



**Avaya Aura[®] Communication
Manager 6.0.1 SP11.01**
Release Notes

Issue 1
October 28, 2013

© 2013 Avaya Inc.
All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty is available to Avaya customers and other parties through the Avaya Support website:
<http://support.avaya.com>.

Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by the said Avaya reseller and not by Avaya. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions thereto.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/LicenseInfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users.

License type(s)

Designated System(s) License (DS). End User may install and use each copy of the Software only on a number of Designated Processor up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

Database License (DL). End User may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than a single instance of the same database.

CPU License (CP). End User may install and use each copy of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User" means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo/> under the link "Heritage Nortel Products". For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Software may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those product that have distributed Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at:
<http://support.avaya.com/ThirdPartyLicense/>

You agree to the Third Party Terms for any such Third Party Components.

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 Toll 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 website: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

"Avaya" and "Avaya Aura" are the registered trademarks of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

Downloading documents

For the most current versions of documentation, see the Avaya Support website: <http://support.avaya.com>.

Contact Avaya Support

See the Avaya Support website: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product.

For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.

Contents

Changes delivered to Communication Manager 6.0.1 SP11.01	3
Communication Manager 6.0.1 SP11.01 Release Notes.	3
Product Support Notices	4
Communication Manager Messaging	5
Communication Manager Software.	5
Avaya Aura [®] Session Manager	5
Avaya Video Conferencing Solutions	6
System Platform	6
Enhancements in Communication Manager 6.0.1 SP1	7
Enhancements in Communication Manager 6.0.1 SP2	9
Enhancements in Communication Manager 6.0.1 SP3	10
Enhancements in Communication Manager 6.0.1 SP4	11
Enhancements in Communication Manager 6.0.1 SP5	12
Enhancements in Communication Manager 6.0.1 SP6	13
Enhancements in Communication Manager 6.0.1 SP8	14
Enhancements in Communication Manager 6.0.1 SP9	15
Enhancements in Communication Manager 6.0.1 SP10	16
Enhancements in Communication Manager 6.0.1 SP11.	17
Problems fixed in Communication Manager 6.0.1 SP0	20
Problems fixed in Communication Manager 6.0.1 SP0.01	22
Problems fixed in Communication Manager 6.0.1 SP1	23
Problems fixed in Communication Manager 6.0.1 SP1.01	33
Problems fixed in Communication Manager 6.0.1 SP2	34
Problems fixed in Communication Manager 6.0.1 SP3	44
Problems fixed in Communication Manager 6.0.1 SP4	52
Problems fixed in Communication Manager 6.0.1 SP5	64
Problems fixed in Communication Manager 6.0.1 SP5.01	74
Problems fixed in Communication Manager 6.0.1 SP6	75
Problems fixed in Communication Manager 6.0.1 SP7	84
Problems fixed in Communication Manager 6.0.1 SP8	94
Problems fixed in Communication Manager 6.0.1 SP8.01	106
Problems fixed in Communication Manager 6.0.1 SP9	107
Problems fixed in Communication Manager 6.0.1 SP10	113
Problems fixed in Communication Manager 6.0.1 SP11	125
Problems fixed in Communication Manager 6.0.1 SP11.01	142
SIP Trunk Capacity Guidelines	143

Known problems.	144
Appendix A: Acronyms	147
Technical Support	153

Changes delivered to Communication Manager 6.0.1 SP11.01

Communication Manager 6.0.1 SP11.01 Release Notes

Communication Manager service packs and releases are cumulative, and Communication Manager 6.0.1 SP11.01 includes the changes delivered to Communication Manager 6.0.1 SP0 and SP0.01, SP1 and SP1.01, SP2, SP3, SP4, SP5 and SP5.01, SP6, SP7, SP8 and SP8.01, SP9, SP10, SP11, and SP11.01. These changes are grouped as follows:

- [Table 1: Enhancements in Communication Manager 6.0.1 SP1](#) on page 7
- [Table 2: Enhancements in Communication Manager 6.0.1 SP2](#) on page 9
- [Table 3: Enhancements in Communication Manager 6.0.1 SP3](#) on page 10
- [Table 4: Enhancements in Communication Manager 6.0.1 SP4](#) on page 11
- [Table 5: Enhancements in Communication Manager 6.0.1 SP5](#) on page 12
- [Table 6: Enhancements in Communication Manager 6.0.1 SP6](#) on page 13
- [Table 7: Enhancements in Communication Manager 6.0.1 SP8](#) on page 14
- [Table 8: Enhancements in Communication Manager 6.0.1 SP9](#) on page 15
- [Table 9: Enhancements in Communication Manager 6.0.1 SP10](#) on page 16
- [Table 10: Enhancements in Communication Manager 6.0.1 SP11](#) on page 17
- [Table 11: Fixes delivered to Communication Manager 6.0.1 SP0](#) on page 20
- [Table 12: Fixes delivered to Communication Manager 6.0 SP0.01](#) on page 22
- [Table 13: Fixes delivered to Communication Manager 6.0.1 SP1](#) on page 23
- [Table 14: Fixes delivered to Communication Manager 6.0.1 SP1.01](#) on page 33
- [Table 15: Fixes delivered to Communication Manager 6.0.1 SP2](#) on page 34
- [Table 16: Fixes delivered to Communication Manager 6.0.1 SP3](#) on page 44
- [Table 17: Fixes delivered to Communication Manager 6.0.1 SP4](#) on page 52
- [Table 18: Fixes delivered to Communication Manager 6.0.1 SP5](#) on page 64
- [Table 19: Fixes delivered to Communication Manager 6.0.1 SP5.01](#) on page 74
- [Table 20: Fixes delivered to Communication Manager 6.0.1 SP6](#) on page 75
- [Table 21: Fixes delivered to Communication Manager 6.0.1 SP7](#) on page 84

Changes delivered to Communication Manager 6.0.1 SP11.01

- [Table 22: Fixes delivered to Communication Manager 6.0.1 SP8](#) on page 94
- [Table 23: Fixes delivered to Communication Manager 6.0.1 SP8.01](#) on page 106
- [Table 24: Fixes delivered to Communication Manager 6.0.1 SP9](#) on page 107
- [Table 25: Fixes delivered to Communication Manager 6.0.1 SP10](#) on page 113
- [Table 26: Fixes delivered to Communication Manager 6.0.1 SP11](#) on page 125
- [Table 27: Fixes delivered to Communication Manager 6.0.1 SP11.01](#) on page 142
- [Table 28: Known problems in Communication Manager 6.0.1 SP11.01](#) on page 144

For the supported upgrade paths between Communication Manager releases and service packs, see the latest Communication Manager Software & Firmware Compatibility Matrix at <http://support.avaya.com>. The supported upgrade paths account for both Communication Manager internal data translation records as well as 100% inclusion of bug fixes.

For security purposes, Avaya recommends changing Communication Manager account passwords at regular intervals, staying current on the latest available Communication Manager Service Pack, and reinstalling Authentication Files periodically to change the local craft password.

Product Support Notices

Some problems are documented as Product Support Notices (PSN). To read the PSN descriptions online:

1. Go to <http://support.avaya.com>.
2. Enter your **Username** and **Password** and click LOG IN.
3. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
4. Begin to type **Communication Manager** into the **Enter Your Product Here** box and when **Avaya Aura® Communication Manager** appears as a selection below, select it.
5. Select **6.0.x** from the **Choose Release** pull-down menu to the right. Some PSNs are also found under the **Don't Know** release choice.
6. Check the box for **Product Support Notices** in the content filter to display the available PSN documents.
7. Click the PSN title links of interest to open the notices for viewing.

Communication Manager Messaging

For information regarding Communication Manager Messaging Service Packs (RFUs):

1. Go to <http://support.avaya.com>.
2. Enter your **Username** and **Password** and **LOG IN**.
3. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
4. Begin to type **messaging** into the **Enter Your Product Here** box and when Avaya Aura[®] Communication Manager Messaging appears as a selection below, select it.
5. Select **6.0.x** from the **Choose Release** pull-down menu to the right.
6. Click **View Downloads**, if required.
7. Available downloads for Communication Manager Messaging are displayed. Click the links to see the details.

Communication Manager Software

Communication Manager software includes certain third party and open source software packages, including software developed by the Apache Software Foundation <http://www.apache.org>. Communication Manager 6.0.1 includes open source licenses on the software DVD. To view the license files,

1. Insert the Avaya Aura[®] 6.0.1 Communication Manager Solution Templates DVD into the CD/DVD drive of a personal computer.
2. Browse the DVD content to find and open the folder **D:\Licenses**.
3. Within this folder are subfolders for Communication Manager, Installation Wizard, SAL-Gateway, Session Manager, and Utility Server that contain the license text files for each application.
4. Right click the license text file of interest and select Open With => WordPad. This information is only accessible on the Communication Manager software DVD and is not installed or viewable on the Communication Manager Server.

Avaya Aura[®] Session Manager

For information regarding Session Manager updates:

Changes delivered to Communication Manager 6.0.1 SP11.01

1. Go to <http://support.avaya.com>.
2. Enter your **Username** and **Password** and **LOG IN**.
3. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
4. Begin to type **session** into the **Enter Your Product Here** box and when Avaya Aura[®] Session Manager appears as a selection below, select it.
5. Select **6.1.x** from the **Choose Release** pull-down menu to the right.
6. Click **View downloads**, if required.
7. Available downloads for Session Manager are displayed. Click the links to see details.

Avaya Video Conferencing Solutions

Communication Manager 6.0.1 SP11.01 supports the following video conferencing products that are part of the Avaya Video Conferencing Solutions 6.1 suite.

- Avaya 9600 Series IP Deskphones
- Avaya A175 Desktop Video Device
- Avaya Aura[®] Conferencing 6.0
- Avaya 1000 Series Video Conferencing Systems
- Avaya One-X[®] Communicator
- Polycom[®] HDX
- Polycom[®] RMX

For software and firmware compatibility information, refer to PSN003614u at <http://support.avaya.com>.

System Platform

Communication Manager 6.0.x Service Packs are tested with specific versions and updates of System Platform 6.0. For more information, see Communication Manager Software & Firmware Compatibility Matrix at <http://support.avaya.com> or the appropriate Communication Manager Product Correction Notices.

Enhancements in Communication Manager 6.0.1 SP1

New features and significant enhancements in Communication Manager 6.0.1 are described in the document titled Avaya Aura[®] Communication Manager Change Description for Release 6.0.1 which can be found at <http://support.avaya.com>.

The following enhancements were delivered to Communication Manager 6.0.1 SP1.

Table 1: Enhancements in Communication Manager 6.0.1 SP1

Enhancement	Keywords	Workaround
<p>New options for the logfilter command:</p> <ol style="list-style-type: none"> 1. "-s" displays debug level and type for a process or "all". 2. "-d" sets the debug level and type to the original default for a process or all. <p>A new message that shows up when the debug level and/or type is changed, has also been added. The message prompts the user to continue by saying Y or N after it prints a message reminding the user to backup any logs they want to keep.</p>	083745	
<p>Adding cause values for hold, call initiated, and call originated messages to designate if these events occurred due to a transfer or conference button push.</p>	101924	
<p>Communication Manager now supports Annex H encryption for H.323 attendants.</p>	102617	
<p>Communication Manager now sends the octet 3a in the connected party number for CONNECT message.</p>	102899	
<p>Overlap signalling over QSIG is now possible when SA8887 Hotline for IP Telephones is enabled and the hotline feature is used to make calls.</p>	102927	
<p>SA8146 has been updated and now operates over QSIG trunks and displays non-english specific characters for forwarded calls.</p>	102971	
<p>The new MM721 BRI Media Module is supported with Communication Manager 6.0.1 and G430/450 Media Gateways. The minimum software and firmware versions required are Communication Manager 6.0.1 SP1 (18777) and MGP Firmware Vintage 31.18.1.</p>	102974, 110174.	
1 of 2		

Table 1: Enhancements in Communication Manager 6.0.1 SP1

Enhancement	Keywords	Workaround
<p>With some gateways, customers could not take full advantage of the number of channels that could terminate at the gateway. This was due to an administration restriction placed on H.323 signaling groups. The restriction prevented a second H.323 signaling group from being assigned to the same Near-end IP Address/Far-end IP Address/Far-end Port combination. This restriction is now removed.</p>	<p>103064</p>	
<p>Some far-end SIP applications such as Meeting Exchange do not supply a disconnect indication when the application is complete. In Communication Manager, SIP trunk groups are defaulted to expect the disconnect indication to come from the far-end. When this does not happen, the SIP trunks may not disconnect and will not be idled even though the trunk is no longer in use. Therefore, the Disconnect Supervision In and Out fields will now be administrable for SIP trunk groups. This will allow the disconnect process to be initiated by Communication Manager when necessary.</p>	<p>103267</p>	
<p>2 of 2</p>		

Enhancements in Communication Manager 6.0.1 SP2

Table 2: Enhancements in Communication Manager 6.0.1 SP2

Enhancement	Keywords	Workaround
When a call arrives at a member of a pickup group, other pickup group members will not see the caller's identity when the Caller ANI during pickup alert field on the Class of Restriction form is set to N.	103020	
New GRIP 4359 - Service Observing Next Call Listen Only. The new feature supports following functionality with listen only mode. 1.If station/agent is already on call, and Service Observer dials the new FAC to monitor the station/agent then, Service Observer should not bridge-on to the active call. Instead Service observer is set to observe the next call. 2.There should not be any tone while service observer bridge-on to the call.	103023	
New Feature to add SA9118 - International QSIG Identification Numbers on 9th page of the form.system-parameters special-applications. When SA9118 is enabled, Communication Manager shall encode identification numbers as E.164/international when it generates a number using the Public numbering form. This shall apply only to ISDN (PRI, BRI, or H.323) trunk groups with these settings: Supplementary Service Protocol = b (QSIG), Service Type = tie, Numbering Format (page 3) = public.	103246 103541	
The Message Waiting Indication lamp did not light for a Siemens endpoint over QSIG with a voice mailbox on a SIP Integrated Modular Messaging System.	110003	

Enhancements in Communication Manager 6.0.1 SP3

Table 3: Enhancements in Communication Manager 6.0.1 SP3

Enhancement	Keywords	Workaround
This enhancement improves the performance of the <code>reset ip-stations</code> command.	102436	
logmst does not show the patch activated on the MST trace.	102551	
<p>A new special application SA9114 is implemented that will support different international access codes. The following changes are made to the locations administration form:</p> <ol style="list-style-type: none"> 1. The Rule column is renamed DST. 2. The NPA column is renamed City/Area and will allow up to 5 digits if SA9114 is enabled. 3. A new field Nth Am (abbreviation for North America) is added. The values in this field will be Y(es) or N(o) with the default value being Y(es). If this field has y(es) then the number in the City/Area field is treated as a North American area code. 	102893, 102894, 110197, 110302.	

Enhancements in Communication Manager 6.0.1 SP4

Table 4: Enhancements in Communication Manager 6.0.1 SP4

Enhancement	Keywords	Workaround
This fix reduces the possibility of the var partition being filled by errant applications posting excessive messages on the logs.	102142	
<p>SA9111 feature allows a blind/attended conference to be made before sending CONNECT message to the calling trunk party. Earlier with (SA8434) - Delay PSTN Connect on Agent Answer blind conference was not allowed for the agent who answered the incoming call over a trunk. This is now allowed with SA9111. SA911 can be administered as below.</p> <p>Set the following fields on system-parameters special-applications to Y:</p> <ol style="list-style-type: none"> 1. (SA9111) - Allow Conference with SA8434? 2. (SA8434) - Delay PSTN Connect on Agent Answer? <p>Turn on the "Delay PSTN Connect Message on Agent Answer" field on VDN screen. All the restrictions of SA8434 apply to this feature too.</p>	111011	
An ESS is now capable of being a server which will trigger the Split Registration Prevention Feature. This feature previously allowed only LSP.	110317	
<p>This is a new release of Message Tracer Analyzer. This Message Tracer release (6.4.2.10) has support for Interpretation of following:</p> <ol style="list-style-type: none"> 1. New Internal Call Process fields 2. New Call Record Dump fields 3. New Denial Events added into Avaya Aura Communication Manager 4. Upgrade of Avaya SIP stack 	111395	

Enhancements in Communication Manager 6.0.1 SP5

Table 5: Enhancements in Communication Manager 6.0.1 SP5

Enhancement	Keywords	Workaround
Communication Manager supports parsing of BFCP (Binary Floor Control Protocol) attributes in SIP.	103206	
Communication Manager will tandem the BFCP attribute that comes from one SIP endpoint to another.	103315	
Communication Manager supports SIP controlled transfers with ASAI.	110006	
Communication Manager supports BFCP cap neg tandeming.	110066	
BFCP parameters were missing in the session refresh INVITE from Communication Manager.	111128	
This fix reduces the time it takes to replace a CMM or MSG patch via the CDOM Patch Management interface.	111732	
This is a new version of Message Tracer Analyzer (6.4.3.0) which has parsing support for the new fields added to Communication Manager.	112104	

Enhancements in Communication Manager 6.0.1 SP6

Table 6: Enhancements in Communication Manager 6.0.1 SP6

Enhancement	Keywords	Workaround
The <code>list trace station</code> command showed incomplete data for Inter Gateway Communication calls.	082739	
H.323 and DCP endpoints could not be configured to operate like the CALLMASTER sets that were previously used for Call Center Elite agents. Active calls were dropped when the headset, speakerphone, and handset were turned off. With a new field on page 12 of the system-parameters features screen, customers can choose to use the CALLMASTER functionality with EAS Auto-Answer agents who log in on H.323 and DCP phones.	111231	
Customer could not administer a automatic message waiting (aut-msg-wt) button on a 96XX SIP station.	112207	
This is a new MTA version 6.4.3.3. There are some fields added into Internal Call Process message(VEDIOFLAG_UPDATE) and denail event message (DNY_NO_MULTILOC and DNY_BAD_SOLOC). This version of Message Tracer has an ability to parse these new fields.	112480	

Enhancements in Communication Manager 6.0.1 SP8

Table 7: Enhancements in Communication Manager 6.0.1 SP8

Enhancement	Keywords	Workaround
<p>This modification affects the algorithms for selection of audio media processing resources. Specifically, when a network region contains both TN2302/2602 and H.248 media GWs, the system no longer selects the TN2302/2602 resources to the complete exclusion of the H.248 media gateways. Now selection is from both classes of resources according to the relative presence of each. If there are TN2302/2602 resources and H248 resources in the ratio of 10:1, then resources will be allocated in approximately the same ratio. The second significant change is that resources located in regions which are indirectly connected to the region of the requesting endpoint are no longer all grouped together in terms of preference. A resource in a closer network region is preferred over a resource in a further network region.</p>	112923	
<p>This is new Message Tracer release 6.4.4.1. We have added support for new Internal Call Process fields, Call Record Dump fields and one denial event.</p>	121004	

Enhancements in Communication Manager 6.0.1 SP9

Table 8: Enhancements in Communication Manager 6.0.1 SP9

Enhancement	Keywords	Workaround
The upper limit of valid user IDs for the Communication Manager SMI was increased from 65535 to 2000000000.	120997	
This is a new MTA release 6.4.4.3. This release of MTA includes parsing support for following: <ol style="list-style-type: none">1. Language 23 CMS messages2. Mute message3. Agent ID message4. New Capro fields, CRD fields and Denial Events5. Avaya SIP Stack Upgrade The decoding of above changes is not supported by earlier Message Tracer release.	121888	

Enhancements in Communication Manager 6.0.1 SP10

Table 9: Enhancements in Communication Manager 6.0.1 SP10

Enhancement	Keywords	Workaround
Previously, when there was a collect step following an adjunct route step, the collect step killed the adjunct route. This was working as designed. Now the collect step will not kill the adjunct route, as per new FCC mandated rules.	121534	
New inline errors from MM711 and MM716 boards have been fixed to inform Communication Manager that there are over current and over heating problems with individual ports on the board. When the uplink is sent, the board removes power from the port until the detected over-current or over-heating problem is resolved. Communication Manager must know of this so that it can place the port in an out-of-service state and log errors and an alarm.	121963	
Message Tracer Analyzer which includes the parsing support for the new Call Processing, CRD and Denial Event additions.	122801	

Enhancements in Communication Manager 6.0.1 SP11

Table 10: Enhancements in Communication Manager 6.0.1 SP11

Enhancement	Keywords	Workaround
<p>The following new capacity fields are added to page 11 of the display capacity screen under the IP PORT USAGE COUNTS section to help determine the IP port usage:</p> <ul style="list-style-type: none"> ● Total IP Station Ports: Total IP Ports used by stations ● Administered IP Stations and Attendants: Total ports used by administered IP Stations and Attendants with extensions ● Softphone Enabled on Station Form: IP Ports used by softphones ● Unnamed Registrations (TTI ip phones): IP Ports used by unnamed registrations that are in a dissociated state to provide dial-tone 	112478	
<p>An alarm will be raised if the duplication link between duplex servers is not 1 GigE.</p>	122121	
<p>Security enhancements were made to the web server configuration.</p>	122732	
1 of 3		

Changes delivered to Communication Manager 6.0.1 SP11.01

Enhancement	Keywords	Workaround
<p>SA9124:</p> <p>When you activate the SA9124 feature, the ASAI protocol interface on link version 5 displays the following changes:</p> <p>Inbound calls: When a monitored station or VDN receives a call, the ASAI alerting event and call offered events will cause the calling party information to be stored. Any subsequent event (transfer, conference, drop), or query that indicates the connected party for the in-bound trunk will receive the original calling party information.</p> <p>Outbound calls: When a station makes a call to a trunk destination and Communication Manager receives an alerting event from the trunk, it may or may not have connected party information. If this ISDN-PRI alerting event sends the connected-party information to the system, then the corresponding ASAI alerting event uses the connected-party information to indicate the alerting party. ASAI will store the original connected party and send that in any subsequent event (connected, transferred, conference, or drop) or query. It is possible that the connected-party information is not available until the ISDN connected message. If this is the case, Communication Manager will send the default ##### dynamic identifier as the alerting party information. If the ASAI application wants the called party as the alerting information, then SA9114 can be used to do that along with SA9124.</p> <p>Note: Communication Manager only stores the connected party information and not the called-party number.</p>	130007	
<p>A new system parameter Expand ISDN Numbers to International for 1XCES has been added to Feature-Related System Parameters screen. The choices are n(o) and y(es) with n being the default. On an upgrade the following shall occur:</p> <ul style="list-style-type: none"> ● If the earlier CM release / service pack did not support this system parameter, it shall be set to n(o). ● If the earlier CM release / service pack did support this system parameter, it shall upgrade to the same value as it had before. 	130496	
2 of 3		

Enhancement	Keywords	Workaround
<p>This modification enables the ability to create a migration set for migration from the System Platform based Communication Manager system to the VE system. It gives the customer the ability to migrate users, groups, profiles, and translations to their Virtualization Enabled based Communication Manager system.</p>	<p>131008</p>	
<p>This is a new Message Tracer Analyzer release which includes:</p> <ul style="list-style-type: none"> ● SIP Stack changes ● Addition of new Capro and CRD fields ● Change in RPM release number ● Ramdisk changes ● Support for new build machines than 5.2.1 	<p>131127, 131135.</p>	
<p>3 of 3</p>		

Problems fixed in Communication Manager 6.0.1 SP0

This release includes the following fixes delivered to Communication Manager 6.0.1 SP0.

Table 11: Fixes delivered to Communication Manager 6.0.1 SP0

Problem	Keywords	Workaround
Fixes associated with the following keywords were also corrected in Communication Manager 6.0.1 SP0.	102303, 103014, 103040, 103104.	
Under extreme traffic conditions, Communication Manager did not provide service from Branch Media Gateways for up to several minutes until system maintenance audited the Communication Manager internal data.	102571	
IP stations did not un-register after a network outage to migrate to a LSP or ESS when dial plan transparency was involved.	102610	
A SIP REFER message including a rfrid= in the Refer-to header was not forwarded in the corresponding INVITE. This resulted in failed calls.	102639	
List trace station and tac commands failed to record vector events when the traced call involved vectoring.	102659	
H.323 Stations on a Communication Manager Evolution Server with H.323 Station Outgoing Direct Media set to Y in the SIP signaling group form that called a SIP station on a Communication Manager Feature Server with a bridged appearance on a third SIP station got nontalk path.	102677	
Video call between Polycom HDX failed.	102808	
A SIP station bridging on (answer) to a Sip Direct Media established call resulted in the parties not hearing each other.	102890	
Call dropped when there was a glare condition with SIP.	102933	
High video call traffic resulted in server resets.	102975	
For Avaya 1050, hosting an eight party conference, three parties were dropped at session refresh time.	102976, 103037.	
Initializing some internal variables helped avert possible H.323 call failures.	103006	
1 of 2		

Table 11: Fixes delivered to Communication Manager 6.0.1 SP0

Problem	Keywords	Workaround
Under certain circumstances when calls were made over H.323 trunk, the Communication Manager went into rolling reboots.	103007	
There was no audible connection. When an IP station on an Evolution Server called a SIP 1X-Communicator which was in telecommuter mode and the call was answered by a SIP telecommuter station.	103011	
The direct IP-IP calls over SIP or H.323 trunk were dropped when Enterprise Survivable Server (ESS) tried to fall back to the main server.	103016	
A Communication Manager system was not able to provide VoIP resources from Branch media gateways when those media gateways lose communication with Communication Manager and then re-establish communication with Communication Manager. The loss of communication was typically one minute or longer.	103024	
Security Service Packs will be Cold and that will be displayed on the web screens.	103058	
High Video Call Traffic Resulting in Resets.	103146	
		2 of 2

Problems fixed in Communication Manager 6.0.1 SP0.01

This release includes the following fixes delivered to Communication Manager 6.0.1 SP0.01

Table 12: Fixes delivered to Communication Manager 6.0 SP0.01

Problem	Keywords	Workaround
<p>A SIP station on a Communication Manager1, with Initial IP-IP Direct Media set to N, and Direct IP-IP Audio Connections set to Y, in the assigned SIP signaling group, called a SIP station on a second Communication Manager with Initial IP-IP Direct Media set to Y, in the assigned SIP signaling group via SIP trunk / Session Manager. That called SIP station had an EC500 extension pointing to any other station on the first Communication Manager routed via SIP trunk / Session Manager and EC500 was enabled. The EC500 extension answered the call, and after the call was established the principal SIP station bridged on the existing call. This resulted in the conference failing to establish.</p>	102794	
<p>On a Communication Manager system, completion of brief tones (ZIP tone, for example) was not reported properly to the call processing subsystem when the tones were generated on H.248 media gateways. Certain features rely on the tone completion event to stimulate further call progress. Agent/Caller Disconnect is one such feature. In this feature example, without the tone completion event, the agent and incoming caller did not disconnected properly in some circumstances.</p>	103029	
<p>A video call between 10x0 video endpoints was downgraded to audio call when there was not enough bandwidth to make it a video call. Downgraded audio call was dropped after a session refresh.</p>	103135	
<p>Fix 1-way talk path problem between 96xx end-points which had the DiffSevr Code Point (DSCP) capability.</p>	103290	

Problems fixed in Communication Manager 6.0.1 SP1

The following fixes were delivered to Communication Manager 6.0.1 SP1.

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP1.	093660, 102970, 102974, 102903, 103027, 103036, 103177, 103183, 103299, 103054, 103061, 103131, 103132, 103181, 103275, 103419, 110168.	
Customer did not see the button labels on the 2420 DCP terminals get updated immediately after the Personal Station Access (PSA) associate.	093844	
Incorrect CDRs were produced for some scenarios related to path replacement with QSIG or REFER with SIP.	101102	
Zero-sized SSH keys no longer prevent the correct startup of sshd.	101331	
There was no name or calling number displayed when a call was made using a bridged appearance via QSIG trunk.	101410	
A barge-in announcement was stuck in the PLAYING state.	101532	
Occasionally, there was no talk path and calling party heard dead air when a call was made over an IP trunk.	101709, 102615.	
1 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
Occasionally, SIP endpoint subscription failed when Communication Manager had multiple TLS signaling groups to SES or Session Manager and some of them went out of service.	101736	
When Communication Manager sent offer in reinvite or in response(200 OK) it did not send its direction attribute as a=sendrecv even when the far end had gone on hold before. In certain call scenarios this could cause temporary loss of talk path.	101781, 102344.	
Occasionally, custom labels were not displayed on the stations form when viewed from the System Access Terminal (SAT).	102033	
A call made by a station that supported Wideband over an H.323 trunk did not shuffle when wideband codec was administered.This behavior has been modified and calls get shuffled now.	102238	
A call was transferred to an attendant busy on another call. The call then went to another attendant in the group. The display on the second attendant would show "UNKNOWN NAME"instead of the party to which the call was transferred.	102244	
For the Sync Over IP feature, Media Gateways that were out of service due to a disabled network region showed a failure reason of No Sync rather than NR Dis .	102322	
Softkeys on a 96xx H.323 station were not updated when it cancelled the call transfer before the called party answered. This happened only when the softkeys for idle and ringback features on the 46xxsettings file were enabled.	102333	
On-hook dialing failed on DCP set after a no-hold-conf call was cancelled.	102364	
The caller was dropped and no busy treatment was given when a busy station on I55 was called from Communication Manager.	102370	
In case of far end hold for NCR and TDM scenarios, no talk path was observed when the far end changed keys or other media attributes.	102438	
		2 of 11

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
On a system with trunk to trunk transfer set to restricted, and a COS that had trunk to trunk transfer override activated, a trunk to trunk transfer call was dropped when a party that was added by ASAI Single Step Conference (SSC) was dropped. There was an inbound trunk call answered by station A with a COS that had trunk to trunk transfer override activated. A second party B with the same COS was added to the call using the ASAI SSC feature. The call was then transferred to far end destination via an outbound trunk. The trunk to trunk transfer was dropped when station B was dropped. With this change the trunk to trunk transfer call remains up after station B is dropped.	102487	
The command <code>list measurements ip voice-stats</code> generated an error when Port Network 1 (PN1) was not assigned.	102502	
An incorrect number was displayed on the EC500 extension for an auto callback call.	102516	
Communication Manager closed the base ip station's TCP socket and the base station rebooted when one-x C portal phone tried to register in shared control mode through the Application Enablement Services (AES) link.	102521	
Ports that were administered for use as paging equipment did not play pause digits correctly causing calls to fail.	102558	
On a Communication Manager system, DTMF digits were not heard on the far-end of an IP trunk, including SIP trunks in which the IP trunk used a H.248 Media Gateway VoIP resource. The IP trunk originally used an alternate method for delivering DTMF digits (out-of-band, RFC2833) but changed the delivery method to in-band. When the IP trunk still used the same H.248 MG VoIP resource after changing the DTMF delivery method to in-band, digits were not delivered in-band.	102559	
list performance trunk-group report displayed a blank for the trunk group size for any trunk-group with a size of 255.	102561	
The calling party got a missed call log entry with its own number when a call was made to a station which was not in service and the call forwarded to another station. This problem was only reproducible when LOGUNSEEN was enabled on the Phone's 46xxsettings.txt file.	102569	
Occasionally, Mempool Errors involving ISDN connections showed up in the logs.	102574	
3 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
Occasionally, find-me calls from Modular Messaging to Communication Manager were auto-answered.	102585	
The UUIE information that was in the second line of the display was not cleared when a call was transferred to a Call-Master from an agent. Only the first line of the display was cleared.	102605	The workaround for this is to enable the special application SA7710 - Enhanced Display on Redirected Calls.
CDR was incorrectly created for unanswered SIP to R2MFC tandem trunk calls.	102616	
A station in another tenant was alerted incorrectly when the initial crisis alert was not responded to in the correct tenant.	102634	
Changing the field "Call Handling Preference" on the agent form resulted in an error saying "Entry is bad" even though the change was successful.	102640	
Coverage over multiple remote coverage points failed when look ahead routing was administered on the route pattern and the coverage points were reached over a SIP trunk.	102738	
The command to get measurement data from a DS1C board in slot 1 of a switch node carrier did not work. Entering <code>list measurements ds1-fac log 1e01a</code> on SAT caused an error indicating the entered location was bad.	102741	
Occasionally, invalid data was left in the Incoming Call Handling Table (ICHT) for SIP trunk groups. This invalid data caused incoming SIP trunk calls to fail.	102784	
The Service Link Ext field on the status station displayed an incorrect dial string when special characters were used in that dial string.	102793	
On-hook dialing on the hard-phone did not work after a successful call when 64xx phones were integrated with One-X Communicator in a shared-control mode.	102800	The workaround was to go off-hook/on-hook.
4 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
The Media Gateways page of the status link command did not show registered Media Gateways.	102805	
Previously, a listen only party added via a Single Step Conference was counted as a non-trunk party when considering trunk to trunk transfer requests. This allowed trunk to trunk transfers that were meant to be restricted. Now, a listen only party will not be counted and the transferring station's COS will determine if the system trunk to trunk restrict administration is honored.	102811	
Attempts to change the Survivable Processor via the change survivable-processor command failed to display the pages containing that data when a Survivable Processor was administered before its associated IP Service and Processor Channel data.	102847	
Communication Manager sent an UPDATE message in Allow header of 200 OK in response to REINVITE for a public-network SIP trunk.	102851	
Generic greeting was heard when a call was made from an Agent to a station that covered to SIP Modular Messaging.	102855	
Line selection for 9620, 9630, and 9650 terminals changed when another call was on hold after background maintenance was run. This caused changes in the soft feature buttons that were displayed.	102859	
The caller could activate an Automatic Call Back on hearing the busy tone when a call was made to a station which was not in service, but had an Extension to Cellular (EC500) mapping.	102860	
Calls on a SIP trunk from Communication Manager to Voice Portal or a SIP station were not tracked by IQ/CMS.	102861	
ANI (Automatic Number Identification) was not captured in CDR for incoming DTMF calls.	102864	
Occasionally, a third record displayed in the <code>list ip-interface</code> all output when only the PROCR ip-interface was administered. This caused the command to scroll without completion.	102869	
Attendant was able to transfer parties in different tenants which did not have permissions to talk to each other when integrated-music was used.	102884	
		5 of 11

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
Customer could not make changes from SAT to certain 46xx stations because validation for the IP HOT LINE feature blocked the submit button of the Station form, placing the cursor on blank space beneath the Abbreviated Dialing List fields and displaying the following error message: Required abbreviated dialing list not assigned.	102885	
The history-info SIP header for the first VDN was lost when a call arrived at a VDN on a SIP trunk and was sent to a second VDN (for instance, by vector processing). This caused problems when the VDN information was subsequently expected by an IVR, display, or other applications.	102886	
An external call transferred by a SIP user was not re-routed via ASAI call deflection to a remote switch.	102907	
Using IAS (Idle Appearance Select) FNE (Feature Name Extension), the call-appearance on the principal OPTIM (Off-PBX Telephone Integration and Mobility) station was locked for 30 seconds when an invalid number was dialed from an EC500 phone. This issue occurred only when SA9106 was enabled.	102937	
When the Timed After-Call Work Mode for Held Calls feature was enabled and an agent pressed the after-call work button with an active call and then initiates a call transfer, that agent will enter TIMED After Call Work mode, instead of entering After Call Work mode as intended, when the now-held caller dropped before the transfer was completed.	102954	
Occasionally, the system crashed on a server interchange.	102994	
An invalid error message was displayed when running "set sync" on a Media gateway.	102996	
A parked call was dropped when a station was being recorded and had its music source administered as integrated music.	103003	
Busy Indicator for Trunk Access Code (TAC) to call paging system failed for a station and the attendant.	103005	
6 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
An ACD call on an analog type port, including a DS1FD VRU port, was put on conference/transfer hold by flashing the switch hook (real or simulated) and was dropped before a valid extension was dialed on the second leg call. This was reported to IQ/CMS as an ACD call rather than an extension-out call.	103025	
Only 1 CDR was produced instead of 2 when an incoming trunk call was answered by Voice Portal and transferred to another agent.	103032	
Agent was occasionally unable to login when the date-time button was already activated.	103035	
When Initial IP-IP Direct Media was enabled on a Feature Server or an Evolution Server and a SIP station called another SIP station which had enabled call forwarding to a SIP station outside of this server and the external station did forward the call again there was an audible connection which was cleared after some 30 seconds.	103051	
An inbound SIP trunk hung when Communication Manager was working as an Evolution Server when the original half call doesn't sent a re-INVITE message to the term half call by any failure.	103055	
Internal system errors were logged for very high traffic systems. A high enough number of calls could be made to overrun the maximum BW recorded amount of 65 Mbits when a network region pair had no Bandwidth limits.	103056	
Problems with cron jobs that resulted in messaging email notifications not being sent, scheduled backups not running and log files were not being rotated.	103070	
Communication Manager system repeatedly selected the same H.248 media gateway for VoIP resources even when the H.248 MG had no more VoIP resources available.	103085	
An IQ/CMS measured trunk call was abandoned from hold and was reported as abandoned to a Pre-R15 CMS. The reason for a held call being dropped should only be reported to CMS R15 and later.	103087	
Customers calling into call center agents on ISDN trunks heard the intercept tone when the called agent disconnects before the caller if the new Agent Caller Disconnect Tones feature was enabled.	103101	
7 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
A duplicated Communication Manager system chose to select VoIP resources from a H.248 Media Gateway after a server interchange but before the media gateway had re-established communication with the newly active duplicated server.	103115	
An ESS would wait for the Port Network Cold reset timer plus 10 seconds when the last MG left control before forcing the unregistration of the IP phones when a system consisted of both Port networks and Media Gateways. Now the wait is eliminated speeding up recovery if all the port-networks have already returned to the Main server.	103116	
Communication Manager reset during heavy SIP traffic when the CLAN over which the SIP trunk traffic was run was busied/released and then again busied out.	103129	
There was no audible connection when the called station answered the call when Initial IP-IP Direct Media was enabled on a Feature Server or an Evolution Server and a SIP station called another SIP station which had a call on hold.	103143	
Six parties were dropped from the conference at session refresh time on an Avaya 1050 video endpoint hosting an eight party conference.	103144	
Calls queued against an agent with skills 1 and 2 while the agent was in aux mode. Even after the agent went into auto-in mode, the calls were stuck in the queue.	103156	
IP direct calls over H.323 trunks dropped when resources being controlled on an ESS fell back to the main server. Also, on any server, an H.323 trunk call that was IP direct, dropped when all VoIP media resources were removed or disappeared for the associated region.	103161	
The system did not select media resources from remote regions evenly in a system where IP endpoints were located in a region with no PN or GW media resources, and PN/GW media resources were distributed across many other network regions.	103164	
For large configurations, an ESS took several hours to force the IP phones off the system after the last port network and/or Media Gateway returned to the main server. Now that time has been reduced so the unregistration of IP phones happens after the last port network is down and/or Media gateway's link loss delay timer has expired.	103167	
8 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
A member of Attendant group blind transferred a call to a Vector Directory Number (VDN), which subsequently queued the call to a hunt-group and when all the agents were busy, the call was returned to the VDN which then routed the call to SIP Modular Messaging, where a wrong greeting (generic) was played instead of VDN's greetings.	103168	
A LSP sent subscribe messages to MM for inactive stations.	103169	
The system had a seg fault when using system monitoring tools to run many list measurements commands in sequence.	103175	
Auto Callback failed when the user who initiated ACB over a QSIG trunk had an entry in the off-pbx station mapping table.	103202	
Hundreds of failed SIP calls on a system with network problems caused system restart due to the speed at which time available audits run. The time available audit found left up connections that the audit then force a cleanup on. The clean up of hundreds of calls too quickly caused the system restart due to massive interprocess communications.	103209	
Occasionally, calls on which announcements were played got dropped.	103218	
Occasionally SIP trunks would not return from the Communication Manager survivable server to the main server leaving the SIP trunks registered with the survivable server. The survivable server could also reset when this happened.	103222	
Communication Manager was not able to parse generic parameters in a Record Route Header causing inter operation issues with CS1000.	103223	
Communication Manager went into overload when the branch parameter in a SIP message exceeded 512 characters.	103245	
Communication Manager returned 503 Service Unavailable when it received a MWI NOTIFY message on a signalling group which had no free channels. This caused MWI failures on the stations associated with the voice mail system.	103283	
Communication Manager reset when it received any SIP message without User-Agent or Server header.	103308, 103378.	
For IP endpoints registered via Processor Ethernet, some extensions could be out of service after a server interchange.	103320	
		9 of 11

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
Incoming SIP trunk calls failed after a busy/release of the SIP trunk group.	103332	
An Avaya A175 Desktop Video Device did not successfully enter the necessary passcode when dialing into an RMX hosted audio or video conference.	103336	
The ASAI software version query responded with a release of 0 for Communication Manager 6.0 when it should have responded with a release of 16.	103384	
Status Station command showed the mac address as unavailable even when the station had a valid mac address.	103385	
Resource Priority Header was inserted in the UPDATE message for precedence call transfer.	103389	
A Communication Manager system took 40 to 60 seconds to detect an H.248 Media Gateway link outage. This resulted in dropped or unusable calls during this detection time.	110002	
20-30 seconds after answer, the call dropped when a SIP originated trunk call had a trailing '#' after the called number and the termed to party was a SIP trunk as well. Both SIP signalling groups in this call had been administered with Initial IP-IP Direct Media set to Y.	110008	
The announcement was not played when an internal announcement audit was executed.	110067	
Station to station calls across a SIP trunk did not have audio when the stations were enabled for video softphone.	110015	
Communication Manager rebooted when a call between two Session Initiation Protocol (SIP) endpoints was dropped or shuffled. These were registered on two different Communication Managers with same Session Manager.	110116	
The call dropped when a video call was placed on hold and then resumed.	110173	
Incorrect CPN was captured in CDR for unformatted format after upgrading Communication Manager to 6.0.1 from 6.0 SP0.	110226	
10 of 11		

Table 13: Fixes delivered to Communication Manager 6.0.1 SP1

Problem	Keywords	Workaround
Occasionally, Communication Manager responded incorrectly to Message Manager which caused message waiting indication to behave erratically.	110288	
Main Server processor channel data was overwritten by Survivable Processor translations after it rebooted.	110379	
<i>11 of 11</i>		

Problems fixed in Communication Manager 6.0.1 SP1.01

This release includes the following fixes delivered to Communication Manager 6.0.1 SP1.01.

Table 14: Fixes delivered to Communication Manager 6.0.1 SP1.01

Problem	Keywords	Workaround
Communication Manager could reset in systems that have TN 2501 "VAL" circuit packs in a port network with H.323 stations/trunks or SIP endpoints in the same network region as the port network. This only happened when there were no TN2302 "Medpro" circuit packs in the port network that were assigned to the same network region as the TN 2501 "VAL" circuit packs and the trunks/endpoints.	110705	
<i>11 of 11</i>		

Problems fixed in Communication Manager 6.0.1 SP2

This release includes the following fixes delivered to Communication Manager 6.0.1 SP2

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP2.	102940, 103200, 110033, 110136, 110148, 110195, 110343, 110427.	
The transferring party saw the calling party's information when a call was made using the Send-NN button and the called station did an internal transfer.	100007	
The call remained active and no one could make another call to the group page when the originator of that group page did not drop the call.	100345	
The Run Now function of a scheduled backup did not work with multiple data sets.	101490	
No Talk Path was observed when a call was made using mixed direct media settings where the originating SIP trunk had direct media on and the terminating SIP trunk had direct media off.	101554	
This fix prevents the segmentation fault which occurred when an Application Enablement Services (AES) server sent traffic to Communication Manager and there were severe network impairments/errors (the kind of network impairments/errors that also cause multiple port networks and media gateways to go down).	102133	
With SA9106 enabled, user was able to bridge-on to call at an OPTIM (Off PBX Telephone Integration and Mobility) station when the call was on hold at PVFMC (Private Fixed Mobile Convergence) endpoint.	102153	
Call transfer did not abort when the Abort Transfer feature was enabled and a user pressed a different call appearance button, while the transfer was in progress.	102519	
<i>1 of 10</i>		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
It was possible for a customer to administer a media gateway using the pre-populated location 1 even when that location was not administered. This occurred without giving the administrator a warning.	102612	
Occasionally, announcements did not work on G450/G430 media gateways after a gateway unregistered and did not return until after the link loss delay timer expired.	102622	
Communication Manager should run glare timer between 0-2s as per spec RFC-3261 when Communication Manager is not the dialog owner of that call and glare is observed.	102674	
Communication Manager failed to forward a call to voicemail and rerouting failed when an outgoing qsig call was made and far end sent rerouting request for this call with short digit extension of voicemail hunt group, and these hunt group digits were administered as type extension in the calltype analysis.	102717	
Occasionally, Communication Manager dropped SIP calls when inter working with some 3rd party SIP telephones and when the SIP trunk session refresh interval expired.	102806	
Automatic Number Identification (ANI) that reaches the transferred-to station was a trunk number instead of calling party info when a SIP trunk transferred a call to a H323 trunk.	102960	
Special Application 9020 allows periodic test packets to measure round trip delay and packet loss between network regions. Based on these results, the system can deny IP connections between network regions. If IGAR has been configured and enabled between these same network regions, IGAR can be used to establish the inter-region bearer connection using non-IP trunk facilities. If the originator of a call connects to an H.248 gateway, the system will not use IGAR for bearer establishment when SA9020 has indicated poor IP network performance. The call would have been denied.	102986	
VDN name was not displayed on ACD agent after BSR poll over IP.	102991	
For SIP signaling groups, when the Layer 3 test was off, and a call failure on the signaling group's trunks occurred, an alarm was generated after a couple of minutes if the far-end did not respond to the ping test. After the far-end condition has cleared, the signaling group went back in service, but the alarm was never retired.	103000	Workaround: Turn on the L3 test. It should be on anyway.
2 of 10		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
The aux_work button lamp did not go off when the agent went from aux_work mode to auto in mode even though the agent received calls.	103012	
Contact header was truncated when a call was made to/from a SIP endpoint that used a phone-context parameter such as Nortel endpoints.	103043	
The attendant on held state received an alert when the Single Step Conference(listen-only) party was dropped from the call.	103053	
Initial invite went with PAI containing only the extension and no display name for a call made over DCS trunk followed by SIP trunk. After answer, re- invite message for display update had PAI containing just display name and no extension.	103063	
LAR(Look Ahead Routing) failed when AAR/ARS FAC was not administered on the feature-access code form and UDP(Uniform Dial Plan) was used to route calls.	103083	
An IPv6 trunk call did not establish successfully in an environment with a mix of IPv4 and IPv6 capable H.248 controlled gateways.	103133	
<p>In the following fields on page 4 of the system-parameters features screen, the extension field overwrote the last character when either the announcement or the extension was entered.</p> <ul style="list-style-type: none"> ● Controlled Outward Restriction Intercept Treatment ● Controlled Termination Restriction (Do Not Disturb) ● Controlled Station to Station Restriction 	103148	
Team button to analog phone failed to answer the call when the ring type was set to ring, delayed ring, icom or abbreviated ring.	103155	Workaround to this issue is to use bridge appearance feature instead of team button.
The loss of communication with a H.248 Media Gateway resulted in the loss of use of SIP trunks that were using VoIP resources on that Media Gateway.	103166	
3 of 10		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
The call appr and display remained active even when the call had dropped when the agent/caller disconnect tone option was enabled and the call dropped (before call disconnect tone could play) from an ACD/DAC call. This occurred only when there was an agent or a caller and no third party on the call.	103170	
Some calls did not play announcements under heavy traffic conditions.	103196	
Calls which were landing on logged off Internet Protocol(IP) or Terminal Translation Initialization (TTI) or Personal Station Access(PSA) phones due to call coverage or call forward, did not follow the criteria for Logged off IP/PSA/TTI phones.	103199	
The alias node name used to reference a duplex-ESS survivable processor was removed from the node-names IP form while still being used by the survivable processor.	103215	
Calls measured by IQ/CMS were not tracked by IQ/CMS when they were transferred during the Coverage Response Interval (CRI), to stations of Type "virtual" which covered to a hunt-group with Message Center qsig-mwi which were then redirected to an outgoing trunk group.	103229	
CDR did not capture resource flag of 4 for video calls.	103238	
Phone with a bridge-appearance of calling party got an invalid display of f when the call was forwarded via SIP trunk.	103240	
The keyword i-silent could not be entered in a vector wait-time command even when it was displayed as a valid option in the help message.	103253	
The new label displayed on the phone appended several characters from the old label when a customized button label was edited by the end users using the local phone application and the old label had 11 or more characters.	103254	
No talk path on calls from/to Multitech endpoints.	103260	
The Queue field on the announcement form was allowed to be changed from b to y when an announcement was played back using the announcement access code.	103265	
4 of 10		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
Earlier, the <code>list trace vdn x</code> command displayed call flow trace data when the specified vdn number was dialed. In this release, the command displays that data even when the specified vdn is routed-to / from another vdn, rather than just dialed directly.	103271	
Though the conference was ended, user could still see "conference" on the phone display. This happened when station A called station B over a SIP trunk and station B established a conference with station C again over a SIP trunk. When station A hung up, station B still displayed "conference" followed by the remote phone number.	103277	
Agent display showed UNKNOWN NAME when an incoming trunk call was transferred over a SIP trunk and the outgoing call was finally redirected to a VDN which queued the call to an agent.	103285	
Network Regions without Media Gateways could not be disabled using the <code>disable nr-registration</code> command.	103300	
Communication Manager 6.x did not disable SIP Direct Media when Avaya IE (IEEx, a former Tenovis product) was involved in call origination.	103328	
Activating Network Call Redirection through route-to-number failed to go to the next step when the far end station was busy.	103330	
When using Avaya Site Administration (ASA) to administer an Agent-LoginID form, the tool allowed a blank Native Name when the Native Name Script was non-NULL or a NULL Native Name Script when the Native Name was not blank. When this mismatch occurred the administration record for the Agent-LoginID was corrupted.	103337	
Occasionally, call failures occurred during heavy call traffic through an Acme Packet Session Border Controller.	103373	
The Logged-In ACD Agents and Logged-In IP Softphone Agents fields on the system-parameters custom-options screen displayed a default value of 0 instead of 5200 when there were no licensed Elite Agents.	103379	
Occasionally, a reset board command initiated from SAT for an MM710B, failed.	103383	
5 of 10		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
The system did not always select an announcement board to play an announcement from a GW which was reachable by the listener when an audio group was configured to include many GWs in many different NRs. "Reachable" defined as having an administered ip-codec-set between the region of the GW and the region of the listener.	103387	
Call was dropped when an EC500 mobile answered the call that had covered out of Modular Messaging (MM). This EC500 was activated for the station in coverage-answer group to which call had covered.	103388	
Occasionally, Communication Manager reset.	103402	
Users were not able to change their destination cell number from any station or cell phone using SAFE code for EC500. The SAFE feature failed when ARS was done through partition-route-table.	103415	
The customer could not submit duplicate station command on SAT when there was a send-nn button on the station being duplicated. The customer saw the following error message: Error encountered, can't complete request; check errors before retrying The customer would have to remove the button before duplicating the station.	103416	
For calls on IQ/CMS measured trunks which are queued to multiple skills through vectoring multiple-skill queueing, a DEQUEUE event was not being reported to IQ/CMS for skills in which the call was NOT answered. The result of this was the appearance of a stuck call in queue on IQ.	103426	
Three agents, all using the A175 were labeled phone A, B, and C. A and C were released from a call when B, while on a call with A attempted to transfer the call to C when C's contact was in E.164 format.	103428	
Calls over IP trunk via PROCR failed after WARM restart. The condition was triggered when an IP trunk call was received via PROCR while the system was executing a WARM restart. IP trunk calls then continued to fail after the restart was completed.	103436	
Remote service observer over a SIP trunk dropped after receiving 200 OK in response to a re-INVITE.	103445	
Previously, under heavy traffic, a CLAN audit would inadvertently tear down a listen socket. In this release, the audit process has been corrected to avoid this error.	103446	
6 of 10		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
Remote Service Observing call over a SIP trunk dropped when it stayed up more than 25 minutes.	103447	
For some call scenarios, a call may not properly cover to voice mail.	103457	
Group page call failed when group page had maximum number of group pages.	103466	
A new incoming SIP call attempted to request service from a media gateway when all media processing resources were made up of H.248 media gateways and all the media gateways were at capacity. The request was denied as expected. However, the system did not reject the incomingSIP call and the SIP trunk remained active for several minutes. Now the incoming SIP trunk is dropped immediately.	103471	
Restarted http with graceful option when httpd log was rotated.	103472	
Sometimes generic greeting was heard when a call was made from a bridge appearance of an x-ported station to voice mail.	103478	
SIP mutated dsv-format caused Communication Manager to reset.	103479	
SIP Mutated media-field dsv caused Communication Manager to reset.	103480	
Phone display changed to SIP trunk name after shuffling.	103481	
SIP Mutated sdp time-field value caused Communication Manager to restart.	103482	
The Avaya One-X Agent application didn't start a video window when the wrong network region was used in ProcRRQ when getSupportedFeatureS was invoked.	103489	
The customer was not able to make internal or external calls when the time of day chart was set to 11 for the stations COR (Class Of Restriction) when SA9050 - Increased TOD (Time Of Day) Routing Tables/Partition Grp Num was enabled on system-parameters special-applications.	103492	
		7 of 10

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
The values entered for the fields Display Language and Multiple Unicode Message File Support in the add station screen reset to blank after the user navigated to the next page and navigated back. The field Display Language was initially set to unicode2/3/4 and Multiple Unicode Message File Support was set to Y and station of type 1408/1416 was added using the add station command for SA8942.	103495	
An IP extension was forced to log off when One-X communicator logged in, in a shared control mode and another IP station logged into the same extension with an unnamed registration.	103538	
Using IAS (Idle Appearance Select) FNE (Feature Name Extension), the call-appearance on the principal OPTIM(Off-PBX Telephone Integration and Mobility) station was locked for 30 to 45 seconds when an invalid number was dialed from an EC500 phone. This issue occurred only when SA9106 was enabled.	103563	
When systems that did not have the PNC Duplication feature enabled tried to add a new ATM PNC connection or change an existing ATM PNC connection using the atm pnc form, the user may have seen the following error message: "Error encountered, can't complete request; check errors before retrying".	110028	
A Network Region with no Media Gateways could not be disabled and an error message was displayed.	110040	
Occasionally, the subnet mask was incorrectly displayed on the display IP-interface PROCR screen of SAT after a change was made to the subnet mask on the Ethernet interface used for the PROCR interface.	110051	
Originator did not hear ringback for a call that involved R2MFC and a H.323 trunk.	110061	
Communication Manager-ESS sent subscribe messages to Messaging Manager for stations in the inactive state.	110110	
		8 of 10

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
<p>When Communication Manager was a tandem switch between two SIP trunks, a call made between the two trunks failed when the following conditions were all true:</p> <ol style="list-style-type: none"> 1) The incoming SIP trunk's signaling group is administered with the field Initial IP-IP Direct Media set to Y 2) The outgoing SIP trunk's signaling group is administered with the field Initial IP-IP Direct Media set to N 3) The far end switch responds with SDP in the progress message 	110117	
<p>After a SAT-initiated "reset system 4", ACD agents could not login. Login attempts generated denial events 1040 and 2126.</p>	110160	
<p>Under certain IP network conditions, Communication Manager system temporarily lost memory when the network conditions impaired communications with H.248 Media Gateways.</p>	110163	
<p>The call dropped when a video call was placed on hold and then resumed.</p>	110173	
<p>Occasionally, use of GIP internal socket 0 caused a new call to fail. Socket 0 is no longer made available to be used.</p>	110206	
<p>Communication Manager did not play local ringback for ISDN PRI to a SIP tandem call when the outgoing SIP trunk call used media resource which was capable of early media detection.</p>	110207	
<p>Calls failed on Communication Manager for a brief period of time (up to one minute) when a H.248 media gateway connection was temporarily lost. This occurred when the media gateway connection was lost for a time, up to, but not greater than the H.248 link loss delay timer setting.</p>	110222	
<p>On a Communication Manager system, a call made between a station on a H.248 media gateway and a station on a legacy port network lost talkpath. The loss of talkpath occurred when the H.248 media gateway lost connectivity with the main server, failed over to a LSP or ESS and then re-connected with the main server.</p>	110253	
<p>SOSM passive monitors did not send events after a conference or transfer.</p>	110289	
9 of 10		

Table 15: Fixes delivered to Communication Manager 6.0.1 SP2

Problem	Keywords	Workaround
Traffic to some H.323 IP stations failed when Communication Manager PE (Processor Ethernet) server interchanged or failed over to ESS (Enterprise Survivable Sever).	110324	
During a conference call between a SIP phone and two H.323 phones (controller and originator of both calls was SIP phone), after SIP phones pressed join to conference, there was no talk path. The conference dropped when any key was pressed on a H.323 phone. SIP trunk to Session Manager had Direct Media enabled and H.323 phone had Direct IP enabled.	110352	
The <code>list cor</code> command repeatedly displayed 0 as its first entry in the output instead of incrementing by one and displaying the range of 0 through 995.	110381	
SIP calls with Audiocodes M3K gateway failed.	110447	
<code>in-trk-code</code> field of CDR was not captured correctly for custom CDR format.	110457	
A Memory leak associated with SIP MWI processing (NOTIFY from SIP Modular Messaging to Communication Manager via Session Manager) resulted in a system reset.	110580	
10 of 10		

Problems fixed in Communication Manager 6.0.1 SP3

Table 16: Fixes delivered to Communication Manager 6.0.1 SP3

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP3.	103539, 110014, 110165, 110286, 110315, 110378, 110438, 110547, 111359.	
Internal processes in Communication Manager ran out of resources and reset when a large number of administration commands were run.	101167	
Communication Manager attempted to handle the case where the far end reduces the number of "m=" in the SIP session descriptor which could cause dropped calls if IP video was enabled on the endpoint.	102293, 110164.	
Communication Manager assigned announcement resources from a remote network region to a held call when local announcement resources could have been used instead.	102343	
On a SIP call made from a one-X Communicator to Polycom RMX, video was lost when the one-X Communicator transferred the call to an Avaya 1000 series endpoint. Audio was not affected by this problem.	102661	
SIP Session Refresh timer caused calls to drop when Communication Manager underwent a server interchange with a large number of SIP calls were active on it.	102823	
An incoming LAI (Look Ahead Interflow) trunk call to an agent was not logged on the phone.	102825	
Port networks stayed out of service after a network outage driven interchange. The system was restarted for recovery.	102875	
A call dropped and an invalid avext parameter was inserted when the contact header contained an alpha user par in a third party call control with SIP REFER.	102878	
1 of 8		

Problem	Keywords	Workaround
A descriptive error was not displayed when a call made on an Avaya 1000 series endpoint was denied due to insufficient bandwidth.	102883	
More than 40,000 stations could not be added.	102935	
Network problems that caused momentary differences in the number of IPSIs connected to each server in a duplicated server pair caused a server interchange that did not preserve existing calls. This occurred since the operation of the recovery software that waits for the connections to settle down on one server did not take into account the state of the recovery software that waits for the connections to stabilize on the other server.	103017	
The number displayed on a caller phone was incorrect when a call was made over a SIP trunk and was covered to voice mail.	103071	
Call to third party T3 Telecom messaging system failed because a SIP 200 OK message had an extra cr/lf at the end of the Session Description Protocol.	103077	
An incoming analog trunk call with busy tone detection did not disconnect when the call was answered by voice mail.	103147	
During heavy video traffic, MCSNIC (Mask Calling Number/ Station Name for Internal Calls) code for SIP stations caused the system to reset.	103178	
H.323 link loss delay timer was not applied for non Avaya endpoints.	103197	
Incoming calls to a VDN (Vector Directory Number) extension were sent to a vector. The vector sent the caller to an attendant console group where the answering operator was unable to transfer the call from the Softconsole.	103272	
Some digits were truncated and sent over ASAI when the extension size was larger than what ASAI supports. The redirecting numbers were expanded incorrectly while sending them over ASAI.	103306	
When the B-side IPSI was active, changing the A-side IPSI Preference to Disabled caused the IPSI daily interchange to stop working. Now, when IPSI Preference is disabled, IPSI interchange will work regardless of which IPSI is active. When IPSI Preference is enabled, daily IPSI interchange works as before.	103324	
2 of 8		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
SIP calls involving the REFER message resulted in stuck trunk members.	103363	
The BTM trunks were not released when the caller dropped and the incoming BTM trunk call on PN was transferred over another BTM trunk on PN.	103417	
Only the far end number for a VDN call that was routed to a Cisco extension over a SIP trunk was observed on the originating SIP station.	103450	
Customers observed survivable server keep-alive alarms when a new survivable server was administered.	103458	
Incorrect socket peg counts and usage measurements were observed on the <code>list meas CLAN socket</code> reports.	103474	
An incorrect display beginning with an * and ending with a 0, was displayed at the originating station when a 200 OK message with + as the leading digit was observed in the P-Asserted Identity Header.	103532	
A call hung in vector processing on the originating server and was torn down after two minutes when a vector route-to step initiated LAI (Look Ahead Interflow) and the receiving communication server deflected the call back to the originating server via NCR (Network Call Redirection), on SIP trunks, before the call gave answer supervision on the receiving server, however, after the call was deflected back to the originating server.	110019	
The top line of a 96xx phone displayed the old extension instead of the new one when the <code>change extension-station</code> command was run.	110022	
ARS digit conversion did not work for more than 18 digits.	110024	
Digit conversion in Calltype Analysis form was ignored when the call was routed via a second (or later) preference due to LAR on the first preference.	110049	
Occasionally, the calling party number truncated when a prefix was inserted to a large calling party number extension.	110060	
When a call was made from Avaya SIP phone to CISCO phone over a SIP trunk with shuffling enabled and direct media disabled, after CISCO phone did hold and unhold operation, call did not shuffle to IP. Because of this media resources were not released.	110062	
3 of 8		

Problems fixed in Communication Manager 6.0.1 SP3

Problem	Keywords	Workaround
Video was lost when Avaya one-X® Communicator transferred a call to an Avaya 1000 Series Video endpoint in a Communication Manager Evolution Server environment.	110103	
Occasionally, all sockets on PROCR stopped working shortly after a server interchange. After a few minutes, the system restarted and recovered the PROCR.	110171	
dtmf detection on Communication Manager failed when the field system parameters - ip-options , set "Prefer use of G.711 by IP Endpoints Listening to Announcements" was set to Y.	110184	
Occasionally, DSP resources were tied up on incoming SIP trunk call and were not released.	110185	
IP DECT (Digitally Enhanced Cordless Telephone) did not activate Auto-Callback after rejecting an auto-callback call.	110191	
Under high traffic conditions, customers with a large number of Media Gateways registering through CLANs suffered from poor Media Gateway performance.	110230	
No talk path was observed after a call made from Xlite phone to an Avaya SIP phone over SIP trunk with SA8965 and shuffling enabled was answered.	110236	
list trace station and tac would output SIP messages for only one SIP endpoint on a call when it should handle multiple SIP endpoints.	110277	
The call was not routed to the correct mailbox and the voicemail server responded with 302 when the call covered to SIP voicemail server.	110284	
SA8439 Forward Held-Call CPN feature did not work.	110290	
Removing and adding an active CTI link caused the CTI link to have the wrong attributes.	110293	
Activation of PLAT-rhel4-1010 failed because the NTP RPM took too long to install (> 60s). This left the system with two NTP RPMs installed that again resulted in failure. Manual intervention was required to correct the situation.	110305	
The caller saw a garbled display for an outbound call over an ISDN trunk that was diverted, when SA8146 Update Display for Redirected Calls on change system-parameters special applications screen was set to Y.	110314	
4 of 8		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
The SA8312 Meet-Me Paging feature did not work for the first 30 minutes after the upgrade.	110319	
The setup_hp-sshd script generated errors about chkconfig not found when activating/deactivating a Communication Manager update/service pack.	110325	
Occasionally, calls dropped on the Media Gateway fallback to the main server from an ESS.	110331	
"list trace ras forced_urqs" could not be used to trace if a URQ was sent for the IP stations when doing "reset ip-stations all-ip ip-network-region xx".	110362	
IP softphones in share control mode got a latent on-hook that caused the ASAI to drop.	110364	
With SPI language version 23 (new in Communication Manager 6.0), agents making or receiving personal calls while in Aux Work with a reason code other than 0 showed a change in the Aux Work Reason code in the CMS Reports.	110402	
SOSM supplementary feature query did not report stations that were in pickup groups.	110406	
On a call from an Avaya 323 phone to an InTouch phone over a SIP trunk, the InTouch phone put the call on hold for longer than session refresh timer of the SIP trunk. There was no talk path when the InTouch phone un-held the call.	110414	
IAC (International access code) was not inserted before the calling number that started out as national or local before being sent to ASAI.	110419	
Communication Manager sent a 500 Server Internal Error in response to m-line with a=inactive in the initial invite sent and dropped the call.	110441	
The system did not send alarms after invalid login attempts.	110442	
A call placed by SIP station to a SAC enabled H.323 VPN station, failed.	110448	
No announcement was heard after transferring a held call to the announcement extension.	110453	
list trace station button option did not work with SIP stations.	110454	
ASAI notified the application that a work mode change took effect immediately even when the request was still pending.	110471	
5 of 8		

Problem	Keywords	Workaround
Occasionally, Communication Manager did not communicate with H.248 media gateways.	110483	
The MVSubAgent was crashing when walking the G3-MIB.	110497	
The <code>list ip-interface clan</code> command returned garbage data causing Session Manager initialization to fail.	110503	
After a transfer, station display showed INT instead of INTL.	110504	
EC500 station was not displayed in a conference party display.	110523	
It was not possible to blind transfer a call to a station with 2 lines busy when the call originated from outside and External Ringing for Calls with Trunks was set to all-calls .	110525	
Communication Manager could not parse a SIP NOTIFY without the "Message-Account" header.	110545	
Under load, the H.323 signaling group socket closed prematurely, and some calls were mishandled.	110549	
Communication Manager could not establish H.245 connection to CIE (Customer Interaction Express).	110559	
Three party ad-hoc conference calls had all parties connected to the same ad-hoc conference on the Avaya Aura Conferencing.	110586	
Internal calls using ARS could not be Service Observed.	110625	
Avaya Site Administration GEDI feature and Native Configuration Manager session connections to a server would drop when the following measurement commands were executed: <code>list measurements ip dsp-resource summary last</code> , <code>list measurements ip dsp-resource hourly 1</code>	110642	
History information headers for subsequent coverage points were not seen in the INVITE message when a remote coverage point was present in a coverage path.	110643	
Customers with translations that contained more than 128 ip-interfaces with the first administered interface being PROCR experienced a SAT lockup when attempting to add a new or change an existing ip-interface.	110650	
Communication Manager deleted one via header and sent one via header while sending a ReINVITE message which caused the call to drop.	110654	
6 of 8		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
list trace station and tac commands failed to output location information when the call was routed using the AAR/ARS feature.	110657	
Agents had to push the call-appearance button manually to answer incoming calls.	110708	
CPN (Calling Party Number) was not captured in CDR for incoming SIP trunk call when CPN was prefixed with a +.	110732	
Communication Manager returned 503 response code for the first incoming call and 403 for the subsequent calls when all SIP trunks were busy.	110735, 110737.	
A call transfer or conference (REFER) made from a SIP station to a non SIP station whose extension did not have a mapping in the public unknown number table (or the private table if that is used for Session Manager number transformations) failed. All extensions on Communication Manager must have public numbering table patterns. This problem occurred when Communication Manager was used as a trunk gateway and the refer-to destination was off-PBX.	110755	
All soft buttons and calling party information on the phone was lost when the EXCLUSION button was deactivated on 96xx phones.	110767	
A call transfer or conference (REFER) made from a SIP station to a non SIP station whose extension did not have a mapping in the public unknown number table (or the private table if that is used for Session Manager number transformations) failed. All extensions on Communication Manager must have public numbering table patterns. This problem occurred when Communication Manager was used as a trunk gateway and the refer-to destination was off-PBX.	110775	
Only some of the Call Record fields were parsed using previous Message Tracer Analyzer version. Message Tracer Analyzer 6.4.2.8 has support for parsing all Call Record fields.	110820	
List trace station failed to record ASAI calls.	110835	
No talk path was observed at party B when a conference call was made between three SIP phones (A, B and C) with SDM/shuffling ON for trunk towards Session Manager.	110874	
7 of 8		

Problem	Keywords	Workaround
The Per Button Ring Control feature did not work with the correct values when the Rg field on the station form of an analog station was set to A (abbreviated), D(delayed) or N(no-ring) and a call was made to the analog station, the above administration was reset to R(ring).	110876	
SIP A called SIP B. SIP trunk towards Session Manager had SDM enabled. DTMF was not heard after answer.	110891	
IPv6 phones on a remote subnet did not come into service for several minutes after a server interchange because the Neighbor Cache in the near-end router was not updated after the interchange.	110936	
Media Gateway message rates were unduly restricted.	110984	
Occasionally, outbound calls made from one-x communicator through a session border controller failed because of extra characters inserted in the avext parameter by Communication Manager.	111117	
Communication Manager reset when an Avaya 1040/1050 Video Multipoint Control Unit attempted to conference in a 5th party.	111180	
8 of 8		

Problems fixed in Communication Manager 6.0.1 SP4

This release includes the following fixes delivered to Communication Manager 6.0.1 SP4.

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 1 of 12

Problem	Keywords	Workaround
<p>Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP4.</p>	<p>100727, 110149, 110501, 110684, 110859, 110879, 110899, 110946, 110990 111002, 111025, 111119, 111129 111244, 111270, 111372, 111388, 111421, 111501, 111521, 111812, 111814.</p>	
<p>2 QSIG trunks were found active even after the transfer was completed. This happened because QSIG Path Replacement failed after an incoming trunk call to a VDN was routed to an EC500 station via a HUNT group and the call was answered with a cellular phone and transferred back to Communication Manager via a QSIG trunk.</p>	<p>100189</p>	
<p>1 of 12</p>		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 2 of 12

Problem	Keywords	Workaround
<p>The inter region bandwidth utilization for calls made between SIP phones belonging to 2 different Network Regions was not handled correctly.</p> <p>Note: If any change is made to the Network Region of a SIP endpoint, then the first call to that endpoint will follow the old call topology. All the subsequent calls will work fine.</p>	101586	
This fix reduced the possibility of the var partition being filled by errant applications that posted excessive messages on the logs.	102142	
Video calls made from SIP to H.323 interworking endpoints did not support high definition video.	102695	
An incomplete abbreviated dialing button was observed on button 5 of a station when the set type of the station was changed from analog set type to non-analog set type and the analog station had a Hot Line Destination.	102874	
An EC500 user calling another user in a network of Communication Managers was unable to reach the voice mailbox of the called endpoint when the call was covered to voicemail. Instead, the calling EC500 user was prompted to enter the password to access the user's own voice mailbox.	103190	
Incorrect name was displayed on the calling party endpoint after a blind transfer to PSTN over a SIP trunk.	103294	
One way audio was observed on a call made from a Polycom VVX video phone to an Avaya voice only endpoint.	103326	
The Active server was restarted after registering an IP phone to an extension that was administered with softkeys and was Unicode-enabled.	103413	
Users were unable to SSH into a TN2501AP VAL board.	110026	
The caller had to enter more digits than required by the MLDP (Multi-Location Dial Plan) feature for calls to route correctly. This only happened when the call routed to a VDN through attendant night service.	110039	
Log External Calls was not activated for a call that terminated into a VDN and routed to a station.	110137	
2 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 3 of 12

Problem	Keywords	Workaround
The Duplicate vector SAT command failed and displayed the error Native Name should be specified for Script Tag after a vector was assigned to a VDN.	110330	
H.323 video calls dropped during hold and unhold operations after the calls were tandemed through Communication Manager via H.323 trunks.	110347	
A 1608 IP phone displayed System Busy because it was not registered.	110351	
Call forwarding busy don't answer did not work for an endpoint that was active on a call.	110389	
A call, made from an external video phone to an Avaya One-XA via Ingate SBC on a SIP trunk that had shuffling enabled, dropped after it was answered.	110431	
History Info Header was inserted in INVITE messages for Survivable mode remote coverage point even when Communication Manager was not in the LSP or ESS mode.	110449	
One-XM mobile phone rang even after it was disconnected from One-XM server.	110524	
A generic greeting was heard when a call was re-routed over QSIG to a QSIG MWI hunt group.	110546	
The call forward feature could not be deactivated when the feature button was administered after the call forward feature.	110555	
<p>Communication Manager updated the team buttons label:</p> <ol style="list-style-type: none"> 1. When the name of a station changed & the other station, whose team button label had to be updated, was in service mode, without further user or administrator action. The update could be delayed depending on how busy the system is at the time of the name change. 2. When the other station (on which the update should take place) was in service mode after the name of a station had changed. 	110568	
Calls to SIP endpoints including Modular Messaging from stations with a tilde (~) in their name field on Communication Manager failed.	110570	
3 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 4 of 12

Problem	Keywords	Workaround
Calls that were answered by voice mail after coverage were shown as answered calls in the call log of the principle termination after the Maintain SBA At Principal field on change system-parameters coverage-forwarding screen is set to Y .	110582	
MWI (Message Waiting Indication) audit was not completed when Communication Manager had a high number of users.	110585	
There was no talkpath when a call was made over a SIP trunk and the far end sent codec that was second in the list on the IP-codec-set screen to the near end.	110603	Workaround: Do not have codec negotiation.
SIP trunk was held during NCR after the SIP station did a blind transfer while shuffling was ON.	110615	
History Info header was not formatted properly.	110646	
The SAT duplicate station command displayed <code>Error encountered, can't complete request; check errors before retrying after a list station</code> command was executed.	110662	
Automatic Call Back feature over two SIP endpoints, that were configured for more than 11 digits on two different switches/servers and managed by a common System Manager, did not work.	110674	
The OPTIM station was stuck in the in-service/active state after a conf-on-ans call was dropped.	110701	
CDR did not capture the agent extension that answered the call after it traversed through Voice Portal and conversed on vector steps.	110734	
Call recording failed when the call recorder was added to an incoming SIP trunk call and an existing SIP transaction was in progress.	110754	
No audio and video was observed when a video call was transferred to AAC (Avaya Aura Conferencing).	110757	
Agents using Avaya one-X [®] Agent were unable to log in until a call was made.	110758	
A memory leak was observed when the system had the MLPP (Multiple Level Precedence Preemption) feature enabled and the 96xx IP station was provisioned with the DSCP (Differentiated Services Code Point) capability.	110760	
4 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 5 of 12

Problem	Keywords	Workaround
Occasionally, BRI station with bridge button posted an internal stim to drop a call even when it was not active on that call.	110761	
SYNC alarms were observed on an inactive H.248 LSP.	110764	
User-to-User Information, received as escaped parameter, was sent twice in subsequent messages.	110772	
A call, held and unheld by ADVD (Avaya Desktop Video Device), was dropped.	110787	
The analog line boards were sent Bellcore provisioning when the Analog Terminals field in the change system-parameters screen was set to V23-Bell . This caused the boards to use incorrect caller ID protocol.	110791	
Incoming caller ID over analog trunks did not work correctly when the country code was set to UK on the trunk group screen. The trunk group data was displayed instead of the actual caller ID.	110816	
Calls made by customers to agent endpoints with extensions that were longer than 7 digits, with CMS R.16 and newer and IQ 5.1 and newer, and measured by the reporting adjunct, hung in the ringing state on abandoned extension-in calls.	110826	
A duplicated ESS survivable processor could not use Processor Ethernet to connect with CMS or IQ. The same restriction applied to a simplex ESS survivable processor. LSP survivable processors could not be defined with IPv6 Processor Ethernet connectivity.	110827	
The 6th and 7th NPA field value on the locations screen changed after a patch was installed and the system was reset.	110831	
The Alarm Groups 601-666 field on the set options screen was blank.	110840, 111706.	
The system was reset when the length of the incoming SIP message was greater than 9216.	110856	
Avaya Desktop Video Device could not join the adhoc conference on Meeting Exchange.	110857	
The Transfer softkey was not visible when a call transferred to a busy station was cancelled.	110863	
		5 of 12

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 6 of 12

Problem	Keywords	Workaround
When a 96xx phone logged in as an agent and transferred an ACD call directed to a VDN with VDN of Origin Announcement, Drop softkey was seen instead of the Release softkey after the transfer was cancelled.	110875	
Port network H.323 IP stations and DCP stations acting as listen only service observers could not hear DTMF tones generated using out-of-band methods and produced by other parties on the call.	110878	
Incoming R2MFC trunk calls on MG failed with a mixed dial plan.	110886	
In a system that had BCMS measurement enabled and did not have CMS configured, a series of calls that utilized path replacement and were subsequently transferred by a BCMS measured agent caused BCMS to stop tracking calls.	110895	
Other parties in a conference call, that was hosted by an Avaya 1040/1050 MCU (Multipoint Control Unit) and had video and content activated simultaneously, dropped when the fifth party was added.	110896, 110958.	
HistoryInfo header with port and transport did not parse.	110899	
An AES DMCC endpoint registered at a Communication Manager extension that had EC500 enabled did not receive RTP streams when the user was on a call.	110904	
MWI update to OneX agent (in the Desk Phone mode) was delayed.	110909	
Outbound calls enabled with SA9114 and marked with TON subscriber or national were not presented on ASAI/PRI.	110910	
Echo was heard by the user in the case of QSIG Path Replacement.	110931	
Alert type in the INVITE to SIP Modular Messaging was incorrect for the incoming ISDN PRI calls that covered to SIP Modular Messaging via Session Manager.	110941	
There was no talk path after a Communication Manager with Port Networks and TN 2302 "Medpro" Circuit Packs completed a SIP request to blind transfer an existing call.	110943	
6 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 7 of 12

Problem	Keywords	Workaround
Translations for many vector steps, in Communication Manager systems newer than Communication Manager 3.1 and older than Communication Manager 5.2.1, did not upgrade correctly to Communication Manager 6.0 and above. The incorrectly upgraded vector steps also logged proc_errs in the error logs.	110948	
The ifDescr OID in the MIB-2 interfaces MIB Group was not properly populated with the correct hardware interface string information.	110971	
MWI indicator did not light up after leaving a message.	110980	
CLAN boards were constantly resetting even after multiple resets and a sever interchange.	110987	
A SIP message that contained multipart/mixed content appeared in the log file on the server: capro 27537 MED MIME Content Parse Can't find starting boundary.	110990	
Communication Manager did not allow SIP INVITEs without media, negatively impacting features like Callback Assist.	111001	
A call to a CMS measured agent that was subsequently conferenced or transferred to a CMS measured trunk caused CMS to abort tracking the call when it was dropped.	111008	
The VDN return destination failed when Avaya ACR and Avaya Quality monitoring recorded a call.	111013	
<p>On Communication Manager system, intra-H.248 media gateway calls dropped after the media gateway failed over to an LSP or ESS or re-established communication with the main server. The call dropped when a situation encountered was similar to this:</p> <ol style="list-style-type: none"> 1) MG#1 on Main: MG#1 DCP#1 called MG#1 DCP#2. 2) MG#1 failed over to an LSP or ESS. 3) Original call between DCP#1 and DCP#2 was terminated. 4) New call was made by either DCP#1 or DCP#2. 5) MG#1 came back to the main server. 	111018	
When the ping test run against a CLAN board's ethernet port failed, the sockets used were not deallocated properly. This caused several software error logs (proc_errs) to be printed out after the socket audit discovered stale sockets that needed to be freed up.	111024	
7 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 8 of 12

Problem	Keywords	Workaround
Communication Manager had old data for ports belonging to H.248 media gateways after the media gateways were reset. Occasionally, the first calls made to or by the users owning these ports failed.	111027	
No Music on Hold Port was observed after a call preserving upgrade.	111035	
Conditions causing a SIP REFER to fail prevented a subsequent transfer of the call from being reported to IQ/CMS.	111043	
The call-appearance on a deskset was locked when a call made from a mobile via the callback feature on the One-X portal was rejected before getting connected to the destination endpoint. Gradually, all the call-appearances got busy and the user could not receive calls.	111048	
Vectors programmed to allow a call to cover twice did not allow coverage for a second time when the user entered unexpected digits at a prompt.	111058	
Migration from Communication Manager 4.0 to Communication Manager 6.0.1 contained incomplete IP Interface translations, setting the translation corruption flag.	111061	
Audio and video SIP calls between two different types of endpoints on Communication Manager dropped when they were placed on hold.	111084	
High bandwidth and resource usage between Port Networks resulted when an incoming SIP trunk could not be shuffled.	111103	
Calls involving H.323 endpoints were dropped when the H.323 endpoints received media from a H.248 media gateway and the H.248 media gateway migrated to an ESS or LSP or back to the main server.	111106	
Occasionally, terminal update messages were sent to incorrect port locations. These messages caused extreme problems to the receiving entity, such as port shutdown and blank displays or incorrect lamps. The most noticeable of these problems was bad messages sent to maintenance test circuits that caused disruption in the ability of the board to detect authentic packet bus or tdm bus faults.	111120	
		8 of 12

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 9 of 12

Problem	Keywords	Workaround
IP phones were unable to register to CLANs, failed ISDN D-channels could not recover, and any other feature and service that used PKTINT LAPD links could not recover. These problems were caused by a CLAN board that failed to answer some LAPD link inquiries. This caused the table to fill up, blocking LAPD link recovery actions.	111123	Workaround: Replace the bad CLAN board and then execute a 'reset system 2' to clear the table.
SIP calls dropped when outgoing the SIP trunks used H.248 media gateways for VoIP and the far-end SIP trunk responded to an initial INVITE with 180 Ringing and SDP.	111124	
A rarely executed error log had a fault which caused a system reset. The recovery code required an artificial software load with embedded errors in order to become active.	111129	
The second line display of CallMaster cleared when Clear callr-info was set to next-call or Leave-ACW and the call was dropped.	111176	
EC500 calls, routed over Session Manager, did not follow location based routing.	111183	
Occasionally, Communication Manager performed a reset system 2 during SIP trunk calls.	111186	
9 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 10 of 12

Problem	Keywords	Workaround
<p>ESS did not register because SID (System ID) reverted to a default value. The problem was triggered by installing Communication Manager 6.x software on an ESS server, without administering the server role. Later, the server role web page was used to administer the role ESS, setting the appropriate SID and MID. The problem occurred after using a SID that was not the default value, that is 1. On the web page, the change button was selected which caused a pop-up window to appear. Then the Restart Now button was selected. The problem could be avoided by:</p> <ol style="list-style-type: none"> 1) Administering the server role when the software was first installed. 2) Using the default system ID 1. 3) Selecting the Restart Later button rather than using Restart Now button after administering the "server role". <p>The following steps were taken when the problem had occurred previously.</p> <ol style="list-style-type: none"> 1) The /etc/opt/ecs/tmp/fsy_ecs_SystemID file was removed. 2) The correct SID via the server role web page was re-administered. 	111210	
A small percentage of SIP calls that were not correctly entering the connection preservation state and resulting into a link pull/Session Manager failure was fixed.	111223	
CMS/IQ did not receive an event when the Stroke Count 6 and the Stroke Count 7 button was pushed. Stroke Count buttons 0-5 and 8-9 worked correctly.	111235	
Communication Manager reset when an Avaya 1040/1050 video Multipoint Control Unit conferenced in a 5th party.	111245	
Tandberg H323 video endpoint registered to a Tandberg VCS tries to call an Avaya SIP video endpoint registered to Session Manager. The resulting call has audio, but only ONE-WAY video. The Tandberg H323 endpoint receives video from the Avaya endpoint. However, the endpoint has no video from the Tandberg.	111246	
Occasionally, outbound calls made from One-X Communicator through a session border controller failed because of the extra characters that were inserted into the avext parameter by Communication Manager.	111247	
No video was observed on Polycom SIP HDX calls to/from Polycom H.323 HDX.	111250	
10 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 11 of 12

Problem	Keywords	Workaround
A system was configured with a SIP signaling group that had Direct IP-IP Early Media enabled, SIP endpoints assigned to a network region (NR1), a port network, H.248 media gateway, media processing resources and other stations assigned to another network region (NR2), and a CAC limit assigned for NR1 to NR2 connections. Although no BW was required on the exhausted NR1-NR2 link, calls between NR1 SIP endpoints were blocked when the CAC limit for NR1-NR2 had been reached.	111254	
Blind call transfer over a SIP trunk did not trigger display update on pickup group members.	111255	
The enhanced pickup call alerting notification was delayed after the call was transferred over a SIP trunk.	111256	
On Communication Manager, users could not originate voice calls from world-class BRI data modules that were connected to H.248 media gateways.	111257	
A call, answered by a SIP endpoint with SIP Direct Media enabled on bridge appearance, was dropped after 32 seconds.	111284	
Agents could not log in because the BCMS measured agents limit had been exceeded. In an EAS environment, when the BCMS Measured ACD Members (as shown on the display capacity administration screen) exceeded the system limit, the number of BCMS Measured Agents was not maintained correctly when the agents logged in and logged out.	111309	
List trace station failed to record ASAI REFER for 3PMC.	111316	
Error encountered, cannot complete request message was displayed after executing enable sync media-gateway when the capability was enabled.	111373	
Occasionally, a Service Pack could not be removed because the shared library was accessed by a transient process, like fasttop.	111410	
There were problems with hold/unhold and NCR.	111421	
The SAT command line help for commands that use the keyword list that is derived from screen field keywords, like the list station type command, was not displayed properly.	111431	
Content sharing did not work between two SIP video endpoints.	111475	
11 of 12		

Table 17: Fixes delivered to Communication Manager 6.0.1 SP4 12 of 12

Problem	Keywords	Workaround
A system configuration consisted of network region 1 and network region 2 containing media processors and shuffled IP stations in cabinet 1 and cabinet 2, respectively. Incoming PRI call used a trunk in PN1. The call routed to an IP station in network region 2 which uses PN1 media processor. The IP station in network region 2 hit transfer and got connected to a media processor from PN2. Music on Hold was played on the trunk. The IP station in network region 2 then dialed a VDN, queued to a skill and routed to an auto-answer IP station in network region 1. VOA was configured for the auto answer IP station in network region 1. The IP station was also assigned to a media processor in PN2. The IP station in network region 2 completed the transfer while the IP station in network region 1 was still listening to VOA. After the VOA completed, talkpath was established between the incoming trunk and the the IP station in network region 1. Echo was observed in the connection.	111502	
An incorrect greeting was heard at a remote QSIG endpoint that was covering to a SIP integrated voice mail adjunct.	111505	
The <code>save translations all, ess,</code> and <code>lsp</code> commands failed when the Survivable Processor was on a software load that did not have a compatible service pack.	111521	
Stable SIP calls consumed more memory, causing memory exhaustion on high traffic.	111601	
Proper unicode names were observed for SIP trunk calls and calls made on SIP endpoints. Memory pool errors and consequent rebooting of the system was also fixed.	111640	
12 of 12		

Problems fixed in Communication Manager 6.0.1 SP5

This release includes the following fixes delivered to Communication Manager 6.0.1 SP5.

Table 18: Fixes delivered to Communication Manager 6.0.1 SP5

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP5.	102034, 110725, 110839, 111569, 111595, 111666, 111697, 111870, 111872.	
List Trace Vector/VDN did not display skills greater than 2047 when <code>goto</code> or <code>check skill</code> was used in the vector step. Skill 2048 was displayed as 0 . Skill 2049 was displayed as 1 and so on. The maximum skill that can be administered is 8000 and was displayed as 1856 .	101162	
Active user logins on LSP servers configured for JITC requirements were erroneously locked out every 30 days.	102018	
The warning header of 480 <code>Temporarily Unavailable</code> SIP message was not tandemed by Communication Manager to the calling station.	102694	
A call dropped when an unsupported codec was sent by the far-end switch to Communication Manager in a <code>reinvite</code> message.	102715, 103274.	
<p>Adhoc video conferencing using Meeting Exchange conferencing server on ADV D phones did not work properly. Video was observed only at the endpoint of the conference host. All the other participants of the conference call observed only audio.</p> <p>Call Scenario: ADV D1 called ADV D2 and ADV D3. The spotlight of the call made by ADV D1 to ADV D2 was merged with the spotlight of the call made by ADV D1 to ADV D3 to hold the conference. The user could not hold a 3 party conference consistently. This problem occurred with all the servers and was not specific to media gateways.</p>	103520, 111152.	
1 of 10		

Problems fixed in Communication Manager 6.0.1 SP5

Problem	Keywords	Workaround
MIA (Most Idle Agent) across splits did not work for BCMS Agents.	110211	
An SRTP call made from Communication Manager as Feature Server with Direct Media enabled to Communication Manager as Evolution Server with Direct Media disabled failed.	110275	
Communication Manager Feature Server did not send an outbound call event to Avaya OneX Server.	110356	
Content sharing in a People Connect video call did not work.	110552	
Print statements that were resident in the code base were activated when data was to be collected for a customer problem. Occasionally, the activation of these prints compromised on the performance of the system.	110618	
Incorrect VDN display was observed when calls that tandemed over SIP trunks and used LAI/NCR did not carry UI data properly to the station of the agent.	110656	
QSIG value coverage did not allow the service observer to drop from the call.	110746	
Incorrect voice mail integration was observed when HistoryInfo header was not inserted in the invite after the QSIG Reroute Request was received.	110786	
On Communication Manager, a SIP-SIP call in direct media intermittently reverted to RTP and SIP-H.323 direct media calls intermittently had no talk path.	110885	
A call did not route via second preference when the default proxy on the locations screen was configured with a route pattern that had 2 preferences. The call did not term on the first preference.	110925	
The SMI web interface was updated to have a 200 ok return code on non-existent pages.	110957	
An agent was pending for an Aux-work mode with a Manual-In ACD call on hold and had an active call on a different call-appearance. The pending aux-work lamp did not light and the after-call-work lamp changed to the pending state when the far end dropped the held ACD call. When the agent was idle, the after-call-work lamp stayed pending and the aux-work lamp was lit.	110983	
Priority calls, made to a station with OneX mobile integration and SAC enabled, rang softly.	111005	
2 of 10		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
H.264 codec with different payload types was not tandemed by Communication Manager.	111040	
The last HistoryInfo entry for a call, made from one station to another and covered to MM, was incorrect.	111063	
A call ended up on a switch because of aar digit-conversion after an ASAI deflection did not drop the principal station. Therefore, the principal station continued to ring.	111066	
When an ESS was active, IP signaling groups did not go into service properly. The status signaling-group command showed the service state as disabled.	111094	
ASAI redirect calls request was not responded to and the call failed to redirect when the ARS or AAR analysis specified a range of allowable digits (min!=max).	111153	
T.38 faxes with an H.248 media gateway failed when the acknowledgement sent in response to T.38 SIP re-invite received by Communication Manager had a datagram size that was greater than 500.	111182	
In the case of double reroute, a wrong voice mail greeting was heard.	111202	
When addressed using AAR or ARS, a vector route to step that successfully terminated to a phone number over an R2MFC trunk retained the trunk port until the calling party dropped. Vector processing remained active until both the parties dropped. When addressed using AAR or ARS, a vector route step that did not successfully terminate hung.	111237	
The coverage failed when an incoming call, over a tie trunk that had Incoming tone (DTMF) ANI field on the trunk group screen set to *ANI*DNS* , tried to cover to SIP Modular Messaging.	111238	
Display Reinvite was sent to a far end switch. This resulted in talk path failure after unhold in SRTP SDES shuffle off scenario.	111261	
A call, made to an IP Softphone whose Telecommuter was a SIP trunk with Direct Media enabled, dropped after 32 seconds.	111271	
In an IGAR environment that has SAC activated on the principal station and a coverage answer group as coverage point, team buttons flashed GREEN on stations after all the calls were dropped.	111272	
3 of 10		

Problems fixed in Communication Manager 6.0.1 SP5

Problem	Keywords	Workaround
A fax call over IP dropped when it was kept longer than the session refresh timer.	111278	
The first codec in an IP codec set was G.729 and the second was G.711A. A call was made from a Communication Manager analog station to a PSTN station via a SIP trunk. The PSTN station sent a re-invite with G.729A to renegotiate the codec after answering the call. This re-invite was ignored by Communication Manager.	111288	
Handling a number of board network regions was controlled by putting boundary checks on index values to avoid running out of array.	111296	
One way audio was observed when cell phone users called an agent and got fast busy after brief connect.	111302	
An incoming call made to an attendant that came through an attendant VDN dropped before it was transferred to a station that had coverage set to a voice mail.	111317	
SIP stations could not retrieve messages when IDM (Initial Direct Media) was enabled on the SIP signaling group and Telephone event payload type was configured on the trunk group.	111326	
The called party number for inbound calls marked with TON national/subscriber was not modified and sent over ASAI as an international number.	111331	
The digits, on a tandem call involving an H.248 media gateway, were outpulsed twice.	111334	
Send All Calls Override for priority calls and Dialling did not work when the called party was an analog station.	111335	
On Communication Manager, held SIP stations and SIP trunks dropped when they used H.248 media gateway VoIP resources.	111336	
Repeated DS1 board uplink alarms caused a Communication Manager warm restart.	111342	
The originated event on ASAI client did not have the modified called party number in spite of SA9114 being enabled.	111355	
4 of 10		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
SIP to QSIG interworking did not handle + in the digit string.	111356	Workaround: Delete the leading + from the digit string in the inc-call-handling-trmt-trunk-group screen for the SIP trunk.
Occasionally, the <code>status tti</code> command displayed invalid results. The results of the command displayed either that the TTI translations were incomplete or a percentage of complete TTI translations that was greater than 100%.	111375	
The MWI lamp for a user in Siemen's QSIG network did not light when the messaging adjunct was a SIP integrated Modular Messaging.	111403	
Users could not join a conference call made over a SIP trunk on Avaya Meeting Exchange.	111407, 111408.	
The alerting device number and the corresponding TON were reported incorrect for outbound calls with SA9114 enabled.	111424	
An incoming Release line trunk call dropped after it was transferred over another Release line trunk on a different PN to a VDN.	111435	
The Transfer softkey was not visible when a call transferred over a trunk was cancelled.	111436	
Only audio was observed on a dial-out video conference from Polycom RMX to Polycom SIP HDX.	111443	
System restarted when a number of calls were kept in the ringing state.	111446	
An inbound SIP trunk call dropped after announcement in vector.	111450	
The system cold reset several times.	111452	
5 of 10		

Problem	Keywords	Workaround
Under network outages, Communication Manager could not communicate with the port-networks managed by it. Communication Manager did not have an accurate picture of the VoIP channels in-use on the MedPro boards (TN2302, TN2602) in those port-networks. After the problem was solved, the attempt to re-synchronize the internal data with the MedPro boards caused a spike in CPU occupancy. When the user had many MedPro boards in various port-networks, the re-synchronization operation drove Communication Manager to overload.	111458	
The Avaya DCP endpoint was dropped from a call when the Cisco endpoint put the call on hold.	111459	
Communication Manager was configured for MIA (Most Idle Agent) Across Splits or Skills? as Y and Temporary Bridged Appearance on Call Pickup? as N . Two stations were in a non-ACD hunt-group and a pickup-group. The second station was logged on to an EAS skill and was in an available work mode. A call made to the non-ACD hunt-group rang at the second station and was answered by the user at the first station. A call made to the EAS skill of the second station queued up and did not terminate at the endpoint of the agent even when the agent was idle and available.	111477	
The agent could not answer a transferred call with SSC, another party on the call, and VDN return destination enabled.	111492	
Occasionally, outgoing H.323 or SIP calls could not be made on Communication Manager.	111501	
An incorrect display was observed on the station when the (SA8851) - Remove Caller Id from Set Display? field was set to Y on the system-parameters special-applications screen and the incoming R2MFC trunk call was made.	111507	
An incorrect voice mail greeting was heard when an incoming QSIG call covered after it was forwarded.	111508	
Outgoing calls over an IP trunk using the Processor Ethernet interface failed after a server interchange if the standby server had a more recent service pack than the primary server.	111511	
During heavy call traffic, few calls dropped on Communication Manager with SIP Direct Media enabled.	111519	
Incorrect display update was observed on the transferred station when the user performed a blind transfer.	111536	
6 of 10		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Communication Manager reset when it received a SUBSCRIBE message greater than 9216 bytes.	111541	
Communication Manager could run out of memory, causing a warm reset.	111545	
A video call was made from a CS1K endpoint to a Communication Manager endpoint over a SIP trunk. Communication Manager dropped the call when it was put on hold by the CS1K endpoint.	111565	
Phones did not work and the port network was rebooted.	111566	
The calling party heard music on hold when a trunk call over an H.323 trunk with Data Restriction Set was internally transferred and put on hold.	111570	
Occasionally, Communication Manager reset, resulting in temporary loss of call service.	111580	
Communication Manager displayed an incorrect name presentation indication for forwarded and redirected calls when (SA8967) - Mask CLI and Station Name for QSIG/ISDN Calls? was enabled and Per Station - Send Calling Number and Name? was set to restricted.	111583	
Send All Calls and Call Forward Override did not work when the called party was an analog station.	111594	
Stations displayed the system-wide national cpn prefix for all the incoming national calls.	111596	
Sockets were used up even when no SIP TLS trunk was provisioned on Communication Manager.	111600	
ISDN trunk calls were torn down from the far end after receiving a number of periodic INFO messages from Communication Manager that did not conform to Bellcore ISDN connection protocol.	111618	
Ringback was not heard by the user when an incoming ISDN trunk call was tandemed over SIP trunk to MS OCS.	111620	
During high SIP call traffic, Communication Manager could reset due to heap memory exhaustion.	111634	
People Content video call made between Polycom HDX and Polycom RMX did not work.	111677	
		7 of 10

Problems fixed in Communication Manager 6.0.1 SP5

Problem	Keywords	Workaround
Communication Manager had 2 IQ Call Management System Reporting Adjunct links. Names Download was in progress for the first link and a pump-up request was received for the second link. Communication Manager aborted Names Download for the first link.	111683	
An incoming SIP call dropped after it was queued on an ACD.	111719	
Communication Manager restarted when a video call was blind transferred to a Lifesize endpoint.	111731	
Users did not receive SNMP traps when the server overheated.	111734	
An H.323 trunk call made between Communication Manager and CS1K dropped after 15 seconds.	111744	
Poor and delayed video quality was observed on a call made between an Avaya 10x0 endpoint and a Polycom video endpoint when Communication Manager changed dynamic payload number for H.264.	111749	
The System Logs SMI web page and the associated <code>logv</code> bash command did not display error log entries for the current year when the Communication Manager template was built in the previous year and not installed until the current year. The <code>logv</code> command added the value for the year to the log entries because this was not done by the Linux Syslog logging service. The <code>logv</code> command did not update the year because a transition of log entries from December to January was not seen. This problem was fixed by setting the Access Date of the oldest error log to the first boot date when a new software release was installed or a software patch was activated.	111750	
Calls made from Communication Manager to an H.323 trunk connected Radvision gatekeeper did not complete.	111758	
Occasionally, Communication Manager reset because of a segmentation fault.	111764	
When a SIP station with exclusion answered a bridge call and tried to initiate another call by going off-hook, the call on bridge appearance got stuck.	111780	
Communication Manager did not send out Transfer Complete FAC when SSC parties were transferred on an active call.	111786	
Occasionally, H.323 trunk calls made via a CLAN board failed.	111810	
8 of 10		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
The buttons on a SIP phone were not downloaded properly at the time of registration when a large number of buttons was assigned.	111857	Workaround: Administer fewer buttons.
Calls made to an unplugged auto-answer IP station received no ringtone.	111858	
Avaya One-X Communicator in shared control application mode with Avaya 96xx phone displayed incoming calls incorrectly.	111873	
Occasionally, a warm reset, that was initiated by the SAT command <code>reset system 1</code> , escalated to a cold reset. This impacted the call service.	111906	
Malicious Call Trace feature did not work with location-specific prefixes.	111950	
SIP to SIP calls did not work when Direct Media was enabled.	111961	
No content could be shared from a Life Size endpoint.	111973	
There was no talk path after Communication Manager with Media Gateways completed a SIP request to blind transfer an existing call.	112001	
In a Direct Media setup, a SIP station heard an extra beep when it originated a call that was covered because of Send All Call or Don't Answer coverage criteria.	112045	
The bridge phone could not answer a call made from the bridge button when the ROIF (Redirect on IP failure) field was turned on the system-parameter feature screen, page 14. The Switch Hook Query Response Timeout was set to a non-zero value.	112074	
The exclusion button of a SIP station was lit up even when the station was on-hook.	112095	
A SIP phone, that called into a meet-me conference and used the conference button to add in another user to the conference, was locked out after pushing the join button.	112114	
A user from SRTP SIP A called another user at SRTP SIP-B and SDM was enabled. The unhold feature at SIP B did not work after the user at SIP-B put the call on hold for a longer time than the session refresh timer.	112192	
9 of 10		

Problem	Keywords	Workaround
On a SIP to SIP station call that was held and unheld, Direct Media talkpath was delayed by an extra 400 ms. This resulted in a delay of talkpath establishment.	112193	
A bridge phone was configured in off PBX station mapping screen as an OPS station and the SAC (Send All Calls) state was enabled. A call made to the primary phone ended in the coverage point of the bridge phone.	112201	
Occasionally, on Communication Manager, calls involving H.323 stations, SIP stations and trunks, and VoIP resources from legacy PN (port-network) lost talk path when the call started using the PN VoIP resource during a scheduled maintenance audit. This issue could have also affected users of traditional station types like Analog and DCP on legacy PNs who make calls to other users on other legacy PNs or H.248 media gateways.	112212	
Occasionally, authentication files failed to install.	112257	
In a conference, Communication Manager sends 2 messages to a registered SIP station about the exclusion status from PUBLISH. The first message is sent when the exclusion feature is set to ON. The second message is sent when the SIP station is excluded from the conference. When the Exclusion button was pressed on PUBLISH, it was observed that the order of the messages, sent by Communication Manager, was reversed. This resulted in the user, signed into the SIP station, to believe that the conference was on even after the station was excluded.	112347	
10 of 10		

Problems fixed in Communication Manager 6.0.1 SP5.01

This release includes the following fixes delivered to Communication Manager 6.0.1 SP5.01.

Table 19: Fixes delivered to Communication Manager 6.0.1 SP5.01

Problem	Keywords	Workaround
ASAI redirection failed when the call was remotely redirected.	112523	

Problems fixed in Communication Manager 6.0.1 SP6

This release includes the following fixes delivered to Communication Manager 6.0.1 SP6.

Table 20: Fixes delivered to Communication Manager 6.0.1 SP6

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP6.	111542, 111999, 112246, 112328, 112720.	
The list measurement ip dsp-resources screen displayed incorrect data for the GW Number and GW Type fields.	102572	
The subnet mask value for the procr ip-interface was inconsistent with the value administered on the server when the display ip-interface procr command was executed.	102649	
Calls handled by messaging were dropped.	102655	
ISDN BRI trunk ports appeared to not have been inserted properly into the system. The demand tests, when run, showed the port in a No Board state even when the board state showed that it was OK.	103374	
Occasionally, FAX over SIP failed. This happened because Communication Manager did not relay SIP messages.	110175	
During scheduled maintenance on inactive ESSs, denial events 1367 and 2117 showed up in the logs.	110877	
An audio call made from a SIP station to another SIP station dropped after 32 seconds when the IP Video field was set to True on the signaling group screen and SIP direct media was disabled.	110966	
An audio call was made from a Tandberg E20, registered to a Tandberg (VCS) Video Conferencing Server, to an Avaya 9640 SIP voice terminal. The audio was not resumed when the Tandberg E20 put the call on hold and then resumed it.	111071	
The agent endpoint displayed incorrect data for predictive dialed calls after the calls were answered.	111215	
1 of 9		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
An ISDN caller heard silence instead of secondary dial tone because the call could not be transferred to remote access dial tone.	111282	
Call transfers involving ADVD (Avaya Desktop Video Device) incorrectly resulted in calls with no video.	111392	
The list meas announcements board reports showed inconsistent data. At the top of each hour, numerous proc_errs from meas_m-proc_aus() were listed in the logs.	111433	
Occasionally, video calls did not get appropriate video resolution because Communication Manager injected H.263 as the first payload number of the video m=line when it should not be the first one.	111485, 111701.	
Incoming international calls made to an X-porting station over ISDN-PRI/IP trunks covered directly to the second coverage point when the first coverage point had a SIP station.	111518	
On a call that covered to Modular Messaging through a SIP trunk, the calling station partially displayed the called station extension.	111525	
Communication Manager did not respond to a REFER msg that was received in an invalid state.	111552	
All system and application links, along with calls, were dropped. Non translation feature data was lost and Circuit Packs were reinitialized.	111603	
Bouncing of PPP links caused MWI failures and corrupted memory pool tables.	111610	
A call made from an Avaya 10x0 to a Polycom HDX SIP endpoint failed when SIREN codecs were administered. The call could not be completed.	111626	Workaround: Remove the SIREN codecs from the IP-codec-set in Communication Manager.
Customers using third party interworking gateways, like the Avistar C3 Connect and Cisco/Tandberg Video Communication Server, queried for SIP capabilities before sending the initial INVITE. When Communication Manager received an out-of-dialog OPTIONS message, it responded with the following limited audio only capabilities: G711Ulaw, G711Alaw, G723, G729, and RFC2833TEL. These capabilities do not include any video or wide-band audio codecs.	111644	
2 of 9		

Problem	Keywords	Workaround
<p>Shuffling was enabled on the SIP trunk when the order of codec on Communication Manager in IP-codec-set was: G.711A G.729 and the order of codec on the terminating SIP endpoint was: G.729 G.711A No talk path was observed when the terminating SIP endpoint answered the call with the above preference in codec.</p>	111646	
<p>In trunk group measurements, inconsistencies could be displayed between the overflow peg counts and the %ATB. There could be non zero overflow peg counts that still show 0% ATB (All Trunks Busy).</p>	111668	
<p>A call was made from a SIP integrated Modular Messaging system to an H.323 station over a SIP signaling group with Initial Direct IP-IP audio enabled. The call dropped when it was answered by the H.323 station.</p>	111670	
<p>The display at the endpoint of the agent was updated when an agent logged in. The display was not updated when the agent did not receive or originate a call. The display was cleared when the agent logged out.</p>	111733	
<p>The Communication Manager internal URI object size and string buffer size was increased to accommodate large refer to header.</p>	111748	
<p>Communication Manager denied a hold request made by OneX Communicator when Direct Media was disabled.</p>	111785	
<p>Occasionally, there was no talk path or cross talk when a Device Media Call Control softphone was conferenced in a Multiconnect system.</p>	111808	
<p>Problems were encountered when agents logged in through a CTI application.</p>	111815	
<p>Incoming international calls, made to a SIP station over an ISDN-PRI or an IP trunk, failed.</p>	111821	
<p>Directory feature intermittently failed.</p>	111831	
<p>A call was dropped when PRACK (Provisional Response Acknowledgement), with new SDP, terminated on Communication Manager.</p>	111853	
3 of 9		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
DTMF was not detected on OneX Mobile when a call was established using the OneX call back feature.	111874	
In a two-way call initially involving a non video and an H.323 video endpoint, an attempt to conference in a SIP video endpoint resulted in the SIP endpoint dropping from the call.	111877	
Integrated announcement on MG was clipped after every 10 or 15 calls when there were multiple MG's in the same Network Region.	111883	
An ASAI 3PCC (third party call control) request received a NACK (Negative Acknowledgement) from Communication Manager when an agent requested an aux_work mode change.	111898	
An ASAI transfer request made to a VDN, with the first step as a collect step, failed.	111901	
On duplicated Communication Manager servers, the request for a Communication Manager restart on the server going active did not complete when a server interchange occurred during a narrow window and the number of port network control connections to the new Standby server was better than the number of port network control connections to the new Active server. The Communication Manager software on both the servers remained in the Standby mode and Communication Manager did not process any calls. Manual intervention was required to run a command and restart Communication Manager or request for a server interchange.	111907	
A call was made from an H.323 phone on Communication Manager 1 to an MMCS configured on Communication Manager 2. MMCS sent plain REFER message to Communication Manager 1 to transfer H.323 to the MMCS audio bridge. The transfer was unsuccessful when the display name of H.323 was 14 characters.	111927	
Supervised transfer from the bridge appearance of a phantom station ended up at the wrong mailbox.	111933	
The system reset for internal and external calls when the MCT (Malicious Call Trace) button was activated and the trunk administered on the system-parameters features screen for MCT Voice Recorder Trunk Group had Suppress # Outpulsing set to Yes.	111968	
Customer could not enter data into the Port Location screen and submit it. The system displayed Entry is bad. Occasionally, the Communication Manager application rebooted.	112006	
4 of 9		

Problem	Keywords	Workaround
A 3PCC request following an answer failed when it was sent before the ACK to the SIP OOD REFER sequence.	112010	
Occasionally, SIP phones were unable to resume a held call when the Transfer to Voicemail feature was disabled.	112011	
A ringback tone was heard in addition to the announcement that was played when a Voice Portal blind transferred a call to a Communication Manager extension that was busy and the call forwarded to a coverage path.	112012	
Communication Manager did not send 255.255.255.255 in c=line when it received INVITE for hold with c=IN 0.0.0.0 in SDP on an ongoing SIP call. Therefore, hold/unhold failed.	112021	
OPTIM (Off-PBX-telephone Integration and Mobility) FNE (Feature Name Extension) did not work when SIP Direct Media was enabled on the SIP trunk.	112026	
The called party could not see the complete calling party name on the OneX Communicator when a value, other than blank, was administered in the Switch Hook Query Response Timeout field in the system parameter features screen.	112044	
Occasionally, stack over flow occurred and Communication Manager crashed.	112052	
Communication Manager reset when administrator tried to bulk unregister SIP stations.	112053	
Heap Corruption occurred due to Link Bounce.	112070	
A SIP trunk call was made to a VDN that had an announcement in its vector. The caller did not hear the announcement when the far end was shuffled.	112092	
An IGAR call made to an audio-group with more than one announcement board failed.	112107	
An active SIP call dropped after 32 seconds when Communication Manager sent a shuffle re-INVITE due to SA8965 and the far end sent a re-INVITE at the same time causing a glare condition.	112113	
Communication Manager had certain vulnerabilities that are described in <i>Avaya Security Advisory ASA-2011-148</i> . To see this document, go to http://support.avaya.com and search for that number.	112134	
5 of 9		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Communication Manager went into rolling reboot after reading a translation that had more than 70000 bridge buttons.	112150	
When port network VoIP resources were not available, a shuffled SIP call was completed with one way or no talk path instead of being denied.	112155	
A call, made using a TSAPI client, was incorrectly cleared upon disconnection when the Station Tone Forward Disconnect field on page 9 of system parameters features screen was set to Busy.	112157	
The customer was unable to administer new ports like stations, trunks, announcements for Communication Manager when the Unnamed registration feature was enabled.	112161	
A call made to a VDN or an EAS logged-in agent failed with a Denial Event 5019: HDE StatLock, FAC denied when the Station Lock Active field was set to yes .	112176	
A SIP phone could not get out of the SAC state when the SAC state was out of sync with Communication Manager's SAC state.	112177	
After an IP phone did a hard reboot, it did not display button labels in unicode even though it had support for the native language.	112188	
A memory leak was observed when Communication Manager received an INVITE with duplicate payload type in SDP.	112197	
Tone detection on a switch with multiple PN (Port Network) connected with fiber failed when the trunk and the tone receiver took resources from different PNs.	112205	
Video calls completed with only audio.	112217	
Display in call forward by rerouting scenario did not work correctly	112236	
6 of 9		

Problem	Keywords	Workaround
<p>A PSTN call was made to VDN-1 that had Delay PSTN Connect Message set to Y. Vector processing of VDN-1 routed the call to VDN-2 that happened in one of the following ways:</p> <ol style="list-style-type: none"> 1. A route to VDN-2 step mentioned in the VDN-1 vector. 2. A call routed to a hunt/agent via vector 1 and transferred/conference to VDN-2. 3. A call routed to a station/hunt/agent via vector 1 and covered to VDN-2. <p>The VDN-2 Delay PSTN Connect Message field did not matter in this case. VDN-2 routed the call to a non-hunt party, like a station. The station answered the call. It was expected that the CONNECT message would be sent from Communication Manager to the PSTN.</p>	112260	
<p>The display on the bridge appearance of SIP stations had unwanted double quotes when a trunk call was made to the principal station.</p>	112273	
<p>For a bridged appearance that dropped out of a conference that involved the originator and the principal station, the display was blanked.</p>	112275	
<p>Occasionally, Communication Manager reset, disrupting the call service.</p>	112277	
<p>Occasionally, an AES connected to a duplicated Communication Manager system with multiple CLAN connections did not go into the proper preserved session state upon a Communication Manager server interchange. Hence AES did not always recover properly.</p>	112283	
<p>When EC500 was activated or deactivated on the primary station, it was also activated or deactivated on the bridge station.</p>	112307	
<p>Application entries were missing from the stations with off-pbx-telephone integration screen. Due to this, applications associated with stations became inoperable.</p>	112309, 112479.	
<p>A caller dialed the meet-me extension and conferenced in another phone that dropped the call. The display was not updated at the endpoint of the first caller when another caller joined the meet-me conference.</p>	112323	
7 of 9		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
For SIP stations, Communication Manager sent update display to principal and bridged stations irrespective of the field value of Keep Bridged Information on Multiline Displays During Calls on page 19 of the system-parameters features screen.	112329	
A user tried to bridge in a call that was put on hold by another bridge phone. The exclusion feature was on before the user put the call on hold. The call failed irrespective of the exclusion button being on or off.	112346	
In a Call Center Elite non-EAS configuration with CMS R13.1 or later, UCIDs were occasionally reported during periodic audit of agent states for unstaffed agents.	112359	
Incoming and missed call logs were not seen on the OneX client.	112394	
Default behavior was changed when DTMF payload type was not configured on trunk.	112405	
Software added in the previous Communication Manager release verified that Communication Manager went active after a server interchange. This code introduced a bug in the procedure used to upgrade software on a system with duplicated servers. A demand server interchange, requested from the Standby Server after the Standby Server was updated, was denied. This fix corrected the problem.	112408	
SIP station A called Station B and the automatic exclusion feature was enabled. Station C, that had the bridge appearance button of B and an exclusion button, answered the call. The exclusion button on C was lit. The call was put on hold at Station C, putting out the lamp of the exclusion button. The Exclusion button was lit again when the call was resumed on Station C. After putting the call on hold again, it was observed that the lamp of the Exclusion button at Station C was always lit, irrespective of holding or unholding the call.	112428	
A call did not terminate on far end Communication Manager when the coverage remote had pauses between the digits to ESIG over a SIP trunk.	112466	
The display on the bridged appearance was not updated after the originator transferred the call to another party.	112467	
The conferee could be dropped out of the conference call in an hour after the call was established.	112469	
8 of 9		

Problem	Keywords	Workaround
Communication Manager received a "third party clear call" from CTI for an active call to an agent. Right after Communication Manager acknowledged the cleared call, CTI started a new call to the same agent using "third party auto dial." The second call was routed to an announcement, or anywhere else when the agent endpoint sent an on-hook message in response to the request to drop the first call. This caused the second call to drop. This happened when Station Tone Forward Disconnect was set to busy or intercept.	112495	
ASAI redirection failed when a call was redirected remotely.	112508	
The SIP trunk got stuck when an ISDN caller ended a call before the transferred-to party over the SIP trunk answered.	112519	
A call made to the principal station could ring forever on the bridge phones when the SAC on the principal station was enabled.	112535	
Ignore was changed to call stndseq for CP_TAKE_CTL and CP_REL_CTL. The stndseq return code is SEQ_SUSP. The old ignore code returned SEQ_FREE. This caused call records to hang.	112589	
A dial-out call made from a Polycom SIP RMX to a Polycom SIP HDX failed.	112606	
The final bandwidth allocation was random when the MultiMedia bandwidth in the ip-codec-set was set to a value greater than ~3.2 MBps. This resulted in poor quality video calls.	112724	
Long SIP extension numbers failed to register.	112791	
A call that originated from a bridged station was not notified to the other bridges of the principal station.	112833	
Server interchange caused traps in SIP trunked systems.	112841	
An ASAI 3PCC request to transfer a call to a VDN failed when the first step was a vector step.	112933	
9 of 9		

Problems fixed in Communication Manager 6.0.1 SP7

This release includes the following fixes delivered to Communication Manager 6.0.1 SP7.

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP7.	112402, 112403, 112629, 112909, 112921, 120154, 120243.	
An H.323 softphone put a call on hold. The softphone could not reconnect to the call by running the <code>3PCC reconnect</code> command when the H.323 SIP override feature was activated.	100875	
Customers could not see the ARS digit conversion tables and the system displayed the EECCR message.	110940	
Customers were unable to use MM714 Analog Media Module to administer loudspeaker paging.	102627	
A board removed alarm was active on a board. The alarm stopped working for 10 minutes when the board was installed.	102772	
Communication Manager warning alarm filter was set to All CM alarms in the CM Filters Web page and by executing the <code>custalmopt</code> command. The Cleared Alarm Notification feature did not work properly when Communication Manager had active warning alarms. Also, the Cleared Alarm Notification feature did not work after toggling between Send only Minor (and Minor) Alarms and Send All CM alarms .	110010	
On Communication Manager running on System Platform, the command <code>setnic</code> returned an error message displaying that setnic is not supported on the configuration.	110462	
Transient conditions such as short network outages caused the system to raise Filesync alarms. The file synchronization succeeded, but the alarms had to be cleared manually.	111092	
1 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
An incoming QSIG trunk diverted a call to VDN. The VDN routed the call to a station. The call did not cover to the coverage path of the station when the QSIG/SIP Diverted Calls Follow Diverted to Party's Coverage Path field was set to y on page 1 of the system-parameters coverage-forwarding screen.	111191, 111528.	
SIP signaling groups were in the bypass state because the far-end took very long to start functioning. This happened when the far-end tried to start functioning again. Signaling groups on the near-end went into the far-end bypass state when the layer 3 test (test number 1675) failed because the far-end did not respond. This happened when the listen port of the far-end signaling link had shut down. When the far-end re-established the listen socket, it caused the near-end to re-establish. When the near-end received the establish request, it should have been able to analyze whether the associated signaling groups could start functioning quickly.	111909	
Communication Manager reset when H.323 IP trunks were used in the system.	112025	
This is a new feature from an ASAI perspective. Earlier the system took any digit sent by call processing and passed it on. However, the feature now removes b* before passing it on.	112159	
CDR was not generated for calls that were made from the OneX server.	112163	
Call pickup alert was sent to the station when the Call Pickup Alerting? field was disabled on the system parameters screen.	112171	
The transferred device in a Telephony Services API Transferred event was not set when a call was answered by a member of the coverage answer group.	112244	
Avaya Security Advisory ASA-2011-281 describes certain vulnerabilities of Communication Manager. You can view this document on the Avaya support site.	112278, 112817.	
The Dial Plan Transparency call failed on 96xx phones that had Special Application firmware installed.	112279	
Communication Manager did not prefix location specific international access code correctly for inter-location calls.	112295	
2 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
An agent logged into a split using the Add Agent Skill FAC. There was no logged in event when the split was monitored. Consequently, there was no log out message when the agent removed a skill.	112384	
A call was made from EC500 to a station. No Denial Event was observed when both the stations were in different COR with no call permission to each other and had the same Station Lock COR for each COR.	112385	
In the case of blind transfer, an incorrect UCID value was sent in a DOMAIN control message to an ASAI adjunct when the user-to-user value in REFER contained a non-UCID value.	112387	
<p>An agent using a personal computer for voice was on a call. At the same time, the agent received a second call in the ringing state. Under the following conditions, there was no voice path for the first call:</p> <ul style="list-style-type: none"> ● The calling agent or the IP agent was administered with IP-IP Audio Connections? n. ● The voice path was bridged through an H.248 controlled media gateway. ● The VoIP resource was not cached. 	112400	
A station had EC500 enabled and had logged off. The secondary number assigned for EC500 was busy on another call and the PSTN sent DISC with in-band busy indicator. When a call was made to this station, the caller heard ringback instead of the busy tone.	112415	
A delay was observed when SIP signaling groups started functioning after a system restart.	112419	
The Layer 3 test for SIP signaling groups (test number 1675) could get into a state where several signaling groups with the same near-end/far-end IP address and the same near-end/far-end list port were denied from running the test. When this happened, signaling groups might not have gone into or out of service properly because signaling groups were "locked out" from running test 1675. Only one signaling group with a specific near-end/far-end attributes is allowed to run test 1675 at a time, all others are denied when the test is attempted. There seemed to be a condition, perhaps a COLD 2 restart, that could leave one signaling group with the "lock" condition so that none of the signaling groups were able to run the test.	112439	
3 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
A SIP invite message was sent when an agent tried to log in to a station. The system encountered a segmentation fault when the agent ID was missing from the invite message.	112453	
A system with no Port Networks had only media gateways and an H.323 station in a Network Region that did not contain any VoIP resource. After the station originated a call, the call failed when the Extend Call button was pressed.	112455	
Customers were unable to use the table numbers 256 through 512 in if holiday and if service-hours vector steps.	112458	
The Active Channels: field on page 1 of the status link procr screen always displayed 0. Page 2 of the screen was always blank when communication-interface processor channel was administered.	112464	
While upgrading the system from earlier releases, the value of the Maximum Agent Occupancy Aux Work Reason Code on the system-parameters feature-related screen was incorrect. This caused errors while submitting the system-parameters feature-related screen.	112476	
Communication Manager reset when it tried to send digits to the third party PBX over an IP trunk.	112496	
Communication Manager incorrectly started the No Answer timeout timer when the QSIG/SIP Diverted Calls Follow Diverted to Party's Coverage Path field on the list trace station screen was set to n . After the timer timed out, Communication Manager tried to cover the call to coverage path 0 which was an invalid coverage path.	112503	
Tone Commander BRI terminals aliased as 8520T type terminals received a premature REL_COMP message during incoming calls. Due to this, calls dropped.	112506	
Occasionally, the system restarted when connected to SIP video endpoints.	112516	
Prior to this fix, an IP softphone could be administered on the SAT station screen when the internal system limit for station LAN ports was reached. The SAT station screen displayed IP softphone enabled for the station. However, the IP softphone could not register to the station and the shared control of the station failed for AES monitoring applications. With this fix, additional administration validation is implemented. This will protect against administering and enabling IP softphones that exceed the internal system limit for station LAN ports.	112524	
4 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
<p>There was an increase in the internal Communication Manager capacities to get a station LAN port limit that supports the advertised capacity of station limit and IP softphone limit. Each administered IP station requires 1 station LAN port and any station with IP softphone=y requires 2 additional LAN ports. This required the total number of LAN ports to equal the station limit plus twice the IP softphone limit. With this increase, a problem that triggered resets from the usage of H.323 trunk groups using non-shared signaling in the trunk member range above 14,000 was also fixed.</p>	112525	
<p>The calling party name was displayed as Unknown when OneX Communicator was in the shared control mode and had Unicode support enabled.</p>	112548	
<p>The inter-network region connectivity test did not use different media resources to run tests between regions. The test kept using the same resources and generated many software errors when there were 10 or more resources in a region.</p>	112577	
<p>The inter PBX attendant feature did not route the call to an attendant when an IAS code of more than 7 digits was used in the console-parameters screen. The call could have been routed to the attendant via a vector by using a vector directory number and disabling the IAS code.</p>	112580	
<p>A station had EC500 enabled and DM enabled on the signaling group. Calls on the station dropped when an internal audit was run.</p>	112605	
<p>Memory pool errors were logged after Communication Manager rebooted (reset system 4) or restarted (restart system 2). The memory pool errors indicated heap memory problems.</p>	112613	
<p>An IP agent had a telecommuter over a SIP trunk. The agent did not hear VOA when an incoming call was on a SIP trunk.</p>	112623	
<p>Communication Manager could not respond to Avaya one-X[®] Communicator requests to negotiate a lower profile level of H.264 codec in order to reduce CPU utilization during a call.</p>	112625	
<p>Dial Plan Transparency (DPT) did not work in the Local Survivable Processor (LSP) mode when the idle appearance select feature name extension was used on a logged off station.</p>	112626	
<p>5 of 10</p>		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
The <code>list trace station/tac</code> command did not output short inter-digit timer expiration events.	112657	
The system displayed the error message <code>Error encountered, cannot complete request after executing the status port network</code> command when the Sync Over IP feature was enabled.	112661	
SIP subscription refresh requests passed even when there were no channels available on the requested signaling group.	112667	
VDN return destinations and vectors that loop between each other without limit were defined. This caused the system to deny all ISDN calls when the callers were connected for a long periods of time.	112671	
A customer could not add an IP media processor (TN2602) IP interface by running the <code>add ip-interface</code> command on the SAT screen while administering the 129th IP interface. The SAT interface hung due to issues with validation.	112684	
A call was made over a Register Signaling 2 Multi Frequency Compelled (R2MFC) trunk to a VDN. The calling party number was displayed incorrectly at the SIP station when the VDN routed the call.	112689	
The analog test call for trunks aborted with a 1901 abort code when the test was run through the SAT interface (<code>test analog-testcall</code>).	112692	
Occasionally, a SIP video endpoint dropped from conference calls that were made between an audio-only SIP endpoint, an H.323 video endpoint, and the SIP video endpoint.	112721	
Two CMS adjuncts (processor channels) shared the same local interface. The failure of 1 CMS connection caused the system to restart after the connection was re-established. When 2 CMS processor channels were administered to use the same interface link number and port number, they shared a single listen socket. At one point, both the channels went down, maybe due to an underlying socket failure caused by a network outage. After some time, one channel recovered when one socket came up, maybe due to partial network restoral. However, the other channel remained idle. The recovered channel stopped functioning again, again due to network outage. When it started functioning again, the system restarted.	112728	Use different port numbers for the 2 CMS processor channels. This way, each CMS will have its own listen socket.
6 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
No video was observed on an audio call made from an audio endpoint to a video endpoint and subsequently conferenced or transferred to other video endpoints. Occasionally, endpoints even dropped from the call.	112747	
The redirection notification feature, when configured for 5 second updates, could prevent a disconnected H.323 endpoint from being placed out of service by the aging process.	112749	
CDRs were generated with service observer as the originating party.	112769	
The text in the warning header of 480/483 messages could not be parsed by an endpoint causing the call to fail.	112778	
An IPv6 address was administered on a survivable server which was also the network region backup server. This caused the system to reset when the server became active.	112779	
IP endpoints failed to register. Denial event 1926 IP RRJ-Authenticatn failed. Also, proc error 7171 63947 was generated randomly for the same extension.	112787	
Users were unable to make calls when the internal call records for some SIP calls were exhausted.	112797	
Occasionally, Avaya Performance Center (APC) reported UNKNOWN for the state of ACD calls.	112804	
Calls made to the service link were not placed when eConsole and OneXAttd were registered in the telecommuter mode. Instead, the media stream went to the soft client.	112808	
The system reset when a SIP endpoint administered the maximum number of buttons.	112811	
Changing the case of a letter from lower to upper or vice-versa in a node-name on the Node Names screen caused question marks to appear on screens that referenced the node-name that was changed.	112827	
The system restarted when a large number of PROCR sockets for H.323 stations closed simultaneously.	112855	
In a 3 party conference call involving the principal station, the bridging station and the originator, the display on the principal station went blank after it was dropped out.	112872	
7 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
SIP calls, made to an agent with a SIP service link, lost talk path when the agent activated one step recording by pressing the audix-rec button.	112873	
Some <code>ossi</code> terminal type combinations of the SAT interface did not work correctly.	112879	
Any time a DS1C board was translated in the Center Stage fiber arrangement, a system Warm start would occur as soon as an attempt was made to insert the DS1C board. Multiple Warm starts could lead to a CM reboot and multiple reboots could cause the server to reboot.	112910	
On a Direct Agent call, the Call Center workmode button lamps flickered and stopped glowing when the agent answered the call on a station that had no auto-in or manual-in buttons.	112919	
There was no coverage for incoming QSIG and SIP diverted calls to vectors that had a route to step with coverage to an extension.	112934	
Customers using Call Center releases prior to 6.0 and CMS releases prior to R16.1 were unable to administer new or existing policy routing tables.	112938	
Occasionally, Communication Manager reset when video endpoints changed capabilities midway in a call.	112950	
Logs were flooded with error messages while making video calls. Excessive log entries reduced performance and obscured the essential information in the logs.	112953	
An ASAI 3PCC request made to transfer a call to a VDN failed when the first step was a collect step.	112956	
A SIP-RMX dial-out call made to SIP-HDX failed.	112960	
On Communication Manager, Multiple Level Precedence & Preemption (MLPP) was enabled and shuffling was disabled. An H.323 phone called a SIP phone. After the SIP phone answered, two way talk path was observed. However, ring back did not stop at the H.323 phone.	113010	
An auto-answer agent logged out of the system and logged back in with the headset and speakerphone turned off, and the handset in the cradle. If the Block Hangup feature was activated the agent could receive auto-delivered calls. In this case the agent would not be alerted to the call and the caller would hear dead air.	113030	
8 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
Rebuild processes froze and were not completed after IP synchronization was enabled.	113049	
A SIP station could not deactivate the call-fwd or cfwd-bsyda button after Communication Manager was restarted.	113081	
No video was observed on ADVD transfer calls and OneX Communicator displayed a blank video window on an audio call to a SIP OneX Communicator.	113160	
Coverage on don't answer was set on the principal station. A call that was transferred to this station traversed its coverage path even when it was answered on its bridge appearance.	113175	
No video was observed when an H.323 HDX that was registered to Polycom CMA called an Avaya 1000 series video endpoint.	113191	
On calls made between H.323 and SIP endpoints, H.323 endpoint received no audio when a Siren audio codec was chosen.	113194	
A call made from a SIP endpoint to a H.323 OneX Communicator dropped when the One-X Communicator closed the video window.	113222	
A conference call was made between an audio phone, an HDX and another video endpoint. The call dropped when the video endpoint hung up leaving the audio-only endpoint and the HDX.	113231	
A conference call was made between an audio-only SIP endpoint and 2 video endpoints, ADVD and SIP OneX Communicator. There was no audio when one of the two video endpoints hung up.	113232	
Communication Manager could reset due to a software segmentation fault.	120016	
A call was made from a SIP video endpoint to an ADVD. Only audio was observed on the call when the ADVD performed a blind transfer.	120025	
A call was made from a 10x0 video endpoint to an ADVD. One way video was observed on the call when the ADVD blind transferred the call to an HDX.	120050	
Communication Manager reset in systems that use H.323 video when video debug prints was enabled.	120080	
9 of 10		

Table 21: Fixes delivered to Communication Manager 6.0.1 SP7

Problem	Keywords	Workaround
Occasionally, Communication Manager with active video calls reset.	120087	
Incoming PSTN call made to an x-ported station could not be answered on its bridged appearance.	120204	
		10 of 10

Problems fixed in Communication Manager 6.0.1 SP8

This release includes the following fixes delivered to Communication Manager 6.0.1 SP8.

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP8.	120743, 111234, 120760.	
A race condition in the SAT process caused problems for programs that used the OSSI interface to Communication Manager, such as LoadAgent.	102799	
Occasionally, Communication Manager was unable to route an incoming call over an R2MFC trunk to an outgoing ISDN PRI trunk.	110369	
Occasionally, a segmentation fault occurred on Communication Manager when a SIP INVITE message was sent causing the system to reset.	110460	
An incoming SIP call dropped when the Direct Media field was set to ON, and the INVITE message contained an SDP with c=0.0.0.0 and a valid port.	110837	
The inter-gateway connection that was established to provide synchronization between media gateways was torn down after a link bounced.	111922	
An outbound call made by a SIP station to Modular Messaging via Session Manager failed when the incoming and outgoing SIP trunks had different transport types in Communication Manager.	112020	
Occasionally, a SIP Direct Media call caused a system restart.	112067	
DTMFs were not sent when a call was made to a SIP station and initial IP-IP Direct Media was enabled.	112129	
Calls generated by ASAI and transfered to an ASAI-generated call that was waiting in a queue and was on HOLD were reported to CMS as abandoned while on HOLD. These calls were not counted as connected when the queued call was delivered.	112220	
1 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
An agent had EC500 enabled. When the agent received an ACD call, reporting recorded the call as interflowed.	112256	
On an incoming SIP trunk call that was tandemed over an ISDN or QSIG trunk, Communication Manager replaced the prefix + in the calling party number in PAI header with B* in the outgoing setup message. The calling party numbering format was also incorrect.	112330	
Occasionally, QSIG Path Replacement did not work after an interchange of duplicated Communication Manager servers.	112343	
Previously, a video call would drop when one of the EPTs sent H263++ codec in the SDP (Offer/Answer) with no profile information in the codec attributes. Processing this codec information resulted in segmentation fault and call failure.	112430	
Occasionally, Communication Manager reset.	112545	
Certain calls between Communication Manager and Communication Server 1000 failed if the H.323 trunks between the two used different codecs but the same encryption.	112556	
The first coverage point was a station with EC500 and the second coverage point was cov-ans grp which had the above station. Calls terminated on the first coverage point and were denied.	112596	
After daily maintenance was performed, all SIP calls could fail on a system running moderate call traffic over SIP trunks.	112611	
Occasionally, calls dropped when they were delivered to the OneX Attendant in the telecommuter mode with a permanent service link.	112645	
Audit dropped an active call on a DECT station when one of its bridges answered the call.	112655	
A SIP phone was used to make a call to Voice Portal. Voice Portal transferred the call to a VDN. At the VDN, the vector began with an announcement step, and the announcement was not heard.	112685	
A call redirected to voicemail over a SIP trunk was reported as abandoned by CMS when the caller pressed zero to speak to an operator.	112723	
2 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
A call was made over an H.323 trunk. The caller did not hear music on hold when the trunk was on a network region that was not connected to the network region of the port network on which the audio source was administered.	112752	
A caller heard truncated announcement when an unanswered call was forwarded to voice mail.	112761	
When a call was made to an agent with skill level 5 and DAC (Direct Agent Calling) enabled in the COR screen, ringback was not heard at the calling station.	112820	
Occasionally, a data record was orphaned in the BCMS/ VuStats tables. This record showed up as a call in queue on monitor or list BCMS reports when the call was not in queue for any hunt group.	112823	
Occasionally, customized labels of buttons on the button module were deleted with the change of station type.	112839	
Board translations could get removed on an H.248 Media Gateway link bounce. This would cause corruption if there were port translations associated with the board. This occurred if the MG uplinked an indication that a board was having trouble coming out of reset initialization, so the board would get partially inserted as an Unknown (WAN) type of board.	112935	
When a large number of long duration SIP calls were made, the system ran out of memory and crashed due to memory leaks.	112951	
An ASAI 3PCC transfer left the transferring SIP endpoint stuck in alerting or on a dead call.	112954	
Intermittently, calls that routed to agents had music added to the call when they zeroed out of voicemail.	112973	
Misadministration of UDP AAR tables resulted in routing loop between Communication Manager and Session Manager. This consumed all the administered trunks between them.	112978	
The bridged party was alerted with an audible ring even when Bridged Call Alerting was disabled.	112979	
Occasionally, Communication Manager reset.	113009	
When UUI (User to User Information) was not sent in the format of Special Application 8481 (SA8481) during a third party call, a segmentation fault was observed.	113025	
3 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
Occasionally, Communication Manager could reset during a call preserving upgrade.	113033	
The synchronization timing of a media gateway could be set to VOIP when the Synchronization Over IP feature was off. Also, the CLI synchronization administration commands could not be executed because the administration control was in Communication Manager.	113050	
Occasionally, Communication Manager logs filled up with unnecessary POTENTIAL FOR CROSSTALK DETECTED messages.	113057	
Occasionally, vector processing could stop causing calls not to complete to agents or attendants.	113059	
Signaling made to an IP endpoint was momentarily lost when the endpoint was active on a call. It was possible that the signaling channel would not recover.	113079	
A call made to an agent was redirected to the Audix voice mail through VDN when the agent did not answer. A generic greeting was heard instead of the agent's greeting.	113132	
Communication Manager was unable to handle the SIP 302 Moved message on the second route pattern preference. This prevented direct calls and coverage calls to a third party voice mail system from completing if the primary Session Manager link was down.	113135	
Occasionally, there was a Communication Manager reset during call clearing when an audit was run.	113172	
Communication Manager reset when a SIP trunk call got forked downstream.	113178	
A call, that traversed over a QSIG trunk and a SIP trunk, and then transferred to the display on the destination station, displayed the trunk name and the access code instead of the calling party information.	113192	
On Communication Manager, an error issued by an H.248 media gateway for a particular port on a call caused the call to drop.	113193	
Call Centers, using Business Advocate with agents who have a mix of skills with and without Dynamic Queue Position, experienced large delays in handling calls queued to skills with Dynamic Queue Position.	113220	
4 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
DTMF tone was not played on a G700 media gateway even when the VoIP and media gateway firmware supported in-band DTMF.	113259	
All active calls were dropped when the Voice and Network Statistics feature was enabled and there was a server interchange or a system restart.	113260	
Talk path was lost between stations after two successive interchanges of media resources in a duplex media processor configuration.	113270	
Memory corruption occurred in the connection manager call processing process. Three complimentary data relation audits discovered the corruption and attempted the necessary recovery actions. Only two of the three audits successfully completed the necessary actions. The third audit aborted without providing the necessary recovery. The problem was visible on the status audits cumulative screen, where the INST-LNK audit abort count increased with each audit cycle and the PLIP-LNK audit and UPUSR-LNK audit showed one cycle where data was fixed. The recovery actions of the PLIP-LNK audit and the UPUSR-LNK audit left a port-network in the non-functional state, causing phones to unregister. The system required at least a reset system 2 to recover.	120022	
When the Terminal Translation Initialization (TTI) feature had associated a phone with a display, the display would not clear.	120048	
Calls to an unregistered SIP phone went to coverage before they could be answered by the associated One-X Mobile phone.	120059	
Announcements configured on AUX trunk boards stopped playing after an internal announcement audit was run.	120064	
SIP calls were dropped when the far end sent comma-separated diversion headers.	120081	
An incoming SIP trunk call to Communication Manager that originally covered from Microsoft UM voicemail through the find-me feature was not transferred over ISDN to a cell phone when the ISDN trunk did not send the called party number.	120120	
5 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
A telephone remained in the Discovering mode when an incorrect extension was typed in login field and (SA8904) - Location Based Call Type Analysis feature was enabled.	120122	
A user heard busy tone and had talk path simultaneously when a call covered to a coverage answer group that had an unregistered SIP endpoint.	120161	
On a SIP station, the outgoing call that required the authorization code was dropped when another incoming call came in at the second line appearance.	120167	
One-way talkpath was observed on an H.323 trunk call when the calling IP station used non-G.726 codec and the H.323 trunk side used G.726 codec.	120187	
An incoming SIP trunk call made to a VDN with the corresponding vector that had an announcement step followed by a collect step failed when shuffling was enabled.	120190	
On Communication Manager with H.248 media gateways and ephemeral caching enabled, traffic conditions caused Communication Manager to attempt to allocate more VoIP resources from H.248 media gateways than could be supported. Once a H.248 media gateway reported that it no longer has VoIP capacity, Communication Manager stopped attempting to use the media gateway for VoIP. Communication Manager waited three minutes before retrying VoIP allocation from the media gateway. Now Communication Manager will retry VoIP allocation as soon as an ephemeral has been cached or VoIP is released from an active call.	120201	
Special Application SA8891 caused a memory leak.	120203	
Multiple transfers of an Avaya 1000 Series video endpoint could result in lost video.	120209	
Firewall OK alarms were needlessly sent every hour. Now, the Firewall OK alarm is only sent once after a firewall alarm is resolved.	120212	
Occasionally, the SAT <code>list ip-interface</code> commands got into an endless loop. This resulted in a high occupancy condition.	120238	
6 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
Customers could not add the IP Interfaces screen when the Critical Reliable Bearer field was set to y. This happened due to an issue with port network validation that was incorrectly displaying the following error message: Boards must reside in the same port network	120242	
Occasionally, calls could not be made on SIP and H.323 trunks when the trunk audit could not recover stuck trunks.	120251	
A SIP trunk call made to a VDN that had music, announcements, and collect digits steps failed when the Prefer use of G.711 by Music Sources? field was set to y and the Prefer use of G.711 by IP Endpoints Listening to Music? field was set to y on page 3 of the system-parameters ip-options screen, and the announcement and the music source were on different media gateways.	120260	
A patch could not be removed.	120273	
Corrupted hunt group data prevented saving translations.	120320	
Music On Hold was played on a call when MOH Class Of Restriction was disabled.	120323	
There was no audio when audio dynamic payload types were used.	120377	
A memory leak was observed when Communication Manager received a SIP INFO message.	120381	
An IP telephone was registered to the wrong extension when it was changed from an unnamed registration to a named registration.	120382	
Occasionally, there was no video in video transfers on 10x0 endpoints.	120383	
H.323 endpoints in RMX conference calls did not transmit audio when Siren or G.722.1 Annex C codecs were chosen.	120386	
System accounts could be removed by Administrator Accounts SMI Pages. Now, these users are protected.	120415	
On a SIP station, an outgoing call that required an authorization code was dropped when a call came in at the bridge appearance.	120424	
7 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
A call dropped when PRACK with a new SDP terminated on Communication Manager.	120439	
Music on Hold did not play when a call shuffled across port networks.	120440	
A SIP trunk call was made to a VDN that was routed to an agent. The CDR recorded the agent extension instead of the VDN number even when the Record VDN field on system-parameter cdr screen was set to y .	120445	
Occasionally, Communication Manager did not allocate memory for IP endpoints. This resulted in call failures and loss of talk-path.	120451	
Occasionally, a SIP call could cause Communication Manager to restart.	120453	
An ISDN call was answered by a station. When the call was transferred to another station whose coverage path was set to all , a generic greeting was played.	120455	
A call was made to an IP softphone whose Telecommuter is a SIP trunk. The call did not complete and went to coverage.	120456	
On Communication Manager, there was no talk-path on a call made to a user with 30 or more bridged appearances. This happened when the user with the bridged-appearance links was connected to a H.248 media gateway, and the bridged-appearance users fanned out to many other H.248 media gateways or port-networks.	120463	
On Communication Manager configured as a feature server, a blind call transfer among three SIP phones caused the call to drop after the transferred-to party answered the call.	120464	
The P-Intrinsics and user-to-user headers in the SIP Refer-To header URI was not parsed by Communication Manager. As a result, the Invite message sent out from the Refer message did not include the P-Intrinsics and the user-to-user headers.	120479	
Occasionally, SIP calls either dropped or one-way audio and video was observed on them.	120485	
On Communication Manager, a 64-party group-page call that used one H.248 media gateway for all parties caused the link to the H.248 media gateway to stop working.	120492	
		8 of 12

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
IQ reports did not have correct data on incoming and outgoing non-ACD calls when agents were defined with their first measured skill that was not externally measured.	120493	
Calls dropped when the party involved in the call was a SIP station or a SIP trunk.	120494	
The Russian SOSM application (SA8475) was monitoring a station that was part of a forwarding chain. No term event was sent when call processing attempts to terminate to that station unless the station was the principle terminating point.	120515	
Occasionally, Communication Manager reset.	120521	
Communication Manager has certain vulnerabilities described in Avaya Security Advisory ASA-2012-127. To see this document, go to http://support.avaya.com and search for that number.	120550	
Occasionally, the system crashed due to a memory leak that occurred after the equivalent of 10,000 Busy Hour Call Rate of SIP audio calls steady for 3 days or 10,000 Busy Hour Call Rate of SIP video calls steady for 1.5 days.	120556	
Service observed calls that were made over R2MFC trunks dropped when they were put on hold.	120578	
On a video conference on an RMX, a video endpoint put the call on hold and then unheld it. The endpoint did not establish video and was dropped from the call.	120588	
Communication Manager reset when the signaling protocol for a SIP trunk call involved provisional reliable responses.	120591	
Occasionally, there was no audio path on endpoints over VPN using SIP service links.	120610	
Call-log information was displayed incorrectly on the principal station for calls that were answered by another station using a call pickup or team button.	120618	
		9 of 12

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
<p>On Communication Manager (main server or ESS or LSP), VoIP resources were reserved for longer than the standard period when H.248 media gateway registered with a Communication Manager server after loss of communication. The loss of communication for the media gateway and the Communication Manager server was long enough to force reconstruction of existing calls, that is the ESS and LSP was reconstructing calls for the first time (failover from main), and the main server regained communication with the media gateway after the administered Link-Loss Delay Timer (fallback to main). After reconstruction of calls, the media gateway was unable to report the loss of incoming RTP from a far-end entity (such as an IP trunk or IP station), which tells the Communication Manager server to drop the reconstructed call. This caused Communication Manager and the media gateway to hold onto VoIP resources when they were not needed, thus reducing the capacity to make new calls.</p>	120639	
<p>The <code>list measurements ip voice-stats</code> commands stopped running after a cold reboot.</p>	120674	
<p>A SIP trunk was transferred by a CTI/ASA application to a VDN, and the VDN waited several seconds before routing the call to an agent. The transferred call produced a significant amount of echo when the system used multiple network regions with multiple media gateways and port networks.</p>	120675	
<p>Calls that were made to a service-observed VDN with an SSC party connected dropped when the SSC party dropped from the call.</p>	120685	
<p>When a call was made from a cellphone using the EC500 feature name extension over a QSIG trunk to a station on Communication Manager, the called station did not display the caller name.</p>	120715	
<p>When calls were made over H.323 trunks, Communication Manager reset.</p>	120750	
<p>IP signaling groups stopped functioning when a socket closed. The signaling groups did not start functioning even when there were no problems detected.</p>	120777	
10 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
<p>On Communication Manager, an H.248 media gateway with full VoIP utilization caused trunks assigned to the media gateway region to stop functioning, thus dropping calls in the process. The following conditions apply:</p> <ul style="list-style-type: none"> ● One or more H.248 media gateways in a network region at full VoIP usage ● No other VoIP resources used in the H.248 media gateway region, that is no Crossfire boards (TN2602s) or Cruisers (TN2302s) ● No other connected region exists in the H.248 media gateway region ● Trunks are assigned to use H.248 media gateway region 	120788	
<p>An incoming SIP trunk call failed to detect inbound digits when the Direct IP-IP Audio Connections field on the SIP signaling group screen was set to y.</p>	120809	
<p>Station A, which was a 96xx SIP station on Communication Manager, called Station B, which was a 96xxSIP station on Communication Manager. Station B had an EC500 number, and the call was answered on the EC500 number. When Station A conferenced in another number, the conferenced party could not be heard on the EC500 endpoint of Station B.</p>	120813	
<p>Team button updates for the monitoring station were not sent to OneX Communicator when the monitoring station was registered in the shared control mode and the team button was configured on button number 16 or greater.</p>	120836	
<p>Occasionally, Communication Manager reset.</p>	120844	
<p>The system displayed the following error message, when a maintenance command was executed from the SAT interface:</p> <pre>All maintenance resources busy; try again later</pre>	120861	
<p>The Busy Indicator for a phantom extension on a SIP station did not work.</p>	120885	
11 of 12		

Table 22: Fixes delivered to Communication Manager 6.0.1 SP8

Problem	Keywords	Workaround
When tcm debug logs were turned on, calls were dropped due to system reset.	121063	
<p>IP phones could not originate calls on a system that only had a single duplicated pair of TN2602 circuit packs (critical reliability) added in a network region. However, the TN2602 pair could be used for inter-gateway communication and call termination. The problems observed were varied and unpredictable and could be masked by the presence of other media processing resources. For example:</p> <ul style="list-style-type: none"> ● The problem was not seen with simplex TN2602 circuit packs in a network region but disabling reliability on the duplicated TN2602 pair did not alleviate the problem. ● The presence of additional TN2302 and/or TN2602 circuit packs in the same network region as the duplicated TN2602s may or may not have alleviated the problem. ● The presence of an H.248 gateway in the same network region would alleviate the problem. ● The presence of TN2302s and TN2602s, and H.248 gateways in other network regions also alleviated the problem. 	121094	
12 of 12		

Problems fixed in Communication Manager 6.0.1 SP8.01

This release includes the following fixes delivered to Communication Manager 6.0.1 SP8.01.

Table 23: Fixes delivered to Communication Manager 6.0.1 SP8.01

Problem	Keywords	Workaround
Due to an infinite loop, Communication Manager was overloaded. This was followed by a system reset.	121732	
A SIP trunk call was transferred by a CTI/ASAI application to a VDN, and the VDN waited several seconds before routing the call to an agent. The transferred call produced a significant amount of echo when the system used multiple network regions with multiple media gateways and port networks.	121745	
Occasionally, Communication Manager reset, causing service disruption.	121785	

Problems fixed in Communication Manager 6.0.1 SP9

This release includes the following fixes delivered to Communication Manager 6.0.1 SP9.

Table 24: Fixes delivered to Communication Manager 6.0.1 SP9

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP9.	120884, 121384, 121860, 121908.	
Occasionally, there was a segmentation fault in the SIP stack.	110562	
When customers attempted to view MTA data from the System Logs SMI page, there were underlying resource issues blocking the request. The SMI page reported success even when it was not successful. Also, the system did not display any data.	110979	
Occasionally, there was instability in the synchronization of the media gateways when the media gateways were disabled and enabled for the Sync Over IP feature.	111409	
Resolution of a problem with synchronization over IP for a media gateway caused a segmentation fault, and Communication Manager restarted.	112982	
When call-appr or brdg-appr button was used on an expansion module, an incoming call to the call-appr/brdg-appr had the avaya-cm-line field set wrong in the Accept-Contact Header in the INVITE message.	112986	
Workmode change from ASAI was performed immediately even when the agent had put a call on hold.	113100	
ASAI redirection to the EC500 station over ISDN trunks failed.	113104	
An EC500-initiated call failed to route over a trunk when the overlap trunk setting was used.	113106	
An ASAI application could not drop an announcement party from a call by using a selective drop request.	113203	
Due to delays in the receipt of STFTPHN_OFFHK messages, a TONE_ON message was not sent to the station. This caused problems with logging in an IP agent.	120052	
1 of 6		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
A SIP trunk was configured to use special application SA8965. An outbound call over the trunk to a PSTN endpoint that covered to voicemail resulted in one way talk path. The caller could not hear the voice mail announcements but was able to leave a message. This happened due to a SIP INVITE glare condition between Communication Manager and the SIP service provider.	120136	
Occasionally, outgoing calls were denied over an H.323 trunk when the originator pressed a digit before the call was answered by the far end.	120361	
Occasionally, Communication Manager incorrectly displayed errors for Port Network and media gateway media processors during an audit.	120546, 120761, 120950.	
Under the Synchronization Over IP feature, administration of a reference board for a tandem clock left some media gateways unsynchronized.	120558	
Call transfer failed when an attendant on the CAS-Main transferred an on-going call between CAS-Branch and CAS-Main over an RLT trunk.	120586	
A call made from an EC500 endpoint failed to route over a trunk when the enbloc trunk setting was used.	120625	
Agents heard the VDN of Origin announcements delayed by up to two seconds when the resources required to play such an announcement were across port networks and media gateways.	120627	
When a call covered to messaging and returned over a SIP trunk, the messages that were going to reporting showed the call as abandoned.	120681	
An IMS user called an xport station that had EC500 Mapping and Terminal Translation Initialization enabled. Communication Manager did not send the call to the cellular phone.	120768	
An upgrade to Communication Manager 6.0.1SP5, or 6.2 caused degraded software duplication performance and higher processor occupancy.	120795	
Occasionally, Communication Manager reset while performing an operation related to the EC500 feature.	120883	
Communication Manager delayed updating the display of a SIP station for an ISDN trunk call from a PSTN.	120899	
2 of 6		

Problems fixed in Communication Manager 6.0.1 SP9

Problem	Keywords	Workaround
When an SMI page attempted to process a dynamic page where the returned data output was large, the amount of memory allocated was exhausted. This caused the page to have the appearance of not responding.	120924	
Occasionally, Communication Manager reset.	120927	
When an agent on a Genesys softphone unheld a call the caller heard DTMF tones.	120958	
There was one-way talk path on a conference call over a SIP trunk when network-call-redirection was activated on the trunk group.	120965	
Under heavy load, a system failure resulted in a RELOAD of Communication Manager being delayed for seconds when the port networks were not functioning.	120972	
A generic greeting was heard instead of the greeting of the subscriber when an outgoing SIP call re-routed back to Communication Manager and Communication Manager redirected the call to a Modular Messaging voice-mail server.	120999	
Occasionally, calls could not be made from SIP phones.	121020	
Occasionally, a SIP trunk call dropped after a glare condition.	121045	
During SIP downstream forking, Communication Manager did not send PRACK for a reliable response which could lead to call failures.	121062	
When there was a call on TDM, there was no talk path when the far end changed key after hold.	121105	
There were multiple system restarts and a flood of process errors logged against the LIP process due to memory corruption.	121177	
Vector route-to step with ~ was not processed correctly. This resulted in losing the digits after the ~.	121192	
The status media-processor command caused a segmentation fault when there was an error in retrieving the DSP information.	121193	
Occasionally, a network outage caused the system to reset.	121273	
Calls that were hairpinned on a TN2602 media processor did not have talkpath due to a race condition internal to TN2602. The timing in Communication Manager has been changed to prevent this race condition.	121277	
3 of 6		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Communication Manager had certain vulnerabilities described in Avaya Security Advisory ASA-2012-233. To see this document, go to http://support.avaya.com and search for that number.	121294	
On Communication Manager, calls made by using IGAR to communicate between legacy port networks and H.248 media gateways did not complete when the trunks used for IGAR had the Apply Local Ringback? field set to y.	121306	
When a system had only IPv6 media resources the system would restart.	121314	
After multiple transfers, an originating station on an Integral 55 System continued to hear ring back even after the call was answered by a Communication Manager station.	121324	
A segmentation fault occurred on Communication Manager when there was an ongoing activity on an Enterprise Mobility feature enabled station having bridge appearance on its expansion module.	121327	
A SIP trunk call made to Communication Manager was routed to Avaya Voice Portal (AVP). AVP answered the call and initiated transfer to H.323 station on Communication Manager. AVP was connected using a SIP trunk. The call dropped immediately after AVP completed the transfer. NCR was enabled for SIP trunk towards AVP.	121376	
Customer created SMI access profiles were not correctly restored during a Communication Manager template upgrade.	121387	
CPU occupancy issues were observed while running very large OSSI scripts. In the one known case, the OSSI script was trying to remove 41,000 SIP stations. This caused a server interchange on a Communication Manager Duplex system.	121415	
Running software that modified large amounts of translations caused high occupancy.	121427	
The states of the line appearance of a SIP phone and the line appearance of Communication Manager were out of sync after the SIP station failed over from Session Manager 1 to Session Manager 2.	121435	
Calls made through Voice Portal did not cover to voice mail when the SA8874 CCMS Call Status Messages to 7434ND station was set to ON.	121440	
4 of 6		

Problems fixed in Communication Manager 6.0.1 SP9

Problem	Keywords	Workaround
A translation corruption warning message was displayed while logging into the SAT on an ESS server.	121450	
Occasionally, dialed digits were out pulsed twice for trunk calls.	121451	
The tie trunk group failed with denial event 5034 Invalid MCT trunk group when it was used for Malicious Call Trace.	121472	
SIP calls dropped for agents working remotely in the telecommuter mode when the service provider refreshed the SIP call using a reINVITE message.	121474	
An internal Communication Manager software error caused reset 1 & 2.	121496	
There was no talkpath on a switched-classified call over ISDN PRI with the Trunk Hunt field set to ascend/descend.	121503	
It was not possible to make a video call when the called party sent SDP/Answer in a reliable provisional response. Only an audio call was established.	121562	
SIP trunks became inactive after a traffic burst.	121591	
There was only one-way talk path when an incoming SIP trunk call was put on hold and the unhold operation from the bridge station after session refresh INVITE (having a=recvonly and sdp version changed) was processed.	121607	
When SAC was enabled on the principle terminating station in a pickup group, all the endpoints of the pick-up group were in the alerting state, that is, the pkup buttons continued to alert, even after the call was covered out of the pick-up group.	121613	
There was no host name on the outgoing invite message request URI and the To header when the incoming invite message request URI contained escaped characters.	121626	
When an agent was on a trunk call and the trunk dropped, reporting recorded the call as if the agent hung up the call.	121636	
Occasionally, Communication Manager reset.	121689	
Calls made to a non-ACD hunt group terminated to and rang members whose stations were logged out.	121716	
5 of 6		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
IP signaling groups on an ESS went into the disabled state when the ESS was active controlling port networks and media gateways, and then all the media gateways returned to the main server.	121718	
Occasionally, CLAN did not accept new registration requests from IP stations.	121762	
Agents using One X Communicator could not log in to the system.	121803	
Occasionally, while activating or deactivating a service pack, the <code>ldconfig</code> command caused a segmentation fault when the server setup steps were running.	121806	
Occasionally, customers using Service Level Objectives in skills did not receive the Interruptible Aux notifications while using Calls Warning or Time Warning Thresholds.	121859	
Occasionally, using attendant number 414 caused translation corruption.	121901	
6 of 6		

Problems fixed in Communication Manager 6.0.1 SP10

This release includes the following fixes delivered to Communication Manager 6.0.1 SP10.

Table 25: Fixes delivered to Communication Manager 6.0.1 SP10

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP10.	120600, 120757, 121382, 121998, 122204, 122209, 122210, 122643, 122644, 122808, 122839, 122891, 122914, 130266.	
The <code>list ars route-chosen</code> command displayed incorrect results in certain fields on the screen.	080700	
A personal CO line was assigned to an analog CO type board and there was no physical board in the slot. When the personal CO line was removed, the system displayed the following error message: Error encountered, can't complete request; check errors before retrying	102246	
The SAT connection was lost and all active calls were dropped when the <code>status ip-synchronization member media-gateway 1</code> command was run.	110251	
Type III registration counts were off for IP_Agent.	112115	
The system had a conference tone but did not have a service observing warning tone and a service observing conference tone. When an agent with a service observer transferred a call after the third party had answered it, the caller heard the conference tone.	112147	
1 of 12		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
An H.323 phone was operating in the auto-answer mode and was power cycled. When the phone subsequently re-registered with Communication Manager and a call was made, the call was auto-answered by Communication Manager and cut through to the phone. The call had no audio until the user went off hook.	113036	
On Communication Manager (CM1), shuffling, NCR (Network Call Redirection), and MOH (Music On Hold) was enabled. On another Communication Manager (CM2), NCR and MOH were enabled. A SIP phone on CM1 (SIP1) called another SIP phone on CM2 (SIP2). SIP1 put the call on hold and SIP2 also put the call on hold. Then, SIP1 put the call on unhold and SIP2 also put the call on unhold. There was no talk path and the call dropped after 32 seconds.	113048	
Communication Manager restarted when Enhanced Call Forwarding was enabled on One-X Communicator but no forward to number was defined.	111345	
When the password was changed by using the SAT interface for a non-TTI enabled phone, the new password was not updated on the phone	120141	
SIP signaling groups could go in and out of service when a backup Session Manager sent polling subscribers while the primary Session Manager was still active and controlling the SIP endpoints.	120312	
An internal Communication Manager software error prevented a call from selecting a member from an outgoing H.323 trunk group even when the H.323 trunk group was available. The configuration required the far-end network region of the trunk group and the network region of the media processors in the originating port network to not have an administered ip-codec-set.	120328	
A call between video-capable endpoints dropped after an audio conference was initiated on Meeting Exchange using a Communication Manager in the feature server mode.	120391	
The agent endpoint displayed incorrect information when the incoming call was routed by the Avaya ICR (Intelligent Customer Routing) over a SIP trunk.	120837	
2 of 12		

Problem	Keywords	Workaround
<p>This MR addresses two inter-related problems:</p> <p>1. On systems with IPv6 disabled, random call failures occurred every 10 seconds for devices using the PROCR interface. This problem can be avoided by enabling IPv6 and administering an IPv6 PROCR address.</p> <p>Note: There is no need to enable the IPv6 PROCR interface.</p> <p>2. On all systems, a race condition caused a PROCR socket file descriptor leak. After a long period of time, PROCR socket file descriptors were exhausted, causing all new IP/SIP trunk calls (non-shared signaling) to fail, as well as any other application that required a new PROCR socket. CLAN sockets were not affected. The PROCR file descriptor leak occurred when a socket was abandoned/closed while it was being set up. This could occur in either mode, client or server. This is a rare event, which is why it took a long time before the leak caused any problems. There is no way to avoid the file descriptor leak, but a server interchange will fix the problem. PROCR file descriptors are not shared across servers, so the newly active server starts out clean and the subsequent reload of the the newly standby server closes all the leaked file descriptors, making this server clean as well.</p>	120943	
<p>The Login Account Policy SMI page settings were not synched between active and standby servers in a duplicated pair when translations were saved on the active server.</p>	121016	
<p>SIP to SIP calls used too many buffers to store name display data. This caused the codeset facility information element for a call to not be stored properly when all the buffers were used up. For this to happen, it took about 20,000 calls to be up simultaneously.</p>	121026	
<p>Transfer made from a SIP endpoint failed when Direct Media was enabled, and the resources were spread over multiple network regions.</p>	121102	
<p>Occasionally, an active call made on a station dropped due to an internal software audit.</p>	121198	
<p>When an Avaya H.323 phone was registered to the Processor Ethernet (PE) of a duplicated Enterprise Survivable Server (ESS) pair, and an interchange occurred, the phone using Time-To-Service (TTS) immediately started registration attempts to the main server, instead of remaining registered to the ESS and reestablishing signaling with the newly active ESS server.</p>	121271	
3 of 12		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
An incoming SIP trunk call made to an H.323 station was unable to get transferred to another H.323 station on the same Communication Manager.	121409	
When using reporting prior to R3V161 and SIP, it was possible that SIP requested a priority that was not supported by the messaging to reporting. In such a case, the message to reporting contained invalid data.	121633	
Global RTCP and SNMP data was not sent to IP stations when there were more than 2000 IP stations on the system. Testing had shown that, on an idle system, approximately 2500 stations could be downloaded in 3 minutes. Three minutes was the maximum time allowed to download global RTCP or SNMP data to all registered IP phones on the system. Also, affected would be QOS/DiffServ changes made in the IP network region form if there were much more than 2000 IP stations in a network region.	121637	
Predictive dialed calls had their Call Detail Record with the VDN number instead of the Agent ID when the agent was not available immediately and the call went through wait treatment in the vector to find an available agent.	121664	
SIP calls dropped due to inconsistent SDP states.	121674	
When an EC500 station was used to make a call to the other principal station that had EC500 configured, the name of the called station was not displayed on the calling station.	121712	
There was no talkpath on calls made from an H.323 station to another H.323 station over a PRI trunk with overlap dialing, shuffling and encryption enabled.	121717	
Occasionally, calls could not be made and received until Communication Manager was reset.	121722	
Occasionally, the status media-processor board command incorrectly returned a command conflict. The error enable filexfer command also returned the command conflict error.	121748	
When an incoming ISDN call to Communication Manager covered to a SIP integrated voice mail and then transferred out to a station on Communication Manager, the display on the station did not show the correct calling party number.	121756	
An application did not get a transfer message for an attended transfer.	121791	
4 of 12		

Problems fixed in Communication Manager 6.0.1 SP10

Problem	Keywords	Workaround
Block Hang-up by Logged-in Auto-Answer EAS Agents was enabled on the system parameters features screen. Auto-Answer agents could not answer a call when they logged in using a CTI product and did not manually toggle a line appearance after logging in.	121796	
The FAX offer in unhold REInvite from Lync caused call drop.	121808	
Incoming H.323 trunk calls failed intermittently when Communication Manager had a mix of media processor boards and media gateways available for media resources.	121824	
The generic greeting was played when a call was blind transferred from a SIP trunk to a vector with wait and route to another station and covered to SIP Modular Messaging.	121855	
Phone displayed * instead of the reason code when the language was user-defined.	121879	
There was an internal Communication Manager software buffer allocation error and the server reset when an incoming ISDN call was made to a VDN that routed the call to an Xported station with over 50 bridge appearances.	121883	
Communication Manager reset in the process of collecting internal announcement usage statistics.	121886	
SIP calls dropped after 15 minutes when the session refresh timer expired because Communication Manager was unable to parse multiple parameters in the SDP FMTP line.	121894	
A memory corruption in the PROCR caused the system to enter an infinite loop, using nearly 100% of the CPU cycles. This starved other processes and caused the process sanity audit to request a system restart. Since the requested warm restart failed to clear the corruption, the system went through a second warm restart and then escalated to a cold 2 restart. The cold 2 restart cleared the corruption and the system recovered.	121932	
Occasionally, removing a source failed, stalling the Synchronization Over IP process from recovering from media gateway outages.	121943	
Occasionally, when executing the list bcms summary agent command, the system encountered a reset system 2 or reset system 4.	121952	
5 of 12		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
A customer changed a media gateway network region when the Synchroniazation Over IP feature was enabled. This is no longer permitted since it can introduce additional IGC timing sources to original network region, which is a bandwidth concern.	121958	
Vector redirected virtual SIP calls with no media preference, in conjunction with Avaya Aura Experience Portal's intelligent customer routing system, were dropped when the trunk connections data relation audit was run.	121959	
IP endpoints could not register and were rejected due to password error, even when the user entered the correct extension and password.	121965	
On Communication Manager, there was no two-way talkpath on calls made to agents using IP stations. This happened when the agent IP station used a legacy port network for VoIP resources, and the agent was supposed to hear an alert tone for the incoming call.	121970	
There was no talkpath on a call that was transferred using REFER by Voice Portal over SIP trunk with Direct Media on to a queued call.	121972	
A service link call over an R2MFC trunk failed when it was made after placing an earlier call on hold.	121983	
Short digit dialing was unsuccessful when 10 or more digits were administered as the location prefix.	121984	
When a call was placed on hold, MOH was not played intermittently.	121995	
SAC failed for an R2MFC call made to a SIP station.	122014	
Reference board administration was not sent to the media gateway after it was reset.	122018	
Calls did not drop when the caller disconnected while queued to a skill with an announcement playing and an SSC party on the call.	122031	
When the Special Application feature SA8797 CTI Agent Call Capture by FAC was enabled, ASAI could not log in an agent on a CTI station.	122037	
There was no talk path when far-end did not support UPDATE and sent OPTION in the dialog, and the call involved the sending of display Re-INVITE after OPTIONS processing.	122062	
6 of 12		

Problems fixed in Communication Manager 6.0.1 SP10

Problem	Keywords	Workaround
A call that terminated on an agent with skill level set to 2 and Redirect on No Answer enabled dropped	122069	
Occasionally, a transferred trunk call did not alert at the transferred to station. The caller heard MOH and eventually abandoned the call.	122071	
The ZIP tone failed on SIP Refer calls.	122096	
An IGAR call was made to a SIP integrated Modular Messaging system. The voice-mail greeting was cut off when SA9112: Sequential IGAR Call Setup was enabled.	122102	
A call did not cover to voice mail when Microsoft Exchange Server 2010 was used as the voice mail server.	122112	
The SIP phones did not display the calling party information until the call was answered.	122114	
Occasionally, Communication Manager reset.	122115, 122146.	
The call log showed Unavailable after a transferred conference call was answered and dropped.	122123	
Occasionally, the system reset when a customer with IQ added or changed the names of measured objects.	122128	
The media gateway registration activity interfered with the Synchronization Over IP feature when a large number of slave media gateways were being resynchronized due to the addition or deletion of a master clock or tandem clock.	122132	
Proc errors were observed when a call was made with SA8891 enabled.	122148	
A call that was forwarded to an off-net forwarded destination was dropped and routed to the coverage point.	122163	
For processor-channel applications such as CMS and AUDIX, a burst of incoming data traffic caused a buffer overload condition that resulted in a temporary loss of communications with the application adjunct (session/socket bounced). For the CMS, this caused a pump-up to occur when communications were restored. The CMS link traffic bursts were the result of SIP BSR polling with measurements enabled on the associated VDNs.	122184	
When a SIP station transferred an incoming call over an ISDN trunk, CDR generated incorrect data.	122197	
7 of 12		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
A corrupted filesync.conf file prevented the filesync program from running. This resulted in critical files becoming out-of-date because changes on the active main server were not transferred to the duplicate main server and the survivable core and survivable remote servers.	122206	
On Communication Manager, T.38 (FAX) calls using legacy port-networks for VoIP resources failed.	122216	
When a monitored service observer joined a call, the ASAI connected event reported an incorrect number instead of the number of the called party. This happened when the VDN Override feature was enabled.	122219	
Customers could not remove the 2420 or 4624 station set type when the Display Language field was set to unicode and the Display Character Set field was set to Katakana on system-parameters country-options screen and then changed to Roman and then again changed back to Katakana.	122225	
There was one-way talkpath on SRTP shuffled calls between a Capneg SIP station and an SRTP H.323 station on different systems.	122226	
<p>On the MUSIC/ANNOUNCEMENTS IP-CODEC PREFERENCES screen, the following fields are enabled:</p> <ul style="list-style-type: none"> ● Prefer use of G.711 by IP Endpoints Listening to Music? ● Prefer use of G.711 by IP Endpoints Listening to Announcements? <p>Due to the above administration, an IP call that normally uses G729 used G711 to listen to music or announcements. A call was put on hold while listening to music and announcements. When the call was reconnected, there was no talkpath.</p>	122233	
The system reset due to internal software trap in Communication Manager.	122241	
Communication Manager did not play ringback to the calling party of a call when the call was made to an H.323 station that was logged off and had EC500 administered but not enabled.	122242	
ICC boards that are slow to initialize in an H.248 Media Gateway caused conflict board minor alarms.	122253	
Occasionally, all ISDN PRI trunk calls failed due to internal software resource exhaustion.	122269	
8 of 12		

Problems fixed in Communication Manager 6.0.1 SP10

Problem	Keywords	Workaround
Occasionally, customers with Enterprise LDAP (Lightweight Directory Access Protocol) servers observed manual changes overwritten after Communication Manager rebooted.	122277	
A station in a corp admin PBX was used to call VDN. The VDN routed the call to a OneX Communicator SIP phone. The SIP phone then transferred call to another SIP phone. When NCR was enabled, there was one way talk path after the call was answered.	122278	
A call that covered off-net over a SIP trunk after covering to a coverage answer group dropped.	122294	
SIP trunks stopped functioning after a Third Party Call Control transfer.	122298	
When the /var/log/ecs/commandhistory log reached its file size limit it would overwrite the current file instead of beginning a new log file.	122299	
When the Verint device registered and unregistered several times, the Verint call recorder that executed an ASAI single step conference caused the call that was getting recorded to drop.	122303	
A One-x Mobile call initiated as callback failed when the incoming call handling treatment was applied on the incoming trunk.	122310	
In a 5.2.1 environment, an H.323 phone was used to call a SIP phone (SIP1). The H.323 phone then initiated unattended transfer to another SIP phone (SIP2). Both SIP1 and SIP2 were registered to a SBC. The H.323 phone then completed the transfer. When NCR was enabled, the call dropped after 32 seconds.	122343	
An adjunct did not receive a route end for a call that terminated to an outgoing trunk.	122348	
one-X Client Enablement Services users were unable to use the call log for calling back national and international numbers.	122358	
When a Windows-based Soft Flare attempted an SRTP call, Communication Manager encountered a reset system 2.	122369	
Outgoing trunk calls that were transferred by an agent who was service-observed generated a CDR record showing the agent as the originator and a duplicate record showing the service observer as the originator.	122371	
9 of 12		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Call shuffling failed over an H.323 trunk when the ISDN messaging sequence involved receiving a Setup Acknowledge message followed by the Progress message.	122375	
The link to reporting failed when unmeasured calls went through an unmeasured VDN for BSR polling.	122386	
An incorrect denial event DNY_MG_SIGERROR was generated in the log file var/log/ecs for media gateways.	122396	
The self-administering of EC500 failed when the first route in route pattern had FRL (Facility Restriction Level) greater than station FRL.	122397	
The off-hook alert was too long for IP stations.	122413	
Initially, all the SIP trunk groups towards Session Manager were only outgoing. A SIP phone was used to call another SIP phone. The call failed because there was no incoming trunk group. When the SIP trunk groups were changed to two-way, calls still failed.	122414	
An agent was on a conference call with two external parties and created that conference from a call that was first held. IQ ignored the call.	122437	
Calltype analysis did not work for incoming R2MFC trunks even when SA8904 was enabled.	122446	
A race condition in the SAT process caused the system to restart.	122452	
The route of the outgoing invite header/record route header/contact header had inconsistent port number or transport type on the evolution server. This caused call failures.	122463	
When over 3000 agents were logged into the same skill, agents could not answer calls and the calls continued to ring at the stations for several minutes.	122465	
When a connection manager denial event was logged, running the <code>list trace station</code> command caused the system to reset.	122486	
Call processing stopped in the vector collect step when the incoming digits were sent over an IP trunk via out of band messages and the IP trunk was translated to receive digits in band.	122492	
Calls made to an unstaffed agent that were answered by a coverage point dropped after a few minutes.	122494	
10 of 12		

Problems fixed in Communication Manager 6.0.1 SP10

Problem	Keywords	Workaround
The use of entity tags was disabled in the web server.	122506	
Customers could not see all inter-connected network-regions when running the list measurements ip dsp-resources summary command after activating a patch using the call-preserving steps.	122508	
The reset ip-stations command skipped IP endpoints when shared control stations were registered.	122544	
Calls made to a SAC station did not ring on bridged stations.	122555	
The SAT interface stopped functioning when the status media-processor command was run.	122559	
When a call was made from an H.323/DCP station to MSUM (Microsoft Unified Messaging), the call did not terminate to MSUM.	122560	
The line appearance on the principal phone disappeared when it was put on hold and the bridge phone bridged in.	122605	
In a two-party call, the system played clipped greeting on Avaya Aura Messaging.	122612	
LDAP users in certain groups did not get the proper shell initialization files during account creation.	122624	
SRTP calls failed when Initial INVITE with SDP for secure calls was disabled.	122683	
Communication Manager delayed ringback by 10 seconds on an incoming R2MFC call that was forwarded by the far end.	122688	
The SMI backup pages allow a leading space in the destination field. This caused the backup request to fail on the Backup Now page, and a leading space broke the ability to change or delete on the Schedule Backup page.	122697	
Customers received a Resolved Alarm trap when they should not be getting one.	122705	
		11 of 12

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
<p>A VDN had the Allow VDN Override? field set to yes and the Display VDN Name for Route-To DAC field set to yes. This VDN routed to another VDN that had the Display VDN Name for Route-To DAC field set to no. A call went through the first VDN and the second VDN queued the call to an agent. When the agent transferred the call and the transfer completed, the transferred-to station displayed the caller information for the second VDN instead of the agent that transferred the call.</p>	122742	<p>In the second VDN, have the call use a vector route step to get to the skill instead of a vector queue step to get to the skill.</p>
<p>Communication Manager reset while processing H.323 video calls.</p>	122745	
<p>In Call Centers with SLM (Service Level Maximizer) on multiple skills, an agent stopped receiving calls for an extended period during an agent surplus situation.</p>	122768	
<p>When the type 3 license audit was run, Product IDs were updated even though the limits had not changed.</p>	122848	
<p>While checking the VoIP capacity on a media gateway that has 320 channels installed, the following message appeared after the media gateway had temporarily unregistered:</p> <p>Note: The gateway is registered with a Communication Manager version which limits DSP resources to 240 channels.</p>	122870	
<p>12 of 12</p>		

Problems fixed in Communication Manager 6.0.1 SP11

This release includes the following fixes delivered to Communication Manager 6.0.1 SP11.

Table 26: Fixes delivered to Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
Issues associated with the following keywords were also corrected in Communication Manager 6.0.1 SP11.	111260, 120084, 120436, 120969, 121730, 122268, 122723, 122997, 123044, 130419, 130476, 130686, 130689, 130753, 130938, 131038.	
When extended ASCII characters were used, endpoints would display garbage values for calls made over SIP trunks.	100871	
LAR failed when a call was made from the call log.	111379, 130006.	
Occasionally, Communication Manager reset when an Enterprise Mobility user performed the auto-callback operation and the QSIG trunk was used.	111720	
A SIP trunk call made from Session Manager to Communication Manager failed when the first signaling group was busied out and the second and third signaling groups were in service.	111865	
On systems with CDR links, a warning alarm was raised every time the periodic maintenance was run.	112853	
<i>1 of 17</i>		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Calls made to and from SIP stations failed when the station name had instances of double quotes.	113080	
SIP stations displayed incorrect information about the connected party after blind/attended transfer to VDN or huntgroup or TEG (Terminating Extension Group).	113226	
Communication Manager requirements for the Linux syslog-type logs state that each log should be rotated based on independent limits for size and age. When both criteria were specified in a single logrotate configuration file, the logrotate utility only rotated the log file based on the second of the two entries. This update corrects that problem by using separate configuration files for the two limits.	113243	
When there were two parties in a meet-me conference and when one of the parties dropped out, the other party endpoint displayed <code>Conference 1</code> instead of the Meet-me VDN.	120218	
Communication Manager restarts could occur when certain unnamed registration station administration tasks were performed.	120297	
Occasionally, one or more network regions were not disabled when the survivable server was active and the Force phones and gateways to Active Survivable Servers field was set to <code>y</code> .	120317	
Occasionally, media gateway media modules were not inserted after the media gateway registration. This resulted in a no board situation when a <code>list configuration board</code> command for that board was run on the SAT. Also, since the board was not inserted, the board did not work. The board continued to not work until Communication Manager was reset.	120406	
When IP ports were unavailable, port records got corrupted and caused issues with registration.	120892	
An incoming QSIG trunk call dropped when it was answered by the covered-to party.	121097	
Occasionally, Communication Manager inserted the national or international CPNprefix (00) twice before the same number. This resulted in a double prefix to the calling party information displayed on the phone.	121159	
2 of 17		

Problem	Keywords	Workaround
During SIP transfers, the digit plus (+) was incorrectly encoded.	121232	
The IPSI Connection Up Time (min) : field on the system-parameters port-networks screen had an initial value of 0 instead of being blank.	121309	
When SA8852 was set to y , and a trunk call was made to a VDN that had a vector that did 'route-to' to Station A and with cov on the 'route-to' step set to y , Station A did not show the VDN name.	121363	
TN2501 announcement boards with an assigned ethernet port failed Periodic Test 1511 when the board had different ethernet options settings than what was administered for the board in the change ip-interface screen. When this happened, the test stopped abruptly. This caused the associated process to stop functioning after five minutes. Also, the system ran out of resources and Communication Manager restarted.	121449	
Service Observing failed when an agent used auto-answer with Service Observing Warning Tones enabled, and the call had originated from an ICR (Intelligent Customer Routing).	121455	
Cached old ports on a media gateway flushed with the change in network region configuration, such as change in port range, which caused calls to fail.	121572	
Calls were made from a SIP station to another SIP or IP station. When the calls were originated by ASAI, the calling-party station displayed incorrect data after the calls was answered.	121580	
Skills above 2000 on a Communication Manager configured with no CMS or IQ were unable to log in.	121827	
The per-loc dialplan entry was used when a user dialed a number through ASAI third party calling, even when all-loc entry had a longer match.	121870	
A display update was not sent by Communication Manager over an incoming SIP trunk after the Communication Manager agent dropped from the conference.	121891	
Communication Manager restarted after a lengthy network outage under traffic load.	122032	
3 of 17		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
There was no display on the called station for incoming ISDN-PRI trunk calls that had CALLING PARTY NUMBER IE but no calling party number and were transferred or routed through VDNs to a station type that performs tagging.	122239	
Occasionally, Communication Manager reset after H.323 calls.	122281	
An AACC (Avaya Aura [®] Contact Center) transfer failed	122334	
Customers using ISDN, H.323, or SIP trunks ran out of internal Communication Manager resources. This caused ineffective call attempts on ISDN, H.323, or SIP trunks.	122415	
g3rapt and g3pkprat MIB Groups did not return data for all route patterns that were administered on the Route Pattern Measurement Selection screen.	122433	
Memory corruption lead to data corruption for DECT stations.	122455	
There was no talk path on an H.323 trunk call made between two Communication Manager systems using wide-band codec when a single-step conference party joined in.	122510	
When a call was transferred over a SIP trunk, the transferred-from station displayed incorrect data after the transfer was recalled.	122536	
There were internal memory errors due to H.248 media gateway operation.	122571	
Customers using ISDN, H.323, or SIP trunks ran out of internal Communication Manager resources. This caused ineffective call attempts on ISDN, H.323, or SIP trunks.	122655	
Calls dropped due to the parsing error in the Call-Info header of generic parameters.	122678	
Incoming DPT calls on an H.323 trunk failed if SRTP (Secure Real-Time Transport Protocol) was enabled on the ip-codec-set screen.	122689	
The call appearance of an end point stuck when the attendant dropped the call and single-step conference was involved in passive mode.	122739	
4 of 17		

Problems fixed in Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
Phones got stuck in the discover mode when an agent attempted to log in using a VDN extension number.	122743	
In the survivable core server and survivable remote server setups, incoming endpoint registration messages were not captured in the MST trace file.	122758	
A call made to an agent, when dropped by the caller, did not drop all the parties in the call if no-hld-conf was invoked by the agent and the conference party did not answer.	122771	
The system displayed all ports on a TN2602 board as out-of-service when the status media-processor board command was run even though all background and demand tests passed. There were no errors or alarms logged against the board or any of the ports.	122775	
When the status station command was run, the system did not display the Alternate Gatekeeper List page when the Alternate Gatekeeper List field was set to 0 for an IP network region.	122805	
Late PRACK for 183 provisional response caused a SIP call to drop when UPDATE reaches the far-end first.	122828	
When ProVison was used to administer a SIP adjunct message center hunt group, the system rebooted. Also, using ProVison and other System Management tools could cause the system to reboot.	122866	
IGAR calls failed when incorrect authorization digits were transmitted to the far-end.	122882	
The called station displayed its own extension after the call was answered.	122884	
A user on an analog phone was on a call with the attendant. The user attempted to put the call on hold. The hold request was denied, but the ISG did not receive an event_abort message which would NAK the request.	122894	
Customers were unable to make adjunct route requests, and the system displayed PROC_ERR to indicate that all CRVs (Call Reference Value) were allocated.	122899	
5 of 17		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
AST 2 (Advanced SIP Telephony 2) transfer failed.	122908	
Customers could not duplicate stations that had custom button labels on buttons 11 and 12 on Button Module 1 of the Station screen for telephones that support custom button labels.	122909	
Occasionally, dual ring back could be heard for calls made over SIP trunks.	122913	
Occasionally, warm restarts occurred when media gateways were removed within an hour of running the <code>enable mg-return</code> command while the Force Phones and Gateways to Active Survivable Servers? field was set to <code>y</code> on the system-parameters ip-options screen.	122915	
A call went through a vector that had a collect step, a route-to step that performed LAR, and a wait step. The prompting timer was shorter than the wait step. When the route-to step failed, the caller heard the intercept tone and the call did not continue with vector processing.	122928	Configure the prompting timer in a way that it is longer than the wait step.
The ASAI drop event was not sent when a transfer failed and the agent who was transferring the call was monitored.	122929	
When Special Application SA9114 was activated and an EVNT_UORIG was sent to the ISG, an IAP application query for the called party number failed. This caused the default trunk value of ##### to be sent to the IAP application instead of the dialed digits.	122935	
A generic greeting was heard when a multilength dial was administered and the call was routed to voice mail by using a VDN vector.	122956	
There was no talk path on a call made to One-X agent using a SIP trunk in the telecommuter mode.	122971	
A TTS H.323 station stopped functioning.	122979	
6 of 17		

Problem	Keywords	Workaround
<p>The display for an 8434D set type was not cleared under the following conditions:</p> <ol style="list-style-type: none"> 1. A call was made to an extension with multiple bridged appearances appearing on the 8434D. 2. The 8434D had SAC active. 3. The 8434D had per button ring control administered. 4. The Display Information With Bridged Call? field was enabled on the system-parameters features screen. 5. The 8434D had a call appearance or bridged appearance active on another set. 6. A call to the bridged appearance was dropped after the call went to coverage. 	123011	
Customers were unable to register IP agents in the shared control mode.	123019	
On Communication Manager, multifrequency signaling trunks using Russian shuttle protocol did not work when the trunk ports used belonged to an H.248 media gateway.	123020	
When SIP Direct Media was enabled, features such as call forward and EC500 that need collection failed when Communication Manager had a media gateway administered with it and ephemeral caching was disabled.	123027	
The correct digits for the called party were not sent in the originated message for outbound calls to an ISDN PRI trunk using media gateways. Also, there was delay in reserving the resources.	123051	
Occasionally, ringback was not heard on a call over an IP trunk.	123057	
An ISDN trunk call was made to Communication Manager that was routed to VP (Voice Portal). The call was routed to an agent station, and the station displayed UNKNOWN NAME after the agent answered the call.	123073	
Communication Manager reset during a SIP blind transfer that had Network Call Redirection enabled.	123087	
7 of 17		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Calls made to a station that had SAC activated did not cover to Messaging.	123093	
When a SIP call was on TDM and in the ringing state, Communication Manager allocated double bandwidth (inter-region bandwidth(CAC)) for the call.	130001	
The bridge appearance displayed the trunk group name when the call to the principal station was made over an R2MFC trunk.	130018	
The display of an STE (Secure Terminal Equipment) BRI station was not updated when the station was busy on a call and received another call on a second line appearance. The second call was diverted to voice mail. The station should have turned off the second line appearance that received the second call and updated the display with the current call information. Instead, the station ignored the Info message and continued to display the outdated information for the diverted call.	130031	
EC500 calls that were made using AAR and ARS to route were not completed successfully when the AAR/ARS feature access code was not administered.	130044	
When a user performed transfer-to-voicemail for an incoming SIP trunk call, the caller could not record any message on the voicemail.	130049	
When a measured SIP call was made with international formatting, the calling-party's number was not sent correctly to Reporting.	130050	
Slow ping test responses, such as test 1387 on IP signaling groups, that take longer than 4 seconds caused an error peg that could generate an alarm. This alarm could not be cleared because of the slow ping test response error peg.	130051	
The switch restarted because of an invalid pointer.	130061	
Dial Plan Transparency calls did not work.	130062	
PRACK sent with CSeq was less than the previous UPDATE's Cseq. Due to this, call coverage failed and the caller kept hearing the ringback tone.	130067	
8 of 17		

Problems fixed in Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
Calltype Analysis did not handle special characters. When a user made an outgoing trunk call with aar/ars that contained the asterisk (*) or pound (#) as the leading digit, the call completed. When the user wanted to call the same endpoint and used the call log to dial the extension, the call did not complete.	130069	
The line appearance was stuck when the ARS code was dialed using the idle line appearance FNE.	130130	
The station displayed the team button label incorrectly when the station was set to the user-defined language and the team button was administered to display the name of the monitored station as the label.	130137	
After the transferred-to party answered a call, the call state was not updated on the active party.	130138	
Users were unable to change their security code using TAE (Telecommuting Access Extension).	130139	
Communication Manager set the wrong signaling group into the bypass state after a TLS (Transport Layer Security) certification error.	130153	
An inadvertent connect request from an illegal far-end of a SIP TLS signaling link caused a TLS certificate failure. This failure put the signaling link in a far-end bypass state. The signaling group remained in this state and outgoing calls could not be made. The signaling group was put back into service during an incoming call.	130154	
The calling number was incorrectly displayed when an incoming PSTN call was transferred by ASAI to an agent using Voice Portal.	130165	
When SA9114 was not activated, the system collected the dialed digits in the originated message from the ISDN called-party information instead of sending the dialed digits.	130166	
The caller heard a wrong greeting when the call covered to a SIP-integrated voicemail	130171	
Call logs showed invalid calling party names (invalid.unknown.domain or NO-CPName).	130183	
9 of 17		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
On systems that did not have auto-hold, the IQ agent reports showed Auto-In agents with no MOH skills as Idle instead on Initiating when the agents ended calls by pressing a new call appearance.	130195	
A DSP fault on an H.248 media gateway caused overload on Communication Manager. This happened because Communication Manager reallocated resources from the same media gateway, thus affecting call service.	130198	
When a SIP message of more than 9216 bytes in size was received, Communication Manager reset.	130219	
Link version 4 received enhanced connected party information when SA9124 was activated.	130254	
There was no talk path between the principal and the originator over an IP trunk when the principal and the bridge appearance of the principal endpoint used a different codec and network region to the IP trunk.	130265	
A call that was made from a SIP phone to another SIP phone and routed over a direct SIP trunk with Direct Media off did not terminate on the principle station.	130284	
The login information on ESS and LSP servers was not protected from multiple simultaneous overwrites by filesyncs from the main server.	130289	
Dial Plan Transparency failed when a softphone user registered with the shared-control mode. Dial Plan Transparency does not consider the shared-control softphones while determining whether a call follows the Dial Plan Transparency configuration for an endpoint.	130301	
When SA9114 was enabled, ASAI sent dialed digits when a station was administered as an international number, but dialed it using a UDP extension that was shorter than the international number.	130357	
Occasionally, the system displayed 0 under the GroupID heading for IP attendants when the <code>list multimedia ip-station</code> command was run. IP attendants do not have Group IDs.	130358	
Occasionally, Communication Manager resets lead to a reload.	130362	
10 of 17		

Problems fixed in Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
The system displayed an error when the asaiui type variable was added on page 15 for variable IS, a value for the collect type was entered in row A on page 1, and the value of the start field on page 15 was set to a number greater than 16.	130363	
The second blind transfer over a SIP trunk failed.	130380	
The calling number display was lost when an AACC agent transferred a call to a remote party who did not answer the call and the call was sent back to AACC.	130385	
The system crashed when the display capacity command was run.	130392	
Occasionally, Communication Manager sent 500 Internal Error to a Shuffling Invite which caused calls to drop.	130393	
When an IP Agent registered in the share control mode, the application froze and used all available occupancy.	130404	
Occasionally, H.323 stations could not register to systems with TN2501AP circuit packs.	130407	
An agent was unable to log on to a DCP phone when call recording was enabled from a third-party tool by using Device Media Call Control.	130417	
Outgoing calls that use overlap sending did not send originated events.	130433	
When a Medpro board in the Network Region of the endpoint was disabled, there was no Music On Hold and the call dropped.	130439	Enable the Medpro board in the Network Region of the endpoint.
During heavy traffic, software errors were seen in logs at /var/log/ecs/.	130529	
Occasionally, Communication Manager reset during calls made across network regions or the IGAR feature.	130550	
An incoming TSC call made on an H.323 TSC trunk caused a system reset.	130564	
Occasionally, Communication Manager reset.	130567	
11 of 17		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
A SIP trunk call dropped when all the DSP resources involved in the call failed and a good DSP resource was reallocated for the call.	130594	
Communication Manager reset when user-to-user information (UUI) was sent and a debugging variable was enabled.	130608	
Occasionally, a SIP call made from an endpoint on Communication Manager to another endpoint on Genesys dropped after 32 seconds.	130621	
Status Attendant 101 only displayed 2 digits for Console Number instead of the 3 digits needed to display 101.	130661	
IQ reports did not log data for external SIP calls made by a third-party product going through the Experience Portal via a SIP connection to Communication Manager and then blind-transferring through the Experience Portal to a VDN on Communication Manager.	130663	
On Communication Manager, heavy IP traffic directed to network regions using H.248 media gateways as the primary source for VoIP got call denials before the limits of such media gateways were reached.	130664	
Display on a SIP endpoint was incorrect when the incoming call over an R2MFC trunk was transferred to the SIP phone	130678	
H.323 registration failed because memory was not allocated to encode the response needed to authenticate the password entered by the user.	130699	
The Total IP Station Ports capacity limit was incorrect.	130713	
The <code>list trace hunt-group</code> command failed to output denial events.	130716	
Incoming EC500 calls from a cellular phone to a VDN failed the vector collect step.	130720	
The <code>list trace TAC</code> command displayed the wrong FNE extension.	130735	
12 of 17		

Problems fixed in Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
Occasionally, CPN was not requested by Communication Manager over incoming R2MFC trunks.	130739	
SIP agents were unable to log in after the maximum threshold value was reached. The maximum limit is usually over 2000.	130757	
A call was made to a station that has call-forwarding on. The call was not answered at the forwarded-to station. So, the call covered to the called-station coverage, which sent the call to a VDN. The VDN sent the call to a station that had coverage and did not answer. The call does not cover to that station coverage.	130765	
An error indicating that the previous action is in progress caused a domain control association to get stuck.	130766	
Occasionally, the SPI messaging for transfers sometimes omitted the UCID at the destination. This caused IQ to stop tracking the call and show the agent in an unknown state.	130770	
The software was upgraded to Communication Manager Release 6, but the Call Center release was earlier than 6. The number of vector steps was limited to 32 and the number of vector variables was limited to 26. When this happened, services support had to bring the numbers up to the correct value.	130771	
An ASAI make call to a feature access code requiring the station security code was required to add a second # at the end of the dial string in the make call because the last # was being removed.	130773	
13 of 17		

Problem	Keywords	Workaround
<p>Environment: Communication Manager duplicated systems that have an H.323 signaling group to a remote direct routing gatekeeper. e.g. Radvision's ECS. The H323 signaling group uses discovery LRQ's and a near end listen port of 1719.</p> <p>Problem: After a software upgrade and processor interchange, the H.323 signaling group was no longer able to process calls.</p>	<p>130774</p>	<p>Perform the following steps:</p> <ol style="list-style-type: none"> 1) Perform the PreUpdate/ Upgrade Step on the active server. 2) Upgrade the standby server. 3) Interchange the servers. The connection to Radvision ECS gatekeeper is now broken. 4) Busyout the signaling group. 5) Run the change signaling-group XX command. 6) Set Near-end Listen Port and Far-end Listen Port to 1720 and LRQ Required? to n. Commit these changes using the Submit key. 7) Run the change signaling-group XX command. 8) Set Near-end Listen Port and Far-end Listen Port to 1719 and LRQ Required? to y. Commit these changes using the Submit key.
<p>14 of 17</p>		

Problems fixed in Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
		9) Release the signaling group. The connection to Radvision's ECS gatekeeper now works. 10) Upgrade the new standby server.
When a direct call was made to an agent, the call log of the agent displayed only the name and not the number of the calling party.	130775	
When no tones were defined on the change system-parameters ocm-call-classification screen, the TN2312BP HV28 failed to detect the Japanese 400Hz dialtone, and the CO trunks were taken out of service.	130783	
For the status station command, the Alternate Gatekeeper List page displayed 2001 for all network regions.	130784	
A SIP call dropped after the Session Refresh timer expired.	130785	
There was no audio on IGAR calls made to an announcement.	130812	
Occasionally, an incoming call over a SIP trunk to an IP phone dropped when it was answered.	130841	
Modecode voicemail received internal coverage on an incoming SIP trunk call.	130845	
Occasionally, Communication Manager reset when a call was made from a third party SIP endpoint.	130856	
An incorrect calling-party name was displayed when an external call was transferred to voicemail using a feature access code.	130866	
H.323 signaling groups with Location Request (LRQ) active and a PROCR at the near end did not function properly after an upgrade interchange.	130891	
There was no talkpath after transfer and conference operations.	130896	
15 of 17		

Changes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
Unhold failed after the incoming SIP REFER message failed. This also resulted in no talkpath.	130921	
An incoming call to an IP softphone whose Telecommuter was a SIP trunk with Direct Media enabled dropped after 32 seconds.	130935	
ISDN path replacement failed when the final leg of a call was answered by a member of a coverage answer group.	130948	
A station continued to ring when it covered to voicemail from call park.	130958	
Look-Ahead routing did not work on SIP trunks.	130976	
Coverage answer group members were blocked from answering a call.	130977	
There was no talkpath after an incoming SIP REFER failed.	130987	
When the SIP trunk between Communication Manager and Voice Portal or Experience Portal was externally measured, the CMS External Call History reports showed three calls instead of one for a callback scenario that used SIP REFER without replaces to transfer the customer call to a VDN.	130999	
An incoming call made from Voice Portal dropped when SIP Direct Media was enabled.	131082	
Clock Sync over IP caused memory corruption that resulted in system restart.	131087	
A SIP caller initiated a call on the OPTIM trunk with Direct Media enabled, and the call went through PSTN via a direct SIP trunk with Direct Media disabled to the EC500 endpoint. When the call was answered at the EC500 endpoint and then put on hold, it could not be released.	131104	
Endpoints failed to register with Communication Manager after changing the IP address of the far-end node name of the signalling group.	131110	
The <code>display capacity</code> command displayed the wrong system limit for Total IP Station Ports .	131122	
16 of 17		

Problems fixed in Communication Manager 6.0.1 SP11

Problem	Keywords	Workaround
A SIP-to-SIP call failed with SIP Direct Media enabled.	131136	
Occasionally, the <code>list trace</code> command timed out too soon.	131145	
17 of 17		

Problems fixed in Communication Manager 6.0.1 SP11.01

This release includes the following fixes delivered to Communication Manager 6.0.1 SP11.01.

Table 27: Fixes delivered to Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
In a configuration where SIP messages associated with a call that was tandemed from a Communication Manager system to another over non-OPTIM SIP trunks, any one of the Communication Manager systems logged multiple UPDATE failures when the display name of the called party consisted of quotes. In some cases, the Communication Manager system reset.	131918	
Occasionally, due to data corruption, legacy port-networks such as G650s went out of service. Data corruption could be caused by running the list trace station or the status station command on an IP endpoint that was on a complex call, such as a large conference or a group page call.	131405	
The password information for scheduled backups was not migrated when the system was migrated to Virtual Environment.	132008	

SIP Trunk Capacity Guidelines

The following maximum SIP trunk capacities apply when Communication Manager 6.0 Service Pack #1 or greater is installed on the system:

Communication Manager Evolution Server Environment.

- For Call Centers with high levels of call traffic (particularly 24x7 Call Centers): 7,000 SIP trunks.
- For general business use or for non-24x7 Call Centers with moderate call traffic: 12,000 SIP trunks.
- These maximums apply to the Main server in a Communication Manager configuration. Strictly to configure redundant trunks in support of fail-over, an additional 7,000 or 12,000 trunks can be administered on a Survivable Server. These additional trunks *cannot* be used for sunny-day traffic.
- Important: *Any* Communication Manager Evolution Server design (Call Center or general business) with more than 10,000 trunks is *required* to go through Sales Factory review. This trunk capacity is the sum of all trunk types, not just SIP.

Communication Manager Feature Server Environment.

- 24,000 SIP trunks for general business use with moderate call traffic. (Call Center Elite configurations are not approved for the Communication Manager Feature Server configuration.)
- Important: *Any* Communication Manager Feature Server design with more than 15,000 trunks (sum of all trunk types - not just SIP) is *required* to go through Sales Factory review.

**** Important **** All Call Center designs should be reviewed by the Sales Factory Design Center. Call Center designs that involve SIP trunking *must* go through the Sales Factory. See the document titled Avaya Aura[®] Communication Manager and Call Center Release 6.0

SYSTEM SOFTWARE BASED CAPACITIES, available at <http://support.avaya.com>, for further information.

Note:

The capacities specified in that document pertain to general business configurations and may not be valid or recommended for Call Center (CC) solutions. Simultaneously achieving the upper bounds for multiple capacities, including SIP trunks, may not be possible for real-world systems. Call rates and the combined effect of other operational aspects of customer implementations are likely to preclude realizing the maximum limits for particular parameters.

Known problems

This release includes the following known issues in Communication Manager 6.0.1 SP11.01.

Table 28: Known problems in Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
For rotary analog stations, the inter-digit collection timer may expire too fast which prevents dialed calls from completing successfully. The workaround is the only solution to this issue since no Communication Manager Software change is planned.	101096	On the system-parameters features form, page 6, there is a field called, Short Interdigit Timer (seconds), which is defaulted to 3 seconds. Increasing this timer can fix this problem.
Communication Manager 6.x LSP servers cannot register with pre-Communication Manager 5.2 main servers. If this LSP registers with a Communication Manager 5.1.2 or earlier main server, you may need to enter the serial number of a media gateway in order to allow this LSP to register with the main server. To obtain a media gateway serial number, execute the list media-gateway SAT command on the main server and select one of the media gateway serial numbers displayed. Then configure the LSP with this serial number via the LSP SMI Server Role web page. Note that this works as designed and no fix will be made in Communication Manager Software.	101016	
Remote access and Telecommuter calls using QSIG over SIP trunks (QSIP) will not complete. These calls are unable to break dial tone to enter the barrier code (remote access call) or the feature access code (telecommuter call).	100896, 112182.	
Customer logins using a custom profile created on Communication Manager 6.0.1 will not function after an upgrade to Communication Manager 6.2 unless Communication Manager 6.0.1 Service Pack 9 (19940) or greater is activated on the system prior to the upgrade.	121387	
There is no talkpath on incoming H.323 and SIP trunk calls. This happens when the signaling group of the trunk does not have Direct IP connections enabled.	131775	
1 of 3		

Table 28: Known problems in Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
<p>The active server of a server pair running the Duplex Communication Manager Main/Survivable Core Template can experience a service outage when System Platform is upgraded or updated on the standby server.</p>	NA	<p>Perform the pre-upgrade step on the active server. Busy out the standby server and upgrade/update the System Platform. Release the standby server and verify the duplication state. Activate the Communication Manager Software update (service pack) on the standby server and again verify the duplication state. Perform a non-forced interchange of the Communication Manager servers. Busy out the previously active server which is now the standby and upgrade/update the System Platform. Release the standby server and verify the duplication state. Activate the Communication Manager Software update (service pack) on the standby server and again verify the duplication state.</p>
2 of 3		

Table 28: Known problems in Communication Manager 6.0.1 SP11.01

Problem	Keywords	Workaround
<p>New features or feature options included in Communication Manager service packs are noted in the Enhancements section of the release notes. Often these new features or feature options have new administrative fields. Any changes added to the new administrative fields will be lost if the system is subsequently backed down to an earlier service pack that does not include the new administrative fields. This is the case even if translations that include the changes to the new fields are restored to the system following the activation of the earlier service pack that does not include the new administrative fields. Customers are required to back-up their systems before applying a new service pack so that translations that match the previous administrative fields are available, should the new service pack be removed and the system software restored to its previous state.</p>	<p>NA</p>	
<p>To avoid losing service, IP Softphone users should logoff, thereby, restoring their base phone to service prior to deactivating a Communication Manager service pack.</p>	<p>NA</p>	
<p>3 of 3</p>		

Appendix A: Acronyms

3PCC	Third Party Call Control
AAC	Avaya Aura Conferencing
AACC	Avaya Aura® Contact Center
AAR	Automatic Alternate Routing
ACD	Automatic Call Distribution
ADVD	Avaya Desktop Video Device
AES	Application Enablement Services
APC	Avaya Performance Center
ARS	Automatic Route Selection
ASA	Avaya Site Administration
ASAI	Adjunct Switch Applications Interface
AST 2	Advanced SIP Telephony 2
ATB	All Trunks Busy
ATM	Asynchronous Transfer Mode
AVP	Avaya Voice Portal
AWOH	Administered WithOut Hardware
BA	Bridge Appearance
BCMS	Basic Call Management System
BFCP	Binary Floor Control Protocol
BSR	Best Service Routing
BRI	Basic Rate Interface
BTD	Busy Tone Disconnect
CDR	Call Detail Record
CIE	Customer Interaction Express
CLI	Command Line Interface
CLAN	TN799 Control LAN circuit pack that controls TCP/IP signalling and firmware downloads
CMA	Call Management System
CMM	Communication Manager Messaging
CMS	Call Management System
CNC	Control Network C

Appendix A: Acronyms

COR	Class of Restriction
CPU	Central Processing Unit
CPN	Calling Party Number
CSS	Center Stage Switch
CTI	Computer Telephony Integration
DC	Direct Current
DCP	Digital Communications Protocol
DCS	Distributed Communication System
DECT	Digitally Enhanced Cordless Telecommunications
DMCC	Device Media and Call Control
DPT	Dial Plan Transparency
DSP	Digital Signal Processor
DSCP	Differentiated Services Code Point
DTMF	Dual Tone Multi-Frequency
EAS	Expert Agent Selection
EMU	Enterprise Mobility Users
ES	Evolution Server
ESS	Enterprise Survivable Server
ETSI	European Telecommunication Standards Institute
FAC	Feature Access Code
FNE	Feature Name Extension
FRL	Facility Restriction Level
FS	Feature Server
HDX	A Polycom high definition video room system
HEMU	Home Enterprise Mobility User
IAC	International Access Code
ICR	Intelligent Customer Routing
IDM	Initial Direct Media
IGAR	Inter-Gateway Alternate Routing
IP	Internet Protocol
IPSI	Internet Protocol Server Interface
ISDN	Integrated Services Digital Network
ISG	Integrated Services Gateway
J24	Avaya Digital Terminal for Japan

LAN	Local Area Network
LAI	Look Ahead Interflow
LAR	Look Ahead Routing
LDAP	Lightweight Directory Access Protocol
LED	Light Emitting Diode
LSP	Local Survivable Processor
OPTIM	Off-Premise Telephony Integration with MultiVantage
MCSNIC	Mask Calling Number/Station Name for Internal Calls
MCU	Multipoint Control Unit
MG	Media Gateway
MGC	Media Gateway Controller
MIA	Most Idle Agent
MIB	Management Information Base
MLDP	Multi-Location Dial Plan
MLPP	Multiple Level Precedence Preemption
MOH	Music on Hold
MPC	Maintenance Processor Complex
MST	Message Sequence Trace
MSUM	Microsoft Unified Messaging
MTA	Message Trace Analysis
MWI	Message Waiting Indication
NCR	Network Call Redirection
NIC	Network Interface Card
NR	Network Region
OEM	Original Equipment Manufacturer
OPTIM	Off-PBX-telephone Integration and Mobility
PAM	Pluggable Authentication Modules
PBX	Private Branch eXchange
PE	Processor Ethernet
PRACK	Provisional Response Acknowledgement
PROCR	Processor Ethernet
PSA	Personal Station Access
PSTN	Public Switched Telephone Network
PCD	Packet Control Driver

Appendix A: Acronyms

PCOL	Personal Central Office Line
PN	Port Network
PNC	Port Network Connectivity
QSIG	International Standard for inter-PBX feature transparency at the Q reference point
R2MFC	Register Signaling 2 Multi Frequency Compelled
RDTT	Reliable Data Transport Tool
RFC	Request for Comments
RMB	Remote Maintenance Board
RMX	A Polycom media conferencing platform, used by CM as a video and audio bridge
ROIF	Redirect on IP Failure
RTP	Real-Time Protocol
SAC	Send All Calls
SAT	System Access Terminal
SAL	Secure Access Link
SAMP	Server Access and Maintenance Processor
SBA	Simulated Bridge Appearance
SBC	Separation of Bearer and Signaling
SBS	Separation of Bearer and Signaling
SES	SIP Enablement Services
SIP	Session Initiation Protocol
SDP	Session Description Protocol
SO	Service observer
SMI	System Management Interface
SRTP	Secure Real-Time Transport Protocol
SSC	Single Step Conference
SSH	Secure Shell
SSHD	Secure Shell Daemon
SVNS	Simple Voice Network Statistics
TAC	Trunk Access Code
TCP	Transmission Control Protocol
TDM	Time Division Multiplex
TSC	Temporary Signaling Connection
TSP	Toshiba SIP Phone
TSRA	Time Slot Record Audit

TTI	Terminal Translation Initialization
TTS	Time To Service
UCID	Universal Call ID
URI	Uniform Resource Identifier
USNI	United States Network Interface
USB	Universal Serial Bus
VALU	Value-Added
VCS	Video Conferencing Server
VDN	Vector Directory Number
VOA	VDN of origin Announcement
VoIP	Voice over Internet Protocol
VEMU	Visitor Enterprise Mobility User
VLAN	Virtual Local Area Network
VSX	A Polycom standard definition video room system

Appendix A: Acronyms

Technical Support

Support for Communication Manager is available through Avaya Technical Support.

If you encounter trouble with Communication Manager:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - Logging on to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - Calling or faxing Avaya Technical Support at one of the telephone numbers in the [Support Directory](#) listings on the Avaya support Web site.

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note:

If you have difficulty reaching Avaya Technical Support through the above URL or email address, please go to <http://www.avaya.com> for further information.

When you request technical support, provide the following information:

- Configuration settings, including Communication Manager configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application, one-X Portal, or one-X Portal Extensions.
- Copies of all logs related to the issue.
- All other information that you gat
- hered when you attempted to resolve the issue.



Tip:

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the [Escalation Contacts](#) listings on the Avaya Web site.

For information about patches and product updates, see the Avaya Technical Support Web site <http://www.avaya.com/support>.