



IP Office Technical Bulletin

Bulletin No: 138
Release Date: 5 September 2011
Region: Global

General Availability (GA) of the IP Office Release 7 Q3 2011 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 7 Q3 2011 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 7 GA releases.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 7.0(23)
- IP Office Preferred Edition 7.0(23) (also known as VoiceMail Pro)
- Customer Call Reporter 7.0.3.3
- one-X Portal 7.0(16)
- User CD 4.2(40)
- IP Office Application Server 7.0(14)

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 and IP500v2 systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	7.0.23
IP Office Manager	9.0.23
System Monitor	9.0.23
Upgrade Wizard	9.0.23
Network Viewer	9.0.23
SSA Viewer	9.0.23
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
Telephone Firmware	
4601, 4602 Telephone Firmware	2.3

Delivered Software or Package	Version
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	4.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R34
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone	3.1.2.17.59616
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	0.101107
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.300b
1603 Loader (Boot File) Firmware	1.300b
1616 Button Module Firmware	1.1.0
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.186a
9621 9641 Telephone Firmware (Application file)	S9621_41HALBR6_1r38_V4r52
9608 Telephone Firmware (Application file)	S9608_11HALBR6_1r38_V4r52
9608 9621 9641 Kernel	S96x1_UKR_V0r38_V0r38
1120E 1140E 1220 1230 Telephone Firmware	04.01.15.00
3720 Telephone Firmware	3.2.23
3725 Telephone Firmware	3.2.23
3740 Telephone Firmware	3.0.15
3749 Telephone Firmware	3.0.16
DECT R4 – IPBS Firmware	4.1.30
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(39)
Soft Console	4.2(26)
TAPI	1.0.0.35
Dev Link	1.0.0.5

Note: Upgrading IP DECT 3711 Telephone Firmware to 91.24.31.04

This Administration CD contains two upgrade programs with this release of 3711 telephone firmware:

pp_avaya_3711_91_24_31_04.exe
up_avaya_3711_91_24_31_04.exe

Please check the handset label located under the battery cover to determine the month and year of release. If the handset has a date of 08/06 or earlier then use the “pp” upgrade program. If the date is newer than 08/06 then use the “up” upgrade program to update the telephone.

This release supports the "IP DECT 3711 Global" telephone. The Global telephone will not offer any different feature set than the current 3711 but will support both EMEA and US frequencies. To determine if a customer has a “Global” 3711 telephone press Menu, System, Version Number. The PRD: number will end with a suffix of “.int”.

2 New Features

This Maintenance Release includes new 9500 series telephone firmware with enhancements for full duplex operation.

3 IP Office Resolved Field Issues

In the table below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SME. 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.

This release also resolves a number of analog trunk issues experienced in the MENA region.

3.1 Resolved field issues in IP Office 7.0(23) and Manager 9.0(23)

The following field issues have been addressed in 7.0(23) and Manager 9.0(23):

<u>CQ Number</u>	<u>Description of Issue</u>
CQ42019	Getting error: The number of channels configured on Universal PRI lines exceeds the number of licensed channels
CQ42094	No Audio when switching between Line Appearance calls on IP telephones
CQ123825	PPI header sent out on SIP INVITE, should be PAI header.
CQ123828	PAI header added to an external incoming call that is transferred externally
CQ43362	14/1600 telephones - the Call Settings/Show waiting call is in English when the Language is set to French.
CQ123884	IP500V2: AUX button no longer works after upgrade from 7.0(5).
CQ42159	Tromboned SIP calls drop when covering to VM over an SCN

3.2 Preferred Edition 7.0(23) resolved field issues

The following field issue has been addressed in Preferred Edition (VoiceMail Pro) 7.0(23):

<u>CQ Number</u>	<u>Description Of Issue</u>
CQ42105	Voicemail messages being cut off at the beginning of the recording

3.3 Customer Call Reporter 7.0.3.3 resolved field issues

The following field issues have been addressed in CCR 7.0.3.3:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ123785	CCR 7.0.1.31 - ATC report failing on non-English SQL installations
CQ42005	Agent Time Card Reports may take a long time to run
CQ123981	Same as CQ123396 (Agents Available Statistic goes negative) - but on CCR version 7.0

3.4 one-X Portal 7.0(16) resolved field issues

The following field issues have been addressed in one-X Portal 7.0(16):

<u>CQ Number</u>	<u>Description Of Issue</u>
CQ123719	Outlook Screen Popping - Calls with CLI not present or withheld will pop first contact in list
CQ123946	Directory Gadget shows user as free whilst they're still busy following a supervised transfer

3.5 User CD 4.2(40) resolved field issues

This release of User CD contains no field related fixes:

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 7 from a previous release an upgrade licence is required. It is recommended that the IP Office Release 7 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 7.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 7:

Platform	Current Release	Upgrade Step
IP500	4.x /5.0/6.x	Load 7.0
IP500v2	6.x	Load 7.0
All modules	4.x/5.0/6.x	Load 7.0

4.2 Upgrading IP Office Administration

The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled before installing 7.0(23). 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.

4.3 Upgrading a remote IP500v2 System running 6.0(8) or 6.0(14) software

If the system is to be upgraded remotely and is an IP500v2 platform running 6.0(8) or 6.0(14) software please check the size of the IP Office configuration file (config.cfg) held on the system SD card **before** upgrading to this release. The config.cfg file can be found in the "Primary" folder of the System SD card. For further information please refer to "Viewing the Card Contents" in the "SD Card Management" section of the IP Office Installation Manual.

If it is determined that the IP Office configuration file stored on the System SD card has a zero byte size it is likely that the issue documented in CQ105039 has occurred. In this instance the IP500v2 system will potentially restart with a default configuration. In this instance it is recommended that the following procedure to upgrade the IP500v2 system is performed when connected to the customer's LAN:

- 1) Using Manager take a copy of the System configuration and store on the local Administration PC.
- 2) Connect to the IP Office's LAN and perform a System Restart using Manager.
- 3) When the system has restarted use Manager to send the backup of the customer's system configuration file to the IP500v2.
- 4) Restart the system and recheck the size of the IP Office configuration in the System SD card.
- 5) Upgrade the IP500v2 system to the 6.1(12) release.

4.4 IP Office Expansion Unit Compatibility

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

4.5 Upgrade Instructions for IP Office Preferred Edition

VoiceMail Pro must be at a minimum of 4.0(15) GA before automatic upgrades can be performed to Preferred Edition using this maintenance release.

The Preferred Edition 7.0(23) installer (also known as VoiceMail Pro) will automatically detect the previous build and upgrade automatically. It is always advisable to back up the configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading the Preferred Edition Server to 7.0(23) please ensure that all applications running on the PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

4.6 Upgrade Instructions for Customer Call Reporter

The 7.0.3.3 release of Customer Call Reporter has no special requirements or prerequisites in order to upgrade from the 6.1 or 1.2 GA releases. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade. If you are upgrading from CCR 1.X please refer to page 104 of Technical Bulletin 115.

4.7 Upgrade Instructions for IP Office Applications Server

This release of Applications Server contains no special requirements in order to upgrade from the previous GA release. Please refer to section 1.6 of the IP Office Application Server Installation and Maintenance documentation.

5 Assistance

5.1 Documentation and Software

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads"
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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