



IP Office Technical Bulletin

Bulletin No: 171
Release Date: 26 September 2014
Region: Global

General Availability (GA) - IP Office Release 9.0 Service Pack 4

Avaya is pleased to announce the availability of Service Pack 4 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 4 incorporates new software for:

- IP Office Core Switch 9.0.4.0.965
- IP Office Server Edition 9.0.4.0.965
- IP Office Application Server 9.0.4.0.965
- IP Office Contact Recorder 9.0.4.0.2
- Preferred Edition 9.0.4.0.18 (also known as VoiceMail Pro)
- Unified Communications Module 9.0.4.0.7
- Customer Call Reporter 9.0.4.2
- one-X Portal 9.0.4.0.10
- User CD 4.2(59)

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	9.0.4.0.965
IP Office Manager	9.0.4.0.965
System Monitor	9.0.4.0.965
Upgrade Wizard	9.0.4.0.965
SSA Viewer	9.0.4.0.965
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW	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	R7
1408 / 1416 Telephone Firmware	R38
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R55
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Windows)	3.2.3.49.68975
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	1.350B
1603 Loader (Boot File) Firmware	1.350B
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.2
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.2
9621 / 9641 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V13r94
1120E 1140E 1220 1230 Telephone Firmware	04.04.14.00
E129 SIP Telephone Firmware	1.25.1.1
3720 Telephone Firmware	4.3.3
3725 Telephone Firmware	4.3.3
3740 Telephone Firmware	4.3.3
3749 Telephone Firmware	4.3.3
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	R7C 3/40
DECT R4 – GRBS - DB1 (ISDN RFP) Firmware	R3B 3/80
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.70-A
DECT R4 – WinPDM	3.11.0
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.1.6
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

Note: New IP Office configurations created with Manager 9.0.4.0.964 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 release of IP Office software 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 9.0.4.0.965 - Resolved field issues

The following field issues have been addressed in IP Office Core and Manager 9.0.4.0.965:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-59871	Incoming call via SIP trunk to Flare Experience is not rejected when CAC maximum is reached
IPOFFICE-60403	Call from remote endpoint to Flare Experience is not rejected when CAC maximum is reached
IPOFFICE-71059	9600 series telephones - Directory soft-key no longer present when using Call Forward All feature
IPOFFICE-60517	96X1 telephone backup and restore failing to save Classic ring tone settings
IPOFFICE-59854	Server Edition restart - Core dump analysis - following IPOFFICE-58643 (SIP Extn event)
IPOFFICE-66497	SMDR - SCN call forwarded to VM contains #ExtnName in the called number field
IPOFFICE-67633	System Restart - calls to a busy/logged off user or group without queuing/overflow/voicemail enabled
IPOFFICE-59327	External calls to logged off user - recordings not shown in CS replay - .xml file shows unpopulated fields

IPOFFICE-60700	SIP 604 - Incoming ISDN call, diverted off switch via VMPro using SIP trunks
IPOFFICE-60900	SIP incoming calls - No speech, possibly caused by change of order of Media type in SDP of 200-OK
IPOFFICE-68191	Attempt to pick up a call ringing at a one-X mobile client fails
IPOFFICE-60856	Unable to use DECT extension for internal twinning after upgrade from 8.1.67 to 9.0.1
IPOFFICE-62603	IP500 System Restart - Self Administer > Abbreviated Dial" on a 1616 IP telephone
IPOFFICE-63152	Changing IPEI for a provisioned DECT extension on IPOSE while DECT is subscribed causes restart
IPOFFICE-61985	DS30B Expansion module with T series telephones – dialed digits slow to appear in telephone display
IPOFFICE-69305	Activating 3720 keyboard lock using firmware 4.2.3 locks the keyboard while in call after 20 seconds
IPOFFICE-61672	one-X mobile VoIP mode has inaudible audio every 60 seconds on certain Android handsets
IPOFFICE-60106	IP500V2 System Restart - system restarts when picking up a parked SIP call on 1608L telephone
IPOFFICE-56531	DS30V2 expansion modules do not return to service after restart until half the phones are unplugged
IPOFFICE-61942	DevLink S message content changed with release 9.0 Service Pack 2
IPOFFICE-67463	Cannot answer second call arriving at one- X telecommuter
IPOFFICE-59324	Server Edition System Restart – while playing Music On Hold – non-standard WAV file format
IPOFFICE-64484	Unable to use Pickup from hotdesking users Logged into primary - SCN call scenario
IPOFFICE-68834	System Restart - Held calls and Bridged Appearances configured on second page of buttons for 9608
IPOFFICE-62109	Server Edition - Intermittent one way speech / distortion after holding and then retrieving a recorded SIP call
IPOFFICE-67312	Server Edition restart - Config with 104 User Rights entries loaded - OSBuffer::Length exceeded
IPOFFICE-70988	System Restart SE/500/500v2 – Call transfer scenario
IPOFFICE-60693	Manager does not update all fields in the incoming call route when a destination name is changed
IPOFFICE-52482	IP Office Server Edition Manager slow to respond when configs have large number of Incoming Call Routes
IPOFFICE-70436	IP Office replies with 200 OK with SDP "recvonly", call cannot be taken off hold
IPOFFICE-64603	SIP call forwarding on same SIP trunk not working

3.2 Unified Communications Module (UCM) 9.0.4.0.7 – Resolved field issues

The following field issues have been addressed in UCM 9.0.4.0.7:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-62025	Pexpect is not installed correctly on clean install and in 9.0.1 and 9.0.2 UCM upgrade.zip file
IPOFFICE-59823	"Ignition not complete" statement in UCM Web Control > Settings > General > Web Control" sub tab

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.0.4.0.18 and one-X Portal 9.0.4.0.10. 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 268 and Product Support Notice PSN004257.

3.3 Preferred Edition 9.0.4.0.18- Resolved field issues

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 9.0.4.0.18:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-63466	IP Office Mode - Recordings remain as .tmp in VRL folder after end of call
IPOFFICE-64986	Upgrade to 9.0.3 causes UMS Exchange integration to stop working
IPOFFICE-63277	Incorrect Message Waiting Indication when using Exchange as Message Store
IPOFFICE-65786	VMPro on UCM restarts on upgrade to 9.0 SP3 if the IPO config contains letters with "umlauts"
IPOFFICE-75703	Able to bypass security on any users' voicemail box

3.4 Customer Call Reporter 9.0.4.2 - Resolved field issues

The following field issues have been addressed in Customer Call Reporter 9.0.4.2:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-66524	CCR user assigned as Agent and Supervisor will not show up in the Monitor screen for any HG they belong to
IPOFFICE-55371	SBCCRResetServicePasword utility not working with Release 9.0

3.5 one-X Portal 9.0.4.0.10 - Resolved field issues

The following field issues have been addressed in one-X Portal 9.0.4.0.10:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-62760	one-X Portal server connection state issue - will not communicate with the IP500v2
IPOFFICE-59672	one-X Portal on Application Server - "Unknown error occured on server"
IPOFFICE-59878	Messages and conversation history gadgets not updating in Server 2008 Terminal Services environment
IPOFFICE-61143	Calling party name is lost when using park slot on one-X Portal
IPOFFICE-54094	one-X Portal Call Assistant line prefix incorrectly applied to calls made from call log
IPOFFICE-67385	Plug-in will not dial number from imported contact - international prefix and same country set in the dialing rules
IPOFFICE-60891	Outlook Plug-in incorrectly adding digits based on the dialling rules when dialling form the historic log

3.6 Applications Server 9.0.4.0.965 – Resolved field issues

The following field issues have been addressed in Applications Server 9.0.4.0.965:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-62025	Pexpect is not installed correctly on clean install and when using 9.0.1 and 9.0.2 UCM upgrade.zip file
IPOFFICE-70007	Unable to start Contact Recorder service on German Application Server when installed from the .iso image

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.0.4.0.18 and one-X Portal 9.0.4.0.10. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 9.0.4.0.965 – Resolved field issues

This release of IP Office Server Edition consists of IP Office core software 9.0.4.0.965, Preferred Edition (VoiceMail Pro) 9.0.4.0.18 and one-X Portal 9.0.4.0.10. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.8 User CD 4.2(59) – Resolved field issues

The following field issue has been resolved in User CD 4.2(59):

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-56536	SoftConsole - TransferFromCallWaitList is displayed on the phone instead of caller ID

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:

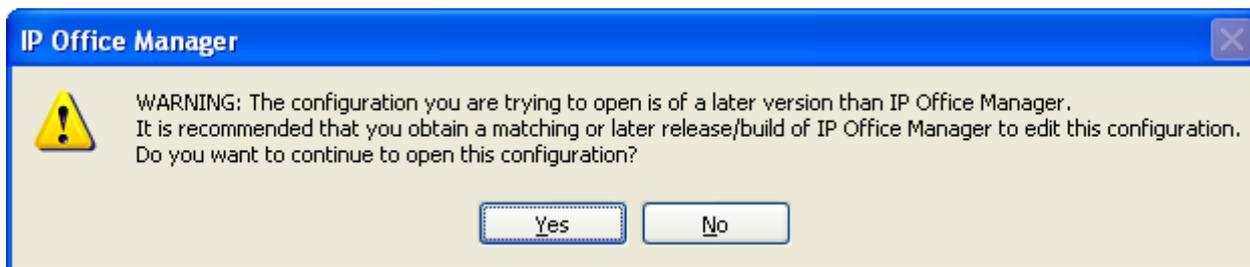
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	7.0 and earlier	Load 8.0	Load 9.0
All modules	7.0 and earlier	Load 8.0	Load 9.0
IP500 and IP500v2	8.0/8.1	-	Load 9.0
All modules	8.0/8.1	-	Load 9.0

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 9.0.4.0.965 release, the Administration suite must also be upgraded. The following message will be displayed if

attempting to access a system running the 9.0.4.0.965 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 9.0.4.0.965. 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.

4.3 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 9.0.4.0.18 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 9.0.4.0.18 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.

4.4 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:

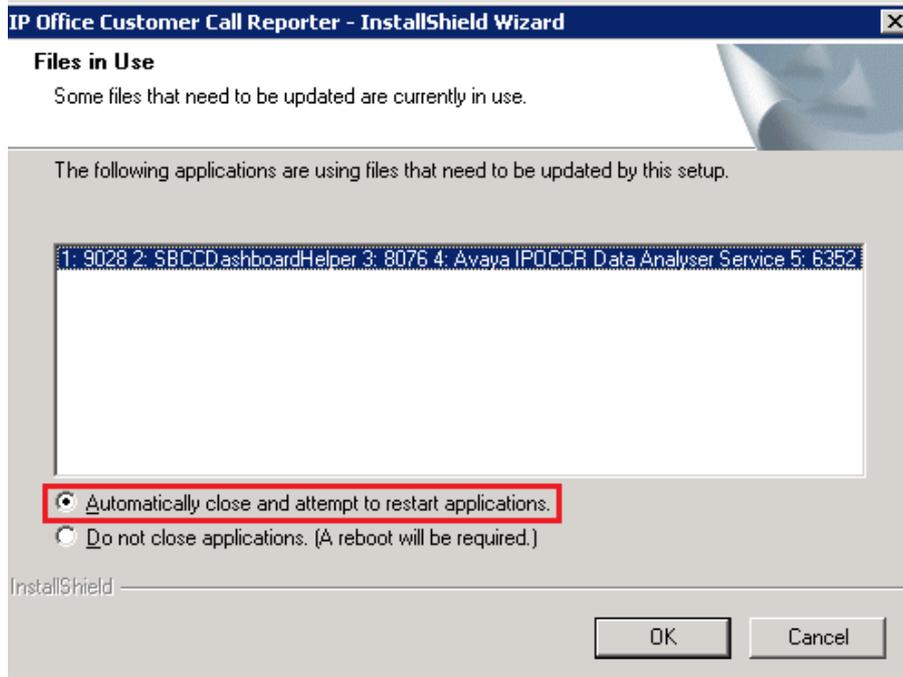
VM_TRUNCATE_TIME=x

Replace "x" with the required value in the range of 0 to 7 seconds.

4.5 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.

The following dialog box may be displayed during an upgrade to this release:



If this is displayed during the upgrade ensure that the highlighted option is selected and then click “OK”. The upgrade will then continue as normal.

4.6 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.

4.7 Upgrade Instructions for IP Office Server Edition and Applications Server using Web Manager

If upgrading from a release of 9.0 prior to Service Pack 3 Web Manager will require a restart of each upgraded Linux server inside the Solution (Primary, Secondary, Expansion(s) and Application Server). After the upgrade is completed the system must be restarted to complete the security updates.

Note: This step is not necessary if upgrading from Service Pack 3 to this release. The necessary Linux security updates have already been applied as part of the Service Pack 3 upgrade.

Steps for restarting the solution:

- Login to Web Manager on Primary Server
- Click on Platform Tab
- For each upgraded Control Unit (Primary, Secondary, Expansion(s), Application Server) press the “Reboot” button from System Tab

Note: If the upgraded Linux systems are not restarted the following tabs in web interface will not be displayed correctly:

- Services status will not be loaded
- Updates tab will not be populated

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.

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

This release of UCM Service Pack software also contains the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 268 and and Product Support Notice PSN004257.

If upgrading the UCM from Service Pack 3, the “upgrade.zip” file can used to upgrade to the Service Pack 4 release.

Note: If upgrading the UCM from a release prior to 9.0 Service Pack 3 the .ISO file must be used. The Web Control Panel and “upgrade.zip” file cannot be used to upgrade to this release. A software upgrade or installation can only be done using the USB key created with the “UNetbootin” software. For further information on preparing the USB key with UNetbootin, please see section 3.8.2.1 of the “Unified Communications Module 9.0 Installation and Maintenance” manual.

Note: After the USB key has been prepared with UNetbootin you must manually copy two files from the “USB” folder of the USB key into the root folder of the USB key before starting the upgrade. The two files required to upgrade a UCM to this release are called “avaya_autoupgrade.conf” and “syslinux.cfg”. If any copies of the files already exist in the root folder of the USB key they must be overwritten.

Note: Before starting the upgrade please ensure that a backup of the UCM application data exists.

The USB key can now be plugged into the module and the upgrade can now commence. The UCM upgrade process has three phases. The UCM will automatically restart after the completion of phases one and two:

- 1) UCM software upgrade – Approximately 1 Hour
- 2) Apply Linux security updates – Approximately 8 Minutes
- 3) Configure Linux security updates and apply updated SSD Firmware (if required) – Approximately 25 Minutes

Phase 1

During the UCM upgrade process, the module boots from the USB key and installs the software from the USB key. This first part of the upgrade process upgrades the UCM software and takes approximately one hour. During this time the LED's will be alternately flashing green. When the first phase is complete the LED's will turn off and the UCM will then automatically restart.

Phase 2

After restarting, the UCM status LED will be lit (constant green with heartbeat flash). The UCM will then perform the second phase of the upgrade. This applies the Linux security updates and takes approx. 8 minutes. When the second phase is complete the UCM will automatically restart again.

Phase 3

After restarting, the UCM LED's will begin alternately flashing green again. The UCM will then perform the third phase of the upgrade and configure the security updates and upgrade the SSD firmware (if required). This takes approx. 25 minutes. If the UCM SSD firmware was upgraded, the UCM will automatically shut down. In the powered down state all LED's will be OFF and the status LED will only show heartbeat (occasional flash). The USB key can now be removed from the module. The UCM can then be started remotely using SSA or by pressing the top button on the module.

If the SSD firmware was not required, LED1 and LED2 will be off and the status LED will be lit. The upgrade has completed and the module is running. The USB key can now be removed from the module.

4.9 Avaya E129 SIP telephone upgrade

A firmware upgrade of the E129 SIP telephone is triggered automatically by the IP Office system. The firmware upgrade can take up to 15 minutes. During this procedure the telephone will restart three times. Once initiated the firmware upgrade should not be interrupted. The telephone should not be powered down, disconnected from the network or restarted by the administrator from the SSA.

9 Assistance

9.1 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.

9.2 Future Service Packs

IP Office Release 9.0 Service Pack 5 is currently scheduled for release on the 28th November 2014. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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