



## IP Office Technical Bulletin

**Bulletin No:** 203  
**Release Date:** 2nd March 2017  
**Region:** Global

### **General Availability (GA) - IP Office Release 9.1 Service Pack 10**

Avaya is pleased to announce the availability of Service Pack 10 for IP Office Release 9.1 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 9.1 GA releases.

#### **1. 1 Overview**

IP Office Release 9.1 Service Pack 10 incorporates new software for:

- IP Office Core Switch 9.1.10.0.192
- IP Office Server Edition 9.1.10.0.192
- IP Office Application Server 9.1.10.0.192
- Preferred Edition Voicemail Pro 9.1.10.0.9
- Unified Communications Module 9.1.10.0.192
- one-X Portal 9.1.10.0.5

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:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	9.1.10.0.192
IP Office Manager	9.1.10.0.192
System Monitor	9.1.10.0.192
Upgrade Wizard	9.1.10.0.192
SSA Viewer	9.1.10.0.192
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

<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	R7
1408 / 1416 Telephone Firmware	R46
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 (6.6)
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.4.01 (6.6)
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V27r20 (6.6)
1120E 1140E 1220 1230 Telephone Firmware	04.04.23.00
E129 SIP Telephone Firmware	1.25.2.26
E159, E169 SIP Telephone Firmware	8.25.2
B179 Conference Telephone Firmware	2.4.1.5
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	4.3.32
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
DECT R4 – GRBS - DB1 (ISDN RFP) Firmware	R3B 3/80
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	4.2.0

Delivered Software or Package	Version
DECT R4 – WinPDM	3.12.0
DECT R4 – Rack Charger Firmware	2.0.6
DECT R4 – Advanced Charger Firmware	2.0.6
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:** 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**

No changes over the 9.1 Service Pack Release 9.1.9.0 Build 182

## **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 IP Office 9.1.10.0.192 - Resolved field issues**

The following field issues have been addressed in IP Office Core and Manager:

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-116577	Missed Call Log is not working in 9.1.9
IPOFFICE-116227	SMDR field position unexpectedly changed for calls routed to VM Module
IPOFFICE-115841	Avaya Communicator for Windows does not show call log entries
IPOFFICE-115110	Mobile Twinning feature on locked deskphone doesn't work
IPOFFICE-114967	Softconsole shows busy on a call to a logged off user
IPOFFICE-114947	Two popup call alerts for incoming calls to Avaya Communicator for Windows
IPOFFICE-114009	ACW client utilizes multiple sessions with one-X Portal during registration, which results unable to login to all the ACW users simultaneously
IPOFFICE-113969	System Restart 500v2: 9.1.6 - buffer leak
IPOFFICE-113682	System Restart - IP500V2 9.1.6.0 reboot probably caused by memory leak
IPOFFICE-113387	Using SoftConsole (9.1.8) search is slow to find a record with matching name
IPOFFICE113366	Intermittent one way speech between one-X Mobile and Avaya Communicator
IPOFFICE-112216	Voicemail to Email changes not persistent for Longest Waiting Group in 9.1.300.120 configuration file
IPOFFICE-111994	VMPro Alarms are intermittently not alerting
IPOFFICE-51741	Ringback Issues when using Account Codes
IPOFFICE-114833	SSA intermittently fails to login – User has insufficient access rights error message
IPOFFICE-113045	Remote hunt group information not displayed in SoftConsole directory panel

### **3.2 Voicemail Pro (Preferred Edition) 9.1.10.0.9 – Resolved field issues**

The following field issues have been addressed in this release of Preferred Edition (VoiceMail Pro):

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-117663	VMPro 9.1.800.9 Outcalling : Escalation list is completed only once
IPOFFICE-116610	VMPro outcalling does not work if you are using a VMPro Time Profile
IPOFFICE-114457	Clock Widget is NOT giving time w.r.t. to the timezone set in the IPO BUT is reporting based on the location of the centralised VMPro
IPOFFICE-113064	Visual Voice will intermittently play the same hunt group voicemail message when the Primary VM is failed over to the Secondary VM
IPOFFICE-113020	Server Edition 9.1.8 : VMPro resets daily with segmentation violation
IPOFFICE-111751	Dual VMPro 9.1.7 sends out duplicate emails
IPOFFICE-115610	VMPro outcalling does not work if you are using a VMPro Time profile
IPOFFICE-110491	Intermittently VMPro menu not recognizing DTMF on PRI calls

### **3.3 one-X Portal 9.1.10.0.5 – Resolved field issues**

The following field issues have been addressed in this release of one-X Portal:

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-114832	HG Queue Monitor in one-X Portal Agent-desktop continues to show a call in-waiting state when that was already answered
IPOFFICE-113389	One-X Portal is not sending emails for Conferences to users under Personal tab
IPOFFICE-115270	External call retrieved from park slot using 1XP controlling a DECT phone shows as ringing on 1XP whilst actually connected to the handset.

### **3.4 Server Edition 9.1.10.0.192 – Resolved field issues**

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

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-118083	System restart – Server Edition 9.1.9
IPOFFICE-115202	Licences renewing only after reboot–PoweredByIPOffice OSS WebLM
IPOFFICE-113984	System Restart SE: 9.1.6.19 Segmentation violation
IPOFFICE-113773	Web Manager: User rights modifications cannot be updated
IPOFFICE-113197	Primary Server restarting VMPro service with Segmentation violation when EWS is enabled
IPOFFICE-112687	LDAP User Synch job still runs daily after deletion
IPOFFICE-112414	System Restart SE – 9.1.600 Build 153. Restart
IPOFFICE-112315	Resilience : Secondary IPO fails to connect to Voicemail on failover
IPOFFICE-112310	Web Manager changes in Log Missed Hunt Group Calls for User does not work
IPOFFICE-110031	New service user experiences HTTP request failed: 401 Unauthorized
IPOFFICE-115726	SSA Alarm continues to show additional hard drive removed even though CR functioning normally
IPOFFICE-114251	System Restart following a TAPI call from ACW to a group containing an unavailable DECT handset
IPOFFICE-113970	Server Edition SMDR output incorrect for call forwarded externally via Expansion system
IPOFFICE-112683	Server Edition – incorrect call direction shown in expansion system SMDR record in conference scenario
IPOFFICE-112423	DECT_REVERSEW NoUser source code not working correctly in 9.1

This release of IP Office Server Edition consists of IP Office core software 9.1.10.0.192, Preferred Edition (VoiceMail Pro) 9.1.10.0.9, one-X Portal 9.1.10.0. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

### **3.6 Branch 9.1.10.0.192 – Resolved field issues**

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-114335	System Manager will not synchronize with IP Office

## **4 Technical Notes**

### **4.1 Upgrading IP Office IP500 V2 core software**

When upgrading to Release 9.1 from a previous release an upgrade license is required. It is recommended that the IP Office Release 9.1 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 9.1.

**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 9.1 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 9.1 upgrade.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 9.1:

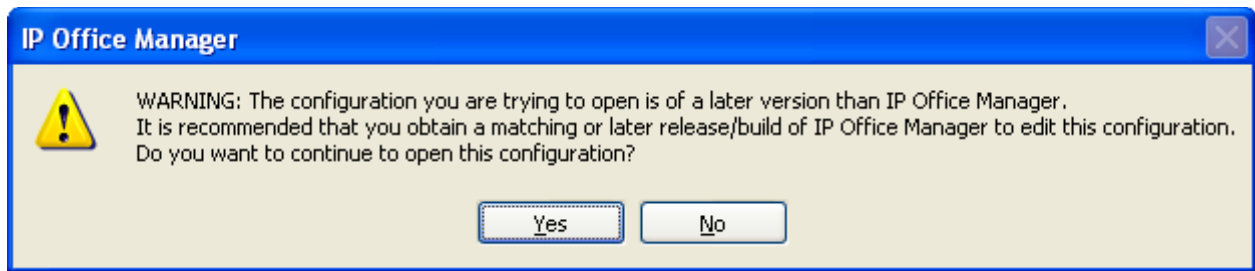
<b>Platform</b>	<b>Current Release</b>	<b>Upgrade Step 1</b>	<b>Upgrade Step 2</b>
IP500 V2	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
All modules	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
IP500 V2	8.1.1.0 and later	-	Load 9.1
All modules	8.1.1.0 and later	-	Load 9.1

**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 9.1. This will expand the loader to accommodate the 9.1 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 9.1; otherwise the system will require a 9.1 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.

### **4.2 Upgrading IP Office Administration**

Earlier releases of IP Office 9.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 9.1.10.0.192 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.10.0.192 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 9.1.10.0.192. 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.

#### **4.3 Upgrade Instructions for IP Office Preferred Edition (VoiceMail Pro)**

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 8.0 GA to upgrade directly to 9.1. Previous versions must be upgraded to 8.0 first, before upgrading to 9.1.

The Preferred Edition 9.1.10.0.9 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 9.1.10.0.9 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.

#### **4.4 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.

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.

#### **4.5 Upgrade instructions for IP Office one-X Portal**

The IP Office one-X Portal server must be running a minimum software level of 8.0 to upgrade to 9.1. Any previous versions must be upgraded to 8.0 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.

#### **4.6 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 8.1 and above. For further information about upgrading please refer to “IP Office Application Server 9.1 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Platform Server Edition Solution” manual

#### **4.7 Upgrade Instructions for IP Office Unified Communications Module (UCM)**

To upgrade a UCM to 9.1 Service Pack 9 from release 9.0 and below the “USB Upgrade” method must be used. Zip files are no longer made available to upgrade between 9.1 releases.

To upgrade a UCM to 9.1 Service Pack 9 from an earlier 9.1 GA release the “Web Management Upgrade” method is recommended. The issue documented in section 4.8 of Technical Bulletin 180 has been resolved. The “USB Upgrade” method can also be used.

For further information about upgrading the UCM please refer to section 3.8 “Upgrading” 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.

#### **4.8 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 9.1 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 9.1 Service Pack 11 is currently scheduled for release on the 26<sup>th</sup> 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**

<b>Issue Number</b>	<b>Date</b>	<b>Changes</b>
Issue 1		First published version

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