



Product Support Notice

© 2022 Avaya Inc. All Rights Reserved.

PSN # PSN006053u

Original publication date: 19-May-2022. This is Issue #01, published date: 19-May-2022.

Severity/risk level

Medium

Urgency

When convenient

Name of problem

Hotfix-10 for SBCE release 8.1.2.0-31-19809

Products affected

Avaya Session Border Controller for Enterprise (ASBCE)

Versions: 8.1.2.0

Description

This Hotfix (sbce-8.1.2.0-37-21969-hotfix-05172022.tar.gz) addresses the following reported issues in 8.1.2.0 GA release. This is a cumulative hotfix and includes the previous Hotfix/Mandatory patch fixes as well.

Jira No.	Issue Description
AURORA-28427	Equinox conference termination crash SBC
AURORA-28538	SBC HealthMonitor logs do not show correct CPU utilization while compare with SBC CLI
AURORA-27481	SBC not relaying 200 OK for UDPATE after SBC handled the REFER
AURORA-28636	SBCE is forwarding the BYE received from Teams towards service provider
AURORA-28598	DNS SRV fallback to TCP
AURORA-28881	Blind Transfer from Aura User1 to Aura User2 is not working with MS Teams User using ICE Gateway Disable and Aura Side RTP when ICE Enable
AURORA-27095	turncontroller PID and ssyndi PID : CPU Utilization exceeded more than max 90
AURORA-28699	Register is looped to the IPO if the response returned is 5xx
AURORA-28501	SBCE is not sending the ACK message for the 200OK from SM
AURORA-28281	Custom wave is not working more than 2secs
AURORA-28941	sysmon is down due to 0 byte certificate(couldn't able to read) or a wrong certificate present
AURORA-28702	TEAMS Interop - Transfer CLID Issues
AURORA-29012	incomplete video session in SDP in reINVITE msg cause SBC to crash (Teams)
AURORA-29204	Security updates RHSA-2022:0621, RHSA-2022:0620, RHSA-2022:0609, RHSA-2022:0473

Following Fixes carried from Hotfix-8 (sbce-8.1.2.0-37-21653-hotfix-02182022.tar.gz)

Jira No.	Issue Description
AURORA-28000	Advanced license in license compliance not counting SIPrec calls
AURORA-28525	sysmon is crashing over primary and service is down
AURORA-28425	Remote worker loops register if login with wrong or a duplicate login
AURORA-28538	SBC HealthMonitor logs do not show correct CPU utilization while compare with SBC CLI
AURORA-28423	SBCE is not deleting T.38 from SDP when T.38 is set to No in the Server Interworking Profile
AURORA-28614	invite without sdp, when delayed sdp offer flag is enabled
AURORA-28637	Config API - Unable to update the Session Flow Priority
AURORA-28374	One way Audio for a blind Transfer from Aura User1 to Aura User2 for a Teams Call
AURORA-28679	Security Issues for 8.1.2 Patch February 2022
AURORA-28674	nginx-data service fails to start up
AURORA-27883	ASBCE8_OID ipcincidenceTimeStamp for SBCE returns invalid timestamp

Following Fixes carried from Hotfix-8 (sbce-8.1.2.0-37-21486-hotfix-01062022.tar.gz)

Jira No.	Issue Description
AURORA-28270	Reverse Proxy: The clone interface's value fields are displayed incorrectly
AURORA-28203	SBC is still trying to include the Recording profile even after deleting routing profile in the session policy
AURORA-28150	SBCE fails to generate the reinvite towards MS teams transferee
AURORA-28462	[CRITICAL SECURITY] CVE-2021-44228 and CVE-2021-45046 RCE Vulnerability in Log4J2
AURORA-27076	When using SRV DNS to route it fails to route call, but REGISTER and OPTIONS are OK
AURORA-28100	Calls not connecting via SBC for MS Teams Users
AURORA-28507	[CRITICAL SECURITY] CVE-2021-45105 (DoS) Vulnerability in Log4J2
AURORA-26191	SBC responds with "408 Request Timeout" instead of "503 Service Unavailable" when Primary IPOffice is down
AURORA-28545	CVE-2021-44832 Remote Code Execution (RCE) Vulnerability in Log4J2
AURORA-27519	SIPREC - Called Number in TO header in the initial INVITE towards Recorder should be same as TO header in A to B call

Following Fixes carried from Hotfix-7 (sbce-8.1.2.0-37-21398-hotfix-11112021.tar.gz)

Jira No.	Issue Description
AURORA-27938	SBCE does not forward BYE message to POM
AURORA-23536	Status information not available when select as secondary SBC on Server status
AURORA-28100	Calls not connecting via SBC for MS Teams Users
AURORA-27718	SBC crash in SIPrec environemtn due to ProcessInvRespCTimer expired
AURORA-28206	Call is disconnected when Trunk Authentication enabled
AURORA-28158	SBCE is violating the RFC while constructing the UPDATE and BYE towards SIP Recorder
AURORA-28234	after install 8.1.2.0--21348 hotfix, oamp process in SBC keep on crashing and not recovered

Following Fixes carried from Hotfix-6 (sbce-8.1.2.0-37-21348-hotfix-10232021.tar.gz)

Jira No.	Issue Description
AURORA-26533	Use hear audio from 2 calls mixed together in recorder, because SBC do not stop sending audio to recorder (in selective recording)
AURORA-27431	SBC reject reinvite msg with 491 request pending
AURORA-27345	SNMP gives incorrect active call counter from secondary server.
AURORA-19055	Oampserver keep on restarting
AURORA-27234	ASBCE 8.1.2 mac-based LDAP Authentication issues created syndi and turncontroller 90% CPU Utilization and generated coredumps
AURORA-26983	PPM message doesn't forwarded by SBCE if it was truncated.
AURORA-27580	MaxLicAcquired is always 0 on the day when there is no traffic, and negative value in graphical output
AURORA-26076	syslog route transport error, due to SBC try to initiate TLS connection to CM
AURORA-27781	Partition /archive is full 100% because OAMPSvr.log is 98 GB in size

AURORA-27165	sysmon.log not rolling over and its now 55gb
AURORA-28004	Config API - Unable to delete the sip server address with delete api.
AURORA-25979	Customer security scan has found sbce allows insecure protocol TLS1.0
AURORA-28012	Other security package updates for 8.1.2 Patch of 6th Oct, 2021
AURORA-28012	Kernel 3.10.0-1062.56.1.el7.AV1.x86_64 package update for 8.1.2 Patch
AURORA-28004	Config API - Unable to delete the sip server address with delete api.
AURORA-28046	SIPREC RFC violation - +sip.src inside ">" of Contact header

Following Fixes carried from Hotfix-5 (sbce-8.1.2.0-37-21246-hotfix-09282021.tar.gz)

Jira No.	Issue Description
AURORA-26488	RHSA-2020:4285, CVE-2020-25692, RHSA-2020:5023, CVE-2020-15778
AURORA-26068	OAMP process utilizing 100% CPU in 8.1.1
AURORA-27188	After applying hotfix 8.1.2.0-20812, ppm not working
AURORA-27166	SBCE 8.1.2.0 Outgoing calls may not working for service provider trunk using authentication method (500 error)
AURORA-27185	ASBCE Training option in EMS help menu redirects to no offer available error page
AURORA-27369	SBC not able to route BYE message towards Teams
AURORA-26911	ELIN enhancement
AURORA-27377	Call Forward From Teams to Aura user not working
AURORA-27376	Intermittent talkpath issue in MS Teams call
AURORA-26370	SIP server profile creation with API with serverType as CALL_SERVER doesn't allow dnsQueryType as SRV
AURORA-27200	Selinux set to permissive mode on General Profile SBCE whereas it should be disabled
AURORA-27391	No media to Google SIPrec when call are made from certain SIP trunk
AURORA-27284	SBC keep on sending the same call to same SIP trunk after receiving 500 Service Unavailable
AURORA-27512	Failed Registrations are not logged on syslog
AURORA-27485	Media ports are not cleared and new calls are failing due to stale ports in SBC
AURORA-27155	SBC drop the 183 session progress due to buffer pending
AURORA-27498	EMS GUI log collection tool fails if "/archive/log/ams" directory doesn't exist
AURORA-27510	Set fixed memory limits for EMS / SBCE based on deployment and hardware
AURORA-27509	java consume more than 50% of memory
AURORA-27573	SBCE not blocking calls from Remote Worker as per the user agent configured
AURORA-27601	Automatic Snapshot collection problem on SBCE with Primary and Secondary EMS
AURORA-27549	Portwell CAD-0230 is experiencing A1 & M1 down issue frequently
AURORA-27649	SBCE ran out of call leg resources and stopped processing many calls
AURORA-26983	PPM message doesn't forwarded by SBCE if it was truncated
AURORA-27434	SBC crash handling 200OK response during call transfer
AURORA-27427	SBC still use SIP scheme even when "SIPS required" is enabled, when a RW (sip/rtp only) try to make a call
AURORA-27931	SBCE on hardware Dell R640 missing 2 interfaces after reboot

Following Fixes carried from Hotfix-4 (sbce-8.1.2.0-38-21032-hotfix-07192021.tar.gz)

Jira No.	Issue Description
AURORA-27099	Config API - unable to update the Sip server general tab configuration using edit api

AURORA-27098	Config API - Unable to update the Serverflow Priority
AURORA-26853	SBCE changes DTMF payload event type 101 to 97 when transcoding and codec prioritization is enabled
AURORA-27110	Intermittently SBCE drops final 200 OK response (DBG#Create shared msg failed, cannot route msg)
AURORA-27134	Sip Recorder-ServerFlow match failed with URI group
AURORA-25753	SBE wrongly detects glare and removes SDP on calls involving 401 Unauthorized response
AURORA-26627	After upgrading to SBCE 7.2.2.7 when user hold and unhold there is no audio (SBCE return 491 Request pending response)
AURORA-27093	Enhancement for code of sysmon process alarm
AURORA-25863	SSYNDI crash if cancel is received while waiting for DNS response
AURORA-26474	LMO X-MS Header Values mismatch with Teams
AURORA-27113	SBCE is crashing when SIP trunk towards SP with authentication and registration with ping
AURORA-26986	destination custom port (4digit) assign over SNMP configuration didnt work properly
AURORA-27098	Config API - Unable to update the Serverflow Priority.
AURORA-27141	SBCE GUI is vulnerable to XSS attack (Syslog Viewer)
AURORA-27181	EMS GUI is not getting redirected to login screen after successful upgrade from 8.1.2 GA to 8.1.3.0 latest build on SA setup
AURORA-26977	200 OK is not being Processed by SBC due to MID Present in SDP Attribute
AURORA-26954	Ssyndi process on secondary server is crashing continously during HA serialization
AURORA-26952	Outage on SBC- Remote Workers not able to register
AURORA-27211	Other Security Packages Update for 8.1.2 Patch of 5th July, 2021
AURORA-27152	Continuous ssyndi restart
AURORA-27210	Kernel rpm update for 8.1.2 Patch of 5th July, 2021
AURORA-26800	oampserver consume 100% CPU whereas Healthmonitor script shows different
AURORA-26911	ELIN enhancement
AURORA-27376	Intermittent talkpath issue in MS Teams call
AURORA-27377	Call Forward From Teams to Aura user not working
AURORA-27369	SBC not able to route BYE message towards Teams
AURORA-27284	SBC keep on sendng the same call to same SIP trunk after receiving 500 Service Unavailable

Following Fixes carried from Hotfix-3 (sbce-8.1.2.0-37-20812-hotfix-06252021.tar.gz)

Jira No.	Issue Description
AURORA-26774	Call transfer failed becasue SBC fall into "semi_attended transfer" state
AURORA-24735	SYSMON process is getting stopped
AURORA-26810	Config API - issue with Signaling Rule creation
AURORA-26729	Periodic Statistics are not searching(showing) on GUI
AURORA-26683	Approx 30 sec RTP lost in failover test by unplugging A1/B1 cables
AURORA-25864	SIP SERVER STATUS INFO is showing down, though successfull response received for OPTIONS heartbeat
AURORA-23536	Status information not available when select as secondary SBC on Server status
AURORA-26845	Alarm system memory usage is always high for system having 8Gb RAM
AURORA-26896	Config API - URI Groups delete user member API is failed when the userMember has unsupported char in URL
AURORA-26762	After REFER, SBCE routes PRACK on wrong transport
AURORA-26875	Software management screen in Fresh installed 8.1.2 GA EMS / HA testbed not allowing

	packages to be copied to SBCE's
AURORA-26950	SBC crash after applying 8.1.2.0-37-20545 hotfix , when RW phone register

Following Fixes carried from Hotfix-2 (sbce-8.1.2.0-37-20545-hotfix-05092021.tar.gz)

Jira No.	Issue Description
AURORA-26342	Syslog-ng is fail to start or taking longer time to come-up
AURORA-26628	Api issues with Media Interface, SIP server flow, Application Rule
AURORA-26404	Code Implementation for Static Licensing Usage Counter to show on GUI
AURORA-26405	Code implementation: Send Alarm If Licensing Usage Counter value exceeded more than max value
AURORA-26633	RW failed to join conference, or one way audio
AURORA-26343	Call getting dropped when answered by Original Extension or EC500 Extension with Shuffling On
AURORA-26682	Config API - Media Interface Post request returning other media interface info in response on success
AURORA-26731	SBC drop the SDP over 200 ok
AURORA-26532	SBC did not switch the media ports as expected to SIPREC recorder
AURORA-26678	In case SIP server configuration in SBC is changed from TCP to TLS, login RW makes SBC HA interchange
AURORA-26358	After adding second IP Address to the B2 Interface, OPTIONS (keepalive) message from SBC to trunk server on the same B2 interface was failing
AURORA-26337	spirit agent is using 100% CPU
AURORA-26161	SBCE crash when it process the re-invite from AWG
AURORA-26472	Security updates for 8.1.2 patch
AURORA-25707	RTCPMon Enhancement : Add UCID to SDES report
AURORA-26474	LMO X-MS Header Values mismatch with Teams
AURORA-26165	Teams User goes in to a Hold On state after a Call hold from Aura Side with Shuffling and DM ON
AURORA-26478	KERNEL crash is occurred due to srtcp_encrypt_packet_handler
AURORA-26432	IPO RW Deployment: SBCE failed to route alternate server in routing profile if it failed to route to primary based on priority

Following Fixes carried from Hotfix-1 (sbce-8.1.2.0-34-20201-hotfix-03192021.tar.gz)

Jira No.	Issue Description
AURORA-26164	Security Fixes for 8.1.2 Patch
AURORA-25861	SBC crash due to subscriberInfoMap
AURORA-23657	SBC crash due to port leak of RTCP msg
AURORA-25859	removal sha1 weak algorithm from the ssh config
AURORA-25741	sbce remove part of diversion header results call failure in multi transfer scenario
AURORA-25943	"parsing error" after upgrade to 8.1.2
AURORA-24943	Intermittently no audio on calls, SBCE don't relay media packets on either side
AURORA-26130	SSYNDI crash in handle_relay_provisional_msg
AURORA-26181	Only 2 data interfaces are treated as bonded interfaces in cloud environment
AURORA-25314	SBC crash due to Call Walking DoS feature
AURORA-25937	Not able to access EMS GUI after upgrade to 8.1.2 GA
AURORA-26391	sudo rpm update for 8.1.2 patch branch

AURORA-26345

Reinvite coming from ng911 trunk with urn map is not routed by sbc to target, b1 has public ip configured

In addition to the above fixes, **MediaSec** support was also added in hotfix-1.

MediaSec is a capability to distinguish security mechanisms that apply to the media plane by defining a new Session Initiation Protocol (SIP) header field parameter to label such security mechanisms.

ASBCE added support for Mediasec in accordance with 1TR119 “Technical Specification of the SIP-Trunking Interface for CompanyFlex of Deutsche Telekom” and <https://tools.ietf.org/html/draft-dawes-sipcore-mediasec-parameter-11>

For mediasec to take effect following configurations are required:

- mediasec parameter in the interworking profile should be “yes”.
- Signaling transport towards the server should be TLS
- SRTP is configured

Resolution

Important: Install the patch during a maintenance window to avoid service disruption.

The patch is to be installed on 8.1.2.0-31-19809 version.

Install the patch on both EMS and SBCE(s) server.

File name: sbce-8.1.2.0-37-21969-hotfix-05172022.tar.gz

md5sum: 1a8eb42f083b59b9ca326fdf5dbc2f40

File name: ~~sbce-8.1.2.0-37-21813-hotfix-04022022.tar.gz~~

md5sum: ~~db6de228695f98f774be7e908e55faa9~~

PLDS Download ID: SBCE0000298

Workaround or alternative remediation

N/A

Remarks

Issue 1 – May 19, 2022 – Published on PLDS without a fix for AURORA-28311

Patch Notes

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

Backup before applying the patch

Take a backup of ASBCE and save it on external storage.

Download

Download the patch from <https://plds.avaya.com>

Download ID: SBCE0000298

Patch install instructions

Service-interrupting? Y

Important: Install the patch during a maintenance window to avoid service disruption.

The patch needs to be applied to both EMS and SBC(s). (version: 8.1.2.0-31-19809)

Note: For HA SBCE, first install the patch on the secondary SBCE and perform failover. Later, install the patch on the new Secondary SBCE.

1. Copy the patch file to /home/ipcs directory on SBCE(s) using any SFTP client for example WINSFTP.
2. Login to the CLI of SBCE as user ipcs.
3. Switch user to root with the command:
su – root
4. Change directory to /home/ipcs with the command:
cd /home/ipcs

5. Verify md5sum of the patch file matches with the md5sum on PLDS i.e. 1a8eb42f083b59b9ca326fdf5dbc2f40

Command:

```
md5sum sbce-8.1.2.0-37-21969-hotfix-05172022.tar.gz
```

6. Untar the patch file:

Command:

```
tar -zxvf sbce-8.1.2.0-37-21969-hotfix-05172022.tar.gz
```

7. Go to directory sbce-8.1.2.0-37-21969-hotfix-05172022

```
cd sbce-8.1.2.0-37-21969-hotfix-05172022
```

8. Stop the application using command.

```
/etc/init.d/ipcs-init stop
```

9. Run install_hotfix.sh script:

```
sh install_hotfix.sh
```

10. Once the script is run successfully, reboot the SBCE/EMS

```
/sbin/reboot
```

Verification

NA

Failure

NA

Patch uninstall instructions

Service-interrupting?

Note: For HA SBCE's, uninstall the patch first on secondary SBCE, and perform failover. Later, uninstall the patch on the new Secondary SBCE.

Important: Make sure to uninstall the patch during a maintenance window to avoid service disruption.

1. Login to the CLI of SBCE's as user ipcs.

2. Switch user to root:

```
su - root
```

3. Go to directory /home/ipcs/sbce-8.1.2.0-37-21969-hotfix-05172022 with the command:

```
cd /home/ipcs/sbce-8.1.2.0-37-21969-hotfix-05172022
```

4. Stop the application using command:

```
/etc/init.d/ipcs-init stop
```

5. Uninstall patch.

```
sh remove_hotfix.sh
```

6. Once the script is run successfully, reboot the SBCE/EMS

```
/sbin/reboot
```

Note: patch uninstall will rollback the RPM's to GA version. You must re-install any other patch, if installed previously.

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](#).

Disclaimer: ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED “AS IS”. AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.
All other trademarks are the property of their respective owners.