AVAYA

IP Office Technical Bulletin

Bulletin No:	**54**
Date:	**30 November 2005**
Region:	**Global**

Table of contents

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General Availability (GA) of the IP Office 3.0 November Maintenance Release

Avaya is pleased to announce the availability of the IP Office 3.0 November Maintenance Release Software. This is a scheduled maintenance release addressing a number of field issues found in the IP Office 3.0 releases.

1 Overview

This maintenance release incorporates new software and CDs for IP Office Core Switch 3.0(69), VoiceMail Pro 3.0(19), and User CD 3.0(18), which includes the SoftConsole 3.0(13) and the Phone Manager 3.0(16) applications.

NOTE: Upgrading an IP Office 403 Unit to 3.0(69) from software earlier than 2.1(31) cannot be performed without first upgrading to an interim build – 2.99(1000). This is supplied on the administration CD. Failure to upgrade to this version prior to upgrading to 3.0(69) will result in a system that cannot be recovered without manual intervention.

IP Office 3.0(69) should be used for all 3.0 upgrades and new installations, except those where 2050(DT) terminal support is required, where 3.0DT should be used instead. The IP Office 3.0(69) software and associated applications can be downloaded from the Avaya Support Website:

http://support.avaya.com

This software is for use with the IP Office IP 403, IP 406, IP 406V2, IP 412 and the IP Office Small Office Edition.

2 New Feature Support

There are no new features in this maintenance release.

3 IP Office Resolved Field Issues

In the tables below, the Clearquest (CQ) number refers to the internal bug tracking database used by Avaya SMBS; 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.

3.1 IP Office 3.0(69) Resolved Field Issues

The following field issues have been addressed in the IP Office 3.0(69) software:

CQ Number	Description of Issue
CQ22817	Uniden analogue handsets fail to break TBR
CQ21625	No Speech path with VM on Call xfer from Site A to Site B and NOAns timeout
CQ23825	Calls mapped in non-existing channels according to Call Delta messages
CQ23425	Queue announcements are incorrect
CQ24577	Call in Hunt Group queue displays queued string when announcement made
CQ23750	Internal transferred calls are clipping User Names on 4406 sets
CQ21650	WAN3 Hello Packets being broadcast every 12 seconds
CQ23356	Divert on Busy activated when extension is not busy
CQ23308	System Incorrectly provides Busy
CQ22162	T1 PRI going out of service when connecting to a 5ESS
CQ23635	Tapi redirect from Q Grp ignores divert timers
CQ24654	RAS call stuck in system (as observed by Call status application)
CQ21855	DECT service doesn't always obey transfer return timer.
CQ23999	Unanswered call loops back to the auto-attendant
CQ21859	Message lamp lit but no message when softconsole use transfer to voicemail
CQ22008	Digital phones lock up and system must be rebooted to bring them back
CQ23788	SNMP, New Phone modules not shown correctly in entity MIB
CQ23681	SCN appears not to work in IP office frame relay network
CQ23192	SCN call goes directly to voicemail without ringing extension
CQ23229	Call Drops due to faulty PRI line
CQ22002	No Talkpath in an SCN environment when Direct Media is on
CQ22935	Calls go to VM without ringing the phone
CQ23517	Dead air on call transfer across SCN.
CQ22735	DTMF Beep heard across VOIP link
CQ24346	No MWI for analog sets if message is for a Hunt Group
CQ24678	Main site reboots upon merge config of remote site after a user has been deleted
CQ23257	Frame Relay cirucuit keeps dropping during low traffic times.
CQ23296	Users hear MOH instead of ringback when fwd no ans to remote extn
CQ23450	Confren center is getting no audio on Confrence
CQ23224	Able to exceed max number of members in conf, problems with display in 2420
CQ24184	Memory leak causing reset
CQ24368	Checking of CF Card (Emb. Voicemail) takes longer than 7 minutes
CQ23838	Unable to open multiple copies of sample WAV test application
CQ22009	E1R2 tie trunk between IPO/Definity not working for channels 11 thru 28 & 30
CQ24333	Soft Console pulls the call back on Direct to Voicemail transfers
CQ24755	All units reboot periodically due to buffer leak

CQ23395	Manager defaults to merge when changing extension numbers.
CQ20990	Busy Tone Detection in Saudi Arabia
CQ18401	PING fails through inverse NAT when usedwith the Primary Trans. IP address
CQ20026	Calls receive Busy Tone instead of NU tone if number unavailable
CQ21100	PMPro does not display Calling Party Name
CQ21263	Call Waiting definition incorrect in Manager Help Text
CQ21764	System gets a TLB Reset when it receives a Disconnect Code of 81 or 91
CQ21756	Unable to upgrade So8 to current build
CQ21780	Targetting only looks at 1st user in HG if Follow Me is set for that user
CQ21829	Duplicate Voip extns with same extn created on receipt of successive GRQ's
CQ21859	Message lamp lit but no message when softconsole use transfer to voicemail
CQ21911	IP Office 2.1(30) Unexpected reboot using L2TP with MS windows 2K as Client
CQ21924	Transfer return Timer does not work when Operator transfers to extn over SCN
CQ22068	Analogue lines do not disconnect when receiving Busy Tone from the CO
CQ22080	Reboot and lock up of VCMs
CQ22124	Mandatory Call Recording of 2nd call fails
CQ22128	SCN Callers do not receive Busy when Fwd NoAns is enabled
CQ22171	Speaker does not clear on call termination on 4610/4620 terminals
CQ22187	Using call listen on a call that is already being recorded cause 412 to freeze
CQ22248	Ring Recall from a held call and a holdpendingconfernce differ greatly
CQ22271	Hold reminder rings forever if hang up held call
CQ22355	Only 1 ISDN Channel available on restart of ISDN lines
CQ22384	Unit crashes when using Speed Dial of *32*Extn#
CQ23395	Manager defaults to merge when changing extension numbers
CQ22415	No Inband information played when call disconnects
CQ22465	Phone continues to ring after ring timeout
CQ22473	Message waiting lamps turns off at remote sites in an SCN environment
CQ22693	Transferred party details not displayed
CQ22855	In a transfer return call display does not show extension call returned from
CQ22402	Problems detecting CLI on Analogue Trunks in Denmark
CQ22641	Corrupt mailbox's in embedded voicemail on SOE
CQ22976	SOE embedded mail disconnecting calls midway thru AA greetings
CQ23686	Targetting only looks at 1st user in HG if Follow Me is set for that user
CQ24636	RAS call stuck in system (as observed by Call status application)
CQ22093	Shortcodes prefixed with # are not displayed on DS phones
CQ22238	Headset monitoring locks up the phone. Using handset or speaker works fine
CQ22261	Incorrect translation of DND on 2410/5410
CQ22333	Chinese 'interrupt' tone incorrect
CQ22336	External calls are being answered automatically via HFAI
CQ22469	Excessive amount of PRN statements when an exact match on an i/c call route
CQ22484	TAPI Make Call whilst an incoming call is presented - continues to ring
CQ22489	LCR not working correctly, only first 4 digits are used
CQ22490	Unable to use Redial when you have selected a Line Appearance key 1st
CQ22571	DDI calls that are answered and transferred blind generate internal ringing
CQ22627	The Swedish, Danish and Norweigian
CQ22632	Agent Mode PmPro. Selectable groups not updating
CQ22872	Second press of any number on the phone keypad answers a ringing call
CQ23206	Outbound Softphone calls disconnect at 59 Seconds
CQ23212	Locked VCM channels
CQ23277	Ringback timer (Hold timer) only used once, then follows Park timer
CQ23292	Unit reboots. Caused by deleting a Bridged App. call that no longer exists

CQ23314	Unable to pickup call from Main Phone when "Ringing back" on Bridged App
CQ23319	The Drop key on a Bridged App set works differently to Drop key on Main set
CQ23321	Unable to invoke CALL LISTEN on 3.0 software from the WAV Extns
CQ23322	Unable to kill In Band tone returned from a busy extension with tapi
CQ23328	Phantom Ringing calls - Call Appearance shows ringing call, but no call exists
CQ23333	Ringing Call continues to ring Main phone all - others dropped after a re-register
CQ23338	DEVCONNECT-iVoice-TAPI WAV extensions don't work in Hunt Group
CQ23476	CallPickupMembers does not not pick up a call on a 2nd call appearance button
CQ23478	Cannot configure DSS keys with Quotes "" anymore
CQ24817	Brazil Collect Call (BCC) Block not being performed on VoiceMail Pro AA
CQ22196	Call Park Zones improperly associated for Hotdesk Users
CQ22392	No tone when using programmed button to dial absent text short code
CQ22418	3.0.40 + is Truncating 44xx displays with the Call History counter
CQ22626	Occationally no Bearer Capability element is included in o/g SETUP message
CQ22748	24xx handsets the Login button is no longer a toggle feature
CQ22764	IP Office MOH wav file recorded correctly but does not load
CQ22927	Incorrect group Voicemail notification in PhoneManager Pro
CQ23050	No login prompts when accessing voicemail through menus on 4412 or 4424 sets
CQ22139	Calls return from held against busy without any call information
CQ22491	24xx/64xx display phones show HuntGrp enabled G when disabled via Manager
CQ22778	After upgrading the core s/w the ATM16 does not detect Chinese Busy Tone
CQ23355	DS Terminals do not receive diconnect tone
CQ23474	Embedded voicemail prompt - retrieving vmail - English prompt played
CQ23480	Retrieving voicemail - extn no. of leaving extn is preceded by zero
CQ23700	Forward to a HuntGroup does not obey the H/G OOS or NS rules
CQ24959	Forward all to huntgroup doesn't go to overflow group
CQ22204	Login Code Not shown on Display 2420/5420
CQ22466	CO account codes problem between remote sites and E&M tie lines
CQ23290	Conference Center does not Play Hold Music
CQ22542	Queuing not working correctly
CQ22566	Call waiting call order not maintained when the Bridged Phone is re-registered
CQ22576	Unable to pick up "Next Call in Line" from Button on Bridged Appearance User
CQ23071	No Audio on Second Call from Grp to IPSet
CQ23634	Agent state incorrect in CCV when in using HuntGroupEnable on 54xx
CQ23679	Using Ridecall SC to unpark from 54xx sets disconnects the call
CQ23997	Incorrect ISDN cause code used when terminating conferences
CQ24231	ICLIDLine button locks up if caller disconnects before it rings the phone
CQ23508	Intermittently the 1st DTMF digit is missed from the users voicemail code
CQ23977	Rebooting a system with off hook alog terminals- terminals remain offhook
CQ24082	Frequently get no dial-tone on pots in ENA locale
CQ24084	Intermittanly Pots phones do not Ring but if you pick up the call is there
CQ24202	Special characters for Denmark does not work on 5410 phone
CQ22337	Getting DTMF tone 0 when useing CallPickUpAny Short code
CQ23870	Line Appearance button remains flashing when ATM trunk goes to idle
CQ24382	Calls from the Auto Attendant to any group loop in the queued and still queued messages until an agent is available
CQ24401	Ringback Audio not switched through to POTs phone.
CQ23015	Directed Call Pickup broken on the 5402 - when User supplies Extn info.
CQ23445	3.0 Transfer return call display does not show extension call returned from
CQ24201	RTP UDP Port range assignments
CQ22394	Hunt Group - Ring Group Mode - DSKey Drop
CQ23326	Pressing the Drop Key on a ringing call appears to drop the call, but it doesn't

CQ24548	Transfering a call via the Tiptel causes the IPO to reboot
CQ24429	54xx/24xx sets save the SetAbsent Text Messages in memory
CQ24024	Unable to dial externally when using Line Appearance buttons and Analogue lines
CQ24358	Conf Center locks up VMPorts and makes access to VM not possible
CQ23949	IP406 System Reboots with a fatal TLB.
CQ24285	Consultation - Unable to pull config, Features fail to function over time
CQ23413	DEVCONNECT-ObjectWorld-Calls over T1-CAS don't report connected via TAPI
CQ24628	Call PickUp features allow you to pick up more calls than you have appearances for
CQ24631	Operators loses the ability to transfer calls if their call appearances are used
CQ24683	Internal Modem fails to work after reboot
CQ23429	Display on 6408/2420 show DISCONNECTED when busy number was dialled
CQ24558	Unable to remove expansion modules from config
CQ25016	Analogue handsets fail to break TBR
CQ24771	Intermittently DS phones lockup
CQ24319	On board DS ports on IP406v2 keep resetting
CQ24556	406v2 reboot with TLB errors
CQ24723	54xx Sets Lock up when connected to 406v2 or DS30 modules
CQ25025	Analog terminals do not connect to 199 prefix numbers on outbound calls
CQ24715	.FATAL Program Exception generated when using Bridged appearances
CQ24596	Second call in queue rings agent who is already busy
CQ25084	No speech path whilst in VMPro Call flow when using auto record.
CQ25150	406v2 reboots when user using 24xx/54xx phones tries to drop a call
CQ24950	412 watchdogs - due to config with large number og H/Gs with many Extns
CQ24714	Pots 30 module appears not to be able to keep up with DTMF tones
CQ24729	Credit card Reader is dropping digits on POTS 30

3.2 VoiceMail Pro 3.0(19) Resolved Field Issues

The following field issues have been addressed in the VoiceMail Pro 3.0(19) software:

CQ Number	Description of Issue
CQ22791	Unable to Forward VM message by pressing "6" on the PC Keyboard
CQ24457	Swedish translation on voicemail pro incorrect.
CQ24784	IMS scanning all folder under Outlook
CQ22256	Swedish translation on voicemail pro incorrect
CQ22551	FRC is missing 20 Wav files for Power Conferencing 2.1 and 3.0
CQ22577	Vmail/email issue - Chinese words not properly displayed in the voicemail email
CQ23866	VMPro whisper action broken when busy branch is looped back to Whisper
CQ23978	0 second length messages can be left for a user.
CQ24044	Leaving message via personal distribution list only sent to 52 users
CQ24172	Certain VM prompts in wrong dialect
CQ24649	Installation Wizard incorrectly asks about IIS

3.3 User CD 3.0(18) Resolved Field Issues

The following field issues have been addressed in the User CD 3.0(18) software:

CQ Number	Description of Issue
CQ23880	SoftConsole displays incorrect target info in the called name field
CQ24315	Annotate call and then parking call quickly can stop console from operating
CQ24535	If call goes to Overflow grp then S/C does not display the original HG target but the handset does
CQ25639	Call shown as "alerting" when retreived from park. Operator using 5602 terminal
CQ22688	Soft Console display on forwarded call to remote extension not as expected.
CQ23469	2nd call is not presented to S/C if it is running in Debug mode
CQ23470	F7 for Hold Call and Auto Answer Next Call in Soft Console does not work
CQ24239	Softconsole experiencing access violation errors
CQ22884	The Phone Manager "Skip Product Tour" option is ignore
CQ22323	Transfer not completing when switching between calls
CQ23171	Using PMP History to redial drops the 9 and fails the call
CQ23366	Second Call doesn't get Screen pop
CQ23385	Incorrect translations for Norway
CQ23520	Phonemanager import export only works in debug mode
CQ23521	Speed Dial Import / Export Feature only works for first speed dial TAB, not 2nd
CQ23522	Imported Speed Dials - right click on them a "List index out of bounds (2)" error
CQ23523	External speed dials will show as internal speed dials
CQ23665	Translation issue when installing PM (Chinse language selected).
CQ22365	Corrupt Profile error message if IPO user contains Swedish diacritics
CQ22787	Thre is no "Tool Tip" for the Play Saved Messages PMPro VM control button
CQ22844	CLI information is not recorded by PMPro when a user has invoked Pickup *30
CQ24159	Cannot retrieve held call from Call Status Pane by double clicking call
CQ24296	Outlook screen popping does not work in PMPro - known issue
CQ20439	LineMakeCall to a busy IP Extn doesn't return the same as a normal Extn
CQ22193	Select both extn and a huntgroup - get addr status reports the same for both

4 Technical Notes

4.1 Upgrade Installation Notes

When upgrading to 3.0(69) from a version of software prior to 2.1(35) the following procedures must be observed and the instructions followed to achieve a successful upgrade.

NOTE: It is recommended that any units not running the 2.0 or higher software should be upgraded to version 2.0 first before upgrading to 2.1(35). If this process is not followed Avaya cannot guarantee that the configuration will be upgraded as intended.

Before any upgrade commences the old Admin Suite must be removed and the 2.1 Admin Suite must be installed. The IP Office 2.1 Admin CD is fronted by the Microsoft installer, which behaves differently to the Install Shield package used on releases prior to 2.0.

The following points should be noted:

- In all cases the old version of the Admin suite must be uninstalled using add/remove programs before the 2.1 Admin Suite is installed. The install will not occur unless the previous software has been removed. The same applies if moving between versions of the 2.1 Admin Suite.

- Microsoft .NET is required to support some of the applications. It is recommended that .NET is installed. This may take several minutes to complete.

- If installing on a PC with .NET Framework version 1.0 installed, this must be un-installed before installing 1.1. This can be done by going into Control Panel, selecting Add/Remove Programs and then selecting the 1.0 Microsoft .NET Framework.

NOTE: If upgrading the system software from a Windows 2000 PC directly connected to the IP Office, ensure that the IP address is set as static for the duration of the upgrade. When in client mode, Windows 2000 can lose its IP address settings immediately if it detects a disconnection from the LAN (this occurs as the unit reboots during the upgrade process). This can cause the upgrade to fail and the unit to be left with no software.

IMPORTANT INFORMATION – IP 403 UPGRADE ONLY

If upgrading from software version 1.x you must follow the instructions in section titled "IP 403 Upgrade Instructions" to upgrade the software loader on the IP 403. If the IP 403 is already at 2.0 you can follow the instructions in section the section titled "IP401, IP406, IP412, and Small Office Edition Upgrade Instructions."

There are two IP 403 binaries in this release: one for updating the loader, version 1.99(1003) and the real binary, version 3.0(69). The loader upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V1_99 directory and the real binary is in the Manager directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories. Failure to follow these instructions will result in a failure of the upgrade to your system.

IMPORTANT INFORMATION – WAN3 UNIT UPGRADE ONLY

If you have a WAN3 unit connected and configured to your main IP Office system you must upgrade the WAN3 unit separately to the Main IP Office and its modules.

Please follow the normal upgrade procedure for your Main IP Office unit and it's modules as outlined in this document.

Once the other units have been upgraded successfully, please follow the same procedure to upgrade the WAN3 unit.

IMPORTANT INFORMATION – REMOTE UPGRADE OF UNITS

If you already have the 2.1 GA software installed on ALL of your IP Office system units and expansion modules then you can now perform a remote upgrade.

To perform a remote upgrade, you MUST be using a 2.1 or higher version of the manager and wizard applications. DO NOT USE ANY OTHER PREVIOUS VERSION OF THE MANAGER OR UPGRADE WIZARD.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

IMPORTANT INFORMATION – UPGRADE OF IP 403 UNITS

If you have the 2.1 GA or higher software installed on your IP Office 403 system units and expansion modules then you can now perform a remote upgrade.

There are two IP 403 binaries in this release: one for updating the memory allocation table, version 2.99(1000) and the real binary, version 3.0(69). The memory allocation upgrade must be done first and is required to create additional space in the area of Flash memory used for storing the operating software. These binaries exist in subdirectories of the main Manager directories. The loader version can be found in the Manager\IP403V2_99 directory and the real binary is in the Binary directory. When upgrading an IP 403, copy the required binary file into the Manager or Binary working directories, or change the working directory accordingly.
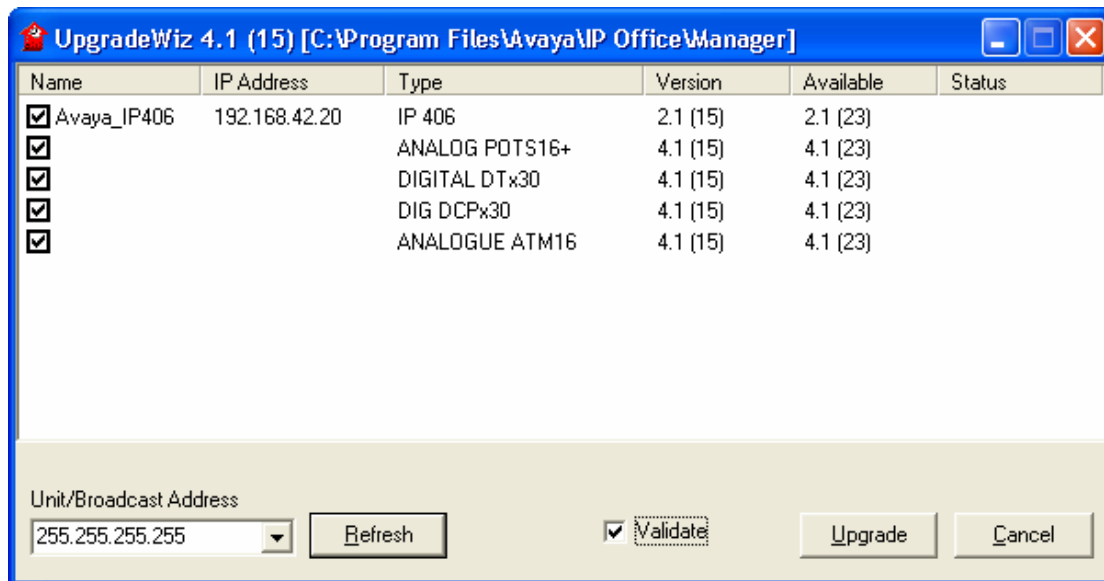
To perform an upgrade from previous 2.1 releases (prior to 2.1(35)) to 3.0(69), you MUST be using a 2.1 or higher version of the manager and wizard applications, and MUST upgrade to 2.99(1000) as supplied on the administration CD before performing an upgrade to 3.0(69). Failure to follow these instructions will result in a failure of the upgrade to your system.

First Dial in and connect to your IP Office, then follow the same upgrade procedure as outlined in the next section.

4.1.1 IP 401, IP 406, IP 412, and Small Office Edition Upgrade Instructions

To upgrade the Control and Expansion units do the following:

1. Ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails the current configuration may be erased, so a backup copy is essential.

2. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.

3. After a few seconds the upgrade wizard should show the Control and Expansion units found.

4. If no units are found using the broadcast address 255.255.255.255 this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

5. A window similar to the following is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.

6. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

7. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.
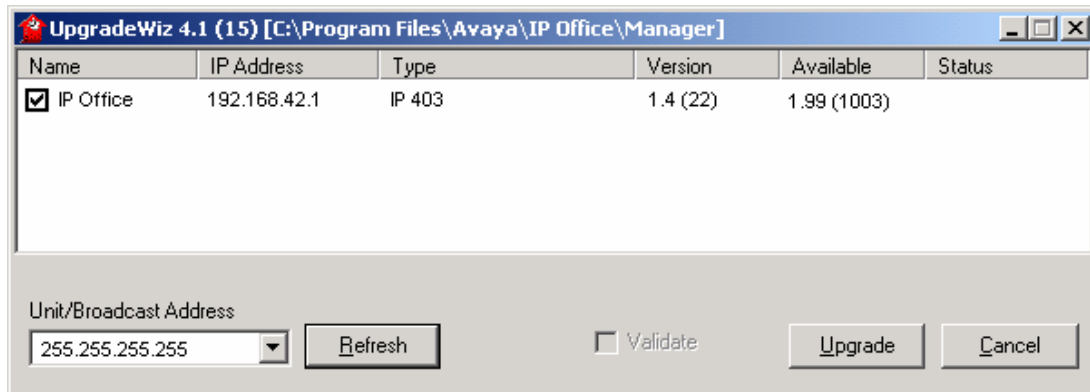
4.1.2   IP 403 Upgrade Instructions for upgrading from a release prior to 2.x

NOTE: Please read all of the following instructions before upgrading an IP 403.

Upgrading the IP 403 from 1.x to 2.x requires an upgrade of the loader software to version 0.81. The upgrade procedure for this is as follows:

1. Install the Admin Suite as normal. Do not open the Manager application.

2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V1_99 folder. This will contain a file called ip403.bin. This file is level 1.99 of the IP Office 403 firmware and contains the loader that is necessary to be able to upgrade from 1.x to 2.x, and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.

4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.

5. After a few seconds the upgrade wizard should show the Control and Expansion units found.

6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.

8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.

10. When version 1.99 firmware is installed in the IP Office 403 system the front panel LED's will flash a pattern, indicating that another version of the IP Office firmware must be loaded into the IP Office 403 base unit in order to make it fully functional. When the version 1.99 firmware is installed, the functionality of the IP Office system is very much reduced - there is no trunk support; there is no telephone handset support; there is no support for VoIP functionality, etc. There is also no support for expansion units, so consequently these will not be visible in the upgrade wizard when the CPU is running version 1.99.

11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_1 folder. This will contain a file called ip403.bin. This is the 2.1 IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

12. Repeat steps 4 – 9 of the above procedure.

13. The IP Office 403 system will now be at version 2.1.

14. Now that version 2.1 is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 2.1 software directly onto an IP403 system running 1.x software without installing the new loader version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid "DTE Port Maintenance", which is available from the Job Aids section at the following website:

http://support.avaya.com

You can also access the Job Aid by following the link given in the section titled "Job Aids" which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.0 or later firmware.

- The above procedure need only ever be completed once.

- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.

- Inadvertently repeating the above procedure will do no harm. Version 1.99 firmware for the IP Office 403 system detects whether or not the loader needs upgrading automatically and will only ever perform the modification once.

- Confirmation of the activities outlined above may be obtained by connecting a PC serial port terminal to the DTE port on the back of the IP Office 403 and monitoring the session. An indication that the loader has been upgraded is provided.

- The AT-X4 command has been added to the new IP 403 loader to erase the extra configuration space now available. This should be used in conjunction with AT-X2 and AT-X3 when defaulting an IP 403 unit via the DTE port.

4.1.3 IP 403 Upgrade Instructions if upgrading from a release previous to 2.1(31)
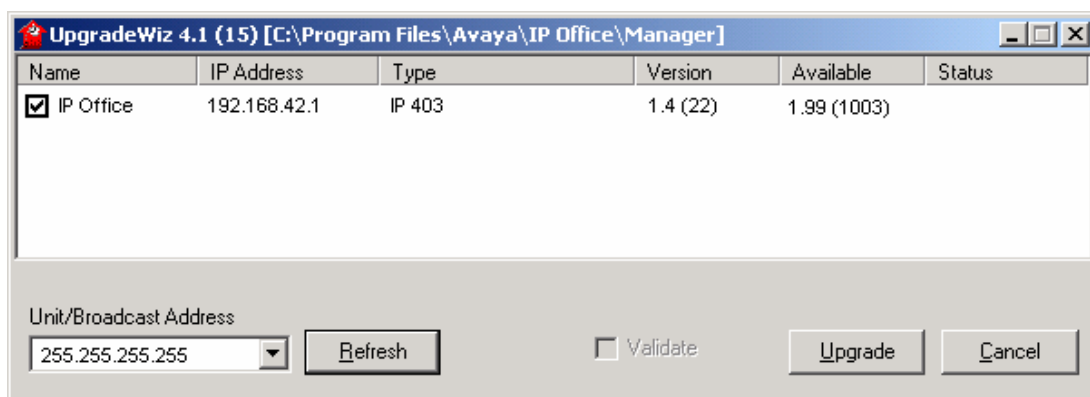
NOTE: Please read all of the following instructions before upgrading an IP 403.

The following procedure is applicable to the IP 403 only when running 2.1.x software.

Upgrading the IP 403 from below 2.1.31 to 3.0(69) requires an intermediate upgrade of the system software to version 2.99(1000). The upgrade procedure for this is as follows:

1. Install the Admin Suite as previously detailed. Do not open the Manager application.

2. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | IP403V2_99 folder. This will contain a file called ip403.bin. This file is level 2.99(1000) of the IP Office 403 firmware and contains the software that is necessary to be able to upgrade from 2.1.x to 3.0(69), and must be used in place of the existing ip403.bin file. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

3. Open the Manager and ensure that you have received and made a backup copy of the latest IP Office configuration. If for any reason the upgrade fails, the current configuration may be erased, so a backup copy is essential.

4. In Manager select File | Advanced | Upgrade. This will start the UpgradeWiz application.

5. After a few seconds the upgrade wizard should show the Control and Expansion units found.

6. If no units are found using the broadcast address 255.255.255.255, this implies that the Manager PC is not on the same LAN as the IP Office. You should not continue in this case until you identify a Manager PC on the same LAN as the IP Office.

7. A window similar to the one below is displayed. The list shows the current software levels of the units and the level of the appropriate bin file that is available in the Manager/Binary working directories.

8. The current version and available versions are displayed. Tick the check box under Name if it is not already ticked then click on Upgrade.

9. Enter the password of the existing configuration (not the default). Click OK and IP Office will reboot and undergo the upgrade cycle. This takes around a minute to complete. Click OK to finish once the upgrade has completed. This will close the UpgradeWiz window.

10. When version 2.99(1000) firmware is installed in the IP Office 403 system the system should be rebooted, then the following step run as soon as possible.

11. Using the Windows Explorer application on your PC open up the Program Files | Avaya | IP Office | Manager | Bin folder. This will contain a file called ip403.bin. This is the 3.0(69) IP Office firmware. Copy this file to the Manager folder within the IP Office suite on your PC, that is, Program Files | Avaya | IP Office | Manager, to overwrite the existing ip403.bin file.

12. Repeat steps 4 – 9 of the above procedure.

13. The IP Office 403 system will now be at version 3.0(69).

14. Now that version 3.0(69) is on the CPU the expansion units can be upgraded in the normal way using the upgrade wizard.

NOTE: If you attempt to put 3.0(69) directly onto an IP 403 system running 2.1.x software prior to 2.1(35) without installing the new 2.99(1000) version first the upgrade will fail and the system will have to be recovered via the DTE maintenance port. Full details of this procedure can be found in the IP Office Job Aid "DTE Port Maintenance", which is available from the Job Aids section at the following website:
https://emea-businesspartner.avaya.com/Support/TechnicalDatabase.html

You can also access the Job Aid by following the link given in the section titled "Job Aids" which can be found towards the end of this document.

The above procedure does not need to be performed if the IP Office 403 base unit is already running version 2.1(31) or later firmware.

- The above procedure need only ever be completed once.

- Once the above procedure has been completed all previous versions of IP Office 403 firmware may be freely loaded into the system.

- Inadvertently repeating the above procedure will do no harm. Version 2.99(1000) firmware for the IP Office 403 system detects whether or not the memory addressing needs upgrading automatically and will only ever perform the modification once.

- Confirmation of the activities outlined above may be obtained by connecting a retrieving a configuration file from the system via the manager application, and examining the versions displayed of the system unit and associated modules.

4.1.4   Unit Compatibility - Expansion Unit Interoperability

All expansion units must be upgraded or downgraded to match the CPU software.

4.2   Upgrade Instructions for VoiceMail Pro

4.2.1 Upgrading from 3.0 GA Voicemail Pro

The new backup /restore utilities allow the upgrade of a VoiceMail Pro system by performing the following steps:

1). Export the voicemail call flows using the Import/Export feature.
2). Backup the VoiceMail Pro registry settings using the 'Backupreg.bat' file supplied on the CD.
3). Uninstall the current VoiceMail Pro software.
4). Reboot the server.
5). Restore the VoiceMail Pro registry settings using the 'Restorereg.bat' file supplied on the CD.
6). Install the new VoiceMail Pro software.
7). Reboot the server.
8). Import the VoiceMail Pro call flows backed up in step 1.

4.2.2   Upgrading from 2.x or 1.x GA VoiceMail Pro

Backup your data. Always perform a backup of data BEFORE performing an upgrade.   For information in how to back up your existing data, please see the following section 'Backing up the VoiceMail Pro database'.

When upgrading from one software level to another the original software needs to be uninstalled. The un-installation process only removes those files installed during the application's original installation. Any other files added since are not removed, such as VoiceMail messages. Any callflows that have been created will still operate, but they will not be editable after the upgrade. To make sure that the callflows can be edited they need to be exported before the upgrade process and then imported into the new software version.

NOTE: After uninstalling any existing VoiceMail server, always reboot the PC. Uninstalling does not remove any existing messages and greetings.

4.2.2.1 Backing-Up the VoiceMail Pro Database

Before removing VoiceMail Pro, you should create a backup copy of the callflow database. This will contain any customizations made to the default callflow.

NOTE: The Root.vmp file contains the compiled callflow (created using Save & Make Live). This type of file cannot be loaded back into the VoiceMail Pro Client for editing. The editable version of the callflow is stored in the file VMData.mdb.

1. Start the VoiceMail Pro Client.

2. From the File menu select the option Import or Export.

3. Select the option Export Callflows and click next.

4. Enter a file path and file name ending in .mdb, e.g. C:\temp\backup.mdb. Click Next.

5. Click Finish to start the export then click Close to complete the export procedure.

6. Close the program.

4.2.2.2 Uninstall VoiceMail Pro

1. Open the Windows Control Panel.

2. Select Add/Remove Programs.

3. Select IP Office VoiceMail Pro and click Change/Remove.

4. From the options offered select remove and click next.

5. Follow any prompts given during the removal process.

6. When the process has been completed select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.3 Upgrade Installation

1. Insert the VoiceMail Pro CD. The Installation wizard should auto-start.

2. Select the language to be used during the installation. Click OK.

3. At the Welcome screen click next.

4. At the customer information screen accept the defaults and click next.

5. Select the type of installation required:

   Note: On Windows NT/2000/XP/2003, VoiceMail Pro Server is automatically installed as a service.

- **Typical Install:** Installs all the components of VoiceMail Pro including campaigns and the Campaign Web component.

- **Compact Install:** Installs all the components of VoiceMail Pro including campaigns.

- **Custom Install:** Allows selection of which components to install. The default selection before any changes is the same as the typical selection.

6. At the Choose Destination Location screen accept the default locations, click next to continue.

7. Depending on the type of installation some or all of the following options will appear:

- If the Campaign Web Component is being installed, the web server type, location of the web server's HTML root, and the CGI bin directories will be prompted for.

- On Windows NT/2000/XP/2003, if installing the VoiceMail Pro Server, the user account that the VoiceMail Pro service should use needs to be entered.

8. Unless there are specific reasons to do otherwise, accept the displayed program folder.

9. A summary of those items about to be installed is displayed. You can use Back to return to the previous screens and alter the selection if required. Click Next to begin the installation.

10. When the installation is complete select the option "Yes, I want to restart my computer now" and click Finish.

4.2.2.4 Restoring the VoiceMail Pro Database

1. Start the VoiceMail Pro Client.

2. From the File menu select the option Import or Export.

3. Select the option Import Call Flows and click next.

4. Use the Browse button to locate the backup file then click next.

5. Click Finish to start the import then click Close to complete the import procedure.

Note: After upgrading to VoiceMail Pro 2.x from 1.x the system will default to INTUITY mode and Advice of Call Recording will be enabled. To change these options, start the VoiceMail Pro Client and change these settings from Administration | Preferences | General. Users of VoiceMail Pro running in IP Office mode will be asked to record their name when they first dial into VoiceMail Pro after the upgrade.

5 Assistance

5.1 Manuals & CD's

The latest IP Office manuals and CD's can be downloaded from:

http://support.avaya.com

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | R3.0 English.

5.2 Job Aids

A number of Job Aids are now available to complement the technical manuals and offer a step-by-step "how to do" approach. These Job Aids can be found at:

http://support.avaya.com

From the list of options presented on the left hand side of the web page click on "Systems for Small and Medium Businesses" and then from the "Media Gateways and Media Servers" heading select IP Office | General Info.

5.3 IP Office Technical Training

Avaya University training courses have been updated to reflect the new features offered with the IP Office 3.0 release. Details of the courses and their availability can be found at the Avaya Learning Centre:

http://www.avaya-learning.com

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