Product Support Notice

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PSN #	PSN002838u				
Original publication date: 12-Apr-10. This is Issue #1, published date: 12-Apr-10.		Severity/risk level	High	Urgency	Immediately
Name of problem	Avaya Modular Messaging 5.2 Service Pack 2– MM520200Availability				
Products affected					
Modular Messaging (MM) Release 5.2					
Problem description					

Important Notes

Prior to installing this software updates, the following considerations must be observed:

- If the system is being upgraded from MM 5.0 or MM 5.1 to MM 5.2 please refer to the *Modular Messaging 5.2 Upgrade Application* guide.
- Before applying this Service Pack, the system must be on MM5.2 GA. Any client software should also be updated to the MM5.2 versions to ensure full compatibility.
- **MSS**: It is strongly recommended that a complete backup be performed prior to the installation of this service pack.
- After installation, when given the choice to reboot, the installer should hit the reboot button.

Currency & Feature Additions

This software update includes support for the following software platforms not covered by the Products official documentation:

- Aria TUI subscribers can now review voice messages by pressing a single 1 rather than pressing 1 twice from the message review menu.
- Support for External and Internal distinction for use with Optional greetings and SIP. The MM Concepts and Planning guide has been updated to remove the statement that External and Internal greetings are not supported with a SIP integrated MM system. An updated Concepts and planning guide is available for download on the Avaya support website.
- A change has been made for SIP integrated MM systems where the calling party id is now displayed during a transfer e.g. when transferring from the auto attendant or when zeroing out from a mailbox. Previously, the calling id was only displayed after the transfer has been completed i.e. when the user lifted their handset.

Note:- Customers using Session Manager 5.2 with a SIP integration to Modular Messaging must apply Session Manager 5.2 SP2 (Version 5.2.2.0, build 522001 or higher) prior to applying Modular Messaging 5.2 SP2, Modular Messaging transfers will not work successfully without Session Manager 5.2 SP2 (Version 5.2.2.0, build 522001 or higher).

- **Limitation**: - This feature works for native SIP integrations using a SES, Session Manager with SP2(Version 5.2.2.0, build 522001 or higher), QSIG Audiocodes gateway. This feature is currently not supported when using an Analog Audiocodes gateway or a Dialogic DMG1000 DSE gateway.
- Added support for MSSQL 2005 SP3, (Express Edition) which, can now be installed on MAS.
- Automatic Notification Message does not display calling party number for external calls.
- Added support for installing new Modular Messaging for Exchange systems that interface with Domain Controllers running Windows Server 2008 Service Pack 2 where the Exchange servers are running Exchange 2007.
- Added support for customer environments to be upgraded to Windows Server 2008 Service Pack 2 when a Modular Messaging for Exchange system is already installed and operational.
- Modular Messaging systems that are integrated using SIP now support TTY (Teletypewriter).
- Added support for Peer and Non-peer Exchange Servers running Microsoft Exchange 2007 Service Pack 2.
- Use of the GSM codec for message storage is a supported configuration for a SIP integrated Modular Messaging System.

Summary of MAS issues fixed in this Service Pack

- Site configuration changes are lost if the user does not save the Site Configuration as well as the Sites window
- The automatic notification email sent by MM has the Caller Phone and Caller Name specified twice.
- The Site configuration window in VMSC produces a warning when the Site Receptionist mailbox is specified as a short mailbox number.
- **Domino Audix, Serenade:** Printing a fax message using 3rd Party Fax for Domino backend causes the call to drop.
- MWI will restart with error event 3009, if MWI it failed to communicate with MAS service repeatedly without success. Note: The restart logic is configurable via the registry key. Please refer special installation Notes.

- When the user tries to record a message through a phone using the new/reply to message, if the user lets the phone ring more than twice he will receive an error message Unable to record. The call could not be completed. Check that the number dialed is valid.....0x80041403
- **Multisite:** The description for application event 120 generated when a call-me call has been blocked due to the call cost being too high has been improved to make it more explicit that the call has been blocked due to the call cost being too high.
- **Exchange:** The Dialogic drivers stop on all MAS servers when the exception list is populated with an invalid exchange server name.
- Incorrect date for Autumn Daylight Saving Time in Australia.
- Memory improvement for Call-Me, Find-Me and Caller Applications.
- Information loss during Migration as Personal Operator number is not present in FEDB.
- The predicted time for a message to be read back by the TTS engine for multi byte based languages e.g. Chinese has been made more accurate.
- **Aria:** Telephone User Interface should not offer option "3" to enable Notify Me for Urgent Messages. Note: This is applicable only for new subscribers.
- **Multisite:** Specifying the Personal Operator as a short or partial mailbox number when using the Audix TUI, does not resolve the mailbox and the system plays an “invalid entry” prompt.
- **Multisite Serenade:** Specifying the Personal Operator with a partial or short mailbox numbers, leads to the Personal Operator mailbox number be prompted in words rather than as digits
- **SIP:** MM does not contains SDP in the successive reINVITE after receiving 422 response for hold request which leads failing to send ACK for 200 received.
- **Multisite:** The Reporting tool shows incorrect data in the User Mailbox Statistics report.
- Memory Leak improvement for Application Event 1749 - "The Voice Browser terminated unexpectedly. It will be restarted."
- The « sysObjectId » return value for MAS and MSS are incorrect for SNMP polling
- **SIP:** Removal and Re-Addition of SIP PBX from VMSC causes MWI to stop working.
- On Messaging Application Server SSL VERSION 2 (V2) allowed.
- **QSIG:** Dialogic configuration not maintained after applying 5.1 SP1 and SP1 Patch 1.
- **Multisite Audix:** While specifying a partial or short mailbox number during an Auto Attendant transfer, the subscriber name is prompted twice before attempting the transfer.
- **SIP:** Unable to Parse called extension from Nortel CS1000.
- **Domino:** Message Waiting Indicator not working when Message Application Server is installed on Simplified Chinese OS.
- **Domino:** Call-Me not working when Message Application Server is installed on Simplified Chinese OS.
- **SIP:** Operational History in Live Mode does not log any events when Advance SIP Logging is enabled on all Simplified Chinese OS.
- Notify-Me does not work when rules are set to new voice message or New fax message on .
- When a Caller Application is associated with a Secondary Extension, the language preferences of the mailbox is not used.
- **Domino:** On a system upgraded to Modular Messaging 5.2, the administrator may not be able to MM-Enable a mailbox.
- A MAS other than the one identified as the Licensing Manager can modify he license mode causing a minor alarm.
- The checkbox for 'Enable TTY' in VMSC should be grayed out when selecting GSM audio encoding.
- **Multisite**: Memory corruption while creating multiple sites.
- **SIP**: Calls covering back to MM from Auto Attendant shows "Modular%20Messaging" as the calling number.
- Microsoft Management Console crashes in Subscriber Admin on Windows Vista and Windows 7
- Find Me announcement to the subscriber omits the mailbox name.
- **Exchange**: When a subscriber is disabled using Exchange Management Console, the subscriber’s mailbox gets disabled and a 1026 event is raised.
- MMsnap does not collect the logs when a value for Start Date Time has been set
- **QSIG:** Message is played from the start when Speed up/slow down option is selected.
- **Upgrade:** When system is upgraded from Modular messaging 3.1 to Modular messaging 5.2 Octel Analog Networking crashes on MAS server.

Summary of Subscriber Options issues fixed in this Service Pack

- **Multisite:** Cannot log on to a mailbox using a partial mailbox number is not unique.
- The Telephone User Interface language list, shown in the Subscriber Options, is not fully localized.
- The Telephone User Interface language list displayed in the Subscriber Options is not fully localized

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Summary of WSO issues fixed in this Service Pack

- When an Automatic Notify Me rule is created where the message body of the 'Pager Text' contains both the Caller's Phone Number and some Free Form text, the notification to the pager fails.
- Call From field on Notify Me page may not accept Email Address.

Summary of Administration Tools issues fixed in this Service Pack

- Adding a task to a RBAC role in the VMSC, adds the role to the end of the list and not in the sorted order.

Summary of MSS issues fixed in this Service Pack

- If a message is sent to a domain that is not running SMTP service, the SMTP connection times out but no DSN gets generated.
- When using IE8 browser to apply SPs/Patches on MSS, the warning message gets displayed as one word per line.
- On Manage Subscribers page, the alignment in the list box is not proper if subscribers with non-ASCII names are present on the system
- On S3500 MSS system, if one removes a hard disk an alarm gets generated. However if the system is rebooted without placing the disk back, the original alarm gets resolved but a new alarm does not get generated even though the disk is missing from the system.
- Improvements made to the reliability of IMAPD.
- On MSS Web UI, if the session gets timed-out, user is not notified and is redirected to an incorrect/blank page.
- An insecure dependency was observed while running the pkgadd and as a result the the command was not working.
- When using MSS Diagnostic -> Mail Delivery the test mail is not delivered.
- The firewall on MSS system is not configured to drop INVALID packets .
- On the SP system, the 'Configure MSS using DCT' is being displayed but it should not have been.
- On the MSS 5.2 server, the “HTTPOnly” attribute is not set, so the cookies are vulnerable to manipulation via a script. It could result in a denial of service attack for an individual user.
- Invalid ICMP error responses are not ignored by TCP/IP layer, keeping possibility of DOS attack on MSS/MS systems
- On Manage Subscribers page, the alignment in the list box is not proper if subscribers with non-ASCII names are present on the system.
- An empty list box is displayed on 'System Evaluation' page in 'Dormant Mailboxes' section if there is no dormant mailbox on the system.
- OS Security fixes for multiple packages.
- When Alarming configuration is changed to SAL, SPIRIT agent is no longer needed and is stopped. However, when the machine is rebooted the SPIRIT agent restarts.
- There is a memory leak in IMAPD when the number of connections reaches the high water mark level.
- If the administrator removes any package from MSS using "Software Removal" link, the reboot button is not displayed at the end of removal of the packages.
- The IMAP process does not come up after enabling it from the web admin, in case the iptables already contained the keyword imap.
- The configuration file, containing the setting for the supported imap connections, has an incorrect number after upgrade from MM 3.x to MM5.x on 8730 system
- After the system was upgraded the system does not come up due to kernel panic
- MSS login through modem gets stuck if remote modem disconnects abruptly

Summary of Web Client issues fixed in this Service Pack

- Voicemail is not sent if a subscriber clicks the Send button multiple times. The following error message is displayed "Object Required (424)"
- Users cannot search email address using web client.
- The messages are not playing completely using Web Client when Telephone is used for playback and message is played at faster speed.
- Web Client would restart due to stack corruption if there are large number of mails in a mailbox.
- Web Client allows saving a voice message even though it is restricted from Web Client administration.
- Avaya Voice Player fails to play the voice message using the Streaming option, on a Web Client Server that is configured for HTTPS.
- wmIISTestPage.asp page may get cached so notification outage may fail for Web Client.
- Web client connectivity test shows failure for internet information server.

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Resolution
Install Avaya Modular Messaging 5.2 Service Pack 2– MM520200 Availability. Download Avaya Modular Messaging 5.2 Service Pack 2– MM520200Availability PLDS.
Workaround or alternative remediation
n/a
Remarks
n/a

Patch Notes

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

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	**Service-interrupting?**
n/a	Yes
Verification	
n/a	
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
n/a
Avaya Security Vulnerability Classification
Not Susceptible
Mitigation
n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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