



IP Office Technical Bulletin

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General Availability (GA) of the IP Office 3.2 Q2 2008 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.2 Q2 2008 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(65), VoiceMail Pro 3.2(38) and User CD 3.2(38) comprising of SoftConsole 3.2(34) and Phone Manager 3.2(38). IP Office 3.2(65) should be used for any upgrade where the hardware prevents the upgrade to a later release. The IP Office 3.2(65) 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 IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	3.2(65)
Manager	5.2(65)
SysMonitor	5.2(65)
UpgradeWiz	5.2(65)
CallStatus	4.0.5
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
5410 Phone Firmware	5.00

Delivered Software or Package	Version
5420 Phone Firmware	5.00
Voicemail Lite	2.1.4
CBC	3.1.8
DeltaServer	5.2.19
DECT	3.1.13
DECT CCFP Admin Program	8.0.9
IP DECT	1.1.11
Feature Key Server	1.0.0.5
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.03
T3 IP Admin Tool	2.20

The contents of the User CD are:

Application Name	Version
Phone Manager	3.2(38)
Soft Console	3.2(34)
TAPI Link	1.0.0.30
Devlink	1.0.0.4

The contents of the Voicemail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	3.2(38)
VoiceMail Pro Server	3.2(38)
VoiceMail Pro Service	3.2(38)
VPIM Client	3.2(38)
VPIMDBSvr	3.2(38)
VPIMReceiver	3.2(38)
VPIMServer3	3.2(38)
IMSAdmin	3.2(38)
IMSServiceRestart	3.2(38)
UMSServer	3.2(38)
VMServer	3.2(38)

Note: Upgrading IP DECT 3711 Telephone Firmware

When upgrading from very early versions of 3711 telephone firmware to the global version 91.24.31.03 you may encounter an issue with "WRONG CARD" flashing on the display after the upgrade. To overcome this issue perform the following on the 3711 telephone:

- Press "Menu" and select "Security"
- Enter the PIN when requested (this is 0000 in default) and press OK
- Press OK to confirm the reset.

Note: Upgrading 5410 Telephone Firmware

To protect customers from the 5410 upgrade issue documented in Technical Bulletin 91 this and future releases of IP Office software will not upgrade any 5410 telephones which are **already running R5 firmware** when the Force Upgrade batch file is switched on. If you wish to upgrade a 5410 already running R5 firmware a NoUser Source Number must be entered using Manager in addition to the Force Upgrade batch file.

When the NoUser source number is used in conjunction with the Force Upgrade batch file this will initiate an upgrade of all 5410 telephones including those already running the R5 firmware. 5410 telephones running a previous release of firmware will upgrade as normal without the need to enter the NoUser source number when connected to a system running this release of IP Office software.

NoUser Source Number to allow 5410 telephones running R5 firmware to upgrade:

ALLOW_5410_UPGRADES

2 New Feature Support**2.1 Microsoft Windows XP Service Pack Support**

Microsoft Windows XP Service Pack 3 is now supported with this maintenance release of IP Office software.

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(65) software:

CQ Number	Description of Issue
CQ33928	IPO Remote Access- Flash Write Failed errors when merging / sending a configuration.
CQ36043	Call to Extn forwarded to a H/G rings free phone in H/G first time round but never rings it again.
CQ38959	Calls transferred from Digital to Analog telephones have one way audio if answered on the first ring
CQ39011	Using tk to tk transfer on outbound E1R2 calls may lock up channels in the system when the call terminates
CQ39203	Page all to a HG of IP phones may cause system restart
CQ39278	Large configs may cause 56xx telephones audio to distort during Merge
CQ39281	Calls fail to process until longest call stuck in queue is stolen
CQ51441	IP403DS - dialup connection has reduced bandwidth after upgrading to v3.2.55
CQ53303	406v2 restart - trace indicates two VM channels have been transferred together via PhoneManager
CQ53845	Phone looks to be on-hook, but extension is busy if called, User BLF for Extn shows busy.
CQ54790	Unable to clear busy returned to an Alog handset from MS Dialer
CQ55237	Fax calls on a 403 degrade over time and eventually fail altogether
CQ55592	412 system restart with Memory block freed twice

CQ55617	Softconsole using F12 on 3.2.57 does not ring the extension receiving the enquiry call
CQ57031	System restart continuous loop after config change
CQ57621	Calls Transferred & Queued by VoiceMail never alerting to idle Users in a hunt group
CQ57640	(?, dial, sXXXXXXXXXX) - and mobile twinning display issue
CQ57891	No CPN in o/g Setup message when call is answered using Directed Call Pickup then transferred.
CQ35280	IP Office is providing incorrect tone to user on receiving on ISDN Disconnect Code 2
CQ38717	VMPPro fails to adhere to queue/still queued timers when zeacom puts calls back into queue
CQ52165	Unpark cannot retrieve the parked call when parking call under same User number.
CQ57366	Twinned Mobile - Extn number sent to mobile in setup on 3.2 - on 4.0 it works and sends a the full no.
CQ57468	CDR buffer depletion problem causing VoIP links to fail
CQ57798	406v2 system restart during call transfer to busy group
CQ38501	CCC - CCV show the incorrect wrap-up state
CQ39380	System restart caused by specific call appearance configuration
CQ51898	Incorrect tone sent to the user when forward on busy is enabled.
CQ57408	Wrong information displayed on 2420 when the phone rings as a result of a forwarded call.
CQ39083	Unable to pull configs, get Service command failed. Cause (Error code -2)
CQ39254	Programming Buttons via phone does not send info to config when using "prog" 44XX sets
CQ39292	PRI issue requires a restart to restore proper service
CQ39333	Call forwarding over pri lines fails if using Account Codes
CQ39465	When forwarding "Y" Short code character not sending provider access code
CQ51907	Parked calls dropped when being retrieved at Handset
CQ56840	DS Phone Missed call log is not populated when LA key is configured
CQ57233	Remote Softphone users can not use Call Intrude. Parties hear the beep but have no audio.
CQ57889	T3 Redial list is incorrectly populated with called number details. Caller List key is NOT populated at all.
CQ58623	Supervised Transfer to User with Mobile Twinning - No Speech when answered by User
CQ58887	Issue saving line configuration may cause system restart
CQ59413	Reception of particular FAC message causes unit to restart
CQ33309	No CLI displayed on CH585 Analogue DECT phone when connected to POTS8v2. Works on 406v2 POTS
CQ34479	No CLI displayed on Gigaset C350 on POTS30v2 (OK on IP406v2 POTS ports)
CQ53268	No CLI displayed on C450 when connected to a port of a POTS30V2 running 3.2.55/57
CQ53592	English and German text for ringback displayed simultaneously on T3 sets.
CQ64573	Result of blind transfer from VM to a Busy Alog Extension that has no voicemails differs from 3.2(61).
CQ39234	Duplicate No Users that can not be deleted after Importing User.
CQ39235	Importing Short codes causes a duplicate Dial Emergency code that can not be deleted

3.2 Voicemail Pro 3.2(38) Resolved Field Issues

The following field issues have been addressed in the Voicemail Pro 3.2(38) software:

CQ Number	Description of Issue
CQ39390	Voicemail Pro stops responding, appears to occur after message left for group
CQ58309	First 1 to 2 seconds of prompts are missing when recorded via VMPPro Client

3.3 User CD 3.2(38) Resolved Field Issues

The following field issues have been addressed in Phone Manager 3.2(38) software:

CQ Number	Description of Issue
CQ27945	New call dialog box shows incorrect user status information for a user with FWD unconditional set.
CQ39280	BP complains of non logical functionality when using a phone to check vm messages vs using pmp gui
CQ57510	When PM Agent User hits BusyWrapUp to re-enable - they are a member of only 1 HG, previously was many.

4 Technical Notes

4.1 Upgrade Installation Notes

The Administration 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: SoftConsole and Phone Manager Pro are must 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(38) 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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