AVAYA

IP Office Technical Bulletin

Bulletin No: **206**

Release Date: **2nd June 2017**

Region: **Global**

General Availability (GA) - IP Office Release 10.0 Service Pack 4

Avaya is pleased to announce the availability of Service Pack 4 for IP Office Release 10.0 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 10.0 GA releases.

1. 1 Overview

IP Office Release 10.0 Service Pack 4 incorporates new software for:

> IP Office Core Switch 10.0.0.4.0.5
> IP Office Server Edition 10.0.0.4.0.5
> IP Office Application Server 10.0.0.4.0.5
> Unified Communications Module 10.0.0.4.0.5
> Preferred Edition (VoiceMail Pro) 10.0.0.4.0.10
> one-X Portal 10.0.0.4.0.6
> Soft Console 10.0.0.4.0.2
> "Powered by Avaya" Partner Hosted 10.0.0.4.0.5

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	10.0.0.4.0.5
IP Office Manager	10.0.0.4.0.5
System Monitor	10.0.0.4.0.5
Upgrade Wizard	10.0.0.4.0.5
SSA Viewer	10.0.0.4.0.5

Delivered Software or Package	Version
Video (CounterPath) SoftPhone	3.2.3.49.68975
MAC Softphone	3204.66292
Java	
Java Run Time Environment	7.0 Update 25 (1.7.0.25)
DCP Phone Firmware	
2410 Phone Firmware	R6 - 030609
2420 Phone Firmware	R6 - 030609
5410 Phone Firmware	R6 - 030609
5420 Phone Firmware	R6 - 030609
1403 Phone Boot Firmware	03
1403 Phone Application Firmware	R07 (vintage 7)
1408 Phone Boot Firmware	25
1408 Phone Application Firmware	R48 (vintage 14)
1416 Phone Boot Firmware	25
1416 Phone Application Firmware	R48 (vintage 14)
14xx Phone Language	R10_v11_Pack01
14xx Chinese (GB) Phone Font File	R02_V01
9504 , 9508 Phone Boot Firmware	R17 (vintage 30) Only for latest Gen 2 9504, 9508
9504 , 9508 Phone Application Firmware	R60 (vintage 13)
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)
IP Phone Firmware	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3
4620 (Not 4620SW)	2.3
4625 Phone Firmware	2.9.1 (2.9 SP1)
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)
1603, 1608, 1616 Phone Language Files	69
1616 Button Module 32 App	1.1.0
9620, 9630, 9640, 9650 Phone Firmware - Boot Code	3.2.7
9620, 9630, 9640, 9650 Phone Firmware - Application	3.2.7
9620D01A, 9630D01A Phone Firmware - Boot Code	3.2.2

Delivered Software or Package	Version
9620D01A, 9630D01A Phone Firmware - Application	3.2.2
9620, 9630, 9640, 9650 Phone Language Files	76
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V27R20 (6.6)
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.4.01 (6.6)
9608, 9611, 9621, 9641 Phone Language Files	132
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
T3 Phone Firmware and Associated Applications	
T3 IP Phone Firmware	T247
T3 IP Phones Admin Tool	3.08
IP DECT Phone Firmware and Associated Applications	
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.04
3711 Global Phone Firmware	91.24.36
3711 USB Driver	0.8
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
DECT R4 Phone Firmware and Associated Tools	
3720 Phone Firmware	4.3.32
3725 Phone Firmware	4.3.32
3730 Phone Firmware	2.0.9
3735 Phone Firmware	2.0.9
3740 Phone Firmware	4.3.32
3749 Phone Firmware	4.3.32
3720 Template	0.5
3725 Template	0.5
3740 Template	0.2
3749 Template	0.2
IPBS 1 Boot Firmware	7.2.28
IPBS 1 Firmware	7.2.28
IPBS 1 Downgrade Firmware	7.1.2
IPBS 2 Boot Firmware	7.2.28
IPBS 2 Firmware	7.2.28
IPBS 2 Downgrade Firmware	7.1.2
DECT R4 - IPBL (DECT Gateway) Boot Firmware	7.2.28
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.28
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2
DECT R4 - GRBS (ISDN RFP) Firmware	P7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3B 3/80
AIWS Firmware	2.73
AIWS2 Firmware	3.70-A

Delivered Software or Package	Version
WinPDM (Windows Portable Device Manager)	3.11.0
Rack Charger Firmware	2.0.6
Advanced Charger Firmware	2.0.6
3720 Translation Tool	29
3725, 3740, 3749 Translation Tool	38
3730 Translation Tool	49
3735 Translation Tool	49
3720 Downloadable Languages	29
3725, 3740, 3749 Downloadable Languages	38
3730 Downloadable Languages	49
3735 Downloadable Languages	49
Company Phonebook Tool	9
Local Phonebook Tool	1
Avaya Nortel SIP Phones	
1120E	4.04.23.00
1140E	4.04.23.00
1220/1230	4.04.23.00
DECT D100 Phones	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
B179	
B179	2.4.1.5
E159	
E159	8.25.2
E169	
E169	8.25.2
E129 Phones	
E129	1.25.2.34
J129 Phones	
J129	1.0.0.0.43

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 IPOffice 10.0.0.4.0.5 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-122796	System Restart – When RTCP Monitoring is enabled
IPOFFICE-121363	Call Log history not working on the phone when call forwarding (FNA) is enabled for that user-IPO 10.0 SP2/SP3
IPOFFICE-121340	Unnable to cover calls to Voice Mail in IP Office Basic Edition with Embedded Voicemail unable as IP Office runs out of data channels
IPOFFICE-121145	TAPI call is initiated and disconnected immediatly
IPOFFICE-120382	Wrong CLID displayed on a twinned call when using Diversion header.
IPOFFICE-119348	Call log shows two missed calls when a call is picked up by another user
IPOFFICE-119055	1416 User's key is not lit when HG night mode is set through Voicemail Pro short code
IPOFFICE-118578	Log Missed Calls not working in 10.0 Service Pack 2 for calls which get covered to Voice Mail

3.2 Voicemail Pro (Preferred Edition) 10.0.0.4.0.10 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-121521	Japanese locale: IP Office voicemail announcement some wav files are not translated correctly in Japan IPO 10.0
IPOFFICE-119861	Unable to copy VMPro Backup files directly to the Scheduled backup folder in any 10.x Linux based VMPro system
IPOFFICE-119628	VMPro Client will overwrite recorded .wav files in certain situations

3.3 one-X Portal 10.0.0.4.0.6 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-121320	Outlook Plugin release 10 does not start on Windows 10 Outlook 2010
IPOFFICE-121204	iOS Mobility: Unable to plot the geo location of the user on iOS
IPOFFICE-118121	Unable to change Domain Host Name on UCM via one-X Portal Administration

3.4 Server Edition 10.0.0.4.0.5 – Resolved field issues

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

JIRA Number	Description of Issue

IPOFFICE-122628	LDAP synchronisation fails on release IP Office R10 Service Pack 3
IPOFFICE-122084	"Reregister phones" feature from sysmonitor does not work when Primary server is down
IPOFFICE-121652	VMPro stops working with no core dumps generated
IPOFFICE-121536	No Audio on H323 sets after upgrade to R10.0 Service Pack 3
IPOFFICE-121345	SSA alarm shows additional hard drive removed even though ACR functioning properly
IPOFFICE-121249	Location based resiliency failing for SIP phones
IPOFFICE-119743	Server Edition 10.0 Service Pack 1 : change of System Name triggers Basic User license issue
IPOFFICE-119630	Web Manager adds characters to Short Codes telephone number field
IPOFFICE-119619	Powered by IP Office - Manager displays invalid licensing errors
IPOFFICE-119468	Button programming is no longer available after upgrading to 10.0

3.5 IP Office Branch 10.0.0.4.0.5 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-116707	Originating Party CLID not displaying on SM Trunk Calls

4 Known Issues

The following are known issues in this release:

JIRA Number	Summary of Issue	Resolution
IPOFFICE-123096	SIP call recorder failing	Upgrade to CP 10.0.0.4.1 build 1 available via support.avaya.com

5 Technical Notes

5.1 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.

5.2 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:

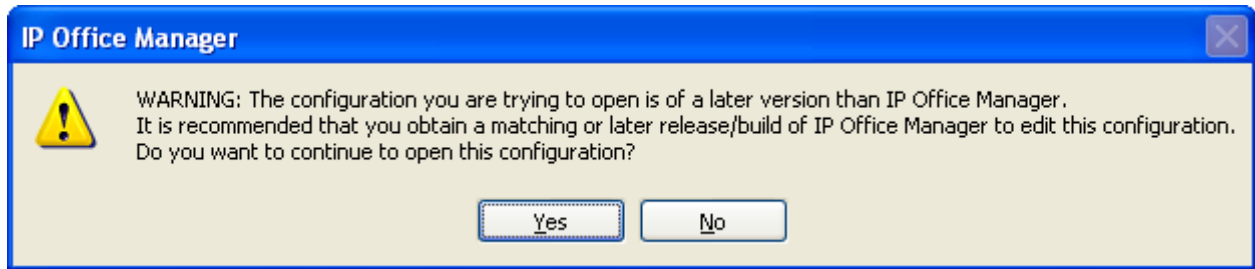| Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.0
IP500 V2	9.0.0.0 and later	-	Load 10.0
All modules	9.0.0.0 and later	-	Load 10.0

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.

5.3 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 10.0.0.4.0.5 release, the Administration suite must also be upgraded. The

following message will be displayed if attempting to access a system running the 10.0.0.4.0.5 release with an earlier version of Manager:

IP Office Manager

WARNING: The configuration you are trying to open is of a later version than IP Office Manager.
It is recommended that you obtain a matching or later release/build of IP Office Manager to edit this configuration.
Do you want to continue to open this configuration?

[Yes]   [No]

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 10.0.0.4.0.5. 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.

5.4 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.

5.5 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.

8

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 4 from release 9.0 and below the "USB Upgrade" method must be used.

If upgrading to 10.0 Service Pack 4 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.

5.7 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.

6 Assistance

6.1 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

6.2 Future Service Packs

IP Office Release 10.0 Service Pack 5 is currently scheduled for release on the 25th August 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

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	2nd June 2017	First published edition.

Issued by:
Avaya SME Customer Product Engineering Support

Contact details:-

EMEA/APAC   *NA/CALA*

Email: gsstier4@avaya.com   *Email: IPONACALAT4@avaya.com*

Internet: http://www.avaya.com
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