AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) of the IP Office 3.2 September 2006 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.2 September Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.1 and 3.2 releases.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.2(53), VoiceMail Pro 3.2(28), ContactStore 7.2.09, Conference Server v3.2(8) and User CD 3.2(28) comprising SoftConsole 3.2(27) and Phone Manager 3.2(28). IP Office 3.2(53) should be used for all 3.1 upgrades and new installations, except those where DT terminal support is required, where 3.0DT should be used instead. The IP Office 3.2(53) 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.

The contents of the Admin CD are:

Delivered Software or Package	Version
IP Office Firmware	3.2(53)
Manager	5.2(53)
SysMonitor	5.2(53)
UpgradeWiz	5.2(53)
CallStatus	4.0.3
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.3
4601, 4602 Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.3
4606, 4612 and 4624 Phone Firmware	1.8.3
4625 Phone Firmware	2.5
5601, 5602 Phone Firmware	2.3
2410 Phone Firmware	2.00

Delivered Software or Package	Version
2420 Phone Firmware	4.00
5410 Phone Firmware	2.00
5420 Phone Firmware	4.00
Voicemail Lite	2.1.4
CBC	3.1.7
DeltaServer	5.0.33
DECT	3.1.12
DECT CCFP Admin Program	8.0.9
IP DECT	1.0.6
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.09.03
3711 Phone Firmware	70.24.06
T3 IP Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2.28
SoftConsole	3.2.27
TAPI Link	1.0.0.27
Devlink	1.0.0.4

The contents of the VoiceMail Pro CD are:

Component	Version
Voicemail Pro (GUI)	3.2.28
Voicemail Pro Server	3.2.28
Voicemail Pro Service	3.2.28
VPIM Client	3.2.28
VPIMDBSvr	3.2.28
VPIMReceiver	3.2.28
VPIMServer3	3.2.28
IMSAdmin	3.2.28
IMSServiceRestart	3.2.28
UMSServer	3.2.28
VMServer	3.2.28

2 New Feature Support

2.1 New Zealand – PRI Lite

This new feature is enabled using the "ETSI CHI" line subtype. When this is set the IP Office will request a particular channel from the network provider.
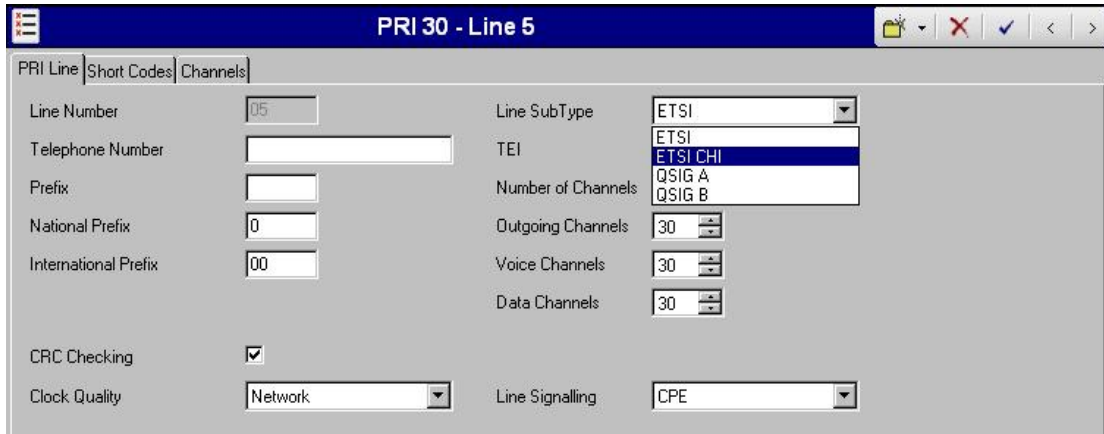
2.2 Secondary Dial Tone for CALA.

Secondary Dial Tone is now implemented for the following locales:

ESL	Spanish (Chile)
ESM	Spanish (Mexico)
ESO	Spanish (Colombia)
ESS	Spanish (Argentina)
PTB	Portuguese (Brazil)

The following text gives a brief example on how Secondary Dial Tone can be implemented. In this example 9 has been chosen as the prefix.

1. For each line, 9 must be entered as the line's prefix.

    - On Analogue trunks the prefix must be added to the **Prefix** field.

    - On PRI lines, the prefix must be added to the **Prefix**, **National Prefix** and **International Prefix** fields along with the appropriate national and international dialling prefixes.

2. The following two short codes (shown in Manager) are required.

3.

    - The **9** short code provides secondary dial tone when a line appearance with the prefix 9 is pressed.

    - The **[9]N;** short code removes the leading 9 from the number that gets dialled to the line.

    - The Line Group ID of the **[9]N;** short code must match the Outgoing Group ID of the lines being used.

4. If line appearances are to be used any *./?/Dial* system short code should be removed.

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 3.2(53) Resolved Field Issues

The following field issues have been addressed in the IP Office 3.2(53) software:

CQ Number	Description of Issue
CQ30722	System reboot with FATAL DSI Exception on completion of transfer
CQ28166	Directory feature on the 64xx not displaying the Name correctly
CQ27955	PRV: Incorrect embedded VM prompt played to users in China.
CQ28255	Unable to find recording if CLI is withheld.
CQ28825	Integral voicemail - User with 5 digit extension number cannot access voicemail remotely.
CQ29238	DID Calls Across IP trunk on SCN display CLID number twice, displays calling name only after picking up
CQ28657	Reboot on completion of transfer of call over SCN presented on invalid line.
CQ28700	IP Stack issue on completion of transfer from softconsole with IP terminals
CQ29203	Line appearance keys not showing correct status when used on analogue pulse dial lines.
CQ29945	With Fwd Uncon. enabled, Broken dialtone is still heard on handset during dialling, until connect
CQ29209	IP Office does not play tone from provider when receiving Disconnect Cause Code d8
CQ29210	Wrong tone played to Extension when a Disc with a PI indicating inband tone available is received.
CQ29417	Busy tone incorrectly provided by the IP Office when in-band pattern (busy tone) is provided by CO in NZ
CQ25988	T3 terminals return different dial tone with special features enabled than DS terminals
CQ30502	System Reboot
CQ27843	Ringer off setting is lost on handset after a merge is performed.
CQ28133	Unable to clear VM Ringback tone from gemini phone with headset.
CQ29049	The Time shown for a Call in the Call Log on a 5410 phone is incorrect when the locale set to deu.
CQ29777	Analogue users - When dialling from PMPro a beep is audible in the handset.
CQ30740	Intermittant poor speech quality when paging to 6510 IP phone
CQ31343	One-way speech on call from IPPhone to alog or DS Phone over SCN after having been placed on hold.
CQ27762	Ringback does not ring the twinned phone that did not instigate the "Ringback When Free"
CQ28984	Incorrect tones heard when external alog call made from POT (in offhook mode) using TAPI.
CQ29113	German interupted secondary dial tone on IP terminals deteriorates in quality over time
CQ26244	External calls arcoss SCN have an internal ring pattern
CQ27705	VMPro assisted transfer module loses caller id on external calls after answer
CQ28520	Analogue Trunks not clearing calls down if transferred by AA to HG in Australia
CQ28564	External calls across SCN have internal ring pattern rather than external.

CQ29580	Incoming call over SCN IP Trunk - Internal Ring from Witheld Number
CQ29871	External Call ringing to twinned Desk Set - Internal Ring Cadence
CQ30290	Remote administration of mobile twinning cannot disable
CQ26209	Triple ring tone superimposed on Service Provided NU Announcement
CQ29042	Out of Area is displayed on Avaya 9335 Intequartz phone when used with PMPro
CQ30361	No speech path when call to Alog Extn on NA POTS unit associated with SC answered by "Enter" key.
CQ30464	Internal calls to DS Phones on Main unit may drop when clocking errors occur on ISDN line in NZ
CQ30815	Twin Slave rings on inbound call if Deskset is already busy on outbound call
CQ30934	echo on inc. calls to IP hardpones through atm4u and transferred from assist transfer or whisper modules
CQ31753	Huntgroup overflow not working correctly when groups have shared members
CQ30532	Time Display Message Short Code E";[0)11/ERR - "N fails to work post 2.1
CQ30378	Intermittent reboot of both sites following an IPO to IPO Fax transport call over IP Line
CQ24400	VoiceMail access may appear to lock up when accessing from the Messages Tab in Phone Manager Pro
CQ26308	NFR - Unable to make outbound PRI lite call using auto negotiation
CQ28674	call into overflow group does not present the call to all the users when in group mode
CQ29176	# showing as £ on the 2410, 2420, 5410, 5420 phones when dialing set fwd no. shortcode
CQ29207	Overflow group with a single member also present in the first group does not ring.
CQ29504	VMPro drops calls when leaving or retrieving messages on one customer site
CQ27293	IP DECT User shows CLI and then its own User Name when receiving a call from a Forwarded User
CQ30308	Delay in establishing speech path.
CQ26398	Display of T3 set does not show the remote User on dial Up access using same number range.
CQ29232	SoftConsole and Phone Manager need to be restarted after ex-directory User setting is changed.
CQ29456	When Analog line set to LS ICLID cannot make outgoing calls
CQ29453	Calling Name not being delivered to POTS (AT&T 856) phone display
CQ31805	Unable to Park calls using a shortcode...DSS button works fine.
CQ30974	After first transfer into a meetme conf. call appearance lights not working properly
CQ28435	Conference button not working under certain scenario
CQ30379	Possible clocking issues with 2 x PRI cards in 406v2.
CQ30696	User B sets DND. User A sets "ringback" from PM on User B. User B clears DND. No RB sent to User A
CQ30829	406v2 reset after transfer from SoftConsole
CQ31522	*31 (CallPickUpGroup) issue when users have different base extn numbers.
CQ31577	Unpark Call shortcode *38*N# broken in 3.2.17
CQ29441	VM Menu time counted as part of No answer time when overflowing call
CQ29647	Appearance button locks up after calls overflow to backup group and are answered via pickup
CQ29853	Meet-Me conference:Call lost and call appearance cleared when conference put on hold for secondary call
CQ30060	412 rebooting every few days
CQ28260	NFR: Call Logs to be able to display a missed call when it received busy.
CQ31690	Mobile Twinning enabled - Calls are disconnected when an IP5620 user invokes CallPickUp.
CQ30730	Centralized Intuity Audix using QSIG PRI not working
CQ29028	Intermittently dropping call when call is on park - site specific.
CQ32189	Transferred calls or calls coming in via an auto attendant do not cover to voicemail
CQ29533	Cannot answer incoming call on line appearance - 2420 with 1 Call Appearance
CQ28888	SOe - Wireless LAN Card causes LAN to work slowly or not at all (DUP 28557)
CQ32497	Fax over IP - cannot transmit fax across IP link from system running 3.2(48)
CQ32922	3.2.50 NI2 protocol sends FAC message that causes CO to reject call's
CQ32979	Modem connected to POTs port unable to synchronise with remote modem over ISDN trunk.
CQ29779	Open Upgraded config - duplicate Short Code error
CQ29899	Manager - close config - 3rd drop down list still displays content of last config open
CQ29928	EI-R2 Trunk Form - incorrect Zero Suppression choices
CQ29994	Manager - Does not create VoIP Extn
CQ30052	Manager - Security Settings not available
CQ30089	Manager - Error Log showing an error that is invalid

CQ30091	Manager - Import .txt Files does not work.
CQ30106	Security Settings Cannot be applied to Pre - 3.2 IPO Units when Searching.
CQ29170	NFR - 3.2 User Rights to be applied to the "No User"
CQ30676	Reboot Time text box should be greyed out when config is being merged
CQ30874	Services Base TCP Port Greyed out in the manager application.
CQ28478	Manager 5.1088301 - errors in SysMon when sending merge to 3.1(64) system
CQ29564	Manager - Copy/Paste buttons is cleared by Display all Buttons
CQ30046	Resizing Panes are not saved
CQ30164	Transtalk 9040 (or 3810) button mapping appears to be an issue in Manager
CQ30293	User External Music On Hold - Does not set in Manager
CQ30671	Manager replaces user with newly created user in a hunt group
CQ31501	Administering user restrictions on a 3.1.65 switch throws assertion point error in 3.2 manager
CQ29467	VComp "Fax Specific" trace options remain enabled when Development Tracing option disabled.
CQ31723	IP Office does not support multiple Twinning licenses.
CQ31596	Viewing DECT IP line settings may cause "Unhandled Exception" error.
CQ31283	Unable to sele US PRI Screen if SysMon initial connection is to a unit which doesn't have a US PRI
CQ32017	Unable to disable E911 once enabled

4.2 VoiceMail Pro 3.2(28) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 3.2(28) software:

CQ Number	Description of issue
CQ26455	VoiceMail Pro - Cannot connect to Generic Action left of the Callflow Window
CQ25474	VMPro 3.1.15 - Multiple SMTP Emails - only the 2nd email is sent
CQ26001	Swedish que_01 prompt is corrupt.
CQ29655	Menu action to a transfer doesn't acknowledge DTMF input until timeout in the menu action is set
CQ30034	Chinese Translations Required - VMPro Client.
CQ22694	Numerous prompt errors found in Korea in IP Office Mode Voicemail
CQ28234	VMPro IP Office mode - wrong prompt played when accessing greeting change menu
CQ28636	Incorrect Italian prompts
CQ28759	Incorrect word used in Italian VMPro Conf09.wav file - "Hash" should be "Cancelletto".
CQ28760	Incorrect word used in Italian VMPro pin_06.wav file - "Graticolo" should be "Cancelletto".
CQ28782	Italian translation issue - Alpha01.wav
CQ28783	Italian translation issue - Use "cancelletto" instead of "GRATICOLO".
CQ28787	Italian translation issue - "Graticolo" in ivr_07.wav should be changed to "Cancelletto"
CQ28798	Incorrect Italian VM - svm_26.wav
CQ28799	Italian VM Prompts incorrect :: "cancelletto" instead of "graticolo"
CQ28801	Italian VM Prompts incorrect - file MNU_5.wav
CQ28802	Italian VM prompt Conf04.wav is incorrect.
CQ28803	Italian prompt incorrect: "GRATICOLO" needs to be changed to "CANCELLETTO".
CQ29767	Phone Manager Tempory Greeting "End Date" increments the Date when time rolls over at midnight
CQ30031	Chinese Translations on VM Pro Client - Import MDB file - Fonts Issues
CQ30289	VMPro collect mail causes double login
CQ30295	Chinese translations errors VMPro Client 3.2.14
CQ28791	VM Prompt incorrect in Italian - Conf03.wav - both 3.2 & 3.1 stream affected
CQ27818	Prompt errors found in country - Intuity Mode in Korea
CQ29890	VMPro Call List action no longer recognising extension numbers
CQ31849	Disconnect action receiving information from menu action can result in voicemail stopping.

4.3 User CD 3.2(28) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 3.2(28) and SoftConsole 3.2(27) software:

CQ Number	Description of Issue
CQ27823	One way speech when transferring call using speed dial
CQ27525	Phone Manager Pro - Account code tagging is sent to line as DTMF
CQ26738	User CD installer does not warn user of locked files during uninstall
CQ27513	Account code digits heard in speech path
CQ29513	Double clicking a call on the "All" tab places a call to the wrong extension
CQ29873	Select Modify to ADD new User CD Components. Pressing TAB key is not in order of Screen shot
CQ30122	China User CD Install - Translation Issue
CQ30303	Incorrect MuLAW used when softphone codec set for ALAW (Chinese Mandarin Locale IPO)
CQ30605	H323Trace.log file is always running even when not in debug mode.
CQ21870	PRV translation Errors reported in Chinese
CQ24820	Please change the install of PM so that it changes the priority of iClaritySvr.exe to high
CQ26310	No speech path on call answered from Park timeout recall
CQ26713	Phone Manager - configured in Agent Mode - fails to take the agent in and out of all Groups
CQ30112	PM TAB in Preferences is not greyed out when Manager has User not able to configure Phone Manager
CQ30455	Phone Manager Pro still screen pops on a page call even if 'pop on page' is not selected
CQ30510	Phone Manager Pro French Translations Required
CQ30580	Last time and Date on Compact Mode is not updated in real time.
CQ30599	PMPro - Configure Personal Greetings translation needed
CQ30672	Cannot minimize the Phone Manager Pro login screen
CQ29931	SoftConsole - Save Profile on Exit not always working
CQ30365	Translations for soft console (Chinese)
CQ29874	User CD Install & Upgrade - Too slow/Progress Bar incorrect
CQ31510	Error message during installer is in the wrong language

4.4 Conference Server v3.2(8) resolved field issues:

The following field issues have been addressed in the v3.2(8) of Conference Server software.

CQ Number	Description of Issue
CQ30154	Translations of Conference server when loaded in Non-English locale
CQ25047	Italian translations
CQ26466	Conference center cannot send email notifications to external SMTP servers

4.5 Contact Store v7.2.09 resolved field issues:

The following field issues have been addressed in the v7.2.09 of Contact Store software:

| CQ Number	Description of Issue
CQ29398	Missing Contact Store recordings following a server Crash & rebooted
CQ28512	Unable to use replay facility when security update KB912812 is installed.
CQ27730	Recording are Inverted on BRI channels. Incoming is Outgoing. Outgoing is Incoming

CQ25169	Call Type incorrect for outgoing calls recorded to the VRL
CQ25104	Unable to restore a backup.dump file - instructions not available

5 Technical Notes

5.1 Upgrade Installation Notes

With release of 3.2(17) onwards is it now possible to upgrade the Admin suite of applications and binary files (this does not include CBC or Delta Server). It is no longer necessary to perform an uninstall prior to installation. If you are upgrading from a release earlier than 3.2(17) it will be necessary to remove the existing installation of IP Office Admin, please read the upgrade procedure in section 7.1 of IP Office Technical Bulletin 71.

Prior to upgrading to 3.2(53) please ensure that all applications running on the PC are closed. When the 3.2(53) Installation wizard is started on a PC running 3.2(17) the following message will be displayed:
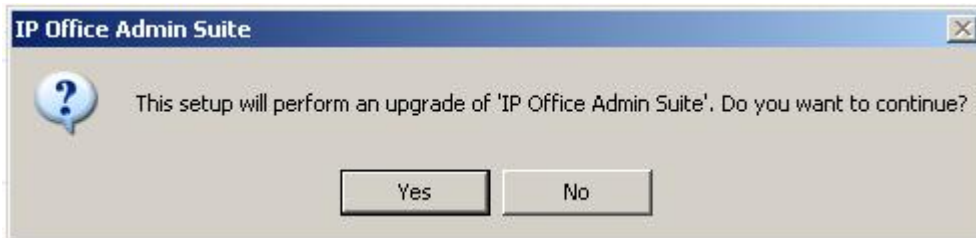
When 'Yes' is clicked the installation wizard will now upgrade the Admin software installed on the PC to version 3.2(53). It is not necessary to reboot the PC after upgrading unless instructed to do so.

5.2 Unit Compatibility - Expansion Unit Interoperability

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

5.3 Upgrade of IP Office systems with limited RAM

The binaries supplied since IP Office 3.1 have grown substantially in size, in most cases by almost 400 KB. Future upgrades using the "Validate" option may not be possible due to a lack of available space in RAM to store the binary during the upgrade.

To overcome this issue when upgrading if a system has insufficient RAM to hold the images, 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. If the Manager application detects that "offline mode" is necessary any expansion modules selected for upgrade

will be deselected and will need to be upgraded after the IP Office main unit has upgraded.

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 while 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.

5.4 Upgrade Instructions for VoiceMail Pro

With the release of IP Office VoiceMail Pro 3.2 it is now possible to upgrade without having to first perform an uninstall. If you are upgrading from release 3.1 or earlier please refer to section 7.6 of IP Office Technical Bulletin 71. The VoiceMail Pro must be at the 3.2 GA version (3.2.15) before upgrades can be performed.

Prior to upgrading to 3.2.28 please ensure that all applications running on the VMPro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings. However, it is advisable to perform a backup of the existing VMPro database and registry prior to upgrading.

### 5.5 Backing up the Existing VoiceMail Pro Database & Registry

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 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

5.6 Upgrading VoiceMail Pro

Before starting the 3.2(28) Installation wizard please ensure that both VMPro and, if installed, IMS services are stopped. The following dialog box will be displayed when the 3.2(28) installation wizard is started:
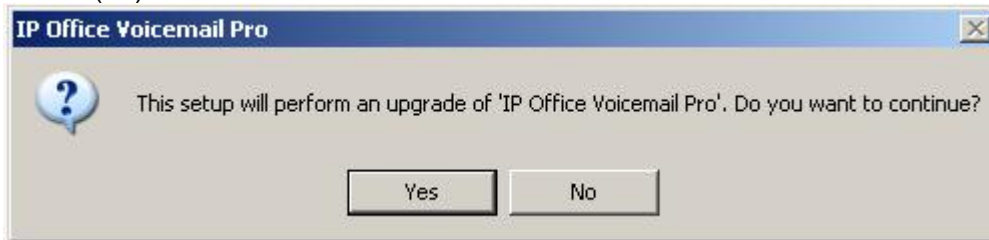
When "yes" is clicked the installation wizard will upgrade the customers VM Pro installation from 3.2(15) to 3.2(28). When the upgrade is complete the installation wizard will prompt you to reboot the server PC. After the PC has rebooted open the VM Pro client application and check the version and the customers Callflow configuration.

### 5.7 Upgrade Instructions for IP Office User Applications

With the release of IP Office User CD 3.2 it is now possible to upgrade Phone Manager and SoftConsole without having to first perform an uninstall. If you are upgrading from release 3.1 or earlier please refer to section 7.7 of IP Office Technical Bulletin 71. The User applications must be at the 3.2 GA version (3.2.12) before upgrades can be performed. During the upgrade the settings for PBX configuration, Speed Dials, Calls In/Out/Missed tabs etc, are preserved.

5.8 Upgrade Installation

Ensure that all applications on the client PC are closed and then insert the User CD. The Installation Wizard will check for the presence of the last 3.2 User software and display the following message:

When "Next" is selected the installation wizard allows you to choose which applications you wish to upgrade. In default both Phone Manager and SoftConsole are selected.
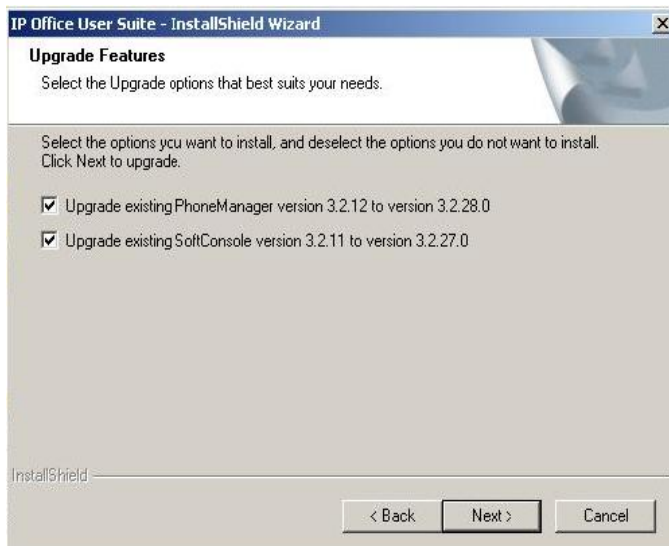
Note: SoftConsole and Phone Manager Pro are not to be run concurrently on the same PC.

When "Next" is selected the installation wizard will then complete the upgrade process on the client PC.

5.9 Upgrade instructions for Contact Store

To upgrade to this release of Contact Store it will be necessary to uninstall the previous version before installing v7.2.09 of this product. You are advised to take a complete backup of the partition onto which the application has been installed. For further information please see the IP Office Contact Store System Administration guide. Before backing up the disk, you should STOP the "Contact Store for IP Office" and "MSSQL$CONTACTSTORE" services.

1. Stop the Contact Store service.
2. From **Control Panel > Add/Remove Programs** select "Contact Store for IP Office" and remove this application completely.
3. When the old version has been removed Insert the 7.2 Build 09 CD and install the application as for a new installation. The installation wizard will detect the existing database service and leave the customer data intact.
4. Log onto Contact Store using the browser and check that the historical recorded data is present. It is not necessary to reboot the PC once the installation is complete.

6 Assistance

6.1 Documentation and 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 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 3.2 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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