AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 9

Avaya is pleased to announce the availability of Service Pack 9 for IP Office Release 9.1 software. This is a scheduled Service Pack addressing a number of issues found in the IP Office 9.1 GA releases.

1. 1 Overview

IP Office Release 9.1 Service Pack 9 incorporates new software for:

> IP Office Core Switch 9.1.9.0.182
> IP Office Server Edition 9.1.9.0.182
> IP Office Application Server 9.1.9.0.182
> Preferred Edition Voicemail Pro 9.1.9.0.5
> Unified Communications Module 9.1.9.0.182
> one-X Portal 9.1.9.0.2
> SoftConsole 9.1.9.0.2
> User CD 4.2.88

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	9.1.9.0.182
IP Office Manager	9.1.9.0.182
System Monitor	9.1.9.0.182
Upgrade Wizard	9.1.9.0.182
SSA Viewer	9.1.9.0.182
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1

Delivered Software or Package	Version
4601, 4602 Telephone Firmware	2.3
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	R46
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R59
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)	6.6.3.02 (6.6)
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.3.02 (6.6)
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V27r19 (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	4.3.24
3725 Telephone Firmware	4.3.24
3740 Telephone Firmware	4.3.24
3745 Telephone Firmware	4.3.24
3749 Telephone Firmware	4.3.24
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	7.2.24
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.24
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

Delivered Software or Package	Version
DECT R4 – AIWS2 Firmware	4.1.1
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: New IP Office configurations created with Manager 9.1.9.0.182 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

No changes over the 9.1 Service Pack Release 9.1.8.0 Build 172

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 9.1.9.0.182 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-111726	After successive HOLD & UNHOLD at a very fast pace, the talkpath isn"t established
IPOFFICE-112004	Registered and in-Service SIP Trunk doesn't go OOS despite far-end ITSP not responding
IPOFFICE-112048	When building new users on SE, users in HG on another SE are being replaced with new users
IPOFFICE-112439	EWS does not reconnect when maintenance is done on Exchange server
IPOFFICE-109655	IPOCC calls that are returned to the queue intermittently display the IPOCC SIP Extension instead of the correct Caller ID
IPOFFICE-111857	ACW call history shows two missed calls from the same number
IPOFFICE-108452	Unexpected SNMP Alarm "Attempt to use a feature for which no license is installed. License Type: IP500 Standard Networking"
IPOFFICE-112027	Centralized call log returns two entries for calls picked up on User button
IPOFFICE-109837	CGPN (caller ID) is not displayed when incoming ISDN call is picked-up from another extension with User button
IPOFFICE-102042	Local hold music plays when entering digits on an external IVR
IPOFFICE-106428	VMPRo Campaigns not working as designed when accessing messages via DSS CallPark Button
IPOFFICE-110031	New "Restricted" service user experiences HTTP request failed: 401 Unauthorized
IPOFFICE-110621	Bria SIP Softphone failing to register on IP Office
IPOFFICE-110873	IP500V2 Expansion units reset whilst attempting to write large number of call log entries to the SD card
IPOFFICE-111686	IP500 V2 System restart : caused by memory pool issue
IPOFFICE-107613	Server Edition Expansions showing as standalone IP500V2 systems
IPOFFICE-107731	When a User is forwarded to a HG over SCN, the call to the User is reaching a HG Mailbox
IPOFFICE-110726	IP500 V2 reset when merging a config with Manager after deleting a User
IPOFFICE-111855	Part of configuration deleted during interaction with Telesoft PMS application
IPOFFICE-111800	Copy feature in Embedded Visual Voicemail truncates last few seconds of message
IPOFFICE-109520	Recorded external calls to the conference bridge are pointing to the same wav file in Contact Recorder
IPOFFICE-110666	Behaviour of NUSN TUI:NO_SINGLE_PARK_INSPECT from 9.1.6 to 9.1.7
IPOFFICE-111758	Voicemail messages recorded through SIP trunk using personal distribution list have wrong time stamps
IPOFFICE-111750	Error in Manager when connected to a DuVoice hospitality system
IPOFFICE-111879	System reset IP500 V2 – Watchdog reset
IPOFFICE-110051	CSTA Provider does not reconnect after network outage
IPOFFICE-94465	Call from IP 500 V2 to IPOSE Main -> Expansion -> user -> Dect twin no speech path
IPOFFICE-109848	MWI over SCN delayed intermittently
IPOFFICE-110642	VRL recording displayed as Internal when call is outbound external call
IPOFFICE-112440	System reset IP500V2 after upgrade to 9.1.8
IPOFFICE-111043	SoftConsole – Incorrect wondow frame colour displayed for ringback calls – red instead of yellow
IPOFFICE-110309	When running system monitor on a single PC capturing multiple systems the tracing gets interweaved with other traces

3.2 Voicemail Pro (Preferred Edition) 9.1.9.0.5 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-108266	SE VMPro reset every 4 to 5 days
IPOFFICE-109698	Voicemail Pro Reset on Applications Server : Retrieving Voicemail over IMAP connection
IPOFFICE-109974	VMPro Leave Mail to VRL action generates a wav file incompatible with Contact Recorder
IPOFFICE-109716	Voicemail Time zone Condition not evaluated on Primary timezone
IPOFFICE-111142	VMPro phone alarm setting changes after VMPro restart
IPOFFICE-110301	Voicemail pro 9.1.6.2 reset : Sysem resources all in use
IPOFFICE-112532	Voicemail Pro on Server Edition reset when Immediate Backup was executed

3.3 one-X Portal 9.1.9.0.2 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-112140	One-X Mobility Locate feature not working – displays an error and the map is not displayed when using the one-X Mobile Locate feature
IPOFFICE-112725	One-x portal "conference speaker recognition" doesn't work.
IPOFFICE-110797	One-X Portal Outlook Plugin – Name Sarch in Directory has no results while on-call
IPOFFICE-112117	Ah-Hoc conference 100 shows avatar from User 100 in Outlook Plugin
IPOFFICE-110626	Outlook Plugin : Dialing context menu "Avaya IP Office" is not available for Search External Contacts

3.4 Server Edition 9.1.9.0.182 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-110056	Web Management does not save the "No Answer Time" in User admin
IPOFFICE-110284	Server Edition - loosing finger print/ SID license
IPOFFICE-110943	Avaya Communicator for Web is sending DTMF RTP payload as 126 and no provision to change this payload
IPOFFICE-110697	Unable to modify a group in Web Manager if the group name contains an umlaut
IPOFFICE-111710	System reset Server Edition : Caused by No User extns for VPN phones to log in "Office" Users at home
IPOFFICE-111725	System reset Server Edition : Media Server stops when receiving malformed RTCP packets
IPOFFICE-112013	System reset Server Edition : When incoming SIP call session timer expires
IPOFFICE-112184	System reset – Server Edition : System Syslog incorrectly configured

IPOFFICE-112408	After upgrade to 9.1.8, Web Mamagement shows Basic Users with the error: PROFILE_LICENSE_EXCEED_WARNING_NOT_DEFINED
IPOFFICE-107824	System reset Server Edition : Reset when transferring call between ACCS agents
IPOFFICE-107819	Web Manager in error loop related to a scheduled backup resulting in 100% CPU usage
IPOFFICE-110819	LDAP syncronisation fails on 9.1.600.153
IPOFFICE-111631	Server Edition SIP RFC2833 DTMF digits resilient similar to IP500V2 to allow for missed packets
IPOFFICE-112288	Server Edition 9.1.8 : Web Manangement search for User not working
IPOFFICE-110205	Automatic Intercom 3 beep sound at originator does not work on IPOL

This release of IP Office Server Edition consists of IP Office core software 9.1.9.0.182, Preferred Edition (VoiceMail Pro) 9.1.9.0.5, one-X Portal 9.1.9.0.2 and Contact Recorder 9.1.8.0.1. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.5 SoftConsole 9.1.9.0.2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-110670	Automatic dial pad causes the first entered digit to be overwritten.
IPOFFICE-111812	OK button is not offered for Unconditional Forwarding

3.6 Branch 9.1.9.0.2 – Resolved field issues

JIRA Number	Description of Issue
IPOFFICE-110450	SMGR:Customer is deleting the IP Office Element in Home/Services/Inventory/Manage Elements. But the element is still showing in the Home/Services/Inventory/Synchronization/IP Office

3.7 USER 4.2.88 – Resolved field issues

JIRA Number	Description of Issue
IPOFFICE-111817	TAPI disconnects mapped network drives on Windows 8.1
IPOFFICE-108260	When IP Office user performs TAPI call pickup, 3rd party application stops

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:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
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 9.1.9.0.182 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.9.0.182 release with an earlier version of Manager:
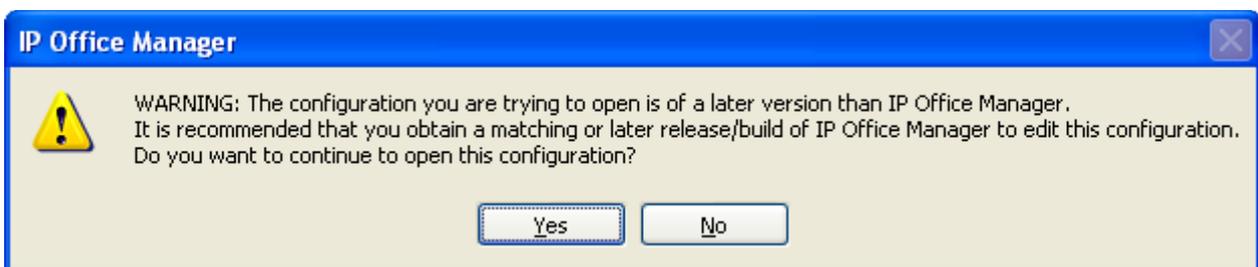
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 9.1.9.0.182. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 9.1.9.0.5 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 9.1.9.0.5 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 10 is currently scheduled for release on the 24th February 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	25 November 2016	First published edition.

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