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Product Support Notice

PSN #	PSN020512u	Avaya Proprietary – Use pursuant to the terms of your signed agreement or company policy.

Original publication date: 14-Jan-21. This is Issue #02, published date: 13-Jul-21.	Severity/risk level	High	Urgency	Immediately

Name of problem	PSN020512u - Avaya Aura® Application Enablement (AE) Services 8.1.3 TSAPI Windows 64-bit SDK and DMCC Java SDK Updates

Products affected

Avaya Aura® Application Enablement (AE) Services, 8.1.3

Problem description

Two issues have been discovered in the Avaya Aura® Application Enablement (AE) Services, 8.1.3 release.

1. **AE Services 8.1.3 TSAPI Windows 64-bit SDK**

   After installing the AES 8.1.3 TSAPI Windows 64-bit SDK, the customer cannot locate ATTPRV64.lib and csta64.lib in "C:\Program Files\Avaya\AE Services\SDKs\TSAPI\libs\" folder.
   This problem does not affect the Linux SDKs (both 32-bit and 64-bit architecture) or the 32bit Windows SDK.

2. **AE Services 8.1.3 DMCC Java SDK for both Windows and Linux**

   When a DMCC Java application built with the 8.1.3 DMCC Java SDK connects to an AES server over a protocol version older than 8.1.3, the request to add a call control monitor using DMCC Monitoring Service fails. This could occur if the developer created the application and used an older protocol version but it has been complied with the 8.1.3 SDK; or, an 8.1.3 application is connecting to an AES older than 8.1.3.

Resolution

Updated July 13, 2021:

   Hotfixes no longer necessary as the fixes are available in the latest SDKs as noted below.

1. **AE Services 8.1.3 TSAPI Windows 64-bit SDK missing libraries**
   Fix available in: 8.1.3.1 TSAPI Windows 64-bit SDK. To obtain the 8.1.3.1 SDK, contact DevConnect, authorized Avaya Business Partner or an Avaya Account Executive.

   Historical Hotfix Info:
   To obtain the hotfix for the **TSAPI Windows 64-bit SDK**, open a ticket with DevConnect to request hotfix AES-23832-64bits-Libraries.zip for the missing libraries:
   https://www.devconnectprogram.com/ticket/procuredSystemTicket
   Include company name, contact information and make a request for the missing TSAPI Windows 64-bit libraries via AES23832-64bits-Libraries.zip hotfix.

   The hotfix contains the missing libraries:
   - ATTPRV64.lib
   - csta64.lib

   Steps to apply the hotfix:
   1. Copy the hotfix to the system that contains the TSAPI SDK.
   2. Extract the *AES-23832-64bits-Libraries.zip* on this system.
   3. Move ATTPRV64.lib & csta64.lib to "C:\Program Files\Avaya\AE Services\SDKs\TSAPI\libs\"

2. **AE Services 8.1.3 DMCC Java SDK for both Windows and Linux incompatible with older versions**
   Fix available in DMCC JAVA Windows and Linux 8.1.3.2 SDKs:

   Avaya Aura® AE Services IP Communications Device and Media Call Control (DMCC) Java SDK Linux 8.1.3.2
   File Name: cmapijava-sdk-8.1.3.2.0.4.bin
   PLDS Download ID: AES00000856

Avaya Aura® AE Services IP Communications Device and Media Call Control (DMCC) Java SDK MS Windows 8.1.3.2
File Name: cmapijava-sdk-8.1.3.2.0.4.exe
PLDS Download ID: AES00000857

Historical Hotfix Info:

Obtain hotfix **AES-23482_hotfix_813.zip** via the following DevConnect link (requires DevConnect credentials).

https://www.devconnectprogram.com/site/global/products_resources/avaya_aura_application_enablement_services/releases/8_1_3/index.gsp#tabs-product-downld-7

The hotfix contains:
- avaya-common.jar
- v813To81mapping.xml
- avaya-common.jar.MD5 – a text file containing MD5sum of avaya-common.jar
- v813To81mapping.xml.MD5 – a text file containing MD5sum of v813To81mapping.xml

Steps to apply the hotfix:
1. Take backup of original files present in your DMCC Java SDK installation directory –
   a. cmapijava-sdk/lib/avaya-common.jar
   b. cmapijava-sdk /lib/mappings/v813To81mapping.xml
2. Extract the hotfix *AES-23482_hotfix_813.zip* on your system
3. Verify the MD5sum of the files present in the hotfix
4. Move the files present in the hotfix to the respective locations in your installed SDK directory as follows -
   a. Move avaya-common.jar to cmapijava-sdk/lib/
   b. Move v813To81mapping.xml to cmapijava-sdk /lib/mappings/

Note: A backup of original files is required as applying this hotfix will overwrite the existing files.

Workaround or alternative remediation
N/A

Remarks
Issue 1 – January 14, 2021: Initial publication.
Issue 2 – July 13, 2021: Updated to reflect only applicable to SDK and that the latest SDKs eliminate need for the hotfixes.

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
N/A
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.