



Product Support Notice

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PSN # PSN004575u

Original publication date: 14-Sept-15. This is Issue #01, published date: 14-Sept-15. Severity/risk level Medium Urgency When convenient

Name of problem In IP Office Branch deployments where IP Office is connected to two Session Managers, users configured as ATA Users could experience sporadic call failures

Products affected

Avaya Aura® Session Manager, Releases 6.3 and 7.0

Avaya IP Office, Releases 9.0 and 9.1

Problem description

In IP Office Branch deployments where IP Office is connected to two Session Managers, users configured as ATA Users, i.e. Centralized Users with analog devices attached to the IP Office, could experience sporadic call failures.

When an ATA User simultaneously registers to two Session Managers, the registrations are not uniquely identified (no *reg-id* parameter), which results in one of the Session Managers removing its registration. Either the primary or secondary Session Manager could remove the registration. If the primary Session Manager removes it, then calls could fail.

Resolution

Contact Avaya support for a script to be applied on Session Manager. This workaround addresses the problem until the fix is delivered in IP Office 10.0

Workaround or alternative remediation

Contact Avaya support for a script to be applied on Session Manager. This workaround addresses the problem until IP Office 10.0 is available

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

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