



Avaya IP Office™ Platform Release 11.1 – Release Notes / Technical Bulletin General Availability

Issue 005



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2 Document changes

Date	Description
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Apr 10th, 2020	Document issued
Apr 15 th , 2020	Issue 002 – Added section 4 Important Information
Apr 17 th 2020	Issue 003 – Updated Hypervisor support section 6.14 and Minor grammar changes
Jun 10 th 2020	Issue 004 – republished
Sept 11 th 2020	Issue 005 – Updated to correct VM Pro UMS Support on Windows Server 2016

3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™ Platform Release 11.1. Avaya's offer is referred to as "IP Office R11.1" throughout this document.

For a full, detailed product description for Avaya IP Office 11.1 see the following URL.

<https://sales.avaya.com/en/pss/ip-office>

4 Important Information – Avaya IP Office Server Edition Upgrade

- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)

Avaya IP Office R11.1 Server Edition is based on the CENTOS 7 operating system. To upgrade from an earlier release the system must first be upgraded to Avaya IP Office 11.0.4 Service Pack 3 and the maintainer must follow the IP Office 11.1 Server Edition Migration process. [Avaya IP Office Server Edition 11.1 Upgrade Procedure](#)

5 What's New

The communications industry has changed dramatically over the past five years, thanks to the proliferation of cloud-based applications, web conferencing and the Internet of Things.

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As the IT landscape has evolved, so has the underlying communications platform – and that is having an impact on customer service.

Like many Avaya customers, the communications platform rolled out several years ago continues to operate with the performance they rely on, while business and customers have changed dramatically over the past five years.

Now with the Avaya IX Workplace™ team engagement solution, users may truly collaborate anywhere from any device, across any channel. New Vantage and J100 Series phones provide refreshed devices to drive new sales and migration opportunities.

Demand for instant communications and collaboration is no longer a nice-to-have, but a must-have for enabling employees and making fast business decisions. Winning business means serving customers in the way they want to be served – and faster than competitors can. By modernizing the communications infrastructure, connecting any employee, anywhere, means improving customer service and reducing costs. Additional benefits can translate into increases in revenue and profits.

Ease of doing business

IP Office continues to evolve with Release 11. There have been significant advancements in security and resiliency, particularly for those that are interested in moving to cloud deployments. For Avaya partners, simplifying deployments with new configuration wizards ease installation complexity and technician time. Avaya offers solutions from pure premises deployments, to pure cloud deployments. This offers flexibility for customers to start with a premises-based solution, move to cloud as a resiliency option, or start in cloud and still have resiliency on premises. As an added benefit, customers who are familiar and accustomed to analog line appearances, as with key system, may now deploy SIP trunks and program line appearance buttons on their phones. SIP Line Appearance will be supported on Essential Edition, Server Edition, Select and Powered By solutions. This makes it easier to migrate smaller businesses with analog line appearance to SIP trunked systems while preserving their user experience and business processes.

With R11.1, IP Office utilizes Product License and Delivery System (PLDS) licensing for new system deployments. Partners will benefit from self-service licensing management and the utilization of a common licensing format across the Avaya solution stack. The Avaya One Source (A1S) upgrade configuration option will simplify and automate upgrades to IP Office R11.1, same process used for R10/R10.1. This process supports both transactional/paid or support entitled upgrades. Avaya will continue to support aftermarket licensing for user and trunking for those customers who may need to expand their system but are not ready to upgrade.

Stronger resiliency and security

IP Office provides high-availability and secure communication without the high costs and complexities of managing additional servers in their network. Customer locations may have automatic backup, active calls stay connected, no idle hardware needed. R11.1 introduces WebRTC Gateway resiliency with IP Office Select; providing High Availability (HA) to WebRTC users.

Enhanced Collaboration



Media Manager will be the primary recording/archiving solution with R11.1. **Media Manager in R11.1 enforces migration of Contact Recorder data as part of the R11.1 upgrade.** Media Manager search capabilities are improved for both Administrator and User with R11.1. **Contact Recorder is no longer supported with IP Office R11.1 and is not part of the R11.1 software. (There is no migration of Contact Store data with R11.1.)**

For ease of use and enhancing the user experience, the new IP Office Web Client is a WebRTC based client that facilitates audio, video, Instant Messaging and Presence based collaboration between users in either a Chrome browser-based environment (Windows or MacOS) or as a standalone Windows client.

R11.1 will also start the introduction of the Avaya IX Workplace™ client on IP Office. With R11.1 the Avaya IX Workplace™ client will be supported on IP Office as a softphone only (audio and video calling). Instant Messaging will be provided via Zang™ Spaces, presence will be provided via the IP Office core and there will be optional subscription available to Avaya IX Workplace™ Meetings Online for multi-party audio / video / web conferencing.

While the Avaya IX Workplace™ 3.8 client will be a common client across both of Aura and IP Office (R11.1) platforms in the GA timeframe – it is very important for all to understand that the client capabilities will vary, depending on the platform that the client registers to. This is down to different underlying architectures in each case. and may also be used with Server Edition and IP Office Select deployments

IP Office R11.1

Avaya IP Office R11.1 software/binaries will be available through PLDS or the support site. Customers will be required to upgrade to R11 using paid or entitled R11 release upgrade licenses and apply the R11.1 software load using Manager.

If the system is running R10/10.1, which is all PLDS licensing; the PLDS upgrade processes would apply.

Only if you are on pre-R10 and upgrading to R10/10.1 or R11.0 would you need to use the .xml license migration file and processes for upgrades.

- Customers & Partners will still have to go through design / ordering process to able an upgrade from IPO R10 to R11.1
- However, they do NOT have to upload the XML file for license migration for R10 to R11.1 designs. Use the standard PLDS and A1S design process for upgrade/entitled upgrade and activation.

Note that with General Availability of IP Office R11.1, Service Packs will be issued per the target dates scheduled below. With the introduction of R11.1, service packs will no longer be provided for R10.0. Avaya reserves the right to change this schedule. Refer to the Avaya Product Lifecycle Policy for further information.



Throughout this document, readers will learn much more about the extensive innovation being delivered in IP Office R11.1.

6 Summary of New Features Delivered in IP Office Release 11.1

IP Office Release 11.1 includes a range of new features that will support Cloud market expansion, ease of doing business, openness and user client experience for the mid-market space. These are summarized in the table below.

IP Office Premises
Core Content: <ul style="list-style-type: none">• SMGR AURA 8.x (Phase 2)• Data Privacy/CECs• CentOS 7• MTCTI API (DevConnect)
Clients and End points: <ul style="list-style-type: none">• IX™ Workplace:<ul style="list-style-type: none">○ Apple Push Notification○ Single Sign On (Avaya Cloud (Space) + IP Office)○ On-Premise Messaging○ Incoming Call Redirection (Call Forward, Mobile Twinning)○ Feature Button – Hunt Group○ Centralized Call Logs○ L100 Headsets○ Android 10 support• Vantage 2.2 SP2• Soft Console – support for Avaya Cloud (Spaces) IM• AC Web – support for Avaya Cloud (Spaces) IM• J159 (11.0.4.2 FP available in November)• J100 4.0.4• B199 IP Conference phone

Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.1 are supported on all Editions, platforms and phones - please see each feature's description for details.

Note 2: The R11.1 software will support planned HW components and parts upgrade planned for late CY20. Advanced notice to the business partner for cut over timeframe will be communicated through the IP Office Offer Document update.

Further note that IP Office 11.1 will be available for CPE (on-premise) only.

Powered by Avaya IP Office (Virtualized) will remain on 11.0.4 software.



For a detailed introduction to the new features in IP Office R11.1 please see the [Offer Definition here](https://sales.avaya.com/en/pss/ip-office) - (https://sales.avaya.com/en/pss/ip-office)

6.1 Centralized WebLM Licensing Update:

IP Office release 11.1 uses a newer version of the WebLM server than previous IP Office releases; WebLM version 8.1

6.2 Avaya IX Workplace™ Client

Avaya IX Workplace™ is a SIP-based unified communications client with real time collaboration capabilities that enable business users to easily manage their day-to-day communications from a single interface. IP Office R11.0 introduces support of Avaya Equinox™ client for the desktop (Windows and Mac) as well as mobile (Android and iOS). The following enhancements are added as part of IP Office 11.1.

Note: Avaya Equinox is rebranded Avaya IX™ Workplace and will be referred to that going forward.

6.3 Apple Push Notification (APN)

IP Office 11.1 in conjunction with Avaya IX™ Workplace client 3.8 and later introduces support for Apple Push Notification for the on-premise environment. Apple Push Notification enables an iOS client to receive information even when the Avaya IX™ Workplace application is not running.

Apple Push Notification ensures delivery of calls, voicemails and Instant Message notifications to the Avaya IX™ Workplace iOS client even if the application is suspended or not running. This also helps to optimize battery usage as the application does not always have to be active.

Note that the Avaya IX™ Workplace client 3.8 is based on the Apple iOS 12 SDK. A follow up Avaya IX™ Workplace client 3.8.4 will be released some weeks after launch of IP Office 11.1 – that client will be based on the most recent Apple iOS 13 SDK.

The table below explains the Apple Push Notification support with different IP Office deployments:

Avaya IX™ Workplace	IP Office	IPO Push support	Avaya IX™ Workplace push call/MWI
3.8.0	11.0.4.2	No	Not Supported
3.8.0	11.1.0	Yes	Supported

3.8.4	11.0.4.2	No	Not Supported
3.8.4	11.1.0	Yes	Supported

6.4 Avaya IX Workplace – Single Sign On (SSO)

Currently an Avaya IX™ Workplace user has to login to two accounts: IP Office for telephony as well as Avaya Cloud (Spaces) for Instant Messaging. Single Sign On will allow the user to sign in once to Avaya Cloud (Spaces) and be passed through to IP Office as authenticated for telephony – using industry standard OAuth 2.0. Minimum Avaya IX™ Workplace 3.8 client is required.

Avaya Cloud (Spaces) allows a user to be authenticated via any of the following – that means a user can now be authenticated for IP Office telephony using same:

- Google
- Office 365
- Salesforce
- Enterprise SSO

6.5 Avaya IX Workplace – On Premises Messaging with one-X Portal

Currently in the IP Office environment there is a dependency on Avaya Cloud (Spaces) for instant messaging with the Avaya IX™ Workplace client.

IP Office 11.1 introduces support for On Premise Messaging i.e. Avaya IX™ Workplace client (3.8 and later) can now use Avaya one-X Portal for instant messaging. Point to point instant messaging is supported i.e. similar capability to Avaya IX™ Workplace with Avaya Cloud (Spaces). A new system level option allows choice of either Avaya Cloud (Spaces) or one-X Portal as instant messaging solution for Avaya IX™ Workplace client.

Note that Apple Push Notification support for On Premise Messaging will follow on from IP Office 11.1, with launch of the IX Workplace™ 3.8.4 client some weeks after 11.1. That means that iOS clients in foreground only will get message alerts until availability of IX Workplace™ 3.8.4.

6.6 Avaya IX Workplace – Incoming Call Redirection

With IP Office 11.1 and Avaya IX™ Workplace client (3.8 and later) the user has additional capabilities available via the Incoming Call Features menu on the client.

- Ability to toggle status of Call Forward as well as configure target for same
 - Call Forward All Calls
 - Call Forward Busy / No Answer
- Ability to toggle status of Mobile Twinning

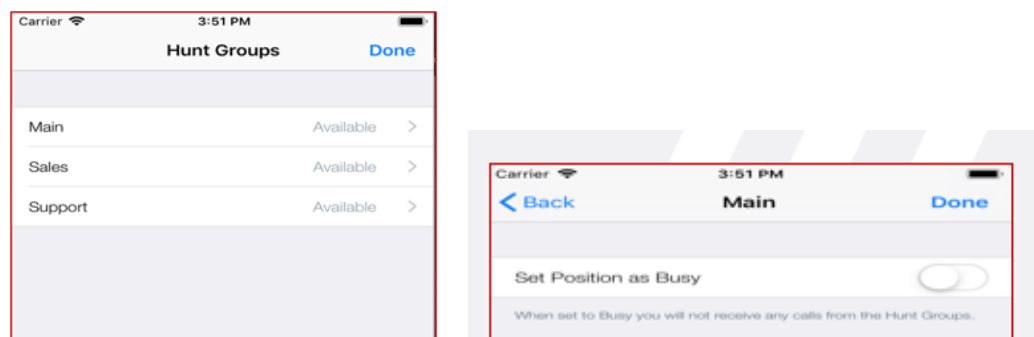
Setup is via administration on IPO server side as per normal user configuration. If the user is not configured for relevant services then the options will not be presented via the Avaya IX™ Workplace client.

6.7 Avaya IX Workplace – Hunt Group Feature Button

IP Office 11.1 adds support for the first feature button within Avaya IX™ Workplace client (3.8 and later).

The Hunt Group button is similar to the Hunt Group Enable button as programmed on IP Office desk phones – it allows users to toggle their membership status (receive calls or not) for individual hunt groups. It does not allow changing the hunt group status to Out of Service or Night Service.

Setup is via administration on IPO server side as per normal user configuration. The user will only see hunt groups for which they have been configured.



6.8 Avaya IX Workplace – Centralized Call Log

Call logs for the Avaya IX™ Workplace client on IP Office have until now been local to the device only – this has meant a mismatch in details between the desk phone and soft

client call logs. IP Office 11.1 adds support for centralized call logs for the Avaya IX™ Workplace client (3.8 and later), using the same IP Office centralized call log infrastructure as for desk phones. This will allow a consistent view of call activity across Avaya IX™ Workplace client and other clients / phones.

Standard IP Office capacities will apply as for desk phones i.e. 30 entries for IP500V2 and 60 for other platforms. If missed hunt group calls are also being logged, the system stores up to 10 call records for each hunt group. When this limit is reached, new call records replace the oldest record.

Similarly, the same call log format will be used as for desk phones – one call log entry per calling party, showing the status of last call as well as total number of calls for that party

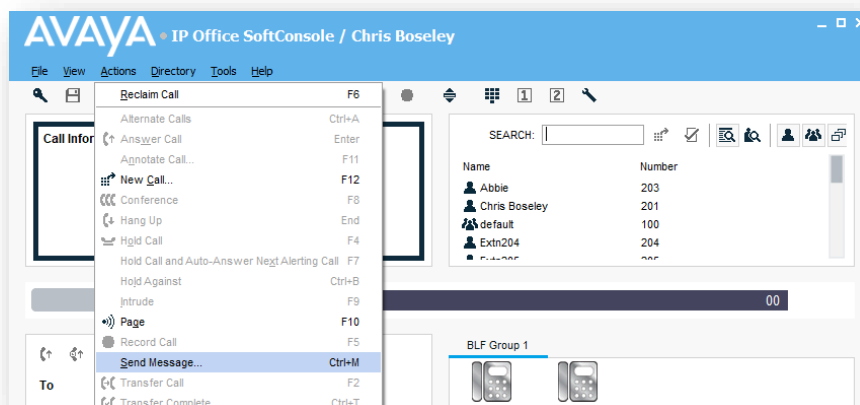
6.9 Avaya IX Workplace – L100 Headsets and Android 10

The IX™ Workplace client 3.8 adds support for the following with IP Office 11.1

- Call control from Avaya L100 headsets
- Currency with Android 10 OS

6.10 Soft Console – Avaya Cloud (Spaces) IM

Soft Console currently supports instant messaging via one-X Portal only.

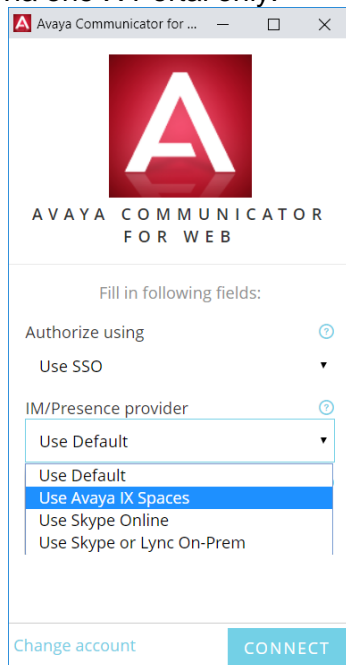


IP Office 11.1 adds the option of having Soft Console use Avaya Cloud (Spaces) for instant messaging. This will allow an operator instant message with users on Avaya IX™ Workplace client.

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6.11 AC Web – Avaya Cloud (Spaces) IM

Similarly, Avaya Communicator for Web (AC Web) currently supports instant messaging via one-X Portal only.



The latest version of AC Web (1.0.20.1212 and later) adds support for Avaya Cloud (Spaces) for purposes of instant messaging, in addition to the existing options (one-X Portal and Skype / Lync). This opens up instant messaging between AC Web (often used for Google / O365 / SFDC integration) and Avaya IX™ Workplace users.

6.12 Avaya Aura System Manager (Phase 2)

IP Office branch has again been supported since Avaya Aura® 8.1 – it was not supported with Avaya Aura® 8.0.

IP Office 11.1 continues the enhancement of the IP Office branch solution with respect to centralized management, and further removing dependency on Internet Explorer and Java applets. More configuration is moved to Web Manager within Avaya Aura® System Manager, rather than launching the applet-based IP Office Manager lite.

6.13 MTCTI-3



MTCTI-3 allows third party call control, including control of groups (which is not supported with CTI Web Services API). MTCTI-3 is supported for Linux platforms only at this time; it is not available for IP500V2.

While there was a “soft launch” of MTCTI-3 with some DevConnect partners in the 11.0 FP4 timeframe, the API will be made available via DevConnect Portal as part of the IP Office 11.1 program

6.14 Additional Hypervisor and Cloud support

Refer to the IP Office Deploying Avaya IP Office Servers as Virtual Machines documentation 15-601011

Note: Support for AWS AMI with R11.1 is planned with the R11.1 service pack targeted for early August 2020. MS Hyper V support will follow at a later date, to be announced.

Hypervisor	IP Office R11.0.4 Select, Sever Edition	IP Office R11.1 Select and Server Edition ¹
VMware ESXi 6.0	✓	✓
VMware ESXi 6.5	✓	✓
VMware ESXi 6.7	✓	✓
Microsoft HyperV on Server 2012R2	✓	X
Microsoft HyperV on Server 2016	✓	X
Amazon AWS AMI	✓	X

Note: VMware ESXi 5.0 and 5.1 are end of support by VMWare in 2016. Refer to VMWare.com support site for additional information (1) Refer to the IPOCC Offer Document 10.1.2 for VMWare and hypervisor support

Avaya does not provide training or support for these hypervisor features; the Partner is responsible for implementing and supporting these capabilities working in conjunction with the hypervisor vendor.

Also note there are 3rd party products available to help Partners manage virtual machines in a data center environment; Avaya has not tested and does not provide support or recommendations on the 3rd party products.



7 Security

For detailed information on implementing and maintaining IP Office Platform security, please refer to [*Avaya IP Office Platform Security Guidelines*](#) posted on the IP Office Knowledgebase link below.

<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

8 Build Versions

8.1 IP Office 11.1 GA Software Versions

Component	Version
Admin CD	11.1.0.0 Build 237
VMPPro (Linux)	11.1.0.0 Build 230
VMPPro (Windows)	No Longer Supported
One-X Portal	11.1.0.0 build 647
Server Edition DVD	11.1.0.0 Build 237
Server Edition OVA	11.1.0.0 Build 237
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.1.0.0 Build 237
Unified Communication Module	11.1.0.0 Build 237
SoftConsole	11.1.0.0 build 16
Media Manager	11.1.0.0 Build 237
Avaya one-X Web Client	11.1.0.0 Build 647
Avaya Communicator for Windows	2.1.4.0 build 324
Avaya Communicator for iPad	2.0.7
Avaya Communicator for Web	1.0.20.1212
Avaya Aura System Manager for IP Office	7.1 Build 50 Patch 48
IP Office Contact Center (IPOCC)	10.1.2.0
Avaya Contact Center Select (ACCS)	7.0 FP2
Radvision XT500 / 4300 / 7100	8.3.8.57
Avaya one-X Mobile Preferred for IP Office (Android version)	10.0.0.5.224
Avaya one-X® Mobile Preferred for IP Office (iOS version)	4.1.12.769
WebLM Server	8.1
Avaya USB Creator Tool	11.1.0.0 build 89
IX Workplace (Windows/Mac/iOS/Android)	3.8
Cloud Operation Manager	11.1 build 30

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8.2 IP Office Module Firmware

Module	Version
IP500V2	11.1.0.0 Build 237
POTSV2 Module	11.1.0.0 Build 237
DCPV2 Module	11.1.0.0 Build 237
ATM Module	11.1.0.0 Build 237
DS30/16 V2 Module	11.1.0.0 Build 237
DS30A/16A BST Module	11.1.0.0 Build 237
DS30B/16B Module	11.1.0.0 Build 237

8.3 Phone Firmware Support

Phone Model	Version
1600 H.323 Phone Firmware (Separate Boot Code and App)	
1603 & 1608 & 1616 Boot Code	1.350B
1603 & 1608 & 1616 App	1.350B
1603-L & 1608-L & 1616-L Boot Code	1.3110A
1603-L & 1608-L & 1616-L App	1.3110A
1616 Button Module 32 App	1.1.0
1600 Phone Language Files	502
9600 H.323 Phone Firmware (Separate Boot Code and App)	
9620 & 9630 Boot Code	3.2.2
9620 & 9630 App	3.2.2
9640 & 9650 Boot Code	3.2.8
9640 & 9650 App	3.2.8
9620D01A & 9630D01A Boot Code	3.2.8
9620D01A & 9630D01A App	3.2.8
9600 Phone Language Files	76
96x1 H.323 Phone Firmware (Separate Kernel and App)	
9608 & 9611 & 9621 & 9641 Kernel – Not capable for SHA2	S96x1_UKR_V25r10_V25r10
9608 & 9611 & 9621 & 9641 Kernel – Capable for SHA2	S96x1_UKR_V29r36_V29r36
9608 & 9611 Application – Not capable for SHA2	S9608_11HALBR6_6_1_15_V474
9621 & 9641 Application – Not capable for SHA2	S9621_41HALBR6_6_1_15_V474
9608 & 9611 Application	S9608_11HALBR6_5_0_06_V474



9621 & 9641 Application	S9621_41HALBR6_5_0_06_V474
96x1 Phone Language Files	148
Sonic Firmware	S9608_11_HALKRR6_8_3_04
11x0 & 12x0 SIP Phone Firmware	
1120	04.04.23
1140	04.04.23
12x0	04.04.23
B179 Firmware	
B179	2.4.3.5
DECT D100 Firmware	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
J129 Firmware	R4_0_4_0_10
J139 Firmware	R4_0_4_0_10
J159 Firmware	R4_0_4_0_10
J169 Firmware	R4_0_4_0_10
J179 Firmware	R4_0_4_0_10
DCP Phone Firmware	
1403	Application R07
1403	Boot 03
1408	Application R48
1408	Boot 25
1416	Application R48
1416	Boot 25
9500	Application R60
9500	Boot R17
9500	Zarlink R0_09
DCP Phone Languages	
14xx	R10_v11_Pack01
DCP Phone Font Files	
14xx Chinese (GB)	R02_v01
14xx Korean (KSC)	R02_v01
14xx Japanese (JIS)	R02_v01
IP DECT Phone Firmware/Tools	
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8



IP DECT ADMM Firmware/Tools	
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT - ADMM DECT Monitor	1.4
DECT R4 Phone Firmware/Tools	
Avaya 3720	4.7.2
Avaya 3725	4.7.2
Avaya 3730	2.5.16
Avaya 3735	2.5.16
Avaya 3740	4.8.17
Avaya 3745	4.8.17
Avaya 3749	4.8.17
Avaya 3720 Template	0.5
Avaya 3725 Template	0.5
Avaya 3730 Template	0.1
Avaya 3735 Template	0.1
Avaya 3740 Template	0.2
Avaya 3745 Template	0.1
Avaya 3749 Template	0.2
DECT R4 Firmware/Tools	
DECT R4 - IPBS1 Boot Firmware	10.4.6
DECT R4 - IPBS1 Firmware	10.4.6
DECT R4 - IPBS1 Downgrade Firmware	10.4.3
DECT R4 - IPBS2 Boot Firmware	10.4.6
DECT R4 - IPBS2 Firmware	10.4.6
DECT R4 - IPBS2 Downgrade Firmware	10.4.3
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.4.6
DECT R4 - IPBL (DECT Gateway) Firmware	10.4.6
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.4.6
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R4 - AIWS Firmware	2.73
DECT R4 - AIWS2 Firmware	4.7.0
DECT R4 - WinPDM (Windows Portable Device Manager)	3.13.2
DECT R4 - Rack Charger Firmware	2.0.7
DECT R4 - Advanced Charger Firmware	2.0.7
DECT R4 - Avaya 3720 Translation Tool	29
DECT R4 - Avaya 3725/3740/3749 Translation Tool	40



DECT R4 - Avaya 3720 Downloadable Languages	29
DECT R4 – Avaya 3730, 3735 Translation Tools	49
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	40
DECT R4 - Company Phonebook Tool	9
DECT R4 - Avaya 3730/3735 Downloadable Languages	49
DECT R4 - Local Phonebook Tool	1
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
H175 Phone Firmware	
H175	1.0.2.3



9 Upgrading to IP Office R11.1

IP Office Support Services (IPOSS) customers entitled to IP Office software updates/upgrades under a current support agreement will be upgraded in accordance with the terms of their support contract.

Customers operating earlier releases of IP Office software without an IPOSS contract will need to purchase an upgrade to get to IP Office R11.0/10.1.

The terms and conditions of the IP Office Support Services offer and how to purchase support coverage can be found on the link below.

<https://sales.avaya.com/en/pss/ip-office-support-services?view=collateral>

10 Supported Releases

IPOSS policy will continue as N-1 as it includes maintenance and configuration support if needed, and provide upgrade entitlement to R11.1. There are no additional Service Packs planned for R10.1 after April 2020.

11 Supported OS and Browsers

11.1 Windows (PC)

Operating System Editions and Service Packs

Note 1 – from IP Office 11.1 Microsoft Windows 7 is no longer supported

Operating System	Service Pack	Editions
Windows 8.1	N/A	Pro, Enterprise
Windows 10		Pro (SMB), Enterprise
Server 2012	N/A	Standard
Server 2012 R2	N/A	Standard
Server 2016	N/A	Standard and Essentials

Server 2008R2 (64 Bit) is no longer supported

Operating System Support - Server Components

Application	Win 7		Win 8.1(2)		Win 10		Server 2012/2012R2(1)	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	
Preferred Edition Server (VMPro)								
Standalone	X	X	✓	✓	✓	✓	✓	✓
... Plus UMS	X	X	X	X	X	X	✓	✓
... Plus Campaigns	X	X	X	X	X	X	✓	✓
... with IMS	X	X	X	X	X	X	X	X
... MAPI service for VMPro on Linux	X	X	X	X	X	X	✓	✓
one-X® Portal for IP Office Server	X	X	X	X	X	X	✓	✓
TAPI – 1st Party	X	X	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	X	X	✓	✓	✓	✓	✓	✓
TAPI – WAV (3)	X	X	✓	X	✓	X	X	X

Note:

(1) IPOCC Server 2012R2

(2) As per Microsoft Win 8.1 is the replacement/Service Pack for 8.0 so we no longer support 8.0 - <http://windows.microsoft.com/en-GB/windows/service-packs-download#sptabs=win8other> (link valid 16-Jun-2014)

(3) TAPI WAV is not recommended for new designs and is not supported on 64-bit operating systems

Operating System Support - Thick Client Apps

Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Preferred Edition Client	X	X	✓	✓	✓	✓	✓	✓
SoftConsole	X	X	✓	✓	✓	✓	X	✓
Manager	X	X	✓	✓	✓	✓	✓	✓
SysMon	X	X	✓	✓	✓	✓	✓	✓
SSA	X	X	✓	✓	✓	✓	✓	✓
TAPI 1st Party	X	X	✓	✓	✓	✓	✓	✓
TAPI WAV	X	X	✓	X	✓	X	X	X

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Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Avaya Windows Communicator (ACW) <i>(replaces Flare)</i>	X	X	✓	✓	✓	✓	X	X
Avaya Equinox™ for Windows	X	X	✓	✓	✓	✓	X	X
one-X® Portal Plug-In for Outlook	X	X	✓	✓	✓	✓	X	X
Call Assistant	X	X	✓	✓	✓	✓	X	X
Plug-In for MS Lync 2013 / Skype for Business	X	X	✓	✓	✓	✓	X	X
Web Conferencing (Adobe Flash and Java Applet for sharing)	X	X	✓	✓	✓	✓	X	X
IP Office Contact Centre	X	X	✓	✓	✓	✓	X	X

Notes:

(1) Legacy support only

Please note that IP Office Native Salesforce.com Plug-in is no longer supported and refer to Avaya Communicator for Web as an alternative solution.

Mac Thick Client Apps

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	✓	✓

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Avaya Equinox™ for Mac	X	X	X	✓	✓	✓

Browsers

Application	IE10 (2)	IE11	Microsoft Edge	FFXX (1)	Chrome XX (1)	Safari 8	Safari 9	Safari 10(3)
VMPro Campaigns Client	✓	✓	✓	X	X	X	X	X
VMPro UMS WebMail	✓	✓	✓	X	X	X	X	X
one-X® Portal for IP Office Client	✓	✓	✓	✓	✓	✓	✓	TBD
Web Conferencing	✓	✓	✓	✓	✓	✓	✓	TBD
Web Manager Web Control Page	✓	✓	✓	✓	✓	✓	✓	✓
D100 DECT Admin	✓	✓	✓	✓	✓	✓	✓	TBD
IP DECT R4 Admin	✓	✓	✓	✓	✓	✓	✓	TBD
Avaya Communicator for Web	X	✓	X	X	✓	X	X	X
Media Manager	✓	✓	✓	✓	✓	X	X	X
Cloud Operations Manager (COM) (Update at GA)								
IP Office Web Client	X	X	X	X	✓	X	X	X

Notes:

(1) These browsers update on a 6-week cycle with most users automatically updated within two weeks. IP Office will aim to support future versions of these fast release browsers to the extent possible as tested and verified.

(2) Only on Server 2012 (note Server2012R2 supports IE11)

(3) TBDs for Safari 10 will be updated post GA version of the R11.1 Offer document

Exchange

Application	Exchange 2010	Exchange 2013	Exchange 2016
VMPPro UMS	✓	✓	X
one-X® Portal (IM Presence)	✓	✓	✓
one-X® Portal (Calendar)	✓	✓	X

Outlook

Application	Outlook 2010	Outlook 2013	Outlook 2016
VMPPro IMS	X	X	X
TAPI (for dialing)	✓	✓	✓
VMPPro UMS IMAP	✓	✓	✓
one-X® Portal Outlook Plugin	✓	✓(1)	✓(1)

(1) Currently for Outlook 2013 and higher, the contact screen popping feature is not supported

12 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R11.1 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)
 - **NOTE: Upgrade to IP Office Server Edition 11.1 is supported only from 11.0.4 SP3 and MUST follow the 11.1 Server Edition Migration process.**

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R630 server and the Dell PowerEdge R230 server are the most current servers available. The Dell PowerEdge R630 server support was introduced with IPO 9.1.4 SP (issued September 14, 2015).

Note: IP OFFICE 500 VERSION 2 EXTENSION CARD ETR 6 will be targeted to end of sales in 2017. Please look forward to the End-of-Sales Notice for further details.

Customers may migrate to IP Office R11.1 by purchasing an upgrade for Release 10 and applying the R11.1 software, or by acquiring an upgrade as part of their entitlement per the terms of their valid IP Office Support Services support contract, as applicable. Customers migrating to IP Office R11.1 will be required to have an IP500 V2 control unit or supported servers with Server Edition. IP500 base cards, trunk cards and expansion modules are



supported with IP500 V2 control unit and may migrate to the V2 control unit. Licenses will require a dongle swap to move from the IP500 key card to the IP500 V2 SD card.

All other Release 11.1 features are supported on all platforms. IP Office R11.1 Select features are supported with Select material codes.

IP400 Trunk and Station Modules supported in IP Office R11.1:

- Analog trunk 16
- Digital Station V2: 16 and 30 port variants
- Phone V2: 16 and 30 port variants

Refer to the *IP Office R9.1 Offer/Product Update* document for IP400 cards that are no longer supported.

13 Known Issues and Workarounds

13.1 IX Workplace Client

IP Office R11.1 requires Avaya Equinox clients at release 3.8 or above for correct interworking. At the time of IP Office R11.1 GA the Equinox 3.8 clients will be at General Availability. Avaya will announce General Availability of the Equinox 3.8 SP

13.2 General



Key	Summary	Component/s	Release Note
IPOFFICE-159084	UCM: The default IP address is not populated correctly in SSA	Application Server	Problem: The IP Address is not populated before ignition Impact: Display issue in SSA Workaround: Finish ignition and the ip address will appear in SSA
IPOFFICE-159062	SSA Status Messages and Lamps Not Correct for UCM Modules with CentOS7	Application Server, SSA	Problem: The SSA doesn't display correct state of UCM during installation Impact: Display issue in SSA Workaround: Wait until the SSA gets updated, do not reboot the UCM
IPOFFICE-159193	IP Office Service stopped after upgrade and causes other services to stop upon restart	IP Office Core Features	Problem: All services appear Stopped in Webcontrol and Web Manager Impact: Services are not started automatically Workaround: Start IP Office manually from Webcontrol
IPOFFICE-158475	Avaya Communicator for Microsoft Lync doesn't make supervised transfer over SIP Line	Desktop Integration	



IPOFFICE-159123	Personal Directory contact disappears when adding new contacts from client.	IX Workplace Client	Problem : Personal Directory contact disappears when adding new contacts from a Windows and Mac IX Workplace clients. Impact: Personal Directory contact disappears Workaround: Sign-out and sign-in back into the IX Workplace Client.
IPOFFICE-159168	APNS : No miss call notification seen for a call CANCELLED by Caller (ringing on a client in suspended state)	IX Workplace Client	This issue specific to 3.8.4 client and will be fixed in 3.8.4 release.
IPOFFICE-158465	Mybuddy commands are not working	IP Office Server Edition, one-X Portal	Problem: My buddy chat window does not respond to mybuddy commands. Impact: Mybuddy commands are not available. Workaround: Most of the mybuddy features are available through one-X portal UI.
IPOFFICE-156873	J179 : When bluetooth headset paired, blind transfer to J179 auto answers	SIP terminals	Problem: User with J179 phone having BT headset connected, calls get answered automatically during blind transfer scenarios. Impact: User with J179 phone having BT headset connected, can join call unexpectedly due to blind transfer of calls from other users Workaround : None



IPOFFICE-156101	B199: Call over sip trunk fails when Account code is entered	SIP terminals	<p>Problem: Call over sip trunk fails as user is unable to enter the account code</p> <p>Impact: For call scenarios where a user needs to give input of digits/numbers in mid call, such as input for an IVR (for eg. calls with account code/authorization code), B199 calls might fail. This is because B199 phones fails to provide a phone UI to input numbers.</p> <p>Workaround: NA</p>
IPOFFICE-158964	Vantage Connect device shows Avaya Aura error when connecting to IP Office	Avaya K1x5 Telephone	<p>Problem: Vantage Connect device shows "Avaya Aura Device Services is not currently available"</p> <p>Impact: Pop Message will be shown. Frequency is very low</p> <p>Workaround: NA</p>
IPOFFICE-156675	Screensaver Settings not retained after K155/K165/K175 upgraded	Avaya K1x5 Telephone	<p>Problem: Screensaver Settings of Clock (showing Time) not retained after K1xx phones upgrade</p> <p>Impact: Phone looks as device powered off after sleep</p> <p>Workaround: User some other Screen Saver (other than Time Clocks)</p>



IPOFFICE-159205	Cannot modify Inactivity timeout in Web Control	Web Control Panel	<p>Problem: Inactivity timeout widget is not working</p> <p>Impact: The timeout cannot be changed</p> <p>Workaround: Connect to console and edit timeout(WEBCONTROL_SESSION_TIMEOUT) in seconds in /etc/sysconfig/webcontrol and restart webcontrol using {{systemctl restart webcontrol}}</p>
IPOFFICE-159213	Cannot add Login Banner from Web Control	Web Control Panel	<p>Problem: Banner cannot be changed in Webcontrol</p> <p>Impact: Display issue Webcontrol</p> <p>Workaround: N/A, needs patch of Webcontrol</p>
IPOFFICE-159309	CentOS 7 - WebManager/WebControl	Web Control Panel	<p>Problem: Webcontrol in other languages except English it fails to load on first attempt</p> <p>Impact: Webcontrol cannot be launched from Webcontrol and needs a refresh to get it working</p> <p>Workaround: Select the language on login page and refresh the page and will get you to the login page</p>



IPOFFICE-159238	Cannot use Web Mgt to change to subscription mode on existing licensed SE- Select system	Web Management	<p>Problem: Cannot use Web Manager or Manager to change to subscription mode on existing licensed SE- Select system</p> <p>Impact: Converting Server Edition Select system to Subscription mode is not supported in this release using Web Manager as well as Manager in re-run of ICU. It is supported for defaulted configuration only. Conversion of SE- NON Select to Subscription is supported</p> <p>Workaround: NA</p>
IPOFFICE-158644	Error message when sending IPO Config if expansion or secondary nodes offline	Web Services	<p>Problem: Error message when sending IPO Config if expansion or secondary nodes offline</p> <p>Impact: When 'SE Central Access' is 'ON' in Manager and Administrator open the offline configuration in Manager and sends it to Primary which have offline expansions the configuration will get applied to Primary only. The offline expansion will not receive the configuration as expected but Manager gives the message "Failed to Save the Configuration"</p> <p>Workaround: Ignore the Error or Administrator Should send configuration when all nodes are online.</p>

14 Technical Notes

14.1 Licensing

IP Office release 10 and higher only supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous release, you must migrate all of your pre-R10 licenses (ADI, PLDS, mix of ADI/PLDS, virtual) to R10 PLDS licenses. For further information, the “Administering Avaya IP Office™ Platform with Web Manager” manual available from the IP Office Knowledgebase.

14.2 Upgrading IP Office Administration

Earlier releases of IP Office Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 11.1.0.0 release, the Administration suite must also be upgraded.

The IP Office Administration installer will detect previous installed versions and upgrade automatically. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office, system software ensures 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.

Warning: In all cases, always backup all application data to a separate location before upgrading.

14.3 Upgrade Instructions for IP Office one-X® Portal

For further information, please refer to the “Implementing one®-X Portal for IP Office” manual available from the IP Office Knowledgebase.

Warning: In all cases, always backup all application data to a separate location before upgrading.

14.4 Upgrade Instructions for IP Office Server Edition and Application Server

IP Office Server Edition 11.1 employs CENTOS7 as its core operating system.



Upgrading or *Migrating* to IP Office Server Edition requires the engineer to use the procedure detailed in the R11.1 Server Edition Migration document.

14.5 Upgrade Instructions for using WebLM Licensing

IP Office Server Edition customers who are upgrading to 11.1 from a previous (not 11.x) release, and who will be using WebLM licensing, will need to obtain a WebLM Host ID **before** the upgrade for generating the licenses. 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.

14.6 Avaya USB Creator Tool

The Avaya USB Creator Tool can be used to load an ISO image onto a USB memory key from which the server can boot and either install or upgrade. This software tool is downloadable from the same page as the ISO files. For further information on this tool, please refer to the “Installing and Maintaining the Avaya IP Office™ Platform Application Server” or the “Installing and Maintaining the Unified Communications Module” located on <https://support.avaya.com>.

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

When upgrading from previous releases, please refer to the following table to determine the upgrade scenario and the method to be used:

From:	To:					
	9.0.0/9.0.1/9.0.2	9.0.3/9.0.4	9.1	10.0	10.1	11.0
9.0.0	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin
9.0.1	Web Control ZIP					
9.0.2						
9.0.3		USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin
9.0.4						
9.1			Avaya USB Creator	Avaya USB Creator	Avaya USB Creator	Avaya USB Creator



			Web Management	Web Management	Web Management	Web Management
10.0, +				Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management

14.8 Installation Instructions for Avaya Communicator for Microsoft Lync

The Avaya Communicator for Microsoft Lync plug-in is distributed as a ZIP file, which contains:

- `lyncRuntime.msi`
- `AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi`

The plug-in is installed as an add-in to Lync 2010, Lync 2013 or Skype for Business clients.

Perform the following steps to install the plug-in:

1. Install the prerequisite by double-clicking `lyncRuntime.msi`, and follow the installation wizard. This step only needs to be done once per computer.
2. Install the plug-in by double-clicking `AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi`, and follow the installation wizard.

15 Languages Added

IP Office release 11.1.0.0 adds no new languages.

16 Documentation errata

The latest versions of detailed release information can be found in the below locations:

- DVD media available with Avaya IP Office R11.1 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>

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- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Release 11.1 Documentation will be available by GA:

- Go to support.avaya.com
- Select [Find Documentation and Technical Information by Product Name](#) under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '11.1' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

The latest version of the IP Office Documentation Catalogue, which describes the organization of all IP Office documents and indicates the type of information in each document, is found at <https://downloads.avaya.com/css/P8/documents/101049083>.

The latest version of the **IP Office Product Description Document**, which defines the IP Office product in more detail, can be found on the Avaya Partner Portal (www.avaya.com/salesportal) and will require a valid Single Sign On (SSO) user name and password to view it online.

The latest version of the **IP Office 11.1 Offer Definition**, which is a communication that summarizes “what’s new” within the IP Office Release 11.1 product, can be found on the Avaya Partner Portal

17 Contacting support

17.1 Contact Support Checklist

If you are having trouble with *IP Office*, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

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Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.

18 Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.