



Product Support Notice

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PSN # PSN004199u

Original publication date: 01-May-14. This is Issue #02, published date: 08-May-14.

Severity/risk level

Medium

Urgency

Optional

Name of problem CS1000 and CM SIP interop – Name Display Update – MPLR29593, MPLR33241

Products affected

Communications Server 1000M and Communications Server 1000E: Release 7.6

Problem description

Introduction

(Issue #02: text clarified in bullet #2 below; and Remarks section updated).

There are some call flows in a mixed CS1000 / Communication Manager (CM) environment where name display is not being updated as expected over SIP trunks.

For example

1. CS1000 user calls CM user #1; CM user #1 answers and transfers the call to another CM user #2; however CS1000 still displays name of the first CM user #1.
2. Incoming ISDN (NI-2) call received at the CM, but intended for a CS1000 user, is routed over SIP to CS1000 user

In both cases CM forwards the name display update to the CS1000 via P-Asserted-Identity in a SIP UPDATE message; while CS1000 normally expects such information to be contained within Meridian Customer Defined Networking (MCDN) messaging.

ACT PEP MPLR29593 and GEN PEP MPLR33241 are available to download for CS1000 R7.6 software to resolve this issue, for customers in a mixed CS1000 / CM environment.

Note that a full list of R7.6 PI PEPs is available on ESPL main menu, or via

<https://downloads.avaya.com/css/P8/documents/100166145>

Resolution

Apply patches MPLR29593 and MPLR33241

Workaround or alternative remediation

n/a

Remarks

In some call scenarios (NI2 incoming to CM; then SIP virtual trunk to CS1000) the name display update will perform better if the CS1000 D channel for the SIP virtual trunk is provisioned with the Remote Capability (RCAP) of ND3 (Name Display, option 3). This allows the name display to interwork better with certain PSTN trunk routes at remote SIP gateways, including NI-2.

In some call scenarios (NI2 incoming to CS1000; then SIP virtual trunk to CS1000 or CM) the name display update will perform better if the CS1000 D channel for the NI2 route is provisioned with the Remote Capability (RCAP) of NDS (NI-2 Name Display Option). With RCAP NDS we wait briefly to collect the name and then send the INVITE, with the name included.

Patch Notes

Backup before applying the patch

Data dump as before any maintenance activity

Download

MPLR29593 and MPLR33241 can be downloaded via ESPL as normal

Patch install instructions

As per standard documentation for CS1000

Service-interrupting?

No

Verification

Not Applicable

Failure

Not Applicable

Patch uninstall instructions

Not Applicable

Security Notes

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

Security risks

Not Applicable

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

Not Applicable

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