



Product Support Notice

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PSN # PSN020177u

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Severity/risk level Medium Urgency When convenient

Name of problem The CID displays as “Unknown” on some calls over trunks for a specific Service Provider.

Products affected

Avaya Aura® Communication Manager (CM), Releases 6.0 – 6.3

Avaya Aura® Solution for Midsize Enterprise, Releases 6.x.x

S8300 Server

S8510 Server

S8800 Server

Common Servers (HP & Dell)

Problem description

This problem occurs in Avaya Aura® Communication Manager (CM) Releases 6.0 – 6.3.

The Caller ID (CID) displays as “Unknown” on some calls over trunks for a specific Service Provider.

In addition, there is a known issue where the Voice over LTE (VoLTE) service used on an EC500 call to an iPhone 6 displays “Unknown” as the CID on the phone, and in some cases the call cannot be answered.

Resolution

The Service Provider might claim that the Screening Indicator on CM should be changed. However, this cannot be done because it would open a security vulnerability and allow CPN (Calling Party Number) spoofing.

The Service Provider should have an element in the network that maps the Screening Indicator from the CM value to a value that the network expects.

For the iPhone 6 CID display problem, the Service Provider can disable the VoLTE service on the line as a short term fix when they are contacted. Service Providers are working on a long term fix as well.

Workaround or alternative remediation

In some instances, changing the numbering “Format” on the CM System Access Terminal (SAT) trunk group form to “natl-pub” has resolved the issue (in the non iPhone 6 cases).

TRUNK FEATURES

ACA Assignment? n	Measured: internal	Wideband Support? n
		Maintenance Tests? y
	Data Restriction? n	NCA-TSC Trunk Member:
	Send Name: y	Send Calling Number: y
Used for DCS? n		Send EMU Visitor CPN? n
Suppress # Outpulsing? n	Format: natl-pub	

Remarks

n/a

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

n/a

Service-interrupting?

Yes

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

The Service Provider might claim that the Screening Indicator on CM should be changed. However, this cannot be done because it would open a security vulnerability and allow CPN (Calling Party Number) spoofing.

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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