



# IP Office Technical Bulletin

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**Region:** Global

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## General Availability (GA) of the IP Office 4.2 Q2 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.2 Q2 2009 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.X releases.

### 1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.2(17), VoiceMail Pro 4.2(30) and User CD 4.2(24), comprising of Phone Manager 4.2(23) and Soft Console 4.2(13)

The IP Office and application software can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP500, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the IP Office Administration CD are:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	4.2(17)
IP Office Manager	6.2(17)
System Monitor	6.2(17)
System Monitor	5.2(69)
Upgrade Wizard	6.2(17)
SSA Viewer	6.2(17)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	5.00

<b>Delivered Software or Package</b>	<b>Version</b>
2420 Telephone Firmware	5.00
5410 Telephone Firmware	5.00
5420 Telephone Firmware	5.00
VoiceMail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.26
IP DECT – ADMM Firmware	1.1.11
IP DECT – ADMM Java Configuration	1.1.11
IP DECT – ADMM DECT Monitor	1.4
Feature Key Server	1.0.0.5
3701 Telephone Firmware	22.04.04
3711 Telephone Firmware	91.24.31.04
3711 Global Telephone Firmware	91.24.36
3711 Global Telephone USB driver	0.8
T3 IP Admin Tool	3.08
1603, 1608, 1616 Firmware	1.0483
1603 Loader (Boot File) Firmware	1.043
1608 and 1616 Loader (Boot File) Firmware	1.030
1616 Button Module Firmware	1.0.9

The contents of the VoiceMail Pro CD are:

<b>Component</b>	<b>Version</b>
VoiceMail Pro (GUI)	4.2(30)
VoiceMail Pro Server	4.2(30)
VoiceMail Pro Service	4.2(30)
VPIM Client	4.2(30)
VPIMDBSvr	4.2(30)
VPIMReceiver	4.2(30)
VPIMServer3	4.2(30)
IMSAdmin	4.2(30)
IMSServiceRestart	4.2(30)
UMSServer	4.2(30)
VMServer	4.2(30)

The contents of the User CD are:

<b>Application Name</b>	<b>Version</b>
Phone Manager	4.2(23)
Soft Console	4.2(13)
TAPI	1.0.0.32
Dev Link	1.0.0.5

**Note:** Upgrading IP DECT 3711 Telephone Firmware to 91.24.31.04

This Administration CD contains two upgrade programs with this release of 3711 telephone firmware:

pp\_avaya\_3711\_91\_24\_31\_04.exe  
up\_avaya\_3711\_91\_24\_31\_04.exe

Please check the handset label located under the battery cover to determine the month and year of release. If the handset has a date of 08/06 or earlier then use the "pp" upgrade program. If the date is newer than 08/06 then use the "up" upgrade program to update the telephone.

This release will support the new "IP DECT 3711 Global" telephone that will be available in the near future. The new global telephone will not offer any different feature set than the current 3711 but will support both EMEA and US frequencies. To determine if a customer has a "global" 3711 telephone press Menu, System, Version Number. The PRD: number will end with a suffix of ".int".

**Note:** 1616 Button Module Support

Further to the announcement in Technical Bulletin 101, this release of IP Office software supports a maximum of 3 Button Modules to be connected to a 1616 telephone with a maximum of 16 Button Modules connected to an IP Office system. The IP Office will support a maximum of 512 programmed feature buttons. This can be achieved using the maximum of 16 fully programmed Button Modules or a maximum combination of 8 fully programmed EU24 and 10 fully programmed 1616 Button Modules. A maximum of 8 EU24 modules can be connected to an IP Office system.

**Note:** Upgrading 5410 Telephone Firmware

To protect customers from the 5410 upgrade issue documented in Technical Bulletin 91 this and future releases of IP Office software will not upgrade any 5410 telephones which are **already running R5 firmware** when the Force Upgrade batch file is switched on. If you wish to upgrade a 5410 already running R5 firmware a NoUser Source Number must be entered using Manager in addition to the Force Upgrade batch file.

When the NoUser source number is used in conjunction with the Force Upgrade batch file this will initiate an upgrade of all 5410 telephones including those already running the R5 firmware. 5410 telephones running a previous release of firmware will upgrade as normal without the need to enter the NoUser source number when connected to a system running this release of IP Office software.

NoUser Source Number to allow 5410 telephones running R5 firmware to upgrade:

**ALLOW\_5410\_UPGRADES**

## **2 New Features**

### **2.1 Microsoft Internet Explorer 8 Support**

Internet Explorer 8 is now supported on all applications which utilize an internet browser.

**Note:** To avoid minor display issues when using Voicemail Pro UMS, Conference Center and Delta Server it is recommended the browser is configured for “compatibility mode”.

## **3 IP Office Resolved Field Issues**

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya IOC. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

The following field issues have been addressed:

### **3.1 Resolved Field Issues in IP Office 4.2(17) and Manager 6.2(17)**

<b>CQ Number</b>	<b>Description of Issue</b>
CQ39678	DS expansion modules lose dial tone all at once
CQ39774	Unable to use Bridge Appearance to retrieve a transferred call
CQ39798	User buttons do not work as documented
CQ39805	Unable to use Bridged Appearance to retrieve a transferred call
CQ39814	System restart when accessing Conference Center Conference
CQ39822	System Restart with watchdog Error, Every 1-3 days
CQ39831	TAPI causes system to restart when using blind transfer to a user who has DND active
CQ39843	Voice quality lower on speakerphone when voice recording enabled on 5400 and 2400 phones
CQ62926	Intermittent - Agent receives a buzzing noise on some calls routed via VM Pro
CQ64588	T3 - IP Classic - Visual Voice Option "Listen" Cannot display the Date / Time due to the small screen
CQ68734	System restart when merging a small change to a config that contains a large number of Directory entries.
CQ68761	Reduction in Supervised Transfer timeout VoIP on Single Site IPO and VM Pro
CQ68791	T3 Call list entry on the wrong phone when call is forwarded to a busy target
CQ68888	Call recording not working when picking up HG call using a group button
CQ69086	EVM - Voicemail to Email fails after time causing delayed or stalled email notifications from EVM
CQ69100	System restart when Soft Console attempts to transfer a call using Ctrl+T.
CQ69488	Using Button Programming to 'PickUp' a call will show the call in the 'Missed' call list
CQ69713	Embedded Voicemail does not action on digit "7" as seen in call flow.
CQ70118	Telephone will continually ring if Ringer Off button pressed to turned on the ringer when on a call
CQ70594	CallFlow modules using \$DDI Variable Routing will not work when a call is received from SCN nodes
CQ70601	Hunt Group fallback does not work when the H/G is OOS and the H/G Voicemail On option is disabled.
CQ70977	IP SOE System restart - IP Sec related
CQ71001	IP412 restart just after the transfer of a ringing call via the Soft Console.
CQ71121	Hunt Group Overflow group Lists are not targeted correctly
CQ71142	IPO - Using an S char in a user short code - blanks the Extn No. when inserted in via an ARS route
CQ71296	IPO - T3 phone cannot access pulse relay via a programmed button whilst on hook
CQ75772	IPO drops connected calls when merging a small config change when the directory is very large.
CQ75904	Merging config at the same time as a blind transfer with CDR on will cause restart
CQ67993	Intermittent 2 second delay in establishing speech path on calls to 3711 IP DECT handsets

CQ39770	The password change button is not sized correctly on the General tab of the Security settings
CQ39778	Audit trail 'items changed' does not sort correctly
CQ67897	Unable to delete Hunt Group from a config that contains many Hunt Groups, Users and I/C Call routes.
CQ69795	Manager - new ARS entries cannot be deleted - shows "The Main ARS Form Cannot Be Deleted"
CQ76029	Problems displaying and editing large number of Directory entries in Manager
CQ39888	OSBuffer 3 falling over time leading to restart on 4.2.14
CQ77141	Agent licenses are not released if agent logs onto a different base extension without first logging off
CQ77182	Embedded VM - Auto Attendant Blind Transfer to a User that selects Forwarding to another AA fails
CQ77902	(EVM) exhibits very garbled speech when a transfer to a short code is invoked via Auto Attendant
CQ77914	Manager - EVM Auto Attendant. "OK" / "Cancel" buttons incorrectly displayed in AA "Actions" tab

### **3.2 VoiceMail Pro 4.2(30) resolved field issues**

The following field issues have been addressed in the VoiceMail Pro 4.2(30) software:

<b>CQ Number</b>	<b>Description of Issue</b>
CQ70535	IPO 4.2 11 VM Pro 4.2 24 Swedish characters do not appear in some fields
CQ70806	? in a "Menu" callflow will not work if the string is entered specifically with "????" only
CQ70945	VM to email Copy uses 32 character name format in attachment. (UMS has MSGxxxx.WAV format)

### **3.3 User CD 4.2(24) resolved field issues**

The following field issues have been addressed in the Phone Manager 4.2(23) and Soft Console 4.2(13):

<b>CQ Number</b>	<b>Description of Issue</b>
CQ69137	Phone Manager Softphone "Pop" is always on even though the option is checked off
CQ34955	Italian Phone Manager - Short Cut Keys - translations required
CQ39790	PMP popping to external application Goldmine, pops 4 times per call
CQ64472	"From" field changes from CLI to Directory match (either IPO or PM) when call is answered then cleared.
CQ75447	Access Violation is seen if the Phone Manager is started whilst the attributed DS phone is off-hook
CQ75574	4.2 Phone Manager cannot perform a "Hold" and then "Transfer Complete"
CQ63604	Supervised transfer of external call via Soft Console doesn't pass external CLI to MSCRM application
CQ68728	Soft Console Search Window is not refreshed correctly
CQ69695	Soft Console - User Entries window is blank when the HGrp button is toggled

## **4 Technical Notes**

### **4.1 Upgrade IP Office Admin CD**

The Administration CD will detect previous installed versions and upgrade automatically. If a 3.2 Administration CD is installed it must be uninstalled before installing 4.2(17). It is not necessary to restart the PC after upgrading unless instructed to do so.

### **4.2 IP Office Expansion Unit Compatibility**

All IP Office expansion units must be upgraded to the same version as the main unit.

### **4.3 Upgrade of IP Office systems with limited RAM**

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the "Validate" option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, the administrator is presented the option to restart the system into 'Offline Mode', which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an "initial check", this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the "Type" column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1. If the Manager application detects that "offline mode" is necessary any expansion modules selected for upgrade will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is restarted while in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will restart into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has restarted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

### **4.4 Upgrade Instructions for VoiceMail Pro**

The VoiceMail Pro must be at a minimum of 4.0 GA before automatic upgrades can be performed to this maintenance release.

Running VoiceMail Pro CD 4.2(30) will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the VoiceMail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to VoiceMail Pro 4.2(30) please ensure that all applications running on the VoiceMail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

## **5 Assistance**

### **5.1 Documentation and Software**

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Find Documentation and Technical Information by Product Name"
2. Select "IP Office"
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

## **6 Known Caveats**

IP Office Caveats are detailed online at:

<http://marketingtools.avaya.com/knowledgebase/caveats>

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