AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.0 Service Pack 5

Avaya is pleased to announce the availability of Service Pack 5 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 5 incorporates new software for:

> IP Office Core Switch 9.0.5.0.972
> IP Office Server Edition 9.0.5.0.972
> IP Office Application Server 9.0.5.0.972
> Preferred Edition 9.0.5.0.4 (also known as VoiceMail Pro)
> Unified Communications Module 9.0.5.0.3
> Customer Call Reporter 9.0.5.2
> one-X Portal 9.0.5.0.5
> User CD 4.2(61)

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	9.0.5.0.972
IP Office Manager	9.0.5.0.972
System Monitor	9.0.5.0.972
Upgrade Wizard	9.0.5.0.972
SSA Viewer	9.0.5.0.972
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	R40
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
1603I, 1608I, 1616I Telephone Firmware	1.360A
1603I, 1608I, 1616I Loader (Boot File)Firmware	1.360A
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.3
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.3
9620D01A, 9630D01A Telephone Firmware	3.2.2
9620D01A, 9630D01A Boot Code	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	6.0.26
DECT R4 - IPBL (DECT Gateway) Firmware	6.0.26
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	1.1.9
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 9.0.5.0.xxx 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:

<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

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 9.0.4.0.972 - Resolved field issues

The following field issues have been addressed in IP Office Core and Manager 9.0.5.0.972:

JIRA Number	Description of Issue
IPOFFICE-75415	System Restart SE/500/500v2 upon call tear down with a leak in Free memory
IPOFFICE-76466	Incoming calls incorrectly shown as "Outgoing" in German Contact Recorder
IPOFFICE-60522	NAT remote worker telephones experiencing delayed dial tone if using FQDN of STUN server
IPOFFICE-73880	Voicemail to email not working when using gmail in basic edition 9.0.3
IPOFFICE-72426	No speech when a transferred call using Contact info is answered using "CallPickupMembers"
IPOFFICE-74407	Calls to hunt group will continue to ring and will not go to overflow
IPOFFICE-75685	Dialling a specific number returns busy instead of matching a short code rule
IPOFFICE-66189	System Restart 500v2 - Paging to group within quoted paging limit
IPOFFICE-74190	Intermittently, calls dropping on Server Edition SIP trunks

IPOFFICE-73276	No ISDN Information Element RedirectingNumber Field with Mobile Twinning and Incoming Call Routes
IPOFFICE-78245	Twinned call to external number (using FNE32) with no talk path
IPOFFICE-78175	Twinned call to external number (using FNE32) fails after No Answer timeout if user is located on Server Edition
IPOFFICE-67386	Partner Key mode – unable to dial specific external number
IPOFFICE-74716	System Restart 500v2 - on receipt of second inbound call
IPOFFICE-70979	Calls not releasing from Intercom buttons when transferred out of the IVR
IPOFFICE-74145	"E" short code used with " Send original calling party for forwarded and twinning calls" not consistent for Twinning
IPOFFICE-70350	Manager reporting several M series telephones as unsupported
IPOFFICE-73030	Server Edition System Restart – related to interaction with TAPI and call listen
IPOFFICE-64152	Server Edition system restart- possibly caused by AVRIP updates
IPOFFICE-76397	Mobile Twinning does not follow configuration if user in the HG is on a secondary or Expansion system
IPOFFICE-68763	ATM V2 card detects busy tones where ATM V1 does not
IPOFFICE-72419	No Ring back heard on call from 9608 to SIP user when SIP user has Mobile twinning and call dialled using contacts
IPOFFICE-68972	Announcements stop when Voicemail channels are congested, even if they then become free
IPOFFICE-71291	IP Office Server Edition - No Speech with Mobile Twinning
IPOFFICE-73120	B179 connected to IPOSE Main calls get cut after 5 min on mute
IPOFFICE-78322	IP Office Server Edition - No Speech with Mobile Twinning made over SCN
IPOFFICE-72770	Server Edition System Restart – Call targeted to ARS entry set as alternate that has been deleted
IPOFFICE-70783	Directory Index set to [None] when edited with a telephone
IPOFFICE-66510	SMDR using "listen mode (0.0.0.0)" does not send out any events when a connection request is received
IPOFFICE-73841	Server Edition system restart – related to VoIP media negotiation
IPOFFICE-74749	Server Edition primary restarted, telephones did not failover to Secondary server
IPOFFICE-78171	System Restart - Gatekeeper request received from IP Phone while listening to a message using Visual Voice
IPOFFICE-76962	96x1 IP telephones - Danish translation of "calling" is incorrect
IPOFFICE-74152	Manager exception error observed when attempting to edit a pasted call appearance button
IPOFFICE-60481	Digital/Analogue Auto Create User on IPOSE has no help description and does not create any users
IPOFFICE-73166	Enabling and entering anything in the twinned mobile number box will change mobile dial delay from 2 to 2000 secs
IPOFFICE-72960	Unknown Primary configuration element stops the Manager from retrieving configuration from Secondary system
IPOFFICE-72672	Intermittently, calls cannot be disconnected using one-X mobile clients
IPOFFICE-75359	IP500V2 System restart caused by memory leak – SIP messaging
IPOFFICE-70934	IP Office SIP trunk does not send back SIP message on requested port
IPOFFICE-65157	SIP trunk never tries to Re-register once it has received a 500 Internal Server Error message
IPOFFICE-68745	ACW warning message shown in Manager for a user created via Web Manager with "Reserve Last CA" enabled

3.2 Unified Communications Module (UCM) 9.0.5.0.x – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.0.5.0.4 and one-X Portal 9.0.5.0.2. Any fixes declared for these applications are also incorporated into this release of UCM software. 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. It also incorporates the updated Linux shell – "bash", documented in IP Office Technical Tip 271.

3.3 Preferred Edition 9.0.5.0.4 - Resolved field issues

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 9.0.5.0.4:

JIRA Number	Description of Issue
IPOFFICE-73605	Portuguese Voicemail Prompt translation incorrect (IP Office mode)
IPOFFICE-73108	Windows VMPro with Exchange and Visual Voice message time stamp off by +4 hours
IPOFFICE-75640	UCM Voicemail service stops. Possibly related to heavy conference usage

3.4 Customer Call Reporter 9.0.5.2 - Resolved field issues

The following field issues have been addressed in Customer Call Reporter 9.0.5.2:

JIRA Number	Description of Issue
IPOFFICE-63940	CCR Scheduler - Periodically all scheduled reports and tasks fail
IPOFFICE-70663	CDR – "Routed to Voicemail" event present for queue call transferred to agent that is subsequently routed to VM
IPOFFICE-61487	CSR - Calls answered and cleared by agent within a second are intermittently missing from the report
IPOFFICE-73786	The number of "Agent Outbound Connected Calls" is larger than the number of "Agent Outbound Initiated Calls"
IPOFFICE-62996	CDR - Queue Time incorrect on call transferred to agent that is subsequently routed to Voicemail

3.5 one-X Portal 9.0.5.0.5 - Resolved field issues

The following field issues have been addressed in one-X Portal 9.0.5.0.5:

JIRA Number	Description of Issue
IPOFFICE-66625	one-X Call Assistant – memory utilization issue
IPOFFICE-72654	Changing port from the default of 8080 is not saved in the scsimbot.properties file.
IPOFFICE-72638	UCM One-X users cannot login on 9.0.2
IPOFFICE-75591	Call Assistant does not insert 1 when dialing long distance and using the imported contact from Outlook
IPOFFICE-74008	1XP Outlook plugin doesn't show up contact name on different phone number formats

3.6 Applications Server 9.0.5.0.972 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.0.5.0.4 and one-X Portal 9.0.5.0.5. Any field related fixes in these releases will also be incorporated into this release of the Applications Server. This release also includes the updated the updated Linux shell – "bash" documented in IP Office Technical Tip 271.

3.7 Server Edition 9.0.5.0.972 – Resolved field issues

This release of IP Office Server Edition consists of IP Office core software 9.0.5.0.972, Preferred Edition (VoiceMail Pro) 9.0.5.0.4 and one-X Portal 9.0.5.0.5. Any field related fixes in these releases will also be incorporated into this release of Server Edition. This release also includes the updated the updated Linux shell – "bash" documented in IP Office Technical Tip 271.

3.8 User CD 4.2(61) – Resolved field issues

The following field issues have been addressed in User CD 4.2(61):

JIRA Number	Description of Issue
IPOFFICE-53256	SoftConsole does not associate caller ID received via SIP with internal SoftConsole directory entry
IPOFFICE-59996	Windows IPO TAPI version 1.0.0.40 provides less call information then older versions

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

attempting to access a system running the 9.0.5.0.972 release with an earlier version of Manager:
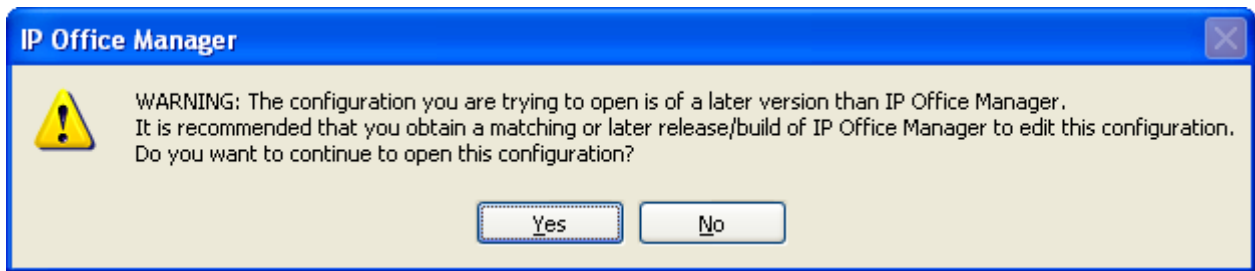
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 4.2 is installed, this must first be uninstalled before installing 9.0.5.0.972. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 9.0.5.0.4 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 9.0.5.0.4 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:
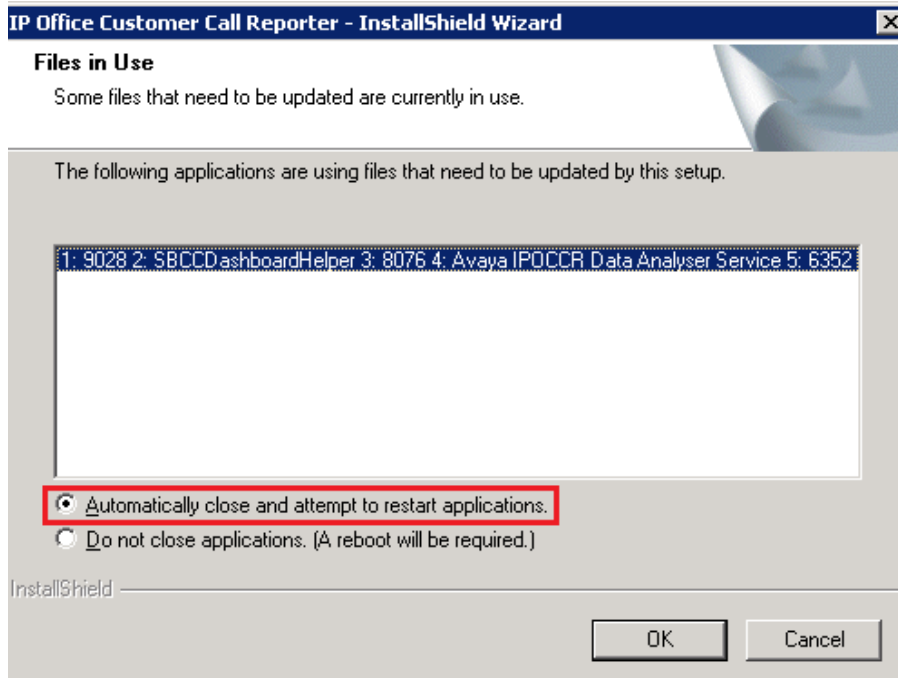
If this is displayed during the upgrade ensure that the highlighted option is selected and then click "OK". The upgrade will then continue as normal.

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 or 4 to this release. The necessary Linux security updates have already been applied.

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 contains the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 268 and Product Support Notice PSN004257. In addition, this release also contains the updated Linux shell – "bash" documented in IP Office Technical Tip 271:

http://support.avaya.com/css/P8/documents/101002201

If upgrading the UCM from Service Pack 3 or 4, the "upgrade.zip" file can used to upgrade to the Service Pack 5 release. It will then be necessary to apply the updated Linux "bash" if this has not been applied previously.

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.

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 6 is currently scheduled for release on the 27th February 2015. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site:

https://support.avaya.com/css/P8/documents/100067004

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