



# Product Support Notice

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PSN # PSN020087u

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Original publication date: 16-Jan-14. This is Issue #2, published date: 18-Sep-14. Severity/risk level Medium Urgency When convenient

Name of problem IQ or CMS reports might be incorrect for calls involving CM SIP trunks.

### Products affected

Avaya Aura® Communication Manager (CM), Releases 5.2.1 - 6.3

Call Management System (CMS), Releases 16.x – 17.x

IQ, Releases 5.x

Avaya Aura® Solution for Midsize Enterprise, Releases 6.x.x

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

### Problem description

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 5.2.1 - 6.3.

IQ or Call Management System (CMS) reports might be incorrect or inaccurate for calls involving CM SIP trunks. In rare instances, the IQ/CMS link might drop.

### Resolution

Any SIP trunk that handles voice or video call traffic should be measured on CM. There are only two exceptions and they include the following:

1. Any SIP trunk used for ICR BSR polling should be used for ICR BSR polling exclusively. SIP trunks used exclusively for ICR BSR polling should not be measured. This is required to ensure the highest level of reporting accuracy within IQ and CMS. In addition, due to the likely large volume of ICR BSR polling calls, the link to CMS could become overloaded if the trunks used for ICR BSR polling are measured.
2. SIP trunk groups used for OPS (aka OPTIM) station signaling from/to Avaya Aura® Session Manager (SM) must be used exclusively for OPS station signaling and must not be measured. If OPS SIP trunk groups are measured, the SIP signaling activity messages are sent to CC reporting and are not compatible with call traffic reporting, which will cause errors and invalid data on the reporting products.

To segregate SIP trunk groups to provide dedicated trunk groups for different uses, a port based signaling group selection method or a domain based signaling group selection method can be used.

See chapter 3 of the latest “Using Avaya 96X1 SIP Agent Deskphones with Avaya Aura® Call Center Elite Release” document for further details.

### Workaround or alternative remediation

n/a

### 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

Always

### Download

Service Packs can be downloaded from "[support.avaya.com](http://support.avaya.com)". Custom patches must be provided by Avaya Support.

### Patch install instructions

### Service-interrupting?

Patch activation instructions are available on "[support.avaya.com](http://support.avaya.com)". CM Service Pack/patch activation is service impacting on non-duplicated servers, and on all servers running CM 5.2 and lower releases. For servers running CM 5.2.1 and higher releases, SPs/patches can be activated in a connection preserving manner. Refer to PSN002589 for more information.

Yes

## Verification

Patch installation instructions include verification instructions.

## Failure

Contact Technical Support.

## Patch uninstall instructions

Patch activation instructions include deactivation instructions.

## Security Notes

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

### Security risks

n/a

### Avaya Security Vulnerability Classification

Not Susceptible

### Mitigation

n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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