IP Office Technical Bulletin

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General Availability (GA) of the IP Office 4.1 Q2 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.1 Q2 2008 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.0 and 4.1 GA releases. This will be the final GA release of IP Office 4.1 software.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.1(15), VoiceMail Pro 4.1(42) and User CD 4.1(20), comprising of Phone Manager 4.1(20), Softconsole 4.1(7) and TAPI 1.0.0.31.

The IP Office and application 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 IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	4.1(15)
IP Office Manager	6.1(15)
System Monitor	6.1(15)
System Monitor	5.2(61)
Upgrade Wizard	6.1(15)
SSA Viewer	6.1(15)
Call Status	4.0.5
4610, 4620, 4621, 5610, 5620, 5621 Phone Firmware	2.8.3
4601, 4602 Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.8.3
4625 Phone Firmware	2.8.24
5601, 5602 Phone Firmware	2.3
2410 Phone Firmware	5.00

Delivered Software or Package	Version
2420 Phone Firmware	5.00
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
VoiceMail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.18
IP DECT – ADMM Firmware	1.1.11
IP DECT – ADMM Java Configuration	1.1.11
IP DECT – ADMM DECT Monitor	1.4
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.03
T3 IP Admin Tool	2.20

Note: Upgrading IP DECT 3711 Telephone Firmware

When upgrading from very early versions of 3711 telephone firmware to the global version 91.24.31.03 you may encounter an issue with "WRONG CARD" flashing on the display after the upgrade. To overcome this issue perform the following on the 3711 telephone:

- Press "Menu" and select "Security"
- Enter the PIN when requested (this is 0000 in default) and press OK
- Press OK to confirm the reset.

Note: Upgrading 5410 Telephone Firmware

To protect customers from the 5410 upgrade issue documented in Technical Bulletin 91 this and future releases of IP Office software will not upgrade any 5410 telephones which are **already running R5 firmware** when the Force Upgrade batch file is switched on. If you wish to upgrade a 5410 already running R5 firmware a NoUser Source Number must be entered using Manager in addition to the Force Upgrade batch file.

When the NoUser source number is used in conjunction with the Force Upgrade batch file this will initiate an upgrade of all 5410 telephones including those already running the R5 firmware. 5410 telephones running a previous release of firmware will upgrade as normal without the need to enter the NoUser source number when connected to a system running this release of IP Office software.

NoUser Source Number to allow 5410 telephones running R5 firmware to upgrade:

ALLOW_5410_UPGRADES

Note: Location of IP Office software

Historically, the IP Office binary files have been stored uncompressed and located in the "\bin" folder from the root of the image created for the IP Office Administration CD. All the IP Office binary files are now located in "\Program files\Avaya\IP Office\Manager".

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	4.1(42)
VoiceMail Pro Server	4.1(42)
VoiceMail Pro Service	4.1(42)
VPIM Client	4.1(42)
VPIMDBSvr	4.1(42)
VPIMReceiver	4.1(42)
VPIMServer3	4.1(42)
IMSAdmin	4.1(42)
IMSServiceRestart	4.1(42)
UMSServer	4.1(42)
VMServer	4.1(42)

2 New Feature Support

2.1 Microsoft Windows XP Service Pack Support

Microsoft Windows XP Service Pack 3 is now supported with this maintenance release of IP Office software.

2.2 Enhanced Outgoing Call Bar

This enhancement to the Outgoing Call Bar feature provides the ability for a user to dial a short code which will prevent the terminal being used to make calls to external destinations. Internal calls and calls matched to a Dial Emergency short code are possible when the feature is enabled. When a call bar is active "B" will be shown on the telephone display. This feature uses the Login Code in the user telephony settings when a user wishes to turn off the active call bar. This feature allows a user four attempts to disable the call bar; further attempts are then disallowed for 90 seconds. Telephones configured as a System Phone can be used to turn off the feature for other users. The enhanced outgoing call bar consists of three new short code features.

Note: The new short codes features are not added as default system short codes but may be configured using the following examples:

Outgoing Call Bar On

Extn408 can enable the outgoing call bar by dialing: ***58**

Code: *58
Feature: Outgoing Call Bar On
Telephone Number: <blank>

Outgoing Call Bar Off

Extn408 has a "Login Code" of 1234 and wishes to turn off the active call bar. Extn408 can disable the call bar by dialing: ***59*1234#**

Extn403 is configured as a System Phone with a login code of 4321 and wishes to disable the call bar applied to Extn408. To turn off the call bar Extn403 would dial: ***59*408*4321#**

Code: *59*N#
Feature: Outgoing Call Bar Off
Telephone Number   N

Change Login Code

Extn408 has a Login Code of 1234 and wishes to change it to 5678. Extn408 would dial:
*60*1234*5678#

Extn403 is configured as a System Phone with a Logon Code of 4321 and would like to change the Login Code of Extn408 from 1234 to 5678. To change the Login Code of Extn408 user Extn403 would dial:
*60*408*4321*5678#

Code: *60*N#
Feature: Change Logon Code
Telephone Number   N

Manager may also be used to turn off an active call bar by unticking Outgoing Call Bar in the Telephony settings.

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 4.1(15) and Manager 6.1(15)

CQ Number	Description of Issue
CQ39055	IPO fails to present a busy signal to the second incoming call to an analog user/fax over e&m ddi lines
CQ39246	ReserveLastCA pattern affected by Conference and Hold Button
CQ39289	User short codes for forced account code can be bypassed when using a line appearance.
CQ39310	Whisper Action not working properly/consistently
CQ39325	System running out of buffers - CDR
CQ39376	IP phone performing assisted transfer across SCN to another IP set has no audio
CQ39401	System restart after user tried to Pickup Any an SCN call with a SC
CQ39409	Restart on receipt of malformed TFTP get command
CQ39422	interaction with Sonus Softswitch emulating NI2 preventing outbound call forwarding in some scenarios
CQ39501	Unable to clear MWI via short code
CQ54151	Display difference on incoming call between 4.0 and 3.2
CQ55235	Spectralink 3620 only displaying first 7 digits of CLI
CQ55783	Ringback tone not heard when making internal call to a Master IP Dect handset with a twinned DS slave.
CQ56028	IPO users fwd calls to Tenovis Mobility Manager; users connect with busy tone audible from the IPO line.
CQ57960	CDR - No Record generated of Blind Transfer
CQ58290	BLF buttons reflect wrong extn when hot desking users log onto different phones (T3-IP Phone specific).
CQ58490	DSS Status config option no longer functioning as documented
CQ58535	Call transferred via VM gets disc if the Called Extn "Name" is the same as Directory "Calling Party Name"
CQ59063	CDR output appears incorrect when using VM recording or announcements

CQ59362	DS Key to dial 5 does not send DTMF over speech to calling Door Phone
CQ59555	ISDN phone unable to clear a call on 4.0 or 4.1
CQ59919	"Mute All Participants" button on the Conf Centre Web Client application doesn't mute call from IP phones.
CQ59982	Phone-Manger Telecommuter Mode requires the user to be logged on
CQ60042	Ring Back When Free not working to Hot Desk logged at a remote SCN system
CQ60181	54xx - User Buttons are shown as idle when in a ringing state.
CQ60330	System restart when host leaves conference and then rejoins.
CQ60672	System not responding correctly to ISDN Disconnect message without in-band tone
CQ58524	SSA shows channel 16 for Universal PRI card
CQ60622	SSA reporting 2 VCM channels in use on an RTP relay call from an IP Phone to a SIP line
CQ57047	PM Softphone - Calls are incorrectly presented to Softphone during Wrap-up time
CQ57081	Coverage button - The original target information (user details) is not displayed with the CLI
CQ57849	ISDN Information Element incorrect on breakout call from 3.2 remote system
CQ60870	PMPro Telecommuter - perform forward while call waiting resets the system
CQ61172	Dialed number sent to line as both CalledPartyNumber and Keypad Facility fields after Auth Code accepted.
CQ57799	Swedish characters (åäöÅÄÖ)not displayed properly in TAPI app when call transferred via VoiceMail
CQ36095	No CLI on CH585 Analogue DECT phone when connected to port on POTS16v2. Okay on 406v2 POTS
CQ39435	Large SCN configs cause audio to distort during merge of central site
CQ39481	5400 Users are logged off when changing VoiceMail passwords for the first time at a remote location.
CQ53286	No CLI displayed on C450 when connected to a port of a POTS30V2
CQ53843	CCC - SMDR record missing on a trunk to trunk transfer
CQ54697	POTS phones do not show CLI. Works on POTS+ but not on POTSv2 or IP500 POTS8.
CQ55270	SMDR does not show record of trunk to Trunk transfers on SMDR screen and output logs 5.2.16 delta server
CQ55988	SIP ACK message is invalid when IPO used in a 3 site configuration with a XE200
CQ56921	CCC - Refused call: Agent activity recorded in report as Wrap-up instead of Ringing.
CQ58549	No CLI displayed on C450 when connected to a port of a POTS30V2 or an IP500 POTs port running 4.1.9
CQ58830	User Announcements. Call not presented to analog terminal when free.
CQ59266	IP412 Memory Block Freed twice and system restart.
CQ59717	SMDR does not record the details of an external transfer of an internal to internal call.
CQ60233	Adding ring call to conference using SC causes system restart.
CQ60434	SCN - Assisted transfers across SCN to an IP Dect user connects with no speech path.
CQ61341	Cannot dial users set to hot-desking after controlled restart, only applies to T3 phones
CQ39523	Call to network operator not sending SDN service tag, only operator feature tag
CQ57244	Wrong greeting message played when call is directed to H/G VoiceMail box from within Still Queued
CQ58831	Wrong VM greeting played when call placed to H/G with 1 Extn that is UncFwd (via S/C) to H/G's mailbox.
CQ59736	412 System restart. MergeObject Unknown CfgRecord Type 0
CQ60711	System restart after transfer to extn with forwarding.
CQ61799	Looping ARS call routing may cause the unit to restart
CQ61893	Recorded SCN call to IP Phone cutting off after 90 seconds
CQ62040	Analogue trunks are dropping during call
CQ39434	One way audio over E1 lines at times
CQ39463	IP500 System restart on TAPI interaction with Object world VM server
CQ60176	Noise heard when conference host uses Mute All button on CC application.
CQ61622	Conf host unable to re-establish speech path when whispered participant leaves.
CQ39200	Embedded VM card on IP500 suddenly becomes unrecognized by system
CQ39478	IP Office does not appear to be populating 'E' character field in short codes with information.
CQ39520	Softconsole call tagging fails and shows the date and time stamp instead of the expected tag
CQ61305	IP500 streaming DSP error messages - has to be rebooted regularly to clear locked VCM channels
CQ61342	4 site network - central site cannot make SCN calls and needs to be rebooted approx every 8 days
CQ63077	SIP Broadsoft interoperability: No speech path after call is renegotiated following INVITE with SDP
CQ61378	Outbound calls on IP Trunk to a Definity ACM do not get recorded, inbound do
CQ61433	No speech when using *31 to pickup call ringing a H/G of IP DECT phones from an IP DECT phone

CQ62618	46xxupgrade.scr for Russian and Chinese is incorrect for the 4625SW
CQ64549	System restart following call to unavailable IP DECT handset
CQ58328	IP DECT fields not formatted correctly in German Manager
CQ58525	Manager Export and Import issue when selecting Control Unit
CQ58577	Manager in German Font Size 120 DPI - Add / Remove and Overflow list missing
CQ58602	If a PC is using font size = Extra Large Fonts, the Enable Nat option is missing from the Logical LAN Tab.
CQ59288	Manager Upgrade Window Validate checkbox disappears when the Window size is reduced.
CQ59478	Mobile Twinning info in config is removed when a change to the User Telephony settings is merged.
CQ59537	Manager JIT Error when closing
CQ60721	Create a new AA option in the menu via the keyboard - the "Destinatination" is not stored.
CQ57902	VPN failure causing system reset if SysMon is running over the link
CQ54504	Cannot set VoiceMail reception in with 3.2/4.0 Manager on IPO 3.0.578 (DT)
CQ61018	Manager Unhandled Exception when saving an Acct Code that has CLI field populated but no Account code.
CQ61371	Unable to perform system restart using manager when using Dutch language
CQ61993	Unable to add more than 101 entries within SIP URI form
CQ61950	IPO412 - SIP No registration events are sent out from LAN2

3.2 VoiceMail Pro 4.1(42) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.1(42) software:

CQ Number	Description of Issue
CQ39274	VMpro unable to connect to IP Office with Socket bind failed port=37 error=2740
CQ39301	Messages left for users remote to VM server are not displayed on PM if PM closed when Msg left.
CQ39331	Unable to broadcast VoiceMail to email to a large distribution group
CQ54959	VoiceMail fails to install if IIS Admin service cannot be started
CQ57556	Calendar Condition returns true if no dates are selected
CQ62136	Call disconnected when using VRL option within the Leave Mail action
CQ23648	Intermittent operation of recall button on POT's.
CQ39556	Outcalling prompts not played when user set to FRC

3.3 User CD 4.1(20) resolved field issues

The following field issues have been addressed in the Phone Manager 4.1(20), Soft Console 4.1(7) and TAPI 1.0.0.31 software:

CQ Number	Description of Issue
CQ55645	When you invoke short codes, action takes place but no confirmation beeps are heard.
CQ58571	PMPro - incorrect info in Call Status window when a call is unparked
CQ59236	Unable to narrow Directory search when entering characters in the "Name" Field.
CQ59742	PM - Unable to find error message to display - Error Box says "300"
CQ60817	PMPro - Italian - Translation of Dial (Chiam) incorrect
CQ62403	Problems occur when the Directory contains similar names - you are only able to get info on first match.
CQ62461	Date is displayed incorrectly on the personalized greeting window in PMPro - PB Requested
CQ39472	SIP call displayed as "user@DOMAIN" on Softconsole - SRAD states the "user" part only should be displayed
CQ60010	Unable to create a new, or modify an existing Outlook appointment when SoftConsole is running.
CQ60432	Problems occur when the Directory contains similar names - you are only able to get info on first match.
CQ60925	Called number truncated in SoftConsole call information panel if overlap dialing from phone
CQ65011	Call Button grayed out and extn status icon missing when using name field.

4 Technical Notes

4.1 Upgrade IP Office Admin CD

The Admin CD will detect previous installed versions and upgrade automatically. Previous release 3.2 Admin will require to be uninstalled and then reinstalled using the 4.1(15) 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 4.1(42) 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 4.1(42) 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

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