



IP Office Technical Bulletin

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General Availability (GA) of the IP Office 4.2 Q4 2009 Maintenance Release

Avaya is pleased to announce the availability of the IP Office 4.2 Q4 2009 Maintenance Release. This is a scheduled Maintenance release addressing a number of field issues found in the IP Office 4.X releases. This is the last scheduled Maintenance Release for IP Office 4.2 software.

1 Overview

This Maintenance Release incorporates new software for IP Office Core Switch 4.2(23), VoiceMail Pro 4.2(34), Conference Center 3.2(22) and User CD 4.2(29), comprising of Phone Manager 4.2(29) Soft Console 4.2(17) and TAPI 1.0.0.34.

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(23)
IP Office Manager	6.2(23)
System Monitor	6.2(23)
System Monitor	5.2(69)
Upgrade Wizard	6.2(23)
SSA Viewer	6.2(23)
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3

Delivered Software or Package	Version
2410 Telephone Firmware	5.00
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	5.2.31
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
3711 Global Telephone Firmware	91.24.36
3711 Global Telephone USB driver	0.8
T3 IP Admin Tool	3.08
1603, 1608, 1616 Firmware	1.0483
1603 Loader (Boot File) Firmware	1.043
1608 and 1616 Loader (Boot File) Firmware	1.030
1616 Button Module Firmware	1.0.9

The contents of the VoiceMail Pro CD are:

Component	Version
VoiceMail Pro (GUI)	4.2(34)
VoiceMail Pro Server	4.2(34)
VoiceMail Pro Service	4.2(34)
VPIM Client	4.2(34)
VPIMDBSvr	4.2(34)
VPIMReceiver	4.2(34)
VPIMServer3	4.2(34)
IMSAdmin	4.2(34)
IMSServiceRestart	4.2(34)
UMSServer	4.2(34)
VMServer	4.2(34)

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(29)
Soft Console	4.2(17)
TAPI	1.0.0.34
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 will support the new "IP DECT 3711 Global" telephone that will be available in the near future. The new 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

2.1 One Touch Transfer

This new feature allows a user to initiate the transfer of a connected call by pressing a programmed telephone feature button. The following feature buttons are supported with this new feature:

- User
- Dial
- Emulation>Abbreviated Dial
- Emulation>Automatic Intercom
- Emulation>Dial Intercom
- Advanced>Dial Direct

This feature is enabled on a per user basis by using the “Enable_OTT” source number. This feature is supported on the following telephones:

- 1608 / 1616
- 5410 / 2410 / 5420 / 2420
- 5610 / 4610 / 5620 / 4620 / 5621 / 4621
- 4625
- 4406 / 4412 / 4424
- 6408 / 6416 / 6424

2.2 Microsoft Windows 7 Support

This release includes support for Microsoft Windows 7 Professional and Ultimate editions. The following table shows the support status of IP Office applications installed on Microsoft Windows 7:

IP Office Application	Windows 7 32Bit	Windows 7 64Bit
Call Status	✗	✗
CBC	✗	✗
CCC Server	✗	✗
Standalone Delta Server	✗	✗
Wallboard Server	✗	✗
Wallboard Client	✗	✗
PC Wallboard	✗	✗
Call Center View (CCV)	✗	✗
CCC Reporter	✗	✗
Conferencing Center Server	✗	✗
Conferencing Center Client	✓	✗
Contact Store	✗	✗
Feature Key Server	✗	✗
Manager	✓	✓
Microsoft CRM Integration	✗	✗
Monitor	✓	✓
Phone Manager Lite	✓	✓
Phone Manager Pro	✓	✓
Phone Manager PC Softphone	✓	✓
SoftConsole	✓	✓
System Status Application (SSA)	✓	✓
TAPI 1 st Party	✓	✓
TAPI 3 rd Party/WAV	✓	✓
VoiceMail Lite	✗	✗
VoiceMail Pro Server	✓	✓
UMS and Web Campaigns	✗	✗
IMS and Web Campaigns plus IVR and / or TTS	✗	✗
one-X Portal for IP Office server	✗	✗
CCR Server	✗	✗

2.4 Support for TAPI on 64bit Operating Systems

This release of TAPI is now supported with Microsoft Vista and Server 2008 64bit operating systems. This does not currently include Server 2008 R2.

3 IP Office Resolved Field Issues

In the table below, 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.

The following field issues have been addressed:

3.1 Resolved Field Issues in IP Office 4.2(23) and Manager 6.2(23)

<u>CQ Number</u>	<u>Description of Issue</u>
CQ39915	System restart when calls transfer out of embedded mail
CQ39918	System restart when EVM attempt to send email
CQ39954	Analog HG calls fail to transfer to another HG if all agents are busy
CQ39982	VRL does not work when using group monitor button
CQ40030	Transfer return timeout is incorrectly applied to calls transferred to HG with queuing
CQ40035	EVM transfer timeout of one hour on auto attendant calls results in poor EVM speech quality
CQ40037	Analog MWI does not work correctly when used with DuVoice VM
CQ71241	Call to User with VM and Fw on BusyNA enabled does not fallback to User's VM.
CQ75865	2nd 4450 BLF's fail to light if the 44xx sets port is changed on the DS module
CQ76006	Call drops when call from analog trunk is routed to conference meet me from VM.
CQ78897	PC Wallboard not incrementing Group Calls Answered - External when using Supervised VM transfer
CQ79813	Call to H/G still recorded when transferred to an external party.
CQ80268	ISDN Partial Rerouting FAC facility requires the ability to send National Prefix
CQ80355	BRI4u (Mezzanine) board locks and cannot make new Data (Or Voice) call when a circuit is set to S-Bus
CQ80618	restart when IP DECT invokes Call Listen to another established call involving IP DECT handset
CQ80620	Externally forwarded calls cleared after user no answer time
CQ80757	User Call Log "InAns" shows its OWN User Id when using CallPickUpAny (associated to Button Programming)
CQ80788	Absent text shown on display when attempting transfer but message not set on target extn
CQ80867	Login by Feature Menu or Shortcode should (by configurable parameter) reset the User's LII.
CQ78394	Codec negotiation uses G729 when G711 is set in IP Trunks, between IP 500 and 406v2 using VCM4 card
CQ39949	System reboots when longest Idle HG member activates SAC on ringing call
CQ40058	EVM AA calls to a user with coverage buttons configured on other users do not go to mailbox correctly
CQ76723	CCC - AgentLocation.ini file displays incorrect Extension locations.
CQ77690	SCN Call not recorded if transferred from VM callflow to remote HG with announcements
CQ78717	CLI received is sent back to SIP provider when a SIP call is directed to Group with grp member fwding Off Switch
CQ78807	Phone Manager incorrectly encodes a packet as ICMP instead of UDP when obtaining a user list via TFTP
CQ79818	Ringback when free rings forever! It should only ringback for a certain time then stop.
CQ79914	IPO sends "Tag" info to PM for call that is not tagged!
CQ80483	CLI received is sent back to SIP provider when a SIP call is Transferred off switch from EVM and *2 transfer
CQ81327	IP Phones registered to remote IP Office will not ring to local Distributed Hunt Group after reset
CQ81682	EVM channels not released after playing Announcement 1 on call UncFwd across SCN to H/G from remote Extn
CQ81956	IP406 restart after User presses own BLF button on phone to answer a call that is ringing her phone.
CQ82982	Huntgroup recording VRL settings not applied when call is picked up by a group member
CQ83636	External caller forward to centralized Voicemail gets prompts in the wrong language

CQ84286	EVM->email doesn't work. Issue caused by reception of multiline response to ELHO command.
CQ40053	Unable to configure BCC (Block Collect Call) Flash Pulse width to more than 100
CQ69341	one-X returns Dial Tone to a busy user. Same issue as CQ60374
CQ83514	SMDR: Internal call not recorded correctly if assisted transfer performed
CQ85349	Selecting SSA/Resources/Directory reboots the IPO when config has large # (6060) of Directory entries
CQ84192	IP500 restarts when a FNE (32) call is released.
CQ86314	SMDR records are output with additional line breaks
CQ77625	IPO SMDR output has no ring time for call when "Force Account Code" set on o/g call.
CQ40047	Answering a call by group button on 5400 sets does not correctly populate phone call log
CQ40071	Set HG Night Service or OOS does not display the arrow but does function properly
CQ86314	SMDR records are output with additional line breaks
CQ77187	Connection to VMail from T3 phone drops after 60 sec(approx) when using Visual Voice. *17 is OK.

3.2 VoiceMail Pro 4.2(34) resolved field issues

The following field issues have been addressed in the VoiceMail Pro 4.2(34) software:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ40001	Unable to set VoiceMail Pro alarm externally
CQ82841	Email action fails to send recording collected in Leave Mail action when \$ is used in attach file field
CQ84247	Menu timeout issue when insufficient digits are not received to match Touch Tone MENU option using ????
CQ84322	Email action fails to send recording collected in Leave Mail action when \$ is used in attach file field

3.3 User CD 4.2(29) resolved field issues

The following field issues have been addressed in Phone Manager 4.2(29), Soft Console 4.2(17) and TAPI 1.0.0.34:

<u>CQ Number</u>	<u>Description of Issue</u>
CQ78498	Ring on Multimedia doesn't ring (Duplicate of CQ69210)
CQ40021	Ex Directory users still present in Phone Manager Pro
CQ75740	Double clicking message icon plays newest received unread Voicemail not oldest unread Voicemail.
CQ77306	Installation of PM from 4.2.22 User CD does not copy all files across if PC's LAN not connected.
CQ40002	Unable to complete a transfer via PMP when a 2nd call comes in during transfer attempt
CQ83571	PMPPro VM access - focus jumps away from voicemail tab when first VM accessed
CQ80244	Soft Console - "Voicemail" button not live when "Make Call" is selected to ring a User with Vmail enabled
CQ76346	"Tools->Configure Preferences->Incoming Calls" tab. Directory Entries Cannot be added "New" button grayed out
CQ84837	Softconsole 4.2.15 user directory - disappears when a DND function is programmed as a BLF button

3.4 Conference Center 3.2(22) resolved field issues:

The following field issues have been addressed in Conference Center 3.2(22):

<u>CQ Number</u>	<u>Description of Issue</u>
CQ40065	Conf Cntr Participants receive Conf Full message when there should be space available
CQ78491	Conf Centre - Presentations cannot be viewed by users outside the local LAN/Firewall

4 Technical Notes

4.1 Upgrade IP Office Admin CD

The Administration CD will detect previous installed versions and upgrade automatically. If a 3.2 Administration CD is installed it must be uninstalled before installing 4.2(23). It is not necessary to restart the PC after upgrading unless instructed to do so.

4.2 IP Office Expansion Unit Compatibility

All IP Office expansion units must be upgraded to the same version as the main unit.

4.3 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.

4.4 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(34) 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(34) 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.

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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