



IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 11

Avaya is pleased to announce the availability of Service Pack 11 for IP Office Release 9.1 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 9.1 GA releases.

1. 1 Overview

IP Office Release 9.1 Service Pack 11 incorporates new software for:

- IP Office Core Switch 9.1.11.0.202
- IP Office Server Edition 9.1.11.0.202
- IP Office Application Server 9.1.11.0.202
- Preferred Edition Voicemail Pro 9.1.11.0.3
- Unified Communications Module 9.1.11.0.202
- one-X Portal 9.1.11.0.6
- Soft Console 9.1.11.0.3

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 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	9.1.11.0.202
IP Office Manager	9.1.11.0.202
System Monitor	9.1.11.0.202
Upgrade Wizard	9.1.11.0.202
SSA Viewer	9.1.11.0.202
Video (CounterPath) SoftPhone	3.2.3.49.68975
MAC Softphone	3204.66292

Delivered Software or Package	Version
Java	
Java Run Time Environment	7.0 Update 25 (1.7.0.25)
DCP Phone Firmware	
2410 Phone Firmware	R6 – 030609
2420 Phone Firmware	R6 – 030609
5410 Phone Firmware	R6 – 030609
5420 Phone Firmware	R6 – 030609
1403 Phone Boot Firmware	03
1403 Phone Application Firmware	R07 (vintage 7)
1408 Phone Boot Firmware	25
1408 Phone Application Firmware	R46 (vintage 14)
1416 Phone Boot Firmware	25
1416 Phone Application Firmware	R46 (vintage 14)
14xx Phone Language	R10 v11 Pack01
14xx Chinese (GB) Phone Font File	R02 v01
9504 , 9508 Phone Boot Firmware	R17 (vintage 30)
9504 , 9508 Phone Application Firmware	R60 (vintage 13)
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)
IP Phone Firmware	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code – Supplied for use with VPN firmware	2.3
4620 (Not 4620SW)	2.3
4625 Phone Firmware	2.9.1 (2.9 SP1)
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)
1603, 1608, 1616 Phone Language Files	69
1616 Button Module 32 App	1.1.0

Delivered Software or Package	Version
9620, 9630, 9640, 9650 Phone Firmware – Boot Code	3.2.7
9620, 9630, 9640, 9650 Phone Firmware – Application	3.2.7
9620D01A, 9630D01A Phone Firmware – Boot Code	3.2.2
9620D01A, 9630D01A Phone Firmware – Application	3.2.2
9620, 9630, 9640, 9650 Phone Language Files	76
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V27R20 (6.6)
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.4.01 (6.6)
9608, 9611, 9621, 9641 Phone Language Files	132
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
T3 Phone Firmware and Associated Applications	
T3 IP Phone Firmware	T247
T3 IP Phones Admin Tool	3.08
IP DECT Phone Firmware and Associated Applications	
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.04
3711 Global Phone Firmware	91.24.36
3711 USB Driver	0.8
IP DECT – ADMM Firmware	1.1.13
IP DECT – ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
DECT R4 Phone Firmware and Associated Tools	
3720 Phone Firmware	4.3.32
3725 Phone Firmware	4.3.32
3730 Phone Firmware	2.0.9
3735 Phone Firmware	2.0.9
3740 Phone Firmware	4.3.32
3749 Phone Firmware	4.3.32
3720 Template	0.5
3725 Template	0.5
3740 Template	0.2
3749 Template	0.2
IPBS 1 Boot Firmware	7.2.28
IPBS 1 Firmware	7.2.28
IPBS 1 Downgrade Firmware	7.1.2
IPBS 2 Boot Firmware	7.2.28
IPBS 2 Firmware	7.2.28
IPBS 2 Downgrade Firmware	7.1.2

Delivered Software or Package	Version
DECT R4 – IPBL (DECT Gateway) Boot Firmware	7.2.28
DECT R4 – IPBL (DECT Gateway) Firmware	7.2.28
DECT R4 – IPBL (DECT Gateway) Downgrade Firmware	7.1.2
DECT R4 – GRBS (ISDN RFP) Firmware	P7C 3/40
DECT R4 – GRBS-DB1 (ISDN RFP) Firmware	R3B 3/80
AIWS Firmware	2.73
AIWS2 Firmware	4.2.0
WinPDM (Windows Portable Device Manager)	3.12.0
Rack Charger Firmware	2.0.6
Advanced Charger Firmware	2.0.6
3720 Translation Tool	29
3725, 3740, 3749 Translation Tool	38
3730 Translation Tool	49
3735 Translation Tool	49
3720 Downloadable Languages	29
3725, 3740, 3749 Downloadable Languages	38
3730 Downloadable Languages	49
3735 Downloadable Languages	49
Company Phonebook Tool	9
Local Phonebook Tool	1
Avaya Nortel SIP Phones	
1120E	4.04.23.00
1140E	4.04.23.00
1220/1230	4.04.23.00
DECT D100 Phones	
D100 BS MS	1.2.7
D100 BS SL	0.9.6
B179	
B179	2.4.1.5
E159	
E159	8.25.2
E169	
E169	8.25.2
E129 Phones	
E129	1.25.2.26

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

No changes over the 9.1 Service Pack Release 9.1.10.0.192

3 IP Office Resolved Field Issues

In the tables 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 9.1.11.0.202 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-121187	Manager 9.1.10 cannot open configuration after upgrade from 9.1.4
IPOFFICE-120872	Wrong call log record after call pickup – external number lacks the external access code “0”
IPOFFICE-119583	System Restart: IP Office Restarts when □all is routed to DUVoice system
IPOFFICE-119569	Some User settings are changing when other User settings are changed and applied without saving in Manager Basic Mode only
IPOFFICE-119255	System Restart: IP Office reboots when users call out from one-x mobile
IPOFFICE-114481	3 rd Party IP Endpoint alarm – incorrectly triggered several times a day
IPOFFICE-113656	Softconsole 9.1.700.4 : after a transferred call , sometimes next calls do not ring

3.2 Voicemail Pro (Preferred Edition) 9.1.11.0.3 – Resolved field issues

The following field issues have been addressed in this release of Preferred Edition (VoiceMail Pro):

JIRA Number	Description of Issue
IPOFFICE-121783	Google blocks IP Office Voicemail to Email when there is a comma in the Sender Name
IPOFFICE-120849	VMPPro Japanese TUI guidance prompts are wrong when recording a greeting
IPOFFICE-119669	One-X Portal continues to reflect the VM on the web voicemail even after the VM was deleted
IPOFFICE-119628	VMPPro Client will overwrite recorded .wav files in certain situations
IPOFFICE-115560	VMPPro Crash observed when working with 3 rd Party AXIS library
IPOFFICE-114350	IP Office with UCM 9.1.606.1 : voicemail randomly stops with Segmentation violation

3.3 Server Edition / Applications Server 9.1.11.0.202 – Resolved field issues

The following field issues have been addressed in this release of Server Edition:

JIRA Number	Description of Issue
IPOFFICE-122279	SSA alarm shows additional hard drive removed even though ACR functioning properly
IPOFFICE-120818	System Restart – Server Edition: System Reboot with Abnormal Termination
IPOFFICE-119347	System Restart – Primary Server restarting ipoffice service with Segmentation violation at H.323 endpoint authentication
IPOFFICE-119108	System Restart SE: Frequent reboots related to SIP Header
IPOFFICE-119064	Server Edition 9.1.9.0 Build 182:no beep for Secondary User added into Conference Meet Me
IPOFFICE-118588	ACCS SIP User cannot be edited with Web Manager – Server Edition 9.1.9.0
IPOFFICE-118516	WebManager user import utility only imports 50 users
IPOFFICE-112340	onAvaya : When onAvaya Cloud Solution is rebooted not all of the 96xx phones on the site automatically log back in

This release of IP Office Server Edition consists of IP Office core software 9.1.11.0.202, Preferred Edition (VoiceMail Pro) 9.1.11.0.3, one-X Portal 9.1.11.0.6. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.4 Branch 9.1.11.0.202 – Resolved field issues

JIRA Number	Description of Issue
IPOFFICE-120955	Error when adding a new Centralized user to IP Office/SMGR

4 Technical Notes

4.1 Upgrading IP Office IP500 V2 core software

When upgrading to Release 9.1 from a previous release an upgrade license is required. It is recommended that the IP Office Release 9.1 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 9.1.

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 9.1 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 9.1 upgrade.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 9.1:

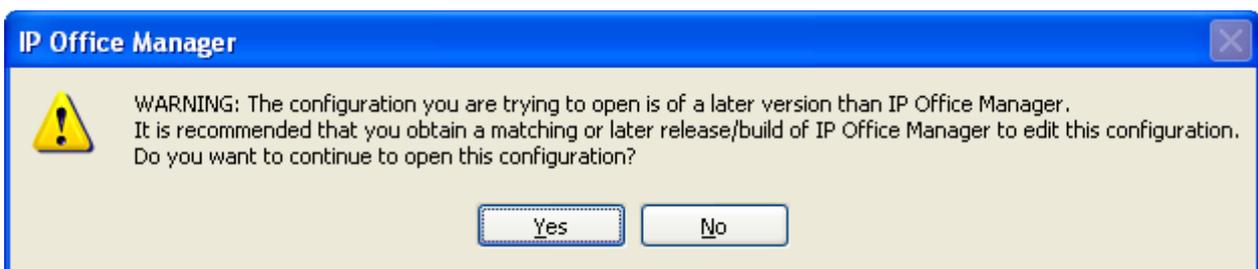
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
All modules	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
IP500 V2	8.1.1.0 and later	-	Load 9.1
All modules	8.1.1.0 and later	-	Load 9.1

Note: IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 9.1. This will expand the loader to accommodate the 9.1 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 9.1; otherwise the system will require a 9.1 upgrade license despite being “new”.

For further information please see the “Upgrading Systems” section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

4.2 Upgrading IP Office Administration

Earlier releases of IP Office 9.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 9.1.11.0.202 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.11.0.202 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 9.0 is installed, this must first be uninstalled before installing 9.1.11.0.202. 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 (VoiceMail Pro)

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 8.0 GA to upgrade directly to 9.1. Previous versions must be upgraded to 8.0 first, before upgrading to 9.1.

The Preferred Edition 9.1.11.0.3 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 9.1.11.0.3 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.

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.

4.5 Upgrade instructions for IP Office one-X Portal

The IP Office one-X Portal server must be running a minimum software level of 8.0 to upgrade to 9.1. Any previous versions must be upgraded to 8.0 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.

4.6 Upgrade Instructions for Server Edition and Applications Server

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from Release 8.1 and above. For further information about upgrading please refer to “IP Office Application Server 9.1 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Platform Server Edition Solution” manual

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

To upgrade a UCM to 9.1 Service Pack 11 from release 9.0 and below the “USB Upgrade” method must be used. Zip files are no longer made available to upgrade between 9.1 releases.

To upgrade a UCM to 9.1 Service Pack 11 from an earlier 9.1 GA release the “Web Management Upgrade” method is recommended. The issue documented in section 4.8 of Technical Bulletin 180 has been resolved. The “USB Upgrade” method can also be used.

For further information about upgrading the UCM please refer to section 3.8 “Upgrading” of the “Installing and Maintaining the Unified Communications Module” manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

4.8 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.

5 Assistance

5.1 Software and Documentation

Release 9.1 software can be downloaded using the following link to the Avaya Support web site:

<http://support.avaya.com>

All IP Office product documentation is available from the IP Office Knowledgebase:

<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

5.2 Future Service Packs

IP Office Release 9.1 Service Pack 12 is currently scheduled for release on the 25th August 2017. 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>

5.3 Document Revision History

Issue Number	Date	Changes
Issue 1	2 nd June 2017	First published version
Issue 2	8 th June 2017	Change on page 1 of SoftConsole version from 9.1.11.0.2 to 9.1.11.0.3

Issued by:
Avaya SME Customer Product Engineering Support

Contact details:-

Email: gsstier4@avaya.com

EMEA/APAC

NA/CALA

Email: IPONACALAT4@avaya.com

Internet: <http://www.avaya.com>
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