



## Knowledge Base Article #APP953

# ETM<sup>®</sup> (Enterprise Telephony Management) System v7.1.1 Appliance Build 54 Release Notes

### Issue Addressed in This Update

- ETM-27322—PRI Span sometimes disconnect from the ETM Server if the source number contains special characters.

### Who Should Install This Software

All customers with E1 or T1 PRI Spans running v7.1.1 of the ETM<sup>®</sup> System should install this update. To obtain the update, contact SecureLogix Customer Support. Before installing this update, you must have v7.1.1 Server Build 41 or 45 installed.

### More Information

An ETM PRI 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.

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
```

### Installing this Update

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

### Post-Installation Configuration

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 a Setup message received over a PRI trunk:

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

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

#### To set the substitution phone number string

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

```
ISDN 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 PRI 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 ISDN Setup message 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 ISDN
```

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

ETM Appliance packages 3000, 4000, and 1090—7.1.54

All other ETM Appliance packages—7.1.53

### Server and Client Applications

v7.1.1 Build 45



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