

AVAYA

Avaya Breeze™ Release Notes

Release 3.2 GA
Issue 1.0
October 2016

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Issues fixed in this release

- Resolved Problem:** Call drops when Engagement Designer adds a participant in a two party make call scenario

Reference: ZEPHYR-44933, ZEPHYR-44898

Keywords: Engagement Designer
- Resolved Problem:** Documentation Updates

Reference: ZEPHYR-44791, ZEPHYR-44747, ZEPHYR-44704

Keywords: Documentation updates
- Resolved Problem:** Calls drop when conferenced in to AAC Service Management page.

Reference: ZEPHYR-44702

Keywords: Conference, AAC
- Resolved Problem:** High CPU occupancy on Reliable eventing broker during traffic

Reference: ZEPHYR-44666

Keywords: Reliable Eventing
- Resolved Problem:** Cluster EM validations

Reference: ZEPHYR-44657

Keywords: Element Manager
- Resolved Problem:** AMS's MEDIA_PROCESSED message gets lost when when Answering party and Called party fields don't match

Reference: ZEPHYR-44618

Keywords: One party make Call
- Resolved Problem:** ECC traffic failures after 7 hours of run

Reference: ZEPHYR-44551

Keywords: Engagement Call Control
- Resolved Problem:** Disable Call reconstruction by default

Reference: ZEPHYR-44550

Keywords: Call reconstruction
- Resolved Problem:** Memory shortage in CECCommonSpace

Reference: ZEPHYR-44509

Keywords: Gigaspaces

10. **Resolved Problem:** When using CEnetSetup to change the hostname, System Manager does not recognize the Avaya Breeze™ version or other status information. This causes the system to be in a bad, unrecoverable state.

Reference: SMGR-36726

Keywords: CEnetSetup, hostname, OVA deploy
11. **Resolved Problem:** Presence Services snap-in can be used with Avaya Breeze™ 3.2 Beta load.

Reference: ZEPHYR-40511

Keywords: Presence Service Snap-in
12. **Resolved Problem:** Eventing Connector can now be uninstalled from the System Manager Service Management page.

Reference: ZEPHYR-39679

Keywords: Eventing Connector, Uninstall
13. **Resolved Problem:** ClicktoCall sample app now works via SBC when it is used to route HTTP requests to an Avaya Breeze™ load balancer that hosts the snap-in.

Reference: ZEPHYR-39584

Keywords: ClicktoCall
14. **Resolved Problem:** The Eclipse plug-in does not get stuck when incorrect ports are configured for System Manager/ Avaya Breeze™.

Reference: ZEPHYR-39081

Keywords: Eclipse plug-in
15. **Resolved Problem:** When using the ClicktoCall snap-in, the Calling Identity is now displayed correctly to the Called party.

Reference: ZEPHYR-37944

Keywords: ClicktoCall
16. **Resolved Problem:** traceHTTP now runs successfully every time it is run after deploying the Avaya Breeze™ OVA.

Reference: ZEPHYR-34900

Keywords: traceHTTP
17. **Resolved Problem:** When ECC getVoicemail API retrieves the media link using SDK API MediaFactory.createPlayItem().setSource(wavurl), it will no longer fail if the file has no extension. There is no need to append a dummy file name extrn to the media file.

Reference: ZEPHYR-41035

Keywords: ECC Voicemail
18. **Resolved Problem:** With Callable snapins, call intercepts now work correctly. 200OK ACKs are propagated as expected.

Reference: ZEPHYR-43193

Keywords: Callable snapin

19. **Resolved Problem:** After deploying Breeze via SDM Client, adding VM host in SMGR SDM and performing trust establishment operation on Breeze VM, that the Trust establishment now works successfully from SMGR SDM.

Reference: ZEPHYR-38547

Keywords: SDM, Trust establishment

20. **Resolved Problem:** For an Inbound call to Agent from external number (H.323 station in another CM), calls are no longer dropping after 30 seconds.

Reference: ZEPHYR-39683

Keywords: Call drop

Known issues and workarounds

Generic Avaya Breeze™ related

21. **Problem:** If three wrong attempts are made to reset the Avaya Breeze™ password (used passwords that do not meet the password strength criteria), it will lockout the account temporarily.

Workaround: You have to wait for the specified period and then re-attempt to reset the password.

Reference: ZEPHYR-44223

Keywords: Password reset

22. **Problem:** When multiple versions of snapinalarm are installed, the alarm definition of the most recently installed snapinalarm will prevail. When that most recently installed snapinalarm is uninstalled, the alarm definition should revert to the previously installed snapinalarm. Currently that does not happen – the alarm definition of the uninstalled snapinalarm prevails.

Workaround: All versions of snapinalarm must be uninstalled to delete the alarm definition. Then the version of the desired alarm definition can be installed.

Reference: ZEPHYR-44220

Keywords: Alarm definition, snapinalarm

23. **Problem:** On rare occasions the Avaya Breeze™ node can go into a state where all snap-ins fail to load either through the GUI or the Eclipse plugin.

On the System Manager GUI the error message that pops up says:

```
/opt/Avaya/AUS/snapin-alarms/tmp/CEServices_1.0_0_EPBaseRules_orig.xml]
```

Workaround: This happens when CEServices_1.0_0_EPBaseRules_orig.xml is missing from the system and the version in /opt/Avaya/AUS/snapin-alarms is of 0 length.

Workarounds:

- 1) remove the alarms.xml file from the .svar
- 2) replace both copies of the file on the System Manager disk with valid ones.

All snap-in alarms would be lost. A restore from a backup would work as well.

Reference: ZEPHYR-44180
Keywords: Snap-in installation

24. **Problem:** Port numbers for two ports for the same service cannot be swapped. An error message of the following type displays:
*'Entered port number value for port A is already in use on cluster X.
Entered port number value for port B is already in use on cluster X'*
- Workaround:** Assuming the administrator needs to swap ports with port A=1100 and B=1200, then it should be done in the following manner -
1. Update Port 1100 to 1108 (1108 is just a placeholder, make sure 1108 is unused) - then commit
 2. Update Port 1200 to 1100 - then commit
 3. Update Port 1108 to 1200 - then commit
- Reference:** ZEPHYR-3988
Keywords: Update Port numbers

25. **Problem:** Applicable only to multi-node clusters: During an upgrade of the platform – TextLog (on the in-service remaining nodes) will overrun – because it takes up to 20-30 minutes before the other node is back, and up to 40 minutes before replication is done and the grid is up. This overrun prevents seeing any other issues going on that are logged to the TextLog on the remaining in-service nodes. All information prior to the start of the upgrade on NodeC will be wiped out on NodeA and NodeB in a three node cluster for example.

The below message will be printed every five seconds for each service deployed (so it is a multiplier based on the number of services deployed).

```
[11/11/15 20:48:19:245 EST] 00010225 LookupLocator W
net.jini.discovery.LookupLocatorDiscovery$LocatorReg tryGetProxy Failed
to connect to LUS on 10.129.145.56:7000, retry in 5001ms
java.net.ConnectException: Connection refused
at java.net.Socket.connect(Socket.java:643)
at
com.sun.jini.discovery.internal.MultilPDiscovery.getSingleResponse(MultilP
Discovery.java:152)
at
com.sun.jini.discovery.internal.MultilPDiscovery.getResponse(MultilPDisco
very.java:99)
at
net.jini.discovery.LookupLocatorDiscovery$LocatorReg.doUnicastDiscover
y(LookupLocatorDiscovery.java:6
at
net.jini.discovery.LookupLocatorDiscovery$LocatorReg.tryGetProxy(Looku
pLocatorDiscovery.java:566)
at
net.jini.discovery.LookupLocatorDiscovery.regTryGetProxy(LookupLocator
Discovery.java:1401)
```

at
net.jini.discovery.LookupLocatorDiscovery.access\$900(LookupLocatorDiscovery.java:301)
at
net.jini.discovery.LookupLocatorDiscovery\$DiscoveryTask.tryOnce(LookupLocatorDiscovery.java:830)
at com.sun.jini.thread.RetryTask.run(RetryTask.java:92)
at
com.sun.jini.thread.TaskManager\$TaskThread.run(TaskManager.java:408)

Workaround: Execute an additional command on the in-service nodes prior to upgrading the out-of-service nodes as “cust” user:

was set trace

***=info:org.openspaces.admin.internal.admin.*=off:net.jini.discovery.*
=off:net.jini.lookup.*=off**

Reference: ZEPHYR-36743

Keywords: TextLog

26. **Problem:** This issue is specific to System Manager R 7.0.1. Steps related to the issue:

1. When System Manager 7.0 GA version is installed
2. Install build x of 7.0.1
3. Take a snapshot in VMWare.
4. Install build y where y>x of 7.0.1
5. Revert the snapshot using vmware client

The /emdata partition doesn't get reverted.

Hence the svars which were loaded earlier are still present in the emdata folder maintained by Avaya Breeze™.

Workaround: Preventive workaround recommended:

1. Power off System Manager
2. Edit VM settings to mark all hard disks as 'non independent'
3. Take snapshots

This results in reversal for /emdata too.

Reference: ZEPHYR-44171

Keywords: Snapshot, SMGR

27. **Problem:** '502 Bad Gateway' response can be seen intermittently for the following CSSoap scenarios:

- Create context with existing context id,
- Get context with non-existent Alias Id
- Create context with blank Group Id

Workaround: This happens only occasionally- repeating the operation will result in a successful attempt.

Reference: ZEPHYR-44161

Keywords: 502 Bad Gateway, Context Store

28. **Problem:** Email Connector requires re-install to pick up newly installed certificates.

- Workaround:** None.
Reference: ZEPHYR-43704
Keywords: Email Connector
29. **Problem:** Service profiles with a leading '+' in Service profile name cannot be edited. An error will be encountered when committing it.
Workaround: Do not use '+' in the Service profile name.
Reference: ZEPHYR-42574
Keywords: Service profile name
30. **Problem:** No entry is created under Authorization Service Instances tab in EM when Authorization Service is assigned to an empty cluster.
Workaround: An Avaya Breeze™ node must be added to the empty cluster, then installation code will execute and will create the necessary table entries.
Reference: ZEPHYR-42506
Keywords: Authorization Service
31. **Problem:** An Avaya Breeze™ node becomes non functional over time if the /var partition fills up with logs.
Workaround: If using a 50GB HDD, then update it to 150GB HDD.
Clear the logs in the /var partition.
Reference: ZEPHYR-39079
Keywords: Breeze disk
32. **Problem:** CENetsetup tool accepts Blank and invalid characters for HTTP Proxy hostname and port.
Workaround: Do not use blank or any special characters except * in the name field of HTTP Proxy server.
Reference: ZEPHYR-43315
Keywords: CENetsetup, HTTP Proxy
33. **Problem:** Specific to call scenarios where the party that answers a call may differ from the party that was originally called. For example, if the called party is a Vector Directory Number (VDN) on a Communication Manager, where the associated vector destination does a redirect of the call to another party. Depending on how the vector is defined, the answering party reported to a snap-in may be different than the called party.
In Collaboration Environment 3.0 the distinction between the called party and answering party was ambiguous. This resulted in behavior where a media operation invoked on the called party was applied to the answering party, even if the answering party differs from the called party.
In Avaya Breeze™ 3.1 this distinction has been refined so that media operations invoked on the called party will be ineffective if the answering party differs from the called party.
Snap-ins that invoke media operations (e.g. play announcement, prompt and collect, speech search) on the called party may then encounter failures if the answering party is not the called party.
Workaround: The desired behavior can be achieved by invoking media operations on the answering party.
Reference: None
Keywords: Media operations, VDN, call redirect

34. **Problem:** File not found errors seen while installing/uninstalling 3.2 patch.
Workaround: Ignore these errors.
Reference: ZEPHYR-44984
Keywords: Breeze patch installation
35. **Problem:** Serviceability profile gets disassociated with element after upgrade:
Workaround:
 1. Unassign and delete snmpv3 profile from “Home/Services/Inventory/Manage Serviceability Agents/SNMP Target Profiles” page.
 2. Create new snmpv3 profile from “Home/Services/Inventory/Manage Serviceability Agents/SNMP Target Profiles” page.
 3. Assign newly created snmpv3 profile to Avaya Breeze™ element from “Home/Services/Inventory/Manage Serviceability Agents/Serviceability Agents” page.**Reference:** ZEPHYR-44920
Keywords: Upgrade
36. **Problem:** When a snap-in is installed, ClusterDB gets created but upgrade scripts fail to run.
Workaround: Change the format of properties.xml to linux/unix and install the snap-in.
Reference: ZEPHYR-44685
Keywords: ClusterDB, Snap-in install
37. **Problem:** Sometimes an exception is seen while saving attributes for CSrest service.
Workaround: Retry this.
Reference: ZEPHYR-44608
Keywords: Context Store
38. **Problem:** Wrong display on the caller after parallel forking.
Workaround: Set mediaPolicy to INCLUDED.
Reference: ZEPHYR-44638
Keywords:
39. **Problem:** During ISO upgrade, JDK version mismatch causes a warning to be shown to the user.
Workaround: Ignore this warning.
Reference: ZEPHYR-44607
Keywords: Upgrade
40. **Problem:**
 1. You have two services using the same ports loaded.
 2. Install service one on one server.
 3. Remove this server from the cluster.
 4. When service one is still in uninstalling state, install service two in the same cluster.
 5. In this case no port conflict message is shown.**Workaround:** Proceed with installation of new snap-in after successful uninstallation of all the snap-ins from the server that was removed from the cluster.
Reference: ZEPHYR-44134
Keywords: Service Ports, Snap-in installation

41. **Problem:** Delete of a service fails if a snap-in is not in /emdata/svars.
Workaround: No Workaround.
Reference: ZEPHYR-42466
Keywords: Element Manager
42. **Problem:** Sometimes Alarming doesn't work. To confirm, raise a test alarm for Avaya Breeze™ from the System Manager SNMP page. If test alarm does not reach System Manager, apply this workaround.
Workaround: Repair serviceability agent again and wait for 20-25 minutes.
Reference: ZEPHYR-24537
Keywords: Alarming
43. **Problem:** Sometimes under heavy traffic, during one party call and a subsequent play announcement, play completed event does not get triggered causing a hung call.
Workaround: If you are using Engagement Designer, a short delay must be introduced between the time the "collect digit" from the prompt and collect operation completes, and the time the subsequent play operation is started.
If you are writing your own application, the recommended way to achieve the delay is to use a timer to start the play operation after 1 second instead of thread.sleep as it will have significant performance impacts.
Reference: ZEPHYR-40138
Keywords: Playing Announcements

Engagement Call Control (ECC) API-related known issues

44. **Problem:** When A calls B, who is an out of provider resource, events do not mention 'isExternalConnection', which indicates that the call is made to an out of provider resource.
Workaround: getcallInfo response can provide the information about the call being made to out of provider.
Reference: ZEPHYR-4887
Keywords: ECC out of provider resource
45. **Problem:** Single Step Transfer to unavailable number drops the call from the transferred end and hangs the other connection.
Workaround: Drop Call can be used to end the hung call on the original calling party.
Reference: ZEPHYR-4207
Keywords: Single Step Transfer
46. **Problem:** After an AES interchange, for some stations event subscriptions may not work as expected.
Workaround: Reinstall ECC snap-in.
Reference: CCC-68
Keywords: ECC REST API response "NOT_ACQUIRED"
- 45 **Problem:** When SST is performed to an out of provider number :
1. WCC may show transfer failed but transferee gets the call.

2. The participant list may contain 3 participants in the answered event when the transferee party answers the call.
3. Transferred event could be missing.
4. getCall details will not inform the transferee address until the transferee party answers the call.

Workaround: No Workaround.

Reference: ZEPHYR-45056, ZEPHYR-45085

Keywords: Single Step Transfer

Avaya Breeze™ 3.2.0.0 GA Load Components

Avaya Breeze™ OVA and ISO	Breeze OVA 320005 (md5) (sha1) <i>(Required if upgrading from Collaboration Environment R3.0.x)</i> Breeze ISO 320005 (md5) (sha1) <i>ISO UPGRADE SUPPORTED ONLY IF COMING FROM R3.1 or later (GA/GA Patch/Service Pack)</i>
Avaya Breeze™ Patch	<i>Breeze 3.2 GA Patch –</i> ce-patch-3.2.0.0.04320005.bin (md5) (sha1)
Avaya Breeze™ Avaya Aura Media Server OVA and ISO update	7.7.0.334 OVA with Media Server update 7.7.0.359 (md5) and System Layer update 7.7.0.20 (md5)
SDK	SDK 04320005 (md5) (sha1)
WebRTC	3.2.0.0.04320005
Avaya-WebRTC-SDK	3.2.0.0. 04320005
ECC Avaya Breeze™ SDK	3.2.0.0.04320005
Engagement Call Control (ECC)	3.2.0.0. 04320005
UCAService	UCA 3.1.1.1.3233 md5 sha1
Unified Collaboration Model (UCM)	UCM 3.1.1.1.3163 md5 sha1
Call Server Connector (CSC)	CSC 3.1.1.2.3230 md5 sha1
Web Call Controller (WCC)	3.2.0.0.04320005

System Manager interoperability

Avaya Aura System Manager release **7.0.1.2 (7.0.0.0.16266 Software Update Revision No: 7.0.1.2.075662)** is supported with Avaya Breeze™ 3.2 GA load. The System Manager 7.0.1.2 release can be applied on top of the generally available Avaya Aura System Manager 7.0.0.0 or the generally available Avaya Aura System Manager 7.0.0.1, 7.0.1.0 (and GA service pack releases).

Session Manager interoperability

Avaya Aura Session Manager 6.3.8 and beyond support Avaya Breeze™ 3.2 GA load.

Upgrade compatibility and sequence

When installing updates to the Avaya Aura solution, it is important that the different components are upgraded in the correct order to ensure platform stability and manageability of the network as part of the upgrade process. Refer to Avaya Aura component release notes for the proper upgrade order. Avaya Breeze™ can be upgraded at any time after Avaya Aura System Manager and Avaya Aura Media Server (if used) are upgraded.

Avaya Aura Media Server and Avaya Breeze™ should be upgraded together. Avaya Breeze™ 3.2.0.0 is compatible only with Avaya Aura Media Server R7.7.

Avaya Breeze™ VM Profile & ECC Snap-ins Deployment Type

It is no longer required to use Manual Deployment Type & Configuring Deployment. Now SMALL, MEDIUM or LARGE Deployment Types can be selected.

Avaya Breeze™ Profile	UCA	UCM	CSC	Notes
Profile 2-4/8, Profile 3-6/10	SMALL	SMALL	SMALL	2 cps, max 15K extensions Single node - max 2 CMs Multi node - max 3 CMs
Profile 4-8/16	MEDIUM	MEDIUM	MEDIUM	15 cps, max 30K extensions and max 3 CMs, min 2 nodes needed
Profile 4-8/16	LARGE	LARGE	LARGE	24 cps, max 41K extensions and max 3 CMs, min 2 nodes needed

WebRTC notes

The shared string for the authorization token is “Avaya Authorization Token.” Refer to the documentation for “How to use authorization token” and to the WebRTC sample application in the WebRTC SDK for details.

Real-Time Speech (RTS) Snap-in notes

When using Real-Time Speech with Avaya Breeze™ 3.1.1.0 or later, you must use Real-Time Speech (RTS) 3.1 or later. If the previous version of the Real-Time Speech (RTS) snap-in is used in an Avaya Breeze™ instance, please contact Avaya for the updated Real-Time Speech (RTS) snap-in before upgrading to Avaya Breeze™ 3.2.0.0.

Flow control

It is important to avoid traffic congestion for a service that sends a burst of voice announcement requests through Avaya Breeze™. The current recommendation is no more than 375 phone numbers to be included per single request to this type of service. Each request must be staggered by 15 seconds or more between subsequent requests to the same service on the same Avaya Breeze™ instance. Empirical testing has shown that a reliable minimum delay for 10,000 requests using one (1) Avaya Breeze™ is 15 seconds. A lower delay value is not recommended because it increases the probability of encountering performance-related problems.

Additional consideration should be given when the sum of requests targeted for the voice announcements exceeds the maximum port allocation for a single instance of the Avaya Aura Media Server. The Avaya Aura Media Server virtual machine bundled with Avaya Breeze™ is maximum rated at 1100 ports. A single Avaya Aura Media Server would be expected to service 1,000 announcements over a period of 5 minutes and therefore 2,000 announcements would be serviced over 10 minutes. Given this guideline, 5 Avaya Aura Media Server instances will be required at a traffic level of 10,000 voice announcement requests serviced over a 10 minute period of time. The same traffic distribution guidelines as discussed above apply here as well.

Note that if the phone numbers specified in the voice announcement request contain non-SIP devices such as H.323 endpoints or non-SIP trunk resources, be sure to verify this configuration to ensure you have the needed Digital Signal Processors (DSP) resources required to support a simultaneous voice announcement request to this set of users.

The following formula can be used to estimate the number of Avaya Aura Media Server instances required to support a particular burst application.

MaxSimultaneousRequiredLicenses = (((AnnLength + MaxDelayToAnswer)/FCDelay) * (CollectionSize))*NumberOfLicensesPerCall)

TotalAMSInstances*=ceiling((MaxSimultaneousRequiredLicenses)/(AMSMaxLicenseThreshold))

AnnLength = full length of the recorded announcement in seconds.

MaxDelayToAnswer = anticipated max ringback delay prior to answer in seconds.

FCDelay = Flow Control Delay which is the time between simultaneous collection bursts to a Avaya Breeze™ instance in seconds (current recommendation is 15 seconds or more).

CollectionSize = For an outcalling burst application this number represents the total number of users defined within a single simultaneous request for voice announcements to an Avaya Breeze™ instance.

AMSMaxLicenseThreshold = the default threshold is 825 (75% of current session maximum).

NumberOfLicensesPerCall = 2 (number of active sessions per call; each session uses 1 license).

*In summary, the **TotalAMSInstances** is the “rounded up” value of the total number of simultaneous licenses required, divided by the license threshold administered on a single Avaya Media Server virtual machine. See the example below for further clarification.

For example:

Using the sample service, MultiChannel Broadcast, send 10,000 voice 45-second announcements to individual phone numbers within or off enterprise. In this type of example, assume it will take no more than 15 seconds for any user to answer the calls generated from this application and a single request includes 250 phone numbers, therefore 40 requests are required to reach 10,000 phone numbers in total.

AnnLength=45 seconds

MaxDelayToAnswer=15 seconds

FCDelay = 15 seconds

CollectionSize= 250

MaxSimultaneousRequiredLicenses = (((45+15)/15)*250)*2 = 2000

TotalAMSInstances = ceiling (2000/825) = 3

request1=[phone1...phone250]; request2=[phone251...phone500], ...,
request40=[phone9750...phone10000]

Each request per Avaya Breeze™ instance would still need to be staggered by 15 seconds.

In this example, a total of three (3) Avaya Aura Media Servers and one (1) Avaya Breeze™ instance could service the request for 10,000 voice announcements within 10 minutes. Note: a larger collection, longer answer delay, and/or announcement length will require additional Avaya Aura Media Server resources.

Callbacks for Media Operations

Some behaviors have changed related to media callback listener methods to improve consistency in the media portions of the API (including voice XML and speech search). The original and changed behaviors are:

1. Invoking stop on a prompt and collect media operation.

ORIGINAL BEHAVIOR: Two invocations of MediaListener methods are made, one to the playCompleted callback method with a cause of STOPPED and one to the digitsCollected callback method with a cause of STOPPED.

NEW BEHAVIOR: A single invocation is made to the `digitsCollected` method with a cause of `STOPPED`. This new behavior aligns better with the behavior that occurs when a prompt and collect operation ends after playing a prompt and collecting digits.

2. Invoking stop on a send digits operation.

ORIGINAL BEHAVIOR: The invocation of stop has no effect and the send digits operation continues to completion as if stop were NOT invoked. Upon completion no invocation of the `MediaListener`'s `sendDigitsCompleted` method occurs.

NEW BEHAVIOR: The invocation of stop still has no effect. However, upon completion of the send digits operation, the `sendDigitsCompleted` method is invoked with a cause of `COMPLETE`. This new behavior better reflects what has actually taken place.

3. A party drops/is dropped from a call under the following circumstances:

A. The call termination policy is set to `NO_PARTICIPANT_REMAINS`.

B. A media operation is active on the dropped party.

ORIGINAL BEHAVIOR: An invocation of the appropriate `MediaListener` callback method occurs for the operations play, prompt and collect, collect, and record. For other media operations, no listener callback methods are invoked. NOTE: The listener interface that is implemented by a snap-in for most media operations is `MediaListener`. For voice XML and speech search, the listener interfaces are `VoiceXMLDialogListener` and `SpeechSearchListener`, respectively.

NEW BEHAVIOR: An invocation of the `recordCompleted` method occurs for an active record operation. No invocation of callback methods occur for other media operations. This new behavior better matches the behavior that occurs when a call ends.