



IP Office Technical Bulletin

Bulletin No: 63
Date: 6 March 2006
Region: Global

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General Availability (GA) of the IP Office 2.1 February 2006 Maintenance Release

Avaya is pleased to announce the availability of IP Office 2.1(62) Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 2.1 releases.

1 Overview

This maintenance release incorporates new software and CDs for VoiceMail Pro 2.1(23), and User CD 2.1(20) which includes the SoftConsole 2.1(15), and the Phone Manager 2.1(16) applications.

NOTE: Upgrading an IP Office 403 Unit from software earlier than 2.1(31) cannot be performed without first upgrading to an interim build – 2.99(1000). This is supplied on the administration CD. Failure to upgrade to this version prior to upgrading to 2.1(62) will result in a system that cannot be recovered without manual intervention.

IP Office 2.1(62) should be used for all 2.1 upgrades. The IP Office 2.1(62) software and associated applications is available for download from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP 401, IP 403, IP 406, IP 406V2, IP 412 and the IP Office Small Office Edition.

2 IP Office Resolved Field Issues

In the tables below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SMBS; when a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

2.1 IP Office 2.1(62) Resolved Field Issues

The following field issues have been addressed in the IP Office 2.1(62) software:

CQ Number	Description of Issue
CQ24073	The Swedish character å bypasses the INDEX directory search function
CQ24199	Intermittent one-way talk path involving VmPro and hunt groups
CQ15720	CCV displays terminal as READY when it is disconnected and off hook
CQ25601	Caller ID is missing from Display when call is answered
CQ25717	412 watchdogs - due to config with large number of H/Gs with many extension
CQ23308	System Incorrectly provides Busy on receipt of incorrect ISDN message
CQ26154	Reboot issue with busy Hunt group's with overflow to busy Hunt group
CQ22527	Softconsole shows wrong info on incoming calls with a Spectralink user in group
CQ24385	Echo on all calls on one site, reboot clears problem for about 1 month
CQ25861	Getting cut off when listening to VM messages. -- getting Stalled Receivers
CQ25790	Pots 30 module appears not to be able to keep up with DTMF tones

2.2 VoiceMail Pro 2.1(23) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 2.1(23) software:

CQ Number	Description of Issue
CQ24743	IMS Client Does not connect to server on the first attempts using XP SP2
CQ24744	IMS not Synchronizing as expected with voicemail mailbox using XP SP2

2.3 User CD 2.1(20) Resolved Field Issues

The following field issues have been addressed in the User CD 2.1(20) software:

CQ Number	Description of Issue
CQ24942	Clearing forward option with Phonemanager deletes forward number from config
CQ25022	Answering group call on queue 2 button can result in access violation
CQ25514	Incoming call alerts terminal but not console
CQ25573	Softconsole loses focus on XP, SP1 & SP2
CQ26061	Default skin in SoftConsole does not show if application is focused or not
CQ24135	Tapi 2 interaction with a Docking station and RACM service - connection issues
CQ25557	Incoming calls ring on the associated handset but are not presented to Soft-Console

3 Known Caveats applicable to this maintenance release

The following caveats are known to exist with these maintenance releases:

- On upgrading some 2.1 builds of IP Office software to later versions of 2.1 or 3.0, it has been noted that dial tone is not returned when IP 4602 terminals go off hook. If this occurs, uncheck the 'local tones' box on the VoIP tab of the affected extension.
- Under some circumstances, WAN links on the WAN 3 module will not automatically re-establish communications following a restart of the IP Office system. In order to re-establish the links, it may be necessary to un-plug and re-plug the WAN cable.

These are in addition to those previously mentioned in the IP Office Known Caveats:

<http://marketingtools.avaya.com/knowledgebase/caveats>

4 Technical Notes

4.1 Upgrade Installation Notes

When upgrading from a version of software prior to 2.1(31) the following procedures must be observed and the instructions followed to achieve a successful upgrade.

NOTE: It is recommended that any units not running the 2.0 software should be upgraded to version 2.0 first before upgrading to 2.1(62). If this process is not followed Avaya cannot guarantee that the configuration will be upgraded as intended.

Before any upgrade commences the old Admin Suite must be removed and the 2.1 Admin Suite must be installed. The IP Office 2.1 Admin CD is fronted by the Microsoft installer, which behaves differently to the Install Shield package used on releases prior to 2.0.

The following points should be noted:

- In all cases the old version of the Admin suite must be uninstalled using add/remove programs before the 2.1 Admin Suite is installed. The install will not occur unless the previous software has been removed. The same applies if moving between versions of the 2.1 Admin Suite.
- Microsoft .NET is required to support some of the applications. It is recommended that .NET is installed. This may take several minutes to complete.
- If installing on a PC with .NET Framework version 1.0 installed, this must be un-installed before installing 1.1. This can be done by going into Control Panel, selecting Add/Remove Programs and then selecting the 1.0 Microsoft .NET Framework.

NOTE: If upgrading the system software from a Windows 2000 PC directly connected to the IP Office, ensure that the IP address is set as static for the duration of the upgrade. When in client mode, Windows 2000 can lose its IP address settings immediately if it detects a disconnection from the LAN (this occurs as the unit reboots during the upgrade process). This can cause the upgrade to fail and the unit to be left with no software.

IMPORTANT INFORMATION – IP 403 UPGRADE ONLY

If upgrading from software version 1.x you must follow the instructions in section titled “IP 403 Upgrade Instructions” to upgrade the software loader on the IP 403. If the IP 403 is already at 2.0 you can follow the instructions in section the section titled “IP401, IP406, IP412, and Small Office Edition Upgrade Instructions.”

There are two IP 403 binaries in this release: one for updating the loader, version 1.99(1003) and the real binary, version 2.1(62). The loader upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V1_99 directory and the real binary is in the Manager directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories. Failure to follow these instructions will result in a failure of the upgrade to your system.

IMPORTANT INFORMATION – WAN3 UNIT UPGRADE ONLY

If you have a WAN3 unit connected and configured to your main IP Office system you must upgrade the WAN3 unit separately to the Main IP Office and its modules.

Please follow the normal upgrade procedure for your Main IP Office unit and it's modules as outlined in this document.

Once the other units have been upgraded successfully, please follow the same procedure to upgrade the WAN3 unit.

IMPORTANT INFORMATION – REMOTE UPGRADE OF UNITS

If you already have the 2.1 GA software installed on ALL of your IP Office system units and expansion modules then you can now perform a remote upgrade.

To perform a remote upgrade, you MUST be using a 2.1 version of the manager and wizard applications. DO NOT USE ANY OTHER PREVIOUS VERSION OF THE MANAGER OR UPGRADE WIZARD.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

IMPORTANT INFORMATION – UPGRADE OF IP 403 UNITS

If you have the 2.1 GA software installed on your IP Office 403 system units and expansion modules then you can now perform a remote upgrade.

There are two IP 403 binaries in this release: one for updating the memory allocation table, version 2.99(1000) and the real binary, version 2.1(62). The memory allocation upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V2_99 directory and the real binary is in the Binary directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories, or change the working directory accordingly.

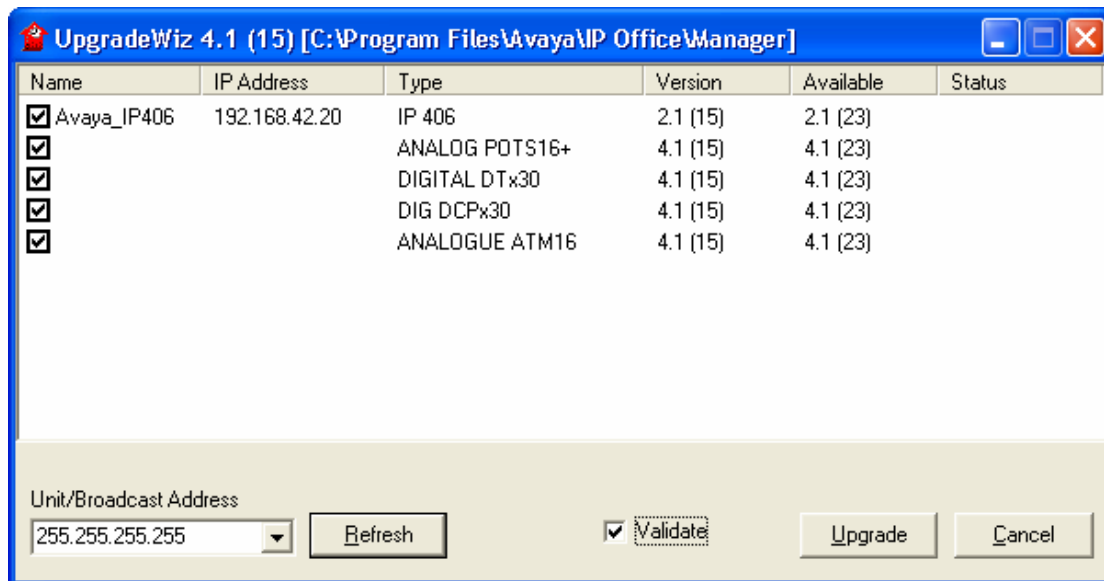
To perform an upgrade from previous 2.1 releases to 2.1(62), you MUST be using a 2.1 version of the manager and wizard applications, and MUST upgrade to 2.99(1000) as supplied on the administration CD before performing an upgrade to 2.1(62). Failure to follow these instructions will result in a failure of the upgrade to your system.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

4.1.1 IP 401, IP 406, IP 412, and Small Office Edition Upgrade Instructions

To upgrade the Control and Expansion units do the following:

1. Ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.
2. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
3. After a few seconds the upgrade wizard should show the Control and Expansion units found.
4. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
5. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



6. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
7. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.

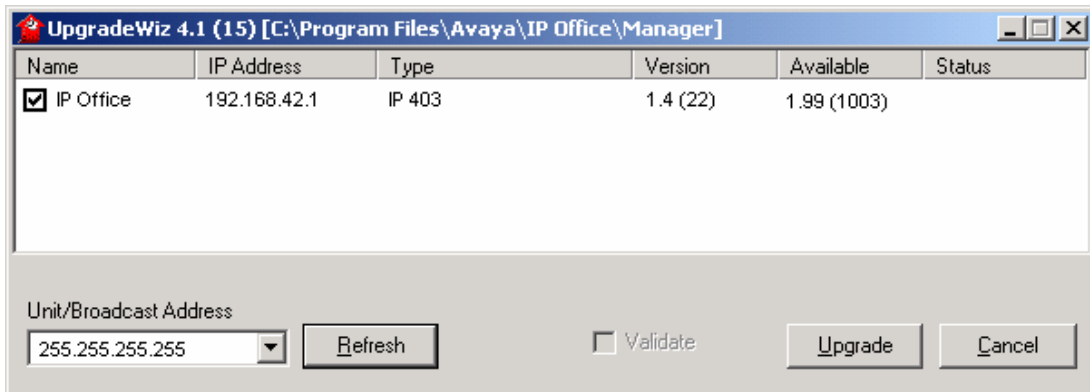
4.1.2 IP 403 Upgrade Instructions for upgrading from a release prior to 2.x

NOTE: Please read all of the following instructions before upgrading an IP 403.

Upgrading the IP 403 from 1.x to 2.x requires an upgrade of the loader software to version 0.81. The upgrade procedure for this is as follows:

1. Install the Admin Suite as normal. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V1_99 folder. This will contain a file called ip403.bin. This file is level 1.99 of the IP Office 403 firmware and contains the loader that is necessary to be able to upgrade from 1.x to 2.x, and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 1.99 firmware is installed in the IP Office 403 system the front panel LED's will flash a pattern, indicating that another version of the IP Office firmware must be loaded into the IP Office 403 base unit in order to make it fully functional. When the version 1.99 firmware is installed, the functionality of the IP Office system is very much reduced - there is no trunk support; there is no telephone handset support; there is no support for VoIP functionality, etc. There is also no support for expansion units, so consequently these will not be visible in the upgrade wizard when the CPU is running version 1.99.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_1 folder. This will contain a file called ip403.bin. This is the 2.1 IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 2.1.
14. Now that version 2.1 is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 2.1 software directly onto an IP403 system running 1.x software without installing the new loader version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:

<http://support.avaya.com>

You can also access the Job Aid by following the link given in the section titled “Job Aids” which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.0 or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 1.99 firmware for the IP Office 403 system detects whether or not the loader needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a PC serial port terminal to the DTE port on the back of the IP Office 403 and monitoring the session. An indication that the loader has been upgraded is provided.
- The AT-X4 command has been added to the new IP 403 loader to erase the extra configuration space now available. This should be used in conjunction with AT-X2 and AT-X3 when defaulting an IP 403 unit via the DTE port.

4.1.3 IP 403 Upgrade Instructions if upgrading from a release previous to 2.1(31)

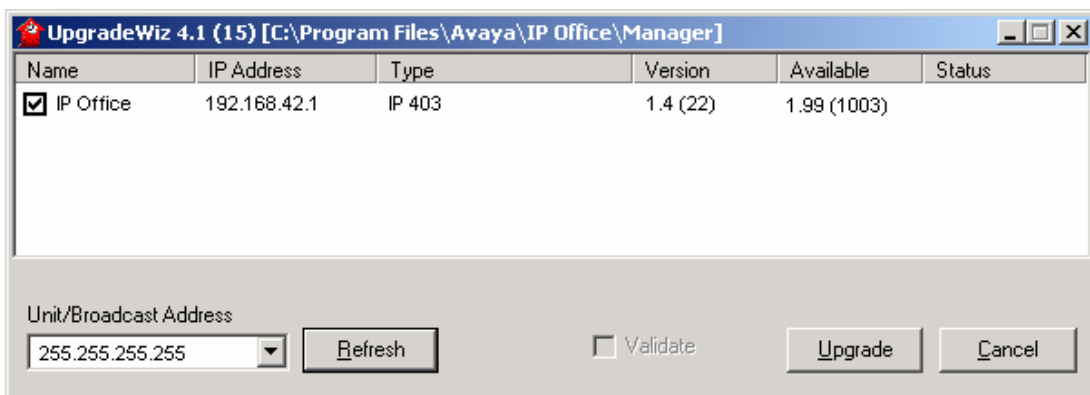
NOTE: Please read all of the following instructions before upgrading an IP 403.

The following procedure is applicable to the IP 403 only when running 2.1.x software.

Upgrading the IP 403 from below 2.1(31) to 2.1(62) requires an intermediate upgrade of the system software to version 2.99(1000). The upgrade procedure for this is as follows:

1. Install the Admin Suite as previously detailed. Do not open the Manager application.
2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_99 folder. This will contain a file called ip403.bin. This file is level 2.99(1000) of the IP Office 403 firmware and contains the software that is necessary to be able to upgrade from 2.1.x to 2.1(35), and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.
4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.
5. After a few seconds the upgrade wizard should show the Control and Expansion units found.
6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.
7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.



8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.
9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
10. When version 2.99(1000) firmware is installed in the IP Office 403 system the system should be rebooted, then the following step run as soon as possible.
11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | Bin folder. This will contain a file called ip403.bin. This is the 2.1(35) IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.
12. Repeat steps 4 – 9 of the above procedure.
13. The IP Office 403 system will now be at version 2.1(62).
14. Now that version 2.1(62) is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 2.1(62) directly onto an IP 403 system running 2.1.x software without installing the new 2.99(1000) version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid “DTE Port Maintenance”, which is available from the Job Aids section at the following website:

<https://emea-businesspartner.avaya.com/Support/TechnicalDatabase.html>

You can also access the Job Aid by following the link given in the section titled “Job Aids” which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.1(31) or later firmware.

- The above procedure need only ever be completed once.
- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.
- Inadvertently repeating the above procedure will do no harm. Version 2.99(1000) firmware for the IP Office 403 system detects whether or not the memory addressing needs upgrading automatically and will only ever perform the modification once.
- Confirmation of the activities outlined above may be obtained by connecting a retrieving a configuration file from the system via the manager application, and examining the versions displayed of the system unit and associated modules.

4.1.4 Unit Compatibility - Expansion Unit Interoperability

All expansion units must be upgraded or downgraded to match the CPU software.

4.2 Upgrade Instructions for VoiceMail Pro

4.2.1 Upgrading from 2.1 GA VoiceMail Pro

1. Backup your data. Always perform a backup of data BEFORE performing an upgrade. For information in how to back up your existing data, please see the following section ‘Backing up the VoiceMail Pro database’
2. Insert the VoiceMail Pro 2.1(23) Installer CD.
3. Run setup.exe if this does not automatically run.
4. Select the language to be used for the installation.
5. At the upgrade prompt click Yes | OK, to upgrade your Voicemail Pro installation.
6. At the end of the Upgrade, reboot the Server | PC.

NOTE:-

The following components will remain at the old Voicemail Version:-

- | | |
|------------------|--|
| Campaign.exe | - Campaigns executable |
| VoicemailPro.exe | - The VoiceMail Pro client (This will affect the ‘about’ screen) |
| VPIMClient.exe | - The VPNM client (Again, this will affect the ‘about’ screen) |

Changes have not been made to these components as it is not required that they be updated.

4.2.2 Upgrading from 1.x VoiceMail Pro

When upgrading from one software level to another the original software needs to be uninstalled. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as VoiceMail messages. Any callflows that have been created will still operate, but they will not be editable after the upgrade. To make sure that the callflows can be edited they need to be exported before the upgrade process and then imported into the new software version.

NOTE: After uninstalling any existing VoiceMail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.

4.2.2.1 Backing-Up the VoiceMail Pro Database

Before removing VoiceMail Pro, you should create a backup copy of the callflow database. This will contain any customizations made to the default callflow.

NOTE: The Root.vmp file contains the compiled callflow (created using Save & Make Live). This type of file cannot be loaded back into the VoiceMail Pro Client for editing. The editable version of the callflow is stored in the file VMData.mdb.

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Export Callflows and click next.
4. Enter a file path and file name ending in .mdb, e.g. C:\temp\backup.mdb. Click Next.
5. Click Finish to start the export then click Close to complete the export procedure.
6. Close the program.

4.2.2.2 Uninstall VoiceMail Pro

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office VoiceMail Pro and click Change/Remove.
4. From the options offered select remove and click next.
5. Follow any prompts given during the removal process.
6. When the process has been completed select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.3 Upgrade Installation

1. Insert the VoiceMail Pro CD. The Installation wizard should auto-start.
2. Select the language to be used during the installation. Click OK.
3. At the Welcome screen click next.
4. At the customer information screen accept the defaults and click next.

5. Select the type of installation required:

Note: On Windows NT/2000/XP, VoiceMail Pro Server is automatically installed as a service.

- **Typical Install:** Installs all the components of VoiceMail Pro including campaigns and the Campaign Web component.
 - **Compact Install:** Installs all the components of VoiceMail Pro including campaigns.
 - **Custom Install:** Allows selection of which components to install. The default selection before any changes is the same as the typical selection.
6. At the Choose Destination Location screen accept the default locations, click next to continue.
 7. Depending on the type of installation some or all of the following options will appear:
 - If the Campaign Web Component is being installed, the web server type, location of the web server's HTML root, and the CGI bin directories will be prompted for.
 - On Windows NT/2000/XP, if installing the VoiceMail Pro Server, the user account that the VoiceMail Pro service should use needs to be entered.
 8. Unless there are specific reasons to do otherwise, accept the displayed program folder.
 9. A summary of those items about to be installed is displayed. You can use Back to return to the previous screens and alter the selection if required. Click Next to begin the installation.
 10. When the installation is complete select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.4 Restoring the VoiceMail Pro Database

1. Start the VoiceMail Pro Client.
2. From the File menu select the option Import or Export.
3. Select the option Import Call Flows and click next.
4. Use the Browse button to locate the backup file then click next.
5. Click Finish to start the import then click Close to complete the import procedure.

Note: After upgrading to VoiceMail Pro 2.x from 1.x the system will default to INTUITY mode and Advice of Call Recording will be enabled. To change these options, start the VoiceMail Pro Client and change these settings from Administration | Preferences | General. Users of VoiceMail Pro running in IP Office mode will be asked to record their name when they first dial into VoiceMail Pro after the upgrade.

5 Assistance

5.1 Manuals & CD's

The latest IP Office manuals and CD's can be downloaded from:

<http://support.avaya.com>

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | R2.1 English.

5.2 Job Aids

A number of Job Aids are now available to complement the technical manuals and offer a step-by-step "how to do" approach. These Job Aids can be found at:

<http://support.avaya.com>

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | General Info.

5.3 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 2.1 release. Details of the courses and their availability can be found at the Avaya Learning Centre:

<http://www.avaya-learning.com>

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