AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 7

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

> IP Office Core Switch 9.1.7.0.163
> IP Office Server Edition 9.1.7.0.163
> IP Office Application Server 9.1.7.0.163
> Preferred Edition 9.1.7.0.5 (also known as VoiceMail Pro)
> Unified Communications Module 9.1.7.0.163
> one-X Portal 9.1.7.0.21
> SoftConsole 9.1.7.0.4
> Avaya Communicator for Windows 2.0.3.45
> Avaya Communicator for Microsoft Lync 6.4.0 Build 2

Note: The Avaya Microsoft Lync client integration software has been rebranded to "Avaya Communicator for Microsoft Lync".

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	9.1.7.0.163
IP Office Manager	9.1.7.0.163
System Monitor	9.1.7.0.163
Upgrade Wizard	9.1.7.0.163
SSA Viewer	9.1.7.0.163
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1

Delivered Software or Package	Version
4601, 4602 Telephone Firmware	2.3
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	R46
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R59
9504 / 9508 Loader (Boot File) Firmware	R17
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	1.380B
1603I, 1608I, 1616I Loader (Boot File)Firmware	1.380B
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.5
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.5
9620D01A, 9630D01A Telephone Firmware	3.2.2
9620D01A, 9630D01A Boot Code	3.2.2
9621 / 9641 Telephone Firmware (Application file)	6.6.1.15_V474
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.1.15_V474
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V25r10
1120E 1140E 1220 1230 Telephone Firmware	04.04.23.00
E129 SIP Telephone Firmware	1.25.2.26
E159, E169 SIP Telephone Firmware	8.25.2
B179 Conference Telephone Firmware	2.4.1.5
3720 Telephone Firmware	4.3.24
3725 Telephone Firmware	4.3.24
3740 Telephone Firmware	4.3.24
3749 Telephone Firmware	4.3.24
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	7.2.24
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.24
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	4.1.1
DECT R4 – WinPDM	3.12.0
DECT R4 – Rack Charger Firmware	2.0.6
DECT R4 – Advanced Charger Firmware	2.0.6
DECT D100 – BS_MS Firmware	1.2.5
DECT D100 – BS_SL Firmware	0.9.6

Delivered Software or Package	Version
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 9.1.7.0.163 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

There are no new features included in this Service Pack.

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 9.1.7.0.163 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-104848	DECT R4 in call [More] menu has options with invalid characters
IPOFFICE-103258	SMDR output should not show internal conference as call type "Outgoing external call"
IPOFFICE-105507	ACW - Merging a configuration change from Manager triggers the missed call indicator
IPOFFICE-106378	Caller hears clipped VMPro announcements over SIP Trunk
IPOFFICE-105933	The Call Intrude feature is allowed when a Hunt Group extension number is specified

IPOFFICE-106550	System Restart IP500 V2: - Related to routing outbound call over ISDN-PRI trunk
IPOFFICE-103859	LDAP does not decode Chinese names correctly
IPOFFICE-101567	one-X Portal Outlook Plug-in user cannot re-join conference after exit
IPOFFICE-105063	Hunt Group Enable button will not function after the SCN recovers
IPOFFICE-104770	IP telephones stop responding – possibly related to system CPU resources
IPOFFICE-104882	System Restart IP500 V2 - SIP telephones attempting to negotiate different rx_payload values
IPOFFICE-102802	System Restart IP500 V2 - TAPI related interaction
IPOFFICE-107106	Busy not presented to caller - ACW user already has mobility call in progress
IPOFFICE-106773	System Restart IP500 V2 – Possibly related to system resources
IPOFFICE-107304	Cannot target IPOCC Topic short code after upgrade to 9.1.5 – "Not Permitted from Forward"
IPOFFICE-107786	Visual Voicemail displays "Busy" indefinitely when message button is pressed
IPOFFICE-107902	IP Office will not recognize renewal of WebLM licenses until restarted
IPOFFICE-104042	one-X Portal call log time offset issue when in telecommuter mode
IPOFFICE-107428	System Restart IP500 V2 Possibly related to merging configuration
IPOFFICE-106477	one-X Portal call log time offset issue for missed hunt group call
IPOFFICE-108024	Visual Voicemail display stays at "Busy" occasionally when message button is pressed
IPOFFICE-83948	System Restart IP500 V2 – Related to Call Park and user logging on and retrieving call
IPOFFICE-106129	Issue with Contacts if Personal Directory is full
IPOFFICE-105931	System Restart IP500 V2 possibly related to a change is made from Web Manager
IPOFFICE-105152	Centralized call log with log missed hunt group calls causes 2 entries in call log of phones
IPOFFICE-105575	Log Missed Hunt Group Calls under User is missing
IPOFFICE-106431	System Restart IP500 V2 Related to configuration changes
IPOFFICE-105272	Manager 9.1 – Unable to upgrade a system running release 8.1
IPOFFICE-103726	Manager warning incorrect - "number of non-Avaya IP extensions configured exceeds the number licensed"
IPOFFICE-105116	Manager - Error displayed for default MAC address in D160 line entry
IPOFFICE-102303	Copying and pasting a Hunt Group in a IP500 V2 Expansion results in a copy of a HG from the solution
IPOFFICE-107522	Opening customer configuration does not show any groups under User -> Group Membership tab
IPOFFICE-104879	Manager - confirm password fields are erased when selected
IPOFFICE-106116	Manager - Editing large customer configuration takes a long time and consumes large amount of PC memory
IPOFFICE-104167	Manager is incorrectly detecting the SBM24 as BM32 button modules
IPOFFICE-105466	System Restart IP500 V2 after a configuration merge
IPOFFICE-107774	Opening customer configuration does not show any groups under User -> Group Membership tab
IPOFFICE-104851	Basic Edition ATM4U V2 lines intermittently enter a locked state
IPOFFICE-104556	Transfer error displayed on Avaya Communicator although transfer is successful
IPOFFICE-105067	SIP Silence Suppression message formatting incorrect
IPOFFICE-104725	SSA tool messages SSI error by clicking on extension view

3.2 Unified Communications Module (UCM) 9.1.7.0.163 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.1.7.0.5, one-X Portal 9.1.7.0.21 and Contact Recorder 9.1.6.0.1. Any fixes declared for these applications are also incorporated into this release of UCM software.

The following field issue has also been addressed in this release of UCM software:

JIRA Number	Description of Issue
IPOFFICE-105658	Upload of SP5 to UCM fails at 87% with error "Insufficient space on device"

3.3 Preferred Edition 9.1.7.0.5 - Resolved field issues

The following field issues have been addressed in this release of Preferred Edition (VoiceMail Pro):

JIRA Number	Description of Issue
IPOFFICE-106770	Intermittent errors in message waiting notification for UMS Exchange integration
IPOFFICE-107757	VMPro service stops when UMS is configured with EWS
IPOFFICE-108106	UMS user marking a message as read in one-X Mobile, state not updated in Exchange or telephone
IPOFFICE-103386	The same message is being played when accessing Voicemail in TUI for VMPro UMS Exchange setup
IPOFFICE-107541	VMPro client authentication "Invalid user/password" on Windows 7

3.4 one-X Portal 9.1.7.0.21 - Resolved field issues

The following field issues have been addressed in this release of one-X Portal:

JIRA Number	Description of Issue
IPOFFICE-105319	Call Assistant Hotkeys cannot be disabled when running on a German OS
IPOFFICE-106564	Call Log and Messages gadgets not populated when opened from Call Assistant
IPOFFICE-107771	Multiple pop ups are displayed on - one-X Portal Outlook Plug-in
IPOFFICE-106530	oneX Portal users cannot delete hunt group messages
IPOFFICE-106595	Incorrect name format for the "To" field in the voicemail gadget
IPOFFICE-103697	Unable to play VM messages if a public IP Address is entered into the Network Topology Tab in LAN1
IPOFFICE-105244	one-X portal does not populate voicemail information in the voicemail gadget for UMS users

3.5 Applications Server 9.1.7.0.163 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.1.7.0.5, one-X Portal 9.1.7.0.21 and Contact Recorder 9.1.6.0.2. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.6 Server Edition 9.1.7.0.163 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-107195	Scheduled upgrade not shown in "Scheduled Jobs Details"
IPOFFICE-107717	Web Manager - User directory synchronization with LDAP fails if provisioning rule has a user template
IPOFFICE-104051	Configuration changes merged in using Manager not reflected in Web Manager
IPOFFICE-107256	On-Boarding issue - Error: Internal program error. 19999: "ShortCode"
IPOFFICE-106567	Unable to upgrade IP500 V2 Expansion System
IPOFFICE-106758	Conferencing two external parties with internal extension not working when Account Code is used.
IPOFFICE-107758	Web Manager create archive does not generate one-X Portal logs
IPOFFICE-104479	Unable to access Linux Administrator account with Referred Authentication disabled
IPOFFICE-105474	Server Edition stops responding, possibly related to USB device
IPOFFICE-102121	FNE32 call has no speech in either direction if trunks are on Expansion and user is on the Primary
IPOFFICE-105185	Incorrect CLI displayed if authorization code is used for user on Primary system
IPOFFICE-104705	E129 telephones not re-registering after Server Edition restart
IPOFFICE-105406	VMware tools service does not start automatically after upgrade

This release of IP Office Server Edition consists of IP Office core software 9.1.7.0.163, Preferred Edition (VoiceMail Pro) 9.1.7.0.5, one-X Portal 9.1.7.0.21 and Contact Recorder 9.1.6.0.2. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.7 SoftConsole 9.1.7.0.4 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-106986	Ring Back and Voicemail options are greyed out
IPOFFICE-107476	Hunt Group queue mode displays incorrect "Longest Waiting Time"

3.8 Avaya Communicator for Windows 2.0.3.45 – Resolved field issues

The following field issue has been addressed in this release of Avaya Communicator for Windows:

JIRA Number	Description of Issue
IPOFFICE-107150	"Unrecoverable error" displayed - ACW 2.0.3.37

4 Known Issues

4.1 LDAP configured as Directory Source

Customers using LDAP, configured in "Directory Services" within the configuration, are advised they must apply a Critical Patch (CP) after upgrading to the Service Pack 7 release. The CP, 9.1.7.1.1, must be applied to IP500 V2 and Server Edition systems and is available with the Service Pack 7 software downloads.

5 Technical Notes

5.1 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 9.1.7.0.163 release, the Administration suite must also be upgraded. The following message will be displayed if

attempting to access a system running the 9.1.7.0.163 release with an earlier version of Manager:
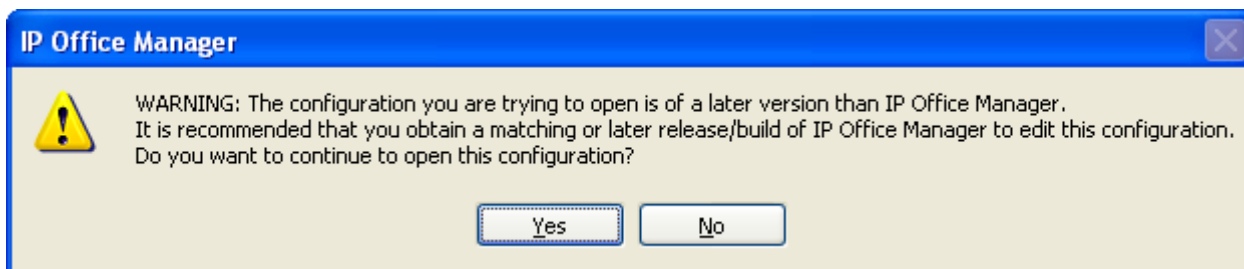
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 9.1.7.0.163. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 9.1.7.0.5 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 9.1.7.0.5 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 new 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 9.1.6.0.2

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)

This release of UCM software does not contain a new version of Contact Recorder over the previous Service Pack. If the UCM has been upgraded from Service Pack 6 the reported version will be 9.1.6.0.2

To upgrade a UCM to 9.1 Service Pack 7 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 7 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.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

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 8 is currently scheduled for release on the 26th August 2016. 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

Issued by:
Avaya SME Customer Product Engineering Support
Contact details:-

EMEA/APAC   *NA/CALA*

Email: gsstier4@avaya.com   *Email: IPONACALAT4@avaya.com*

Internet: http://www.avaya.com
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