IP Office Technical Bulletin

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Region: Global

General Availability (GA) of IP Office Release 8.0(18)

This bulletin is to inform customers of a new release of 8.0 software which resolves a licensing issue when upgrading an IP Office system during the 90 day entitlement period. It also details changes to the release 8.0 system licensing.

The IP Office Essential Edition license is a new license introduced in 8.0 software. Without this license the IP Office can only operate in Basic mode. In Pre-8.0 releases the Essential Edition license is non-existent and Essential functionality is free. The Essential functionality is now enforced in 8.0 with the Essential Edition license.

The upgrade license (Software Upgrade 5) which is the 8.0 release license provides a system running 8.0 software with Essential functionality. This means a 7.0 IP Office upgrading to 8.0 with the upgrade license can operate in Essential Edition. In this situation there is no need to add an Essential Edition license.

With the GA release of IP Office 8.0(16) any Pre-8.0 IP Office systems that are still within the 90 day Entitlement window are allowed to upgrade to IP Office 8.0 and these systems do not require the upgrade license to use 8.0 during the entitlement period.

This may cause an issue when any Pre-8.0 system configured for Essential mode then upgraded to IP Office 8.0(16), without the addition of either an Essential Edition license or a 8.0 Upgrade license. Once the entitlement period has elapsed and the system restarted or power cycled the system will unable to make or receive calls.

With the new release of 8.0(18) there will be a new license, the Virtual Essential Edition. This license will change the behavior of a Pre-8.0 IP Office system upgraded to 8.0(18) within the entitlement period. This software release also delivers a number of other changes to the IP Office licensing.

IP Office 8.0(18) Licensing Changes

Virtual Essential Edition License

A system upgraded to 8.0 during the entitlement period will now automatically get a Virtual Essential Edition license. The Virtual Essential Edition license can be seen in Manager and SSA when it is created by the System. This automatically generated license is specific to the IP500v2 system unit and is not written to the IP Office system SD card.

IP Office systems with this license present will have the functionality of an essential system in 8.0.

This change provides essential functionality on a pre-8.0 system upgraded within the entitlement period already running as an essential system but without requiring a new Essential Edition license that is enforced in 8.0.

Systems upgraded to 8.0(18) during the entitlement period (IP500v2 only) will be allowed essential functionality without a real Essential Edition license. This will also allow User Profile licenses to be valid without a Preferred Edition license and allow additional User Profile licenses to be added.

Systems upgraded to 8.0(18) using an upgrade license will be allowed essential functionality without a real Essential Edition license. This will also allow User Profile licenses to be valid without a Preferred Edition license and allow additional User Profile licenses to be added. A system with an upgrade license will also have a Virtual Essential License.

Systems that are new (entitlement period not started) and have the entitlement period started in 8.0 will not have the Virtual Essential Edition license. These systems will need an Essential Edition license if running essential mode to make first call to start the entitlement period and have essential functionality in 8.0.

Note: Only IP500v2 systems have entitlement period.

Removal of automatic Trial licenses

The trial licenses that were available during the entitlement period with IP Office 8.0(16) are removed along with the alarm generation. No automatic trial license will appear on the system.
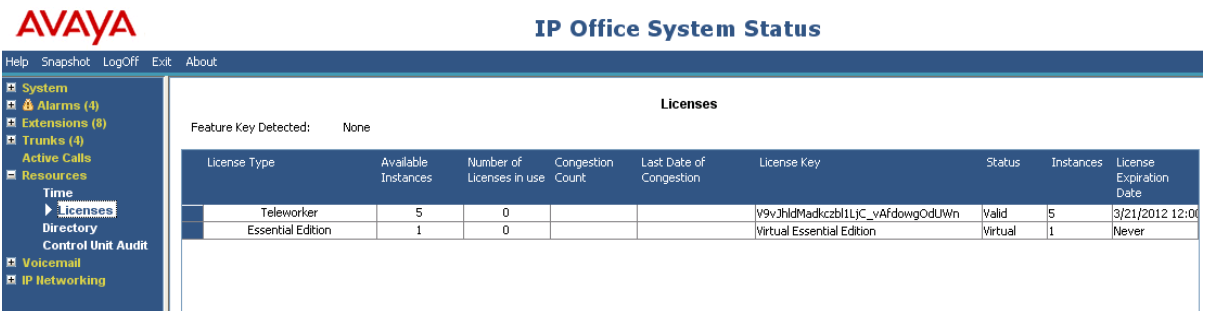
Essential system remote worker

Up to 4 basic users on an essential system will be allowed to be configured as Remote workers instead of 2.

User Profile licenses

In 8.0 a valid Preferred Edition license is required with User Profile licenses. If no Preferred Edition license is present the User profile licenses are dormant (Teleworker, Office Worker, Mobile User, Power User).

With the release of 8.0(18) any system that has a Virtual Essential Edition license will not enforce the Preferred license dependency. Systems that have a Virtual Essential Edition license will allow the User Profile licenses to be valid:

Systems without the Virtual Essential Edition license will enforce the pre-requisite that a valid Preferred Edition license must be present. If not, the User Profile licenses will appear as dormant in SSA or Manager.

The One-X portal capability will not function with only a Virtual Essential Edition License. This is because in all cases in 8.0 a preferred system is required.

System Upgrades

To allow customers from pre-8.0 system to preserve the essential functionality when upgrading to 8.0 the system will recognize 2 upgrade paths and provide the system with Essential functionality:
Upgrading to 8.0 outside the Entitlement Period *(currently implemented in 8.0)*
   o   These systems require the Software Upgrade 5 license to run 8.0, therefore if the upgrade license is present and valid the system is considered as a candidate for free essential

Upgrade to 8.0(18) during the 90 day entitlement *(changed behaviour in 8.0(18))*
   o   These systems can be upgraded according to the normal upgrade procedure documented in the IP Office KnowledgeBase or Technical Bulletin.

System Refurbishment

A system that goes through refurbishment (repair loop) will have the entitlement information reset.

Replacement Hardware

If an upgraded system with a Virtual Essential Edition license is replaced with new hardware because of a malfunctioning system then the Business Partner will need new Essential and Preferred Edition licenses to support the features required by the system.

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