



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 5 Q1 2011 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 5 Q1 2011 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 5 GA releases. This is the final Maintenance Release of R5 software.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Software 5.0(26), VoiceMail Pro 5.0(30), Customer Call Reporter 1.2.7.1 and User CD 4.2(37), comprising of Phone Manager 4.2(36) and Soft Console 4.2(23).

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(26)
IP Office Manager	7.0(26)
System Monitor	7.0(26)
Upgrade Wizard	7.0(26)
Network Viewer	7.0(26)
SSA Viewer	7.0(26)
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

Delivered Software or Package	Version
2420 Telephone Firmware	R6.00
5410 Telephone Firmware	R6.00
5420 Telephone Firmware	R6.00
Delta Server	5.2.36
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	1.3000
1603 Loader (Boot File) Firmware	1.3000
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:

Component	Version
VoiceMail Pro (GUI)	5.0(30)
VoiceMail Pro Server	5.0(30)
VoiceMail Pro Service	5.0(30)
VPIM Client	5.0(30)
VPIMDBSvr	5.0(30)
VPIMReceiver	5.0(30)
VPIMServer3	5.0(30)
IMSAdmin	5.0(30)
IMSServiceRestart	5.0(30)
UMSServer	5.0(30)
VMServer	5.0(30)

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(36)
Soft Console	4.2(23)
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(26) 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

2.1 Microsoft Exchange 2010 Support

This Maintenance Release includes support for Microsoft Exchange 2010 with IP Office VoiceMail Pro.

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(26) and Manager 7.0(26)

CQ Number	Description of Issue
CQ107129	Unable to reclaim a dropped ringing call via CA key on the phone when the transfer initiated by associated PM
CQ106773	System restart following an Alternate Call and Transfer Complete action from SoftConsole
CQ44984	No ringback indication if a user forwards their calls off premises
CQ40511	System restart after a merge with changes/creation of a sip ext.
CQ116523	1600 series telephones intermittently restart after hot desk logon

3.2 VoiceMail Pro 5.0(30) resolved field issues

There are no field issues addressed in the VoiceMail Pro 5.0(30) software release.

3.3 User CD 4.2(37) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(36) and Soft Console 4.2(23).

CQ Number	Description of Issue
CQ121475	Problems installing TAPI from the 3Q10 release onto a Windows 7 64bit OS - Appears to install but cannot select IPO line.
CQ107578	PM error message "Outlook cannot be configured" displayed when using PM4.2.34 and Outlook 2010.
CQ106587	SoftConsole "Directory" Scroll Bar jumps up and down erratically making it difficult to select a Directory Entry.

3.4 Customer Call Reporter 1.2.7.1 resolved field issues

The following field issues have been addressed in CCR 1.2.7.1:

CQ Number	Description of Issue
CQ106386	Historical reports blank when the CCR server has been running for several days
CQ105604	Duplicate of CQ93796 (but reported from the field) - The CDR report contains information that was not translated in French.

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(26). 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(30) 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(30) 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 1.2.7.1 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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