AVAYA

IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 7 Q4 2011 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 7 Q4 2011 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 7 GA releases.

1 Overview

This Maintenance Release incorporates new software for:

> IP Office Core Switch 7.0(27)
> IP Office Preferred Edition 7.0(28) (also known as VoiceMail Pro)
> Customer Call Reporter 7.0.4.2
> one-X Portal 7.0(17)
> User CD 4.2(43)
> IP Office Application Server 7.0(16)

The IP Office Administration 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 and IP500v2 systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	7.0.27
IP Office Manager	9.0.27
System Monitor	9.0.27
Upgrade Wizard	9.0.27
Network Viewer	9.0.27
SSA Viewer	9.0.27
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	4.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R37
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone	3.1.2.17.59616
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	0.8
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.300b
1603 Loader (Boot File) Firmware	1.300b
1616 Button Module Firmware	1.1.0
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.186a
9621 9641 Telephone Firmware (Application file)	S9621_41HALBR6_1r38_V4r52
9608 Telephone Firmware (Application file)	S9608_11HALBR6_1r38_V4r52
9608 9621 9641 Kernel	S96x1_UKR_V0r38_V0r38
1120E 1140E 1220 1230 Telephone Firmware	04.01.15.00
3720 Telephone Firmware	3.2.23
3725 Telephone Firmware	3.2.23
3740 Telephone Firmware	3.0.15
3749 Telephone Firmware	3.0.16
DECT R4 – IPBS Firmware	5.0.9
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
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 User CD are:

Application Name	Version
Phone Manager	4.2(40)
Soft Console	4.2(27)
TAPI	1.0.0.37
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

Release 7.0.4.2 of Customer Call Reporter contains support for Microsoft Internet Explorer 9. Please note that one-X portal is not currently supported with Internet Explorer 9.

3 IP Office Resolved Field Issues

In the table below, the 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.

3.1 Resolved field issues in IP Office 7.0(27) and Manager 9.0(27)

The following field issues have been addressed in 7.0(27) and Manager 9.0(27):

CQ Number	Description of Issue
CQ41946	Cannot use Forced Account Code entry on an ETSI circuit
CQ41952	Memory related system restart on 6.1.12 / 412 - OSBUFF3
CQ42123	Inbound Sip calls can't be transferred over SCN if using E1R2 as the link between sites
CQ42135	Translation issue: Portuguese. Shows "Pedrida" instead of "Perdida"(missed).
CQ42172	Using Call Park on 7310 sets fail when an appearance button is already active
CQ42176	Call Listen user gets dropped if second line into the hunt group is answered
CQ42191	Dial by Name not functioning correctly on 7.0.23
CQ42262	Call forward unconditional setting not saved after a reboot on Nortel phones
CQ122490	Outgoing calls fail if they are dialled just as ISDN Layer 1 goes into "Power Save" mode.
CQ123247	Call from ext. on "Master" node to Busy, Collective, Distributed H/G gets Ringback.Same call from ext. on "Slave"gets Busy.
CQ123591	Call to Overflow Group continues to ring when call falls back to H/G originally targeted.
CQ123937	SMDR - Called and Dialled number fields wrong following trunk-to-trunk transfer

CQ123947	14xx and 16xx phones - Show Call Waiting setting is not translated into German
CQ123967	Calls made by SIP Softphone - one way speech when ISDN Facility message is received
CQ123976	Absent text not shown in Phone Manager client when calling a local user - okay when calling SCN user
CQ123979	SMDR: Connected Time field in 4th SMDR entry for conference call output as zero
CQ123980	Call log entry incorrect following the unsupervised transfer of an outgoing call
CQ123982	SIP PAI field missing on outbound VMPro callback
CQ123992	Second call into a Collective Call Waiting group isn't shown on members CA keys
CQ123998	56xx and 96xx phones - cannot re-register a phone if a DSS key containing the character æ is configured
CQ124006	Nortel T series phones display "EXTERNAL" for an I/C call with CLIP via PRI line.
CQ124007	M7208 display shows "EXTERNAL" when on a call and another external calls rings the extension.
CQ124008	M7208 & M7324 display shows "EXTERNAL" even after an external o/g call is answered. 5410 shows number dialled.
CQ124010	M7208 display shows "EXTERNAL" when an external i/c call with CLIP rings and also when answered.
CQ124013	Outgoing ISDN call that provides Inband Information via a PI element is not mapped to the internal extension
CQ124018	No alerting heard when making call to SBus device over SCN
CQ124019	M7208 display shows "EXTERNAL" when an external o/g call is answered.
CQ124027	Incoming call from ISDN line will not target correctly if UU information is present in ISDN setup message
CQ124044	No call progress tones or speech path on enquiry call from DECT 3725 handset out on SIP line.
CQ124089	User & Hunt Group Announcements - no disconnection from EVM after playing first announcement .wav clip.
CQ124113	Visual Voice Call function failing
CQ42139	All information in 'special' tab for AT&T Megacom settings under 4ESS is blanked on exit.
CQ123716	Unable to select/deselect the [IP Office] in the "SCN service User Management" window.
CQ42140	IP500V2 System Restart: Suspect third party TAPI application interaction problem
CQ123960	TAPI sessions (TCP streams) become orphaned if clients become disconnected from network
CQ123983	Queue announcements failing when call is transferred to group via the Auto Attendant
CQ124103	IP500v2 System restart when changing a call appearance button that is in use
CQ124110	Nortel T and M Series internal and external ring cadences are fixed to the US settings
CQ124068	Manager only uses quarter of the screen when started in French

3.2 Preferred Edition 7.0(28) resolved field issues

The following field issue has been addressed in Preferred Edition (VoiceMail Pro) 7.0(28):

CQ Number	Description of Issue
CQ42074	Unable to play voice messages via the PC browser. Phone works
CQ42083	Call Flow changed by a VM Client becomes unavailable for any other VM Client if the Client PC Locales are not set to [UK].
CQ42190	Linux – VMPro stops approx every 2 days with watchdog error
CQ123951	Goto action fails when target is a Still Queued specific start point.
CQ124038	Incorrect link created after making 16 connections to a Variable Routing action
CQ124049	French translation of the VMProClient>StartPoint>Preferences>Specific "Timeout" label obscures the value set..
CQ124056	Minimum message length not working in IP Office mode
CQ124057	Mailbox outcalling escalation list doesn't retain settings

3.3 Customer Call Reporter 7.0.4.2 resolved field issues

The following field issues have been addressed in CCR 7.0.4.2:

CQ Number	Description of Issue
CQ123882	CSR - Call not shown in report if run against an Account Code
CQ123891	Scheduler - Weekly report returns 8 days of data

3.4 one-X Portal 7.0(17) resolved field issues

The following field issues have been addressed in one-X Portal 7.0(17):

CQ Number	Description of Issue
CQ42166	one-X portal stops showing phone state after transfer
CQ41824	No one-X Portal functionality when connected to system LAN 2 interface

3.5 User CD 4.2(43) resolved field issues

The following field issues have been addressed in User CD 4.2(43):

CQ Number	Description of Issue
CQ123412	Date & Time field on all PM call history goes back a day when selecting "Preferences" then quit without any changes.
CQ041334	TAPI Interaction with Zeacom causes TAPI to stop responding
CQ041896	TAPI – The TSP stops responding

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 7 from a previous release an upgrade licence is required. It is recommended that the IP Office Release 7 Software Upgrade license is installed before upgrading the system. 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 7.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 7:

Platform	Current Release	Upgrade Step
IP500	4.x /5.0/6.x	Load 7.0
IP500v2	6.x	Load 7.0
All modules	4.x/5.0/6.x	Load 7.0

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 7.0(27). 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 a remote IP500v2 System running 6.0(8) or 6.0(14) software

If the system is to be upgraded remotely and is an IP500v2 platform running 6.0(8) or 6.0(14) software 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 7.0(27) 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 7.0(28) 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 7.0(28) 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 7.0.4.2 release of Customer Call Reporter has no special requirements or pre-requisites in order to upgrade from the 6.1 or 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 IP Office Applications Server

This release of Applications Server contains no special requirements in order to upgrade from the previous GA release. Please refer to section 1.6 of the IP Office Application Server Installation and Maintenance documentation.

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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