BCM 3.7 Cumulative Patch 1

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Date: February 3, 2006

Patch: BCM 3.7 Cumulative Patch 1

Applicable Platform: BCM 3.7

System Impact: This 108 Mb patch takes approximately 30 minutes to apply and initiates two reboots.

Description:
This is the first cumulative patch created for BCM 3.7. The purpose of the Cumulative Patch is to bring a BCM 3.7 up to the latest software 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 a more recent patch already applied to the system.

All patches are applied if required. There is no ability to individually select the components to be patched.

Recommendation: Non-critical

The Cumulative Patch contains many critical fixes in several software components. Nortel recommends it be installed on all new installs of BCM Release ID 3.7 and immediately after system upgrades from a previous software version to BCM 3.7.

WARNING 1:

If the RCC version contained in this cumulative patch is more recent than your current version please complete the following steps to update RCC.

1. In Add/Remove Programs uninstall Reporting For Call Center (RCC).
   DO NOT uninstall JAVA or MySQL.
2. Apply the Cumulative Patch.
3. Check nortel.com to see if there is a more recent version of Voicemail.
    Apply latest Voicemail patch.

4. Check nortel.com to see if there is a more recent version of RCC.
   Apply latest RCC patch.
5. Download and install RCC.

WARNING 2:

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.

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

Included Patches:
BCM_370.022 - BCM 3.7 Call Detail Recording Upgrade
BCM_370.031 - BCM 3.7 Reporting for Call Center Version 2.3.204 Update
BCM_370.032 - BCM 3.7 IPView SoftBoard v. 2.0.009
BCM_370.033 - BCM 3.7 Maintenance Page Update
BCM_370.039 - BCM 3.7 Microsoft MS05-027 Security Update
BCM_370.041 - BCM 3.7 Voice MSC Service Update
BCM_370.045 - BCM 3.7 IPSec Patch
BCM_370.060 - BCM 3.7 WAN Driver Update
BCM_370.061 - BCM 3.7 Security MS05-039 and MS05-040 Updates for Microsoft Windows
BCM_370.062 - BCM 3.7 NRU Update
BCM_370.070 - BCM 3.7 ECAN Doubletalk Patch

BCM_370.073 - BCM 3.7 FEPS v. 37.160.0.33 Patch
BCM_370.076 - BCM 3.7 Unified Manager Patch
BCM_370.079 - BCM 3.7 Voice CTE Update
BCM_370.098 - BCM 3.7 MSC Core wi07.07 Update
BCM_370.097 - BCM 3.7 BCM 3.7 Alarm Monitor (Not previously patched)
BCM_370.109 - BCM 3.7 Voicemail v. 37.00.95.22 (Not previously patched)

Individual Release Notes:

BCM_370.022 - BCM 3.7 Call Detail Recording 64.127
CRs Resolved:
Q01085046 If a user enters an account code, then all users currently on a call get the same account code.
Q01085230 CDR records 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_370.031 - BCM 3.7 Reporting for Call Center Version 2.3.204 Update
CRs Resolved:
Q01067661 Users lose Admin Rights with Language change.
Q01139951 Upgrade to Java 1.5 (Java 5) results in timeout for Report Stream
Q01143950 Agent Summary Not Ready state not reporting correctly
Q01144076 Daily prints schedules do not print
Q01125545 xml version updated from 1.1.1697.1 to 1.2.1697.1.
Q01092601-02 Outgoing calls and VM calls not showing proper status
Q01123007 On the Call Profile Report, if multiple skillsets are selected, then the last skillset in the graph has the same label (skillset number) as the second-last skillset.
Q00880819-01 MMCC: RT Call Detail resets MMCC calls to 0 for the day each hour
Q01122383-01 BCM CPU usage goes to 100% when RCC gets an XML error.
Q01085154-01 Call Profile report doesn't show the skillset name.
Q01087274-01 No happy face for text chats in RT.
Q01072188 Admin without wallboard access can assign wallboard access to another user.
Q00897567 Configured favorites appear properly throughout the application except on report configuration. When you try to run a report and see your favorite list there is no fine white line separating the favorites anymore.
Q01078407-01 Wallboard does not properly indicate Agent outgoing calls when Agents log in/out.
Q01089662-01 RCC live data not automatically start updating after BCM reboot.
Q01125326-02: When trying to pull Daily Scheduled Reports, receiving the following error: This page cannot be displayed. Active Server Pages, ASP 0113 . The maximum amount of time for a script to execute was exceeded.

BCM_370.032 - BCM 3.7 IPView SoftBoard v. 2.0.009
CR Resolved:
Q01077534 RCC: IP Wallboards lose Connectivity often.

BCM_370.033 - Maintenance Page Update
Component and Version: Voice Platform - MaintBody.php
CR Resolved:
Q01142938 Weekly Scheduled Restart not working. Day of the month chosen instead of day of the week.

BCM_370.039 - BCM 3.7 Microsoft MS05-027 Security Update KB896422
This BCM patch addresses the vulnerability described in Microsoft Security Bulletin MS05-027, Vulnerability in Server Message Block Could Allow Remote Code Execution (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_370.041 - BCM 3.7 Voice MSC Service Update
CRs resolved:
Q01139597 - Voice Mail down and cannot be started after a back up. Caused by a race condition when the DSP is being loaded that results in a hang of the Voice MSC Service. A reboot required to resolve the issue.
Q01160314 - Voice MSC Service process crashes when it receives and point to point message with an invalid TN.

BCM_370.045 - BCM 3.7 IPSec Patch
CR Resolved:
Q01112914 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. With this fix, the IPSecIKE service does not restart the interface; it simply deletes the IPSec tunnel that's remote side is not responding.

BCM_370.060 - BCM 3.7 WAN Driver Update
The purpose of this patch is to update the current WAN Driver present on BCM 3.7 systems.
CRs Resolved:
Q00888200: Resolves a WAN driver memory leak which caused IP routing to slow down over time. A reboot restores functionality temporarily.
Q01090459: If a BCM is connected via WAN interface to an ASN/ARN router and the ASN/ARN router is power cycled, the WAN interface on the BCM does not come back up until the BCM is rebooted.

BCM_370.061 - BCM 3.7 Security MS05-039 and MS05-040 Updates 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_370.062 - BCM 3.7 NRU Update
CR Resolved:
Q0113541: This fix resolves 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. A symptom of this issue occurs when accessing Unified Manager and selecting "Telephony Services": the following error msg is received, "Telephony Services are not available, please try later".

BCM_370.070 - BCM 3.7 ECAN Doubletalk Patch
This patch addresses problems with echo canceller performance including:
1) Excessive "Clipping" of the returned speech path, or
2) Continuously audible echo.
Echo canceller performance is highly dependent on the loss plan. There are several lossplan related CRs (Q01100714 Q00969258 Q00572724 Q01140577 Q01187986 Q01128198) which have lead to changes in the lossplan. The changes in the lossplan permit the ECAN's doubletalk detector to be relaxed, reducing the amount that the ECAN's NLP must mute the echo return path.
This patch also will help to improve the compatibility of T.38 (Fax over IP) with more fax machines. This patch widens the range of timing requirements to allow for interoperability with more fax machines.

BCM_370.073 - BCM 3.7 FEPS v. 37.160.0.33
CRs Resolved:
FEPS v. 37.160.0.3
Q01145202: One way voice path in VoIP trunk calls resulting from a race condition. Problem can occur when using previous FEPS versions 37.140.0.33, 37.140.0.33 and 37.150.0.33.
Q01211403: Calls to CS1K when h245 tunneling is enabled on both the CS1K and BCM may not progress and may be disconnected by the BCM. This problem depends on the CS1K configuration, but is a BCM problem.
Q01212372: When connection to a GK is lost but BCM does not realize it yet, and the BCM makes an outgoing trunk call, FEPS may crash.
FEPS v.37.150.0.33
Q01011670 T38 fax calls from CS2K to BCM fail.
Q01121345 Resolve timing issues resulting in low pass rate on case 3 load test.
FEPS v.37.140.0.33
Q01105644 On an incoming call that has CLIR the BCM still displays CLID on set.

FEPS v.37.130.0.33

Q01099819 BCM erroneously switches to backup gatekeeper '0.0.0.0' and then never switches back to primary.

Q01080871 CSE1K Interop; No stutter tone heard on BCM->Succession call when using Succession Authentication Code feature.

Q01084701 No User Busy reason displayed or tone heard when calling a BCM calling busy set.

Q01042953 No voice path on external call forward as a result of BCM sending an incorrect IP address in an OpenLogicalChannel message.

Q01038212 Tenor GW Interop: One way speech path as a result of BCM erroneously setting fastStartAck channel transport type to Multicast instead of Unicast type

Q01011670 SN07 Interop; BCM T.38 Calls fail with CS2K.

Q01006425 One way speech path, and call dropping in various call forward scenarios.

BCM_370.076 - BCM 3.7 Unified Manager Patch

CR Resolved:

Q01220182: 10.10.15.1 and 10.10.15.0 incorrectly appear in the routing table. Even if removed, they reappear after a reboot.

BCM_370.079 - Voice CTE Update

CRs Resolved:

Q01209650 Feature registration problem generating multiple session events.

Q01204007 TransferCallToVoiceMail function taking long time to return.

CRs Resolved and of interest to Nortel 3rd party developers only:

Q01181437 Device list functions declare insufficient buffer in Visual Basic interface.

Q01175807 Call data return to Visual Basic application is corrupt.

Q01175434 DN call information event data is corrupt when passed to Visual Basic.

Q01173804 CTE Visual Basic interface has corrupt values when retrieving message header info.

No CR: Added a new API for CTE applications to use to clear all messages in a given VoiceMail mailbox.

BCM_370.098 - BCM 3.7 MSC Core wi07.07

Patch Description:

The purpose of this patch is to apply a new core image to the BCM 3.7 system.

This release was built on December 21, 2005.

NOTE: It is recommended that, when using Voice Over IP trunks, BCM_370.073_FEPS.33.371600 or later also be installed. The recommended FEPS version is contained in this cumulative patch.

Later releases of the MSC CORE and FEPS software are available as separate downloads from www.nortel.com and ESPL. It is good practice to apply the latest version of software at all times. They may be applied after this Cumulative Patch is completed.

When applying updates please check the readme files for dependencies.

CRs Resolved:

MSC Core wi07.07
Q01104297-01: Hidden programming of QSIG overlap dialling issue
Q01096719-01: Porting of karum.386 - Reset on transfer of CO call to ISDN set.
Q01189546: "Port from BCM36 - Cannot tandem call from T1 over VoIP"
Q01181453: SRG1.0: EURO E1 PRI: No Ring Back or Speech Path: Local Mode
Q01036297-01: F*82 on IP set cause core reset
Q01215733: Problem with T7316e revision 4 sets with BCM3.7
Q01258165: MCDN TAT fails via H323 trunk
Q01100714 Q00969258 Q01140577 Q01140577 Q01128198 Q01096653: Lossplan Changes for Echo and clipping
Q01273213: No CONNECT PI Out (When a PRI call is made from a BCM 3.7, system into the M50 Call Centre, the call is dropped, just as the call is answered by the Call Centre.)
Q01178926: Handle MCDN PROGRESS message in state U4=Call Delivered
MSC Core wi07.06
Q01189301: LAN CTE application unavailable caused by a core watchdog reset 248 days after the last core reset.
Q01126529-01: Core reset occurs when user tries to select BRI line when BRI loop is still booting.
Q01247102: GASM8+ MBM will not boot.
MSC Core wi07.05
Q01219218 J7316E set locks up when trying to invoke F*537, F*520, F*538.
Q01219221 F*537 does not always retrieve the oldest SWCA call is the call came in on an analogue trunk.
MSC Core wi07.04
Q01200784 In certain cases, only the first 8 digits of a destination code were being parsed. The requirement is 12 digits.
Q01210192 Add F**OPTION administration for Colombia GATM to enable analogue trunk disconnect tones in either the CALA Market Profile or the Global Market Profile.
Q01209020 Modify the SWCA feature such that calls parked using SWCA buttons can only be retrieved using SWCA buttons. It should not be possible to retrieve SWCA parked calls using the park code.
Q01184612 Hunt group overflow call is returning to AA after 1 ring.
Q01185678 During a page if a set answers a call by pressing the line key or dials the park retrieve code, the voice path remains on the handset and handsfree.
Q01170412 It is not possible for a Supervisor with a DECT Answer DN to Silent Monitor a Hunt Group member.
MSC Core wi07.03
Q00971020 Incorrect handling of invalid ISDN Information Element marked as comprehension not required. May cause the call to disconnect.
Q01087165 Not able to receive an ETSI BRI Target Line call.
Q01121305 Resolves a call disconnect issue when making a PRI/BRI 911 call to a Lucent 5ESS switch having both PSAP (911) equipment installed and also supplying the end user's PRI/BRI service.
Q01179463 Incoming analogue trunk call is disconnected if the call is answered, transferred to a Hunt Group, and then answered by a set which has an Appearance of the analogue trunk and also has an Answer DN of a Hunt Group member alerting for the call.
Q01026566 DTI MBM reset under very high call volume scenarios.

Q00971043 Receiving a PRI RESTART message with no channel ID should result in a STATUS message being sent, but instead results in a RESTART ACK being sent.
Q01033464 Receiving a BRI RESTART message with no channel ID should result in a STATUS message being sent, but instead results in a RESTART ACK being sent.
Q01165773 Add functionality to accept a MCDN Progress Indicator in the CONNECT message. Rejection of the CONNECT with Progress Indicator results in the call disconnecting.
Q01101726 Cannot call out on idle T1 EAM, auto answer channel.
MSC Core wi02.08
Q00968360 When digit 1 is dialed from a Poland Analog Set using Pulse dialing, it is incorrectly reported as Link by the ASM8+ to BCM.
Q01018341 Silent Monitor of IP sets in a Hunt Group will cause cross talk.
Q01042490 When entering an external number in a route, the F78 is supposed to count for one digit but it counts for three.
Q01121345 Corrects race conditions on RELEASE which are limiting high call rate load tests.
Q01150579 The Privacy Control feature allows an internal party to "join" a held call, resulting in loss of voice path if the set that held the call is active on another call.
Q01178579 Invoke F62 from DECT portable. Connect speaker to page port. Invoke digit key from DECT the dtmf tone can be heard continuously in the speaker. The tone is not stopped.
Q01028145 Unable to send digits from slave set when master set puts a Conference on hold.
Q01152682 F*81 from DECT set should return "Access denied".
CORE Version Codes:
MSC Core wi07.06
EE-CT2P-3.7 (T1) 30DgH06
EE-CT2P-3.7 (E1-CALA) 30DhH06
EE-ETQ-3.7 (T1) 30DiH06
EE-ETQ-3.7 (E1-Europe) 30DjH06
EE-ETQ-3.7 (E1-Global) 30DkH06

Not previously patched: BCM 3.7 Alarm Monitor
This patch updates the Voice Software Alarm Monitor so that Core Telephony log event 135 is reported in the NT Event Application Log.

Not previously patched: Voicemail v. 37.00.95.22
CRs Resolved:
[37.00.95.22 - 37.00.95.16]
Q01296214-01 - VoIP calls get stuck in call center queue even if agent is available
[37.00.94.22 - 37.00.94.16]
Q01151985-02 - CallPilot 150 v3.0: Incorrect dates
Q01153973 - MMCC call with no PSTN answered by VM has no stats
Q01190203-01 - Real Time calls before unplugging BCM
Q01199843-01 - Single quotes in the first character of a skillset name causes SQL errors
Q01220393-01 - Fax Overflow gives multiple blank headers
[37.00.93.22 - 37.00.93.16]
Q01204206 - CC: Activity Code # disappears if you use invalid characters (see details)

Q01220982 - Cannot add individual activity code

[37.00.92.22 - 37.00.92.16]

Q01205028 - CC: Same Activity Code can be entered twice

Q01175133 - "Internal Server Error" seen intermittently after Call Pilot reinstallation and initialization.

[37.00.91.22 - 37.00.91.16]

Q01084491 - When a BCM 3.5 is upgraded to a BCM 3.7, agents are set as Prompted for Activity Code Entry type instead of Optional. When creating agents in BCM 3.7, Activity Code Entry Type is defaulted to Optional when creating agents.

Q01144692 - Call dropped because of a call state mismatch when sent from a CDN to a VoicePort to be refreshed.

Q01149449-01 - BCM 3.6 - RCC incorrect Agent Detail Real time. In some cases, the agent's per day call stats do not get reset to 0 when the day time line is passed.

Q01150521 - RCC: Get latest Call Center data displays 'Cannot establish connection to CC' because of an invalid Activity Code.

Q01152492 - Server error in xml happens when there is a MMCC browser only call alive in the system and the second browser only call comes in.

Q01153431 - The Real Time Call Detail and Call Summary incorrectly displays a browser only call to an mmcc agent logged into PC only as both waiting and answered when the agent has answered by call.

Q01158768 - Call missing from stats when agent presses RLS key to release both call and F907.

Q01105802-01 - Multiple fax pages sent to internal fax machine.

[37.00.90.22 - 37.00.90.16]

Q01097537 - For Nortel 3rd party developers only: New functionality addition: "MailboxClean".

Q01143802 - When no agents are logged in and an mmcc Voice and Browser is answered by VM, the call is not shown in RCC even though Real Time shows the call as answered. When viewing reports, the call is considered abandoned. When there is a voice component, the call should have been considered as answered and answered by voicemail with No Agents logged in.