IP Office Technical Bulletin

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Region: Global

General Availability (GA) of the IP Office 3.2 Q2 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.2 Q2 2009 Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.X releases. Support for IP Office core software 3.X and associated applications will cease upon the release of version 5.0 software in August 2009.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.2(69), Voice Mail Pro 3.2(39), Conference Center 3.2(19) and User CD 3.2(40) comprising of Soft Console 3.2(36) and Phone Manager 3.2(40). IP Office 3.2(69) should be used for any upgrade where the hardware prevents the upgrade to a later release. The IP Office 3.2(69) software and associated applications can be downloaded from the Avaya Support Website:

http://support.avaya.com

This software is for use with the IP Office IP 403, IP 406, IP 406V2, IP 412 and the IP Office Small Office Edition.

The contents of the IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	3.2(69)
Manager	5.2(69)
SysMonitor	5.2(69)
UpgradeWiz	5.2(69)
CallStatus	4.0.5
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.3
4601, 4602 Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.3
4606, 4612 and 4624 Phone Firmware	1.8.3
4625 Phone Firmware	2.5.22
5601, 5602 Phone Firmware	2.3

Delivered Software or Package	Version
2410 Phone Firmware	R5 – 061107
2420 Phone Firmware	R5 – 061107
5410 Phone Firmware	R5 – 061107
5420 Phone Firmware	R5 – 061107
Voicemail Lite	2.1.4
CBC	3.1.8
DeltaServer	5.2.26
DECT	3.1.13
DECT CCFP Admin Program	8.0.9
IP DECT	1.1.11
Feature Key Server	1.0.0.5
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 Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2(40)
Soft Console	3.2(36)
TAPI Link	1.0.0.32
Devlink	1.0.0.4

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 will support the new "IP DECT 3711 Global" telephone that will be available in the near future. The new global telephone will not offer any different feature set then 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".

Note: Upgrading 5410 Telephone Firmware

To protect customers from the 5410 upgrade issue documented in Technical Bulletin 91 this and future releases of IP Office software will not upgrade any 5410 telephones which are **already running R5 firmware** when the Force Upgrade batch file is switched on. If you wish to upgrade a 5410 already running R5 firmware a NoUser Source Number must be entered using Manager in addition to the Force Upgrade batch file.

When the NoUser source number is used in conjunction with the Force Upgrade batch file this will initiate an upgrade of all 5410 telephones including those already running the R5 firmware. 5410 telephones running a previous release of firmware will upgrade as normal without the need to enter the NoUser source number when connected to a system running this release of IP Office software.

NoUser Source Number to allow 5410 telephones running R5 firmware to upgrade:

ALLOW_5410_UPGRADES

2 New Feature Support

This release contains no new features.

3 IP Office Resolved Field Issues

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya IOC. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

3.1 Core and Manager Software

The following field issues have been addressed in the IP Office 3.2(69) software:

CQ Number	Description of Issue
CQ39509	System restart with embedded voicemail on 3.2.61
CQ39788	Calls to a hunt group containing a forwarded user do not target correctly over SCN
CQ39794	Set hunt group night service status not displayed unless setting phone is member of group
CQ39802	System restart on 3.2.65 – Voicemail and transfer related
CQ39804	FWD unconditional is followed by a group call, even thought the forward group call option is unticked
CQ66891	No Busy Tone when IP Dect Forward Busy to IP Dect Forward Busy across SCN when both IP DECT turned Off
CQ68444	Recording missing when a VRL / Contact Store recording is then Supervised Transferred to another user
CQ69319	IP Office - Remote VPN users cannot register soft-phone
CQ39827	Sysmon not saving to selected file location
CQ36043	Call to Extn forwarded to a H/G rings free phone in H/G first time round but never rings it again.
CQ62821	5620 IP handset on 3.2.61 switch - button label for user is the wrong size (in caps)
CQ70271	3.2.67 - Unable to transfer a call to a group a second time after it has recalled from the original transfer

3.2 User CD 3.2(40) Resolved Field Issues

The following field issues have been addressed in Phone Manager 3.2(40) software:

CQ Number	Description of Issue
CQ67505	Softphone using *30 Pickup. When using this facility to an external ISDN call will continue to hear ringing

3.3 Conference Center 3.2(19) Resolved Field Issues

The following field issues have been addressed in Conference Center 3.2(19) software:

CQ Number	Description of Issue
CQ68303	Conference Centre "Internal" "User Lists" not found when adding participants into the booked Conference
CQ68704	Same issue as CQ51497 - but for French installation of Conf. Centre.

3.4 Voicemail Pro 3.2(39) Resolved Field Issues

The following field issues have been addressed in Voicemail Pro 3.2(39) software:

CQ Number	Description of Issue
CQ69800	VM IP Office Mode - Voicemail channels are connected together and not releasing

4 Technical Notes

4.1 Upgrade Installation Notes

The Administration CD will detect the currently installed 3.2 version and upgrade automatically.

4.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded to the same version as the main unit.

4.3 Upgrade IP Office Systems with Limited RAM

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the "Validate" option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, the administrator is presented the option to reboot the system into 'Offline Mode', which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an "initial check", this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the "Type" column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1. If the Manager application detects that "offline mode" is necessary any expansion modules selected for upgrade will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is rebooted while in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will reboot back into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has rebooted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

4.4 Upgrade Instructions for IP Office User Applications

The User CD will detect the currently installed 3.2 version and upgrade applications automatically.

Note: Soft Console and Phone Manager Pro must not to be run concurrently on the same PC.

4.5 Upgrade Instructions for Voicemail Pro

VoiceMail Pro will perform an automatic upgrade when the application is operating at a minimum of 3.2(15). If upgrading from release 3.1 or earlier, please refer to section 7.6 of IP Office Technical Bulletin 71.

Prior to upgrading to 3.2(39) please ensure that all applications running on the Voicemail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

It is advisable to perform a backup of the existing Voicemail Pro database prior to upgrading.

5 Assistance

5.1 Documentation and Software

Documentation and Software can be downloaded from:

http://support.avaya.com

1. Select "Find Documentation and Technical Information by Product Name"
2. Select "IP Office"
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

6 Known Caveats

IP Office Caveats are detailed online at:

http://marketingtools.avaya.com/knowledgebase/caveats

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