



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 6.1 Q1 2011 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 6.1 Q1 2011 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office 6.0 and 6.1 GA releases.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 6.1(12)
- IP Office Preferred Edition 6.1(17) (also known as VoiceMail Pro)
- Customer Call Reporter 6.1.3.1
- one-X Portal 6.1(18)
- User CD 4.2(37)
- IP Office Application Server 6.1(22)

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

<http://support.avaya.com>

This software is for use with the IP Office IP500v2, IP500, IP412 and IP406v2 (PCS 8 and later).

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	6.1.12
IP Office Manager	8.1.12
System Monitor	8.1.12
Upgrade Wizard	8.1.12
Network Viewer	8.1.12
SSA Viewer	6.1.12
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1

Delivered Software or Package	Version
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	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	R3.0
1408 / 1416 Telephone Firmware	R16.0
1408 / 1416 Loader (Boot File) Firmware	25
IP Office Video Softphone	3.1.2.17.59616
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
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	0.101107
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.3000
1603 Loader (Boot File) Firmware	1.3000
1616 Button Module Firmware	1.0.9
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.11
9621 9641 Telephone Firmware (Application file)	S9621_41HALBR6_1r27_V4r52
9608 Telephone Firmware (Application file)	S9608_11HALBR6_1r27_V4r52
9608 9621 9641 Kernel	S96x1_UKR_V0r27_V0r27
1120E 1140E 1220 1230 Telephone Firmware	4.00.03.00
3720 Telephone Firmware	3.0.7
3725 Telephone Firmware	3.0.10
DECT R4 – IPBS Firmware	3.3.13
DECT R4 – AIWS Firmware	2.43
DECT R4 – WinPDM	3.4.5
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.055
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(36)
Soft Console	4.2(23)
TAPI	1.0.0.35
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 supports the "IP DECT 3711 Global" telephone. The 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”.

2 New Features

2.1 Support for 96x1 Series Telephones and Button Module (BM12)

This Maintenance Release includes support for the 9608, 9621 and 9641 telephones. These telephones are supported exclusively on IP500 and IP500v2 systems.

HTTP Firmware Upgrades - Due to the size of the firmware files, IP Office upgrade from the internal memory card, or using the TFTP to HTTP relay via the IP Office Control Unit will not support HTTP services for these telephones. It is recommended that firmware upgrades for 9608, 9621 and 9641 telephones are performed using an external HTTP Service such as an IIS or alternative HTTP Server. This does not affect the current ability to upgrade other telephone types (4600, 5600, 1600, and 9600) directly from the control unit memory card or using HTTP relay.

For the current 96x1 telephones, the new default files to be provided by IP Office are:

- 96x1upgrade.txt
- 96x1settings.txt
- 96x1 language files
- ext_96x1data.txt backup file (where ext is the User’s extension number)
- 96x1 firmware files are labelled as S9608_11HALBR6_1r27_V4r52.tar and S9621_41HALBR6_1r27_V4r52.tar dependant of the current version

The mechanisms used to automatically generate the 96x1upgrade.txt file will be the same as for the 1600 phones generated by the core software in the IP Office. This will contain the valid list of boot and application firmware versions for the 96x1 phones supported by IP Office. These files will be included in the list of ‘phone’ files to load onto the embedded storage provided by IP500 and IP500v2.

The associated Button Module (BM12) provides the telephone with an additional 24 buttons (2 pages of 12) which can be used as Appearance and Feature Buttons. A maximum of three Button Modules (BM12) may be connected to a 9608 or 9641 telephone. The 9621 telephone does not support any additional Button Modules. For further information please refer to the “System Button Module Support” section of the IP Office Product Description.

2.2 Microsoft Exchange 2010 Support

This Maintenance Release includes support for Microsoft Exchange 2010 with IP Office Preferred Edition (VoiceMail Pro).

3 IP Office Resolved Field Issues

In the table below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SME. 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 6.1(12) and Manager 8.1(12)

<u>CQ Number</u>	<u>Description of Issue</u>
CQ46079	No busy tone when dialing busy number from 9600 series telephone call log using ARS
CQ45854	Busy tone not mapped to user when ARS form is configured with additional route
CQ44087	User gets wrong CLI when performing a call pickup via a user key
CQ107162	Caller cannot hear queue announcements when call is transferred via VMPro Leave start point
CQ40520	9600 telephone unable to use Visual Voice button to transfer calls
CQ106089	Call transferred to Hunt Group with one user - ExtA (which has FwdUnc set to ExtB) ends up ringing ExtA
CQ40234	Twinned calls hear dial tone when answered by the twinned device.
CQ107301	Response Code 404 (Not Found) should not be returned when the Manager Help states that the IP Office returns "busy"
CQ45408	Busy tone not presented to caller when incoming call targeted to busy advertised hunt groups
CQ87301	Call will not re-route to Alternative ARS if original route gets a disconnect message with cause code 2
CQ120943	Analogue extension port may not release
CQ46205	Mobile Twinning recover the call back to desk phone does not work correctly
CQ106090	Unable to make "Anonymous call" from T3 DS phone. The restricted flag gets over-ridden by the IPO.
CQ40516	TAPI related memory leak causing system restart
CQ40517	System restart - 1400 Series Telephone display update
CQ122263	Call between two SIP Soft phones is placed on hold by the call originator, one way speech results when call is resumed.
CQ122231	One way speech when one-X Portal makes a consultation call between two SIP Soft Phones with a call on hold.
CQ40796	Issues encountered when upgrading 1400 series telephones
CQ106881	Calls to busy twinned user result in failed calls that cannot be cleared

3.2 User CD 4.2(37) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(36) and Soft Console 4.2(23).

<u>CQ Number</u>	<u>Description of Issue</u>
CQ121475	Problem installing TAPI onto a Windows 7 64bit OS - Appears to install but cannot select IPO line.
CQ107578	PM error message "Outlook cannot be configured" displayed when using PM4.2.34 and Outlook 2010.
CQ106587	SoftConsole "Directory" Scroll Bar jumps up and down erratically making it difficult to select a Directory Entry.

3.4 Customer Call Reporter 6.1.3.1 resolved field issues

The following field issue has been addressed in CCR 6.1.3.1:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ96953	Italian Translation - Incorrect spelling for "Database" on the Administrator "Preference Details"

3.5 Preferred Edition 6.1(17) resolved field issues

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 6.1(17):

<u>CQ Number</u>	<u>Description of Issue</u>
CQ120601	Cannot login to VMPro Server 'Server Busy' message
CQ120602	Client does not save 2nd SMTP sender entry

3.6 one-X Portal 6.1(18) resolved field issues

This release of one-X Portal contains no field related fixes.

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 6.1 from a previous release an upgrade licence is required. It is recommended that the IP Office Release 6.1 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 6.1.

The table below shows the necessary steps that must be taken to upgrade your IP Office system to Release 6.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP406v2 (PCS 8 and later)	4.0 / 4.1 / 4.2 / 5.0	5.0.999 Loader	Load 6.1
IP412	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--
IP500	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--
IP500v2	6.0	Load 6.1	--
All Modules	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--

4.2 Upgrading IP Office Administration

The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled before installing 6.1(12). It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

4.3 Upgrading a remote IP500v2 System running 6.0(8) or 6.0(14) software

If the system is to be upgraded remotely and is an IP500v2 platform running 6.0(8) or 6.0(14) software please check the size of the IP Office configuration file (config.cfg) held on the system SD card **before** upgrading to this release. The config.cfg file can be found in the "Primary" folder of the System SD card. For further information please refer to "Viewing the Card Contents" in the "SD Card Management" section of the IP Office Installation Manual.

If it is determined that the IP Office configuration file stored on the System SD card has a zero byte size it is likely that the issue documented in CQ105039 has occurred. In this instance the IP500v2 system will potentially restart with a default configuration. In this instance it is recommended that the following procedure to upgrade the IP500v2 system is performed when connected to the customer's LAN:

- 1) Using Manager take a copy of the System configuration and store on the local Administration PC.
- 2) Connect to the IP Office's LAN and perform a System Restart using Manager.
- 3) When the system has restarted use Manager to send the backup of the customer's system configuration file to the IP500v2.
- 4) Restart the system and recheck the size of the IP Office configuration in the System SD card.
- 5) Upgrade the IP500v2 system to the 6.1(12) release.

4.4 IP Office Expansion Unit Compatibility

All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

4.5 Upgrade Instructions for IP Office Preferred Edition

VoiceMail Pro must be at a minimum of 4.0(15) GA before automatic upgrades can be performed to Preferred Edition using this maintenance release.

The Preferred Edition 6.1(17) installer (also known as VoiceMail Pro) will automatically detect the previous build and upgrade automatically. It is always advisable to back up the configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading the Preferred Edition Server to 6.1(17) please ensure that all applications running on the PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

4.6 Upgrade Instructions for Customer Call Reporter

The 6.1.3.1 release of Customer Call Reporter has no special requirements or prerequisites in order to upgrade from the 6.1 or 1.2 GA releases. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade. If you are upgrading from CCR 1.X please refer to page 104 of Technical Bulletin 115.

4.7 Upgrade Instructions for one-X Portal

The 6.1(18) release of one-X portal has no special requirements or prerequisites in order to upgrade from the 6.0 or 5.0 releases. Please refer to the Maintenance section of the one-X Portal for IP Office documentation for details on the upgrade process.

4.8 Upgrade Instructions for IP Office Applications Server

This release of Applications Server contains no special requirements in order to upgrade from the previous GA release. Please refer to section 1.6 of the IP Office Application Server Installation and Maintenance documentation.

5 Assistance

5.1 Documentation and Software

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads"
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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