



Product Support Notice

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PSN # PSN020249u

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Original publication date: 15-Mar-16. This is Issue #14, published date: 24-Jan-19.

Severity/risk level

High

Urgency

Immediately

Name of problem CTI failures and instability issues are possible.

Products affected

Avaya Aura® Communication Manager (CM), Releases 7.0.x, 7.1.x

Avaya Aura® Application Enablement Services (AES), Releases 7.0.x, 7.1.x

Problem description

CTI failures and instability are possible, including the following:

1. Single party call transfer failures.
2. Call recording failures.
3. Link instability between CM and Avaya Aura® Application Enablement Services (AES) and CTI applications.
4. Possible memory leaks or corruption.
5. Possible loss of CTI/ASAI messages.
6. CVLAN application integration issues.

Resolution

For CM 7.0.1.x request and activate custom patch 24134, or a custom patch that includes 24134. Custom patch 24134 is based on Service Pack 7.0.1.3.0 meaning it includes all of the fixes in 7.0.1.3.0 plus additional CTI/ASAI fixes.

For CM 7.1.1.x request and activate custom patch 24221, or a custom patch that includes 24221. **Note: Patch 24221 restarts the System Management Interface (SMI) so it should be activated/deactivated via the Command Line Interface (CLI) only and not the SMI (CM web pages). If it is activated from the SMI the activation will remain in an activating state and not complete.**

For CM 7.1.2.x request and activate custom patch 24322, or a custom patch that includes 24322.

For CM 7.1.3.x, utilize 7.1.3.1 or later.

Workaround or alternative remediation

n/a

Remarks

Issue 13 – published Jan 10, 2018

Issue 14 – published Jan 24, 2019 – updated to include 7.1.3.x.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

Always

Download

Service Packs can be downloaded from "support.avaya.com". Custom patches must be provided by Avaya Support.

Patch install instructions

Service-interrupting?

Patch activation instructions are available in the respective Implementing Avaya Aura Communication Manager document on "support.avaya.com". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For duplicated servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to PSN002589 for more information.

No

Verification

Patch activation instructions include verification instructions.

Failure

Contact Technical Support.

Patch uninstall instructions

Patch activation instructions include deactivation instructions.

Security Notes

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

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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