AVAYA

IP Office Technical Bulletin

Bulletin No: 157

Release Date: 30 August 2013

Region: Global

General Availability (GA) - IP Office Release 8.1 Service Pack 6

Avaya is pleased to announce the availability of the sixth Service Pack for IP Office Release 8.1 software. This is a scheduled Service Pack addressing a number of field issues found in the IP Office 8.1 GA releases.

1 Overview

IP Office Release 8.1 Service Pack 6 incorporates new software for:

IP Office Core Switch 8.1(73)
Preferred Edition 8.1(9302) (also known as VoiceMail Pro)
Customer Call Reporter 8.1.42.6
one-X Portal 8.1.94(60)
IP Office Application Server 8.1.23(4)
IP Office Unified Communications Module 8.1.99(2)
IP Office Server Edition 8.1.99.4
Windows Flare Experience 1.1.3.14
User CD 4.2(53)

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, IP500v2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	8.1.73
IP Office Manager	10.1.73
System Monitor	10.1.73
Upgrade Wizard	10.1.73
Network Viewer	10.1.73
SSA Viewer	8.1.73
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	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 / 2420 Telephone Firmware	R6.0
5410 / 5420 Telephone Firmware	R6.0
1403 Telephone Firmware	R6
1408 / 1416 Telephone Firmware	R32
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R45
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	1.330D
1603 Loader (Boot File) Firmware	1.330D
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.0
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.0
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 - IPBL (DECT Gateway) Firmware	5.0.11
DECT R4 - GRBS (ISDN RFP) Firmware	R5C 3/40
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
DECT D100 – BS_MS Firmware	0.9.6
DECT D100 – BS_SL Firmware	0.9.6
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The IP Office User CD includes the following components:

Component	Version
Soft Console	4.2(33)
TAPI2	1.0.0.38
TAPI3	1.0.0.38
Dev Link	1.0.0.5
TAPI Wave Driver (Windows XP)	2.0.0.0
TAPI Wave Driver (Vista/Windows 7)	3.0.0.0

Note: Support for Phone Manager ended in March 2013. This application is no longer included with the User CD.

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

This release includes Windows 8 support for Contact Store (client interface).

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 8.1(73) and Manager 10.1(73)

The following field issues have been addressed in IP Office Core software 8.1(73) and Manager 10.1(73):

JIRA Number	Description of Issue
IPOFFICE-39767	Call will not overflow to remote SCN hunt group if ring mode is set to Collective or Collective Call Waiting

IPOFFICE-40305	Recording of an FNE directed call to an IP user contains silence and no "Warning" announcement is heard
IPOFFICE-42432	"Missed call" incorrectly logged on telephone when the call is answered
IPOFFICE-42751	9611 Pickup via User key does not show caller identity prior to answering call
IPOFFICE-43098	Call History log misleading - return call to History entry shown as local user but routed externally
IPOFFICE-44193	Auto-Answer warning beep is not heard if call originates from extension based on another system in SCN
IPOFFICE-44668	Line Appearance keys not working on T3 telephones
IPOFFICE-46536	VCM channels not released - system restart required to clear
IPOFFICE-47084	IP Office core - Incorrect time in call log record in one-X Portal
IPOFFICE-48236	IP500v2 System restart - 3rd party Voicemail and SIP related
IPOFFICE-38752	Unable to set Message Waiting Indication using TAPI and 3rd party voicemail system
IPOFFICE-44450	Intermittent remote access disconnection - ATM4 V2
IPOFFICE-46348	D100 base station stops responding with increased traffic. Causes all D160 handsets to become unusable
IPOFFICE-48289	Echo on IP telephones when call is answered by Embedded VM and transferred
IPOFFICE-40977	Embedded Auto Attendant intermittently misrouting callers using the Direct Dial-By-Number feature
IPOFFICE-35663	Server Edition: No media when a VMPro transferred call has timed out and returned to voicemail
IPOFFICE-42161	Server Edition and 9608 telephone - after disabling the button clicks and logging back in the clicks are enabled
IPOFFICE-42687	Irregular characters displayed in the top left hand corner of 9608 telephone
IPOFFICE-43954	Calls between Server Edition users have audio clipping
IPOFFICE-47470	SSA does not clearly state the nature of connectivity issues between IP Office and UCM
IPOFFICE-48681	System restart - Embedded Voicemail, user logs in with Phone Manager Pro and message waiting
IPOFFICE-41761	Cannot use "=" character in Voicemail email field in 8.1
IPOFFICE-42044	Manager stops responding if adding 321 short codes to a User Right
IPOFFICE-45266	Manager displays erroneous warning in the Error List pane for SoftPhone Extension
IPOFFICE-48013	Navigational issue using Time Profiles in Manager
IPOFFICE-48283	Manager fails to show elements (present in Navigation Pane) in the Group Pane
IPOFFICE-47030	IP Office SoftPhone fails to transfer calls unless the associated User's "Call Waiting On" option is enabled.
IPOFFICE-42784	No retry for SIP Registration on receiving "480 Temporarily Unavailable" response on SIP trunk
IPOFFICE-44003	No audio when outgoing calls on a SIP trunk tandems through a Nortel CS1000 out onto a CO trunk.
IPOFFICE-47265	Issues attempting to register a Gamma SIP lines
IPOFFICE-48477	User/SIP tab settings (Internal Data) not used in SIP Header - INVITE

3.2 Resolved field issues in Preferred Edition 8.1(9302)

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 8.1(9302):

JIRA Number	Description of Issue
IPOFFICE-47554	Sending recordings to a broadcast group containing more than 21 users may cause VM Pro service to stop
IPOFFICE-44887	Server Edition Voicemail Service stops every few days with Segmentation Fault
IPOFFICE-46763	VM Campaigns - VMPro service may stop responding if caller fails to clear down before the campaign ends
IPOFFICE-47466	Deleting users from system configuration leaves behind an empty user folder in the VM Accounts folder

3.3 Customer Call Reporter 8.1.42.6 resolved field issues

The following field issues have been addressed in Customer Call Reporter 8.1.42.6:

JIRA Number	Description of Issue
IPOFFICE-37908	CCR showing incorrect agent status
IPOFFICE-38250	Inconsistencies with answered calls between Real Time Viewer and Call Summary Report
IPOFFICE-40422	CCR Scheduled Reports may not print correctly
IPOFFICE-42386	Supervisor View - Stuck call waiting indication if a transfer enquiry call is held
IPOFFICE-44234	IP Office CCR Grade of Service discrepancies between queue Summary Report and real time monitor
IPOFFICE-46062	CCR Agent Summary Report shows no data on Mondays
IPOFFICE-46468	CCR Report for a specified CLI Target List includes calls without CLI
IPOFFICE-47022	Agent Summary Report for Monday does not generate data unless include Sundays is selected
IPOFFICE-47116	Using customer database unable to a run template "Sample Custom report Sample DDI Answer daily"

3.4 one-X Portal 8.1.93(40) resolved field issues

The following field issues have been addressed in one-X Portal 8.1.93(40):

JIRA Number	Description of Issue
IPOFFICE-31499	Wrong time in call log record in One-X Portal
IPOFFICE-43303	Voicemail gadget displays messages associated with only one mailbox - other group messages are overwritten
IPOFFICE-43450	one-X Portal does not display Personal Directory entry Name in the ringing state
IPOFFICE-44864	Voicemail gadget displays "Checking Messages...." for a long time after logon
IPOFFICE-47218	Time in one-X Portal call logs incorrect by 1 hour - similar to IPOFFICE-36268
IPOFFICE-47394	one-X Portal call log - seconds incorrectly calculated
IPOFFICE-47473	one-X Portal does not work when installed to D drive on Windows
IPOFFICE-49050	Client browser tab does not flash when out of focus and new IM is received or new text has been received
IPOFFICE-45735	one-X Portal Plug-in does not work correctly with Outlook 2003 installed on German Operating System
IPOFFICE-42286	Call Assistant does not alert the user when an incoming chat message is received

3.5 User CD 4.2(53) resolved field issues

This release of User CD contains no field related fixes.

3.6 Applications Server 8.1.23(4)

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9302) and one-X Portal 8.1.94(60). Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 8.1.99(4)

This release of IP Office Server Edition consists of IP Office core software 8.1(73), Preferred Edition (VoiceMail Pro) 8.1(9302) and one-X Portal 8.1.94(60). Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.8 Unified Communications Module 8.1.99(2)

This release of the Unified Communications Module software consists of Preferred Edition (VoiceMail Pro) 8.1(9302) and one-X Portal 8.1.94(60). Any fixes in these releases will also be incorporated into this release of Unified Communications Module software.

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 8.1 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8.1 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 8.1.
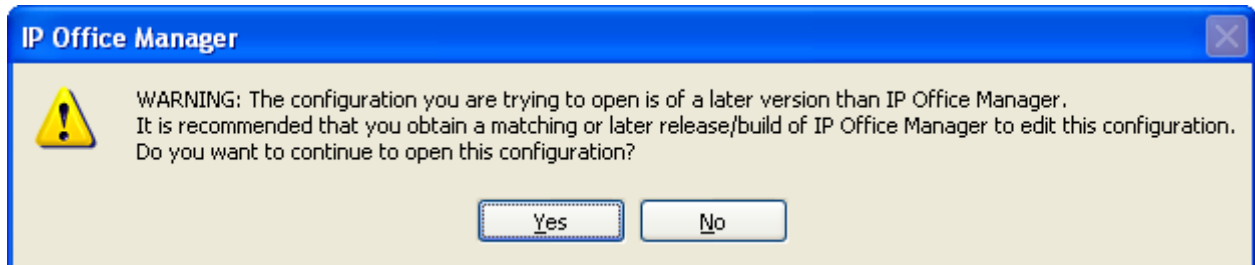
Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible in the license summary, an Essential Edition license must be purchased and installed prior to attempting the 8.1 upgrade.
The table on the following page shows the necessary steps that must be taken to upgrade the IP Office system to Release 8.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	6.0	Load 8.0	Load 8.1
All modules	6.0	Load 8.0	Load 8.1
IP500 and IP500v2	7.0/8.0	-	Load 8.1
All modules	7.0/8.0	-	Load 8.1

4.2 Upgrading IP Office Administration

Earlier releases of IP Office 8.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 8.1(73) release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 8.1(73) release with an earlier version of Manager:

IP Office Manager

WARNING: The configuration you are trying to open is of a later version than IP Office Manager.
It is recommended that you obtain a matching or later release/build of IP Office Manager to edit this configuration.
Do you want to continue to open this configuration?

[Yes]   [No]

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 8.1(73). 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 an 8.0 release.
6) Check for the presence of the necessary licences and then upgrade to the 8.1(73) release.

Note: All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

4.4 Upgrade Instructions for IP Office Preferred Edition

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 7.0 GA to upgrade directly to 8.1. Previous versions must be upgraded to 7.0 before upgrading to 8.1. If running a software version older than 4.0 then please refer to IP Office Technical Bulletin 109.

The Preferred Edition 8.1(9302) 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 8.1(9302) 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.

4.5 Preferred Edition Recordings – Analog trunks

When using analog trunks, call disconnection can occur though busy tone detection. The system indicates to the voicemail server how much to remove from the end of a 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 and merging into the configuration:

VM_TRUNCATE_TIME=x

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

4.6 Upgrade Instructions for Customer Call Reporter

IP Office Customer Call Reporter 8.1 supports upgrade from only the previous two major versions – 8.0 and 7.0. 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.

4.7 Upgrade instructions for IP Office one-X Portal

The IP Office one-X Portal server must be running a minimum software level of 7.0 to upgrade directly to 8.1 software. Any previous versions must be upgraded to 7.0 first before upgrading to this release.

4.8 Upgrade Instructions for IP Office Applications Server

This release of Applications Server has 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.

4.9 Upgrade Instructions for IP Office Server Edition

This release of IP Office Server Edition has no special requirements in order to upgrade from the previous GA release. For further information please refer to the Upgrading section of the Deploying IP Office Server Edition Solution manual, available from the IP Office Knowledgebase.

5 Assistance

5.1 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.

5.2 Future Service Packs

IP Office Release 8.1 Service Pack 7 is currently scheduled for release on the 30th November 2013. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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