AVAYA

IP Office Technical Bulletin

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Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 5

Avaya is pleased to announce the availability of Service Pack 5 for IP Office Release 9.1 software. This is a scheduled Service Pack addressing a number of issues found in the IP Office 9.1 GA releases.

1 Overview

IP Office Release 9.1 Service Pack 5 incorporates new software for:

> IP Office Core Switch 9.1.5.0.145
> IP Office Server Edition 9.1.5.0.145
> IP Office Application Server 9.1.5.0.145
> Preferred Edition 9.1.5.0.2 (also known as VoiceMail Pro)
> Unified Communications Module 9.1.5.0.145
> one-X Portal 9.1.5.0.9
> SoftConsole 9.1.5.0.4
> Contact Recorder 9.1.5.0.2
> User CD 4.2(64)

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	9.1.5.0.145
IP Office Manager	9.1.5.0.145
System Monitor	9.1.5.0.145
Upgrade Wizard	9.1.5.0.145
SSA Viewer	9.1.5.0.145
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	R40
1408 / 1416 Loader (Boot File) Firmware	25
9504 / 9508 Telephone Firmware	R55
9504 / 9508 Loader (Boot File) Firmware	R15
IP Office Video Softphone (Mac)	4.1.1.2.CE4112c
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)	6.6.0.29_V474
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.0.29_V474
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V24r26
1120E 1140E 1220 1230 Telephone Firmware	04.04.18.00
E129 SIP Telephone Firmware	1.25.2.26
E159, E169 SIP Telephone Firmware	8.25.2
B179 Conference Telephone Firmware	2.4.0.31
3720 Telephone Firmware	4.3.22
3725 Telephone Firmware	4.3.22
3740 Telephone Firmware	4.3.22
3749 Telephone Firmware	4.3.22
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	7.2.22
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.22
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	4.1.1
DECT R4 – WinPDM	3.12.0
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.2.4
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 9.1.5.0.142 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

There are no new features included in this Service Pack.

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 9.1.5.0.145 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-98204	No Direct Media with B179 telephone when re-invite without SDP received when transfer completed
IPOFFICE-93991	Manager: user form not aligned to the "User Right View" setting
IPOFFICE-95868	Dummy ring back tones before actual ring back from PRI line
IPOFFICE-101011	Incorrect time stamp on mailbox recording
IPOFFICE-98297	Intermittent DTMF issues when using T7316 and B179 Telephones – related to specific SIP provider
IPOFFICE-93412	ARS goes straight to Alternate route after checking only first matching short code in the list
IPOFFICE-98934	One way audio when answering page for SCN users
IPOFFICE-97063	Calling back from call log on 9611 telephone to a transferred call entry fails
IPOFFICE-101288	SoftConsole intermittently displays "Loading" in directory pane or "unknown" in incoming call name field

IPOFFICE-97429	AC Windows cannot use Account Codes for Expansion trunk when Direct Media Path is enabled
IPOFFICE-98966	DTMF not recognized correctly, SE with specific SIP trunk provider
IPOFFICE-101364	SoftConsole action greyed out - VM transfer feature (F3)
IPOFFICE-99983	Cyrillic characters in username are not displayed correctly on inbound call on DECT4 telephone
IPOFFICE-97967	Mobile Twinning - Call to primary phone returns ring back tone when mobile twin is busy
IPOFFICE-97532	Cyrillic letters placed incorrectly on telephone keypad
IPOFFICE-101460	Avaya Communicator extension not targeted with Hunt Group Ring Mode set to Longest Waiting
IPOFFICE-98149	Periodically Visual Voice Users are unable to access Hunt Group Mailbox Messages
IPOFFICE-100276	System Restart 500v2 - system restart when clearing a call stuck in the embedded Auto Attendant
IPOFFICE-100786	Delay over PRI trunk when Authorization code is used
IPOFFICE-100544	System is unable to route call over SCN Line when dialed number is prefixed with "+"
IPOFFICE-100190	System Restart 500v2 - TAPI related - Core version 9.1.3.0
IPOFFICE-98841	Delayed speech connection with DECT 374x series telephones
IPOFFICE-101015	Message Waiting Indication issue with M Series Digital telephones
IPOFFICE-97179	Partner mode voicemail disconnects on silence when accessed remotely
IPOFFICE-96803	Unable to edit or add to Import/export personal directory
IPOFFICE-96672	German Manager - expiry date of trial licenses displayed incorrectly
IPOFFICE-100601	Manager - SIP PAI field populated with previous details after changing credentials
IPOFFICE-101559	Manager validation incorrectly counts ACCS SIP extension as using a 3rd party endpoint license
IPOFFICE-101796	Unable to select an H.323 line as a destination for Remote Audix Voicemail
IPOFFICE-101755	SIP line credentials readable on CSV Export
IPOFFICE-100783	Outcalling not working on analog trunk when voice message left on the same incoming analog trunk
IPOFFICE-93646	Callback to communicator does not work
IPOFFICE-98863	IPO sends a SIP405 instead of a 481 (Call/Transaction Does Not Exist) after receiving an UPDATE
IPOFFICE-100121	Announcement not heard on E129 when 183 SDP with PEM received after 180 SDP with PEM
IPOFFICE-101159	SIP INVITE headers for twinned call are incorrect when FWD active
IPOFFICE-100844	When Diversion Header setting is used reverse ICR does not work for Call Forward

3.2 Unified Communications Module (UCM) 9.1.5.0.145 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.1.5.0.2, one-X Portal 9.1.5.0.9 and Contact Recorder 9.1.5.0.2. Any fixes declared for these applications are also incorporated into this release of UCM software.

3.3 Preferred Edition 9.1.5.0.2 - Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-96801	Voicemail Pro IMAP to Outlook wav messages cannot be played
IPOFFICE-88292	IP Office Mode, forwarding a message with header, the header is removed when received
IPOFFICE-99301	Primary VMPro Client never reports "Up-to-Date" after synchronization is complete
IPOFFICE-98848	IP Office Mode - Incorrect sound clip for "0 (zero)" played when locale is Portuguese
IPOFFICE-98144	SMTP Sender "Password" field shows [ ] when saved using Web Manager
IPOFFICE-98565	Post Dial Page action to Hunt Group stops working intermittently

3.4 one-X Portal 9.1.5.0.9 - Resolved field issues

The following field issues have been addressed in this release of one-X Portal:

JIRA Number	Description of Issue
IPOFFICE-100415	incorrect telephony status shown if users are logged out using a short code
IPOFFICE-99787	User status is shown incorrectly when they log into a telephone for the first time
IPOFFICE-87460	one-X Portal becomes unresponsive every 2 days
IPOFFICE-101897	Presence not working for one-X Portal running on Windows
IPOFFICE-97086	Conference icon not available from Outlook Plug-In if one of the calls is external
IPOFFICE-92717	Users loosing presence every 3 to 4 hours

3.5 Applications Server 9.1.5.0.145 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.1.5.0.2, one-X Portal 9.1.5.0.9 and Contact Recorder 9.1.5.0.2. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.6 Server Edition 9.1.5.0.145 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-100013	System Restart - Related to TFTP services
IPOFFICE-100246	Certificate validity date is in the past when the machine time is misaligned
IPOFFICE-100472	System Restart - Media server service stops responding
IPOFFICE-100507	System Restart - Related to ACCS synchronization service
IPOFFICE-100848	Web Manager Template - "Reserve Last CA" and "Web Self-Administration" settings not enabled if selected
IPOFFICE-92239	French Language: unable to Ignite system, affecting "system-config-network" and Web Manager
IPOFFICE-93687	System Restart - Related to Media server service

IPOFFICE-97241	System Restart: - Related to conferencing
IPOFFICE-99279	Unable to on-board Basic Edition system using Web Management
IPOFFICE-99814	Web Management Self Administration not working correctly
IPOFFICE-99981	"Web Manager > Solution Objects" page shows node in red, unable to upgrade or access
IPOFFICE-96861	System Restart - Related to length of voicemail password
IPOFFICE-100632	Web Manager upgrade fails for Expansion systems when LAN2 of Primary is used
IPOFFICE-101195	System Restart 500 V2 - Expansion System restart related to TFTP port allocation

This release of IP Office Server Edition consists of IP Office core software 9.1.5.0.145, Preferred Edition (VoiceMail Pro) 9.1.5.0.2, one-X Portal 9.1.5.0.9 and Contact Recorder 9.1.5.0.1. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.7 SoftConsole 9.1.5.0.4 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-100136	SoftConsole does not minimize correctly after initial startup
IPOFFICE-99643	Intermittent delay of up to 1m 45 seconds when attempting to initiate a call from SoftConsole
IPOFFICE-84819	SoftConsole freezes intermittently and it needs a relaunch to start working again
IPOFFICE-99985	Attempting to start a second instance of SoftConsole results in a grey or black directory pane
IPOFFICE-99873	SoftConsole profile not selectable if logging on with User Name
IPOFFICE-101037	SoftConsole directory search intermittently failing to match entries
IPOFFICE-98644	SoftConsole will freeze intermittently and display a grey call panel
IPOFFICE-98207	Very slow response when using the SoftConsole panel "Search" function
IPOFFICE-100501	SoftConsole fails to recover if IP Office is restarted whilst a directory search is in progress

3.8 User CD 4.2(64) – Resolved field issues

The following field issues have been addressed in this release of User CD:

JIRA Number	Description of Issue
IPOFFICE-99651	New installation of TAPI2 generates three unnecessary dialog boxes

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 9.1.5.0.145 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.5.0.145 release with an earlier version of Manager:
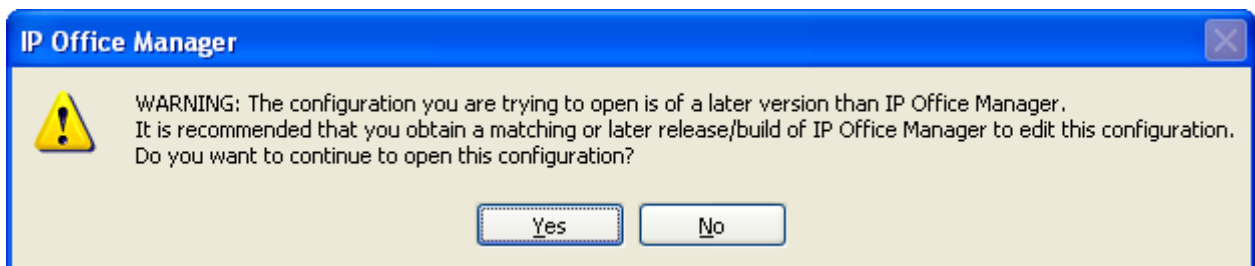
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 9.1.5.0.145. It is not necessary to restart the PC after upgrading unless instructed to do so.

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 9.1.5.0.2 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 9.1.5.0.2 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 5 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 5 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.

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.

4.9 User CD 4.2(64) – SoftConsole

SoftConsole 4.2(40) contained in this release of User CD is not supported with IP Office 9.1 software. IP Office 9.1 systems must use the 9.1 release of SoftConsole.

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 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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