



IP Office Technical Bulletin

Bulletin No: 188
Release Date: 26 February 2016
Region: Global

General Availability (GA) - IP Office Release 9.1 Service Pack 6

Avaya is pleased to announce the availability of Service Pack 6 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 6 incorporates new software for:

- IP Office Core Switch 9.1.6.0.153
- IP Office Server Edition 9.1.6.0.153
- IP Office Application Server 9.1.6.0.153
- Preferred Edition 9.1.6.0.2 (also known as VoiceMail Pro)
- Unified Communications Module 9.1.6.0.153
- one-X Portal 9.1.6.0.11
- SoftConsole 9.1.6.0.7
- Contact Recorder 9.1.6.0.2
- Avaya Communicator for Windows 2.0.3.40

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	9.1.6.0.153
IP Office Manager	9.1.6.0.153
System Monitor	9.1.6.0.153
Upgrade Wizard	9.1.6.0.153
SSA Viewer	9.1.6.0.153
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	R59
9504 / 9508 Loader (Boot File) Firmware	R17
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	1.380B
1603I, 1608I, 1616I Loader (Boot File) Firmware	1.380B
1616 Button Module Firmware	1.1.0
9620 / 9630 / 9640 / 9650 Boot Code	3.2.5
9620 / 9630 / 9640 / 9650 Telephone Firmware	3.2.5
9620D01A, 9630D01A Telephone Firmware	3.2.2
9620D01A, 9630D01A Boot Code	3.2.2
9621 / 9641 Telephone Firmware (Application file)	6.6.1.15_V474
9608 / 9608G / 9611 Telephone Firmware (Application file)	6.6.1.15_V474
9608 / 9608G / 9611 / 9621 / 9641 Kernel	V25r10
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	2.4.1.5
3720 Telephone Firmware	4.3.24
3725 Telephone Firmware	4.3.24
3740 Telephone Firmware	4.3.24
3749 Telephone Firmware	4.3.24
DECT R4 – IPBS 1, IPBS 2 and IPBL Firmware	7.2.24
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.24
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	2.0.6
DECT R4 – Advanced Charger Firmware	2.0.6
DECT D100 – BS_MS Firmware	1.2.5
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 9.1.6.0.153 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

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 9.1.6.0.153 - 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-102207	Message buttons on 9608 telephones fail to connect to call pilot voicemail
IPOFFICE-104424	When using Manual Call Recording on Inbound Calls the inbound ANI information is not captured
IPOFFICE-103682	Direct Media not working between IP telephones and IP DECT handsets
IPOFFICE-103987	"Realm=LIBWWW-UNKNOWN" displayed on 1608 telephone during start up
IPOFFICE-103757	No Audio in Basic mode if user lifts handset before pressing pick-up group button to answer call
IPOFFICE-102359	Basic Edition - "Ring on Transfer" feature not working
IPOFFICE-98293	Cannot use mobility client in Telecommuter mode to dial out local PRI if using Forced Account Codes
IPOFFICE-100086	Telephone display incorrectly shows 255 messages in Visual Voice
IPOFFICE-102244	Conversation history does not update if running in Telecommuter mode

IPOFFICE-102228	System Restart IP500V2 - Pressing a "Transfer to this extension" button while the call is ringing
IPOFFICE-100202	Missed call from SIP trunk that does not use Display Name shown in call log as [number]@[IP address]
IPOFFICE-101994	System Restart - IP500V2 Possible memory leak
IPOFFICE-104954	Multiple issues with system Call Log issue in IP Office 9.1.5
IPOFFICE-104981	Intermittent issue with DTMF not detected reliably by third party voicemail system
IPOFFICE-98201	Incorrect message count shown occasionally in Visual Voice
IPOFFICE-104498	Telephone display status letters slow to update when setting a hunt group to "out of service"
IPOFFICE-104021	System Restart IP500 V2 - When calls are either answered or cleared, possibly related to Combo VCM
IPOFFICE-104165	IP500V2 Invalid SD card error messages
IPOFFICE-99921	Unable to save a configuration that has more than 19 NAPT sessions
IPOFFICE-102385	IP Office SIP phone cannot pick up a call ringing on another SE system
IPOFFICE-104386	DTMF not working for a transferred incoming PRI call to Voicemail call flow
IPOFFICE-103051	Bad Update message causes session timer to expire and call drop
IPOFFICE-102235	9.1.4.0 Manager validation refers to CCR field which was removed from 9.1
IPOFFICE-104577	Navigation delay in IPO Manager 9.1.400.137 when navigate to hunt groups.
IPOFFICE-104472	Cannot toggle Group membership via Manager for remote users in SCN
IPOFFICE-102755	9.1.4.0 Manager does not show remote SCN users in 500v2 Hunt groups
IPOFFICE-102688	9.1.4 Manager does not display remote members of a local hunt group
IPOFFICE-101343	Cannot call from DECT ADMM using TAPI after upgrade

3.2 Unified Communications Module (UCM) 9.1.6.0.153 – Resolved field issues

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 9.1.6.0.2, one-X Portal 9.1.6.0.11 and Contact Recorder 9.1.6.0.1. Any fixes declared for these applications are also incorporated into this release of UCM software.

3.3 Preferred Edition 9.1.6.0.2 - Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-102173	VMPro service stopped – Related to VMPro client interaction
IPOFFICE-103492	VMPro client requires Administrative access rights to run
IPOFFICE-104803	VMPro client authentication issue "Invalid user/password" but credentials are correct

3.4 one-X Portal 9.1.6.0.11 - Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-103068	Call Assistant "Make Call" hot key (Ctrl+Shift+C) dials the previously selected/dialed number
IPOFFICE-104703	Call Assistant hot key "click to dial" feature dials incorrect number
IPOFFICE-103033	Call Assistant "Make Call" hot key, cannot filter a slash "/" in the number
IPOFFICE-104704	one-X Portal Personal Contact incorrectly added twice if created with spaces
IPOFFICE-103988	one-X Portal Telecommuter mode - Connection error when attempting to logon
IPOFFICE-102738	Status of user shown incorrectly when they log into a phone for the first time
IPOFFICE-103602	one-X Portal Directory does not synchronize entirely with IP Office directory

3.5 Applications Server 9.1.6.0.153 – Resolved field issues

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 9.1.6.0.2, one-X Portal 9.1.6.0.11 and Contact Recorder 9.1.6.0.2. Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.6 Server Edition 9.1.6.0.153 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-102282	System Restart - When attempting to upgrade from 9.1 SP1 to 9.1 SP4
IPOFFICE-101258	SSA performs constant configuration refreshes - causes delay to SSA operation in large solution
IPOFFICE-102232	Unable to delete item in Web Manager scheduled task
IPOFFICE-104053	Unable to use Web Manager to make changes to User DTMF Breakout (0) option
IPOFFICE-105122	System Restart – Related to adding and deleting users with Web Manager
IPOFFICE-105087	System Restart – Related to SoftConsole interaction
IPOFFICE-103706	System Restart – Related to frequent SSA snapshots
IPOFFICE-104912	System Restart – Related to duplicate user created with ACCS
IPOFFICE-105407	System Restart - Restarting after a user logs onto another extension whilst still on a call

This release of IP Office Server Edition consists of IP Office core software 9.1.6.0.153, Preferred Edition (VoiceMail Pro) 9.1.6.0.2, one-X Portal 9.1.6.0.11 and Contact Recorder 9.1.6.0.2. Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.7 SoftConsole 9.1.6.0.7 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-104607	SoftConsole Directory Entry Properties group selection box is blank
IPOFFICE-103667	Logs not created if Soft Console is started from the taskbar
IPOFFICE-104644	Conference Room Invite feature unavailable
IPOFFICE-101954	SoftConsole does not display incoming call information after Timed Profile is invoked
IPOFFICE-104431	SoftConsole Queued Hunt Group indicators stop working after a period of time
IPOFFICE-104788	SoftConsole voicemail transfer function "F3" appears greyed out

3.8 Contact Recorder 9.1.6.0.2 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-102946	Call Recording on a Topic is not added to the database when call tagging is used in VMPro
IPOFFICE-100847	Daily alarm generated "Cannot insert details of recording 8900010000xxxxx into database"

3.9 Avaya Communicator for Windows 2.0.3.40 – Resolved field issues

The following field issues have been addressed in this release of Avaya Communicator for Windows:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-104648	Application stops responding when changing presence status
IPOFFICE-99187	Call history only shows 10 digits when redialing a 13 digit number
IPOFFICE-98429	Avaya Communicator file logging has no limit or control
IPOFFICE-102066	Unable to dial two or more parties to create an adhoc conference

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:

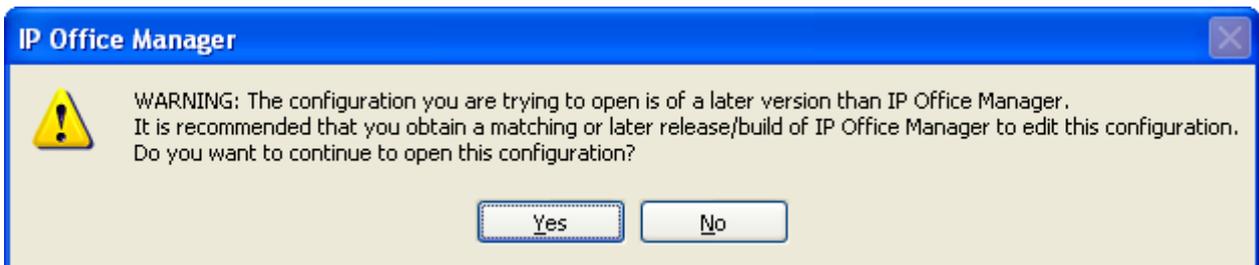
Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
All modules	8.1.0.0 and earlier	Load 8.1.1.0 or 9.0	Load 9.1
IP500 V2	8.1.1.0 and later	-	Load 9.1
All modules	8.1.1.0 and later	-	Load 9.1

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 9.1.6.0.153 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 9.1.6.0.153 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 9.1.6.0.153. 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 9.1.6.0.2 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 9.1.6.0.2 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 6 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 6 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.

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 7 is currently scheduled for release on the 27th May 2016. 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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