



## Product Support Notice

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PSN # PSN006264u

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Original publication date: 28-Feb-24. This is Issue 01,  
published date: 28-Feb-24.

Severity/risk level

Medium

Urgency

Immediate

### Name of problem

Call Delay Using OD 8.1.2 and AES 10.1.3

### Products affected

OD 8.1.2 or below and AES 10.1.3

### Problem Description

Calls experience delays of up to 10 seconds. The system is under load about 60 concurrent calls.

The system is running OD 8.1.2 and AES 10.1.3.

The delay can be verified by examining the AESC and JTAPI logs.

The issue was determined to be caused by the incompatibility between the JTAPI client library and the AES 10.1.x version.

The version of the JTAPI client library (ecsjtapi.jar) provided by OD is 8.1.3.5.0.6.

The JTAPI version for AES 10.1.x would have to be 8.1.3.6.0.8 or above.

### Resolution

1. Obtain the JTAPI library from the Avaya Product Support download site for AES product matching the version of the AES.
2. Extract the ecsjtapi.jar file from the jtapi-sdk package. It would be in the lib folder.
3. Replace the existing ecsjtapi.jar file in the app server AES Connector app directory (i.e. TOMCAT\_HOME/aesconnector/WEB-INF/lib).
4. Restart the app server.

### Workaround or alternative remediation

N/A

### Remarks

N/A

Backup before applying the patch

N/A

Packages

N/A

Patch install instructions

N/A

Service-interrupting?

Yes

Verification

Run test calls under load as desire, the delays should be gone.

Failure

N/A

Patch uninstall instructions

N/A

## Security Notes

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

### Security risks

In keeping with NIST guidelines and industry best practices, Avaya is rotating the security keys associated with remote maintenance access through the Access Security Gateway.

## Avaya Security Vulnerability Classification

None

## Mitigation

n/a

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