



IP Office Technical Bulletin

Bulletin No: 113
Release Date: 19 February 2010
Region: Global

General Availability (GA) of the IP Office Release 5 Q1 2010 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 5 Q1 2010 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(18), VoiceMail Pro 5.0(25) and User CD 4.2(31), comprising of Phone Manager 4.2(31) Soft Console 4.2(18) and TAPI 1.0.0.35.

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(18)
IP Office Manager	7.0(18)
System Monitor	7.0(18)
Upgrade Wizard	7.0(18)
Network Viewer	7.0(18)
SSA Viewer	7.0(18)
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	R6.00
2420 Telephone Firmware	R6.00

Delivered Software or Package	Version
5410 Telephone Firmware	R6.00
5420 Telephone Firmware	R6.00
Delta Server	5.2.32
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 Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.2200
1603 Loader (Boot File) Firmware	1.2200
1616 Button Module Firmware	1.0.9
3720 / 3725 Telephone firmware	3.0.5
DECT R4 – IPBS Firmware	3.3.11
DECT R4 – AIWS Firmware	2.43
DECT R4 – WinPDM	3.4.5
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	5.0(25)
VoiceMail Pro Server	5.0(25)
VoiceMail Pro Service	5.0(25)
VPIM Client	5.0(25)
VPIMDBSvr	5.0(25)
VPIMReceiver	5.0(25)
VPIMServer3	5.0(25)
IMSAdmin	5.0(25)
IMSServiceRestart	5.0(25)
UMSServer	5.0(25)
VMServer	5.0(25)

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(31)
Soft Console	4.2(18)
TAPI	1.0.0.35
Dev Link	1.0.0.5

Note: Upgrading 2400/5400 Telephone Firmware to R6.00

Please note that this release of IP Office 5.0(18) software requires the 2400/5400 telephones to be upgraded to R6.00. When the system has been upgraded the 2420 and 5420 telephones will automatically upgrade to the R6.00 release. To allow 2410 and 5410 telephones to upgrade the following NoUser source number entry must be entered before restarting the system:

ALLOW_5410_UPGRADES

This NoUser source number entry was introduced to protect customers from a 5410 firmware issue documented in IP Office Technical Bulletin 91.

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 Support for Windows Server 2008 R2 (64Bit) Operating System

Further to the announcement in Technical Bulletin 112, this release of IP Office software is now supported with Server 2008 R2 where support for Server 2008 is declared.

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(18) and Manager 7.0(18)

<u>CQ Number</u>	<u>Description of Issue</u>
CQ40078	Phone does not display VMail if a user button is defined and the user is busy. 5420/5410
CQ40087	SIP caller ID is no longer displayed on the phone
CQ40164	SMDR records are output with additional line breaks
CQ83052	IP DECT R4 with one-X Portal - Place a call on Hold - it cannot be retrieved
CQ84319	S-Bus Overlap Call will not dial out off switch to another ETSI trunk when Dial Delay Count set to "0"
CQ84491	56xx show 'Unavailable' in Call Log for a bridged appearance call
CQ84938	Pressing the "Extn Login" Button does not instigate Login prompt when no Login code set in base extn.
CQ85037	Call transfer from Transfer Button does not work if enquiry call made using TAPI
CQ85197	T3 phones (IP & DS) do not retain "Settings" over a phone or IPO restart
CQ86314	SMDR records are output with additional line breaks
CQ86500	VM unsupervised transfer to collective group isn't re-targeted until no-ans time expires
CQ86768	Wrong "ONE" wav file played on embedded voicemail (Danish) for "You have ONE new message"
CQ86850	SoftConsole shows incorrect CLI seen when calls queue against single extension in a group.
CQ86875	Group containing TAPI WAV user returning busy
CQ87353	Changing DHCP mode to Client results in deletion of all hunt groups from configuration
CQ87834	T3-IP phones cannot use "IP Phone Admin Tool" to upgrade phone sw when using the IPO as DHCP.
CQ88747	PMPro - T3 comfort - loss of audio during call handling using a dss button to dial whilst on a call
CQ88946	Phantom ringing on Agent headsets - caused by call ringing on PM that no longer exists.
CQ89329	Unable to search Directory when merging a name change
CQ89628	IPO sends different Registration information to ITSP after initial challenge
CQ89771	IP500 5.08 sw – System restart due to line appearance key delay and a line idle
CQ89876	Phone Manager Pro "Voicemail" tab not automatically updated when one-X Portal is running on same system.
CQ84975	Danish characters in User SIP field reported as invalid in Error List
CQ85435	User buttons created by template disappear after an export -> user to csvfile
CQ86242	Manager stops when opening a 4.2 config where a User/T3 Option/Personal Directory/Name entry is over 31 chars.
CQ88322	Unable to edit T3 personal directory in v4.2 config using V5 manager - when locale = DE
CQ77716	SSA shows the Conference Centre Reserved channels even when the actual conference ECS service has stopped.
CQ86083	SSA misreports the amount of remote sites in the SCN "Explanation" - Can SSA be reworded.
CQ84066	T3 user - Hunt-Group state incorrect when the user logs Off /On
CQ85094	T3 and T3 IP phones - hunt group night and out of service keys not updating
CQ89070	2 seconds missing from the start of a call recording from an IP Phone
CQ96122	IPO SMDR - The call duration value is incorrect.
CQ40170	Repeat of 40024 (System restart when sending a cfg update to a user) on 5.0.8
CQ40182	Enabling Contact Store causes 16xx sets to fail sending DTMF to external IVR's
CQ89037	One way talk path occurs in the middle of a conversation across the SCN
CQ90901	External calls are being answered automatically via HFAI
CQ91233	IP500 restart when attempting transfer to busy extn and using PM "Park Call For".
CQ89497	Extension's ForceFeed Button status not maintained over a config merge.
CQ40073	Clarification on VCM usage on SIP calls required

3.2 VoiceMail Pro 5.0(25) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 5.0(25) software:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ40076	Voicemail to email stops working on 5.0 when UMS is configured
CQ87042	Inappropriate sentence played out when setting mailbox name.
CQ88622	VM restart when a DTMF tone is entered during a looped "Generic" activity (i.e. the Next o/p is connected to i/p)

3.3 User CD 4.2(31) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(31), Soft Console 4.2(18) and TAPI 1.0.0.35:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ91201	List of Users displayed severely truncated/reduced when installing TAPI via the 4.2 4Q09 Maint. Rel. CD
CQ88654	Unable to sort headers on voicemail or messages tabs in phonemanager
CQ89682	PhoneManager DND/Busy Not Available and Busy Wrap Up Buttons do not work until you remove Agent from H/G

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(18). 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(25) 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(25) 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 "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>

Issued by:
Avaya SME Engineering Field Support
Contact details:-

EMEA/APAC
Tel: +44 1707 392200
Fax: +44 (0) 1707 376933
Email: gsstier4@avaya.com

NA/CALA
Tel: +1 732 852 1955
Fax: +1 732 852 1943
Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>
© 2010 Avaya Inc. All rights reserved.