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# Communication Server 1000 R7.6

Product Improvement PEPs summary – version 20.0

August-2016

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# PI PEP Summary

## ▶ PI PEPs

- Not part of base software
- Customized solutions – tend to be customer specific
- May be charge associated with same – PI PEP dependent

## ▶ As per CS1K Lifecycle Management PSN 3499

- Only CS1K R7.6 now has design support; any prior software releases are End of Manufacture Support for software
- No more new PI PEPs
- Focus now is on rewrite of any existing PI PEPs required for **committed** R7.6 upgrades
- Limited scope for such rewrites – so needs to be scheduled well in advance of any planned upgrade activity!

# PI PEP Summary

## ► Upgrade Considerations

- Use of PI Patch Inquiry tool as part of quote process
- Accessed via EC quotation tool
- Identify any PI PEPs required for upgrade
- May be charge associated with same
- Optional Software Package 409 may be required
  - Some prior PI PEPs are now integrated under software package 409
  - Package 409 also has charge associated with same
- Summary will be sent from relevant email account – [apipep@avaya.com](mailto:apipep@avaya.com)

### Server (Z3)

EC RIs: 10.6.2.0

#### EC MAIN MENU

- Home
- Create a Quote
- Retrieve a Quote
- End Customer Info

#### ADMINISTRATION

- User Admin

#### SUPPORT/HELP

- EC Online Help
- Contact Global Support
- Useful Information
- View User Profile
- Email Notification
- Scheduled Web Outages

#### EXIT EC

#### RELATED LINKS

- Download OrderPro
- P.I. Patch Inquiry Tool
- GPPC

# PI PEP Summary

## ▶ PI PEP Charges

- Some PI PEPs are \$0 / no charge – will be provided via Support Request (SR) ticket on request, if not Public
- Those PI PEPs with a charge associated with same
  - Charges are calculated based on number of units of NTSW32AA
  - Manual order with PO for relevant number of units of NTSW32AA must be received by Avaya Order Management
  - SR ticket should be opened, referencing the PO number and the requested PI PEP
  - Only at that point will a PI PEP rewrite be scheduled for R7.6, and an approximate ETA will be provided
  - Once the PI PEP rewrite is complete, the PI PEP is provided via the SR ticket
- PI PEPs are charged on a per software release, per customer system basis
  - So for two R7.6 systems – PI PEP would be charged twice

# PI PEP Summary

## ▶ R7.6 Changes

- In the past, PI PEPs tended to conflict with Dep List / Service Pack patches, requiring patch merges on a regular basis as a result
- For R7.6 the PI PEP model changes and in many cases two PEPs are actually required for the full functionality
  - An inactive GEN patch that is added to the R7.6 Service Pack
  - An ACT PI PEP that is needed to enable the GEN patch
- Including the GEN code in the Service Pack helps to avoid patch conflicts and the need for any merges

## PI PEP R7.6 Information

### ▶ Next Slides

- Typically the PI PEP is included in the first column
- The second column indicates the number of units of NTSW32AA required, per customer per CS1K system
  - In case of 0 units of NTSW32AA – i.e. free of charge!! – some PI PEPs are now available for download
  - In case of >0 units, then manual order is required as per earlier slides
- The third column includes a high level description of the PI PEP functionality; it also includes a reference to any parallel GEN PEP / SU requirements
- Note that any PI PEPs referenced in these slides are now PUBLIC = VIEW at a minimum

## Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR08315	0	PI: BLOCK TRUNK TO TRUNK CONNECTION AFTER TELSET DISCONNECTS FROM CONFERENCE.
MPLR09810	4	PI: prevent the activation of call forward all calls to CO vi AC2 + SPN. <i>Needs GEN MPLR32418 in parallel.</i>
MPLR10373	3	PI: Feature Operation Failure FFC RPA code does not work on 500. <i>Needs GEN MPLR32562 in parallel.</i>
MPLR13860	2	PI: NO MAILBOX REACHED WHEN CALL TO MOBILE PHONE IS REDIRECTED TO VOICE MAIL <i>Needs GEN MPLR33394 in parallel.</i>
MPLR15437	2	PI: DPNSS: ALLOW INCOMING DPNSS CALL TO ROUTE TO LSC THEN DSC
MPLR15662	2	PI: Wrong greeting in case of CFW to Octel Mail when CO originator comes from call forwarded Mobile Phone
MPLR16474	2	PI:SCCS: MCA does not show correct CLID display. <i>Needs GEN MPLR33055 in parallel.</i>

## Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR20653	0	PI: Enhancements for the PCA feature <i>Needs GEN MPLR32854 in parallel.</i>
MPLR21285	4	PI: SAR/ICR PRODUCT IMPROVEMENT ***PATCH 239 *** <i>Needs GEN MPLR32671 in parallel.</i>
MPLR21945	2	PI: Acod not available for called party and pickup in TAPI. For R7.6, the patch inserts AC1 code only for outgoing calls; use DAPC feature for incoming calls. <i>Needs GEN MPLR33320 in parallel.</i>
MPLR21988	3	PI: SECURITY CHECK ON DID TRUNKS *** NOTE: ALSO KNOWN AS ASCOM PATCH 467 *** <i>Needs GEN MPLR32594 in parallel.</i>
MPLR22854	2	PI: No TRO when call diverted to rpa DSC 18 or 10 *** NOTE: ALSO KNOWN AS ASCOM PATCH 702 *** <i>Needs GEN MPLR32613 in parallel.</i>
MPLR23143	2	MERGE (7.6 only) ARDN feature does not work for Call Pilot (applications) + MPLR32602 (GEN) NO MAILBOX REACHED WHEN CALL TO MOBILE PHONE IS REDIRECTED TO VOICE MAIL <i>Needs ACT MPLR13860 in parallel.</i>



# Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR23646	3	PI: Allow DRC key control TIE route <i>Needs GEN MPLR33194 in parallel.</i>
MPLR24290	2	SECOND LEVEL FORWARD NO ANSWER NOT WORKING WITH FORWARD ALL CALLS; ALSO KNOWN AS ASCOM PATCH 275 <i>Needs GEN MPLR32603 in parallel.</i>
MPLR24870	3	PI: Not possible to forward the originator with five or more digits DN to the CallPilot (also known as ASCOM patch 636) <i>Needs GEN MPLR33077 in parallel.</i>
MPLR25180	4	PI : SIGMA_CLID path uses RDL data space on 500 set to store DN of PHTN that it DCFW to. Similar to MPLR22891. <i>Needs GEN MPLR32828 in parallel.</i>
MPLR26557	0	ELAN DROP: no keep alive between CS and MGC on port 15000. <i>Needs GEN MPLR33346 in parallel.</i> <i>See also related PEPs MPLR33371, MPLR33372, MPLR32427.</i> <i>More information in Solution Note SOLN269141.</i>
MPLR26995	0	ACD Agents go NRD because not enough BW for call between Caller and ACD Agent <i>Needs GEN MPLR33011 in parallel.</i>
MPLR27542	0	Change GRTHR2 to a value larger than 5 ** - SITE SPECIFIC PATCH

# Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR27203	0	Clear Caller List / Redial List / Autodials on guest check out <i>Needs GEN MPLR33646 in parallel.</i>
MPLR27979	2	Don't propagate PROGRESS message from MCDN to EuroISDN
MPLR28837	5	CS1000 - Different CLID on CCT desktop and acquired phone when DAPC feature is used. <i>Needs GEN MPLR33045 in parallel.</i>
MPLR28873	0	Can not change time settings with LAPW password in LD 2 *** NOT APPLICABLE TO CPL *** ** Direct Replacement For MPLR26156 ***
MPLR30038	0	MERGE: New constant required when CCMS pulls call from interruptible IVR & presents to agent <i>Needs GEN MPLR32413 in parallel.</i>
MPLR30868	3	MPLR30868_1 (MERGE:MPLR28591(PI: Changing the cause code when the call gets rejected due to FOPT.)+ MPLR23035(PI: Disable FOPT timer for Phantom TNs only. )+ MPLR30319 (Incoming trunk call does not try second alternative NAS attendant number because Orbit Prevention (FOPT) stops 2nd call even if 1st call attempt fails.)) <i>Needs GEN MPLR32797 in parallel.</i>
MPLR31001	0	PI: Shorten VOLO ESA timer from 60 to 16 seconds

## Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR31521	4	PI:SIGMA_CLID path uses RDL data space on 500 set to store DN of PHTN that it DCFW to.*** NOTE: ALSO KNOWN AS ASCOM PATCH 740***
MPLR31699	0	PI: Caller getting Billed for Announcements Based on MPLR22794 (PI: Caller getting Billed for Announcements) but reworked for German specific regulations for ISDN PRI and SIP. <i>Needs GEN MPLR33045 in parallel.</i>
MPLR32229	0	[M&I] Cannot limit number of multimedia contacts by setting the agent NRDY. For R7.6 extends capability to Hold <i>Needs GEN MPLR33041 in parallel.</i>
MPLR32282	0	PI: On Hold Indicator for 1110 / 1210 IP sets. <i>Needs GEN MPLR33137 in parallel.</i>
MPLR32477	0	CS1K Collab Pack & AAC integration *** REFER TO SPECIAL INSTRUCTIONS FOR MORE INFORMATION * <i>Needs GEN MPLR32466 in parallel.</i>
MPLR32516	0	Issue with Plug-in 234 integration in R7.6 - allow MSB on single line set (1110,1210, 2001ph2, 3901)

## Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR32899	3	PI: RFC2833:Autodial fails to produce DTMF tones from an IP set over SIP Trunks. <i>Needs GEN MPLR33083 in parallel.</i>
MPLR32984	0	PI PEP for ADAC - CLID over AML MERGE: GRIP 11220 - AC1/AC2 over AML, in case of ZBD(to activate functionality MPLR32984 is needed) + MPLR32407 (German toll free queuing support to comply with latest TKG Telecom requirements) + MPL32646 (For R7.65p only: MERGE: MPLR32646 (PI: MPLR32415 issue - AACC Agent display issue for local calls.) + MPLR32415(PI: CLID on AACC acquired phone is increased from 16 up to 20 digits when DAPC feature is used.) <i>Needs GEN MPLR33045 in parallel.</i>
MPLR33093	0	CDR format mismatch between 7.5 and 7.6
MPLR33198	0	PI: Provide Media Security for analog sets over SIP VTRK. <i>Needs GEN MPLR33191 in parallel.</i>

## Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR32508	0	PI: AAEP issues (PROGRESS / ALERT and EuroISDN). <i>Needs GEN MPLR33232 in parallel.</i>
MPLR33225	0	PI: Adding an ability to change value of T304 timer. <i>Needs GEN MPLR33223 in parallel.</i>
MPLR33284	0	MERGE: MPLR33293(Issues Observed on Lineside E1 card) + MPLR33260(Incoming intercom (HOT I) call is forwarded to FDN with MWA FNA CLS irrespective of FICD CLS) + MPLR32491(DECT MSMN (Mult-site Mobility Networking) do not work at visitor site) + MPLR33154(BUG6504 after EOVR camp-on to DCS set + merge mplr33115 BUG6504 for DCS (DECT) call scenarios; 500 set flashes then onhook while DCS rings, or DCS presented to ATTN by ARC and then cancelled + merge MPLR32878 BUG6504 for campon to DCS) <i>Needs GEN MPLR33293 in parallel.</i>
MPLR33292	0	PI: Recall display is not working correctly for ACD agents with Call Force. <i>Needs GEN MPLR33290 in parallel.</i>

## Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR33309	5	PI: Incoming trunk calls from certain countries should be blocked. <i>Needs GEN MPLR33341 in parallel.</i>
MPLR33371	0	Decrease the keep alive idle timer for TCP connections from 2 hours to 20 minutes. Not applicable for CPL.
MPLR33417	0	PI: TAT interaction with AACC & CallPilot. <i>Needs GEN MPLR33415 in parallel.</i>
MPLR33449	0	PI: Remove “+” sign before incoming international number on SIP Line phones. <i>Needs GEN MPLR30502 in parallel.</i>
MPLR33459	0	PI: Second level call forward no answer for non-SL1 interfaces when TRCL > 0. <i>Needs GEN MPLR33459 in parallel.</i>
MPLR33465	0	PI: ESA enhanced routing does not reroute the call for MALT/QALT causes. <i>Needs GEN MPLR33481 in parallel.</i>

# Call Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR33520	3	PI: INSERT DAPC DIGITS AND ADJUST TON - SBB SNE KIT <i>This is GEN patch for ACT MPLR21717</i>
MPLR33538 (was MPLR33521)	3	PI: Replacing calling number with the DN configured on the HLCL prompt <i>This is GEN patch for ACT MPLR25516</i>
MPLR33524	4	PI: INSERT DAPC DIGITS AND ADJUST TON - SBB SNE KIT <i>This is GEN patch for ACT MPLR21940</i>
MPLR33579	0	PI: Adding an ability to restrict DTMF generation for 2050 IP agent in conference call (India / regulatory) <i>This is GEN patch for ACT MPLR33578</i>
MPLR33598	4	PI: Periodical CDR ticket for hospital application. Also known as Ascom patch 206. <i>This is GEN patch for ACT MPLR31224</i>
MPLR33586	3	PI: ACD call force tone should have flexible length. Patch adds new prompt FTON to LD23. <i>This is GEN patch for ACT MPLR29162</i>

## Sig Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR27159	0	MERGE: PI: Mandatory parameter "T38FaxRateManagement" isn't present in T38 SDP - - SEE EXTERNAL NOTES + MPLR26949(MERGE: MPLR26460(MERGE: MPLR25926 (vi: CS1K MSEC off, there should be only one mline with RTP/AVP in SIP 200OK) + MPLR24268 (Changing Media Security key management default to SDESC only to reduce size of SDP and resolve interop with MAS 3.5) + MPLR25298 (CVM11:SIPPBX:CS1K speech path is not established when T38 option is enabled))+ MPLR26530(DTMF does not work on some calls) + (Signaling server message "keyMgmtBase64Enc" very frequent)) *** <i>Requires cs1000-vtrk-7.65.16.21-112.i386.000.ntl or higher.</i>
MPLR27408	0	SIP: Disable SIP Session Timer on CS1K. This patch resolves a specific situation for SIP Trunk-to-Carrier interop (Carrier + Equipment type + release of the SIP Signaling G/W software)
MPLR27477	0	PI: change of default settings on signalling server to "npmPreGrantedARQDisable" <i>Requires cs1000-vtrk-7.65.16.22-14 or higher.</i>
MPLR29278	0	PI: SRG sets display. Also works for GR IP phones registered to the MAIN or HOME system alternately displaying NUID: and time/date/ <i>Requires cs1000-tps-7.65.16.00-01.i386.000 or higher.</i>



## Sig Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR29593	0	PI: Collab Pack: Avaya Interop - CS1000 does not accept UPDATE to change p-assert (non SDP) <i>Requires cs1000-vtrk-7.65.16-00.i386 or higher.</i>
MPLR30224	0	MERGE: MPLR30224: CS1K should not send UPDATE if far end sends 180/183 without "Require: 100Rel" + [MPLR29334:NO SPEECHPATH for slow start early media scenario + MPLR27034 : No ringbacktone when blind transfer H323 from Sigma to BCM + MPLR29803 : No-way speechpath on SIP tandem calls (lack of SIP 200 OK response to UPDATE with SDP message on tandem)]
MPLR30260	0	vi: IOT Carrier Vodafone - Can't handle SIP slowstart <i>Requires cs1000-vtrk-7.65.16.22-32.i386.000.ntl or higher.</i>
MPLR30800	0	SIP: Fax handling in mixed G711/T38 environments (DevConnect / GSSCP) <i>Requires cs1000-vtrk-7.65.16.21-104 or higher.</i>
MPLR31536	0	VO auto login (ADAC) <i>Requires cs1000-tps-7.65.16.21-02.i386.000 or higher.</i>
MPLR32474	0	CS1K Collab Pack & AAC integration <i>Requires cs1000-vtrk-7.65.16.21-29.i386.000 or higher.</i>

## Sig Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR32546	0	One way speechpath on Trio attendant via SIP <i>Requires cs1000-vtrk-7.65.16.21-00.i386.000.ntl or higher.</i>
MPLR32845	0	PI patch To Turn off H323 overlap signaling support on NRS *** <i>Requires minimum of cs1000-sps-7.65.16.21-04.i386.000.ntl and cs1000-gk-7.65.16.21-01.i386.000.ntl.</i>
MPLR33062	10	PI: CSV bulk node & TN change for 200x IP Phones. <i>Requires cs1000-csv-7.65.16.22-1 or higher.</i>
MPLR33142	0	PI: Redial List is incorrect if user makes a NARS call.
MPLR33197	0	PI: Support Continuous Presence Video on CS1K with twinned Avaya Communicator Window 2.0 (or higher) when a CS1K Collaboration pack or CM is deployed in the CS1K network <i>Requires minimum of cs1000-shared-pbx-7.65.16.22-1.i386.000.ntl and cs1000-vtrk-7.65.16.22-40.i386.000.ntl.</i>

## Sig Server PI PEPs – R7.6

Patch Number	NTSW32AA Units	Description
MPLR30253	0	PI: Provide ringback tone in blind transfer scenarios, when far end does not support UPDATE – breaks early media. <i>Requires s1000-vtrk-7.65.16.23-94.i386.000.ntl or higher.</i>
MPLR30440	0	PI: Call Forward Window stays after OCS in RCC mode transfers call. <i>Requires cs1000-vtrk-7.65.16.22-44.i386.000.ntl or higher.</i>
MPLR33379	0	PI: Intermittent one-way speech when calling from SIPL to external. <i>Requires cs1000-vtrk-7.65.16.23-22.i386.000.ntl or higher.</i>
MPLR29508	5	APS Single Sign On project – UNISim proxy Open Audio Stream issue. <i>Requires cs1000-tps-7.65.16.23-15.i386.000.ntl or higher.</i>
MPLR33527	0	PI: Revert changes of Shift page functionality <i>Requires cs1000-tps-7.65.16.23-14.i386.000.ntl or higher.</i>
MPLR21219	4	PI: CLID conversion by SDID for ISDN-UIPE tandem. <i>Needs GEN MPLR33699 in parallel.</i>

## References

- ▶ CS1K Lifecycle Management Bulletin (PSN 3499)
  - <https://downloads.avaya.com/css/P8/documents/100151321>
- ▶ PI PEP Policy on ESPL
  - <https://downloads.avaya.com/css/P8/documents/100166143>
- ▶ PI PEP Listing
  - <https://downloads.avaya.com/css/P8/documents/100166145>
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