



## IP Office Technical Bulletin

**Bulletin No:** 166  
**Release Date:** 20 May 2014  
**Region:** Global

### General Availability (GA) - IP Office Release 8.1 Service Pack 9

Avaya is pleased to announce the availability of the ninth Service Pack for IP Office Release 8.1 software. This is a scheduled Service Pack addressing a number of field issues found in the IP Office 8.1 GA releases.

#### 1 Overview

IP Office Release 8.1 Service Pack 9 incorporates new software for:

- IP Office Core Switch 8.1(85)
- Preferred Edition 8.1(9602) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.45.2
- one-X Portal 8.1.97(84)
- IP Office Application Server 8.1.26(3)
- IP Office Unified Communications Module 8.1.102(2)
- IP Office Server Edition 8.1.102.3

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, IP500v2 and Server Edition Systems.

IP Office Administration consists of the following software:

Delivered Software or Package	Version
IP Office Firmware	8.1.85
IP Office Manager	10.1.85
System Monitor	10.1.85
Upgrade Wizard	10.1.85
Network Viewer	10.1.85
SSA Viewer	8.1.85
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

<b>Delivered Software or Package</b>	<b>Version</b>
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)	3.2.3.48.67009
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 / 9611 Telephone Firmware (Application file)	6.3.1.16_V452
9608 / 9611 / 9621 / 9641 Kernel	V13r94
1120E 1140E 1220 1230 Telephone Firmware	04.03.12.00
3720 Telephone Firmware	4.2.3
3725 Telephone Firmware	4.2.3
3740 Telephone Firmware	4.2.3
3749 Telephone Firmware	4.2.3
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	P6H 3/40
DECT R4 – GRBS - DB1 (ISDN RFP) Firmware	R2D 3/80
DECT R4 – AIWS Firmware	2.73
DECT R4 – AIWS2 Firmware	3.53-A
DECT R4 – WinPDM	3.10.3
DECT R4 – Rack Charger Firmware	1.5.1
DECT R4 – Advanced Charger Firmware	1.5.1
DECT D100 – BS_MS Firmware	1.1.5
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:** Windows XP and Internet Explorer 8 are no longer supported with IP Office applications.

**Note:** New IP Office configurations created with Manager 10.1(85) 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 Service Pack 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 8.1(85) and Manager 10.1(85) - Resolved field issues**

The following field issues have been addressed in IP Office Core software 8.1(85) and Manager 10.1(85):

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-56127	IP Office Manager displays License Mobility Features as obsolete on IP Office Core
IPOFFICE-53906	Incorrect behavior for forward unconditional call followed by further forward no answer/forward on busy
IPOFFICE-52626	Message count incorrect in the Visual Voice menu when there are more than 254 messages
IPOFFICE-53782	Delay in picking up call ringing remote Hunt Group when using the "Group" ACD button on the telephone.
IPOFFICE-55477	AOC Charge units missing from SMDR when the internal caller clears the call
IPOFFICE-56345	SoftConsole stops updating with "Send Q too big (21) - discarding data"
IPOFFICE-53740	Customer lines ring inbound every 30 minutes if ICLID is enabled
IPOFFICE-56570	No ringing tone heard on an SCN call to an ISDN S-Bus device
IPOFFICE-59409	System Restart 500v2 - 8.1.79 - TAPI Session Inactivity close down
IPOFFICE-56082	Intermittent mis-detection of incoming DTMF tones when using the FNE00 feature.
IPOFFICE-52469	Caller ID no longer working after swapping out IP403/IP406/IP412 for IP500V2
IPOFFICE-52396	D100 Dect: Delay establishing speech path with D160 handsets
IPOFFICE-52824	External ISDN call transferred by VMPro to busy extension disconnects the user instead of sending busy tone
IPOFFICE-50908	Unable to update VMPro passwords via manager after receiving "ERR: TFTP Write:: Too many retries"
IPOFFICE-52307	No speech on call from Twinned Mobile to external number (System = SE + Expansion)
IPOFFICE-52547	Server Edition VMPro conditions are not working correctly due to Daylight Saving Time changes
IPOFFICE-55612	Server Edition: Softconsole - No BLF updates when connected to LAN2
IPOFFICE-53324	IP500V2 System Restart following an outgoing T38 fax call

#### **3.2 Preferred Edition 8.1(9602) - Resolved field issues**

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 8.1(9602):

<b><u>JIRA Number</u></b>	<b><u>Description of Issue</u></b>
IPOFFICE-59557	VMPro will restart when reviewing a specific message and will continue to do so until it is deleted
IPOFFICE-57657	Exchange 2010 Integration does not work for some users: 0x8004011d "MAPI_E_FAILONEPROVIDER"

**3.3 Customer Call Reporter 8.1.45.2 - Resolved field issues**

The following field issues have been addressed in Customer Call Reporter 8.1.45.2:

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-55659	Talk inbound different between Agent Summary and Agent Time Card Reports - over midnight
IPOFFICE-51089	CCR Voicemail Report:: Reported hours are not grouped by day

**3.4 one-X Portal 8.1.97(84) - Resolved field issues**

This release of one-X Portal contains no field related fixes:

**3.5 Applications Server 8.1.26(3) – Resolved field issues**

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9602) and one-X Portal 8.1.97(84). Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

**3.6 Server Edition 8.1.102(2) – Resolved field issues**

This release of IP Office Server Edition consists of IP Office core software 8.1(85), Preferred Edition (VoiceMail Pro) 8.1(9602) and one-X Portal 8.1.97(84). Any field related fixes in these releases will also be incorporated into this release of Server Edition.

**3.7 Unified Communications Module (UCM) 8.1.102(2) – Resolved field issues**

This release of Unified Communications Module (UCM) software consists of Preferred Edition (VoiceMail Pro) 8.1(9602) and one-X Portal 8.1.97(84). 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 258 and Product Support Notice PSN004105u.

**4 Technical Notes****4.1 Upgrading IP Office core software**

When upgrading to Release 8.1 from a previous major release an upgrade licence is required. It is recommended that the IP Office Release 8.1 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 8.1.

**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 8.1 upgrade. It is important to verify the license information prior to upgrading. If

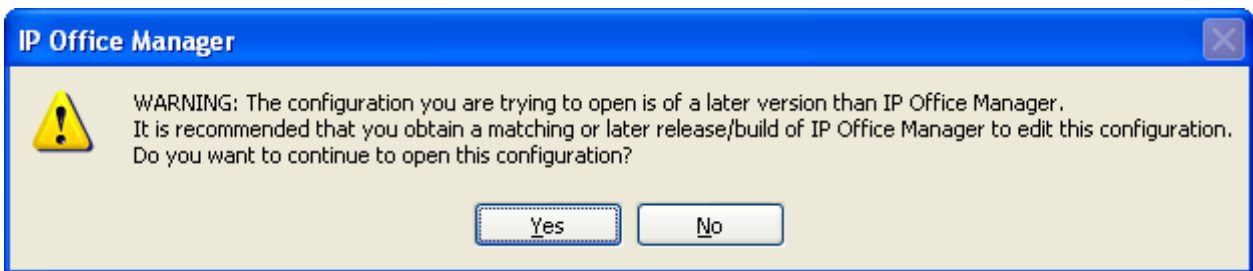
Essential Edition is not visible in the license summary, an Essential Edition license must be purchased and installed prior to attempting the 8.1 upgrade.

The table on the following page shows the necessary steps that must be taken to upgrade the IP Office system to Release 8.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 and IP500v2	6.0	Load 8.0	Load 8.1
All modules	6.0	Load 8.0	Load 8.1
IP500 and IP500v2	7.0/8.0	-	Load 8.1
All modules	7.0/8.0	-	Load 8.1

#### **4.2 Upgrading IP Office Administration**

Earlier releases of IP Office 8.1 Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 8.1(85) release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 8.1(85) 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 8.1(85). 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.

#### **4.3 Upgrading a remote IP500v2 System running 6.0(8) or 6.0(14) software**

If the system is to be upgraded remotely and is an IP500v2 platform running 6.0(8) or 6.0(14) software please check the size of the IP Office configuration file (config.cfg) held on the system SD card **before** upgrading to this release. The config.cfg file can be found in the “Primary” folder of the System SD card. For further information please refer to “Viewing the Card Contents” in the “SD Card Management” section of the IP Office Installation Manual.

If it is determined that the IP Office configuration file stored on the System SD card has a zero byte size it is likely that the issue documented in CQ105039 has occurred. In this instance the IP500v2 system will potentially restart with a default configuration. In this instance it is recommended that the following procedure to upgrade the IP500v2 system is performed when connected to the customer’s LAN:

- 1) Using Manager take a copy of the System configuration and store on the local Administration PC.
- 2) Connect to the IP Office's LAN and perform a System Restart using Manager.
- 3) When the system has restarted use Manager to send the backup of the customer's system configuration file to the IP500v2.
- 4) Restart the system and recheck the size of the IP Office configuration in the System SD card.
- 5) Upgrade the IP500v2 system to an 8.0 release.
- 6) Check for the presence of the necessary licences and then upgrade to the 8.1(79) release.

**Note:** All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

#### **4.4 Upgrade Instructions for IP Office Preferred Edition**

IP Office Preferred Edition (VoiceMail Pro) must be at a minimum of 7.0 GA to upgrade directly to 8.1. Previous versions must be upgraded to 7.0 before upgrading to 8.1. If running a software version older than 4.0 then please refer to IP Office Technical Bulletin 109.

The Preferred Edition 8.1(9602) 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 8.1(9602) 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.

#### **4.5 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.

#### **4.6 Upgrade Instructions for Customer Call Reporter**

IP Office Customer Call Reporter 8.1 supports upgrade from only the previous two major versions – 8.0 and 7.0. To upgrade earlier versions of IP Office Customer Call Reporter, you must first upgrade your setup to one of the two previous versions. 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 can be found in the “Implementing IP Office Customer Call Reporter” manual available from the IP Office Knowledgebase.

#### **4.7 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 directly to 8.1 software. Any previous versions must be upgraded to 7.0 first before upgrading to this release.

#### **4.8 Upgrade Instructions for IP Office Server Edition and Applications Server**

These Service Pack releases of IP Office Server Edition and Applications Server have no special requirements in order to upgrade from the previous GA release. For further information please refer to the Server Maintenance section of the Application Server manual or the Upgrading section of the Deploying IP Office Server Edition Solution manual, available from the IP Office Knowledgebase.

#### **4.9 Upgrade Instructions for IP Office Unified Communications Module (UCM)**

If upgrading the UCM from the previous major release, 8.0 to 8.1 for example, the .ISO file must be used. Upgrading using the .ZIP file must only be used when upgrading within the same major release. For example, 8.1(x) to 8.1(y). This release of UCM Service Pack software also includes the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 258 and Product Support Notice PSN004105u.

**Note:** If upgrading to this release from 8.1.99.2 (8.1 Service Pack 6) and earlier, the updated SSD firmware must be applied. Please follow section 3.6 of the UCM Installation and Maintenance manual. The manual can be downloaded from the Avaya Support web site:

<https://downloads.avaya.com/css/P8/documents/100162519>

If upgrading from 8.1.100.13 (8.1 Service Pack 7) to this release, it should not be necessary to re-apply the updated SSD firmware. The firmware should have been upgraded as instructed in Technical Bulletin 159.

### **5 Assistance**

#### **5.1 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.

## **5.2 Future Service Packs**

IP Office Release 8.1 Service Pack 10 is currently scheduled for release on the 29th August 2014. For further information please see the Avaya Service Pack Schedule available from the Avaya Support web site.

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