



## IP Office Technical Bulletin

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### General Availability (GA) of the IP Office Release 7 Q2 2012 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 7 Q2 2012 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 7 GA releases.

#### 1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 7.0(36)
- IP Office Preferred Edition 7.0(35) (also known as VoiceMail Pro)
- Customer Call Reporter 7.0.6.6
- one-X Portal 7.0.19(6)
- User CD 4.2(46)
- IP Office Application Server 7.0.16(12)

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 IP500 and IP500v2 systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	7.0.36
IP Office Manager	9.0.36
System Monitor	9.0.36
Upgrade Wizard	9.0.36
Network Viewer	9.0.36
SSA Viewer	7.0.36
4610SW / 4620SW / 4621SW / 5610SW / 5620SW / 5621SW Telephone Firmware	2.9.1
4601 / 4602 Telephone Firmware	2.3
4601+ / 4602+ / 5601+ / 5602+ Telephone Firmware	2.9.1

<b>Delivered Software or Package</b>	<b>Version</b>
4625 Telephone Firmware	2.9.1
5601 / 5602 Telephone Firmware	2.3
2410 / 2420 Telephone Firmware	R6.0
5410 / 5420 Telephone Firmware	R6.0
1403 Telephone Firmware	4.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R39
9504 / 9508 Loader (Boot File) Firmware	R15
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	0.8
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603 / 1608 / 1616 Telephone Firmware	1.3100
1603 Loader (Boot File) Firmware	1.3100
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.1.04
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.1.04
9608 / 9621 / 9641 Telephone Firmware (Application file)	6.2.1.19
9608 / 9621 / 9641 Kernel	V13r47
1120E 1140E 1220 1230 Telephone Firmware	04.03.09.00
3720 Telephone Firmware	3.3.16
3725 Telephone Firmware	3.3.16
3740 Telephone Firmware	3.2.15
3749 Telephone Firmware	3.2.15
DECT R4 – IPBS 1 and IPBS 2 Firmware	5.0.11
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.13
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.4.1
DECT R4 – Advanced Charger Firmware	1.4.1
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(42)
Soft Console	4.2(30)
TAPI	1.0.0.37
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 JIRA number refers to the internal bug tracking database used by Avaya SMEC. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the JIRA number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single JIRA entry.

### **3.1 Resolved field issues in IP Office 7.0(36) and Manager 9.0(36)**

The following field issues have been addressed in 7.0(36) and Manager 9.0(36):

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-24966	1600 series telephones are unregistered by IPO if more than 255 are registered to the system
IPOFFICE-24083	System restart with IP phones using conf meet me and bridged appearances
IPOFFICE-23456	Locale =ARU - Feature Phone Clearing should be "Go Idle" as per CID 116442, however you get "Busy Tone".
IPOFFICE-22039	Delay character ignored in short codes when dialling outbound to service provider requiring authorisation codes
IPOFFICE-21511	Softconsole extension status is busy, after logging out IP extension from a base extension defined on a remote SCN site
IPOFFICE-20980	XML directory file used by SIP telephones is not updated to reflect ex-directory status of users
IPOFFICE-20191	Similar to IPOFFICE-20091 - Calls to a group with multiple overflow groups results in a strange ring pattern.
IPOFFICE-20091	Calls to group with overflow ring the initially targeted group phones AND the overflow group phones at the same time.
IPOFFICE-19897	Importing "duplicate" short-codes results in the "Function" field being set to [Numéroter] when using a French Manager.
IPOFFICE-19721	Unable to self-administer button 25-28 on a 9508 when buttons 1-4 are locked by a User Rights setting.
IPOFFICE-19674	SIP - DTMF not negotiated if 101 telephone-event/8000 field is received in upper case
IPOFFICE-18951	Creating JIRA for tracking work on diagnostic build of audio problems
IPOFFICE-18869	Secom web config service takes up to 60 seconds to open a large configuration
IPOFFICE-18715	One way speech when using SIP softphone and dialling autoattendant over ISDN Centrex line - same as CQ123967

IPOFFICE-18145	Embedded VM Outcalling greetings are clipped
IPOFFICE-17958	IP Office does not redirect an outgoing call when it receives a "302 Moved Temporarily" packet.
IPOFFICE-16685	SIP SoftPhone can make outgoing calls but will not receive incoming calls.

### **3.2 Preferred Edition (VoiceMail Pro) 7.0(35) resolved field issues**

The following field issue has been addressed in Preferred Edition (VoiceMail Pro) 7.0(35):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-22499	VMPPro tries to send to an erroneous SMTP mail server before using the correct server address

### **3.3 Customer Call Reporter 7.0.6.6 resolved field issues**

The following field issues have been addressed in CCR 7.0.6.6:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-25740	CSR / Agent - incorrect amount of answered calls when queue call is answered and transferred (assisted) to another trunk
IPOFFICE-25321	CCR 7.0.3.42 GOS calculation incorrect for number of calls answered
IPOFFICE-23466	ATC reports fails in CCR 7.0.4.2
IPOFFICE-22916	CCR Call Details Report target by DDI: Missing answered event when overflowed call is answered and placed on hold.
IPOFFICE-22826	CCR Trace report - No logon event when running report for newly created agent
IPOFFICE-21494	CCR - Agent name not displayed in Russian Cyrillic when running ASR
IPOFFICE-21184	CCR Real-time - System Queue Current Wait Time continues to increment when no calls are waiting
IPOFFICE-17847	CDR DDI - Entries duplicated if call is held multiple times

### **3.4 one-X Portal 7.0.19(6) resolved field issues**

The following field issues have been addressed in one-X portal 7.0.19(6).

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-19571	One-X portal - BLF status of user incorrect after announced transfer by DECT handset
IPOFFICE-19386	When user is in a conference 1X portal displays the user as Idle

### **3.5 User CD 4.2(46) resolved field issues**

The following field issues have been addressed in User CD 4.2(46):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-19496	SoftConsole continues to play incoming call .wav file after call is answered
IPOFFICE-16707	SoftConsole - Sometimes the "OK" Button on the User's Directory Entry Properties window is not displayed.

### **3.6 IP Office Applications Server**

This release of the IP Office Applications Server 7.0.16(12), consists of Preferred Edition (VoiceMail Pro) 7.0(35) and one-X Portal 7.0.19(6). Any field related fixes in these releases will also be incorporated into this edition of the IP Office Applications Server.

## **4 Technical Notes**

### **4.1 Upgrading IP Office core software**

When upgrading to Release 7 from a previous release an upgrade licence is required. It is recommended that the IP Office Release 7 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 7.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 7:

<b>Platform</b>	<b>Current Release</b>	<b>Upgrade Step</b>
IP500	4.x /5.0/6.x	Load 7.0
IP500v2	6.x	Load 7.0
All modules	4.x/5.0/6.x	Load 7.0

### **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 7.0(36). 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 7.0(36) 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 7.0(35) 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 7.0(35) 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 7.0.6.6 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 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.

## **7 Known Caveats**

IP Office Caveats are detailed online at:

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

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