



IP Office Technical Bulletin

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General Availability (GA) - IP Office Release 9.0 Service Pack 2

Avaya is pleased to announce the availability of the second Service Pack for IP Office Release 9.0 software. This is a scheduled Service Pack addressing a number of issues found in the IP Office 9.0 GA releases.

1 Overview

IP Office Release 9.0 Service Pack 2 incorporates new software for:

- IP Office Core Switch 9.0.2.0.860
- IP Office Server Edition 9.0.2.0.860
- IP Office Application Server 9.0.2.0.860
- Preferred Edition 9.0.2.0.41 (also known as VoiceMail Pro)
- Unified Communications Module 9.0.2.0.41
- Customer Call Reporter 9.0.2.1
- one-X Portal 9.0.2.0.15
- 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	9.0.2.0.860
IP Office Manager	9.0.2.0.860
System Monitor	9.0.2.0.860
Upgrade Wizard	9.0.2.0.860
SSA Viewer	9.0.2.0.860
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
4625 Telephone Firmware	2.9.1

Delivered Software or Package	Version
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	04.03.18.00
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 9.0.2.0.860 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 provides support for the new IP Office Contact Center application.

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 9.0.2.0.860 - Resolved field issues

The following field issues have been addressed in IP Office Core and Manager 9.0.2.0.860:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-52338	EVM Auto Attendant name cannot start with a "D". You get [Number Busy].
IPOFFICE-54396	System Restart SE - IP Office service restarting under call load
IPOFFICE-54092	Server Edition -No dial tone on IP telephones after call load applied
IPOFFICE-51543	Server Edition: Intermittent issue with voicemail not playing out prompts
IPOFFICE-52439	Application Server - Unable to restore a VMPro backup via Web Control
IPOFFICE-51237	DST clock settings disappear if Managers PC Language is English - New Zealand

3.2 Preferred Edition 9.0.2.0.41 - Resolved field issues

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 9.0.2.0.41:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-53797	Voice Recording Remote Server Test Connection tool shows a failure even when connection is successful
IPOFFICE-52985	Visual Voice issue – Not possible to send a message without a recorded introduction
IPOFFICE-52350	Unable to forward voicemail messages when configured for IP Office mode – “Function failed to complete”

3.3 Customer Call Reporter 9.0.2.0.1 - Resolved field issues

The following field issue has been addressed in Customer Call Reporter 9.0.2.0.1:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-52291	Wallboard and Supervisor View - Calls Waiting not incrementing following a blind transfer to a group

3.4 one-X Portal 9.0.2.0.15 - Resolved field issues

The following field issues have been addressed in one-X Portal 9.0.2.0.15:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-53470	UCM - issue with Call Assistant Hot Keys - Number dialled is not the number highlighted
IPOFFICE-52689	one-X Portal user presence status may incorrectly remain in “Available-Online”

IPOFFICE-53520	UCM - one-X Portal Shows incorrect call status
IPOFFICE-53283	one-X Portal on UCM – All users disconnected at the same time

3.5 User CD 4.2(57) - Resolved field issues

This release of User CD contains no field related fixes.

3.6 Applications Server 9.0.2.0.860 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.0.2.0.41 and one-X Portal 9.0.2.0.15. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 9.0.2.0.860 – Resolved field issues

This release of IP Office Server Edition consists of IP Office core software 9.0.2.0.860, Preferred Edition (VoiceMail Pro) 9.0.2.0.41 and one-X Portal 9.0.2.0.15. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.8 Unified Communications Module (UCM) 9.0.2.0.1 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.0.2.0.41 and one-X Portal 9.0.2.0.15. 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 IP500/IP500v2 core software

When upgrading to Release 9.0 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 9.0 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 9.0.

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 9.0 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 9.0 upgrade.

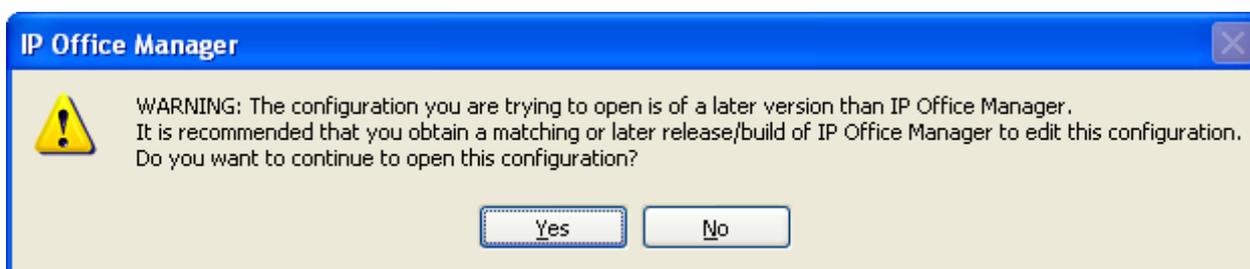
This table shows the necessary steps that must be taken to upgrade the IP Office system unit to Release 9.0:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	7.0 and earlier	Load 8.0	Load 9.0
All modules	7.0 and earlier	Load 8.0	Load 9.0
IP500 and IP500v2	8.0/8.1	-	Load 9.0
All modules	8.0/8.1	-	Load 9.0

For further information please see the “Upgrading Systems” section of the IP500/IP500v2 Installation manual available from the IP Office Knowledgebase.

4.2 Upgrading IP Office Administration

Earlier releases of IP Office 9.0 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 9.0.2.0.860 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.0.2.0.860 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 9.0.2.0.860. 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.

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 8.0 GA to upgrade directly to 9.0. Previous versions must be upgraded to 8.0 first, before upgrading to 9.0.

The Preferred Edition 9.0.2.0.41 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 9.0.2.0.41 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

The IP Office Customer Call Reporter must be running a minimum software level of 7.0 before upgrading to 9.0. Any previous versions must be upgraded to 7.0 before upgrading. 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 relating to upgrading 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 to 9.0. Any previous versions must be upgraded to 7.0 first before upgrading to this release. Further information can be found in the “Implementing one-X Portal for IP Office” manual available from the IP Office Knowledgebase.

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 “IP Office Application Server 9.0 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Server Edition Solution” manuals.

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

If upgrading the UCM from a previous major release, 8.1 to 9.0 for example, the .ISO file must be used. Upgrading with the .ZIP file must only be used when upgrading within the same major release. For example, 9.0.1.0.x to 9.0.2.0.x. This release of UCM Service Pack software also contains the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 258.

Note: If upgrading to this release from 9.0.0.0.78 (9.0 GA) and earlier, the updated SSD firmware must be applied. Please follow section 3.8 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/100173993>

If upgrading from 9.0.1.0.12 (9.0 Service Pack 1) to this release, it should not be necessary to re-apply the updated SSD firmware. The updated firmware should already have been applied as instructed in Technical Bulletin 160.

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 9.0 Service Pack 3 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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