BCM 3.6 Cumulative Patch #3

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Date: Dec 14, 2005
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Patch: BCM 3.6 Cumulative Patch 3

Applicable Platform: BCM 3.6

System Impact: This 115 mb patch takes approximately 30 minutes to apply and
initiates two reboots.

Description:

This is the third cumulative patch created for BCM 3.6. The purpose of the
Cumulative Patch is to bring a BCM 3.6 up to the latest s/w as easily as
possible by reducing the amount of time it takes to install all current patches.
The Patches included in the Cumulative Patch are listed below. These are all
globally applicable patches. If you are running a private or limited
availability patch, please consult Nortel Technical Support before applying the
Cumulative patch.

The Cumulative Patch will not apply individual component patches if the
component has already been patched or has a later patch.
All patches are applied if required. There is no ability to individually select
the components to be patched.

This patch is tested with NCM. NCM time out value should be 3600, please contact
Nortel for support if any issue is seen with operation time out while installing
this patch.

Recommendation: Critical

The Cumulative Patch contains many critical fixes in several software components.
Networks recommends it be installed on all new installs of BCM ReleaseID 3.6 and
immediately after upgrades to BCM 3.6.

WARNING:

This Cumulative Patch includes a voice mail patch.

If the RCC version contained in this cumulative patch is not more recent than
your current version, just before applying the Cumulative Patch:

1. Stop RCCLauncher service on the RCC web host PC,
2. Apply the Cumulative Patch to the BCM,
3. Start RCCLauncher service on the RCC web host PC.

You must uninstall RCC if you need to upgrade RCC, or stop the RCCLauncher
service if you do not need to upgrade RCC, prior to applying a cumulative patch
or a voice mail patch.

RCCLauncher service on the RCC web host PC polls CCRSNDP.EXE on the BCM to retrieve data. If you do not uninstall RCC or stop the RCCLauncher service on the RCC web host PC when applying the patch, CCRSNDP.EXE may not be replaced successfully, although the patch will appear to install successfully. If CCRSNDP.EXE is missing, RCC will stop retrieving any data from the BCM (all components including wallboards, real time displays and current reports will no longer function until this has been repaired).

If you do not follow the instructions that apply under the WARNINGS above, you will need to repair CCRSNDP.EXE and you will potentially need to raise a case, which would be closed as customer attributable.

Instructions to turn the "Fax Only Express Messaging Line" feature on:

WARNING: Please read these instructions carefully as it is possible to harm the system if they are not followed correctly.

If a particular mailbox needs to use its express messaging line to receive fax only, you can set it so when the line is called a fax tone is heard as soon as the line is answered. This allows the system to deal with the fact that some fax machines will hang up if they detect anything other than a fax tone.
To turn this feature on, follow the steps below:

1) Telnet or PuTTy into BCM
2) From the Main Menu, Select option 7 (Command Line)
3) At the prompt, enter "f:" to change to the drive where NvmUtil.exe is located.
4) Type "cd \program files\nortel networks\voicemail" to change to the directory where NvmUtil.exe is located
5) Type "nvmutil torlab". You will be presented with a set of commands available through nvmutil (see below)

       F:\Program Files\Nortel Networks\Voicemail>nvmutil torlab

       Norstar Voice Mail Utility - POWER MODE!!!!!!

List Files: L1=CLID.45   L2=COS.45   L3=DIAL.45   L4=MBXPROF.45
                 L5=MTACHKPT.45   L6=NETDIR.45   L7=OCSCHKPT.45   L8=SYSCFG.45
                 L9=SYSDIR.45   L10=TREEDEF.45
     Reports:
         rep2=   Mailbox Report   rep9=   CCR Usage
         rep10= Port Usage   rep11= Sys Config
         rep12= Fax Requests
     Utility Commands:
         mime=   Convert mime   log=   Log file size
         au=   Add User   mscb=   Modify SysCfg Basic
         du=   Delete User   lc=   List Cabinets
         ac=   Add Cabinet   dc=   Delete Cabinet
         lf=   List Files in a Cabinet   af=   Add File
         df=   Delete File   dmbx=   Delete msgs
         lmbx=   List the contents of a Mailbox omaud= Do an om audit
         ombox= Display oms for a mailbox   shutdownnvm= Stop Voice Mail
         debug= View and change debug flags
         listoptions = list installed options
         modifyminmsglen = modify minimum call answering message length

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        ToggleOneButtonPage
    Network Troubleshooting:
        netcfg = network configuration info useful for vpim field support
        gethostbyname = find IP address from hostname
        gethostbyaddr = find hostname from IP address
    To quit, Press 'q'.

6) At the NvmUtil "Command?" prompt, type "togglexpressmsgline"
7) Enter the mailbox number for which the express messaging line is to be Fax
Only.
8) Verify that NvmUtil shows the following:
Command?togglexpressmsgline
->Toggle Express Messaging Line for:
Mailbox Id?243
Mailbox 243's Express Messaging Line is now fax only.
Command?
9) Press "q" to exit
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Included Patches:

* BCM_360.045 - BCM 3.6 Apache Configuration Update
* BCM_360.075 - BCM 3.6 SRG 36.10.11.51
* BCM_360.079 - BCM 3.6 SDL Driver Debug Patch
* BCM_360.084 - BCM 3.6 Security Update for Microsoft Windows
* BCM_360.090 - BCM 3.6 802.11 set support
* BCM_360.096 - BCM 3.6 CDR Push/Pull Upgrade Fix
* BCM_360.121 - BCM 3.6 Voice CTI 3.6 30.04.1
* BCM_360.131 - BCM 3.6 IVR Patch
* BCM_360.132 - BCM 3.6 QoS version 3.6.0.18
* BCM_360.140 - BCM 3.6 UTPS version 37.170.60.12
* BCM_360.142 - BCM 3.6 Phase II Set FW v. D4B Update
* BCM_360.169 - BCM 3.6 SSM v. 37.2.4c.11
* BCM_360.174 - BCM 3.6 IPView SoftBoard v.2.0.008
* BCM_360.180 - BCM 3.6 Security Update for Microsoft Windows
* BCM_360.183 - BCM 3.6 T.38 Interoperability Patch
* BCM_360.184 - BCM 3.6 Unified Manager Patch
* BCM_360.185 - BCM 3.6 Call Detail Recording Upgrade
* BCM_360.187 - BCM 3.6 IPSecIKE Update
* BCM_360.198 - BCM 3.6 WAN Driver Update
* BCM_360.199 - BCM 3.6 Maintenance Page Update
* BCM_360.203 - BCM 3.6 CTE 3.6 2.20B Update
* BCM_360.206 - BCM 3.6 Alarm Monitor Update
* BCM_360.207 - BCM 3.6 Security Update for Microsoft Windows
* BCM_360.210 - BCM 3.6 FEPS v. 37.150.0.33 Patch
* BCM_360.212 - BCM 3.6 Voice MSC Service and Driver Update
* BCM_360.216 - BCM 3.6 Default FTP-Root Folder Reset
* BCM_360.224 - BCM 3.6 Reporting for Call Center Client 2.1.051
* BCM_360.227 - BCM 3.6 MSC Core wi06.17 Update
* BCM_360.228 - BCM 3.6 Security Update for Microsoft Windows
* BCM_360.229 - BCM 3.6 NRU Update
* BCM_360.232 - BCM 3.6 Voicemail 36.00.78.22 Update

Indivdual Release Notes:

BCM_360.045 - BCM 3.6 Apache Configuration Update

    Applicable Platform: BCM 3.6
    Recommendation: Non-critical
    Component and Version: Apache
    Dependencies: None
    Description:
    1. Replace the httpd.conf with the new one
    2. Re-start the apache service.
    The following issues are addressed:
    1. In UM, the browsing log directory link is broken.

BCM_360.075 - BCM 3.6 SRG 36.10.11.51

    Description: This patch is required to enable an SRG 1.0 system to
    interoperate with the S1000 Rls 4.0 Geographic Redundancy feature.
    Applicable Platform: BCM 3.6
    Recommendation: N/A
    Component and Version: SRG 36.10.11.51
    Dependencies: None
    The following issues are addressed:
    * Q00995699: SRG requires TPS Poll timeout to properly work with GR.

BCM_360.079 - BCM 3.6 SDL Driver Debug Patch

    Applicable Platform: BCM 3.6
    Recommendation: Critical (for SDL Debugging)
    Component and Version: DrvDbgDisp.exe
    Description: When attempting to display debug logging for SDL the error
    "Page cannot be found" is seen.
    The following issues are addressed:
    * Q00995784: Cannot Debug SDL on 3.6

BCM_360.084 - BCM 3.6 Security Update for Microsoft Windows

    Applicable Platform: BCM 3.6
    Recommendation:
    Component & Version: MS04-011
    Dependencies: None
    Description: Security Update for Microsoft Windows (835732)
    This is a cumulative patch addressing several newly-discovered Microsoft
    Windows vulnerabilities.
    An attacker who successfully exploited the most severe of these
    vulnerabilities could take complete control of an affected system,
    including installing programs; viewing, changing, or deleting data; or
    creating new accounts that have full privileges.
    This patch also contains an update to BCM software in order to establish
    compatibility between the fixes in MS04-011 and existing drivers on BCM
    200/400 platforms.

BCM_360.090 - BCM 3.6 802.11 set support

    Description:
    The patch adds support for 802.11 sets.

In order to support I2210/I2211 sets in DHCP mode two parameters are added under UM>>Services>>DHCP>>DHCP Global Options. UTPS and UM have been modified to recognize the I2210/I2211 sets
CRs fixed:
Q00902671: EMS does not handle IP set details correctly for spectralink sets
Software components changed:
* UTPS.exe
* iptelephony.dll
* utils.dll
* tcpiputils.dll
* dhcpsubsys.dll
* webmenu.cfg
* subsys.cfg
* mspstrings.dll
* EMSManager.exe

BCM_360.096 – BCM 3.6 CDR Push/Pull Upgrade Fix

Applicable Platform: BCM 3.6 GA
Recommendation: Critical
Component and Version: CDR
Dependencies: None
Description:
The following issues are addressed:
* Q00948196 – Fixes the failed CDR Push/Pull functionality after the BCM 3.6 Upgrade process.

BCM_360.121 – BCM 3.6 Voice CTI 3.6 30.04.1

Applicable Platform: BCM 3.6
Recommendation: Critical
Component and Version: 3.6 – Voice CTI 3.6 30.04.1
Description:
This patch prevents toll bypass as described in the CR Q00943868. It limits the calls transferred by voice port members (VM Auto-Attendant) to internal extensions and private trunks.

BCM_360.131 – BCM 3.6 IVR Patch
This patch includes the following IVR updates: mps1.0.1.51, mps1.0.1.52, globl2.0.1.43, hostp1.0.1.6 and hostp1.0.1.7
Patch ID: mps1.0.1.51
Synopsis: ANI/DNIS not propogated to the application.
Symptom Description:
Applications are unable to obtain ANI/DNIS.
CRs Resolved:
* Q00950753: Multiple upgrade issues after upgrading BCM from 3.5 to 3.6.
Patch ID: globl2.0.1.43
CRs Resolved:
* Q00734287 IVR application crashes due to memory leak in psched.
* Q00787523 perisvc changes to support multiple service dependecies.
Patch ID: mps1.0.1.52
Synopsis:
BCM upgrades loose some configuration/data files.
Symptom Description:
During upgrades config/data files are lost and causes system to function improperly.

CRs fixed with this patch:
* Q01005093: Upgrade from BCM 3.0 to 3.6 removed vasdblist.
Patch ID: hostp1.0.1.6
Synopsis:
Host Protocols (vpstn3270) fails to get license on startup for BCM IVR.
CRs fixed with this patch:
* Q00787523 - On BCM ivr, Even though valid licenses are available, host
protocols fails to get license and goes to demo mode.
Patch ID: hostp1.0.1.7
Synopsis:
Host Fail Problem on VPSTN3270 on MPS100
CRs fixed with this patch:
* Q00866146 – Bad parameter when attempting to disconnect from the host

BCM_360.132 – BCM 3.6 QoS version 3.6.0.18

        Description:
        BCM 3.6 QoS 3.6.0.18
        Problem
        * Bluescreen occurs after installation of BCM 3.6 Patch #1. They occur
        within ntoskrnl.exe, but stop after removing patch.
        * Need an additional check for the SDL WAN interface.
        Solution
        * There was a mismatch between the sizes of the buffer passed from Unified
        Manager to the mspQoS driver. This resulted in writing to memory that did
        not belong to the driver, hence the vagueness of the bluescreen.
        * When more than 2 segments are detected for an H.225 message, send a TCP
        ACK back up the stack. This fools the sender into sending more segments of
        the message. We also fixed the timeout mechanism for old H.225 held buffer
        entries.
        BCM 3.6 QoS 3.6.0.12 to 3.6.0.16
        Problem
        * Note: NAT rules should be applied to the ISDN interface that is taking
        over when the WAN connection fails when SNMP management to a specific IP
        address is needed.
        * If H.225 packets are segmented into three or more packets, the call will
        not go through.
        * BCM DHCP Relay does not relay DHCP Offer from Win2k server to Win98
        client.
        * During an H.323 vulnerability test suite, an issue was found with
        mspqos.sys which caused a bluescreen. MspQoS event message 4045 appears in
        log.
        * When Allow Access Network is set to NO, BCM does not block IP traffic
        coming over
        ISDN link and going to machines connected to BCM LAN/WAN.
        * SIP Client connecting through a BCM to an MCS5100 does not work. This
        was caused by incorrectly modifying part of the UDP packet.
        * During file transfer through the Firewall, eventually the transfer would
        stop.
        This was caused by the TCP window value being adjusted and then the amount
        of data in the packet would go over the new window size.
        * The mspQoS driver crashed in one of the SIP parser routines when the one
        of the fields in a SIP packet passing through the BCM was zero.
        * SIP packets passing through the BCM are causing large numbers of event
        log messages to be generated. This was caused by not understanding certain
        SIP messages that passed through the BCM.

* Needed to be able to manage SNMP on the BCM using a specified interface IP address. This is because the system will assign the IP address of the interface where the packet will be sent out of. In certain instances behind firewalls, it is desirable to set this to use only one of the interface addresses.
Solution
* Special flag was added to NAT rules when ISDN connection came up.
* Replaced request for user class info in DHCP discover/request message with IP default Time to Live.
* The bluescreen was caused by not validating a pointer.
* Buffer used for segmented signaling messages wasn't big enough. Increased the size of the buffer.
* Added code for dropping IP traffic arriving on ISDN link and going out of LAN/WAN interface when Allow Network Access is set to NO.
* The driver no longer incorrectly modifies the SIP UDP packet.
* The window values stored in the Firewall state are now the maximum values negotiated over the entire TCP session.
* Code has been added which checks to see if the field in the SIP packet is null.
* Added a check for unknown but valid SIP messages.
* Modified NAT to be able to put the IP address of any of the interfaces in the
Public field and the IP address of this NAT interface in the Private field.
CRs Resolved:
* BCM 3.6 QoS 3.6.0.18
o Q00972313: BCM Blue screens
o Q00705861: Three Segment Problem
* BCM 3.6 QoS 3.6.0.12 to 3.6.0.16
o Q00999404: NAT is not working with ISDN backup connection
o Q00979221: SRG not passing DHCP to Win98
o Q00982228: Newer H.323 PROTOS test suite causes QoS to fail and BCM restart
o Q00997606: H225 Messaging error on SRG
o Q00967319: Allow Network Access Feature
o Q00889038: MCS5100 softphone does not work in B2B from BCM 3.6
o Q00728493: BCM - Firewall Rule Problem
o Q00897115: Blue screen when SIP traffic from MCP Client to MCS5100 is routed through the BCM
o Q00900551: mspQoS SIP error logged in NT Event Log for every SIP message passing through BCM
o Q00834761: Need to be able to manage BCM from specified IP address
Software components changed: * mspQoS.sys

BCM_360.140 - BCM 3.6 UTPS version 37.170.60.12

CRs Resolved:
* Q01025626 - lowered transmit by 3db for phase 2 sets to reduce echo
* No associated CR - increased f/w download time-out to 2.5 minutes to allow for terminals that are slow to reconnect.

BCM_360.142 - BCM 3.6 Phase II Set FW v. D4B Update

CRs Resolved:
* Q00944566 Fix on DHCP/VLAN
* Q01024821 Speakerphone/Handsfree is unusable on IP Set
Other Changes:
Miscellaneous new selftest from wistron to include flash lock sector test

Miscellaneous RUDP fix possible packet drop when the packet arrives out of order

BCM_360.169 - BCM 3.6 SSM v. 37.2.4c.11

CR Resolved:
* Q01088216 - The chassis fan led may turn red and incorrectly indicate that the fan has failed.

BCM_360.174 - BCM 3.6 IPView SoftBoard v.2.0.008

The following issues are addressed:
* BCM 3.6 IPView SoftBoard v.2.0.008
o Q01088786: RCC 2.1.047 / Whenever QT is greater than 1000, digits which are zero are not always displayed correctly, i.e. 1089 is displayed as 1,89, and 3001 is displayed as 3,1.
* BCM 3.6 IPView SoftBoard v.2.0.007
o Q00880351-01: IPview:Need the ability to choose what network card it uses - sw fix.
* In the Echoing tab the user can now choose the IP Address to use a drop down menu.
Help About dialog box shows the IP Address that ipView is listening on. (Before it used to show the first one it found.)

BCM_360.180 - BCM 3.6 Security Update for Microsoft Windows

This BCM patch addresses the vulnerability described in Microsoft Security Bulletin MS05-019, Vulnerabilities in TCP/IP Could Allow Remote Code Execution and Denial of Service (Article 893066). An attacker who successfully exploited the most severe of these vulnerabilities could take control of an affected system or cause the affected system to stop responding. There is no workaround that addresses all the vulnerabilities.

BCM_360.183 - BCM 3.6 T.38 Interoperability Patch

A number of T.38 issues have been resolved in this release, as described below:
A. Initial fax protocol negotiation failure due to the timing of T38 task creation:
(Post BCM 3.6)
Problem Description:
If the T38 Task does not receive the entire first burst of fax negotiations from the answering fax machine, then a CRP (Command Repeat) signal was sent to the originating fax, causing some fax machines to hang-up.
Solution:
If no other V21 signaling has been sent to the originating/answering fax machine, then T38 will not send a CRP, but instead just end the signal and await another burst of negotiation.
Also, the T.38 task will ignore incoming packets until the appropriate "Preamble" packet is received to indicate the proper start of a negotiation burst.
B. Answering Fax does not respond to first EOP (End of Page) message: (Post BCM 3.6)
Problem Description:
If an answering fax does not reply to the first EOP (End of Procedure) message, the

T.38 Task could enter a state in which no further fax communications could take place in the T.38 session.
Without confirming the EOP, the fax machines would indicate a transmission failure.
Solution:
During EOP reception, the T.38 task will no longer enter a state where it will block further fax signaling.
C. Transmit speed is not acquired by T.38 Task (Post BCM 3.7 Beta)
Problem Description:
Some fax machines send very short DCS messages to indicate the transmit speed that the transmitting fax is about to send. Due to a race condition within the T.38 Task, this speed was not received properly and would cause the fax session to fail. In this scenario, ALL fax transmission attempts from that specific fax machine (over T.38) would FAIL. (This is a fairly rare situation).
Solution:
The transmit speed will be acquired by the T.38 Task earlier in the process to avoid the race condition.
D. V.34 to V.34 fax attempts over T.38 are frequently failing (Post BCM 3.7 Beta)
Problem Description:
V.34 to V.34 fax machines use a different negotiation protocol than is supported by T.38. Upon failing to negotiate at the faster speeds, these fax machines should back off to V.21 negotiations.
Some fax machines would back off to V.21 properly, but then recognize the V.34 capabilities of each other and attempt V.34 negotiations once again. This causes frequent failure of fax transmission of these types of calls over T.38.
Solution:
There is a V.8 bit in the V.21 negotiations that indicated if the answering fax machine supports the faster speeds. Masking out this bit prevents the fax machines from trying to renegotiate V.34.
E. Misinterpreted Voice Call initiates T.38 Task (Post BCM 3.7 Beta)
        Problem Description:
If a CED (fax answer tone) is heard in a VoIP call (fax/modem overheard in the background, a switch to T.38 will be initiated.If fax signaling is detected while in T.38 mode (modem/fax speaker audible in the background), then the T.38 Task could receive bad data. This could cause the T.38 Task to get into a non-recoverable state.
Solution:
Specific fax identifiers will be checked for in the T.38 Task to ensure that a fax call is taking place. F. UDP Redundancy Control support added to DSP Firmware (Post BCM 3.7 Beta)
Problem Description:
The UDP redundancy was previously hard-coded to 2 in the DSP Firmware.
Solution:
The UDP Redundancy setting in Unified Manager is sent to the T.38 Task, and this value will now be used to control the T.38 redundancy transmitter (maximum of 2 frames).
G. UDP Redundancy in high-speed data causing multi-page faxes to fail.
Problem Description:
UDP Redundancy is used during high-speed data transmission (page data) from some gateways was causing BCM's T38 to stop transferring any T38 data causing the fax over T38 connection to fail.
Solution:

As this was never tested for, once the problem was known and reproduced, the BCM firmware was fixed to allow the larger packets (due to redundancy during high-speed data) to be accepted from the network.
CRs Resolved:
* Q00831314: BCM; Upgrade to 3.5, faxing stopped working
* Q01057041: BCM VMail not working & "No Resource" seen when Voicemail accessed
* Q00901572: BCM <-> BCM H.323 T.38 calls are failing over NAT
* Q01105648: BCM - Long T.38 fax calls BCM to PSTN fail

BCM_360.184 - BCM 3.6 Unified Manager Patch

Applicable Platform: BCM 3.6
Recommendation: Critical
Component and Version: BCM3.6 GA
Dependencies: None
The following issues are addressed:
* Q00907581 - BCM 3.5 does not show all the remote gateways programmed.
(Only 25 of them)
* Q00881489 - "Incremental Payload Size" control is missing in unified manager
* Q00944339 - LAN1 and 2 goes down after restarting the router with patch
* Q00944340 - LED's keep on Blinking after applying patch
* Q00956906 - ISDN Link doesn't establish after applying the patch
* Q00935053 - BCM crashes when multiple connections on same Callback user
* Q00934446 - RAS Callback not working correctly
* Q01103195 - G729 Payload displayed as 0ms after CP2 applied

BCM_360.185 - BCM 3.6 Call Detail Recording Upgrade

The patch upgrades the Call Detail Recording service on BCM 3.6
CRs Resolved:
* Q01085046 – When using account codes, if someone inputs an account code during a call, then all other current calls get that same account code.
* Q01085230 - CDR records may show more than one account code per call.
* Q01079061 – When two agents, simultaneously enter an Activity Code following Feature 900, the agent's SET who entered the Activity Code last, gets locked up.

BCM_360.187 - BCM 3.6 IPSecIKE Update

Problem Description
1. If there are multiple IPSec tunnels from one interface and the remote side of one of the IPSec tunnels stops responding, IPSecIKE restarts the interface which brings down all of the IPSec tunnels on this interface.
Solution Description
1. IPSecIKE service should not restart the interface,it should simply delete the IPSec tunnel that's remote side is not responding.
List of CRs Resolved
* Q01112914: BCM 3.6 WAN circuit disc. IPsec , VPN session resets.
* Previous fixes
o Q00970868: BCM does not send Initial Contact Payload prior to creating a new BOT.
o Q01076334: Contivity 5.x VPN client not Supported on BCM
Software components changed
There is 1 file included in this change
* IPSecIKE.exe 3.6.0.6

Applicable BCM releases and affected profiles
        * BCM 3.6, All Profiles

BCM_360.198 - BCM 3.6 WAN Driver Update

        Patch Description:
        The purpose of this patch is to update the current WAN Driver present on
        BCM 3.6 systems.
        CR's Resolved:
        * Q01090459: BCM 3.6:WAN Recovery
        Previously Resolved:
        * Q00888200: IP routing slows down over time, reboot restores

BCM_360.199 - BCM 3.6 Maintenance Page Update

        Patch: Weekly Scheduled Restart not working
        Applicable Platform: BCM 3.6
        Recommendation: Non-critical
        Component and Version: Voice Platform - MaintBody.php
        Dependencies: None
        Description: Fixes the issue with weekly scheduled restart. Please refer
        to Q01142938: BCM400v3.6

BCM_360.203 - BCM 3.6 CTE 3.6 2.20B Update

        Patch: CTE patch to properly report on DNIS and CLID for auto call
        information
        Applicable Platform: BCM 3.6
        Recommendation: Non-Critical
        Component and Version: CTE 3.6 2.20B
        Dependencies: This is a cumulative patch containing all previous CTE and
        TSP changes
        Description: Proper reporting on DNIS and CLID for auto call information
        The following issues are addressed:
        1. Q01001775 - DNIS changes
        2. Q01032381 - lineMakeCall race condition fixed
        In patch 2.10:
        Enhancement: Added new Cte Application that runs as a service on the BCM
        (Hunt Group Metrics Reporter) that collects HG metrics and places the
        output in the CDR datafile directory.

BCM_360.206 - BCM 3.6 Alarm Monitor Update

        This patch updates the Voice Software Alarm Monitor so that Core Telephony
        logevent 135 is reported in the NT Event Application Log.

BCM_360.207 - BCM 3.6 Security Update for Microsoft Windows

        This BCM patch addresses the vulnerability described in Microsoft Security
        Bulletin MS05-027, Vulnerability in Server Message Block Could Allow
        Remote CodeExecution (KB article 896422). A remote code execution
        vulnerability exists in Server Message Block (SMB) that could allow an
        attacker who successfully exploited this vulnerability to take complete
        control of the affected system. A workaround to not enable any drive
        shares.

BCM_360.210 - BCM 3.6 FEPS v. 37.150.0.33 Patch

CRs Resolved:
* Q01095627, VoIP Call Drop when a switch from Primary to Backup
GateKeeper occurs
Description: Upon taking the primary gatekeeper out of service (OOS) via
the CS1K gatekeeper element manager, the gatekeeper would send the VoIP
Gateway an UnregisterRequest which would trigger the VoIP Gateway into
dropping all active calls.
Resolution: Upon getting an UnregisterRequest from a gatekeeper, only drop
all active calls if in GatekeeperRouted mode. If using GatekeeperResolved
mode, all active calls should not be affected.
* Q01011670, SN07Plus: H323 GK to GK T38 interop: Bcm t38 fax calls fail.
Problem: The SNO7 GW upon determining that it wished to switch from a
voice to T.38 call, would dynamically update its TerminalCapabilitySet
(TCS) to include T.38 (original TCS did not include T.38), and resend this
to the BCM, immediately followed by a RequestMode(T.38). The receipt of an
updated TCS by the VoIP Gateway would trigger it into a RecvdNewCaps state
in which it expected to exchangeMasterSlaveDetermination messages with the
other H323 endpoint, and would reject the RequestMode while in this state.
Hence the T.38 fax call would fail.
Resolution: Instead of rejecting, to buffer RequestMode(T.38) messages
while the VoIP Gateway is in a RecvdNewCaps state, until
MasterSlaveDetermination exchange had completed, and the VoIP Gateway is
again ready to handle the RequestMode.
* Q01121345, VoIP trunk lock up on incorrect release scenario.
Problem: Depending on call scenario, FEPS expects two release messages and
only one is sent.Causes a VoIP trunk to lock up waiting for a final
release message.
Resolution: State machine changes made to FEPS. Corresponding changes
were also made in the Core.

BCM_360.212 - BCM 3.6 Voice MSC Service and Driver Update

        The following CRs are resolved:
        * Q01139597 - BCM 400 3.6 Voicemail not accessible
        * Q01160314 - BCM System Crash when power is dropped from 110v to 90v

BCM_360.216 - BCM 3.6 Default FTP-Root Folder Reset

        Applicable Platform: BCM 3.6
        Recommendation: Non-critical
        Component and Version: none
        Dependencies: None
        Description:
        The following issues are addressed:
        * Q01095645 - Default FTP Root folder stays at E:\ after upgrade/patch
        which affects NCM,CDR.(Default FTP root folder should be E:\ftproot)

BCM_360.224 - BCM 3.6 Reporting for Call Center Client 2.1.051

        Patch: RCC 2.1.051
        Applicable Platform: BCM 3.6
        Recommendation: CC/VM Build VM_36_00_61_22 or higher MUST be used with
        this patch (and any RCC builds greater than 2.1.042).
        Component and Version: Version 2.1.051
        Dependencies: This patch requires CC/VM Build VM_36_00_61_22 or higher.
        NOTE: For existing installations:

1. In Add/Remove Programs uninstall Reporting for Call Center.
2. DO NOT uninstall Java or MySQL.
3. Run the Reporting for Call Center install.
CRs Resolved:
* BCM 3.6 Reporting for Call Center Client 2.1.051
o Q01125326-01 BCM 3.6 RCC Script time out for certain reports
o Q01145323-01 BCM 3.6 RCC Daily Scheduled Reportd Inaccuracies
o Q01122383 TGS: RCC hammers the BCM if it gets invalid XML
o Q01116576-01 CP 150 RCC Print reports not working properly a4 issue
o Q01152160 RCC Build 50: Unable to run a Answered Call report for more than one month
o Q01171722 BCM 3.6 Can't open several bi-monthly reports for large database
* BCM 3.6 Reporting for Call Center Client 2.1. 039 to 2.1.050
o Q01078407 RCC: need to accommodate for change in RealTime xml Schema to get the OD from CC
o Q01087274 MMCC: No happy face for text chat in RT (RCC Fix)
o Q01076535 BCM 3.6: RCC Session Disconnects
o Q01077923-01 RCC Installer still runs after old RCC is still installed
o Q01077534 RCC: IP Wallboards lose Connectivity overnight
o Q01058244 Field Performance: Georgetown, ON - BCM 3.6 - RCC wallboard errors
o Q01043008 TGS: Help file translations do not correspond to the menu options items
o Q01092601 Outgoing calls and VM calls not showing proper status in RCC
o Q01085154 BCM 3.6: Call Profile report doesn't show the skillset name
o Q01079021 wallboard displays 0 AI despite agents are on calls
o Q01088786 RCC 2.1.047 / Whenever QT is greater than 1000, digits which are zero are not always displayed correctly, i.e. 1089 is displayed as 1,89, and 3001 is displayed as 3,1.
o Q01073510 TGS: Schedule Weekly Reports Not Printing
o Q01075053 TGS: Install of Build 46 gives ActiveX error for PrintSchedules in log files
o Q01028950 BCM 400/3.6 IPView Clients are not receiving any data
o Q01045977 TGS: Spelling error for Country Name in main Menu
o Q01041866 TGS: Print Schedules will not save a report titled with an apostrophe
o Q01036662-01 MMCC: BCM - RCC shows incorrect info for MMCC calls
o Q01045488-01 TGS: Schedule daily report printed for wrong day selected
o Q00873144 /36BETA/RCC Build 28 German reports, incomplete headlines
o Q01033000-01 BCM 3.6 Report: Call Abandoned reports mismatch
o Q01046189 outgoing calls daily (OD) parameter on wallboard
o Q00959173 Wallboard buzzer went off for no reason.
o Q00999700-02 TGS: New reports missing translation (BCM 3.6/3.7/CP 3.0)
o Q01012651-04 BCM 3.6 RCC Build 42 not pegging abandoned call when skillset calls are transfer
o Q00873144 36BETA/RCC Build 28 German reports, incomplete headlines
o Q00873144 RCC New translations for missing help text and logging pages
o Q00791457-02: TGS:MSDETime Bins - modify totals row
o Q00996377: BCM 3.6 RCC problems
o Q00959173: WALLBOARD BUZZER WENT OFF FOR NO REASON.
o Q00929393: TGS:Internal Security Problem
o Q00929393-01: TGS:Internal Security Problem - Skillset Assignment
o Q00929393-02: TGS:Internal Security Problem - Various Exploits
o Q00858971: TGS: RT Summary window only gives Call Summary button
o Q00928677: Print Caller shows as "Not Responding" in Task Manager

o Q00935653: TGS: Call Average Report is incorrect for Total Average Time to Abandon
o Q00935689: TGS: Unable to display the Call Profile Report for build 40
o Q00935689-01: TGS: Unable to print Scheduled Call Profile Report for build 40
o Q00927660: TGS: Remove comma at the end of skillset list in report
o Q00894622: TGS:Error Page displays incorrect info for Wallboard name with apostrophe
o Q00864109: TGS: Held Call ABDN peg does not appear in 2 of the 3 activity code reports
o Q00873244: TGS: You can delete a message even if it's assigned to an alarm or schedule.
o Q00894552: TGS: Every 20 secs Connect status real time changes from green to red then back
o Q00908407: BCM 3.6 Beta- RCC CRASHED
o Q00910087: TGS: Incorrect error msg when using invalid character at login
o Q00934672: TGS: Cannot delete a message that is not assigned to an alarm or a schedule
o Q00927786: TGS: RT Agent Detail - Status is Null
o Q00937504: TGS: Average time to answer in the Summary Report is incorrect
o Q00937510: TGS: Average time to Abandon in the Summary Report is incorrect
o Q00960082: TGS: Adding 1 sec to request from time can cause it to be > than end time
o Q00952361: TGS:Realtime multi SS agent F905 error
o Q00762353: TGS: Crystal Reports : Multiple reports from same Crystal Reports window
o Q00769601: TGS: Report mouseovers should be removed
o Q00958039-01: BCM3.6, RCC Build 41 - Wallboard incorrectly shows calls in queue - RCC
o Q00897110: TGS: Install Shield : Repair option fails and causes RCC to break
o Q00935689: TGS: Unable to display the Call Profile Report for build 40
o Q00935689-01: TGS: Unable to print Scheduled Call Profile Report for build 40
o Q00946866: TGS: Agts logged into multi skillsets do not show up in all ss for agt Reports
o Q00900072: TGS: Agent Audit Report does not display the Agent logout time
o Q00897110: TGS: Install Shield : Repair option fails and causes RCC to break
o Q00911888: TGS: Wallboard driver - high CPU usage
o Q00914371: BCM 3.6 2.2b RCC 38 Server is running almost 98% CPU usage due to IPView wallboard
o Q00872840-01: CC: Monitoring time resets to zero when pressing JOIN or Mute or OBSV (F905)
o Q00872840-02: TGS: Monitor Time reset to zero if super accepts help request
o Q00886993-01: TGS: Skillset names on report headers instead of SS Id on all scheduled reports
o Q00889608: TGS: RT: State time counters for multiple calls are I naccurate
o Q00891308: After Connection to BCM RCC Web Host went to 100% CPU
o Q00892615: TGS: Connection status did not turn red when IIS service was shut down

o Q00897565: TGS: GoS Defaults to 0% in RT Summary Report, & RT Call Detail
o Q00897569: TGS: Skillset names run off the end of the page for historical reports
o Q00898166: Realtime summary not showing supervised calls
o Q00903446: BCM 3.6 Beta - Agents in multi-skillsets does not alarm
o Q00874253-01: RCC Proxy Server - SUOG Troubleshooting Tips
o Q00856888-01: TGS: GoS formula changed, requires an update to documentation
o Q00904711: TGS: Request for more shadowing for the grayed out parameter description
o Q00900705: TGS: Agent selection field for Agent Audit Report is improperly labeled
o Q00864576: TGS: SS names are being cutoff in the Schedule Print Reports
o Q00864599: TGS: Agent Audit Report data is not centered under the headings
o Q00879608: TGS: Scheduled Act Code Reports Not show system pegs
o Q00885127: TGS: Time bin column labels are not lining up in Ans and Abd reports
o Q00889631: TGS: Reporting for Call Center - Download Status window acts strangely
o Q00895528: TGS: Scheduled reports only list current Agents and Pegs
o Q00894375: TGS: Large data requests cause historical reports to generate errors
o Q00898710: TGS: print schedule unanswered help request
o Q00898710-01: TGS: print schedule help request report error
o Q00871513-02: TGS: Change Agent Capacity Report title from Total to Grouping Schedule Reports
o Q00899754: TGS: Always Eng if a user accesses RCC via http://[webhost]/rcc/main/login.asp
o Q00904695: TGS: Six parameters for S/W WB should not displayed when Title selected
o Q00911887: TGS: printcaller using high memory
o Q00915152: BCM 3.6 Beta- Wrong pop-up window in Skillset Activity Code report
o Q00902591: Users group is not valid in German version (RCC does not install on non-English OS)
o Q00899040: Wallboard Driver consuming memory

BCM_360.227 - BCM 3.6 MSC Core wi06.17 Update

Patch Description:
The purpose of this patch is to apply a new core image to the BCM 3.6 system.
This release was built on August 10, 2005.
CR Resolved:
* MSC Core wi06.17
* Q00971020 No sequence checking for unrecognized IEs
* Q01087165 Update UI-Frame handling
* Q01121305 Allow receipt of STATUS msg after 911 call to 5ESS switch
* Q01179729 Loss of Forceauto/spd dial over ic/conf functionality
* Q01101726 Fix for Q01101726 (Cannot call out on idle channel)
* Q01165773 Add MCDN Progress Indicator to the CONNECT message
* Q01026566 Update PRI Makefile to allow creation of D64 files
* Q00971043 Missing Channel ID in RESTART message exception handler
* Q00884059 Support for logging Logevent 310 when sending or receiving STATUS

* Q01033464 Ignore unrecognized IEs in sequence checking
* Q01121305 Allow receipt of STATUS msg after 911 call to 5ESS switch
* MSC Core wi06.00 to wi06.16
* Q01155829 Link Transfer drops when Supervised
* Q01106980 BCM rebooting
* Q01028145 Unable to send digits from slave when master puts Conference on
* Q01150579 Voice Path Lost When Held Conference Created
* Q01142073 BCM3.6 400 VoIP trunks dropping
* Q00992293 BCM fails to provide appropriate call treatment during busy/vaca
* Q01113767 BCM 1000, 3.6: Call Logs not showing Ca
* Increase DS30_TX_UQUEUE QUEUE_SIZE to 60
* Includes the new busy tone library
* DTMF and FSK CLID fix for Taiwan
* Q01010005 Taiwan Busy tone detection.
* F4839 Poland MP port to BCM 3.6
* Q01103606 BCM 400 3.5 Randomly Rebooting
* Q01113443 BCM 3.6 Huntgroup overflow rings solid switch to DTD servers, old syntax.
* Q01121305 Add support for AT&T Call Queued cause value on BRI trunks
* Q10394937 To resolve the expiration of T310 issue
* Q01121305 Add support for AT&T Call Queued cause value on PRI trunks
* Q01111855 Creating tones file for Spain
* Q01126447 UK GATM driver: Need to change RZ bit to support Algo dongle
* Q01122824 Telset Doesn't Display the Prefix 0 of the CLID.
* Q01107778: Needs upgrade from BCM3.0 to BCM3.6 for T7316E sets
* Q00992293: BCM fails to provide appropriate call treatment during busy/vacan
* Q01087386: BCM36 speakerphone and handset active
* Q00970904: DPNSS call cut-off's
* No Number ConferIII CR Fix and 1KHz tone CR fix
* Q01024914: IP Page Delay Feature Enhancement Q01024914
* Hunt group DN's not ringing
* Q01018341: BCM Crosstalk on IP Phones
* Q00869882: Transfer to External Autodialer Drops Call
* Q01045609: Transfer to External Autodialer Drops Call
* Q00992293: BCM fails to provide appropriate call treatment during busy
* Q01036100: Originate Privacy doesn't properly send Release FUMP under Reject
* Q01048696: Move Line Fails When Swapping Line or HG keys on CAP or KIM
* Q01036111: Fump Translator Fix
* Q00931160: One way speech path between 2 ISDN terminals connected via a T1
* block nvram id's for IP page delay feature 0000000000
* Q01035344: Hidden Calls should not be allowed to be put on auto-hold.
* Q00931157: Modify T1 EAM state machine for JTIC T1 EAM link disconnect test
* Q01035765: core resets during silent monitor session
* Q01005820: MWI (lamp)status lost once BCM is Powered On/Off
* Q01028145: Unable to send digits from slave when master puts Conference on
* Q00923512: PRI202 message appears before notify message is sent by BCM
* Q01035344: Hidden Calls should not be allowed to be put on auto-hold
* Q00974036 - Poland Market option cannot be selected from UM
* Q00832363 - Silent Monitor : Call Does not release from Supervisor set after

* Q00987479 - M50: "Copy in Use" lockup
* Q00971830 - BCM 3.6 hunt group overflow
* Q00864456 - calls dropping on Timer Recovery
* Q00957346 - Pause duration in Poland MP is too short
* Q00880226 - PRI209 message is printed out each time a call is answered by
* Q00901554 - Porting - DAI does not allow for clearing the Hunt Group Metric
* Q00925630: UK CLID does not work in ASM8+
* Q00968360: Pulse dialing of Digit 1 has a conflict with Link (Flash) in Poland market
* Q00898869: Three way Conference introduces static and degraded voice quality for
CALA load
* Q00964733: False polarity reversal detection for the incoming calls.
* Q00964720: Release handshake is not happening properly. Event 263
* Q00895534: ASM8+ not supported in double density mode
* Q00975071: CLID and DS needs to be disabled in BCM 3.6.1 release in ASM8+ Australia profile
* Q00933352: One way speech path on externally forwarded I/C calls
* Q00929748: BRI issue: fallback to Prime CFWD to External Call is dropped/rejected
* Q00908910: BCM 3.5: Multiple customers: Programmed values change wh
* Q00908629: Q00908629 Load test: release trunk driver on path failure
* Q00934039: Cross talk issue
* Q00919551: Range Indexing Errors in Hunt Group Code
* Q00906477: BCM3.01/Hunt Group pick-up 0 calling/Phone Lockup/ Set tin/ [also
Q00881236 (P3/CSR)]
* Q00863025: Incoming DPNSS Embark calls fail
* Q00910620: Populate the Redirecting Number with the pub/priv digits
* Q00901481: No speech path after TRO in PRI to Voip tandem.
* Q00864395: Reset due to corruption of Timer Call Retention Timer
* Q00862133: Network Callback Timer Field missing in the UM in UK Profile
* Q00901714: Remove check for cause in tandem of PROGRESS message (Also Q00823209
[P3/AT])
* Q00910620: Allow the Redirecting Number to be sent to FEPS
CORE Version Codes:
* MSC Core wi06.17 (Build date: August 10, 2005)
o 30DcG17 - EE-ETQ-3.6 (T1)
o 30DdG17 - EE-ETQ-3.6 (E1-Europe)
o 30DeG17 - EE-ETQ-3.6 (E1-Global)
o 30DaG17 - EE-CT2P-3.6 (T1)
o 30DbG17 - EE-ETQ-3.6 (E1-CALA)

BCM_360.228 - BCM 3.6 Security Update for Microsoft Windows

    This BCM patch addresses the vulnerability described in Microsoft Security
    Bulletin MS05-039 "Vulnerability in Plug and Play Could Allow Remote Code
    Execution and Elevation of Privilege (KB Article 899588)" and MS05-040
    "Vulnerability in Telephony
Service Could Allow Remote Code Execution (KB Article 893756)". Either one
    of these vulnerabilities could allow an attacker, who successfully
    exploited one or both of these vulnerabilities, to take complete control
    of the affected system. An attacker could then install programs; view,
    change, or delete data; or create new accounts with full user rights.

BCM_360.229 - BCM 3.6 NRU Update

    This patch fixes a problem where Telephony OAM may become unavailable (without cause) and does not recover. It affects the Telephony sections of Unified Manager, the Telephony option in the BRU Utility, and the daily scheduled NCM import.
    CR Resolved: Q01135414

BCM_360.232 - BCM 3.6 Voicemail 36.00.78.22 Update

    * Q01105802- BCM - Multiple fax pages sent to internal fax machine.
    Plus all fixes in previous 3.6 core patches: List of patches
    VM_36_00_77_22
    * Q01084491-01 - Upg: Agt are prompted for ACs when upgrading from BCM 3.5
    * Q01150521-01 - RCC:Get latest Call Center data displays 'Cannot establish connection to CC'
    * Q01152492-01 - Server error in xml for one browser only call
    * Q01158768-01 - Final peg need to be done when agent presses RLS key to release call and F907
    36.00.64.22 to VM_36_00_76_22
    * Q01084491-01 - Upgrade: Agents are prompted for ACs when upgrading from BCM 3.5
    * Q01143802-01 - CCMIS: Voice portion of Phone and browser call not shown in RCC
    * Q01149449 - BCM 3.6 - RCC incorrect Agent Detail Real time
    * Q01085985-02 Call does not appear in XML when agent logs out during the call.
    * Q01095211 MMCC: Idle time duplicated for an Agent resulting in invalid Available time stats in Agent Profile report.
    * Q01095541 Voice Mail Hang Error seen on reboot: Event logger 7022 - Service Control Manager- "Voice Mail hung on Startup"
    * Q01108587 MMCC Transferred call shown in Realtime but not in reports
    * Q01111545-01 Voicemail message "Cannot continue" and "Exit" for all users
    * Q01112179 Call Center Connection Download stalls at 1% and never continues nor does it error out.
    * Q01116354 XML parsing error because of Invalid Characters in the XML CLID field
    * Q01105802 Multiple fax pages sent to internal fax machine
    * Q00873473 - TGS: realtime agent log out then in stats
    * Q01085273 - BCM400 IPview, reports incorrect
    * Q01075322-01 - One button Park and Page enhancement
    * Q01074053 - ccmis: XML Schema missing definitions
    * Q01025319 - RCC | Get Unknown Server Error viewing realtime stats
    * Q01046564 - CC: Errors in XML
    * Q01047077 - BCM 3.6 RCC Agent Audit Report incorrect
    * Q01064493-04 - ccmis: update xml schema to make DNInfo node a non-required item
    * Q01064493 - ccmis: update xml schema to make DNInfo node a non-required item
    * Q01065124 - TGS: upgrade to 1.1.30 causes HST to fail
    * Q01022327-03 - CP Outdial - Dialing Translation Table issue where dialable #'s cannot be used
    * Q01024497 - Skillsets that have a forced greeting are preventing other skillsets from distributing

* Q01012651-01 - BCM 3.6 RCC Build 42 not pegging abandoned call when skillset calls are transfer
* Q00877810-03 - Express Msg / FAX
* Q00887800-01 - Call Center Transfer to AA Routing not working as expected
* Q00893014 - BCM 3.6 RCC Build 28 stopped displaying Real Time Data
* Q00906146 - TGS;No display of answ'd CC calls on RT Call Summary and Call Detail
* Q00572075 - Request for Beep verses a Ringback tone given for forced answer calls in CC (beep tone shortened from 4 seconds to 2 seconds for UK profile).
* Q00903663 - TGS: F70 Transfer to VM dn reason shows incorrectly in RCC.
* Q00952740-01 CC:Upgrade from CC Basic to CC Prof when RCC key code applied fails
* Q00872840-04 CC: Agt Avail timer not reset to zero if gone into supervisor state
* Q00893014 West Virginia Tax: BCM 3.6 RCC Build 28 stopped displaying Real Time Data
* Q00903663 TGS: F70 Transfer to VM dn reason shows incorrectly in RCC.
* Q00906146 TGS;No display of answ'd CC calls on RT Call Summary and Call Detail
* Q00960780 RCC Build 41 Shows AGENTS STUCK ON OUTGOING CALLS
* Q00963636-01 CPL CCRS: supervision ends too soon
* Q00968198 BCM 3.6: Call Center Agent not prompted for Activity Code in 1 scenario
* Q00902175-02 - CC: Don't blow away Call Center Reporting Server Database with future patches
* Q00970662-02 - Support for Military A digit
* Q00981895-02 TGS: Calls are not being routed in the Call Center (with RCC Build 2.1.042 or higher)
* Q00944660-01 - Wrap time inconsistent with Call Transaction end time
* Q00980179 - TGS: No calls being shown in reports for F70, CF
* Q00993143-01 - When VPIM re-replying to a voice message the message doesn't go through.
* Q01006070 - CCRS: DB upgrade required

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Note: To print this information, copy the information displayed to Notepad.

Note: Some patches require the automated reboot of the BCM. If the patch require rebooting the BCM the patch should be applied during non-business hours or during scheduled system downtime.

BEFORE BEGINNING

Please close any open Unified Manager or Putty sessions.

The update will not be performed until certain information has been verified about the existing status of the BCM. This will include confirming the BCM software release, the available disk space, the MSC card and MS-PECs, and information from telephony services.
This information may be confirmed in advance without modifying the existing state of the BCM.

THE UPDATE

The BCM 3.6 Update may be performed as a One-Step Update or as a Two-Step Update.

One-Step Update

This method performs the Update in one step - once started, the update will continue until completion.
Use this method by selecting both "Transfer Update Files to BCM" and "Apply Update to BCM" from the options page after the BCM Patch Wizard has confirmed that the BCM is ready for the
BCM 3.6 Update.

The BCM may or may not be operational once the "Transfer Update Files to BCM" activity is complete and the "Apply Update to BCM" activity has started. Depending on the complexity, the Patch wizard may be programmed to perform automatic system reboots and service shutdowns. You can verify above if there are system reboots required.
Do not attempt to stop or interrupt the update once it has started - this will leave the BCM in an unusable state.

Two-Step Update

This method performs the BCM 3.6 Update in two steps.
The steps may be completed one directly after the other or with the second step completed days after the first.

Use this method by selecting "Transfer Update Files to BCM" from the options page after the
BCM Patch Wizard has confirmed that the BCM is ready for the BCM 3.6 Update.
The BCM will remain operational and unchanged throughout this activity.

When prepared to update the BCM, select "Apply Update to BCM" from the options page. Since it has already been performed, the "Transfer Update Files to BCM" activity will not be available.
Depending on the complexity, the Patch wizard may be programmed to perform automatic system reboots and service shutdowns. You can verify above if there are system reboots required.
The BCM may or may not be operational once the "Apply Update to BCM" activity has started.
Do not attempt to stop or interrupt the update once it has started - this will leave the BCM in an unusable state.

Performing the Two-Step Update allows for more accurate scheduling of the timeframe when the BCM will not be operational.