Powered by IP Office Containerized 11.0.5.0 Customer Release Notes

Releases

Service Update Details

- Customer Software typically requires a less than 5-minute service outage which must be scheduled with the customer. The 11.0.5.0 upgrade takes the normal 5-minute time however to be prudent it is strongly recommended to get a 30-minute service window in case issues arise.
- The 11.0.5 Cluster will support the current software release (i.e. 11.0.5.X) and 1 previous feature release (i.e. 11.0.3.X).
- Software updates, hot fixes or patches will only be made to the current software release (11.0.5.0 in this instance). Any updates to the previous feature release will only be considered under exceptional circumstances.
- All new Customers are created with latest release
- Partners are strongly advised to upgrade customers to latest version as soon as is practical.
- Customers falling 2 feature releases behind will be forced upgraded during Cluster Maintenance for the next major release.

Software Versions

Release Software Loads:

Cloud Diagnostic Agent (CDA)	11.0.5000.8
Certificate Agent Service (CAS)	11.0.5000.244
Container Media Manager (CMM)	11.0.5000.195
Cloud Operations Manager (COM)	11.0.5000.462
Core Telephony	11.0.5000.244
Centralized Media Services (CMS)	11.0.5000.244
Media Service (MS)	11.0.5000.244
Embedded Voice Mail (EVML)	11.0.5000.244

Cluster Store Interface (CSI)	11.0.5000.134
Equinox	3.6.0.153
Vantage	2.1.0.1

What's New - Partner Content

- Customization Bucket Management via COM
- COM Operator Creation
- Read-only COM Operator
- COM Wallboard User
- Log Management via COM
- Centralized Media Services (CMS)

The Solution Overview provides more details on features:
https://downloads.avaya.com/css/P8/documents/101056821

What's New - Customer Content

- Voicemail/Auto Attendant
  - Virtual Auto Attendant – Text to Speech and Speech Recognition in Auto Attendant
  - Extended AA Greetings Formats
  - Local Call Recording to Opus reduces attachment sizes
- Extended Hunt Group Announcements – Position and ETA Announcements
- Web Manager Enhancements
  - Forgotten Password Recovery
  - Online Help
  - IP Office synchronization with Avaya Cloud
- CMM Enhancements
  - VRL Recordings Export
  - Support for VRL Playback in Edge browser
  - Saving VRL filters
- Client Enhancements
  - Avaya Communicator for Web Softphone support
  - Avaya Cloud Authorization (SSO) for Equinox and AC Web
  - Soft Console Avaya Spaces Instant Messaging
  - Apple Push Notification Support on Equinox 3.6
- Device Enhancements
  - J1xx 4.0.2 Firmware Support -
    https://downloads.avaya.com/css/P8/documents/101058668
  - Vantage 2.1 Firmware Support -
    https://downloads.avaya.com/css/P8/documents/101058077
- New IP Office Locale Support – Czech, Hungary and Poland
- Partner Cloud ACR Reporting

The Solution Overview provides more details on features:
https://downloads.avaya.com/css/P8/documents/101056821

The IP Office KB provides additional technical information:
http://marketingtools.avaya.com/knowledgebase/businesspartner/index.php
Select 'Containerized IP Office'

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Fixes

Task ID	Summary	
IPOFFICE-152654 IPOFFICE-153101 IPOFFICE-152529	Unreported - Core Restart found in monitoring	Stability Issues
IPOFFICE-152070	Unreported – COM Restart found in monitoring	
IPOFFICE-153764	COM Restarting and causing connection issues	
IPOFFICE-151957	Core Restart found when delete user from Web Manager	
IPOFFICE-152071	Unreported - CMM intermittent crash found in monitoring	
IPOFFICE-152186	COM getting "Update bucket inaccessible. Bucket Name: "XXXXX" error	Management Issues
IPOFFICE-151990	COM application center Certificate Agent not showing upgraded version	
IPOFFICE-152233	COM Operator cannot filter Resellers	
IPOFFICE-151837	Web Manager does not allow you to configure more than one SIP line appearance. The first SIP line appearance gets overwritten by Second one	
IPOFFICE-151440	Web Manager customer admin incomplete audit trail localization	
IPOFFICE-151231	Web Manager change to 'Not supported SIP Line configuration - invalid for Call Handling' message	
IPOFFICE-151790	SIP Line Appearance: Web manager does not save the Incoming ID in ascending order (701->710). It saves as descending order (710->701)	
IPOFFICE-152959	Web Manager username change not updated automatically in ICR	
IPOFFICE-153090	Web Manager can't enter a shortcode in a directory entry	
IPOFFICE-152956	Web Manager rendering of dashboard incorrect for non-English Locales	
IPOFFICE-151971	Web Manager Solution Page misaligned with multiple Locale	
IPOFFICE-150421	Web Manager not warning the User for exceeding Subscription Limit	
IPOFFICE-151581	Unable to access Mobility tab for all the users after change and update "Twinning Time Profile" under Mobility tab	
IPOFFICE-152496	Inconsistent behavior if selecting Appearance Button 1 VS. Appearance Button 2 or 3, while adding Bridge-Appr to users in Button Programming	
IPOFFICE-154378	Auto Attendant call transfer to Hunt Group "Product Support" doesn't work, always the action defaults to "Product"	
IPOFFICE-151812	COM - label based upon Tech Contact for Tier 1 Resellers	Other Issues
IPOFFICE-150554	AA: Fall back destination for 'Park and Page' does not get the call notification if the primary 'Park and Page' is not reachable	
IPOFFICE-150592	CMM stronger encryption and password security	

Known issues and workarounds

- If H.323 Devices are required on your solution, please ensure the customer is running on the integrated media server. For details on how this is done please reference the "Using Cloud Operations Manager" manual and simply search for h.323.

Contacting Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions or request an agent to connect you to a support team if an issue requires additional expertise.