

## Technical Tip

Date: 26 April 2011

# Business Communications Manager (BCM) – BCM450.R600.CORE-TELEPHONY-12 and BCM050.R600.CORE-TELEPHONY-12 Quality Issue

Revision History		
Date	Revision #	Summary of Changes
26 April 2011	Original bulletin	This is the original publication

### Problem Description

Avaya has identified a quality issue with BCM450.R600.CORE-TELEPHONY-12 and BCM050.R600.CORE-TELEPHONY-12 patches. As a result these patches have been removed from the Avaya Support web site

Here are the conditions which trigger the problem

The customer has the Trunk Anti-Tromboning (TAT) feature enabled and Coretel 12 installed.

The Sets have multiple intercom keys configured for answering calls

The set has an established call on an intercom key.

If another call arrives while the set is busy with the first call, it should be presented on the second intercom key

Instead, the intercom key that the current call is on flashes and the call cannot be answered since that intercom key already has an active call present

The problem will persist for all incoming calls to that set until the BCM is rebooted. A reboot clears the problem temporarily for a few hours, and then it starts to re-occur.

The issue also delaying the release of the next Smart Update for the BCM 6.0 release.

### Scope

The issue can affect any BCM 6.0 product on the BCM50 or BCM450 platforms which has the Trunk Anti-Tromboning (TAT) feature enabled and Core-Telephony-12 patch installed.

If the TAT feature is not enabled this problem will not occur.

## Design status

Avaya design has replicated the problem, identified the suspect code, and is working on fix. This bulletin will be updated once a fix is available.

## Recommended Action

Avaya has identified 2 workarounds for the problem.

### Workaround #1

If a customer or partner experiences this problem, please perform the following actions:

- Turn off the TAT feature through Element Manager.
- Perform a soft reboot of the BCM

These actions shall prevent further problem occurrences.

### Workaround #2

If use of the TAT feature is essential to the customer operation then the following actions should be taken.

- Perform a level 2 reset of the BCM to bring it back to the BCM 6.0 General Availability software level
- Install BCM050.R600.SU.System-003.201101 or BCM450.R600.SU.System-003.201101 depending on the hardware platform.

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.  
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