

PSN# PSN001483u

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Severity/risk level Medium

Urgency When convenient

Name of problem Crosstalk on calls with same IGC path involving 3 different network regions.

Products affected

Communication Manager, Release 3.1.4 – 4.0.1
S8300, S8400, S8500, S8700, S8710, S8720 Servers
DEFINITY Servers CSI
G700, G600, G650, G350, G250, G150 Media Gateways

Problem description

An incoming PRI trunk to (Gateway) GW1 terminates to a shuffable IP station. The station does not answer.
A 2nd incoming PRI trunk to GW1 terminates to the same IP station. Again the station does not answer.
The 1st call covers to a voice mail system connected via trunks on GW2. Voice mail answers and the 2nd incoming trunk is cut-through to the 1st call. GW1, GW2, and the IP station are in three different network regions.

Resolution

Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 14441.

Workaround or alternative remediation

Disable ephemeral caching.

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

Recommended

Download

Contact Technical Support and request the patch

Patch install instructions

Contact Technical Support

Service-interrupting?

No

Verification

Contact Technical Support

Failure

Contact Technical Support

Patch uninstall instructions

Contact Technical Support

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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