



IP Office Technical Bulletin

Bulletin No: 239
Release Date: 15th January 2024
Region: Global

Avaya is pleased to announce the availability of Service Pack 1 for IP Office Release 11.1.3 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 11.1.3 Service Pack 1 incorporates new software for:

- IP Office Core Switch 11.1.3.1.0 Build 34
- IP Office Server Edition 11.1.3.1.0 Build 34
- IP Office Application Server 11.1.3.1.0 Build 34
- Unified Communications Module 11.1.3.1.0 Build 31
- Preferred Edition (VoiceMail Pro) 11.1.3.1.0 Build 2
- one-X Portal 11.1.3.1.0 Build 25

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)	11.1.3.1.0 build 34	Yes
Manager	11.1.3.1.0 build 34	Yes
SSA	11.1.3.1.0 build 34	Yes
SysMonitor	11.1.3.1.0 build 34	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

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	3.0.16	Yes
3735 Phone Firmware	3.0.16	Yes
3740 Phone Firmware	4.17.8	Yes
3745 Phone Firmware	4.17.8	Yes
3749 Phone Firmware	4.17.8	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	11.5.20	Yes
IPBS 1 Firmware	11.5.20	Yes
IPBS 1 Downgrade Firmware	11.5.11	Yes
IPBS 2 Boot Firmware	11.5.20	Yes
IPBS 2 Firmware	11.5.20	Yes
IPBS 2 Downgrade Firmware	11.5.11	Yes
IPBS 3 Boot Firmware	11.5.11	Yes
IPBS 3 Firmware	11.5.20	Yes
IPBS 3 Downgrade Firmware	11.5.11	Yes
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.20	Yes
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.20	Yes
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.5.11	Yes
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	4.12.0	Yes
WinPDM (Windows Portable Device Manager)	4.1.9	Yes
Rack Charger Firmware	2.0.7	No
Advanced Charger Firmware	2.0.7	No
3720 Translation Tool	31	Yes
3725, 3740, 3749 Translation Tool	80	Yes
3730 Translation Tool	80	Yes
3735 Translation Tool	80	Yes
3720 Downloadable Languages	80	Yes
3725, 3740, 3749 Downloadable Languages	80	Yes
3730 Downloadable Languages	80	Yes

Delivered Software or Package	Version	Updated in this build
3735 Downloadable Languages	80	Yes
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
J189	4.0.10.3.2	No
JEM24	4.0.10.3.2	No
Kxxx Phones		
K155	2.2SP5.3.1.1	No
K165/K175	2.2SP5.3.1.1	No

For the latest details on supported Endpoints on IP Office please refer to the Avaya Product Compatibility Matrix at;

<https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml>

Table 2: Firmware deliverables

ip500v2_be.bin	11.1.3.1.0 build 34
ip500v2_se.bin	11.1.3.1.0 build 34
avdcpb2.bin	11.1.3.1.0 build 34
dvppots.bin	11.1.3.1.0 build 34
naatm16.bin	11.1.3.1.0 build 34
nadcpV2.bin	11.1.3.1.0 build 34
nadcpaV1.bin	11.1.3.1.0 build 34
nadcpaV2.bin	11.1.3.1.0 build 34
dsaupnV1.bin	11.1.3.1.0 build 34
nadcpv2.bin loader update version	3.2(999)

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 11.1.3.1.0 build 34 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-175251	System Restart - From a Jade Server SoftMS service on Primary server crashing generating core-dump file
IPOFFICE-175107	System Restart - From a high number of open TCP session on IP Office
IPOFFICE-175048	The REINVITE from Voice to T38 is sending an incorrect response
IPOFFICE-175041	Incoming call for IOS Workplace client rings once and shows as missed call
IPOFFICE-174758	System Restart - When incorrectly formatted SIP message
IPOFFICE-174602	System Restart - IP500V2 memory leak issue
IPOFFICE-174465	Call transfer do not work as expected when the call transfer is initiated from the ACCS agent
IPOFFICE-171869	Group Button not working correctly in specific scenario for phones on Secondary server
IPOFFICE-171750	SNMP not working on Primary Server
IPOFFICE-169925	Unable to send DTMF using Button Programming "Dial" action
IPOFFICE-171866	IXW with Spaces for messaging disconnects from time to time
IPOFFICE-174753	System Restart - IP Office service on Primary server crashing after upgrade from 11.0.4.6.0
IPOFFICE-174633	COM Admin Security account settings are lost on Expansion-Subscription after a period of time
IPOFFICE-170930	Second call on Hunt Group is ringing on desk phone when IX Workplace Mobile Client puts first call On Hold

2.2 Voicemail Pro (Preferred Edition) 11.1.3.1.0 Build 2 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-175034	Delay/Silence while playing Voicemail Pro greetings when call established
IPOFFICE-174525	Unable to generate email alarms for Media Manager

2.3 Manager /Web Manager 11.1.3.1.0 build 31 – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-174461	Web Manager will not allow the customers to add locations for valid subnet definitions
IPOFFICE-171759	Unable to upload custom prompt Wav file into VMProCustomPrompt folder using Web Manager

2.4 Applications/Desktop Integration – Resolved field issues

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

<u>JIRA Number</u>	<u>Description of Issue</u>
IPOFFICE-175190	Hotkeys do not work on Call Assistant IPO
IPOFFICE-174635	User Portal is generating huge size of log files on Primary server
IPOFFICE-174575	User Portal Edit Main Greeting Media should not have Audio Option TTS for other than Subscription systems
IPOFFICE-173231	Manager/WebManager allows maximum 128 SM trunk reserved licenses
IPOFFICE-174534	Manager 11.1.2.4 - issues with SBC settings

3 Known Issues

There are no known issues in this release.

4 New Feature Support

4.1 Support for IPv6

IP Office now supports IPv6 for use with iOS and Android Avaya Workplace Client remote extensions using IPv6.

4.2 Keep Alive Dummy Packets for SIP Trunks

IP Office now supports Keep Alive Dummy Packets, when used it modifies RTP/RTCP keepalive packets sent to open/keep opened firewall holes, the IP Office will send RTP with payload 20 and no data as a keepalive instead of STUN packet.

This is activated by use of the following SLIC on the SIP trunk, ***SLIC_HNT_EMPTY_PACKET***

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 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

Assistance

6.1 Software and Documentation

Release 11.1.3 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:

<https://ipofficekb.avaya.com>

6.2 Future Service Packs

IP Office Release 11.1.3.2 is currently scheduled for release June 2024.

6.3 Document Revision History

<u>Issue Number</u>	<u>Date</u>	<u>Changes</u>
Issue 1	15 th December 2023	First published edition.
Issue 2	25 th January 2024	Added Keep Alive Dummy Packets for SIP Trunks & Publication date change.

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