

RELEASE NOTES

NetVanta 7000 Series Products AOS version A5.03.00 May 11, 2012

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Pre-Sales Technical Support (888) 423-8726 application.engineer@adtran.com

Corporate Office
901 Explorer Boulevard
P.O. Box 140000
Huntsville, AL 35814-4000
Phone: (256) 963-8000
www.adtran.com

Post-Sales Technical Support (888) 423-8726 support@adtran.com

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Introduction

AOS version A5.03.00 is a maintenance release that adds new features and addresses customer issues that were uncovered in previous code releases.

This release is generally available code, meaning that it has been subjected to both design verification and product qualification testing. Results obtained during this testing have been evaluated and the code has been determined to be ready for general availability. Caveats discovered during testing but not addressed in this build are listed in *Errata on page 14*.

A list of new or updated documents for this release appears in *Documentation Updates on page 15*.

Configuration guides, white papers, data sheets, and other documentation can be found in the ADTRAN Support Community, https://supportforums.adtran.com. The contents of these release notes will focus on the ADTRAN's IP telephony products.

Supported Platforms

The following platforms are supported in AOS version A5.03.00.

- NetVanta 7100 IP Communication Platform
- NetVanta 7060 IP PBX

For a list of the software and firmware requirements, refer to the table in *Minimum Software or Firmware Summary on page 6*.

To confirm the Boot ROM version of the ADTRAN unit, telnet or console to the unit and issue the **show version** command. In the command output, the Boot ROM version will be listed as **Boot ROM version XX.XX.XX**. If you require a Boot ROM upgrade, please contact ADTRAN Technical Support (support@adtran.com or 888-423-8726) for assistance.

Hardware Requirements and Limitations

In an effort to maximize customer experience, whenever possible and applicable, ADTRAN will advertise the minimum hardware requirements for running the recommended software versions. While ADTRAN strives to support the newer software revisions on existing hardware, due to CPU, RAM, and other hardware limitations, it may not always be possible. In such instances, customers are advised to upgrade the hardware (including phones, NetVanta 7000 Series chassis, and accompanying networking gear) while upgrading their software, because performance issues and erratic behavior could cause certain product features to become nonfunctional. ADTRAN provides field advice whenever possible in these cases. Resellers and customers are advised to periodically check with ADTRAN Technical Support and field staff for these advisories, especially when upgrading to newer software revisions.

NetVanta 7100 Hardware

New features included with any AOS release warrant some attention before use by the customers, specifically the choice of the hardware platform on which the new AOS version will be installed.

There have been two revisions of NetVanta 7100 hardware. These are denoted by different part numbers: 1200796L1 (older) and 1200796E1 (newer). Beginning with AOS release A2.04, ADTRAN does not recommend using newer AOS versions on the older 1200796L1 units. These units continue to be field worthy and would continue to perform as expected for their useful lifetime on software revisions prior to

A2.04. However, due to differences in hardware, some or all of the new features might not be supported on the older hardware (1200796L1).

The 1200796L1 is explicitly NOT recommended for use for the following features:

- Support for greater than 50 users. DSP resources were increased on 1200796E1 units, allowing additional TDM to IP conversions. The user limit on the 1200796L1 remains unchanged.
- SIP trunks that require the NetVanta 7100 to perform transcoding. This conversion is required if the SIP trunk provider does not support G.729.
- Use of the Echo Return Loss (ERL) tool.

While there are no further known constraints for other features at this time, keep updated on any future advisory by ADTRAN. The recommended hardware for the AOS A2.05 and later features is 1200796E1. Contact your ADTRAN representative about the options available to you if you have a 1200796L1 unit, and want to use a newer release.

IP Phone Models

The legacy Polycom phones (IP 430, IP 501, IP 601 and IP 4000) will not support all the features available in the current AOS and phone firmware releases. Customers could experience sluggish behavior on these older generation phones when used in conjunction with newer software releases. If you experience sluggish behavior after an upgrade, contact ADTRAN Technical Support for a solution. This could involve either upgrading the phone hardware (to the equivalent newer generation phone, such as IP 450, IP 550, IP 650, or IP 6000) or scaling back the feature load on the older generation phones.

Software Requirements and Limitations

This section defines the recommended firmware/software versions necessary for the related aspects of the NetVanta Unified Communications solution.

AOS Firmware Image Location(s)

AOS firmware images can be stored on flash/non-volatile random access memory (NVRAM) as well as on CompactFlash® memory. However, it is recommended that the primary firmware image be stored on flash/NONVOL and the backup firmware be stored on CompactFlash. Beginning with AOS A2.01.00, there is insufficient memory on flash/NONVOL to store two versions of AOS firmware.

To copy the current image from flash/NVRAM to CompactFlash, use the **copy flash** *<filename>* **cflash** *<filename>* command.

Required AOS Bootcode Version

When upgrading to a newer AOS version, the bootcode version may also need to be upgraded. Check the table in *Minimum Software or Firmware Summary on page 6* to verify you have the required minimum Boot ROM. Contact ADTRAN Technical Support for the bootcode version and instructions for loading it.

Required Phone Firmware

For AOS version A5.03.00, the following phone firmware is required to address issues found in the field and to support new features.

- ADTRAN IP 700 Series Phones Version 1.3.16 with 1.3.12 bootcode.
- Polycom IP 321/331 Phones Version 3.1.3C and version 4.1.2b bootrom. This version is available as a supplementary download and is not necessary unless IP 321/331 phones are installed.
- Other ADTRAN approved Polycom Phones Version 3.1.3b application and version 4.1.2b bootrom.
- For legacy Polycom Phones (IP 430, IP 501, IP 601, and IP 4000) Version 3.1.7.

These files can be downloaded from http://www.adtran.com, select Support > Product Download > Software Releases, and choose the appropriate phone model from IP Phones. Contact ADTRAN Post Sales Technical Support at (888) 423-8726 or email: support@adtran.com, if you are unable to download these files.

Required NetVanta Unified Communications Server Software

For AOS version A5.03.00, ADTRAN recommends NetVanta Unified Communications (UC) Server 5.01 for use with the NetVanta 7000 Series as part of the NetVanta Business Communication System (BCS).

Minimum Software or Firmware Summary

Product or Phone Model	Minimum Software or Firmware	Minimum Boot ROM
NetVanta 7000 Series	A4.09 or later	A2.06.B1.01
NetVanta 6355/Total Access 900(e) Series	A2.06 or later	-
NetVanta UC Server (as part of BCS)	UCS 5.01	Not applicable
ADTRAN IP 706/IP 712 phones	R1.3.16	1.3.12
Polycom IP 321/IP 331 phones	3.1.3c	4.1.2b
Polycom IP 335, IP 450, IP 550/560, IP 650/670, IP 5000, IP 6000, IP 7000 phones	3.1.3b	4.1.2b
Polycom IP 430, IP 501, IP 601, IP 4000 phones	3.1.7	-

Important Notices

The following important notices are provided in addition to the previous *Supported Platforms*, *Hardware Requirements and Limitations*, and *Software Requirements and Limitations* sections to ensure successful deployment.

Default Firewall Configuration Changes

Changes were made to the default firewall configuration to increase security of voice platforms when connected to the Internet. These changes can impact remote phones and SIP trunking applications, but do not impact local phones on the NetVanta 7000 Series.

- In AOS versions A2.01.00 through A2.03.00.SC, the default Public access control policy (ACP) allowed SIP traffic (destined for UDP port 5060) inbound. For AOS A2.04.00.SC and above, this traffic is no longer allowed by the factory default configuration. Instead, the installer is required to selectively customize the Public ACP to allow SIP traffic from remote sites and SIP trunking providers.
- Units that were shipped with AOS versions through A2.03.00.SC contain a default configuration that allows inbound SIP traffic (destined for UDP port 5060). These configurations should be modified before

deployment. Guidelines for this configuration are given in the *NetVanta 7000 Series Security Guide* available from the ADTRAN Support Community, https://supportforums.adtran.com (article number 3399).

Notice of Defined Voicemail File Limit

Beginning with AOS A2.04.00.SC, the NetVanta 7000 Series products can maintain a maximum of 3000 voicemails per system. The implementation of voicemail message expiration allows the system to remain within the defined limit. Upgrading the CompactFlash card to a larger card is not supported and will not result in more voicemail storage. Should you need to replace a failed CompactFlash card, contact ADTRAN Technical Support for assistance.

Notice for High Volume Voicemail Usage

The NetVanta 7000 Series UC Appliance stores voicemail and auto attendant prompts on a 1 GB CompactFlash card. Product quality testing utilizing high call volume going to voicemail found that the CompactFlash cards could corrupt some files, which could cause the system to become unresponsive or reboot. Applications that are at risk for experiencing this problem are systems with high voicemail usage. ADTRAN recommends that customer applications at risk for experiencing this problem be upgraded to AOS version A5.03 to eliminate the corruption from occurring. The fix included in AOS A5.03 not only prevents corruption, but automatically deletes any corrupted files. Customers are advised to follow these recommendations or consult ADTRAN Technical Support if they observe file corruption on their systems. The corruption, if any, can be observed during regular maintenance cycles in which the CompactFlash contents are backed up.

System Notes

This section outlines caveats with the system installation for AOS version A5.03.00.

- Caller ID not displayed on pickup *52xxxx*.
- Calls with caller IDs that contain special characters can be disconnected when placed on hold by an Advatel IP Console.
- IP 700 Series phones will not play the ringback tone when they receive a 180 Ringing response after a 183 Session Progress response.
- Adding a T1/E1 link to an existing Multilink PPP bundle using the GUI causes the PPP link to bounce when applied. The PPP link will go down and immediately recover; however, some packets could be lost. To work around this issue, a T1/E1 can be added using the CLI, and the link will stay up while the addition is applied.
- FindMe-FollowMe treats all calls from the auto attendant as internal calls.
- SNOM M3 phones do not support attended transfer at this time. This and other caveats will be documented in a future configuration guide for using the SNOM phones with the NetVanta 7000 Series.

Features and Enhancements

AOS A5.03.00 - This section highlights the major features, commands, and behavioral changes for AOS version A5.03.00.

- Added the option for ringback to be generated locally for calls that are inbound (i.e., ringing) to an ISDN PRI, BRI, or Analog voice user. A 183 Session Progress with SDP message will be generated for any alert or ringing responses destined to the originator.
- Added grammar configuration options to the VQM reporter to allow for manipulation of the user or host portion of the From, To, and Request-URI fields.

AOS A5.02.00.XA - This section highlights the major features, commands, and behavioral changes for AOS version A5.02.00.XA.

- Added support for Registration Rate Adaption through SIP proxy.
- Added international impedance and tone support for UAE and Belgium.
- Added support for NetVanta E1/FE1 and E1/FE1 + G.703 NIMs on the NetVanta 7100 for delivering a bonded MLPPP service.
- Enhanced the NetVanta ucCompanion client. This consolidated client provides all previously existing ucCompanion functionality along with a new client desktop presence that provides information for all NetVanta UC Server users configured on the Business Communications System. This feature can be used with either a single NetVanta 7000 Series unit and a server computer with the NetVanta UC Server software installed, or with multiple NetVanta 7000 Series units registering back to a single UC server computer, allowing presence information for users on different NetVanta 7100s to be monitored from any user's desktop. The new functionality includes the following benefits:
 - Click-to-dial from the desktop, IM (texting), status notes, and configuration settings Search and groups management
 - Colored icons indicate status
 - Status options: Available, Not Available, Busy, Away, Do Not Disturb, Out of Office
 - General Business Instant Messaging (This is not a replacement for corporate or social networking IMs.)
- Added software support for the second generation Dual T1 NIM on the NetVanta 7100.
- Added support for the SIP UPDATE method.
- Added support to configure SIP re-INVITE's as the preferred signaling in certain call scenarios if not required.

• Added support for the Advatel IP Console attendant console solution. This solution provides an operator with the ability to use a Windows-based PC as the operator console station for answering calls, transferring calls using drag/drop, and monitoring users, park zones, and the BLF status of other users. A maximum of 32 BLF entries can be monitored. This solution does not require the NetVanta BCS (NetVanta UC Server software), rather it functions like a softphone registered to a standard NetVanta 7000 series unit. This solution is only approved for use with a NetVanta 7000 Series unit (and not with a BCS).

A trial license for the software is available directly from Advatel by sending an email to <u>sales@advatel.com.au</u> with **Request Trial Software - PhoneEasy IP Console** in the subject line. Alternatively, reseller partners can contact Phillip Wong, Director of Business Development, Advatel at <u>phillipw@advatel.com.au</u> or +61 3 8695 8662 to gain access to trial licenses.

• Added support for RFC 4028 SIP Session Timers.

AOS A5.01.00 - This section highlights the major features, commands, and behavioral changes for AOS version A5.01.00.

- Increased the cipher strength for HTTPS/SSL for PCI compliance testing.
- Added capability to log Station Message Detail Records (SMDR) to CFLASH.
- Added enhancement to Call Queuing allowing calls be distributed to queue agents based on idle time.
- Added the command **ip rtp firewall-traversal** <*start-range*> <*end-range*> to allow users to specify the range of NAT UDP ports the firewall will reserve for RTP packets.
- Simplified NetVanta UC Server integration in a BCS setup by providing a configuration page in the NetVanta 7000 series GUI to configure relevant parameters.
- Added enhancement to bulk phone configuration via CSV Import that added columns for DID, Alias, Email Address, Call Coverage List, Class of Service, and Voicemail Class of Service. This allowed these additional parameters be defined for new User Accounts created during CSV Import.

Fixes

AOS A5.03.00 - This section highlights major bug fixes in AOS version A5.03.00.

- The informational text on the Route Table GUI menu did not display correctly.
- The Upload Phone Firmware dialog box for uploading ADTRAN firmware would not display when using Internet Explorer version 8.
- Under very specific circumstances (for example, a specific DNS server and name to resolve), the unit rebooted
- In some cases, the nonce count was modified by the SIP proxy, causing authentication failures.

- After an external call was blind transferred and then picked up by a call pickup group, no audio was heard.
- Calls from an auto attendant to an extension could not be retrieved using Directed Call pickup.
- The GUI would allow a user name with an apostrophe to be added to a status group. An error should have been presented since apostrophes are not supported in a status group.
- A reboot would occur due to invalid memory allocation.
- Using the Update Directories action deleted the speed dial setting from Polycom IP phones.
- Event logs showed false positives for 911 emergency calls.
- The Rebuild All and Update Directories actions caused all Polycom phones to be removed from IP Phone Configuration GUI menu.
- When modifying an E1 configuration in the GUI, the unit became unresponsive and rebooted.
- A 503 Service Unavailable response to a NOTIFY caused unattended transfers to fail.
- Altering the line key default values in the GUI would not change the value in the configuration files for ADTRAN IP 700 Series phones.
- When attempting to assign DSOs to a T1 RBS voice trunk, an error would occur if the DSOs began with anything other than the number 1.
- Polycom phones could have locked up when resubscribing to a particularly large status group.
- Directed Call Pickup failed when a pickup group was not configured on the unit.
- Callers could not be forwarded to toll-free numbers from Call Coverage unless toll-free numbers were added to the dial plan templates as a long-distance number.
- The NetVanta 7100 would not properly clear calls with an invalid call state.
- Parked calls were dropped if a member of a call pickup group attempted pick them up.
- The talk path was lost on calls to or from an ISDN trunk when **modem passthrough** was enabled and the calls were received while other calls were active.
- The NetVanta 7100 leaked a miniscule amount of memory with every inbound call to a queue.
- INVITEs sent from the NetVanta 7100 contained an extra quotation mark which caused the IP phones to not respond to the INVITE.
- When using CSV import, the SIP Auth Password field would only allow alpha-numeric characters.
- The **ring-voltage** command was removed as an option for an FXS interface.
- The **ip sip inbound-trunk-matching prefer trunk-routing** command interfered with the ability to use a remote gateway as a transparent proxy and PSTN trunk gateway simultaneously.

- On the personal phone manager's FindMe-FollowMe menu, modified ring external durations were not applied correctly. The value was accepted, but reverted to the previously configured value after the user applied the changes.
- Certain help bubbles in the personal phone manager were not displaying help text when hovered over.
- When the ISDN Layer 1 bounced, it could have caused a packet leak.
- Calls placed from analog phones to SIP phones in SIP Proxy survivability mode would fail if the SIP phone was forwarded to another phone.
- Portal lists with invalid characters could be created in the GUI.
- Certain voice prompt languages (Dutch and Italian) could be specified even though they were not supported.
- Certain system countries had a default prompt language of English when they required another default language.
- For certain system countries, setting the prompt language to English would not persist across reboots.
- When clearing a ringing call, the system incorrectly responded with a 400 Bad Request.
- The NetVanta 7100 would add an extra set of quotation marks to the FROM header for certain call flows
- When a voice user's standard greeting was stored on the CompactFlash and became corrupted, the voicemail system would not failover to the voice user's default greeting.
- The NetVanta 7100 would reboot after issuing the **show voice call summary active** command.
- The **group-ring-call-waiting** command was ignored by station-to-station calls to a ring group.
- If the second leg of a trunk-to-trunk B2BUA call negotiated to a lower session-expires than the first leg, the value of the second leg timer was used for the first leg as well. This behavior only affected user agents that prevented reINVITEs more often than the minimum **session-expires** value.
- If the IP Interfaces GUI menu was used to delete a MLPPP interface, the interface was deleted from the configuration, but was not fully torn down in the unit. This caused problems when creating new MLPPP interfaces.
- Personal Phone Manager would not present an error message when trying to forward an extension to itself.
- The GUI option to Upload Firmware from Default Firmware selection tab under IP Phone Globals > Boot Settings failed with an error.
- SIP authentication passwords that were configured to sixteen characters in length were not able to register with the system.
- Executing a **no sip-keep-alive** on a voice line would reset the value to the default rather than disabling it.

- Enabling SIP session timers would cause extension and shared line calls to disconnect.
- Enabled **group-ring-call-waiting** by default for user accounts when they were created.
- The clock source for a WAN T1 could not be configured from the GUI.
- In the VQM RTP Monitoring menu, the refresh button refreshed the displayed graphic, but it also duplicated information in the lower part of the menu. Also, when the cursor hovered over a data point, it displayed multiple instances of the same data.
- Polycom phone configurations were created with incorrect dial plans.

AOS A5.02.00.XA - This section highlights major bug fixes in AOS version AOS A5.02.00.XA.

- The Rebuild All and Update Directories action caused all Polycom phones to be removed from IP Phone Configs GUI page.
- FindMe-FollowMe was not properly handling the preconnect from a SIP 180 with SDP which caused a
 disconnect.
- Insufficient memory caused the AOS unit to reboot.
- On occasion, an analog trunk could not connect to a new call on another analog trunk using the digit actions in auto attendant.
- Call coverage to an external number (incoming FXO, outgoing FXO) did not always succeed.
- In the NetVanta 7100, when placing a call in the ETSI PRI to SIP direction, the call failed to connect and the B channel(s) became stuck in an active state. When placing a call in the SIP to ETSP PRI direction, calls functioned normally.
- The Auto Attendant timeout prompt could not be set when using the Transfer to a Menu action.
- If the administrator had an encrypted SPRE password on a voice user, that user's SIP authentication password would also display as encrypted even if it was not.
- The Name or Description field of FindMe-FollowMe Contact Groups would not allow editing.
- Executing a **no sip-keep-alive** on a voice line would reset the value to the default rather than disabling it. The default value for this command is **sip-keep-alive info 60**.
- PRI interface channel status displayed incorrectly in the CLI when the NetVanta 7100 was configured for a T1 system country.
- In some instances, incoming calls to a SIP trunk would be disconnected when attempting a blind transfer from one SIP phone to another.

AOS A5.01.00 - This section highlights major bug fixes in AOS version AOS A5.01.00.

- NetVanta 6355 and 7100 ONLY: The MTU could not be changed on the Ethernet 0/0 interface. An error would display that an IP address had to be set, even if one was already configured.
- In the Personal Phone Manager when configuring Find-Me-Follow-Me when **Ring Extension** was the first option and the second option was **And Ring Extension**, the second option was deleted when applied.
- In the Personal Phone Manager when configuring Find-Me-Follow-Me when **Ring External** was the second option and the third option was **And Ring External**, the third option was deleted when applied.
- When the GUI system language was set to French, the IP Phone Globals GUI page would not load.
- When the FindMe-FollowMe feature was configured with **Accept** disabled for the **Ring External** option, the Personal Phone Manager would incorrectly display the **Accept** option as enabled.
- A 503 Service Unavailable response was received if a NetVanta 7100 was configured for MLPPP, the user deleted the PPP interface, then went to a T1 interface that showed a PPP connection, and clicked on the PPP link.
- Music-on-Hold feature would not work on an inbound call transferred from another NetVanta 7100.
- An unknown error would occur when applying changes to RTP monitoring in the GUI.
- If an administrator attempted to enter an invalid call coverage external number to a user account from the GUI, they then had to exit the user configuration and re-edit the user account in order for any call coverage changes to be properly applied.
- NetVanta 7100, 6355, 6310, 6330 platforms ONLY: If a port-to-port FXS call was made, the first outbound FXS SIP call would fail DTMF digit detection. Every subsequent FXS SIP call would function properly.
- If a voicemail message was forwarded from one SIP user to another, the Fast Forward and Rewind operations could not be used to manipulate the voicemail message.
- After a reINVITE with an RTP payload type of 101, the NetVanta 7100 would refuse to accept the 101 payload type.
- With an NTP Server configured, the Summary GUI menu would only show the status of the SNTP Server as **Not Configured**.
- Setting the Registration Expire Time in the GUI's SIP trunk configuration to Server Default resulted in an invalid configuration. This setting would be ignored upon reboot and revert back to the default value of 3600.
- Received PPP PAP Authen-Ack packets with heavy padding were detected as an invalid packets.
- The accept template cost for Local Calls would always display as **Low Cost**.
- Enabling **ip ffe** on an AOS voice product would cause the caller to hear silence for the first few seconds of a call.

• A five-digit Ring Group could not be created through the GUI.

Errata

The following is a list of errata that exist in AOS version A5.03.00.

- If the ADTRAN unit receives an SDP offer with the RFC 3264 sendonly attribute to place the call on hold, it will not begin sending RTP again when a sendrecv attribute is received to take the call off of hold.
- NetVanta 7100 is failing to send a NOTIFY to the Advatel IP console after a status group subscription.
- In certain cases, the diversion header from a **match ani** statement does not function properly.
- In the INVITE sent to a remote phone, the Request-URI field is being encrypted.
- The music on hold default player does not display correctly in GUI.
- The Upload Phone Firmware dialog box for uploading ADTRAN firmware will not display when using Internet Explorer version 8.
- The Configuration Successfully Saved dialog box does not appear when saving the configuration from the System Summary GUI menu.
- Call coverage for ring groups fails when the System Mode is set to anything but Default Mode or if the group is configured to ring more than three times.
- Occasionally, new voice users will not be included in the system directory.
- Enabling or Disabling the **Conferencing (analog only)** option in a voice Class of Service does not affect ability to conference. This option is not applicable to the NetVanta 7000 Series and NetVanta 6355 and will be removed in a future version of AOS.
- The ring group help text for the **max-inbound** command implies incorrectly that 9 is the maximum when 10 is correct
- FindMe-FindMe call coverage to an external number and then to an auto attendant results in no audio being heard by the external caller.
- The firewall will not block traffic from a device on the LAN that spoofed the NetVanta 7100's WAN IP address.
- Loss of connectivity between a NetVanta 150 Access Point and a NetVanta access controller can cause
 the access controller to reboot.
- A SIP 200 OK response to SIP INVITE with the sendonly media attribute does not contain SDP attribute for recvonly or inactive.
- In the VQM RTP Monitoring menu, the Source IPs and Interfaces menus have invisible data points that appear and display data when the cursor hovers over them. The invisible data point information duplicates a visible data point and can usually be found hidden above the visible data point.

- In the VQM RTP Monitoring menu, the refresh button refreshes the displayed graphic, but it also duplicates information in the lower part of the menu. Also, when the cursor hovers over a data point, it displays multiple instances of the same data.
- T.38 FAX call tests fail after T1 PRI loss and system timing shifts. A reboot is required to clear the condition.
- When configuring call coverage, setting the Ring Extension to Never results in a three-second delay delivering voice traffic to the ADTRAN phone.
- If a call to a ring group comes in a PRI interface with redirecting number enabled and it is transferred back out of the same PRI, the ISDN redirecting number will contain the extension of the ring group member that answered the call instead of the number that was originally called. This will likely cause the call to be rejected.
- PCMA packets will have u-law compressed audio when the system companding type is u-law and echo cancellation, PLC, and VAD are all disabled.

Upgrade Instructions

Upgrading ADTRAN products to the latest version of AOS firmware is explained in detail in the configuration guide <u>Upgrading Firmware in AOS</u> (article 1630), available from the ADTRAN Support Community, https://supportforums.adtran.com. Firmware upgrades are available from the <u>Support/Software Downloads</u> section of ADTRAN's website at http://www.adtran.com.

Documentation Updates

The following documents were updated or newly released for AOS version A5.03.00 specifically for the IP telephony products.

• There were no updated or newly released documents for AOS version A5.03.00.