



IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 8.1 Service Pack 7

Avaya is pleased to announce the availability of the seventh Service Pack for IP Office Release 8.1 software. This is a scheduled Service Pack addressing a number of field issues found in the IP Office 8.1 GA releases.

1 Overview

IP Office Release 8.1 Service Pack 7 incorporates new software for:

- IP Office Core Switch 8.1(79)
- Preferred Edition 8.1(9402) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.43.3
- one-X Portal 8.1.95(76)
- IP Office Application Server 8.1.24(2)
- IP Office Server Edition 8.1.100.7
- User CD 4.2(56)

Note: A new release of Unified Communications Module (UCM) Service Pack software will be available at a later date.

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:

Delivered Software or Package	Version
IP Office Firmware	8.1.79
IP Office Manager	10.1.79
System Monitor	10.1.79
Upgrade Wizard	10.1.79
Network Viewer	10.1.79
SSA Viewer	8.1.79
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1

Delivered Software or Package	Version
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	R7
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	1.343A
1603 Loader (Boot File) Firmware	1.343A
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.1.2A
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.1.2A
9621 / 9641 Telephone Firmware (Application file)	6.3.0.37_V452
9608 / 9611 Telephone Firmware (Application file)	6.3.0.37_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r83
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	3.5.19
3725 Telephone Firmware	3.5.19
3740 Telephone Firmware	3.5.20
3749 Telephone Firmware	3.5.20
DECT R4 – IPBS 1 and IPBS 2 Firmware	6.0.22
DECT R4 - IPBL (DECT Gateway) Firmware	6.0.22
DECT R4 - GRBS (ISDN RFP) Firmware	P6H 3/40
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.53-A
DECT R4 – WinPDM	3.10.3
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.0.0
DECT D100 – BS_SL Firmware	0.9.6
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	173.040
Handset Administration Tool (HAT)	4.1.4.0

The IP Office User CD includes the following components:

Component	Version
Soft Console	4.2(35)
TAPI2	1.0.0.39
TAPI3	1.0.0.39
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: New IP Office configurations created with Manager 10.1(79) will have “Auto-create Extn” unticked for H.323 extensions and “Auto-create Extn/User” unticked for SIP extensions. These new System defaults will not affect existing system configurations.

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 Service Pack 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 8.1(79) and Manager 10.1(79)

The following field issues have been addressed in IP Office Core software 8.1(79) and Manager 10.1(79):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-49401	Unable to add a User BLF button with Self-Administration (S-A) if S-A is configured via User Rights
IPOFFICE-47445	No message waiting indications on a new hunt group message for D100 phones
IPOFFICE-47474	The transfer fails to complete when the handset is put back on the cradle.
IPOFFICE-49275	User short codes are not applied to calls to a group containing the User
IPOFFICE-49699	Incorrect time displayed in one-X Portal call log for missed hunt group calls
IPOFFICE-49153	IP500v2 - 8.1.69 - Memory leak relating to SNMP and SMTP
IPOFFICE-49715	one-X Portal Missed Calls Log shows incorrect time
IPOFFICE-47713	User rights programming is not entirely enforced on T7316E sets
IPOFFICE-50118	Server Edition system restart related to deletion of Call log entries
IPOFFICE-50230	System Restart IP500v2 8.1.69 - H.323 call to CS1000
IPOFFICE-44840	One way speech on 9608 remote worker phones
IPOFFICE-49676	IP500v2 Server Edition Expansion system restart – related to buffer issue
IPOFFICE-49544	When Twinning button on deskphone is used by customer to send call to cell phone, call disconnects.
IPOFFICE-47123	System restart that may be related to twinned SIP Softphone calls being answered on Analog sets
IPOFFICE-47321	Embedded VM - Playback of audio prompts and messages are impacted during message forwarding
IPOFFICE-47834	Out of Band DTMF not sent correctly on 3rd party H323 trunk when call originated from an IP Phone
IPOFFICE-47433	Call directed via ICR to centralized VM does not go to fallback if no VM resources are available
IPOFFICE-50183	SCN users cannot listen to new VM message for hunt group using Visual Voice
IPOFFICE-48970	EVM in Intuity mode does not timeout and drop caller if caller does not respond
IPOFFICE-48695	VCM channel issue, customer unable to place or receive calls until system is restarted
IPOFFICE-49813	ATM4V2 – Calls dropped intermittently
IPOFFICE-50201	No speech path on SIP calls to remote Hunt Group in SCN with DECT station as a member
IPOFFICE-50231	Bridged Appearance CCR Hunt Group CLI issue
IPOFFICE-50339	IPO sending invalid Bearer Capability IE when attempting an outgoing V110 BRI call
IPOFFICE-50552	After a period of run time Ad Hoc conference does not work
IPOFFICE-50647	System Restart - D100 base station, restart if a DECT SIP extension is deleted from the configuration
IPOFFICE-49221	Server Edition – SSA, Avaya softphone 3rd Party IP Endpoints licence error
IPOFFICE-49042	IP Office Server edition Call Log shows only 10 records instead of 30

IPOFFICE-49858	Server Edition: Analog Sets unable to use Short Code to Pick Up Hunt Group Calls
IPOFFICE-49194	No speech path in either direction when i/c SIP call is answered by a H/G member after a Fwd on No Ans.
IPOFFICE-47486	Calls through SIP trunk from a Mobile phone failed to pass correct DTMF tones to VoiceMail Pro
IPOFFICE-48058	Server Edition: Twinning - Mobile Call Control not working. System does not detect ** to place call on hold
IPOFFICE-50375	IP Office Manager formatting is incorrect when Licence is dormant
IPOFFICE-49804	IP Office Basic Edition fails on "Page All" when a station is disconnected
IPOFFICE-46815	System restart - inbound SIP call arrives with missing or blocked "From" information
IPOFFICE-50013	2nd outgoing call from phone does not add a PAI header to the INVITE. The 1st outgoing call does.
IPOFFICE-49312	Outbound call on second call appearance via SIP trunk with 3-way authentication does not send PAI field
IPOFFICE-47051	SIP Trunk: Directory match function does not work for a number with International Prefix CLI

3.2 Resolved field issues in Preferred Edition 8.1(9402)

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 8.1(9402):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-49101	TTS Engine on UCM - Manual service restart required after module start or license Merge
IPOFFICE-49930	Door Relay Actions execute 1 hour late since daylight saving change
IPOFFICE-48274	User Variables intermittently lost if set or edited from the VMPro Client
IPOFFICE-50273	VMPro TTS license fails until a restart of VMPro service after initial install UCM 8.1.98-1
IPOFFICE-45793	Server Edition false alarms cause VMPro to fail over from Primary to Secondary Server

3.3 Customer Call Reporter 8.1.43.3 resolved field issues

The following field issues have been addressed in Customer Call Reporter 8.1.43.3:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-45272	Call Summary report contains the word "ERROR" in several columns when the report in Portuguese
IPOFFICE-50129	Supervisor View - Outbound Calls(Ext) stops incrementing following an agent name change
IPOFFICE-49521	ATC report reflects multiple listings for same agent CCR 8.1.40.5

3.4 one-X Portal 8.1.95(76) resolved field issues

The following field issues have been addressed in one-X Portal 8.1.95(76):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-47545	Browser Client intermittently not being updated with Hunt Group Voice Mails.
IPOFFICE-47515	one-X Portal service stops due to PC memory depletion.
IPOFFICE-46248	Call Assistant causes error message concerning email client on German OS

3.5 User CD 4.2(56) resolved field issues

The following field issues have been resolved in User CD 4.2(56):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-47568	Softconsole does not login successfully with Windows 8 64 bit
IPOFFICE-49128	TAPI sends busy before last digit of destination number for internal calls

3.6 Applications Server 8.1.24(2)

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9402) and one-X Portal 8.1.95(76). Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 8.1.100(7)

This release of IP Office Server Edition consists of IP Office core software 8.1(79), Preferred Edition (VoiceMail Pro) 8.1(9402) and one-X Portal 8.1.95(76). Any field related fixes in these releases will also be incorporated into this release of Server Edition.

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.

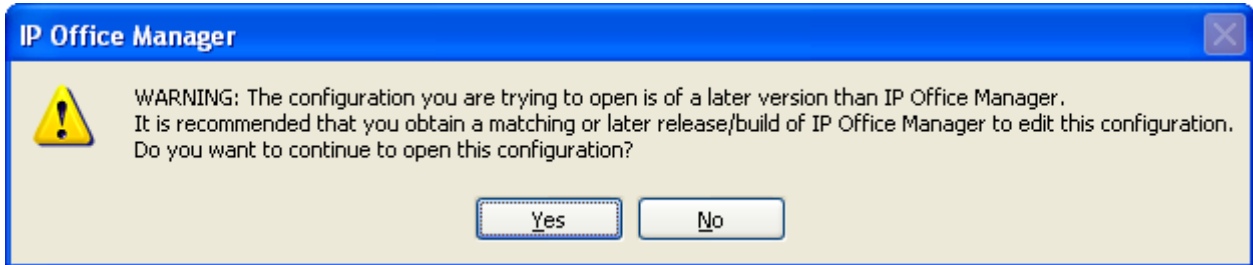
Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible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

The table on the following page 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

Earlier releases of IP Office 8.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 8.1(79) release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 8.1(79) release with an earlier version of Manager:



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(79). 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(79) release.

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

4.4 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(9402) 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(9402) 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.

4.5 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 major 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 has 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.

4.9 Upgrade Instructions for IP Office Server Edition

This release of IP Office Server Edition has no special requirements in order to upgrade from the previous GA release. For further information please refer to the Upgrading section of the Deploying IP Office Server Edition Solution 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 8.1 Service Pack 8 is currently scheduled for release on the 28th February 2014. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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