IP Office Technical Bulletin

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Region: Global

General Availability (GA) of the IP Office Release 5 Q4 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 5 Q4 2009 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office Release 5 GA release.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 5.0(15), VoiceMail Pro 5.0(23), Conference Center 3.2(22), Customer Call Reporter 1.1.2.3, one-X Portal 5.0(30) and User CD 4.2(29), comprising of Phone Manager 4.2(29) Soft Console 4.2(17) and TAPI 1.0.0.34.

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 and IP406V2

The contents of the IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	5.0(15)
IP Office Manager	7.0(15)
System Monitor	7.0(15)
System Monitor	5.2(69)
Upgrade Wizard	7.0(15)
Network Viewer	7.0(15)
SSA Viewer	7.0(15)
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

Delivered Software or Package	Version
2410 Telephone Firmware	5.00
2420 Telephone Firmware	5.00
5410 Telephone Firmware	5.00
5420 Telephone Firmware	5.00
Delta Server	5.2.31
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	1.21
1603 Loader (Boot File) Firmware	1.21
1616 Button Module Firmware	1.0.9
3720 / 3725 Telephone firmware	2.8.25
DECT R4 – IPBS Firmware	3.1.20
DECT R4 – AIWS Firmware	2.32
DECT R4 – WinPDM	3.3.6
DECT R4 – Rack Charger Firmware	1.3.8
DECT R4 – Advanced Charger Firmware	1.3.8

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	5.0(23)
VoiceMail Pro Server	5.0(23)
VoiceMail Pro Service	5.0(23)
VPIM Client	5.0(23)
VPIMDBSvr	5.0(23)
VPIMReceiver	5.0(23)
VPIMServer3	5.0(23)
IMSAdmin	5.0(23)
IMSServiceRestart	5.0(23)
UMSServer	5.0(23)
VMServer	5.0(23)

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(29)
Soft Console	4.2(17)
TAPI	1.0.0.34
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 One Touch Transfer

This new feature allows a user to initiate the transfer of a connected call by pressing a programmed telephone feature button. The following feature buttons are supported with this new feature:

- User
- Dial
- Emulation>Abbreviated Dial
- Emulation>Automatic Intercom
- Emulation>Dial Intercom
- Advanced>Dial Direct

This feature is enabled on a per user basis by using the "Enable_OTT" source number. This feature is supported on the following telephones:

- 1608 / 1616
- 5410 / 2410 / 5420 / 2420
- 5610 / 4610 / 5620 / 4620 / 5621 / 4621
- 4625
- 4406 / 4412 / 4424
- 6408 / 6416 / 6424

2.2 Microsoft Windows 7 Support

This release includes support for Microsoft Windows 7 Professional and Ultimate editions. The following table shows the support status of IP Office applications installed on Microsoft Windows 7:

IP Office Application	Windows 7 32Bit	Windows 7 64Bit
Call Status	✗	✗
CCC Server	✗	✗
Standalone Delta Server	✗	✗
Wallboard Server	✗	✗
Wallboard Client	✗	✗
PC Wallboard	✗	✗
Call Center View (CCV)	✗	✗
CCC Reporter	✗	✗
Conferencing Center Server	✗	✗
Conferencing Center Client	✓	✗
Contact Store	✗	✗
Feature Key Server	✗	✗
Manager	✓	✓
Microsoft CRM Integration	✗	✗
Monitor	✓	✓
Phone Manager Lite	✓	✓
Phone Manager Pro	✓	✓
Phone Manager PC Softphone	✓	✓
SoftConsole	✓	✓
System Status Application (SSA)	✓	✓
TAPI 1st Party	✓	✓
TAPI 3rd Party/WAV	✓	✓
VoiceMail Pro Server	✓	✓
UMS and Web Campaigns	✗	✗
IMS and Web Campaigns	✗	✗
plus IVR and / or TTS	✗	✗
one-X Portal for IP Office server	✗	✗
CCR Server	✗	✗

2.4 Support for TAPI on 64bit Operating Systems

This release of TAPI is now supported with Microsoft Vista and Server 2008 64bit operating systems. This does not currently include Server 2008 R2.

2.4 Support for Singapore Locale

This release includes a new system locale for Singapore.

3 IP Office Resolved Field Issues

In the table below, Clearquest (CQ) 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 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 5.0(15) and Manager 7.0(15)

CQ Number	Description of Issue
CQ82028	No speech path results when Soft Console transfer complete key is kept pressed down.
CQ40067	VM short code now puts you straight into caller's vm box instead of prompting for the ext # and pw.
CQ84122	Manager - DialInOn opt shows not enabled on first viewing even when option IS enabled
CQ84198	No scroll bars in System>CDR/SMDR tab when viewing 4.2 config
CQ84284	V5 Manager :- User/T3 options/HuntGroup Settings tab :- Unable to "Enable" the H/G options.
CQ85215	Manager 5.0.8 - Import of User.csv does not provide Full Names into config
CQ40075	Upgrading EVM prompts can result in EVM not detecting silence correctly
CQ40106	Using visual voice to forward a message to multiple users resets the system
CQ87790	Feature key error - IP500 system restart

3.2 VoiceMail Pro 5.0(23) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 5.0(23) software:

CQ Number	Description of Issue
CQ82620	Italian VMPro - pronouncement of number zero is incorrect
CQ82711	List of VM Pro Variables - $UUI" is displayed twice
CQ84006	Russian VMPro wav file #990 has been stretched to twice its length. The greeting is not understandable.

3.3 User CD 4.2(29) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(29), Soft Console 4.2(17) and TAPI 1.0.0.34:

CQ Number	Description of Issue
CQ78498	Ring on Multimedia doesn't ring
CQ40021	Ex Directory users still present in Phone Manager Pro
CQ75740	Double clicking message icon plays newest received unread Voicemail not oldest unread Voicemail.
CQ77306	Installation of PM from 4.2.22 User CD does not copy all files across if PC's LAN not connected.
CQ40002	Unable to complete a transfer via PMP when a 2nd call comes in during transfer attempt
CQ83571	PMPro VM access - focus jumps away from voicemail tab when first VM accessed
CQ80244	Soft Console will not show the "Voicemail" button live when the "Make Call" is selected to ring a User with Vmail enabled
CQ76346	"Tools->Configure Preferences->Incoming Calls" tab. Directory Entries Cannot be added as "New" button greyed out
CQ84837	Softconsole 4.2.15 user directory - disappears when a DND function is programmed as a BLF button

3.4 Customer Call Reporter 1.1.2.3 resolved field issues:

The following field issues have been resolved in Customer Call Reporter 1.1.2.3:

CQ Number	Description of Issue
CQ83219	ASR: Crystal Report Viewer Error for division by zero
CQ82715	CDR incorrectly reports on transferred calls.
CQ82560	CDR: Target DDI and Group by DDI incorrectly reports calls answered by AA
CQ81633	TR: Deadlock reported on scheduled reports.
CQ81423	CSR: CSR incorrectly shows Queue calls
CQ76388	Translation Italian issue
CQ85994	Cannot run reports in Italian
CQ87741	1.1.2 CCR performance very slow when running weekly calls reports

3.5 one-X Portal 5.0(30) resolved field issues:

The following field issues have been resolved in one-X portal

CQ Number	Description of Issue
CQ83380	RC25 -Conference details are incorrect
CQ83347	RC25 - one-X Client error: CallogGadget
CQ82938	Presence icon for Forward To not displayed.
CQ87740	Login to one-X Portal fails
CQ87738	Personal Directory on one-X - no sync with Core
CQ87556	User cannot add 100 Personal Directory Entries
CQ89495	OneX Portal vulnerability via remote client on Port8082

3.6 Conference Center 3.2(22) resolved field issues:

The following field issues have been addressed in Conference Center 3.2(22):

CQ Number	Description of Issue
CQ40065	Conf Cntr Participants receive Conf Full message when there should be space available
CQ78491	Conf Centre - Presentations cannot be viewed by users outside the local LAN/Firewall

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 5.0(15). 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 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 5.0(23) 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 5.0(23) 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.

4.4 Upgrade Instructions for one-X Portal

The 5.0(30) release of one-X Portal has no special requirements or pre-requisites in order to upgrade. Please refer to the Maintenance section of the one-X Portal for IP Office documentation for details on how to upgrade.

4.5 Upgrade Instructions for Customer Call Reporter

The 1.1.2.3 release of Customer Call Reporter has no special requirements or pre-requisites in order to upgrade. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade.

5 Assistance

5.1 Documentation and Software

Documentation and Software can be downloaded from:

http://support.avaya.com

1. Select "Downloads"
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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