Poly Devices call hold, transfer, and resume fails after installing the July 2019 Cumulative Update 10 for Skype for Business Server 2015

This technical advisory is a notification of an issue encountered after installing the Microsoft Skype for Business July 2019 Cumulative Update 10 on Skype for Business Server 2015. This issue has been documented in the Microsoft Knowledge Base (KB 4518680 Can't transfer external calls by using Polycom VVX phones in Skype for Business Server 2015)

What is the issue?
After applying the July 2019 CU10 update for Skype for Business Server 2015, Poly VVX desktop phones and Trio conference phones registered to Microsoft Skype for Business 2015 On-premise topologies may:

- Fail to complete transfer of inbound PSTN calls,
- See failures with "Call Hold," and "Resume" functionality

DEPLOYMENT TYPE	IMPACT STATEMENT
Skype for Business Online	**No Impact**
Skype for Business On-Premises	**Yes**

The following Poly Devices are impacted:

- Poly VVX series desktop phones
- Poly Trio series conference phones

For more Information on the original issue, please also refer to Microsoft Support article – https://support.microsoft.com/en-in/help/4518475/polycom-vvx-series-call-features-fail-after-july-2019-skype-update

Poly has patch releases available that can be immediately deployed to resolve the issue. However, the recommended solution is to use the Microsoft patch referenced later in this document. Please contact your Poly Support representative for more information.

DEVICE NAME	FIRMWARE VERSION	TIMELINE
VVX Phones	**UCS 5.9.3.3348 rev N**	**Aug 30th, 2019**
Trio	**UCS 5.9.0.11441 rev AD**	**Aug 30th, 2019**

This fix will also be provided in an upcoming GA release. The following table provides a timeline of when the fix will be available on GA Release.

DEVICE NAME	FIRMWARE VERSION	TIMELINE
VVX Phones	5.9.4	3rd Week Sep 2019
Trio	5.9.1AA	3rd Week Sep 2019

Microsoft has also prepared an update that can be applied to the Skype for Business server to fix the issue. Information about the patch may be found here:

https://support.microsoft.com/en-us/help/4518735/august-2019-cumulative-update-6-0-9319-562-for-skype-for-business-serv

FAQ

Question: Are CX devices impacted?

Answer: CX Devices are not impacted.

Question: Can we roll back the deployment of CU 10?

Answer: Yes, if you roll back CU10, Poly devices will work as before.

Question: Is Microsoft addressing the issue?

Answer: Microsoft has provided a patch to resolve the issue.

Question: Are the Poly and Microsoft fixes compatible?

Answer: Yes, you can deploy both patches. However, Poly recommends that the Microsoft patch be deployed first.