Lucent Technologies
Bell Labs Innovations

Lucent Communication Manager

Release 6.3.3

Release Notes

255-490-002R6.3.3
Issue 2
May 2007

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Contents

Release Notes

Overview

Purpose

This information product describes changes for the Lucent Technologies Lucent Communication Manager system:

- Release 6.3.3

Contents

Minimum requirements summary

Purpose

This topic provides a summary of the minimum requirements for the Lucent CM system.

For detailed requirements of all the Lucent CM user platforms and system components, refer to:

- *Lucent CM Administration Guide*

Lucent CM user client hardware requirements

Minimum hardware requirements to run the Lucent CM user client:

Component	Minimum requirement
Disk space	100 MB
RAM	256 MB (512 MB preferred)
Processor (Windows)	Pentium II 500 MHz or equivalent
Processor (Linux)	Pentium II 500 MHz or an equivalent x86, SPARC or Power PC processor
Monitor	• 640 x 480 pixels or better • 8-bit (256 colors) display (16-bit or 24-bit display preferred).
Internet connection	56 kbps dialup or better

Lucent CM user client software requirements

Minimum software requirements to run the Lucent CM user client:

Component	Minimum requirement
Operating System (Windows)	• Windows 2000 • Windows XP Professional • Windows XP Home.
Operating System (Linux)	Any Linux that supports the JRE and browser requirements
Sun *Java*™ Runtime Environment (JRE)	Standard Edition version 1.5.0_06 or better

Component	Minimum requirement
Web browser	Supported are: • Internet Explorer 5.5 or higher (IE 6.0 preferred)[1] • Mozilla 1.2.1 or higher

Notes:

1. AnyDial is only supported on Internet Explorer.

Mobile equipment requirements

The Lucent CM mobile user client must support the following:

- WAP 2.0
- CHTML

Outlook plug-in for Lucent CM requirements

The Outlook plug-in supports users that are served by all call servers.

Software requirements for the Outlook plug-in for Lucent CM:

Component	Requirement
Operating System (Windows)	• Windows 2000 • Windows XP Professional • Windows XP Home.
Outlook	• Outlook 2000 • Outlook 2002 • Outlook 2003
Web browser	Supported are: • Internet Explorer 5.5 or higher (IE 6.0 preferred) • Mozilla 1.2.1 or higher

Sun® Fire™ X2100 M2 server hardware specifications

Specifications for the *Sun® Fire™* X2100 M2 server hardware for Lucent CM deployment are:

- A single dual-core AMD Opteron 1000 Series processor model 1214
- 2 GB main memory
- A single 250 GB 7200 RPM SATA hard disk drive

- A single additional 500 GB 7200 RPM SATA hard disk drive for storing backup files on Lucent CM systems with more than 4 database segments
- One DVD-ROM
- Four 10/100/1000 Ethernet ports (2 used for Lucent CM)
- One RS–232 console port
- Video, keyboard, and mouse connections (required for initial installation only) Keyboard and mouse are connected via USB

The *Sun® Fire™* X2100 M2 server is RoHS certified.

Sun® Fire™ X2100 server hardware specifications

Specifications for the *Sun® Fire™* X2100 server hardware for Lucent CM deployment are:

- A single AMD Opteron 100 Series processor model 148
- 1 GB main memory
- A single 80 GB 7200 RPM SATA hard disk drive
- A single additional 500 GB 7200 RPM SATA hard disk drive for storing backup files on Lucent CM systems with more than 4 database segments
- One DVD-ROM
- Two 10/100/1000 Ethernet ports
- One RS–232 console port
- Video, keyboard, and mouse connections (required for initial installation only) Keyboard and mouse are connected via USB
- PCI-E expansion slot for a dual channel GigE cards

The *Sun® Fire™* X2100 server is RoHS certified.

Sun® Fire™ v20z server hardware specifications

Specifications for the *Sun® Fire™* server hardware for Lucent CM deployment are:

- 1 GB main memory
- A single 73 GB 10000 RPM Ultra320 SCSI hard disk drive
- A single AMD Opteron 200 Series processor model 244
- One CD-ROM and floppy
- Two 10/100/1000 Ethernet ports
- One RS–232 console port
- Video, keyboard, and mouse connections (required for initial installation only)
- Sun PCI-X Dual Gigabit Ethernet UTP Low Profile: X7285A/ PWLA8492MT For additional Ethernet port when using separate ports for the internal, OAM, and external link.

Lucent CM server software specifications

The software that is used on the Lucent CM nodes:

Component	Minimum requirement
Operating System	RedHat Linux R3.0 WS standard edition update 8
J2EE Application server	JBoss AS 3.2.5
SOCKS	Lucent customized SOCKS 1.0
Load balancer	Lucent customized load balancer 1.0.8. Based on Linux Virtual Framework.
SQL database	MySQL 4.1.13, using MySQL database replication for high availability

Supported releases

Supported releases:

Product or application	Release
Lucent Feature Server 5000	• Release 2.1 • Release 3.0. • Release 3.1 • Release 4.0
Lucent Feature Server 3000[1]	Release 11.1 and higher
Messaging servers • *AnyPath*® Messaging System	Any system, supporting IMAP4
Lucent Presence Solution	Release 8.0
MiLife® Intelligent Services Gateway	R6.1.1 and higher
External LDAP server	Any system, supporting LDAP version 3.
SMTP server or gateway	Any system, supporting SMTP.

Notes:

1. Accessible via single sign-on.

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New hardware in Release 6.3.3

New hardware

This release does not introduce new hardware.

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New features in Lucent CM Release 6.3.3

Geographically redundant FS 5000 pair with different software releases

Lucent CM supports geographically redundant FS 5000 pairs where the active FS 5000 and the protection FS 5000 server are on different software releases

FS 5000 with multiple databases

Lucent CM supports Lucent FS 5000 call servers with multiple databases.

In Lucent CM, an FS 5000 call servers with multiple databases is defined as separate FS 5000 call servers.

Encrypted interfaces

Lucent CM supports encrypted interfaces to the FS 5000 and the OMC-P.

Services

Lucent CM supports the following services for FS 5000-based users:

- Call Forward Diversion Announcement
- Hot line and Warm line
- Call Blocking override with PIN
- Call Completion to Busy Subscribers
- Call Forwarding Default
- Bearer Based Call Forwarding

Service	Description
Call Forward Diversion Announcement	Allows an announcement to be played when a call is forwarded by one of the following services: • Call Forwarding Variable • Call Forwarding Busy • Call Forwarding No Answer • Call Forwarding Unregistered User • Call Forwarding Default • Selective Call Forwarding • Selective Call Acceptance • Sequential Ringing

Service	Description
Hot Line and Warm Line	The Hot Line service automatically dials a directory number. The user does not have to dial digits. A pre-defined DN is dialed when the subscriber goes off-hook. The Warm Line service automatically dials a directory number after a pre-defined number of seconds when the subscriber does not dial digits. The services are valid for and performed using the CPE of the user only. Regular dialing from these lines is still available using the click-to-dial services of the Lucent CM user client.
Call Blocking and Barring Override with PIN	Allows a user to override call blocking by entering a PIN.
Call Completion to Busy Subscribers	Provides notification and automatic call completion to a subscriber when a busy B-party becomes available.
Block Call Completion to Busy Subscribers	Blocks the use of CCBS by a calling party when a user is busy.
Call Forwarding Default	All incoming calls are forwarded to a pre-defined directory number. The service is valid when no other call forwarding services are active. An announcement can be played to the calling party, when the call is forwarded.
Bearer Based Call Forwarding	Forwards all incoming calls of a specific call type to a pre-defined directory number. For example, all data calls.

Missed call notification

Lucent CM supports a call notification service.

The notification service provides notification of missed calls using Simple Mail Transfer Protocol (SMTP) or secure SMTP.

The notification service provides the following notification methods:

- E-mail notification through an SMTP E-mail server
- SMS or MMS notification through an SMTP gateway.

The call notification service is supported for FS 5000-based users.

DMS enhancements

Lucent CM supports PIN updates for Dual Mode Handset extensions.

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Reason for reissue Release 6.3.3

Purpose

This topic lists:

- ARs included in this release
- Exceptions corrected in this release.

For updates to documentation that are related to ARs, refer to “Documentation updates for Release 6.3.3” (p. 21).

List of included ARs

No ARs are included in this release.

List of corrected exceptions

No exceptions are corrected in this release.

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Release exceptions

Purpose

This topic describes the exceptions that are known for this release.

User client launch problem caused by default skin change

Issue: User client launch problem caused by default skin change.

Description::

When upgrading Lucent CM from a release 6.2.51 or prior release to release 6.3.3.106 or higher, the Lucent CM user client fails to launch properly.

The issue also occurs when you upgrade from a release 6.2.51 or prior release, to a release higher then release 6.2.51 and then to release 6.3.3.106 or higher without changing the default small skin.

The launch failure is caused by a change in default skin. In the earlier releases, the default skin was the small skin. In later releases, the small skin does not exist anymore. Lucent CM continues to search for the small skin, using up system resources. The user client fails to launch because the skin cannot be found.

Solution: The work around is to change the *Skin URL* on the Explorer Administration Client to use another skin. Perform this procedure after the software upgrade.

1. Navigate to the Skin Service (**Lucent CM System** → **Services** → **Skin Service**).
2. Update *Skin URL* to point to a valid skin.
3. The user must perform one of the following steps:
   - When the first launch of the user client fails, kill the *javaw.exe* process and restart the user client. The user client now starts successfully.
   - On the local machine of the user, delete the directory *C:\Documents and Settings\<local_machine_account_name>\.lps* and restart the user client. The user client now starts successfully.

Request failures for JDBC connection

Issue:. Requests cannot be handled correctly when the maximum size of the JDBC connection pool is reached.

Description: When the maximum number of JDBC connections is reached, no additional requests can be handled because resources for JDBC connections are depleted. Request can originate from users, partition administrators, or administrators.

Solution: No work around is available.

The request can be resubmitted, When resources have become available, the request is handled correctly.

No time zone recognition

Issue: During the Lucent CM user client start up, the time zone may not be properly recognized.

Description: When you start up your Lucent CM user client there may be a problem with recognizing the proper time zone.

This problem is a known Java issue. Sun Developer Network (http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4762673)

Solution: Change the time zone to another time zone and then set the time zone again to the time zone you want.

Selective Call Reject provisioning

Issue: Provisioning interaction between different Selective Call Reject services.

Description: When you activate Selective Call Reject (SCR)-all and Selective Call Reject-group simultaneously, and later deactivate SCR-group, SCR is deactivated.

This problem is for FS 3000-based users only.

Solution: No work around is available.

Lucent CM tray icon not visible

Issue: Sometimes the Lucent CM tray icon is not visible.

Description: When the Lucent CM tray icon is not visible, you cannot close the Lucent CM user client. Relaunching the Lucent CM user client multiple times without closing the client, uses a lot of resources such as memory and processor time.

Solution:

1. Use the Windows task manager to kill the *javaws.exe* application.
2. Relaunch the Lucent CM user client from the portal.

Lucent CM user client launch problem

Issue: Lucent CM user client launch failure due to downloading *.dll* error.

Description: Launching the Lucent CM user client may fail due to a downloading *.dll* error. The error is caused by a conflict between Java WebStart and the Lucent CM user client.

Solution: Use one of the following workarounds to solve the issue:

- On the platform that runs the Lucent CM user client, delete the cache files in the following directories:
  - *C:\Documents and Settings\<PC_account_name>\.lps*
  - *C:\Documents and Settings\<PC_account_name>\Application Data\Sun\Java\Deployment\cache\javaws\http*
- Reboot the system on which the Lucent CM user client runs.

Lucent CM user client start failure

Issue: The Lucent CM user client may fail to start and provide error record files.

Description: The Lucent CM user client may fail to start and the Windows tray icon may not appear. Error record files are displayed on the desktop.

Solution: Restart the Lucent CM user client.

Virtual IP address accessibility

Issue: The Virtual IP may not be accessible after a process restart using the HA CLI.

Description: After performing a restart of Lucent CM processes using the HA CLI, the virtual IP address of the Lucent CM system may not be accessible.

Solution: Use one of the following workarounds to solve the issue:

- Launch the user client using the external IP address instead of the Virtual IP address.
- Reboot the Lucent CM node that could not be accessed.

Authentication password not updated automatically

Issue: Authentication password not updated automatically in *.cnf* file when adding or modifying users using the OSS interface.

Description: When a user is added or modified over the OSS interface, the authentication password is not updated automatically in the *.cnf* file on the TFTP server.

This behavior is observed using Cisco 7940 and Cisco 7960 devices.

Solution: To update the *.cnf* file, use one of the following methods:

- Use the rebuild file link on the Lucent FS 3000 (after a file rebuild, the *.cnf* file is updated correctly)
- Manually edit the *.cnf* file on the TFTP server to reflect the password information for each provisioned user.

Incorrect updates after **Preferences** window resize

Issue: Incorrect updates after resize of **Preferences** window.

Description: When you maximize or minimize the **Preferences** window, pages in the **Preferences** window may not update correctly when you make changes.

Solution: No work around is available. This behavior is caused by an issue with the Standard Widget Toolkit on the Windows 2000 platform.

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Release update procedures

Purpose

This topic describes the procedure to upgrade to a:

- New Lucent CM release
- New RedHat version 3 update release

For new installations of this release, use the *Installing initial Lucent CM node* procedure in the *Lucent CM Administration Guide*.

Upgrade paths

You can upgrade to this release from the following releases:

- Release 6.0.1 (any issue)
- Release 6.1.1 (any issue)
- Release 6.2.1 (any issue)
- Release 6.3.1 (any issue)
- Release 6.3.2 (any issue)
- Release 6.3.3 (any issue)

Supported RedHat versions

Starting at Lucent CM Release R6.3.2 (any issue) supports:

- RedHat version 3 update 8

When migrating to Lucent CM R6.3.2 or higher, an upgrade of the operating system to RedHat version 3 update 8 is required.

Supported hardware

Lucent CM Release R6.3.3 (any issue) supports:

- *Sun® Fire™* X2100 M2
- *Sun® Fire™* X2100
- *Sun® Fire™* V20z

Before you begin

- Make a backup of the system data or ensure that a recent backup copy is available.
- When upgrading from a release before R6.3.3.98, to a release after R6.3.3.98, identifiers must contain valid characters. Examples of identifiers are *User ID*, *Service ID*
  Invalid characters are ^ ' ' " < > -
  Before you upgrade, remove invalid characters from identifier parameters.
  If an identifier contains an invalid character, the upgrade fails. Correct the identifiers and retry the upgrade.
- Have the correct CD-ROMs available.
  For the procedure to create the CD-ROMs, refer to *Create Red Hat Linux installation CD-ROMs* of the *Lucent Communication Manager - Administration Guide,* 255-490-001

RedHat update steps

Perform the following steps to upgrade the RedHat operating system from Linux Version 3 update 6 to Version 3 update 8:

1 Remove the Lucent CM kernel.

From the Lucent CM command line, type the following command and press **ENTER**:

1. `grubby --set-default=/boot/vmlinuz-2.4.21-37.EL`
2. `grubby --remove-kernel=/boot/vmlinuz-2.4.21-37.EL-LPS`
3. `reboot`
4. `rpm -e kernel-2.4.2137.ELLPS-1`
5. `rm -f /boot/initrd-2.4.21-37.EL-LPS.img`

Additional information: On a *Sun® Fire™* X2100 server, eth0 and eth1 may be lost after the reboot.

Perform the following steps to prevent the loss of eth0 and eth1:

1. Open file */etc/modules.conf* for edit.
2. Comment the lines `alias eth0 nvnet"` and `alias forcedeth off`.
3. Uncomment the line of `alias eth0 forcedeth`.
4. Reboot the server.

2 Insert the Linux V3 update 8 CD1 into the CD-ROM drive and reboot the server.

3 On the boot line, type the following command and press **ENTER**:

```
linux upgrade
```

4 Select `Skip` to skip CD testing.

5 Follow the instructions of the installation program and select or enter the following, when prompted:

Option	Select or enter
Welcome to RedHat Enterprise Linux	Next
Language Selection	English Next
Keyboard Configuration	US English Next
Mouse Configuration	3 Button Mouse Next
Upgrade Examine	Perform an upgrade of an existing installation Next
Upgrade Boot loader Configuration	Upgrade Boot loader configuration Next
Warning	Yes
About to Upgrade	Next

Result: Installation starts and you are prompted to install CD-ROMs periodically until installation is completed. The order of disk is:

- Disk 2
- Disk 3
- Disk 4
- Disk 1

Installation causes an outage on a single node, but not the Lucent CM system as a whole.

6 Remove the CD-ROM and click **Exit**.

Result: The Lucent CM system reboots.

END OF STEPS

Lucent CM system upgrade steps

Important! The following steps are performed on a single Lucent CM node.

Perform the following steps to upgrade the Lucent CM system:

1 Log in to a Lucent CM server as *root*

2 Insert the Lucent CM application software CD-ROM into the drive of the node from which to perform the upgrade.

3 Mount the CD-ROM.

Type the following command and press **ENTER**:

```
mount /mnt/cdrom
```

4 Change directory to the directory where the installation script is located.

Type the following command and press **ENTER**:

```
cd /mnt/cdrom/scripts
```

5 Execute the Lucent CM installation script.

Type the following command and press **ENTER**:

```
./lps_upgrade.sh
```

6 Enter the following information when prompted by the script:

Prompt	Enter
Root password for local host:	*<root password>*
Do you want to upgrade from version *<old-version>* to *<new-version>*	*y*
Enter system administrator userid:	*<system admin user id>*
Enter system administrator password for user xxxx:	*<password for system admin user>*

Notes:

1. If you are upgrading a multi-node system you are prompted for the root password of all the other nodes to be upgraded.

Result: When the script finishes the Lucent CM system runs on the new Lucent CM Release.

7 Eject the Lucent CM Application Software CD and store it in a safe place.

END OF STEPS

After the software upgrade

When upgrading Lucent CM from a release 6.2.51 or prior release, to a release 6.3.3.106 or higher, change the default skin. Refer to "User client launch problem caused by default skin change" (p. 11).

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Fall back to previous software load

Purpose

This topic describes the steps to fall back to a previous software load.

A fall back can be performed when, after a software upgrade, the software load does not function properly.

Fall back

Perform the following steps to fall back to a previous software load:

1. Login in to any local CM node as “root” user.

2. Change directory to */opt/lps/current/bin/*.

3. Start the fall back script. Type the following command and press **ENTER**:

   ```
   ./run_lps_version.sh old
   ```

   Result: All root passwords for all Lucent CM nodes must be entered and the Lucent CM system switches to the previous software version.

END OF STEPS

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Documentation updates for Release 6.3.3

Purpose

This topic describes additions, removals, and changes to the Lucent Communication Manager documentation set for this release.

This topic includes documentation updates:

- Based on customer feedback (indicated by *AR* numbers)
- For issues that are discovered after the Lucent CM documentation set for the releases was delivered.
  These updates will be included in the next delivery of a complete Lucent CM documentation set.

Documentation updates

Updates to documentation are made to reflect the new features of this release.

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Interface changes

Purpose

This topic describes the following interface changes:

- Performance measurements
- SNMP traps

Performance measurements changes

The following performance measurements are added in this release:

Measurement name in XML file	Measurement name on Total report	Definition	Explanation
numSmtpPostAttempts	Message Post Attempts to SMTP Server	Number of SMTP messages sent by Lucent CM to an SMTP server.	Total value cumulated during the reporting interval
numSmtpPostFail	Message Post Failures to SMTP Server	Number of SMTP failure messages received by Lucent CM from an SMTP server.	

SNMP traps

The following SNMP trap is added in this release:

SNMP Trap description	Default SNMP Trap severity	Default SNMP Threshold	Description	Manual action Root causes and fault clearance procedure
Message posting failure to SMTP server	Minor	10	A notification message for a user could not be sent to the SMTP server.	Possible root causes • Verify IP connectivity • Verify SMTP server is operational

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Index