AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) of the IP Office Release 6 Q3 2010 Maintenance Release Update

Avaya is pleased to announce the availability of an upgrade to the IP Office 6.0(14) GA software released on the 25 August 2010. The 6.0(18) release resolves a number field issues not included in the 6.0(14) software.

This Maintenance Release incorporates new software for IP Office Core Switch 6.0(18) and can be downloaded from the Avaya Support Website:

http://support.avaya.com

This software is for use with the IP Office IP500v2, IP500, IP412 and IP406v2 (PCS 8 and later).

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	6.0(18)
IP Office Manager	8.0(18)
System Monitor	8.0(18)
Upgrade Wizard	8.0(18)
Network Viewer	8.0(18)
SSA Viewer	6.0(18)
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
2410 Telephone Firmware	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	1.00
1408 / 1416 Telephone Firmware	4.00

Delivered Software or Package	Version
1408 / 1416 Loader (Boot File) Firmware	25
IP Office Video Softphone	3.0.1.1.2.57399
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	0.101107
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603, 1608, 1616 Telephone Firmware	1.3
1603 Loader (Boot File) Firmware	1.3
1616 Button Module Firmware	1.0.9
9620 9630 9640 9650 Boot Code	3.1.10b
9620 9630 9640 9650 Telephone Firmware	3.1.10b
3720 Telephone Firmware	3.0.7
3725 Telephone Firmware	3.0.10
DECT R4 – IPBS Firmware	3.3.13
DECT R4 – AIWS Firmware	2.43
DECT R4 – WinPDM	3.4.5
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.055
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

1 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:

1.1 Resolved Field Issues in IP Office 6.0(18) and Manager 8.0(18)

CQ Number	Description of Issue
CQ40460	Caller ID fails to display on phones after upgrading
CQ40473	System restart on call park attempt, similar to CQ40220
CQ106151	Inhibit off-switch transfer feature also blocks on-switch transfers
CQ106494	System restart when initial call disconnected almost immediately, no channels available on alternate route.
CQ107252	SD Card – License keys invalid in the event of SD card going off-line

2 Technical Notes

2.1 Upgrading an IP500v2 System to this Maintenance Release

If the system is to be upgraded remotely and is an IP500v2 platform 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 "SD Card - Config periodically defaulting following a system restart" 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 6.0(18) GA release.