



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 5 Q2 2010 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 5 Q2 2010 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 5 GA releases.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 5.0(20), VoiceMail Pro 5.0(26), Customer Call Reporter 1.2.4.6 and User CD 4.2(32), comprising of Phone Manager 4.2(32) and Soft Console 4.2(19).

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(20)
IP Office Manager	7.0(20)
System Monitor	7.0(20)
Upgrade Wizard	7.0(20)
Network Viewer	7.0(20)
SSA Viewer	7.0(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	R6.00
2420 Telephone Firmware	R6.00

Delivered Software or Package	Version
5410 Telephone Firmware	R6.00
5420 Telephone Firmware	R6.00
Delta Server	5.2.33
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
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(26)
VoiceMail Pro Server	5.0(26)
VoiceMail Pro Service	5.0(26)
VPIM Client	5.0(26)
VPIMDBSvr	5.0(26)
VPIMReceiver	5.0(26)
VPIMServer3	5.0(26)
IMSAdmin	5.0(26)
IMSServiceRestart	5.0(26)
UMSServer	5.0(26)
VMServer	5.0(26)

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(32)
Soft Console	4.2(19)
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(20) software requires the 2400/5400 telephones to be upgraded to R6.00. This version of firmware was introduced in the previous maintenance release, 5.0(18).

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 1600-I Series Telephone

This release of IP Office software now includes support for the new range of Avaya 1600 series telephones (1603-I / 1603SW-I / 1608-I / 1616-I).

2.2 Support for Microsoft SQL 2008

This release of Customer Call Reporter now includes support for Microsoft SQL 2008 Enterprise, Standard and Express editions.

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(20) and Manager 7.0(20)

<u>CQ Number</u>	<u>Description of Issue</u>
CQ40107	CS does not show recordings by ext if an o/b call is transferred to an internal ext and then manually recorded
CQ40111	System restart when EVM attempt to send email
CQ40192	Collective call waiting behaves differently when a line appearance is on the users phone and set to no ring
CQ40197	Issue in LVMail due to VV copy command when running PM
CQ43331	Bridged appearance indication does not work when using PMP
CQ89516	UMS Web - Ring-back Button is not working for External call.
CQ89640	1616 - IP500 5.0.8 - Incorrect call reconnected from hold following aborted transfer attempt
CQ89887	Call coverage does not work when call routed via EVM AA node.
CQ89940	Waiting calls for Busy Hunt Group not shown on CCView when H/G Announcement timer 1 set to 0
CQ90143	The IPO response to a "tracert" packet is incorrect
CQ91391	Button programming - Emulation - Call Forward All entry is not displayed
CQ96461	System restart after Mobility Twinning Ghost extension is deleted (SSA must be viewing Active Calls)
CQ96699	IP Address assigned using PPP Dial In when DHCP is turned off
CQ96994	Malformed packets sent out on LAN 2 in response to received TCP "SYN" packet.
CQ97028	Bridged appearance indication does not work when using PMP
CQ97030	System restart when attempting to route a call down an IPTrunk that has no channels available.
CQ97036	System restart caused by Transfer Complete from an extension that has Transfer Return set.
CQ97231	IP500 ATM4 - Busy tone detection failing for dual frequency tones
CQ80479	Manager changes the received config when accessing a remote unit through a Router using NAT.
CQ89176	The inf msg disp when the [System-LANx-LAN Settings-IP Mask] option is "non standard" is wrong
CQ89649	Merge offered instead of Restart when committing a short code to QSIG line
CQ40154	SSA incorrectly reports Voice Networking Channels are unlicensed, even when no IP trunks configured
CQ40127	Mobile twinning appears to cease calling the twin under heavy load, then recover once call volume falls
CQ84256	Some H323 Line options removed when Voice Networking selected.
CQ80975	T3 Button Refresh not working to agents after Logging off and then Log-On. Button State after log-In not true
CQ89775	TAPI - unable to show Set Call Data information when queuing is enabled on the hunt-group.
CQ40052	Dial Direct Hot Line does not cut audio through until an extra DTMF button is pressed
CQ40226	System restart on call park attempt on 5.0.18
CQ43164	International CLI not preserved when calling twinned mobile.
CQ43199	TAPI related system restart
CQ43208	Deleting a registered IP extension restarts the IP500
CQ43211	Unable to connect to Conference after Conf Server service stopped/started. OK in 5.0.08 & 5.0.15.
CQ96081	SC - Incorrect call information / display when a transferred call returns.
CQ96992	Cannot stop manual call recording if all VM channels are busy
CQ97097	CCBS Request causing IP500 to restart
CQ96818	3720/3725 R4 DECT handsets - CLI of incoming group call isn't displayed on until call is answered
CQ43191	CCR agent incorrectly labeled as "CCC Agent" when using French Manager
CQ96456	Extend the ability for Manager to check for duplicate names
CQ40232	System restart on conference attempt using 5.0.15

CQ82233	No speech path when a call is announced when using the 'AVAYA' menu to transfer a call
CQ90197	The French word used for the Visual Voice/Greeting - "Submit" is incorrect.
CQ96809	Unable to save config after PPP RAS dial in session ended - system must be restarted
CQ96839	Unable to retrieve config after changes have been merged via PPP dial in - Restart required
CQ99193	System restart caused by buffer depletion

3.2 VoiceMail Pro 5.0(26) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 5.0(26) software:

CQ Number	Description of Issue
CQ40169	Out calling continues to escalate even though vmails have been listened to and deleted
CQ40194	Creating PDL's of more than 100 users creates spurious list entries
CQ43190	Incorrect greeting played out when using DTMF breakout "0"
CQ84689	VMPPro/Alarm Set Action; Error message "Please enter a valid supported time"
CQ86408	Unable to configure VMPPro if a later version of the client is used.
CQ96164	user gets error message when trying to access Conf Cntr
CQ96207	All conditions deleted from Conditions Editor when limit is exceeded
CQ96361	Mailbox information displayed incorrectly when using client
CQ96897	Unable to import callflow using French Operating System

3.3 User CD 4.2(32) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(32) and Soft Console 4.2(19).

CQ Number	Description of Issue
CQ78822	Transfer Complete Icon greyed out when A-B leg of call selected. OK when B-C leg selected.
CQ90419	Incorrect Account Code number displayed in GUI when IPO has noncontiguous account code numbering
CQ96546	PMPPro shows ExDirectory Users in the Speed Dial Add User and Call Window when "Show Users" enabled.
CQ91418	Calling Number="CALLED Number" when Setup contains NO Calling Party Number and Presentation set to NAIInterworkg

3.4 Customer Call Reporter 1.2.4.6 resolved field issues

The following field issues have been address in CCR 1.2.4.6.

CQ Number	Description of Issue
CQ97346	Real-time - agent state shows as Busy Non-Queue when Available following a call listen
CQ97283	Incorrect Call Waiting count when a ccr agent transfers a call outside of the group using PMPPro.
CQ97281	Current Wait Time continues to increment when a queued call is answered in the overflowed group
CQ97280	Non-ccr user blind xfers a call (using PMPPro) to a CCR group and the Call Wait & Current Wait Time does not increment
CQ97264	CCR - Call Waiting & Current Wait Time are shown incorrectly when Park is used by any user on the system.
CQ96945	Call Summary Report DDI - Lost call not shown if the call is lost before being presented to an agent
CQ96777	Call Waiting indication out of sync with Current Wait time
CQ96636	Call waiting will not increment when calls are transferred back into the group.
CQ96635	Call waiting will not increment when a user selects *30 Pick-up and transfers the call to a CCR agent group.
CQ96600	CSR - Hold time is included in Average Answer Time
CQ96510	Incorrect Real-time state when transferring a call direct to a CCR agent
CQ81562	ASR: calculations are incorrect if report period over 1 day
CQ43315	Call waiting indication out of sync

CQ43258	The Overflowed CallsWaiting queue displays a call waiting against the group.
CQ43257	Calls transferred via PMPro will not display Call Waiting / Current Wait time values
CQ43254	CW will not increment when a call is Picked-up (*30) more than once and transferred back to the original CCR Grp
CQ43440	Wallboard headings for queues shrinks too small to see

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(20). 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(26) 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(26) 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 Customer Call Reporter

The 1.2.4.6 release of Customer Call Reporter has no special requirements or pre-requisites in order to upgrade from the 1.2 GA release. 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>

Issued by:
Avaya SME Customer Product Engineering Support
Contact details:-

EMEA/APAC
Tel: +44 1483 308 000

Email: gsstier4@avaya.com

NA/CALA
Tel: +1 908 204 4686

Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>
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