



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 8.0 Q3 2012 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 8.0 Q3 2012 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 7 and 8.0 GA releases.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 8.0(46)
- IP Office Preferred Edition 8.0(2003) (also known as VoiceMail Pro)
- Customer Call Reporter 8.0.10.14
- one-X Portal 8.0.104(11)
- IP Office Application Server 8.0.20(91)
- Unified Communications Module 8.0.9(3)

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	8.0.46
IP Office Manager	10.0.46
System Monitor	10.0.46
Upgrade Wizard	10.0.46
Network Viewer	10.0.46
SSA Viewer	8.0.46
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
Telephone Firmware	
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 / 2420 Telephone Firmware	R6.0
5410 / 5420 Telephone Firmware	R6.0
1403 Telephone Firmware	6.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R44
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.48.67009
IP Office Video Softphone (Mac)	3204bk.66292
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	1.3200
1603 Loader (Boot File) Firmware	1.3200
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.1.04
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.1.04
9621 / 9641 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r50
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	3.3.16
3725 Telephone Firmware	3.3.16
3740 Telephone Firmware	3.2.15
3749 Telephone Firmware	3.2.15
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

Note: Removal of the IP500v2 90 Day Entitlement Period

The release of 8.0(46) IP Office firmware removes the 90 day entitlement period. Any IP500v2 system currently within the 90 day entitlement period will be set to release 8.0 when the 8.0(46) firmware is loaded and the system is restarted. Any subsequent upgrades to a higher major or minor release will require a Software Upgrade licence to be added to the system. New IP500v2 systems installed with firmware 8.0(46) will have no entitlement period and will be set to 8.0 after the first call is made. A Software Upgrade licence would then be required to upgrade to a later major or minor release if required.

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 IP500 VCM32/64v2 Card Support**

This release of IP Office contains support for the new IP500 32 and 64 channel VCMv2 Cards. The new cards require a minimum software level of 8.0(46) and will not be recognized in a system running a previous release of 8.0 software.

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(46) and Manager 10.0(46)

The following field issues have been addressed in 8.0(46) and Manager 10.0(46):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-25755	IP address of missed call displayed in call log of 1600-I telephone when user is in BusyNA

IPOFFICE-23298	Phone display incorrect when answering high priority call on overflow group
IPOFFICE-26092	SIP anonymous CLI protocol works differently for different Contact information from the Invite
IPOFFICE-24569	When SMDR buffer is full SMDR discards new record instead of old ones
IPOFFICE-26081	2nd call queued to a hunt group gets connected to the extension with the wrong CLI
IPOFFICE-28694	No speech-path - Node A to a H/G at Node B is answered then transferred via SC to a DECT user on Node C.
IPOFFICE-25297	ETSI CHI - Line periodically going out of service
IPOFFICE-28249	System Restart on CP 8.0.438604 "Call Model running from an inappropriate task".
IPOFFICE-29740	Related to IPOFFICE-27131. BRI S-bus - IPO fails to acknowledge a layer 2 Unnumbered Disconnect command
IPOFFICE-31261	When a 11xx user calls a cell phone which declines the call ring back tone is still heard
IPOFFICE-27513	Tx speech path cut whenever an Account Code digit is entered. Applies to IP phones, DS phones are OK.
IPOFFICE-25821	Nortel T7316E does not ring as expected when park timer expires and call returns
IPOFFICE-30117	System restart on 8.0.44 - DCPLVoiceNode::Display(void)
IPOFFICE-24564	TAPI related system restart on IP500v2 running 8.0.16.
IPOFFICE-22766	Refer to IPOFFICE-20047 - Customer would like the call to the originating DECT phone NOT to be a "Priority" call.
IPOFFICE-22718	Core Side - One-X portal user call record option is unavailable when call is being automatically recorded
IPOFFICE-30127	System restart on 8.0.44 - memory related.
IPOFFICE-30060	No Speech on a 1X-Portal call from SIP Softphone to DECT R4 handset
IPOFFICE-29758	Call Listen may cause system restart when the temporary soft phone extension hangs up while being listed to
IPOFFICE-29759	Shutting down IPO while a SIP call is still active may cause an unexpected restart
IPOFFICE-29676	System restart on 8.0.44 - LVMail_SendIVRStatus not valid message
IPOFFICE-25382	1220E/1230 SIP phones not displaying PRI name on calls, only 'external' plus the sent CLI.
IPOFFICE-24652	SIP endpoints do not hear busy signal or CO recordings when calling to an invalid number
IPOFFICE-22012	IP DECT calls put on Hold from the Phone Manager no talk path when call retrieved back from PM after more than 7 secs
IPOFFICE-27545	No PAI info is added to INVITE if Hunt Group call is forwarded off Switch by unconditional CFWD
IPOFFICE-25245	VMPPro disconnect action failing from remote SCN node
IPOFFICE-24647	DTMF digits leaking between VCM channels in call recording SCN scenario.
IPOFFICE-27131	BRI S-bus - IPO fails to acknowledge a layer 2 Unnumbered Disconnect command
IPOFFICE-28544	IP Office appears to lose gateway information on LAN2 resulting in no packets transmitted out.
IPOFFICE-26719	T7406 phones fail to connect and initialise properly on 7.0.31, but work correctly with 7.0.27.
IPOFFICE-23762	System menu prompts, such as Dial By Name, always played with Auto Attend1 language option
IPOFFICE-30533	ALS settings not saving when making changes with 8.0.44 manager
IPOFFICE-24969	User Setup/Advanced settings not retained between config saves when using Partner mode
IPOFFICE-26407	Missing voicemail type options in manager

3.2 Preferred Edition 8.0(2003) resolved field issues

The following field issues have been addressed in this release of Preferred Edition (VoiceMail Pro):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-24593	Unable to change value "Max Call \ VRL Record Length (Secs)" in VMPPro client
IPOFFICE-23389	Manually created messages that are forwarded to other users have a burst of static at the end of the recording
IPOFFICE-27828	VMPRO 8.0.8.29 on Application server VMPRO service stopping
IPOFFICE-29736	VMPPro cannot display message on 80 IP telephones. Node stack depth of > 127 then it does not work properly.
IPOFFICE-25281	VMPPro callflow intermittently fails if a Save and Make Live is carried out whilst a call is in the callflow

IPOFFICE-26365	At times callers getting Default Greeting instead of the correct AA Greetings
IPOFFICE-26271	Distributed voicemail only supports user greeting 1 except at main location
IPOFFICE-28107	VM "Unexpected program error" produced when saving changes to the "Speak Text" [Text to speak] option
IPOFFICE-30536	VMPPro Service on Application Server fails to play prompts, User Gets Dead Air
IPOFFICE-30970	Restoring a Linux vmpro customer database on a Windows platform fails : Users settings and greetings failed"

3.3 Customer Call Reporter 8.0.10.14 resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-24084	CCR 8.0.8.15 status do not match system status
IPOFFICE-27777	The illegal combination of the CDR Target = Agent and CDR Filter = Overflow Answered can be obtained
IPOFFICE-27910	ASR and ATC - Intermittently the BNA time shown in both reports is incorrect

3.4 one-X Portal 8.0.104(11) resolved field issues

The following field issue has been addressed in one-X Portal 8.0.104(11):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-28500	Call Assistant Hot Key feature no longer applies regional dialling settings

3.6 Applications Server 8.0.20(91)

This release of the Applications Server consists of Preferred Edition (Voicemail Pro) 8.0(2003) and one-X Portal 8.0.104(11). 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 8.0:

Platform	Current Release	Upgrade Step
IP500	4.x /5.0/6.x/7.0	Load 8.0
IP500v2	6.x/7.0	Load 8.0
All modules	4.x/5.0/6.x/7.0	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(46). 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(46) 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 8.0(2003) installer 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 8.0(2003) 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 Preferred Edition Recordings – Analog trunks

On analog trunks, call disconnection can occur through busy tone detection. When such calls go to voicemail to be recorded or leave a message, when the call ends the system indicates to the voicemail server how much to remove from the end of the recording in order to remove the busy tone segment. This amount varies by system locale. For some systems it may be necessary to override the default if analog call recordings are being clipped or include busy tone. That can be done by adding the following NoUser Source Number:

VM_TRUNCATE_TIME=x

Replace “x” with the required value in the range of 0 to 7 seconds.

4.7 Upgrade Instructions for Customer Call Reporter

IP Office Customer Call Reporter 8.0 supports upgrade from only the previous two major versions - 7.0 and 6.1. To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup to one of the two previous versions. The version of SQL must also be considered before upgrading. Microsoft SQL 2005 is not supported with release 8 of the Customer Call Reporter and must be upgraded to SQL 2008. Further information can be found in the “Implementing IP Office Customer Call Reporter” manual available from the IP Office Knowledgebase.

4.8 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. For further information please refer to the Server Maintenance section of the Application Server manual available from the IP Office Knowledgebase.

5.0 Known Issues

5.1 9508 Telephones with BM12

Issues with button module functionality may be experienced when using the R44 telephone firmware when more than one button module (BM12) is connected to a 9508 telephone. This issue is currently under investigation and customers are requested to raise a support request through their normal Avaya support channel.

6 Assistance

6.1 Documentation and Software

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads & Documents"
2. Type "IP Office"
3. Select the required software release
4. Select the documentation or software categories required

Software can also be ordered on CD/DVD if required.

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