IP Office Technical Bulletin

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Region: Global

General Availability (GA) of the IP Office 3.2 Q4 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.2 Q4 2008 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(67), Conference Center 3.2(18) and User CD 3.2(39) comprising of SoftConsole 3.2(35) and Phone Manager 3.2(39). IP Office 3.2(67) should be used for any upgrade where the hardware prevents the upgrade to a later release. The IP Office 3.2(67) 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 IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	3.2(67)
Manager	5.2(67)
SysMonitor	5.2(67)
UpgradeWiz	5.2(67)
CallStatus	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
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
5410 Phone Firmware	5.00

Delivered Software or Package	Version
5420 Phone Firmware	5.00
Voicemail Lite	2.1.4
CBC	3.1.8
DeltaServer	5.2.24
DECT	3.1.13
DECT CCFP Admin Program	8.0.9
IP DECT	1.1.11
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

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2(39)
Soft Console	3.2(35)
TAPI Link	1.0.0.32
Devlink	1.0.0.4

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

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 IOC. 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(67) software:

CQ Number	Description of Issue
CQ27168	Monitor Group Enabled to a User can stop ability to utilize supervise transfer.
CQ39222	Unable to route thru AA to HGs: calls end up with dead air after pressing first dtmf digit
CQ39312	System restart on 3.2.59 - possible conference center issue
CQ39427	406/SOE SCN: Intermittent system restart of 406
CQ39511	System restart - possibly similar to CQ34928
CQ39582	Second call from AA to huntgroup to collective overflow group will drop
CQ51154	Problem with forwarding calls to external Busy Numbers from a H/G in Rotary mode.
CQ52874	Call will not forward from virtual user - returns busy to caller.
CQ58561	H323 calls into VMPro from ACM are not being released resulting in unusable voicemail channels
CQ65490	Blind Transfers disconnect after 6minutes.
CQ66024	No CLI shown on external call to CH585 connected to a Potsv2 - caused when National Prefix is 2 digs
CQ55521	CLIR from T3 phone not working from off-hook dial options
CQ39517	Softconsole Park buttons fail to appear on both pcs at the same time
CQ39587	User fwding does not follow Short Code rules
CQ66367	3.2.65 - FWD Unconditional is followed by a group call, even though the group option is unticked
CQ39517	Softconsole Park buttons fail to appear on both pcs at the same time

3.2 User CD 3.2(39) Resolved Field Issues

The following field issues have been addressed in Phone Manager 3.2(38) software:

CQ Number	Description of Issue
CQ36139	Issue with VM controls when retrieving messages
CQ61384	Can't clear enquiry call during a supervised transfer
CQ61568	Password present on startup when "remember password" is not selected

3.3 Conference Center 3.2(18) Resolved Field Issues

The following field issues have been addressed in Conference Center 3.2(18) software:

CQ Number	Description of Issue
CQ58795	German conference center Web Booking install creates VRootName1 virtual directory

CQ60492	Conf Center presentation sharing - Address in load presentation address bar is internal
CQ67553	Presentation sharing fails when synchronizing to web client running XP Service Pack 3
CQ68242	Users receive an Invalid Pin msg when the Conference booking form - Phone Number is blank.

4 Technical Notes

4.1 Upgrade Installation Notes

The Administration 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: SoftConsole and Phone Manager Pro are must 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(38) 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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