Lucent Technologies
Bell Labs Innovations

DEFINITY®
Enterprise Communications Server

Release 6, Issue 3.4 (03.4.253.1)
Change Description

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Notice
Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

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Preventing Toll Fraud
"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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Providing Telecommunications Security
Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Lucent product and any other voice/data/video equipment that could be accessed via this Lucent product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security
The final responsibility for securing both this system and its networked equipment rests with you – a Lucent customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Lucent-provided telecommunications systems and their interfaces
- Lucent-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Lucent products

Lucent Technologies does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Lucent Technologies will not be responsible for any charges, losses, or damages that result from such intrusions.

Federal Communications Commission Statement
Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-13283-MF-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)
Interference Information
This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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The "CE" mark affixed to the DEFINITY equipment described in this document indicates that the equipment conforms to the following European Union (EU) Directives:

- Electromagnetic Compatibility (89/336/EEC)
- Low Voltage (73/23/EEC)
- Telecommunication Terminal Equipment (TTE)
  i-CTR3 BRI and i-CTR4 PRI

For more information on standards compliance, contact your local distributor.

Comments
To comment on this document, return the comment card at the front of the document.

Acknowledgment
This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO.

Highlights

This change description document describes the changes incorporated in DEFINITY Enterprise Communications Server (ECS), Release 6, Issue 3.4, (03.4.253.1).

Highlights of Features and Enhancements

Administration

A new field has been added to CO, FX or WATS trunk group types on the **Administrable Timer** page. The field is called `Send Incoming/Outgoing Disconnect Timers to TN465 Ports?`. If set to "y", the Incoming Disconnect and Outgoing Disconnect timers are sent to TN465B and later ports in CO, FX or WATS trunk groups.

Call Center

This feature allows an attendant to originate a whisper page to the index with a call split away.

ISDN

Bellcore Calling Name ID

This feature allows DEFINITY ECS to accept calling name information from a local exchange carrier (LEC) network that supports the Bellcore calling name specification. DEFINITY ECS can also send calling name information in this format.

International ISDN

The default setting for the Screening Indicator, which formerly defaulted to [0 1] (meaning User-provided, verified and passed), has been changed to display [0 0] (meaning User-provided, not screened).

When a hold/unhold, transfer, or conference operation is performed on the Italian public network, NOTIFY messages are no longer sent to the network.

Change Descriptions

The following problems are corrected and addressed in DEFINITY Enterprise Communications Server (ECS), Release 6, Issue 3.4 (03.4.253.1).

1. DEFINITY ECS did not accept calling name information from a local exchange carrier (LEC) network that supports the Bellcore calling name specification. DEFINITY ECS also also did not send calling name information in this format.
2. A member of a coverage path in a time-of-day coverage table could not retrieve Leave Word Calling (LWC) messages for a covered principal.
3. The Touch Tone Receiver (TTR) was not disconnected from a call when true answer supervision was received on an outgoing Russian trunk.
4. The Screening Indicator formerly defaulted to [0 1], (meaning User-provided, verified and passed). The Screening Indicator now defaults to [0 0] (User-provided, not screened).
5. The command **status station agent-id** formerly displayed "18xxxx" in the Call Forwarding, `CF destination`, field (where `xxxx` was the agent-id). Only `xxxx` now displays in the `CF destination` field.
6. A NOTIFY message was sent to the Italian public network when a hold/unhold, transfer, or conference operation was performed.
7. With 128 announcements administered, attempting to remove an announcement resulted in a `system overloaded` message.
8. An attendant could not originate a whisper page to the index with a call split away.
9. Direct Inward Dialing (DID) calls to an invalid number that routed to the attendant displayed `trunk group name TO OPERATOR ic`, instead of `trunk group name TO UNKNOWN NAME ic`.
10. The **remove agent** command sometimes failed.

11. When the `Delay ISDN CONNECT msg?` option on the **vector directory number** (VDN) form was set to `y`, the ISDN ALERT message was sent for an incoming ISDN call terminated to an announcement, thereby causing the Public Switched Telephone Network (PSTN) in Germany to apply ringback to the calling party instead of allowing the announcement to be heard.
12. When servicing a Vector Directory Number (VDN), and the vector had a collect digit step that routed to an external number, the call could fail.
13. Changing a station to/from an X-port could result in lost site data records, and eventually in an error `no room to add data` when changing or adding stations.
14. Print jobs to the system printer were killed if any characters were received in the uplink flow control message.
15. The account code button caused various problems with trunks (intercept, or no account code in record.).
16. Under normal call traffic conditions, group page calls were blocked if the pager or the person being paged was in a remote PPN and the group had more than 21 members.
17. An incoming call on a Call Management System (CMS) (external or both) measured trunk group, that was answered and transferred to a Basic Call Management System (BCMS) (internal only) measured trunk group, was not tracked by CMS.
18. If station A called station B and station B put the call on hold, selected another call appearance, and dialed a VDN with a wait step with music, pressed transfer and selected the first call and pressed transfer again station A would not be connected to music.
19. Traffic measurements in the **list measurements load-balance** report were incorrect.
20. TN465 ports in CO, FX or WATS trunk groups did not receive the Incoming Disconnect and Outgoing Disconnect timers. A new field has been added to those trunk group types on the **Administrable Timer** page. The field is called `Send Incoming/Outgoing Disconnect Timers to TN465 Ports?`. If set to “y”, the timers are sent to TN465B and later ports.
21. The second channel on a World Class ISDN-BRI endpoint occasionally failed to come up.
22. If Terminal Translation Initialization (TTI) was enabled, and the command **add bri-trunk-board** was enabled for a TN2198 or TN556B or later circuit pack, the administration form could not be submitted.
23. Restarts occasionally occurred during the Property Management System (PMS) database swap routine.

24. The announcement queue values displayed on the **display capacity** form included the number of non-administrable “reserved” queue slots. The display capacity form now only reports on the 150 queue slots that are available via administration on the announcement form.
25. The "reply-best" information carried by the DISCONNECT message for Best Service Routing (BSR) polling calls overwrote the entire shared User-to-User Information (UUI), including ASAI UUI stored with the original call.
26. The tenant partition number of the incoming trunk was used to select an outgoing trunk, instead of the station’s tenant partition, when Call Forwarding (CF) or Send All Calls (SAC) was active.
27. For call vectoring, the in-band Dual-Tone Multi-Frequency (DTMF) Automatic Number Identification (ANI) was lost after the vector converse step, rather than being retained for the next point of the call.
28. ISDN-BRI trunk calls would fail using **country protocol 1**, if the `send name` field on page 2 of the **trunk** form was set to “y”.
29. A system could restart if a periodic or scheduled maintenance test did not receive time to execute because of the system running under high load.
30. When an incoming R2-Multi-Frequency Compelled (MFC) call covered to a VDN extension whoose vector had an announcement or music, the call did not complete correctly.
31. Error code 18 did not always appear in the error log when a **busyout station** or **busyout board** was invoked.
32. Enforced limits for Station Busy Indicators (SBIs) were 100 on G3csi, si, i and 500 on G3r. No limits are enforced now.
33. Even if an ISDN-BRI trunk’s administration of `send calling number` was set to "n", intermittently the end user could still receive the calling party’s number.
34. Intermittently, the switch would clear abbreviated dial, group page, or autodial buttons to relieve an overload condition.
35. Best-service-routing (BSR) customers, who had administered more than 255 of the best-service-routing plans/locations, experienced random routing of their calls (i.e., the wrong routing location data was retrieved).
36. Some non-guest rooms displayed as occupied when the attendant checked for occupied rooms using the Direct Extension Select (DXS) module.
37. The system could reset if a call was queued to the Centralized Attendant Service (CAS) backup, but no backup extension had been assigned.
38. If more than 65,535 ACD calls were answered in any interval or day for a single VDN, the BCMS data would be incorrect (i.e., off by 65,536). The limit is now the 99,999 imposed by the 5-digit field size.

39. Sometimes calls over ISDN QSIG trunks to voice mail would reach system greeting rather than individual user greeting.
40. If `Coverage of Calls Redirected Off Net` (CCRON) is set to “y”, and `Maintain call classifier to last coverage point` is set to “n”, a call redirected to coverage over ISDN trunks could fail because of a progress message saying it was a non-end-to-end ISDN call.
41. In France, running the command **test board** on a TN2185 circuit pack resulted in the ISDN-BRI trunk’s going out of service/near end.
42. In France, executing a **busy/release** of a TN2185 ISDN-BRI trunk did not bring the trunk back into service (non-stable layer 1).
43. When an incoming Direct Inward Dialing (DID) call into switch A tandemed over a Distributed Communication System (DCS) tie trunk to a station on switch B that forwarded to a local station that did not answer, the call was subsequently blocked by the offnet call forward timer from covering offnet.
44. An error in the Australian ISDN protocol caused incoming ISDN-Primary Rate Interface (PRI) calls that redirected to a remote forwarding destination out over an ISDN-PRI facility to fail.
45. If a member of a Personal Central Office Line (PCOL) group originated a PCOL call, coincident with an incoming call on the PCOL trunk, sometimes the PCOL button on the station would lockup.
46. If a customer answered a call by pressing the busy indicator button, then placed that call on hold, and then originated from another line appearance, the customer would not obtain a dial tone, but would instead place a call to the station of the busy indicator.
47. After the system performed a system level 2 reset, the night console could no longer receive night service calls.
48. A DS1 Alternating Voice Data (AVD) with a Bearer Capability Class (BCC) 4 trunk call, incoming to a station that is currently active on another incoming DS1 AVD with BCC 4 trunk call, would priority ring the station and not follow the user’s cover path.
49. If an internal measured trunk was conferenced with an external measured trunk and the external measured trunk dropped out of the call, the Call Management System (CMS) would abort tracking the call.
50. When changing a hunt group from non-Auto-Available Split (AAS) to AAS, an error message “`Cannot add because maximum number of agents already logged-in`” occasionally appeared and caused an incorrect count of logged-in agents..
51. If "monitor BCMS split X" for 7 pages of agents was followed by "monitor BCMS split Y" for 6 or fewer pages of agents, using the Operations Support Systems Interface (OSSI), some of the agent data was lost.
52. When a link was reset, busied, or released, processor channels could show the link as in-service-idle, but the processor channel was down.

53. Executing a **system-reset-1** command could cause another system reset that could escalate to a restart.
54. Cound not clear errors against Port Data Modules or Trunk Data Modules with testing; had to busyout/release.
55. The message waiting icon for DWBS wireless terminals did not update correctly for messages received/retrieved while the set was on an active call. If a message was received and the icon was not displayed, the icon remained blank. If a message was retrieved and the icon was displayed, the icon remained displayed.

    In addition, message waiting indications on the wireless terminal were cleared when a connection performed an auto-reconnect, and redisplayed only if a new message was received.
56. The BCMS interval data could be corrupted if a **reset system 3** was executed in the second half hour of an hour.
57. When a call was placed to a hunt group in night service, in which the night service station was a DWBS station with a coverage path that redirects to a Uniform Dial Plan (UDP) station that routes via an ARS/AAR pattern, and when there were no available trunks to redirect the call, it would create a loop causing the switch to reset.
58. If the Time-of-day Clock Test failed three or more times in a row, it raised a MAJOR alarm and caused a spontaneous Switch Processing Element (SPE) interchange in a duplicated G3r.

    Now, if the test fails three or more times in a row, it raises a MINOR alarm, which does not cause a spontaneous SPE interchange.
59. PRI calls routed over an ISDN-PRI trunk using Extended Trunk Access (ETA) did not check the numbering format field on the route pattern.
60. If an attendant selected an incorrectly administered hundreds group button with a four digit value (e.g., 1100) the system reset.
61. For non-stable layer 1, using a TN2185 ISDN-BRI trunk circuit pack, the layer 1 inquiry test was not executed for periodic or scheduled maintenance testing (France).
62. The auto-callback audit could cause several seconds of dial tone delay.
63. The **remove vdn** command using DEFINITY Site Administration (DSA) resulted in corruption under certain conditions.
64. A call that redirected to a CCRON coverage point from an active principal, and which was not subject to a caller response interval, would not return to subsequent coverage points.
65. Lamp updates on an attendant's DXS module were not updating properly.

66. When a customer entered “tape” commands (e.g., **test tape**) and used a TN1656 tape drive, the software did not recognize the TN2211 optical drive. If a customer now uses a system which contains R6 load 03.3.252.0 or later or R8 load 00.0.020.0 or later, the “tape” commands are replaced by “removable-media” commands (i.e., **test tape** becomes **test removable-media**). If “tape” is entered, the error message `tape is no longer valid; use removable-media` appears on the help message line.

    If the newer software is used with old hardware (TN1656 tape drive instead of the TN2211 optical drive), software still recognizes the old hardware (TN1656 will appear on the **list configuration** form”.

    If the older software is used with the newer hardware, the TN2211 optical drive is NOT recognized.

67. Outgoing calls on an ISDN-BRI trunk occasionally failed with reorder tone or intercept tone.

68. The command **download translation** on G3r ONLY did not ensure that a subsequent **reset sys 3** or higher command would boot on the translations that were downloaded.

69. The system could go into overload if a sufficiently large number of calls were executing a poorly written vector (i.e., a vector with a loop not containing a wait step).

70. When a loop in the network ISDN trunks was removed using QSIG Path Replacement, the original display of name/number was lost.

71. DS1C remote EPNs could reuse a fiber slot before all elements of the center stage had released the fiber slot, resulting in incorrect connections.

72. Under certain circumstances with CMS, moving agents from one split to another using the move agent feature could cause a system reset.

73. The **list trace ewt** command did not properly display data for columns AgtWk and AgtAv.

74. When using the **list trace vdn** command to trace a VDN/vector that does a "reply-best" step, the data for skill-level was incorrectly decremented by 1.

75. VuStats occasionally displayed the percent in service level over 100%.

76. If the `temporary bridged appearance` for call pickup was set to "n" for the system, customers were unable to use autodial buttons, if the call was answered using call pickup.

77. Customers using the Look Ahead Interflow (LAI) and Best Service Routing (BSR) features in a DCS network could experience a system reset when the call was tandemed back to the originating switch.

78. Touch-Tone Receiver (TTR) queue processing occasionally caused a system reset.

79. The command **list measurements** load balance showed incorrect counts.

80. Using the Terminal Translation Initialization (TTI) feature, the Personal Station Access (PSA) feature, or making an X port of a station from the SAT while the TTI voice feature was enabled, could cause the digital station involved in the transaction to go dead.
81. If a call came into a VDN and followed the vector, then was queued, but the caller hung up before an agent answered, the queue call lamps of the BRI set continued to flash with no calls in queue.
82. It was not possible to change an ISDN trunk group to a non-ISDN trunk group if there were a lot of Automatic Alternate Routing (AAR)/Automatic Route Selection (ARS) patterns used in the system.
83. In Japan, incoming ISDN calls that redirected to offnet coverage or forwarded destinations could be torn down, because the timer at the upstream switch expired.
84. Some incoming trunk calls incorrectly displayed "`CALL FROM ...`" instead of the trunk group name.
85. When a station was separated usingTerminal Translation Initialization (TTI) or Personal Station Access (PSA), the station could lock up.
86. Displaying the contents of an autodial button by pressing the "Button View" softkey did not correctly display special characters such as "pause". In addition, the "Suppress Special Character" command (**~s**) did not cause subsequent characters to be suppressed in the display as it should.
87. The attempt to remove an AWOH station with a "Ringer Cutoff" button active failed; and this failure occurred only if TTI was NOT enabled in the system.
88. It was possible to remove a hunt group, even if its extension was administered as the "VMS Hunt Group Extension" on the **system-param mode-code** form. Also, the command **list usage extension** did not show the hunt group extension as used on the **system-param mode-code** form.
89. When the Answer Detection by Call Classification feature was activated on an outgoing WATS trunk type personal CO line, the call failed to reach the intended destination, because some digits were sent twice.
90. Group paging occasionally caused load balance measurements to "wild write", potentially causing traps and other serious problems.
91. An ISDN offnet coverage call could be answered by two different coverage points and all parties could be conferenced on the call. Only one coverage point can now be on a coverage call.
92. It was possible that, when connected to a DEC 600E central office switch via ISDN-PRI, B-channels could get into a locked condition because of a protocol error in the DEC. DEFINITY software now defends against this possibility and prevents the lockup condition.
93. When both the controlling party and the transferred-to party in a transfer were being service observed with no warning tone, it was possible that after the transfer no observer would be on the call.

94. If an incoming trunk call came in as a Direct Agent Call and the agent did not answer, but had a coverage path back to a VDN whose vector queued the call to a hunt group with Redirect on No Answer (RONA) set to three rings, the next agent to get the call would automatically be put into AUX WORK, and the call would be put in queue again.
95. A Russian incoming toll intrusion on a call over a Russian 3-wire rotary trunk to a far end BUSY subscriber caused the caller's station to go into a "hung" state, requiring a Busy/Release to return it to service. The Russian incoming toll intrusion attempt is now denied, unless the far end subscriber has actually answered the call, and the caller's station idles correctly when the station goes on-hook.
96. The command **list bridge** could abort with Error Encountered Cannot Complete Request (EECCR), that is, a bridged appearance was on a station that was unmerged using TTI or PSA, and its former port was merged by another station.
97. When a party dialed itself and redirected to a coverage point that was also itself, the switch reset. Such a call is now dropped and the calling party receives the re-order or intercept tone.
98. If a customer transferred an unstable (e.g., ringing) call to a group page, the group page would lockup in a busy state. The transfer is now blocked.
99. The Terminal Self Administration (TSA) feature could cause a system reset.
100. Executing a **display-error** command on a large (e.g., 240 members) trunk group during heavy usage could cause a system reset.
101. In G3si systems with Duplex SPE and Tone Clocks (TC), in which both the active SPE and TC were in the same carrier, and that carrier lost power, the TC was not interchanged automatically.
102. ISDN-PRI calls that were held or transferred were sometimes dropped by older U.S. Central Office equipment, because of a NOTIFY message that DEFINITY sent to the network.
103. Technicians could not clear hyperactive alarms by using the **busy/reset/release** sequence on DS1 boards. The **reset board** command now executes Test #129 (board restore). The **busy/reset/release** sequence now clears hyperactive alarms on DS1 boards.
104. If all preferences of a routing pattern with Look Ahead Routing (LAR) enabled were busy for a data call over an ISDN-PRI trunk, DEFINITY returned Cause #58 (Bearer Capability Not Presently Available), but the Cause #58 did not trigger LAR. Cause #58 now triggers LAR.
105. TAC calls that originated with measured ACD agents had digits reported to CMS only if the digit timeout occurred before the call was answered.
106. In systems with very large translations, when deleting an announcement it was possible to be denied the change with an error message: "`System overloaded; please try again later`".

107. Vector translations could be corrupted if a “consider skill” step changed to a “queue-to-best” step using CMS vector administration.
108. When service observing a VDN call to an agent and the agent transferred the call to an outgoing trunk group that was restricted from being service observed, the observer was not dropped from the call, and the party answering at the far end could not hear the caller.
109. A SAT PC executing a **display** or **remove** command, in which the customer entered an "up" or "down" arrow keystroke, could cause the Terminal User Interface (TUI) to go into an infinite loop, thereby resetting the switch after 5 minutes.
110. QSIG Path Replacement was not sending the correct display information for announced transferred calls.
111. The calling party Automatic Number Identification (ANI) was not passed on to agents, if received over R2-Multi-Frequency Compelled (MFC) signaling trunks and transferred twice.
112. A call over ISDN-PRI trunks that tandem DCS+ to a Remote Access or a Telecommuting Access Extension (TAE) occasionally could not break dial tone by dialing digits.
113. The VDN announcement did not play if it was the last point on a coverage path, and the previous coverage point was a DCS endpoint with Send All Calls (SAC) activated. The announcement now plays as it should when it is in a VDN in the coverage path.
114. The attendant console locked up if the attendant called a station that covered to the attendant with Tenant Partitioning enabled. The call now skips to the next cover point, thereby preventing the console lock up.
115. Incoming Multi-Frequency Compelled (MFC) trunk calls that terminated to an announcement via the night service destination could not hear the announcement.
116. If the attendant released too quickly when extending a call that was answered using directed call pickup to a station that was forwarded off-net, the call could drop.
117. If a customer dissociated and then associated an extension with messages, the message waiting lamp could take up to an hour to turn on.
118. The attendant consoles were blocked from performing a Leave Word Calling (LWC) cancel operation with a call on hold.