



Product Support Notice

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PSN # PSN004017u

Original publication date: 6-Nov-13. This is Issue #02, published date: 19-Dec-13. Severity/risk level High Urgency Immediately

Name of problem Certain infrequent call scenarios may cause CMS link outages.

Products affected

Call Management System (CMS) Release: 16.3 (r16.3eg.g load only)

Problem description

Certain infrequent call scenarios may cause link outages. The two call scenarios are:

- a transfer or conference call followed by the agent reconnecting to the original caller before completing a second conference
- a transfer or conference call followed by a special link transfer which occurs when an incoming call to the CM is transferred off the CM.

Note: This problem is present ONLY in the r16.3eg.g load. You can determine the load of your CMS system by running the “pkginfo -x cms” command.

Due to the severity of the problem, it is strongly suggested that all customers on the R16.3 R5 eg.g load apply the r16.3eg.g patch or upgrade to r16.3eg.h.

Resolution

This issue is resolved in the following ways:

- in a currently available R16.3eg.h. See PCN 1711
- in CMS R16.3 patch r16.3eg.g.1-s for Solaris SPARC platforms or r16.3eg.g.1-x for Solaris x86

Workaround or alternative remediation

Customers should contact their Avaya support organization or business partner regarding the installation of patch r16.3 eg.g patch or upgrade to r16.3eg.h.

If installing the R16.3 patch eg.g patch, follow the instructions below. r16.3eg.g.1-s for Solaris SPARC platforms or r16.3eg.g.1-x for Solaris x86 platforms. **Note:** Installation of this patch is service affecting. CMS should be turned off before patch installation.

For Solaris SPARC systems:

1. Download r16.3eg.g.1-s.tar to / on the CMS system.
2. Turn off CMS
3. `cd /`
4. `tar xvf r16.3eg.g.1-s.tar`
5. `/cms/cmsspatches/cmsspatch_install_script`
6. Follow prompts to install.
7. Turn on CMS

For Solaris x86 systems:

1. Download r16.3eg.g.1-x.tar to / on the CMS system.
2. Turn off CMS
3. `cd /`
4. `tar xvf r16.3eg.g.1-x.tar`
5. `/cms/cmsspatches/cmsspatch_install_script`
6. Follow prompts to install.
7. Turn on CMS

Remarks

n/a

Patch Notes

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

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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