| Technical Bulletin | Alcatel-Lucent OmniPCX Enterprise |

TC2051 ed02 ● ● ● ● ●

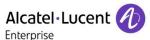# INSTALLATION PROCEDURE FOR OMNIMESSAGE 4635 VERSION 5.6.0

This document gives all the necessary details in order to update the 4635 VMS in version 5.6.0

Revision History

Edition 1: April 23, 2015   creation of the document
Edition 2: April 30, 2015   modification of the document

This is a technical release of Messaging System Alcatel 4635H-2 and Alcatel 4635J with the version 5.6.0.

It is available on Alcatel Business Partner Web Site (https://businessportal.alcatel-lucent.com) under:

Customer Support/Technical Support/Software Download/OmniPCX Enterprise/4635

Caution

The Release 5 is supported by Alcatel 4635H-2 and Alcatel 4635J (VPU5 and VPU6) systems.

The SMT menus are available only in English.

All A4635 Voice Messaging Systems become largely unusable after November 24, 2015. For example, it shall not be possible to consult messages received before November 24, 2015. All date and time related functions of the A4635 are affected.
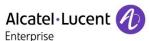
The Alcatel-Lucent 4635 software 5.6.0 insures a continuous operation of the A4635 after November 24, 2015. It shall therefore be applied before that date to avoid any A4635 service deterioration.

The loading procedure, new features, restrictions are described in the installation procedure for version 5.6.0

Table of contents

1 INTRODUCTION

The version 5.6.0 is a complete version which can be installed on Alcatel 4635H-2 and Alcatel 4635J (VPU5 and VPU6), subject to minimum versions of OmniPCX Enterprise; see paragraph 6 SOFTWARE COMPLIANCE.

IMPORTANT
When you carry out an upgrade or a redundancy on Alcatel 4635, don't do operations at the same time on OmniPCX Enterprise. In case of restart or switch-over, Alcatel 4635 is stopped: the brutal stop of the operation can have serious consequences.

2 COMMERCIAL CONDITIONS

The commercial conditions for the use of the A4635 software 5.6.0 are detailed in the **E-Flash "Alcatel-Lucent 4635 Voice Messaging System - Software 5.6.0 – Commercial Conditions".**

In this E-Flash it is specified which commercial article has to be ordered depending on the A4635 variant, the OXE Release and the presence of a valid SPS contract. The ordering of the corresponding commercial article via eBuy triggers the delivery of an OXE software lock for the use of the A4635 software 5.6.0.

In order to facilitate the installation process of the A4635 software 5.6.0, this software lock is currently not controlled by the OXE. It is thus currently possible to install and run the A4635 software 5.6.0 without the software lock.

3 REFERENCED DOCUMENTS

Technical documentation: Voice Mail, référence 8AL91008USAD ed01.

4 CONTENT OF THE SOFTWARE PACKAGE

The software package is distributed on two ISO images with all files and software necessary for installing or upgrading Alcatel 4635H-2/J systems:

– the UPG 5.6.0 files (/a4635/pcupg/560),
– the files for A4635H-2, VPU5 and VPU6 flash operation (/a4635/flash),
– the files for installing the Linux partition and languages (/a4635).
– the documentation explaining how to install or upgrade and backup or restore (/a4635/doc)

Note

Alcatel 4635 Release 5.6.0 is only available on Alcatel 4635H-2 (VPM35) and Alcatel 4635J (VPU5 and VPU6) platforms. Those boards provide the upgrade through Ethernet. So the tool pcupg used in previous releases, has been removed from the software package.

5 HARDWARE ISSUES

5.1 Alcatel 4635 packages

Three packages, for both Alcatel 4635H-2 (VPM35 board) and Alcatel 4635J (VPU5 and VPU6 board), are used for Alcatel 4635 system with Release 5.

- Basic package for Alcatel 4635H-2 (VPM35)   3BA00237 AA
  - VPM35-1 without hard disk   3BA73012 AB
  - A IDE hard disk   3BA27013 AB
  - SPA3   3BA73006 AA
  - An Ethernet cable   3BA28110 AA
  - A V24 cable   3BA58107 AA
- Basic package for Alcatel 4635J (VPU5)   3BA00379 AA
  - VPU5 without hard disk   3BA23225 AA
  - A IDE hard disk   3BA27013 AB
  - A 10/100 BaseT Ethernet cable   3BA28210 AA
  - A V24 cable   3BA58107 AA
- Basic package for Alcatel 4635J (VPU6)   3BA00379 UB
  - VPU6 without hard disk   3BA23225 AB
  - A IDE hard disk   3BA27013 AB
  - A 10/100 BaseT Ethernet cable   3BA28210 AA
  - A V24 cable   3BA58107 AA

For extended Alcatel 4635H-2 systems, additional MSBI boards, hard disks and ATB2 or ATB3I connector may be necessary.
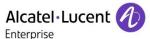
The VPM35 board reference 3BA73012 AB is equipped with 64 MB PU-SDRAM.

5.2 Ethernet connectivity

There are three ways to connect the Alcatel 4635H-2/J to a remote host:

1. If the 4400 CPU handles the embedded Ethernet, then it is possible to go from the A4635 to the PC directly from the CPU without doing anything. The signals use the backpanel from the VPM35, VPU5 or VPU6 board to the 4400 CPU and then the external cable going to the PC via the connecting box.
2. It is possible to move the Ethernet cable, coming from the connecting box, from the CPU to the VPM35, VPU5 or VPU6. This cable has to be plugged exactly in the same position as for the 4400 CPU. This solution is acceptable only in case of a momentary need of Ethernet connection (case of a backup or an upgrade). Do not forget after the operation to plug again the cable behind the 4400 CPU.
3. The cable 3BA28110 AA is available to connect directly a VPM35, a VPU5 or a VPU6 board to an external hub. It is respectively part of the packages 3BA00199 AC, 3BA00237 AA and 3BA00379 AA; refer to section 5.1 for information about these two packages. On the backpanel, this cable has to be plugged behind the VPM35, VPU5 or VPU6 in the same position as the Ethernet cable behind a 4400 CPU.

If the Ethernet link must be activated permanently (case of Visual Messenger, IP Octel Networking or VPIM features), then only the methods 1 and 3 have to be considered.

6 SOFTWARE COMPLIANCE

6.1 OmniPCX Enterprise compliance

Alcatel 4635 Release 5.6.0 is handled only by Alcatel 4635H-2 (VPM35) and Alcatel 4635J (VPU5 and VPU6) systems. The configuration of systems Alcatel 4635H-2 and Alcatel 4635J (VPU5 and VPU6) with OmniPCX 4400 systems in R1.4 Support, R1.5.3 or R2.0 is not handled; refer to the table below.

The VPU5 is compliant from OmniPCX 4400 Releases:

– 3.2M with 8 ports without fax,

– et 5.0 Ux with 16 ports with fax.

The VPU6 board replaces the VPU5 board. It has the same characteristics and is compliant ROHS.

You can load up to 8 languages but only the maximum number of languages ($\leq$ 8) defined by OPS is enabled.

OmniPCX Enterprise Release	OmniPCX Enterprise minimum version	Last OmniPCX Enterprise released version (1)	Alcatel 4635H-2 version	Alcatel 4635J version VPU5 (64 MB)	Alcatel 4635J version VPU6 (ROHS)
R9.0	H1.301.24	H1.301.50	5.6.0	5.6.0	5.6.0
R9.1	I1.605.12	I1.605.39	5.6.0	5.6.0	5.6.0
R10.0	J1.410.34	J1.410.63	5.6.0	5.6.0	5.6.0
R10.1.x	J2.501.16	J2.603.36	5.6.0	5.6.0	5.6.0
R11.0.x	K1.400.25	K1.520.36	5.6.0	5.6.0	5.6.0
R11.1	L1.301.17	L1.301.23	5.6.0	5.6.0	5.6.0

(1) At that time of writing this document.

6.2 Instant Communication Suite compliance

Version 5.6.0 is compliant with ICS version R6.7.x.

7 HARDWARE COMPLIANCE

Both systems, Alcatel 4635H-2 and Alcatel 4635J require 32 MB RAM to handle Alcatel 4635 Release 5 and 64 MB if VPIM and IMAP applications are used.

Caution

If the VPM35, VPU5 or VPU6 is used in a remote ACT, this ACT must be equipped with an INTOF/INTOF2 board instead of an INTB.

    References of INTOF boards
        3BA 53118 AAAB ics 11
        3BA 53118 AABB ics 06
        3BA 53118 AACB ics 03
        3BA 53118 AACC ics 04
        3BA 53118 AACD ics 01

    References of INTOF2 boards
        3BA23260 AAAB ics04
        3BA23260 AAJB ics04

7.1 Alcatel 4635H-2

	References	Level of flashrams		
VPM35-1	3BA 73012 AB	3.01 e221VPM35	Jul 27, 2000 Jul 26, 1999	bios486.hex cf_vpm35.hex
SPA3	3BA 73006 AA (1)	2.02 SPA3	Jan 19, 2000	spa_rom.hex
MSBI	3BA 73010 AA			

(1)   ics 04, ics 05 recommended.

7.2 Alcatel 4635J (VPS35)

VPS35 board is no more handled by OmniPCX Enterprise as of Release 6.1. It is replaced by VPU5 or VPU6 boards which have the same features and are equipped with 16 ports.

The 'Release Policy Information' marketing document described the various steps of VPS35 board phase-out.

7.3 Alcatel 4635J (VPU5 - VPU6)

	Reference	Level of flashrams		
VPU5	3BA 23225 AA	4.10 e108VPU5	Dec 22, 2006 Oct 31, 2006	bios586.hex cf_vpu5.hex
VPU6	3BA 23225 AB	4.10 e108VPU5	Dec 22,2006 Oct 31, 2006	bios586.hex cf_vpu5.hex

Warning

VPU6 board operates with BIOS 4.10 (bios586.hex) and DIAG 1.08 (cf_vpu5.hex)

7.4 BIOS and kernel.ram compliance

A manual flashing of Bios and Diagnostics is required due to a problem of compliance between the Bios version 3.0.1 and lower and the loading mechanism of the version 5.1.

This manual flashing is needed up to version 3.0.1 included.

For flashing the boards, refer to the Alcatel 4635 Voice and Fax Messaging System binder 3BA19943 AACA Chapter 6 Maintenance-Section 5.5. The VPU5 and VPU6 board flashing is carried out in the same way.

When the flashing is finished, the version loading is always carried out in the same way.

Version 5.6.0 is compliant with 40 and 60 GB hard disks.

7.5 Hardware and software compliance

	Alcatel 4635 Versions					
	5.0.x	5.1.x	5.2.x	5.3.x	5.4.x	5.6.x
SPA3	Yes	Yes	Yes	Yes	Yes	Yes
MSBI	Yes	Yes	Yes	Yes	Yes	Yes
VPM35	Yes	Yes	Yes	Yes	Yes	Yes
VPU5	Yes	Yes	Yes	Yes	Yes	Yes
VPU6	No	No	No	Yes	Yes	Yes

7.6 Minimum configuration for Alcatel 4635H-2

Alcatel 4635H-2 version	RAM size	Disks (Minimum)
5.0.x	64 MB	2.16 GB IDE
5.1.x	64 MB	2.16 GB IDE
5.2.x	64 MB	2.16 GB IDE
5.3.x	64 MB	20 GB IDE
5.4.x	64 MB	20 GB IDE
5.6.x	64MB	20 GB IDE

The 6 GB disks are accepted from version 3.0.4.

7.7 Minimum configuration for Alcatel 4635J (VPU5)

Alcatel 4635J versions	RAM size	Disks (Minimum)
5.0.x	64 MB	2.16 GB IDE
5.1.x	64 MB	2.16 GB IDE
5.2.x	64 MB	2.16 GB IDE
5.3.x	64 MB	20 GB IDE
5.4.x	64 MB	20 GB IDE
5.6.x	64 MB	20 GB IDE

7.8 Minimum configuration for Alcatel 4635J (VPU6)

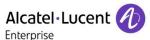| Alcatel 4635J versions	RAM size	Disks (Minimum)
5.3.x	64 MB	20 GB IDE
5.4.x	64 MB	20 GB IDE
5.6.x	64 MB	20 GB IDE

Note

120 GB and 250 GB SATA disks are currently delivered. They are compatible with VMP35, VPU5 and VPU6 boards. They cannot be installed on MSBI board. A stock of old disks is planned for this board.

7.9 Compliance between OmniPCX Enterprise and Alcatel 4635 (Hardware & Software)

Releases OmniPCX Enterprise ⇩	VPM35 64 MB RAM		VPU5 16 ports		VPU6 (RoHS) 16 ports	
	Mini	Maxi	Mini	Maxi	Mini	Maxi
9.0	5.2.6	5.6.0	5.2.6	5.6.0	5.3.1	5.6.0
9.1	5.2.6	5.6.0	5.2.6	5.6.0	5.3.1	5.6.0
10.0.x	5.2.6	5.6.0	5.2.6	5.6.0	5.3.1	5.6.0
11.0.x	5.2.6	5.6.0	5.2.6	5.6.0	5.3.1	5.6.0
11.1	5.2.6	5.6.0	5.2.6	5.6.0	5.3.1	5.6.0

Note

Any problem found on a mini or intermediate version as regards maximum version must be the subject of a realignment of the maximum version before escalating the problem.

8 SOFTWARE UPGRADE AND FLASHING OPERATIONS

8.1 Upgrade

Both systems, Alcatel 4635H-2 and Alcatel 4635J, handle the upgrade & installation procedure through Ethernet.

This procedure is the same as the one introduced in version 1.3.1. Refer to the documentation provided on the first ISO image version 5.6.0.

From version 4.x, a "Quick Migration" can be performed via the option "U" during the installation process.

In Release 1, the backup is carried out off line when it is done on line in Releases 2 and 3.
Carry out the complete installation of version 5.6.0, with bios flash and diagnostics and selection of languages to be installed.

When the complete loading of the version, restore the database and messages, the platform is ready to restart.

Warning   **Before to upgrade A4635 VMS, it is mandatory to perform one backup.**

Note   *All messages stored on the 4635 before 2010 will be translated as 2010 timestamp*

8.2 Flashing

The flashram versions of version 5.6.0 are indicated in paragraph.

To flash manually the system, refer to the Alcatel 4635 Voice and Fax Messaging System binder: it's the same procedure as the one used in release 1 for the Alcatel 4635J.

Regarding SPA3 board, the procedure is the same as in Alcatel 4635 Release 1 via the V24 cable.

8.3 Loading the CPU 4635

When loading a version, the type of hardware is detected automatically:

     1 – H2   (for a VPM35 board)
     2 - J   (for a VPS35 board)
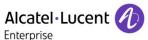   **3 – V**   (for a VPU5 or VPU6 board)

The VPU5 board replaces the VPS35 board. The voice mail system equipped with the VPU5 board has Junior as name (as the VPS35).

The VPU6 board replaces the VPU5 board. It has the same characteristics but is compliant ROHS.

During the loading, the **3- V** option must be enabled.

Warning   If the **2 – J** option is enabled, the loading is carried out correctly but the board does not restart.

9 External IMAP

To be compatible with the new timestamp of the 4635 VMS, a new VIMAP component is also implemented in OXE in case of external IMAP using.

This component will be reported in following versions:
- R10.1.1 **(J2.603.37)**
- R11.0 **(K1.520.38)**
- R11.1 **(L1.301.27)**

For the other releases, one Hotfix (**HF_crqms00157479 _vimap_1)** must be applied manually after the voicemail system is updated.

This Hotfix is available on the BPWS with Alcatel 4635 version R5.6.0

Installation procedure of the Hotfix

1. Unzip the file **HF_crqms00157479 _vimap_1** and put the binaries imapd, vimapmain, vmmc and vmmcd via ftp in external IMAP server under /usr2/mtcl directory.
2. Log with "root" account , go to /usr/sbin on external IMAP server and move the old binaries imapd,vimap,cmmc and vmmcd to a new name using command mv.

For Eg:
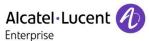- mv imapd imapd_old
- mv vimap vimap_old
- mv vmmc vmmc_old
- mv vmmcd vmmcd_old

3. Go to the location where the imapd, vimapmain, vmmc and vmmcd files are saved in step 1.
4. Rename the binary vimapmain by using "mv vimapmain vimap"
5. Move all new binaries from /usr2/mtcl to /usr/sbin with command mv.

For Eg:
- mv imapd /usr/sbin
- mv vimap /usr/sbin
- mv vmmc /usr/sbin/vmmc
- mv vmmcd /usr/sbin/vmmcd

6. Modify the permissions and rights for the new binaries.

For Eg:
- Chown root imapd
- Chgrp root imapd
- Chmod +x imapd

7. Do the same for vimap,vmmc and vmmcd
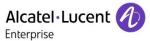8. Restart the external IMAP server.

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10 Octelnet domain

In case of using several A4635 linked via Octel Networking, all the 4635 nodes must be updated in 5.6.0 at the same time before the target date (November 24th, 2015).

11 How will the OmniMessage 4635 react if it is not upgraded at time?

The table below lists for several test cases, the reaction of the 4635 after the date of November 24th 2015.

id	Testcase	Description	Result	Comments
1	Send a message	Testing timer after Y15:Send to A mailbox with messages stored before Y15. (**Y15 = 2015-11-24, 20:15:00**)	**Nok**	AOI error (you hear "**Area of interest**"), the message recorded cannot be stored. **The message recorded is lost**. Session is interrupted, i.e. **call is released** after the "AOI" announcement.
2	Send a message	Testing time after Y15: Send to a mailbox with messages Which has no messages stored ("empty mailbox".	**Nok**	Message can be recorded and stored into mailbox, even after Y15, but the date used is 1984.01.01.
3	Consult new messages	Login to mailbox, message aging out mechanism: the message to be deleted will be played to the user. The user has the option to save or delete the "aged out" message. The user chooses to save the message again.	**Nok**	The message is not saved. The message instantly again "aged out". The message is played again, and all this is happening in an end-less loop. The user cannot save the message. The user cannot access the mailbox. The user cannot listen to any other new or old message. In fact, the user is locked out from his mailbox.
4	Consult new messages	Same scenario as in previous test case, but the user chooses to delete the "aged out" message.	**Ok**	The message will be deleted. The user can access the mailbox
5	Consult new messages	Same scenario as in previous test case, but "aging out" is disabled by "class of service" (Days New or Saved messages Kept = 999)	**Ok**	Disable the aging out mechanism. The user will not get the option to delete or save aged out messages, thus the failing scenario is avoided. **Big disadvantage of this work around**: The message will never be deleted, the **mailboxes and disks will get full**. The date of messages is wrong: 1984
6	Future delivery of messages	Send a message with the feature "future delivery", i.e. before Y15 you choose a date after Y15.	**Ok**	The message delivery fails if time crosses Y15 date. The recorded message will never be deleted into the recipients mailbox. The message is lost.
7	Octelnet	Networking between mixed nodes	**Nok**	Failure in both directions. The user hears:

				"Message cannot be delivered due to technical difficulties". With networking between "mixed nodes", we try to emulate a behaviour of one node having a Y15-safe SW version, and another node having not the Y15-safe version and sending message between them.
8	Octelnet	Networking between two nodes after Y15	**Nok**	Message is delivered, but date is **1984.01.01**.
9	Consult old messages	Listen to a message, listen to date and time of message (by pressing 5, or by configuration to always play)	**Bok**	Bad announcement of the year after 2013: "Message sent at DD-MM **at** HH-MM" (**"at" is repeated**), 2014: "Message sent at DD-MM-at **today** HH-MM" (**"today" is wrong**)

Note

The voicemail system will be back usable when upgrading to the new release R5.6.0 except for the messages stored between November 24th, 2015 and date of the upgrade (before March 31th, 2016)

12.1 Appendix 1 – Corrections

CORRECTIONS

Main bugs fixed from release 4.0.4.

5.6.0

crqms00157479: Voicemail 4635 will be unusable after the date of November 2015 24th.
crqms00157475: [SECURITY] 4635 Bash Shellshock vulnerabilities

5.5.1

crms00277647: Unable to change the user language to Valenciano from the phone user interface.
crms00256899: When in a PBX network on a node which has a voicemail different from 4635 a mailbox is created, on the 4635 voicemails a type6 (system distribution list) mailbox is created. This worked as designed, but the created mailbox was confusing for some users. The creation of a type6 mailbox in such cases can be prevented by setting the feature bit 98 in the SMT. If the feature bit is not set (default), the type6 mailbox is still created.

5.4.9

crms00252901   A mailbox could not be deleted if it was assigned for port monitoring.

crms00255265   Outcall error using OTUC: No call could be made to 8-digit on PBX extensions when telephone system type is north American.
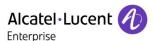
5.4.8

There is no correction in this release, only Valencian language modification and new languages for BNP-Fortis.

5.4.7

crms00207988   Record online (recording a phone call) is interruptible by DTMF tone. The system can not identify the origin of a DTMF tone, so a recording can be interrupted also by the caller, which is generally unwanted. Now this feature is configurable by feature bit 95: if this bit is set to 0 (default value) the recording can be interrupted, if it is set to 1 interrupting is not possible.

crms00211910   In SMT menu 6/1 it can be configured if a prefix 1 should be dialled for 10-digit local calls and for long-distance calls. It is now configurable not only for US but also for Australia and New Zealand telephone systems.

5.4.6

crms00158957   At message review the help prompt "To reply by calling the sender, press 8-8" was not played when the message was left by an extension which does not have a mailbox.

crms00164131   In Hong Kong Cantonese language a few prompt sequences were wrong at message review. Prompt table modified, new version number is CT.00.04.

crms00165229   It was possible to create two or more mailboxes with the same name if the name contained special characters (German umlauts). The duplicated mailbox names caused strange messages at restart and crash during restore if more than 10 mailbox pairs had the same name.

crms00173758   Error if downloading a very short message with an imap email client when using external imap server.

crms00174188   If a file system check was performed in linux during system restore, the Ethernet address displayed was 0. It was not possible to enter a valid IP address for the system.

crms00186086 Crash (INT3) occurred if the profile of digital network node 0 (local node) was changed in the SMT. Now it is not possible to change the profile of the local node.

crms00186092   If (due to a disk error) linux was running in rescue mode, a wrong version of the nic daemon was used (status log contained a lot "nic message id mismatch" messages).

crms00187958   The country dependent parameters can not be downloaded (echo cancellation can not be switched on/off) if the VPMOD serial number is zero. Now it is not possible to enter a zero serial number, and if using this release on a system with an earlier entered zero serial number, the country dependent parameters are downloaded.

5.4.5

crms00116677   Loss of VPU5 type coupler. The new version number of crystal deamon is 01.01 (previous version was 01.00).

5.4.4

crms00104820   Truncated wav file in IMAP client.

crms00115090   syscrash when setting the IP address after system restore.

crms00115094   No connection with an IMAP client possible after setting the IP address.

crms00118745   When mailbox contains notifications, IMAP client does not list messages correctly. Display of notifications is now a configurable option (entry LIST_NOTIFICATIONS in /etc/a4635/vimap.conf). Default is displaying notifications.
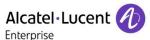
5.4.2

XTScf05197   Blind transfer error.

XTScf03332/XTScf02911 Double prompt in case of COS fax capability and autoplay.

XTScf04896   OTUC connection error. OCL library modified. VMMC version number increased to 1.1.6.

crms00084078   IMAP connection error. OCL library modified.

crms00076110   In case of type 45 mailboxes it is not possible to connect with an IMAP client.

5.4.0

No correction. Only software enhancements (bulletin mailbox and Octelnet domain).

5.3.1

A4635x:

XTSce87837   LAN API crash (also made some improvements in the debug tools).

XTSce86610   The MyMessaging licence was not freed when a mailbox using it was deleted.

XTSce71070   The DLC table was not handled correctly.

XTSce87335   OTUC: Message record/replay: it was not possible to send the message after an early hangup.

XTSce89603   On high load produced by MyMessaging an error occurs and the voicemail becomes unreachable for MyMessaging.

XTSce95574   No more free file handles when making a lot of illegal logins with an IMAP client.

5.3.0

A4635x:

XTSce67399   Ghost apps : increased timeout pqrecv for smt-acl comm..

A4635x: LAN API

XTSce75598   LAN API down after booting when file system check is performed on Linux side with 20 GB disks. Enlarged timeout and LAN API automatic recovery.

A4635x: VPM35

XTSce83992   VPM35 syscrash at boot time when performing a file system check on Linux side with big disks. Delay the PMOS boot process to give time for Linux. New format.drc script file used only at installation of 4635 to limit the size of formatted part of disk to 6 GB.
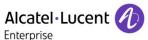
5.2.10

A4635x: "IM 4635 Web"

XTSce67943   External alternate phone number not working because "phone" was limited to 10 digits.

A4635x: "Update"

XTSce65990   5.2.8 + patch nicd 6.0.2.

A4635x:

XTSce54133   Change "private" to "not public".

XTSce72530   No refresh because notifying a session without mbx list request (SELECT) - vimap correction.

XTSce30000   Return code is DND when message sent to a mailbox with absence greeting.

XTSce57133   Strange character in sender, because of a wrong parameter of ac_strncpy.

XTSce59688   The variable "last_redir_nr" was not initialized before the function "transfer"."

XTSce61469   NIC_API down.

XTSce62469   AWS LAN API problem.

A4635x: "GE 4635"
XTSce58932   Box creation impossible in case of double German Umlaut / 1-58864973.

A4635x: "IM 4635"
XTSce68378   My Messaging not working without OPS lock 314 - vmmc side correction in ocl library.

A4635x: "IMAP"
XTSce64894   Internal IMAP on 4635 stop working after backtraces.

5.2.8

A4635x: "VPIM interworking"
XTSce12406   4635-4645 NDN not read on the sender.

A4635x: "IM 4635 Web"
XTSce25185   Callback on network message must not be proposed.
XTSce36936   Hook on during callback -> error popup is displayed.
XTSce42678   Callback to external number not working.
XTSce50676   Unknown sender if message addressed first to unknown mailbox.
XTSce54892   Problem on decreasing phone counter if some new messages.
XTSce56398   Access by applications to 4635 5.2.7 not working (removed bad start scripts from delivery).

A4635x: "NOE My Messaging"
XTSce33696   Callback has no sense for E-mail (notification).
XTSce48410   callback and instant voice mail on ROL message not disabled.

A4635x:
XTSce54940   Dialing to pager does not work.

5.2.7

A4635x: "IM 4635 Web"
XTSce42678   Callback to external number not working (Callback not proposed anymore).

A4635x:
XTSce51217   API 2.1: Problem on 4635 traces. Change the error message "http_int_err" to "http_no_res".
XTSce51803   (wu-ftpd) fixed.
XTSce51805   4635: Port 111 is vulnerable (moved to state X by sonfoege).
XTSce50728   At the maximum length of message in recording invalid softkey 'CntRec' removed.
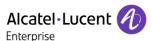XTSce41485   The administration of the External Applications was incorrect.
XTSce47185   First use of Backup/Restore Menu => IP parameters not displayed.
XTSce49723   A4635 reboot when VM administrator set the outgoing notification number with 10 digits.
XTSce50121   Restart of Voicemail 4635 5.2.2 approximately five minutes.
XTSce52882   After upgrade to R6.0 F1.603.1.c and VM to R5.2.2 the VPM keeps resetting.

5.2.6

A4635x: "IM 4635 Web"

XTSce33556   Sometimes strange prompt after phone session timeout.

XTSce38494   Callback to subscriber forwarded to 4635 not working.

XTSce40030   Invalid callback state after successful callback.

XTSce40881   After a callback to busy phone, a new callback gives trouble.

XTSce40906   Playing broadcast message by PPR not working -> no sound.

A4635x: "NOE My Messaging"

XTSce33769   Bad behavior if all voicemail ports are busy.

XTSce32662   Display on a set is not refreshed after a new fax or message.

5.2.2

A4635x: "IM 4635 Web"

XTSce25657   The first action on web does not work after releasing call by phone.

A4635x: "After forwarding message, impossible to listen to the messages"

XTSce27118

A4635x: "The forwarding of a message does not work if new session"

XTSce27146

A4635x: "Recording a message NOK after hang up of the handset"

XTSce27208

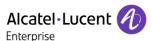**A4635x: "Reset with Visual Messenger"**

XTSce16384   This version includes the patch 5.0.3-3. Remove of voice mail crashes when a corrupted fax was viewed via Visual Messenger.

A4635x: "Hosts files erased after upgrading from 5.1.3 to 5.1.4"

XTSce18214   VPIM is not working after upgrade of 4635 from 5.1.3 to 5.1.4. The /etc/hosts has lost the aliases definition.

5.1.5

A4635x: "R5.0.3 // Reset of 4635 with Visual Messenger"

XTSce16384   This 5.1.5 release includes the patch 5.0.3-3. It eliminates the crashes when a corrupted fax is viewed via Visual Messenger.

A4635x: "Crash of 4635 H2 4.0.4 when playing a message "

XTSce15827   This crash occurred when a user tried to retrieve a corrupted message/fax from her mailbox via OCL (acl_bn_msg_play_init32). This bug is similar to the XTSce16384 one.

A4635x: "4635H 5.0.1 Bad voice messages quality for standard message on"

XTSce19256   The set is forwarded on voice mail. The caller reaching the mailbox is hearing some noises on the standard announcement. The noise is more important in the English language. This problem has been detected with the VPM35.

A4635x: "A4635 Security – Vulnerability of wu-ftp daemon"

XTSce12561   wu-ftpd-2.6.2 + the 2 patches should cover all known security related problems with wu-ftpd (XTSce12096 XTSce12098).

A4635x: "Octelnet Out of Service"

XTSce18470   Reset of IP address to restart.

A4635x: "Calls go directly to voice mailbox instead of extension when using Call by name"

XTSce16862

A4635x: "4635 Installation boot file for VPU5 (A4635U.CFG) missing"

SONaa484   During installation of a A4635 software release, the VPU5 bios loads always A4635U.CFG file which must be present on the software distribution medium. This file will now be automatically generated by the A4635 build process to avoid the danger of incomplete A4635 distribution disks.

A4635x: "4635 Installation script hangs during software upgrade"

SONaa00483   During A4635 software upgrade, a few configuration files in /etc and /etc/a4635 directories are temporarily saved and after disk formatting the files are restored.

5.1.4

A4635x: "No notification for sys mgr entered new temporary password"

XTSce12700

A4635x: "Incident 2188 and 4635 status log displays Digital Network problem"
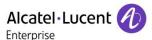
XTSce14163

A4635x: "OctelNet digital: LAN status log (nicd problem)"

XTSce13029

A4635x: "AMIS networking between two nodes in only one direction with T1CCS"

XTSce05223

A4635x: "OCL:VPU5 – empty endpos_msec after play or record"

SONaa00320   On a VPU5, if a message is recorded or played via OCL/IVR, then the field **endpos_msec** in the play/record – response message contains 0 or sometimes any random number.

Note: **endpos_msec** information is only available for VPU5 or H2/VPM35 system. On VPS35 (junior) boards, the DSP software does not support **endpos_msec** information.

5.1.3

A4635x: "Russian prompt-table"

XTSce09354   For the guest DTMF type mailboxes with configured Russian some times 4635 playing: "You have reach......" instead of menu: "To reply last message press....".

A4635x: "VPIM messages to 2 nodes. Error description"

XTSce09106   On a VPIM network with two Eva node and one 4635 node (release 5.1.1), the nodes are declared as non Eva. We can send a message from 4635 mailbox to 1 Eva mailbox. If we try to send a message to 2 mailboxes (one on each Eva node) the message is queued and is never received by the destinations.

A4635x: "Private messages in VPIM mode on 4635"

XTSce10257   In VPIM mode between two 4635 the private message feature was not working. The message was received in the receiver mailbox but there was no indication that the message is private.

A4635x: "Message Urgent not recognized in VPIM interworking 4635 / 4645"

XTSce10581   In a VPIM configuration between 4635 and 4645 nodes: the information Urgent was lost when the 4645 received a message marked URGENT from a 4635 sender.

A4635x: "VPIM 4635 Urgent message"

XTSce10868   When using VPIM between two 4635 nodes, a message marked Urgent was not presented as Urgent to the receiver mailbox.

A4635x: "VPIM 4645 / 4635 interworking no indication of unknown mailbox"

XTSce10590   When the 4635 sent a message to an in-existing mailbox of the 4645 there was no non delivery message.

A4635x: "VPIM 4635 Call sender not proposed Call sender for network messages only in   Aria-Domain"

XTSce10866   When using VPIM between two 4635 the Feature CALL SENDER was not proposed to the receiver (choice 8 8 which work ok on local mode).

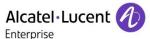### A4635x: "VPIM multiple upload of a message with more than 1 recipients"

SONaa00321   If 4635 receives a VPIM message with more than 1 recipients, then this message is uploaded and delivered via OCL once per recipient. This causes unnecessary multiple uploads of the same message and (more severe) that the same message is physically stored multiple times, once for each recipient. This is a big waste of disk capacity.

A4635x: "VPIM NDN from unknown node gets discarded"

SONaa00397   A VPIM Non Delivery Notification from an unknown network node could not be delivered to the original sender of the message, because OCL doesn't accept a returned message from an unknown node. The message will be discarded. Now it will be delivered as normal message with the own mailbox number as sender.

A4635x: "VPIM Invalid timestamps in different segments"

SONaa00414   4635 assumes, that in a multi-segment message the first segment has the newest timestamps and each of the following segments has a timestamps older than the timestamps of the previous segment (e.g. the introduction of a forwarded message must be never, than the forwarded message itself, etc..). A disadvantageous order of uploading the segment of a received VPIM-message, could sometimes result in a message, which doesn't follow this rule, OCL refused message.

A4635x: "R5.0.1, problem with Voice Guide 'You have reached the part of system, wh..."

XTSce12112   If the language of a mailbox was set to Czech or Slovak and the user wanted to listen to the envelope information of a message sent at exactly 12:00, an Area if Interest occurred. The reason was a missing prompt table entry.

<div align="center">5.0.3</div>

A4635x: "4635 cannot send AMIS to a Nortel system"

SONaa00149   AMIS calls to a Nortel system did not work because the Nortel system answers the phone just with silence. Now the voice detection is turned off for outgoing AMIS calls. The fix in 5.0.1 was only partial, now it also works with Administered AMIS.

A4635x: "NIC : Disconnect after read – incoming buffer lost"

SONaa00150   Unclean close of a TCP/IP connection to NIC was not properly handled in some cases. In the worst case, this could lead to an INT3-Reboot of the 4635.

A4635J: "VPU5 – Too many peep tones (14) by adapt a new mailbox 14 seconds waiting for analog sets "

CDHva57747   After recording a new name, 4635 checks if the name has to be distributed to other network nodes using feature Name Net. During that time a special "peep"-tone is played. On VPU5 this peep-tone was interrupted earliest after 15 peeps, also if the NameNet-check was finished much earlier.

A4635J: "VPU5 Problem of Bios flashing with version 4.1.6 and 5.0.1"

CDHva58400   New AMD-flash types (used on VPU5 - 3BA23225 AABB) have been implemented in util35, which is used to flash a new Bios during installation/upgrade.

A4635J: "VPU5 4.1.5 Call Sender not working on a US initialized system"

CDHva60506   Supervised transfer for long-distance/international numbers did not work in some situations when system type was set to USA. When the system type is set to US and the phone number is 10 digits or longer, the digit "1" has been prepended unconditionally to the phone number. With this correction, the digit "1" is only prepended when system wide SST configuration in SMT screen 6, field '10-digit Calls Require Dialing a "1" (Y/N):' is set to "Y".

5.0.1

A4635x: "Incident 1288=4635 : erreur complexe 000e :0065 a 00000000"

CDHva44225   This specific status log is now suppressed because it is a harmless information, but not a real problem.

A4635x: "Mailboxes locked if there is a restart of voice mail during an un audit or initmevo"

CDHva49589   Improved reporting to A4635 status log in case of getting mailbox lock problems ("0x5B" problem). Further more, the flag 'managed by Pabx', telling that the mailbox was generated

either by mgr or 4740, is marked in the SMT console 20 – 9 'REFORMAT' (option 0 – Validity check user records) utility with a star "*".

A4635x: "Bad guide when A4635 transfers a call on ABC network while trunks are busy"

CDHva51166   At transfer to an extension in another node while all trunks are busy, the callers received the message "That extension …. Is not in service". This prompt has been replaced by "That extension …. Is currently unavailable".

A4635x: "A4635 cannot send AMIS calls to a Nortel system

SONaa00148   AMIS calls to a Nortel system did not work because the Nortel system answers the call just with silence. Now the voice detection is turned off for outgoing AMIS calls

4.1.6

A4635H2: Problem of disk adding

BDHba13724   On a system with VPM35 board, it was impossible to install an additional message disk.

A4635x2: "Mailboxes are locked if there is a voice mail restart during an audit or initmevo"

CDHva49589   If the same mailbox-name is used more than 10 times, then at the 11th time, A4635 refuses to create mailbox, because there would be too many possible selections when using dial by name. It has been decided to increase the number of allowed identical names to 99.

A4635x2: "Digits lost with A4635 when dialed too quickly

CDHva51970   On mu-law systems, digits from the password could be lost when dialed too quickly.

A4635x2: "Notification feature displays 03:30PM as 15 :30"

CDHva52580   During configuration of the schedule for notification-outcalls via subset the 12h/24h presentation of the time display was not always consistent with the configuration.

A4635J: "VPU5 : Installation fails 100 Mb"

XDHke10771   Due to a problem in the Ethernet driver of VPU5, sometimes the installation via network failed on a 100 Mbits connection.

4.1.5

A4635x2: "Failure when using Canadian-French with distribution list"

CDHva50205

A4635H2: "Inopportune reset on 4635H"

CDHva40946   In systems with two or more drives, a rare condition could cause a null pointer when the two disks are accessed simultaneously.

A4635x : "Problems with 4635 Automated Attendant when transferring to attendant or external calls"

CDHva41264

A4635x : "Wrong display when consulting a message that the date has expired"

CDHva42566   When the expiring date of a message is reached and the user consults his mailbox, several options for the further handling of this message are offered to him. In this case the display was completely false (sender name and date/hour).

A4635x: "Wrong 4034 display when sending a voice message through Octel Networking"

CDHva31941

A4635x: "4635 – Integrated management"

CDHva22929   Problem to switch the language from 4400 if a multilanguage mailbox.

A4635x: Bad synchronization between Visual Messenger and A4635"

CDHva27098/

XDHke05127   When a message was already heard but neither saved nor erased in a given mailbox, on UA set (e.g. 4034) the message led was off but the message segment indicator beside the voice mail button stayed on, which is normal. If now you deleted this message using a Visual Messenger client, the message indicator was not cleared, notification was missing between 4635 and 4400, although the message was actually deleted.

A4635x: "Wrong display when callback from 4635"

CDHva35704/

CDHva30265   While using the callback feature sometimes accidentally the number on the display of the set was wrong, though the correct destination was called. The occurence of the wrong number display was depending on the history of the voice mail session, but as reported it happened often on the second voice message in the mailbox.

A4635H: "Visual Messenger (Outlook) – No accounting ticket for outgoing faxes"

CDHva35002   Up to now, no information about the originator of a Visual Messenger fax outcall has been sent to 4400. Now the mailbox number will be sent in ABC-A "make-call-request" as well as in "create-accounting-ticket".

A4635x: "AM/PM time stamp for voice messages on 4635"

CDHva38145   When consulting a voice message, the time displayed always in 24 hours format. Now for USA, A4635 uses the American AM/PM format. For this country, the format of the date is now MM.DD.YY.

A4635x: "4635 Octel Networking : No display of destination node and/or mailbox"
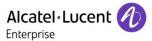
CDHva34452

A4635x: "Wrong 4034 display when sending a voice message through Octel Networking"

CDHva36947

A4635x: "4635 Automated Attendant call to a set forwarded on messaging system"
CDHva39061

12.2 Appendix 2 – Released languages

RELEASED LANGUAGES

12.2.1 On CD1

system ID	Language Name	Language ID	Phrase Level	Prompt Level	In-Ram Phrase Level
5	American English	AE	AE.20.00	EN.30.00	EN.20.00
3	American Spanish	SP	SP.20.00	SP.30.00	SP.20.00
42	Arabic female	AR	AR.20.00	AR.30.00	AR.20.00
2	Australian English	AU	AU.20.00	EN.30.00	EN.20.00
19	Brazilian Portuguese	BR	BR.20.01	BP.30.00	BP.20.00
8	British English	BE	BE.20.01	BE.30.00	BE.20.00
16	Cantonese	HC	HC.00.01	CT.00.04	CT.20.00
50	Catalan	CA	CA.20.00	CA.30.00	CA.20.00
39	Croatian	HR	HR.20.01	HR.30.00	HR.20.00
32	Czech	CS	CS.20.00	CS.30.01	CS.20.00
31	Danish	DA	DA.20.01	DA.30.00	DA.20.00
25	Dutch	DC	DC.20.01	DC.30.00	DC.20.00
11	European French	EF	EF.20.00	FR.30.01	FR.20.00
14	European German	GR	GR.20.01	GM.30.00	GM.20.00
15	European Italian	IT	IT.20.00	IT.30.00	IT.20.00
23	European Portuguese	PT	PT.20.00	PT.30.00	PT.20.00
37	European Spanish	ES	ES.20.02	ES.30.00	ES.20.00
26	Finnish	FI	FI.20.02	FI.30.00	FI.20.00
20	Flemish	FL	FL.20.02	FL.30.01	FL.20.00
35	Hungarian	HU	HU.20.00	HU.30.00	HU.20.00
46	Lithuanian	LT	LT.00.12	LT.30.04	LT.00.00
17	Mandarin	MD	MD.21.00	MD.30.00	MD.20.00
29	Norwegian	NO	NO.21.00	NO.30.00	NO.20.00
34	Polish	PL	PL.20.02	PL.30.01	PL.20.00
41	Romanian	RO	RO.20.00	RO.30.00	RO.20.00
38	Russian	RU	RU.10.00	RU.30.02	RU.20.00
33	Slovak	SK	SK.20.00	SK.30.01	SK.20.00
40	Slovenian	SL	SL.20.00	SL.30.00	SL.20.00
30	Swedish	SE	SE.20.01	SE.30.00	SE.20.00
49	Turkish	TR	TR.21.00	TR.30.00	TR.20.00
54	French BNP-Fortis	FF	FF.21.00	FF.40.01	FF.20.03
55	Flemish BNP-Fortis	FS	FS.21.00	FS.40.01	FS.20.00
57	German BNP-Fortis	GF	GF.21.00	GF.40.01	GF.20.00
58	English BNP-Fortis	ER	ER.21.00	ER.40.01	ER.20.00

12.2.2 On CD2

system ID	Language Name	Language ID	Phrase Level	Prompt Level	In-Ram Phrase Level
7	Canadian French	CF	CF.00.00	CF.00.01	CF.00.00
21	Japanese	JP	JP.00.02	JP.00.02	JP.00.00
27	Korean	KO	KO.00.00	KO.00.00	KO.00.00
45	Latvian	LV	LV.00.00	LV.00.00	LV.00.00
18	Malay	ML	ML.20.00	ML.30.00	ML.20.00
51	Taiwan Mandarin	TM	TM.00.03	TM.00.00	TM.00.00
52	French BNP	FB	FB.20.04	FB.30.06	FB.20.03
53	Valencian	VA	VA.20.02	VA.30.01	VA.20.00
54	French BNP-Fortis	FF	FF.21.00	FF.40.01	FF.20.03
55	Flemish BNP-Fortis	FS	FS.21.00	FS.40.01	FS.20.00
57	German BNP-Fortis	GF	GF.21.00	GF.40.01	GF.20.00
58	English BNP-Fortis	ER	ER.21.00	ER.40.01	ER.20.00

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– You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the Technical Documentation Library
– You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the Technical Knowledge Center

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