



IP Office Technical Bulletin

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General Availability (GA) of the IP Office 4.2 Q1 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.2 Q1 2009 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.X releases.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.2(14), VoiceMail Pro 4.2(27) and User CD 4.2(22), comprising of Phone Manager 4.2(22) and Softconsole 4.2(11)

The IP Office 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, IP412, IP406V2, and the IP Office Small Office Edition.

The contents of the IP Office Administration CD are:

Delivered Software or Package	Version
IP Office Firmware	4.2(14)
IP Office Manager	6.2(14)
System Monitor	6.2(14)
System Monitor	5.2(67)
Upgrade Wizard	6.2(14)
SSA Viewer	6.2(14)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	8.016
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.8.8.7
4625 Telephone Firmware	8.016
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	5.00

Delivered Software or Package	Version
2420 Telephone Firmware	5.00
5410 Telephone Firmware	5.00
5420 Telephone Firmware	5.00
VoiceMail Lite	2.1.4
CBC	3.1.8
Delta Server	5.2.25
IP DECT – ADMM Firmware	1.1.11
IP DECT – ADMM Java Configuration	1.1.11
IP DECT – ADMM DECT Monitor	1.4
Feature Key Server	1.0.0.5
3701 Telephone Firmware	22.04.04
3711 Telephone Firmware	91.24.31.04
T3 IP Admin Tool	3.08
1603, 1608, 1616 Firmware	1.0481
1603 Loader (Boot File) Firmware	1.043
1608 and 1616 Loader (Boot File) Firmware	1.020
1616 Button Module Firmware	1.0.9

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.

Note: 1600 Series Telephone Firmware

This Administration CD includes a later release of 1600 series telephone firmware, 1.0481. The release included with the 4.2(11) GA software was correctly reported as 1.045 in SSA and System Monitor. However, the file was incorrectly labelled and displayed on the telephone as 1.0526.

This release of IP Office software now supports a maximum of 3 Button Modules to be connected to a 1616 telephone. A maximum of 16 Button Modules may be connected to an IP Office system.

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

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	4.2(27)
VoiceMail Pro Server	4.2(27)
VoiceMail Pro Service	4.2(27)
VPIM Client	4.2(27)
VPIMDBSvr	4.2(27)
VPIMReceiver	4.2(27)
VPIMServer3	4.2(27)
IMSAdmin	4.2(27)
IMSServiceRestart	4.2(27)
UMSServer	4.2(27)
VMServer	4.2(27)

2 IP Office Resolved Field Issues

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

The following field issues have been addressed:

2.1 Resolved Field Issues in IP Office 4.2(14) and Manager 6.2(14)

CQ Number	Description of Issue
CQ39742	Cannot listen to message over 30 seconds long on embedded mail with mute button enabled
CQ39761	Paging to and from IP phones (all/any) fails to produce the Beep notification tone on an ip500
CQ39763	System appears to have run out of T1 vcm licenses and restarted
CQ58268	IP500 - System restart with a Connection Handler error
CQ59002	Phone Manager logs a *30 call pickup as an outgoing call with no CLI
CQ65033	IP500 Embedded Voicemail announcements failing following firmware upgrade
CQ66074	User was incorrectly shown as "Busy Wrap Up" in CCV instead of "Ready/Available"
CQ66488	System restart following transfer of ringing group call to VM Node
CQ66800	Recording missing when a call is transferred to another internal IPO user
CQ67013	A call forwarded unconditional off switch that is rejected does not have a busy signal returned
CQ67047	Issue with unique conference ID's not fully populated into related call ID field
CQ67125	T3 Phone - a transferred call has TWO recordings made in contact store - whereas a DS only has ONE
CQ67220	EVM *4 (star 4) "Hear Help Prompts" operation fails to work when a user has accessed their mailbox

CQ67687	Messages button will not function correctly on 5402 when visual voice is enabled
CQ67700	Embedded Voicemail fails to come back after re-boot performed via Manager
CQ67749	System restart when a trying to load a config that has 5000 Directories entries - works on 4.1.12.
CQ67906	SIP provider sends a media descriptor containing both Audio and Video - we send Audio to the Video port
CQ68084	T3IP Phone stops responding when first initialized if it has two or more BLF units attached.
CQ68089	SCN - Users with Forced Acc Code cannot route to a Fwd number off switch.
CQ68181	Cannot enable Malicious Call Identification (MCID) via short code
CQ68313	Cannot make outbound SIP calls to an Asterisk SIP server
CQ68314	Info displayed on T3 phone on a call that follows Transfer/Return is incorrect.
CQ68324	Press 1 to listen to new recorded greeting msg sends an email and the new greeting is NOT stored.
CQ70740	System restart when performing call pickup after embedded voicemail AA transfer
CQ65407	SSA ver. 4.2 does not replay .slo files recorded in 4.1 SSA
CQ67337	SSA Alarm "Attempt to use a feature for which no license is installed. License Type:IPEndPoints"
CQ67422	SSA displays an incorrect alarm - License Type Conference Centre
CQ67904	T3 Level 2 buttons scrolling between Level 1 - Level 8, small delay when display moves between levels
CQ68033	T3 Phone cannot be dialed for 60 seconds after invoking a Short Code Dial Page.
CQ68124	T3 IP will delete the digits entered on the display if the T3 IP Partner Keys are updated
CQ66775	Calling party number is not passed to twinned mobile device
CQ39759	Brazil - Can accept collect calls option no longer works
CQ39781	System restart if HG calls are forwarded back to the same HG and all agents busy
CQ68051	IP400 PRI60 card failing when used in an IP500 on a carrier card with clock quality set to unsuitable
CQ68235	4.2 Phone Manager shows a group call answered as "Missed" if the user answers the call on a softkey
CQ67522	Hunt group fallback settings removed when remote user presses NS or OOS buttons.
CQ61329	3711 displaying "WRONG CARD" after upgrade.
CQ62767	Similar to CQ61329 - 3711 DECT handset displays "WRONG CARD" following upgrade to 91.24.31.3
CQ68195	4.2 T3IP phone cannot use "IP Phone Admin Tool" to upgrade phones when using the IPO 4.2 as DHCP.
CQ69283	The second key press on a 1608 phone is missed if dialing quickly
CQ70519	DSS pickup button on DS handset behaves inconsistently with short code *30
CQ39769	Ability to create security account that fails to meet the 3 point password security requirements
CQ66739	Open Configuration button will not function when Binary Directory set to root
CQ67743	Only able to import 1000 Directory entries if the NoUser "ExtendDirectLimit" Source Number used.
CQ67974	Manager - Hunt Groups that are Copied/Pasted have incorrect focus
CQ68097	IPO Manager - displays OFF 2 - 99 as an option on a pick list - for the Calls In Queue Threshold
CQ39745	System restart while processing TAPI info from CRM

2.2 VoiceMail Pro 4.2(27) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.2(27) software:

CQ Number	Description of Issue
CQ39524	2 to 3 second delay transiting VMPro conditions when calling analog lines
CQ39784	NameWavTable function no longer works.
CQ39787	VM client stops responding if IP Office is restarted with Manager
CQ66381	By default we include brackets in the Russian translation of a VM transfer action
CQ66397	VMPro installer problem following the installation of other applications
CQ68562	Voicemail call flow has problems when using Chinese characters.
CQ39772	Customer is able to add a 16th Branch option to a menu
CQ39807	Calendar can display incorrect holiday dates when using forward and back buttons
CQ39808	Contact Store now reports HG name and number and not Agents Name and Number
CQ69635	VM Pro condition editor: Feb 09 appears in subsequent months and disappears when scrolling back
CQ69923	4.2.Conditions Editor changes the "X_Or" to "X_And" when first creating a new condition for Week Planner

CQ69937	German OS 2K3 Server - VM Pro cannot upgrade from 4.1.42 to 4.2.24 when originally installed on D Drive
CQ70587	Groups not displayed correctly in VMPro client when connected from a remote PC.
CQ70589	when using a remote vm client to record a prompt on vm pro - no tone is given to start the recording

2.3 User CD 4.2(22) resolved field issues

The following field issues have been addressed in the Phone Manager 4.2(22) and Soft Console 4.2(11):

CQ Number	Description of Issue
CQ67097	Issue with TAPI interaction with Phone Manager PC Softphone.
CQ64493	French Phone Manager - Layout requires subtle changes to fit the language in Out calling Screens
CQ69157	Phone Manager Pro: Access violation when receiving call in compact mode.
CQ68990	Soft console Missed calls list cannot be redialed using double click
CQ68869	Soft Console call history cannot be utilized to call from In and Out , All tabs
CQ67473	4.2.5 Soft Console on 4.2.4 switch - doesn't screen pop as described in documentation

3 Technical Notes

3.1 Upgrade IP Office Admin CD

The Admin CD will detect previous installed versions and upgrade automatically. Previous release 3.2 Admin will require to be uninstalled and then reinstalled using the 4.2(14) Admin CD. It is not necessary to restart the PC after upgrading unless instructed to do so.

3.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded corresponding to the CPU software.

3.3 Upgrade of 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 restart 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 restarted 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 restart 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 restarted 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.

3.4 Upgrade Instructions for VoiceMail Pro

The VoiceMail Pro must be at a minimum of 4.0 GA before automatic upgrades can be performed to this maintenance release.

Running VoiceMail Pro CD 4.2(27) will automatically detect the previous build as stated above and upgrade automatically. It is always advisable to back up the VoiceMail Pro configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading to VoiceMail Pro 4.2(27) 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.

4 Assistance

4.1 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.

5 Known Caveats

IP Office Caveats are detailed online at:

<http://marketingtools.avaya.com/knowledgebase/caveats>

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