Knowledge Base Article #APP2595

ETM® (Enterprise Telephony Management) System
SIP Proxy Appliance Build 9.0-235 Release Notes

Issue Addressed in This Update

- **Issue #186692591**—Pending Event processing on the 9.x SIP appliance (version 9.0-232 and earlier) can cause memory corruption, which leads to panics and log corruption (typically in the CALL COMPLETE log).

Who Should Install This Software

All customers running v9.0.x SIP Proxy Appliances should install this update (9.0-235). 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 9.0-235 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—9.0-235

- All other Appliance types*—7.1.90

Does not apply to the EOL 1060.

Last Update: 12/15/2023