



Product Support Notice

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PSN # PSN020242u

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Original publication date: 26-May-16. This is Issue #04, published date: 13-Feb-17. Severity/risk level Medium Urgency When convenient

Name of problem Calls over a SIP trunk/service link might drop or have no audio if an SSC request occurs during shuffling.

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.2 – 7.0

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

Problem description

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 6.2 – 7.0.

Calls over a SIP trunk (e.g., at home agents with permanent SIP service links) might drop or end up with no audio if a Single Step Conference (SSC) request occurs while the call is being transitioned to Direct IP-IP (shuffled) immediately after a call is answered by an agent.

Some call recording devices use SSC to record calls.

Resolution

This problem is resolved in CM 6.3.15.0 (23263) and 6.3.115.0 (23276) and higher Service Packs (SPs).

This problem is resolved in CM 7.0.1.1.0 (23169) and higher SPs/Releases.

The resolution of this problem prevents an SSC and shuffling collision by rejecting the SSC request if it occurs while the call is being shuffled. This is done by returning a Cause Value 58 message. A TSAPI message example is shown below. Therefore, applications that use SSC, especially as a method to record calls, must handle the Cause Value 58 SSC denial and retry the SSC request multiple times (recommend 3 retries) after waiting a given period of time (recommend retry delay interval of roughly 200 milliseconds) before retrying.

TSAPI message example:

INVALID_OBJECT_TYPE (18) (CS0/58)

Workaround or alternative remediation

Disable shuffling on the appropriate signaling groups.

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". Custom patches must be provided by Avaya Support.

Patch install instructions

Service-interrupting?

Patch activation instructions are available in the respective Implementing Avaya Aura Communication Manager document on "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 duplicated 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.

No

Verification

Patch activation 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

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