Product Support Notice

PSN #	PSN020279u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 11-Jan-17. This is Issue #02, published date: 06-Nov-17	Severity/risk level	Medium	Urgency	When convenient

Name of problem	SIP station feature buttons do not light/alert.

Products affected

Avaya Aura® Communication Manager (CM), Releases 7.0.x

Problem description

Clarification on rules used to determine whether to encode a calling number as public or private.

Resolution

After an upgrade to CM 7.x, SIP station feature buttons such as bridged appearances or send-all-calls buttons might not light when the button is pressed to activate a feature. Bridged appearances also might not alert for incoming calls. The reason for this behavior is that with some configurations, CM 7.x sends a public mapping for the station extension where the button is located, while CM6.x sends a private version of that extension. This can be resolved with a configuration change provided at the end of this section.

Historically, CM uses the following rules to determine whether to encode a calling number as public or private:

1. If the Trunk Group Numbering Format is public or unknown the calling number is always sent as public.
    - Public in this context means natl-pub or intl-pub.
2. If the Trunk Group Numbering Format is private or unk-pvt, how the calling number is sent depends on whether the dialed (called) number is public or private.
    - If the called number is private, then CM sends the calling number as private.
    - If the called number is public, it makes little sense to send a private number to a public network. Therefore, CM overrides the setting and sends a public calling number in this case.
    - The type of the called number is determined by the ARS (Automatic Route Selection) or AAR (Automatic Alternate Routing) Call Type. For historical reasons, the AAR default call type “aar” is considered public, not private.
    - The Route Pattern Numbering Format can override the ARS/AAR Call Type. **Note**: In CM 7.0.0.0.0 through 7.0.1.2.0 (23523) releases the Route Pattern Numbering Format is not correctly overriding the ARS/AAR Call Type when the Trunk Group Numbering Format is private. This is targeted to be fixed in CM 7.0.1.3.0 and higher SPs/Releases and can be fixed immediately via CM custom patch 23516 or any patch that includes patch 23516.
3. Overriding the call type is generally necessary for the 2nd or later preferences, in case the digits have to be changed and the call routed over a different network.
    - For example, if the first preference is a private network trunk, we want to send the called and calling numbers as private.
    - However, if the first preference is busy, and the second preference routes over a public network, we change the digits and numbering format to public (e.g., natl-pub). Now the called and calling numbers go out as public, which is what we want.

In CM 6.3 and lower/older releases, the above rules applied to both ISDN trunk calls and SIP trunk calls; however a different rule applied for SIP messages such as PUBLISH and NOTIFY. The PUBLISH and NOTIFY SIP messages always followed the Trunk Group Numbering Format setting, and never let the private setting be overridden as described in the rules above.

In CM 7.0 and higher/newer releases, all SIP messages follow the same rules. This means some customers, after upgrading to CM 7.0 and higher releases might need to adjust their AAR digit analysis form if their network requires private numbering in SIP PUBLISH and NOTIFY messages. Typically this requires changing the AAR Call Type from a public value (remember that “aar” is public) to a private value (e.g., “lev0” or “unku”).

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	
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.