Product Support Notice

PSN #	PSN004144u

Original publication date: 10-Feb-14. This is Issue #01, published date: 10-Feb-14.	Severity/risk level	Medium	Urgency	Optional

Name of problem	CS 1000 R7.6 – Call Detail Recording format mismatch compared to R7.5

Products affected

Communications Server 1000M and Communications Server 1000E – R7.6

Problem description

Introduction

The ACD Detailed Call Detail Recording (CDR) call release indicator functionality is added in R7.6. This feature allows CDR blocks configured for ACD agents to indicate whether a call was disconnected by the call originator or by the ACD agent. When printed, this indicator displays in the third line of the CDR record as either C (caller) or A (agent).
The ACDD (ACD Detailed) parameter in the Customer Data Block (CDB) configuration for LD15 can have a value of YES (print the call disconnect indicator) or NO (do not print the call disconnect indicator). The default value is NO.
ACD Package 45 (ACDA) must be unrestricted to use this feature.

It has been noted that even with ACDD = NO in LD15, there is still an impact on line 3 of the CDR record – an extra two spaces are printed, extending the length from original 51 characters as in R7.5 to 53 characters. This can potentially cause an issue for some CDR applications.
Patch MPLR33093 is now available in ESPL to revert line 3 of the CDR record from 53 characters to the original 51 characters in the case where ACDD = NO in LD15. This removes any possible issues for the CDR applications.

Resolution

Apply patch MPLR33093

Workaround or alternative remediation

Not Applicable

Remarks

Not Applicable

Patch Notes

Backup before applying the patch

Data dump as before any maintenance activity

Download

MPLR33093 can be downloaded via ESPL as normal

Patch install instructions	Service-interrupting?
As per standard documentation for CS 1000	No

Verification

Not Applicable

Failure

Not Applicable

Patch uninstall instructions

Not Applicable

Security Notes

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

Security risks

Not Applicable

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

Not Applicable

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.