# AVAYA

## Product Support Notice

| PSN # | PSN003590u | | | | |
|---|---|---|---|---|---|
| Original publication date: 16-Mar-12. This is Issue #08, published date: 22-April-13. | | Severity/risk level | High | Urgency | Immediately |
| Name of problem | Video Release Notes for Communication Manager: Release 6.2 | | | | |

### Products affected

Avaya Aura® Communication Manager (CM): Release 6.2

Avaya Video Conferencing Solutions including:

    Avaya A175 Desktop Video Device

    Avaya Aura® Conferencing

    Avaya 1000 Series Video Conferencing Systems

    Avaya one-X® Communicator

    Polycom® HDX, VSX Polycom® RMX Mulitpoint Control Units (MCU)

### Problem description

Video Release Notes for Communication Manager: Release 6.2

### Resolution

Existing functionality of the Avaya Video Conferencing Solutions suite will be supported incrementally starting with CM 6.2 Service Pack #0 (19593). The video functionality supported with each successive service pack is shown below:

The video functionality that is supported with Communication Manager 6.2 Service Pack #0 (19593) includes the following:

- Avaya Desktop Video Device including Avaya Aura® Conferencing integration
- Avaya 1000 Series Video Conferencing Systems

The additional video functionality that is supported with Communication Manager 6.2 Service Pack #1 (19721) includes the following:

- Avaya one-X Communicator (both H.323 and SIP)
- H.323-connected Polycom HDX, RMX and CMA

The additional video functionality that is supported with Communication Manager 6.2 Service Pack #2 (19883) includes the following:

- Avaya Aura Conferencing 6.0
- Polycom SIP (HDX, RMX)

The additional video functionality that is supported with Communication Manager 6.2 Service Pack #3 (20001) includes the following:

- Bugfixes for Video and CM (see Release Notes for Communication Manager 6.2 Service Pack 3)
- Radvision Integration (see PSN 3716u : Avaya Aura® Core 6.2 & CM 5.2.1 (audio only) Compatibility with the Radvision SCOPIA 7.7 Solution for details)

The additional video functionality that is supported with Communication Manager 6.2 Service Pack #4 (20199) includes the following:

- Bugfixes for Video and CM (see Release Notes for Communication Manager 6.2 Service Pack 4)
- Interop with new RMX 7.7 version

The additional video functionality that is supported with Communication Manager 6.2 Service Pack #5 (20396) includes the following:

- Bugfixes for Video and CM (see Release Notes for Communication Manager 6.2 Service Pack 5)

The additional video functionality that is supported with Communication Manager 6.2 Service Pack #6 (20558) includes the following:

- Bugfixes for Video and CM (see Release Notes for Communication Manager 6.2 Service Pack 6)

**All legacy functionality of the Avaya Video Conferencing Solutions suite is supported with the release of Communication Manager 6.2 Service Pack #2 (19833) on 09-Jul-2012 and greater**.

NOTE: updates to other video solution elements may be required for successful integration with CM 6.2. Please check the Avaya Video Conferencing Solution 6.2 Compatibility Matrix below for required software and firmware versions.

**Avaya Video Conferencing Solution 6.2 Compatibility Matrix**

| Vendor | Product | Required Version |
|---|---|---|
| Avaya | Communication Manager 6.2 | Communication Manager 6.2 Service Pack #6 (20558) |
| | Avaya Desktop Video Device (ADVD/A175) | ADVD R1.1.2 (1.1.2_020002) |
| | Avaya 1000 Series Video Endpoints | 4.8.3 (26) |

| | | | |
|---|---|---|---|
| | Avaya one-X® Communicator (H.323 & SIP) | 6.1 SP7 (6.1.7.04) | |
| | Avaya Aura Conferencing 6.0 | Standard Edition Template 6.0.1.0.53 + Patch 6.0.1.7.1 | |
| Polycom | HDX | 3.0.4-20259 | |
| | RMX | 7.7 | |
| | CMA4000 | 6.0.0.ER33 | |

## Remarks

**The following known issues apply to video functionality supported with CM 6.2 SP5 (20396)**

| **Problem** | **Keyword** | **Workaround** |
|---|---|---|
| AVCM only allows for endpoint discovery up to a /24 subnet (254 endpoints max or smaller subnet). | 147 | AVCM will not discover the endpoints, but instead manually enter them. |
| When upgrading the 1000 Series Endpoints "Upgrade License expired(15)" message may be displayed. | 254 | Ignore the message. Licensing is not required on the 1000 Series Endpoints. |
| Sequential blind transfer of 10x0 endpoints may drop video. | 255 | If video is required after the transfers, drop and make a direct call. |
| After a Session Manager outage, 1010/1020 may take up to 30 minutes to re-register.  Incoming calls are blocked while unregistered, but outgoing calls are accepted and immediately initiate registration. | 260 | When you see a red "SIP" box in the bottom right hand corner of the 1010/1020 screen, try manually registering by making an outgoing call or by: 1) login to 1010/1020 as admin 2) select "Communications" 3) select "SIP" and enter username/password etc. if needed and enter IP for SM you need to register to. 4) click "Register" |
| 1030/1040/1050 may transmit higher bandwidth than requested.  In some circumstances this can cause 5+ party conferences to fail on the 1050. | 288 | Administer 1040/1050 endpoints to send no more than 2M video. |
| A video call answered from a bridged Flare endpoint may not get video. | 122750 | |

# 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 |

**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 |
| Europe, Middle East, and Africa | 36-1238-8334 |
| Asia Pacific | 65-6872-8686 |

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