AVAYA

Product Support Notice

PSN #	PSN020281u	

		Severity/risk level	Medium	Urgency	When convenient
Original publication date: 24-Jan-17. This is Issue #03, published date: 16-Mar-21.					

Name of problem	Using SA8481 with SIP might not work as expected.

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.3 – 8.x

Avaya Aura® Session Manager (SM), Releases 6.3 – 8.x

Problem description

Using Special Application SA8481 "Replace Calling Party Number with ASAI ANI?" with SIP (SIP Alternate-CLI header) might not work as expected/designed.

Resolution

Request and activate a CM custom patch that includes patch 23281.

This problem is targeted to be resolved in Service Pack (SP) CM 6.3.16.0, scheduled to be available March 13, 2017.

This problem is resolved in CM 7.0.1.2.0 and higher SPs/Releases.

Note: Resolution of this problem also requires a corresponding Avaya Aura® Session Manager (SM) SIP Manipulator patch. Contact Avaya Technical Support to obtain the required SM SIP Manipulator patch for Session Manager releases 6.3.x through 7.1.x. For Session Manager release 8.0.1 and later, a Regular Expression Adaptation can be used to support the CM Alternate-CLI header. See the patch section below for details on how to implement the Session Manager 8.0.1+ Alternate-CLI Regular Expression Adaptation.

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

Always

Download

Service Packs can be downloaded from "**support.avaya.com**". Custom patches must be provided by Avaya Support.

For Session Manager 8.0.1+ support of Alternate-CLI, download the below System Manager Routing Import Zip file.

PLDS Download ID: SM000000196

Filename: AlternateCliRegexAdaptation_8x.zip

Size: 1.65KB

MD5: 85343a6d28592455312edf09cca252a1

| 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

To install the Session Manager 8.0.1+ Regular Expression Adaptation, download the file referenced in this PSN (AlternateCliRegexAdaptation_8x.zip) and import it into the System Manager > Elements > Routing > Adaptations > Regular Expression Adaptations screen by selecting the More Actions button, then Import. Select the file downloaded from PLDS and click Import:
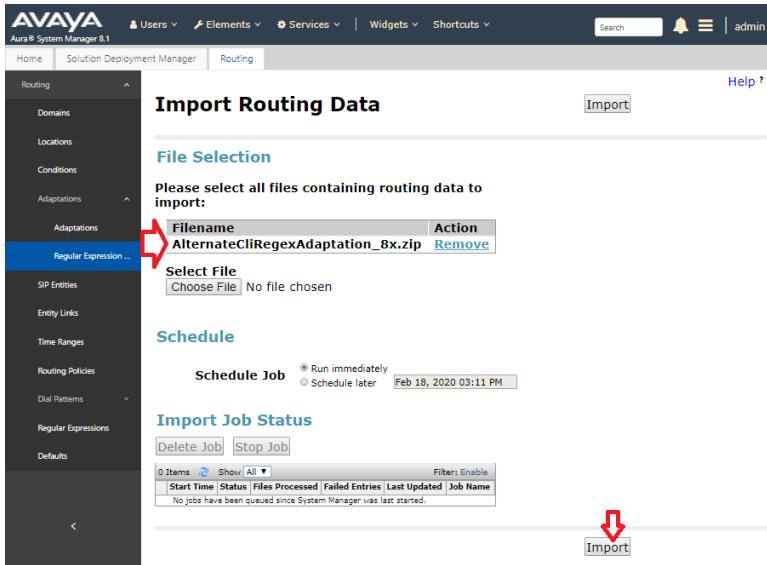
After the adaptation is imported, it will need to be associated with the CM entity link where the Alternate-CLI header insertion is being done at. An example SIP Entity admin screen for a CM is below:
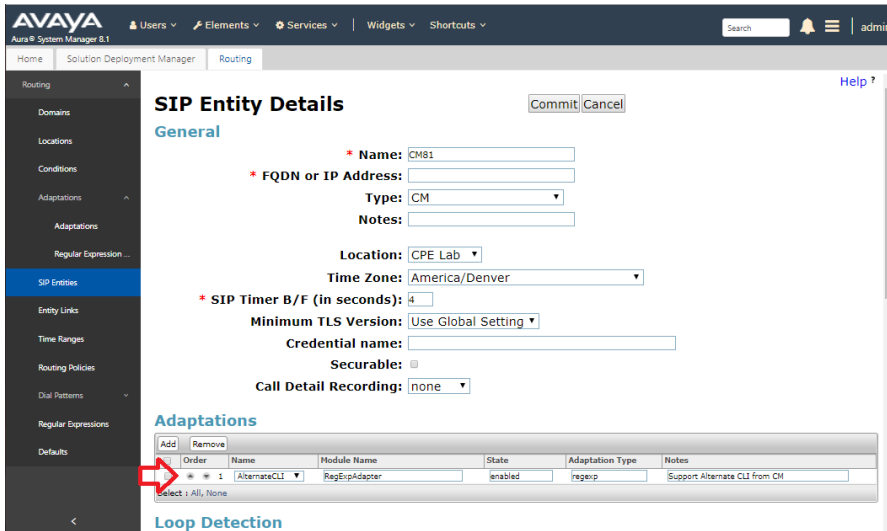
Once this administration replicates down to the Session Manager servers in the network, Alternate-CLI headers from SM will be acted upon by Session Manager.

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

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.