# AVAYA

# IP Office Technical Bulletin

**Bulletin No:** 196

**Release Date:** 28 September 2016

**Region:** Global

## General Availability (GA) - IP Office Release 10.0 Service Pack 1

Avaya is pleased to announce the availability of the first Service Pack for IP Office Release 10.0 software. This is a scheduled Service Pack adding a number of enhancements to the IP Office 10.0 GA release.

## 1 Overview

IP Office Release 10.0 Service Pack 1 incorporates new software for:

> IP Office Core Switch 10.0.0.1.0.53
> IP Office Server Edition 10.0.0.1.0.53
> IP Office Application Server 10.0.0.1.0.53
> Unified Communications Module 10.0.0.1.0.53
> one-X Portal 10.0.0.1.0.16

**Note:** There are no new releases of VoiceMail Pro and Soft Console over the 10.0 GA releases in this Service Pack.

The IP Office Administration 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 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

| Delivered Software or Package | Version |
|---|---|
| IP Office Firmware | 10.0.0.1.0.53 |
| IP Office Manager | 10.0.0.1.0.53 |
| System Monitor | 10.0.0.1.0.53 |
| Upgrade Wizard | 10.0.0.1.0.53 |
| SSA Viewer | 10.0.0.1.0.53 |
| 4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW | 2.9.1 |
| 4601, 4602 Telephone Firmware | 2.3 |
| 4601+, 4602+, 5601+ and 5602+ Telephone Firmware | 2.9.1 |
| 4625 Telephone Firmware | 2.9.1 |
| 5601, 5602 Telephone Firmware | 2.3 |

| Delivered Software or Package | Version |
|---|---|
| 2410 / 2420 Telephone Firmware | R6.0 |
| 5410 / 5420 Telephone Firmware | R6.0 |
| 1403 Telephone Firmware | R7 |
| 1408 / 1416 Telephone Firmware | R46 |
| 1408 / 1416 Loader (Boot File) Firmware | 25 |
| 9504 / 9508 Telephone Firmware | R59 |
| 9504 / 9508 Loader (Boot File) Firmware | R17 |
| IP Office Video Softphone (Mac) | 4.1.1.2.CE4112c |
| IP DECT – ADMM Firmware | 1.1.13 |
| IP DECT – ADMM Java Configuration | 1.1.13 |
| IP DECT – ADMM DECT Monitor | 1.4 |
| 3701 Telephone Firmware | 22.04.04 |
| 3711 Telephone Firmware | 91.24.31.04 |
| 3711 Global Telephone Firmware | 91.24.36 |
| 3711 Global Telephone USB driver | 0.8 |
| T3 IP Telephone Firmware | T247 |
| T3 IP Admin Tool | 3.08 |
| 1603, 1608, 1616 Telephone Firmware | 1.390A |
| 1603 Loader (Boot File) Firmware | 1.390A |
| 1603I, 1608I, 1616I Telephone Firmware | 1.390A |
| 1603I, 1608I, 1616I Loader (Boot File)Firmware | 1.390A |
| 1616 Button Module Firmware | 1.1.0 |
| 9620 / 9630 / 9640 / 9650 Boot Code | 3.2.5 |
| 9620 / 9630 / 9640 / 9650 Telephone Firmware | 3.2.5 |
| 9620D01A, 9630D01A Telephone Firmware | 3.2.2 |
| 9620D01A, 9630D01A Boot Code | 3.2.2 |
| 9621 / 9641 Telephone Firmware (Application file) | 6.6.3.02_V474 |
| 9608 / 9608G / 9611 Telephone Firmware (Application file) | 6.6.3.02_V474 |
| 9608 / 9608G / 9611 / 9621 / 9641 Kernel | V25r10 |
| 1120E 1140E 1220 1230 Telephone Firmware | 04.04.23.00 |
| E129 SIP Telephone Firmware | 1.25.2.26 |
| E159, E169 SIP Telephone Firmware | 8.25.5 |
| B179 Conference  Telephone Firmware | 2.4.1.5 |
| 3720 Telephone Firmware | 4.3.24 |
| 3725 Telephone Firmware | 4.3.24 |
| 3740 Telephone Firmware | 4.3.24 |
| 3745 Telephone Firmware | 4.3.24 |
| 3749 Telephone Firmware | 4.3.24 |
| DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware | 7.2.24 |
| DECT R4 - IPBL (DECT Gateway) Firmware | 7.2.24 |
| DECT R4 - GRBS (ISDN RFP) Firmware | R7C 3/40 |
| DECT R4 – GRBS - DB1 (ISDN RFP) Firmware | R3B 3/80 |
| DECT R4 – AIWS Firmware | 2.73 |
| DECT R4 – AIWS2 Firmware | 4.1.1 |
| DECT R4 – WinPDM | 3.12.0 |
| DECT R4 – Rack Charger Firmware | 2.0.7 |
| DECT R4 – Advanced Charger Firmware | 2.0.7 |
| DECT D100 – BS_MS Firmware | 1.2.7 |
| DECT D100 – BS_SL Firmware | 0.9.6 |
| 3641 / 3645 Telephone Firmware | 117.058 |
| Avaya Voice Priority Processor (AVPP) Firmware | 173.040 |
| Handset Administration Tool (HAT) | 4.1.4.0 |

**Note:** 4600 and 5600 series telephones are no longer supported in IP Office Release 10.0 software.

## 2  New Features

This Service Pack enables IP Office Basic Edition.  For further information please see the "Offer Definition Release 10.0" document.  No new features are introduced with Basic Edition in Release 10.0.

## 3  IP Office Resolved Issues

This Service Pack includes all software changes that were previously included in 9.1 Service Pack 8.

The following issues, previously declared as "Known Issues" in the Release 10.0 Release Notes, have been resolved in this release:

| JIRA Number | Description of Issue |
|---|---|
| IPOFFICE-109846 | Moderator should not be muted when Mute All is selected for Participants |
| IPOFFICE-110055 | Web Manager reports user licensing issues - even though all licenses are present |
| IPOFFICE-109498 | Virtual Expansion System - upgrade status not shown in Web Manager |
| IPOFFICE-110251 | Simplified View Offline Configurator starts with Limited Languages |
| IPOFFICE-110862 | Unable to create user on Linux Expansion System - Partner Hosted system |
| IPOFFICE-110867 | User hunt group membership is not reflected in Web Manager |
| IPOFFICE-110225 | one-X Portal not accessible from Application  Server |
| IPOFFICE-110662 | one-X Portal not fully available after VMware HA event |
| IPOFFICE-110439 | 9641G telephones restart when making or receiving calls from 9641GS |
| IPOFFICE-110373 | E129/B179 will not register as remote worker if SIP Domain and  SIP Registrar have different FQDN |
| IPOFFICE-111738 | System voicemail permanently busy after receiving 2 calls |

## 4  Known Issues

The following are known issues in this release:

| JIRA Number | Summary of Issue | Workaround |
|---|---|---|
| IPOFFICE-112087 | If there is less than 500MB of free disk space on the SD card at the start of an upgrade, the upgrade will not complete successfully. However, there will not be an error message.  It appears that the upgrade has completed successfully. | Service user has to refresh Web Manager solution view after the upgrade. If it still shows the upgrade is required use embedded file manager to check the SD card usage statistics and free up some space if required. |

| | | |
|---|---|---|
| IPOFFICE-111785 | Not able to search text in help document of Web Manager( Basic Edition) using "Type to Search" control available at the top panel. | Manually open the help document in a browser tab |
| IPOFFICE-110302 | Unable to upload a "Password Protected" configuration from Web Manager | Customer will be able to upload a "Password Protected" configuration using Manager |
| IPOFFICE-112209 | When the "SIP Trunk Sessions" license reservation is modified from the Web Manager the number of licenses acquired from the WebLM server does not change. | Restart the system to re-synchronize the SIP Trunk license allocation, or use Manager application to make the changes. |
| IPOFFICE-112449 | Web Manager - Avaya Softphone license is not correctly acquired | Use Manager application to make changes to a User's Avaya Softphone Licence requirements |
| IPOFFICE-112430 | one-X Portal on UCM may not start correctly after new installation | UCM should be restarted to become fully operational |

## 5  Technical Notes

### 5.1 Licensing Considerations

IP Office Release 10.0 supports the Product Licensing and Delivery System (PLDS) to manage license files.  If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences.  The WebLM Host ID is the MAC address of the WebLM server.  In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter "V".  The WebLM Host ID must be used when generating a PLDS license file for the WebLM server in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A "Licensing" of the Avaya IP Office Platform Release 10.0 Release Notes or the "Administering Avaya IP Office Platform with Web Manager" manual available from the IP Office Knowledgebase.

## 5.2  Upgrading IP Office IP500 V2 core software

When upgrading to Release 10.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 10.0 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 10.0.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 10.0:

| Platform | Current Release | Upgrade Step 1 | Upgrade Step 2 |
|----------|-----------------|----------------|----------------|
| IP500 V2 | 8.1.0.0 and earlier | Load 8.1(65) or 9.0 | Load 10.0 |
| All modules | 8.1.0.0 and earlier | Load 8.1(65) or 9.0 | Load 10.0 |
| IP500 V2 | 9.0.0.0 and later | - | Load 10.0 |
| All modules | 9.0.0.0 and later | - | Load 10.0 |

**Note:** IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 10.0.  This will expand the loader to accommodate the 10.0 software image.  If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 10.0; otherwise the system will require an upgrade license despite being "new".

For further information please see the "Upgrading Systems" section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

## 5.3  Upgrading IP Office Administration

The previous GA release of IP Office 10.0 Manager is not compatible with systems running this release.  Before upgrading an IP Office system to the 10.0.0.1.0.53 release, the Administration suite must also be upgraded.  The following message will be displayed if attempting to access a system running the 10.0.0.1.0.53 release with an earlier version of Manager:
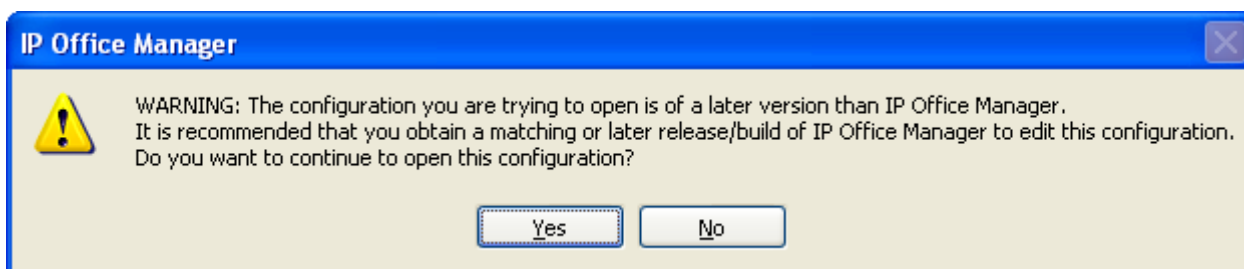


The IP Office Administration installer will detect previous installed versions and upgrade automatically.  If a version earlier than 9.0 is installed, this must first be uninstalled before installing 10.0.0.1.0.53.  It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

**Note:** All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

## 5.4  Upgrade instructions for IP Office one-X Portal

Any previous versions must be upgraded to 9.0 first before upgrading to this release. Further information can be found in the "Implementing one-X Portal for IP Office" manual available from the IP Office Knowledgebase.

## 5.5  Upgrade Instructions for Server Edition and Applications Server

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from Release 9.0 and above.  For further information, please refer to the "IP Office Application Server 10.0 Installation and Maintenance" and the "Upgrading" section of the "Deploying IP Office Server Edition Solution" manual available from the IP Office Knowledgebase.

### Web Manager Upgrade Instructions

If you are upgrading IP Office Server Edition or Application Server using Web Manager, please read the following guidelines.

**Note:** If the system is currently running IP Office 9.1 software, the following steps are not required. It is only applicable for systems running either IP Office release 8.1 or 9.0 software.

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

1. Transfer the ISO image.
2. Start an Upgrade of the Primary system.
3. During the Upgrade, monitor the progress on Web Manager.
4. After the upgrade, Web Manager will trigger the post-upgrade step.
5. Login to Web Manager.
6. A warning will appear that a post-upgrade step is needed.
7. Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.
8. If that link appears, click and trigger the post-upgrade.
9. After the post-upgrade step, a reboot can be triggered automatically.
10. Follow the same steps from 2 to 9 for the other systems from the solution.

The following services will be added to IP Office Server Edition on completion of the process:

- IP Office Web Collaboration
- IP Office WebRTC
- IP Office Contact Store

- IP Office Web License Management.

**Upgrading a Virtual Server Edition System or Applications Server**

If you are upgrading a Virtual Server Edition system or Applications Server and the system has been through a number of previous upgrades that introduced new Linux kernels, the upgrade report may indicate that the yum process died before completion. This is because the /boot partition is almost full.

To resolve this, please see "Upgrading an OVA" on page 25 of the IP Office Platform Release 10.0 Release Notes.

**Note:** This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 10.

**5.6  Upgrade Instructions for IP Office Unified Communications Module (UCM)**

To upgrade a UCM to 10.0 Service Pack 1 from release 9.0 and below the "USB Upgrade" method must be used.

If upgrading to 10.0 Service Pack 1 from release 9.1, the "Web Management Upgrade" method is recommended.  The "USB Upgrade" method can also be used if preferred.

For further information about upgrading the UCM please refer to section 5.9 "Upgrading the module" of the "Installing and Maintaining the Unified Communications Module" manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required.  Please see IP Office Technical Tip 288 for further information.

**5.7  Avaya E129 SIP telephone upgrade**

A firmware upgrade of the E129 SIP telephone is triggered automatically by the IP Office system.  The firmware upgrade can take up to 15 minutes.  During this procedure the telephone will restart three times.  Once initiated the firmware upgrade should not be interrupted.  The telephone should not be powered down, disconnected from the network or restarted by the administrator from the SSA.

# 6  Assistance

## 6.1 Software and Documentation

Release 10.0 software can be downloaded using the following link to the Avaya Support web site:

**http://support.avaya.com**

All IP Office product documentation is available from the IP Office Knowledgebase:

**http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html**

## 6.2  Future Service Packs

IP Office Release 10.0 Service Pack 2 is currently scheduled for release on the 25th November 2016.  For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

**https://support.avaya.com/css/P8/documents/100067004**

## 6.3  Document Revision History

| Issue Number | Date | Changes |
|---|---|---|
| Issue 1 | 28 September 2016 | First published edition. |

*Issued by:*
*Avaya SME Customer Product Engineering Support*
*Contact details:-*

*EMEA/APAC*                                                      *NA/CALA*


*Email: gsstier4@avaya.com*                          *Email: IPONACALAT4@avaya.com*


*Internet: http://www.avaya.com*