



IP Office Technical Bulletin

Bulletin No: 172
Release Date: 01 December 2014
Region: Global

General Availability (GA) - IP Office Release 8.1 Service Pack 11

Avaya is pleased to announce the availability of Service Pack 11 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 11 incorporates new software for:

- IP Office Core Switch 8.1(95)
- Preferred Edition 8.1(9803) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.47.2
- one-X Portal 8.1.99(93)
- IP Office Application Server 8.1.28(6)
- IP Office Unified Communications Module 8.1.104(6)
- IP Office Server Edition 8.1.104.15
- User CD 4.2(61)

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	8.1.95
IP Office Manager	10.1.95
System Monitor	10.1.95
Upgrade Wizard	10.1.95
Network Viewer	10.1.95
SSA Viewer	8.1.95
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1

Delivered Software or Package	Version
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	R7
1408 / 1416 Telephone Firmware	R40
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R55
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	1.350B
1603, 1608, 1616 Loader (Boot File) Firmware	1.350B
1603I, 1608I, 1616I Telephone Firmware	1.360A
1603I, 1608I, 1616I Loader (Boot File) Firmware	1.360A
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.3
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.3
9620D01A, 9630D01A Telephone Firmware	3.2.2
9620D01A, 9630D01A Boot Code	3.2.2
9621 / 9641 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9611 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r94
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	4.3.3
3725 Telephone Firmware	4.3.3
3740 Telephone Firmware	4.3.3
3749 Telephone Firmware	4.3.3
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	6.0.26
DECT R4 – IPBL (DECT Gateway) Firmware	6.0.26
DECT R4 – GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 – GRBS - DB1 (ISDN RFP) Firmware	R3B 3/80
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.70-A
DECT R4 – WinPDM	3.11.0
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.1.9
DECT D100 – BS_SL Firmware	0.9.6
3641 / 3645 Telephone Firmware	117.058
Avaya Voice Priority Processor (AVPP) Firmware	173.040
Handset Administration Tool (HAT)	4.1.4.0

Note: Windows XP and Internet Explorer 8 are no longer supported with IP Office applications.

Note: New IP Office configurations created with Manager 10.1(95) will have “Auto-create Extn” unticked for H.323 extensions and “Auto-create Extn/User” unticked for SIP extensions. These System defaults will not affect existing system configurations.

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 Service Pack 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 IP Office 8.1(95) and Manager 10.1(95) - Resolved field issues

The following field issues have been addressed in IP Office Core software 8.1(95) and Manager 10.1(95):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-59967	96x1 telephone backup and restore may not save user headset settings when system used as HTTP server
IPOFFICE-74626	Voicemail Backup Server synchronized but will not fail over correctly
IPOFFICE-74462	10 second audio delay when call on H.323 trunk is forwarded back to the same H.323 trunk
IPOFFICE-62684	Intermittently IP telephones have no dial tone or have no speech when a call is established
IPOFFICE-74485	System Restart IP500V2 - 8.1.85 – SIP and TAPI based IVR interaction
IPOFFICE-71412	SMDR column 20 “User Charged” is empty when using external twinning
IPOFFICE-62716	ATM V2 card detects busy tones where ATM V1 does not

IPOFFICE-64775	Intermittent DTMF issue using 9508 telephone after a period of calls being forwarded
IPOFFICE-74482	No ring tone heard when calling a Mobile Twinned with an IP DECT telephone that is in charger
IPOFFICE-72526	Distorted/Missing speech (Transmit from IP Office) on SIP trunk every 36 seconds
IPOFFICE-61357	Incorrect SMDR output when external call is routed through VMPro
IPOFFICE-56139	DECT R4 Central Phonebook - System directory entries that contain German umlauts not displayed on 3725
IPOFFICE-66213	Server Edition Restart – Transfer related scenario
IPOFFICE-63280	Calls to third party system SIP extensions lose CTI Monitoring Intermittently and drop

3.2 Unified Communications Module (UCM) 8.1.104(6) – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 8.1(9803) and one-X Portal 8.1.99(93). Any fixes declared for these applications are also incorporated into this release of UCM software.

This release of UCM software incorporates the Solid State Drive (SSD) Firmware upgrade previously documented in IP Office Technical Tip 268 and Product Support Notice PSN004257. In addition, this release also contains the updated Linux shell – “bash” documented in IP Office Technical Tip 271.

3.3 Preferred Edition 8.1(9803) - Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-74486	Visual voice timestamp is incorrect when using Exchange - Server edition with expansion

3.4 Customer Call Reporter 8.1.47.2 - Resolved field issues

The following field issue has been addressed in Customer Call Reporter 8.1.47.2:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-76736	Out of memory exception when running a 6 month Call Details report
IPOFFICE-63570	Scheduled housekeeping task - database backup fails (timeout)
IPOFFICE-67474	Scheduled reports work once then fail until reporter process is stopped or server restarted
IPOFFICE-68920	CDR grouped by 15 or 30 minutes incorrect when CCR running on Italian Server OS

3.5 one-X Portal 8.1.99(93) - Resolved field issues

The following field issue has been addressed in one-X Portal 8.1.99(93):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-59558	Starting one-X Portal from Call Assistant - "Checking Messages" is displayed permanently

3.6 User CD 4.2(61) – Resolved field issues

The following field issues have been addressed in User CD 4.2(61):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-53256	SoftConsole does not associate caller ID received via SIP with internal SoftConsole directory entry
IPOFFICE-59996	Windows TAPI 1.0.0.40 provides less call information then previous versions

3.7 Applications Server 8.1.28(6) – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9803) and one-X Portal 8.1.99(93). Any field related fixes in these releases will also be incorporated into this release of the Applications Server. This release also contains the updated Linux shell – “bash” documented in IP Office Technical Tip 271.

The following field issue has also been addressed this release of Applications Server:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-75176	SSHD service not starting automatically with fresh install of 8.1.26(3)

3.8 Server Edition 8.1.104(15) – Resolved field issues

This release of IP Office Server Edition consists of IP Office core software 8.1(95), Preferred Edition (VoiceMail Pro) 8.1(9803) and one-X Portal 8.1.99(93). Any field related fixes in these releases will also be incorporated into this release of Server Edition. This release also contains the updated Linux shell – “bash” documented in IP Office Technical Tip 271.

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.

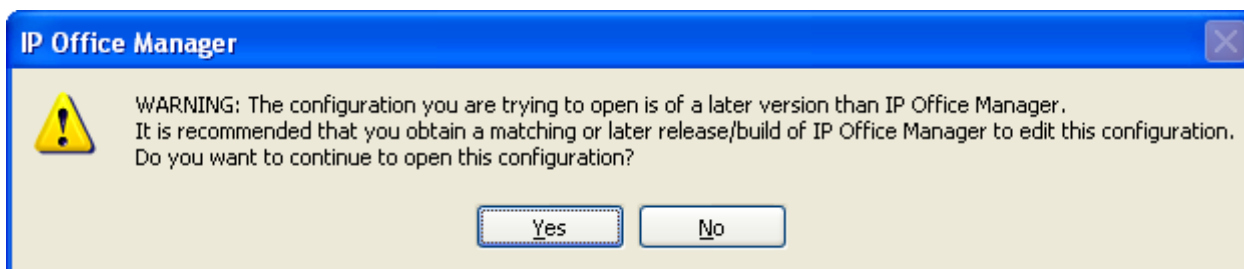
Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible 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(95) release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 8.1(95) 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(95). 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(9X) release.

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

4.4 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(9803) 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(9803) 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.

4.5 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:

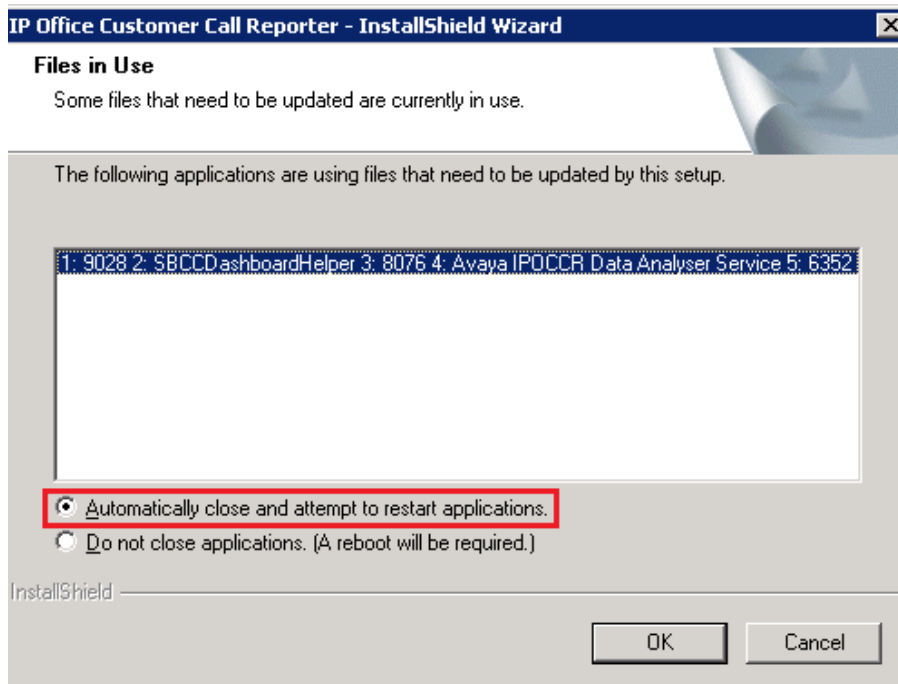
VM_TRUNCATE_TIME=x

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

4.6 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.

The following dialog box may be displayed during an upgrade to this release:



If this is displayed during the upgrade ensure that the highlighted option is selected and then click “OK”. The upgrade will then continue as normal.

4.7 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.

4.8 Upgrade Instructions for IP Office Server Edition and Applications Server

These Service Pack releases of IP Office Server Edition and Applications Server have 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 or the Upgrading section of the Deploying IP Office Server Edition Solution manual, available from the IP Office Knowledgebase.

4.9 Upgrade Instructions for IP Office Unified Communications Module (UCM)

If upgrading the UCM from the previous major release, 8.0 to 8.1 for example, the .ISO file must be used. Upgrading using the .Zip file must only be used when upgrading within the same major release. For example, 8.1(x) to 8.1(y). This release of UCM Service Pack software also includes the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 268 and Product Support Notice PSN004257.

To ensure the UCM SSD firmware is at the latest version please follow section 3.6 of the UCM Installation and Maintenance manual. The manual can be downloaded from the Avaya Support web site:

<https://downloads.avaya.com/css/P8/documents/100162519>

Also, if upgrading the UCM using the .Zip file please check that the Linux “bash” is up to date after applying the upgrade. Further information on updating “bash” can be found in IP Office Technical Tip 271:

<http://support.avaya.com/css/P8/documents/101002201>

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

This Service Pack is the final planned IP Office 8.1 GA release. For further information about future IP Office Service Packs please see the Avaya Service Pack Schedule available from the Avaya Support web site:

<https://support.avaya.com/css/P8/documents/100067004>

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