IP Office Technical Bulletin

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General Availability (GA) of the IP Office 4.0 Q3 2007 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.0 Q3 2007 Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 4.0 GA releases.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 4.0(10) and User CD 4.0(20) comprising Soft Console 4.0(8) and Phone Manager 4.0(20). ***Note:*** *Due to issues identified the release of Voice Mail Pro has been delayed and will be announced separately when available.*

The IP Office 4.0(10) 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 IP500, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the Admin CD are:

Delivered Software or Package	Version
IP Office Firmware	4.0(10)
IP Office Manager	6.0(10)
System Monitor	6.0(10)
System Monitor	5.2(57)
Upgrade Wizard	6.0(10)
SSA Viewer	6.0(10)
Call Status	4.0.5
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
4625 Phone Firmware	2.5.22

Delivered Software or Package	Version
5601, 5602 Phone Firmware	2.3
2410 Phone Firmware	5.00
2420 Phone Firmware	5.00
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
Voice mail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.16
IP DECT - ADMM Firmware	1.1.7
IP DECT - ADMM Java Configuration	1.1.7
IP DECT – ADMM DECT Monitor	1.3
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	70.24.11
T3 IP Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	4.0.20
Soft Console	4.0.8
TAPI Link	1.0.0.28
Devlink	1.0.0.4

3 New Feature Support

3.1 Changes to networking licensing

With the Q3 2007 Maintenance Release of Release 4.0 software, an IP500 system running IP Office Standard Edition will be able to support the Voice Networking Licenses (both Starter and Additional) and the Advanced Networking License without requiring the Professional Edition Upgrade License.
IP500 systems running Standard Edition with Voice Networking will be able to access Centralized Voicemail but the central IP Office system itself still requires Professional Edition to support a Voicemail Pro License.

3.2 Microsoft Vista Support

Further to the announcement made in the previous release with regards to Microsoft Vista support. The following table shows the current status of applications supported on the Microsoft Vista Business and Ultimate edition:

Application	Vista Support
IP Office Admin CD Applications	☑ (see note 1)
Phone Manager	☑ (see note 2)
Softconsole	☑
TAPI	☑
Devlink	☑
Voicemail Lite	☑
Voicemail Pro	☒ (see note 3)
Conference Center	☒ (see note 4)
Contact Store	☒
Compact Contact Center	☒ (see note 5)
Microsoft CRM Integration	☑
Standalone Delta Server	☑
Compact Business Center	☑

Note 1 - If using the USB Feature Key, the 'Sentinel System Driver Installer' should be run following the normal Admin CD installation.
Note 2 – Phone Manager PC Softphone is not supported on Microsoft Vista.
Note 3 – Vista support will be announced in the next GA release of Voice Mail Pro.
Note 4 – Conference Center Full Server Installation is not supported on Microsoft Vista. However, the Web Client Host application is supported.
Note 5 – Vista support will be announced in the next GA release of CCC.

3.3 Microsoft Server2003 Support

Service Pack 2 for Windows Server 2003 is now supported with applications which currently declare support for this Operating System. For further information please see IP Office Technical Tip 80.
Note: This does not currently include CCC. A separate announcement will be made in the next CCC GA release.

3.4 Microsoft Internet Explorer 7

Internet Explorer 7 is now supported on all applications which utilize an internet browser.
Note: This does not currently include CCC. A separate announcement will be made in the next CCC GA release.

4 IP Office Resolved Field Issues

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SSD. 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.

The following field issues have been addressed:

4.1 Core IP Office 4.0(10) and Manager 6.0(10) Resolved Field Issues

CQ Number	Description of Issue
CQ36175	IPO users fwd calls to Tenovis Mobility Manager, users do not receive busy when the external number is engaged.
CQ38204	Calling H/G that has Advertised enabled when SCN is not connected crashes unit.
CQ38273	Programming a new user - via self administer (handset) populates the label incorrectly
CQ38464	Danish translation error when receiving incoming call with withheld CLI
CQ38479	Incoming Calling Party No. is sent out as Calling Party No when call is forwarded of switch.
CQ38505	Wave Driver DTMF monitoring does not survive a change of B end caller
CQ38517	Call is forwarded to Fwd Unconditional number erroneously
CQ38657	longer delay before hearing greeting after ring back ends when making call to remote SCN extn
CQ38882	User dials a SC to reach a Conf Bridge where must enter passcode, drops call rather than adding to Conf
CQ38919	Calls blind transferred to hunt group bypass queuing.
CQ50899	Hot Desk users - User BLF updates are not reflected on the DS visual display.
CQ50902	Unit reboots when the DkPickup button is pressed just as the call is transferred to Voicemail.
CQ50912	Non Hunt Group member (With "Hxxxx" Source Number") cannot access Hunt Group Mailbox.
CQ50992	v4 short codes are missing when upgrading from v3.2
CQ51324	Answering 2nd call on iPhone Pro, after dropping first call, results in placing call on hold.
CQ51458	Advertised Groups - IP500 reboots when the IP Line is programmed incorrectly.
CQ51512	Call Listen fails if agents base extension number is different to user extension number.
CQ51650	Log in via menu failing on 64xx terminals
CQ51688	New call charges menu options on T3's are not translated into Italian
CQ51796	IP500 Resets on SIP Call attempt if SIP provider's IP address is omitted from SIP line config
CQ53529	Soft-Console user presses the END key on the keyboard and the longest held call is reconnected
CQ54193	Call gets stuck on system and cant be answered - switch then reboots - traces attached/PB needed
CQ38277	Remote Hot Desking across SCN - user rights template is not applied when user is on remote system
CQ36089	Unable to type in *99* into the Alog line prefix field as advised below
CQ51218	Incoming call routes are missing when using Import & Export to build the config
CQ51874	Established Call - IP DECT slave and ISDN Line goes 1WTX when another ISDN call is blind Xfered to the Master.
CQ52598	Calling H/G that has Advertised enabled when SCN is not connected crashes unit.
CQ35522	VM interaction.Xfering to Groups 'out of service' cut incoming call off.
CQ51614	Italian translation issues found in field trial of 4.0.5.1108
CQ53107	SCN crashing and requires reboot to restore operation
CQ38260	Call redirect on T3 phones is delayed for group calls
CQ51219	Manager Import/Export feature returns the following error "Error Reading Line Test;RemoteManager".

CQ35557	lineRedirect() in TAPI doesn't work
CQ53111	1WTX on IP DECT handsets. Duplicate issue of 51874. PB required based on 4.0.7
CQ53358	PRV: No Speech path present on outgoing calls: VCOMP errors on trace.
CQ53514	In-House IPO 500 running 4.081103 (DDI_Conf) reset receiving a ISDN call over SCN from 4.0.7 Unit1_412
CQ53570	Reset of in house IPO running 4.0.81103
CQ53598	4.1 system cannot breakoput from a 4.0(81103) system over IP Trunk
CQ53284	Listening in to a call causes a "crackling sound" to be heard by the original calling and called party.
CQ53873	IP phone calls rotary distributed HG, call may disconnect before initial Q greeting.
CQ52868	Incorrect shortcuts when upgrading.
CQ53580	twinning master / slave grayed out
CQ54427	412 running out of memory - OSMemPool::Allocate Out of Memory
CQ54115	Unable to upgrade to trial build of Admin CD 4.0.81104 from previous GA (4.0.7)
CQ54410	Key Server not installed correctly.
CQ54633	VMPro Assisted transfer continues to ring the target extension when the originating extension drops the call.
CQ51981	Group call recording failing when call is routed via VM assisted transfer action
CQ54732	Upgrade function is missing.
CQ54491	406v2 may restart when SCN is enabled.
CQ55255	IP500:System restart when distributing call to Hunt Group

4.3 User CD 4.0(20) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 4.0(20) and Soft Console 4.0(8) software:

CQ Number	Description of issue
CQ51276	Call tagging and CLI information lost when un-parking a call
CQ50885	No incoming speech on IP softphone with faststart enabled
CQ53077	One way speech using PM PC Softphone with fast start enabled
CQ53395	One way speech between PM Softphone and digital terminals with fast start enabled

5 Technical Notes

5.1 Upgrade IP Office Admin CD

The Admin CD will detect previous installed version 4.0 GA and upgrade automatically. Previous release 3.2 Admin will require to be uninstalled and then reinstalled using the 4.0(10) Admin CD. It is not necessary to reboot the PC after upgrading unless instructed to do so.

5.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded corresponding to 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 IP Office User Applications

The User CD will detect previous installed applications installed at version 4.0 GA and upgrade automatically. Previous release 3.2 applications will require to be uninstalled and then reinstalled using the 4.0.7 User CD.

Note: Soft Console and Phone Manager Pro are not to be run concurrently on the same PC.

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.

7 Known Caveats

IP Office Caveats are detailed online at:

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

Issued by:
Avaya SSD Tier 4 Support
Contact details:-

EMEA/APAC
Tel: +44 1707 392200
Fax: +44 (0) 1707 376933
Email: gsstier4@avaya.com

NA/CALA
Tel: +1 732 852 1955
Fax: +1 732 852 1943
Email: IPOUST4ENG@Avaya.com

Internet: http://www.avaya.com
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