



## IP Office Technical Bulletin

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**Region:** Global

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### **General Availability (GA) of the IP Office Release 8.1 Q3 2012 Maintenance Release**

Avaya is pleased to announce the availability of the IP Office Release 8.1 Q3 2012 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office 8.1 GA release.

#### **1 Overview**

This Maintenance Release incorporates new software for:

- IP Office Core Switch 8.1(52)
- IP Office Preferred Edition 8.1(1003) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.9.6
- one-X Portal 8.1.77(3)
- IP Office Application Server 8.1.18(3)
- Unified Communications Module 8.1.90(6)
- IP Office Server Edition 8.1.93.9
- Flare Communicator for Windows 1.0.1(211)

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, IP500v2 and Server Edition Systems.

IP Office Administration consists of the following software:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	8.1.52
IP Office Manager	10.1.52
System Monitor	10.1.52
Upgrade Wizard	10.1.52
Network Viewer	10.1.52
SSA Viewer	8.1.52
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1

<b>Delivered Software or Package</b>	<b>Version</b>
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 / 2420 Telephone Firmware	R6.0
5410 / 5420 Telephone Firmware	R6.0
1403 Telephone Firmware	6.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R44
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.48.67009
IP Office Video Softphone (Mac)	3204bk.66292
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	1.3200
1603 Loader (Boot File) Firmware	1.3200
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.1.04
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.1.04
9621 / 9641 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 Telephone Firmware (Application file)	6.2.2.09U_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r50
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	3.3.16
3725 Telephone Firmware	3.3.16
3740 Telephone Firmware	3.2.15
3749 Telephone Firmware	3.2.15
DECT R4 – IPBS 1 and IPBS 2 Firmware	5.0.11
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.13
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

**Note:** Removal of the IP500v2 90 Day Entitlement Period

The release of 8.1(52) IP Office firmware removes the 90 day entitlement period. Any IP500v2 system currently within the 90 day entitlement period will be set to release 8.1 when the 8.1(52) firmware is loaded and the system is restarted. Any subsequent upgrades to a higher major or minor release will require a Software Upgrade licence to be added to the system. New IP500v2 systems installed with firmware 8.1(52) will have no entitlement period and will be set to 8.1 after the first call is made. A Software Upgrade licence would then be required to upgrade to a later major or minor release if required.

**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**

This release of IP Office contains no new features.

**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 8.1(52) and Manager 10.1(52)**

The following field issue has been addressed in 8.1(52) and Manager 10.1(52):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-31745	PAI field missing on outgoing SIP call

**3.2 Preferred Edition 8.1(1003) resolved field issues**

The following field issue has been addressed in this release of Preferred Edition (VoiceMail Pro):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-30984	Unable to install on Windows 2008 R2 Server when Web Voicemail is selected - MSI 1603 Error

**3.3 Customer Call Reporter 8.1.9.6 resolved field issues**

This release of Customer Call Reporter contains no field related fixes:

**3.4 one-X Portal 8.1.77(3) resolved field issues**

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

**3.6 Applications Server 8.1.18(3)**

This release of the Applications Server consists of Preferred Edition (Voicemail Pro) 8.1(1003) and one-X Portal 8.1.77(3). Any field related fixes in these releases will also be incorporated into this edition of the Applications Server.

**3.7 Server Edition 8.1.93(9)**

This release of IP Office Server Edition consists of IP Office core software 8.1(52), Preferred Edition (Voicemail Pro) 8.1(1003) and one-X Portal 8.1.77(3). Any field related fixes in these releases will also be incorporated into this edition of Server Edition.

**3.8 Flare Communicator for Windows 1.0.1(211)**

This release of Flare Communicator contains no field related fixes.

**4 Technical Notes****4.1 Upgrading IP Office core software**

When upgrading to Release 8.1 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8.1 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 8.1.

**Note:** An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible in the license summary, an Essential Edition license must be purchased and installed prior to attempting the 8.1 upgrade.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 8.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	6.0	Load 8.0	Load 8.1
All modules	6.0	Load 8.0	Load 8.1
IP500 and IP500v2	7.0/8.0	-	Load 8.1
All modules	7.0/8.0	-	Load 8.1

#### **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 8.1(52). 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 an 8.0 release.
- 6) Check for the presence of the necessary licences and then upgrade to the 8.1(52) 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**

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 7.0 GA to upgrade directly to 8.1. Previous versions must be upgraded to 7.0 before upgrading to 8.1. If running a software version older than 4.0 then please refer to IP Office Technical Bulletin 109.

The Preferred Edition 8.1(1003) installer 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 8.1(1003) 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 Preferred Edition Recordings – Analog trunks**

When using analog trunks, call disconnection can occur though busy tone detection. The system indicates to the voicemail server how much to remove from the end of a recording in order to remove the busy tone segment. This amount varies by system locale. For some systems it may be necessary to override the default if analog call recordings are being clipped or include busy tone. That can be done by adding the following NoUser Source Number and merging into the configuration:

VM\_TRUNCATE\_TIME=x

Replace “x” with the required value in the range of 0 to 7 seconds.

#### **4.6 Upgrade Instructions for Customer Call Reporter**

IP Office Customer Call Reporter 8.1 supports upgrade from only the previous two versions – 8.0 and 7.0. To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup to one of the two previous versions. The version of SQL must also be considered before upgrading. Microsoft SQL 2005 is not supported with release 8 of the Customer Call Reporter and must be upgraded to SQL 2008. Further information can be found in the “Implementing IP Office Customer Call Reporter” manual available from the IP Office Knowledgebase.

#### **4.7 Upgrade instructions for IP Office one-X Portal**

The IP Office one-X Portal server must be running a minimum software level of 7.0 to upgrade directly to 8.1 software. Any previous versions must be upgraded to 7.0 first before upgrading to this release.

#### **4.8 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. For further information please refer to the Server Maintenance section of the Application Server manual available from the IP Office Knowledgebase.

## **5.0 Known Issues**

### **5.1 9508 Telephones with BM12**

Issues with button module functionality may be experienced when using the R44 telephone firmware when more than one button module (BM12) is connected to a 9508 telephone. This issue is currently under investigation and customers are requested to raise a support request through their normal Avaya support channel.

## **6 Assistance**

### **6.1 Documentation and Software**

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads & Documents"
2. Type "IP Office"
3. Select the required software release
4. Select the documentation or software categories required

Software can also be ordered on CD/DVD if required.

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