



IP Office Technical Bulletin

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Date: 5 May 2006
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General Availability (GA) of the IP Office 3.1 May 2006 Interim Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.1 Interim Maintenance Release Software. This is a maintenance release addressing a number of field issues found in the IP Office 3.1 releases prior to the release of the scheduled May Maintenance Release Software.

1 Overview

This maintenance release incorporates new software for IP Office Core Switch 3.1(5602), and VoiceMail Pro 3.1(18.5). The 3.1(5602) release is a binary file only release, not a full Admin CD. User CD 3.1(15) should continue to be used for new installations and upgrades. IP Office 3.1(56) should be used for all 3.0 and 3.1 upgrades and new installations, except those where DT terminal support is required, where 3.0DT should be used instead, or for sites that are, or may experience the issues detailed below in section 4 – IP Office Resolved Field Issues. The IP Office 3.1(5602) software and VoiceMail Pro 3.1(18.5) Software can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

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

2 New Feature Support

There are no new features in this release.

3 Known Caveats

IP Office Caveats are detailed online at:

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

4 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.

4.1 IP Office 3.1(5602) Resolved Field Issues

The following field issues have been addressed in the IP Office 3.1(5602) software:

CQ Number	Description of Issue
CQ25854	Group VRL Voice Recordings are hitting the Group mailbox instead of the VRL
CQ25932	Need to generate secondary external German dial tone 425Hz -3dBm0 permanent tone
CQ25999	Calling from Remote Site to Main site using auto attend to call ext on remote site fails VM coverage
CQ26353	Calls to IVR port that are disconnected prior to the IVR port can cause a system reboot
CQ26588	The German Secondary Dial Tone feature does not work

4.2 VoiceMail Pro 3.1(18.5) Resolved Field Issues

The following field issues have been addressed in VoiceMail Pro 3.1(18.5) software:

CQ Number	Description of Issue
CQ25923	VM Pro loses contact with the IP Office - showing stalled receivers in debug
CQ26370	Voicemail to Email works 1 time and then fails until the system is restarted

5 Technical Notes

5.1 Upgrade Installation Notes

The upgrade installation notes cover the procedures required when upgrading from IP Office 3.0 to IP Office 3.1. If you are upgrading from an earlier release of IP Office software please refer to IP Office Technical Bulletin 36.

Before any upgrade commences the old Admin Suite must be removed and the 3.1 Admin Suite must be installed.

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 3.1 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 3.1 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 you are already running the 2.1 or 3.0 admin suite .NET will already be installed.
- 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.

IMPORTANT INFORMATION – LOADER UPGRADES

Due to the size of the IP Office 3.1 binary certain systems may not be able to load this version of software if using an un-validated upgrade or when loading the software after it has been erased from the system using the DTE port. If you are doing a validated upgrade then this will not stop you from upgrading to 3.1 as the loader is not used for this type of upgrade. It is strongly recommended that you do take the time to upgrade the loader when upgrading to IP Office 3.1.

Early IP406V2 releases: PCS level 4, 5 and 6 had flash size of 3MBytes allocated for the code and 16Mbytes of RAM. These systems need to have their loader upgraded to V2.4. This can be achieved by upgrading to IP Office version 3.0(999) – a specific loader upgrade binary. The procedure need only ever be completed once for a given IP406V2. Once the upgrade to 3.0(999) has completed the IP Office can be upgraded to 3.1 as normal. This is necessary because the 3.1 IP406v2 binary doesn't fit into the 3MB available on the early versions of the IP406v2. The flash is extended from 3Mbytes to 6Mbytes by uploading to loader V2.4.

A similar issue exists for IP406v1 running extremely old versions of the loader (Branch 2 Loader 0.1) found with PCS level 03 and earlier, very few of these exist. To upgrade to 3.1 these variants should also have their loader upgraded to IP Office version 3.0(999). The procedure need only ever be completed once for a given IP406v1. Once the upgrade to 3.0(999) has completed the IP Office can be upgraded to 3.1 as normal.

5.2 Upgrade Instructions

Note: *IP Office 3.1 is not supported on the IP401 Compact Office.*

To upgrade the Control and Expansion units do the following:

If you do not need to upgrade your loader please go to step 3.

1. Install the Admin Suite as normal. Do not open the Manager application yet.
2. Using the Windows Explorer application on your PC open up one of the following folders:
 - IP406v1 - Program Files\Avaya\IP Office\Manager\IP406V1\V3_0_99
 - IP406v2 - Program Files\Avaya\IP Office\Manager\IP406V2\V3_0_99

These folders contain a file called either IP406.bin (IP406v1) or IP406u.bin (IP406v2). These are version 3.0(999) of the IP Office firmware and must be used in place of the existing ip406/IP406u 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 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. 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.
7. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

Note: *If upgrading the loader the version shown will be 3.0 (999), at this stage only upgrade the main unit, do not upgrade the expansion modules as well.*

8. Enter the password of the existing configuration (not the default). Click OK and the upgrade process will begin. When the upgrade wizard informs you that all units have been upgraded click on OK and close down the upgrade wizard.

9. If you have just upgraded the loader you now need to upgrade to version 3.1. Using the Windows Explorer application on your PC open up one of the following folders:

- IP406v1 - Program Files\Avaya\IP Office\Manager\IP406V1\V3_1
- IP406v2 - Program Files\Avaya\IP Office\Manager\IP406V2\V3_1

These folders contain a file called either IP406.bin (IP406v1) or IP406u.bin (IP406v2). These are version 3.1(29) of the 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 bin file.

10. Now follow steps 4-8 again to upgrade your system to IP Office 3.1.

5.3 Unit Compatibility - Expansion Unit Interoperability

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

5.4 Upgrade of systems with limited RAM

The binaries supplied for IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Once your system is at 3.1 future validated upgrades may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue a new feature has been added to 3.1, if a system has insufficient RAM to hold the images then the administrator is presented the option to reboot the system into 'Offline Mode', which will free up enough memory to allow the upgrade to take place.

When the Upgrade Wizard runs you will notice that it will perform an "initial check", this is the stage at which it is checking for available RAM. When a system is in offline mode this is indicated by in the 'Type' column of the upgrade wizard. Offline Mode is only supported from IP Office release 3.1.

An offline system only provides the services required to perform the upgrade and will not provide full telephony functionality. Remote upgrades (dial up connections) are possible in offline mode.

If a unit is rebooted whilst in Offline mode it will restart in normal mode. If the IP Office unit receives no communication from the upgrade wizard for 15 minutes when in offline mode, the unit will reboot back into normal mode.

The Upgrade wizard does not automatically track the status of a unit entering Offline Mode. The 'Refresh' button should be used to determine when the system has rebooted into offline mode. When the upgrade wizard confirms the system is in offline mode the upgrade can proceed as normal.

Offline mode is not recommended for upgrading multiple IP Office systems in a single operation. Each system should be upgraded in turn.

Note: *A problem has been observed when performing an Offline upgrade on a fully populated system that had a large config, was part of a big large SCN and had a lot of different expansion modules.*

In this scenario there may still not be enough space in RAM when in Offline mode. If you have a system with a similar configuration it is recommended that you upgrade the Control Unit first and then upgrade the expansion modules afterwards. This will prevent the system going in to an offline upgrade loop.

5.5 Upgrade Instructions for VoiceMail Pro

The upgrade instructions cover the procedure required when upgrading from VoiceMail Pro 3.0 to VoiceMail Pro 3.1. If you are upgrading from an earlier release of software please refer to IP Office Technical Bulletin 36.

When upgrading between versions of software upgrades are not supported so you must uninstall and reinstall to move between versions. This now also applies when moving between minor versions of software.

Upgrading from 3.0 VoiceMail Pro to 3.1 VoiceMail Pro

Backing Up the Existing VoiceMail Pro Database & Registry

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

1. Start the VoiceMail Pro GUI.
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.
7. Insert the VoiceMail Pro CD for the new VoiceMail Pro and cancel the install wizard that auto runs.

8. Right-click on the CD drive and select Open.
9. Locate the file Backupreg.bat and double-click it to run the application. This backs up any registry settings associated with VoiceMail Pro.

Note: Before proceeding to the next step make sure that the registry entries have been backed up correctly. The batch file should have created 3 backup files in the Windows Temp directory. Make sure that the following 3 files exist in that location:

- VMPro.arf
- NetAly.arf
- IMSGateway.arf

Uninstall VoiceMail Pro

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office VoiceMail Pro and click Add/Remove.
4. From the options offered select Remove and click **Next**.
5. Follow any prompts given during the removal process.

When the process has been completed select the option “Yes, I want to restart my computer now” and click **Finish**.

Once the PC has restarted you need to restore the registry settings before installing the new version of software.

Restore the Registry

1. Right-click on the CD drive containing the VoiceMail Pro CD and select Open (reinsert the CD if necessary and cancel the install wizard).
2. Locate the file Restorereg.bat and double-click it to run the application. This restores the registry settings previously associated with VoiceMail Pro.

VoiceMail Pro 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:
 - **ACM Gateway:** This mode is used to provide VoiceMail support for an Avaya G.150 unit being used as a branch office gateway to ACM with Modular Messaging. Documentation for the installation and setup for such a system, including the VoiceMail aspects, is covered in separate Avaya G.150 documentation.

- **Compact Install:** This mode installs the minimum components for basic VoiceMail operation, that is the VoiceMail Pro server or service, the VoiceMail Pro Client application and the prompts appropriate to the selected installation language.
- **Custom Install:** This mode allows full selection of which components are installed. The only exception is the selection of VoiceMail Pro server or service, which will be overridden to match the Windows version. This mode is used for installation of IMS and Networked Messaging.
- **Typical Install:** This mode install the components for basic VoiceMail operation plus those required for web campaigns. It requires a suitable web server to be pre-installed on the VoiceMail Pro Server PC.

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**.

Restore 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 Callflows 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.

5.6 Upgrade Instructions for IP Office User Applications

The upgrade instructions cover the procedure required when upgrading user applications from version 3.0 to version 3.1. If you are upgrading from an earlier release of software please refer to IP Office Technical Bulletin 36.

When upgrading from one software level to another the original software needs to be uninstalled first. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed.

The settings for PBX configuration, Speed Dials, Calls In/Out/Missed tabs etc, are currently stored in the registry and will also remain.

To upgrade to any of the 3.1 User applications do the following:

Uninstall User Applications

1. Open the Windows Control Panel.
2. Select Add/Remove Programs.
3. Select IP Office User Suite and click **Change/Remove**.
4. From the options offered select Remove and click **Next**.
5. Follow any prompts given during the removal process.

Upgrade Installation

1. Insert the User CD. The installation wizard should auto-start.
2. At the Welcome screen click **Next**.
3. If there are multiple IP Office units detected on your network select your unit and then click on **OK**.
4. At the next screen select the User name from the list that this installation is associated with.
5. Click on **Next** and then **Finish**.
6. At the InstallShield Wizard welcome screen click on **Next**.
7. At the Choose Destination Location screen accept the default locations, or choose a different installation directory, click **Next** to continue.
8. At the Select Components screen select the applications you want to install and click **Next** to continue.
9. If you are using PhoneManager in Agent Mode enter the Agent number at the next screen, or leave this blank and click **Next**.
10. Click **Next** to accept the Program Folder.
11. When the installation is complete click on **Finish**.

6 Assistance

6.1 Documentation & Software

Documentation and Software can be downloaded from:

<http://avaya.com/support>

1. Select FIND DOCUMENTATION and DOWNLOADS by PRODUCT NAME
2. Select IP Office
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

6.2 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.

6.3 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 3.0 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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