



IP Office Technical Bulletin

Bulletin No: 148
Release Date: 30 November 2012
Region: Global

General Availability (GA) of the IP Office Release 8.0 Q4 2012 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 8.0 Q4 2012 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 8.0 GA software.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 8.0(51)
- IP Office Preferred Edition 8.0(3006) (also known as VoiceMail Pro)
- Customer Call Reporter 8.0.11.16
- one-X Portal 8.0.105(10)
- IP Office Application Server 8.0.20(93)
- Unified Communications Module 8.0.9(7)
- User CD 4.2(47)

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	8.0.51
IP Office Manager	10.0.51
System Monitor	10.0.51
Upgrade Wizard	10.0.51
Network Viewer	10.0.51
SSA Viewer	8.0.51
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 / 2420 Telephone Firmware	R6.0
5410 / 5420 Telephone Firmware	R6.0
1403 Telephone Firmware	6.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R44
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.48.67009
IP Office Video Softphone (Mac)	3204bk.66292
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	1.3200
1603 Loader (Boot File) Firmware	1.3200
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.1.05
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.1.05
9621 / 9641 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r50
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	3.3.16
3725 Telephone Firmware	3.3.16
3740 Telephone Firmware	3.2.15
3749 Telephone Firmware	3.2.15
DECT R4 – IPBS 1 and IPBS 2 Firmware	5.0.11
DECT R4 - IPBL (DECT Gateway) Firmware	5.0.11
DECT R4 - GRBS (ISDN RFP) Firmware	R5C 3/40
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.13
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.4.1
DECT R4 – Advanced Charger Firmware	1.4.1
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

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 release does not contain any new features.

3 IP Office Resolved Field Issues

In the table below, the JIRA 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 JIRA number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single JIRA entry.

3.1 Resolved field issues in IP Office 8.0(51) and Manager 10.0(51)

The following field issues have been addressed in 8.0(51) and Manager 10.0(51):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-23391	External incoming call with CLI is displayed as "EXTERNAL" on the Nortel 1120E SIP telephone
IPOFFICE-30701	SIP OPTIONS message includes same "To" and "From" IP addr. fields and "Unknown". Non compliant with RFC3161
IPOFFICE-31132	SSA raises alarm for T1 trunk that is administered to be Out of Service
IPOFFICE-28184	System Restart related to Voice Message retrieval
IPOFFICE-34282	Extra characters in display of 4600 series telephones
IPOFFICE-32404	One way speech when using SIP soft phone and dialling auto attendant over ISDN Centrex line
IPOFFICE-31139	Auto Intercom functionality changed when using 9500 series telephones with Button Modules
IPOFFICE-30859	Call Log - Missed call shown in call log on two phones in Forward Unconditional scenario
IPOFFICE-30686	SIP 200 OK message with invalid SDP information sent on outgoing SIP extension to SIP trunk call
IPOFFICE-30210	Using twinning for User to User SCN calls show wrong ICLID when answered
IPOFFICE-29477	9600 series telephone should show transferring party name or redirecting party name after the Calling Party Number
IPOFFICE-28765	No Caller ID present in Mobile Twinning Handover

IPOFFICE-28606	Call cannot be transferred back to transfer originator via SCN, blind transfer works
IPOFFICE-27451	System sends 200 OK with a=recvnly when it receives an INVITE with a=inactive. Should be a=inactive.
IPOFFICE-26549	System appears to be incorrectly sending out a second Connect ACK message (ISDN)
IPOFFICE-26330	ISDN Partial Re-routing does not work when call is routed to Voicemail
IPOFFICE-25899	9508 - Missed call info shows details of original incoming call that was transferred, different to 5410
IPOFFICE-30461	Opaque parameter for MD5 auth not included in SIP messages, call fails
IPOFFICE-24544	Incoming call via SIP line -to Auto Attendant -answered on analog telephone, generates side tone
IPOFFICE-32655	9630 telephones may have echo problems over PRI when using Direct Media Path
IPOFFICE-31359	System restart when an incomplete 1+ number is presented to the SIP line and then terminated
IPOFFICE-32795	After Call Work related system restart
IPOFFICE-29872	Security Settings - Cannot create more than 15 Rights Groups on system upgraded from 7 to 8
IPOFFICE-28998	Search performance in central phone book of the IP-Dect gateway is slower than that of an IP Dect base station
IPOFFICE-28474	Pressing ** on a twinned mobile connected to via a SIP trunk results in *** being detected
IPOFFICE-28415	Forwarded call continues to ring when calling a busy external destination until No answer timer expires
IPOFFICE-33164	No speech for up to 9 seconds following a 9600 to 9600 supervised transfer when using T1 VCM card
IPOFFICE-29236	SCN experiencing intermittent delay establishing speech path when connecting to SIP telephones
IPOFFICE-35377	No transferring Party information displayed on 9600 telephone.
IPOFFICE-29273	Digital phones have echo on PRI calls answered over the SCN - Mesh or Star topology
IPOFFICE-24724	Customer reporting Talk Off when leaving messages in Embedded Mail
IPOFFICE-28893	Unable to set any Morning options for Auto Attendant 2 in Basic Mode
IPOFFICE-28767	Manager - Forward No Answer settings in the config should not be greyed out when Forward Unconditional is set

3.2 Preferred Edition 8.0(3006) resolved field issues

The following field issues have been addressed in this release of Preferred Edition (VoiceMail Pro):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-32223	VMPPro is intermittently answering with Dead Air While the VMPPro services still show running
IPOFFICE-31604	Unable to enter any "Alpha" characters in the VMPPro "Variable Routing > Specific > Variables" fields
IPOFFICE-30359	VMPPro Service on Application Server Stops intermittently throughout the day - Answers with Dead Air
IPOFFICE-30355	VMPPro Service on Application Server Stops intermittently throughout the day

3.3 Customer Call Reporter 8.0.11.16 resolved field issues

The following field issues have been addressed in this release of Customer Call Reporter:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-30571	Wallboard and Supervisor View - Stuck call waiting following a call pickup
IPOFFICE-29172	CCR 8.0.9.13 Wallboard or real-time data not showing - customer logs

3.4 one-X Portal 8.0.105(10) resolved field issues

The following field issues have been addressed in this release of one-X Portal:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-30451	UCM module one-x Portal 8.0.103(31) stops working - users cannot login
IPOFFICE-29806	Call Assistant - Memory usage increases with every call
IPOFFICE-31003	one-X Portal displays the wrong number of "New" voicemail messages
IPOFFICE-30339	Call Assistant 8.0.103.31 with all pop-up enabled, does not pop-up if user is not administrator
IPOFFICE-27583	one-X Portal message gadget only ever retrieves the latest 30 messages for a mailbox
IPOFFICE-27100	Web client unable to start telecommuter mode without telephone logged on

3.5 User CD 4.2(47) resolved field issues

The following field issue has been addressed in this release of User CD:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-20212	Unable to install WIDWOD driver (oemsetup.inf/nawave32.drv) on Windows 7 PC (32bit OS)

3.6 Applications Server 8.0.20(93)

This release of the Applications Server consists of Preferred Edition (Voicemail Pro) 8.0(3006) and one-X Portal 8.0.105(10). Any field related fixes in these releases will also be incorporated into this edition of the Applications Server.

3.7 Unified Communications Module 8.0.9(7)

This release of the Unified Communications Module software consists of Preferred Edition (VoiceMail Pro) 8.0(3006) and one-X Portal 8.0.105(10). Any fixes in these releases will also be incorporated into this release of Unified Communications Module software.

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 8 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8 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 8.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 8.0:

Platform	Current Release	Upgrade Step
IP500	4.x /5.0/6.x/7.0	Load 8.0
IP500v2	6.x/7.0	Load 8.0
All modules	4.x/5.0/6.x/7.0	Load 8.0

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 8.0(51). 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 8.0(51) 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 8.0(3006) installer 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 8.0(3006) 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 Preferred Edition Recordings – Analog trunks

On analog trunks, call disconnection can occur though busy tone detection. When such calls go to voicemail to be recorded or leave a message, when the call ends the system indicates to the voicemail server how much to remove from the end of the recording in order to remove the busy tone segment. This amount varies by system locale. For some systems it may be necessary to override the default if analog call recordings are being clipped or include busy tone. That can be done by adding the following NoUser Source Number:

VM_TRUNCATE_TIME=x

Replace “x” with the required value in the range of 0 to 7 seconds.

4.7 Upgrade Instructions for Customer Call Reporter

IP Office Customer Call Reporter 8.0 supports upgrade from only the previous two major versions - 7.0 and 6.1. To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup to one of the two previous versions. The version of SQL must also be considered before upgrading. Microsoft SQL 2005 is not supported with release 8 of the Customer Call Reporter and must be upgraded to SQL 2008. Further information can be found in the “Implementing IP Office Customer Call Reporter” manual available from the IP Office Knowledgebase.

4.8 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. For further information please refer to the Server Maintenance section of the Application Server manual available from the IP Office Knowledgebase.

5.0 Known Issues

5.1 one-X Portal Desktop Clients - Windows 7 64Bit

Customers may experience difficulty installing this release of the one-X Portal Desktop clients (Call Assistant and Outlook Plug-in) on a 64Bit edition of the Windows 7 Operating System. The installer may not complete successfully due to an incompatibility with some later versions of Visual Studio Tools for Office (VSTO). An updated release of the one-X Portal Desktop Clients will be made available to download from the Avaya Support Web site.

6 Assistance

6.1 Documentation and Software

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads & Documents"
2. Type "IP Office"
3. Select the required software release
4. Select the documentation or software categories required

Software can also be ordered on CD/DVD if required.

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

EMEA/APAC

Email: gsstier4@avaya.com

NA/CALA

Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>
© 2012 Avaya Inc. All rights reserved.