



## IP Office Technical Bulletin

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**Region:** Global

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### **General Availability (GA) of the IP Office Release 6.1 Q2 2011 Maintenance Release**

Avaya is pleased to announce the availability of the IP Office Release 6.1 Q2 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(20)
- IP Office Preferred Edition 6.1(20) (also known as VoiceMail Pro)
- Customer Call Reporter 6.1.4.4
- one-X Portal 6.1(19)
- User CD 4.2(39)
- IP Office Application Server 6.1(24)

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:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	6.1.20
IP Office Manager	8.1.20
System Monitor	8.1.20
Upgrade Wizard	8.1.20
Network Viewer	8.1.20
SSA Viewer	6.1.20
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1

<b>Delivered Software or Package</b>	<b>Version</b>
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	3.0
1408 / 1416 Telephone Firmware	16.0
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	1.300b
1603 Loader (Boot File) Firmware	1.300b
1616 Button Module Firmware	1.1.0
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.186a
9621 9641 Telephone Firmware (Application file)	S9621_41HALBR6_1r28_V4r52
9608 Telephone Firmware (Application file)	S9608_11HALBR6_1r28_V4r52
9608 9621 9641 Kernel	S96x1_UKR_V0r28_V0r28
1120E 1140E 1220 1230 Telephone Firmware	4.00.03.00
3720 Telephone Firmware	3.2.23
3725 Telephone Firmware	3.2.23
DECT R4 – IPBS Firmware	4.1.30
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the User CD are:

<b>Application Name</b>	<b>Version</b>
Phone Manager	4.2(39)
Soft Console	4.2(25)
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**

This Maintenance Release does not contain any new features.

## **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(20) and Manager 8.1(20)**

<b>CQ Number</b>	<b>Description of Issue</b>
CQ116737	Security: TFTP Directory Traversal Vulnerability in Manager
CQ41325	6.1 Manager fails to display changes to User No Answer Time when System No Answer Time adjusted
CQ121958	User No Answer Time cannot be set to system default setting
CQ122790	The "Default" setting for Msg Waiting Lamp Indication for an IP DECT Extn should be [On] - it defaults to [None]!
CQ122826	Manager shows incorrect warning for a config with 27 SBM24 button modules
CQ40680	Faxing fails over SCN lines when using G729
CQ40797	System restart after paging HG is called
CQ40966	The No User Source number string ATM4U_PCS7_RINGDETECT fails on 6.0
CQ41275	SC characters act differently for internal calls versus external calls
CQ41470	9630 and other IP phones may restart when logging on with multiple buttons programmed.
CQ41511	External calls transferred through embedded voice mail Auto Attendant Auto Answer when they should not
CQ46556	Missed Call not indicated or populated in Call Log when calling busy telephone.
CQ46617	SMDR: Call Park duration is deducted from Connected Time field when first SMDR record is output
CQ46640	SMDR: Connected Time field of second record is zero when outgoing call is cleared after being parked and unparked
CQ107322	Fast start failing on H323 calls from Asterisk system
CQ107707	IP DECT - Intermittent one-way speech following call pickup
CQ116492	After upgrading from 6.0.18 to 6.1.5 any analog trunk set to Out Of Service is set to In Service.

CQ121561	SMDR - Duplicate records generated every second when a call is presented to a busy member of a distributed group
CQ121632	Phone only rings for 2 seconds but "No Answer Time" is set to 12 seconds.
CQ121731	ARS - Alternate route fails if a SetupAck is received prior to a Disconnect message
CQ121890	Dialing a Hunt group Disable short code remotely via FNE32 disables the user in all groups
CQ122104	Calling Party # displayed on phone includes "@aaa.bbb.ccc.ddd" when using Visual Voice/Message Button
CQ122218	Coverage extension continues to ring when call has been answered.
CQ122284	SIP - PAI header is not correctly populated when a user makes an anonymous call
CQ122299	SIP Listen Port cannot be modified from default of 5060
CQ121515	More than 13 characters can be entered and saved for the User/Button Progr/Label field - this causes a problem on 9650
CQ122466	System restart when Connect received from the line after INVITE sent to SIP SoftPhone and before ACK
CQ122979	System restart when a URQ is received from a 1600 telephone while user is in a "Menu"
CQ122865	System restart when "Listened To" call drops after SIP Temp Extension gets deleted
CQ122390	System restart following SoftConsole transfer of a queue announcement to an external call
CQ121850	SCN: Out of hours VM greeting not played for hunt group on centralized voicemail system
CQ46436	Withhold Number feature does not work when using 1600-I (international) phone.
CQ121385	4 x SMDR messages output for a call to an external number that is then blind transferred internally
CQ46342	When PC SoftPhone logs out the associated Extension/Volp/IP Address field in the IPO config gives error message.

### **3.2 User CD 4.2(39) resolved field issues**

The following field issue has been addressed in Phone Manager 4.2(39) and Soft Console 4.2(25).

<u>CQ Number</u>	<u>Description of Issue</u>
CQ40899	Calling party name is not displayed in call details pane
CQ120514	PM 4.2.20 pops Outlook contacts with embedded "spaces" but PM 4.2.34 does not

### **3.4 Customer Call Reporter 6.1.4.4 resolved field issues**

The following field issue has been addressed in CCR 6.1.4.4:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ121929	ASR - Agent BNA time continues to increase after agent has logged off
CQ116428	Simultaneous Real-time and historical reporting failure - RTCE is not processing data
CQ46123	Agent incorrectly in "Available" state when busy on an incoming call
CQ45616	CDR report when exported to Crystal reports does not open with crystal reports viewer SP7

### **3.5 Preferred Edition 6.1(20) resolved field issues**

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 6.1(20):

<u>CQ Number</u>	<u>Description of Issue</u>
CQ116510	VMPro backup option does not work correctly
CQ116514	vmpro backup sync does not sync MDB file if vmpro client is opened
CQ121649	Wav file for "0 [zero]" is wrong in VM frc when you play it, it says [numero] - which is French for number, not 0 (zero).
CQ122035	IP Office mode - The number 0 is played as the letter O as part of voicemail greetings
CQ122301	Call flow - Cannot record or play WAV files with accented characters in the name
CQ122729	Intuity mailbox settings - Accept Call Answer setting cannot be toggled
CQ122876	Unable to change the "Personal Options Menu" option once set (DE locale only)..

### **3.6 one-X Portal 6.1(19) resolved field issues**

The following field issue has been addressed in one-X Portal 6.1(19):

<b><u>CQ Number</u></b>	<b><u>Description of Issue</u></b>
CQ121931	Cannot connect to IP Office that has umlauts in the system name
CQ121991	Chat input field - cursor no longer "in focus" when you receive an incoming message

## **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:

<b>Platform</b>	<b>Current Release</b>	<b>Upgrade Step 1</b>	<b>Upgrade Step 2</b>
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(20) 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(20) 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(20) 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 6.1.4.4 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(19) 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>

*Issued by:*  
*Avaya SME Customer Product Engineering Support*  
*Contact details:-*

*EMEA/APAC*  
*Tel: +44 1483 308 000*

*Email: [gsstier4@avaya.com](mailto:gsstier4@avaya.com)*

*NA/CALA*  
*Tel: +1 908 204 4686*

*Email: [IPONACALAT4@avaya.com](mailto:IPONACALAT4@avaya.com)*

*Internet: <http://www.avaya.com>*  
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