



IP Office Technical Bulletin

Bulletin No: 121
Release Date: 25 August 2010
Region: Global

General Availability (GA) of the IP Office Release 6 Q3 2010 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 6 Q3 2010 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 6 GA software.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 6.0(14)
- IP Office Preferred Edition 6.0(44) (also known as VoiceMail Pro)
- Customer Call Reporter 1.2.5.1
- one-X Portal 6.0(33)
- User CD 4.2(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 IP500v2, IP500, IP412 and IP406v2 (PCS 8 and later).

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	6.0(14)
IP Office Manager	8.0(14)
System Monitor	8.0(14)
Upgrade Wizard	8.0(14)
Network Viewer	8.0(14)
SSA Viewer	6.0(14)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3

Delivered Software or Package	Version
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	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	1.00
1408 / 1416 Telephone Firmware	4.00
1408 / 1416 Loader (Boot File) Firmware	25
IP Office Video Softphone	3.0.1.1.2.57399
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
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	0.101107
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.3
1603 Loader (Boot File) Firmware	1.3
1616 Button Module Firmware	1.0.9
9620 9630 9640 9650 Boot Code	3.1.10b
9620 9630 9640 9650 Telephone Firmware	3.1.10b
3720 Telephone Firmware	3.0.7
3725 Telephone Firmware	3.0.10
DECT R4 – IPBS Firmware	3.3.13
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
3641 / 3645 Telephone Firmware	117.055
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(34)
Soft Console	4.2(20)
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 supports the "IP DECT 3711 Global" telephone. The 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 Button Module Support for 1416 Telephones

This Maintenance Release includes support for 1416 Telephone Button Modules (DBM32). A maximum of three DBM32 modules may be attached to a 1416 telephone with a maximum of 32 modules connected to an IP Office system. For further information please refer to the “System Button Module Support” section of the IP Office Product Description.

2.2 Microsoft Outlook 2010 Support

This Maintenance Release includes support for Microsoft Outlook 2010 with TAPI and Phone Manager.

2.3 Preferred Edition Distributed Voice Messaging and Resilience Enhancements

This Maintenance Release includes support for the Distributed Voice Messaging and Resilience enhancements. For further information on these features please refer to the “Centralized Voicemail Pro” section of the Voicemail Pro Installation Manual.

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 6.0(14) and Manager 8.0(14)

<u>CQ Number</u>	<u>Description of Issue</u>
CQ96627	Email generated from IPO. Unplugging SIP phone will generate email stating the SIP phone has been plugged In.

CQ40203	SSA cannot provide ping stats on SIP trunk because uses wrong interface
CQ43178	Cannot set time profile times using Italian Windows 7
CQ43499	IP500v2 V6.0.8 system restart when ext call targeting CCR agent presses DROP with CCRAuto-Log Off
CQ40227	System restart on call park attempt on 6.0.8
CQ88506	Manager - Security settings - Monitor Password cannot be changed
CQ91451	Aesthetic problem in Italian Manager
CQ40210	Busy not Available fails to work for Overflow HG users but works on the primary HG users
CQ43198	System restart when T3 hot desk user logs out
CQ43217	System restart on 6.0(8) – related to call park
CQ84876	Missed call not shown in 1616 phone call log when busy
CQ85787	Error generated when "777#" entered into I/C Call Route Destination field. This entry is allowed and works as expected.
CQ43512	Core 6.0.8 and ATM4u - trunk call will not clear if target User Blind Xfers to another User on switch
CQ84876	Missed call not shown in 1616 phone call log when busy
CQ40250	Unable to remote access system via ATM modem on 6.0 software
CQ43522	Unable to ping remote IPO - Firewall Outgoing NAT failed to match source address
CQ43732	Analog Trunk will not clear when external party clears call, if trunk targeted to embedded AA which Xfers to IP Phone
CQ104128	16xx and 96xx language files (mlf_language.txt & mlf_9600_language.txt) are corrupted on the 6.0.8 Admin CD.
CQ104247	The "46xxsettings.txt" file supplied with the 6.0 GA Admin CD (6.0.8) is corrupted.
CQ43437	1400 firmware files not copied to memory card using Upload Phone Files option
CQ40444	TAPI/WAV resource unavailable
CQ43317	IP 500 v6.0.8 Core restart when SIP and IP Phones in state of Registration Request
CQ43319	System restart when IP Endpoint sends URQ without any IP Endpoint info.
CQ43488	German visual voice menu options incorrectly capitalized on T3 phones
CQ43546	Visual Voice on 5410/20 phones - Change password/passcode feature does not function correctly
CQ43594	Line Appearance Keys drops ringing call (using non UK system Locale) after approximately 35 - 40 seconds
CQ97474	V6 Manager - SIP Registrar TAB is "OFF" when Enabled / "ON" when Disabled
CQ104731	IPO failing to assign LAN2 DHCP addresses to dial-in users
CQ40439	After a power outage, you can not log back into IP Phones unless Ext and User #'s are the same
CQ99792	No ring tone is heard when calling a user forwarded off switch via ARS
CQ105039	SD Card - Config periodically defaulting following a system restart
CQ99518	Unable to use embedded file manager over firewalled intranet service
CQ99935	CCBS Request causing IP500 to restart

3.2 User CD 4.2(34) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(34) and Soft Console 4.2(20).

<u>CQ Number</u>	<u>Description of Issue</u>
CQ96980	Muting the headset or microphone volume via the Buttons on PM PC Softphone do not work on Vista
CQ43241	SoftConsole Directory window shows two sets of User Status info for the same user.
CQ95982	SC Search window shows details for User/HuntGroup that was not selected.
CQ97373	Side-by-Side error message produced when launching SoftConsole on Windows 7 Professional N.

3.4 Customer Call Reporter 1.2.5.1 resolved field issues

The following field issues have been addressed in CCR 1.2.5.1.

<u>CQ Number</u>	<u>Description of Issue</u>
CQ43373	Agent summary report incorrect login times if user logs into different base station ext with phone manager pro.
CQ43200	CCR - Trace & Call Details Report - misalignment of data when exporting and formatting into Excel.

3.5 one-X Portal 6.0(33) resolved field issues

The following field issues have been addressed in one-X Portal 6.0(33).

CQ Number	Description of Issue
CQ43436	One-X client is not updated when disabling DND from the phone
CQ43864	1X client - error msg - Invalid User Credentials shown when a user modifies there name via Manager.
CQ43360	Cannot login in one-X Portal while the SCN link between two provisioned IP Offices is down.
CQ40412	Pressing DND on and then off on the phone will not set the IP Office user back into Available
CQ43629	1X - LDAP parameters cannot search multiple OU's

4 Technical Notes

4.1 Upgrading IP Office core software from a previous major release

When upgrading to Release 6 from a previous major release an upgrade licence is required. New installations using the IP500v2 platform do not require this licence. It is recommended that the IP Office Release 6.0 Software Upgrade license is installed before upgrading to Release 6. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 6.

The table below shows the necessary steps that must be taken to upgrade your IP Office system to Release 6:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP406v2	4.0 / 4.1 / 4.2 / 5.0	5.0.999 Loader	Load 6.0
IP412	4.0 / 4.1 / 4.2 / 5.0	Load 6.0	--
IP500	4.0 / 4.1 / 4.2 / 5.0	Load 6.0	--
All modules	4.0 / 4.1 / 4.2 / 5.0	Load 6.0	--

4.2 Upgrading IP Office Administration

The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled before installing 6.0(14). It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

4.3 Upgrading an IP500v2 System to this Maintenance Release

If the system is to be upgraded remotely and is an IP500v2 platform please check the size of the IP Office configuration file (config.cfg) held on the system SD card **before** upgrading to this release. The config.cfg file can be found in the "Primary" folder of the System SD card. For further information please refer to "Viewing the Card Contents" in the "SD Card Management" section of the IP Office Installation Manual.

If it is determined that the IP Office configuration file stored on the System SD card has a zero byte size it is likely that the issue documented in CQ105039 has occurred. In this instance the IP500v2 system will potentially restart with a default configuration. In this instance it is recommended that the following procedure to upgrade the IP500v2 system is performed when connected to the customer's LAN:

- 1) Using Manager take a copy of the System configuration and store on the local Administration PC.
- 2) Connect to the IP Office's LAN and perform a System Restart using Manager.
- 3) When the system has restarted use Manager to send the backup of the customer's system configuration file to the IP500v2.
- 4) Restart the system and recheck the size of the IP Office configuration in the System SD card.
- 5) Upgrade the IP500v2 system to the 6.0(14) GA release.

4.4 IP Office Expansion Unit Compatibility

All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

4.5 Upgrade Instructions for IP Office Preferred Edition

VoiceMail Pro must be at a minimum of 4.0(15) GA before automatic upgrades can be performed to Preferred Edition using this maintenance release.

The Preferred Edition 6.0(44) installer (also known as VoiceMail Pro) will automatically detect the previous build and upgrade automatically. It is always advisable to back up the configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading the Preferred Edition Server to 6.0(44) please ensure that all applications running on the PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

4.6 Upgrade instructions for Customer Call Reporter

The 1.2.5.1 release of Customer Call Reporter has no special requirements or prerequisites in order to upgrade from the 1.2 GA releases. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade. If you are upgrading from CCR 1.X please refer to page 104 of Technical Bulletin 115.

4.7 Upgrade instructions for one-X Portal

The 6.0(33) release of one-X portal has no special requirements or prerequisites in order to upgrade from the 6.0 or 5.0 releases. Please refer to the Maintenance section of the one-X Portal for IP Office documentation for details on the upgrade process.

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>
© 2010 Avaya Inc. All rights reserved.