AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 8.0 Service Pack 6

Avaya is pleased to announce the availability of the sixth 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 6 incorporates new software for:

> IP Office Core Switch 8.0(66)
> IP Office Preferred Edition 8.0(6001) (also known as VoiceMail Pro)
> Customer Call Reporter 8.0.14.6
> one-X Portal 8.0.108(21)
> IP Office Application Server 8.0.30(5)
> Unified Communications Module 8.0.11(1)
> User CD 4.2(53)

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	8.0.66
IP Office Manager	10.0.66
System Monitor	10.0.66
Upgrade Wizard	10.0.66
Network Viewer	10.0.66
SSA Viewer	8.0.66
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1
4601, 4602 Telephone Firmware	2.3

Delivered Software or Package	Version
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
SoftConsole	4.2(33)
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:

<div align="center">
pp_avaya_3711_91_24_31_04.exe
up_avaya_3711_91_24_31_04.exe
</div>

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 6 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(66) and Manager 10.0(66)

The following field issues have been addressed in IP Office Core software 8.0(66) and Manager 10.0(66):

JIRA Number	Description of Issue
IPOFFICE-37390	Call from SIP line, routed to VM (blind transfer to HG) synchronized announcements - one way speech
IPOFFICE-39400	System restart - Visual Voice message delete interaction
IPOFFICE-42743	Combo cards - static burst/popping sound to callers over the SCN
IPOFFICE-42440	Embedded voicemail messages clipped when multiple ports are used for call recording simultaneously
IPOFFICE-43147	Abnormal UDP traffic between 9650 telephones and IP Office
IPOFFICE-46862	9600 and 96X1 series telephones - Canadian French - translation inconsistencies
IPOFFICE-41097	Deleting an Incoming Call Route time profile results in wrong profile being assigned to extension
IPOFFICE-45642	Intranet Service "Bandwidth" tab options not importing correctly

3.2 Resolved field issues in Preferred Edition 8.0(6001)

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 8.1(6001):

JIRA Number	Description of Issue
IPOFFICE-35477	Unable to check voicemail messages with Visual Voice when UMS is enabled
IPOFFICE-41281	VoiceMail Pro Out calling Prompts skipping/repeating for French Locale

3.3 Resolved field issues in Customer Call Reporter 8.0.14.6

The following field issue has been addressed in Customer Call Reporter 8.0.14.6:

JIRA Number	Description of Issue
IPOFFICE-47286	Same as IPOFFICE-46062 (Agent Summary Report shows no data on Mondays) - reported on CCR 8.0.12.8

3.4 Resolved field issues in one-X Portal 8.0.108(21)

The following field issue has been addressed in one-X Portal 8.0:108(21):

JIRA Number	Description of Issue
IPOFFICE-46732	Users see call duration time continue to increment on the one-X Portal application after the call ends

3.5 Resolved field issues in User CD 4.2(53)

This release of User CD contains no field related fixes.

3.6 Resolved field issues in Applications Server 8.0.30(5)

This release of the IP Office Applications Server consists of Preferred Edition (Voicemail Pro) 8.0(6001) and one-X Portal 8.0.108(21). 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 8.0.11(1)

This release of the Unified Communications Module software consists of Preferred Edition (VoiceMail Pro) 8.0(6001) and one-X Portal 8.0.108(21). 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:

Platform	Current Release	Upgrade Step
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(66) 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(6001) 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(6001) 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

Service Pack 6 is the final Service Pack for IP Office Release 8.0 software. Support for Release 8.0 software will end upon the GA release of IP Office 9.0. 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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