IP Office Technical Bulletin

Bulletin No: 88

Date: 14 December 2007

Region: Global

General Availability (GA) of the IP Office 4.0 Q4 2007 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.0 Q4 2007 Maintenance Release. 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 for IP Office Core Switch 4.0(14) and Voicemail Pro 4.0(27).

The IP Office and Voicemail Pro software 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(14)
IP Office Manager	6.0(14)
System Monitor	6.0(14)
System Monitor	5.2(57)
Upgrade Wizard	6.0(14)
SSA Viewer	6.0(14)
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
5601, 5602 Phone Firmware	2.3
2410 Phone Firmware	5.00
2420 Phone Firmware	5.00

Delivered Software or Package	Version
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
Voicemail 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 for EMEA	70.24.11
3711 Phone Firmware for NAR	91.24.30.16
T3 IP Phone Firmware	T246
T3 IP Admin Tool	2.20

The contents of the VoiceMail Pro CD are:

Component	Version
Voicemail Pro (GUI)	4.0.27
Voicemail Pro Server	4.0.27
Voicemail Pro Service	4.0.27
VPIM Client	4.0.27
VPIMDBSvr	4.0.27
VPIMReceiver	4.0.27
VPIMServer3	4.0.27
IMSAdmin	4.0.27
IMSServiceRestart	4.0.27
UMSServer	4.0.27
VMServer	4.0.27

2 New Feature Support

2.1 Microsoft Vista Support

Further to the announcement made in Technical Bulletin 87, Voicemail Pro is now supported with Microsoft Vista Business and Ultimate editions.
Note: IMS and Web Campaigns are not supported on Microsoft Vista.

2.2 Microsoft Server2003 Support

Service Pack 2 for Windows Server 2003 is now supported with Voicemail Pro 4.0.27 and above.

3 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:

3.1 Resolved Field Issues in IP Office 4.0(14) and Manager 6.0(14)

CQ Number	Description of Issue
CQ38884	Echo on calls from VM to IP phones on whisper transfer using ATM4U
CQ39008	System restart - attempting to dial a 67 digit number.
CQ39027	System restart - Memory block freed twice - Bad Child Node Key
CQ39060	ip500 System restart after adding ip phones
CQ39061	Remote node restart with very large output.
CQ39064	System restart after paging on ip500
CQ39088	System restarting after paging
CQ39103	System restarting with embedded voicemail
CQ39117	System restarting on teardown of auto-recorded call on IP500.
CQ39119	Intermittent system restart when paging large Hunt Groups containing IP phones
CQ39128	System restart with fwd unconditional and fallback
CQ39132	System restart: appears to be auto record related
CQ39140	System restart at times when calls transferred across SCN
CQ39154	System restart issue when starting SSA
CQ39167	System restarting due to page and recorded call
CQ39206	Continually retargeting same HG members without a coverage path causes a memory leak
CQ39271	Intermittent system restart on 4.0.7.
CQ51978	IP 500 External Transfer After DS Button Call Pickup - shows WAITING FOR LINE
CQ52092	? short code character failing when configured on a line
CQ52768	System Restart relating to DSS handling on IP handsets
CQ52967	406v2 System restarting with watchdog timeout following failed queue announcement
CQ53106	System restart at Main site.
CQ53298	SIP activity causing IPO 500 running 4.0.7 to restart
CQ53367	Different tone played to analog extension on disconnect from 3.2 to 4.x
CQ54052	IP500 System restarting with DSI exception error with calls queuing against a group
CQ54647	Intermittently 5410 terminals may not initialise correctly after warm restart.
CQ54661	System restart with SIP trunk to trunk transfer
CQ54929	IP500 System restarting following Call Pickup
CQ55000	System restart after a call is received
CQ55088	406v2 System restarting when connected to a SCN environment - error VPN ForwardGone
CQ55297	IPO412: System continuously restarts
CQ55322	Multiple System Restart issue – Embedded VM
CQ55346	TAPI reset Resetting IPO unit when TAPI drops an attempted Transfer to a DS user.
CQ55623	IP500:System restart three times in successive days
CQ55699	Softphones not able to register with GK when number of T3 IP exceed softphone license number
CQ55707	TAPI restarting IPO when a busy transfer is attempted via TAPI and the press drop key is pressed
CQ55710	Phone Module V2 inducing crackle into speech with POT phones
CQ55716	406v2 System restart following Hatric error
CQ55724	VM does not detect in-band DTMF tones.
CQ55745	System restart caused by SoftPhone user dialing invalid string
CQ55771	Use of LDAP causes continuous restarts
CQ55849	Call pickup from mandatory recording user causes system restart if VM is busy
CQ39275	Telephone will go to speakerphone after hanging up handset
CQ56075	System reset alarm from field trial sysmon trace

CQ56264	IP500 System restart - whilst processing a message an information element from ISDN
CQ56484	System Reset after attempted transfer
CQ39245	VCM channel may not release properly upon call termination
CQ39221	Twinned calls present IPO caller id instead of caller party id when forwarded outbound over PRI.
CQ39238	Group call member targeting differs on 4.0.10 to previous releases.
CQ56333	Call Waiting not working in certain hunt group scenarios
CQ56420	5410B (RoHS) terminals may not initialise correctly after restart.
CQ56681	IPO restarts when lineUnhold followed by lineDrop is used on TAPI
CQ56022	IP500 Manager app displays JIT error
CQ39232	Using Call Queue from Softconsole may be causing the system to restart
CQ39091	Group overflows no longer working as expected in 4.0.7.
CQ53324	Overflow not working as described in help files and as 3.2 operation
CQ57054	System restart, suspected TAPI issues
CQ39332	System Restart - possibly caused by call park - unpark.

3.2 Voicemail Pro 4.0.27 resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.0(27) software:

CQ Number	Description of issue
CQ51571	PMPro - Swedish prompt to record the Personal greeting is cut short and the beep tone is missing.
CQ51929	Using "Dial-By-Name" feature, if pressing **2 to toggle, different voice is heard
CQ52020	Playback of vm message looses 1 second at the start
CQ52325	Incorrect prompts played in Intuity mode
CQ54740	Dial by Name action fails after deleting partial entry
CQ54763	Voicemail crashes when the call is dropped during the running of a VB script.
CQ39131	VM Pro service stopping unexpectedly
CQ55996	Dead air when calling into voicemail from an external trusted source number
CQ57108	VMPro will not upgrade correctly from Q2 GA version 4.0.18.

4 Technical Notes

4.1 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(14) Admin CD. It is not necessary to restart the PC after upgrading unless instructed to do so.

4.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded corresponding to 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 restart 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 restarted 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 restart 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 restarted 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

The Voicemail Pro must be at a minimum of 4.0 GA (4.0.15) before automatic upgrades can be performed to this maintenance release.

Running Voicemail Pro CD 4.0.27 will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the Voicemail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to Voicemail Pro 4.0.27 please ensure that all applications running on the Voicemail Pro server PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

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.

6 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: IPONACALAT4@avaya.com

Internet: http://www.avaya.com
© 2007 Avaya Inc. All rights reserved.