Communication Server 1000

Release 7.6 & Service Pack 2
Release Notes

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://support.avaya.com

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Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: http://support.avaya.com

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Support Web site: http://support.avaya.com

Contents

Introduction

(These Release Notes are updated July 2013 to reflect the following changes

- Recommendation to apply MPLR32895 (Calls to ACD agents drop (call disconnect) unexpectedly; BUG359/BUG342 printed) in addition to Service Pack 2
- Confirmation that R7.6 SP2 supports Avaya Aura® Session Manager and Avaya Aura® System Manager 6.3.2 (Avaya Aura® 6.2 FP2).
- Updated MGC loadware line-up in Appendix A to clarify what loadware comes with R7,6 software and what needs to be installed separately by the installer)

This Release Note profiles information about installation downloads and the supported documentation of Communication Server 1000 7.6 GA Release and Service Pack 2. This Release Note also contains important information about new features added to Release 7.6, fixes included in Service Pack 2, known issues, and possible workarounds in this Release.

The offer definition contains other important information about the release. The offer definition is located on Avaya's **Sales Portal** site under the **Products and Solutions / CS1000 / pre sales technical**.

https://avaya.my.salesforce.com/sfc/servlet.shepherd/document/download/069a0000002k1b7AAA

A complete list of available PI plugins can be found in Appendix A of the offer definition document.

The online Compatibility Matrix is recommended for Communication Server 1000 Release 7.6 interworking with the Avaya Aura® portfolio in particular. This can be accessed via the Avaya Support Portal at:

https://support.avaya.com/CompatibilityMatrix/Index.aspx

The Communication Server 1000 Release 7.6 product compatibility matrix is located on Avaya's http://support.avaya.com site under the **Overview** content type in the Communication Server 1000 Release 7.6 Downloads & Documents section.

What's new in CS1000 Rls 7.6 SP2

Quality and Stability

Additional quality enhancements to improve overarching solution quality and stability. For a full listing of defects addressed in this Service pack please refer to section, " Problems fixed in Avaya CS1000 Service Pack 2".

Upgrade Application and Health Check Tool

Additional quality enhancements have been delivered in the latest version of the Health Check Tool.

The Health Check Tool is a PC based GUI application that, when configured, connects to the systems to quickly assist customers or partners in determining if their systems have any issues that need attention/investigation.

The Upgrade Application is delivered as a component of the stand-alone Health Check Tool. It is intended to guide the installer through the upgrade of a CS1000 system following existing documented best practices, and capturing relevant data from the install as well as from the system prior to the upgrade. This application is intended for customers and partners to help simplify the upgrade process and ensure required information is available to emergency support personnel if system recovery is required during/after the upgrade.

The Health Check Tool/Upgrade Application is supported on Windows XP and Windows 7.

Details regarding installation and usage of this application can be found at: http://support.avaya.com

Downloads and Documents -> **Communication Server 1000** 7.6.x
Select Upgrades Guide NN43001-408
http://support.avaya.com/css/P8/documents/100170591

The application can be downloaded via PLDS: Click here to see details for Health Check Tool files

CS1000 Software

MUST READ

- CPDC and CPMG cards now require 4GB of RAM. The usable amount of DRAM is 3 GB.
- CPPM and COTS1 servers are only capable of having 2GB of memory. SW Deployment model restrictions have been put in place in the Non-Dedicated deployment model. These platforms no longer support running all applications simultaneously. Please see the Release 7.6 Planning and Engineering guides for the latest guidance on system capacities.
- SSH/Telnet connection using IPv6 is not supported in CS1K. For SSH/telnet/Web access, only IPV4 format is supported.
- The one-X Communicator for CS 1000 has been End of Sales since 4th March 2013. It is recommended for the small number of customers using one-X Communicator on the CS 1000 to consider migrating those users to IP Softphone 2050, or to one-X Communicator natively on Collab Pack 1.1 for CS 1000.
- Please consider interoperability implications for other Avaya applications / DevConnect applications / SIP trunking prior to any upgrade – there is information in Appendix A referencing the online Compatibility Matrix which is available on the Avaya Support Portal.
    - Avaya Aura® Session Manager 6.2 and Avaya Aura® System Manager 6.2 are supported with CS1000 R7.6.
    - Avaya Aura 6.2 FP1 (which includes Avaya Aura® Session Manager 6.3.0 and Avaya Aura® System Manager 6.3.0 is not tested or supported with CS1000 Release 7.6.
    - Avaya Aura 6.2 FP2 (which includes Avaya Aura® Session Manager 6.3.2 and Avaya Aura® System Manager 6.3.2) are supported with CS1000 R7.6 SP2.
    - MPS 3.5 interoperability is supported for TDM only at GA of R7.6; SIP trunk interoperability will follow in October time. MPS 4.1 interoperability (TDM and SIP trunk) will be supported in August time; there is also the possibility for R7.6 customers to engage in MPS 4.1 trials from late April time.

Supported Upgrades

For the Communication Server 1000 7.6 Release and Service Pack 2, upgrades from the following releases have been validated: 3.0, 4.0, 4.5, 5.0, 5.5, 6.0, 7.0, 7.5, and Meridian 1 Rls 25.40B.

Special instructions/Points to remember before a fresh installation or an upgrade

Step by Step instructions for installing or upgrading your system can be found in the customer documentation.

Prior to upgrade/migration, please ensure that the latest Deplist/SP is installed for the **current release** of software on your system.

You can find the latest DEP list for your system on the Avaya PLDS Web site https://plds.avaya.com

Pre-Upgrade SUs files that have recently changed

PLDS file ID	Pre-Upgrade Description	File Name	Size (Mb)	MD5 Check
		Release 6.0 Pre-Upgrade SU & Service Pack		
CS1K0000244	Linuxbase SU	nortel-cs1000-linuxbase-6.00.18.65-08.i386.001.ntl	0.78	0089D1C8F1A11472F545B9BB4D1B6FF7
CS1K0000044	Linux SP	Service_Pack_Linux_6.00_18_20130315.zip	335	EB22C6566DF930ABCDE1321E614E0EE1
		Release 7.0 Pre-Upgrade SU		
CS1K0000245	Linuxbase SU	nortel-cs1000-linuxbase-7.00.20.10-10.i386.000.ntl	1.25	5383E5E5B115E8DA0F512DCF84BFE41C

PLDS file ID	Pre-Upgrade Description	File Name	Size (Mb)	MD5 Check
Release 7.5 Pre-Upgrade SU & Service Pack				
CS1K0000117	Linuxbase SU	cs1000-linuxbase-7.50.17.16-15.i386.000.ntl	1.25	481151ED995004814E79B2F0986D627D
CS1K0000038	Linux SP	Service_Pack_Linux_7.50_17_20130308.zip	987	09F0FF59A6218B30AF7C92FF431060EB

Service Pack 2 Special Instructions:

Installing the Service Pack

Before You Begin:

Please review the following customer document: NN43001-407 CS1000_Patching_Fundamentals_7_6. This contains critical information and procedures for installing the service pack on the various platforms:

http://support.avaya.com/css/P8/documents/100170376

You must install all elements of CS1000 7.6 Service Pack 2 on CS1000 7.6 software load.

Call Server Service Pack (DepList) Installation Special Instructions

Several Call Server patches have special instructions. Please refer to Table 2 for details.

Linux Service Pack Installation Special Instructions

Instructions for Upgrade/Migrations:

The SP2 installation sequence for all Linux servers **after** upgrade/migration to 7.65.16 load:

- Install the latest linuxbase SU (cs1000-linuxbase-7.65.16.21-04.i386.000.ntl)
- Install the latest patchWeb SU ((cs1000-patchWeb-7.65.16.21-04.i386.000.ntl)
- Install cs1000-dmWeb-7.65.16.21-01.i386.000.ntl **before deploying the CS1000 applications on the UCM**
- Perform applications deployment
- Install the Service Pack

After installing Service Pack 2:

1. Login to Element Manager
2. Go to IP Network – Nodes and save and synchronize every Node which has IP Media Services enabled.

    If High Scalability system with Survivable IP Tones is deployed login to Element Manager:

3. Go to IP Network – Nodes – Node Details – IP Media Services and manually set Local Media Server Role to "SIP Media Gateway".

Instructions for existing CS1000 Release 7.6 System (i.e. running an older Service Pack version)

In general, if the SP contains the following SU's and if they have changed, they will be available on PLDS as standalone files. They must be installed individually first via CLI, **before** installing the SP:

- cs1000-**linuxbase**-x.xx.xx.xx-xx
- cs1000-**patchWeb**-x.xx.xx.xx-xx

Special Instructions for SUs contained within Service Pack

There are several SUs which contain special Instructions. Please refer to Table 4 for details.

AMS SP Installation Special Instructions

Please find details of AMS QFE installation in chapter 10 of NN43001-407 CS1000_Patching_Fundamentals_7_6

The order of patching CS1000 rls7.6 AMS servers is as follows:

- Ensure that the AMS targets have QFE 1-7 patches applied prior to the SP installation. The QFEs can be downloaded via PLDS: Click here to see details for QFE files.

    To install AMS patches use the following command under admin2:

    maspatch apply </path/to/patch/file> -n

- Extract and Install the latest linuxbase SU (cs1000-linuxbase-7.65.16.21-04.i386.000.ntl)
- Install SP

CS1000 Download and Installation

Download the files listed under **Communication Server 1000 7.6 Service Pack 2/Deplist and AMS QFEs** files from the Avaya PLDS Web site https://plds.avaya.com. These files will be required during the installation of Release 7.6 SP2.

Other files from the SP2 list may be required if you are installing CS1000 Release 7.6 - depending on how the upgrade was ordered.

For more information, see "**Installing the Service Pack**" section.

PLDS Service Pack 2 file listing & Avaya Support 7.6 Software Images

PLDS file ID	Description	File Name	Size (Mb)	MD5 Check
**Communication Server 1000 7.6 Service Pack 2/Deplist, AMS QFEs and DSP loadware.**				
**Note: In PLDS, select Application: Communication Server 1000 and Version =7.6**				
CS1K0000279	7.6. Service Pack 2	SP_7.6_2.zip	854	9baa926046886721ffe98313281c371b
CS1K0000280	CPPM deplist	CPM_7.6_2.zip	0.381	6ce4fb91db7677b4789555ad540c9acf
CS1K0000281	CPP4 deplist	PP4_7.6_2.zip	0.381	f40402a47f955e088e8e660bb7af540f
CS1K0000282	CPPL deplist	CPL_7.6_2.zip	0.381	530576e63b5952540a92437b7bff0427
CS1K0000261	MC32S load (7.65.17)	IPL76517.zip	6.89	F9B28DFC1E747A4D1F244F5807A9E785
CS1K0000262	SMC load (7.65.17)	IPL76517.sa	7.96	18A6B090FF048C20DFA8F9A2F18A9699
CS1K0000270	MPLR31815 for MC32S	p31815_1.I32	0.016	CB44F9E263DC2C5C25DC27695280437A
CS1K0000271	MPLR32431 for MC32S	p32431_1.I32	0.004	495F4F4CB8E1D403EEA812D8F0808A12
CS1K0000272	MPLR32431 for SMC	p32431_1.Isa	0.004	92A312E21B55A31378FD1E0CE129A72E
CS1K0000273	MPLR32709 for SMC	p32709_1.Isa	0.012	6C2EA5826CD95B8E6FA36C2769715A55
CS1K0000298	MPLR32895 (CPM, CPL, PP4). THE PATCH HAS SPECIAL INSTRUCTIONS! (Refer to Table 2)	p32895_ALL.zip	0.009	80b2cc59f38b76d8efd52bf6832bbe5d
CS1K0000106	AMS QFE #1	QFE-platform-7.0.0.623-0001-lnx.zip	0.855	D94BC32E4DC18FD65AD694C971C15D69
CS1K0000107	AMS QFE #2	QFE-platform-7.0.0.623-0002-lnx.zip	0.438	1D0ACECD8105AF3ED30A8BB3E8D452F5
CS1K0000108	AMS QFE #3	QFE-platform-7.0.0.623-0003-lnx.zip	0.858	397E87261BD1D1CF027AFF6A361EFDBC
CS1K0000109	AMS QFE #4	QFE-platform-7.0.0.623-0004-lnx.zip	2.4	16DE021485CA8621868AEF65C3D37542
CS1K0000221	AMS QFE #5	QFE-platform-7.0.0.623-0005-lnx.zip	1.88	67C56CD72AF8D97208408802A65C99B6
CS1K0000222	AMS QFE #6	QFE-platform-7.0.0.623-0006-lnx.zip	0.543	984CC38C89A1685DE7CC98B007AA4760
CS1K0000239	AMS QFE #7	QFE-platform-7.0.0.623-0007-lnx.zip	0.827	A687D5473A7616D22BF090D79A149CCE
CS1K0000283	DSP1 AB07	DSP1AB07.LW	1.87	180a6a87095c5ee72802eca5e9588a8b
CS1K0000284	DSP2 AB07	DSP2AB07.LW	1.87	883e02324ebf37c8d08ac192f76d1266

PLDS file ID	Description	File Name	Size (Mb)	MD5 Check
CS1K0000285	DSP3 AB07	DSP3AB07.LW	1.87	719149984cb1387d4e47723f10a72245
CS1K0000286	DSP4 AB07	DSP4AB07.LW	2.20	a287bfc6b13ba1aad0a17a15b6fbf135
CS1K0000287	DSP5 AB07	DSP5AB07.LW	2.20	b82e2f1445df674161ef3c7487b67cd2
The following SUs must be installed prior to installing the Service pack				
Note: In PLDS, select Application: Communication Server 1000 and Version =7.6				
CS1K0000267	LinuxBase (install First!)	cs1000-linuxbase-7.65.16.21-04.i386.000.ntl	1.25	8F34A25E1D19578700715F2D02F41C44
CS1K0000268	patchWeb (Install Second!)	cs1000-patchWeb-7.65.16.21-04.i386.000.ntl	12.2	7076C46B85E6405EF3B6C90A6A4AFAF5
CS1K0000269	dmWeb (install Third!)	cs1000-dmWeb-7.65.16.21-01.i386.000.ntl	26	975F608EFBB9D376DCA789B8DAFBF8F5
Communications Server 1000 7.6 S/W files				
Note: In PLDS, select Application: Communication Server 1000 and Version =7.6				
CS1K0000227	CPPM Call Server	07.65P_B00_P100_M00_CPPM.zip	62.3	B8B97909E3DCE54F023A1A6A6C3D0DC3
CS1K0000228	CPP4 Call Server	07.65P_B00_P100_M00_CPP4.zip	82.6	B2D59771FCCB25964BEA3340D1DBB08E
CS1K0000229	Linux Base	cs1000-linuxbase-7.65.16.00.iso	941	9C256A8771D5667231F9B55D75D341FE
CS1K0000230	Linux Base CF Zip	cs1000-linuxbase-7.65.16.00_cf.zip	929	70352FF88DD51671C5FB1CFC354BCFCF
CS1K0000231	Linux Apps	cs1000-linux-76516-P103-M00.nai	773	BFE8F571E5A18DA7A47741C77BD299AC
CS1K0000232	Linux MAS	cs1000-linux-mas-76516-P100-M00.nai	856	5B7528070A4493DE27452E83D4D84108
Communication Server 1000 7.6 BIOS upgrade files				
Note: In PLDS, select Application: Communication Server 1000 and Version =7.6				
CS1K0000110	CPP4 BIOS	cpp4v16.zip	0.298	A3590EFA5D8EC0B7980CB19BDA77B761
CS1K0000111	CPPM BIOS	CPPM_CS_BIOS_UPGRADE.zip	0.361	8D1F957BA07270879CC4B80D5544BA73
CS1K0000274	CPDC BIOS	CPDC_Version_9_BIOS_UPGRADE.zip	0.776	BD9FF4F440CD991D3BC05BEAAF85CE92
Communication Server 1000 7.6 Standalone Tools and Applications				
Note: In PLDS, select Application: Communication Server 1000 and Version =7.6				
CS1K0000260	Dect Manager-1.01.9129	Setup_1.01.9129.exe	79.5	4468D78218E1F9A41753A3809E73B8CC
CS1K0000259	DBA Toolkit version 2.0.0.9	dbasetup_2.0.0.9.exe	2.9	E8E4854574E0C023AE7F9344692B5435
CS1K0000237	Health Check Monitor	HealthCheck_01.00.33.00.msi	4.64	1EDCFE75609E1C57A1331BBC23D1D7B4
CS1K0000256	MCM install zip	MCM-4.50.00.09_install.zip	0.707	69C4F8BC6709E56F95426D9D3A8842A2
CS1K0000257	MCM iso zip	MCM-4.50.00.09_iso.zip	0.705	09723274D58F354099720FF17054EA82

Problems fixed in Avaya CS1000 Service Pack 2

The following are the fixes delivered in Avaya CS1000 7.6 Service Pack 2 software release. These fixes are in addition to the Release 7.6 software load.

Table 1: Fixes delivered to CS1000 Call Server Service Pack 2.

Patches with RED fill have special Instructions which are documented in <u>Table 2</u>.

Patch Id	Previous Version	Patch Title	C P L	P P 4	C P M
MPLR31127		DPNSS -> MCDN (PRI): BUG9178 tandeming gateway Supp Service messages e.g. MWI.	y	y	y
MPLR32080		Intermittently calling line ID is missing on outgoing leg of call after doing a Thru-dial via Callpilot menu	y	y	y
MPLR32097		For invalid DNs, CS1K generates DN Registration Response with new cause value 0x35	y	y	y
MPLR32130	MPLR32523	MERGE: Random Bandwidth miscalculation or leak in complex call scenario + MPLR31387 "LD 44: TNAUDIT misses one out of four Terminals" + MPLR32523 "VTRKs appear stuck in LCKO/MBSY" ***REFER TO SPECIAL INSTRUCTIONS *** "MPLR31346 AND MPLR30368 MUST BE REMOVED	y	y	y
MPLR32136		When an acquired ACD 500 set's transfer is answered no USM (active) AML message sent.	y	y	y
MPLR32144		DIAG0004 Diagnostic - p1=0x31623b messages in rpt log	y	y	y
MPLR32173		If a phone has CFW activated, only 10 digit are sent from CS via AML-Link/MLink to 3rd Party. Other digits get truncated.	y	y	y
MPLR32214		When upgrading or installing keycodes on offline CPU OSDN data saved in erl.db is lost on sysload and could not be added back	y	y	y
MPLR32232		Duplicate and garbage digits dialed to the CO using analogue port on the ROU9150.	y	y	y
MPLR32297		With package 418 Reboot of follower PRI span results in reset of the Primary DCH MSDL	y	y	y
MPLR32303	MPLR32657	MERGE: MPLR32303 (Call Pilot port (M2008 ACD agent) is "locked") + MPLR32657 (MEM0220 from CORRECT_HEAD : TRUST_VTAIL : HEADER_VALID : MEM_BLK_FIND : MEM_ADDR_CHECK followed by INI after BERR705, when Analog (500) telset calls SIP telset, puts the answered call on hold, calls an IP set and completes the conference.)	y	y	y
MPLR32304		MSDL0304 triggered by service messages in LD 30 DROL	y	y	y
MPLR32322		Removing then creating same CEQU E1 or T1 loop causes MEM303, corruption and INI.	y	y	y
MPLR32333		System does not back up the CpDir.csv file from Main CS to Sec CS *** NOTE1: Patch uses patchStub78 ***	y	y	y
MPLR32339		No speech when SIPL Polycom wireless sets call to CDN queue	y	y	y
MPLR32343		Fail to deactivate patches for stand alone CPPM call server rls7.50Q via Patch manager. *** Not Applicable for Machine Type VxELL/CPL *** REFER TO SPECIAL INSTRUCTIONS ***		y	y

Patch Id	Previous Version	Patch Title	C P L	P P 4	C P M
MPLR32359		Issue with Agent Observer in ZBD (Zone Based Dialing) environment	y	y	y
MPLR32379		Transfer causes lockup of XCOT trunk to trunk connections	y	y	y
MPLR32380		Zone time forward one hour for Atlantic from Eastern time without DST does not work after 7.5 upgrade	y	y	y
MPLR32381		ATTN Extended calls sometimes do not produce CDR records	y	y	y
MPLR32382		BUG092 printed, associated with EUROISDN route.	y	y	y
MPLR32397		INI after BUG7058 after failed GSCPU + BUG8020	y	y	y
MPLR32410		MERGE: MPLR32410 (MEM221 error header words EFEFEFEF, 6, 5, 0, tail word 0 9EDE s/b 9EFE) + MPLR31750 (Unable to use Call forward on boss set with BFS feature, when BOSS is an analog set) *** Special Instructions, Please see External notes ***	y	y	y
MPLR32413		PI: New reason for AACC USM(Unringing) at an IVR Port when an agent becomes available. To activate PI functionality MPLR30038 is required	y	y	y
MPLR32415		PI: CLID on AACC acquired phone is increased from 16 up to 20 digits when DAPC feature is used. To activate functionality MPLR28837 is required.	y	y	y
MPLR32416		ECNT DSP 15 - no reports are printed for the bottom of the hour.	y	y	y
MPLR32418		PI: prevent the activation of call forward all calls via AC2 + number. MPLR09810 should be installed to activate PI functionality.	y	y	y
MPLR32421		PI: Multimedia contact cannot return to queue while agent is holding a CDN call ***NOTE*** To activate PI functionality MPLR32229 is required	y	y	y
MPLR32439		AACC USM Ringing event is missing if the call goes back to SCR of the original agent /RGNA feature	y	y	y
MPLR32448		M3904 call log not saved for upper keys answered by handset with IRA class	y	y	y
MPLR32466	MPLR32597 MPLR32609	MERGE: CS1K Collab Pack & AAC integration + MPLR32609 (IPV6-SIPL (dual stack) can't hear greeting message to leave voice mail on CallPilot mailbox.) + MPLR32597 (TELSET A calls TELSET B, blind transfer to SIPL, FNA to another SIPL, is not working if SIP trunks are used.) *** REFER TO SPECIAL INSTRUCTIONS FOR MORE INFORMATION ***	y	y	y
MPLR32516		Plugin# 234 is disabled automatically after modifying the sets using LD 11	y	y	y
MPLR32517		AAOA 6.2: Go NotReady when active on CDN call, agent stuck active on Real Time Display	y	y	y
MPLR32518		INI after BERR0705 from bwmGetMASelementFromList	y	y	y
MPLR32532		DECT set is not working after call if call forward is activated	y	y	y
MPLR32534		IP MEDIA SERVICES: INI after BUG7058 SWD WATCHDOG when doing LD 117 : stat serv when have IP ATTENDANT configured on the system	y	y	y
MPLR32540		Bulk Provision failed to transfer data block RDB to destination CS	y	y	y

Patch Id	Previous Version	Patch Title	C P L	P P 4	C P M
MPLR32543		There is one-way speech path when MOB-X Set does conference with TDM Set over Virtual Trunk.	y	y	y
MPLR32550	MPLR32538	MERGE: MPLR32550 (Can not make call after enabling ZALT and changing bandwidth of BMG zone (in MO) with type of BO-MGC's zone is MO) + MPLR32538 (In a MO and BO set-up, the speech path is of poor quality on the MO registered BO ACD Agent sets)	y	y	y
MPLR32555		BUG6507 is printed on CS1000M during NSBR scenario	y	y	y
MPLR32558		When XLST setting points to pre-translation/SCL that blocks certain prefixes, if the SIPL route ACOD prefix matches, calls to SIPL will be blocked.	y	y	y
MPLR32562		PI: Feature Operation Failure FFC RPA code does not work on 500. ACT MPLR10373 activates PI functionality	y	y	y
MPLR32572		MPLR32452 (BUG7058 and INI from BUILDNTPREQUEST) causes NTP to fail. This patch replaces MPLR32452 ***REFER TO SPECIAL INSTRUCTION*** Not applicable for CPL platform		y	y
MPLR32573		SIPL set has MADN failed to join the bridge	y	y	y
MPLR32576		NHC to SIPL call fails, causes call to drop	y	y	y
MPLR32578		SIPL (SIPLINE) telset displays "Remote hold" when far-end user answers the call	y	y	y
MPLR32581		One-way Speech for PSTN Calls To SIP Lines or Mixture with Other Set Types Via PCA	y	y	y
MPLR32587		CONFERENCE AND TRANSFER BUTTONS DISPLAYED (WHEN THEY SHOULD NOT BE) ON CALLED TELSET, AFTER SIPL TELSET MAKES A SECOND CALL TO THAT TELSET	y	y	y
MPLR32591		DTMF not being passed when call is connected through Avaya Aura Messaging	y	y	y
MPLR32594		PI: SECURITY CHECK ON DID/CO TRUNKS. Install MPLR21988 to activate PI functionality	y	y	y
MPLR32596		MPLR32596 - CS1000M crosstalk when SIPL is used with Music-on-hold	y	y	M
MPLR32599		When using IPRan trunk for AUB bloc message, when the IPRan trunk disconnects the original call also disconnects.	y	y	y
MPLR32602		PI:NO MAILBOX REACHED WHEN CALL TO MOBILE PHONE IS REDIRECTED TO VOICE MAIL ACT MPLR13860 activates PI functionality	y	y	y
MPLR32603		PI: SECOND LEVEL FORWARD NO ANSWER NOT WORKING WITH FORWARD ALL CALLS. Install MPLR24290 to activate PI functionality	y	y	y
MPLR32606		SIPL MSAW failed to blind transfer the call to another SIPL MSAW	y	y	y
MPLR32613		Inactive PI: No TRO when call diverted to rpa DSC 18 or 10. ACT MPLR22854 activates PI functionality	y	y	y
MPLR32615		MobileX cell phone user cannot do the call transfer if the 2nd call is to Call Pilot (while greeting is played).	y	y	y

Patch Id	Previous Version	Patch Title	C P L	P P 4	C P M
MPLR32616	MPLR32584	Prevents CPPM/CPP4 INI after BERR0705 from accountSL1PrivLogoutTimeGet:..: ACOUNT_sl1:ACCLOUTG		y	y
MPLR32619		Not able to call some International Numbers	y	y	y
MPLR32623		Prevent corruption of data through the use of service change overlays 58 (RPA) and 79 (VNS) within multi user login environment. *** NOTE: SPECIAL INSTRUCTIONS. SEE NOTES SECTION FOR DETAILS ***	y	y	y
MPLR32628		INI after BUG7058 SWD WATCHDOG, AFTER MEM401, MEM215, data corruption from PROCEDURE PROG_CFW	y	y	y
MPLR32640		BUG5835 appears when ACD agent presses MSB and NRD immediately		y	y
MPLR32656		Unable to make Media Gateway Conference when Local MAS and Proxy Servers of IP Media Services are down.	y	y	y
MPLR32658		SIP DECT TELSET gets busy tone when Speed Dial feature is used by SSPU FFC code	y	y	y
MPLR32659		Element Manager Error: There are no Trunk steering codes in the range specified. (H8002) in EM due to unequipped package 290 CCB (collect call blocking)	y	y	y
MPLR32662		Downloading loadware to msdl takes long time	y	y	y
MPLR32665		FastSync feature does not identify whether changes came from EM (Element Manager) or were entered manually in Call Server LD 95	y	y	y
MPLR32669		BUG1500 printed using park DN	y	y	y
MPLR32671		PI: SAR(overlay 88)/ICR(Incoming Call Restriction) *** NOTE: ALSO KNOWN AS ASCOM PATCH 239 *** ACT MPLR21285 activates PI functionality	y	y	y
MPLR32673		Cannot answer the second call and BUG330 is displayed when Call Waiting is enabled on SIPDect user	y	y	y
MPLR32675		UEXT/SIPL TELSET unable to de-activate call forward using ffc code, if configured as MARP.	y	y	y
MPLR32689		BUG1500 when calling busy trunk route	y	y	y
MPLR32692	MPLR32493 MPLR32617	MERGE: MPLR32692 (INI caused by BERR0705 and Exception in the "tRstTask" task) & MPLR32493 (Configuration Capture Tool stops capturing logs) & MPLR32617 (While configuring in ld 117, CS1000 may request entering password. User types password but this password gets saved in the Tool log (Configuration Capture Tool) "as is". This is a violation of security requirements.) *** NOTE: PatchGlobalVar0 is used ***	y	y	y
MPLR32697		Bandwidth table is updated incorrectly, when blind transferring is performed with ELC enabled.	y	y	y
MPLR32700		BUG7058 SWD: Swd watchdog timer expired on task tSL1 after printing data in pdt mode of Cores CS. Patch is applicable only for VXELL platform.	y		
MPLR32712	MPLR32536 MPLR32586	MERGE: Call drops after SIPL (SIP Line) Set complete blind transfer to AACC CDN + MPLR32586 (IP Media services are experiencing jitter/choppyness when calling to the ACD queue through AAM) + MPLR32536 (Low CCR when running traffic to CDN with agents answer and no answer)	y	y	y

Patch Id	Previous Version	Patch Title	C P L	P P 4	C P M
MPLR32758		BUG365, AUD019 conference and TDS CONF loops not releasing	y	y	y
Patches carried forward from SP1					
MPLR32331		SIP DECT hears ringback instead of busy tone when it calls a busy number	y	y	y
MPLR32407		PI: German toll free queuing support to comply with latest TKG Telecom requirements ****Inactive without MPLR31699 Enabler****	y	y	y
MPLR32423		CS1K1_phone_1 calls CS1K1_phone_2 which CFAC to CS1K2_SIPL through QSIG trunk, no-way speech-path	y	y	y
MPLR32431		Unable to login using SSH on VxWorks Call Server (CPPM, CPP4), MGC and MC32S ****Requires Call Server INI******	y	y	y
MPLR32444		AACC 6.2 SP7 - Failed to route the network ACD call from CS1000 RLS 7.5 to CS1000 RLS 7.6 over MCDN	y	y	y
MPLR32449		Call Server warmstarts while upgrading loadware on UDT card (NTDW79)	y	y	y
MPLR32457		Call is dropped when SIPline blind transfers via SIP trunk to CS1K phone that CFB to Call Pilot	y	y	y
MPLR32478		Parties in a monitored call cannot hear from the supervisor when MAS IP Conference is used	y	y	y
MPLR32491		DECT MSMN (Multi-site Mobility Networking) sets do not work at visitor site	y	y	y
MPLR32503		Poor Voice Quality when sets are redirected over MCDN-QSIG on tandem nodes.	y	y	y
MPLR32522		MEM0217 and MEM222 repeat after removing data blocks	y	y	y
MPLR32580		Prevent illegal combination of overlays being simultaneously loaded during GR database replication which can then cause corruption	y	y	y

Table 2: Call Server Service Pack (Deplist) Special Instructions

Patch ID	Sysload/INI/ Required	Special instructions
MPLR32130		BEFORE THIS PATCH IS PUT INSERVICE MPLR31346 AND MPLR30368 MUST BE REMOVED. OTHERWISE MULTIPLE BUG0383 MESSAGES WILL OCCUR IN CS RPT REPORT AND INCORRECT BW CLEARING FROM CS ZONE TABLE. ALSO NOTE THAT MPLR32130 CONFLICTS WITH DEPLIST PATCH MPLR32523. MPLR32523 NEEDS TO BE TAKEN OUT OF SERVICE BEFORE INSTALLING MPLR32130. MPLR32130 invokes output of the following messages in CS RPT report: DIAG0002 Diagnostic: MPLR32130: Patch01_int_proc: TN 0x4ee 1 BWM elements were successfully cleared
MPLR32343		If you would like to deactivate 2 or more patches through GUI Patch Manager do not deactivate this patch with others otherwise the deactivation can failed.

Patch ID	Sysload/INI/ Required	Special instructions
MPLR32407		MPLR32047 has inactive PI functionality. To enable the PI functionality, the PI Enabler patch MPLR31699 must be installed. This patch is specifically designed for the German market to comply with recent changes to Telecom requirements. Please contact Avaya Backbone Support (BBE) if this patch is required.
MPLR32410	yes	Patch must be retained invulnerable to SYSLOAD/INI with parameters 0-100-0. Warm Start (INI) is required after patch activation.
MPLR32413		New reason for AACC USM (Unringing) at an IVR Port when an agent becomes available. To activate PI functionality MPLR30038 is required
MPLR32415		PI: CLID on AACC acquired phone is increased from 16 up to 20 digits when DAPC feature is used. To activate functionality MPLR28837 is required.
MPLR32418		PI: prevent the activation of call forward all calls via AC2 + number. MPLR09810 should be installed to activate PI functionality.
MPLR32421		This patch contains inactive PI functionality. To activate PI functionality ACT MPLR32229 should be installed.
MPLR32431	yes	INI required for patch activation. **For SMC only:** Login to MC32 not using ssh connection(for example via Telnet) and perform the following: SSHS_shutdown sshServerManagerServerStart **Note 2:** Note: The system is vulnerable to this problem until MPLR32431 is installed and activated. The likelihood of occurrence of this vulnerability is quite low if IP Sec is disabled.

MPLR32466		MPLR32466 has inactive PI functionality. To enable PI functionality MPLR32477 is required.
		
		Software lineup
		1. CM version FP2 6.3 Load 120 or newer.
		2. CS1K version GA load x210765p and 7.65.16 + following patches:
		
		 MPLR32466 is for call server GEN patch
		  MPLR32477 is MPLR32466 's patch enabler.
		
		 cs1000-vtrk-7.65.16.21-29.i386.000.ntl is for VTRK SU patch
		  MPLR32474 is vtrk's patch enabler.
		Please contact Avaya Backbone Support (BBE) if these patches are required.
		
		Tips
		1. The CS1K recommended Collaboration pack configuration needs to be followed.
		2. Make sure there is no SIPS & SIP mix configuration in the deployment, because the CS1K does not support SIPS and SIP mix configuration, if the SIPS & SIP is mixed, the CS1K will reject the call.

MPLR32562		PI: Feature Operation Failure FFC RPA code does not work on 500. ACT MPLR10373 activates PI functionality
MPLR32572	yes	INI required after patch installation. Not applicable to CPL platform

Patch ID	Sysload/INI/ Required	Special instructions
MPLR32594		PI: SECURITY CHECK ON DID/CO TRUNKS. Install MPLR21988 to activate PI functionality
MPLR32602		NO MAILBOX REACHED WHEN CALL TO MOBILE PHONE IS REDIRECTED TO VOICE MAIL ACT MPLR13860 activates PI functionality
MPLR32603		PI: SECOND LEVEL FORWARD NO ANSWER NOT WORKING WITH FORWARD ALL CALLS. Install MPLR24290 to activate PI functionality
MPLR32613		PI: No TRO when call diverted to rpa DSC 18 or 10. ACT MPLR22854 activates PI functionality
MPLR32623	yes	After patch is in-service, the call server requires an initialization (INI) to fully activate this patch. After patch is out-of-service, the call server requires an initialization (INI) to fully deactivate this patch.
MPLR32671		SAR(overlay 88)/ICR(Incoming Call Restriction) PRODUCT IMPROVEMENT *** NOTE: ALSO KNOWN AS ASCOM PATCH 239 *** ACT MPLR21285 activates PI functionality
MPLR32895	yes	There are two possible ways to put the patch in service: 1. It is possible to avoid a CS INI (warm start) and put the patch in service at any time. However in this case there could still be some calls (max 30 per TDS loop) that could be potentially dropped after installation of the patch because of the fact that some VGWs are still not cleared from TDS unprotected loop block. 2. It is recommended to perform a CS INI after putting patch in service to ensure there are no dropped call at all. In this case, it is necessary to perform the patch installation using a maintenance window when the traffic is low.

Table 3: Fixes Delivered to CS1000 Linux SU Service Pack 2.

SUs with RED fill have special Instructions which are documented in Table 4.

SU ID	Description of Fixes included in Each SU
cs1000-bcc-7.65.16.21-21.i386.000	Migration tool for UPM
	Account reassign option is broken between BCC and Subscriber
	Custom criteria comparison field empty while opening new saved report***SPECIAL INSTUCTIONS***
	The labels do not correspond to the values for RMWK feature. CRPA feature is not displayed for 1150 phones.
	User migration from CS1000 to System Manager 6.2/6.3 fails
	CPND name bunched up in "First Name" field
	Bulk phone edit: field cannot be blank when "Keep same value" is chosen
	Fast Sync fails to work if overlay memory is in use
	Getting Blank page when trying to edit or save phone
	EM phones view fails to show user field names

SU ID	Description of Fixes included in Each SU
	CRPA feature option not available from EM for 1150 phones.
	Subscriber isn't created if CPND name of phone consists of First name only
	Unable to global edit CLID_ENTRY for digital sets
	Phones with CPND cannot be retrieved after upgrade if SubM wasn't be deployed
	Software updates do not clear JBoss cache.
	Unable to perform global edit CLID_ENTRY for analog 500 sets
	CLID Entry not populating in EM reports for analog sets
	Phones without CPND are not displayed in EM reports when there are any CPND programmed phones; Danish letters "Ææ Øø Åå" fail to come up properly in the EM CPND report
	Invalid reference to Subscriber Manager.
	Element Manager Phones Migration Error
	EM, Phones, Properties, User Defined names tab order
	Incorrect error message when trying to retrieve invalid TN in BCC
cs1000-cs1000WebService_6-0-7.65.16.21-00.i386.000.ntl	Unable to access EM Web Service due to error OVL0428
cs1000-csmWeb-7.65.16.21-05.i386.000	X509 flag for IP Media Services configuration on EM
	Failed to save& transfer NodeIP SIP Gateway due to invalid config of CTI service, CLID Presentation, Proxy Server route 2 after upgrade from Rls 5.5 to 7.65P
	Adding Primary Call Server IP field for Media Cards configuration
	Failed to add Signaling Server to the node
	Failed to save the node, error 'Server does not exist in Security Domain', CSM patch
cs1000-dbcom-7.65.16.21-00.i386.000.ntl	It is necessary to start/restart dbcom service to completely enable NRS failsafe on GW Endpoint (LinuxBase side) *** SPECIAL INSTRUCTIONS***
cs1000-dmWeb-7.65.16.21-01.i386.000	Upgrade of Co-resident Call Server to Rls 7.65.16 fails due to invalid keycode file.
	System Upgrade of Linux Co-resident Call Server fails due to invalid keycode file.
	Call server preconfiguration details - validation screen fails to show previous choice for Call Server database
	Upgrade failed CS1K CPDC system using UCM.
	NRS application is lost after upgrading CPPM CS,SS,EM,NRS from 7.0 to 7.65
	Upgrade from 7.65.12 to 7.65.16 on cores fails
cs1000-emWeb_6-0-7.65.16.21-06.i386.000	Errors during starting of emWeb components due to patch "cs1000-emWeb_6-0-7.65.16.21-04.i386.000"
	DBA(Data Buffering and Access)buffer space increasing
	The virtual terminal in EM of CS1K rls 7.50 disconnects after 20 minutes, even if you use it.

SU ID	Description of Fixes included in Each SU
	unable to launch EM after upgrade locally system from rls 6.0 to rls7.6
	EM Tools, Date and Time, Current System Date and Time, Edit, Error
	Unable to work on VAS data block
	Reset ipphone with rst fw in Element Manager fails. error sch0099 is reported
	Add new MBRA prompt in Element Manager
cs1000-emWebLocal_6-0-7.65.16.21-01.i386.000	The virtual terminal in EM of CS1K rls 7.50 disconnects after 20 minutes, even if you use it.
cs1000-Jboss-Quantum-7.65.16.21-3.i386.000	If AMS server is joined to System Manager (SMGR) 6.3, AMS Element Manager is inaccessible from SMGR
	Failed Login on UCM or CS (web or SSH) (using external account) cause lock of AD LDAP user
	Demotion of a server that has lower version of elementType can corrupt primary UCM LDAP database and its elementType.
	Unable to start ssh management service when ssh-dss entry in .ssh/known_hosts, Race condition when publishing elements during jboss startup
	Need to add additional log messages in System logs for Grouping API
	NRSM System error displays on NRS page after applied SP
cs1000-linuxbase-7.65.16.21-04.i386.000	Adding the check that 3 mandatory SUs were installed before SP activation.
	after SP activation AMS functionality failed to work
	TPS and MSC apps are stopped after SP activation.
	Uninstalling cs1000-Jboss-Quantum-7.65.16.00-01.i386.001 fails
	SMGR_6.2 SP3: Failed to upgrade BO system from 7.65M to 7.65P new load.
cs1000-mscAnnc-7.65.16.21-02.i386.001	MSC fails to register to SM with TLS transport when using self-signed certificate on SM
	Unable to make Media Gateway Conference when Local MAS and Proxy Servers of IP Media Services are down.
	The MSC applications fail to come up after core dump or re-gaining of node mastership
	Shared bandwidth is not updated correctly for IP conference when MAS location is configured as string on SMGR
	IP Conference, IP Tones, IP Music, IP Announce, IP Attendant status failed to show on Call Server
	Coredumps appear in MSC SS during over weekend traffic due to msc memory leakage
cs1000-mscAttn-7.65.16.21-04.i386.001	MSC cannot register to SM with TLS transport when using self-signed certificate on SM
	Unable to make Media Gateway Conference when Local MAS and Proxy Servers of IP Media Services are down.

SU ID	Description of Fixes included in Each SU
	MSC ATTN coredump appears in Signaling Server.
	The MSC applications fail to come up after core dump or re-gaining of node mastership
	ipAttendant fails to start on the follower when the leader is down
	Shared bandwidth is not updated correctly for IP conference when MAS location is configured as string on SMGR
	IP Conference, IP Tones, IP Music, IP Announce, IP Attendant status failed to show on Call Server
	Coredumps appear in MSC SS during over weekend traffic due to msc memory leakage
cs1000-mscConf-7.65.16.21-02.i386.001	MSC fails to register to SM with TLS transport when using self-signed certificate on SM
	Unable to make Media Gateway Conference when Local MAS and Proxy Servers of IP Media Services are down.
	The MSC applications fail to come up after core dump or re-gaining of node mastership
	Shared bandwidth is not updated correctly for IP conference when MAS location is configured as string on SMGR
	IP Conference, IP Tones, IP Music, IP Announce, IP Attendant status failed to show on Call Server
	Coredumps appear in MSC SS during over weekend traffic due to msc memory leakage
cs1000-mscMusc-7.65.16.21-02.i386.001	MSC cannot register to SM with TLS transport when using self-signed certificate on SM
	Unable to make Media Gateway Conference when Local MAS and Proxy Servers of IP Media Services are down.
	The MSC applications fail to come up after core dump or re-gaining of node mastership
	Shared bandwidth is not updated correctly for IP conference when MAS location is configured as string on SMGR
	IP Conference, IP Tones, IP Music, IP Announce, IP Attendant status failed to show on Call Server
	Coredumps appear in MSC SS during over weekend traffic due to msc memory leakage
cs1000-mscTone-7.65.16.21-03.i386.001	MSC fails to register to SM with TLS transport when using self-signed certificate on SM
	IP Tones not working in Local Media Server configuration
	Unable to make Media Gateway Conference when Local MAS and Proxy Servers of IP Media Services are down.
	The MSC applications fail to come up after core dump or re-gaining of node mastership
	Shared bandwidth is not updated correctly for IP conference when MAS location is configured as string on SMGR
	IP Conference, IP Tones, IP Music, IP Announce, IP Attendant status failed to show on Call Server

SU ID	Description of Fixes included in Each SU
	Coredumps appear in MSC SS during over weekend traffic due to msc memory leakage
cs1000-nrsm-7.65.16.00-03.i386.000	JSP cache is not cleaned during nrsmWeb patch installation
	NRSM Restore DB is missing the link to download the latest restore log file
	Failed to restore NRSM Rls 5.5 DB via secure FTP server.
cs1000-oam-logging-7.65.16.01-01.i386.000	Jboss service is automatically restarted when working on Logs page.
cs1000-patchWeb-7.65.16.21-04.i386.000	Implement warning message for mandatory patches before Service Pack installation
	PM uploads deplists for a long time
	Applicable patches for MC32 are not available properly on patch manager
	Patch manager fails to delete uploaded temp file in /tmp for any failed results of uploading patch
	Unexpected error occurred while uploading patch/SP/Deplist
cs1000-pd-7.65.16.21-00.i386.000	ND cannot import phone accounts from CND, when CND is hosted on SMGR
cs1000-shared-carrdtct-7.65.16.21-01.i386.000	TPS application failed to start after SP install. No IP-phones registered.
	Fail to sync the Node configuration from EM
cs1000-shared-tpselect-7.65.16.21-01.i386.000	TPS application failed to start after SP install. No IP-phones registered.
	Fail to sync the Node configuration from EM
cs1000-shared-xmsg-7.65.16.21-00.i386.000.ntl	It is necessary to start/restart dbcom service to completely enable NRS failsafe on GW Endpoint (System Management side)*** SPECIAL INSTRUCTIONS ***
cs1000-snmp-7.65.16.00-01.i686.000	Snmp-Daemon-TrapLib failed to start after upgrade
cs1000-sps-7.65.16.21-01.i386.000	IPv6 SIP Secure E2E TLS call over collaborative NRS failed due to 403 Forbidden
	[IPv6] Failure with code "603 Decline" when SIPL IPv6 make call over Collaborative NRS using SIP
cs1000-tps-7.65.16.21-05.i386.000	User unable access Corporate directory if server with Personal directory can't be reached.
	IP sets fail to register if, prior to registration attempt, they were unplugged.
	Display issue with Group call alert and German special characters
	PI: DVLA enhancement. MPLR31536 activates PI functionality.
	PI: SRG sets display. Sets's USER ID line printing suppression. This is a NO Charge PI patch.
cs1000-vtrk-7.65.16.21-29.i386.000	CS1K Collab Pack & AAC integration. PI enabler MPLR32474 should be installed to activate code changes. *** REFER TO SPECIAL INSTRUCTIONS FOR MORE INFORMATION ***
	VTRK Coredump in IGCC module

SU ID	Description of Fixes included in Each SU
	Keep alive OPTIONS transaction leakage
	IPV6-SIPL (dual stack) fail to hear greeting message in order to leave voice mail on Call Pilot mailbox.
	VTRK coredump during H323 calls with overlap enabled.
	VTRK Coredump (Radvision module)
	RV Stack gen pool header leakage
	PI: No Speechpath after Call Server INI. *** NOTE: PI ENABLER PATCH IS MPLR32182 ***
	CS1K SSG can't send BYE if the latest response sent before BYE was 488 Not Acceptable
	Call drops, no more clients can register to SLG because PUBLISH msg is not handled properly
	"Lync add-in for CS1K" Client unable to connect to SLG because SLG shows client as logged in already
	CS1K_SIPL_1120 doesn't hear the greeting when BCM_1120 does blind transfer to CS1K_2004 CFNA to CallPilot.
	VTRK is going down intermittently - coredump is in RV memory address space.
	SIP session leakage in Rel 7.0
	Cannot resume a held call on CS2100 SIP Line phone after CS2100 Unistim phone performed consultative transfer
	SIPCTI traces are limited to 1Mb if redirected to user-specified file
	Additional SU for "No ring back tone on CS1K phone when 3rd speech server transfers the call to another CS1K phone", MPLR32248 fix.
	Extended Local Call drops immediately on all remain parties when set 1 calls set 2, set 2 does conference to set 3, then set 2 releases the call.
	1 way speech path in a call from CS1K1_SIPline to CS1K1_Unistim which does blind transfer to CS1K2_OCS_RCC mode
	SLG doesn`t reject an INVITE with unsupported SIP URI scheme
	Calls transferred from Polycom SIP handsets are disconnected after 10 seconds.
	Caller fails to leave message for CMFS_9640 user which has CFAC to CMES_4620 user CFAC to CS1K_CallPilot.
	Leading 0 missing in calledNumber
	Perform blind call transfer to a busy SIP set may cause BUG397 on TTY of call server.
	Fail to make blind transfer call from SIPL user after doing R&R TC: System recovery after power shortage
	CS1000 call disconnects with cause 101 after forward busy to UM Exchange 2010.
	Call drops, all SIPL phones log-out and no SIPL can register to SIPL server when user puts the local active call (SIPL and another phone) for a long time

SU ID	Description of Fixes included in Each SU
	Local call from Unistim phone with CLS MSAW to SIPLine phone in Secure only mode is dropped after CS warmstart
	CS1k does not conform with Avaya Presence Model;Flare Communicator showing incorrect presence of CS1k phone
	One Way Speechpath on Trio Attendant Via SIP. PI enabler MPLR32546 should be installed to activate code changes.
	No speechpath after CS1k phone transfers a CM endpoint to another CM endpoint over SIP trunk
	PROP: CS1000 7.50 ACE implementation not working since installation of VTRK 152
	vi: After upgrading CS1K system from build 765M/7.65.13 to build 7.65.16/7.65P, OCS client fails to twin with CS1K deskphone.
	DTMF tones failed to be recognized by the HMS system when calling from R2 MFC DID trunk
	VTRK coredump occurs on CPPM cores rls 7.65M/13.
cs1000-xemWeb-7.65.16.21-00.i386.000	Unable to work on VAS data block
	Bulk provisioning is failed by transferring CEQU to destination although it was set as unique data
cs1000-cs-7.65.P.100-01.i386.000	VxELLs CS stops working on COTS system even CS app is still running

Table 4: Special Instructions for SUs within Service Pack

SU ID	Description of Fixes included in Each SU
cs1000-bcc-7.65.16.21-21.i386.000	• After application of the patch, 'Retrieve All Phones and Reconcile' operation should be performed for all sets configured on the server in 'Element Manager / Phones' page. • Cookies and temporary files for Internet Explorer should be deleted.
cs1000-dbcom-7.65.16.21-00.i386.000.ntl cs1000-shared-xmsg-7.65.16.21-00.i386.000.ntl	Fix consist of two parts - cs1000-shared-xmsg-7.65.16.21 and cs1000-dbcom-7.65.16.21-00. Both patches should be installed on a system
cs1000-mscAnnc-7.65.16.21-02.i386.001 cs1000-mscAttn-7.65.16.21-04.i386.001 cs1000-mscConf-7.65.16.21-02.i386.001 cs1000-mscMusc-7.65.16.21-02.i386.001 cs1000-mscTone-7.65.16.21-03.i386.001	The following SUs and patch should be in-service at the same time: cs1000-mscAnnc-7.65.16.21-02 cs1000-mscAttn-7.65.16.21-04 cs1000-mscConf-7.65.16.21-02 cs1000-mscMusc-7.65.16.21-02 cs1000-mscTone-7.65.16.21-03 MPLR32656.
cs1000-tps-7.65.16.21-05.i386.000	**Note 1:** PI: DVLA enhancement. Requires MPLR31536 to activate PI functionality. **Note 2:** PI: SRG sets display. Sets's USER ID line printing suppression. Requires MPLR29278 to activate PI functionality Please contact Avaya Backbone Support (BBE) if these patches

SU ID	Description of Fixes included in Each SU
	are required.
cs1000-vtrk-7.65.16.21-29.i386.000	**Note 1:** cs1000-vtrk-7.65.16.21-29.i386.000.ntl has inactive PI functionality. To enable PI functionality MPLR32474 is required. **Software lineup** 1. CM version FP2 6.3 Load 120 or newer. 2. CS1K version GA load x210765p and 7.65.16 + following patches: MPLR32466 is for call server GEN patch MPLR32477 is MPLR32466 's patch enabler. cs1000-vtrk-7.65.16.21-29.i386.000.ntl is for VTRK SU patch MPLR32474 is vtrk's patch enabler. Please contact Avaya Backbone Support (BBE) if these patches are required. **Tips** 1. The CS1K recommended Collaboration pack configuration needs to be followed. 2. Make sure there is no SIPS & SIP mix configuration in the deployment, because the CS1K does not support SIPS and SIP mix configuration, if the SIPS & SIP is mixed, the CS1K will reject the call. **Note 2:** to address the issue where IPV6-SIPL (dual stack) fails to hear greeting message in order to leave voice mail on Call Pilot mailbox, MPLR32609 (now included in Merged Pep: MPLR32466), also needs to be installed. **Note 3:** PI enabler MPLR32182 is required to activate functionality of PI: No Speechpath after Call Server INI. It provides a workaround to address an interoperability issue with the 3rd party Viraz Media Gateway. Please contact Avaya backbone Support (BBE) if this patch is required. **Note 4:** To address a One Way Speechpath issue on Trio Attendant Via SIP, PI enabler MPLR32546 should be installed to activate code changes. Please contact Avaya backbone Support (BBE) if this patch is required.

Fixes delivered to MC32/MC32S load 7.65.17

- MC32 card fails with bind operation resulting in no speech path

Table 5: Patches available for MC32/MC32S cards

Patch ID	Title	Patch Category
MPLR31815	Patch Manager fails to install Call Server / MC32S patch with special instructions. Note: FOR SMC only: MPLR31815 is merged with MPLR32709 Special Instructions: MPLR31815 should be installed before installation of any patch with special instructions	SMC MC32S
MPLR32431	Unable to login using SSH on VxWorks Call Server (CPPM, CPP4), MGC, MC32S, MC32 Special Instructions: FOR MC32S: INI required for patch activation. For SMC only: Login to MC32 not using ssh connection(for example via Telnet) and perform the following: SSHS_shutdown sshServerManagerServerStart Note: The system is vulnerable to this problem until MPLR32431 is installed and activated. The likelihood of occurrence of this vulnerability is quite low if IP Sec is disabled.	SMC MC32S
MPLR32709	Patching commands do not work after special instruction patch is forced from service *** NOT APPLICABLE FOR MGC/MC32S *** Special Instructions: MPLR32709 should be installed before installation of any patch with special instructions	SMC

Table 6: Fixes Delivered for MGC

Loadware	Fix delivered
DSP1AB07 DSP2AB07 DSP3AB07 DSP4AB07 DSP5AB07	Mindspeed MR23 loadware for DSP Low density daughter board. It addresses following major issues: - DSP alert 0x24 that cause MGC to reboot. A reboot of MGC will be performed after the loadware is installed.

Table 7: Fixes Delivered for Standalone applications

Application	Fixes Delivered

MCM4.50.00.09	there is no VoIP mode at OCS client after the call is routed by AACC script (AML)
	Call drops 3s later when CMFS_96x0 makes a call to OCS client (VoIP)
	no voice path in a call from OCS VoIP mode to CS1K_unistim which blind transfers to SM_9640
	CPL: Incoming OCS computer mode calls are not accepted by MOC clients
Dect Manager 1.01.9129	Dect Manager v2 doesn't work with 64 bit Windows 7.
Health Check Monitor – 01.00.33.00	Supporting cancel during collecting logs in HC and UW
	Upgrade Application - pre-Installation data collection still reports operation failed even it has been completed with green check
	Need to change to Message and Error level to debug and info only
	HCv34 "Application error" shows when running Fulltest mode.
	Patch level retrieve do not work on SS release 7.00 in HC tool v32,33

Known Limitations and Operational Assistance

Please see table 4 for a list of known limitations and workarounds from Release 7.5 which are still applicable to Release 7.6 SP2

Table 4: Known limitations and workarounds in Release 7.6 Service Pack 2

Keyword	Problem Description	Workaround	Id #
Call Processing	There is no speech path when TDM sets call 1200 series set with CLS MSBT or MSAW using 10ms packet rates	12xx sets do not support 10ms packet rates with encryption enabled. Change the codec to 20ms or higher or disable encryption.	wi01055243
Call Processing	No Music On Supervised Transfer To ACD DN With MPLR31105	MPLR32262 is available, if required and will be included in SP3	wi01070279
Call Processing	A coredump is seen after some calls to/from OCS using MCM 4.50.09	No known workaround. Service is impacted until application restarts.	wi01097381
Health Check Tool	HC standard/full test fails due to ssh connection failure as well as other commands(periodically)	No known workaround.	wi01093890
Interop	OCS client cannot hear RAN announcement when making a call to AML_AACC by VoIP mode	Solution is scheduled for Service Pack 3	wi01052422
Interop	Call drops when using ACE_SIP interface to originate call from CS1K set 1 to CS1K set 2 Call Forwarded No Answer to CS1K set 3 Call Forwarded No Answer to Avaya Aura Messaging	No Known Workaround No Fix Planned for ACE 3.0 Issue will be solved in ACE 6.2	JIRA ACECORE 13442
Interop	CS1000 User cannot leave call pilot message if call tandems through BCM to another CS1000 user over SIP trunk and a 2 stage CFNA scenario	No Known Workaround Issue is being investigated by BCM team	wi1083075

Keyword	Problem Description	Workaround	Id #
Media Services	Sometimes when using AMS IP Tones an intermittent issue has been observed in the following call scenario. Node 1 has two users, User A and User B, both of them have Messaging accounts on Call Pilot of Node 2. Node 2 has Call Pilot User B calls User A and leaves a message. User A logs into Call Pilot and retrieves message, then uses thru-dial to reach User B (User B has CFAC to his Call Pilot) Instead of hearing Call Pilot greeting to leave message, User A hears greeting to enter username and password and failed to leave message	Disable IP tones on AMS and use tones provided by MGC gateway	wi1056234
Media Services	The AMS IVR application may crash when using G722 codec on CPDC platform. Issue is not present when G711 codec is used.	The IVR application will recover automatically. Workaround is to not configure G722 codec. Issue is specific to CPDC platform	wi01055788
Network	Loss of both ELAN and TLAN connections on an MC32s with active calls may cause card to remain disabled after ELAN and TLAN have been restored	Login into PDT shell of card remotely and reboot the card.	wi00997111
OA&M	HS audit services report error and always fail to complete. This is not caused by the audit identifying an issue, the audit itself is failing	No known work around	wi00834047
OA&M	Sometimes when removing a configured server in UCM it fails to remove the member link from the elements page. The link is not operational.	You can manually delete the link to the defunct element.	wi00948400
OA&M	Cannot disable Network Time Protocol (NTP) synchronization from EM	NTP synchronization can be disabled using LD 117 from CS CLI.	wi01001058
OA&M	Sometimes when adding new customer on EM (COTs platform) with SSL web security enabled, potentially the oam.log cannot be logged on Primary UCM.	No known work around	wi01014067

Keyword	Problem Description	Workaround	Id #
OA&M	Sometimes when using SMGR->UCM ->EM to configure or modify zone Alternate Call Routing, it might fail with following error message: Configuration cannot be saved. XXX does not match required formatted"". XXX (numbers) is the ALT_PREFIX entered. None of the ALT_PREFIX are inputted successfully	Use CS overlay to configure it instead of EM.	wi01021070
OA&M	enlServices disServices & servicesStatusShow commands only work for an admin2 user. If you need to run these commands they will fail if you attempt to run them as an admin user	Login as admin2 user to use these commands	wi01024976
OA&M	When two different users are simultaneously adding sets in EM, after adding a large amount of sets the EM page may erroneously report that the call server has rebooted	No impact to system operation	wi01032599
OA&M	Sometimes "SRPT328 There is more than one element configured as Leader in the node" may appear on the call server. It can be ignored because there is really only 1 leader configured	No impact to system operation	wi01058896
OA&M	Sometimes when changing the IPMG prompt in overlay 97 , you may not be able to change from the default of MGC to MGS , the first time	Reload the overlay and you will be able to make the change	wi01072727
OA&M	When using EM to install a patch on a MC32S card, if the user hits the pstat button before applying the patch the user will not be able to apply the patch.	Click the media card pep link again or avoid using pstat before installing a patch.	wi01076251
OA&M	When Patch Manager is used to deactivate all patches on the call server Deplist the following BERR is seen. Some of the patches are not properly deactivated BERR705 EXC 1: Exception 13 in Task "mocSsh"	Workaround: Deactivate and remove the patches using pdt or LD143(mdp uninstall) – all patches will be removed successfully without any BERR. MPLR32661 and MPLR32654 are available if required – Will be included in SP3	wi01085354
OA&M	EM fails to allow an analog set to be created without the DN field completed	cs1000-bcc-7.65.16.21-22.i386.000 is available if required – Will be included in SP3	wi01066603
OA&M	Print queue blocked due to invalid DCH number within the DCH message monitor output.	MPLR32344 is available if required – will be included in SP3	wi01058378
Security	Call is dropped when CS1000 phone calls to AAM when Media Security is set to ON	Disable Media Security or set it to Best Effort on CS1000	wi01035910

Keyword	Problem Description	Workaround	Id #
SIP Line	SIPL set configured with MSAW cannot retrieve a parked call when original call was between Rls 6.0 CS1K and Rls 7.6 CS1K unistim clients.	Issue is specific to MSAW and will not appear if media security is disabled or set to best effort.	wi01058420
SIP Line	Attn Through Dial does not work for SIP Dect sets	MPLR32383 is available if required - will be included in SP3	wi01070585
SIP Line - IPv6	SIP Line when used in combination with IPv6 and Media security is not supported.	No known work around	wi01071636
Upgrade & Migration	Sometimes the deployment manager might display for an extended period of time "Upgrade Reboot has commenced" even though system was upgraded successfully.	Monitor the CLI of the target system for successful upgrade. If apps have been deployed, the message in DM can be ignored. It will eventually update and reflect the correct status.	wi01057341
Upgrade & Migration	Sometimes the System will display RDUN error after upgrading both cores of an HA system that has been configured to switch cores during midnights.	Use LD 137 TEST RDUN. This command will show failure but next core swap will work as expected	wi01075674
Upgrade & Migration	Sometimes "After upgrade, previous assigned custom SNMP profiles may become unassigned and instead of custom profiles, default profiles become assigned.	Admin needs to reassign the customer SNMP profiles after upgrade.	wi00948443
Upgrade & Migration	When admin tries to restore from previously backup DB files in PFMD/FMD/FTP/RMD, if admin selects non-existing version on EM in restoring process, restore would fail without appropriate warning messages.	Admin will need to check CLI or report logs to validate if the restore is successful. (Look for TEMU191 or 192s to determine success or failure of the restore.)	wi00999642
Upgrade & Migration	The save and transfer fails since the presence of mandatory parameter "Application Node ID" is not checked during the first transfer of node files after upgrade from 5.5 to 7.6	If upgrading from Rls 5.5 or lower, need to validate if application node id is configured within Element Manager after transferring node properties.	wi01004752
Upgrade & Migration	After upgrading from Releases 5.5 to 7.6 some of the node settings fields in EM may be empty.	Reconfigure the node settings in EM.	wi01006260
Upgrade & Migration	When using SMGR to upgrade CS1000 SS, selecting the Server and selecting 'System Upgrade' from the drop down menu Upgrade can fail with the error message 'Could not Validate Keycode. Probably there is not enough memory on Remote host........"	This message is potentially misleading as there may be other reasons for the failure - for example invalid SSH keys. The SSH Keys should be checked	wi01057521
Upgrade & Migration	Sometimes after an upgrade from rls 6.0 to 7.6 the UCM virtual terminal database may be lost.	Reconfigure the virtual terminals.	wi01076214

Keyword	Problem Description	Workaround	Id #
Virtual Trunk	If VNR RLI has SIP route and then H323 route and VNR/MALT CIS configured and DMI for SIP route is not correct, it might fail to reroute the call via H.323 route.	Configure dtrk or another SIP route in Route Entry instead.	wi01018324
Virtual Trunk	"If SIP DCH is configured as NMS

1 Make call from CM User A to CS1K_Unistim User B. CS1K_Unistim User B does not answer the call

2.The call is forwarded to CM User C

3 CM User C does not answer the call

4 The call is forwarded to Call Pilot.

5 CM User A leaves a voice message but it fails to light up User B's MWI. | NMS is only expected to work with MCDN compatible systems. Configure DCH to use MWI instead of NMS for CM | wi01024706 |
Virtual Trunk	Network ring-again (NRAG) fails to work if the CS1000 SIP gateway proxy is configured as proxy 2. It will function if configured as proxy 1.	Configure other CS1K SIP gateways as proxy 1 and other SIP carrier service providers as proxy 2 instead of the opposite.	wi00836406
Virtual Trunk	"No route found" error when using route test function with NRS in collaborative mode. Call still proceeds, it's merely the test that fails.	No impact to system operation	wi00864808
Virtual Trunk	IP D-Channel Enabled On Its Own After It was Manually Disabled in LD 96	MPLR32454 is available if required – will be included in SP3	wi01068922
Security	OCS client cannot hear RAN announcement when making a call to AML_AACC by VoIP mode	No known work around	wi1052422
OA&M	Fail to deactivate patches for CPPM cores call server rls7.50Q via Patch manager.	MPLR32661, MPLR32654 are available if required – Will be included in SP3	wi01053950
Virtual Trunk	No ring back tone on CS1K phone when 3rd speech server transfers the call to another CS1K phone	MPLR32248 will be included in SP3	wi01046393
Media Services	Add vcm traces for Media Services in callLog tool	MPLR32589 will be included in SP3	wi01071659

- Problems have been reported in uploading NAI files to Deployment Manager on CPDC. This has only been noticed on the CPDC platform. If this occurs, try to upload the NAI file again. If problems are still encountered, it would be necessary to use local deployment using a USB device on the target.
It is highly recommended that any content downloaded from the download site be checked for integrity. The MD5 checksums can be computed using a utility and compared to those listed with the software package on the download site.

  One such utility is md5summer, available at www.md5summer.org .   Checksums of uploaded content should be validated against the listed checksums listed in Deployment Manager.

Avaya and 3rd Party Software License Agreements

Please reference the following link for the Avaya Software License agreement and 3rd Party Software License agreements:

http://support.avaya.com/LicenseInfo/

http://support.avaya.com/ThirdPartyLicense/

In order to comply with the conditions of use needed to obtain a blanket authorization to distribute Linux OSS along with its corresponding binaries the following image has been made available. There is no need to download this image.

RedHat Linux Source Code Files				
CS1K0000250	RHL Linux	LinuxSource_7.6.zip	600	2EC474941238A46DEB69FE14C6BB152F

Product Support and Correction Notices

It is highly recommended that you read the Product Support and Correction Notices for the latest information on product changes.

To read a PSN or PCN description online:

1. Go to the Avaya Support website at http://support.avaya.com.

2. On the main menu, click **Downloads and Documents**.

3. In the **Enter Your Product Here** field, enter **Communication Server 1000**

4. In the **Choose Release** field, click **7.6.x**.

5. Click **Documents**.

6. Check **Product Support Notices and Product Correction Notices**.

7. Click **Enter**.

8. To open a specific PSN or PCN, click the PSN or PCN title link.

Technical support

Avaya Technical Support provides support for CS1000 Rls 7.6

In case you find any problems with CS1000 Rls 7.6:

- Retry the action. Carefully follow the instructions in the printed or online documentation.
- See the documentation that ships with your hardware for maintenance or hardware-related problems.
- Note the sequence of events that led to the problem and the exact messages that the system displays. For more information, see the troubleshooting section of the Avaya product documentation.

If you continue to have problems, contact Avaya Technical Support using one of the following methods:

- Log on to the Avaya Support website at http://support.avaya.com.
- Call or send a fax message to Avaya Support on one of the telephone numbers in the Support Directory listings on the Avaya Support website.

Using Avaya Global Services Escalation Management, you can escalate urgent service issues. For more information, see the list of Escalation Contacts on the Avaya Support website.

Before contacting Avaya Support, keep the following information handy:
- Problem description.
- Detailed steps to reproduce the problem, if any.
- The release version in which the issue occurs.

Contact support tasks

Avaya Support might request for email notification files for analysis of your application and the application environment.

For information about patches and product updates, see the Avaya Support website at http://support.avaya.com

Appendix A: Detailed Release 7.6 SW and Loadware Lineups

The online Compatibility Matrix is recommended for Communication Server 1000 Release 7.6 interworking with the Avaya Aura® portfolio in particular. This can be accessed via the Avaya Support Portal at:
https://support.avaya.com/CompatibilityMatrix/Index.aspx

The Communication Server 1000 Release 7.6 product compatibility matrix is located on Avaya's http://support.avaya.com site under the **Overview** content type in the Communication Server 1000 Release 7.6 Downloads & Documents section.

Avaya Aura® Session Manager 6.2 and Avaya Aura® System Manager 6.2 are supported with CS1000 R7.6.

Avaya Aura 6.2 FP1 (which includes Avaya Aura® Session Manager 6.3.0 and Avaya Aura® System Manager 6.3.0 is not tested or supported with CS1000 Release 7.6.

Avaya Aura 6.2 FP2 (which includes Avaya Aura® Session Manager 6.3.2 and Avaya Aura® System Manager 6.3.2) is being tested. The online Compatibility Matrix on Avaya Support Portal will be updated when this intersection is fully verified.

MPS 3.5 interop is supported for TDM only at GA of R7.6; SIP trunk interop will follow in October 2013 time. MPS 4.1 interop (TDM and SIP trunk) will be supported in August 2013 time; there is also the possibility for R7.6 customers to engage in MPS 4.1 trials from late April 2013 time.

Core Software Element	Version Number
Unified Communications Manager	7.65.16. version (02.30.0058.00)
Call Server	X210765P
PSWV	100
Linux Base & Applications	7.65.16
Subscriber Manager (in Linux Apps Image)	submgr-2.2.1-05
IP Media (AMS Element) (included in Linux image)	7.0 (7.0.0.623)
MC32S	7.65.17
MC32S Gold	6.00.15
MC32S Boot	6.00.15

Digital Set Firmware	Version Number
3902	84
3903	91
3904	94
3905	94

IP Client Model Number	Firmware ID	Firmware
IP Phone 2004 Phase 0/1	0602	B76
IP Phone 2004 Phase 2	0604	DCO
IP Phone 2002 Phase 1	0603	B76
IP Phone 2002 Phase 2	0x02	DCO
IP Phone 2001 Phase 2	0x02	DCO
IP Audio Conference Phone 2033	*2310	S96
IP Phone 2007 Phase 2	*0621	C8Q
IP Phone 1110	*0623	C8Q

IP Client Model Number	Firmware ID	Firmware
IP Phone 1120E	*0624	C8Q
IP Phone 1140E	*0625	C8Q
IP Phone 1150E	*0627	C8Q
IP Phone 1165E	*0x26	C8Q
IP Phone 1210	*0x2a	C8Q
IP Phone 1220	*0x2a	C8Q
IP Phone 1230	*0x2a	C8Q

Note:

1. B76 is at End of life. Phase 0 and Phase 1 IP phones are not supported in Release 7.6. Note: Phase 0 and

Phase 1 registration to the LTPS is not blocked

MGC Loadware	X21 0765P PSWV100	RELEASED WITH SP2
CSP	DC01	
MSP	AB02	
APP	BA18	
FPGA (MGCF)	AA22	
BOOT	BA18	
DSP1	AB06	AB07
DSP2	AB06	AB07
DSP3	AB06	AB07
DSP4	AB06	AB07
DSP5	AB06	AB07
Other Loadware		
UDTC	AB17	
MGP	1.01.38	
FIJI	V29	

LOADWARE	X21 0765P PSWV100
LCRI	LOADAA02
XNET	LOADAC23
XPEC	LOADAC45
FNET	LOADAA07
FPEC	LOADAA10
MSDL	LOADAJ73
ASYN (SDI)	LOADAH51
DCH1 (DCH)	LOADAA72
MLNK (AML)	LOADAK81
BRIL	LOADAK83
BRIT	LOADAK82
MISP	LOADAJ71
MPHA (MPH)	LOADAH51
BRSC	LOADAJ71
BBRI	LOADAH54
PUPE (PRIE)	LOADAA88
BRIE	LOADAK90
ISIG	LOADAA33
SWE1	LOADBA53
UKG1	LOADBA51
AUS1	LOADBA49
DEN1	LOADBA48
FIN1	LOADBA49
GER1	LOADBA54
ITA1	LOADAA54
NOR1	LOADBA49
POR1	LOADBA49
DUT1	LOADBA50
EIR1	LOADBA49
SWI1	LOADBA53
NET1	LOADBA48
FRA1	LOADBA52
CIS1	LOADBA48
ETSI	LOADBA48
SPA1	LOADBA51
BEL1	LOADBA49
E403	LOADBA07
N403	LOADBA05
JTTC	LOADAC08
TCNZ	LOADAA13

LOADWARE	X21 0765P PSWV100
AUBR	LOADAA14
AUPR	LOADAA04
HKBR	LOADAA06
HKPR	LOADAA08
SING	LOADAA15
THAI	LOADAA07
NI02	LOADAA26
T1IS	LOADAA10
T1ES	LOADAA09
ESGF	LOADAC30
ISGF	LOADAC31
TEGF (ESGFTI)	LOADAC29
TIGF (ISGFTI)	LOADAC31
INDO	LOADAA06
JAPN	LOADAA16
MSIA	LOADAA04
CHNA	LOADAA04
INDI	LOADAA03
PHLP	LOADAA02
TAIW	LOADAA03
EAUS	LOADAA02
EGF4	LOADAC14
DCH3	LOADAA10
PUP3	LOADAA15
T1E1	LOADAA19
DITI	LOADAA40
CLKC[NTRB53]	LOADAA20