Avaya Aura® Messaging 7.1 Service Pack 3 Release Notes

30 April 2020

Document History

Issue	Date	Description
1	30-April-2020	Issue 1 is the initial Release Notes to support the deployment of Release 7.1 Service Pack 3.
2	30-April-2020	Updated with the latest CM patches.
3	1-December-2020	Updated with the latest CM patches.
4	24-February-2021	Updated with the latest CM patches.

Overview

Avaya Aura® Messaging 7.1 Service Pack 3 is available and contains the fixes listed below.

Notes:

- Messaging 7.1 must be installed prior to applying this Service Pack.
- All of the components in the software reference list must be installed prior to installing this Service Pack. Please follow the installation/upgrade instructions documented in PCN2075S issued by Avaya Aura platform team. The PCN tells you that you must install the software in a particular order. If PCN2075S is not followed, the SP installation will fail and corrupt the system.
- Service Pack 3 is cumulative so you do not need to install any previous service packs or Messaging patches.
- Installing this Service Pack as outlined in this document will be service affecting.
- After the Messaging Service Pack is installed you **must reboot** the server

Available downloads

Description	File Name	PLDS ID
Avaya Aura® Messaging 7.1 Service Pack 3	MSG-01.0.532.0-002_0303.tar	**AAM00071010**

Software reference list

Please make sure that all the software in the software reference list below is installed prior to installing Service Pack 3.

Important: Order of application updates is critical - please follow the installation/upgrade instructions documented in PCN2075S issued by Avaya Aura platform team. If PCN2075S is not followed, the SP installation will fail and corrupt the system.

Description	File Name	PLDS ID
AVAYA Aura® Messaging 7.1 OVA (Load 532-002)	AAM-07.1.0.0.532-e65-0.ova	AAM00071000
Avaya Aura® Communication Manager 7.1 overwritable patch #25925	01.0.532.0-25925.tar	CM000000928
Avaya Aura® Communication Manager 7.1 Kernel Service Pack 10	KERNEL-3.10.0-1160.6.1.el7.AV1.tar	CM000000937
Avaya Aura® Communication Manager 7.1 Security Service Pack 10	PLAT-rhel7.2-0100.tar	CM000000936
Avaya Aura® Communication Manager 7.1.3.8 Service Pack #26690	01.0.532.0-26690.tar	CM000000935

Issues addressed in Service Pack 3

Reference	Description
MSG-21825	X-Content-Type-Options HTTP header missing on Web Access
MSG-23876	X-Frame-Options HTTP header missing on Web Access
MSG-24662	Mango nightly audit doesn't run at scheduled time
MSG-24716	FaxClient-ko-KR has inaccurate layout of dialog to select destination fax
MSG-24916	Unable to rewind messages when playback speed is other than 100%
MSG-25104	Excessive logging by Apache Axis in InfoBridge.log
MSG-25172	Security rules for AAM Windows fax printer are not set correctly on installation
MSG-25196	Cannot move user to Exchange if his Exchange email address is already used for Notify Me
MSG-25239	Change ImageMaker fax daemon icon
MSG-25248	Servers are crashing and unable to restart in case when WebLM server becomes unresponsive
MSG-25299	Bring back MWI reset on a per user basis feature
MSG-25316	Add ability to disable playing of record instructions after a greeting
MSG-25358	Speech skipping during playback of messages and greetings recorded in GSM format
MSG-25361	Add support for DH/ECDH ciphers on IMAP4 and POP3 connections
MSG-25366	VxiBrowser is leaking socket connections to command server
MSG-25375	No audio played when listening to voice messages
MSG-25379	Cannot create address template for Text Message Notifications
MSG-25385	Display Name and ASCII Name incorrectly generated if First Name and/or Last Name contain percent character (%)
MSG-25386	Improve message for LDAP error code 1527
MSG-25387	X-Frame-Options HTTP header missing on User Preferences
MSG-25390	X-Content-Type-Options HTTP header missing on User Preferences
MSG-25392	Migrate AudioPlayer from Flash to HTML5
MSG-25397	Add logging to RawFilePrint.dll

Reference	Description
MSG-25416	Failed to change mailbox number, got LDAP error 3999
MSG-25417	Cannot send a fax to a number formatted with spaces
MSG-25420	Cachelibserver drops connection to client when data propagation fails due to remote peer denies access
MSG-25429	Update httpd instance that is used by Web Access to version 2.4.41 to pick security fixes
MSG-25434	Migrate the AudioRecorder from Flash to HTML5
MSG-25439	AAM cannnot access Global Catalog that requires LDAP signing
MSG-25440	Improve display of errors from AD lookup
MSG-25450	Update Tomcat to pick security fixes
MSG-25468	Faster playback resumed at the wrong position after pressing 0-0 to hear the help prompt

Issues previously addressed in Service Pack 2

Reference	Description
MSG-21645	Cannot move user to Exchange if his Exchange email address is already used for Notify Me
MSG-22972	Nuance Vocalizer flooding /mom/log/moms_kids.log files
MSG-24352	Duplicated recipient prompt should be played when add a recipient already on list
MSG-24731	SipAgent sends double IRE_FAXPRINT_DONE event to vxibrowser on failing outbound fax
MSG-24966	MWI not updating after moving mailbox to MSS with unread messages on Exchange
MSG-24982	Skip forward works incorrectly when message played at speed slower than 100%
MSG-25044	Media partition is not auto-resized after increasing disk capacity
MSG-25081	Outbound fax failing
MSG-25084	Messaging Server Reports Measurements for a subscriber shows all zeros
MSG-25089	Vxibrowser's global event thread is blocking on IRE_SW_TRANSFER_DONE
MSG-25110	SipAgent dumps core on fail to send SIP REFER
MSG-25112	App servers stopped processing calls, no alarm raised
MSG-25177	Add ability to configure port for mail gateway
MSG-25181	Intermittently port 143 accepts TLSv1.0 connections even IMAP4 Minimum TLS Version set to TLSv1.2
MSG-25193	ARIA TUI does not work correctly after pausing message
MSG-25195	Getting confusing error message when trying to save user with non-existent Exchange email address
MSG-25197	Port 111 RPC Portmapper available CVE-1999-0632
MSG-25205	Cannot deliver message to PDL if hostname contains mixed case characters
MSG-25206	Possible seg fault during MWI audit
MSG-25211	Adata dumps core on AAM with Exchange backend during nightly audit
MSG-25213	Error in logging from CPLogout.vxml
MSG-25217	AAM not able to handle ANAT SDP gracefully
MSG-25220	AIC should not modify Community attribute when MsgCore requests to update msgForeignMwiState attribute
MSG-25222	AAM unable to connect to Autodiscover - cannot agree cipher suite

Reference	Description
MSG-25229	/mom/log/moms_kids.log is missing in logcollect
MSG-25232	AAM Reach-Me ringback music becomes corrupted
MSG-25236	Update httpd instance that is used by Web Access to pick security fixes
MSG-25249	Storage server will not start up, cannot rebuild /mom/etc/inittab
MSG-25251	Invalid range for End-of-recording silence can be configured via SMI
MSG-25254	Error "Extension XXXXX is already in use" after clicking Save button
MSG-25267	Messaging restarting after saving telephony domain post upgrade from 6.2 SP5 to 7.1 SP1
MSG-25274	Can't use Avaya Voice Messaging form in Outlook
MSG-25281	Poor error message when cannot save user due to error in communication with Global Catalog server
MSG-25282	Poor error message when user deletion failed
MSG-25298	Update Apache Tomcat to version 7.0.96
MSG-25302	MWI not working for the mailbox after executing setMwi command
MSG-25309	SipAgent: remove support for 64 bit block cipher suites (SWEET32 attack)
MSG-25362	/var/log/postfix and several other files are not written after applying CM update 01.0.532.0-25394

Issues previously addressed in Service Pack 1

Reference	Description
MSG-23102	Mail Options web page should not allow to save if Server Alias field is invalid
MSG-24466	The weekly audit detects inconsistencies in the LDAP index
MSG-24480	AAM 7.0 with SMGR 7.x not updating basic license seat count
MSG-24537	AAM 7.0 subscribers default to Pacific time zone with server using Atlantic/Bermuda time zone
MSG-24727	Transfers fail when Breeze Custom Snap-in is used
MSG-24738	Messages are not being sent due to dtmf recognition error
MSG-24742	Make 'minimum fax power threshold' configurable via SMI
MSG-24848	AAM Storage Failure test results in Application answering slow and not keeping messages
MSG-24923	AAM not stating mailbox is locked unless pin is correct
MSG-24944	Play on phone is giving an error when playing messages from a shared mailbox.
MSG-24982	[AAM 7.0](Audix TUI) Skip forward works incorrectly when message played at speed slower than 100%
MSG-24986	[AAM 7.0](Audix TUI) Help prompt during greeting recording misses many options
MSG-24988	The first attempt to re-send DIS happens on incorrect timeout
MSG-24995	Timer for DIS signal re-sending does not meet ITU-T T.30 spec
MSG-25000	LDAP configuration is not backed up/restored
MSG-25001	Text to Speech is choppy
MSG-25006	[AAM 7.1] Collect System Log Files page error
MSG-25013	Incoming update from machine <NW_IP> denied, not using SSL
MSG-25036	tma dumped core on storage server
MSG-25058	LDAP database may become corrupted during Messaging start
MSG-25059	Message Store properties were not moved to LDAP after upgrade from AAM 6.2.5
MSG-25065	Can't record greeting via UP or WA or SMI after upgraded from AAM 7.0 to AAM 7.1.
MSG-25077	We need a timezone for AST (UTC -4)
MSG-25080	AAM 7.1 cannot acquire license from WebLM server that uses self-signed certificate
MSG-25095	Cannot login to web screens due to too many open files
MSG-25098	MWI does not work due to error "could not to connect to any appliance"
MSG-25099	internetd stops delivering messages due to missing /tmp/to_MCAPI_INTERACTIONS socket file

Reference	Description
MSG-25100	MWI sending incorrect status after upgrade from 6.3.3 SP7
MSG-25104	Excessive logging by Apache Axis in InfoBridge.log
MSG-25105	Messaging service rolling & restarting after reboot
MSG-25108	ldap_full_upd dumps core when updates the status on the remote machine
MSG-25131	Cannot login mailbox with around 1200 voice messages
MSG-25144	Update Apache Tomcat version installed on AAM to 7.0.91
MSG-25145	MWI is not working for users moved to Exchange 2016 back end due to AAM doesn't handle redirects issued by Exchange
MSG-25146	Adata should not write /tmp/actlog file
MSG-25149	Ais_net dumps core on selecting INBOX with max allowed number of messages
MSG-25152	ctlVoipLog tool dumps nothing when using the PCAP log type
MSG-25155	Apache Tomcat JK Connector upgraded to 1.2.46
MSG-25156	AAM stopped taking messages after changing hostname until start/stop messaging
MSG-25158	Minimum TLS version supported by User Preferences should be configurable
MSG-25161	When local & remote user have same mailbox number, User Preferences cannot find local user
MSG-25164	Collect System Log Files web page is empty after restoring system from full backup

Installation

A full system backup is required and should be performed prior to applying any update. For more information refer to the *Backup and restore* section of the *Administering Avaya Aura® Messaging* guide.

For new installations, please refer to the *Deploying Avaya Aura® Messaging for Multiserver Systems, Deploying Avaya Aura® Messaging for Single Server Systems, Deploying Avaya Aura® Messaging using VMware® in the Virtualized Environment* and the *Administering Avaya Aura® Messaging* guides for information on installing and configuring Avaya Aura® Messaging.

NOTE: In a Messaging System that consists of multiple servers/VMs, upgrade the storage server/VM first, and then upgrade the application server/VM(s).

Applying the Messaging Service Pack

> **Important:**
> • Messaging server **must be rebooted** after installing this Service Pack.

To download:

1. Log on to the System Management Interface from a browser.
2. Click **Administration > Server (Maintenance) > Miscellaneous > Download Files**.
3. To download files from the system used to access the AAM VM, select **File(s) to download from the machine I'm using to connect to the VM** and then:
   a. Click **Browse** or enter the path to the file that resides on the system.
   b. Click **Open**.
4. To download files from a Web server to the AAM VM, select **File(s) to download from the LAN using URL** and then:
   a. Specify the complete URL of the file.
   b. If a proxy server is required for an internal Web server that is not on the corporate network, enter the details in the server:port format.
      i. Enter the name of the proxy server such as network.proxy or IP address.
      ii. If the proxy server requires a port number, add a colon (:).
5. Click **Download**.

To install:

1. Click **Server (Maintenance) > Server Upgrades > Manage Updates**.
   The Manage Updates page displays the list of uploaded service packs.
2. Select the service pack from the list.
   a. Click **Unpack**.
   b. Click **Continue** to return to the Manage Updates page.
      The status of the selected service pack changes to **unpacked**.
3. Select the same service pack from the list.
   a. Click **Activate**.
   b. Click **Continue** to return to the Manage Updates page.
      The status of the selected service pack changes to **activated**.

To reboot:

1. On the **Administration** menu, click **Messaging** > **Utilities** > **Stop Messaging**
2. Click **Stop**
   The system delays the shutdown process until all calls are completed. However, after three minutes, the system terminates all active calls.
   The Stop Messaging Software webpage refreshes periodically during the shutdown process and displays the relevant status message.
   After the Messaging software stops, the system displays the following message:
   `Stop of Messaging completed.`
3. Click **OK**.
   The system stops the Messaging software before you restart the server.
   Restarting the server without stopping the Messaging software might corrupt the database.
4. On the **Administration** menu, click **Server (Maintenance)** > **Server** > **Shutdown Server**.
5. On the Shutdown Server webpage, select one from the following :
   - **Delayed Shutdown**
   - **Immediate Shutdown**
6. Select the **Restart server after shutdown** check box.
7. Click **Shutdown**.
8. Click **Ok**.

To reload application server cache:

1. Log on to Messaging System Management Interface.
2. On the **Administration** menu, click **Messaging** > **Advanced (Application)** > **System Operations**.
3. In **Reload Caches**, click **Reload** next to the following fields:
   a. User List
   b. Global Address List
   c. System Greeting
4. The system displays the Operation in progress dialog box. When the system completes the reload operation, the dialog box disappears.
5. Click **Synchronize** to synchronize the ADCS

Removal

Removing this Service Pack will remove all post 7.1 updates from the system and revert it to a base 7.1 installation.

NOTE: In a Messaging System that consists of multiple servers/VMs, downgrade all application servers/VMs first, and then downgrade the Storage server/VM.

Removing the Messaging Service Pack

To remove the Service Pack:

1. Log on to the Messaging System Management Interface (SMI).
2. Select **Administration > Messaging > Utilities > Stop Messaging**.
3. Click **Server (Maintenance) > Server Upgrades > Manage Updates**.
   The Manage Updates page displays the list of installed Service Packs.
4. Select the Service Pack from the list.
   a. Click **Deactivate**.
   b. Click **Continue** to return to the Manage Updates page.
   The status of the selected update changes to **unpacked**.
5. Select the same Service Pack from the list.
   a. Click **Remove**.
   b. Click **Continue** to return to the Manage Updates page.

   The update will no longer appear in the list of Service Packs.

6. After the Service Pack has been uninstalled, do not start messaging until another Service Pack or Patch

   has been installed since AAM will not function properly when reverted to its base 7.1 installation.

Known issues and workarounds

Referrence	Description	Workaround
MSG-25400	Messaging can't start up if CM patches were installed in the wrong order	In order to fix Messaging please refer to Avaya services
MSG-25472	Media partition is not auto-resized after increasing disk capacity	In order to resize partition please refer to Avaya services