AVAYA

IP Office Technical Bulletin

Bulletin No: 195

Release Date: 26 August 2016

Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 8

Avaya is pleased to announce the availability of Service Pack 8 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 8 incorporates new software for:

> IP Office Core Switch 9.1.8.0.172
> IP Office Server Edition 9.1.8.0.172
> IP Office Application Server 9.1.8.0.172
> Preferred Edition 9.1.8.0.9 (also known as VoiceMail Pro)
> Unified Communications Module 9.1.8.0.172
> one-X Portal 9.1.8.0.13
> SoftConsole 9.1.8.0.1
> Avaya Communicator for Windows 2.0.3.55
> Avaya Communicator for Microsoft Lync 6.4.0.2.6

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	9.1.8.0.172
IP Office Manager	9.1.8.0.172
System Monitor	9.1.8.0.172
Upgrade Wizard	9.1.8.0.172
SSA Viewer	9.1.8.0.172
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
3745 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	1.2.7

Delivered Software or Package	Version
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 9.1.8.0.172 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 Service Pack contains support for the new DECT R4 3745 handset.

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 9.1.8.0.172 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-106717	Call to user with Forward On Busy enabled is not rejected when CAC for location is reached
IPOFFICE-109173	ARS attempts 1st route, 2nd and then 1st again before routing to alternate ARS
IPOFFICE-109642	DND button on 1416 telephone does not light when agent status changes to Busy Not Available
IPOFFICE-109985	Embedded Voicemail disconnects User when listening to Greeting menu after 30 seconds of silence

IPOFFICE-107557	Speed Dial short code not working when used with a directory entry containing brackets
IPOFFICE-107920	Account Code display changes after upgrading to 9.1.6
IPOFFICE-105241	Message Waiting Indication not working for Hunt Group in SCN, related to Visual Voice
IPOFFICE-106429	Setting group Out of Service to a user, not a HG causes issues with voicemail message destination
IPOFFICE-107646	ACCS calls that have been transferred are shown as internal
IPOFFICE-109600	Music On-Hold intermittently stops playing over SIP Trunks
IPOFFICE-108130	Conference Meet-me does not work for User configured on Expansion with a PIN number
IPOFFICE-109917	System Restart 500 V2: SIP Extension dialogue
IPOFFICE-110365	System Restart 500 V2: Memory related issue caused by SIP trunk activity
IPOFFICE-107660	When calling a group over SCN, if the call is not answered the voicemail destination is incorrect
IPOFFICE-107657	Setting Out of Service destination from group to local user, call goes directly to voicemail
IPOFFICE-107397	Missed call from SIP trunk that does not use Display Name shows in call log as " number@ip"
IPOFFICE-107114	Call Pickup Member using one-X Mobile fails if call is to User, not the Hunt Group
IPOFFICE-107929	DECT 3700 series handsets (4.3.24 software) is adding a "+"
IPOFFICE-107149	Phone contacts not displayed correctly when using Japanese locale
IPOFFICE-107950	Manager System -> SNTP -> Time zone for Moscow is set for GMT+4 instead of GMT+3
IPOFFICE-108165	Manager LDAP Kerberos authentication settings should be removed
IPOFFICE-108113	Manager showing UMS license error even though there are no UMS users configured in IP500 V2
IPOFFICE-109533	IP500 V2 System Restart – Memory issue, related to third party messaging

3.2 Unified Communications Module (UCM) 9.1.8.0.172 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.1.8.0.9, one-X Portal 9.1.8.0.13 and Contact Recorder 9.1.8.0.1. Any fixes declared for these applications are also incorporated into this release of UCM software.

3.3 Preferred Edition 9.1.8.0.9 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-105939	When UMS user receives the UMS/MAPI email the sender is the same name as the recipient
IPOFFICE-107888	Primary VMPro service stopped, possibly related to Alarms
IPOFFICE-105159	Scheduled weekly VoiceMail Pro Alarms randomly change alert time
IPOFFICE-109803	When user extension is changed, calls direct to user's voicemail plays caller's greeting
IPOFFICE-107404	User cannot reply in Voicemail TUI to Sender if message is left by external caller
IPOFFICE-110446	Error displayed when using SQL Wizard action

3.4 one-X Portal 9.1.8.0.13 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-107963	Call Assistant dials the previous number selected (Similar to IPOFFICE-103068).
IPOFFICE-109964	Call Assistant - Make Call Hot-key cannot filter "/" in the number when dialing rules are applied
IPOFFICE-108114	Cannot import contacts into one-X portal personal directory
IPOFFICE-105387	one-X Portal service CPU usage increases until ACW presence stops
IPOFFICE-110249	User can change group membership in AC gadget although Membership option in Manager is disabled
IPOFFICE-107459	one-X Portal installed on Application Server intermittently loses presence

3.5 Applications Server 9.1.8.0.172 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.1.8.0.9, one-X Portal 9.1.8.0.13 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 9.1.8.0.172 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-109090	System Restart – Possibly related to Web Manager interaction
IPOFFICE-110068	Solution users and groups missing from some Expansion Systems
IPOFFICE-107410	System Restart – Related to call scenario with user DND button
IPOFFICE-108039	Web Manager - French translation issue
IPOFFICE-107331	System Restart - IP Office restart following an extension deletion from Web Manager
IPOFFICE-109849	WebRTC gateway service. Startup issue on virtualized Server Edition
IPOFFICE-102604	Voicemail Channel Reservation options missing when a Server Edition upgrade license is used
IPOFFICE-107411	System Restart - Infinite loop in Call Listening scenario
IPOFFICE-106691	Issue with third party IP Endpoints ADI licenses and IP500 V2 Expansion Systems
IPOFFICE-109835	System Restart – Related to SIP header information
IPOFFICE-107795	User Rights Short Codes not removed when User Rights template changed by Web Manager
IPOFFICE-107880	Web Manager – Issue with page controls in "System Settings -> System directories"
IPOFFICE-106996	System Restart – Related to Call-Intrude feature
IPOFFICE-107321	Web Manager - Voicemail breakout cannot be changed to an External number
IPOFFICE-109595	LDAP Synchronization may causes issue with switching twinning users

This release of IP Office Server Edition consists of IP Office core software 9.1.8.0.172, Preferred Edition (VoiceMail Pro) 9.1.8.0.9, one-X Portal 9.1.8.0.13 and Contact Recorder 9.1.8.0.1. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.7 SoftConsole 9.1.8.0.1 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-109289	SoftConsole does not associate caller ID from SIP trunk without Display Name with Internal directory entry
IPOFFICE-107203	Calls from Softconsole to an Unallocated or Busy number are placed on hold
IPOFFICE-107969	SoftConsole may be slow to respond when synchronizing
IPOFFICE-107815	SoftConsole shows incorrect forwarding status of users in BLF group

3.8 Avaya Communicator for Windows 2.0.3.55 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-106343	Conference owner using ACW cannot pass control of audio conference if participants join first
IPOFFICE-107903	Lync associated with ACW - ACW will not end call when cleared from Lync application

3.9 Avaya Contact Recorder 9.1.8.0.1 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-110577	Old recordings no longer visible in Contact Recorder for IPOCC setup
IPOFFICE-107056	Contact Recorder disk full alarm, IPOCC setup with SE after issue with invalid records

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 9.1.8.0.172 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.8.0.172 release with an earlier version of Manager:
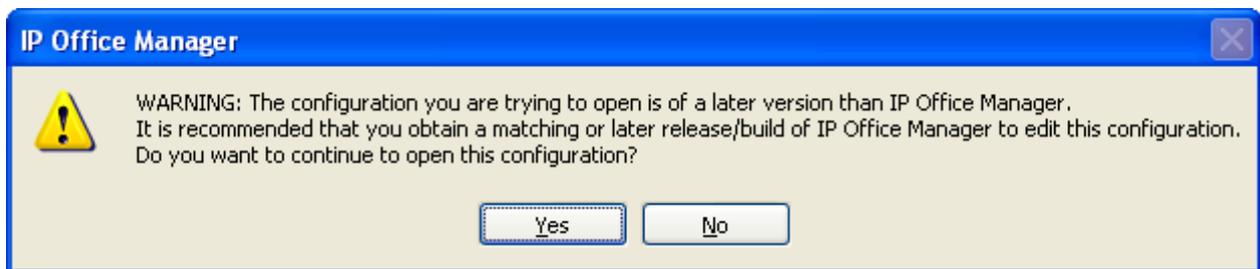
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 9.1.8.0.172. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 9.1.8.0.9 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 9.1.8.0.9 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

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 8 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 8 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 9 is currently scheduled for release on the 25th November 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

5.3 Document Revision History

Issue Number	Date	Changes
Issue 1	26 August 2016	First published edition.

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