IP Office Technical Bulletin

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General Availability (GA) of the IP Office 3.2 Q4 2007 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.2 Q4 2007 Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.X releases.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.2(61), Voicemail Pro 3.2(36), Conference Center 3.2(15), User CD 3.2(37) comprising of SoftConsole 3.2(34) and Phone Manager 3.2(36). IP Office 3.2(61) should be used for all 3.1 upgrades or new installations, except those where DT terminal support is required, where 3.0DT should be used. The IP Office 3.2(61) 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(61)
Manager	5.2(61)
SysMonitor	5.2(61)
UpgradeWiz	5.2(61)
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	2.5.22
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
DeltaServer	5.2.16
DECT	3.1.13
DECT CCFP Admin Program	8.0.9
IP DECT	1.1.7
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 Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2.36
Soft Console	3.2.34
TAPI Link	1.0.0.30
Devlink	1.0.0.4

The contents of the Voicemail Pro CD are:

Component	Version
Voicemail Pro (GUI)	3.2.36
Voicemail Pro Server	3.2.36
Voicemail Pro Service	3.2.36
VPIM Client	3.2.36
VPIMDBSvr	3.2.36
VPIMReceiver	3.2.36
VPIMServer3	3.2.36
IMSAdmin	3.2.36
IMSServiceRestart	3.2.36
UMSServer	3.2.36
VMServer	3.2.36

2 New Feature Support

None

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.

3.1 Core and Manager Software

The following field issues have been addressed in the IP Office 3.2(61) software:

CQ Number	Headline
CQ28278	Transfer Return Timer inconsistent with applications.
CQ30888	No ring back event on Tapi after progress message received
CQ34682	Tones in Greek locale are incorrect
CQ35143	VMPro - Calls are routed incorrectly when the Fwd No Answer timer expires.
CQ35421	Issues with PMP / account codes and call recording.
CQ36241	Dial inclusion - will busy out alog port
CQ38749	Call park to extension produces tones that are heard by the caller.
CQ39056	Feature interactions causing one way audio on overflowed calls
CQ39057	Unable to use Door Phone Relay's if already on the phone talking
CQ52062	406v2 system restart - trace indicates two VM channels have been transferred together
CQ52107	Phone Manager User Speed Dial BLF shows as permanently Busy.
CQ52719	Busy tone presented to caller instead of MOH - caused by FWD on busy
CQ53584	Locale set in ICR is ignored - VM will always play out prompts set in system locale
CQ38863	Unable to add a BOOTP entry for a system without having an open config.
CQ52090	T3 Terminal buttons do not work as operational in 3.1.65
CQ28829	Incoming DTMF CLI not recognized on analog trunks.
CQ38423	VMPro -Assisted transfer fails to connect external caller
CQ38658	CLI not always received by ATM4U
CQ38918	Embedded VM collects double digits - a restart clears the issue
CQ38928	Upgrade from 3.2.53 to 3.2.55 now has silent reboots
CQ39062	System restart just after customer noticed sluggish/non responsive embedded mail
CQ39092	Caller ID not working on 5420 sets
CQ51245	Embedded voice mail double counts digits when entering extension number and password.
CQ53076	System restart on TxP transfer - Targeting KLP in decode
CQ53805	Absent text when set on 5410/5420 using new R5 firmware does not show the time.
CQ35624	Idle phones are disabled inappropriately when a Reboot When Free command is selected with Outbound
CQ50922	No "OG" being displayed on phone (54xx) in 3.2 when using time profiles
CQ51821	IP406v2 - Restart due to buffer leak - PRN: OSBuffer::Alloc Out Of Buffer.
CQ53849	problems updating partner buttons on T3 DS Phones
CQ55208	Call fails to forward externally if target user is set to use forced account code
CQ39265	System restart on 3.2.59
CQ55902	Analogue POT Phone cannot hang up an incoming call
CQ56458	Embedded Auto Attendant inactivity timeout fails to disconnect external analogue calls
CQ38620	incoming 11 digit caller ID lost on ATM16 - truncated to 4 digits
CQ53699	System restart with Memory Block Freed Twice.

CQ55863	Call ID randomly corrupted leading to system restart
CQ55890	IP406V2 3.2.59 - System restart on receipt of a Hunt Group ISDN Call
CQ55730	IP412 3.2.59 "Memory Block Freed Twice" – System restart

3.2 Voicemail Pro 3.2(36) Resolved Field Issues

The following field issues have been addressed in the Voicemail Pro 3.2(36) software:

CQ Number	Description of Issue
CQ53686	Voicemail Pro 3.2 Italian Translations Required
CQ39032	Greeting or announcements getting cutoff - 1st 1-2 seconds when recording
CQ39041	User voicemail passwords ignored after re-installation or new installation of voicemail.
CQ54542	5 Italian translation errors in IMS client
CQ54788	VMPro voice question responses are left in the specified mailbox AND in the greetings folder.

3.3 User CD 3.2(37) Resolved Field Issues

The following field issues have been addressed in Phone Manager 3.2(36), SoftConsole 3.2(34) software and TAPI 1.0.0.30:

CQ Number	Description of Issue
CQ34058	Unable to redial using PM "Call Number Back" functionality when system uses Secondary Dial Tone.
CQ34450	Speed Dial Group not displayed when "Load Profile" command used.
CQ36138	Phone Manager Voicemail Tab jumps to STATUS when accessing VM messages.
CQ38991	Caller ID name is no longer displayed on Phone Manager, or on the IMS form.
CQ39130	Phone Manager Pro 3.2.34 will not send caller ID to an external application via screen pop
CQ34988	F2 transfer on Softconsole has changed between 3.0.69 and 3.2.54
CQ39034	Softconsole user can not Park an incoming call when a second call is ringing the user.
CQ56072	TAPI Driver 1.0.0.28 is not available when using Outlook 2000.

3.4 Conference Center 3.2(15) Resolved Field issues

The following field issues have been addressed in Conference Center 3.2(15):

CQ Number	Description of Issue
CQ33518	Conf Center 3.2.7/8 - error encountered when installing new software to replace older software
CQ33681	Users calling in to the Conf Center get stuck on MOH
CQ34478	Italian translation error on Conference Centre Installation screens.
CQ50873	Conference Center - Unable to view uploaded presentation files from web-clients
CQ51497	Italian conference center Web Booking install creates VRootName1 virtual directory
CQ55001	Option to upgrade is presented to user but is not supported.

4 Technical Notes

4.1 Upgrade Installation Notes

The Admin CD will detect the currently installed 3.2 GA version and upgrade automatically.

4.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded corresponding to the CPU software.

4.3 Upgrade 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 IP Office User Applications

The User CD will detect the currently installed 3.2 GA version and upgrade applications automatically.

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

4.5 Upgrade Instructions for Voicemail Pro

Voicemail Pro will perform an automatic upgrade when the application is operating at a minimum of 3.2.15. If upgrading from release 3.1 or earlier, please refer to section 7.6 of IP Office Technical Bulletin 71.

Prior to upgrading to 3.2.36 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.

It is advisable to perform a backup of the existing Voicemail Pro database prior to upgrading.

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

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