



## IP Office Technical Bulletin

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**Region:** Global

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### **General Availability (GA) of the IP Office 3.2 November 2006 Maintenance Release**

Avaya is pleased to announce the availability of the IP Office 3.2 November Maintenance Release Software. This is an interim maintenance release addressing a number of field issues found in the IP Office and VoiceMail Pro 3.2 releases.

#### **1 Overview**

This maintenance release incorporates new software for IP Office Core Switch 3.2(54) and VoiceMail Pro 3.2(28.4). IP Office 3.2(54) should be used for all 3.1 upgrades and new installations, except those where DT support is required, where 3.0DT should be used instead. The IP Office 3.2(54) software and VoiceMail Pro 3.2(28.4) 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:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	3.2(54)
Manager	5.2(54)
SysMonitor	5.2(54)
UpgradeWiz	5.2(54)
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
2420 Phone Firmware	4.00
5410 Phone Firmware	2.00

<b>Delivered Software or Package</b>	<b>Version</b>
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 VoiceMail Pro CD are:

<b>Component</b>	<b>Version</b>
Voicemail Pro (GUI)	3.2.28.4
Voicemail Pro Server	3.2.28.4
Voicemail Pro Service	3.2.28.4
VPIM Client	3.2.28.4
VPIMDBSvr	3.2.28.4
VPIMReceiver	3.2.28.4
VPIMServer3	3.2.28.4
IMSAdmin	3.2.28.4
IMSServiceRestart	3.2.28.4
UMSServer	3.2.28.4
VMServer	3.2.28.4

## **2 Known Caveats**

IP Office Caveats are detailed online at:

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

## **3 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.

### **3.1 IP Office 3.2(54) Resolved Field Issues**

The following field issues have been addressed in the IP Office 3.2(54) software:

<b>CQ Number</b>	<b>Description of Issue</b>
CQ33056	IP406v2 – Possible connectivity issue with LAN Ports
CQ33076	System restart using T3 IP Phones
CQ32918	IPO may restart when T3 terminals transfer using partner key
CQ33696	System restart when using Partner keys and Pickup on T3 IP Phones
CQ33315	Intermittent issue with no dial tone on T3 IP terminals.
CQ34022	T3 IP and DS style handsets do not record a busy external number to dialed list
CQ34327	Possible system restart due to memory corruption involving H323 sessions

### **3.2 VoiceMail Pro 3.2(28.4) Resolved Field Issues**

The following field issues have been addressed in the VoiceMail Pro 3.2(28.4) software:

<b>CQ Number</b>	<b>Description of issue</b>
CQ30503	Broadcast messages to very large hunt groups may cause VM service to hang
CQ33660	Voicemail collect button, no speech after 3.2.28 upgrade
CQ31986	Play configuration option 5 for DND is ignored and can not be enabled or disabled via the prompts
CQ32133	Voicemail application error and crash on retrieving messages
CQ33083	Unexpected voicemail service restart
CQ33088	VMPPro service may stop when VM message is to be responded back to external originator

## **4 Technical Notes**

### **4.1 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(54) please ensure that all applications running on the PC are closed. When the 3.2(54) Installation wizard is started on a PC running IP Office 3.2 Admin software 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(54). It is not necessary to reboot the PC after upgrading unless instructed to do so.

#### **4.2 Unit Compatibility - Expansion Unit Interoperability**

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

#### **4.3 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.

#### **4.4 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 a minimum level of 3.2.15 before upgrades can be performed.

Prior to upgrading to 3.2(28.4) 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.

**Please note:** In this version of VoiceMail Pro, the client splash screen will show version 3.2.28 not 3.2.28.4. The version of the client executable is however 3.2.28.4. This can be confirmed by navigating to the VoicemailPro.exe file and checking the file properties.

#### **4.5 Backing up the Existing VoiceMail Pro Database & Registry**

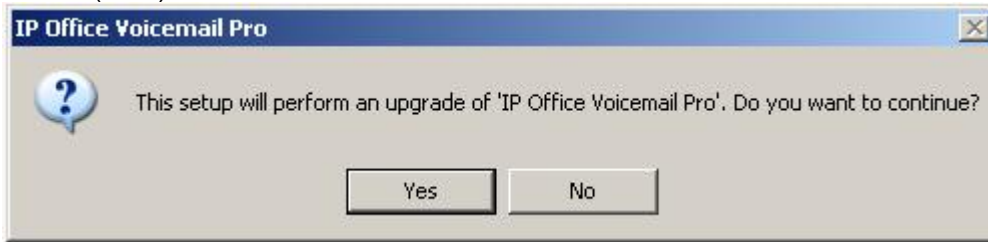
1. Start the VoiceMail Pro GUI.
2. From the File menu, select the option Import or Export.
3. Select the option Export callflows and click **Next**.
4. Enter a file path and file name ending in .mdb, e.g. C:\temp\backup.mdb. Click **Next**.
5. Click **Finish** to start the export then click **Close**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

## **4.6 Upgrading VoiceMail Pro**

Before starting the 3.2(28.4) 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(28.4) installation wizard is started:



When “yes” is clicked the installation wizard will upgrade the customers VM Pro installation to 3.2(28.4). 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 Assistance**

### **5.1 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.

### **5.2 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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