



## IP Office Technical Tip

**Tip Number:** 267

**Release Date:** 15 July 2014

**Region:** GLOBAL

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### **IP Office 9.0 Service Pack 3 Critical Patch**

This Technical Tip is to inform customers about the availability of a Critical Patch (CP) for IP Office 9.0 Service Pack 3, released 19<sup>th</sup> May 2014. The CP resolves a number of issues identified in this release:

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-66213	Server Edition Restart - related to third party IVR interaction
IPOFFICE-63280	Intermittently calls to third party SIP extensions seem to be losing CTI Monitoring
IPOFFICE-68181	System Restart - Line Appearances configured before Call Appearances, 1400 telephone places call on hold
IPOFFICE-67633	System Restart - Calls to a busy or logged off user or group without queuing, overflow or voicemail enabled
IPOFFICE-68834	System Restart - Held calls and Bridged Appearances configured on second page of buttons for 9608

The CP (9.0.3.16.2) consists of new binary files for IP500, IP500V2 and RPM file for Server Edition systems. It also includes the resolution for the Devlink issue documented in IP Office Technical Tip 266. Avaya recommends that customers experiencing these issues apply this CP.

The CP can be found in the IP Office “9.0.X” Download section of the Avaya Support web site:

<http://support.avaya.com>

The CP will be incorporated into IP Office 9.0 Service Pack 4 due for release August 2014

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