



# IP Office Technical Bulletin

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**Region:** Global

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## General Availability (GA) of the IP Office Release 5 Q4 2010 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 5 Q4 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 Software 5.0(24), VoiceMail Pro 5.0(28), Customer Call Reporter 1.2.6.2, Conference Center 3.2(25) and User CD 4.2(36), comprising of Phone Manager 4.2(35) and Soft Console 4.2(22).

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:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	5.0(24)
IP Office Manager	7.0(24)
System Monitor	7.0(24)
Upgrade Wizard	7.0(24)
Network Viewer	7.0(24)
SSA Viewer	7.0(24)
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

<b>Delivered Software or Package</b>	<b>Version</b>
2420 Telephone Firmware	R6.00
5410 Telephone Firmware	R6.00
5420 Telephone Firmware	R6.00
Delta Server	5.2.35
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	1.3
1603 Loader (Boot File) Firmware	1.3
1616 Button Module Firmware	1.0.9
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	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the VoiceMail Pro CD are:

<b>Component</b>	<b>Version</b>
VoiceMail Pro (GUI)	5.0(28)
VoiceMail Pro Server	5.0(28)
VoiceMail Pro Service	5.0(28)
VPIM Client	5.0(28)
VPIMDBSvr	5.0(28)
VPIMReceiver	5.0(28)
VPIMServer3	5.0(28)
IMSAdmin	5.0(28)
IMSServiceRestart	5.0(28)
UMSServer	5.0(28)
VMServer	5.0(28)

The contents of the User CD are:

<b>Application Name</b>	<b>Version</b>
Phone Manager	4.2(35)
Soft Console	4.2(22)
TAPI	1.0.0.34
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(24) software requires the 2400/5400 telephones to be upgraded to R6.00. This version of firmware was introduced in a 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**

This Maintenance Release contains no new features.

### **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(24) and Manager 7.0(24)**

<b><u>CQ Number</u></b>	<b><u>Description of Issue</u></b>
CQ40368	EVM fails intermittently; restart clears issue (SMTP set up)
CQ43579	Unable to display all the "Contacts" on a 16xx phone if the 9th or 10th entry starts with a Cyrillic character.
CQ96477	EVM greetings/messages are distorted. Caused by dropping call to AA that has been forwarded off switch.
CQ96731	CCBS failing due to truncated number
CQ97097	CCBS Request causing IP500 to restart
CQ105655	Line Appearance Keys drops ringing call (using non UK system Locale) after approximately 35 - 40 sec.
CQ105905	IP412 restart when config with 47 User Rights downloaded - OK when config with 46 User Rights downloaded.
CQ43411	T3 Comfort/Menu/Directory - Listed entry is not the same as that typed in - when complete name entered.
CQ40383	Ip412 5.0.18 - A hotdesk user logged into a remote switch - gets no speech path on an incoming call across SCN
CQ44617	IP500 V6 SMDR output does not show a connected time when an incoming call is transferred off switch
CQ44758	VCM channels not released if caller hangs up after transfer from one SIP endpoint to another
CQ104724	IPO 500 V5.0.20 restart when Voicemail Pro performed Transfer on queuing back to target group
CQ105622	System restart following a transfer complete from Soft Console
CQ106970	Same as CQ106494 but using 5.0.22- Restart when initial call disconnected almost immediately

#### **3.2 VoiceMail Pro 5.0(28) resolved field issues**

The following field issues have been addressed in the VoiceMail Pro 5.0(28) software:

<b><u>CQ Number</u></b>	<b><u>Description of Issue</u></b>
CQ104968	VMPPro Client: unable to connect due to an exception error with the 'en' locale.

#### **3.3 User CD 4.2(36) resolved field issues**

The following field issues have been addressed in Phone Manager 4.2(35) and Soft Console 4.2(22).

<b><u>CQ Number</u></b>	<b><u>Description of Issue</u></b>
CQ44165	DND can be selected via PM "Absent Text" menu even when "User/PM/Config Options/DND is disabled"
CQ87120	Intermittent access violation following supervised transfer
CQ91789	Soft Console - Access violation when transferring calls to voicemail
CQ105741	SC does not allow you to dial a "+" from the dial pad but dials a BLF Member even if it has a preceding "+".

### **3.4 Customer Call Reporter 1.2.6.2 resolved field issues**

The following field issues have been addressed in CCR 1.2.6.2:

<b><u>CQ Number</u></b>	<b><u>Description of Issue</u></b>
CQ104698	CCR Scheduled Reports stop service due to Time/Date format and Task Scheduler
CQ104611	Italian translation: - issue with the Rapporto di Riepilogo Chiamate report.
CQ104232	CCR error message:- Archive Database Failed to commit changes.
CQ99948	Report and task scheduler failing on Italian Server 2008
CQ99933	French CCR Historic reporting - unable to run the Agent Summary report
CQ44931	CCR 1.2.4.6 - shows incorrect real-time state after a call sequence
CQ44785	CCR 1.2.4.6 Agent Call Summary Report - HG enabled time = 50% for a user - should be 1% or less

### **3.5 Conference Center 3.2(25) resolved field issues**

The following field issues have been addressed in Conference Center 3.2(25):

<b><u>CQ Number</u></b>	<b><u>Description of Issue</u></b>
CQ44593	Incompatibility issue - error when logging out of CC Scheduler using IE8

## **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(24). 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(15) GA before automatic upgrades can be performed to this maintenance release.

The VoiceMail Pro 5.0(28) installer 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(28) 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 1.2.6.2 release of Customer Call Reporter has no special requirements or pre-requisites 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.

### **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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