

IP Office Technical Tip

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9.0 Service Pack 6 – Voicemail Pro – Unable to record greetings

This Technical Tip is to advise customers about the availability of a Critical Patch (CP) for use with the 9.0 Service Pack 6 release of Voicemail Pro.

Customers using the 9.0.6.0.3 release of Voicemail Pro may encounter issues when attempting to record callflow greetings using the Voicemail Pro client. The recording attempt will fail as soon as the chosen telephone, used to create the recording, is answered.

Avaya have released a CP (9.0.6.1.1) to address this issue on both the Linux and Windows editions of Voicemail Pro. The CP for Linux comprises of a single "rpm" file which is uploaded to the Server Edition, Applications Server or Unified Communications Module using Web Manager. The CP for Windows comprises of a single "exe" file which is copied to the installation folder.

The following procedure can be used to install the CP onto a Server Edition, Applications Server or Unified Communications Module:

- 1) Extract the "voicemail.rpm" file from the downloaded .zip file to the local PC.
- 2) Login to the server web configuration pages.
- 3) Stop the Voicemail service.
- 4) Select the "Settings" menu and then the "General" sub-menu.
- 5) Check that the "Local" checkbox for "Applications" is selected.
- 6) Click the browse button for "Applications" and locate the folder where the CP is located. Double click the file.
- 7) Click Add. The server will now start uploading the file (see below).

System	Logs Update	s Settings	AppCenter			
			General	System		
Software Reposit	tories Operating Sy	stem: 🕑 Loca	al — File:	Browse	Add	Save
	Applications:	✓ Loca	al — File: C:\fakepa	th\vmpi	Add	
	Downloads:	🗷 Loca	al — File:	Browse	Add	

- 8) When the .rpm file has finished uploading select the "Updates" tab.
- 9) The "Voicemail" service should now have a status of "out of date" with an available version of "9.0.6.1 Build 1" (see below).

System	Logs 🔥 Updates	Settings AppCenter			
System				Check Now	Review Updates Update All
OS Linux	Version release 6.4 (Final)	Kernel Version 3.0.4-0.appscard.el6		Last Update -	Status up to date
Services				Check Now	Clear Local Cache Update All
Application	▲ Current Versi	on 🔶 Latest Available	♦ Status ♦	Actions	\$
Voicemail	9.0.6.0 build	3 9.0.6.1 build 1	out of date	Change Version Upd	late Uninstall

10) Click the "Update" button to install the CP. When the update has finished the status will be "up to date" (see below).

System	Logs Updates	Settings AppCenter		
System				Check Now Review Updates Update All
OS Linux	Version release 6.4 (Final)	Kernel Version 3.0.4-0.appsca	ırd.el6 -	t Update Status up to date
Services				Check Now Clear Local Cache Update All
Application	▲ Curren	t Version 🔶 Latest Availal	ile 🔶 Status 🔶 Actions	\$
Voicemail	9.0.6.1	build 1 9.0.6.1 build	up to date Change	e Version Update Uninstall

11) Click the "System" tab and start the Voicemail service.

The following procedure can be used the install the CP onto a Windows server:

- 1) Extract the "VMProV5Svc.exe" file from the downloaded .Zip file to the Windows Server.
- 2) Stop the Voicemail Pro service.
- 3) Navigate to the "..\Avaya\IP Office\Voicemail Pro\VM" folder and make a copy of the existing "VMProV5Svc.exe" file.
- 4) Copy the CP into the same location.
- 5) Start the Voicemail Pro service.

The CP is available with the Service Pack 6 Voicemail Pro software and can be downloaded using the following link to the Avaya Support web site:

http://support.avaya.com

The fix contained in this CP will be incorporated into IP Office 9.0 Service Pack 7 which is currently scheduled for release 29th May 2015.

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