

PSN # PSN004963u

Original publication date: 24-Mar-17. This is Issue #01, published date: 24-Mar-17. Severity/risk level **High** Urgency **When convenient**

### Name of problem

Message Waiting Indicator (MWI) does not work for all users on Avaya Aura® Messaging (AAM) 7.x recently upgraded from 6.3.3

### Products affected

Avaya Aura® Messaging: Releases 6.x and 7.x

### Problem description

Single server (ServerRole is StorageAndApplication) being upgraded from 6.3.3 to 7.0.

During the data restore process the swin\_params file (/vs/data/swin/swin\_params) does not get updated to the new 7.0 format.

In 6.x the values of host ID is hostid\_x=<TelephonyProfileName>

In 7.0 the value of host ID is hosted\_x=<TelephonyProfileGUID> :< TelephonyProfileName>

If a system is affected by this issue, then MWI will not be working and in the /var/log/cs/cstrace file, you will see entries similar to this:

```
03/01 12:30:10.697208 CH-01: sm: put_mwl_q: no match for ext 1161 with sxid
8f5ea88e526911e6b282005056b56fb9
```

Where **sxid 8f5ea88e526911e6b282005056b56fb9** is the <TelephonyProfileGUID>.

If you look in the **7.0 /vs/data/swin/swin\_params** file and it does not have <TelephonyProfileGUID>, it has this problem.

### Resolution

The workaround is to go to Telephony Settings > Telephony Domains, create & save a new dummy telephony domain. Restart telephony processes & MWI should start working

Once working, you can remove the dummy domain

### 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

n/a

### Service-interrupting?

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

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## BusinessPartner Notes

### Additional information for BusinessPartners

n/a

## Avaya Notes

### Additional information for Tier 3, Tier 4, and development

n/a