



Release Notes for Avaya Aura®
Communication Manager Release 7.0
and Release 7.0 SP1

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Virtualization

Each virtual appliance has its own ordering code. Note that each instance of a virtual appliance must be ordered separately. If the end-user customer or Business Partner wants to install two of the same type of virtual appliances, then two virtual appliances of that type must be ordered.

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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

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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.

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Changes delivered to Avaya Aura® Communication Manager 7.0

Communication Manager 7.0 Release Notes

Communication Manager Release 7.0 and later uses the following service pack naming convention. This is a five digit number format as described in the following example:

Communication Manager 7.1.0.0.0, where

- 1 A- major release field (Communication Manager Release 7)
- 1 B- minor release field (Communication Manager Release 7.1)
- 1 C-feature pack field (Communication Manager Release 7.0.1)
- 1 D- service pack field (Communication Manager Release 7.0 Service Pack 4)
- 1 E - special release field, typically used for a re-issue of an existing service pack (Communication Manager 7.0 Service Pack 4.1)

Note that:

1. To avoid confusion, unused fields to the right might not be shown. For example, Communication Manager 7.0 will be used in documentation related to the minor release instead of Communication Manager 7.0.0.0.
2. The special release field may be used for atypical software releases other than service pack re-issues which will be explained in the documentation for the special release software (e.g. release notes or Product Correction Notices).
3. This naming change applies only to regular Communication Manager service packs and does not apply to special service packs such as Security Service Packs, Kernel Service Packs, Pre-Upgrade Service Packs and VMware Tools Service Packs.
4. Communication Manager service pack file names will be unaffected by this naming change. For example, Communication Manager 6.3 service packs will still have file names with the Communication Manager GA load string and a unique five digit identifier like: 03.0.124.0-12345.tar.
5. The service pack version information displayed on a running system will not change and will still show the Communication Manager service pack file name format like: 03.0.124.0-12345.
6. This naming change does not apply to service packs for Communication Manager Release 6.2 and earlier which will follow existing naming formats.

Changes delivered to Avaya Aura® Communication Manager 7.0

Communication Manager releases and service packs are cumulative, and all changes in the previous service packs are included in Communication Manager 7.0. Changes delivered to the Communication Manager 7.0 are grouped as follows:

- 1 [Table 1: Known issues in Communication Manager 7.0 and 7.0 SP1](#) on page 10
- 1 [Table 2: Known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions](#) on page 11

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> and enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
3. 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.
4. Select **6.3.x** from the **Choose Release** pull-down menu to the right. Some PSNs are also found under the **Don't Know** release choice.
5. Check the box for **Product Support Notices** in the content filter to display the available PSN documents.
6. 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> and enter your **Username** and **Password** and click **LOG IN**.

2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
3. Begin to type **Messaging** in the **Enter Your Product Here** box and when **Avaya Aura® Communication Manager Messaging** appears as a selection below, select it.
4. Select **7.0** from the **Choose Release** pull-down menu to the right.
5. Click **View downloads** if necessary.
6. Available downloads for Communication Manager Messaging are displayed. Click the links to see the details.

Communication Manager Software

Communication Manager 7.0 software includes certain third party components including Open Source Software. Open Source Software licenses are included in the Avaya Aura® 7.0 Communication Manager Solution Templates DVD. To view the licenses:

1. Insert the Avaya Aura® 7.0 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 Branch Gateway, Communication Manager, Installation Wizard, Session Manager, and Utility Services 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:

1. Go to <http://support.avaya.com> and enter your **Username** and **Password** and click **LOG IN**.
2. Click **DOWNLOADS & DOCUMENTS** at the top of the page.
3. Begin to type **Session** in the **Enter Your Product Here** box and when Avaya Aura® Session Manager appears as a selection below, select it.
4. Select **7.0** from the **Choose Release** pull-down menu to the right.
5. Click **View downloads** if necessary.
6. Available downloads for Session Manager are displayed. Click the links to see details.

Avaya Video Conferencing Solutions

Communication Manager 7.0 support for Avaya Video Conferencing Solutions including Radvision SCOPIA is documented in the Avaya Aura® Communication Manager SW and FW Compatibility Matrix and the Compatibility Matrix tool, both of which are available on <http://support.avaya.com>. Fixes and known issues for Avaya Video Conferencing Solutions including Radvision SCOPIA are included in the Communication Manager release notes.

System Platform

Communication Manager 6.x Releases and Service Packs are tested with specific versions and updates of System Platform 6.x. For more information, see Communication Manager Software & Firmware Compatibility Matrix at <http://support.avaya.com> or the appropriate Communication Manager Product Correction Notices.

Known issues

Known issues in Communication Manager 7.0 and 7.0 SP1

This release includes the following known issues in Communication Manager 7.0 and 7.0 SP1.

Table 1: Known issues in Communication Manager 7.0 and 7.0 SP1 1 of 2

Problem	Keywords	Workaround
When the Communication Manager IP codec set was configured with 10-SRTP, 1-SRTP and None, the call between the H323 phone and the SIP phone did not shuffle.	6294	
In high SIP call traffic situations involving Avaya Media Server resources, Communication Manager CPU Occupancy remained high.	6295	
When the agent, caller and service observer were on a call using the VOA repeat button on the agent phone, the SO warning tones were played to all participants.	6451	
Secure Indicator was not visible on a SIP phone, in any of the following circumstances: <ol style="list-style-type: none"> 1. If "Initial INVITE with SDP for secure calls?" on system parameter feature (Page -19) is set to N(o) 2. Call transferred on a SIP Phone as unattended or blind 3. Call transferred on a SIP Phone by other non SIP Phone 	7120, 7702, 7939	In the condition 3, do the following: Set Block Sending Calling Party Location in INVITE to (Y)es on SIP Trunk Group between Avaya Aura Communication Manager & Session Manager.
When three SIP phones were involved in a conference and SIP Network Call Redirection (NCR) was invoked, the resulting call had one-way talkpath.	7327	
Incorrect configuration of ESS resulted in the server performing multiple restarts.	7566	

Table 1: Known issues in Communication Manager 7.0 and 7.0 SP1 2 of 2

Problem	Keywords	Workaround
Secured call over H.323 trunk did not work between Avaya Aura Communication Manager 6.3 and Avaya Aura Communication Manager 7.0 with Avaya Media Server (AMS).	7651	
While using the Software Deployment Manager (SDM) of Avaya Aura System Manager, the System Management Interface (SMI) configuration pages for Communication Manger Duplex System did not restore.	7865	

Known issues in Avaya Video Conferencing Solutions

This release includes the following known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions..

Table 2: Known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions 1 of 5

Problem	Keywords	Workaround
Far End Camera Control (FECC) does not work on point-to-point calls between Scopia XT H.323 endpoints and SIP video endpoint that supports FECC.	A28	
Scopia Elite dialout calls to SIP video endpoints using H.323 protocol, for example, dialing the outbound call using a mismatched protocol type should go to the SIP trunk to Session Manager. Instead it results in the call flowing over the H.323 trunk to Communication manager. The call flow results in an audio-only call.	A92	While creating terminals or endpoints on the Scopia Management server, be sure to properly assign the matching protocol type, SIP to SIP stations, and H.323 to H.323 stations.

Table 2: Known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions 2 of 5

Problem	Keywords	Workaround
<p>When the Avaya Communicator for Windows endpoint (feature sequenced by Communication Manager #1) is transferred into an XT SIP room system with an embedded MCU (feature sequenced by Communication Manager #2) that has an existing video call, the Avaya Communicator call might get dropped from the XT SIP MCU conference call.</p>	CM866	
<p>When a 9600 series endpoint conferences two OneX Communicator H.323 video endpoints that are both registered to a 2nd Communication Manager, the call results in 'audio only' connection.</p>	CM1093	
<p>When a OneX Communicator H.323 endpoint calls into a Scopia Elite MCU virtual room via the Session Manager to Scopia Management / Scopia Elite MCU SIP link using SRTP, the call results in 'audio only' connection.</p>	CM1117	
<p>When a 9600 series H.323 endpoint registered to Communication Manager 1 (CM1) calls a OneX Communicator H.323 endpoint registered to CM2 and then conferences in an Avaya Communicator for iPad that is sequenced by CM1, the Avaya Communicator for iPad is dropped from the conference call.</p>	CM1352	
<p>When a OneX Communicator H.323 endpoint is on a video call and then receives another incoming video call from a SIP trunk that is originating from an H.323 video endpoint that is registered to a different Communication Manager, the 2nd incoming call might result in an audio only connection when answered.</p>	CM2079	
<p>When a 9600 series endpoint conferences in two SIP video endpoints, the call results in 'audio only' connection.</p>	CM4408	

Table 2: Known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions 3 of 5

Problem	Keywords	Workaround
When a OneX Communicator SIP endpoint, that is in an encrypted enabled ip-network-region, is transferred to another OneX Communicator SIP endpoint, that is also in an encrypted enabled ip-network-region, via an endpoint that is in a non-encrypted ip-network-region, the call results in 'audio only' connection.	CM5061	
When a video call is made from a SIP video endpoint to another SIP video endpoint that traverses over a Communication Manager H.323 trunk, the call results in audio only 'audio only' connection.	CM5368	
When the consulted transfer of an XT H.323 room system to a SIP video endpoint is orchestrated by a OneX Communicator H.323 endpoint or a 96x1 audio endpoint, the transfer results in an 'audio only connection'.	CM5684	
When an Avaya Communicator for Windows endpoint makes a video call to an XT SIP room system, de-escalates the call to audio, places that call on hold, makes a 2nd video call to a 2nd XT SIP room system and de-escalates that call to audio, and then transfers the 2nd XT SIP room system to the 1st XT SIP room system, the call results in 'audio only' connection.	CM6651	
When an H.323 OneX Communicator dials into an virtual conference room that is hosted on an embedded MCU of an XT SIP Aura registered room system as a non-first participant, it connects as 'audio only'.	CM6842	
Point-to-point video calls that result in an adhoc Communication Manager (CM) hosted conference, via endpoint associated features or subsequent feature invocation, may result in audio only connections. Features that can trigger an adhoc CM hosted conference include, but are not limited to, Avaya Call Recording (ACR), NICE call recording, One Touch Recording, or Service Observing.	CM-7768, CM-7806, CM-7880, CM-7890	
Non-SRTP video calls from a pre-7.0 CM to a CM 7.0 CM SRTP video endpoint; hold/resume results in dropped call.	CM8145	

Table 2: Known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions 4 of 5

Problem	Keywords	Workaround
An SRTP video call from a 7.0 CM to a pre-7.0 CM non-SRTP video endpoint; hold/resume results in a audio only call.	CM8215	
<p>When a OneX Communicator H.323 endpoint registered to Communication Manager #1 (CM1) makes a video call to a SIP video endpoint that is feature sequenced by Communication Manager #2 (CM2), and where CM1 and CM2 are connected via a SIP trunk, the call will result in poor video quality.</p> <p>When an XT H.323 endpoint makes a video call to a SIP video endpoint, the call will result in poor video quality.</p> <p>When a OneX Communicator H.323 endpoint registered to Communication Manager #1 (CM1) makes a video call to a OneX Communicator H.323 registered to Communication Manager #2 (CM2), and where CM1 and CM2 are connected via a SIP trunk, the call may drop.</p>	CM8292	
<p>Video SRTP with OneX Communicator Release 6.2 has the following known issues:</p> <ul style="list-style-type: none"> * SRTP video with H.323 endpoints is not supported. A best effort negotiation results in unencrypted video with encrypted audio. * When Communication Manager-based conferencing is used: <ul style="list-style-type: none"> - There may be a loss of video when a third audio-enabled or video-enabled endpoint is conferenced or bridged onto a point-to-point video call. - After the third endpoint drops from the conference, the video re-established between the other two endpoints will be RTP, not SRTP. 		
With TLS and SRTP encryption enabled, video calls may sometimes lose video when the call is transferred or conferenced (CM-hosted conference).		

Table 2: Known issues in Communication Manager 7.0 for Avaya Video Conferencing Solutions 5 of 5

Problem	Keywords	Workaround
Video calls involving SIP video endpoints or video calls that traverse a SIP trunk, might connect with audio only if the "Initial IP-IP Direct Media" field is not enabled in the SIP Signaling Group. This includes SIP Signaling Groups associated with SIP trunks that are used for feature sequencing of the SIP endpoints or any SIP trunk that is traversed as part of video call flow.		"Initial IP-IP Direct Media" field in the SIP Signaling Group must be enabled by setting it to "y".

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:
 - 1 Logging on to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - 1 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:

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

Appendix A: Abbreviations

3PC	Third Party Call Control
C	
AAC	Avaya Aura® Conferencing
AAR	Automatic Alternate Routing
ACD	Automatic Call Distribution
AC	After-Call Work
W	
ADV	Avaya Desktop Video Device
D	
AES	Application Enablement Services
APC	Avaya Performance Center
ARS	Automatic Route Selection
ASA	Avaya Site Administration
ASA	Adjunct Switch Applications Interface
I	
ATB	All Trunks Busy
ATM	Asynchronous Transfer Mode
AVP	Avaya Voice Portal
AW	Administered WithOut Hardware
OH	
BA	Bridge Appearance
BC	Basic Call Management System
MS	
BFC	Binary Floor Control Protocol
P	
BSR	Best Service Routing
BRI	Basic Rate Interface
BTD	Busy Tone Disconnect
CDR	Call Detail Record
CID	Caller Identification
CIE	Customer Interaction Express
CIF	Common Intermediate Format

Appendix A: Abbreviations

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
COR	Class of Restriction
CPU	Central Processing Unit
CPN	Calling Party Number
CR	Call Recognition
CRV	Call Reference Value
CS1K	Communication Server 1000
CSS	Center Stage Switch
CTI	Computer Telephony Integration
CUCM	Cisco Unified Communications Manager
DAC	Direct Agent Calling
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
ECFB	Enhanced Call Forwarding Busy
ECFU	Enhanced Call Forwarding Unconditional
EMU	Enterprise Mobility Users
ES	Evolution Server
ESS	Enterprise Survivable Server
EWT	Expected Wait Time
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
IVR	Interactive Voice Response
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
MCH	Multiple Call Handling
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

Appendix A: Abbreviations

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
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
RONA	Redirect on No Answer
RTCP	RTP Control Protocol
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
SDP	Session Description Protocol
SEMT	SIP Endpoint Managed Transfer
SES	SIP Enablement Services
SIF	Source Input Format
SIP	Session Initiation Protocol
SO	Service observer
SMI	System Management Interface
SSC	Single Step Conference
SSH	Secure Shell
SSHD	Secure Shell Daemon
STE	Secure Terminal Equipment
SVNS	Simple Voice Network Statistics
TAC	Trunk Access Code
TAE	Telecommuting Access Extension
TCP	Transmission Control Protocol
TDM	Time Division Multiplex
TEG	Terminating Extension Group
TLS	Transport Layer Security
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
URN	Universal Resource Name
USNI	United States Network Interface
USB	Universal Serial Bus
UUI	User to User Information
VALU	Value-Added
VCS	Video Conferencing Server
VDN	Vector Directory Number
VEMU	Visitor Enterprise Mobility User

Appendix A: Abbreviations

VLAN	Virtual Local Area Network
VOA	VDN of origin Announcement
VoIP	Voice over Internet Protocol
VP	Voice Portal
VSST	Virtual Server Synchronization Technology
VSX	A Polycom standard definition video room system