BCM050.076-CTI--- VERSION: 1.2--- RELEASE: 1.0

Software Update Name: BCM050.076-CTI-1.2-1.0

Applicable H/W Platforms: BCM50, BCM50a, BCM50e

Applicable S/W Platforms: BCM50 R1

Category: GEN

Installation Recommendations: It is recommended that this patch be applied to all new installations and on any installed systems that show any of the described symptoms.

Component & Version: Voice CTI 40.70.04.1

Dependencies:
Required patches - None
Product Dependencies - None

Size: 0.41 Mb

System Impact:
Time to apply approximately 2 minutes
Does patch application force reboot: no
Other - Voicemail, Call Centre, System Set Based Admin and Modem Call Control will stop and restart

Limitations: None

Patch Removable: yes

The following issues are addressed:
o Call Pilot and Call Centre can stop working if a Hunt Group Call is being bounced between one of those applications and the Hunt Group Queue. An example would be an incoming call being answered by Auto-Attendant and transferred to a Hunt Group which has no agents available to answer the call. In this case, the call will bounce back to the Auto-Attendant and it can be transferred back again to the Hunt Group.

CR Q01096293

o Lines are not automatically released when disconnected at the far end when connected to a voice port or a Control DN. Voice Ports and Control DN are under the control of Voice Mail and Call Centre. Certain types of lines will not disconnect immediately when a caller disconnects the call. This feature is to allow the far-end of the call to play a message to the caller (eg. Thank you for calling us...). When a voice port or a Control DN is connected to that type of lines, the call should be released immediately as there those

applications don't have the capability to play messages in such cases.

CR Q01137108

o Voice Mail and Call Centre can stop working when the far end of a call connected to those applications via a digital line disconnects at the same time as the application. An example of when this problem is most likely to happen is when a fax transmission is completed between a fax machine and Voice Mail.

CR Q01197815

o Transferring manually a call to the modem can fail. If the incoming call that was answered came in on a line that was programmed to be answered by the Auto-Attendant, it cannot be manually transferred to the modem for about 30 to 45 seconds.

CR Q01259566

o The System can crash or severely misbehave after a long period of use if the Modem or Auto-Attendant were programmed to answer after 1 ring or more. A component is leaking memory every time there is a ring to be counted for Auto-Attendant or the Modem (but not Call Centre). Eventually, the system will run low on available memory and it will cause alarms to be raised and possibly failure on some system features or potentially a system crash. If the system is restarted (power outage or soft reset), the memory will be recovered.

CR Q01279912-01

o Calls on Target Lines using only Private Received Digits don't work in a Centralized Voice Mail system. If a customer programs only Private Received digits for the Target Line to be answered by Voice Mail for Centralized Voice Mail (the received digits having to match the Voice Mail DN), Voice Mail will answer the call with the Centralized Auto-Attendant service instead of the Centralized Voice Mail service. This problem doesn't occur of the Public Received Digits are also programmed for that same Target Line.

CR Q01295164-01

This patch includes the content of the following superseded patches:
No previous patches