Knowledge Base Article #APP2593

ETM® (Enterprise Telephony Management) System
SIP Proxy Appliance Build 9.0-232 Release Notes

Issues Addressed in This Update

- **Issue #186166017**— Invalid Dialog ID used during SIP Call Processing. Errors sometimes occurred during call processing, associated with using a bad Dialog ID between the Call Processor and Signaling Processor. The bad dialog ID occurred due to a signed/unsigned integer mismatch between the Call Processor and Signaling Processor, which resulted in an invalid Dialog ID being used during call processing. Certain dialog handling cases were previously fixed in the 9.0-215 build, but other cases that could potentially cause the issue were identified and addressed in this update.

- **Issue #186166078**—Double free of memory during call teardown caused panics. During some call teardown sequences, the system attempted to free memory associated with a single resource a second time. This caused a "double free" panic on the Signaling Processor. It was determined that the invalid dialog ID handling was causing the panics. It was also determined that a side effect of the panics was that the **log1.dat** file on the Appliance would sometimes become corrupted because the system was writing the Call Complete log record when the panic occurred. Appliance log file corruption can cause the Appliance to continually disconnect and reconnect to the Management Server, because the Management Server could not parse a corrupted log message. An automated mechanism to avoid this issue was added in this release. See below.

- **Issue #186444502**—On rare occasions after a restart, the Call Processor obtained a corrupted MAC address and attempted to use this bad MAC address when connecting to the Management Server. The Management Server rejected the connection attempt due to invalid MAC address.

- **Issue #186444227**— On rare occasions, the SIP appliance Call Processor would not reconnect to the Management Server following restart, due to a race condition in the different SIP appliance processes that run at startup, causing a deadlock issue to occur.

- **Issue #186233729**—Following a SIP package push, the Signaling Proxy monitor fires, causing the Signaling Proxy to restart; on rare occasions, the Media Processor would panic.

New Capabilities in This Release

- **Configurable automatic log1.dat corruption recovery mechanism**—Appliance log file (**log1.dat**) corruption can cause the Appliance to continually disconnect and reconnect to the Management Server, because the Management Server could not parse a corrupted log. An automated mechanism to avoid this issue was added in this release. Contact SecureLogix Technical Support for instructions for configuring and using this capability.

Who Should Install This Software

All customers running v9.0.x SIP Proxy Appliances should install this update (9.0-232). This update cannot be installed on Appliances running a version prior to 9.0.x. To obtain the update, contact SecureLogix Technical Support.

Installing this Update

This update is installed using the normal appliance software package push mechanism in the ETM GUI and then reinstalling the Dialing Plan on the Appliance:

1. Push the 9.0-232 Appliance package to the Appliance and wait for installation to complete.

2. After the package push completes, verify the Dialing Plan is properly normalizing phone numbers, and reinstall the Dialing Plan if necessary.

Known Issue in this Release

Issue #186226780—If the Media Proxy is active, and the Signal Proxy is restarted (or panics), the active media ports (actively processing media packets for active calls) at the time of the restart are put into a quarantine state. These quarantined ports will not be used for subsequent media processing, even though they are used as part of new calls.

The following symptoms/issues occur when new calls attempt to use these ports:

- A **Warning** log is produced on the Media Proxy indicating the port conflict:

```
2023/10/10 20:20:38 WARNING 2023/10/10 20:20:32 sip_50_199 HARDWARE
[MP:localhost.localdomain] Deleting Dialog 1045001843 port 8228 was
already in use, adding dialog 358369268
```

- Call Type and Media statistics processing are not performed for the new call.
- The Media Proxy will perform call recording of the media packets (positive behavior).

Workaround: This issue will continue recurring as those ports are reused on subsequent calls. To force the Media Proxy out of this state, restart the Media Proxy.

Current Application Versions as of This Update

- ETM Client and Server applications—9.0.3 Build 19
- Appliance packages:
  - UTA—9.0-63
  - SIP Proxy—9.0-232
  - All other Appliance types*—7.1.90

  Does not apply to the EOL 1060.

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