



Product Support Notice

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PSN # PSN003614u

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Name of problem Avaya Video Conferencing Solution (AVCS): Release 6.1

Products affected

Avaya Aura® Communication Manager (CM): Release 6.0.1

Avaya Video Conferencing Solution 6.1 including:

- Avaya 9600 Series IP Deskphones
- Avaya A175 Desktop Video Device
- Avaya Aura® Conferencing 6.0
- Avaya 1000 Series Video Conferencing Systems
- Avaya one-X® Communicator
- Polycom® HDX
- Polycom® RMX

Problem description

AVCS is Avaya's real-time video solution for the enterprise. Taking advantage of the capabilities of with Avaya Aura®, AVCS supports a range of cost-effective, bandwidth-efficient video endpoints from Avaya, as well as third party video endpoints from other manufacturers such as Polycom. AVCS allows customers to introduce system-wide high-definition video collaboration without the cost, complexity and bandwidth demands associated with traditional, standalone high-end corporate video systems. Release 6.1 of the Video Conferencing Solution (AVCS) significantly expands the documented interoperability enabled by the Solution.

Resolution

Existing functionality of the Avaya Video Conferencing Solutions suite will be supported along with the AVCS 6.1 enhancements.

Avaya Video Conferencing Solution Release 6.1 enhancements provide the following capabilities to Avaya Aura® for video communications:

- Communication Manager scalability to administer 18000 video capable IP endpoints, 5333 concurrent video calls where the video endpoints are SIP or H.323
- Enhanced SIP-to-H.323 video resolution capability (High Definition) in Communication Manager administered as Evolution Server
- Expanded call scenario support for Avaya 1000 series SIP video conferencing endpoints
- Expanded call scenario support for Avaya one-X® Communicator as a SIP video endpoint
- Support for ADVD conferences via Avaya Aura® Conferencing MCU
- Support for SIP registration of Polycom HDX endpoints to Session Manager
- Support for the *People+Content* feature over SIP (BFCP) for Avaya 1000 series endpoints, the Polycom HDX endpoint, and the Polycom RMX MCU.

Notes

- Check that all firmware versions are updated to the supported versions; see the AVCS 6.1 Compatibility Matrix posted on support.avaya.com for the most current details. The Compatibility Matrix can also be found below in this document for your convenience.
- For RMX units with MPMx boards installed, the system flag "SIP_H264_PACKETIZATION_MODE=NO" has to be added to fully interop with Avaya Aura®.
- For best recovery handling of the Avaya 1000 series video endpoints, it is recommended to change the setting for SIP Signaling (under "Communications >> SIP") from "Auto" to "TCP".

Remarks

The following known issues apply to video functionality supported with AVCS 6.1 – CM 6.0.1 SP #10 (20397):

<u>Problem</u>	<u>Keyword</u>	<u>Workaround</u>
Avaya Video Conferencing Manager 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.
Avaya Video Conferencing Manager occasionally fails with "Internet Explorer cannot download. Unspecified error." from a Microsoft Internet Explorer browser.	163	Use Firefox or Chrome browser if you experience problems with the Microsoft Internet Explorer.
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	<p>Set SIP Signaling on the Avaya 1000 series endpoints to TCP rather than Auto. This setting is on the third page under Administrator Preferences, Communications, SIP.</p> <p>If this is not done and there is an SM outage some endpoints may have to be manually re-registered following the procedure below:</p> <p>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:</p> <ol style="list-style-type: none"> 1) Login to 10X0 Administrator Preferences 2) Select "Communications" 3) Select "SIP" 4) Click "Register"
Scheduled upgrade of 10x0 via AVCM sometimes fail with "Failed" or "The device is in a call."	278	Use the devices integrated web server to directly upgrade the device.
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.
An Avaya 1000 series video endpoint calling an extension with a bridged appearance fails.	101124	
An ADVD call that gets unattended/blind transferred into a video bridge may lose video or get dropped.	111363	Dial directly into the video bridge.
Conference call between an audio endpoint and two video endpoints may result in an audio-only conference, with no video between the two video endpoints.	112357 120001	
Unattended/blind transfer of One-X Communicator H.323 video call to an ADVD may drop.	120468	Perform an attended/consulted transfer or make a direct call.

When an H.323 endpoint with wideband audio (e.g. G.722) calls the SIP side of the RMX, the RMX does not receive DTMF tones and thus cannot enter the conference.	120736	Configure the H.323 endpoints with Class of Restrictions to automatically call the H.323 side of the RMX or restrict the H.323 endpoints from using wideband audio codecs (e.g. G.722).
A video call between a One-X Communicator H.323 and a Polycom HDX (H.323 or SIP) may not be able to unmute video after muting video.	4034 4559	Don't use video mute or continue call without video.
One-X Communicator with only H.263 video codec enabled does not establish video to the Avaya 1000 Series Video endpoints.	4930	Enable H.263-1998 and/or H.264 video codecs on the One-X Communicator.
Some H.323 (audio or video) calls to Polycom HDX or RMX may fail if G.729 audio codec is enabled.	1060	Remove G.729 audio codec from the CM IP-Codec Set for the Polycom HDX and RMX.
Polycom HDX does not update the far site name/number after a transfer.	1234	
Polycom HDX registered to a Polycom CMA does not display correct caller ID information when called by endpoint not registered to the Polycom CMA (e.g. ADVD & 10x0).	1301	
Multi-point call using the Polycom HDX's internal MCU does not work.	1325	Use Polycom RMX for conference calls (as the HDX MCU is not supported).
Polycom HDX SIP endpoint on a Polycom RMX conference call may not receive the content channel on the first attempt.	1337	Stop and restart content from the device that is sharing the content.
Unattended/blind transfer of video calls to Polycom HDX may drop at Session Refresh timeout (CM default is 10 minutes).	1340	Perform an attended/consulted transfer or make a direct call.
Polycom HDX to Polycom RMX calls drop if People+Content is disabled on the RMX.	1359	Do not disable People+Content on the Polycom RMX. This is enabled by default on the RMX.
Unattended/blind transfer of video calls to Polycom HDX may lose audio if Siren™ codecs are enabled.	1370	Disable Siren™ and G.722.1 codecs. Use G.722 codec for wideband audio. See AVA-1340 for additional problem with this call flow.
Polycom RMX dial-out conference call to H.323 Polycom HDX with Siren™ codec enabled has no audio.	1372	Disable Siren™ and G.722.1 codecs or register all H.323 Polycom HDX and RMX to a neighbored Polycom CMA.
When a video call is made from a 10x0 video endpoint to a SIP 96x1 audio phone that has "IP Video" set to "Y" in CM admin, putting the call on hold drops the call.	6029	Place an audio call (not video) from the 10x0 video endpoint when calling a (96x1) audio endpoint. Alternately, set "IP Video" to "N" for the SIP 96x1phones.

AVCS 6.1 Compatibility Matrix

Please check the AVCS 6.1 Compatibility Matrix on support.avaya.com for the most recent data.

Vendor	Product	Version	CM Version
			6.0.1 SP10(20397)
Avaya	one-X Communicator (H.323 & SIP)	6.1 SP7 (6.1.7.04)	Yes
	Avaya A175 Desktop Video Device	ADVD 1.1.2 (1.1.2_020002)	Yes
	Avaya 1000-series video endpoints		

	- Avaya 1010 & 1020	4.8.3(26)	Yes
	- Avaya 1030, 1040 & 1050	4.8.3(26)	Yes
	Avaya Video Conferencing Manager	5.5.0(5)	Yes
	Avaya Aura Conferencing	Conferencing Standard Edition Template 6.0.0.53 + Patch 6.0.1.7.1	Yes
	Avaya VirtualLink Software	1.0.0.4	Yes
	Avaya one-X® Deskphone 96X0 SIP	96xx-IPT-SIP-R2_6_9-110812	Yes
	Avaya one-X® Deskphone 96X1 SIP	96x1-IPT-SIP-R6_0_4-041712	Yes
	Avaya one-X® Deskphone 9601 SIP	9601-IPT-SIP-R6_1_5-101712	Yes
	Avaya one-X® Deskphone 96x1 H.323	96x1-IPT-H323-R6_2_3_13-011613	Yes
	Avaya one-X® Deskphone 96x0 H.323	96xx-IPT-H323-R3_1_5-092612	Yes
Polycom	VSX 5000	9.0.6.1	Yes
	RMX	7.6.1.138	Yes
	HDX	3.0.4-20252	Yes
	CMA4000	6.0.0.ER33	Yes
	Polycom Video Border Proxy™ (VBP®) 200 E	11.2.3	Yes (Polycom tested)
	Polycom Video Border Proxy™ (VBP®) 200 E	9.1.5.3	Yes (Polycom tested)
	Polycom Video Border Proxy™ (VBP®) 5300-E Series	11.2.3	Yes (Polycom tested)
	Polycom Video Border Proxy™ (VBP®) 5300-E Series	9.1.5.3	Yes (Polycom tested)
	Polycom Video Border Proxy™ (VBP®) 6400-E Series	11.2.3	Yes (Polycom tested)
	Polycom Video Border Proxy™ (VBP®) 6400-E Series	9.1.5.3	Yes (Polycom tested)

Key: Yes=Verified;+=Later Firmware

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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