



IP Office Technical Bulletin

Bulletin No: 155
Release Date: 3 June 2013
Region: Global

General Availability (GA) - IP Office Release 8.1 Service Pack 5

Avaya is pleased to announce the availability of the fifth Service Pack for IP Office Release 8.1 software. This is a scheduled Service Pack addressing a number of field issues found in the IP Office 8.1 GA releases.

1 Overview

IP Office Release 8.1 Service Pack 5 incorporates new software for:

- IP Office Core Switch 8.1(69)
- Preferred Edition 8.1(9203) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.41.1
- one-X Portal 8.1.93(40)
- IP Office Application Server 8.1.22(4)
- IP Office Unified Communications Module 8.1.98(1)
- IP Office Server Edition 8.1.98.5
- Windows Flare Experience 1.1.2.11
- User CD 4.2(52)

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, IP500v2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	8.1.69
IP Office Manager	10.1.69
System Monitor	10.1.69
Upgrade Wizard	10.1.69
Network Viewer	10.1.69
SSA Viewer	8.1.69
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
4601, 4602 Telephone Firmware	2.3

Delivered Software or Package	Version
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
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	R6
1408 / 1416 Telephone Firmware	R32
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R45
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.48.67009
IP Office Video Softphone (Mac)	3204bk.66292
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	1.330D
1603 Loader (Boot File) Firmware	1.330D
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.0
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.0
9621 / 9641 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r50
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
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 - IPBL (DECT Gateway) Firmware	5.0.11
DECT R4 - GRBS (ISDN RFP) Firmware	R5C 3/40
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
DECT D100 – BS_MS Firmware	0.9.6
DECT D100 – BS_SL Firmware	0.9.6
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The IP Office User CD includes the following components:

Component	Version
Soft Console	4.2(31)
TAPI2	1.0.0.38
TAPI3	1.0.0.38
Dev Link	1.0.0.5
TAPI Wave Driver (Windows XP)	2.0.0.0
TAPI Wave Driver (Vista/Windows 7)	3.0.0.0

Note: Support for Phone Manager ended in March 2013. This application is no longer included with the User CD.

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

IP Office Release 8.1 Service Pack 5 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 SME. 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 8.1(69) and Manager 10.1(69)

The following field issues have been addressed in IP Office Core software 8.1(69) and Manager 10.1(69):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-45454	Call Park Button Issues on 8.1.67

IPOFFICE-42617	System Restart: Buffer related issue
IPOFFICE-42615	System Restart: TAPI related
IPOFFICE-40651	System Restart: Memory leak when accessing and deleting voicemails via Phone Manager
IPOFFICE-39756	Difference in recorded entry in Call log for a miss verses user busy call.
IPOFFICE-36829	One way speech path incoming calls if arrive via VoiceMail Pro from a SIP trunk
IPOFFICE-42510	System Restart when 3 T3 IP phones are used
IPOFFICE-42206	No PAI header added to SIP INVITE when an o/g transfer consultation call made
IPOFFICE-41149	New users will not automatically login to the base extension with the matching number
IPOFFICE-40046	Calls do not overflow as expected when hunt groups contain users from remote system
IPOFFICE-38055	Name in Personal Directory is not matched and recorded in Call Log when user is busy
IPOFFICE-36128	Speed Dial short code not working when phones are set to use enbloc dialling
IPOFFICE-36120	ICR call recording fails if target user is set to forward unconditional to an external destination
IPOFFICE-38106	Incoming Call Recording Not Working to some users - Outbound Call Recording works correctly
IPOFFICE-42333	System Restart: SIP exchange - due possibly to irregular format BYE message
IPOFFICE-40112	1400 series telephones do not have Mute soft key on conference calls as in documented in user guide
IPOFFICE-46477	Call Park Button Issues on Server Edition
IPOFFICE-46028	Dialled number not displayed on a 9608 telephone set to enbloc dialling
IPOFFICE-44883	Server Edition - System restart
IPOFFICE-42914	Server Edition - IP Office service stops
IPOFFICE-42138	Server Edition Web Control shows warning that an updated version is available
IPOFFICE-40907	Second IP Office Server Edition restart on 8.1.63 -
IPOFFICE-40417	IP Office Server Edition restart on 8.1.63 – suspect HTTP related
IPOFFICE-45090	IPO Server Edition dialled digits for forwarding are not visible
IPOFFICE-43764	IP Office on Server Edition restarted with reports of high memory usage
IPOFFICE-42619	Could not retrieve configuration from Server Edition until after a restart of the system
IPOFFICE-40493	Callers intermittently hear duplicate HG announcements played a few seconds apart
IPOFFICE-46343	Italian Manager: DST settings, newly created entry will disappear from configuration
IPOFFICE-46281	Italian Manager - Unhandled Exception when attempting to change "Clock Forward/Back" DST option
IPOFFICE-46276	Italian Manager - Unhandled Exception when attempting to change "Local Time to go forward" DST
IPOFFICE-44465	DST Clock Forward/Back Settings options disappear when Manager is running on German OS
IPOFFICE-42429	ATM4UV2 board causing remote access disconnections
IPOFFICE-43260	Memory leak - Customer uses an outbound TAPI dialler and SIP trunks
IPOFFICE-40691	SIP Calling party number "Host name" not removed from number sent to S-bus
IPOFFICE-46952	System restart after selecting programmable button self admin action data 1 -> User BLF -> Dir

3.2 Resolved field issues in Preferred Edition 8.1(9203)

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 8.1(9203):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-42451	Server Edition voicemail boxes appear to be missing from VMPro configuration
IPOFFICE-40759	Server Edition VMPro had a watchdog error and restarted
IPOFFICE-42917	Server Edition VMPro service stopped responding
IPOFFICE-41287	Server Edition VMPro does not delete messages forwarded by email in a timely fashion.
IPOFFICE-41030	VMPro Whisper action does not replay entire prompt before recording

3.3 Customer Call Reporter 8.1.41.1 resolved field issues

Customer Call Reporter 8.1.41.1 does not contain any field related fixes.

3.4 one-X Portal 8.1.93(40) resolved field issues

The following field issues have been addressed in one-X Portal 8.1.93(40):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-42534	one-X Portal 8.1.91 stops responding, requiring service restart
IPOFFICE-37176	one-X Portal: "Detected Profile" with "Email On" fails to show Email options.
IPOFFICE-36463	one-X Portal Directory IM Chat context is available for non-1XP and logged out 1XP Users
IPOFFICE-41594	Intermittently unable to log into one-X Portal from browser - restart of service required
IPOFFICE-41202	one-X Portal Desktop clients disconnecting intermittently - restart of one-X Portal Service required to restore service
IPOFFICE-40960	one-X Portal Directory does not sync entirely with IP Office directory
IPOFFICE-39880	Unable to play VM messages in browser if 1XP is running on a UCM and the VMPro is running on a Windows PC
IPOFFICE-37949	one-X Mobile - Phone presence information not available for offline contacts
IPOFFICE-36370	Web client failures - blank browser windows, system not available messages. Restart of one-X Portal service required
IPOFFICE-37010	Outlook with one-X plug-in and Call Assistant. 100% CPU utilization when the network connection is disrupted
IPOFFICE-39659	one-X Portal Plug-In contacts in canonical format could not be dialled out from the search box
IPOFFICE-39012	one-X Portal Sales Force Plug-in shows no Call Duration for incoming or outgoing calls

3.5 User CD 4.2(52) resolved field issues

The following field issue has been addressed in User CD 4.2(52):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-30973	Absent text on Soft Console not cleared correctly when absent text button / short code activated

3.6 Applications Server 8.1.22(4)

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9203) and one-X Portal 8.1.93(40). Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 8.1.98(5)

This release of IP Office Server Edition consists of IP Office core software 8.1(69), Preferred Edition (Voicemail Pro) 8.1(9203) and one-X Portal 8.1.93(40). Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.8 Unified Communications Module 8.1.98(1)

This release of the Unified Communications Module software consists of Preferred Edition (VoiceMail Pro) 8.1(9203) and one-X Portal 8.1.93(40). Any fixes in these releases will also be incorporated into this release of Unified Communications Module software.

4 Technical Notes**4.1 Upgrading IP Office core software**

When upgrading to Release 8.1 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8.1 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 8.1.

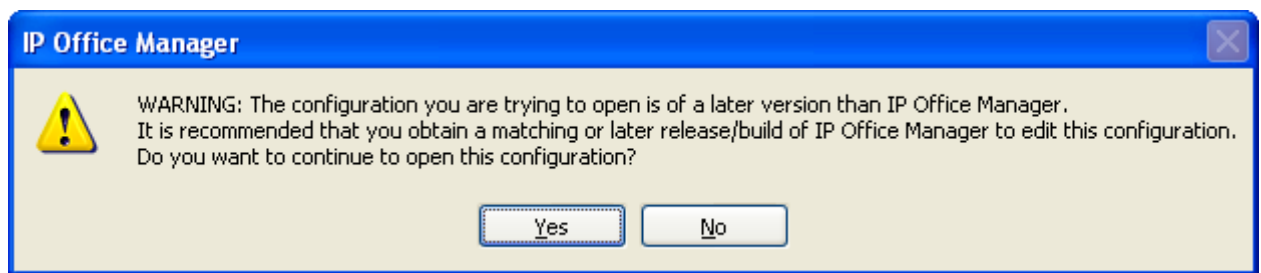
Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible in the license summary, an Essential Edition license must be purchased and installed prior to attempting the 8.1 upgrade.

The table on the following page shows the necessary steps that must be taken to upgrade the IP Office system to Release 8.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	6.0	Load 8.0	Load 8.1
All modules	6.0	Load 8.0	Load 8.1
IP500 and IP500v2	7.0/8.0	-	Load 8.1
All modules	7.0/8.0	-	Load 8.1

4.2 Upgrading IP Office Administration

Earlier releases of IP Office 8.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 8.1(69) release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 8.1(69) release with an earlier version of Manager:



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 8.1(69). 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 an 8.0 release.
- 6) Check for the presence of the necessary licences and then upgrade to the 8.1(69) 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

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 7.0 GA to upgrade directly to 8.1. Previous versions must be upgraded to 7.0 before upgrading to 8.1. If running a software version older than 4.0 then please refer to IP Office Technical Bulletin 109.

The Preferred Edition 8.1(9203) installer 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 8.1(9203) 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 Preferred Edition Recordings – Analog trunks

When using analog trunks, call disconnection can occur though busy tone detection. The system indicates to the voicemail server how much to remove from the end of a recording in order to remove the busy tone segment. This amount varies by system locale. For some systems it may be necessary to override the default if analog call recordings are being clipped or include busy tone. That can be done by adding the following NoUser Source Number and merging into the configuration:

VM_TRUNCATE_TIME=x

Replace “x” with the required value in the range of 0 to 7 seconds.

4.7 Upgrade Instructions for Customer Call Reporter

IP Office Customer Call Reporter 8.1 supports upgrade from only the previous two major versions – 8.0 and 7.0. To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup to one of the two previous versions. The version of SQL must also be considered before upgrading. Microsoft SQL 2005 is not supported with release 8 of the Customer Call Reporter and must be upgraded to SQL 2008. Further information can be found in the “Implementing IP Office Customer Call Reporter” manual available from the IP Office Knowledgebase.

4.8 Upgrade instructions for IP Office one-X Portal

The IP Office one-X Portal server must be running a minimum software level of 7.0 to upgrade directly to 8.1 software. Any previous versions must be upgraded to 7.0 first before upgrading to this release.

4.9 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. For further information please refer to the Server Maintenance section of the Application Server manual available from the IP Office Knowledgebase.

5 Assistance

5.1 Documentation and Software

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads & Documents"
2. Type "IP Office"
3. Select the required software release
4. Select the documentation or software categories required

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

5.2 Future Service Packs

IP Office Release 8.1 Service Pack 6 is currently scheduled for release on the 30th August 2013. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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