



Product Support Notice

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PSN # PSN003945u

Original publication date: 22-Mar-13. This is Issue #01, published date: 22-Mar-13. Severity/risk level High Urgency Immediately

Name of problem Original Destination address is not populated on Ref Client for SIP systems

Products affected

Avaya Aura Contact Center (AACC): Release 6.3 with Service Pack 9

Problem description

On AACC 6.3 with SP9 SIP system, the Original Destination field of the CCT SDK is not populated with any information. This can be reproduced by launching the CCT RefClient and viewing the information in the Contact Details dialog box.

The reason the Original Destination field is not populated in RefClient is the “Capabilities” in the Contact object is marked as false.

When using the CCT SDK the custom client code should test the Capabilities of a particular Property prior to attempting to access that Property.

The issue occurs following upgrade from AACC 6.2 to AACC 6.3 by applying Service Pack 9.

MR: wi01074957 -- Original Destination address is not populated on Ref Client for SIP systems

Resolution

For systems running with Service Pack 9, apply patch AvayaAura_CCMS_6.3.209.11

Workaround or alternative remediation

No workaround, apply patch for solution.

Remarks

n/a

Patch Notes

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?
Yes

n/a

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

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
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