



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

August 2013

<u>Ref #</u> <u>Issue Name</u>	<u>Issue Type</u> <u>Version</u>	<u>Issue Description</u>	<u>Workaround Description</u>
T060120131 - 1433 Upgraded to 4.60 and SIP Trunks will not stay registered.	7100 4.60B(MP10a)	It has been identified that after upgrading to 4.60 in some cases, SIP trunks would not stay registered. This could be confirmed by checking the alarm history and finding repeated alarms (MNF 22) stating "Reg OK" and "Reg NOK".	Tech support has a patch available to resolve this issue. T4.70D. This patch will be rolled into the next official release of software.
T080720131 - 1438 Sip trunks get one second of audio and then lose all audio.	7100 4.60B(MP10a)	It has been observed that when using SIP trunks and attempting to call back into the same system the call originated from, call a remote node, or call into voicemail, the outside caller would experience one second of audio and then lose all audio. The issue has been observed in all versions between 4.60B and 4.70. The issue is not present in 4.53 or lower software versions.	Tech support has a patch available, T4.70D, that will resolve this issue.
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.
p130515001 - 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. duplicate of pill 1429
p130816001 - 1437 System stops sending options or registration requests when using NTP	7100 4.65(MP10a)	It has been identified that systems using the NTP server feature and using SIP trunks may experience a loss of SIP trunk registration. This can be identified by reviewing a wireshark trace and observing that the OfficeServ will stop sending options requests or registration requests. This issue only effects the 7030, 7100, and 7200S.	At this time the only workaround is to disable the NTP server feature. HQ is working to modify the software correct this issue.

Ref # Issue Name	Issue Type Version	Issue Description	Workaround Description
T080720131 - 1442 Group w/unconditional ring type only offers tone to outside caller.	7100 4.70 (MP10a)	When the auto attendant is programmed to ring a station group that is set for unconditional ring type, the outside caller will only be able to hear tone for ringback. If set to sequential or distributed, the outside caller will be able to hear true ringback if programmed.	Program the auto attendant to send the caller to a group set for sequential ring type and after one second overflow that call to a group with unconditional ring type. This issue will be fixed in the next software release. There is not a patch available for this issue.
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)
T070120132 - 1436 4SL2U installed in 7200S does not get dial tone.	7200 4.53c(MP20s)	It was identified that some revisions of the 4SL2U would not draw dialtone when installed on a uniboard in a 7200S running 4.53 software.	This issue was resolved by installing 4.70 software.
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.
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 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)
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 assigned 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.

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T041620135 - 1417	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.
Intermittently IPUMS will not play mailbox greeting.			
T071920131 - 1440	IP-UMS 1.4.0.7(UMS)	When attempting to send a fax from the IPUMS web portal or Outlook client, the called fax does not hear CNG tone with going off-hook.	This issue has been resolved in a patch available from Tech Support. MGI 16 or MGI 64 version T1.29 (2013.07.19). This fix will be rolled into the next release.
IPUMS 1.4.0.7 will not transmit fax CNG tones using MGI16/64 Ver 1.28			
p130515003 - 1414	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 directly below. The file exists in the C:\Program files\Samsung Electronics\OfficeServ IP-UMS\ums\www\ums\preference directory.
IP-UMS Client will not save changes.			
P130531002 - 1430	IP-UMS 1.4.0.7(UMS)	When completing a back-up and restore using the IPUMS Version 1.4.0.7, it has been identified that the list blocks and menu blocks did not restore.	Contact technical support to obtain SQL patch file and installation process.
Back-Up / Restore feature is not working on IP-UMS version 1.4.0.7.			
P130430001 - 1423	OS 7000 Series All	It has been identified 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.	Use KMMC to program RS Keys.
Status lights on NS keys will not work when using remote station feature.			
T050120134 - 1425	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.
Redialing from Communicator Log inserts 9 in front of remote extension number.			

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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.
p130516001 - 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.
P130516002 - 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 avaiable for the SVMI 20i, T6.02C, that will correct this issue. You must first restore your voicemail to version 6.00. duplicate pill 1421
T081520132 - 1439 SVMI 20i will not complete a back-up using (operating utilities >> back-up)	SVMI 20i 6.02 (20i)	It has been discovered that once the SVMI 20i database grows in size to a certain point, attempting to back-up the SVMI will fail.	This issue has been resolved with a (2) patches available from from Tech Support. It will require an upgrade to your device manager to version T4.73, however it does not require that you be running 4.73 on the OfficeServ. In addition, the SVMI 20i will need to be upgraded to T6.03a. These fixes will be rolled into the next official release.
p130516002 - 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 avaiable for the SVMI 20i, T6.02C, that will correct this issue. You must first restore your voicemail to version 6.00. solved.