



## IP Office Technical Bulletin

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**Region:** Global

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### **General Availability (GA) of the IP Office Release 6.1 Q3 2011 Maintenance Release**

Avaya is pleased to announce the availability of the IP Office Release 6.1 Q3 2011 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office 6.0 and 6.1 GA releases.

#### **1 Overview**

This Maintenance Release incorporates new software for:

- IP Office Core Switch 6.1(22)
- IP Office Preferred Edition 6.1(21) (also known as VoiceMail Pro)
- Customer Call Reporter 6.1.5.19
- one-X Portal 6.1(20)
- User CD 4.2(40)
- IP Office Application Server 6.1(25)

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 IP500v2, IP500, IP412 and IP406v2 (PCS 8 and later).

IP Office Administration consists of the following software:

<b>Delivered Software or Package</b>	<b>Version</b>
IP Office Firmware	6.1.22
IP Office Manager	8.1.22
System Monitor	8.1.22
Upgrade Wizard	8.1.22
Network Viewer	8.1.22
SSA Viewer	6.1.22
Call Status	4.0.5
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Telephone Firmware	2.9.1

<b>Delivered Software or Package</b>	<b>Version</b>
4601, 4602 Telephone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Telephone Firmware	2.9.1
4625 Telephone Firmware	2.9.1
5601, 5602 Telephone Firmware	2.3
2410 Telephone Firmware	R6.0
2420 Telephone Firmware	R6.0
5410 Telephone Firmware	R6.0
5420 Telephone Firmware	R6.0
1403 Telephone Firmware	4.0
1408 / 1416 Telephone Firmware	16.0
1408 / 1416 Loader (Boot File) Firmware	25
IP Office Video Softphone	3.1.2.17.59616
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	1.300b
1603 Loader (Boot File) Firmware	1.300b
1616 Button Module Firmware	1.1.0
9620 9630 9640 9650 Boot Code	3.11
9620 9630 9640 9650 Telephone Firmware	3.186a
9621 9641 Telephone Firmware (Application file)	S9621_41HALBR6_1r38_V4r52
9608 Telephone Firmware (Application file)	S9608_11HALBR6_1r38_V4r52
9608 9621 9641 Kernel	S96x1_UKR_V0r38_V0r38
1120E 1140E 1220 1230 Telephone Firmware	4.00.03.00
3720 Telephone Firmware	3.2.23
3725 Telephone Firmware	3.2.23
DECT R4 – IPBS Firmware	4.1.30
DECT R4 – AIWS Firmware	2.73
DECT R4 – WinPDM	3.8.2
DECT R4 – Rack Charger Firmware	1.3.11
DECT R4 – Advanced Charger Firmware	1.3.11
3641 / 3645 Telephone Firmware	117.056
Avaya Voice Priority Processor (AVPP) Firmware	17x.039
Handset Administration Tool (HAT)	2.8.22.0

The contents of the User CD are:

<b>Application Name</b>	<b>Version</b>
Phone Manager	4.2(39)
Soft Console	4.2(26)
TAPI	1.0.0.35
Dev Link	1.0.0.5

**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 Maintenance Release does not contain any new features.

## **3 IP Office Resolved Field Issues**

In the table below, the Clearquest (CQ) 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 CQ number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single CQ issue.

This release also resolves a number of analog trunk issues experienced in the MENA region.

### **3.1 Resolved field issues in IP Office 6.1(22) and Manager 8.1(22)**

<b><u>CQ Number</u></b>	<b><u>Description Of Issue</u></b>
CQ123270	14xx and 16xx phones - Italian translations missing from Features>Call Settings menu
CQ123106	2nd call to Longest Waiting H/G with two members rings same extension as 1st call if call placed on hold
CQ123013	Originating end of a call from SIP phone to SIP phone does not connect when the Short Code dialled contains a "D".
CQ121327	The IPO does not add a "Require header field" to 200 OK when it adds "refresher=uac"
CQ123717	Call always rings the same "mobile" Extension in a Longest Waiting H/G with several "mobile" extensions.
CQ123738	The indication that a User "No Answer" timer is set to the System default "No Answer" timer is displayed incorrectly
CQ123969	SIP calls cutting off after 1 hour due to Session Timer
CQ116729	SCN view mode: Incorrect "VCM Support is not present" message shown in error list
CQ46125	Manager strips the ["]s from the Short Code Telephone number field entry when the Feature is set to VM Collect.
CQ41111	No Audio when switching between Line Appearance calls on IP sets
CQ123829	Call cannot be unparked on a phone which is alerting with a second call
CQ41973	Cannot use One X call control with E1R2 circuits
CQ123747	S-Bus point to multipoint - TEI's are not re-issued when no longer in use
CQ42102	Date format for temporary licenses show in Euro format.
CQ42080	Analog trunk does not release calls when i/c call on analog forwarded to external number that uses a second analog trunk.
CQ123817	SCN: Call forwarded back from remote SCN site via VMPro transfer action is incorrectly cleared

CQ123819	External SIP call to 9650 phone. The external caller hears a burst of noise every minute.
CQ123948	EVM prompts are in Arabic when System Locale set to UAE - they should be in English.
CQ123949	Occasionally we "leak" numbers when we dial out on an Analogue Trunk - misdialling issue.
CQ123950	Non detection of Busy Tone when call transferred via AA rings internal extension constantly.

### **3.2 User CD 4.2(40) resolved field issues**

There are no field related issues addressed in this release of User CD 4.2(40):

### **3.3 Customer Call Reporter 6.1.5.19 resolved field issues**

The following field issue has been addressed in CCR 6.1.5.19:

<b><u>CQ Number</u></b>	<b><u>Description Of Issue</u></b>
CQ123408	ATC report failing on non-English SQL installations
CQ123396	CCR Agents Available value goes negative
CQ123993	Agent Timecard takes 10 minutes to run for 1 days data

### **3.4 Preferred Edition 6.1(21) resolved field issues**

The following field issues have been addressed in Preferred Edition (VoiceMail Pro) 6.1(21):

<b><u>CQ Number</u></b>	<b><u>Description Of Issue</u></b>
CQ41978	VM Pro service stopping unexpectedly
CQ42053	Visual voice button just beeps and will not play the messages. Using *17 works properly.
CQ107937	VMPPro Client - "Menu" option gives 2 x "Timeout" options (Dutch locale only).
CQ123470	VM Client returning error when attempting to add an action to a module with approx 110 existing actions

### **3.5 one-X Portal 6.1(20) resolved field issues**

The following field issue has been addressed in one-X Portal 6.1(20):

<b><u>CQ Number</u></b>	<b><u>Description Of Issue</u></b>
CQ123695	Unable to shutdown Windows XP if Call Assistant is running.
CQ123587	1XP (German loc.) "Help" (Hilfe) links to English 1XP Help Text ( <a href="http://localhost:8086/innyama/help/EN/indexAdmin.htm">http://localhost:8086/innyama/help/EN/indexAdmin.htm</a> )
CQ106880	one-X Portal showing twinned phone as idle whilst twin is busy

## **4 Technical Notes**

### **4.1 Upgrading IP Office core software**

When upgrading to Release 6.1 from a previous release an upgrade licence is required. It is recommended that the IP Office Release 6.1 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 6.1.

The table below shows the necessary steps that must be taken to upgrade your IP Office system to Release 6.1:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP406v2 (PCS 8 and later)	4.0 / 4.1 / 4.2 / 5.0	5.0.999 Loader	Load 6.1
IP412	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--
IP500	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--
IP500v2	6.0	Load 6.1	--
All Modules	4.0 / 4.1 / 4.2 / 5.0	Load 6.1	--

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

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 6.1(22). 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 retrieve 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 the 6.1(22) release.

#### **4.4 IP Office Expansion Unit Compatibility**

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

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

VoiceMail Pro must be at a minimum of 4.0(15) GA before automatic upgrades can be performed to Preferred Edition using this maintenance release.

The Preferred Edition 6.1(21) installer (also known as VoiceMail Pro) 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 6.1(21) 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.

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

The 6.1.5.19 release of Customer Call Reporter has no special requirements or prerequisites in order to upgrade from the 6.1 or 1.2 GA releases. Please refer to the Maintenance and Diagnostics section of the CCR Installation documentation for details on how to upgrade. If you are upgrading from CCR 1.X please refer to page 104 of Technical Bulletin 115.

#### **4.7 Upgrade Instructions for one-X Portal**

The 6.1(20) release of one-X portal has no special requirements or prerequisites in order to upgrade from the 6.0 or 5.0 releases. Please refer to the Maintenance section of the one-X Portal for IP Office documentation for details on the upgrade process.

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

This release of Applications Server contains no special requirements in order to upgrade from the previous GA release. Please refer to section 1.6 of the IP Office Application Server Installation and Maintenance documentation.

### **5 Assistance**

#### **5.1 Documentation and Software**

Documentation and Software can be downloaded from:

<http://support.avaya.com>

1. Select "Downloads"
2. Select "IP Office"
3. Select the Software release required
4. Select the Documentation Categories required

Software can also be ordered on CD/DVD if required.

## **6 Known Caveats**

IP Office Caveats are detailed online at:

<http://marketingtools.avaya.com/knowledgebase/caveats>

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