Known Issues

Please contact Samsung Technical Support with any questions or comments concerning this list of Known Issues.
1(800) 737 - 7008 or bcs.support@samsung.com

May 2013

Ref # Issue Name	Issue Type Version	Issue Description	Workaround Description
T041620133 - 1420 **Malicious internet traffic on TCP port 5060 causes system to crash.**	7100 4.60B(MP10a)	We have observed that malicious internet traffic directed to TCP port 5060 on the OfficeServ7100 version 4.60B and 4.63 in high volume will cause the processor to overload and "Version x.xx" will be displayed on the keysets. There is a setting available called carrier exclusive which when set to NO RESPONSE will allow the system to only respond to requests from a registered SIP provider in MMC 837. This setting is broken in version 4.60B and 4.63.	This issue was resolved in 4.65 software version. There is a setting available called carrier exclusive which when set to NO RESPONSE will allow the system to only respond to requests from a registered SIP provider in MMC 837.
T041620132 - 1415 **Malicious internet traffic on TCP port 5060 causes system to crash.**	7100 4.63(MP10a)	We have observed that malicious internet traffic directed to TCP port 5060 on the OfficeServ7100 version 4.60B and 4.63 in high volume will cause the processor to overload and "Version x.xx" will be displayed on the keysets. There is a setting available called carrier exclusive which when set to NO RESPONSE will allow the system to only respond to requests from a registered SIP provider in MMC 837. This setting is broken in version 4.60B and 4.63.	This issue was resolved in 4.65 software version. There is a setting available called carrier exclusive which when set to NO RESPONSE will allow the system to only respond to requests from a registered SIP provider in MMC 837.
T050120133 - 1422 **7100 MP10a upgrading to version 4.65 using file control in DM V 4.65**	7100 4.65(MP10a)	When upgrading a 7100 MP10a to version 4.65 using device manager version 4.65 the file called "ws1a465.pkg" does not automatically update the ini if uploaded with the rest of the package. This will cause the upgrade to not complete.	Manually change the ini setting for the file called "ws1a465.pkg"before restarting.
p130510001 - 1428 **Preset forward support not working when keyset unplugged.**	7200 4.53c (MP20)	In a centralized voicemail SPNET environment, it has been discovered that when a keyset attached to a remote node becomes unplugged, users see symptoms such as "Plug Out", "Remote MGI not Available", and ringing without answer instead of being forwarded to voicemail.	Tech Support has a patch version of software that will resolve this issue. MP40 (T4.70B 20130510) MP20 (T4.71A 20130510)
p130510001 - 1427 **Preset forward support not working when keyset unplugged.**	7400 4.53c (MP40)	In a centralized voicemail SPNET environment, it has been discovered that when a keyset attached to a remote node becomes unplugged, users see symptoms such as "Plug Out", "Remote MGI not Available", and ringing without answer.	Tech Support has a patch version of software that will resolve this issue. MP40 (T4.70B 20130510) MP20 (T4.71A 20130510)
T041620133 - 1413 **1xxx Extensions in Remote Node with Centralized Voice Mail Not Working**	7400 4.53c (MP40)	Extension numbers starting with a 1 in a remote node cause the FID flag on a forward no answer call to a centralized voice mail to send the spnet trunk id instead of the extension id to reach the users mailbox.	1) Change the number plan so the 1xxx extensions are not in the remote node. 2) This issue was resolved in 4.65 software version.

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T041620134 - 1418 **Intermittent connectivity issues to MP40 with DM,Ping,ITP Phones**	7400 4.60B (MP40)	Intermittently the following symptoms are observed when the system is assgined an IP address from a Class A or B type network: DM will not connect. Ping will not respond from all computers on the network. IP Phones losing connection System reset will only clear the issue temporarily.	This issue was resolved in 4.65 software version.
T041620135 - 1417 **Intermittently IPUMS will not play mailbox greeting.**	IP-UMS 1.3.6.4(UMS)	Intermittently IPUMS will not play mailbox greeting. Frequency is up to 50% of the call volume.	Obtain patch version of RTPAgent.EXE from tech support to resolve this issue.
T041620136 - 1414 **IP-UMS Client will not save changes.**	IP-UMS 1.4.0.7(UMS)	It was discovered that if the IPUMS is using SQL version 2008 and does not have a license that allows faxing, changes can not be saved in the client software.	Obtain patch file (profile.jsp) from tech support and apply to the directy below. The file exists in the C:\Program files\Samsung Electronics\OfficeServ IP-UMS\ums\www\ums\preference directory.
P130430001 - 1423 **Status lights on NS keys will not work when using remote station feature.**	OS 7000 Series All	It has been idetified that NS keys will not light when using the remote station feature for networking instead of NLCR even though DM will allow the keys to be assigned.	NS keys are not supported when using remote station feature.
T050120134 - 1425 **Redialing from Communicator Log inserts 9 in front of remote extension number.**	OS Communicat 1.1.0.10 CTI	When attempting to redial, from the call log, an internal call from a remote node using OS Communicator version 1.1.0.10, a 9 is inserted in front of the number causing the call to not complete.	Tech Support has a patch version T1.1.0.12 (2013.04.22) available to resolve this issue.
T041620137 - 1412 **OS Operator 1.3.5.7 trouble installing on Windows 7 x64**	OS Operator 1.3.5.7(Ope)	Tech support has received reports of trouble installing OS Operator 1.3.5.7 on Windows 7 x64 systems. Errors reported: OS Operator cannot add/edit registry. OS Operator cannot find the SCTSP64.TSP file. The reconnect utility states that link is not reachable.	Tech Support has a recompiled version of OS Operator 1.3.5.7 that will resolved this issue.

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T04162013	- 1419 **5243 v1.85 Intermittently will not re-register.**	SMT 5243 1.85 (5243)	It was discovered that 5243 keysets with version 1.85 software intermittently would not re-register after an event that would cause the phone to lose registration such as a power loss to all or part of the network.	1)Lower DHCP Lease time to 24 hours. In the event of this problem if 50% of the lease time has expired, you will not see the problem. 2)Use a router that will reassign the same IP address to the 5243 every time. 3) Tech Support has a patch available T1.87 that will resolve this issue.
T041620138	- 1416 **Failures upgrading from V6.01 TO V6.02**	SVMI 20i 6.01 (20i)	It was reported that dealers are having issues with upgrading from 6.01 to 6.02 on the SVMI 20i. The upgrade would either not begin, or would fail in the middle.	If the upgrade file was downloaded from the GSBN website prior to 4/4/2013, the file was found to be corrupt. The file was replaced and verified good on 4/4/2013. The new file must be unzipped before use.
T050120131	- 1424 **SVMI-20i Losing Greetings when upgraded from 6.00**	SVMI 20i 6.01 (20i)	It has been discovered that when upgrading from SVMI 20i to version 6.01 or 6.02, that you will lose the subscriber greetings.	Tech Support has a patch avaialble for the SVMI 20i, T6.02C, that will correct this issue. You must first restore your voicemail to version 6.00.
T050120131	- 1421 **SVMI-20i Losing Greetings when upgraded from 6.00**	SVMI 20i 6.02 (20i)	It has been discovered that when upgrading from SVMI 20i to version 6.01 or 6.02, that you will lose the subscriber greetings.	Tech Support has a patch avaialble for the SVMI 20i, T6.02C, that will correct this issue. You must first restore your voicemail to version 6.00.