IP Office Technical Bulletin

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Region: Global

IP Office Server Edition 8.1 Feature Pack 1 – Increase of Maximum Supported Users

This bulletin is to inform customers of an increase to the current maximum of 1,000 users connected to an IP Office Server Edition solution.

Avaya will support a new maximum of 1,200 users with IP Office Server Edition Release 8.1 Feature Pack 1, 8.1(65), with the following conditions:

- Total system not to exceed 12,000 Busy Hour Call Completions (BHCC) without one-X-Portal and 6,000 BHCC with one-X-Portal users enabled

- No 1100 or 1200 series telephones to be deployed in these large configurations

- If the amount of one-X-Portal users exceed 100, then a separate server must be deployed for one-X-Portal services

- The maximum number of users that can be supported on any single Server (Primary or Secondary) node during a resilience failover is 1,000 (unchanged from 8.1)

- All other system parameters (SIP trunks, VCM, Voicemail ports all remain the same).

Should issues be encountered in the field with these large user deployments then Avaya may make the following recommendations:

- Make available in the June timeframe release 9.0 software in a controlled manner to those sites requiring it
- Split the system into two complete systems connected via H.323 trunks (this will provide common dial plan)

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