for SIP trunks.	093476	
Users did not see the hostname updated in the log files and SNMP files after they changed their hostname on the Network Configuration SMI page.	093579	
When a call from station A to station D involved Call Forward No Answer and followed by station being Temporarily unavailable sometimes History information of intermediate stations were not forwarded to final Destination (station D)	093651	
System restarts could occur under very heavy traffic load, and network impairments.	093833	
The user could not dial following digit sequences while using Avaya Communication Manager: 1. Auth-code FAC + Auth-code. 2.Account-code FAC + Account-code 3. ARS FAC + destination number Nortel customers use the above dialing sequence. This feature supports the Nortel way of dialing with Communication Manager.	100003	
Message Waiting Indicators (MWI) on phones did not work when third party SIP integrated voice mail systems sent MWI SIP NOTIFY messages with Message-Account headers containing port and/or user defined parameter fields.	100091	
2 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 3 of 13

Problem	Keywords	Workaround
False alarms were generated by a background Communication Manager PE Network Interface test on duplicated servers when no response is received for multiple ARP ping requests over a period of several seconds. The PE Interface test has been modified to not generate PE alarms under those conditions.	100222	
Under certain conditions caller calling an external call over SIP trunk can receive an answer indication before the called party answered.	100319	
ISDN notify message tandemed to extension to cellular(EC 500) leg of the call.	100381	
There was no talk path when a SIP call comes from Cisco.	100479	
Communication Manager sometimes locks ISDN PRI ports in active state when the far end sends signaling messages to establish and tear down the call faster than the near end can respond.	100507	
When an agent has a VuStats button that displays the time that the agent entered the work mode, it is displayed as system time, not the time at the agent's location.	100567	
Transfer recall over sip trunk did not work when transferring station was a SIP station.	100593	
The user could not dial following digit sequences while using Avaya Communication Manager : 1. Auth-code FAC + Auth-code 2. Account-code FAC + Account-code 3. ARS FAC + destination number Nortel customers use the above dialing sequence. This feature supports the Nortel way of dialing with Communication Manager.	100632	
SIP history info was properly created when a Coverage Answer Group (CAG) was a point in a coverage path. This ensured the correct Voice Mail greeting was played.	100672	
3 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 4 of 13

Problem	Keywords	Workaround
In configurations that use IGAR between network regions, and for calls between IP stations and outgoing IP trunks, some calls had a delay in the establishing of end-to-end talk path.	100692	
When a One-X-communicator was in shared mode to a monitoring station which is a 96xx H323-IP-station, the BUSY state of the monitored stations was not displayed on the team button of the One-X-communicator.	100715	
Under certain conditions outgoing trunk call over H.323 or SIP trunk did not re-route over another trunk when initial call encountered the Call Admission Control(CAC) limit.	100829	
When PRI DECT made a call to the subscriber on other Communication Manager over PRI QSIG trunk, additional message INTL appeared on display of DECT after call was answered by the called party.	100908	
IP trunk call was dropping after 5 min once server interchage was induced in Processor Ethernet Duplicated system.	100970	
Calls on an H.248 controlled media gateway would under certain circumstances lose talk path if the media gateway re-registered with Communication Manager main server or a Local Survivable Processor(LSP). In particular, calls with no party providing disconnect supervision (e.g., IP stations, SIP trunks) would experience lost talk path.	101004	
The command hardware_info showed the number of cores that were actually used. Now it shows the number of processors that are available (but not necessarily used by the operating system).	101014	
A large number of denial events were logged and caused the system to go into an overload when resources were unavailable for DS1FD members in an IVR hunt group.	101077	
Data issues caused the tcm debugging tool to become inoperative.	101079	
4 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 5 of 13

Problem	Keywords	Workaround
Internal software corruption caused when a call landed on an analog X-port bridge station.	101080	
Far-End mute feature does not block Music on Hold on Extended-Meet-Me-Conferences.	101120	
Many Intra switch CDRs were generated without extensions for calls involving TSCs(Temporary Signalling Connection) if the feature (SA8202) - Intra-switch CDR by COS was enabled.	101142	
The missed call-log showed a number as unavailable for unanswered QSIG (Trunk with Q931 Signaling) callback.	101145	
Modular Messaging made an ISDN call to Communication Manager which was tandemed to a non-ISDN network. Communication Manager discarded some information from the initial call when sending to the non-ISDN network and sent STATUS back to Modular Messaging. Upon receiving the STATUS message the Dialogic board in the Modular Messaging system dropped the call due to state mismatch.	101151	
H.248 media gateways had to re-register with Communication Manager which affected call service after an interchange on a Processor Ethernet Duplicated System.	101152	
A multi-appearance user was dialing out and it received a second call on another appearance. While the second call was ringing, the digits dialed at the first call appearance were not echoed on the station display.	101192	
During any change in feature status, the PUBLISH message had the wrong Uniform Resource Identifier (URI) intermittently.	101194	
List trace station and tac commands recorded only one call if that call had DTMF activity that was recorded in the trace.	101200	
The Time-To-Service (TTS) phone could be force unregistered when this TTS phone was on a call and its TCP socket was down.	101215	
5 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 6 of 13

Problem	Keywords	Workaround
CDR did not display the Calling Party Number correctly when a call was made from a EC500 mapped cell phone over ISDN trunk.	101228	
A call extended to a cell phone via OPTIM fails if it encounters a glare on the outgoing trunk even when the retry is successful. This happens with a typical set up of EC500 (desk-set with off-pbx station-mapping to cell phone. If glare encountered on the outgoing EC500 trunk call, then that call is dropped	101232	
Incoming R2MFC calls on media gateways failed when ARS digit conversion was enabled.	101251	
When a call to a station was forwarded off-net and was not answered off-net, it returned and went to coverage from the station but was not correctly tracked by the IQ call reporting adjunct.	101305	
Edit dialing did not work for an agent when it changed work mode from Aux-work with reason code to Auto-in.	101317	
With these changes, use of the Message Tracer did not lock up the server.	101327	
Under some conditions a call conferenced with analog loop start trunk dropped caller.	101347	
Under certain internal conditions and after a software duplicated interchange, Communication Manager reset, interrupting call service.	101354	
If the "Expires" header in the INVITE message from the SIP (Session Initiation Protocol) trunk was set to 330 secs, then the call only rang once, and got dropped when not answered immediately.	101355	
The Dial Plan Transparency feature was inappropriately invoked when a call was made to a logged-off H323 station.	101356	
6 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 7 of 13

Problem	Keywords	Workaround
In case of shuffling with SIP trunks when the far end changed specific SIP headers Communication Manager sent responses that the far end was not able to handle and subsequently dropped the call.	101358	
Changing the security code of an IP station when ASAI (Adjunct Switch Application Interface) was monitoring that particular station used to provide a denial treatment.	101364	
Non IP call that was transferred unsupervised across a SIP trunk was dropped by the near end switch citing codec mismatch as the cause.	101373	
Segmentation fault reported during lamp audit if call forward button was administered on station.	101400	
In an Avaya Aura Communication Manager-FS/ES environment, when a SIP user logged in, it could happen intermittently, that not all appearance buttons were indicated correctly. In the above mentioned environment, if a large number of stations were registered, it caused Communication Manager-FS/ES to send too many Publish messages in one task run.	101401	
Many intra switch CDR entries were generated in the report without station extensions.	101412	
If an agent has auto exclusion and a call was routed through a VDN with VOA to that agent, the exclusion lamp did not light and the excluded parties were connected to the call.	101441	
On a transferred call with service observing on the transference, the ASAI Connect Event reports the observer's extension in the Calling Party IE upon transfer completed.	101470	
Enhanced System Directory must not do the html encoding of the ldap search characters sent from phone to ldap server.	101484	
Unable to enable SA9009, SA8558 and SA8608 features in S8800 System platform	101486	
Under certain conditions Blind transfer call over SIP trunks had one-way talkpath	101493	
7 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 8 of 13

Problem	Keywords	Workaround
Incoming call to station/agent and agent answers the call and tries to transfer locally, transfer fails with denial event 1802 and 1761, even though locked COR has permission to make call.	101498	
Wrong CPN appeared with EC500 call intermittently.	101501	
With a call recording device performing 5 "list registered-ip-stations extension" a second, system management occupancy would spike to high levels.	101511	
If the SIP trunk call tried to send an invite message to change the order of the codecs, the call could be dropped.	101526	
Calls using H.248 Media Gateway resources on an Communication Manager Server lost talk-path when the media gateways fell back to the main server from a Local Survivable Processor.	101530	
Tail End Hop-Off feature stopped working after an interchange of the primary servers.	101538	
If a SIP Network Call Redirection (NCR) call on trunks that are not measured by IQ/CMS is subsequently conferenced, IQ/CMS tracking of the call may be aborted.	101540	
SIP RFC 3311 table 1 specifies that the Allow header is mandatory but Communication Manager did not send it in the response.	101542	
The agent was unable to login using an abbreviated dial button that has the EAS login Feature Access Code(FAC).	101549	
Some unknown problems occurred with ASAI, specifically related to Send All Calls Status Queries and Call Forwarding Status Queries. There were also problems with status trunk for individual trunks. But, the main problem seen was that ISDN testcalls no longer work because of the overwriting of local variables.	101564	
8 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 9 of 13

Problem	Keywords	Workaround
When a call rang at a station and the user at the same time tried to dial out using on-hook dialing, instead of selecting a new free call-appearance to originate a new call, the ringing call was answered.	101569	
Under extreme SIP traffic loads with Session Manager, the Communication Manager reset.	101575	
A user in a QSIG network covering to a SIP integrated Modular Messaging adjunct did not cover to the correct user's voice mail greeting. Instead, the call covered with a non-integrated generic greeting from Modular Messaging. This occurred when the calling party in Communication Manager arrived over a SIP trunk.	101576	
Under certain conditions Communication Manager could experience system restarts when the remote office h.323 IP station sent a registration request (RRQ) to Communication Manager.	101599	
Several issues related to CPU occupancy, resets and segmentation faults.	101600	
When a station conducted a Service Observing session, the Service Observing lamp changed from solid (listening and talking) to flashing (just listening), even though the Service Observer's state did not change. The lamp status must match the actual Service Observing state.	101619	
When "Reverse Star/Pound Digit For Collect Step" was enabled on the system, and a '*' was entered in the collect digit step, the list trace displayed a ';' instead.	101627	
Under certain internal conditions, Communication Manager reset, causing call failures and service disruption.	101633	
Normal station to station call on Avaya Communication Manager with call transfer using Voice Portal did not get UNHOLD once transfer completed.	101637	
9 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 10 of 13

Problem	Keywords	Workaround
No talk path when Communication Manager received 200 OK in response to INVITE on SIP trunk.	101639	
Communication Manager ignored codec preferences in a SIP call resulting in no talk path.	101651	
The Time-To-Service(TTS) capable IP phone was stuck in registration loop when a large number of buttons were administered for the phone.	101681	
For Time-To-Service (TTS) Duplicate Processor Ethernet (DUP PE) capable phones, when a phone sends Communication Manager a setup message after a socket was re-established, Communication Manager did not respond with the Call Proceeding and Call Connect message. As a result, when Annex H was enabled, the phone was stuck and no phone calls could be made.	101691	
When displaying VuStats with a display format that contains a split reference that does not exist for that agent, the AUX reason code field does not update immediately upon changing. It does update when the interval is refreshed. A workaround is to make sure the split references in the vustatus display format exist for that agent.	101601 101692	
Communication Manager restarted while performing Hammer SIP traffic load test	101694	
The Adjunct Route Request response showed an incorrect Called Party IE under the following conditions:- 1.Incoming ISDN call transferred locally 2.The user receiving the call doesn't answer. 3.The call goes to coverage and the first point of coverage is a VDN. 4.The vector associated with the VDN has an adjunct routing link request step.	101710	
10 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 *11 of 13*

Problem	Keywords	Workaround
Due to certain internal conditions, high CPU occupancy was observed in Communication Manager Servers when SIP signaling groups came into service.	101714	
The default setting of "Mode Code for Centralized Voice Mail?" feature for all four MBT license Offers was changed from ON to OFF. This allowed changing the uniform dial plan when there were mixed digit lengths.	101718	
When "Disconnect Information in Place of FRL" was set to 'y' on system-parameters cdr form, then irrespective of which party dropped the call involving a SIP or H.323 trunks, the CDR always reported that Communication Manager dropped the call.	101724	
This MR fixed a problem in S85xx and S8400x systems in which a modem plugged into the SAMP/MPC is unavailable for placing outgoing calls, even though the modem is idle. Attempts to use the modem (e.g. "testmodem") had a result of "failure", with the explanation that the device was busy. Incoming calls were still received. Alarms failed to go out through the modem.	101730	
When a system configured with CAPNEG was connected to a Communication Manager over SIP trunks, then occasionally memory leaked, eventually leading to a system reset.	101795	
Display did not update under certain conditions during a transfer recall.	101802	
Over time, all SAT resources were lost when OSSI scripts were used.	101814	
Q Call status was not displayed on the Call Master IV when it tried to check for the availability of the agent before completing the transfer.	101818	
When there was not enough traffic to cause tone blockages some stuck tone time slots and reports by 'list measurements blockage pn last-hour' showed TDM blockage.	101828	
11 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 12 of 13

Problem	Keywords	Workaround
When a call made to X-port station was forwarded to VECTOR DIRECTORY NUMBER(VDN), then on forwarded-to party Toshiba SIP Phone(TSP) did not show "To VDN" on line-4. This scenario was replicated only on TSP.	101845	
When a TN799 (CLAN) board was busied out, the ethernet link was taken down. When the board was quickly released after the busy-out, the ethernet link came up for about 30 seconds and then went down and back up again. Partial loss of a UDP datagram between Communication Manager and the TN799 (CLAN) caused the ethernet link to be taken down and back up. This could occur as the result of a spontaneous IPSI interchange.	101923	The problem can be avoided by waiting 30 seconds or more after executing busy-out, before executing release.
System reset occurred due to Memory leak in suser_m Bytes_8u that occurs when a From or To header in a SIP message has both a hostname and port combination included.	101927	
On incoming calls to extensions that had EC500 activated, the calling party did not hear ringback.	101938	
No ringback heard by caller when call covers with direct sip trunk and endpoints registered with Media Gateways.	101939	
12 of 13		

Table 21: Fixes delivered to Communication Manager 5.2.1 SP4 13 of 13

Problem	Keywords	Workaround
When a call came into a VDN and was blind transferred, the parties, including a VDN Service Observer, continued to hear ringback after the call was answered. Setup: "Hear zip tone after VOA" was set to yes Administer a VDN Service Observer Administer a VDN with VDN of Origin Announcement (VOA) Caller calls across a trunk to the VDN Utilized VDN has local Service Observer attached Call routes to Agent, Agent picks up and VOA is heard. Call is connected between Agent, Caller and Service Observer Agent transfers call to local extension With transfer still ringing to transferred station, agent completes transfer When transferred to party picks up, ringing continues to be heard on call All parties on call, original caller, SO, and transferred to station all hear ringing. Even when Caller over trunk drops, SO and end station continued to hear ringing.	101949	
CTI applications do not receive UUI information from Communication Manager when a SIP trunk is involved.	101975	
Call appeared to hang after processing first calltype analysis entry. This only happened when a 2nd (or 3rd or 4th) entry had the following properties: 1. Type = aar or ars. 2. Corresponding AAR / ARS entry has variable length (min < max). 3. # digits resulting from calltype analysis entry less than AAR/ARS max. 4. Routed-to trunk is SIP or is ISDN with outgoing enbloc digit handling Workaround is to change the trunk group to outgoing overlap.	101980	
Connection of digital phone subscriber on an Modular Messaging (MM) to another MM subscriber via Personal Receptionist fails.	101992	
Change back to linux default value (0) for /proc/sys/net/ipv4/conf/all/arp_ignore. Prior to this change IPSI Circuit Packs could not connect to the server.	102149	
13 of 13		

Problems fixed in Communication Manager 5.2.1 SP4.01

This release includes the following fixes delivered to Communication Manager 5.2.1 SP4.0.1.

Table 22: Fixes delivered to Communication Manager 5.2.1 SP4.01

Problem	Keywords	Workaround
Ethernet interface eth1.0000 might not work after a full Linux reboot on S8300B and S8500B servers	101982	

Problems fixed in Communication Manager 5.2.1 SP5

This release includes the following fixes delivered to Communication Manager 5.2.1 SP5.

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 1 of 12

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP8.	102079, 102198, 102263, 102437, 102445, 102450, 102482.	
Calls dropped when faststart elements were received in a call proceeding message.	073222	
IP phones could not be reset from SAT.This was due to firewall problems and should not recur.	092972	
The Calls Waiting field in the monitor BCMS skill forms will now carry a notification saying that Calls Waiting applies to all calls which have not yet been answered. This includes those calls which are already ringing on some agents as well as those in queue.	093243	
1 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 2 of 12

Problem	Keywords	Workaround
TTS phones would take minutes to unregister from an ESS after all the MGs have fallen back to the main server.	093455	
Attendant Call Forwarding/Extended Call Forwarding activation did not work via Feature Access Code with Communication Manager Feature Server.	093805	
Video call did not teardown on call drop causing one of the bearer channels to lock up.	100063	
The switch does not acknowledge a 3P answer request when the answering party was a H.323 softphone associated with a SIP desktop and the H323 3PCC override feature was activated.	100182	
Nominated number was missing in Leg Info 1 when a call was covered offnet or on same Communication Manager. Caller's display was not updated with nominated number due to this and in some cases it caused caller to drop the call.	100353	
Prevented H.323 SIP Override feature from activating when the SIP station was on auto-answer.	100361	
Background maintenance operations triggered short duration (2-10 seconds), but very large CPU spikes when run on an idle system configured for 12K or 24K SIP trunks and large number of OPTIM SIP endpoints stations (12K) and H.323 (18K) stations.	100657	
When a call covered over R2MFC trunk and the coverage path had another coverage point administered, the call did not cover to the next coverage point.	100791	
A duplicated ESS when disabled and subsequently re-enabled rebooted as a MAIN. As a MAIN it did not attempt to register with the real system MAIN. The server had no translations (they were removed by the enable process) so there was no danger of competing with the real MAIN for control. This enhancement ensures the server pair correctly initializes as an ESS.	100823	
Tandem IP trunk call was dropping after server interchase was induced in Processor Ethernet Duplicated system.	100833	
Entering an empty value in the download size field of the backup SMI pages caused an error in the backup command.	100993	
2 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 3 of 12

Problem	Keywords	Workaround
The Automatic Trace Route feature stopped working. New trace route requests were ignored. Requires media gateways and/or H.323 signalling groups that connect via TN799 (CLAN) boards.	101002	
No talk path was observed when a SIP Station A, registered on Communication Manager, called voice mail messaging system and after listening to a greeting, transfers the call to SIP Station B, registered on another Communication Manager. This was because there was no shuffling happening.	101075	
When a SIP station received a call at a Bridge Appearance, and it recorded the call using One Touch Recording (OTR), and it tried to hold/unhold the call, the display changed from Recording to Conference .	101101	
When a VDN was Service Observed and the associated vector had a messaging vector step and the associated Voice Response Unit returns converse data, the call was not tracked by CMS.	101109	
When a 3 party conference was created using 3 NORTEL 1100 phones, the call was dropped when the last party added to the conference dropped.	101112	
When the 1x Agent logs was using the telecommuter mode there was one way talk path over SIP trunks.	101135	
Filesyncs to LSPs can fail. To recover, restart the filesyncd process.	101303	
On 9620/9630/9650 set types, when vu-display was on, after 5-10 minutes the vu-stats display was cleared.	101363	
Display scrolling for enhanced redirection notification (ERN) stopped and could only be continued with a system reset.	101413	
When a SIP blind call transfer initiated IGAR (Inter Gateway Alternate Routing) under some conditions the call dropped.	101418	
Outgoing H.323 call had no talk path if h.245 address and h245 tunneling both were indicated in a progress message.	101428	
Station was monitored using domain control. The incoming call to station was covered and answered by remote party over R2MFC trunk. Answering event domain control message was not sent to the monitoring entity.	101459	
3 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 4 of 12

Problem	Keywords	Workaround
Message Waiting Indicator (MWI) was not updated on stations when Modular Messaging (MM) and stations were on different domains.	101465	
Enhanced System Directory must code the LDAP search characters in HTML when sent from a phone to the LDAP server.	101484	
In certain SIP calls the Trunk Access Code(TAC) was displayed on the phone instead of calling name or number.	101628	
When a station called another station on a different switch and call was diverted to the voicemail of call originating Communication Manager then calling party heard his own greeting instead of the called party's greeting.	101737	
In a configuration involving 3 Communication Manager systems with differently ordered ip-codec-sets which include T.38 fax or wideband audio codecs and IP stations as originator and terminator, some calls that shuffle end to end resulted in no talk path.	101753	
A user in a QSIG network did not properly cover to a SIP integrated messaging adjunct when multiple diversions occurred before the call was routed to the voice mail adjunct.	101754	
Media Gateway warnings while dropping an incoming ISDN call.	101775	
After a Communication Manager server interchange, it was not possible to allocate VoIP resources from H.248 media gateways until the media gateways were reset.	101777	
When a user was calling from a cell phone to another extension on Communication Manager, and the cell phone had a Communication Manager extension attached to it (EC500), then the called extension showed the Cell phone number instead of the Communication Manager extension number.	101792	
Under some conditions Communication Manager sent non stop Re-Invites to SIP phones causing them to reboot.	101794	
Unnecessary proc errors were logged for certain SIP calls.	101799	
Communication Manager reboots in certain conditions when PRI trunks were involved.	101807	
One way talk path when BRI phone was set to auto answer.	101819	
4 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 5 of 12

Problem	Keywords	Workaround
User was not able to activate or deactivate EC500 using telecommuting access code.	101834	
Different UCIDs were captured in CDR if an incoming trunk call was first picked up and then blind transferred to another station.	101837	
On the list meas ds1 summ report , the data for following fields was swapped: 1. The Bursty Error Seconds actually displayed the Unavailable/Failed Seconds. 2. The Severely Errored Seconds actually displayed the Bursty Error Seconds. 3. The Unavailable/Failed Seconds actually displayed the Severely Errored Seconds.	101840	
When external call was made to a virtual station extension and the call covered to a coverage answer group with 2 extensions, only the first party in the coverage answer group could answer the call.	101847	
Under certain internal conditions an Outgoing SIP call caused a system reset on Communication Manager.	101863	
The Dial Plan Transparency(DPT) calls failed when initiated by the Enterprise Survivable Server(ESS).	101864	
This issue was encountered due to a simple FRL (Feature Restriction Level) misconfiguration, but reported as No room for destination in the MST (Message Sequence Trace). So, customer thought the destination table might be full.	101873	
When a direct call comes to agent and the agent was not logged-in and send all calls was enabled on agent, then Communication Manager did not send alert and send call forward no response as reason code in DL1. This caused other party to drop the call.	101879	
Under certain internal conditions, Communication Manager may reset after a server interchange, which may result in call service delays.	101880	
When an outgoing trunk call was made from a EC500 associated cell phone, the outgoing trunk was incorrectly chosen.	101905	
5 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 6 of 12

Problem	Keywords	Workaround
Server Maintenance web page on Communication Manager web site showed error Unable to Process User-defined File: Bad File Format while installing custom_user-defined.txt file.	101920	
When customer received a call from an external number and answered the call, the customer pressed the transfer button. From the second call appearance the customer next dialed another internal extension. When that internal extension did not answer the call, it was not going to it's coverage path and going to the next path number configured in their coverage path. This was caused by a ? in the External Ringing for Calls with Trunks field on page 7 of the FEATURE-RELATED SYSTEM PARAMETERS form.	101922	To correct this, customer could set the External Ringing for Calls with Trunks field on page 7 of the FEATURE-RELATED SYSTEM PARAMETERS form to a valid value.
Outgoing T.38 Fax call from Communication Manager to Communication Manager Messaging was not successful.	101945	
Calls dropping from hold are accounted for properly on IQ.	101946	
Applications Enablement Server was not notified when skill was added to a agent if skill is monitored.	101953	
Under some specific conditions software corruption of an internal data structure can cause Communication Manager to reset.	101966	
When the call was made to a non Avaya SIP station coverage after forward did not work.	101967	
SA8608 - Increase Crisis Alert Buttons (S8700 only) did not work correctly. All the stations with the crss-alert button did not alert.	101971	
No CDR was produced for outgoing call via one-x mobile server.	101978	
Service observer fails to connect after attended transfer.	101989	
When a call with a VDN service observer was queued to a skill when the caller drops, the call did not drop.	101995	
6 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 7 of 12

Problem	Keywords	Workaround
Auto-answer enabled analog stations which were connected to H.248 media gateways experienced one-way talkpath problems.	102001	
The customer observed ess and special-applications listed as available in the SAT help message after disabling System Parameters N category on the USER PROFILE form. The customer would correctly be blocked from executing the command.	102007	
Sometimes after a network outage, Communication Manager did not initiate Look Ahead Routing causing calls to ring without answer.	102017	
For 96xx H.323 (Spice) phones, the Calling Party Name in the Missed Call entry was truncated to 13 characters when the station was busy and if the incoming call was an ISDN trunk call.	102032	
When field Reverse Star/Pound Digit For Collect Step? was enabled, the collect digits step in vector had 1, the wrong step was executed when the user pushed a star button.	102037	
A VDN had BSR Local Treatment configured and the associated vector had a locally queued call and was executing a converse-on vector step. When the caller on the queued call dropped during the converse-on step, the next available agent received a call with dead air.	102040	
List trace recorded denial event 1240 for an unrelated call.	102041	
Under some conditions an unwanted conference tone was added by communication manager after path replacement over QSIG trunks.	102052	
Customer was not able to administer following fields using Integrated management tools: 1. 3PCC H323 Override SIP Station Activation 2. Deactivation: (SA9105) - Authorization Code Dialing Access Code:	102056	
Calls placed from EC500-associated cell phones cover to caller's mailbox instead of called party's mailbox.	102057	
Team button did not flash when calls were coming from vdn.	102061	
7 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 8 of 12

Problem	Keywords	Workaround
Under certain conditions CTI applications did not receive User To User information from Communication manager when SIP trunks were involved.	102069	
System reset occurred due to Memory leak in suser_m Bytes_8u that occurred when a From or To header in a SIP message had both a hostname and port combination included.	102070	
Calls to station with bridge appearance that cover to VMI (Voice Mail Integration) using mode code fail.	102075	
One-way talkpath was observed when NCR was enabled and station bridges-on the call.	102083	
Message waiting lamp of a station turned on-off automatically.	102088	
Under certain internal conditions, network errors could cause escalating resets of Communication Manager. The problem was cleared with reset level 4.	102094	
Under certain faulty network conditions, a customer's Communication Manager could lose its ability to accept new Application Enablement Services (AES) server connections. This occurred when an Application Enablement Protocol (AEP) connection to Communication Manager is initiated by an AES server, but that connection failed for some reason **before** Transport Layer Security (TLS) had finished its negotiation, and Communication Manager did not receive the Transmission Control Protocol (TCP) FIN for some reason (i.e., it was lost). This left a socket open on Communication Manager, which left one of 17 allowable AES TLS connections permanently in use (and therefore "lost"). For this problem to occur, an AEP connection had to be attempted. Before TLS had a chance to finish handshaking on that connection, the socket had to break. Finally, while that connection was lost, the TCP FIN sent to Communication Manager also had to be lost (i.e., not received by Communication Manager). This had to happen several times to use up all of the slots in the TLS manager's policy table for AES, which has 17 entries. In other words, it would take a series of unlikely network events to cause this.	102096	Workaround: A reset system 1 would clear the problem
Caller heard wrong greeting from Microsoft UM.	102099	
8 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 9 of 12

Problem	Keywords	Workaround
CDR was not generated if an incoming trunk call was picked up using the team button.	102101	
In case of an Inter Gateway Alternate Routing (IGAR) call when the called 96xx H.323 (Spice) phone went off-hook to dial a number and at the same time when IGAR completed, the IGAR call was answered but the display of the Spice phone was not updated with the caller's Name and Number.	102104	Workaround: Use 46xx/ DCP phone instead of 96xx H.323 phone.
Customer did not get proper warning message while activation of SA9106 along with SA8879.	102106	
User was able to bridge-on/extend the call when exclusion was on.	102115	
When an outside trunk call was made using busy-indicator for Trunk Access Code(TAC), the digits were not displayed on phone's display.	102116	
With Initial IP-IP Direct Media? Y on the SIP signaling/trunk group used to connect SIP phones related to different Communication Managers via Session Manager (not IMS), a call that went from a SIP station on a Communication Manager 5.2.1 via SM to the second call appearance of a SIP station on a Communication Manager 6.0-ES (when the first appearance was active) could not be answered.	102121	
Station Lock feature failed for analog station when the active call of the analog station was dropped by the other party and was still off-hook.	102130	
The display format of the calling party number on a DECT (Digitally Enhanced Cordless Telephone) station was wrong when a station that had 6 or more digits extension placed a call to it.	102132	
When a customer had many monitored IP agents logged into many splits or skills, and the customer experienced an extended network outage, then the server experienced a system restart.	102134	
Connection of digital phone subscriber on a Modular Messaging(MM) to another MM subscriber via Personal Receptionist fails.	102135	
Minicore dump when announcement audit ran in traffic.	102138	
9 of 12		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 *10 of 12*

Problem	Keywords	Workaround
After the user goes off-hook, the CPN (Calling Party Number) Block Button was not working. It gave an error sound on pressing it. .	102171	The workaround for this issue is to press the cpn-blk button when on-hook, and not while off-hook
Under some conditions code calling feature fails with denial event 1594 making the feature unusable.	102175	
Attendant kept ringing in call, when routed to another VDN when attendant group was busy in 1st LDN.	102176	
IPSI could not connect to server due to server ARP issue.	102187	
When the customer tried to name the server with the all caps string UPS contained in the name it corrupted <i>/etc/opt/ecs/servers.conf</i> . Note: When a server name containing 'UPS' was attempted prior to applying this fix, configure server needed to be re-run to correct the corruption once the fix was installed.	102191	
CDR did not have # in dialed digits for calls that required authorization code.	102195	
User heard his own greeting instead of called party greeting when he calls from a phone which is mapped to EC500 with phone on voicemail switch.	102199	
When TSP(Toshiba SIP Phone) made a call over a PSTN using cpn-blk button and the called party answered the call then the display on the TSP did not show the called party number.	102202	
<i>10 of 12</i>		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 *11 of 12*

Problem	Keywords	Workaround
User was getting only 10 seconds to dial the remote number while invoking the PIN Checking for Private Calls feature using Automatic Alternate Routing (AAR) or Alternate Route Selection (ARS) access code. The call was not successful when the remote number was dialed in more than 10 seconds.	102207	Workaround: Use the PIN Checking for Private Calls Access Code instead of PIN Checking for Private Calls Using AAR/ARS Access Codes.
Call-preserving upgrade (software upgrade or COLD-patch application) failed, causing calls to be dropped. Situation occurred very rarely. The upgrade (interchange and COOL restart) must occur within 20ms after IPSI/PKTINT test 886 completes. On most systems, test 886 runs every 15 minutes. So the probability of hitting this problem is about once every 45,000 upgrades. System recovers automatically with a cold system restart.	102233	
Some vector steps with variables occasionally did not function properly because the value of the variable was not retrieved correctly.	102235	
Message Waiting Indicator(MWI) on Session Initialization Protocol (SIP) phones is not turned ON when the phone and Modular Messaging(MM) were in different domains.	102239	
When an incoming ISDN/H.323 trunk call to a VDN had Delay PSTN Connect on Agent Answer enabled was answered by an agent and then transferred to Voice Portal and the Voice Portal in turn transferred the call to a PSTN user over H.323/SIP trunk 2 incoming CDRs were produced, instead of 1 incoming and 1 outgoing CDR.	102243	
Communication Manager ran glare timer between 0-2 seconds as per spec RFC-3261 , when Communication Manager was not the dialog owner of that call, and glare happened.	102272 102674.	
The dial tone was not disconnected on dialing the 1st digit after the TAC (Trunk Access Code) of a R2MFC trunk.	102273	
Seg fault was observed during a SIP debug when contact was not an IP address.	102278	
ISDN message processing got stuck causing restart.	102282	
<i>11 of 12</i>		

Table 23: Fixes delivered to Communication Manager 5.2.1 SP5 12 of 12

Problem	Keywords	Workaround
All location dial plan entry took preference over location specific exact match dialplan entry.	102300	
The Called Party Number IE in the ASAI Connected Event message was incorrect for incoming ISDN calls that had the Called Number manipulated via the Incoming Call Handling Treatment table.	102351	
Ethernet interface eth1.0000 will now work after a full Linux reboot on the S8300B and S8500B servers.	102403	
When feature (SA9104) - Call Pickup Party Extension in CDR Records was used with the Incoming Trunk Call Splitting then under some circumstances one of the call legs was incorrectly captured in the Call Detail Record.	102410	
SIP NCR (Network Call Redirection) with REFER did not work.	102440	
When a call that arrives on a SIP trunk is placed in queue, a SIP 182 Queued message is generated with a hex string that represents the qpos, call_ewt, skill_ewt and wat, also called SIP/2.0 182 Queued, avaya-cm-data=000100B4016800B4 . 1st four hex characters = 0001 is the qpos 2nd four hex characters = 00B4 is the call_ewt 3rd four hex characters = 0168 is the skill_ewt 4th four hex characters = 00B4 is the wat When there are no agents logged in or no agents logged in who are available, the string has 4 extra hex characters: SIP/2.0 182 Queued, avaya-cm-data=0001FFFFFFFFE00B4 .	102515 102625	
The ess L field was missing on page 29 of the User-Profile-By-Category form and the system-parameters ess L field was displayed when it should have been removed.	102520	
2 CDRs were produced instead of 3 for IGAR(Inter-Gateway Alternate Routing) call.	102555	
No user could be deleted after installation of a service pack.	102653	
12 of 12		

Problems fixed in Communication Manager 5.2.1 SP6

This release includes the following fixes delivered to Communication Manager 5.2.1 SP6.

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 1 of 14

Problem	Keywords	Workaround
Fixes associated with the following keywords were also corrected in Communication Manager 5.2.1 SP6.	093872, 100494 100587 101288 101349 101618 102019 102385 102386 102421 102443 102549 102651 102779 102854 102858 102888 102903 102916 102919 102970 103006 103027 103036 103105	
Password expiration information was not synchronized from Main Server to Local Survivable Processor or Enterprise Survivable Server.	070652	
Under some conditions due to some internal anomaly announcements were not played.	083576	
1 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 2 of 14

Problem	Keywords	Workaround
As more H.323/SIP trunks are in use on calls, the greater the CPU utilization to establish the next call.	090141	
When adding or removing a skill of a logged-in agent by dialing the FAC, the action was successful, but errors were generated.	091988	
Software duplication was not refreshed due to stale socket.	093377	
Under some circumstances, an ESS controlling Port Networks did not permit administration during the initial 30 minutes after a Communication Manager restart. Once the 30 minute period had passed, the ESS again permitted administration.	093637	
When an announcement was played if the 'Queue' field, on the announcement form, was changed from 'b(argein)' to 'y/n', it caused the announcement to remain in the 'PLAYING' state forever (even when it was idle).	093806	
IP station to IP station calls via SIP trunk resulted in certain errors in the logs when Outgoing Display on the trunk group form was set to "y".	100446	
The value of the Send Reroute Request field on QSIG messaging hunt groups was not obeyed for stations covering to voicemail via forwarding their calls to the QSIG messaging hunt group extension.	100582	
In call forwarding, using rerouting presentation indicator of forwarding station was sent as allowed in Rerouting IE even when it was administered as restricted on station form. This caused forwarded to party to see the number of forwarding station.	100787	
When the SOSM feature was turned on in the special application form, a user was able to run the soda seismology --add command to add a user to the SOSM login.	100895	
When a station called over a Public Switched Telephone Network (PSTN) trunk, such that the call was routed by the Session Manager (SM), the display on the called station showed the dialed digits twice.	100977	
2 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 3 of 14

Problem	Keywords	Workaround
Internal loopback TCP sockets got stuck between the GMM and the FP Agent and the INADS Alarm Agent. This resulted in traps not being sent out to INADS or the customers NMS system. Enabling TCP Keepalives on the internal TCP sockets between the GMM and the Agents helped detect any socket problems and re-establish a good TCP connection between the processes.	101047	Stop the GMM by using the stop -s command once the GMM is stopped, stop the FPAgent/ INADSAlarm Agent using the "stop -s" command. Start the FPAgent/IN ADS Alarm Agent using the start -s command once the Agent is started start the GMM using the start -s command.
Outgoing calls from wideband phone did not shuffle.	101260	
IP signaling groups did not go into service immediately on a Communication Manager server that has only H.248 Media Gateways (MG) upon startup. The IP signaling groups should go into service as soon as an H.248 MG registers with an available VoIP engine.	101286	
ESS standby server could not refresh due to stale buffer.	101289	
Announcement stuck in PLAYING state for bargain announcement.	101532	
ESS duplicated servers did not refresh due to buffer allocation problem.	101544	
If a oneX Mobile user was logged into a desk-set in telecommuter mode and was active on a call when a second call arrived, the user was immediately connected to the second call with one-way talk path and lost talk path to the first call.	101572	
3 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 4 of 14

Problem	Keywords	Workaround
SIP endpoint subscriptions could fail when Communication Manager had multiple SIP TLS signaling groups to SES and some of them were out of service.	101736	
When station A made a trunk call to station B that had EC500 and SAC enabled, the call did not term on SAC station when the routing on the station B's server was location specific. .	101848	Call-forward, instead of Send all calls can be used as workaround
Phones controlled by the PE interface on a system with duplicated S8800 servers did not get dial tone for several minutes after a server interchange. With the higher speed of the S8800 server, the server Alias address was added to the IP interfaces on the server going from Standby to Active before the Alias address was removed from the IP interfaces on the server going from Active to Standby. This fix corrects that problem.	101884	
When a call was answered on EC500 station, digits pressed at EC500 station were not heard at originating station. This problem happened only when DTMF over IP was out-of-band on signalling-group form.	101918	
Previously data sent to the system printer would often not fully print and possibly caused the associated CLAN to reset. System printing now works.	101926	
When using the set-type option on the reset ip-statoins command the following were not supported but should have been: 1010, 1020, 1030, 1040, 1050, 1603SIP, 4612CL, 4621, 4625, 9601, 9601+, 9608, 9611G, 9621G, 9640, 9641G, 9600SIP, 9601SIP, 9608SIP, 9611GSIP, 9640SIP, 9641GSIP, and A175. Aliased stations that were administered on the change alias station form were reset when the Supported Set Type was entered on the reset ip-stations form.	101962	
When in an Avaya Aura environment SIP stations called the Modular Messaging System and the call was transferred out of the MM system to another station, there was no audible connection after the transfer.	102005	
4 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 5 of 14

Problem	Keywords	Workaround
The MVSubAgent would seg fault when no OSSI data was received from Communication Manager because it did not interpret it as an error condition. The MVSubAgent now interprets no data from Communication Manager as an error condition and no longer seg faults.	102012	
Once a SIP station puts call on hold, next call would not shuffle.	102063	
IP Turret system call hold / unhold not working with call pickup in Communication Manager.	102095	
With SA9106, user was able to bridge-on from OPTIM station by un-holding the call after the extended call was answered by EC500 extension.	102127	
Group page confirmation tone was delayed when group page was termed on a disconnected H.323 station.	102150	
Using IAS FNE(Idle Appearance Select Feature Name Extension), when an invalid number was dialed from an EC500 phone, the call-appearance on the principal OPTIM(Off-PBX Telephone Integration and Mobility) station was locked. This problem was also seen even if the call was dropped after dialing an IAS FNE from the EC500 phone without dialing any number. This issue occurred only when SA9106 was enabled.	102152	Workaround to this issue was to busy-out and release the principal OPTIM station
The MVSubAgent under certain conditions would seg fault when parsing Communication Manager OSSI data. Specifically characters such as 't', 'n', 'd', and 'e' that it interpreted as special OSSI Flags. The MVSubAgent now correctly interprets the characters.	102158	
5 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 6 of 14

Problem	Keywords	Workaround
Network outages caused connectivity problems to several IPSIs. The CLAN connections in the affected Port-Networks were rerouted to other IPSIs via the ATM network, using significant ATM bandwidth. After the network problems were resolved, the CLAN connections remained routed via the ATM network. Then, during peak call traffic, calls were blocked because there was insufficient bandwidth available in the ATM network.	102211	This problem can occur on a Center Stage Switch (CSS) as well. This problem requires ATM or CSS PNC connectivity. The problem does not occur with IP-only connectivity. The problem is unavoidable . A system reset will return CLAN connections to their preferred IPSI, but will cause disruption of service.
Communication Manager did not play Music On Hold to the originator when a Direct Agent Call to an agent was covered more than once..	102216	
Edit dialing was turned off after no-hold-conference call was made or attempted.	102225	
When an originating station had multiple service observers and it placed an outgoing call over an R2MFC trunk then the call failed.	102229	
Announcements were not played due to some internal corruption.	102241	
The conf-disp button only showed partial digits for the number when using ARS over ISDN under some dialing conditions after the call was established.	102249	
The customer no longer sees 0 0 Local Call Preference=n when running List Trace VDN on an idle VDN.	102260	
6 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 7 of 14

Problem	Keywords	Workaround
Correct ISDN cause value was not sent to the other end after the selective conference drop invocation.	102264	
Call Sender feature was not working from Cisco phone to Communication Manager endpoint when Communication Manager used media resource from a Medpro board.	102270	
ISDN BRI trunk ports got into a state where they alarm once, but never again after multiple Layer 1 failures.	102280	
Station A had a call on conference/transfer-hold. Station A calls station B over an ISDN overlap sending trunk. Station A dialed slowly using ARS or AAR, so that the SETUP went out before station A finished dialing. When station A was done and station B answered, station A pressed Conference or Transfer and station B heard a beep (# digit) when the conference or transfer occurred.	102292	
Presentation could not be started by the called party on a SIP Video call.	102302	
Server Reboot and interchange for segmentation on bad trunk-group index.	102317	
Communication Manager CPU usage was not optimal under heavy SIP traffic load.	102327, 102335	
A chronic PKT-INT minor alarm occurs with error 125. This began when a hardware problem in a port-network caused a board insertion conflict which correctly logged the original error 125. After the conflict was resolved, the error continued to be persistently logged and would not be cleared. The problem can occur on any port-network that uses TN2312 (IP server) board. This problem was rare since it required a hardware problem that caused board insertion conflict with the PKT-INT physical address.	102341	As a workaround, services can use TCM to clean up the bogus entry in the BDM table.
Putting a SIP call on hold dropped the call	102342	
A DCP or H323 station-A with an assigned team button which points to the monitored station-B has bridged its call appearances to a DCP or H323 station-C. When the user of station-C pressed a bridged appearance, and using so a call appearance of the monitoring station-A with all its features and dials the extension number of the monitored station-B, having SAC or any CFWD active to a station which was not the monitored station, the user of station-C was not able to override the rerouting.	102352	
7 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 8 of 14

Problem	Keywords	Workaround
Activation of call forward over trunks was being allowed by applying call-type analysis table using Automatic Route Selection (ARS), even if "Restrict Call-fwd off-net" was enabled on the Class of Service (COS) form.	102361	
Send All Calls/ Call Forwarding Overriding did not work when Team Button was set.	102367	
Under high CDR traffic, the link could go into downlink flow control and not recover.	102393	
Recovery time and call service were impacted when Communication Manager reset after a software duplicated server interchange. H.248 media gateways attempting to register using an encrypted link to the newly active server caused the active server to reset.	102402	
SIP phone could not be service observed if (SA7900) - "Service Observe Physical Set" was enabled.	102407	
The call failed when the far end requested ANI (Automatic Number Identification) for a call made to an attendant group was answered by one of the attendants in that group and then transferred over R2MFC trunk.	102408	
Under some conditions stable calls involving bridged users were dropped.	102422	
In certain situations, Customer was not able to use one-X mobile capabilities on their desk phone.	102423	
The Dial Plan Transparency (DPT) feature failed when a network region was disabled, and an IP phone using the Time-to-service (TTS) feature remained in service, even though it was unregistered.	102462	
Communication Manager responds incorrectly and drops the call when it receives unsupported ip-codec list in Session Description Protocol (SDP) in REINVITE message.	102463	
8 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 9 of 14

Problem	Keywords	Workaround
For Crossfire duplication, the standby board did not un-refreshed/refreshed after an interchange resulting in the standby board not having the duplicate calls set up. In this release, refresh action is correctly done. Crossfire duplication: previously one was allowed to busyout the active board of a duplicated pair, now this is correctly blocked. Crossfire duplication: previously the requirements for when a TN771 maintenance/test board was required were not correct as duplication of crossfires was not recognized. Now the duplicated crossfire cards are correctly recognized and the need for a TN771 functions correctly.	102466	
On system configurations with a Communication Manager 3.1.5 Main server and Communication Manager 6.0.1 LSP (Local Survivable Processor) users with shell access could not login on LSP web interface.	102472	
Occupancy was driven too high when attempting to make administration changes to an ip-interface record using the SAT. This occurred when the translations contained more than 129 ip-interfaces.	102481	
On a system with trunk to trunk transfer set to restricted, and a COS that has trunk to trunk transfer override activated. A trunk to trunk transfer call was unexpectedly dropped when a party that was added by ASAI Single Step Conference (SSC) was dropped. There was an inbound trunk call answered by station A with a COS that has trunk to trunk transfer override activated. A second party B with the same COS was added to the call using the ASAI SSC feature. The call was then transferred to a far end destination via an outbound trunk. The trunk to trunk transfer was dropped when station B was dropped. With this change the trunk to trunk transfer call remains up after station B is dropped.	102487	
When Communication Manager was configured as a Processor Ethernet(CLAN was not used) then call over an H323 trunk was failing intermittently.	102488	
Under certain internal conditions a SIP trunk call did not have talk path.	102493	
Previously errors for problems with maintenance object SYNC would not be alarmed. Now they are correctly alarmed.	102495	
When Port Network 1 (PN1) was not assigned, <code>list measurements ip voice-stats</code> command generated error.	102502	
9 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 10 of 14

Problem	Keywords	Workaround
Unable to bridge from Principal SIP Station when SIP Direct Media and SRTP cap-neg was enabled.	102505	
For an auto callback call, an incorrect number was displayed on the EC500 extension.	102516	
When one-x C portal phone tried to register in shared control mode through the Application Enablement Services(AES) link, Communication Manager could close the base ip station's TCP socket and the base station could reboot finally.	102521	
System restart was seen on customer system	102525	
Incorrect CDRs generated when SA9104 was enabled and the call involved the incoming call handling treatment on the trunk form.	102526	
After Communication Manager with traffic running did a server interchange or COLD reset, h.323 ip stations' sockets would go into an unstable state (UP/DOWN consistently)	102534	
The customer did not get a proper warning message when using SA9106 when SA9106 was enabled first and then SA8879.	102545	
Calls failed when ports that were administered for use as paging equipment did not play pause digits correctly.	102558	
list performance trunk-group report displays blank for the trunk group size for any trunk-group with a size of 255.	102561	
Under extreme traffic conditions, Communication Manager did not provide service from Branch Media Gateways for up to several minutes until system maintenance audited the Communication Manager internal data.	102571	
Under some conditions stable calls involving bridged users were dropped on BRI telephone sets.	102573	
Under certain condition a find-me call from Modular Messaging (MM) to Communication Manager was auto-answered.	102585	
SIP calls using Communication Managers failed when a Cisco SIP proxy was used in the SIP signaling path and the Cisco SIP proxy was running in stateless mode.	102588	
A TTI station in domain control was able to originate all calls.	102591	
10 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 11 of 14

Problem	Keywords	Workaround
On HP DL360 G7 servers the 'sw version' command showed an incorrect server name. No output was shown by the 'inventory' command on the HP DL360 G7 server. On the "Configure Health Monitor" web page, parameter fields to configure the Base Management Controller (BMC) Ethernet interface were shown and required input although the BMC Ethernet interface is not used on S8800 and HP DL360 G7 servers.	102593	
CDR was incorrectly created for unanswered SIP to R2MFC tandem trunk calls.	102616	
Media gateways with encrypted signaling links successfully failed over to an ESS server during a network outage but were unable to re-register with the main server PE interface due to hung sockets.	102621	
Two CDRs were produced instead of 3 for all IGAR(Inter-Gateway Alternate Routing) calls.	102624	
The "ess L" field was missing on page 29 of the User-Profile-By-Category form and the "system-parameters ess L" field was displayed when it should have been removed.	102626	
Self unmute failed if a station joined a meetme conference over H.323/SIP trunk and a MG was used as a VoIP resource on the Communication Manager hosting the meetme conference.	102633	
Desktop phone call on first call appearance got disconnected when second call covered to EC500 mobile voice mail.	102642	
If SA9104 "Call Pickup Party Extension in CDR Records" was enabled, the pickup party extension was not captured in CDR when call pickup was done by SIP phone.	102646	
List trace station and tac commands failed to record vector events when the traced call involved vectoring.	102659	
Data connections fail.	102708	A workaround is to place a voice call prior to the data call.
11 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 12 of 14

Problem	Keywords	Workaround
System Reset was happening due to transfer to Voice Mail. This happened when a call reached a covering extension that transferred the call to a SIP integrated Modular Messaging system using a feature access code.	102712	
When the music on hold was set to tone/music, call transfers between IP stations across network regions would sometimes result in no ring back tone being heard.	102729	
Under some internal conditions involving SIP calls Communication Manager could experience a restart.	102730	
The Val Manager use of the "list announcements" command generated high CPU occupancy.	102761	
The BIOS (Basic Input Output System) and BMC (Baseboard Management Controller) version were not shown on the Display Configuration page of the System Management Interface (SMI).	102776	
For customers using ASAI applications, if the application instructed Communication Manager to send greater than 16 dtmf digits into a call involving 2 IP stations/trunks that had been in a direct-ip connection, then none of the digits would be sent. If the number of digits was 16 or less, then all digits were sent correctly.	102790	
The Media Gateways page of the status link command did not show registered Media Gateways.	102805	
No talk path was observed between Communication Manager-ES and Communication Manager-FS when H323 Direct Media and SIP Direct Media was ON for SRTP.	102809	
H.248 Media Gateways did not consistently register to a CLAN in the Communication Manager system.	102810	
Previously, a listen only party added via Single Step Conference (SSC) was counted as a non-trunk party when considering trunk to trunk transfer requests. This allowed trunk to trunk transfers that were meant to be restricted. Now, a listen only party will not be counted and the transferring station's COS will determine if the system trunk to trunk restrict administration is honored.	102811	
12 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 13 of 14

Problem	Keywords	Workaround
Communication Manager system reset when its processor ethernet (PE) interface was disabled while calls were active. This depended on the type of calls active. Because more than 166 H.323 stations were active on calls using SIP trunks and the H.323 link loss timer expired, Communication Manager's recovery mechanisms exhausted the internal message buffers and caused the system to reset.	102827	
IP signaling groups on survivable processors did not go into service properly when the survivable processor was activated.	102832	
The "Direct IP-IP Early Media" field on the Signaling Group form was getting activated and leading to negative service impacts to customers.	102857	
User's could not execute the get command on the g3statsta MIB group. Changes made in the MVSubAgent now allow users to execute the get command on the g3statsta MIB group.	102867	
Communication Manager system reset when a port-network VoIP engine (TN2302, TN2602) had its ethernet interface disabled while calls were using the port-network VoIP engine. The reset was not a full system reset but disrupted call service.	102873	
Attempting to parse an MST file larger than 150MB using MTA could lock up the switch.	102879	
CPU escalation due to unnecessary page fault.	102880	
A software duplicated system may crash after interchange. A software-duplicated system may fail to refresh quickly after interchange or network outage.	102897	
The system could occasionally crash on a server interchange.	102994	
Under certain circumstances when calls were made over H.323 trunk, the CM went into rolling reboots.	103007	
A Communication Manager system was not able to provide VoIP resources from Branch media gateways when those media gateways lose communication with Communication Manager and then re-establish communication with Communication Manager. The loss of communication was typically one minute or longer.	103024	
13 of 14		

Table 24: Fixes delivered to Communication Manager 5.2.1 SP6 14 of 14

Problem	Keywords	Workaround
On Midsize Business Template (MBT) systems, installation of the Communication Manager service pack 5.2.1sp05.00 #18475 erased MBT specific entries in the sudoers files. Consequently, System Platform could no longer access the Communication Manager virtual machine.	103046	
Security Service Packs will be Cold and that will be displayed on the web screens.	103058	
Outbound calls failed when multiple calls were made from Communication Manager to Session Border Controller(SBC) via Session Manager (SM) and SBC was not active and when Communication Manager received a 606_Not_Acceptable response from SM.	103075	
A Communication Manager system could repeatedly select the same H.248 media gateway for VoIP resources, even if the H.248 MG had no more VoIP resources available.	103085	
14 of 14		

Problems fixed in Communication Manager 5.2.1 SP7

This release includes the following fixes delivered to Communication Manager 5.2.1 SP7.

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 1 of 9

Problem	Keywords	Workaround
Fixes associated with the following keywords were also corrected in Communication Manager 5.2.1 SP7.	093660, 101406, 102791, 102974, 103054, 103099, 103111, 103113, 103119, 103121 103122, 103123, 103124, 103181, 103183, 103344, 103404 103488.	
Under very specific circumstances a call to an H.323 IP trunk did not hear a ringback when the trunk was administered as enbloc/enbloc and the corresponding signalling group had the Near-end Node Name residing in a network region (NR) with port network VoIP engines and the Far-end Network Region had only H.248 controlled Media Gateways.	093598	
Communication Manager could experience one system reset and interchange (if it was duplicated) when an IP trunk to Modular messaging was configured and used on Communication Manager. In this case, the process error 7171 36830/36848/36852 would show up in the Communication Manager/var/log/ecs log file.	093787	
User did not see the button labels on 2420 DCP terminals get updated immediately after the Personal Station Access (PSA) associate.	093844	
1 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 2 of 9

Problem	Keywords	Workaround
Incorrect CDRs were produced for some scenarios related to path replacement with QSIG or REFER with SIP.	101102	
Zero-sized SSH keys no longer prevent the correct startup of sshd.	101331	
There was no name or calling number displayed when a call was made using a bridged appearance via QSIG trunk.	101410	
When a call was made over IP trunk, there was no talk path and calling party heard dead air.	101709	
When Communication Manager sent offer in reInvite or in response(200 OK) it did not send its direction attribute as a=sendrecv even when the far end had gone on hold before. In certain call scenarios this could cause temporary loss of talk path.	101781	
System Access Terminal (SAT) did not display custom labels.	102033	
This fix prevents the segmentation fault which occurred when an Application Enablement Services (AES) server sent traffic to Communication Manager and there were severe network impairments/errors (the kind of network impairments/errors that also cause multiple port networks and media gateways to go down).	102133	
A call made by a station which supported Wideband over an H.323 trunk did not shuffle when wideband codec was administered. This behaviour has been modified and calls get shuffled now.	102238	
When a transferred call returned to the attendant that was busy on another call, the call went to the next attendant in the group. The second attendant displayed UNKNOWN NAME instead of the party to which the call was transferred.	102244	
Softkeys on a 96xx H.323 station were not updated when it cancelled the call transfer before the called party answered. This happened only when the softkeys for idle and ringback features on the 46xxsettings file were enabled.	102333	
On-hook dialing failed on DCP set after no-hold-conf call was canceled.	102364	
On calling a busy station on I55 from Communication Manager, the caller was dropped and busy treatment was not given.	102370	
2 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 3 of 9

Problem	Keywords	Workaround
SIP 488 responses were converted into 480, and thus the originator did not understand why the call failed.	102477	
On a Communication Manager system, DTMF digits were not heard on the far-end of an IP trunk, including SIP trunks, in which the IP trunk used a H.248 Media Gateway VoIP resource. The IP trunk originally used an alternate method for delivering DTMF digits (out-of-band, RFC2833) but could change the delivery method to in-band. When the IP trunk used the same H.248 MG VoIP resource after changing the DTMF delivery method to in-band, digits were not delivered in-band as desired.	102559	
The calling party recieved a missed call log entry with its own number when a call was made to a station that was not in service and the call then forwarded to another station. This problem could only be reproduced when LOGUNSEEN was enabled on the Phone's 46xxsettings.txt file.	102569	
Mempool Errors involving ISDN connections were observed in the logs.	102574	
The UUIE information that was in the second line of the display was not cleared when a call was transferred to a Call-Master from an agent. Only the first line of the display was cleared.	102605	The workaround for this is to enable the special application SA7710 - Enhanced Display on Redirected Calls
After a network outage, IP stations did not un-register so as to migrate to a LSP or ESS when dial plan transparency was involved.	102610	
A station in a different tenant was alerted incorrectly when the initial crisis alert was not responded to by the correct tenant.	102634	
Communication Manager failed to forward a call to voicemail and rerouting failed when an outgoing qsig call was made and far end sent rerouting request for this call with short digit extension of voicemail hunt group, and these hunt group digits were administered as type extension in the calltype analysis.	102717	
3 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 4 of 9

Problem	Keywords	Workaround
Conference/Transfer did not work when SA8904 was enabled and when the call contained the vector steps with route-to number/digits.	102723	
The phone would register successfully but there was no dial tone on the phone when Near End Establishes TCP Signaling Socket? was turned off and TTS capable phone was power cycled.	102725	
The call was dropped when digit 'D' was received in the keypad IE of INFO message after an incoming H.323 call was answered.	102726	
Coverage over multiple remote coverage points failed when look ahead routing was administered on the route pattern and the coverage points were reached over a SIP trunk.	102738	
The command to get measurement data from a DS1C board located in slot 1 of a switch node carrier did not work. Entering: list measurements ds1-fac log 1e01a on SAT caused an error indicating the entered location was bad.	102741	
When a Communication Server 1000 user called a Communication Manager user over a SIP trunk and put the call on hold, Communication Manager dropped the active call.	102769	
In some circumstances, invalid data was left in the Incoming Call Handling Table (ICHT) for SIP trunk groups. This invalid data caused incoming SIP trunk calls to fail.	102784	
The Service Link Ext: field on the status station displayed an incorrect dial string when special characters were used in that dial string.	102793	
When 64xx phones were integrated with One-X Communicator in shared-control mode, on-hook dialing on the hard-phone did not work after a successful call.	102800	The workaround was to go off-hook/on-hook
Communication Manager sent an UPDATE message in Allow header of 200 OK in response to REINVITE for a public-ntwrk SIP trunk.	102851	
Generic greeting was heard when a call was made from an Agent to a station that covered to SIP Modular Messaging.	102855	
4 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 5 of 9

Problem	Keywords	Workaround
9620, 9630, and 9650 terminals had their line selection change when another call was on hold after background maintenance runs. This caused changes in the soft feature buttons that were displayed.	102859	
The caller could activate an Automatic Call Back on hearing the busy tone when a call was made to a station which was not in service, but had an Extension to Cellular (EC500) mapping.	102860	
Calls on a SIP trunk from Communication Manager to Voice Portal or a SIP station were not tracked by IQ/CMS.	102861	
ANI(Automatic Number Identification) was not captured in CDR for incoming DTMF calls.	102864	
Attendant was able to transfer parties in different tenants which did not have permissions to talk to each other when integrated music was used.	102884	
Customer could not make changes from SAT to certain 46xx stations because validation for the IP HOT LINE feature was blocking the submit of the Station form, placing the cursor on blank space beneath the Abbreviated Dialing List fields and displayed the following error message: Required abbreviated dialing list not assigned.	102885	
The history-info SIP header for the first VDN was lost when a call arrived at a VDN on a SIP trunk and was sent to a second VDN (for instance, by vector processing). This caused problems when the VDN information was subsequently expected by an IVR, display, or other application.	102886	
Paging call failed when it was called by a digital station on a media gateway.	102889	
The command <code>list meas ds1 log</code> on a DS1 board with enhanced measurements capability would hang and never complete when maintenance test 1217 was disabled. This locked that SAT window until the login was reset. The command <code>clear meas ds1 log</code> on a DS1 board with enhanced measurements capability also hung and never completed when maintenance test 1218 was disabled. This would also lock that SAT window until the login was reset.	102931	
Call dropped when there was a glare condition with SIP.	102933	
5 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 6 of 9

Problem	Keywords	Workaround
Using IAS (Idle Appearance Select) FNE (Feature Name Extension) when an invalid number was dialed from an EC500 phone, the call-appearance on the principal OPTIM(Off-PBX Telephone Integration and Mobility) station was locked for 30 seconds. This issue occurred only when SA9106 was enabled.	102937	
The Communication Manager was overloaded when a call was made to an extension which was mapped to itself on the off-pbx-telephone station-mapping form.	102947	
Special Application 9020 allows periodic test packets to measure round trip delay and packet loss between network regions. Based on these results, the system can deny IP connections between network regions. If IGAR has been configured and enabled between these same network regions, IGAR can be used to establish the inter-region bearer connection using non-IP trunk facilities. If the originator of a call connects to an H.248 gateway, the system will not use IGAR for bearer establishment when SA9020 has indicated poor IP network performance. The call would have been denied.	102986	
A parked call was dropped when a station was being recorded and had its music source administered as integrated music.	103003	
Busy Indicator for Trunk Access Code (TAC) to call paging system was failing for station and attendant.	103005	
The direct IP-IP calls over SIP or H.323 trunk were dropped when Enterprise Survivable Server (ESS) tried to fall back to the main server.	103016	
When an ACD call on an analog type port, including a DS1FD VRU port, was put on conference/transfer hold by flashing the switch hook (real or simulated), when the conference/transfer held call dropped before a valid extension was dialed on the second leg call, that second leg call was subsequently reported to IQ/CMS as an ACD call rather than an extension-out call.	103025	
Only one CDR was produced instead of two when an incoming trunk call was answered by Voice Portal and transferred to another agent.	103032	
Under certain internal conditions a SIP call to a 3rd Party SIP gateway failed.	103033	
6 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 7 of 9

Problem	Keywords	Workaround
Agent was occasionally unable to login when date-time button was already activated.	103035	
An inbound SIP trunk hung when Communication Manager was working as an evolution server and the orig half call did not send a re-INVITE message to the term half call by any failure.	103055	
Internal system errors were logged for very high traffic systems. A high enough number of calls were made to overrun the maximum BW recorded amount of 65 Mbits when a network region pair had no bandwidth limits.	103056	
LAR(Look Ahead Routing) failed when AAR/ARS FAC was not administered on the feature-access code form and UDP(Uniform Dial Plan) was used to route calls.	103083	
When an IQ/CMS measured trunk call was abandoned while on hold, it was reported as abandoned to a Pre-R15 CMS. The reason that a call on hold was dropped should only be reported to CMS R15 and later.	103087	
A duplicated Communication Manager system selected VoIP resources from a H.248 Media Gateway after a server interchange, before the media gateway had re-established communication with the newly active duplicated server.	103115	
When a system consisted of both Port networks and Media Gateways, an ESS would wait for the Port Network Cold reset timer plus 10 seconds when the last MG left control before forcing the unregistration of the IP phones. Now the wait is eliminated speeding up recovery in case all the port-networks have already returned to the Main server.	103116	
Standby server was not refreshed due to a lack of file descriptor.	103136	
Calls to agents would get queued against agents with skills 1 and 2 respectively when Agent was logged-in to skill 1 and 2 and when agent was in AUX work mode. After agent went into auto-in mode, calls were not terminated to the agent but were stuck in a queue.	103156	
The system did not select media resources from remote regions evenly when IP endpoints were located in a region with no PN or GW media resources and PN/GW media resources were distributed across many other network regions.	103164	
7 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 8 of 9

Problem	Keywords	Workaround
For large configurations, an ESS took several hours to force the IP phones off the system after the last port network and/or Media Gateway returned to the main server. Now that time has been reduced so the unregistration of IP phones happens after the last port network is down and/or Media gateway's link loss delay timer has expired.	103167	
A member of Attendant group blind transferred a call to a Vector Directory Number (VDN) which subsequently queued the call to a hunt-group and when all the agents were busy, the call was returned to the VDN. The VDN then routed the call to SIP Modular Messaging, where the generic greeting was played instead of VDN's greetings.	103168	
When using system monitoring tools to run many list measurements commands in sequence, the system would seg fault.	103175	
Communication Manager reloaded when daylight savings time (DST) went into or out of effect. This problem no longer exists.	103186	
Auto Callback failed when the user who initiated ACB over QSIG had an entry in the off-pbx station mapping table.	103202	
Hundreds of failed SIP calls on a system with network problems caused a system restart due to the speed at which time available audits run. The time available audit found left up connections that the audit then forced a cleanup on. The clean up of hundreds of calls too quickly caused the system restart due to massive interprocess communications.	103209	
No talk path on calls from/to Multitech endpoints.	103260	
Spurious proc-errors were generated for unsupported facility state changes in BCMS when skills were measured internal or both .	103275	
Modems attached to S8800 Servers running Communication Manager 5.2.1 were occasionally left in a hung state by a background modem handshake test.	103297	
Some extensions of IP endpoints registered via Processor Ethernet went out of service after a server interchange.	103320	
Incoming SIP trunk calls failed after a busy/release of the SIP trunk group.	103332	
8 of 9		

Table 25: Fixes delivered to Communication Manager 5.2.1 SP7 9 of 9

Problem	Keywords	Workaround
Status Station command would show the mac address as unavailable even when the station had a valid mac address.	103385	
The system did not always select an announcement board to play an announcement from a GW which was reachable by the listener when an audio group was configured to include many GWs in many different NRs. "Reachable" defined as having an administered ip-codec-set between the region of the GW and the region of the listener.	103387	
A new incoming SIP call attempted to request service from a media gateway when all media processing resources were made up of H.248 media gateways and all the media gateways were at capacity. The request was denied as expected. However, the system did not reject the incoming SIP call and the SIP trunk remained active for several minutes. Now the incoming SIP trunk is dropped immediately.	103471	
Systems running Communication Manager 5.2.1 Service Pack #6 (18576) that were not configured for Communication Manager Messaging were unable to run MTA since the "bc" command was not supported.	103491	
A Communication Manager system took 40 to 60 seconds to detect an H.248 Media Gateway link outage. This resulted in dropped or unusable calls during this detection time.	110002	
The announcement was not played when an internal announcement audit was executed.	110067	
On a Communication Manager system, the loss of communication with a H.248 Media Gateway resulted in the loss of use of SIP trunks that were using VoIP resources on that Media Gateway.	110159	
9 of 9		

Problems fixed in Communication Manager 5.2.1 SP7.01

This release includes the following fixes delivered to Communication Manager 5.2.1 SP7.01.

Table 26: Fixes delivered to Communication Manager 5.2.1 SP7.01

Problem	Keywords	Workaround
Communication Manager could reset in systems that have TN 2501 "VAL" circuit packs in a port network with H.323 stations/trunks or SIP endpoints in the same network region as the port network. This only happened if there were no TN2302 "Medpro" circuit packs in the port network that were assigned to the same network region as the TN 2501 "VAL" circuit packs and the trunks/endpoints, and CM 5.2.1 SP7 (18759) was activated on the Communication Manager server.	110705	

Problems fixed in Communication Manager 5.2.1 SP8

This release includes the following fixes delivered to Communication Manager 5.2.1 SP8.

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 1 of 8

Problem	Keywords	Workaround
Fixes associated with the following keywords were also corrected in Communication Manager 5.2.1 SP8	083899, 101059, 103419, 110033, 110136, 110148, 110195, 110427.	
The transferring party saw the calling party's information when a call was made using the Send-NN button and the called station did an internal transfer.	100007	
Ocassionally, direct shuffled SIP tandem trunk calls got disconnected.	100682	
With SA9106 enabled, user was able to bridge-on to call at an OPTIM (Off PBX Telephone Integration and Mobility) station when the call was on hold at PVFMC (Private Fixed Mobile Convergence) endpoint.	102153	
The call dropped after a few seconds when the H.323 station hung up in an incoming direct IP-IP SIP trunk call to a H.323 station with EC500 enabled and the call forwarded to a cell phone using the extend call button over another SIP trunk.	102222	
Call transfer did not abort when the Abort Transfer feature was enabled and a user pressed a different call appearance button, while the transfer was in progress.	102519	
It was possible for a customer to administer a media gateway using the pre-populated location 1 even when that location was not administered. This occurred without giving the administrator a warning.	102612	

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 2 of 8

Problem	Keywords	Workaround
Ocassionally, announcements did not work on G450/G430 media gateways after a gateway unregistered and did not return until after the link loss delay timer expired.	102622	
Ocassionally, Communication Manager dropped SIP calls when inter working with some 3rd party SIP telephones and when the SIP trunk session refresh interval expired.	102806	
Automatic Number Identification such as ANI that reaches the transfered-to station was a trunk number instead of calling party info when a SIP trunk transfered a call to a H323 trunk.	102960	
VDN name was not displayed on ACD agent after BSR poll over IP.	102991	
For SIP signaling groups, when the Layer 3 test was off, and a call failure on the signaling group's trunks occurred, an alarm was generated after a couple of minutes if the far-end did not respond to the ping test. After the far-end condition has cleared, the signaling group went back in service, but the alarm was never retired.	103000	Workaround: Turn on the L3 test. It should be on anyway.
The aux button lamp did not go off when the agent went from aux_work mode to auto in mode even though the agent received calls.	103012	
The attendant on held state received an alert when the Single Step Conference (listen-only) party was dropped from the call.	103053	
Initial invite went with PAI containing only the extension and no display name for a call made over DCS trunk followed by SIP trunk. After answer, re- invite message for display update had PAI containing just display name and no extension.	103063	
Team button to analog phone failed to answer the call when the ring type was set to ring, delayed ring, icom or abbreviated ring.	103155	Workaround to this issue is to use bridge appearance feature instead of team button.

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 3 of 8

Problem	Keywords	Workaround
The loss of communication with a H.248 Media Gateway resulted in the loss of use of SIP trunks that were using VoIP resources on that Media Gateway.	103166	
Calls which were landing on logged off Internet Protocol (IP) or Terminal Translation Initialization (TTI) or Personal Station Access (PSA) phones due to call coverage or call forward, did not follow the criteria for Logged off IP/PSA/TTI phones.	103199	
The alias node name used to reference a duplex-ESS survivable processor was removed from the node-names IP form while still being used by the survivable processor.	103215	
Occasionally, calls on which announcement was played were dropped.	103218	
Occasionally, Communication Manager reset and disrupted call service.	103222	
Calls measured by IQ/CMS were not tracked by IQ/CMS when they were transferred during the Coverage Response Interval (CRI), to stations of Type "virtual" which covered to a hunt-group with Message Center qsig-mwi which were then redirected to an outgoing trunk group.	103229	
Phone having a bridge-appearance of calling party got a invalid display of f when the call was forwarded via SIP trunk.	103240	
The new label displayed on the phone appended several characters from the old label when a customized button label was edited by the end users using the local phone application and the old label was 11 or more characters then.	103254	
The Queue field on the announcement form was allowed to be changed from b to y when an announcement was played back using the announcement access code.	103265	

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 4 of 8

Problem	Keywords	Workaround
Earlier, the list trace vdn x command displayed call flow trace data when the specified vdn number was dialed. In this release, the command displays that data even when the specified vdn is routed to/from another vdn, rather than just dialed directly.	103271	
Communication Manager returned a 503 Service Unavailable when it received a MWI NOTIFY message on a signalling group which had no free channel.	103283	
Agent display showed UNKNOWN NAME when an incoming trunk call was transferred over a SIP trunk and the outgoing call was finally redirected to a VDN which queued the call to an agent.	103285	
Network Regions without Media Gateways could not be disabled using the disable nr-registration command.	103300	
Some of the digits were truncated and sent over ASAI when the extension size was bigger than what ASAI supports. Also, the redirecting numbers should be prefixed and expanded properly while sending it over ASAI.	103306	
Activating Network Call Redirection through route-to-number failed to go to the next step when the far end station was busy.	103330	
When using Avaya Site Administration (ASA) to administer an Agent-LoginID form, the tool allowed a blank Native Name when the Native Name Script was non-NULL or a NULL Native Name Script when the Native Name was not blank. When this mismatch occurred the administration record for the Agent-LoginID was corrupted.	103337	
Occasionally, reset board command initiated from SAT for an MM710B, failed.	103383	
Call was dropped when an EC500 mobile answered the call that had covered out of Modular Messaging (MM). This EC500 was activated for the station in coverage- answer group to which call had covered.	103388	

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 5 of 8

Problem	Keywords	Workaround
Users were not able to change their destination cell number from any station or cell phone using SAFE code for EC500. The SAFE feature failed when ARS was done through partition-route-table.	103415	
The customer could not submit duplicate station command on SAT when there was a send-nn button on the station being duplicated. The customer saw the following error message: Error encountered, can't complete request; check errors before retrying. The customer would have to remove the button before duplicating the station.	103416	
For calls on IQ/CMS measured trunks which are queued to multiple skills through vectoring multiple-skill queueing, a DEQUEUE event was not being reported to IQ/CMS for skills in which the call was NOT answered. The result of this was the appearance of a stuck call in queue on IQ.	103426	
Calls over IP trunk via PROCR failed after WARM restart. The condition was triggered when an IP trunk call was recieved via PROCR while the system was executing a WARM restart. IP trunk calls then continued to fail after the restart was completed.	103436	
Remote service observer over a SIP trunk dropped after receiving 200 OK in response to a re-invite.	103445	
Previously, under heavy traffic, a CLAN audit would inadvertently tear down a listen socket. In this release, the audit process has been corrected to avoid this error.	103446	
Remote Service Observing call over a SIP trunk dropped when it stayed up more than 25 minutes.	103447	
Occasionally, a call did not properly cover to voice mail.	103457	
Group page call failed when group page had maximum number of group pages.	103466	

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 6 of 8

Problem	Keywords	Workaround
Sometimes generic greeting was heard when a call was made from a bridge appearance of an x-ported station to voice mail.	103478	
Phone display changed to SIP trunk name after shuffling.	103481	
The Avaya One-X Agent application didn't start a video window when the wrong network region was used in PROCR when getsupportedfeatures was invoked.	103489	
The customer was not able to make internal or external calls when the time of day chart was set to 11 for the stations COR (Class Of restriction) when SA9050 - Increased TOD (Time Of Day) Routing Tables/Partition Grp Num was enabled on system-parameters special-applications.	103492	
An IP extension was forced to log off when One-X communicator logged in, in a shared control mode and another IP station logged into the same extension with an unnamed registration.	103538	
Using IAS (Idle Appearance Select) FNE (Feature Name Extension), the call-appearance on the principal OPTIM (Off-PBX Telephone Integration and Mobility) station was locked for 30 to 45 seconds when an invalid number was dialed from an EC500 phone. This issue occurred only when SA9106 was enabled.	103563	
The Message Wait Indication Lamp did not light up for MWI configured for Siemens endpoint over QSIG.	110003	
No raid_status alarm was generated upon reboot of S8510 servers with a degraded RAID.	110005	
The change extension-station command did not update the new extension on SAT.	110022	

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 7 of 8

Problem	Keywords	Workaround
When systems that did not have the PNC Duplication feature enabled tried to add a new ATM PNC connection or change an existing ATM PNC connection using the atm pnc form, the user may have seen the following error message: "Error encountered, can't complete request; check errors before retrying".	110028	
A Network Region with no Media Gateways could not be disabled and an error message was displayed.	110040	
Could not reset 9620L IP phones that were registered through PROCR interface.	110043	
Occasionally, the calling party number truncated when a prefix was inserted to a large calling party number extension.	110060	
After a SAT-initiated a system reset, ACD agents could not login. Login attempts generated denial events 1040 and 2126.	110160	
Occasionally, Communication Manager system temporarily lost memory when the network conditions impaired communications with H.248 Media Gateways.	110163	
Occasionally, use of GIP internal socket 0 caused a new call to fail. Socket 0 is no longer made available to be used.	110206	
Calls failed on Communication Manager when a H.248 media gateway connection was temporarily lost. This occurred because the media gateway connection was lost for a time, up to, but not greater than the H.248 link loss delay timer setting.	110222	
On a Communication Manager system, a call made between a station on a H.248 media gateway and a station on a legacy port network lost talkpath. The loss of talkpath occurred when the H.248 media gateway lost connectivity with the main server, failed over to a LSP or ESS and then re-connected with the main server.	110253	

Table 27: Fixes delivered to Communication Manager 5.2.1 SP8 8 of 8

Problem	Keywords	Workaround
Occasionally, Communication Manager responded incorrectly to Message Manager which caused message waiting indication on the user phone to behave erratically.	110288	
SOSM passive monitors did not send events after a conference or transfer.	110289	
Call dropped on answering when CM received an incoming SIP Trunk call from ICR, terminating to an agent.	110299	
Traffic to some h.323 IP stations was disrupted when Communication Manager Processor Ethernet (PE) server interchanged or failed over to Enterprise Survivable Server(ESS).	110324	
SIP calls with M3K gateway failed.	110447	
In the event of a SIP 491 glare condition, Communication Manager sent a re-invite immediately when it was supposed to wait for at least 2 seconds. In this release, the 1st re-invite is sent immediately and the subsequent re-invites are sent after a delay of 2 seconds each.	110480	
A memory leak associated with SIP MWI processing (NOTIFY from SIP Modular Messaging to Communication Manager via Session Manager) could result in a system reset level 2..	110580	

Problems fixed in Communication Manager 5.2.1 SP9

This release includes the following fixes delivered to Communication Manager 5.2.1 SP9.

Table 28: Fixes delivered to Communication Manager 5.2.1 SP9 1 of 6

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP9.	103539, 110286, 110315, 110378, 110438, 110880.	
An internal process in Communication Manager ran out of resources and reset when a large number of administration commands were run.	101167	
Communication Manager assigned announcement resources from a remote network region to a held call when local announcement resources could have been used instead.	102343	
Incoming LAI (Look Ahead Interflow) trunk call to an agent was not logged on the phone.	102825	
Network problems that caused momentary differences in the number of IPSIs connected to each server in a duplicated server pair caused a server interchange that did not preserve existing calls. This occurred when the operation of the recovery software that waits for the connections to settle down on one server did not take into account the state of the recovery software.	103017	
In Communication Manager, completion of brief tones (ZIP tone, for example) was not reported properly to the call processing subsystem when the tones were generated on H.248 media gateways. Certain features rely on the tone completion event to stimulate further call progress. One such feature is the Agent/Caller Disconnect feature. In this feature example, without the tone completion event, the agent and incoming caller were not disconnected properly.	103029	
Incoming analog trunk call with busy tone detection did not disconnect when the call was answered by voice mail.	103147	
H.323 link loss delay timer did not apply to non-Avaya endpoints.	103197	

Table 28: Fixes delivered to Communication Manager 5.2.1 SP9 2 of 6

Problem	Keywords	Workaround
Incoming calls to a VDN (Vector Directory Number) extension were sent to a vector. The vector sent the caller to an attendant console group where the answering operator was unable to transfer the call from the Softconsole.	103272	
When the B-side IPSI was active, changing the A-side IPSI Preference to Disabled caused the IPSI daily interchange to stop working. Now, when IPSI Preference is disabled, IPSI interchange will work regardless of which IPSI is active. When IPSI Preference is enabled, daily IPSI interchange works as before.	103324	
SIP calls involving the REFER message resulted in stuck trunk members.	103363	
The active server restarted when the user tried to register an IP phone to an extension that was administered as 4624 with unicode enabled and also had softkeys administered.	103413	
The BTM trunks were not released when an incoming BTM trunk call on PN was transferred over another BTM trunk on PN and the caller dropped.	103417	
Customers observed Survivable Server keep-alive alarms when a new Survivable Server was administered.	103458	
Incorrect socket peg counts and usage measurements were observed on the <code>list meas CLAN socket</code> reports.	103474	
A call hung in vector processing on the originating server and was torn down after two minutes when a vector route-to step initiated LAI (Look Ahead Interflow) and the receiving communication server deflected the call back to the originating server via NCR (Network Call Redirection), on SIP trunks, before the call gave answer supervision on the receiving server, however, after the call was deflected back to the originating server.	110019	
ARS digit conversion did not work for more than 18 digits.	110024	
Digit conversion in Calltype Analysis form was ignored when the call was routed via a second (or later) preference due to LAR on the first preference.	110049	
Originator did not hear ring back for a call that involved R2MFC and H.323 trunk.	110061	
Occasionally, all sockets on PROCR stopped working shortly after a server interchange. After a few minutes, the system restarted and recovered the PROCR.	110171	

Table 28: Fixes delivered to Communication Manager 5.2.1 SP9 3 of 6

Problem	Keywords	Workaround
Occasionally, DSP resources were tied up on an incoming SIP trunk call and were not released.	110185	
IP DECT (Digitally Enhanced Cordless Telephone) did not activate Auto-Callback after rejecting an auto-callback call.	110191	
Under high traffic conditions, customers with a large number of Media Gateways registering through CLANs suffered from poor Media Gateway performance.	110230	
No talk path was observed when a call made from Xlite phone to an Avaya SIP phone over SIP trunk with SA8965 and shuffling enabled was answered.	110236	
List trace station and tac would output SIP messages for only one SIP endpoint on a call when it should handle multiple SIP endpoints.	110277	
The call was not routed to the correct mailbox and the voicemail server responded with 302 when the call covered to SIP voicemail server.	110284	
SA8439 Forward Held-Call CPN feature did not work.	110290	
Removing and adding an active CTI link caused the CTI link to have the wrong attributes.	110293	
Activation of PLAT-rhel4-1010 failed because the NTP RPM took too long to install (> 60s). This left the system with two NTP RPMs installed that again resulted in failure. Manual intervention was required to fix the situation.	110305	
The caller saw a garbled display for an outbound call over an ISDN trunk that was diverted, when SA8146 Update Display for Redirected Calls on the change system-parameters special applications form was set to Y .	110314	
The SA8312 Meet-Me Paging feature did not work for the first 30 minutes after the upgrade.	110319	
The setup_hp-sshd script generated errors about chkconfig not found when activating/deactivating a Communication Manager update/service pack.	110325	
Occasionally, calls dropped on the Media Gateway fallback to the main server from an ESS.	110331	
"list trace ras forced_urqs" could not be used to trace if a URQ was sent for the IP stations when doing "reset ip-stations all-ip ip-network-region xx".	110362	

Table 28: Fixes delivered to Communication Manager 5.2.1 SP9 4 of 6

Problem	Keywords	Workaround
IP softphones in share control mode got a latent on-hook that caused the ASAI to drop.	110364	
Call forwarding busy don't answer did not work for external calls on an endpoint that was active with a call.	110389	
SOSM supplementary feature query did not report stations that were in pickup groups.	110406	
IAC (International access code) was not inserted before the calling number that started out as national or local before being sent to ASAI.	110419	
Communication Manager sent a 500 Server Internal Error in response to m-line with a=inactive in the initial invite sent, and dropped the call.	110441	
No announcement was heard after transferring a held call to the announcement extension.	110453	
list trace station button option did not work with SIP stations.	110454	
ASAI notified the application that a work mode change took effect immediately even when the request was still pending.	110471	
Occasionally, Communication Manager did not communicate with the H.248 Media Gateway.	110483	
The MVSubAgent crashed when walking the G3-MIB.	110497	
After a transfer, station display showed INT instead of INTL.	110504	
EC500 station was not displayed in a conference party display.	110523	
It was not possible to blind transfer a call to station with two lines busy when the call originated from outside and External Ringing for Calls with Trunks was set to all-calls .	110525	
Under load, the H.323 signaling group socket closed prematurely, and some calls were mishandled.	110549	
Communication Manager could not establish H.245 connection with CIE (Customer Interaction Express).	110559	
Internal calls using ARS could not be Service Observed.	110625	

Table 28: Fixes delivered to Communication Manager 5.2.1 SP9 5 of 6

Problem	Keywords	Workaround
Avaya Site Administration GEDI feature and Native Configuration Manager session connections to a server dropped when the following measurement commands were executed: • <code>list measurements ip dsp-resource summary</code> • <code>list measurements ip dsp-resource hourly</code>	110642	
History information headers for subsequent coverage points were not seen in the INVITE message when a remote coverage point was present in a coverage path.	110643	
Communication Manager deleted one via header and sent one via header while sending a ReINVITE message which caused the call to drop.	110654	
<code>list trace station</code> and <code>tac</code> commands failed to output location information when the call was routed using the AAR/ARS feature.	110657	
Automatic Call Back feature over two SIP endpoints, each configured for more than 11 digits on two different switches/servers and managed by a common System Manager did not work.	110674	
The page heading on pages 13-16 of the locations form was incorrect.	110690	
Agents had to push the call-appearance button manually to answer incoming calls after Communication Manager was upgraded to 6.0.1 SP0.01 or 6.0.1 SP1.00.	110708	
Communication Manager returned 503 response code for the first incoming call and 403 for the subsequent calls when all SIP trunks were busy.	110735 110737	
All soft buttons and calling party information on the phone was lost when the EXCLUSION button was deactivated on 96xx phones.	110767	
Occasionally, Communication Manager reset continuously.	110804	
<code>list trace station</code> failed to record ASAI calls.	110835	

Table 28: Fixes delivered to Communication Manager 5.2.1 SP9 6 of 6

Problem	Keywords	Workaround
The Per Button Ring Control feature did not work with the correct values when the Rg field on the station form of an analog station was set to A (abbreviated), D (delayed) or N (no-ring) and a call was made to the analog station, the above administration was reset to R (ring).	110876	
Media gateway message rates were unduly restricted.	110984	
SRTP calls over SIP trunk didn't work.	111311	

Problems fixed in Communication Manager 5.2.1 SP10

This release includes the following fixes delivered to Communication Manager 5.2.1 SP10.

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 1 of 9

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP10.	100727, 100959, 102533, 110684, 110809, 110859, 110879, 110946, 110951, 111129, 111270, 111359, 111521, 111798, 111814.	
2 QSIG trunks were found active even after the transfer was completed. This happened because QSIG Path Replacement failed after an incoming trunk call to a VDN was routed to an EC500 station via a HUNT group and the call was answered with a cellular phone and transferred back to Communication Manager via a QSIG trunk.	100189	
The inter-region bandwidth utilization for calls made between SIP phones belonging to 2 different Network Regions was not handled correctly. Note: If any change is made to the Network Region of a SIP endpoint, then the first call to that endpoint will follow the old call topology. All the subsequent calls will work fine.	101586	
1 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 2 of 9

Problem	Keywords	Workaround
A server interchange occurred on a system with duplicated servers when the Change button on the Configure Time Server SMI web page on the Active Server was clicked and the IP address for a Host Name specified on the Time Server Page could not be resolved by a Domain Name Server. This interchange occurred because the Communication Manager watchdog application detected that the ntp server went up and down several times when an ntp time server could not be accessed.	102283	
An incomplete abbreviated dialing button was observed on button 5 of a station when the set type of the station was changed from analog set type to non-analog set type and the analog station had a Hot Line Destination.	102874	
An EC500 user calling another user in a network of Communication Managers was unable to reach the voice mailbox of the called endpoint when the call was covered to voicemail. Instead, the calling EC500 user was prompted to enter the password to access the user's own voice mailbox.	103190	
Station A called station B over a SIP trunk and station B established a conference with station C, again, over a SIP trunk. Station B displayed conference followed by the remote phone number even after station A hung up.	103277	
Incorrect name was displayed on the calling party endpoint after a blind transfer to PSTN over a SIP trunk.	103294	
Users were unable to SSH into a TN2501AP VAL board.	110026	
The caller had to enter more digits than required by the MLDP (Multi-Location Dial Plan) feature for calls to route correctly. This only happened when the call routed to a VDN through attendant night service.	110039	
The Duplicate Vector SAT command failed and displayed the error Native Name should be specified for Script Tag after a vector was assigned to a VDN.	110330	
H.323 video calls dropped during hold and unhold operations after the calls were tandemed through Communication Manager via H.323 trunks.	110347	
A 1608 IP phone displayed System Busy because it was not registered.	110351	
A call, made from an external video phone to an Avaya One-XA via Ingate SBC on a SIP trunk that had shuffling enabled, dropped after it was answered.	110431	
2 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 3 of 9

Problem	Keywords	Workaround
HistoryInfo Header was inserted in INVITE messages for Survivable mode remote coverage point even when Communication Manager was not in the LSP or ESS mode.	110449	
One-XM mobile phone rang even after it was disconnected from One-XM server.	110524	
A generic greeting was heard when a call was re-routed over QSIG to a QSIG MWI hunt group.	110546	
Communication Manager updated the team buttons label: 1. When the name of a station changed & the other station, whose team button label had to be updated, was in service mode, without further user or administrator action. The update could be delayed depending upon how busy the system is at the time of the name change. 2. When the other station(on which the update had to take place) was in service mode after the name of a station had changed.	110568	
Calls to SIP endpoints including Modular Messaging from stations with a tilde (~) in their name field on Communication Manager failed.	110570	
Calls that were answered by voice mail after coverage were shown as answered calls in the call log of the principle termination after the Maintain SBA At Principal field on change system-parameters coverage-forwarding screen was set to Y.	110582	
There was no talkpath when a call was made over a SIP trunk and the far end sent codec that was second in the list on the IP-codec-set screen on the near-end.	110603	Workaround: Do not have codec negotiation.
The SAT duplicate station command displayed <code>Error encountered, can't complete request; check errors before retrying after a list station</code> command was executed.	110662	
The OPTIM station was stuck in the in-service/active state, after a conf-on-answer call was dropped.	110701	
CDR did not capture the agent extension that answered the call after it traversed through Voice Portal and conversed on vector steps.	110734	
3 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 4 of 9

Problem	Keywords	Workaround
Agents using Avaya one-X® Agent were unable to log in until a call was made.	110758	
Communication Manager responded with a 481 Dialog not found error message, when it sent an Out of Dialog Refer SIP message and received a NOTIFY message before the 202 Accepted message.	110759	
Occasionally, BRI station with bridge button posted an internal stim to drop a call even when it was not active on that call.	110761	
SYNC alarms were observed on an inactive H.248 LSP.	110764	
Upon receiving the QSIG Reroute Request, incorrect voice mail integration was observed when HistoryInfo header was not inserted in the INVITE.	110786	
The analog line boards were sent Bellcore provisioning when the Analog Terminals field in the change system-parameters screen was set to V23-Bell . This caused the boards to use incorrect caller ID protocol.	110791	
Incoming caller ID over analog trunks did not work correctly when the country code was set to UK on the trunk group screen. The trunk group data was displayed instead of the actual caller ID.	110816	
A duplicated ESS survivable processor could not use Processor Ethernet to connect with CMS or IQ. The same restriction applied to a simplex ESS survivable processor. LSP survivable processors could not be defined with IPv6 Processor Ethernet connectivity.	110827	
The Alarm Groups 601-666 field on the set options screen was blank.	110840	
The Transfer softkey was not visible when a call transferred to a busy station was cancelled.	110863	
When a 96xx phone logged in as an agent and transferred an ACD call directed to a VDN with VDN of Origin Announcement, Drop softkey was seen instead of the Release softkey after the transfer was cancelled.	110875	
Port network H.323 IP stations and DCP stations acting as listen only service observers could not hear DTMF tones generated using out-of-band methods and produced by other parties on the call.	110878	
4 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 5 of 9

Problem	Keywords	Workaround
Incoming R2MFC trunk calls on MG failed with a mixed dial plan.	110886	
In a system with BCMS measurement enabled and no CMS configured, a series of calls that utilized path replacement and were subsequently transferred by a BCMS measured agent caused BCMS to stop tracking calls.	110895	
The copy configuration from duplicate server option on the configure server web page was removed.	110897	
An AES DMCC endpoint registered at a Communication Manager extension that had EC500 enabled did not receive RTP streams when the user was on a call.	110904	
MWI update to OneX agent (in the Desk Phone mode) was delayed.	110909	
Outbound calls enabled with SA9114 and marked with TON subscriber or national were not presented on ASAI/PRI.	110910	
Echo was heard by the user in the case of QSIG Path Replacement.	110931	
S8510 servers with redundant power supplies did not generate a power supply alarm when redundancy was lost.	110959	
MWI indicator did not light up after leaving a message.	110980	
CLAN boards were constantly resetting even after multiple resets and a server interchange.	110987	
A call, made to a CMS measured agent that was subsequently conferenced or transferred to a CMS measured trunk, caused CMS to abort tracking the call after it was dropped.	111008	
The VDN return destination failed when Avaya ACR and Avaya Quality monitoring recorded the call.	111013	
5 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 6 of 9

Problem	Keywords	Workaround
On Communication Manager system, intra-H.248 media gateway calls dropped after the media gateway failed over to an LSP or ESS or re-established communication with the main server. The call dropped when a situation encountered was similar to this: 1) MG#1 on Main: MG#1 DCP#1 called MG#1 DCP#2. 2) MG#1 failed over to an LSP or ESS. 3) Original call between DCP#1 and DCP#2 was terminated. 4) New call was made by either DCP#1 or DCP#2. 5) MG#1 came back to main server.	111018	
When the ping test run against a CLAN board's ethernet port failed, the sockets used were not deallocated properly. This caused several software error logs (proc_errs) to be printed out after the socket audit discovered stale sockets that needed to be freed up.	111024	
Communication Manager had old data for ports belonging to H.248 media gateways after the media gateways were reset. Occasionally, the first calls made to or by the users owning these ports failed.	111027	
No Music on Hold Port was observed after a call preserving upgrade.	111035	
Conditions causing a SIP REFER to fail prevented a subsequent transfer of the call from being reported to IQ/ CMS.	111043	
Vectors programmed to allow a call to cover twice did not allow coverage for a second time when the user entered unexpected digits at a prompt.	111058	
Migration from Communication Manager 4.0 to Communication Manager 6.0.1 contained incomplete IP Interface translations, setting the translation corruption flag.	111061	
High bandwidth and resource usage between Port Networks resulted when an incoming SIP trunk could not be shuffled.	111103	
Calls involving H.323 endpoints were dropped when the H.323 endpoints received media from a H.248 media gateway and the H.248 media gateway migrated to an ESS or LSP or back to the main server.	111106	
6 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 7 of 9

Problem	Keywords	Workaround
Occasionally, terminal update messages were sent to incorrect port locations. These messages caused extreme problems to the receiving entity, such as port shutdown and blank displays or incorrect lamps. The most noticeable of these problems was bad messages sent to maintenance test circuits that caused disruption in the ability of the board to detect authentic packet bus or tdm bus faults.	111120	
IP phones were unable to register to CLANs, failed ISDN D-channels could not recover, and any other feature and service that used PKTINT LAPD links could not recover. These problems were caused by a CLAN board that failed to answer some LAPD link inquiries. This caused the table to fill up, blocking LAPD link recovery actions.	111123	Workaround: Replace the bad CLAN board and then execute a 'reset system 2' to clear the table.
SIP calls dropped when outgoing SIP trunks used H.248 media gateways for VoIP and the far-end SIP trunk responded to an initial INVITE with 180 Ringing and SDP.	111124	
The second line display of CallMaster cleared when Clear callr-info was set to next-call or Leave-ACW and the call was dropped.	111176	
T.38 faxes with H.248 media gateway failed when the ACK in response to T.38 SIP re-INVITE from Communication Manager had a datagram size bigger than 500.	111182	
Occasionally, Communication Manager performed a reset system 2 during SIP trunk calls.	111186	
Stable SIP calls were occasionally dropped instead of entering the connection preservation state when the connection between Communication Manager and Session Manager was lost.	111223	
There was no coverage when an incoming call over a tie trunk tried to cover to SIP MM and the Incoming Tone (DTMF) ANI on the trunk group screen was set to *ANI*DNIS* .	111238	
7 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 8 of 9

Problem	Keywords	Workaround
A system was configured with a SIP signaling group that had Direct IP-IP Early Media enabled, SIP endpoints assigned to a network region (NR1), a port network, H.248 media gateway, media processing resources and other stations assigned to another network region (NR2), and a CAC limit assigned for NR1 to NR2 connections. Although no BW was required on the exhausted NR1-NR2 link, calls between NR1 SIP endpoints were blocked when the CAC limit for NR1-NR2 had been reached.	111254	
On Communication Manager, users could not originate voice calls from world-class BRI data modules that were connected to H.248 media gateways.	111257	
Occasionally, the servers.conf file was reset to the default values after a previous service pack was installed.	111294	
Agents could not log in because the BCMS measured agents limit had been exceeded. In an EAS environment, when the BCMS Measured ACD Members (as shown on the display capacity administration screen) exceeded the system limit, the number of BCMS Measured Agents was not maintained correctly when the agents logged in and logged out.	111309	
SRTP calls over SIP trunk did not work.	111313	
List trace station failed to record ASAI REFER for 3PMC.	111316	
The SAT command line help for commands that use the keyword list that is derived from screen field keywords, like the list station type command, was not displayed properly.	111431	
8 of 9		

Table 29: Fixes delivered to Communication Manager 5.2.1 SP10 9 of 9

Problem	Keywords	Workaround
A system configuration consisted of network region 1 and network region 2 containing media processors and shuffled IP stations in cabinet 1 and cabinet 2, respectively. Incoming PRI call used a trunk in PN1. The call routed to an IP station in network region 2 which uses PN1 media processor. The IP station in network region 2 hit transfer and got connected to a media processor from PN2. Music on Hold was played on the trunk. The IP station in network region 2 then dialed a VDN, queued to a skill and routed to an auto-answer IP station in network region 1. VOA was configured for the auto answer IP station in network region 1. The IP station was also assigned to a media processor in PN2. The IP station in network region 2 completed the transfer while the IP station in network region 1 was still listening to VOA. After the VOA completed, talkpath was established between the incoming trunk and the the IP station in network region 1. Echo was observed in the connection.	111502	
An incorrect greeting was heard at a remote QSIG endpoint that was covering to a SIP integrated voice mail adjunct.	111505	
Stable SIP calls consumed more memory, causing memory exhaustion during high traffic.	111601	
Proper unicode names were observed for SIP trunk calls and calls made on SIP phones. Memory pool errors and consequent rebooting of the system was also fixed.	111640	
Due to heavy CPU load, the following error message was displayed after applying a patch via the SMI Manage Updates page on a slow server: Failed to communicate with the server. Please try again, and/or contact the system administrator.	112050	
9 of 9		

Problems fixed in Communication Manager 5.2.1 SP11

This release includes the following fixes delivered to Communication Manager 5.2.1 SP11.

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 1 of 15

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP11.	111595, 111666, 111697, 111999.	
The Connected Type: field displayed the wrong station type when the status station command was run for an extension where the registered phone was 9608, 9611, 9621 and 9641.	093999	
The list measurement ip dsp-resources screen displayed incorrect data for the GW Number and GW Type fields.	102572	
The subnet mask value for the procr ip-interface was inconsistent with the value administered on the server when the display ip-interface procr command was executed.	102649	
A call dropped when an unsupported codec was sent by the far-end switch to Communication Manager in a reinvite message.	102715	
Occasionally, an LSP could send subscribe messages to Modular Messaging for inactive stations.	103169	
ISDN BRI trunk ports appeared to not have been inserted properly into the system. The demand tests, when run, showed the port in a No Board state even when the board state showed that it was OK.	103374	
SIP trunk controlled transfers caused inaccurate and confusing ASAI messages.	110006	
MIA (Most Idle Agent) across splits did not work for BCMS Agents.	110211	
<i>1 of 15</i>		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 2 of 15

Problem	Keywords	Workaround
Communication Manager Feature Server did not send an outbound call event to OneX Server.	110356	
Print statements that were resident in the code base were activated when data was to be collected for a customer problem. Occasionally, the activation of these prints compromised with the performance of the system.	110618	
QSIG value coverage did not allow the service observer to drop properly from the call.	110746	
The ECS log files filled up with proc_errs.	110839	
During scheduled maintenance on inactive ESSs, denial events 1367 and 2117 showed up in the logs.	110877	
A call did not route via second preference when the default proxy on the locations screen was configured with a route pattern that had 2 preferences. The call did not term on the first preference.	110925	
Alert type in the INVITE to SIP Modular Messaging was incorrect for the incoming ISDN PRI calls that covered to SIP Modular Messaging via Session Manager.	110941	
An agent was pending for an Aux-work mode with a Manual-In ACD call on hold and had an active call on a different call-appearance. The pending aux-work lamp did not light and the after-call-work lamp changed to the pending state when the far end dropped the held ACD call. When the agent was idle, the after-call-work lamp stayed pending and the aux-work lamp was lit.	110983	
Priority calls, made to a station with OneX mobile integration and SAC enabled, rang softly.	111005	
Short Digit Extensions were incorrectly interpreted when Call Forwarding was activated on SIP endpoints using Short Digit Dialing.	111023	
2 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 3 of 15

Problem	Keywords	Workaround
The call appearance on a deskphone was locked up when a user made a call from a mobile via callback feature on OneX portal and the call was rejected before getting connected to the destination endpoint. Gradually, all call appearances got busy and prohibited the user from receiving calls.	111048	
A call ended up on a switch because of aar digit-conversion after an ASAI deflection did not drop the principal station. Therefore, the principal station continued to ring.	111066	
When an ESS was active, IP signaling groups did not go into service properly. The status signaling-group command showed the service state as disabled.	111094	
ASAI redirect calls request was not responded to and the call failed to redirect when the ARS or AAR analysis specified a range of allowable digits(min!=max).	111153	
In the case of double reroute, a wrong voice mail greeting was heard.	111202	
The agent endpoint displayed incorrect data for predictive dialed calls after the calls were answered.	111215	
When addressed using AAR or ARS, a vector route to step that successfully terminated to a phone number over an R2MFC trunk retained the trunk port until the calling party dropped. Vector processing remained active until both the parties dropped. When addressed using AAR or ARS, a vector route step that did not successfully terminate, hung.	111237	
In an IGAR environment that has SAC activated on the principal station and a coverage answer group as coverage point, team buttons flashed GREEN on stations after all the calls were dropped.	111272	
A fax call over IP dropped when it was kept longer than the session refresh timer.	111278	
3 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 4 of 15

Problem	Keywords	Workaround
An ISDN caller heard silence instead of secondary dial tone because the call could not be transferred to remote access dial tone.	111282	
Handling a number of board network regions was controlled by putting boundary checks on index values to avoid running out of array.	111296	
One way audio was observed when cell phone users called an agent and got fast busy after brief connect.	111302	
An incoming call made to an attendant that came through an attendant VDN dropped before it was transferred to a station that had coverage set to a voice mail.	111317	
The called party number of inbound calls marked with TON national/subscriber, was not modified and sent over ASAI as an international number.	111331	
The digits, on a tandem call involving an H.248 media gateway, were outpulsed twice.	111334	
Send All Calls Override for priority calls and Dialling did not work when the called party was an analog station.	111335	
Repeated DS1 board uplink alarms caused a Communication Manager warm restart.	111342	
The originated event on ASAI client did not have the modified called party number in spite of SA9114 being enabled.	111355	
Occasionally, the status tti command displayed invalid results. The results of the command displayed either that the TTI translations were incomplete or a percentage of complete TTI transactions that was greater than 100%.	111375	
The MWI lamp for a user in a Siemen's QSIG network did not light when the messaging adjunct was a SIP integrated Modular Messaging.	111403	
4 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 5 of 15

Problem	Keywords	Workaround
Users could not join a conference call over a SIP trunk on Avaya Meeting Exchange.	111407, 111408.	
The alerting device number and the corresponding TON were reported incorrect for outbound calls with SA9114 enabled.	111424	
An incoming Release line trunk call dropped after it was transferred over another Release line trunk on a different PN to a VDN.	111435	
The Transfer softkey was not visible when a call transferred over a trunk was cancelled.	111436	
Under network outages, Communication Manager could not communicate with the port-networks managed by it. Communication Manager did not have an accurate picture of the VoIP channels in-use on the MedPro boards (TN2302, TN2602) in those port-networks. After the problem was solved, the attempt to re-synchronize the internal data with the MedPro boards caused a spike in CPU occupancy. When the user had many MedPro boards in various port-networks, the re-synchronization operation drove Communication Manager to overload.	111458	
The Avaya DCP endpoint was dropped from a call when the Cisco endpoint put the call on hold.	111459	
Communication Manager was configured for MIA (Most Idle Agent) Across Splits or Skills? as Y and Temporary Bridged Appearance on Call Pickup? as N . Two stations were in a non-ACD hunt-group and a pickup-group. The second station was logged on to an EAS skill and was in an available work mode. A call made to the non-ACD hunt-group rang at the second station and was answered by the user at the first station. A call made to the EAS skill of the second station queued up and did not terminate at the endpoint of the agent even when the agent was idle and available.	111477	
5 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 6 of 15

Problem	Keywords	Workaround
The agent could not answer a transferred call with SSC, another party on the call, and VDN return destination enabled.	111492	
An incorrect display was observed on the station when the (SA8851) - Remove Caller Id from Set Display? field was set to Y on the system-parameters special-applications screen and the incoming R2MFC trunk call was made.	111507	
An incorrect voice mail greeting was heard when an incoming QSIG call covered after it was forwarded.	111508	
Outgoing calls over an IP trunk using the Processor Ethernet interface failed after a server interchange if the standby server had a more recent service pack than the primary server.	111511	
Incoming international calls made to an X-port station over ISDN-PRI/IP trunks covered directly to the second coverage point when the first coverage point had a SIP station.	111518	
On a call that covered to Modular Messaging through a SIP trunk, the calling station partially displayed the called station extension.	111525	
Communication Manager could run out of memory, causing a warm reset.	111545	
Communication Manager did not respond to a REFER msg that was received in an invalid state.	111552	
Phones did not work and the port network was rebooted	111566	
The calling party heard music on hold when a trunk call over an H.323 trunk with Data Restriction Set was internally transferred and put on hold.	111570	
Occasionally, Communication Manager reset, resulting in a temporary loss of call service.	111580	
6 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 7 of 15

Problem	Keywords	Workaround
Communication Manager displayed an incorrect name presentation indication for forwarded and redirected calls when (SA8967) - Mask CLI and Station Name for QSIG/ISDN Calls? was enabled and Per Station - Send Calling Number and Name? was set to restricted.	111583	
Send All Calls and Call Forward Override did not work when the called party was an analog station.	111594	
Stations displayed the system-wide national cpn prefix for all incoming national calls.	111596	
Sockets were used up even when no SIP TLS trunk was provisioned on Communication Manager.	111600	
ISDN trunk calls were torn down from the far end after receiving a number of periodic INFO messages from Communication Manager that did not conform to Bellcore ISDN connection protocol.	111618	
Ringback was not heard by the user when an incoming ISDN trunk call was tandemed over a SIP trunk to MS OCS.	111620	
During high SIP call traffic, Communication Manager could reset due to heap memory exhaustion.	111634	
In trunk group measurements, inconsistencies could be displayed between the overflow peg counts and the %ATB. There could be non zero overflow peg counts that still show 0% ATB.	111668	
Communication Manager had 2 IQ Call Management System Reporting Adjunct links. Names Download was in progress for the first link and a pump-up request was received for the second link. Communication Manager aborted Names Download for the first link.	111683	
An incoming SIP call dropped after it was queued on an ACD.	111719	
7 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 8 of 15

Problem	Keywords	Workaround
The display at the endpoint of the agent was updated when an agent logged in. The display was not updated when the agent did not receive or originate a call. The display was cleared when the agent logged out.	111733	
Users did not receive SNMP traps when the server overheated.	111734	
An H.323 trunk call made between Communication Manager and CS1K dropped after 15 seconds.	111744	
Communication Manager did not send out Transfer Complete FAC when SSC parties were transferred on an active call.	111786	
Occasionally, there was no talk path or cross talk when a Device Media Call Control softphone was conferenced in a Multiconnect system.	111808	
Occasionally, H.323 trunk calls made via a CLAN board failed.	111810	
Problems were encountered when agents logged in through a CTI application.	111815	
The special application field (SA9111) - Allow Conference with SA8434 was misaligned on the system-parameters customer options screen.	111819	
Incoming international calls, made to a SIP station over an ISDN-PRI or an IP trunk, failed.	111821	
Directory feature intermittently failed.	111831	
A call was dropped when PRACK (Provisional Response Acknowledgement), with new SDP, terminated on Communication Manager.	111853	
Calls made to an unplugged auto-answer IP station received no ringtone.	111858	
One-X Communicator in shared control application mode with 96xx phone displayed incoming calls incorrectly.	111873	
8 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 9 of 15

Problem	Keywords	Workaround
DTMF was not detected on OneX Mobile when a call was established using the OneX call back feature.	111874	
Integrated announcement on MG was clipped after every 10 or 15 calls when there were multiple MG's in the same Network Region.	111883	
An ASAI 3PCC (third party call control) request received a NACK (Negative Acknowledgement) from Communication Manager when an agent requested an aux_work mode change.	111898	
An ASAI transfer request made to a VDN, with the first step as a collect step, failed.	111901	
Occasionally, a warm reset, that was initiated by the SAT command <code>reset system 1</code> , escalated to a cold reset. This impacted the call service.	111906	
On duplicated Communication Manager servers, the request for a Communication Manager restart on the server going active did not complete when a server interchange occurred during a narrow window and the number of port network control connections to the new Standby server was better than the number of port network control connections to the new Active server. The Communication Manager software on both the servers remained in the Standby mode and Communication Manager did not process any calls. Manual intervention was required to run a command and restart Communication Manager or request for a server interchange.	111907	
Supervised transfer from the bridge appearance of a phantom station ended up at the wrong mailbox.	111933	
Malicious Call Trace feature did not work with location-specific prefixes.	111950	
9 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 10 of 15

Problem	Keywords	Workaround
The system reset for internal and external calls when the MCT (Malicious Call Trace) button was activated and the trunk administered on the system-parameters features screen for MCT Voice Recorder Trunk Group had Suppress # Outpulsing set to Yes.	111968	
SIP calls were not established when PAI was sent in CAPS in a SIP message (180 Ringing/ 200 OK).	112000	
Customer could not enter data into the Port Location screen and submit it. The system displayed <code>Entry is bad</code> . Occasionally, the Communication Manager application rebooted.	112006	
A 3PCC request following an answer failed when it was sent before the ACK to the SIP OOD REFER sequence.	112010	
A ringback tone was heard in addition to the announcement that was played when a Voice Portal blind transferred a call to a Communication Manager extension that was busy and the call forwarded to a coverage path.	112012	
All SIP calls failed due to memory exhaustion that was caused by a memory leak.	112034	
The called party could not see the complete calling party name on the OneX Communicator when a value, other than blank, was administered in the Switch Hook Query Response Timeout field in the system parameter features screen.	112044	
Occasionally, stack over flow occurred and Communication Manager crashed.	112052	
Heap Corruption occurred due to Link Bounce.	112070	
A bridge phone could not answer a call made from the bridge button when the ROIF (Redirect on IP failure) field was turned on the system-parameter feature screen, page 14. The Switch Hook Query Response Timeout : was set to a non-zero value.	112074	
Communication Manager sent INVITE instead of UPDATE for display updates.	112076	
10 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 *11 of 15*

Problem	Keywords	Workaround
A SIP trunk call was made to a VDN that had an announcement in its vector. The caller did not hear the announcement when the far end was shuffled.	112092	
An IGAR call made to an audio-group with more than one announcement board failed.	112107	
An active SIP call dropped after 32 seconds when Communication Manager sent a shuffle re-INVITE due to SA8965 and the far end sent a re-INVITE at the same time causing a glare condition.	112113	
Button labels were not updated after upgrading the duplex server.	112136	
Communication Manager went into rolling reboot after reading a translation that had more than 70000 bridge buttons.	112150	
When port network VOIP resources were not available, a shuffled SIP call was completed with one way or no talk path instead of being denied.	112155	
A call, made using a TSAPI client, was incorrectly cleared upon disconnection when the Station Tone Forward Disconnect field on page 9 of system parameters features screen was set to Busy.	112157	
The customer was unable to administer new ports like stations, trunks, announcements for Communication Manager when the Unnamed registration feature was enabled.	112161	
A call made to a VDN or an EAS logged-in agent failed with a Denial Event 5019: HDE StatLock, FAC denied when the Station Lock Active field was set to yes .	112176	
After a hard reboot, an IP phone did not display button labels in Unicode even though it had support for the native language.	112188	
On a SIP to SIP station call that was held and unheld, Direct Media talkpath was delayed by an extra 400ms. This resulted in a delay of talkpath establishment.	112193	
11 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 12 of 15

Problem	Keywords	Workaround
A memory leak was observed when Communication Manager received an INVITE with duplicate payload type in SDP.	112197	
A bridge phone was configured in off PBX station mapping screen as an OPS station and the SAC (Send All Calls) state was enabled. A call made to the primary phone ended in the coverage point of the bridge phone.	112201	
Tone detection on a switch with multiple PN connected with fiber failed when the trunk and the tone receiver took resources from different PNs.	112205	
Call forwarding destination had 2 #s at the end when ARS MIN and MAX were different and the call was initiated from a team button.	112206	
Occasionally, on Communication Manager, calls involving H.323 stations, SIP stations and trunks, and VoIP resources from legacy PN lost talk path when the call started using the PN VoIP resource during a scheduled maintenance audit. This issue could have also affected users of traditional station types like Analog and DCP on legacy PNs who make calls to other users on other legacy PNs or H.248 media gateways.	112212	
Video calls completed with only audio.	112217	
Display in call forwarding by rerouting scenario worked incorrectly.	112236	
12 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 13 of 15

Problem	Keywords	Workaround
A PSTN call was made to VDN-1 that had Delay PSTN Connect Message set to Y. Vector processing of VDN-1 routed the call to VDN-2 that happened in one of the following ways: 1. A route to VDN-2 step mentioned in the VDN-1 vector. 2. A call routed to a hunt/agent via vector 1 and transferred/conference to VDN-2. 3. A call routed to a station/hunt/agent via vector 1 and covered to VDN-2. The VDN-2 Delay PSTN Connect Message field did not matter in this case. VDN-2 routed the call to a non-hunt party, like a station. The station answered the call. It was expected that the CONNECT message would be sent from Communication Manager to the PSTN.	112260	
Occasionally, Communication Manager reset, disrupting the call service.	112277	
Occasionally, an AES connected to a duplicated Communication Manager system with multiple CLAN connections did not go into the proper preserved session state upon a Communication Manager server interchange. Hence AES did not always recover properly.	112283	
When EC500 was activated or deactivated on the primary station, it was also activated or deactivated on the bridge station.	112307	
In a Call Center Elite non-EAS configuration with CMS R13.1 or later, UCIDs were occasionally reported during periodic audit of agent states for unstaffed agents.	112359	
13 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 14 of 15

Problem	Keywords	Workaround
Software added in the previous Communication Manager release verified that Communication Manager went active after a server interchange. This code introduced a bug in the procedure used to upgrade software on a system with duplicated servers. A demand server interchange, requested from the Standby Server after the Standby Server was updated, was denied. This fix corrected the problem.	112408	On the existing software, a demand server interchange can still be requested from the Active server.
In a COR screen for a calling station, the Dialing field of the feature SAC/CF Override Protection was set to N . In spite of these settings, the call was not forwarded.	112459	
The conferee could be dropped out of the conference call in an hour after the call was established.	112469	
Communication Manager received a "third party clear call" from CTI for an active call to an agent. Right after Communication Manager acknowledged the cleared call, CTI started a new call to the same agent using "third party auto dial." The second call was routed to an announcement, or anywhere else when the agent endpoint sent an on-hook message in response to the request to drop the first call. This caused the second call to drop. This happened when Station Tone Forward Disconnect was set to busy or intercept.	112495	
A DCP set dropped a call that CTI asked to reconnect if the reconnect request came immediately after dropping another call.	112495	
ASAI redirection failed when a call was redirected remotely.	112508	
Parsing of all incoming SIP Messages failed after a cold 2 restart.	112511	
The SIP trunk got stuck when an ISDN caller ended a call before the transferred-to party over the SIP trunk answered.	112519	
14 of 15		

Table 30: Fixes delivered to Communication Manager 5.2.1 SP11 15 of 15

Problem	Keywords	Workaround
Call back failed when initiated from Avaya OneX Client Enablement Services over an IMS trunk.	112546	
An ASAI 3PCC request to transfer a call to a VDN failed when the first step was a vector step.	112933	
15 of 15		

Problems fixed in Communication Manager 5.2.1 SP12

This release includes the following fixes delivered to Communication Manager 5.2.1 SP12.

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP12.	101218, 111542, 112402, 112403, 112556, 112921, 113031, 120154.	
An H.323 softphone that had put a call on hold could not reconnect to the call using a 3PCC reconnect command when the H.323 SIP override feature was activated.	100875	
Calls were not routed to the correct emergency location when a visiting user made an emergency call from a different location.	101827	
A board removed alarm was active on a board. The alarm stopped working for 10 minutes when the board was installed.	102772	
Communication Manager warning alarm filter was set to All CM alarms in the CM Filters Web page and by executing the custalmopt command. The Cleared Alarm Notification feature did not work properly when Communication Manager had active warning alarms. Also, the Cleared Alarm Notification feature did not work after toggling between Send only Minor (and Minor) Alarms and Send All CM alarms .	110010	
Occasionally, FAX over SIP failed because Communication Manager failed to relay some SIP messages.	110175	
Users could not log on to the SAT screen when a change to the Web Access Mask was not file synchronized to Communication Manager.	110630	
Customers could not see the ARS digit conversion tables and the system displayed the EECCR message.	110940	
1 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
Communication Manager did not allow SIP INVITEs without media. This had a negative impact on features such as Callback Assist.	111001	
Transient conditions such as short network outages caused the system to raise Filesync alarms. The file synchronization succeeded, but the alarms had to be cleared manually.	111092	
An incoming QSIG trunk diverted a call to VDN. The VDN routed the call to a station. The call did not cover to the coverage path of the station when the QSIG/SIP Diverted Calls Follow Diverted to Party's Coverage Path field was set to y on page 1 of the system-parameters coverage-forwarding screen.	111191, 111528.	
Communication Manager could reset when H.323 IP trunks were used in the system.	112025	
The system had the conference tone but did not have the service observing warning tone and the service observing conference tone. When an agent with a service observer transferred a call after the additional party had answered the call, the caller heard the conference tone.	112147	
CDR was not generated for calls that were made from the OneX server.	112163	
Call pickup alert was sent to the station when the Call Pickup Alerting? field was disabled on the system parameters screen.	112171	
An agent had EC500 enabled. When the agent received an ACD call, reporting recorded the call as interflowed.	112256	
Calling Party Number was not sent in the SETUP message in a SIP-ISDN interworking call when the incoming SIP trunk call had Privacy:ID.	112271	
The Dial Plan Transparency call failed on 96xx phones that had Special Application firmware installed.	112279	
An inactive Enterprise Survivable Server (ESS) responded to a Location request (LRQ) that was sent from a CISCO gatekeeper with a Location Confirmation (LCF) message.	112324	
Occasionally, QSIG Path Replacement did not work after an interchange of duplicated Communication Manager servers.	112343	
2 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
An agent using a personal computer for voice was on a call. At the same time, the agent received a second call in the ringing state. Under the following conditions, there was no voice path for the first call: • The caller or the IP agent was administered with the IP-IP Audio Connections? field set to no and • The voice path was bridged through an H.248 controlled media gateway and • The VoIP resource was not cached.	112400	
A station had EC500 enabled and had logged off. The secondary number assigned for EC500 was busy on another call and the PSTN sent DISC with in-band busy indicator. When a call was made to this station, the caller heard ringback instead of the busy tone.	112415	
Communication Manager did not report the bad extensions on a video call with Tandberg.	112420	
A SIP invite message was sent when an agent tried to log in to a station. The system encountered a segmentation fault when the agent ID was missing from the invite message.	112453	
The <code>list trace station/tac</code> command failed to output the calling number and name.	112462	
While upgrading the system from earlier releases, the value of the Maximum Agent Occupancy Aux Work Reason Code on the system-parameters feature-related screen was incorrect. This caused errors while submitting the system-parameters feature-related screen.	112476	
Communication Manager reset when it tried to send digits to the third party PBX over an IP trunk.	112496	
Tone Commander BRI terminals aliased as 8520T type terminals received a premature REL_COMP message during incoming calls. Due to this, calls dropped.	112506	
Prior to this fix, an IP SoftPhone could be administered or enabled on the SAT Station screen when the internal system limit for station LAN ports was reached. The SAT Station screen showed IP SoftPhone enabled for the station but an IP SoftPhone could not register to the station and shared control of the station failed for AES monitoring applications. This fix implements additional administration validation that protects against administering or enabling IP SoftPhones that exceed the internal system limit for station LAN ports.	112524	
3 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
The calling party name was displayed as Unknown when OneX Communicator was in the shared control mode and had Unicode support enabled.	112548	
The inter-network region connectivity test did not use different media resources to run tests between regions. The test used the same resources. The test also generated lots of software errors when there were 10 or more resources in a region.	112577	
The inter PBX attendant feature did not route the call to an attendant when an IAS code of more than 7 digits was used in the console-parameters screen.	112580	Route the call to the attendant via a vector by using a vector directory number and disabling the IAS code.
The first coverage point was a station with EC500 and the second coverage point was cov-ans grp which had the above station. Calls terminated on the first coverage point and were denied.	112596	
After daily maintenance was performed, all SIP calls could fail on a system running moderate call traffic over SIP trunks.	112611	
Extra digits were inserted in the called digits received in the SETUP message over an H.323 trunk. This caused incorrect call routing.	112614	
IP agent did not hear VOA when incoming call was over SIP trunk and IP Agent had telecommuter over SIP trunk.	112623	
A service observer could not join an active call on the observee which involved unattended conference. Only one service observer was allowed on the call.	112642	
Audit dropped an active call on a DECT station when one of its bridges answered the call.	112655	
The <code>list trace station/tac</code> command did not output short inter-digit timer expiration events.	112657	
VDN return destinations and vectors that loop between each other without limit were defined. This caused the system to deny all ISDN calls when callers were connected for long periods of time.	112671	
4 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
A call was made over a Register Signaling 2 Multi Frequency Compelled (R2MFC) trunk to a VDN. The calling party number was displayed incorrectly at the SIP station when the VDN routed the call.	112689	
The analog test call for trunks always aborted with a 1901 abort code when the test was run from the SAT screen using the <code>test analog-testcall</code> command.	112692	
The <code>list trace VDN</code> command did not record some vector steps.	112719	
A call redirected to voicemail over a SIP trunk was reported as abandoned by CMS when the caller pressed zero to speak to an operator.	112723	
Two CMS adjuncts (processor channels) shared the same local interface. The failure of 1 CMS connection caused the system to restart after the connection was re-established. When 2 CMS processor channels were administered to use the same interface link number and port number, they shared a single listen socket. At one point, both the channels went down, maybe due to an underlying socket failure caused by a network outage. After some time, one channel recovered when one socket came up, maybe due to partial network restoral. However, the other channel remained idle. The recovered channel stopped functioning again, again due to network outage. When it started functioning again, the system restarted.	112728	Use different port numbers for the 2 CMS processor channels. This way, each CMS will have its own listen socket.
The redirection notification feature, when configured for 5 second updates, could prevent a disconnected H.323 endpoint from being placed out of service by the aging process.	112749	
A call was made over an H.323 trunk. The caller did not hear music on hold when the trunk was on a network region that was not connected to the network region of the port network on which the audio source was administered.	112752	
A caller heard truncated announcement when an unanswered call was forwarded to voice mail.	112761	
CDRs were generated with service observer as the originating party.	112769	
Unplugged IP phones did not unregister.	112783	
5 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
Changing the case of a letter from lower to upper or vice-versa in a node-name on the Node Names screen caused question marks to appear on screens that referenced the node-name that was changed.	112827	
Occasionally, customized labels of buttons on the button module were deleted with the change of station type.	112839	
Occasionally, one way talk path was observed when a third party SIP call was transferred on Communication Manager.	112843	
On systems with CDR links, a warning alarm was raised every time the periodic maintenance was run.	112853	
The system restarted when a large number of PROCR sockets for H.323 stations closed simultaneously.	112855	
Some <code>ossi</code> terminal type combinations of the SAT interface did not work correctly.	112879	
On a Direct Agent call, the Call Center workmode button lamps flickered and stopped glowing when the agent answered the call on a station that had no auto-in or manual-in buttons.	112919	
There was no coverage for incoming QSIG and SIP diverted calls to vectors that had a route to step with coverage to an extension.	112934	
Board translations could get removed on an H.248 Media Gateway link bounce. This would cause corruption if there were port translations associated with the board. This occurred if the MG uplinked an indication that a board was having trouble coming out of reset initialization, so the board would get partially inserted as an Unknown (WAN) type of board.	112935	
An ASAI 3PCC request made to transfer a call to a VDN failed when the first step was a collect step.	112956	
Intermittently, calls that routed to agents had music added to the call when they zeroed out of voicemail.	112973	
On Communication Manager, MLPP (Multiple Level Precedence & Preemption) was enabled and shuffling was disabled. An H.323 phone called a SIP phone. After the SIP phone user answered the call, two way talk path was observed but ringback did not stop at the H.323 phone.	113010	
6 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
An auto-answer agent logged out of the system and logged back in with the headset and speakerphone turned off, and the handset in the cradle. If the Block Hangup feature was activated the agent could receive auto-delivered calls. In this case the agent would not be alerted to the call and the caller would hear dead air.	113030	
Occasionally, Communication Manager could reset during a call preserving upgrade.	113033	
Occasionally, vector processing could stop causing calls not to complete to agents or attendants.	113059	
Signaling made to an IP endpoint was momentarily lost when the endpoint was active on a call. It was possible that the signaling channel would not recover.	113079	
User saw a VDN that did not exist while executing the list usage extension command on the SAT screen.	113088	
A user dialed a trunk group TAC and the call was recorded, bridged on to and service observed while dialing. Duplicate digits were signaled out the trunk which resulted in misdialled calls.	113094	
When filters set by the Fault and Performance Manager were cleared and new filters were added, duplicate entries were appended to the mvmgt.conf file.	113136	
The SA8475(SOSM) did not work after a system level 2 restart.	113185	
On Communication Manager, an error issued by an H.248 media gateway for a particular port on a call caused the call to drop.	113193	
Call Centers, using Business Advocate with agents who have a mix of skills with and without Dynamic Queue Position, experienced large delays in handling calls queued to skills with Dynamic Queue Position.	113220	
Print jobs scheduled using Report Scheduler failed.	113223	
Duplicate station command displayed an error when the Display Character Set was set to Katakana and the Display Language field on the station screen was set to unicode .	113229	
7 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
Communication Manager requirements for the Linux syslog-type logs state that each log should be rotated based on independent limits for size and age. When both criteria were specified in a single logrotate configuration file, the logrotate utility only rotated the log file based on the second of the two entries. This update corrects that problem by using separate configuration files for the two limits.	113243	
DTMF tone was not played on a G700 media gateway even when the VoIP and media gateway firmware supported in-band DTMF.	113259	
Occasionally, logged-in agents could not call voice-mail.	113264	
Memory corruption occurred in the connection manager call processing process. Three complimentary data relation audits discovered the corruption and attempted the necessary recovery actions. Only two of the three audits successfully completed the necessary actions. The third audit aborted without providing the necessary recovery. The problem was visible on the status audits cumulative screen, where the INST-LNK audit abort count increased with each audit cycle and the PLIP-LNK audit and UPUSR-LNK audit showed one cycle where data was fixed. The recovery actions of the PLIP-LNK audit and the UPUSR-LNK audit left a port-network in the non-functional state, causing phones to un-register. The system required a least a reset system 2 to recover.	120022	
For calls routed over a SIP trunk, UUI (User to User Information) sent with a switch classified call request did not appear in the INVITE message.	120032	
When the Terminal Translation Initialization (TTI) feature had associated a phone with a display, the display would not clear.	120048	
Announcements configured on AUX trunk boards stopped playing after an internal announcement audit was run.	120064	
An incoming SIP trunk call to Communication Manager that originally covered from Microsoft UM voicemail through the find-me feature was not transferred over ISDN to a cell phone when the ISDN trunk did not send the called party number.	120120	
8 of 9		

Table 31: Fixes delivered to Communication Manager 5.2.1 SP12

Problem	Keywords	Workaround
When IGAR is used between 2 network regions and the inbound IGAR call is routed by the service provider over an H.323 trunk, talkpath between the 2 end users would only exist for a short period of time (less than 10 seconds).	120152	
On a SIP station, the outgoing call that required the authorization code was dropped when another incoming call came in at the second line appearance.	120167	
An incoming SIP trunk call made to a VDN with the corresponding vector that had an announcement step followed by a collect step failed when shuffling was enabled.	120190	
On Communication Manager with H.248 media gateways and ephemeral caching enabled, traffic conditions caused Communication Manager to attempt to allocate more VoIP resources from H.248 media gateways than could be supported. Once a H.248 media gateway reported that it no longer has VoIP capacity, Communication Manager stopped attempting to use the media gateway for VoIP. Communication Manager waited three minutes before retrying VoIP allocation from the media gateway. Now Communication Manager will retry VoIP allocation as soon as an ephemeral has been cached or VoIP is released from an active call.	120201	
A user could not remove unused trunk dial access code (DAC) from the change dialplan analysis screen. The user saw the following error message: <code>This entry has assignment; remove objects with these leading digits</code>	120313	
Music On Hold was played on a call when MOH Class Of Restriction was disabled.	120323	
9 of 9		

Problems fixed in Communication Manager 5.2.1 SP12.01

This release includes the following fixes delivered to Communication Manager 5.2.1 SP12.0.1.

Table 32: Fixes delivered to Communication Manager 5.2.1 SP12.01

Problem	Keywords	Workaround
IP phones could not originate calls on a system that only had a single duplicated pair of TN2602 circuit packs (critical reliability) added in a network region. However, the TN2602 pair could be used for inter-gateway communication and call termination. The problems observed were varied and unpredictable and could be masked by the presence of other media processing resources. For example: • The problem was not seen with simplex TN2602 circuit packs in a network region but disabling reliability on the duplicated TN2602 pair did not alleviate the problem. • The presence of additional TN2302 and/or TN2602 circuit packs in the same network region as the duplicated TN2602s may or may not have alleviated the problem. • The presence of an H.248 gateway in the same network region would alleviate the problem. • The presence of TN2302s and TN2602s, and H.248 gateways in other network regions also alleviated the problem.	121094	
On Communication Manager, two successive interchanges of a critical-reliability duplicated media processor pair resulted in loss of talk-path on calls that were using the media processor pair.	121139	

Problems fixed in Communication Manager 5.2.1 SP13

This release includes the following fixes delivered to Communication Manager 5.2.1 SP13.

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP13.	120286, 120433.	
Under certain internal conditions, repeated process restarts led to a system WARM Restart. The WARM restart resolved the repeated process restarts.	101026	
A race condition in the SAT process caused problems for programs that used the OSSI interface to Communication Manager, such as LoadAgent.	102799	
There were problems with cron jobs that resulted in messaging email notifications not being sent, scheduled backups not running and log files not being rotated.	103070	
Enhanced System Directory could not connect to LDAP (Lightweight Directory Access Protocol) with SSL (Secure Sockets Layer) on port 636.	103256	
Occasionally, Communication Manager was unable to route an incoming call over an R2MFC trunk to an outgoing ISDN PRI trunk.	110369	
A call dropped when PRACK with unchanged SDP was sent to ACM and the Initial IP-IP Direct Media? field was disabled.	110729	
When customers attempted to view MTA data from the System Logs SMI page, there were underlying resource issues blocking the request. The SMI page reported success even when it was not successful. Also, the system did not display any data.	110979	When the system displays the SMI error "The size of the file(s) are too large to be analyzed by the SMI page", use the command line tools on the server.
1 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
Occasionally, the IGAR Now field of the status ip-network-region command displayed an incorrect value.	112360	
A caller hung up while a VDN of Origin Announcement was playing at a telecommuter station, and the softphone associated with the telecommuter station remained off-hook with no call appearance selected. When the softphone was defined as manual-answer, it could not answer automatically when the telecommuter station answered the next incoming call.	112607	
A SIP phone was used to make a call to Voice Portal. Voice Portal transferred the call to a VDN. At the VDN, the vector began with an announcement step, and the announcement was not heard.	112685	
Occasionally, a data record was orphaned in the BCMS/ VuStats tables. This record showed up as a call in queue on monitor or list BCMS reports when the call was not in queue for any hunt group.	112823	
Occasionally, Communication Manager reset.	113009	
ASAI redirection to the EC500 station over ISDN trunks failed.	113104	
An EC500-initiated call failed to route over a trunk when the overlap trunk setting was used.	113106	
A call that traversed over a QSIG trunk and a SIP trunk and then transferred to the display on the destination station, displayed the trunk name and the access code instead of the calling party information.	113192	
An ASAI application could not drop an announcement party from a call by using a selective drop request.	113203	
Talk path was lost between stations after two successive interchanges of media resources in a duplex media processor configuration.	113270	
There was no talkpath when two SIP parties on a call simultaneously initiated the hold-resume operation.	120036	
2 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
A SIP trunk was configured to use special application SA8965. An outbound call over the trunk to a PSTN endpoint that covered to voicemail resulted in one way talk path. The caller could not hear the voice mail announcements but was able to leave a message. This happened due to a SIP INVITE glare condition between Communication Manager and the SIP service provider.	120136	
A user heard busy tone and had talk path simultaneously when a call covered to a coverage answer group that had an unregistered SIP endpoint.	120161	
Sometimes the UUI from a switch classified (predictive dial) call request was not propagated over an ISDN-PRI trunk.	120194	
The display was not updated on a bridge appearance when there was a delay in sending a Facility Message with Calling Party Name information after the setup.	120208	
Dial Plan Transparency was not invoked when an endpoint on a local survivable processor called another logged-off endpoint on the main server that had EC500 enabled.	120234	
Occasionally, some SIP and H.323 trunks were stuck so that no new calls could be made on those trunks.	120251	
A calling party did not have the entire dialed digit string on the display while making an outgoing call over an overlap dialing trunk. This prevented the use of the call log on the phone to redial the same number.	120277	
Corrupted hunt group data prevented saving translations.	120320	
An internal Communication Manager software error prevented a call from selecting a member from an outgoing H.323 trunk group even when the H.323 trunk group was available. This happened when the far-end network region of the trunk group and the network region of the media processors in the originating port network did not have an administered ip-codec-set.	120328	
Dual ringback was played for an SRTP call made from an IP station to another IP station over a SIP trunk to Session Manager.	120344	
Occasionally, outgoing calls were denied over an H.323 trunk when the originator pressed a digit before the call was answered by the far end.	120361	
3 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
Team button calls made to a station with OneX integration and Send All Calls activated did not ring audibly.	120380	
An IP telephone was registered to the wrong extension when it was changed from an unnamed registration to a named registration.	120382	
Occasionally, media gateway media modules were not inserted after the media gateway registration. This resulted in a no board situation when a list configuration board command for that board was run on the SAT. Also, since the board was not inserted, the board did not work. The board continued to not work until Communication Manager was reset.	120406	
Calls extended to EC-500 from the primary station were forced to priority ringing.	120410	
Users were unable to conference three monitored stations.	120423	
A secondary IPSI could not be added when CNB (Control Network B) was not administered on the server. This happened even when the DHCP field was set to n on the ipserver-interface screen.	120435	
For an incoming SIP trunk call made to a VDN which was eventually routed to an agent the CDR recorded the agent extension instead of the VDN number even when the Record VDN field on the system-parameter cdr screen was set to y .	120445	
Occasionally, Communication Manager did not allocate memory for IP endpoints. This resulted in call failures or loss of talkpath.	120451	
When the lamp/display/button update periodic was run and an agent was in the converse vector step, the call-state of the agent changed, and the call failed.	120452	
When an ISDN call was answered by a station and the station transferred the call to another station whose coverage path was set to all, a generic greeting was played.	120455	
On Communication Manager, there was no talk-path on a call made to a user with 30 or more bridged appearances. This happened when the user with the bridged-appearance links was connected to a H.248 media gateway, and the bridged-appearance users fanned out to many other H.248 media gateways or port-networks.	120463	
4 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
CPN was not displayed when calls made to an agent routed via a VDN. The agent station displayed to VDN instead of CPN to VDN.	120465	
Customers saw an unadministered media gateway while running the <code>list measurements ip dsp-resource gw summary</code> commands.	120490	
IQ reports did not always have accurate data on incoming and outgoing non-ACD calls when agents were defined with their first measured skill that was not externally measured.	120493	
A call went to a bad state when Service Observer dropped from the call when the Explicit Call Transfer (Network Call Redirection) feature was activated.	120498	
A SIP agent made a trunk call. The CDR produced did not capture the agent extension even when the Record Agent ID on Outgoing field was set to y .	120501	
The Russian SOSM application (SA8475) was monitoring a station that was part of a forwarding chain. No term event was sent when call processing attempts to terminate to that station unless the station was the principle terminating point.	120515	
Attendant extended ARS calls for attendant groups in tenants greater than one routed to the wrong route pattern assigned in the partition-route-table based on the Time of Day Chart (Partition Group Number) assigned to the COR for that individual attendant.	120541	
The agent log-out tone was played to the agent and the caller when the resources for a call were provided by an H.248 media gateway.	120547	
Members of a pickup group either received visual update messages or audible notification messages but not both.	120565	
Service observed calls that were made over R2MFC trunks dropped when they were put on hold.	120578	
Occasionally, users over VPN using SIP service links did not have audio path.	120610	
While installing a license file on duplicated servers, a race condition caused the servers to interchange.	120617	
The call log information was displayed incorrectly on the principal station for calls that were answered by another station using a call pickup or team button.	120618	
5 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
A call made from an EC500 endpoint failed to route over a trunk when the enbloc trunk setting was used.	120625	
Agents heard the VDN of Origin announcements delayed by up to two seconds when the resources required to play such an announcement were across port networks and media gateways.	120627	
When a number of unnamed H.323 IP stations tried to register to the Communication Manager at the same time, it caused Communication Manager to run out of message buffer and restart.	120628	
On Communication Manager (main server or ESS or LSP), VoIP resources were reserved for longer than the standard period when H.248 media gateway registered with a Communication Manager server after loss of communication. The loss of communication for the media gateway and the Communication Manager server was long enough to force reconstruction of existing calls, that is the ESS and LSP was reconstructing calls for the first time (failover from main), and the main server regained communication with the media gateway after the administered Link-Loss Delay Timer (fallback to main). After reconstruction of calls, the media gateway was unable to report the loss of incoming RTP from a far-end entity (such as an IP trunk or IP station), which tells the Communication Manager server to drop the reconstructed call. This caused Communication Manager and the media gateway to hold onto VoIP resources when they were not needed, thus reducing the capacity to make new calls.	120639	
The <code>list measurements ip voice-stats</code> commands stopped running after a cold reboot.	120674	
A SIP trunk was transferred by a CTI/ASAI application to a VDN, and the VDN waited several seconds before routing the call to an agent. The transferred call produced a significant amount of echo when the system used multiple network regions with multiple media gateways and port networks.	120675	
The Telecommuter number updated on OneX Communicator was not updated in Communication Manager when OneX Communicator unregistered and reregistered due to a linkbounce or when a proper unregistration request was not received by Communication Manager.	120676	
6 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
Calls that were made to a service-observed VDN with an SSC (Single Step Conference) party connected dropped when the SSC party dropped from the call.	120685	
Instead of playing the MOH, the Hold operation performed on a Cisco endpoint resulted in silence on the Avaya endpoint.	120691	
A VDN transfer was performed on an incoming call over a SIP trunk to itself. When the call was answered, the display information changed to show only the number and not the name.	120705	
Communication Manager did not send display updates to an outgoing H.323 trunk when the call was received by Communication Manager with display on an incoming SIP trunk.	120708	
On an analog phone, the call did not disconnect when the user disconnected the call after pressing the flash button.	120714	
The called station on Communication Manager did not display the caller name when the call was made from a cell phone that was using the EC500 feature name extension over a QSIG trunk.	120715	
A background audit caused the system to go into overload on a survivable server. This occurred when there were lots of translated stations and a file sync was done to the survivable server.	120721	
BRI trunk d-channel (TBRI-PT) alarms were not upgraded correctly when Off-board Alarms (Other) were upgraded in the set options SAT command. The alarms always remained as downgraded warnings.	120758	
An IMS user called an xport station that had EC500 Mapping and Terminal Translation Initialization enabled. Communication Manager did not send the call to the cellular phone.	120768	
IP signaling groups went briefly and erroneously out of service when an unexpected socket closure occurred.	120777	
7 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
On Communication Manager, an H.248 media gateway with full VoIP utilization caused trunks assigned to the media gateway region to stop functioning, thereby dropping calls in the process. The following conditions apply: • One or more H.248 media gateways in a network region at full VoIP usage • No other VoIP resources used in the H.248 media gateway region, that is no Crossfire boards (TN2602s) or Cruisers (TN2302s) • No other connected regions exist in the H.248 media gateway region • Trunks assigned to use H.248 media gateway region	120788	
When an agent pressed a button on the phone while listening to the VDN of Origin Announcement, the call was left ringing depending on the button that was pressed.	120828	
When all available SAT sessions were in use, there was no indication that an attempt to start a new SAT session failed.	120834	
Team button updates for the monitoring station were not sent to OneX Communicator when the monitoring station was registered in the shared control mode and the team button was configured on button number 16 or greater.	120836	
The system displayed the following error message when a maintenance command was run on the SAT interface: <pre>All maintenance resources busy; try again later</pre>	120861	
Users were blocked from removing a station, and the system displayed the following error message even when the station was not assigned to any vector: <pre>Extension must be removed from vector(s) before removal/change</pre>	120866	
A segmentation fault caused several Communication Manager warm restarts.	120868	
Occasionally, Communication Manager reset while performing an operation related to the EC500 feature.	120883	
8 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
Two inter-related problems are addressed: 1. On systems with IPv6 disabled, random call failures occurred every 10 seconds on devices that were using the PROCR interface. This problem can be avoided by enabling IPv6 and administering an IPv6 PROCR address. Note: There is no need to enable the IPv6 PROCR interface. 2. On all systems, a race condition caused a PROCR socket file descriptor leak. After a sufficiently long period of time, PROCR socket file descriptors were exhausted, causing all new IP/SIP trunk calls (non-shared signaling) to fail, as well as any other application that required a new PROCR socket. CLAN sockets were not affected. The PROCR file descriptor leak occurred when a socket was abandoned or closed while it was being set up. This could occur in either mode, client or server. This is a rare event, which is why it took a long time before the leak caused any problems. There is no way to avoid the file descriptor leak, but a server interchange will fix the problem. PROCR file descriptors are not shared across servers, so the newly active server starts out clean and the subsequent reload of the the newly standby server closes all the leaked file descriptors, making this server clean as well.	120943	
Users attempting to transfer a call between two parties and two service observers to a VDN received denial event 1746.	120974	
A generic greeting was heard instead of the greeting of the subscriber when an outgoing SIP call re-routed back to Communication Manager and Communication Manager redirected the call to a Modular Messaging voice-mail server.	120999	
The Communication-Interface Processor-Channels screen could not be edited.	121036	
9 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
A standby IPSI remained out of service even when the board was fully functional and a PKT-INT alarm with error 769 prevented the in-service transition. The alarm could be cleared only manually. A busy ipserver-interface command followed by a release ipserver-interface command was run. This problem was triggered by a network impairment that caused excessive transmission delays. The excessive delays caused the IPSI PKT-INT to fail test 886 - maintenance loop-around test. The test failures PKT-INT error 769 raised a major alarm and caused an IPSI interchange. When the IPSI entered the standby mode, it remained out of service until manually restored via busy/release.	121067	
In configurations with IP phones, the IP phones did not receive dial tone. The IP phones did not have dial tone when the following conditions are true: • The network region of the IP phone has only Media Processor Circuit Packs and does not include H.248 media gateways • The network region of the IP phone media processor circuit packs includes a duplicated critical reliability mode TN2602 pair • The network region of the IP phone is not connected to any other network region with media processing capabilities	121101	
The 480 Temporarily Unavailable SIP message response received from SES was not tandemmed by Communication Manager to the calling station.	121124	
CDR for a call made to a hunt group and picked up by a team button did not show the extension of the monitoring party even when the Calls to Hunt Group - Record: member-ext field was set on system-parameters cdr screen.	121166	
Agents with usd-mia skills assigned in call pick-up groups serviced by Direct Department Calling (DDC) hunt groups could not receive calls.	121174	
There were multiple system restarts and a flood of process errors logged against the LIP process due to memory corruption.	121177	
10 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
A trunk call was made to Station A, and Station A blind transferred the call to Station B, and the call covered to a hunt group and was answered by Station C. This resulted in a CDR record that contained the extension of Station B instead of the answering party, that is, Station C in the called party field. Special Application SA7311 - CDR Record Answering Party? was turned on.	121178	
The status media-processor command caused a segmentation fault when there was an error in retrieving the DSP information.	121193	
There was no two-way talk path when the initial INVITE had a=inactive and IP as 0.0.0.0.	121201	
Leading spaces in the userAgent header caused dropped SIP calls.	121219	
When a busy station was dialed using the redial button from a 96xx phone, the softkey options showed Hold/Conf/Transfer/Drop instead of the expected Redial/Clear.	121230	
If an agent being service observed tried to transfer a call to another agent by pressing the flash button on an analog phone the call would drop.	121235	
Calls that were hairpinned on a TN2602 media processor did not have talkpath due to a race condition internal to TN2602. The timing in Communication Manager has been changed to prevent this race condition.	121277	
When a WAN link with a configured BW limit had very little available BW, calls which succeed could cause the inter-region BW limit exceeded count to be pegged many times, when it should never have been pegged. The BW limit exceeded count appears on the status ip-network-region form.	121307	
A segmentation fault occurred on Communication Manager when there was an ongoing activity on an Enterprise Mobility feature enabled station having bridge appearance on its expansion module.	121327	
Occasionally, all uses of extensions and vectors were not displayed by running the SAT list usage commands.	121373	
A call that was made from an endpoint to a B-179 conference phone dropped.	121385	
11 of 12		

Table 33: Fixes delivered to Communication Manager 5.2.1 SP13

Problem	Keywords	Workaround
DTMF was not detected in vectors with at least one "collect" step and one "route-to" step.	121392	
CPU occupancy issues were observed when very large OSSI scripts were run. When the OSSI script tried to remove 41,000 SIP stations, it caused server interchange on a Communication Manager Duplex configuration.	121415	
High occupancy was observed when software that modified large amounts of translations was run.	121427	
While going to Messaging through a vector messaging step, when QSIG MW Iroute was involved, the caller received a generic greeting from Messaging.	121434	
A SIP trunk call was transferred by a CTI/ASAI application to a VDN, and the VDN waited several seconds before routing the call to an agent. The transferred call produced a significant amount of echo when the system used multiple network regions with multiple media gateways and port networks.	121745	
Occasionally, Communication Manager reset, causing service disruption.	121785	
12 of 12		

Problems fixed in Communication Manager 5.2.1 SP14

This release includes the following fixes delivered to Communication Manager 5.2.1 SP14.

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 1 of 10

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP14.	121730, 121908.	
The list ars route-chosen command displayed incorrect results in certain fields on the screen.	080700	
On the SMI interface, the session ID was not regenerated after user authentication.	093302	
When SRTP encryption was used, calls made to Meeting Exchange over a SIP trunk failed when the call shuffled to Direct IP.	101227	
Using DDB to debug SAT problems caused existing SAT sessions to hang and prevented new SAT sessions from starting.	101603	
A personal CO line was assigned to an analog CO type board and there was no physical board in the slot. When the personal CO line was removed, the system displayed the following error message: Error encountered, can't complete request; check errors before retrying	102246	
The Display Information for Failed Logins option on the Login Reports SMI page displayed no information on servers with large amounts of login activity.	103052	
Call Detail Record did not have the first digit of a calling party number when a call was made from EC500 endpoint to a station using the Idle Appearance Select (IAS) FNE.	110773	
Occasionally, ISDN calls failed in Communication Manager.	110861	
1 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 2 of 10

Problem	Keywords	Workaround
An H.323 phone was operating in the auto-answer mode and was power cycled. When the phone subsequently re-registered with Communication Manager and a call was made to the phone, the call was auto-answered by Communication Manager and cut through to the phone. The call had no audio until the user went off hook.	113036	
Workmode change from ASAI was performed immediately even when the agent had put a call on hold.	113100	
The ringback tone was not removed even when the called party answered the call.	113183	
SIP stations displayed incorrect information about the connected party after blind/attended transfer to VDN or huntgroup or TEG (Terminating Extension Group).	113226	
Due to delays in the receipt of STFTPHN_OFFHK messages, a TONE_ON message was not sent to the station. This caused problems with logging in an IP agent.	120052	
When the password was changed by using the SAT interface for a non-TTI enabled phone, the new password was not updated on the phone	120141	
When there were two parties in a meet-me conference and when one of the parties dropped out, the other party endpoint displayed Conference 1 instead of the Meet-me VDN.	120218	
QSIG auto-call-back calls failed when the Automatic Route Selection digit tables were involved.	120427	
The logfile contained license error log that was misleading.	120524	
Occasionally, Communication Manager incorrectly displayed errors for Port Network and media gateway media processors during an audit.	120546	
2 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 3 of 10

Problem	Keywords	Workaround
An upgrade to Communication Manager 6.0.1SP5, or 6.2 caused degraded software duplication performance and higher processor occupancy.	120795	
Occasionally, a music source connected through a TN763D circuit pack stopped playing music.	120851	
Occasionally, Communication Manager incorrectly displayed errors for Port Network and media gateway media processors during an audit.	120950	
Recvonly on service link SIP trunk was ignored.	120973	
There was no audio and video on a call made by an H.323 OneX Communicator over an H.323 trunk to a Radvision MCU.	121055	
When an incoming external call was transferred, the caller could not hear anything after the call covered at the transferred location.	121168	
When a call made to an agent was conferenced across the trunk, the CDR showed the hunt group number as the calling party number instead of the agent number.	121231	
There was loss of MOH when a third party sent re-INVITE (session refresh) with a=recvonly.	121233	
When an Avaya H.323 phone was registered to the Processor Ethernet (PE) of a duplicated Enterprise Survivable Server (ESS) pair, and an interchange occurred, the phone using Time-To-Service (TTS) immediately started registration attempts to the main server, instead of remaining registered to the ESS and reestablishing signaling with the newly active ESS server.	121271	
When all TN2312 IPSI circuit packs lost their sockets, Port Networks restarted.	121291	
Calls made through Voice Portal did not cover to voice mail when the SA8874 CCMS Call Status Messages to 7434ND station was set to ON .	121440	
3 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 4 of 10

Problem	Keywords	Workaround
Occasionally, dialed digits were out pulsed twice for trunk calls.	121451	
When the tie trunk group was used for Malicious call trace, it failed with denial event 5034 Invalid MCT trunk group.	121472	
SIP calls dropped for agents working remotely in the telecommuter mode when the service provider refreshed the SIP call using a reINVITE message.	121474	
Off-PBX mobile users dial Idle Appearance Select Feature Name Extension, and then dial destination number. If the destination user is busy, Communication Manager plays local busy tone to Off-PBX mobile user for SIP trunk, but for H.323 trunks, Communication Manager disconnects the trunk immediately and service provider plays the local busy tone. This behavior was not consistent for SIP/H.323 trunk. Now, with this fix, Communication Manager plays local busy to SIP/H323 trunk for busy timer (45 seconds) and then starts Auto Call Back timer (40 seconds). During this 40 seconds, the off-PBX mobile user can activate the Auto Call Back feature by dialing Auto Call Back Feature Name Extension.	121481	
An internal Communication Manager software error caused reset 1 & 2.	121496	
Cached old ports on a media gateway flushed with the change in network region configuration, such as change in port range, which caused calls to fail.	121572	
A recently unheld call was dropped when the hold was an ASAI hold or a hard hold using the hold button on a station, and a second call was dropped by the far end party. When a CTI application retrieved the held call, the on-hook from the disconnect message on the previously active call caused the unheld call to drop.	121589	
The caller was unable to hear the ringback tone for ISDN-SIP-ISDN interworked calls.	121592	
4 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 5 of 10

Problem	Keywords	Workaround
There was only one-way talk path when an incoming SIP trunk call was put on hold and the unhold operation from the bridge station after session refresh INVITE (having a=recvnonly and sdp verion changed) was processed.	121607	
The end user station extension data does not contain punctuation when querying the g3statstaExtention varbind within the g3statsta MIB group.	121627	
When an agent was on a trunk call and the trunk dropped, reporting recorded the call as if the agent hung up the call.	121636	
Global RTCP and SNMP data was not sent to IP stations when there were more than 2000 IP stations on the system. Testing had shown that, on an idle system, approximately 2500 stations could be downloaded in 3 minutes. Three minutes was the maximum time allowed to download global RTCP or SNMP data to all registered IP phones on the system. Also, affected would be QOS/DiffServ changes made in the IP network region form if there were much more than 2000 IP stations in a network region.	121637	
A phone could not be registered in the AnnexH mode after sStoredData[] was full.	121644	
Service observers on analog stations were allowed to flash and put the call on hold when it should be denied.	121672	
SIP calls dropped due to inconsistent SDP states.	121674	
Occasionally, Communication Manager reset.	121689	
Predictive calls failed when Call Classification After Answer Supervision was disabled on the system parameters features screen.	121704	
Occasionally, IGAR calls failed with a denial event.	121706	
5 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 6 of 10

Problem	Keywords	Workaround
There was no talkpath on calls made from an H.323 station to another H.323 station over a PRI trunk with overlap dialing, shuffling and encryption enabled.	121717	
IP signaling groups on an ESS went into the disabled state when the ESS was actively controlling port networks and media gateways. Then, all the media gateways returned to the main server.	121718	
The status media-processor board command incorrectly returned a command conflict at times. The error enable filexfer command also returned the command conflict error.	121748	
Calls listening to the disconnect tone did not prevent the new ASAI 3PCC to make calls from the originating endpoint.	121754	
When the 17 th active SAT session was started, the system displayed the Unknown error 138! error message instead of the No ports available! error message.	121755	
There was a wrong display on an H.323 station when a call coming in from the PSTN was transferred.	121757	
Translation corruption occurred after removing a media processor IP interface that had an entry on the Media Processors Measurement Selection screen.	121768	
An application did not get a transfer message for an attended transfer.	121791	
A caller was repeatedly asked to dial the name of the person he was trying to reach when the Dial by name server was being used.	121816	
6 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 7 of 10

Problem	Keywords	Workaround
During testing, a customer found EC500 configured cell phone calls made to a VDN vector failed with a Hop Count Restricted denial event. An extension on Communication Manager had a cell phone configured as its EC500 endpoint. A call was made from the cell phone on trunk 304 that had Hop Digit set to Yes. Call went to VDN with vector 7. Vector 7 had a route to number step. This number was in the uniform dial plan pointing to AAR. AAR routed call to route-pattern 910 that specifies a Hop Limit of 4 and routed to trunk 1401. Trunk 1401 has Hop Digit set to yes. With the Hop Digit on trunk 304 and Hop Limit on route-pattern 910 enabled the call failed as Hop Count Restricted. When Hop Digit disabled on trunk 304 disabled, call completed properly. With Hop Digit enabled on trunk 304 but route-pattern 910 Hop Limit, a blank call completed properly.	121819	
Incoming H.323 trunk calls failed intermittently when Communication Manager had a mix of media processor boards and media gateways available for media resources.	121824	
Outgoing calls from Visitor EMU logged in on the DCP set failed.	121838	
An agent conferenced two trunks together and the call was recorded by NICE. The call dropped when the agent disconnected the call.	121874	
A display update was not sent by Communication Manager over an incoming SIP trunk after the Communication Manager agent dropped from the conference.	121891	
Communication Manager was unable to parse multiple parameters in the SDP FMTP line.	121894	
7 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 8 of 10

Problem	Keywords	Workaround
A memory corruption in the PROCR caused the system to enter an infinite loop, using nearly 100% of the CPU cycles. This starved other processes and caused the process sanity audit to request a system restart. Since the requested warm restart failed to clear the corruption, the system went through a second warm restart and then escalated to a cold2 restart. The cold2 restart cleared the corruption and the system recovered.	121932	
A SIP trunk call was made from far-end that did not support the UPDATE method, and had Communication Manager configured to support G.729 codec. The initial offer from far-end had G.729 without annexb flag. After the call was connected, Communication Manager sent out two display Re-INVITE. Then, the call dropped.	121939	
Occasionally, when executing the list bcms summary agent command, the system encountered a reset system 2 or reset system 4.	121952	
Soft buttons were not updated on the 96xx station when a call was transferred using transfer-on-hangup FNE and a new call was made.	121978	
Short digit dialing was unsuccessful when 10 or more digits were administered as the location prefix.	121984	
When a call was placed on hold, MOH was not played intermittently.	121995	
When a call was disconnected by far-end, the disconnect information was incorrectly updated in the CDR for IP Trunks.	122011	
Calls did not drop when the caller disconnected while queued to a skill with an announcement playing and an SSC party on the call.	122031	
There was no talk path when far-end did not support UPDATE and sent OPTION in the dialog, and the call involved the sending of display Re-INVITE after OPTIONS processing.	122062	
8 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 9 of 10

Problem	Keywords	Workaround
Occasionally, a transferred trunk call did not alert at the transferred to station. The caller heard MOH and eventually abandoned the call.	122071	
Occasionally, when a customer with IQ added or changed the names of measured objects, there was a chance of system reboot.	122128	
Call transfer from IVR to Communication Manager using converse on data return feature access code did not work.	122141	
The system was unable to release call appearance after dialing an unregistered phone.	122155	
Phone hung when calling a busied-out phone.	122164	
The display update was not sent to the members of a pickup group when there were more than 25 members in the pickup group and the total number of stations administered as members of pickup groups exceeded 255.	122192	
On Communication Manager, T.38 (FAX) calls using legacy port-networks for VoIP resources failed.	122216	
When a monitored service observer joined a call, the ASAI connected event reported an incorrect number instead of the number of the called party. This happened when the VDN Override feature was enabled.	122219	
ICC boards that are slow to initialize in an H.248 Media Gateway caused conflict board minor alarms.	122253	
When the /var/log/ecs/commandhistory log reached its file size limit it would overwrite the current file instead of beginning a new log file.	122299	
Communication Manager idle CPU occupancy increased in video calls.	122326	
9 of 10		

Table 34: Fixes delivered to Communication Manager 5.2.1 SP14 10 of 10

Problem	Keywords	Workaround
After deactivation, the customer could not remove the Service Pack.	122390	
A customer could not alias to a 4612 station using the change alias station SAT command without creating translation corruption.	122422	
10 of 10		

Problems fixed in Communication Manager 5.2.1 SP15

This release includes the following fixes delivered to Communication Manager 5.2.1 SP15.

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 5.2.1 SP15.	093510, 111260, 111345, 120436, 121994, 121998, 122204, 122209, 122210, 122643, 122644, 122723, 122808, 122891, 122997, 130453.	
Occasionally, there was no voicepath on endpoints during conference calls. The status station screen displayed mismatched codecs between the endpoints and the media processor.	092541	
When the ip-codec-set of two different Communication Manager systems did not match, Communication Manager rejected a SIP trunk call with the wrong reponse code of 500.	100679	
A call was attended transferred from one Nortel endpoint to another Nortel endpoint over a SIP trunk in a JITC environment. There was no talk path on the call, and the call dropped.	101460	
The agent deskphone displayed incorrect information after LAI was triggered.	111047	
Type III registration counts were off for IP_Agent.	112115	
1 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
When IP ports were unavailable, port records got corrupted and caused issues with registration.	120892	
SIP to SIP calls used too many buffers to store name display data. This caused the codeset facility information element for a call to not be stored properly when all the buffers were used up. For this to happen, it took about 20,000 calls to be up simultaneously.	121026	
An incoming QSIG trunk call dropped when it was answered by the covered-to party.	121097	
The IPSI Connection Up Time (min): field on the system-parameters port-networks screen had an initial value of 0 instead of being blank.	121309	
A monitored IP DECT station rang with an internal ring pattern even when an external call was made to it.	121325	
TN2501 announcement boards with an assigned ethernet port failed Periodic Test 1511 when the board had different ethernet options settings than what was administered for the board in the change ip-interface screen. When this happened, the test stopped abruptly. This caused the associated process to stop functioning after five minutes. Also, the system ran out of resources and Communication Manager restarted.	121449	
Occasionally, calls could not be made and received until Communication Manager was reset.	121722	
When an incoming ISDN call to Communication Manager covered to a SIP integrated voice mail and then transferred out to a station on Communication Manager, the display on the station did not show the correct calling party number.	121756	
Block Hang-up by Logged-in Auto-Answer EAS Agents was enabled on the system parameters features screen. Auto-Answer agents could not answer a call when they logged in using a CTI product and did not manually toggle a line appearance after logging in.	121796	
There was an internal Communication Manager software buffer allocation error and the server reset when an incoming ISDN call was made to a VDN that routed the call to an Xported station with over 50 bridge appearances.	121883	
2 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
On Communication Manager, there was no two-way talkpath on calls made to agents using IP stations. This happened when the agent IP station used a legacy port network for VoIP resources, and the agent was supposed to hear an alert tone for the incoming call.	121970	
The ZIP tone failed on SIP Refer calls.	122096	
An IGAR call was made to a SIP integrated Modular Messaging system. The voice-mail greeting was cut off when SA9112: Sequential IGAR Call Setup was enabled.	122102	
Occasionally, Communication Manager reset.	122115	
The call log showed <code>Unavailable</code> after a transferred conference call was answered and dropped.	122123	
For processor-channel applications such as CMS and AUDIX, a burst of incoming data traffic caused a buffer overload condition that resulted in a temporary loss of communications with the application adjunct (session/socket bounced). For the CMS, this caused a pump-up to occur when communications were restored. The CMS link traffic bursts were the result of SIP BSR polling with measurements enabled on the associated VDNs.	122184	
A corrupted filesync.conf file prevented the filesync program from running. This resulted in critical files becoming out-of-date because changes on the active main server were not transferred to the duplicate main server and the survivable core and survivable remote servers.	122206	
Customers could not remove the 2420 or 4624 station set type when the Display Language field was set to unicode and the Display Character Set field was set to Katakana on system-parameters country-options screen and then changed to Roman and then again changed back to Katakana.	122225	
Communication Manager did not play ringback to the calling party of a call when the call was made to an H.323 station that was logged off and had EC500 administered but not enabled.	122242	
Occasionally, all ISDN PRI trunk calls failed due to internal software resource exhaustion.	122269	
A One-x Mobile call initiated as callback failed when the incoming call handling treatment was applied on the incoming trunk.	122310	
3 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
In a 5.2.1 environment, an H.323 phone was used to call a SIP phone (SIP1). The H.323 phone then initiated unattended transfer to another SIP phone (SIP2). Both SIP1 and SIP2 were registered to a SBC. The H.323 phone then completed the transfer. When NCR was enabled, the call dropped after 32 seconds.	122343	
When a Windows-based Soft Flare attempted an SRTP call, Communication Manager encountered a reset system 2.	122369	
Outgoing trunk calls that were transferred by an agent who was service-observed generated a CDR record showing the agent as the originator and a duplicate record showing the service observer as the originator.	122371	
Call shuffling failed over an H.323 trunk when the ISDN messaging sequence involved receiving a Setup Acknowledge message followed by the Progress message.	122375	
An incorrect denial event DNY_MG_SIGERROR was generated in the log file var/log/ecs for media gateways.	122396	
Initially, all the SIP trunk groups towards Session Manager were only outgoing. A SIP phone was used to call another SIP phone. The call failed because there was no incoming trunk group. When the SIP trunk groups were changed to two-way, calls still failed.	122414	
Customers using ISDN, H.323, or SIP trunks ran out of internal Communication Manager resources. This caused ineffective call attempts on ISDN, H.323, or SIP trunks.	122415, 122655.	
g3rapt and g3pkrrpt MIB Groups returned data for all route patterns that were administered on the Route Pattern Measurement Selection screen.	122433	
A race condition in the SAT process caused the system to restart.	122452	
Memory corruption lead to data corruption for DECT stations.	122455	
When over 3000 agents were logged into the same skill, agents could not answer calls and the calls continued to ring at the stations for several minutes.	122465	
When a connection manager denial event was logged, running the <code>list trace station</code> command caused the system to reset.	122486	
4 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
Call processing stopped in the vector collect step when the incoming digits were sent over an IP trunk via out of band messages and the IP trunk was translated to receive digits in band.	122492	
Calls made to an unstaffed agent that were answered by a coverage point dropped after a few minutes.	122494	
The reset ip-stations command was not logged in the list history when it was run from Avaya Site Administration or Native Configuration Manager.	122498	
The use of entity tags was disabled in the web server.	122506	
Customers could not see all inter-connected network-regions when running the list measurements ip dsp-resources summary command after activating a patch using the call-preserving steps.	122508	
There was no talk path on an H.323 trunk call made between two Communication Manager systems using wide-band codec when a single-step conference party joined in.	122510	
The reset ip-stations command skipped IP endpoints when shared control stations were registered.	122544	
The SAT interface stopped functioning when the status media-processor command was run.	122559	
In a two-party call, the system played clipped greeting on Avaya Aura Messaging.	122612	
Incoming DPT calls on an H.323 trunk failed if SRTP was enabled on the ip-codec-set screen.	122689	
Customers received a Resolved Alarm trap when they should not be getting one.	122705	
The call appearance of an end point stuck when the attendant dropped the call and single-step conference was involved in passive mode.	122739	
For a call, the display was not updated on the stations of members of the pick-up group when there were more than 25 members in the group	122740	
There was no talk path on a SIP call when Communication Manager received a counter offer SDP in PRACK.	122741	
5 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
A VDN had the Allow VDN Override? field set to yes and the Display VDN Name for Route-To DAC field set to yes. This VDN routed to another VDN that had the Display VDN Name for Route-To DAC field set to no. A call went through the first VDN and the second VDN queued the call to an agent. When the agent transferred the call and the transfer completed, the transferred-to station displayed the caller information for the second VDN instead of the agent that transferred the call.	122742	In the second VDN, have the call use a vector route step to get to the skill instead of a vector queue step to get to the skill.
Communication Manager reset while processing H.323 video calls.	122745	
In the survivable core server and survivable remote server setups, incoming endpoint registration messages were not captured in the MST trace file.	122758	
In Call Centers with SLM (Service Level Maximizer) on multiple skills, an agent stopped receiving calls for an extended period during an agent surplus situation.	122768	
When the status station command was run, the system did not display the Alternate Gatekeeper List page when the Alternate Gatekeeper List field was set to 0 for an IP network region.	122805	
Late PRACK for 183 provisional response caused a SIP call to drop when UPDATE reaches the far-end first.	122828	
When ProVision was used to administer a SIP adjunct message center hunt group, the system rebooted. Also, using ProVision and other System Management tools could cause the system to reboot.	122866	
While checking the VoIP capacity on a media gateway that has 320 channels installed, the following message appeared after the media gateway had temporarily unregistered: Note: The gateway is registered with a Communication Manager version which limits DSP resources to 240 channels.	122870	
The called station displayed its own extension after the call was answered.	122884	
A user on an analog phone was on a call with the attendant. The user attempted to put the call on hold. The hold request was denied, but the ISG did not receive an event_abort message which would NAK the request.	122894	
6 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
Occasionally, warm restarts occurred when media gateways were removed within an hour of running the enable mg-return command while the Force Phones and Gateways to Active Survivable Servers? field was set to y on the system-parameters ip-options screen.	122915	
There was no talk path on a call made to One-X agent using a SIP trunk in the telecommuter mode.	122971	
Occasionally, Communication Manager reset.	122988	
The display for an 8434D set type was not cleared under the following conditions: 1. A call was made to an extension with multiple bridged appearances appearing on the 8434D. 2. The 8434D had SAC active. 3. The 8434D had per button ring control administered. 4. The Display Information With Bridged Call? feature was enabled on the system-parameters features screen. 5. The 8434D had a call appearance or bridged appearance active on another set. 6. A call to the bridged appearance was dropped after the call went to coverage.	123011	
Customers were unable to register IP agents in the shared control mode.	123019	
On Communication Manager, multifrequency signaling trunks using Russian shuttle protocol did not work when the trunk ports used belonged to an H.248 media gateway.	123020	
The correct digits for the called party were not sent in the originated message for outbound calls to an ISDN PRI trunk using media gateways. Also, there was delay in reserving the resources.	123051	
Occasionally, ringback was not heard on a call over an IP trunk.	123057	
Occasionally, the filesync process stopped functioning and had to be restarted.	123079	
Slow ping test responses, such as test 1387 on IP signaling groups, that take longer than 4 seconds caused an error peg that could generate an alarm. This alarm could not be cleared because of the slow ping test response error peg.	130051	
7 of 8		

Table 35: Fixes delivered to Communication Manager 5.2.1 SP15

Problem	Keyword	Workaround
The line appearance was stuck when the ARS code was dialed using the idle line appearance FNE.	130130	
Users were unable to change their security code using TAE (Telecommuting Access Extension).	130139	
Link version 4 received enhanced connected party information when SA9124 was activated.	130254	
When SA9114 was enabled, ASAI sent dialed digits when a station was administered as an international number, but dialed it using a UDP extension that was shorter than the international number.	130357	
The system crashed when the <code>display capacity</code> command was run.	130392	
When an IP Agent registered in the share control mode, the application froze and used all available occupancy.	130404	
SNMP traps are allowed out of any interface when they are enabled in the firewall.	130364	
8 of 8		

Problems fixed in Communication Manager 5.2.1 SP16

This release includes the following fixes delivered to Communication Manager 5.2.1 SP16.

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Communication Manager initiated a non-SRTP call with the request URI as SIP when administered as non-SRTP even when the far-end tandem dialog was in SIPS (Secure) in the request URI. Because of this, the call failed and returned intercept.	093122	
Occasionally, Communication Manager reset.	102766	
LAR failed when a call was made from the call log.	111379	
All system and application links, along with calls, were dropped. Non translation feature data was lost, and Circuit Packs were reinitialized.	111603	
On an incoming SIP trunk call that was tandemed over an ISDN or QSIG trunk, Communication Manager replaced the prefix + in the calling party number in PAI header with B* in the outgoing setup message. The numbering format was also incorrect.	112330	
Occasionally, Avaya Performance Center (APC) reported UNKNOWN for the state of ACD calls.	112804	
Calls made to and from SIP stations failed when the station name had instances of double quotes.	113080	
Communication Manager restarts could occur when certain unnamed registration station administration tasks were performed.	120297	
When a call covered to messaging and returned over a SIP trunk, the messages that were going to reporting showed the call as abandoned.	120681	
When SA8852 was set to y, and a trunk call was made to a VDN that had a vector that did 'route-to' to Station A and with the COV on the 'route-to' step set to y, Station A did not show the VDN name.	121363	
Calls were made from a SIP station to another SIP or IP station. When the calls were originated by ASAI, the calling-party station displayed incorrect data after the call was answered.	121580	
1 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Communication Manager was overloaded, and due to an infinite loop, Communication Manager reset.	121877	
Communication Manager reset in the process of collecting internal announcement usage statistics.	121886	
Under traffic load, Communication Manager restarted after a lengthy network outage.	122032	
A mini core dump was observed followed by a Communication Manager reset when a call was transferred to a hunt group.	122370	
There were internal memory errors due to H.248 media gateway operation.	122571	
Customers could not duplicate stations that had custom button labels on buttons 11 and 12 on Button Module 1 of the Station screen for telephones that support custom button labels.	122909	
The ASAI drop event was not sent when a transfer failed and the agent who was transferring the call was monitored.	122929	
When SIP Direct Media was enabled, features such as Call forward and EC500 that need collection failed when Communication Manager had a media gateway administered with it and ephemeral caching was disabled.	123027	
When a SIP call was on TDM and in the ringing state, Communication Manager allocated double bandwidth (inter-region bandwidth(CAC)) for the call.	130001	
When a user performed transfer-to-voicemail for an incoming SIP trunk call, the caller could not record any message on the voicemail.	130049	
Service observing of new VDNs failed with denial event 1158.	130101	
The calling number was incorrectly displayed when an incoming PSTN call was transferred by ASAI to an agent using Voice Portal.	130165	
Call logs showed invalid calling-party names (invalid.unknown.domain or NO-CPName).	130183	
2 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Occasionally, calls that routed to voice mail and routed back to Communication Manager were dropped.	130187	
A DSP fault on an H.248 media gateway caused overload on Communication Manager. This happened because Communication Manager reallocated resources from the same media gateway, thus affecting call service.	130198	
Customer-added trusted certificate files were lost during license installations and other operations.	130202	
There was no talk path between the principal and the originator over an IP trunk when the principal and the bridge appearance of the principal endpoint used a different codec and network region than the IP trunk.	130265	
The login information on ESS and LSP servers was not protected from multiple simultaneous overwrites by filesyncs from the main server.	130289	
Dial Plan Transparency failed when a softphone user registered with the shared-control mode. Dial Plan Transparency does not consider the shared-control softphones while determining whether a call follows the Dial Plan Transparency configuration for an endpoint.	130301	
The logged-in agent hunt group audit could run only the first 1500 logged-in agents of a particular skill. When there were more than 1500 agents logged into a skill, the hunt group audit did not run properly.	130318	
3 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
On RAID-enabled servers with tripwire enabled, RAID status log files caused false-positive security alarms to be sent. Steps for upgrading to this update when using tripwire (ignore them if you don't use tripwire): 1. Run a full audit and view the report on the tripwire commands SMI page. 2. Examine the output and make sure there aren't any unexpected changes. 3. Install the service pack. 4. Reset the tripwire signature database on the tripwire commands SMI page. 5. Run a full audit and view the report on the tripwire commands SMI page. 6. If the results show no violations, you will be good to go going forward. There is a chance that a MegaSAS.log file will be created during the tripwire database initialization. If this happens, you will see a violation about a removed MegaSAS.log file in the tripwire report. Repeat steps 4 and 5 until no violations are found, and then continue. 7. At this point, the MegaSAS.log files will not show up in the tripwire reports anymore.	130323	
A segmentation fault (core dump) in Communication Manager occurred when an incoming INVITE message contained multiple payloads for a codec without the fmtp parameter.	130348	
Occasionally, the system displayed 0 under the GroupID heading for IP attendants when the list multimedia ip-station command was run. IP attendants do not have Group IDs.	130358	
Occasionally, Communication Manager resets lead to a reload.	130362	
The system displayed an error when the asaiuu type variable was added on page 15 of the Variables screen, a value for the collect type was entered in row A on page 1, and the value of the Start field on page 15 was set to a number greater than 16.	130363	
4 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
The calling number display was lost when an AACC agent transferred a call to a remote party who did not answer the call and the call was sent back to AACC.	130385	
Occasionally, IP phones could not be registered when a firmware file was not found.	130427	
Aux-work buttons did not function properly	130515	
During heavy traffic, software errors were seen in logs at /var/log/ecs/.	130529	
The SMI View/Restore Data page allowed injection attacks to run commands on the system and display file contents via the interface.	130540	
A Cross Site Scripting attack took place when the Message Of The Day file was compromised by the attacker.	130542	
Occasionally, Communication Manager reset during calls made across network regions or the calls using the IGAR feature.	130550	
An incoming TSC call made on an H.323 TSC trunk caused a system reset.	130564	
A SIP trunk call dropped when all the DSP resources involved in the call failed and a good DSP resource was reallocated for the call.	130594	
The customer could not submit the ip-interface screen and perform System Manager data-base synchronizations. SAT displayed the following messages: ● Error encountered, can't complete request; check errors before retrying ● System management overloaded; please try again later	130644	
Status Attendant 101 only displayed 2 digits for Console Number instead of the 3 digits needed to display 101.	130661	
On Communication Manager, heavy IP traffic directed to network regions using H.248 media gateways as the primary source for VoIP got call denials before the limits of such media gateways were reached.	130664	
5 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Occasionally, Communication Manager did not send the ISDN Presentation Restricted when Per Station CPN - Send Calling Number was restricted.	130673	
Active Directory 2003 did not work with some base DNs with Enhanced System Directory.	130674	
The Total IP Station Ports capacity limit was incorrect.	130713	
The list trace hunt-group command failed to output denial events.	130716	
During calls between SIP and non-SIP endpoints, Communication Manager encountered a memory exhaustion and reset.	130729	
The list trace TAC command displayed the wrong FNE extension.	130735	
Occasionally, CPN was not requested by Communication Manager over incoming R2MFC trunks	130739	
The maximum number of SIP agents that could log on to the system was 2000. If those agents then logged out, no SIP agents could log in again until Communication Manager was reset.	130757	
An error indicating that the previous action is in progress caused a domain control association to get stuck.	130766	
Occasionally, the SPI messaging for transfers omitted the UCID at the destination. This caused IQ to stop tracking the call and show the agent in an unknown state.	130770	
The software was upgraded to Communication Manager Release 6, but the Call Center release was earlier than 6. The number of vector steps was limited to 32 and the number of vector variables was limited to 26. When this happened, services support had to bring the numbers up to the correct value.	130771	
An ASAI make call to a feature access code requiring the station security code was required to add a second # at the end of the dial string in the make call because the last # was being removed	130773	
6 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Environment: Communication Manager duplicated systems that have an H.323 signaling group to a remote direct routing gatekeeper. e.g. Radvision's ECS. The H323 signaling group uses discovery LRQ's and a near end listen port of 1719. Problem: After a software upgrade and processor interchange, the H.323 signaling group was no longer able to process calls.	130774	Perform the following steps: 1. Perform the PreUpdate/ Upgrade Step on the active server. 2. Upgrade the standby server. 3. Interchange the servers. The connection to Radvision ECS gatekeeper is now broken. 4. Busyout the signaling group. 5. Run the change signaling-groupXX command. 6. Set Near-end Listen Port and Far-end Listen Port to 1720 and LRQ Required? to n. Commit these changes using the Submit key. 7. Run the change signaling-groupXX command. 8. Set Near-end Listen Port and Far-end Listen Port to 1719 and LRQ Required? to y. Commit these changes using the Submit key. 9. Release the signaling group. The connection to Radvision's ECS gatekeeper now works. 10. Upgrade the new standby server.
7 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
When no tones were defined on the change system-parameters ocm-call-classification screen, the TN2312BP HV28 failed to detect the Japanese 400Hz dialtone, and the CO trunks were taken out of service.	130783	
For the status station command, the Alternate Gatekeeper List page displayed 2001 for all network regions.	130784	
After a Communication Manager upgrade, the integrated directory tables were not built, thus causing the integrated directory feature to be unusable.	130804	
The logged-in agent hunt group audit could run only the first 1500 logged-in agents of a particular skill. When there were more than 1500 agents logged into a skill, the hunt group audit did not run properly.	130818	
Occasionally, Communication Manager reset when a call was made from a third party SIP endpoint.	130856	
There were no calls on Communication Manager because all ISDN trunks were out-of-service.	130899	
A LWC (Leave Word Calling) call did not use location specific ARS FAC when making a call back to the caller.	130934	
A telecommuter IP agent heard garbled audio on an outgoing call when the service link was set to Permanent, and the outgoing SIP trunk had Direct IP enabled.	130952	
A station continued to ring when it covered to voicemail from call park.	130958	
A fax call failed over a SIP trunk.	130974	
The Maintenance Objects PRI-CDR and SEC-CDR were not in the category table CDR. Now, they are in the category table for Display Errors and Display Alarms SAT screens and the Administration/Server(Maintenance) > Alarms > Filters SMI page.	130996	
The system restarted when administration was done from third party products.	130997	
8 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Calls were stuck on the standby trunk when Digital Enhanced Cordless Telecommunications was forced back to the main server.	131053	
Occasionally, the announcement playback failed when there were multiple boards in the announcement audio group.	131074	
An H.323 endpoint registered to an ESS got the incorrect IP address of the primary server in the Alternate Gatekeeper list. This caused the H.323 endpoint to fall back to the incorrect IP address.	131091	
There was no talk path on a call when the far-end hold SDP contained the 'c=IN IP4 0.0.0.0' line.	131100	
When a trunk call was made to a VDN and then routed off the network over the same trunk group and the called party dropped first, no CDR was generated for the outgoing trunk leg.	131143	
The list measurements tone-receiver detail command displayed the peak allocation values that exceeded the port network allocation.	131154	
Occasionally, all ISDN PRI trunk calls failed due to internal software resource exhaustion.	131166	
Calls made from the attendant to an extension that were forwarded to the attendant overrid call forwarding when Chained Call Forwarding was active.	131189	
The display on a bridged appearance was not updated when a Facility Message with the Calling Party Name information was sent after a delay since the initial SETUP message.	131215	
On Communication Manager with H.248 media gateways, stable calls made up of 3 or more IP parties (H.323 and/or SIP) lost talk-path when the H.248 media gateway serving the call reset. These calls should be able to migrate to other VoIP sources when the H.248 media gateway resets, but only when the calls have only IP parties and all IP parties can shuffle, that is, move to other VoIP sources.	131238	
There was a segmentation fault on Communication Manager during duplicate Processor Ethernet server interchange.	131248	
9 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
An ASAI redirection to a hunt group that is set up to be a SIP adjunct for MM was not acknowledged. But, it worked. The next request was denied because the domain control association was stuck.	131259	
When 128 simultaneous station firmware downloads occur, Communication Manager got into a state where new downloads requests were rejected. Phones that were rejected were not queued up again, and a station firmware download schedule did not complete successfully.	131339	
SA9124 enhancements did not work for ASAI 3PCC merge requests. The default trunk identifier was used.	131348	
The count of registered soft consoles was incorrect.	131418	
ASAI 3PMerge as part of CSTA SST (single step transfer) to a cellphone failed.	131479	
When the second AES NICE logger observed the shared control endpoint, there was no talk path for the AES NIVE logger.	131501	
A fax call made from the far-end failed.	131515	
Preserved H.323 trunk calls were dropped before the preservation time of two hours.	131559	
The system displayed the VE_BUF_FULL error when the collected-digit buffer was full.	131570	
Occasionally, SAT displayed the following message: System management overloaded; please try again later After this message, no other SAT command could be run on the system.	131577	
In media-gateway registration, announcement boards displayed no board (list config media-gateway) for several minutes after other boards were inserted.	131588	
10 of 11		

Table 36: Fixes delivered to Communication Manager 5.2.1 SP16

Problem	Keyword	Workaround
Ocassionally, the <code>change cor</code> command could not be run.	131902	
In a configuration where SIP messages associated with a call that was tandemed from a Communication Manager system to another over non-OPTIM SIP trunks, any one of the Communication Manager systems logged multiple UPDATE failures when the display name of the called party consisted of quotes. In some cases, the Communication Manager system reset.	131918	
11 of 11		

Problems fixed in Communication Manager 5.2.1 SP17

This release includes the following fixes delivered to Communication Manager 5.2.1 SP17.

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
SIP endpoints monitored by the Avaya Client Enablement Services server did not show indication for incoming calls when it was set to ring silently on the Avaya One X Mobile client.	103257	
A call made from a Polycom SIP RMX endpoint to a Polycom SIP HDX endpoint failed.	112606	
When the link to the primary Session Manager was down from Communication Manager resulting in a SIP 302 Moved message, calls did not cover to voicemail or redirect correctly over to the second preference in the route pattern.	113135	
There was no Music on hold when a call shuffled across port networks.	120440	
Calls covered to an incorrect mailbox after RONA when SAC was activated on the called-party endpoint.	121699	
Orphaned TTI ports caused the system to run out of ports over time. Therefore, new TTI merges and PSA associates were denied due to running out of ports.	122983	
When skills were added or removed from an agent while the agent was on a call, the update was sent immediately. Also, when the update was sent, it was a second login without a logoff, which caused reporting to ignore the call.	123033	
Calltype analysis did not handle special characters. Initially, a user dialed an outgoing trunk call with an aar/ars code containing the * or # as the leading digit, and completed the call. When the user wanted to call the same destination again and dialed the number using the call log, the call did not complete because special characters were not handled by Calltype analysis.	130069	
1 of 7		

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
Unadministered DS1 Warning alarms did not occur after a Communication Manager restart. This caused inconsistency in alarming because when a DS1 board is inserted in the system and never administered, it is always supposed to have a Warning alarm raised as long as the board is not administered. The restart cleared all alarms, but if the alarms were still relevant, they were not regenerated.	130418	
When Communication Manager call flows involved sending user-to-user information, enabling an internal print statement to record in the logs resulted in a reset.	130608	
IQ reports did not correctly track external SIP calls to the Experience Portal that were transferred using a SIP REFER with replaces operation to a VDN on Communication Manager.	130663	
When a SIP trunk between Communication Manager and Voice Portal or Experience Portal was externally measured, CMS External Call History reports showed three calls instead of one for a callback scenario that used SIP REFER without replaces to transfer the call to a VDN.	130999	
Under certain internal conditions, an ASAI operation could result in a Communication Manager restart.	131050	
A file descriptor resource leak caused sockets to stop working. No new sockets could be created, causing a variety of symptoms, including call failures on H.323 trunks, failure to put trunk groups into service (H.323 and SIP), inability to register H.323 stations.	131140	
Persistent intermittent port-network connectivity failures caused an overload condition that resulted in trunk groups going out-of-service.	113156	
The H.323 IP station remained in the out-of-service state after the call on media gateway went into connection reconstruct mode and dropped.	131219	
On Communication Manager, heavy call load on H.248 media gateways caused the gateways to become unstable. This resulted in unpredictable call behavior.	131245	
2 of 7		

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
A list trace or status station command on an IP endpoint that was involved in a complex call such as a large conference or a group page triggered an internal data corruption that could take port-networks like the G650 media gateway out of service.	131405	
After the reset board command was run for a newer vintage TN2602 board, only half of the board's capability was used to setup calls.	131529	
An ASAI 3PCC answer request was not responded to because media resources were not available when the request was made.	131531	
When an internal failure occurred in processing the information about trunks involved in a call, an ASAI call-offered message to a VDN was sent without the calling-party and the called-party information.	131558	
Single Step Conference (SSC) calls dropped when a listen-only party, such as a recorder, dropped from the conference call.	131578	
Communication Manager failed to accept the administration of new CES servers even when there were fewer servers than the ten allowed in the current administration.	131637	
Under some internal conditions, Voice Portal does not disconnect a call received from Communication Manager.	131652	
Communication Manager did not switch off the speaker phone when the Personal Station Access (PSA) feature was used.	131693	
When a non-SRTP IP phone was in a network region that only had an encrypted codec, there was no dial tone on the second call appearance.	131777	
The calling-party number reported by the voice mail adjunct for a message record operation was incorrect when the call involved ISDN channel negotiation.	131831	
OneX Communicator Agent failed to enter the timed ACW mode after a drag-and-drop transfer of an ACD call to a station.	131891	
The calling-party information displayed on the ACR (Avaya Contact Recorder) by using the conf-dsp button was incorrect after the call was transferred from the IVR over a QSIG trunk.	131894	
3 of 7		

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
After a reset of the phone, Communication Manager incorrectly activated the speaker phone capability that was intentionally disabled.	131908	
Starting a call type UDP entry on the Dial Plan Analysis Table screen with a * or a # resulted in calls not always routing correctly.	131957	
In a configuration where SIP messages were associated with a call that was tandemed from one Communication Manager system to another over a SIP trunk, one of the two systems logged UPDATE failures when the display name for either call party contained quotes. Occasionally, the systems also reset.	131973, 131988.	
Occasionally, the system displayed the System management overloaded; please try again later error message.	131974	
On Communication Manager, H.323 clear channel data calls failed to work with newer H.248 media gateway firmware loads that are RFC4040 compliant.	131986	
Occasionally, the internal hunt group administration audit caused the log files to fill up quickly and appeared to clean up corrupted administration records.	131990	
If a faulty SIP message without mandatory message headers and parameters was received on a SIP trunk, Communication Manager reset.	132012	
IP phones could not be registered after a WAN outage.	132013	
Occasionally, the change cor command on the SAT would terminate prematurely.	132022	
Occasionally, callers from remote locations heard dead air when the called party covered to the voicemail.	132034	
An incoming SIP trunk call that was transferred using the SIP REFER message from a voice portal was held active for up to 30 seconds after the transfer.	132045	
4 of 7		

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
When all of the following conditions were met, calls did not route properly: • The call was forwarded. • The calling and forwarding endpoints were in different locations. • Digit conversion was involved in the routing of the call. • The digit conversion rules were different in both the locations. • LAR was triggered.	132109	
When an auto-answer agent received a call to a non-VOA VDN after a call to a VOA VDN that pointed to the same vector and the caller dropped while the VOA was playing, the agent did not hear the Zip tone when the call connected. This happened when the Hear Zip Tone Following VOA field on the system-parameters screen was set to n.	132110	
When a call encountered a vector-collect step and a digit was dialed after the announcement was played, the call routed after a fixed interval of ten seconds instead of the administered value of Prompting Timeout field on the system-parameters screen.	132167	
Under some internal conditions, an H.323 phone failed to fall back from the ESS server to the main server.	132256	
Agent endpoint displayed the trunk group name instead of the calling-party number when an incoming ISDN trunk call tandemed over a SIP trunk and the far-end sent an UPDATE or ReInvite without the number in the contact or PAI header.	132267	
Outgoing trunk calls using Look Ahead Interflow failed when a Progress message was received with cause value 31 and the call interworked at the far end.	132303	
On Communication Manager, a newly active server in a duplicated pair reset after a server interchange.	132317	
Occasionally, the announcement playback failed when there were multiple boards in an announcement audio group.	132352	
Communication Manager did not respond to a SIP 180 ringing message when the SDP contained video SRTP parameters.	132457	
5 of 7		

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
During intermittent network outages, Communication Manager restarted when it was unable to process outgoing SIP messages.	132465	
The AAR/ARS Patterns information on the display capacity screen was not updated correctly when route patterns were cleared out.	132469	
Users in a QSIG network served by a SIP integrated voice mail system did not receive message waiting lamp updates.	132471	
Under certain conditions, the SAT stopped functioning when the list station command was run, and the server CPU occupancy became extremely high.	132482	
The ISDN-SGRP alarm was left up for secondary D-channel after it was removed from administration. The alarm could not be cleared without a system reset.	132497	
If a user was attempting to setup a conference call but received and answered another call before they were done, the conference operation was not aborted even though the Abort Conference Upon Hang-Up field was set to yes. If the user attempted to transfer this new call, the old call was transferred to the new call by mistake. In addition, the title of the Abort Conference Upon Hang-up field is now changed to Abort Conference.	132504	
IQ and CMS incorrectly reported more calls as abandoned when the incoming ISDN trunk call into Communication Manager traversed to a Voice Portal and was eventually answered by an agent after the Voice Portal server transferred the call using the SIP REFER with the Replaces operation.	140018	
On Communication Manager with H.248 media gateways, the system did not use the media gateway VoIP to its full capacity.	140128	
Under certain SIP call scenarios, Communication Manager did not properly release all system memory consumed by the call. After many occurrences of this scenario over time, a system restart could result.	140182	
6 of 7		

Table 37: Fixes delivered to Communication Manager 5.2.1 SP17

Problem	Keyword	Workaround
When a port board that had translations administered on the port-location screen was removed, the board was removed from the circuit-packs screen when there were no other associated translations. This resulted in corruption when a different kind of board was plugged in and translated.	140212	
When the enable mg-return all command was run, Communication Manager restarted.	140213	
Under certain internal conditions, SIP calls transferred by Modular Message caused Communication Manager to reset.	140508	
7 of 7		

Known problems

This release includes the following known issues in Communication Manager 5.2.1 SP17.

Table 38: Known problems in Communication Manager 5.2.1 SP17

Problem	Keywords	Workaround
When a DECT station calls a DCP phone on Communication Manager, the call rings for a brief moment on the DCP phone and drops immediately.	140175	DECT stations do not support G.729 AB. The ip-code-set in the network region for the trunk from Communication Manager to the DECT controller must not contain G.729 AB.
New features or feature options included in Communication Manager service packs are noted in the Enhancements section of the release notes. Often these new features or feature options have new administrative fields. Any changes added to the new administrative fields will be lost if the system is subsequently backed down to an earlier service pack that does not include the new administrative fields. This is the case even if translations that include the changes to the new fields are restored to the system following the activation of the earlier service pack that does not include the new administrative fields. Customer's are required to backup their systems before applying a new service pack so that translations that match the previous administrative fields are available should the new service pack be removed and the system software restored to it's previous state.	NA	
The S8710 servers might have insufficient memory to run Communication Manager Release 5.2.1 Service Pack 16 or later.		Upgrade to a server that has sufficient memory to support the higher Service Packs, such as Common Server Release 1 (DL360G7). Alternatively, do not activate CM 5.2.1 Service Pack 16 and higher Service Packs on an S8710 server.

Technical Support

Support for Communication Manager is available through Avaya Technical Support.

If you encounter trouble with Communication Manager:

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 Communication Manager configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application, one-X Portal, or one-X Portal Extensions.
- 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: Abbreviations

3PCC	Third Party Call Control
AAR	Automatic Alternate Routing
AAS	Auto Available Split/Skill
AACM	Avaya Aura Communication Manager
ACD	Automatic Call Distribution
ACM	Avaya Communication Manager
ACR	Avaya Contact Recorder
AES	Application Enablement Services
ANI	Automatic Number Identification
ARS	Automatic Route Selection
ASAI	Adjunct Switch Applications Interface
ASG	Access Security Gateway
AVP	Avaya Voice Portal
AWOH	Administered WithOut Hardware
BA	Bridge Appearance
BCMS	Basic Call Management System
BRI	Basic Rate Interface
BSR	Best Service Routing
BTD	Busy Tone Disconnect
CDR	Call Detail Record
CIE	Customer Interaction Express
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
CNB	Control Network B
CNC	Control Network Connection/Connectivity
COR	Class Of Restriction
CPU	Central Processing Unit

Appendix A: Abbreviations

CPN	Calling Party Number
CRI	Coverage Response Interval
CSP	Cellular Service Provider
CTI	Computer Telephony Integration
DCP	Digital Communications Protocol
DCS	Distributed Communication System
DECT	Digitally Enhanced Cordless Telecommunications
DMCC	Device Media call Control
DPT	Dial Plan Transparency
DSP	Digital Signal Processors
DTMF	Dual Tone Multi-Frequency
EAS	Expert Agent Selection
EMU	Enterprise Mobility User
ES	Evolution Server
ESS	Enterprise Survivable Server
ETSI	European Telecommunications Standards Institute
EWT	Expected Wait Time
FAC	Feature Access Code
FNE	Feature Name Extension
FS	Feature Server
GUI	Graphical User Interface
GW	Gateway
HDX	A Polycom high definition video room system
HEMU	Home Enterprise Mobility User
IAC	International Access Code
IAS	Idle Appearance Select
IGAR	Inter-Gateway Alternate Routing
IMS	Integrated Management Suite
INADS	Initialization and Administration System
IP	Internet Protocol
IPSI	Internet Protocol Server Interface
ISDN	Integrated Services Digital Network
ISG	Integrated Services Gateway
ITN	Internal Trunk Number

IVR	Interactive Voice Response
J24	Avaya Digital Terminal for Japan
LAN	Local Area Network
LAI	Look Ahead Interflow
LAR	Look Ahead Routing
LDAP	Lightweight Directory Access Protocol
LED	Light Emitting Diode
LSP	Local Survivable Processor
MCSNIC	Mask Calling Number/Station Name for Internal Calls
MCT	Malicious Call Trace
MG	Media Gateway
MGC	Media Gateway Controller
MM	Modular Messaging
MIA	Most Idle Agent
MIB	Management Information Base
MLDP	Multi-Location Dial Plan
MOH	Music on Hold
MPC	Maintenance Processor Complex
MSA	MultiSite Administration
MST	Message Sequence Testing
MTA	Message Tracer Analysis
MWI	Message Waiting Indication
NACK	Negative Acknowledgement
NCR	Network Call Redirection
OPS	Off-Premise Station
OPTIM	Off-Premise Telephony Integration with MultiVantage
PAI	P-Asserted-Identity
PAM	Pluggable Authentication Modules
PBX	Private Branch Exchange
PCOL	Personal Central Office Line
PE	Processor Ethernet
PN	Port Network
PNC	Port Network Connectivity
PRACK	Provisional Response Acknowledgement

Appendix A: Abbreviations

PRI	Primary Rate Interface
PSA	Personal Station Access
PSTN	Public Switched Telephone Network
PCD	Packet Control Driver
PVMC	Private Fixed Mobile Convergence
QSIG	International Standard for inter-PBX feature transparency at the Q reference point
RDTT	Reliable Data Transport Tool
ROIF	Redirect On IP Failure
RMB	Remote Maintenance Board
RMX	A Polycom media conferencing platform, used by CM as a video and audio bridge
RPM	RedHat Package Manager
RTP	Real-Time Protocol
SAC	Send All Calls
SAT	System Access Terminal
SBA	Simulated Bridge Appearance
SBC	Session Border Controller
SBS	Separation of Bearer and Signaling
SES	SIP Enablement Services
SIP	Session Initiation Protocol
SDP	Session Description Protocol
SLM	Service Level Maximizer
SNMP	Simple Network Management Protocol
SSC	Single Step Conference
SSH	Secure Shell
SSHD	Secure Shell Daemon
SSL	Secure Sockets Layer
SMI	System Management Interface
SVNS	Simple Voice Network Statistics
TAC	Trunk Access Code
TAE	Telecommuting Access Extension
TCP	Transmission Control Protocol
TDM	Time Division Multiplex
TEG	Terminating Extension Group
TLS	Transport Layer Security

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
UDP	Uniform Dial Plan
URI	Uniform Resource Identifier
USNI	United States Network Interface
USB	Universal Serial Bus
UUI	User to User Information
VAL	Voice Announcement Over LAN circuit pack containing one hour of storage
VALU	Value-Added
VDN	Vector Directory Number
VOA	VDN of origin Announcement
VEMU	Visitor Enterprise Mobility User
VLAN	Virtual Local Area Network
VSX	A Polycom standard definition video room system
WAN	Wide Area Network