AVAYA

IP Office Technical Bulletin

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General Availability (GA) - IP Office Release 10.0 Service Pack 3

Avaya is pleased to announce the availability of the Service Pack 3 for IP Office Release 10.0 software. This is a scheduled Service Pack adding a number of enhancements to the IP Office 10.0 GA release.

1. 1 Overview

IP Office Release 10.0 Service Pack 3 incorporates new software for:

> IP Office Core Switch 10.0.0.3.0.5
> IP Office Server Edition 10.0.0.3.0.5
> IP Office Application Server 10.0.0.3.0.5
> Unified Communications Module 10.0.0.3.0.5
> Preferred Edition (VoiceMail Pro) 10.0.0.3.0.5
> one-X Portal 10.0.0.3.0.9
> Soft Console 10.0.0.3.0.1

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 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	10.0.0.3.0.5
IP Office Manager	10.0.0.3.0.5
System Monitor	10.0.0.3.0.5
Upgrade Wizard	10.0.0.3.0.5
SSA Viewer	10.0.0.3.0.5
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	R7
1408 / 1416 Telephone Firmware	R48
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R60
9504 / 9508 Loader (Boot File) Firmware	R17
IP Office Video Softphone (Mac)	4.1.1.2.CE4112c
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 Loader (Boot File) Firmware	1.350B
1603I, 1608I, 1616I Telephone Firmware	1.380B
1603I, 1608I, 1616I Loader (Boot File)Firmware	1.380B
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.7
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.7
9620D01A, 9630D01A Telephone Firmware	3.2.2
9620D01A, 9630D01A Boot Code	3.2.2
9621 / 9641 Telephone Firmware (Application file)	6.6.4.01
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.4.01
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V27r20
1120E 1140E 1220 1230 Telephone Firmware	04.04.23.00
E129 SIP Telephone Firmware	1.25.2.26
E159, E169 SIP Telephone Firmware	8.25.5
B179 Conference Telephone Firmware	2.4.1.5
J129 SIP Telephone Firmware	1.0.0.0.43
3720 Telephone Firmware	4.3.32
3725 Telephone Firmware	4.3.32
3730 Telephone Firmware	2.0.9
3735 Telephone Firmware	2.0.9
3740 Telephone Firmware	4.3.24
3745 Telephone Firmware	4.3.32
3749 Telephone Firmware	4.3.32
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	7.2.28
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.28
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40

Delivered Software or Package	Version
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	3.12.0
DECT R4 – Rack Charger Firmware	2.0.7
DECT R4 – Advanced Charger Firmware	2.0.7
DECT D100 – BS_MS Firmware	1.2.7
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
TAPI2 (USER CD)	1.0.0.44
TAPI2 64 bit	1.0.0.44
TAPI2 installer	3.2.34
TAPI3 (USER CD)	1.0.0.44
TAPI3 64 bit	1.0.0.44
TAPI3 installer	1.0.7

Note: 4600 and 5600 series telephones are no longer supported in IP Office Release 10.0 software.

2 New Features

No new features in this release

3 IP Office Resolved Field Issues

In the tables 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 Server Edition 10.0.0.3.0.5 – Resolved field issues

The following field issues have been addressed in this release of Server Edition:

JIRA Number	Description of Issue
IPOFFICE-118569	System restart Server Edition : 10.0.0.2 build 10, incoming SIP call restarts the IP Office
IPOFFICE-116670	System restart Server Edition – after upgrade to 10.0 Service Pack 1, IP Office is unable to handle the Diversion SIP Header in the incoming INVITE and restarts
IPOFFICE-115390	Web Manager 10.0 - Unable to modify User settings in French locale
IPOFFICE-18120	Web Manager – User shortcode telephone number character "." saved with a telephone number incorrectly as ".=."

IPOFFICE-117645	Powered By IPOffice – Licenses renew only after a restart
IPOFFICE-114782	New Users added via Manager are not present in one-X Portal database
IPOFFICE-113954	Users cannot log into one-X Portal after upgrade to 10.0 Service Pack 1
IPOFFICE-112330	Invalid Web Collaboration licenses exceeded error message

3.2 IPOffice 10.0.0.3.0.5 – Resolved field issues

The following field issues have been addressed in this release of IP Office:

JIRA Number	Description of Issue
IPOFFICE-120687	IP500V2 System restart – caused by SIP trunk call Diversion Header
IPOFFICE-115590	IP500V2 System restart when conference initiated from a 3rd party SIP telephone

3.3 IPOffice 10.0.0.3.0.5 – Resolved field issue - Critial Patch available

JIRA Number	Description of Issue
IPOffice-118578	Missed Calls Call log – Missed calls that cover to VoiceMail are not registered in the target telephone's "Missed Calls" log. A Critical patch 10.0.0.3.3 Build 1 is available on Support.avaya.com with the Administration image. Service Pack 4 2Q17 will include a fix for this issue.

4 Technical Notes

4.1 Licensing Considerations

IP Office Release 10.0 supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences. The WebLM Host ID is the MAC address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter "V". The WebLM Host ID must be used when generating a PLDS license file for the WebLM server in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A "Licensing" of the Avaya IP Office Platform Release 10.0 Release Notes or the "Administering Avaya IP Office Platform with Web Manager" manual available from the IP Office Knowledgebase.

4.2 Upgrading IP Office IP500 V2 core software

When upgrading to Release 10.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 10.0 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 10.0.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 10.0:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
IP500 V2	9.0.0.0 and later	-	Load 10.0
All modules	9.0.0.0 and later	-	Load 10.0

Note: IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 10.0. This will expand the loader to accommodate the 10.0 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 10.0; otherwise the system will require an upgrade license despite being "new".

For further information please see the "Upgrading Systems" section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

4.3 Upgrading IP Office Administration

The previous GA release of IP Office 10.0 Manager is not compatible with systems running this release. Before upgrading an IP Office system to the 10.0.0.3.0.5 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.0.0.3.0.5 release with an earlier version of Manager:
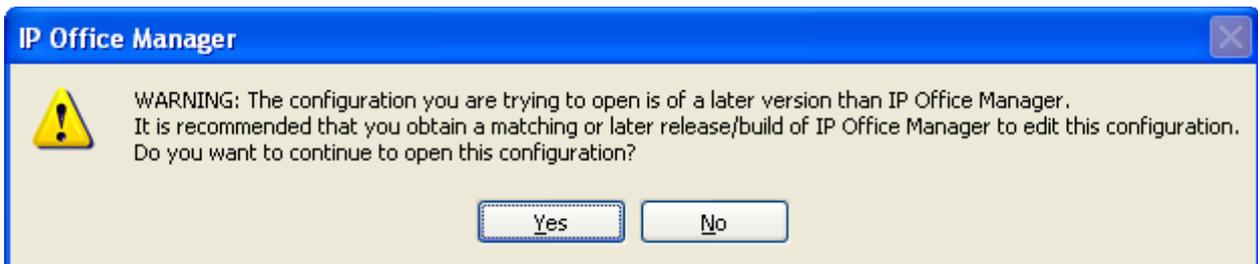
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be

uninstalled before installing 10.0.0.3.0.5. 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.

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 one-X Portal

Any previous versions must be upgraded to 9.0 first before upgrading to this release. Further information can be found in the "Implementing one-X Portal for IP Office" manual available from the IP Office Knowledgebase.

4.5 Upgrade Instructions for Server Edition and Applications Server

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from Release 9.0 and above. For further information, please refer to the "IP Office Application Server 10.0 Installation and Maintenance" and the "Upgrading" section of the "Deploying IP Office Server Edition Solution" manual available from the IP Office Knowledgebase.

Web Manager Upgrade Instructions

If you are upgrading IP Office Server Edition or Application Server using Web Manager, please read the following guidelines.

Note: If the system is currently running IP Office 9.1 software, the following steps are not required. It is only applicable for systems running either IP Office release 8.1 or 9.0 software.

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

1. Transfer the ISO image.
2. Start an Upgrade of the Primary system.
3. During the Upgrade, monitor the progress on Web Manager.
4. After the upgrade, Web Manager will trigger the post-upgrade step.
5. Login to Web Manager.
6. A warning will appear that a post-upgrade step is needed.
7. Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.
8. If that link appears, click and trigger the post-upgrade.
9. After the post-upgrade step, a reboot can be triggered automatically.
10. Follow the same steps from 2 to 9 for the other systems from the solution.

The following services will be added to IP Office Server Edition on completion of the process:

□ IP Office Web Collaboration
□ IP Office WebRTC
□ IP Office Contact Store
□ IP Office Web License Management.

Upgrading a Virtual Server Edition System or Applications Server

If you are upgrading a Virtual Server Edition system or Applications Server and the system has been through a number of previous upgrades that introduced new Linux kernels, the upgrade report may indicate that the yum process died before completion. This is because the /boot partition is almost full.

To resolve this, please see "Upgrading an OVA" on page 25 of the IP Office Platform Release 10.0 Release Notes.

Note: This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 10.

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

To upgrade a UCM to 10.0 Service Pack 2 from release 9.0 and below the "USB Upgrade" method must be used.

If upgrading to 10.0 Service Pack 2 from release 9.1, the "Web Management Upgrade" method is recommended. The "USB Upgrade" method can also be used if preferred.

For further information about upgrading the UCM please refer to section 5.9 "Upgrading the module" of the "Installing and Maintaining the Unified Communications Module" manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

4.7 Avaya E129 SIP telephone upgrade

A firmware upgrade of the E129 SIP telephone is triggered automatically by the IP Office system. The firmware upgrade can take up to 15 minutes. During this procedure the telephone will restart three times. Once initiated the firmware

upgrade should not be interrupted. The telephone should not be powered down, disconnected from the network or restarted by the administrator from the SSA.

5 Assistance

5.1 Software and Documentation

Release 10.0 software can be downloaded using the following link to the Avaya Support web site:

http://support.avaya.com

All IP Office product documentation is available from the IP Office Knowledgebase:

http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html

5.2 Future Service Packs

IP Office Release 10.0 Service Pack 4 is currently scheduled for release on the 26th May 2017. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

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

5.3 Document Revision History

Issue Number	Date	Changes
Issue 1	6th March 2017	First published edition.

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