IP Office Technical Bulletin

Bulletin No: 69

Date: 23 June 2006

Region: Global

General Availability (GA) of the Avaya IP Office 3.0DT June Maintenance Release

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General Availability (GA) of the Avaya IP Office 3.0DT June Maintenance Release

Avaya is pleased to announce the availability of IP Office 3.0DT 3.0(573) Software. This is a scheduled release introducing additional functionality and addressing a number of identified issues found in the IP Office 3.0DT (573) release.

1 Overview

IP Office 3.0DT should <u>only</u> be used for new installations/upgrades of systems using DT terminals. Release 3.0DT is a complementary release to 3.1GA which remains the latest mainstream release recommended for all new installations where support for DT sets is <u>not</u> required - IP Office systems using DS terminals should use the latest 3.1GA firmware. The IP Office 3.0DT software and associated applications 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 IP Office 3.0(573) Resolved Field Issues

For details on field issues that have been resolved with 3.0DT, please refer to the latest 2.1 Technical Bulletin (Technical Bulletin number 68); IP Office 3.0DT incorporates these latest Release 2.1 bug fixes.

3 Known issues applicable to this release

The following issues are known to exist with this release.

- 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.

4 Technical Notes

4.1 Upgrade Installation Notes

When upgrading from a version of software prior to 3.0(573) 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 2.1 software should be upgraded to version 2.1(31) first before upgrading to 3.0(573). 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 3.0DT Admin Suite must be installed. The IP Office 3.0DT 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 3.0DT 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 3.0DT 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.

NOTE: The following sections detail steps required when upgrading from previous versions of IP Office software.

Please check the version that is being upgraded from, and follow the relevant steps for that version.

For example, if the system is running 1.4.x, the upgrade steps for version 1.x to 2.x, 2.x to 2.1.x and 2.1.x to 2.1.31 / 3.0DT apply.

If the system is running 2.1.x, then only the steps for 2.1.x to 2.1.31 / 3.0DT apply.

Please note that there two intermediate steps for IP 403 systems, for upgrades from 1.x to 2.x, and 2.1.x to 2.1.31 / 3.0DT. These intermediate steps do not apply to systems other than IP 403.

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 "IP 406, IP 412, 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 3.0(573). 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 IPOffice 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 or later version of the manager and wizard applications. DO NOT 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 3.0(573). 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(31) or higher, 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(31) or higher. 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.

4.2 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.
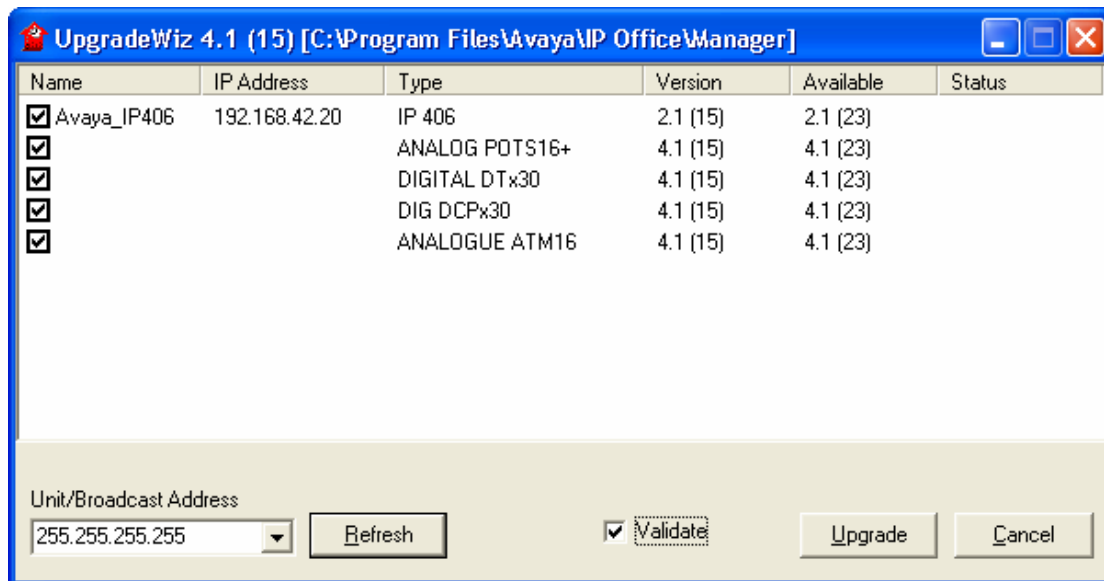
6. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

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.

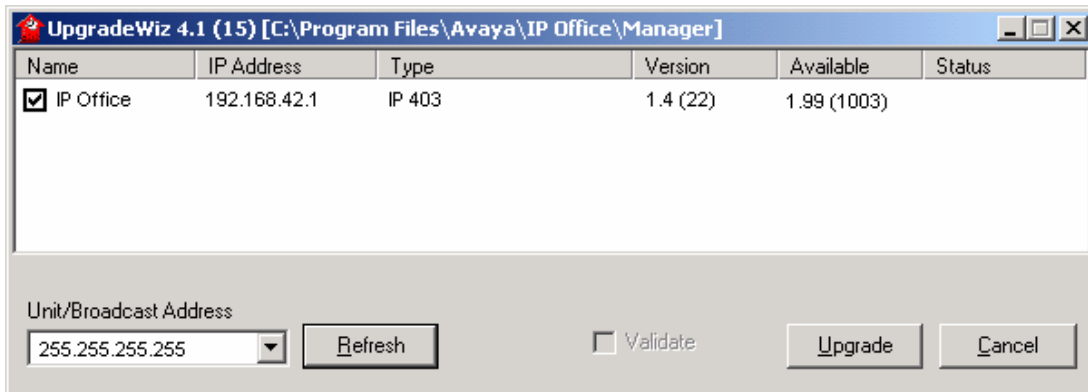### 4.3 IP 403 Upgrade Instructions for upgrading from a release prior to 2.x

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

The following procedure is applicable to the IP 403 only when running 1.x software. Any IP 403 already running the 2.0 software can be upgraded to 2.1.27 or higher using the standard upgrade procedure described in the previous section.

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 the 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 IP 403 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.

4.4 IP 403 Upgrade Instructions for upgrading from a previous 2.1 release to 2.1(31) or 3.0DT

NOTE: Please read all of the following instructions before upgrading an IP 403.
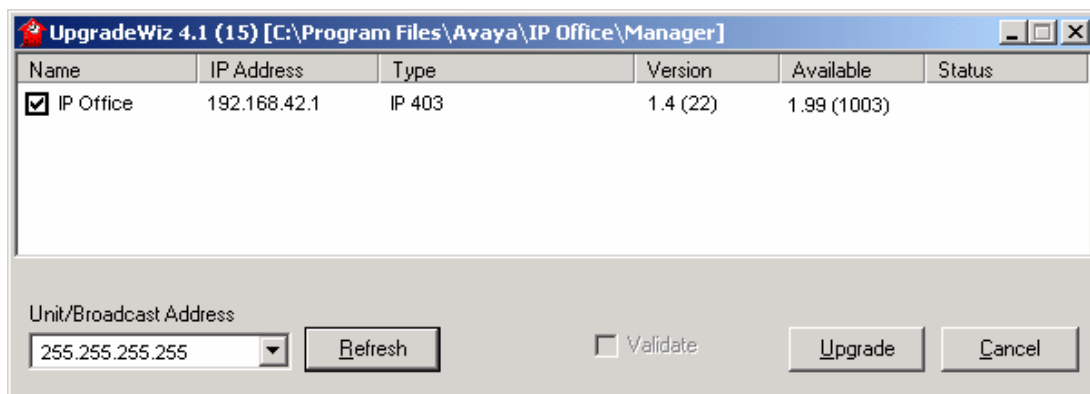
The following procedure is applicable to the IP 403 only when running 2.1.x software. Any IP 403 already running the 2.1(31) or higher software can be upgraded using the standard upgrade procedure described in the previous section.

Upgrading the IP 403 from 2.1.x to 2.1(31) or 3.0DT 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(31), 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(31) IP Office firmware, or 3.0(573), depending upon the version of the Admin CD. 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(31), or 3.0DT as previously chosen.

14. Now that version 2.1(31) / 3.0DT 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(31), 3.0(535), or higher software directly onto an IP403 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), 3.0DT, 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.

4.5 Unit Compatibility - Expansion Unit Interoperability

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

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 | R3.0 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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