AVAYA

IP Office Technical Bulletin

Bulletin No: 143

Release Date: 09 April 2012

Region: Global

General Availability (GA) of the IP Office Release 8 Q1 2012 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 8 Q1 2012 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 7 and 8 GA releases.

1 Overview

This Maintenance Release incorporates new software for:

> IP Office Core Switch 8.0(42)
> IP Office Preferred Edition 8.0(1009) (also known as VoiceMail Pro)
> Customer Call Reporter 8.0.9.13
> one-X Portal 8.0.103(31)
> User CD 4.2(44)
> IP Office Application Server 8.0.20(14)

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	8.0.42
IP Office Manager	10.0.42
System Monitor	10.0.42
Upgrade Wizard	10.0.42
Network Viewer	10.0.42
SSA Viewer	8.0.42
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

Delivered Software or Package	Version
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 / 2420 Telephone Firmware	R6.0
5410 / 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	R38
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.15.64595
IP Office Video Softphone (Mac)	3204ap.64597
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	1.3100
1603 Loader (Boot File) Firmware	1.3100
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.1.03
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.1.03
9621 / 9641 Telephone Firmware (Application file)	6.2.0.13
9608 / 9611 Telephone Firmware (Application file)	6.2.0.13
9608 / 9611 / 9621 / 9641 Kernel	V13r33
1120E 1140E 1220 1230 Telephone Firmware	04.03.09.00
3720 Telephone Firmware	3.3.11
3725 Telephone Firmware	3.3.11
3740 Telephone Firmware	3.2.10
3749 Telephone Firmware	3.2.10
DECT R4 – IPBS 1 and IPBS 2 Firmware	5.0.11
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.13
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.4.1
DECT R4 – Advanced Charger Firmware	1.4.1
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(41)
Soft Console	4.2(28)
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

2.1 96x1 Series Telephones

This Maintenance Release includes new firmware for the re-introduction of the 96x1 series of telephones. In addition, the 9611 telephone is now supported with this release.

2.2 Support for the Unified Communications Module

This Maintenance Release introduces support for the IP Office Unified Communications Module (UCM). The module is a PC server; enabling Linux based IP Office applications to run as embedded applications within the IP500V2 control unit rather than requiring a separate PC.

2.2.1 Licensing Requirements for UCM

The module is supported by systems running in IP Office Essential Edition, IP Office Preferred Edition or IP Office Advanced Edition mode. The presence of the UCM in a system acts as an automatic Preferred Edition License. A separate Essential Edition license is still required as a pre-requisite.

2.2.2 Unified Communications Module Capacities

The Unified Communications Module can support the following:

- IP Office Users: Up to 200 mailbox/subscribers when running Voicemail Pro and one-X Portal for IP Office. More than 200 users can be supported when running just Voicemail Pro with no one-X Portal users.
- Simultaneous one-X Portal for IP Office Users: 50.
- Maximum voicemail ports: Up to 20 ports when running Voicemail Pro and one-X Portal for IP Office. Up to 40 ports when running just Voicemail Pro.
- Small Community Network: A maximum of 6 systems.

2.2.3 Network Configuration Limitations for UCM

The IP Office control unit has two physical LAN interfaces: LAN1 and LAN2. The ports labeled LAN and WAN respectively. Traffic between the IP Office control unit and the Unified Communications Module is on LAN1 of the IP Office system. Scenarios where users of the Unified Communications Module applications, especially one-X Portal for IP Office, are accessing the IP Office and thus the Unified Communications Module via the IP Office system's LAN2 (WAN) port should be avoided for more than 30 users. They should also be avoided where NAT is being applied to traffic between LAN1 and LAN2. These restrictions should be observed even when the IP Office system is in a Small Community Network where the H.323 SCN trunks may be routed via the other LAN.

2.2.4 SCN support with UCM

The Unified Communications Module is only supported as an application server for a Small Community Network with a maximum of 6 systems. It is also limited to supporting 200 users if it is running the one-X Portal for IP Office application.

2.2.5 Voicemail Pro Features (UCM)

For Voicemail Pro server running on Linux such as with the UCM, the following Voicemail Pro features are not supported:

- VB Scripting
- 3rd Party Database Integration
- VPNM
- UMS Web Voicemail (However, access via IMAP and one-X Portal for IP Office are available as alternatives)
- ContactStore

When logged into the voicemail server using the Voicemail Pro client, those features not supported are grayed out or hidden. If those features are present in an imported call flow, they will not function and calls attempting to use those features will be disconnected. The Voicemail Pro client backup and restore functions cannot currently be used to move voicemail data between a Linux based server and a Windows based server or vice versa. The client functions for importing and exporting module and the call flow database can be used. For Small Community Network scenarios where multiple voicemail servers are present, for example a distributed and backup server, a mix of Linux based and Windows based servers are supported.

2.2.6 Upgrading UCM Application Files

The application services hosted by the Unified Communications Module can be upgraded without having to reinstall or upgrade the whole server module. Updates to the UCM are available from the IP Office Download section of the Avaya Support web site as part of the IP Office Maintenance Release. The updates are packaged as .rpm files which can be uploaded to the UCM. For further information on upgrading the UCM applications please refer to section 5.8 of the Unified Communications Module Installation and Maintenance manual.

Documentation for the installation and maintenance of the UCM can be found on the IP Office KnowledgeBase:

http://marketingtools.avaya.com/knowledgebase/

2.3 Analog Trunk Line Gains

The gain range set in Manager for Analogue trunk line gains have been extended to provide more flexible settings. The new gain range is +6dB to -10dB.

2.4 Analog Trunk Impedance Matching Tool

The analog trunk automated impedance matching tool is now supported in the French Canadian locale.

3 IP Office Resolved Field Issues

In the table below, the JIRA 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 JIRA number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single JIRA entry.

3.1 Resolved field issues in IP Office 8.0(42) and Manager 10.0(42)

The following field issues have been addressed in 8.0(42) and Manager 10.0(42):

JIRA Number	Description of Issue
IPOFFICE-20969	No PAI added to outgoing SIP INVITE when the PAI" option is set to [Use Internal Data]
IPOFFICE-21627	Group feature button flashing after call delivered by VM blind transfer to a hunt group with announcements
IPOFFICE-22565	Manager "Automatic Balance Impedance Match" Tool does not work for MENA countries in 8.0.18.
IPOFFICE-21505	Extension button module SBM24 displays the label truncated for Cyrillic characters
IPOFFICE-22476	Transfer using an ADI-Page button works differently between 7.0 and 8.0
IPOFFICE-19593	System restart - Pipe Send too big 582 (or 583). Same as CQ42185 & CQ42202 but on 8.0.16.
IPOFFICE-21603	Taiwan not selectable from "System > Voicemail > Add/Display VM locales" drop down list.

3.2 Preferred Edition 8.0(1009) resolved field issues

This release of Preferred Edition (VoiceMail Pro) contains no field related fixes.

3.3 Customer Call Reporter 8.0.9.13 resolved field issues

This release of Customer Call Reporter contains no field related fixes:

3.4 one-X Portal 8.0.103(31) resolved field issues

The following field issues have been addressed in one-X Portal 8.0.103(31):

JIRA Number	Description of Issue
IPOFFICE-23658	Client PC experiences large increases in memory usage when using IE8 with one-X Portal
IPOFFICE-21645	One-X Portal user Park slots if modified/labelled they stop working

3.5 User CD 4.2(43) resolved field issues

The following field issue has been addressed in User CD 4.2(43):

JIRA Number	Description of Issue
IPOFFICE-23325	Cannot pop an Outlook contact that's in a personal or public contact folder

3.6 Applications Server 8.0.20(14)

This release of the Applications Server consists of Preferred Edition (Voicemail Pro) 8.0(1009) and one-X Portal 8.0.103(31). Any field related fixes in these releases will also be incorporated into this edition of the Applications Server.

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 8 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8 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 8.

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 8.0
IP500v2	6.x	Load 8.0
All modules	4.x/5.0/6.x	Load 8.0

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 8.0(42). 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 8.0(42) 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(32) 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(32) 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 8.0.9.13 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.

5.0 Known Issues

This section details known issues with 96x1 series telephones:

96x1 EEPROM values incorrect leading to incorrect handset and headset audio levels

The handset and headset receive volume may be 6dB lower than expected. This affects specific serial number ranges of 96x1 telephones. This is detailed in a Product Support Notice (PSN) available on the Avaya Support web site:

http://support.avaya.com/css/P8/documents/100159074

Intermittent voice quality issue is heard during a call

A small number of customers have reported an intermittent voice quality issue with feedback or a distorted sound during calls. This is currently under investigation and an update will be released documenting this issue and detailing a resolution.

New 96x1 telephones may not upgrade on first attempt

New 96x1 series telephones currently have firmware release 6.0 loaded at the factory. An issue has been identified where the telephones may not upgrade successfully on the first attempt when upgrading to the 6.2 firmware included in this release of IP Office Administration. If new 96x1 telephones are being deployed Avaya recommends using a third party HTTP server instead of the IP Office HTTP mechanism. This issue is specific to the 96x1 6.0 firmware and does not occur when upgrading from telephone firmware later than 6.0.

96x1 Telephone Screen Saver

The screen saver may not switch off automatically when answering an incoming call. If this occurs pressing the "Phone" button will switch off the screen saver.

HTTP server availability

If the HTTP server used by the 96x1 telephones is unavailable and call server address is modified to be a static IP address the address may not be displayed on the telephone

Absence Text on 9621 Telephone

It may not be possible to change Absence Text when using a 9621 telephone.

96x1Backup Operation

The telephone backup operation may not be successful when parameters are configured differently than the default.

9641 Upgrade

9641 telephones upgraded from a 6.1 R38 build may load the application file twice during an upgrade.

<u>Ringback Tone with G.722</u>

When the UK locale is used in combination with the G.722 codec, there is a slight audio distortion while the ringback tone is played.

6 Assistance

6.1 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.

7 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   *NA/CALA*
Tel: +44 1483 308 000   *Tel: +1 908 204 4686*

Email: gsstier4@avaya.com   *Email: IPONACALAT4@avaya.com*

Internet: http://www.avaya.com
© 2012 Avaya Inc. All rights reserved.