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SIP Feature Server Deployment Guide

Known issues and recommendations

12/14/2025

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Warning

This Deployment Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 Deployment Guide](#)

SIP Feature Server 8.1.2 known issues and recommendations

This document includes SIP Feature Server issues and recommendations applicable to the legacy 8.1.2 release.

Important upgrade step

If you are upgrading from a restricted release of SIP Feature Server 8.1.2 (any version prior to 8.1.200.83), you must manually restore the vms_host parameter, as follows:

1. Open `launcher.xml`.
2. In the vms_host section, in the line `<format type="string" default="localhost" />`, replace "localhost" with "0.0.0.0" or a specific IP address to restrict Feature Server web application access to that address.

If you are doing a fresh installation or upgrading from 8.1.200.83 or later, you can omit this step.

Feature Server upgrade requires manual Cassandra file backup and restoration

Before you upgrade Feature Server, you must first back up your Cassandra configuration and database files, then restore them after the upgrade. Complete these steps:

1. On the Feature Server master node (which is also the Cassandra seeds node), back up all files in the **etc** folder, which includes the `cassandra.yaml` file.
2. Back up the database files for all nodes in the Cassandra cluster (because the upgrade propagates changes to all nodes in the cluster). Note the file locations.
3. After completing the Feature Server upgrade, restore the backed up configuration and database files to their original locations.
4. Restart Feature Server and use the Feature Server administrative web application to verify that it is running.
5. Repeat these steps on each node.

(SIPVM-2006)

Use IP addresses

Use IP Address or local host name, not FQDN, to access the Web application. FQDNs can cause unexpected logouts.

Group Mailbox Administrator privileges

Only users with the Group Mailbox Administrator role can use the web application or TUI to upload or change greetings and passwords.

RequestPrivateService MWI notification generated with incorrect values

In a multi-site environment, RequestPrivateService MWI notification for deposit and retrieval calls is intermittently generated with incorrect values. (SIPVM-1757)

When the network is disabled on the host on which Feature Server is running, Windows may terminate unexpectedly

Windows may terminate unexpectedly if the host on which Feature Server is running is removed from the network by clicking Disable from the Windows Local Area Connection dialog box. (SIPVM-1333)

Workaround

Stop Feature Server before disconnecting the network.

Message priority is not being considered during retrieval

The message priority selected during a call deposit is not taken into consideration during voicemail retrieval. (SIPVM-1248)

In the Telephone User Interface (TUI), User and Group mailboxes can be accessed only with mailbox credentials (mailbox number). DN, agent, and user credentials to access mailboxes is not supported. (SIPVM-859)