



## Knowledge Base Article # APP919

# ETM<sup>®</sup> (Enterprise Telephony Management) System v7.1.1 Appliance Build 59 Release Notes

## Who Should Install This Software

ETM<sup>®</sup> System v7.1.1 Appliance Build 59 provides appliance package updates to resolve the issues listed below. Before installing this update, you must have v7.1.1 build 45 or later installed on the ETM Management Server.

## Issues Addressed in This Update

- **ETM 27331**—On SIP Spans, Voice IPS and Adaptive IPS Rules using the Caller-ID Restricted value were not firing. Voice Firewall Rules were functioning normally.)
- **ETM- 27328** —On SIP Spans, calls to 911 were being intermittently terminated if the Emergency Group containing 911 was placed in a Voice Firewall Rule with a Terminate action.
- **ETM-27343**—SS7 Spans sometimes disconnect from the ETM Server if the source number contains special characters. An ETM SS7 Span sends whatever characters it receives in the Calling Party Number up to the ETM Management Server in the source number field and sends the Called Party Number characters in the destination number field. However, certain special characters in the source number can cause the ETM Server to be unable to parse the message it receives, resulting in errors that may cause the Span to disconnect from the Server. This results in a repeating disconnect loop until the log is skipped, the log file is erased, or the log is eventually overwritten. See “Changing the Configured Disconnect Cause Codes

- To change the **configured disconnect cause codes**

1. Open the **ASCII Management Interface** for the Signal Processor of the UTA appliance.
2. Issue the following command:

```
set disconnect causes <reject cause code> <terminate cause code>
```

where the reject cause code is the cause code used when terminating calls prior to call establishment and the terminate cause code is used to terminate calls that have been established and answered.

## To view the current settings

- Issue the following command:

```
show disconnect causes
```

The default value reject value is 21 and default terminate value is 16.

- Post-Installation Configuration for SS7 Special Character Issue (ETM-27343)” below for instructions.

Below is an example of a log that causes the problem:

```
10:59:04,947 ERROR Error Diagnostic in class  
com.securelogix.telewall.management.twms.msg_processors.parsers.sensor.  
SpanLogEventMsgParser, method [handleMsg] at tag [failed to parse message  
from ETM Application: 0030F6160470|2]: Message: Type: 300 Number: 65328  
Data: 441773|2|2048|2012|145906-10082015|145906.141-  
10082015|14|[1](443):<=?;3<|[1](343)4447758|3436786788||788|LOC|PN|PN  
java.lang.ClassCastException
```

- **ETM-27345**—On PRI Spans using configuration for a substitution value to replace malformed source numbers, the replacement would only occur if the first character in the source number contained a non-digit character.



If the first character contained a digit, the number would be sent up as is, even if non-digit characters were present in other parts of the source number.

- **ETM-27346**—Cisco has identified defect CSCum41846. This defect was causing the CUBE to set the q931 disconnect cause code to 16 with a SIP error code of 500, regardless of the disconnect reason being provided through the API. This defect has been fixed in the 15.5 train of IOS/XE. In conjunction with this iOS change, SecureLogix has changed the UTA default termination cause code to 21/403 (Q.931/SIP) and now allows for the cause code to be changed via ETM command from the **ASCII Management** command-line interface (see instructions below). Previously, UTA was sending a cause code of 0, regardless of the configured value.
- **ETM-27353**—On UTA Spans, outbound calls were sometimes incorrectly classified as inbound calls as part of Voice Firewall Policy Call Reject processing and Call Recording Policy processing.

## Installing this Update

This update is installed on affected applications using the normal appliance software package push mechanism in the ETM GUI.

## Special Configuration Instructions

### Changing the Configured Disconnect Cause Codes

#### To change the configured disconnect cause codes

3. Open the **ASCII Management Interface** for the Signal Processor of the UTA appliance.
4. Issue the following command:

```
set disconnect causes <reject cause code> <terminate cause code>
```

where the reject cause code is the cause code used when terminating calls prior to call establishment and the terminate cause code is used to terminate calls that have been established and answered.

#### To view the current settings

- Issue the following command:

```
show disconnect causes
```

The default value reject value is 21 and default terminate value is 16.

### Post-Installation Configuration for SS7 Special Character Issue (ETM-27343)

A new ETM CLI Command is introduced in this patch that enables you to specify the number to be substituted when a malformed source number is detected in SS7 messaging received over an SS7 trunk:

**SS7 MALFORMED SRCSUB <substitute\_PN\_string>**

(Must be followed by **POLICY CONFIG UPDATE** to activate the setting)

#### To set the substitution phone number string

1. In the Performance Manager **Platform Configuration** subtree, right-click the affected SS7 Bearer Span(s) and click **ASCII Management Interface**.
2. Type:

```
SS7 MALFORMED SRCSUB <substitute_PN_string>
```



3. Press ENTER.
4. Type:  
POLICY CONFIG UPDATE
5. Press ENTER.

**Note:** To remove the configuration and return the value to **NOT SET**, use the keyword **none** as the **<substitute\_PN\_string>** value in the command above. However, this is not recommended, since the issue addressed by this patch will occur with the configuration **NOT SET**, as though the patch had not been applied.

Once activated, this configuration item is persisted in that Span across restarts until it is changed through the **ASCII Management Interface** or the configuration files on the Span are erased. The new configuration item value is not uploaded to the ETM Server when the Span connects to the ETM Server.

When you have configured a source number to be substituted when a malformed source number is detected, then source numbers supplied from the SS7 TPP message layer are tested to determine whether they contain any non-digit characters. If a malformed source number is detected, a debug log is produced to document both the malformed value and the configured source number that will be substituted for it. However, the substitute is only used for internal processing. The substitute does not appear in the outgoing SS7 messaging on the wire. Rather, the substitute is input to Dialing Plan and Policy processing in lieu of the malformed source number.

For example, you can configure the Span's Dialing Plan to normalize the configured substitute string into a unique source number value that you then can use in Policy to treat such a call differently than a call to which the substitute source number string is not applied.

## Viewing the Configured Substitution Value

### To view the substitution value configuration

- In the **ASCII Management Interface**, type:

```
SHOW SS7
```

The output of the substitution configuration setting appears at the end of the output for this command.

- When it is not configured, the output appears as follows:

```
Substitution for malformed source number  
(for internal use only - won't appear on trunk): NOT SET
```

- When it has been configured, the output resembles the following::

```
Substitution for malformed source number  
(for internal use only - won't appear on trunk): 2105551212
```

## Current Application Versions as of This Update

### Appliance Application Packages

#### **Changed in this Update:**

- All ETM Appliance packages—7.1.59
- 1012, 1060, 1090, 3000, 3070, 4000, 4070, 5000, 5001, 5003, 5060

#### **Not changed in this update**

- All of the appliance packages are updated.

### Server and Client Applications

#### **Not changed in this update**

- v7.1.1 Build 47



**Last Update:** 9/8/2016

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