IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.0 Service Pack 7

Avaya is pleased to announce the availability of Service Pack 7 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 7 incorporates new software for:

> IP Office Core Switch 9.0.7.0.983
> IP Office Server Edition 9.0.7.0.983
> IP Office Application Server 9.0.7.0.983
> Preferred Edition 9.0.7.0.2 (also known as Voicemail Pro)
> Unified Communications Module 9.0.7.0.3
> Customer Call Reporter 9.0.7.1
> one-X Portal 9.0.7.0.4
> IP Office Contact Center 9.0.7.8200.1515
> Microsoft Lync Client Integration 6.3.1 build 72
> User CD 4.2(63)

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, IP500 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	9.0.7.0.983
IP Office Manager	9.0.7.0.983
System Monitor	9.0.7.0.983
Upgrade Wizard	9.0.7.0.983
SSA Viewer	9.0.7.0.983
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	R40
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
1603I, 1608I, 1616I Telephone Firmware	1.360A
1603I, 1608I, 1616I Loader (Boot File)Firmware	1.360A
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.3
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.3
9620D01A, 9630D01A Telephone Firmware	3.2.2
9620D01A, 9630D01A Boot Code	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	1.25.2.26
3720 Telephone Firmware	4.3.3
3725 Telephone Firmware	4.3.3
3740 Telephone Firmware	4.3.3
3749 Telephone Firmware	4.3.3
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	7.2.14
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.14
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 – GRBS - DB1 (ISDN RFP) Firmware	R3B 3/80
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.70-A
DECT R4 – WinPDM	3.11.0
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.2.2
DECT D100 – BS_SL Firmware	0.9.6
3641 / 3645 Telephone Firmware	117.058
Avaya Voice Priority Processor (AVPP) Firmware	173.040

Delivered Software or Package	Version
Handset Administration Tool (HAT)	4.1.4.0

The IP Office User CD 4.2(63) includes the following components:

Component	Version
Soft Console	4.2(39)
TAPI2	1.0.0.42
TAPI3	1.0.0.42
Dev Link	1.0.0.5
TAPI Wave Driver	3.0.0.0

Note: New IP Office configurations created with Manager 9.0.7.0.982 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 IP Office 9.0 Service Pack does not contain any new features.

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 9.0.7.0.983 - Resolved field issues

The following field issues have been addressed in IP Office Core and Manager 9.0.7.0.983:

JIRA Number	Description of Issue
IPOFFICE-78849	Contact Recorder; outbound recording not match for search on a single User Extension number
IPOFFICE-79483	Contact Recorder shows the wrong Agent by internal and external outbound calls
IPOFFICE-82921	Internal call to a busy extension produces an SMDR with "Direction = O" and "Is Internal = 0"
IPOFFICE-83361	Callback from the call log is not possible if the call is from an extension that has "Withhold number" enabled.
IPOFFICE-84268	SMDR output different for calls from extension compared to call over SCN
IPOFFICE-81393	No Music on Hold heard while transferring a call and no voice heard when transfer completed.
IPOFFICE-80960	The Number of the Extension that answered the call is reported as being "Restricted"
IPOFFICE-81316	Server Edition System Restart - blind transferred call is answered (all 3 SIP telephones involved are third party)
IPOFFICE-81423	Server Edition System Restart - Back trace implies it is due to a codec negotiation issue
IPOFFICE-81563	Server Edition System Restart - caused when Transfer Complete button pressed on Soft Console
IPOFFICE-82209	Server Edition System Restart - recall a transfer from IP Extn to a SIP Extn that has User Announcements
IPOFFICE-80852	IP500/500v2 System Restart – Issue caused by possible memory leak
IPOFFICE-75846	Server Edition Incoming Call Route fallback destinations do not work
IPOFFICE-84272	IPO SMDR is not showing the incoming dialed DDI number
IPOFFICE-83419	Server Edition System Restart - Inbound call is transferred over originating SIP trunk
IPOFFICE-82610	Call Initiated from windows TAPI, no ring back generated on DECT R4 extension on IPOSE 9.0
IPOFFICE-84903	IPOCC - Call transferred from agent in Topic A to Topic B, the hold button on the UI on the 2nd agent not working
IPOFFICE-85360	IPOCC - Video softphone user calls into a topic, answered by agent, real time reflected incorrectly
IPOFFICE-84904	IPOCC - Calls go to agents VM if they make an outbound call while there is a call alerting on their extension
IPOFFICE-82197	No ring back on forwarded call that crosses multiple nodes to hut group with no users logged in
IPOFFICE-82660	Send original calling party for twinned calls sends invalid number
IPOFFICE-81706	Extra digits added to Caller ID when subsequent mobility call is made to ISDN trunks
IPOFFICE-81696	No speech path on DECT handset when answered - Call hits "FollowMe" and crosses multiple nodes
IPOFFICE-80962	Call transferred from Expansion user to Voicemail gets disconnected after about 10 seconds of silence
IPOFFICE-76403	9611 telephones – auto answer with headset not working intermittently
IPOFFICE-81682	ISDN - In-band progress information not mapped to user when call routed out via ARS with an alternate route
IPOFFICE-83551	Server Edition System Restart – Related to outgoing call on SIP trunk with STUN
IPOFFICE-81390	Resilience: User registers to failover system with an active VMPro Server- Mailbox not found
IPOFFICE-81487	DTMF digits not passed on PRI trunk from H.323 telephones in conference
IPOFFICE-74025	Calls dropped during transfer – Branch related - SIP PRACK timeout
IPOFFICE-81713	Calls dropped by third party application after later very late "TAPI OFFERING" message
IPOFFICE-89329	1600 telephone upgrade issues when using the auto generated "16xxupgrade.txt" file
IPOFFICE-83697	Calls from H.450 Line, traverse SCN nodes, Internal Twinning, No speech path when DECT user answers
IPOFFICE-81424	Intermittently embedded voicemail stops recording when a caller is leaving a message
IPOFFICE-82720	Server Edition System Restart - Occurs when call originator hangs up before transferred call is answered
IPOFFICE-82680	When IP Office reaches its limit of available/configured RTP ports, an alarm should be generated
IPOFFICE-82954	Calls routed across Server Edition SCN to analog station ports receive duplicate DTMF Digits when entered

3.2 Unified Communications Module (UCM) 9.0.7.0.3 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (Voicemail Pro) 9.0.7.0.2 and one-X Portal 9.0.7.0.4. Any fixes declared for these applications are also incorporated into this release of UCM software. This release of UCM software also incorporates a later build of the Solid State Drive (SSD) Firmware upgrade previously documented in IP Office Technical Tip 268 and Product Support Notice PSN004257. It also incorporates the updated Linux shell – "bash", documented in IP Office Technical Tip 271.

3.3 Preferred Edition (Voicemail Pro) 9.0.7.0.2 - Resolved field issues

The following field issues have been addressed in Preferred Edition (Voicemail Pro) 9.0.7.0.2:

JIRA Number	Description of Issue
IPOFFICE-83712	Unable to perform an SFTP connection test using Linux as the SFTP destination
IPOFFICE-84684	Server Edition Voicemail Pro stopped – related to forwarding private messages
IPOFFICE-86895	'Reply to' feature not working from UMS Exchange integrated Voicemail
IPOFFICE-85684	Contact Recorder search results display the end of the call time not the start
IPOFFICE-75702	Users set to locale of Spanish hear their own greeting when forwarding messages
IPOFFICE-81335	Messages that are created from a different users telephone are incorrectly labelled
IPOFFICE-87015	Unable to record greetings from users telephone after upgrading UCM to 9.0.6
IPOFFICE-80909	VMPro Service stopping after upgrade – Related to UMS
IPOFFICE-83781	VMPro Client Voice Recording remote server Test Connection shows failure when connection is OK
IPOFFICE-83870	Contact Store Displays the creation date/time of the message WAV file as "StartTime"

3.4 Customer Call Reporter 9.0.7.1 - Resolved field issues

The following field issues have been addressed in Customer Call Reporter 9.0.7.1:

JIRA Number	Description of Issue
IPOFFICE-81977	CSR grouped by "Day" with a month of data - Difference in the Average Answer Time values
IPOFFICE-78261	Unable to run ATC report for certain dates, possible OS specific issue
IPOFFICE-81219	Sample Trace reports will not generate data unless Saturday and Sunday are included
IPOFFICE-80871	Calls Waiting indicator remains at zero while timer increases
IPOFFICE-81095	Call Summary Report text not displayed correctly in German language
IPOFFICE-81362	Call Summary Report shows data in counter clockwise manner

3.5 one-X Portal 9.0.7.0.4 - Resolved field issues

The following field issues have been addressed in one-X Portal 9.0.7.0.4:

JIRA Number	Description of Issue
IPOFFICE-81037	one-X Portal service becomes unusable after saving the configuration
IPOFFICE-83634	Logon into Telecommuter mode while user is already logged on results in "error occurred on the server"
IPOFFICE-83349	one-X Portal stops responding – users unable to logon, service has to be restarted
IPOFFICE-75376	Changing extension number in Manager is not reflect in one-X Portal server
IPOFFICE-83271	Client incorrectly shows DECT Users in ringing state – service restart required
IPOFFICE-84386	Unable to delete System Contacts added to one-X Portal Console via the Administrator Web Interface
IPOFFICE-84340	During call with deskphone, one-X Portal User placed on-hold when user clicks Voicemail tab
IPOFFICE-81901	Outlook plug-in dialing rules add "00" when selecting entry from an incoming call

3.6 Applications Server 9.0.7.0.983 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (Voicemail Pro) 9.0.7.0.2, one-X Portal 9.0.7.0.4 and Contact Recorder 9.0.6.2. Any field related fixes in these releases will also be incorporated into this release of the Applications Server. This release also includes the updated the updated Linux shell – "bash" documented in IP Office Technical Tip 271.

3.7 Server Edition 9.0.7.0.983 – Resolved field issues

The following field issues have been addressed in this release of Server Edition:

JIRA Number	Description of Issue
IPOFFICE-79364	Server Edition VNC application no longer works in 9.0.3 and 9.0.4
IPOFFICE-86721	Server Edition: Kernel Panic after upgrading from 9.0.2 to 9.0.5
IPOFFICE-83483	Service User accounts issue using Web Manager
IPOFFICE-82681	After applying CP, Web Control shows warning that updated version is available
IPOFFICE-82198	Web Management cannot edit or create a new user
IPOFFICE-83813	Web Manager - Daily scheduled backup only runs once

This release of IP Office Server Edition consists of IP Office core software 9.0.7.0.983, Preferred Edition (Voicemail Pro) 9.0.7.0.2, one-X Portal 9.0.7.0.4 and Contact Recorder 9.0.6.2. Any field related fixes in these releases will also be incorporated into this release of Server Edition. This release also includes the updated the updated Linux shell – "bash" documented in IP Office Technical Tip 271.

3.8 IP Office Contact Center 9.0.7.8200.1515 – Resolved field issues

The following field issues have been addressed in IP Office Contact Center (IPOCC) 9.0.7.8200.1515:

JIRA Number	Description of Issue
PHOENIX-3212	Wrap-Up time not applied at the end of an outgoing external call from a Softphone agent
PHOENIX-3222	Cannot configure or run reports when Windows Server has DST enabled

PHOENIX-3208	IVR Editor Check Time Periods values decrement by one hour when element is saved on a PC set to auto DST
PHOENIX-3216	Intermittent DTMF issue when calling into an IVR
PHOENIX-3198	Calls not presented to Agents - IPOCC server returns SIP 606
PHOENIX-3184	When transferring a call with IPOCC UI as a consultation to a topic the call will alert past the first agent
PHOENIX-3211	RTP streaming issue with announcement playing on Windows 2012 R2
PHOENIX-3210	IPOCC stops processing calls and all agents are logged out after a TCP Connection error 104
PHOENIX-3207	IPOCC UI - Incorrect call direction indication on an outgoing ACD call from a Softphone agent
PHOENIX-3194	Intermittent JOB Code display on call wrap-up causes agent to have to log off and back on to take new calls
PHOENIX-3182	When generating a report in file view, if the data takes too long it will generate an SQL error in the Service Window
PHOENIX-3203	Long delay reported when using IVR for Dial By Name when using WAV files compared to TTS
PHOENIX-3182	When generating report by double clicking in file view, if the request takes too long it will generate an SQL error
PHOENIX-3186	When under load the Still Queued Message does not play, the initial queued message is played again
PHOENIX-3189	When IPOCC Server or watchdog process is stopped and restarted Historical Report Data is lost
PHOENIX-3191	wrong media path: customer hears waiting announcement during conversation
PHOENIX-3192	IPOCC task flow randomly stops working and needs a restart to restore service
PHOENIX-3196	Callers are stuck in IVR script and are not transferred to agents
PHOENIX-3199	Taskserver process stopped (error xC0000005) all agents shown as disconnected
PHOENIX-3205	IPOCC stops playing announcements at the very start of the Auto Attendant IVR
PHOENIX-3213	IPOCC Statistic Scheduler does not start automatically after the Windows Server is restarted
PHOENIX-3214	IPOCC - CDR Reports are incorrect by approximately eight hours
PHOENIX-3271	Contact Detail Reports - The call wait time is incorrectly calculated if call not answered at the first agent
PHOENIX-3383	IPOCC - Randomly agents are signed off from agent groups
PHOENIX-3483	Call stuck in real-time topic if external caller clears at the moment IPOCC attempts to transfer the call to an agent
PHOENIX-3524	Break time codes are incorrectly displayed after being added
PHOENIX-3661	At DST change the configured "Block Times" did not update causing the Topic to accept calls 1 hour later

3.9 IP Office User CD 4.2(63) – Resolved field issues

The following field issue is addressed in Soft Console 4.2(39):

JIRA Number	Description of Issue
IPOFFICE-80907	Number dialed display shows incorrect number when transferring a call to an user with DND set

3.10 Microsoft Lync Client Integration Software – Resolved field issues

The following field issues have been addressed in Microsoft Lync Client Integration Software 6.3.1 build 72:

JIRA Number	Description of Issue
IPOFFICE-80311	Lync Integration stops with "Server or connection to the server is down"
IPOFFICE-80391	Lync Add-In is unable to end the call

IPOFFICE-81389	Unable to answer ringing call via Lync Add-In
IPOFFICE-80977	Lync Integration restarts when PC comes out of "Sleep" mode
IPOFFICE-80812	Lync Add-In does not attempt to re-connect if the one-X Portal service was restarted

4 Technical Notes

4.1 Upgrading IP Office IP500/IP500 V2 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 IP500 V2	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/IP500 V2 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 9.0.7.0.982 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.0.7.0.982 release with an earlier version of Manager:
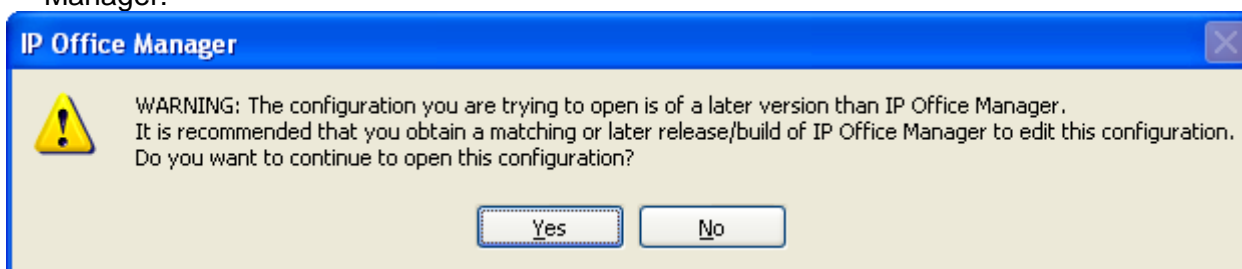
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled

before installing 9.0.7.0.982. 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 9.0.7.0.2 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 9.0.7.0.2 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:

<p align="center">VM_TRUNCATE_TIME=x</p>

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:
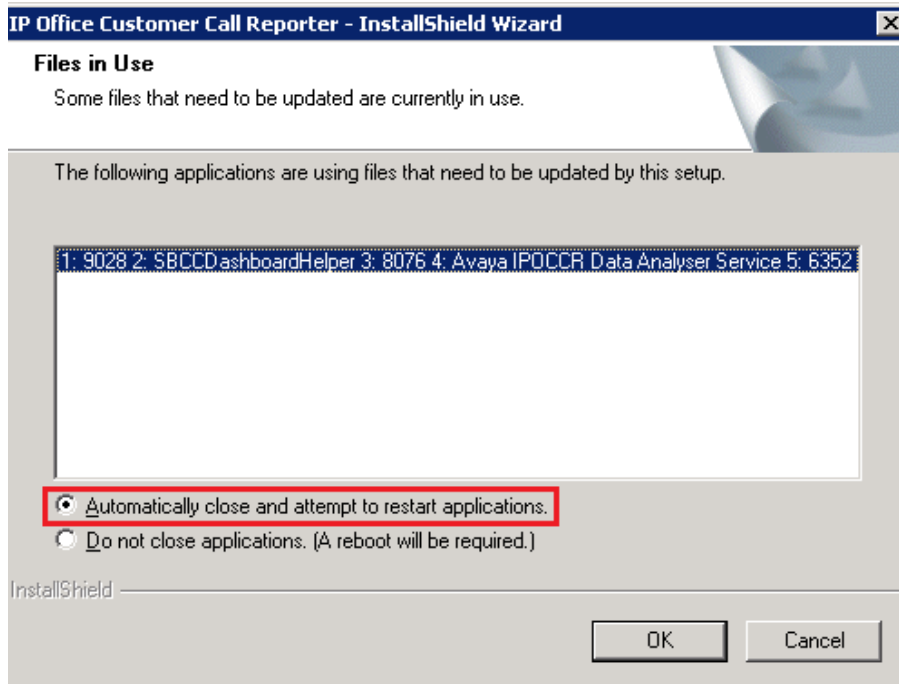
If this is displayed during the upgrade ensure that the highlighted option is selected and then click "OK". The upgrade will then continue as normal.

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

This release of Server Edition and Applications Server does not contain a newer version of Contact Recorder over the previous Service Pack. If you have upgraded from Service Pack 6 the reported version of Contact Recorder will be 9.0.6.2.

If upgrading from a release of 9.0 prior to Service Pack 3 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.

Note: This step is not necessary if upgrading from Service Pack 3 and above to this release. The necessary Linux security updates have already been applied.

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 contains a later build of the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 268 and Product Support Notice PSN004257. In addition, this release also contains the updated Linux shell – "bash" documented in IP Office Technical Tip 271:

http://support.avaya.com/css/P8/documents/101002201

If upgrading the UCM from Service Pack 3 and above the "upgrade.zip" file can used to upgrade to the Service Pack 6 release. It will then be necessary to apply the updated Linux "bash" if this has not been applied previously.

Note: If upgrading the UCM from a release prior to 9.0 Service Pack 3 the .ISO file must be used. The Web Control Panel and "upgrade.zip" file cannot be used to upgrade to 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.

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 Upgrade Instructions for IP Office Contact Center (IPOCC) 9.0.7.8200.1515

The following process can be used to upgrade an IPOCC server and client PC's to the 9.0.7.8200.1515 release.

Note: Please ensure that a backup of the IPOCC configuration exists before upgrading.

Note: The IPOCC Database System Administrator (SA) account password will need to be entered during the upgrade process.

1) Unzip the IPOCC 9.0.7.8200.1515 .ISO file to a temporary folder on the IPOCC Server.
2) Close all instances of IPOCC User Interface running from the IPOCC server and all Client PC's.
3) Before an upgrade can take place all IPOCC Server processes have to be stopped. To stop all IPOCC components open "Administrative Tools" -> "Services", select "IPOCC Watchdog" and stop this service.
4) Observe the components in "TTConsole". The left hand panel shows the running processes. This may be different to what is shown in "TTDisplay" for some Java processes. If a hanging process is identified in TTConsole note the PID of this process which is shown in the left hand panel of TTConsole, go to the Windows Task Manager and stop the process with this PID.
5) Start SetupWizard (in folder \Server\IP Office Contact Center)
6) Click Update.
7) After the upgrade has completed restart the server PC.

8) To upgrade the IPOCC User Interface on client PC's, copy and run the "Contact Center User Interface.msi" file found in the "Server\IP Office Contact Center\Setups\" folder.

9 Assistance

9.1 Documentation and Software

IP Office Release 9.0 software can be downloaded using the following link to the Avaya Support web site:

http://support.avaya.com

All IP Office product documentation is available from the IP Office Knowledgebase:

http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html

9.2 Future Service Packs

IP Office Release 9.0 Service Pack 8 is currently scheduled for release on the 28th August 2015. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

https://support.avaya.com/css/P8/documents/100067004

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