Software Update Name: BCM050.085-MODEM

Applicable H/W Platforms: BCM50, BCM50a, BCM50e

Applicable S/W Platforms: BCM50 1.00.2.04g, 1.00.2.04j

Category: GEN

Installation Recommendations: This patch introduces a new feature. It should be installed for those wishing to use the new capability to route calls to the modem based on the Calling Number (CLID/ANI). See below for details. Documentation for this feature can be found at www.Nortel.com/Support. A search for the title "BCM50 Networking Configuration Guide" will find the document. Chapter 69 has the details.

Component & Version: Element Manager 522
ModemCC 40.15.00.99
bcm50EMcartridge 2.0.4.1,
Voice CTI 40.70.04.1
openwbem 2.37.0
ras-provider 3.1

Dependencies: BCM050.081-SOFTWARE-MANAGEMENT. This SOFTWARE-MANAGEMENT patch (or later version) must be applied before BCM050.085-MODEM is applied. If not done, the BCM050.085-MODEM patch may fail to apply.

This patch contains the same version of Voice CTI as does patch BCM050.076-CTI, so if BCM050.085-MODEM is applied to a system, there is no need to apply BCM050.076. The converse is not true, as BCM050.085-MODEM contains additional components not included in BCM050.076.

Product Dependencies -

Size: 44.6 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
- This patch includes a new Element Manager (EM) client application. The existing EM client application can be used if only a single BCM50 is managed at any one time.
The new EM client application must be installed if EM will used within a mixed environment of BCM50s (i.e. some of which include this new patch, and some of which do not).
- After the patch is applied, the following procedure is recommended to upgrade Element Manager:

1. Uninstall all previous versions of BCM50 Element Manager.
2. Install new version of BCM50 Element Manager.
3. Where possible, use the new BCM50 Element Manager to connect to a BCM50 with this patch applied, across the LAN.
4. Where possible, use the new BCM50 Element Manager to connect to a BCM50 without this patch applied, across the LAN. At this point, you will be asked to download the cartridge, OK this to download the cartridge.

The above procedure will avoid cartridge download over an analogue modem dial up link, which will take up to 50 minutes.

The cartridge download is only required once.

Limitations: None

Patch Removable: yes

The following issues are addressed:

1. This patch introduces a new feature to route an incoming call to the modem based on the calling number (CLID/ANI). Using Element Manager in the Modem Dial-In panel, a calling number can be set. This field accepts a phone number up to 26 digits long. The BCM50 will redirect calls from this number to the Modem after the number of rings specified in the 'Number of rings' field.

2. BCM050.076-CTI:
A. 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.
CR Q01096293
B. Lines are not automatically released when disconnected at the far end when connected to a voice port or a Control DN.
CR Q01137108
C. 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.
CR Q01197815
D. Transferring manually a call to the modem can fail.
CR Q01259566
E. 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.
CR Q01279912-01
F. Calls on Target Lines using only Private Received Digits don't work in a Centralized Voice Mail system.
CR Q01295164-01