IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 4

Avaya is pleased to announce the availability of Service Pack 4 for IP Office Release 9.1 software. This is a scheduled Service Pack addressing a number of issues found in the IP Office 9.1 GA releases.

1 Overview

IP Office Release 9.1 Service Pack 4 incorporates new software for:

    IP Office Core Switch 9.1.4.0.137
    IP Office Server Edition 9.1.4.0.137
    IP Office Application Server 9.1.4.0.137
    Preferred Edition 9.1.4.0.7 (also known as VoiceMail Pro)
    Unified Communications Module 9.1.4.0.137
    one-X Portal 9.1.4.0.24
    Microsoft Lync Client Integration 6.3.2 build 10
    SoftConsole 9.1.4.0.6
    Avaya Communicator for Windows 2.0.3.33

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 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	9.1.4.0.137
IP Office Manager	9.1.4.0.137
System Monitor	9.1.4.0.137
Upgrade Wizard	9.1.4.0.137
SSA Viewer	9.1.4.0.137
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1

Delivered Software or Package	Version
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 (Mac)	4.1.1.2.CE4112c
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)	6.6.0.29_V474
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.0.29_V474
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V24r26
1120E 1140E 1220 1230 Telephone Firmware	04.04.18.00
E129 SIP Telephone Firmware	1.25.2.26
E159, E169 SIP Telephone Firmware	8.25.2
B179 Conference Telephone Firmware	2.4.0.23
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	1.2.3
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 9.1.4.0.137 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:

<div align="center">
pp_avaya_3711_91_24_31_04.exe
up_avaya_3711_91_24_31_04.exe
</div>

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 supports a new Server Edition hardware platform, the Dell PowerEdge 630 server.

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 9.1.4.0.137 - Resolved field issues

The following field issues have been addressed in IP Office Core and Manager 9.1.4.0.137:

JIRA Number	Description of Issue
IPOFFICE-88388	System Restart IP500V2 - Mobility/Twinning and VMPro transfer scenario
IPOFFICE-97069	Mobile twinning and FNE features failing following upgrade from 9.0.1 to 9.1.2
IPOFFICE-90601	System Restart SE – VoiceMail related interaction
IPOFFICE-96168	System Restart IP500V2 – Possibly related to paging or recorded conference
IPOFFICE-87931	Faxes from third party fax software not working reliably after upgrade to 9.1 software
IPOFFICE-97455	SCN calls experience no audio after a period of time, cleared by a primary server restart
IPOFFICE-84299	System Restart SE – Related to VMPro Visual Voice interaction
IPOFFICE-95963	Manager Option to change ATM16 Trunk Type to Ground Start unavailable

IPOFFICE-90393	System Restart SE - Caused by transferring a call on hold using the IPOCC UI
IPOFFICE-93512	System Restart IP500V2 Expansion System – Related to call scenario involving VoiceMail
IPOFFICE-97976	System Restart IP500V2 – Related to Network Address Translation (NAT)
IPOFFICE-93391	Windows Communicator - call log timestamps revert to GMT if related hardphone is logged out
IPOFFICE-93816	CLI reported by ATM16 is incorrect (CLI reported is a summation of the Called+Calling Party number
IPOFFICE-96881	Server Edition became unresponsive causing call processing to stop
IPOFFICE-88359	DTMF issues over SCN for T7316E sets
IPOFFICE-94548	9.1 Manager cannot set the Syslog server address
IPOFFICE-88210	Manager 9.1 does not allow a valid PLDS license to be uploaded
IPOFFICE-93859	Manager 9.1: Hunt Group/Fallback destination should apply only to Hunt Group for pre-9.1
IPOFFICE-94331	Voicemail Time Stamp incorrect when user is created without an extension
IPOFFICE-97734	System Restart SE - Occurs when merging the H.323 National Prefix option when a call is in progress
IPOFFICE-93767	Unable to outcall when in Basic Edition with Intercom button defined as first option
IPOFFICE-90393	System Restart SE - Caused by transferring a call on-hold using the IPOCC UI

3.2 Unified Communications Module (UCM) 9.1.4.0.137 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.1.4.0.7, one-X Portal 9.1.4.0.24 and Contact Recorder 9.1.3.0. Any fixes declared for these applications are also incorporated into this release of UCM software.

This release of UCM also resolves the issue using of Firefox (v39+) and Chrome (v45+) browsers with Web Manager.

3.3 Preferred Edition 9.1.4.0.7 - Resolved field issues

This release of Preferred Edition (VoiceMail Pro) contains the following field related fix:

JIRA Number	Description of Issue
IPOFFICE-98198	VMPro Speak Text action adding double quotes to the start and end of a variable
IPOFFICE-96989	VMail to email, failure on AUTH LOGIN after upgrade from 9.0.4 to 9.1.2
IPOFFICE-92590	VB script successful execution raises SNMP alarm

3.4 one-X Portal 9.1.4.0.24 - Resolved field issues

This release of one-X Portal contains no field related fixes.

JIRA Number	Description of Issue
IPOFFICE-97061	Error message displayed when attempting to logon with "Login my phone" option
IPOFFICE-95986	User page configuration-> Notification does not work on Internet Explorer 11
IPOFFICE-93860	Unable to dial from Outlook plug-in if dialing rules applied with "Length of internal extensions" (3,4)
IPOFFICE-92287	The one-X Portal plug-in loses connectivity to server intermittently

IPOFFICE-92049	DSML provider not starting correctly -> 99% CPU utilization

3.5 Applications Server 9.1.4.0.137 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.1.4.0.7, one-X Portal 9.1.4.0.24 and Contact Recorder 9.1.3.0.1. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

This release of Applications Server also resolves the issue using Firefox (v39+) and Chrome (v45+) browsers with Web Manager.

3.6 Server Edition 9.1.4.0.137 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-95768	SIP calls do not have speech path present
IPOFFICE-97335	No talk path when VoiceMail or Auto Attendant are called
IPOFFICE-88727	Duplicated DTMF Digits being presented to External Analog IVR Ports
IPOFFICE-96776	The Web Manager User Search feature only works when on page 1
IPOFFICE-96825	Unable to create a Web Manager user template that has a "Power User" Profile.
IPOFFICE-95202	LDAP Active Directory Integration does not have a corresponding field for sAMAccountName
IPOFFICE-91845	Unable to change configuration parameters with Web Manager
IPOFFICE-95751	Unable to select user when configuring "Call Pickup Members and Call Pickup Group" button
IPOFFICE-93615	Randomly Web Manager does not display all the users configured or searched for
IPOFFICE-93614	Unable to program User buttons using Web Self Administer.
IPOFFICE-95767	List of line groups/ARS tables when configuring User Dial short code using Web Manager is incomplete
IPOFFICE-94474	System Restart - When using Web Manger to make changes to System Users
IPOFFICE-97080	SE running on Dell server with 4 x LAN ports experience changes to network settings
IPOFFICE-98408	Tomcat manager webpage is visible
IPOFFICE-99007	Applications Server / Server Edition- Retrieving logs may cause R620 Server to restart

This release of IP Office Server Edition consists of IP Office core software 9.1.4.0.137, Preferred Edition (VoiceMail Pro) 9.1.4.0.7, one-X Portal 9.1.4.0.24 and Contact Recorder 9.1.3.0.1. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

This release of Server Edition also resolves the issue using Firefox (v39+) and Chrome (v45+) browsers with Web Manager.

3.7 SoftConsole 9.1.4.0.6 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-93727	Parking a call causes issues with the directory entry properties button
IPOFFICE-96697	SoftConsole intermittently disconnects from the IP Office
IPOFFICE-89938	SoftConsole stops responding, running on IP Office 9.1.0

3.8 Microsoft Lync Client Integration 6.3.2 build 10 – Resolved field issues

The following field issues have been addressed in this release of Lync Client:

JIRA Number	Description of Issue
IPOFFICE-83373	Plug-in presenting an incoming call twice when Mobile Twinning is enabled on the target user

3.9 Avaya Communicator for Windows 2.0.3.33 – Resolved field issues

The following field issues have been addressed in this release of Avaya Communicator for Windows:

JIRA Number	Description of Issue
IPOFFICE-95199	No Presence information on Avaya Communicator
IPOFFICE-93285	one-X becomes unusable every two hours
IPOFFICE-93606	Communicators loose connectivity to Presence server – unable to use directory
IPOFFICE-97866	one-X Portal service on Applications server stops – related to Communicator interaction

4 Technical Notes

4.1 Upgrading IP Office IP500 V2 core software

When upgrading to Release 9.1 from a previous release an upgrade license is required. It is recommended that the IP Office Release 9.1 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 9.1.

Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 9.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible in the license summary, an Essential Edition license must be purchased and installed prior to attempting the 9.1 upgrade.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 9.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
All modules	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
IP500 V2	8.1.1.0 and later	-	Load 9.1
All modules	8.1.1.0 and later	-	Load 9.1

Note: IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 9.1. This will expand the loader to accommodate the 9.1 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 9.1; otherwise the system will require a 9.1 upgrade license despite being "new".

For further information please see the "Upgrading Systems" section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

4.2 Upgrading IP Office Administration

Earlier releases of IP Office 9.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 9.1.4.0.137 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.4.0.137 release with an earlier version of Manager:
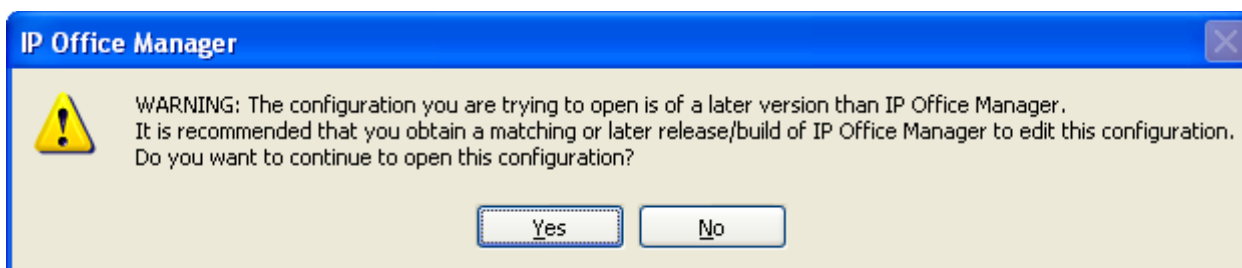
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 9.1.4.0.137. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 (VoiceMail Pro)

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 8.0 GA to upgrade directly to 9.1. Previous versions must be upgraded to 8.0 first, before upgrading to 9.1.

The Preferred Edition 9.1.4.0.7 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 9.1.4.0.7 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.

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.

4.5 Upgrade instructions for IP Office one-X Portal

The IP Office one-X Portal server must be running a minimum software level of 8.0 to upgrade to 9.1. Any previous versions must be upgraded to 8.0 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.

4.6 Upgrade Instructions for Server Edition and Applications Server

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 3 the reported version of Contact Recorder will be 9.1.3.0.1

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from Release 8.1 and above. For further information about upgrading please refer to "IP Office Application Server 9.1 Installation and Maintenance" and the "Upgrading" section of the "Deploying IP Office Platform Server Edition Solution" manual

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

To upgrade a UCM to 9.1 Service Pack 4 from release 9.0 and below the "USB Upgrade" method must be used. Zip files are no longer made available to upgrade between 9.1 releases.

To upgrade a UCM to 9.1 Service Pack 4 from an earlier 9.1 GA release the "Web Management Upgrade" method is recommended. The issue documented in section 4.8 of Technical Bulletin 180 has been resolved. The "USB Upgrade" method can also be used.

For further information about upgrading the UCM please refer to section 3.8 "Upgrading" of the "Installing and Maintaining the Unified Communications Module" manual.

4.8 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.

5 Assistance

5.1 Software and Documentation

Release 9.1 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

5.2 Future Service Packs

IP Office Release 9.1 Service Pack 5 is currently scheduled for release on the 27th November 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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