



## IP Office Technical Bulletin

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**Region:** Global

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### General Availability (GA) - IP Office Release 8.0 Service Pack 5

Avaya is pleased to announce the availability of the fifth Service Pack for IP Office Release 8.0 software. This is a scheduled Service Pack addressing a number of field issues found in the IP Office Release 8.0 GA software.

#### 1 Overview

IP Office Release 8.0 Service Pack 5 incorporates new software for:

- IP Office Core Switch 8.0(61)
- IP Office Preferred Edition 8.0(5001) (also known as VoiceMail Pro)
- Customer Call Reporter 8.0.13.3
- one-X Portal 8.0.107(16)
- IP Office Application Server 8.0.30(3)
- Unified Communications Module 8.0.10(4)
- User CD 4.2(52)

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	8.0.61
IP Office Manager	10.0.61
System Monitor	10.0.61
Upgrade Wizard	10.0.61
Network Viewer	10.0.61
SSA Viewer	8.0.61
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
Telephone Firmware	
4601, 4602 Telephone Firmware	2.3

<b>Delivered Software or Package</b>	<b>Version</b>
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	R32
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R45
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	1.330D
1603 Loader (Boot File) Firmware	1.330D
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.0
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.0
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 - IPBL (DECT Gateway) Firmware	5.0.11
DECT R4 - GRBS (ISDN RFP) Firmware	R5C 3/40
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

The IP Office User CD includes the following components:

Component	Version
Soft Console	4.2(31)
TAPI2	1.0.0.38
TAPI3	1.0.0.38
Dev Link	1.0.0.5
TAPI Wave Driver (Windows XP)	2.0.0.0
TAPI Wave Driver (Vista/Windows 7)	3.0.0.0

**Note:** Support for Phone Manager ended in March 2013. This application is no longer included with the User CD.

**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**

IP Office Release 8.0 Service Pack 5 does not contain any 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 8.0(61) and Manager 10.0(61)**

The following field issues have been addressed in IP Office core software 8.0(61) and Manager 10.0(61):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-47103	System Restart: Mobility - Internal Twinning. Call placed on hold by twin, primary extension logs off, hold timer expires

IPOFFICE-37185	System Restart: SIP related memory leak every 15 days
IPOFFICE-36847	System Restart: Attempting to Park call when Voicemail Ring back is occurring
IPOFFICE-38282	System Restart: Related to Call Pickup and Reminder Call
IPOFFICE-38219	96x1 display shows "External" (or "EXT" when System Locale = [FRA]) when running 8.0(51)
IPOFFICE-38206	Inbound calls routed by AA then put on hold and retrieved, the local user hears echo
IPOFFICE-36459	SIP Diversion Header not populated correctly when an incoming SIP call is forwarded externally
IPOFFICE-36258	Call from DECT 3270 to a 1616 telephone answered via Soft Console results in no audio in either direction.
IPOFFICE-36257	One way speech when a consultation call from DECT is answered via Soft Console
IPOFFICE-36102	Intermittently unable to Unpark calls on 3645 WIFI telephones
IPOFFICE-30248	System Restart: Caused by TAPI Call Hold related interaction
IPOFFICE-38220	System Restart: Related to SIP interaction
IPOFFICE-39754	No PAI information added to a second call from same extension via SIP trunk that requires 3way authentication
IPOFFICE-30254	DS30 and DS30v2 Modules fail to come back into service after a restart
IPOFFICE-39825	Busy Tone Disconnect may not work correctly on certain analogue lines in Taiwan - refer to IPOFFICE-32090.
IPOFFICE-33128	Phantom ringing with telephones connected to TCM8 module
IPOFFICE-40651	Memory leak when accessing and deleting voicemails via Phone Manager causing periodic system restart

### **3.2 Resolved field issues in Preferred Edition 8.0(5001)**

This release of Preferred Edition (VoiceMail Pro) contains no field related fixes:

### **3.3 Resolved field issues in Customer Call Reporter 8.0.13.3**

The following field issues have been addressed in Customer Call Reporter 8.0.13.3:

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-39521	CCR call detail reports filtered by CLI shows calls that do not match the filter
IPOFFICE-32921	Calls dataset sample reports - SQL deadlock error when running report whilst a call load is on the system

### **3.4 Resolved field issues in one-X Portal 8.0.107(16)**

The following field issues have been addressed in one-X Portal 8.0:107(16):

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-43198	Call Assistant disconnecting from 1XP on a daily basis.
IPOFFICE-39878	one-X Portal Call Gadget showing incorrect phone state
IPOFFICE-32567	Hunt group voicemail message not displayed on 1XP when user is on remote site of an advertised group

### **3.5 Resolved field issues in User CD 4.2(52)**

The following field issue has been addressed in User CD 4.2(52):

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-30973	Absent text on Soft Console not cleared correctly when absent text button / short code activated.

### **3.6 Resolved field issues in Applications Server 8.0.30(3)**

This release of the IP Office Applications Server consists of Preferred Edition (Voicemail Pro) 8.0(5001) and one-X Portal 8.0.107(16). Any field related fixes in these releases will also be incorporated into this edition of the Applications Server.

### **3.7 Resolved field issues in Unified Communications Module 8.0.10(4)**

This release of the Unified Communications Module software consists of Preferred Edition (VoiceMail Pro) 8.0(5001) and one-X Portal 8.0.107(16). Any fixes in these releases will also be incorporated into this release of Unified Communications Module software.

## **4 Technical Notes**

### **4.1 Upgrading IP Office Core software**

When upgrading to Release 8 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8 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.

The table below shows the necessary steps that must be taken to upgrade the IP Office system to Release 8.0:

<b>Platform</b>	<b>Current Release</b>	<b>Upgrade Step</b>
IP500	4.x /5.0/6.x/7.0	Load 8.0
IP500v2	6.x/7.0	Load 8.0
All modules	4.x/5.0/6.x/7.0	Load 8.0

### **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 8.0(61). 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 8.0(61) 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 8.0(5001) 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 8.0(5001) 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**

On analog trunks, call disconnection can occur though busy tone detection. When such calls go to voicemail to be recorded or leave a message, when the call ends the system indicates to the voicemail server how much to remove from the end of the 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:

**VM\_TRUNCATE\_TIME=x**

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

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

IP Office Customer Call Reporter 8.0 supports upgrade from only the previous two major versions - 7.0 and 6.1. 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.

#### **4.8 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 Assistance**

#### **5.1 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.

#### **5.2 Future Service Packs**

IP Office Release 8.0 Service Pack 6 is currently scheduled for release on the 30th August 2013. For further information on future Service Packs, please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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