IP Office Technical Bulletin

Bulletin No: 107

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Region: Global

General Availability (GA) of the IP Office 4.2 Q3 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.2 Q3 2009 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.X releases.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.2(20), VoiceMail Pro 4.2(32), Conference Center 3.2(20) and User CD 4.2(26), comprising of Phone Manager 4.2(25) Soft Console 4.2(15) and TAPI 1.0.0.33.

The IP Office 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, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	4.2(20)
IP Office Manager	6.2(20)
System Monitor	6.2(20)
System Monitor	5.2(69)
Upgrade Wizard	6.2(20)
SSA Viewer	6.2(20)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
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 Telephone Firmware	5.00

Delivered Software or Package	Version
2420 Telephone Firmware	5.00
5410 Telephone Firmware	5.00
5420 Telephone Firmware	5.00
VoiceMail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.30
IP DECT – ADMM Firmware	1.1.11
IP DECT – ADMM Java Configuration	1.1.11
IP DECT – ADMM DECT Monitor	1.4
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	3.08
1603, 1608, 1616 Firmware	1.0483
1603 Loader (Boot File) Firmware	1.043
1608 and 1616 Loader (Boot File) Firmware	1.030
1616 Button Module Firmware	1.0.9

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	4.2(32)
VoiceMail Pro Server	4.2(32)
VoiceMail Pro Service	4.2(32)
VPIM Client	4.2(32)
VPIMDBSvr	4.2(32)
VPIMReceiver	4.2(32)
VPIMServer3	4.2(32)
IMSAdmin	4.2(32)
IMSServiceRestart	4.2(32)
UMSServer	4.2(32)
VMServer	4.2(32)

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(25)
Soft Console	4.2(15)
TAPI	1.0.0.33
Dev Link	1.0.0.5

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 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

2.1 Mobile Direct Access (FNE32) (Sweden)

This new feature provides mobile/cellular telephone users with the ability to dial IP Office extension numbers and short code features directly. The mobile telephone network provider supplies dedicated trunks; all the dialled digits from the mobile telephones are routed directly to the IP Office. The IP Office associates the incoming CLI of the mobile telephone to an IP Office user with Mobility features enabled. When the mobile telephone dials an IP Office user the call is displayed on the target telephone as an internal call from the User with the mobility features enabled. This feature is an extension of the existing Mobile Call Control functionality (FNE31). The IP Office user will require the Mobile Twinning and Mobile Call Control options enabled. The MDA (FNE32) feature supports the same trunks as Mobile Call Control (FNE31).

2.2 Outlook 2007 Support

This release of IP Office Phone Manager now provides the ability to pop Outlook 2007 contacts.

2.3 Microsoft Vista Service Pack 2

Microsoft Vista Service Pack 2 is now supported with all applications where Vista Service Pack 1 is declared in IP Office Technical Tip 218.

2.4 Microsoft Server 2008 Service Pack 2

Microsoft Server 2008 Service Pack 2 is now supported with all applications where Server 2008 is declared in IP Office Technical Tip 218.

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.

The following field issues have been addressed:

3.1 Resolved Field Issues in IP Office 4.2(20) and Manager 6.2(20)

CQ Number	Description of Issue
CQ39832	System Restart: OSMemPool::Allocate Out of Memory on IP 412 4.2.49501
CQ39848	System restart when bridged appearances are alerting and a new ISDN call presents to the system
CQ39853	Customer has phantom rings to digital sets
CQ39862	Can't call out over channel 9 on E1 at times
CQ39863	Conference Center - calls being cut off - System is restarting
CQ39887	Recording blind transfer calls over SCN results in blank 1k messages
CQ39917	Distributed HG time Profiles do not work correctly
CQ39919	Upgrade to 4.2.14 Caller ID with twinning does not work
CQ39924	EVM voicemail to email stops working after trying to send to an incorrectly configured email address
CQ39935	EVM forwarded messages are not copied to email
CQ39955	Blind transfer fails user to user if the call originates from Assisted Transfer action off VMPro
CQ57271	No recording if SCN group call is answered by IP phone.
CQ67265	VMLite HouseKeeping not removing "Deleted" messages.
CQ67912	Calling party number for ISDN is not populated when making a second call out of a single line set
CQ68165	T3IP phone with 1 x BLF/DSS module locks up when calling Collective H/G (DSS monitoring all H/G members)
CQ68539	IP Office 4.2.4 & 4.2.101110 - SMDR Output. Fowarded call not shown (see also CQ67029)
CQ69306	System restart running 4.2.4 (PB 47001) - Exception error.
CQ69600	Conference calls made via TAPI are not releasing all parties
CQ70446	Manager - incorrect restart mode selected when modifying IP extension gains
CQ70719	Dial In option requires two attempts to be unticked when enabled.
CQ70933	Manager backwards compatibility issue using time Profiles and calendar entries
CQ71130	Using the 6.2.11 Manager to merge changes on 2.1 or 3.0 systems invoked a GUID update which requires a restart.
CQ71214	IPO restarts when a trying to merge a config that has 10000 Directories entries
CQ75459	IPO SMDR over IP is missing a carriage return when the call originates on an S0 interface
CQ75833	Telephones continue to ring when users attempt to answer a collective HG call at the same time
CQ75955	Truncated number dialed when CCBS invoked.
CQ76018	Inbound SIP call using "Use User Data" targets incorrect User with "Ambiguity" when User names similar
CQ76108	Registration timers stop when IP Office receives a 408 - Request timeout message.
CQ76247	DS Phone display goes blank after an unsuccessful Directory match.
CQ76390	IP500 4.2.11 - Can't retrieve SMDR Data via Direct TCP Session when IPO is in Listen Mode 0.0.0.0
CQ76791	Alog trunk CLI presented from the network CO is corrupted by IPO and shows as number=²ì\õ²ì ðí´ ðè: õ¿½
CQ76797	4.2.14 IPO SSA does not reflect User VM status Enabled/Disabled if set by User Rights - ok if done by manager app
CQ76901	System restart when attempting to forward HG calls to another HG using "Dial Extn" short code
CQ77030	SCN - invoke call listen \ call record and the IPO restarts.
CQ77056	IP Office Restart 4.2.14 when T3 IP Phone Unregisters from gatekeeper and tries to log on with IP DECT user number
CQ77338	IP Office 412 restart OSBuffer::Alloc Out Of Buffers 1100 running 4.2.14 core software
CQ77681	IPO watchdogs when merging in a large number of Directory entries.
CQ77866	Phone looks to be on-hook, but extn is busy if called. (Same issue CQ53845 and CQ56940 but on v4.2.14)
CQ77870	System intermittently disconnects calls when two calls are answered at the same time
CQ77986	User BLF buttons on a T3 DS phone with BLF unit remain flashing after call is answered.

CQ78250	IPO with over 8000 Directory entries restarts when merging a non Directory related item/option
CQ78412	Softphone licenses displayed as "in use" when T3 IP phones are registered.
CQ78840	Uploading a config to an IP500 with more than 30 time profiles on an incoming call route - fails to load
CQ78929	System restart when clearing down recorded call.
CQ78941	IP500 4.2.14 & 4.2.149605 - SC transfer causes restart - a call from vm bumped back to Q is transferred
CQ78952	System restart when Soft Console Performs Transfer whilst target group is queuing
CQ77586	No speech path Tx/Rx when Blind Transfer to IP DECT in specific distributed group SCN network running 4.2.11+
CQ79145	IP500 switchable T0/S0 ports stop responding either after restart or a period of time after restart
CQ77911	Gain settings within ETSI CHI channel - no difference to audio level when changed.
CQ69981	CCC SMDR issue - Incorrect Ext logged when call is routed to ExtA via VM and then subsequently transferred to ExtB.
CQ79930	MDA feature: No speech when using FNE32 to IP Phone using G711
CQ78820	performing a supervised transfer to an agent HG will ring the next agent, if the target agent is set to FF

3.2 VoiceMail Pro 4.2(32) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.2(32) software:

CQ Number	Description of Issue
CQ39747	After Upgrading to VMPro 4.2.19 IMS stops sending external Voice messages
CQ39755	VMPro service stops with a .NET2.0 error causing IMS to stop working
CQ39840	PDL List do not keep track of actual members
CQ39857	VMPro Install fails with a windows installer error 1603
CQ39892	Voicemail to email stops working
CQ39950	Quickly dialed digits are missed by VMPro
CQ78415	Unable to access control panel button for VM Pro on a Vista Business/Ultimate 32 bit PC
CQ78631	VM locks up when message left for H/G that is then to be broadcast to all members.
CQ78959	1MB size voice Recordings to PDLs do not get sent to every member of the PDL if PDL is large

3.3 User CD 4.2(26) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(25), Soft Console 4.2(15) and TAPI 1.0.0.33:

CQ Number	Description of issue
CQ39690	Upgrading Client PC from Windows XP to Vista causes Phone Manger to fail
CQ39854	Incoming caller name is displayed on PMP, but disappears when parked and retrieved
CQ39859	Phone Manager displays Directory Info from IP Office Directory
CQ67834	PM Pro - unable to invoke Agent mode from Manager
CQ70540	Call list is incorrect when IP Dect extension makes an outgoing call.
CQ76260	PMPro Does not answered call in All or Incoming tab
CQ39789	Intermittent access violation errors when using drag and drop to BLF's
CQ39875	BLF status is erratic when using dial direct SC
CQ60507	Soft-Console tries to use the update service on startup and a proxy login box appears
CQ71213	Call to a busy external number shows green dialing not red busy - busy tone is heard from phone
CQ78273	Supervised transfer of external call via SoftConsole doesn't pass external CLI to TAPI application
CQ39803	TAPI: TSP stops when lineSetTerminal EVENT is called
CQ39909	TAPI: Call ids are mismatched when 4.2.14(3704) and TSP 1.0.0.32 are used

3.4 Conference Center 3.2(20) resolved field issues:

The following field issues have been addressed in Conference Center 3.2(20):

CQ Number	Description of Issue
CQ39762	Unable to modify a template in Conf Center
CQ39901	Local Address Book Internal extension only populate approx 70 users

4 Technical Notes

4.1 Upgrade IP Office Admin CD

The Administration CD will detect previous installed versions and upgrade automatically. If a 3.2 Administration CD is installed it must be uninstalled before installing 4.2(19). It is not necessary to restart the PC after upgrading unless instructed to do so.

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 of 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 restart 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 restarted 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 restart 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 restarted 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 VoiceMail Pro

The VoiceMail Pro must be at a minimum of 4.0 GA before automatic upgrades can be performed to this maintenance release.

Running VoiceMail Pro CD 4.2(32) will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the VoiceMail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to VoiceMail Pro 4.2(32) 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.

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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