



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Q3 2007 3.2 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Q3 2007 3.2 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(59), Voicemail Pro 3.2(35) and User CD 3.2(35) comprising Soft Console 3.2(33) and Phone Manager 3.2(35). IP Office 3.2(59) should be used for all 3.1 upgrades or new installations, except those where DT terminal support is required, where 3.0DT should be used. The IP Office 3.2(59) 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 Admin CD are:

Delivered Software or Package	Version
IP Office Firmware	3.2(59)
Manager	5.2(59)
SysMonitor	5.2(59)
UpgradeWiz	5.2(59)
CallStatus	4.0.3
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

Delivered Software or Package	Version
5410 Phone Firmware	5.00
5420 Phone Firmware	5.00
Voicemail Lite	2.1.4
CBC	3.1.8
DeltaServer	5.2.15
DECT	3.1.13
DECT CCFP Admin Program	8.0.9
IP DECT	1.1.7
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.30
T3 IP Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2.35
Soft Console	3.2.33
TAPI Link	1.0.0.28
Devlink	1.0.0.4

The contents of the Voicemail Pro CD are:

Component	Version
Voicemail Pro (GUI)	3.2.35
Voicemail Pro Server	3.2.35
Voicemail Pro Service	3.2.35
VPIM Client	3.2.35
VPIMDBSvr	3.2.35
VPIMReceiver	3.2.35
VPIMServer3	3.2.35
IMSAdmin	3.2.35
IMSServiceRestart	3.2.35
UMSServer	3.2.35
VMServer	3.2.35

2 New Feature Support

2.1 Microsoft Vista Support

Further to the announcement made in the previous release with regards to Microsoft Vista support. The following table shows the current status of applications supported on the Microsoft Vista Business and Ultimate edition:

Application	Vista Support
IP Office Admin CD Applications	<input checked="" type="checkbox"/> (see note 1)
Phone Manager	<input checked="" type="checkbox"/> (see note 2)
Softconsole	<input checked="" type="checkbox"/>
TAPI	<input checked="" type="checkbox"/>
Devlink	<input checked="" type="checkbox"/>
Voicemail Lite	<input checked="" type="checkbox"/>
Voicemail Pro	<input checked="" type="checkbox"/> (see note 3)
Conference Center	<input checked="" type="checkbox"/> (see note 4)
Contact Store	<input checked="" type="checkbox"/>
Compact Contact Center	<input checked="" type="checkbox"/> (see note 5)
Microsoft CRM Integration	<input checked="" type="checkbox"/>
Standalone Delta Server	<input checked="" type="checkbox"/>
Compact Business Center	<input checked="" type="checkbox"/>

Note 1 - If using the USB Feature Key, the 'Sentinel System Driver Installer' should be run following the normal Admin CD installation.

Note 2 – Phone Manager PC Softphone is not supported on Microsoft Vista.

Note 3 – IMS and Web Campaigns are not supported on Microsoft Vista.

Note 4 – Conference Center Full Server Installation is not supported on Microsoft Vista. However, the Web Client Host application is supported.

Note 5 – Vista support will be announced in the next GA release of CCC.

2.2 Microsoft Server 2003 support

Service Pack 2 for Windows Server 2003 is now supported with applications which currently declare support for this Operating System. For further information please see IP Office Technical Tip 80.

Note: This does not currently include CCC. A separate announcement will be made in the next CCC GA release.

2.3 Microsoft Internet Explorer 7

Internet Explorer 7 is now supported on all applications which utilize an internet browser.

Note: This does not currently include CCC. A separate announcement will be made in the next CCC GA release.

3 IP Office Resolved Field Issues

In the table below, Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SSD. 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(59) software:

CQ Number	Description of Issue
CQ33363	un-parking a park call when a 2nd call is alerting results in the hold button being grayed out
CQ34296	Clock slipping on 406V1 with two single pri cards. related to CQ26936
CQ34803	System restart with DSI Exception message
CQ35102	Unable to enter an account once a call is in progress
CQ35158	Call to group doesn't go to Voicemail if both group and overflow are busy
CQ35254	Phone Manager speed dial users always showing as busy regardless of actual status
CQ35471	In NLD Locale, the transfer to conference meet me does not always work.
CQ35514	IP DECT, when using Alternative route in LCR - not all digits sent to line.
CQ35600	Call to busy internal number not recorded in redial log on 46/56xx IP Phones
CQ35657	Group transfer target not shown on SC when recalling to operator.
CQ35699	Embedded voicemail will not ring groups using the auto attendant.
CQ36156	QOS - DiffServ setting incorrect and port number is odd (not even) T3ip > T3ip phone
CQ36193	Data calls across the SCN become "Speech" calls at the other end.
CQ38096	406v2 resetting using Call Intrude on a Danish system
CQ38202	SOE Embedded Auto Attendant - calls to busy groups hearing ringing instead of MOH
CQ38459	Incorrect info in "To" field of PM, and in "CalledID" field on TAPI, when call is Forward on Busy.
CQ38552	406v2 System restart with PRN: Memory block freed twice!!
CQ38759	adding 11th and 12th expansion module may cause system to continually restart
CQ38874	Possible system restart with call pickup
CQ38875	Calls will not forward if user has line appearance for the line that the call is coming in on.
CQ38891	0 out to receptionist doesn't work if destination is a local HG
CQ38976	Comfort tones not heard when entering authorization codes
CQ47540	CDR records for incoming answered calls are incorrect
CQ51114	System restart when call recording is enabled
CQ51184	412 Resetting following transfer to busy LCR route via Soft Console
CQ51840	CM Call handler in stack traces., System restart
CQ51864	54/2402 terminals may not initialize correctly after warm restart.
CQ52177	Embedded VM cannot "Normal Transfer" call to a Group if the Group has "Queue" enabled
CQ35089	3.2 Manager backwards compatibility issue; not all fields are displayed in the System/Telephony Tab
CQ35610	Manager may stop responding when importing a csv
CQ36033	Forward Unconditional and No/Ans number fields are retained in Manager when deleted. 3.2.55
CQ36035	Manager does not reflect Forward Unconditional/No Ans/Busy after PM has changed these fields
CQ36142	Manager will not reflect the changes made to the Open Configuration dialogue screen
CQ51666	9th row missing on a T3 Comfort when searching the phone book directory entries.
CQ26401	LCR Alternative routes- O/G call remains in a ringing state when user has released the call.
CQ28752	TAPI info for a call across an SCN - forwarded to a H/G (That is also across SCN) is incorrect
CQ35598	Echo is audible to the IP office user when voice recording is enabled.
CQ52015	Issue with Memory block oversize appearing in the trace. Decode of TLB indicates TAPI.
CQ35561	IPO limits IP Routes to 100. Can this be increased? If not can Manager display warning?

CQ35675	CLIR not working when making an anonymous call from T3 phone
CQ51907	Parked calls dropped when being retrieved at Handset

3.2 Voicemail Pro 3.2(35) Resolved Field Issues

The following field issues have been addressed in the Voicemail Pro 3.2(35) software:

CQ Number	Description of Issue
CQ34913	VMPPro / ContactStore - Recordings are not created in the VRL folder.
CQ35655	VMPPro Call recording cutting off after 5 minutes of silence on call
CQ36227	Transfer Action title in Russian contains brackets, by default. This cause Transfer Action NOT to work.
CQ38250	\$VAR not working when used with Goto action
CQ38968	Voicemail Pro service stopping unexpectedly.
CQ38980	Broadcast messages to very large HG's may cause vm service to hang with sequential messages
CQ38852	IVR - calls to stored procedures not returning any data - syntax needed
CQ39031	Greetings or announcements getting cutoff - 1st 2-3 seconds when recording on 3.2.33 Voicemail

3.3 User CD 3.2(35) Resolved Field Issues

The following field issues have been addressed in the Phone Manager 3.2(34) and Soft Console 3.2(35) software:

CQ Number	Description of Issue
CQ36036	PhoneManager displays an error when selecting a directory entry in the Speed dial tab.
CQ36224	Supervised transfer using PC Softphone (PhoneManager IP) fails.
CQ23237	Screen pop ACT! fails to pop on DDI, on both 2.1 or 3.0 core with PMPro 3.0.12
CQ30452	PMPPro - "Show In tab" No CLI numbers are shown when transferred by T3 terminals.
CQ33417	PhoneManager Pro 3.2.28 - huntgroup VM access not working correctly
CQ35256	Phone Manager Voicemail Tab not displaying saved messages (similar to CQ31275 but for PM 3.2)
CQ35401	Call data output from PM to external programs now contained by quotation marks and missing CPN
CQ36137	PMPPro - Double click on a Group message and it takes you to the status tab
CQ38740	Toggleing between lines on a supervised transfer drops the forward number and leaves caller on hold
CQ51297	Phone-Manager Pro - cannot dial from the directory list.
CQ36183	Forward Internal Calls field not updating in Directory Entry.

4 Technical Notes

4.1 Upgrade Installation Notes

The Admin 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: *Soft Console and Phone Manager Pro are 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 3.2.35 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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