



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 7 Q1 2012 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 7 Q1 2012 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office Release 7 GA releases.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 7.0(31)
- IP Office Preferred Edition 7.0(32) (also known as VoiceMail Pro)
- Customer Call Reporter 7.0.5.8
- one-X Portal 7.0.18(87)
- User CD 4.2(44)
- IP Office Application Server 7.0.16(9)

The IP Office Administration 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 and IP500v2 systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	7.0.31
IP Office Manager	9.0.31
System Monitor	9.0.31
Upgrade Wizard	9.0.31
Network Viewer	9.0.31
SSA Viewer	7.0.31
4610SW / 4620SW / 4621SW / 5610SW / 5620SW / 5621SW Telephone Firmware	2.9.1
4601 / 4602 Telephone Firmware	2.3
4601+ / 4602+ / 5601+ / 5602+ Telephone Firmware	2.9.1

Delivered Software or Package	Version
4625 Telephone Firmware	2.9.1
5601 / 5602 Telephone Firmware	2.3
2410 / 2420 Telephone Firmware	R6.0
5410 / 5420 Telephone Firmware	R6.0
1403 Telephone Firmware	4.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R38
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone	3.1.2.17.59616
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	0.8
T3 IP Telephone Firmware	T247
T3 IP Admin Tool	3.08
1603 / 1608 / 1616 Telephone Firmware	1.3100
1603 Loader (Boot File) Firmware	1.3100
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.1.03
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.1.03
9608 / 9621 / 9641 Telephone Firmware (Application file)	6.2.0.13
9608 / 9621 / 9641 Kernel	V13r33
1120E 1140E 1220 1230 Telephone Firmware	04.03.09.00
3720 Telephone Firmware	3.3.11
3725 Telephone Firmware	3.3.11
3740 Telephone Firmware	3.2.10
3749 Telephone Firmware	3.2.10
DECT R4 – IPBS 1 and IPBS 2 Firmware	5.0.11
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.4.1
DECT R4 – Advanced Charger Firmware	1.4.1
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the User CD are:

Application Name	Version
Phone Manager	4.2(41)
Soft Console	4.2(28)
TAPI	1.0.0.37
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 supports the "IP DECT 3711 Global" telephone. The 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 96x1 Series Telephones

This Maintenance Release includes new firmware for the re-introduction of the 96x1 series of telephones. This does not include support for the 9611 which is supported in IP Office Release 8.

2.2 Analog Trunk Line Gains

The gain range set in Manager for Analogue trunk line gains have been extended to provide more flexible settings. The new gain range is +6dB to -10dB.

2.3 Analog Trunk Impedance Matching Tool

The analog trunk automated impedance matching tool is now supported in the French Canadian locale.

3 IP Office Resolved Field Issues

In the table below, the JIRA 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 JIRA number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single JIRA entry.

3.1 Resolved field issues in IP Office 7.0(31) and Manager 9.0(31)

The following field issues have been addressed in 7.0(31) and Manager 9.0(31):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-23119	SIP line registration messages no longer sent when system receives 408 timeout message from ITSP
IPOFFICE-20111	Same as IPOFFICE-15588 but raised from the field - Call pickup fails on incoming SIP calls
IPOFFICE-18509	Number of configured E1R2 channels exceeds licensed channels

IPOFFICE-17201	SIP Invite: Session Timer refresh parameter is changed by IP Office
IPOFFICE-16890	Customer needs the ability to block users from accessing the Dial Direct feature
IPOFFICE-16828	No speech on o/g IP DECT call via SIP trunk when a RE-INVITE is received when the "Re-Invite" option is enabled
IPOFFICE-16664	IP500V2 system restart: related to XML interface configuration changes
IPOFFICE-16023	Unable to forward a call from ISDN trunk to SIP trunk if the ISDN setup has no CLI or is set to Restricted with no CLI
IPOFFICE-15608	Unable to break dial tone when using FNE functionality to dial user.
IPOFFICE-15372	VPN Tunnel lost when routing L2TP traffic
IPOFFICE-15321	T7316 do not have correct LA activity icon when other phones busies out LA
IPOFFICE-15091	Similar to CQ123828 - PAI header added to an external i/c call that is transferred externally
IPOFFICE-15023	Users with Line Appearances set to No Ring will ring when the Forwarded Ext is called via external line
IPOFFICE-14845	IPO appears to be ignoring the release of CCR Supervisor licenses and as a result CCR Supervisor licenses run out.
IPOFFICE-14755	Duplicate of CQ44597 but on v7.0 - CLI not withheld when transferring call off switch using W in short code or ARS.
IPOFFICE-14509	Unable to pickup ringing call using User BLF button on 9620/9650.
IPOFFICE-14108	System Speed Dial numbers in the range of 660-669 fail
IPOFFICE-13161	Default Auto Intercom buttons are restored to the DBM32 when power is lost and returned to the system
IPOFFICE-9357	SMDR - Trunk-to-trunk unsupervised transfer generates two incoming records
IPOFFICE-19937	Screen saver on 9650 gets turned off when time display on phone is updated
IPOFFICE-19136	Cannot create contacts on 1600, 9500 and 9600 from the display, cannot edit from display if created in Manager
IPOFFICE-18034	Russian Locale : Disable Busy Tone Detect; Send Config to IPO; Read config back; Busy Tone Detect is still enabled.
IPOFFICE-14841	CLI of a call to an ext that is FwdUnc externally has the wrong Ext # when the S/C used to dial the call has an [E] in it
IPOFFICE-20743	Forced Account Code requirements are ignored if dialling out via a Line Appearance
IPOFFICE-19133	9500, 9600 and 1600 telephones unable to scroll through menu options in the display
IPOFFICE-19014	CSR and CDR - Overflowed Answered call shown as Answered when overflow group is initially busy.
IPOFFICE-19009	CSR - Average Answer Time and Average Answer Percentage incorrect on overflowed call
IPOFFICE-18874	Same as IPOFFICE-16188 - Incorrect time shown in SSA - found on customer running IP Office 6.1.5
IPOFFICE-19590	System restart after attempting a merge of a new user
IPOFFICE-23849	Call cut-off problems on Analogue trunks in Saudi Arabia
IPOFFICE-20937	Echo on external analogue calls from IP telephones in Saudi Arabia
IPOFFICE-23139	Unable to uncheck the variable Voicemail Email Reading on voicemail tab
IPOFFICE-23120	Error The number of configured Universal PRI channels exceeds number of licensed channels
IPOFFICE-16878	Unable to deselect voicemail email reading option on manager

Note: This release also incorporates a number of improvements for voice quality with Analogue Trunks in the US and French Canadian Locales based on IPOFFICE-19600.

3.2 Preferred Edition (VoiceMail Pro) 7.0(32) resolved field issues

The following field issue has been addressed in Preferred Edition (VoiceMail Pro) 7.0(32):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-23136	Configured user variables get erased when pulling a config from a remote vmpro client
IPOFFICE-23129	Linux - Voicemail Server stops approx every 2 days
IPOFFICE-23128	VMPPro intermittently sending duplicate emails via SMTP
IPOFFICE-23127	LINUX - VMPPro stops every 2 days or so with watchdog timer
IPOFFICE-19739	VM Client stops when "Drop" key is pressed (or handset placed back on hook) to end recording
IPOFFICE-17961	VMPPro call Flow User variable gets reset when Remote Client Downloads config.

3.3 Customer Call Reporter 7.0.5.8 resolved field issues

The following field issues have been addressed in CCR 7.0.5.8:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-23148	CSR - Average Answer Time doesn't include calls answered outside the Answer Threshold
IPOFFICE-23145	CSR - Supervised transfer to a non-agent is incorrectly counted as a 2nd answered queue call
IPOFFICE-23144	CSR - double counting overflowed answered calls
IPOFFICE-23143	CDR - Missing answered event when retrieving a held overflowed answered call
IPOFFICE-23142	The message ""an unexpected error has occurred" is displayed when an ATC report is run.
IPOFFICE-23141	CSR -Average Answer Percentage incorrect for transferred call
IPOFFICE-23135	Incorrect real-time information when agent is disabled from the Queue, logs off and back on again
IPOFFICE-23133	ATC report not showing shift time after upgrading from 6.1
IPOFFICE-23132	Wallboard licences failing to release correctly
IPOFFICE-23124	ATC - Report times out if run over a 3 week period
IPOFFICE-19928	CDR: Overflowed calls shown in report without time and date stamp
IPOFFICE-19931	Wallboard: SYSTEM GOS and Average Answer % values incorrect against Queue Monitor.
IPOFFICE-19930	Wallboard: SYSTEM GOS and Average Answer % values do not update on newly created profiles.
IPOFFICE-19223	CDR DDI report formatting wrong when grouped by hour
IPOFFICE-19126	Incorrect agent state when the agent name is changed using Manager (Incoming call, Hold+ACW)
IPOFFICE-19059	CSR reporting extra answered calls in supervised transfer scenario
IPOFFICE-18353	Incorrect agent state after agent name has been changed using Manager

3.4 one-X Portal 7.0.18(87) resolved field issues

This release of one-X portal contains no field related fixes.

3.5 User CD 4.2(44) resolved field issues

The following field issue has been addressed in User CD 4.2(43):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-23325	Cannot pop an Outlook contact that's in a personal or public contact folder

3.6 IP Office Applications Server

This release of the IP Office Applications Server 7.0.16(9), consists of Preferred Edition (VoiceMail Pro) 7.0(32) and one-X Portal 7.0.18(87). Any field related fixes in these releases will also be incorporated into this edition of the Applications Server.

4 Technical Notes

4.1 Upgrading IP Office core software

When upgrading to Release 7 from a previous release an upgrade licence is required. It is recommended that the IP Office Release 7 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 7.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 7:

Platform	Current Release	Upgrade Step
IP500	4.x /5.0/6.x	Load 7.0
IP500v2	6.x	Load 7.0
All modules	4.x/5.0/6.x	Load 7.0

4.2 Upgrading IP Office Administration

The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled before installing 7.0(27). It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

4.3 Upgrading a remote IP500v2 System running 6.0(8) or 6.0(14) software

If the system is to be upgraded remotely and is an IP500v2 platform running 6.0(8) or 6.0(14) software 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 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 7.0(27) release.

4.4 IP Office Expansion Unit Compatibility

All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

4.5 Upgrade Instructions for IP Office Preferred Edition

VoiceMail Pro must be at a minimum of 4.0(15) GA before automatic upgrades can be performed to Preferred Edition using this maintenance release.

The Preferred Edition 7.0(32) installer (also known as VoiceMail Pro) will automatically detect the previous build and upgrade automatically. It is always advisable to back up the configuration, and any bespoke voice files prior to performing the upgrade.

Prior to upgrading the Preferred Edition Server to 7.0(32) please ensure that all applications running on the PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

4.6 Upgrade Instructions for Customer Call Reporter

The 7.0.5.8 release of Customer Call Reporter has no special requirements or pre-requisites in order to upgrade from the 6.1 or 1.2 GA releases. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade. If you are upgrading from CCR 1.X please refer to page 104 of Technical Bulletin 115.

4.7 Upgrade Instructions for IP Office Applications Server

This release of Applications Server contains no special requirements in order to upgrade from the previous GA release. Please refer to section 1.6 of the IP Office Application Server Installation and Maintenance documentation.

5 Known Issues

This section details known issues with 96x1 series telephones:

96x1 EEPROM values incorrect leading to incorrect handset and headset audio levels

The handset and headset receive volume may be 6dB lower than expected. This affects specific serial number ranges of 96x1 telephones. This is detailed in a Product Support Notice (PSN) available on the Avaya Support web site:

<http://support.avaya.com/css/P8/documents/100159074>

Intermittent voice quality issue is heard during a call

A small number of customers have reported an intermittent voice quality issue with feedback or a distorted sound during calls. This is currently under investigation and an update will be released documenting this issue and detailing a resolution.

New 96x1 telephones may not upgrade on first attempt

New 96x1 series telephones currently have firmware release 6.0 loaded at the factory. An issue has been identified where the telephones may not upgrade successfully on the first attempt when upgrading to the 6.2 firmware included in this release of IP Office

Administration. If new 96x1 telephones are being deployed Avaya recommends using a third party HTTP server instead of the IP Office HTTP mechanism. This issue is specific to the 96x1 6.0 firmware and does not occur when upgrading from telephone firmware later than 6.0.

96x1 Telephone Screen Saver

The screen saver may not switch off automatically when answering an incoming call. If this occurs pressing the “Phone” button will switch off the screen saver.

HTTP server availability

If the HTTP server used by the 96x1 telephones is unavailable and call server address is modified to be a static IP address the address may not be displayed on the telephone

Absence Text on 9621 Telephone

It may not be possible to change Absence Text when using a 9621 telephone.

96x1 Backup Operation

The telephone backup operation may not be successful when parameters are configured differently than the default.

9641 Upgrade

9641 telephones upgraded from a 6.1 R38 build may load the application file twice during the upgrade.

6 Assistance

6.1 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.

7 Known Caveats

IP Office Caveats are detailed online at:

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

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