AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.0 Service Pack 3

Avaya is pleased to announce the availability of the third Service Pack for IP Office Release 9.0 software. This is a scheduled Service Pack addressing a number of issues found in the IP Office 9.0 GA releases.

1 Overview

IP Office Release 9.0 Service Pack 3 incorporates new software for:

IP Office Core Switch 9.0.3.0.941
IP Office Server Edition 9.0.3.0.941
IP Office Application Server 9.0.3.0.941
IP Office Contact Recorder 9.0.3.0.12
Preferred Edition 9.0.3.0.212 (also known as VoiceMail Pro)
Unified Communications Module 9.0.3.0.45
Customer Call Reporter 9.0.3.12
one-X Portal 9.0.3.0.42
Microsoft Lync Client Integration 6.3.1.48

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	9.0.3.0.941
IP Office Manager	9.0.3.0.941
System Monitor	9.0.3.0.941
Upgrade Wizard	9.0.3.0.941
SSA Viewer	9.0.3.0.941
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	R7
1408 / 1416 Telephone Firmware	R38
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R55
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.49.68975
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	1.350B
1603 Loader (Boot File) Firmware	1.350B
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.2
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.2
9621 / 9641 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V13r94
1120E 1140E 1220 1230 Telephone Firmware	04.04.14.00
E129 SIP Telephone Firmware	1.25.1.1
3720 Telephone Firmware	4.2.3
3725 Telephone Firmware	4.2.3
3740 Telephone Firmware	4.2.3
3749 Telephone Firmware	4.2.3
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	6.0.23
DECT R4 - IPBL (DECT Gateway) Firmware	6.0.23
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	3.10.3
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.1.5
DECT D100 – BS_SL Firmware	0.9.6
3641 / 3645 Telephone Firmware	117.058
Avaya Voice Priority Processor (AVPP) Firmware	173.040
Handset Administration Tool (HAT)	4.1.4.0

Note: New IP Office configurations created with Manager 9.0.2.0.860 will have "Auto-create Extn" unticked for H.323 extensions and "Auto-create Extn/User" unticked for SIP extensions. These System defaults will not affect existing system configurations.

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 of IP Office software delivers support for:

- **E129 SIP telephone**
  - IP Office now supports the Avaya E129 SIP telephone
- **IP Office Branch Enhancements**
  - **Support for 1100 series and 1200 series telephones in Enterprise Branch**
    - IP Office Branch supports 1100 and 1200 series SIP telephones in a Rainy Day and Sunny Day modes. In the Sunny Day mode, the features available on the 1100 Series and 1200 Series SIP phones are those provided by Avaya Aura® Session Manager
  - **Video Collaboration support for Branch**
    - Support for extended Branch Video Collaboration scenarios which enable Radvision video endpoints within a branch to connect to the local IP Office and then establish video calls with users within other branches or the enterprise main office
- **Message Waiting Indicator**
  - Message Waiting Indicator (MWI) is a feature that turns on a visual indicator on a telephone when there are recorded messages. Analog trunks from the PSTN network also provide MWI via FSK (Frequency Shift Keying). Support is introduced for receiving and displaying FSK MWI received from analog trunks terminating on the ATM4U-V2 mezzanine card, including the Combination Card ATM V2.
- **Call ID Display for Call Forwarding**
  - When using Call Forwarding to an external number, the calling number shown to the receiving party is the number of the person that activated Call forwarding, not the number of the original caller. You can now configure original caller ID display.
- **Embedded email server enhancement**
  - The IP Office embedded email server now supports TLS encryption. This feature enables integration of Embedded Voicemail (EVM) with a hosted email server that requires secure transport.
- **Import and Export with CSV files**
  - The ability to create or modify multiple user and extension configuration entries using CSV files has been enhanced. IP Office now provides the pre-formatted CSV Configurator spreadsheet to simplify provisioning.
- **Support for the Dell R620 Server**
  - The Dell R620 server will replace the existing Server Edition HP DL 360G7 server.
- **Improvement to VMPRO configuration on the UCM**
  - To improve UCM usability, Manager has been modified to allow for easy-to-follow UCM/VMPro configuration.
- **IP Office Plugin for Microsoft Lync 2013**
  - Extended interoperability by additional support for Microsoft Lync 2013 (32 & 64 bit) platforms.

Resolution of Customer Found Defects

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 9.0.3'

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 IP Office 9.0.3.0.941 - Resolved field issues

The following field issues have been addressed in IP Office Core and Manager 9.0.3.0.941:

JIRA Number	Description of Issue
IPOFFICE-52716	"Transfer" consultation call has the "Restricted bit" enabled
IPOFFICE-54141	When invoking a page using an IP telephone a popping noise is heard at the beginning of the page
IPOFFICE-56694	one-X Portal - Unable to retrieve call placed on hold with DECT after enquiry call cleared
IPOFFICE-55448	VM assisted transfer-> Hunt Group-> User1-> call pickup-> User2 - Call does not get recorded
IPOFFICE-54377	Customer with "Power Saving" on ISDN lines receives "WAITING-FOR-LINE" message
IPOFFICE-56279	Third party TAPI - Command for MWI incorrectly sets logged off mobility user to DND
IPOFFICE-56373	Unable to upload Directory records from an 8.1 system to a 9.0 system via HTTP
IPOFFICE-52949	Server Edition does not support Office Work>Power User Upgrade License
IPOFFICE-56147	Calls seem to be getting merged after initial call is placed on park and then picked up
IPOFFICE-57656	Config with 1900+ Incoming Call Routes causes the system to revert to backup config
IPOFFICE-55794	"Set Wrap Up Time" does not exist as a feature to choose as a shortcode
IPOFFICE-57654	Server Edition System Restart - Segmentation violation
IPOFFICE-56272	Server Edition System Restart – Memory related
IPOFFICE-58782	Server Edition System Restart - Restarting due to Jade service
IPOFFICE-54594	No speech on call from Twinned Mobile to external number (System = SE + Expansion)
IPOFFICE-55572	IP500V2 System Restart - After sending INVITE and receiving a SIP 302 Moved Temporarily message
IPOFFICE-56188	Since upgrading to 9.0 IP500V2 unable to connect to SSL VPN gateway
IPOFFICE-53931	Manager - tone settings do not change when a different locale is applied
IPOFFICE-56220	Manager displays warning in the Error List pane for SoftPhone Extension IP Address already configured
IPOFFICE-56102	ATM4 V2 analog trunk -> Impedance match -> parameter "Automatic" is missing in Release 9.0 Manager
IPOFFICE-56323	Manager - User Rights/Telephony/Call Log - Window size not large enough to accommodate more than 24 groups
IPOFFICE-51781	Config merge fails with Manager error code -2 when attempting a merge over analogue dial-up link
IPOFFICE-58040	iPhone IOS7: one-X Mobile Preferred - disconnects after period of inactivity, will not re-register
IPOFFICE-55629	IP Office one-X Mobile Preferred is removing the Mobile Twinning Number from the IP Office configuration

3.2 Preferred Edition 9.0.3.0.212- Resolved field issues

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 9.0.3.0.212:

JIRA Number	Description of Issue
IPOFFICE-54087	Intermittently Voicemail messages sound corrupted
IPOFFICE-59692	VMPro: Invite participants to conference using Softconsole - feature does not work
IPOFFICE-52908	Unable to listen to or delete messages when using Exchange 2010 as message store
IPOFFICE-55768	SFTP Voice Recording connection fails from VMPro running on a 9.0 UCM
IPOFFICE-59976	Contact Recorder - Eject Button does not work

3.3 Customer Call Reporter 9.0.3.12 - Resolved field issues

The issues documented in IP Office Technical Tip 265 are resolved in this release.

3.4 one-X Portal 9.0.3.0.42 - Resolved field issues

The following field issues have been addressed in one-X Portal 9.0.3.0.42:

JIRA Number	Description of Issue
IPOFFICE-54127	Outlook Plug-in - User XMPP presence status incorrect after enabling and then disabling DND
IPOFFICE-59648	Outlook Plug-in - Enable Sound notification for IM does not stay enabled

3.5 Applications Server 9.0.3.0.941 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.0.3.0.212 and one-X Portal 9.0.3.0.42. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.6 Server Edition 9.0.3.0.941 – Resolved field issues

This release of IP Office Server Edition consists of IP Office core software 9.0.3.0.941, Preferred Edition (VoiceMail Pro) 9.0.3.0.212 and one-X Portal 9.0.3.0.42. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.7 Unified Communications Module (UCM) 9.0.3.0.45 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.0.3.0.212 and one-X Portal 9.0.3.0.42. Any fixes declared for these applications are also incorporated into this release of UCM software. In addition, this release of UCM software also incorporates the Solid State Drive (SSD) Firmware upgrade previously documented in IP Office Technical Tip 258 and Product Support Notice PSN004105u.

4 Technical Notes

4.1 Upgrading IP Office IP500/IP500v2 core software

When upgrading to Release 9.0 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 9.0 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 9.0.

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 9.0 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 9.0 upgrade.

This table shows the necessary steps that must be taken to upgrade the IP Office system unit to Release 9.0:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	7.0 and earlier	Load 8.0	Load 9.0
All modules	7.0 and earlier	Load 8.0	Load 9.0
IP500 and IP500v2	8.0/8.1	-	Load 9.0
All modules	8.0/8.1	-	Load 9.0

For further information please see the "Upgrading Systems" section of the IP500/IP500v2 Installation manual available from the IP Office Knowledgebase.

4.2 Upgrading IP Office Administration

Earlier releases of IP Office 9.0 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 9.0.3.0.941 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.0.3.0.941 release with an earlier version of Manager:
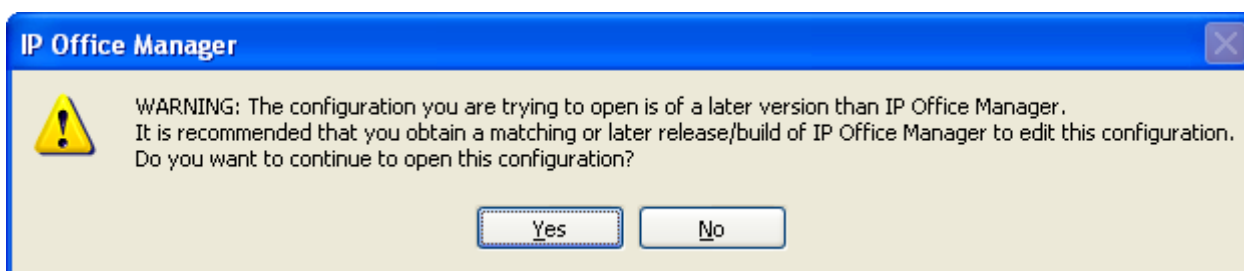
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled before installing 9.0.2.0.860. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

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

4.3 Upgrade Instructions for IP Office Preferred Edition

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 8.0 GA to upgrade directly to 9.0. Previous versions must be upgraded to 8.0 first, before upgrading to 9.0.

The Preferred Edition 9.0.2.0.41 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 9.0.2.0.41 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.

4.4 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.

4.5 Upgrade Instructions for Customer Call Reporter

The IP Office Customer Call Reporter must be running a minimum software level of 7.0 before upgrading to 9.0. Any previous versions must be upgraded to 7.0 before upgrading. 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 relating to upgrading can be found in the "Implementing IP Office Customer Call Reporter" manual available from the IP Office Knowledgebase.

The following dialog box may be displayed during an upgrade to this release:
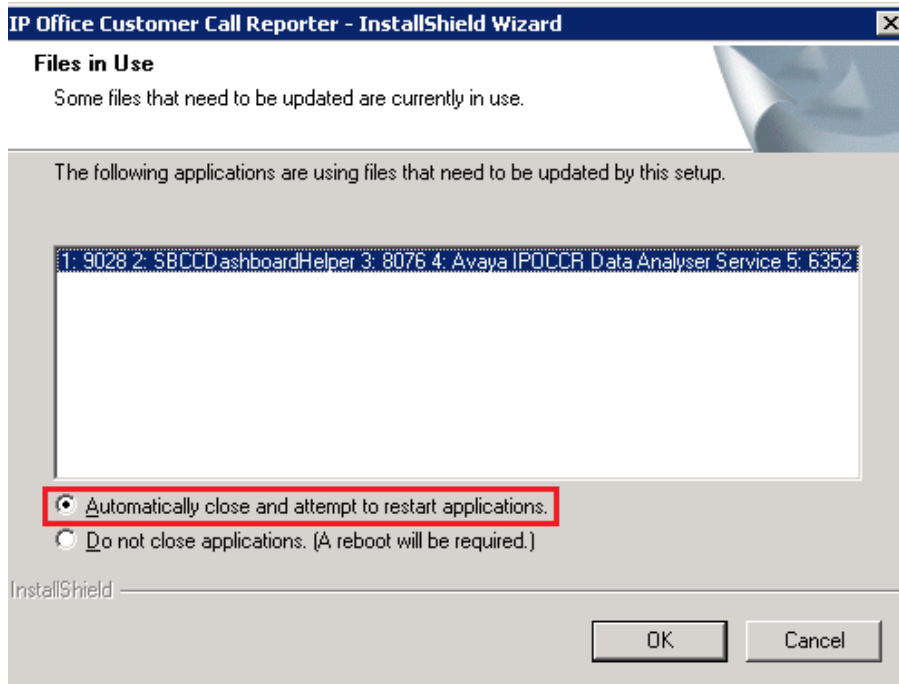
If this is displayed during the upgrade ensure that the highlighted option is selected and then click "OK". The upgrade will then continue as normal.

4.6 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 to 9.0. Any previous versions must be upgraded to 7.0 first before upgrading to this release. Further information can be found in the "Implementing one-X Portal for IP Office" manual available from the IP Office Knowledgebase.

4.7 Upgrade Instructions for IP Office Server Edition and Applications Server using Web Manager

Performing the upgrade with Web Manager will require a restart of each upgraded Linux server inside the Solution (Primary, Secondary, Expansion(s) and Application Server). After the upgrade is completed the system must be restarted to complete the security updates.

Steps for restarting the solution:
- Login to Web Manager on Primary Server
- Click on Platform Tab
- For each upgraded Control Unit (Primary, Secondary ,Expansion(s), Application Server) press the "Reboot" button from System Tab

Note: If the upgraded Linux systems are not restarted the following tabs in web interface will not be displayed correctly:
- Services status will not be loaded
- Updates tab will not be populated

For further information please refer to "IP Office Application Server 9.0 Installation and Maintenance" and the "Upgrading" section of the "Deploying IP Office Server Edition Solution" manuals.

4.8 Upgrade Instructions for IP Office Unified Communications Module (UCM)

This release of UCM Service Pack software also contains the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 258 and and Product Support Notice PSN004105u.

If upgrading the UCM from a previous release the .ISO file must be used. The Web Control Panel cannot be used to upgrade to this release. Therefore, the "upgrade.zip" file is not provided for this release. A software upgrade or installation can only be done using the USB key created with the "UNetbootin" software. For further information on preparing the USB key with UNetbootin please see section 3.8.2.1 of the "Unified Communications Module 9.0 Installation and Maintenance" manual.

Note: After the USB key has been prepared with UNetbootin you must manually copy two files from the "USB" folder of the USB key into the root folder of the USB key before starting the upgrade. The two files required to upgrade a UCM to this release are called "avaya_autoupgrade.conf" and "syslinux.cfg". If any copies of the files already exist in the root folder of the USB key they must be overwritten.

Note: Before starting the upgrade please ensure that a backup of the UCM application data exists.

The USB key can now be plugged into the module and the upgrade can now commence. The UCM upgrade process has three phases. The UCM will automatically restart after the completion of phases one and two:

1) UCM software upgrade – Approximately 1 Hour
2) Apply Linux security updates – Approximately 8 Minutes
3) Configure Linux security updates and apply updated SSD Firmware (if required) – Approximately 25 Minutes

Phase 1
During the UCM upgrade process, the module boots from the USB key and installs the software from the USB key. This first part of the upgrade process upgrades the UCM software and takes approximately one hour. During this time the LED's will be alternately flashing green. When the first phase is complete the LED's will turn off and the UCM will then automatically restart.

Phase 2
After restarting, the UCM status LED will be lit (constant green with heartbeat flash). The UCM will then perform the second phase of the upgrade. This applies the Linux security updates and takes approx. 8 minutes. When the second phase is complete the UCM will automatically restart again.

Phase 3
After restarting, the UCM LED's will begin alternately flashing green again. The UCM will then perform the third phase of the upgrade and configure the security updates and upgrade the SSD firmware (if required). This takes approx. 25 minutes. If the UCM SSD firmware was upgraded, the UCM will automatically shut down. In the powered down state all LED's will be OFF and the status LED will only show heartbeat

(occasional flash). The USB key can now be removed from the module. The UCM can then be started remotely using SSA or by pressing the top button on the module.

If the SSD firmware was not required, LED1 and LED2 will be off and the status LED will be lit. The upgrade has completed and the module is running. The USB key can now be removed from the module.

4.9 Avaya E129 SIP telephone upgrade

A firmware upgrade of the E129 SIP telephone is triggered automatically by the IP Office system. The firmware upgrade can take up to 15 minutes. During this procedure the telephone will restart three times. Once initiated the firmware upgrade should not be interrupted. The telephone should not be powered down, disconnected from the network or restarted by the administrator from the SSA.

4.10 Operating System Support

Microsoft Windows XP and Internet Explorer 8 are no longer supported with IP Office applications.

5.0 Video Collaboration support for Branch

Note: Sections 5.0 and 6.0 are specific to IP Office Deployed as a branch gateway of the Avaya Aura core which is referred to as the 'core' or 'Head Quarters -HQ' in the following sections. The Avaya Aura core consists of the following key components:

- Avaya Aura Session Manager (SM)
- Avaya Aura System Manager (SMGR)
- Avaya Aura Communication Manager (CM)

The following documents should be referenced by anyone who is interested in deploying this release of IP Office as a Branch System. The following documents can be downloaded from the Avaya support site:

http://support.avaya.com

Document Number	Title	Use this document to:	Audience
15–604253	Reference Configuration for Avaya IP Office in a Branch Environment	Understand the architecture and network engineering requirements for the solution	• Reference Architects • Solution Architects • Sales Engineers
18-603853	Deploying IP Office as an Enterprise Branch with Avaya Aura® Session Manager	Deploy an IP Office Enterprise Branch	• Implementation Engineers • Solution Architects
03-604053	Deploying IP Office as a Distributed Enterprise Branch in a Communication Server 1000 Environment with Avaya Aura® Session Manager	Deploy an IP Office enterprise branch with CS 1000	• Implementation Engineers • Solution Architects

The following scenarios were tested and certain limitations were identified, which have been documented. In the following text, HQ refers to head-quarters or the main office which has the Aura system installed.

- Inter-branch IP Office Radvision users to Radvision users at the head- quarters/ main office (Branch A <=> HQ)
- Inter-branch IP Office Radvision users to AAC users at the main office (head-quarters)(Branch A <=> HQ)
- Inter-branch IP Office user (Flare) to main office (head-quarters) AAC users (Branch A <=> HQ)
- Inter-branch IP Office Radvision users (Branch A <=> Branch B)
- Inter-branch IP Office Radvision users to Flare user (Branch A Radvision user <=> Branch B Flare user)

Networking scenarios include MCUs (Multiple Conferencing Units) at the Aura core:

- AAC (Avaya Aura Conferencing)
- Elite 6000
- Elite 5000
- Scopia XT5000
- Scopia XT Desktop Server

Endpoints/clients/video systems to be supported include the following:

- Scopia XT5000
- Scopia XT4200
- Scopia VC240
- Aura Flare Experience
- IP Office Flare Experience
- Scopia PC Desktop
- Scopia Mobile

In addition, call flows will include support of a single Session Manager, redundant Session Manager and multiple Session Manager architectures. Please refer to section 8.0 for known issues with this feature.

6.0 Centralized Endpoints

This release of IP Office supports the ability for the 1100 and 1200 telephones SIP 4.4 to register to SM and be an end-user off CM (sunny day) and then during rainy-day, re-register to the IP Office and gain access to a set of survival telephony features to maintain business continuity for the end-user.

Please refer to the document titled Reference Configuration for Avaya IP Office in a Branch Environment Release 9.0.3 15-604253 Issue 2.This document can be downloaded from the Avaya support site:

http://support.avaya.com.

7.0 Product Documentation Notes

The following ammendments have been made to the English language documentation for this release of IP Office:

Manager:

- For the System | Telephony tab, a description has been added for the Digital/Analogue Auto Create User field.
- In the section "Importing and Exporting Settings" the following caution statement has been added:
  "Caution
  If you are working with an offline configuration, templates are stored on the local machine. If you close the Manager application, the templates are deleted."
- For the User | User tab, the following note has been added for the Profile setting:
  In order to use a Power User upgrade license to upgrade an Office Worker or Mobile Worker to a Power User when no additional Office Worker or Mobile Worker licenses are available, you must first set the user Profile to Basic User. This frees up the existing license. Once the user Profile has been set to Basic User, the Power User option is available in the drop down menu.
  If Power User licenses are available, this step is not necessary.
- On the System | Telephony tab, the default value for the Hold Timeout and Park Timeout fields has been changed to Locale specific.

Preferred Edition (VoiceMail Pro):

- In the document Administering VoiceMail Pro, in the section Logging in to the VoiceMail Pro Server, the following statement has been added.
  The Remember Me option will auto login the client only if the client was logged in and was directly closed without logging out.

8.0 Known Issues

Reference Number	Component	Description of Issue	Workaround (if available)
IPOFFICE-60482	**CSV Configuration Tool - IP Office User CSV Configurator.xlsm**	1. Export the user config and create User.csv 2. Update the User.csv with desired name change for extn mapped, and keep the password voicemail code and login code as blank entries. The new user.csv on import removes the previous password, voicemail code and login code entries if imported data has them. Ideally blank entries on import should be treated as no change and previous values should be preserved.	If possible export the user.csv and use the CSV tool to copy this exported data along with missing data - password , voicemailcode and login code. Then recreate export.csv and import.
IPOFFICE-54497	**iPad Flare**	iPad Flare displays upside down avatar(picture) in contact list.	The image is rotating because the Orientation property is set .This is a feature on Apple devices (iPhone, iPad and Mac). The OS is capable of parsing the rotate parameter of the picture and display it accordingly. Workaround: Do not set the Orientation property of the image.
IPOFFICE-56276	**1100/1200 Centralized Branch Users**	11xx/12xx sets configured as centralized branch users, configured to use SRTP, and operating in rainy-day mode: If users either have their primary trunking route fail, or if they have call forwarding set to go over a SIP trunk, they will have no voice path.	The workaround is to use Manager to deselect the "Re-invite Supported" check box for the extension in question in Manager.
IPOFFICE-57124	**Web Manager**	Warning message when accessing the WebMgmt Tab on an IP 500 V2.	The WebMgmt Tab is accessible, but there is a warning message displayed on the Web Manager just after the Administrator logs in. There is no issue with Web Manager.
IPOFFICE-62752	**Web Control on UCM**	In case of the UCM fresh install or USB upgrade to 9.0.3 version, the webcontrol plugin "webcontrol-plugin-hpprocurve" will be installed, even though it is not used.	The plugin will cause no functionality issues. It can be uninstalled.
IPOFFICE-61309	**Virtualized IP Office (OVA)**	If you change the LAN1 IP address from Static to DHCP or vice versa your security database will be reset.	Since doing this type of change invalidates your licenses, this should be avoided. If you do change your LAN1 IP settings make sure to change your security information post changes.
IPOFFICE-59600	**Video Collaboration Support for IP Office Branch**	A user cannot see own video when connected to iView Conference while using Radvision Desktop MAC client	Use Radvision Desktop Windows client if own video is required.
IPOFFICE-59523	**Video Collaboration Support for IP Office Branch**	Second call from XT5000 registered to IP Office and XT4000 registered to Aura fails if configuration of the XT uses name in the DNS field..	Configure IP Address instead of a name in the Proxy DNS Name field in IP Office configuration for the XT5000.
IPOFFICE-59537, IPOFFICE-59564	**Video Collaboration Support for IP Office Branch**	No video when calling between XT5000 registered to IP Office and XT 4200 registered to Aura. No video when calling into an Iview conference hosted on Radvision MCU 64K.	If scenario includes video calls between XT5000 registered to IP Office and XT4200 registered to Aura, please use bit rate no larger than 4096 kbps. Higher bit rates will result in issues in video Same applies (lower bit rate setting) while calling into an Iviewconf hosted on a MCU 6K.
IPOFFICE-60097	**Video Collaboration Support for IP Office Branch**	When calling iView from a Flare Windows device registered to Aura, there is no screen to enter conference pin	Enter the conference pin on hearing the audio prompt without waiting for screen for entering pin.
IPOFFICE-60374	**Video Collaboration Support for IP Office Branch**	Radvision Conference - If an H323 phone is the first to join the waiting room before the conference owner (for a Radvision conference), and the conference owner is a DS phone, the DS phone has no talk path. The issue is only reproducible when Radvision is used, and only when an H323 phone is first placed into the Waiting Room and after that moved into the Conference	Do not let H.323 user be the first to join a Radvision conference if a digital phone user is likely to join later.

9 Assistance

9.1 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.

9.2 Future Service Packs

IP Office Release 9.0 Service Pack 4 is currently scheduled for release on the 29th August 2014. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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