



IP Office Technical Bulletin

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General Availability (GA) of the IP Office Release 8.1 Q1 2013 Maintenance Release

Avaya is pleased to announce the availability of the IP Office Release 8.1 Q1 2013 Maintenance Release. This is a scheduled Maintenance Release addressing a number of field issues found in the IP Office 8.1 GA releases. This software also incorporates content and fixes for 8.1 Feature Pack 1 released in December 2012.

1 Overview

This Maintenance Release incorporates new software for:

- IP Office Core Switch 8.1(67)
- IP Office Preferred Edition 8.1(9102) (also known as VoiceMail Pro)
- Customer Call Reporter 8.1.40.5
- one-X Portal 8.1.92(28)
- IP Office Application Server 8.1.21(5)
- Unified Communications Module 8.1.97(4)
- IP Office Server Edition 8.1.97.25
- Windows Flare Experience 1.1.1.7
- User CD 4.2(48)

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 | 8.1.67 |
| IP Office Manager | 10.1.67 |
| System Monitor | 10.1.67 |
| Upgrade Wizard | 10.1.67 |
| Network Viewer | 10.1.67 |
| SSA Viewer | 8.1.67 |

| Delivered Software or Package | Version |
|---------------------------------------------------|----------------|
| 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 |
| 5601, 5602 Telephone Firmware | 2.3 |
| 2410 / 2420 Telephone Firmware | R6.0 |
| 5410 / 5420 Telephone Firmware | R6.0 |
| 1403 Telephone Firmware | R6 |
| 1408 / 1416 Telephone Firmware | R32 |
| 1408 / 1416 Loader (Boot File) Firmware | 25 |
| 9504 / 9508 Telephone Firmware | R45 |
| 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 | 1.3200 |
| 1603 Loader (Boot File) Firmware | 1.3200 |
| 1616 Button Module Firmware | 1.1.0 |
| 9620 / 9630 / 9640 / 9650 Boot Code | 3.2.0 |
| 9620 / 9630 / 9640 / 9650 Telephone Firmware | 3.2.0 |
| 9621 / 9641 Telephone Firmware (Application file) | 6.2.2.09U_V452 |
| 9608 / 9611 Telephone Firmware (Application file) | 6.2.2.09U_V452 |
| 9608 / 9611 / 9621 / 9641 Kernel | V13r50 |
| 1120E 1140E 1220 1230 Telephone Firmware | 04.03.12.00 |
| 3720 Telephone Firmware | 3.3.16 |
| 3725 Telephone Firmware | 3.3.16 |
| 3740 Telephone Firmware | 3.2.15 |
| 3749 Telephone Firmware | 3.2.15 |
| DECT R4 – IPBS 1 and IPBS 2 Firmware | 5.0.11 |
| DECT R4 - IPBL (DECT Gateway) Firmware | 5.0.11 |
| DECT R4 - GRBS (ISDN RFP) Firmware | R5C 3/40 |
| DECT R4 – AIWS Firmware | 2.73 |
| DECT R4 – AIWS2 Firmware | 3.13 |
| DECT R4 – WinPDM | 3.8.2 |
| DECT R4 – Rack Charger Firmware | 1.4.1 |
| DECT R4 – Advanced Charger Firmware | 1.4.1 |
| DECT D100 – BS_MS | 0.9.0 |
| DECT D100 – BS_SL | 0.9.0 |
| 3641 / 3645 Telephone Firmware | 117.056 |
| Avaya Voice Priority Processor (AVPP) Firmware | 17x.039 |
| Handset Administration Tool (HAT) | 2.8.22.0 |

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

2.1 Microsoft Windows 8 Support

This release includes support for the Microsoft Windows 8 Operating Systems including “Pro” and “Enterprise” (32Bit and 64Bit architectures). The following IP Office applications are not currently supported with Windows 8:

- IP Office Video Softphone
- Microsoft Lync Integration
- Contact Store
- one-X Portal Plug-in for Salesforce

A separate announcement will be made when support is available.

2.2 Microsoft Windows Server 2012 Support

This release includes support for Microsoft Windows Server 2012. Currently, this does not include the Customer Call Reporter (CCR). A separate announcement will be made when support is available.

2.3 New System Locale for Malaysia

This release includes new localization support (System Locale) for Malaysia.

2.4 Polish and Turkish language support for one-X

The 8.1.92(28) release of one-X Portal includes support for the Polish and Turkish languages.

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 Resolved field issues in IP Office 8.1(67) and Manager 10.1(67)

The following field issues have been addressed in 8.1(67) and Manager 10.1(67):

| <u>JIRA Number</u> | <u>Description of Issue</u> |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------|
| IPOFFICE-38216 | System Restart using the self admin feature to program on a 1408 handset. |
| IPOFFICE-39579 | System Restart when navigating through the "Self Administer" menu items (User BLF>Dir>Back) on a 1616 IP Phone |
| IPOFFICE-37141 | SCN channels may end up in an unknown/unusable status and a restart is required to bring the line back into service |
| IPOFFICE-32521 | CCR cannot differentiate between Phone Manager Softphones on remote subnets |
| IPOFFICE-39042 | 8.1(63) Manager does not have the option to select Ground Start Trunk Type in the Drop Down box for Analog Trunks |
| IPOFFICE-40423 | Cannot retrieve config from Server Edition until after a restart of the system |
| IPOFFICE-40309 | Italian Manager: DST settings, Calendar will not appear when clicking edit button |
| IPOFFICE-33149 | Release 8 Manager does not display Busy Tone Detection fields when loaded with a Release 5 Config |
| IPOFFICE-39658 | Manager does not check if SIP trunks are configured before displaying error "Maximum SIP Sessions must not be zero" |
| IPOFFICE-30865 | Manager - Known units list cannot be filtered |
| IPOFFICE-34726 | Partner Edition mode: Auto ICM Page buttons change to Auto ICM ring buttons after the phone rings with no answer |
| IPOFFICE-32222 | SIP Diversion Header diversion-privacy always set to [off], should be set to [full] when SIP>Anonymous option is enabled |
| IPOFFICE-39614 | DTMF not being recognized by VMPro - SCN Configuration |
| IPOFFICE-39617 | DTMF Tones not processed/recognized across SCN |

3.2 Preferred Edition 8.1(9102) resolved field issues

The following field issue has been resolved in this release of Preferred Edition (VoiceMail Pro):

| <u>JIRA Number</u> | <u>Description of Issue</u> |
|---------------------------|----------------------------------------------------------------------------------------------------|
| IPOFFICE-38226 | Messages are being deleted out of sequence or showing up as old/saved messages after being deleted |

3.3 Customer Call Reporter 8.1.40.5 resolved field issues

The following field issues have been addressed in Customer Call Reporter 8.1.40.5:

| <u>JIRA Number</u> | <u>Description of Issue</u> |
|--------------------|------------------------------------------------------------------------------------------------------------|
| IPOFFICE-36589 | CCR CDR report showing hunt group calls from other hunt groups if the call was tagged with an account code |
| IPOFFICE-35205 | Performance Issue when running a CCR Call Summary Report by DDI after upgrading |
| IPOFFICE-34826 | Agent Summary Report is showing Hunt Group Enabled Time when Agent logged off |

3.4 one-X Portal 8.1.92(28) resolved field issues

The following field issues have been addressed in one-X Portal 8.1.92(28):

| <u>JIRA Number</u> | <u>Description of Issue</u> |
|--------------------|--------------------------------------------------------------------------------------------|
| IPOFFICE-38873 | One-X Portal window cannot be resized when opened from the Call Assistant |
| IPOFFICE-35544 | 1XP Call Assistant displays "Message Exception caught in onPayload" |
| IPOFFICE-37140 | Server Edition logs grew excessively large and block one-x portal and voicemail operation |
| IPOFFICE-36268 | Time in the Call Logs in one-X Portal is incorrect by 1 Hour |
| IPOFFICE-36234 | 1XP Outlook Plug-in and CA Logging Issue |
| IPOFFICE-33735 | One-X Portal Web Browser closes suddenly and CA gets message server communication error |
| IPOFFICE-31740 | XMPP Presence status remains "Available" after the monitored user has closed their browser |
| IPOFFICE-31499 | Wrong time in call log record in One-X Portal |
| IPOFFICE-35338 | 1XP Outlook Plug-in and CA Logging Issue |
| IPOFFICE-32019 | When Outlook Plug-In is installed on Windows x64 PC's only half of the panel is shown |

3.5 User CD 4.2(48) resolved field issues

This release of User CD contains no field related fixes.

3.6 Applications Server 8.1.21(5)

This release of the Applications Server consists of Preferred Edition (VoiceMail Pro) 8.1(9102) and one-X Portal 8.1.92(28). Any field related fixes in these releases will also be incorporated into this release of the Applications Server.

3.7 Server Edition 8.1.97(25)

This release of IP Office Server Edition consists of IP Office core software 8.1(67), Preferred Edition (Voicemail Pro) 8.1(9102) and one-X Portal 8.1.92(28). Any field related fixes in these releases will also be incorporated into this release of Server Edition.

3.8 Unified Communications Module 8.1.97(4)

This release of the Unified Communications Module software consists of Preferred Edition (VoiceMail Pro) 8.1(9102) and one-X Portal 8.1.92(28). Any fixes in these releases will also be incorporated into this release of Unified Communications Module software.

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.

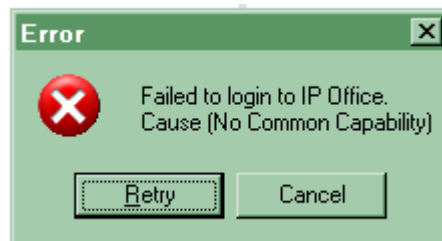
Note: An IP Office 8.0 system with Essential Edition functioning but not enabled with the required Essential Edition license key will have all telephony functionality disabled after the 8.1 upgrade. It is important to verify the license information prior to upgrading. If Essential Edition is not visible in the license summary, an Essential Edition license must be purchased and installed prior to attempting the 8.1 upgrade.

The table below 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(67) release, the Administration suite must also be upgraded. The following error will be displayed if attempting to access a system running the 8.1(67) 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(67). 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(67) 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

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(9102) 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(9102) 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 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.

4.7 Upgrade Instructions for Customer Call Reporter

IP Office Customer Call Reporter 8.1 supports upgrade from only the previous two 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.

4.8 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.

4.9 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. For further information please refer to the Server Maintenance section of the Application Server manual available from the IP Office Knowledgebase.

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.

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