



IP Office Technical Bulletin

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General Availability (GA) - IP Office Release 8.1 Service Pack 8

Avaya is pleased to announce the availability of the eighth 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 8 incorporates new software for:

- IP Office Core Switch 8.1(81)
- Preferred Edition 8.1(9501) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.44.1
- one-X Portal 8.1.96(78)
- IP Office Application Server 8.1.25(2)
- IP Office Unified Communications Module 8.1.101(2)
- IP Office Server Edition 8.1.101.5
- User CD 4.2(57)

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	8.1.81
IP Office Manager	10.1.81
System Monitor	10.1.81
Upgrade Wizard	10.1.81
Network Viewer	10.1.81
SSA Viewer	8.1.81
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	2.9.1
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 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	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)	6.3.1.16_V452
9608 / 9611 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r94
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	4.2.3
3725 Telephone Firmware	4.2.3
3740 Telephone Firmware	4.2.3
3749 Telephone Firmware	4.2.3
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	6.0.23
DECT R4 – IPBL (DECT Gateway) Firmware	6.0.23
DECT R4 – GRBS (ISDN RFP) Firmware	P6H 3/40
DECT R4 – GRBS - DB1 (ISDN RFP) Firmware	R2D 3/80
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	117.058
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	1.0.0.40
TAPI3	1.0.0.40
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(81) will have “Auto-create Extn” unticked for H.323 extensions and “Auto-create Extn/User” unticked for SIP extensions. These 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 IP Office 8.1(81) and Manager 10.1(81) - Resolved field issues

The following field issues have been addressed in IP Office Core software 8.1(81) and Manager 10.1(81):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-53563	Number shown on display for an external call (over an SCN trunk) shown incorrectly
IPOFFICE-51058	Missed Call list issue with Coverage+Bridged Appearance
IPOFFICE-53290	9611 Directed Call Pickup doesn't show external caller identity after a call has been answered
IPOFFICE-44461	DECT R4 using IP Office Provisioning - Call Services and In call options not present on telephone
IPOFFICE-50147	EVM - Call dropped if Forward No Answer to a hunt group is triggered during a user announcement
IPOFFICE-51965	Call parked indefinitely if *33 Call Queue feature is invoked to a busy twinned extension
IPOFFICE-51678	No Missed Call Log information displayed
IPOFFICE-51673	Same Missed Call information shown on originally targeted extension and FwdUnc extension
IPOFFICE-50645	Call incorrectly routed via system "Dial" short code rules instead of user "Dial" short code rules
IPOFFICE-50412	Call Initiated via TAPI does not get ring back generated on DECT R4 extension
IPOFFICE-39620	IP Office 8.1 Intermittently unable to Un-park calls on 3645 telephone
IPOFFICE-49877	System Restart 500v2 :SIP Message "481 Call/Transaction Does Not Exist"
IPOFFICE-51528	9504 Pickup via User key doesn't show external caller identity after call has been answered
IPOFFICE-51163	System Restart 500v2 - caused by a second call to use FNE 33 (Calls are on the same SIP trunk)
IPOFFICE-50471	Voicemail notification not shown on 1XP gadget when user next logs onto the browser client
IPOFFICE-50821	UCM will not always start from the USB drive inserted after the Initiator tool has been used
IPOFFICE-51669	Speech path missing on DECT- Call Pick up using WinPDM programmed soft key for internal calls
IPOFFICE-50433	System Restart 500v2 - Receiving a SIP/2.0 491 Request Pending message following a BYE
IPOFFICE-51286	IP500v2 Server Edition Expansion Restart - User2User long UI information
IPOFFICE-54886	Embedded voicemail - callers hear distorted auto attendant greeting
IPOFFICE-52407	Server Edition system restart - Segmentation Violation
IPOFFICE-51543	Server Edition: Intermittent issue with voicemail not playing out prompts
IPOFFICE-51017	Outgoing SIP Invite on Server Edition contains ptime:20 attribute
IPOFFICE-50833	Server Edition Licenses not being allocated correctly
IPOFFICE-50702	Mobile call control not working on Server Edition when there is no Power User license available
IPOFFICE-50953	No message waiting indication on a new hunt group message for D100 telephones
IPOFFICE-50743	System Restart 500v2 - When clearing an outgoing call to 3rd party SIP PBX
IPOFFICE-53547	IP500V2 restart "out of memory" after 18 days uptime - SIP Trunk call load
IPOFFICE-50969	System Restart 500v2 - 2 further outgoing SIP scenarios to 3rd party PBX

3.2 Preferred Edition 8.1(9501) - Resolved field issues

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 8.1(9501):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-50894	German queuing announcement plays the wrong WAV file for the word "one"
IPOFFICE-52135	Contact store shows zero length recording for a VRLA enabled User recording of a Conference
IPOFFICE-50677	Contact Store "Error processing MSGxxxxx.wav. Reason short block" alarm caused by VMPro

3.3 Customer Call Reporter 8.1.44.1 - Resolved field issues

The following field issues have been addressed in Customer Call Reporter 8.1.44.1:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-50247	Wallboard and Supervisor View - Calls Waiting not incrementing following a blind transfer to a group
IPOFFICE-51501	"Call Waiting" not shown for external call answered by a non-agent group and transferred to agent group

3.4 one-X Portal 8.1.96(78) - Resolved field issues

The following field issues have been addressed in one-X Portal 8.1.96(78):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-55942	Call Assistant - Messages gadget is in "Checking messages" state
IPOFFICE-44846	Incorrect presence status for members of collective hunt group after the call has been answered
IPOFFICE-53260	Inconsistent presence status updates, may be related to IPOFFICE-44846

3.5 User CD 4.2(57) - Resolved field issues

This release of User CD contains no field related fixes.

3.6 Applications Server 8.1.25(2) – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9501) and one-X Portal 8.1.96(78). Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 8.1.101(5) – Resolved field issues

This release of IP Office Server Edition consists of IP Office core software 8.1(81), Preferred Edition (VoiceMail Pro) 8.1(9501) and one-X Portal 8.1.96(78). Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.8 Unified Communications Module (UCM) 8.1.101(2) – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 8.1(9501) and one-X Portal 8.1.96(78). Any fixes declared for these applications are also incorporated into this release of UCM software. In addition, this release of UCM software also incorporates the Solid State Drive (SSD) Firmware upgrade previously documented in IP Office Technical Tip 258.

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.

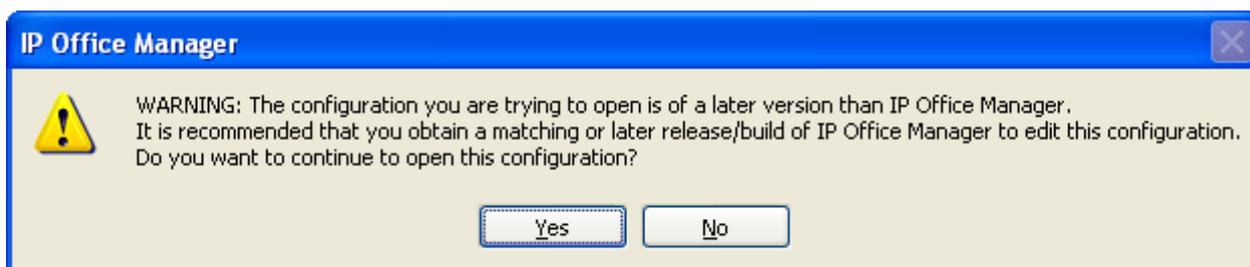
Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible 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(81) release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 8.1(81) 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(81). 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(9501) 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(9501) 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 Server Edition and Applications Server

These Service Pack releases of IP Office Server Edition and Applications Server have 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 or the Upgrading section of the Deploying IP Office Server Edition Solution manual, available from the IP Office Knowledgebase.

4.9 Upgrade Instructions for IP Office Unified Communications Module (UCM)

If upgrading the UCM from the previous major release, 8.0 to 8.1 for example, the .ISO file must be used. Upgrading using the .ZIP file must only be used when upgrading within the same major release. For example, 8.1(x) to 8.1(y). This release of UCM Service Pack software also includes the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 258.

Note: If upgrading to this release from 8.1.99.2 and earlier (8.1 Service Pack 6), the updated SSD firmware must be applied. Please follow section 3.6 of the UCM Installation and Maintenance manual. The manual can be downloaded from the Avaya Support web site:

<https://downloads.avaya.com/css/P8/documents/100162519>

If upgrading from 8.1.100.13 (8.1 Service Pack 7) to this release, it should not be necessary to re-apply the updated SSD firmware. The firmware should have been upgraded as instructed in Technical Bulletin 159.

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 9 is currently scheduled for release on the 30th May 2014. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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