AVAYA

IP Office Technical Bulletin

Bulletin No: 236

Release Date: 31st January 2023

Region: Global

Avaya is pleased to announce the availability of Service Pack 4 for IP Office Release 11.1.2 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 11.1 GA releases.

1 Overview

IP Office Release 11.1.2 Service Pack 4 incorporates new software for:

>   IP Office Core Switch 11.1.2.4.0 Build 18
>   IP Office Server Edition 11.1.2.4.0 Build 18
>   IP Office Application Server 11.1.2.4.0 Build 18
>   Unified Communications Module 11.1.2.4.0 Build 18
>   Preferred Edition (VoiceMail Pro) 11.1.2.4.0 Build 2
>   one-X Portal 11.1.2.4.0 Build 3

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 and IP Office Subscription.

For IP Office Subscription systems using 11.1FP2 and above upgrades should be carried out using COM. (See Section 5 of this Technical Bulletin for upgrade instructions)

For other IP Office Subscription technical information and updates see the following link:
https://sales.avaya.com/en/general/ip-office-subscription-devops-technical-updates

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)	11.1.2.4.0 build 18	Yes
Manager	11.1.2.4.0 build 18	Yes
SSA	11.1.2.4.0 build 18	Yes
SysMonitor	11.1.2.4.0 build 18	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

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Delivered Software or Package	Version	Updated in this build
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V29R46 (6.8)	No
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.5.02 (6.8)	No
9608, 9611, 9621, 9641 Phone Language Files	224	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	4.7.8	No
3725 Phone Firmware	4.7.8	No
3730 Phone Firmware	2.13.11	No
3735 Phone Firmware	2.13.11	No
3740 Phone Firmware	4.15.10	No
3745 Phone Firmware	4.15.10	No
3749 Phone Firmware	4.15.10	No
3720 Template	0.5	No
3725 Template	0.5	No
3740 Template	0.2	No
3749 Template	0.2	No
IPBS 1 Boot Firmware	11.5.11	
IPBS 1 Firmware	11.5.11	No
IPBS 1 Downgrade Firmware	11.2.10	No
IPBS 2 Boot Firmware	11.2.10	No
IPBS 2 Firmware	11.5.11	No
IPBS 2 Downgrade Firmware	11.2.10	No
IPBS 3 Boot Firmware	11.5.11	No
IPBS 3 Firmware	11.5.11	No
IPBS 3 Downgrade Firmware	11.2.10	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.11	No
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.11	No
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.2.10	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	4.11.2	No
WinPDM (Windows Portable Device Manager)	4.0.0	No
Rack Charger Firmware	2.0.7	No
Advanced Charger Firmware	2.0.7	No
3720 Translation Tool	31	No
3725, 3740, 3749 Translation Tool	70	No
3730 Translation Tool	70	No
3735 Translation Tool	70	No
3720 Downloadable Languages	31	No
3725, 3740, 3749 Downloadable Languages	70	No
3730 Downloadable Languages	70	No

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Delivered Software or Package	Version	Updated in this build
3735 Downloadable Languages	70	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	2.4.4.3	No
B199	1.0.8.0.13	Yes
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	4.0.10.3.2	No
J139	4.0.10.3.2	No
J159	4.0.10.3.2	No
J169	4.0.10.3.2	No
J179	4.0.10.3.2	No
JEM24	4.0.10.3.2	No
Kxxx Phones		
K155	2.2.0.5.8508	No
K165/K175	2.2.0.5.8008	No

Table 2: Firmware deliverables

ip500v2_be.bin	11.1.2.4.0 build 18
ip500v2_se.bin	11.1.2.4.0 build 18
avdcpb2.bin	11.1.2.4.0 build 18
dvppots.bin	11.1.2.4.0 build 18
naatm16.bin	11.1.2.4.0 build 18
nadcpV2.bin	11.1.2.4.0 build 18
nadcpaV1.bin	11.1.2.4.0 build 18
nadcpaV2.bin	11.1.2.4.0 build 18
dsaupnV1.bin	11.1.2.4.0 build 18
nadcpv2.bin loader update version	3.2(999)

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2 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.

2.1 IP Office 11.1.2.4.0 build 18 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-171138	System Restart with twinned SIP endpoint in Resiliency mode
IPOFFICE-170892	Original Caller ID not shown on Twinned Mobile Phone for Incoming SIP trunk call towards Hunt Group
IPOFFICE-170681	The user state does not change once DND time is activated
IPOFFICE-170663	Workplace SSO login failing with accounts.avayacloud.com
IPOFFICE-170539	IP Office restart caused by registration from 3rd party SIP device
IPOFFICE-170532	Wrap up timer does not work when call is blind transferred using one-X portal web interface
IPOFFICE-170438	System Restart : When using ACR call recording
IPOFFICE-170437	System Restart : When using ACR call recording
IPOFFICE-170427	System Restart : After receiving a SIP/2.0 302 Temporarily Moved message
IPOFFICE-170409	On-boarding process not possible for IP500V2A system
IPOFFICE-170238	Embedded Voicemail - sections of messages missing from recordings
IPOFFICE-170219	System Restart : Following multiple internal call transfers
IPOFFICE-169930	Emergency view button does not work with emergency calls over H323 QSIG line
IPOFFICE-170715	CSV file import of having users with 'UC-User' profile on IP Office Subscription shows inconsistence result
IPOFFICE-169886	Workplace contact search fails with Polish Letters when it is lower case
IPOFFICE-169907	Unable to upload custom wav files to a VMPro
IPOFFICE-171158	DigiCert SHA2 Secure Server CA certificate expire on 2023-03-08
IPOFFICE-170439	System Restart : Caused by call from an ISDN BRI S-Bus to and ISDN BRI ETSI line
IPOFFICE-170737	SIP-Line setting explicit related to contact header and anonymised outgoing calls doesn't work correctly
IPOFFICE-171080	CVE-2022-42889 - Potential "Text4shell" Apache Commons text vulnerability on Server Edition

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2.2 Voicemail Pro (Preferred Edition) 11.1.2.4.0 Build 2 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-169297	Call recordings done at Secondary in resiliency during failover is not transferred to Primary using FTP when Primary is back online
IPOFFICE-170896	Voicemail to Email using SMTP does not work for Hunt Group
IPOFFICE-170520	VMPro Intuity Mode: TUI option 5 to rewind message does not work after 15 seconds of message duration
IPOFFICE-170483	VMPro stops intermittently
IPOFFICE-170365	Dual VMPro 11.0.4.6.0 build 3 sending duplicate Voicemail Emails
IPOFFICE-170956	Media Manager does not playback .wav files from old Contact Recorder .tar archive

2.3 Manager /Web Manager 11.1.2.4.0 build 18 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-171014	Changing root password in WebControl to contain character $ does not work
IPOFFICE-170015	Administrator account keeps getting locked if $ character used in password
IPOFFICE-171157	User synch using LDAPS - displayed security mechanism setting always reverts STARTTLS
IPOFFICE-170734	Manager SE Central Access mode failing with 11.1.2 SP3
IPOFFICE-170452	WebManager and User Portal are unresponsive
IPOFFICE-170257	Yellow exclamation mark in COM for IPO subscription solution
IPOFFICE-171145	Cannot connect to IP Office using Web Mgt in COM

2.4 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-170923	User Portal language not refreshed when selected
IPOFFICE-170581	Wrong call duration length in User Portal
IPOFFICE-170541	User one-X Portal login failure with pop up message "error in callbackGetUsersUiRecord userUiProviderRecord or preference is null"
IPOFFICE-170491	one-x Portal webclient profile VMPRO settings cannot be edited

3 Known Issues

There are no known issues in this release.

4 New Feature Support

4.1 Support of the B199

IP Office now supports the B199 1.0 FP8 software.

4.2 J139 Additional feature Support

Bridged Appearance functionality is now supported on the J139.

4.3 Additional Support of WebRTC NAT Traversal

As part of WebRTC NAT traversal,SBCs configuration is now configurable on Lanx/Network Topology instead of being configured NUSNs.

5 Technical Notes

5.1 Licensing Considerations

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.

5.2 Upgrade Instructions for Server Edition and Applications Server

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

Upgrading to IP Office Server Edition to R11.1 requires the engineer to use the procedure detailed in the R11.1 SP1 Server Edition Upgrade document.

https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/upgrade/index.htm

5.3 Upgrade Instructions for IP Office Subscription Systems using COM

The web-based Customer Operations Manager (COM) service is now available to support customer premises systems that are using IP Office Subscription mode. The

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COM service runs in the same cloud that is providing the customer systems with their subscriptions. For upgrade instructions see the following link:

https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/comsub/Subscription_System_Upgrade.html

6 Assistance

6.1 Software and Documentation

Release 11.1.2 Service Pack 4 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:

https://ipofficekb.avaya.com

6.2 Future Service Packs

IP Office Release 11.1.3 is currently scheduled for release June 2023.

5.3 Document Revision History

Issue Number	Date	Changes
Issue 1	31st January 2023	First published edition.

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