AVAYA

IP Office Technical Bulletin

Bulletin no: 158

Date: September 30th 2013

Title: General Availability (GA) of IP Office
               Release 9.0

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General Availability (GA) of IP Office R9.0

Avaya is pleased to announce the general availability of IP Office Release 9.0 software. IP Office R9.0 delivers innovative new features to enhance user productivity, simplify deployment, configuration and management.
IP Office R9.0 will continue to evolve the IP Office product and solutions with its focus being to position and strengthen the IP Office as a market leader within the SME, Mid-Market and Branch market segments as well as to augment its key differentiating competitive attributes. The project has four main themes which are described as follows:

- ➢ Branch Consolidation and Centralization:
  - IP Office and B5800 as a single branch product
  - Support for Centralized Avaya Aura® SIP Clients
- ➢ Rich UC Collaboration for IP Office users and centralized users when deployed as a Branch Product Offer:
  - Multi-party audio conferencing with Flare Experience
  - Mobile VoIP client (one-X Mobile Preferred)
  - Presence & IM enhancements (e.g. IM in Outlook plug-in, IM group communications, improved experience)
  - Avaya SBCE support for IP Office soft-clients
  - Remote Worker for SIP clients
- ➢ Server Edition Enhancements:
  - Web Manager
  - Scalability
  - Contact Store Linux version (name change to Avaya Contact Recorder for IP Office)
- ➢ Virtualization
  - Allows IP Office to co-reside on customer provided hardware alongside other customer applications.
  - Efficient use of customer hardware resources
  - Lower TCO

This Technical Bulletin announces the release and provides technical details not covered by other documents in the IP Office documentation library. Other documents that detail new features are the 'Product Update - IP Office 9.0' and the 'IP Office Release 9.0 deployed as a Branch Product Offer' documents.

1.1 Platform Support

Platform and features supported on the platform have not changed from the 8.1 release.

- IP500
- IP500 V2
- IP Office for Linux (Server Edition, Virtualized IP Office)

However, some of the features are only supported on the IP500 V2 platform, as summarized in the following table:

	IP500	IP500 V2	Server Edition
Basic Edition – PARTNER® Mode	X	✓	X
Basic Edition – Norstar™ Mode	X	✓	X
Combination cards	X	✓	X
SD cards	X	✓	X
Essential Edition additional ports license	X	✓	X
Norstar™/BCM Digital phones on IP Office	X	✓	X
TCM8	X	✓	X
DS16A/DS30A and DS16B/DS30B	X	✓	X
Unified Communications Module (UCM)	X	✓	X
SSL/VPN	X	✓	✓
On-Boarding Automation	X	✓	✓
SSL/VPN NAPT	X	✓	✓
IP Office Web Manager	X	✓	✓

The following features, which can be used when IP Office is deployed as a Branch, are only supported on IP500 V2 in Standard mode, and not on Server Edition:

- Centralized management through Avaya Aura® System Manager
- Centralized licensing through Avaya WebLM
- Centralized users
- Centralized Avaya Aura® applications and services (for example: centralized voice mail)

1.2 IP Office 9.0 GA Software Versions

IP Office Release 9.0 has adopted the new Avaya standard versioning scheme defined as "Major.Minor.Service Pack.Special Release".

IP Office Core Switch	9.0.0.0 build 829
IP Office Preferred Edition (also known as VoiceMail Pro)	9.0.0.0 build 311
Customer Call Reporter	9.0.0.0 build 189
one-X Portal	9.0.0.0 build 523
IP Office Application Server • IP Office Preferred Edition • one-X Portal	9.0.0.0 build 829 9.0.0.0 build 311 9.0.0.0 build 523
Unified Communication Module • IP Office Preferred Edition • one-X Portal	9.0.0.0 build 78 9.0.0.0 build 311 9.0.0.0 build 523
Server Edition • IP Office Core Switch	9.0.0.0 build 829 9.0.0.0 build 829 9.0.0.0 build 311

• IP Office Preferred Edition • one-X Portal	9.0.0.0 build 523
Flare Experience • Apple iPad • Microsoft Windows	1.1.2.16 1.1.4.23
one-X Mobile Preferred • Google Android • Apple iOS	9.0.0.0 build 8983 1.2.3.429
IP Office Video Softphone • Microsoft Windows • Apple Macintosh	Win32_3.2.3.49_68975 3204bk DEV 66292
Contact Recorder	9.0.0.0 build 6

IP Office Release 9.0 supports the following Avaya product versions:

Aura System Manager	6.3.3
Session Border Controller for Enterprise (SBCE)	6.2 build 48
B179 SIP Conference Phone	2.3.3
Scopia XT5000	3.2.1.10B

1.3 Release Documentation

The latest versions of detailed release information can be found in the following documents available with the Avaya IP Office R9.0 software pack available on DVD media or downloadable from support.avaya.com

- Product Description (Release 9.0)
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - http://marketingtools.avaya.com/knowledgebase
- The Avaya support site – Contains all administrator and user documentation for IP Office - http://support.avaya.com
- IP Office Documentation Library roadmap document - Describes the organization of all IP Office documents and indicates the type of information in each document

The Release 9.0 Documentation will be available by GA:
- Go to support.avaya.com
- Select Find Documentation and Technical Information by Product Name under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '9.0' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

The latest version of the IP Office Product Description Document, which defines the IP Office product in more detail, is found on the Avaya Partner Portal (www.avaya.com/salesportal) and will require a valid Single Sign On (SSO) user name and password to view it online.

For the latest version of the Product Update - IP Office 9.0 document, which is a communication that summarizes "what's new" within the IP Office Release 9.0 product, can be found on the Avaya Partner Portal at the following: https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?c=a3da0000000LOquAAG&Id=a3ja0000000LZI4AAO Refer to "SME & Midmarket Collateral" section.

For the latest version of the IP Office Release 9.0 deployed as a Branch Product Offer, which defines the branch solutions, commercial tools, licensing and migration/upgrade scenarios in more detail, can also to be found on the Avaya Partner Portal at the following: https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?c=a3da0000000LOquAA G&Id=a3ja0000000LZI4AAO Refer to "Branch Training Materials & Collateral" section.

Note: Always refer to the Avaya websites for the latest versions of product documentation.

2 IP Office R9.0 Enhancements

Refer to the Release Documentation section above for details to download the IP Office Release 9.0 Product Update document and the IP Office Release 9.0 deployed as a Branch Product Office which provide details about the following new enhancements:

- Branch Consolidation and Centralization
  - o IP Office and B5800 as a single branch product
  - o Support for Centralized Avaya Aura® SIP Clients
- Rich UC Collaboration
  - o Mobile VoIP client (one-X Mobile Preferred)
  - o Flare Experience for IP Office
  - o One-X Portal and Desktop Integration enhancements and Presence/IM enhancements
  - o Remote Worker for SIP clients
- Server Edition Enhancements
  - o Server Edition Solution Scalability
  - o Server Edition Virtualization Support
  - o Server Edition Management Enhancements
  - o USB Install for Linux as an alternative to DVD installations
  - o Virtualization
  - o Resiliency Enhancements
    - ▪ Media Connection Preservation
    - ▪ PSTN fall back
    - ▪ Local Failover hunt groups
    - ▪ Primary Failover Controls
  - o Security Enhancements
    - ▪ Single Sign-On (SSO)
    - ▪ Username/Password support
    - ▪ Secure SIP-TLS support for trunks and extensions
    - ▪ Identify Certificates
  - o Licensing Enhancements
  - o Multi-site Telephony Features
  - o Soft-Console Enhancements
  - o Linux Contact Store Support
- IP Office Preferred Edition (also known as VoiceMail Pro) Resiliency Enhancements Music on Hold (MoH) support
- IP Office Anywhere Demo Software
- Web Manager Evolution
  - o Launching IP Office Web Manager
  - o Solution view
  - o Call Management

- o Platform view
- o Tools view
- SIP Trunk Enhancements
  - o Direct Media on IP Office 500v2 Platform
  - o SIP Trunks Alarm Enhancements
  - o Fax Enhancements for Super G3
  - o SIP Response Mapping to ISDN (Q.850) Cause Values
  - o RFC2833 Default Payload Configuration Option
  - o Session Refresh Enhancements
- Automated On-Boarding and SSL/VPN Related Enhancements
- Other IP Office Support Enhancements
- Integral Vertical Market Transition to IP Office
  - o SeCom (Seniors/Assisted Living)
  - o HotCom (Hospitality industry)
  - o Customer Interaction Express (CIE)
- Audio Quality Improvements
- Expanded Communications Accessibility Support
- Operating System and Browser Support
- Avaya Video (Scopia XT5000)
- IP Office Customer Call Reporter (CCR)
- IP Office Security Enhancements
- ATM4u v2 and Combination Card ATM v2 Type Approval
- Server Refresh – A new DellR210 server for Server Edition
- New Digital Station 30B and Digital Station 16B Modules
- FQDN for STUN/SMTP
- Several enhancements to address feature behavior with heritage Nortel features.
- IP Office Call Park and Page Enhancements
- IP Office Internationalization and Localization Enhancements
- IP Office Release 9.0 packages the 96x1 H.323 Release 6.3 phone firmware
- 96X1 VPN Support
- ATM Combination Card support for programming ALS and line appearances for all analog/POTs extensions in Basic Edition
- Call Admission Control (CAC)
- 911 Enhancements
- GRIP requests delivered in IP Office Release 9.0

3 Upgrading

Upgrades from Release 8.0 and 8.1 to 9.0 are supported. A system running a release earlier than Release 8.0 must upgrade to Release 8.0 before upgrading to Release 9.0. To upgrade a system running a Release earlier than 8.0 can upgrade to Release 8.0 using the details in the IP Office Technical Bulletin 140. Note: No interim licenses are required for the upgrade other than Release 9.0 upgrade license. The following sections refer to the components relevant installation, migration, upgrade and configuration documents that contain detailed upgrade steps.

Always refer to the Release Documentation section to retrieve the technical manuals before upgrading:
1. Go to support.avaya.com
2. Select Find Documentation and Technical Information by Product Name under Downloads & Documents

3. Enter 'IP Office' as your product
4. Choose '9.0' as your release
5. Click the 'Documents' radio button
6. Click 'Enter' to see all documentation
7. In the Content Type filter, select the 'Installation, Migrations, Upgrades & Configurations'.

3.1 IP500/IP500 V2 systems

Customers using Release 8.0 and earlier will need to purchase an upgrade to get to Release 9.0. Effective with Release 8.1, IP Office Support Services contracted customers are entitled to no charge IPO software updates/upgrades. For R8.1 customers that are not contracted with IP Office Support Services, an upgrade will need to be purchased to get to R9.0. Before any upgrades of the IP Office commence the IP Office Release 9.0 Administration suite must be installed. Administration suite upgrades are supported from version 8.0, any version prior to this must be removed first before the Administration suite can be installed.

3.2 IP Office Preferred Edition (also known as VoiceMail Pro)

Refer to the Release Documentation section to retrieve the IP Office Voicemail Pro Installation Guide document that describes how to install and configure Voicemail Pro.

3.3 Customer Call Reporter

The IP Office Customer Call Reporter components can be upgraded without requiring the previous version to be uninstalled. Refer to the Release Documentation section for installation details in the Implementing IP Office Customer Call Reporter document.

3.4 one-X Portal

You can upgrade a previous version of one-X Portal for IP Office to a new version. Upgrade from one-X Portal for IP Office 8.0 and 8.1 to 9.0 is supported. Refer to the Release Documentation section for installation details in the Implementing Avaya one-X Portal for IP Office document.

3.5 IP Office Application Server

Refer to the Release Documentation section for upgrade details in the IP Office Application Server Installation and Maintenance document.

Note: With the release of IP Office 9.0 the Application Server software has been combined with the Server Edition software, this uses a 64 bit version of the Linux operating system. When upgrading existing Application Server installations please make sure the hardware is capable of running a 64 bit operating system before you attempt to upgrade the system.

3.6 Unified Communication Module

Refer to the Release Documentation section for upgrade details in the IP Office Unified Communications Module Installation document.

3.7 Server Edition

Refer to the Release Documentation section for upgrade details in the Deploying IP Office Server Edition Solution document.

3.8 Upgrading a B5800 Branch Gateway to IP Office 9.0

Refer to the above Release Documentation section for details to download the IP Office Release 9.0 deployed as a Branch Product Offer which includes details in the migration of an IP Office or B5800 Branch Gateway to an IP Office R9.0 Enterprise Branch.

4 Phone Support

There are no new Avaya phones supported on IP Office R9.0. Refer to the Release Documentation section to download the IP Office Release 9.0 Product Update document which provides phone support details. For details on supported phones as related to Centralized users within an IP Office deployed as a branch solution, please download the IP Office Release 9.0 deployed as a Branch Product Offer document.

4.1 Phone Firmware Support

The detail below lists the phone firmware versions that are supported by IP Office Release 9.0.

Phone Model	Version
4600/5600 H.323 Phone Firmware (Common Boot Code and App)	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW	2.9.1 (2.9 SP1)
4625	2.9.1 (2.9 SP1)
4620 (Not 4620SW)	2.3
4601, 4602D, 4602SW, 5601, 5602D & 5602SW	2.3
4601+, 4602+, 5601+ & 5602+	2.9.1 (2.9 SP1)
4600/5600 H.323 Phone Firmware (Common Boot Code and App)	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW Boot Code	2.3.252
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW App	2.3.252
1600 H.323 Phone Firmware (Separate Boot Code and App)	
1603 & 1608 & 1616 Boot Code	1.330D
1603 & 1608 & 1616 App	1.330D
1616 Button Module 32 App	1.1.0
1600 Phone Language Files	69
9600 H.323 Phone Firmware (Separate Boot Code and App)	
9620 & 9630 & 9640 & 9650 Boot Code	3.2.0
9620 & 9630 & 9640 & 9650 App	3.2.0
9600 Phone Language Files	76
96x1 H.323 Phone Firmware (Separate Kernel and App)	
9608 & 9611 & 9621 & 9641 Kernel	96x1_UKR_V13r83_V13r83
9608 & 9611 Application	S9608_11HALBR6_3_0_37_V452
9621 & 9641 Application	S9621_41HALBR6_3_0_37_V452
96x1 Phone Language Files	76
11x0 & 12x0 SIP Phone Firmware	
1120	04.03.18.00
1140	04.03.18.00
12x0	04.03.18.00
DECT D100 Firmware	
D100_BS_MS	1.0.0
D100_BS_SL	0.9.6
DCP Phone Firmware	
2410	R6
2420	R6

5410	R6
5420	R6
1403 Application	R06
1403 Boot	03
1408 Application	R32
1408 Boot	25
1416 Application	R32
1416 Boot	25
9500 Application	R45
9500 Boot	R15
9500 Zarlink	R0_09
DCP Phone Languages	
14xx	R10_v11_Pack01
DCP Phone Font Files	R02_v01
IP DECT Phone Firmware/Tools	
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
IP DECT ADMM Firmware/Tools	
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT - ADMM DECT Monitor	1.4
DECT R4 Phone Firmware/Tools	
Avaya 3720	3.5.19
Avaya 3725	3.5.19
Avaya 3740	3.5.20
Avaya 3749	3.5.20
Avaya 3720 Template	0.4
Avaya 3725 Template	0.4
Avaya 3740 Template	0.1
Avaya 3749 Template	0.1
DECT R4 Firmware/Tools	
DECT R4 - IPBS1 Boot Firmware	6.0.22
DECT R4 - IPBS1 Firmware	6.0.22
DECT R4 - IPBS2 Boot Firmware	6.0.22
DECT R4 - IPBS2 Firmware	6.0.22
DECT R4 - IPBL (DECT Gateway) Boot Firmware	6.0.22
DECT R4 - IPBL (DECT Gateway) Firmware	6.0.22
DECT R4 - GRBS (ISDN RFP) Firmware	P6H 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R2D 3/80
DECT R4 - AIWS Firmware	2.73
DECT R4 - AIWS2 Firmware	3.53-A
DECT R4 - WinPDM (Windows Portable Device Manager)	3.10.3
DECT R4 - Rack Charger Firmware	1.5.1
DECT R4 - Advanced Charger Firmware	1.5.1
DECT R4 - Avaya 3720 Translation Tool	26
DECT R4 - Avaya 3725/3740/3749 Translation Tool	28
DECT R4 - Avaya 3720 Downloadable Languages	26
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	28
DECT R4 - Company Phonebook Tool	9
DECT R4 - Local Phonebook Tool	1
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
T3 IP Phone Firmware/Tools	
T3 IP Phone Firmware	T247
T3 IP Admin Tool	3.08

For details on supported phones as related to Centralized users within an IP Office deployed as a branch solution, please download the IP Office Release 9.0 deployed as a Branch Product Offer document.

5 IP Office Release 9.0 Interoperability

With the IP Office R9.0 release a number of interoperability scenarios with other Avaya products have been tested and will be supported going forward. Refer to the Release Documentation section to download the IP Office Compatibility Matrix that covers all interoperability details. For more specific details on branch related interoperability download the IP Office Release 9.0 deployed as a Branch Product Offer document.

6 Other Product Details

6.1 AdminLite

AdminLite is Microsoft Windows application used to monitor the state and configure the IPOffice solution. The applications installed by the AdminLite.exe binary are:
- Manager
- System Status
- System Monitor

The Manager application will help the user to change the configuration settings and also can enable some features, add new licenses or any other operation that can be done on the configuration. IP Office Manager can be used to upgrade IP500V2 systems. It cannot be used for upgrade of phones. The System Status and System Monitor applications are used to check the alarms, errors or warnings that can appear while the IPOffice is running; the output can be used to debug the issues with the system.

Refer the IP Office Software Availability for details about downloading AdminLite.exe from the Avaya Support web page.

6.2 End of Sale – Phone Manager Pro and Phone Manager Pro Softphone

Avaya has recently introduced new, user friendly applications for IP Office, including one-X Portal for IP Office and the IP Office Video Softphone. As a result, Avaya will no longer sell (make commercially available) the single user license SKUs for Phone Manager Pro and Phone Manager Pro Softphone, effective 2012. The Avaya Office Worker user solution, which includes one-X® Portal for IP Office, is a recommended replacement for Phone Manager Pro. The Avaya Teleworker user solution, which includes the IP Office Video Softphone, is a recommended replacement for the Phone Manager Pro Softphone. Phone Manager is no longer available in Release 9.0 and the Phone Manager Options configuration tab has been removed from Manager.

6.3 Avaya SBCE support for IP Office Telephones

IP Office Release 9.0 supports the use of the ASBCE (Avaya Session Border Controller for Enterprise) to provide service to specified mobile SIP clients as remote workers. The supported clients are:
- Avaya Flare Experience for IPO R1.1.4 (Windows version),
- Avaya Flare Experience for IPO R1.1.2 (iPad version),
- Avaya one-X® Mobile Preferred for IP Office (for IPO iOS), and
- Avaya one-X® Mobile Preferred for IP Office (for Android)

Some mobile remote clients have an option to select TLS instead of TCP for the signaling path to the ASBCE. When TLS is selected on a mobile remote client, the SIP signaling between the ASBCE and the mobile clients is encrypted.
In IP Office Release 9.0, when TLS is selected on the mobile remote clients, the mobile remote clients do not authenticate the certificate offered by the ASBCE.

Not all mobile clients supported as remote workers via the ASBCE support TLS or SRTP. The following table describes the possible transport media for each client.

Mobile VOIP Client	Available transport media			
	TCP for signaling and voice	TLS	SRTP audio	SRTP video
Avaya Flare Experience for IPO R1.1.4.19 (Windows version)	Y	Y	Y	N
Avaya Flare Experience for IPO R1.1.2.16 (iPad version)	Y	Y	Y	N
OneX Mobile Preferred VOIP Client for Android 9.0 8983	Y	Y	N	N
OneX Mobile Preferred VOIP Client for iOS 1.2.3.429	Y	N	N	N

If the mobile client using TLS and/or SRTP will be used to roam from the network on the ASBCE's external interface to the network on the IP Office side of the ASBCE, the transport medium will have to be changed while the mobile client is connected to the network on the IP Office side. IP Office Release 9.0 does not support direct SRTP connections to these mobile clients and TLS is ONLY supported on the OneX Mobile Preferred VOIP Client for Android.

7 Known Issues

The following is a list of issues and workarounds, if available, that exists in this release of IP Office R9.0 software and where applicable will be addressed in a future release of software.

Issue Ref	Component	Description of Issue	Workaround (if available)
44445	IPOffice Embedded	Client connecting to the IP Office using ECN (explicit congestion notification) capabilities will require retransmission because IP Office drops the ECN-setup SYN packet. This causes delays in establishing the TCP connection.	Disable ECN on the platform providing the service for the client such as this example for Windowshttp://technicallyeasy.net/2010/02/internet-connection-slow-in-windows-7/
AURORA-1509	ASBCE	The Avaya One-X Mobile Preferred for IP Office SIP client (for iOS) is configured as a remote worker over the ASBCE and places a call to another phone. If the One-X Mobile user puts the call on hold and then takes the call off hold there is no speech path to the One-X Mobile client.	N/A. Fix will be in the ASBCE 6.2 Service Pack.
50402	Call Assistant	Avaya one-X Portal Call Assistant failed install if 'Run' directly from Browser	There is a link available for one-X portal user to download Desktop Clients installer directly from one-X portal web client. There is a known issue while using this feature. When user clicks this download link, user is presented with two options by the browser – Save file to disk or run directly. If user uses the other option i.e. running the installer directly instead of downloading it first on the disk and then executing, the installation fails. So the user should download the installer on the disk first and then execute it to avoid this issue.
N/A	Web Manager	IP Office Web Manager FireFox browser 23.0.1 users may encounter an issue where the display pane at the top of the WebManagement.html page is missing.	To resolve the issue, reset FireFox and clear the FireFox cache. To reset FireFox, go to Help > Troubleshooting Information - > Reset Firefox.
50393	one-X Portal	Message Archiving may not get enabled on Server Edition deployments of one-X portal after upgrading from Release 8.1 to Release 9.0.	After upgrading to Release 9.0, Change the IM Archival settings from Openfire Admin Console. The detailed steps are part of one-X Portal Admin guide.
50885	one-X Portal	One-X clients are disconnected when IPO config changes are merged under high traffic conditions	When one-X Portal is active, the following administrative operations should not be attempted under high call load conditions: • Multiple addition or deletion of IP Office users. • Multiple Personal Directory updates for many users • Configuration changes that require an IP Office reboot • Multiple change of many user license packages • Adding, removing or

			reconnecting an IP Office These operations can induce one-x instabilities. If this occurs, the one-X Portal service should be restarted
50800	SIP Terminals	SIP Terminal as a remote worker that is behind a firewall but without NAT doesn't work	This is not a common configuration in Release 9.0, since most or all remote users will either be behind a firewall with NAT or will be on the public internet with no firewall and no NAT. This new configuration is more likely to be encountered in a cloud environment in Release 10.0.
50815	SIP Terminals	Flare users behind a NAT connected as a Remote Workers to an IP Office Server Edition are not able to make or receive video as part of a call.	Flare users behind a NAT connected as a Remote Workers to a Server Edition IP Office are not able to make or receive video as part of a call. This affects Flare clients behind a NAT that are connecting to a Server Edition IP Office as Remote Workers. This does not affect: • Audio calls made by Flare users connected as Remote Workers, whether they are connected from behind a NAT or without a NAT • Flare users connected as Remote Workers to an IP Office 500V2, whether they are connected from behind a NAT or without a NAT • Flare users connected as local users, that is, not connected as Remote Workers at all • Flare users connected as Remote Workers but not from behind a NAT. (Note: with IP Office 9.0 this configuration is expected to be used only without a firewall.)
50284	Support for Aura System Manager 6.3.3	The following fields configured in User template are not saved: • User tab-> Enable one-X TeleCommuter checkbox • Voicemail tab-> Transfer Number (when DTMF breakout is Centrex Transfer) • Voicemail tab-> Paging Number, Retries, Retry Timeout values (when DTMF breakout is Park & page)	If these parameters have to be configured for the users, they can be configured for each user individually by clicking the Endpoint Editor in the IP Office Endpoint Profile of the user in SMGR.
50736	B5800	The B5800 system does not send Reboot event SNMP traps / alarms to the SAL GW	The B5800 will send the Reboot event SNMP trap and alarms to the configured System Manager
50315	SMGR Manager	SMGR 6.2 FP2 does not have IP Office version details in <About> link at the Top Right corner of the SMGR Home page	To obtain the version details of the IP Office system the administrator will have to access the Inventory screen.
50128	SMGR Manager	An SMGR administrator is unable to edit the RemoteManager and NoUser telephony users.	The IP Office configuration contains two users of a special type - NoUser and RemoteManager. These are not regular telephony users and

			cannot be managed from SMGR User Management. When editing the system configuration of an IP Office that is managed by System Manager, the NoUser and RemoteManager appear to be editable but changes to their configuration are not saved to the IP Office. The following workaround should be used in the rare case that configuration changes are required to NoUser or RemoteManager: • Disable the System Manager administration feature for the IP Office. See "About disabling the System Manager administration feature for an IP Office" in Deploying IP Office as an Enterprise Branch with Avaya Aura Session Manager, document number 18-603853. • Connect to the IP Office directly from a standalone IP Office Manager and make the required configuration change.
50077	SRTP	Noise will be injected within the media path when an IP Office sourced SRTP call is moved by CM, for CM bridging or conferencing, to a Media Gateway that does not support SRTP.	Ensure SRTP is available and configured appropriately on all Gateways.
SIP96X1-9822	Centralized SIP Phones	96x1 sip phone (as supported by Centralized Users within the Branch deployment model, refer to Branch Product Offer) shows incorrect values for Delay, Jitter, Packet Loss during a WAN link bounce	Whilst a WAN link, that connects an IP Office branch that includes centralized 96x1 SIP phones, is fluctuating the associated network statistics available on the SIP phone should be ignored.
SIP96X1-9736	Centralized SIP Phones	During sunny day, when a call has been forwarded using enhance call forward the 96x1 (as supported by Centralized Users within the Branch deployment model, refer to Branch Product Offer) displays the name of the forwarded party and the number of the Called party.	This is only relevant when an enhanced call forward has been invoked.
50541	SIP Messaging	If IP Office 9.0 routes a transferred call to a CC-Elite agent via ARS then it does not handle correctly the copying of the UUI header in this call flow.	In support of transferred calls with UUI, the IP Office 9.0 must be configured to route the calls to the SM Line directly from shortcodes and not via ARS
50185	Centralized SIP Terminal	An IP Office Flare client and interoperability with centralized AAM messaging, The Flare Dial pad input (DTMF signals) is ignored when connected to an AAM mailbox.	An IP Office user when accessing their centralized AAM service should not use a Flare based client. Instead they should use any of the other IP Office endpoints.
47531	AAC Interop	There is no ability to include IP Office users within an AAC audio or video conference using "Dial Out"	For IP Office users to join an AAC based audio or video conference then the IP Office user has to "Dial In" to the conference bridge.
39837	SIP Terminals	An 11xx/12xx SIP phone registered as an IP Office user does not correctly display the calling party number if the call	The user of the 11xx, 12xx SIP phone should replace the handset within the cradle before picking up an incoming call

		pickup is performed when the 11xx/12xx is off hook.	
50918	System Status	The System Status Logon and About Dialog are missing translations for port and Version strings.	None
50876	one-X Portal	The language of the one-X Call Assistant screen popup window does not match with the Language set during installation. The one-X Call Assistant menu is in the Italian Language (as the language selected during the installation) but one-X screen popup windows are in English.	Log out the user from one-X Portal and select the appropriate language on the one-X Portal login screen. Next time the one-X Portal is opened from Call Assistant, the language is correct.
N/A	one-X Portal	The Server Edition Solution Scalability and the DL360 Server call capacity (BHCC) is 4500 with one-X Portal users active. Performance with SIP extensions may be lower.	None
50868	SIP Trunking	A MultiTech Sip Fax Server configured as SIP line using T.38 Fallback to send outgoing faxes may fail to connect to analog fax machine over PRI.	None
50818	one-X Portal	If the local Language of one-X Portal has been set (Italian) the "mybuddy" window which is shown on calls is displayed in English Language.	None
50546	CCR	A CCR web client using the IE 10 browser in a language other than English may see a warning stating the browser is not compatible with the IPOCCR client. The CCR client otherwise works correctly.	None
50698	one-X Portal	When a one-X Portal Preferred Android user is logged into the Android client and logged into the desk phone set but NOT one-X Portal, and then when a status message is updated it is not seen on the desk set.	None
50571	Embedded Voicemail	A few Italian language voice prompts are not consistent in voice talent quality in comparison with prompts present in prior IP Office releases.	None
50536	Server Edition Resiliency	A voicemail left for an IP set using VMPro, the Secondary VM Pro was synchronizing with the Primary VM Pro. When a network outage occurs, the message is read and the network is restored, it may take 15 minutes for the Primary VMPro to synchronize with the Secondary VMPro.	None
50310	CCR	Reports in the German language can have overlapping fields resulting in text being un-readable.	None
50907	SIP Trunking	Under certain conditions when a SIP Line registration fails with error response of 423 Interval Too Brief, the Min-Expires field	None

		specified in error response will not be honoured but the SIP Line will continue to attempt to register the SIP Line.	

8 Demo Kits

Refer to the Release Documentation section to download the IP Office Release 9.0 Product Update document which provides demo kit details.

9 Logistics and Ordering

Refer to the Release Documentation section to download the IP Office Release 9.0 Product Update document which provides logistics and ordering details including:
- IP Office R9.0 DVD Sets
- IP Office System SD cards
  - Also refer to the Release Documentation section for details to download the IP Office Release 9.0 deployed as a Branch Product Offer document.
- IP Office Release License
- Software Pricing
- IP Office Software Applications and License Key Process

10 Avaya Global Services

Refer to the Release Documentation section to download the IP Office Release 9.0 Product Update document which provides Avaya Global Services details including:
- IP Office Software Availability
- Avaya Maintenance, Lifecycle and Warranty Information
- Additional Avaya IP Office Support Services Information

For details on service options available for IP Office based branch solutions please refer to the Release Documentation section for details to download the IP Office Release 9.0 deployed as a Branch Product Offer.

11 IP Office Credentials and Avaya University Training

Refer to the Release Documentation section to download the IP Office Release 9.0 Product Update document which provides IP Office Credentials and Avaya University Training details.

For details on credentials and available training required in support of IP Office based branch solutions please refer to the Release Documentation section for details to download the IP Office Release 9.0 deployed as a Branch Product Offer.

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