IP Office Technical Bulletin

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Region: Global

General Availability(GA)- IP Office Release 11.0.4 Service Pack 1

Avaya is pleased to announce the availability of Service Pack 1 for IP Office Release 11.0.4 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.0 GA releases.

1 Overview

IP Office Release 11.0.4 Service Pack 1 incorporates new software for:

IP Office Core Switch 11.0.4.1.0 Build 11
IP Office Server Edition 11.0.4.1.0 Build 11
IP Office Application Server 11.0.4.1.0 Build 11
Unified Communications Module 11.0.4.1.0 Build 11
Preferred Edition (VoiceMail Pro) 11.0.4.1.0 Build 2
one-X Portal 11.0.4.1.0 Build 3
Soft Console 11.0.4.0 Build 9
"Powered by Avaya 3.0.4.1" Partner Hosted 11.0.4.1.0 Build 11

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	Updated in this build
IP Office Firmware (Table 2 lists specific details)	11.0.4.1.0 build 11	Yes
Manager	11.0.4.1.0 build 11	Yes
SSA	11.0.4.1.0 build 11	Yes
SysMonitor	11.0.4.1.0 build 11	Yes
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
2410 Phone Firmware	R6 - 030609	No
2420 Phone Firmware	R6 - 030609	No
5410 Phone Firmware	R6 - 030609	No
5420 Phone Firmware	R6 - 030609	No
1403 Phone Boot Firmware	03	No
1403 Phone Application Firmware	R07 (vintage 7)	No
1408 Phone Boot Firmware	25	No
1408 Phone Application Firmware	R48 (vintage 16)	No
1416 Phone Boot Firmware	25	No
1416 Phone Application Firmware	R48 (vintage 16)	No
14xx Phone Language	R10_v11_Pack01	No
14xx Chinese (GB) Phone Font File	R02_v01	No
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)	No
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)	No
9504 , 9508 Phone Application Firmware	R60 (vintage 13)	No
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3	No
4620 (Not 4620SW)	2.3	No
4625 Phone Firmware	2.9.1 (2.9 SP1)	No
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3	No
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)	No
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)	No
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)	No
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)	No
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)	No
1603, 1608, 1616 Phone Language Files	69	No
1616 Button Module 32 App	1.1.0	No
9620, 9630, 9640, 9650 Phone Firmware - Boot Code	3.2.8	No
9620, 9630, 9640, 9650 Phone Firmware - Application	3.2.8	No

9620D01A, 9630D01A Phone Firmware - Boot Code	3.2.2	No
9620D01A, 9630D01A Phone Firmware - Application	3.2.2	No
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V28R29 (6.6)	No
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.6.04 (6.6)	No
9608, 9611, 9621, 9641 Phone Language Files	132	No
3641/3645	117.058	No
HAT	4.1.4	No
AVPP	17x.040	No
T3 IP Phone Firmware	T247	No
T3 IP Phones Admin Tool	3.08	No
3701 Phone Firmware	22.04.04	No
3711 Phone Firmware	91.24.31.04	No
3711 Global Phone Firmware	91.24.36	No
3711 USB Driver	0.8	No
IP DECT - ADMM Firmware	1.1.13	No
IP DECT - ADMM Java Configuration	1.1.13	No
IP DECT – ADMM DECT Monitor	1.4	No
3720 Phone Firmware	4.7.2	No
3725 Phone Firmware	4.7.2	No
3730 Phone Firmware	2.4.1	Yes
3735 Phone Firmware	2.4.14	Yes
3740 Phone Firmware	4.7.2	No
3749 Phone Firmware	4.7.2	Yes
3720 Template	0.5	No
3725 Template	0.5	No
3740 Template	0.2	No
3749 Template	0.2	No
IPBS 1 Boot Firmware	10.2.9	No
IPBS 1 Firmware	10.2.9	No
IPBS 1 Downgrade Firmware	7.1.2	No
IPBS 2 Boot Firmware	10.2.9	No
IPBS 2 Firmware	10.2.9	No
IPBS 2 Downgrade Firmware	7.1.2	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.7	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.7	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2	No
DECT R4 - GRBS (ISDN RFP) Firmware	P7C 3/40	No
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3B 3/80	No
AIWS Firmware	2.73	No
AIWS2 Firmware	4.5.1	No
WinPDM (Windows Portable Device Manager)	3.12.0	Yes
Rack Charger Firmware	2.0.7	Yes
Advanced Charger Firmware	2.0.7	Yes
3720 Translation Tool	29	No
3725, 3740, 3749 Translation Tool	38	No
3730 Translation Tool	49	No
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No

3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
D100_BS_MS	1.2.7	No
D100_BS_SL	0.9.6	No
B179	2.4.1.5	No
E159	8.25.2	No
E169	8.25.2	No
E129	1.25.2.26	No
H175 Phones		
H175	1.0.2.3	No
J100 Phones		
J129	4.0.0.0.21	Yes
J139	4.0.0.0.21	No
J169	4.0.0.0.21	No
J179	4.0.0.0.21	No
Kxxx Phones		
K155	2.0.0.0.4550	No
K165/K175	2.0.0.0.4029	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.0.4.1.0 build 11
ip500v2_se.bin	11.0.4.1.0 build 11
avdcpb2.bin	11.0.4.1.0 build 11
dvppots.bin	11.0.4.1.0 build 11
naatm16.bin	11.0.4.1.0 build 11
nadcpV2.bin	11.0.4.1.0 build 11
nadcpaV1.bin	11.0.4.1.0 build 11
nadcpaV2.bin	11.0.4.1.0 build 11
dsaupnV1.bin	11.0.4.1.0 build 11
nadcpv2.bin loader update version	3.2(999)

2 Added Support

2.1 FQDN support

FQDN support for J100 SIP phones can be optionally enabled with a NoUser Source Number (NUSN) of ENABLE_J100_FQDN. This can be used if the SIP Registrar FQDN is configured on IP Office and is resolvable via the customer DNS server. The J100 SIP phones must have the DNS server configured (either via DHCP or manually) in order to avoid service impact, if they cannot resolve the FQDN to the IP Office IP address. Note that a reboot of the J100 phones is required once the NUSN has been configured on IP Office.

2.2 MAC Address support

The MAC address information for J100 SIP phones is retrieved via the +sip.instance Contact header field parameter from the SIP REGISTER message. The relevant MAC address will be used in case of Ethernet / wireless connectivity, for those J100 SIP phones that support either mode of connection. The MAC address information will be available via SSA as well as via the Location API for location tracking purposes.

2.3 Equinox on Vantage K155 support

The Avaya Equinox™ client is now supported on Vantage K155 as well as K165 and K175. This requires minimum software versions of IP Office 11.0.4.1 and Vantage 2.1.

3 IP Office Resolved Field Issues

In the tables 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 11.0.4.1.0 Build 11 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-149471	System Restart IP Office Primary SE- when ACW User is part of a rotary ring group
IPOFFICE-150660	Upgrade failing for 500v2 expansions with error Upgrade Failed; Failing at task 'Pull Upgrade', step 'Pulling files'

IPOFFICE-152430	No busy tone when User A calling User B from Phone Call History or from Contacts, when User B is engaged
IPOFFICE-151864	System Restart: System crash caused by out of memory in TAPI
IPOFFICE-151810	System Restart: with Jade Media server crash
IPOFFICE-151575	Customer has to press Call Park Button twice in order to answer parked calls
IPOFFICE-150945	System Restart SE: Abnormal Termination
IPOFFICE-150073	Playing back VMs left by external callers using Visual Voice shows Chinese/ Korean characters in the namespace row
IPOFFICE-148583	SSA unexpectedly shows SIP Trunk Alarm message "No free channel for incoming call"
IPOFFICE-148550	Call held on a J100 series phone does not get recalled when hold timer expires
IPOFFICE-145998	Call drops when trying to answer unattended transferred call on second appearance
IPOFFICE-145142	DECT external call Blind Transfer to IP phone cleared with "Error from protocol entity!"
IPOFFICE-152555	Poweredby IP Office: IP Office SE freeze when Equinox client user makes internal call to IP Phone user
IPOFFICE-151824	System Restart IPO Primary SE 11 SP4 - Abnormal Termination
IPOFFICE-151580	System Restart SE - 11.0.0.4.74 reboot after answering a call via SIP line on V2 -> SCN -> Avaya vantage phone with Security enabled
IPOFFICE-150830	System Restart SE IP Office crashing every 20 minutes generating core-dump files
IPOFFICE-150478	System Restart IP Office crashed generating core-dump files
IPOFFICE-149308	Uploading of 3rd Party Wildcard-certificate fails at site running with 11.0SP2
IPOFFICE-148588	System Restart IP Office Primary when SIP Dialog expires
IPOFFICE-144883	Blind transfer to J169 has no audio
IPOFFICE-150838	IPOSE expansion upgrade fails via Web Manager
IPOFFICE-144229	Power by IP Office unable to import a 3rd party certificate
IPOFFICE-151249	Configured SIP Registrar port stops been used for VM Transfer to Conference
IPOFFICE-150393	K1xx cannot merge calls into ad-hoc conference in IPO 500v2 basic edition
IPOFFICE-146059	Call transferred from ACCS agent to J179/J169 is being auto answered
IPOFFICE-145429	Blind transfer from SIP trunk call to J1XX SIP Feature phone has no audio

3.2 Voicemail Pro (Preferred Edition) 11.0.4.1.0 Build 2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-148506	VMPro GMail Integration: VMPro crash when Service Account config file has incorrect permissions

3.3 Manager /Web Manager 11.0.4.1.0 Build 11 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-151274	Manager: Unable to enable Mobility Features on Expansion system for Digital Extension users
IPOFFICE-151230	Manager displays warning on multiple ITSP Proxy Addresses
IPOFFICE-151120	IP Office Manager - Unable to add Hunt Groups to Users
IPOFFICE-150195	Manager SIP Registrar is been deleted
IPOFFICE-146373	Manager not showing all options under USER -> Telephony -> TUI
IPOFFICE-145544	Manager showing "No Server Edition licence present" error on a Powered By system
IPOFFICE-152029	After upgrading to 11.0 FP4 SP1 WebControl no longer has the ability to add files to the Software Repositories
IPOFFICE-153017	Web Manager overwriting User SIP data with default values
IPOFFICE-152507	User SIP fields always show default values regardless of settings
IPOFFICE-151845	Web Manager does not display user rights shortcodes
IPOFFICE-151436	Web Self Administration does not show the buttons programmed through User Rights in IP Office Manager
IPOFFICE-151392	Unable to configure user profile via Web Manager on IP500v2
IPOFFICE-151019	Web Manager "enable manager replay" not active
IPOFFICE-150840	Web Manager is not displaying button programming for user rights
IPOFFICE-150782	Media Manager shows wrong time format at 12 noon
IPOFFICE-150770	Web Manager stuck on loading system directory menu
IPOFFICE-150682	Web Manager SetOOSDestination does not save properly
IPOFFICE-150245	ACCS server constantly shown as down in Web Manager
IPOFFICE-150180	LDAP sync: loosing "Mobile Number" field in Scheduled Jobs
IPOFFICE-149483	Several Webmanager Solution Setting Options not available on freshly installed Server Edition
IPOFFICE-149236	Cannot view Certificate in WebManager
IPOFFICE-148788	Web Manager Self Admin does not load for users on an App Server
IPOFFICE-148710	Cannot access Web Manager and Media Manager Web UI
IPOFFICE-147977	Button assignment issue if multiple users modified
IPOFFICE-147761	Unable to set User Rights>Voicemail>DTMF Breakout settings to a Group via Web Manager
IPOFFICE-147270	The platform view link for Secondary is showing as 0.0.0.0

IPOFFICE-145392	Web Manager: Cannot create a "Group Paging" button in User Rights template
IPOFFICE-150526	Web Self-Administration page for the user doesn't show the Forward Unconditional number post logout and re-login, therefore user can't turn off Forward Unconditional number using Web self admin

3.4 Applications/Desktop Integration – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-150745	WebRTC softphone user doesn't hear in-band progress tones from ISDN network when calling a busy destination
IPOFFICE-150433	Avaya IP Office Web Client rejecting Server Address FQDN with more than 6 characters in TLD
IPOFFICE-149084	Avaya Communicator for Windows client intermittently crashes when user initially run it
IPOFFICE-150862	Avaya Communicator for Web intermittently unable to login via SSO
IPOFFICE-149884	SMGR 7.1.3 User profile does not get propagated to IPO
IPOFFICE-147985	New Dell servers support only GPT using UEFI. Avaya USB Creator (uses MBR) should be enabled to support GPT

4 Known Issues

There are no known issues in this release.

5 Technical Notes

5.1 Licensing Considerations

IP Office Releases 10.0 to 11.0 supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Pre-R10.0 Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences. The WebLM Host ID is the MAC address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter "V". The WebLM Host ID must be used when generating a PLDS license file for the WebLM server, in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A "Licensing" of the Avaya IP Office Platform Release 11.0 Release Notes or the "Administering Avaya IP Office Platform with Web Manager" manual available from the IP Office Knowledgebase.

5.2 Upgrading IP Office IP500 V2 core software

When upgrading to Release 11.0 from a previous release an upgrade license is required. It is recommended that the IP Office Release 11.0 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 11.0.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 11.0:

Platform	Current Release	Upgrade Step 1	Upgrade Step 2
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 11.0
IP500 V2	9.0.0.0 and later	-	Load 11.0
All modules	9.0.0.0 and later	-	Load 11.0

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 11.0. This will expand the loader to accommodate the 11.0 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 11.0; otherwise the system will require an 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.

5.3 Upgrading IP Office Administration

Previous GA releases of IP Office before 10.1.0.3.0.2 Manager are not compatible with systems running this release. Before upgrading an IP Office system to release 11.0, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 11.0 release with an earlier version of Manager:
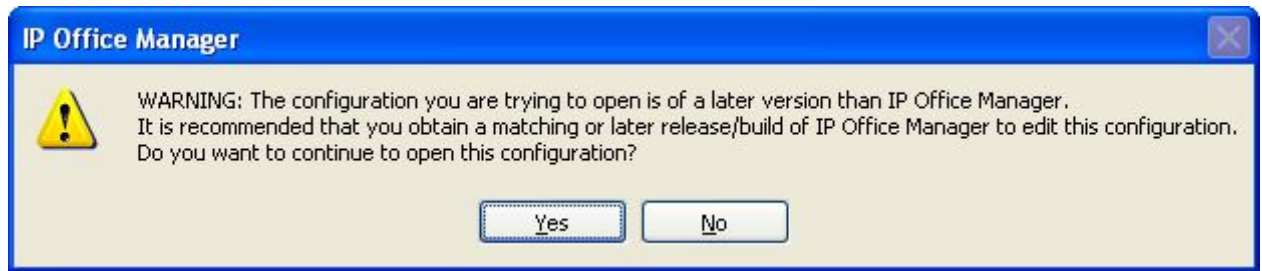
The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 11.0. It is not necessary to restart the PC after upgrading unless instructed to do so.

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.

5.4 Upgrade instructions for IP Office one-X Portal

Any previous versions must be upgraded to 9.0 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.

5.5 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 the previous GA release (10.0 or 10.1) For further information, please refer to the "IP Office Application Server 10.0 Installation and Maintenance" and the "Upgrading" section of the "Deploying IP Office Server Edition Solution" manual available from the IP Office Knowledgebase. Upgrades are supported from the latest service packs of 10.0, 10.1 and 11.0.

Warning: In all cases, always backup all application data to a separate location before upgrading.Note: for systems running a version prior to 10.0 latest SP an upgrade to 10.0 latest SP is required.

Web Manager Upgrade Instructions

If you are upgrading IP Office Server Edition or Application Server using Web Manager, please read the following guidelines.

Note: If the system is currently running IP Office 9.1 software, the following steps are not required. It is only applicable for systems running either IP Office release 8.1 or 9.0 software.

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

1. Transfer the ISO image.

2. Start an Upgrade of the Primary system.

3. During the Upgrade, monitor the progress on Web Manager.

4. After the upgrade, Web Manager will trigger the post-upgrade step.

5. Login to Web Manager.

6. A warning will appear that a post-upgrade step is needed.

7. Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.

8. If that link appears, click and trigger the post-upgrade.

9. After the post-upgrade step, a reboot can be triggered automatically.

10. Follow the same steps from 2 to 9 for the other systems from the solution.

The following services will be added to IP Office Server Edition on completion of the process:

- IP Office Web Collaboration
- IP Office WebRTC
- IP Office Contact Store
- IP Office Web License Management
- IP Office Media Manager

Upgrading a Virtual Server Edition System or Applications Server

If you are upgrading a Virtual Server Edition system or Applications Server and the system has been through a number of previous upgrades that introduced new Linux kernels, the upgrade report may indicate that the yum process died before completion. This is because the /boot partition is almost full.

To resolve this, please see "Upgrading an OVA" on page 25 of the IP Office Platform Release 10.0 Release Notes.

Note: This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 11.0

5.6 Upgrade Instructions for IP Office Unified Communications Module (UCM)

To upgrade a UCM to 10.1 Service Pack 3 or above from release 9.0 and below the "USB Upgrade" method must be used.

If upgrading to 10.0 Service Pack 4 or above from release 9.1, the "Web Management Upgrade" method is recommended. The "USB Upgrade" method can also be used if preferred.

For further information about upgrading the UCM please refer to section 5.9 "Upgrading the module" of the "Installing and Maintaining the Unified Communications Module" manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

6 Assistance

6.1 Software and Documentation

Release 11.0.4 Service Pack 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/

6.2 Future Service Packs

IP Office Release 11.0.4 Service Pack 2 is currently scheduled for release on the 29th November 2019.

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	31st July 2019	First published edition.

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