



Avaya IP Office™ Platform Release 12.1

Release Notes / Technical Bulletin

General Availability

Issue 001



1 Document Updates

Date	Description
December 3 rd 2024	Document issued

2 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office Release 12.1. For a full detailed product description for Avaya IP Office 12.1 see the following URL.

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

3 Important Information – Avaya IP Office Server Edition Upgrade

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

Avaya IP Office R12.1 Server Edition is based on the Rocky Linux 9.x operating system. To upgrade from an earlier release the system must first be upgraded to Avaya IP Office 11.1.3 Service Pack 1 or later and the maintainer must follow the IP Office 12.0 Upgrading Linux-Based IP Office Servers to IP Office R12.0, before finally upgrading to IP Office 12.1.

[Avaya IP Office Server Edition 12.0 Upgrade Procedure](#)

4 What's New in IP Office R12.1

4.1 Summary of New Features Delivered in IP Office Release 12.1

IP Office Release 12.1 includes new features that will support market expansion, ease of doing business, openness and user client experience for the mid-market space. These are summarized below.

Support for IPv6 on Linux bases systems for connection of J100 Series phones (not J129) and Avaya Workplace.

Support for IP Office installation on ASP 130 R6.0 (KVM on RHEL 8.10).

Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 12.1 are supported on all Editions, platforms and phones - please see each feature's description for details.

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4.2 Support for IPv6 for connection of J100 Series phones (not J129) and Avaya Workplace

- Dual Stack configuration
 - Linux systems only feature
 - Physical servers
 - VMWare OVA
 - Hyper V
 - Amazon
 - Azure
 - KVM
- Note: There is no IPv6 support on IP500V2*
- Both LAN1 and LAN2 can have IPv6 configuration enabled

4.3 IP Office KVM image for ASP 130 R6.0 (KVM on RHEL 8.10)

- Added a KVM image for deployment on ASP130 R6.0 (KVM on RHEL 8.10) Support ASP 130 R6.0 (KVM on RHEL 8.10) new hypervisor on new hardware (Dell R660xs server).
- New image artifact for ASP 130 R6.0 (KVM on RHEL 8.10) type of deployment
- Deployment using Web Console on Red Hat Enterprise Linux
- KVM image and OVA image support the same feature set.

4.4 Support for ASP 110 R6.0 Larger Server

- New Dell R660xs baremetal server

5 Upgrading to IP Office R12.1

Avaya IP Office R12.1 software/binaries will be available through PLDS or the support site. Customers will be required to upgrade to R12.1 using paid or entitled R12.1 release upgrade licenses and apply the R12.1 software load using Manager.

Note that with General Availability of IP Office R12.0 Service Packs are no longer being provided for R11.1 except for one final IP Office 11.1.3 Service Pack 2 that was GA in July 2024. Avaya reserves the right to change this schedule. Refer to the Avaya Product Lifecycle Policy for further information.

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.

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>

IPOSS policy will continue as N-1 as it includes maintenance and configuration support if needed and provide upgrade entitlement to R12.0. There are no additional Service Packs planned for R11.1 following the GA of the IP Office 11.1.3. Service Pack 2 July 2024 all future fixes will only be delivered in R12 Service Packs

6 Security

For detailed information on implementing and maintaining IP Office Platform security, please refer to [Avaya IP Office Platform Security Guidelines](#)

7 Build Versions

7.1 IP Office 12.1 GA Software Versions

Component	Version
Admin CD	12.1.0.0 Build 80
VMPPro (Linux)	12.1.0.0 Build 3
One-X portal	12.1.0.0 build 30
Server Edition DVD	12.1.0.0 Build 80
Server Edition OVA	12.1.0.0 Build 80
Unified Communication Module	Not Supported on R12.1
SoftConsole	12.1.0.0.0 build 1
Media Manager	12.1.0.0.0 Build 80
Web RTC Gateway	12.1.0.0.0 build 1
Collaboration Service	12.0.0.0 build 6
WebLicesnses Manager	12.1.0.0 Build 80



7.2 IP Office Module Firmware

Module	Version
IP500V2	12.1.0.0 Build 80
POTSV2 Module	12.1.0.0 Build 80
DCPV2 Module	12.1.0.0 Build 80
ATM Module	12.1.0.0 Build 80
DS30/16 V2 Module	12.1.0.0 Build 80
DS30A/16A BST Module	12.1.0.0 Build 80
DS30B/16B Module	12.1.0.0 Build 80

7.3 Phone Firmware Support

Phone Model	Version
DCP Phone Firmware	
2410 Phone Firmware	R6 - 030609
2420 Phone Firmware	R6 - 030609
5410 Phone Firmware	R6 - 030609
5420 Phone Firmware	R6 - 030609
1403 Phone Boot Firmware	03
1403 Phone Application Firmware	R07 (vintage 7)
1408 Phone Boot Firmware	25
1408 Phone Application Firmware	R48 (vintage 16)
1416 Phone Boot Firmware	25
1416 Phone Application Firmware	R48 (vintage 16)
14xx Phone Language	R10_v11_Pack01
14xx Chinese (GB) Phone Font File	R02_v01
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)
9504 , 9508 Phone Application Firmware	R60 (vintage 13)
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)
IP Phone Firmware	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3



4620 (Not 4620SW)	2.3
4625 Phone Firmware	2.9.1 (2.9 SP1)
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)
1603, 1608, 1616 Phone Language Files	69
1616 Button Module 32 App	1.1.0
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V29R46 (6.8)
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.5.02 (6.8)
9608, 9611, 9621, 9641 Phone Language Files	224
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
T3 Phone Firmware and Associated Applications	
T3 IP Phone Firmware	T247
T3 IP Phones Admin Tool	3.08
IP DECT Phone Firmware and Associated Applications	
B179	2.4.3.5
T3 IP Phone Firmware	T247
T3 IP Phones Admin Tool	3.08
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.04
3711 Global Phone Firmware	91.24.36
3711 USB Driver	0.8
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 and Associated Tools	
3720 Phone Firmware	4.7.8
3725 Phone Firmware	4.7.8
3730 Phone Firmware	3.0.16
3735 Phone Firmware	3.0.16
3740 Phone Firmware	4.17.8
3745 Phone Firmware	4.17.8
3749 Phone Firmware	4.17.8



3755 Phone Firmware	1.5.13
3759 Phone Firmware	1.5.13
3720 Template	0.5
3725 Template	0.5
3740 Template	0.2
3749 Template	0.2
3755 Template	0.1
3759 Template	0.1
IPBS 1 Boot Firmware	11.5.20
IPBS 1 Firmware	11.5.20
IPBS 1 Downgrade Firmware	11.5.11
IPBS 2 Boot Firmware	11.5.20
IPBS 2 Firmware	11.5.20
IPBS 2 Downgrade Firmware	11.5.11
IPBS 3 Boot Firmware	11.5.20
IPBS 3 Firmware	11.5.20
IPBS 3 Downgrade Firmware	11.5.11
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.20
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.20
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.5.11
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R4 - GRBS-DB1-C3/DB1-C4 Firmware	7.0.14
AIWS Firmware	2.73
AIWS2 Firmware	4.12.0
WinPDM (Windows Portable Device Manager)	4.1.9
Rack Charger Firmware	2.0.7
Advanced Charger Firmware	2.0.7
3720 Translation Tool	31
3725, 3740, 3749 Translation Tool	80
3730 Translation Tool	80
3735 Translation Tool	80
3755, 3759 Translation Tool	80
3720 Downloadable Languages	31
3725, 3740, 3749 Downloadable Languages	80
3730 Downloadable Languages	80
3755, 3759 Downloadable Languages	80
Company Phonebook Tool	9
Local Phonebook Tool	1



Avaya Nortel SIP Phones	
1120E	4.04.23.00
1140E	4.04.23.00
1220/1230	4.04.23.00
DECT D100 Phones	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
B 179	
B179	2.4.4.3
B199	
B199	1.0.8.3.2
E159	
E159	8.25.2
E169	
E169	8.25.2
H175	
H175	1.0.2.3
Jxxx	
J129	4.1.6.0.6
J139	4.1.6.0.6
J159	4.1.6.0.6
J169	4.1.6.0.6
J179	4.1.6.0.6
JEM24	1.0.1.0.26
Kxxx	
K155	2.2.0.5.8508
K165/K175	2.2.0.5.8008

8 Supported OS and Browsers

Windows Operating Systems (PC)

Operating System Editions and Service Packs

Operating System	Editions		Microsoft's Support Dates
Windows 10	Pro (SMB), Enterprise	✓	End of support 14th October 2025
Windows 11	Pro, Enterprise	✓	No announced date.



Server 2016	Standard & Essentials	✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.
Server 2019	Standard & Essentials	✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.
Server 2022	Standard	✓	No essential edition present. Mainstream support ends 13th October 2026. Extended support to 14th October 2031.

Operating System Support - Server Components

	Windows			Windows Server		
	10	11		2016	2019	2022
Bits	32	64	64	64	64	64
... MAPI service for VMPro on Linux	✗	✗	✗	✓	✗	✗
TAPI - 1st Party	✓	✓	✓	✓	✗	✗
TAPI - 3rd Party	✓	✓	✓	✓	✗	✗
TAPI - WAV ⁽¹⁾	✓	✗	✗	✗	✗	✗

Notes:

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

Operating System Support - Thick Client Administrator Apps

Application	Win 10.0		Win 11	Server 2016	Server 2019	Server 2022
Bits	32	64	64	64	64	64
Voicemail Pro Client	✓	✓	✓	✓	✓	✗
Manager	✓	✓	✓	✓	✓	✗
SysMon	✓	✓	✓	✓	✓	✗
SSA	✓	✓	✓	✓	✓	✗

Operating System Support - Thick Client User Apps

We only support end-user apps on user OS's. On server OS's they may work, we don't prevent it, but we don't support it if issues are found.

Application	Win 10.0		Win 11	
	32	64	32	64
SoftConsole	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓
one-X Portal Plug-In for Outlook	✓	✓	✓	✓

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Windows Desktop Virtualization Support

This section covers those applications specifically supported on virtualized desktops (Citrix VDI).

- **one-X Portal for IP Office** - This includes the one-X Call Assistant and the Outlook Plug-In (requires Citrix local profile mode).
- **Avaya Workplace for Windows** - Support in IP Office environments added in FP2.

Avaya Workplace Client Supported Platforms

Based on support for Avaya Workplace 3.37 and the claimed OS support in the Avaya compatibility for that release.

iOS	Android	Windows	macOS
<ul style="list-style-type: none">• iOS15• iOS16• iOS17	<ul style="list-style-type: none">• Android 12.x• Android 13.x• Android 14.x	<ul style="list-style-type: none">• Windows 10• Windows 11	<ul style="list-style-type: none">• 12.x• 13.x• 14.x

- **iOS Devices:** IP Office support is for iPhone and iPad devices only. Not iPod Touch.

Browsers

For Safari information, see https://en.wikipedia.org/wiki/Safari_version_history.

	Windows OS		All OS	macOS		Comments
Application	Edge	Firefox	Chrome	Safari 14.1.2	Safari 15	
one-X Portal for IP Office Client	✓	✓	✓	✗	✗	
Web Manager ⁽¹⁾	✓	✓	✓	✓	✓	
Web Control Menus/Platform View	✓	✓	✓	✓	✓	
IP DECT R4 Admin	✓	✓	✓	✗	✗	
Premise COM	✓	✓	✓	✗	✗	
Avaya Spaces Calling	✗	✗	✓	✗	✗	
User Portal	✓	✓	✓	✓	✓	
User Portal - Softphone	✓	✓	✓	✗	✗	

(1) There are a number of web management features which only work with Internet Explorer (which is now not supported):

- **All Systems**
 - **Launch IP Office Manager** (*Applications | IP Office Manager*)

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- **Launch Voicemail Pro client** (*Applications | Voicemail Pro - Call Flow Management*)
- **Launch System Status** (*system hamburger | Launch SSA*)
- **IP500 V2**
 - **Backup to Local PC** (*Actions | Backup*)
 - **Restore from Local PC** (*Actions | Restore*)
 - **Upgrade** (*Actions | Upgrade*)
 - **File Manager | Upload File** (*Applications | File Manager | +*)

Other Applications

Microsoft Exchange

Application	Exchange 2016	Exchange 2019
Voicemail Pro:		
• UMS	✓	✗
• EWS	✓	✓
• Email Reading ⁽¹⁾	✗	✗
one-X Portal:		
▪ IM Presence	✓	✗
▪ Calendar	✗	✗
Workplace Client:		
• Calendar	✓	✓

1. Not supported if using EWS integration.

Outlook

	Outlook		
Application	2016	2019	Office 365
VMP Pro UMS IMAP	✓	✓	✗
TAPI Dialling	✓	✓	✗
one-X Portal:			
• Outlook Plugin	✓	✓	✓
▪ Contact Screen Popping	✓	✓	✓

Virtualisation

Hypervisor	IP Office Server Edition	
Azure	✓	



Amazon AWS	✓	
GCP	✗	
KVM	✓	
Microsoft Hyper-V:		
• Server 2016	✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.
• Server 2019	✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.
• Server 2022	✓	Mainstream support ends 13th October 2026. Extended support to 14th October 2031.
VMware ⁽¹⁾ :		
• ESXi 7.0	✓	VMware announced end of support date: 2nd April 2025.
• ESXi 8.0	✓	Support added from R11.1.3.

- VMware support is on Standard, Enterprise, Enterprise Plus, Essentials and Essentials Plus platforms.

9 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R12.1 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select, Subscription)

10 Known Issues

There are no Known Issues for this release.

11 Resolved Field Issues

This IP Office R12 release also addresses a number of customer issues found in the previous IP Office 11.1 GA releases, these are listed below.

JIRA Number	Description of Issue	JIRA Number	Description of Issue
IPOFFICE-177283			MM Archiving stopped for a specific interval of files.
IPOFFICE-172159			System Status Application SSA, Networking PING function not working correctly.



12 Technical Notes

12.1 UCM support on R12.1

The original release of IP Office R12.0 did not include support for the Unified Communications Module (UCM) in IP Office IP500 V2 systems. However, following extensive testing as part of IP Office R12.1, Avaya will now support R12.0/R12.1 IP Office systems that include R11.1.3.2. UCM modules but with the following caveats:

- There will be no future updates to the IP Office software components provided on the UCM modules.
- There will not be any future updates for the CentOS Operating System and the security CVEs patches for the UCM modules.

12.2 In a Dual stack network, Vantage phones can't register with IPv4 address and phone always register with IPv6 (which is not supported).

This is because in the auto-generated file 46xxsettings.txt, IP Office generates SET SIGNALING_ADDR_MODE 6 and SET MEDIA_ADDR_MODE 64 for Vantage phone.

To workaround the issue please do the following steps to modify the parameters using 46xxspecials.txt:

- Access [https://\[IPO's IPv4 address\]/46xxspecials.txt](https://[IPO's IPv4 address]/46xxspecials.txt) in a browser and copy it's content in a file and save the file as 46xxspecials.txt
- open 46xxspecials.txt in an editor and add following parameters just below the line with heading # K1XXSPECIALS
 - SET SIGNALING_ADDR_MODE 4
 - SET MEDIA_ADDR_MODE 4
- Save the file
- Open IP Office manager (Thick console)
- Go to File -> Advanced -> Embedded File Management -> Disk -> system -> primary
- Upload 46xxspecials.txt under the folder primary. Click Upload File -> navigate to the local 46xxspecials.txt file.
- Access [https://\[IPO's IPv4 address\]/46xxspecials.txt](https://[IPO's IPv4 address]/46xxspecials.txt) and check if the updated parameters are reflected correctly
- Reboot the phone to get the updated settings

12.3 The Call Retrieve feature for Workplace does not work correctly with multiple clients

The Call Retrieve feature does not function correctly when multiple Workplace clients or desk phones are registered simultaneously via the same ASBCE with IP Office. When "Retrieve Call" is pressed on one of the simultaneously registered Workplace clients connected via ASBCE with IP Office, the current call is set to "Hold," and the new call will ring on the Workplace client.

This issue occurs when a Windows Workplace client tries to retrieve a call from an iOS Workplace client. In this scenario, the existing call on the iOS Workplace client goes on



hold, and the iOS Workplace client starts ringing due to the newly initiated call, instead of the Windows Workplace client ringing.

12.4 IPV6 on Lan 2

It is a requirement that if IPv6 is enabled on LAN2, it also needs to be enabled on LAN1 (even if the address is a dummy one). If this is not done you can experience voice path connections issues with SIP endpoints registered on LAN2

12.5 MTCTI connections and messaging will not work with Avaya Workplace Client when it is registered with IP Office using IPv6 address in the URL in a dual stack network Windows OS.

When an Avaya Workplace Client is registered with IP Office using IPv6 address in the URL in a dual stack network Windows OS, all the MTCTI connections and messaging will be impacted, except SIP.

To work around this issue, follow the steps mentioned below:

1. Open an administrative Command Prompt window
2. Run the following command:

```
reg add
```

```
"HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip6\Parameters" /v DisabledComponents /t REG_DWORD /d 00 /f
```

3. Restart OS for these changes to take effect.

Also refer to the link below for more detailed information:

<https://learn.microsoft.com/en-us/troubleshoot/windows-server/networking/configure-ipv6-in-windows>

13 Languages Added

IP Office release 12.1 adds no new languages.

14 Documentation

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

- DVD media available with Avaya IP Office R12.1 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - [IP Office Knowledgebase](#)
- The Avaya support site – Contains all administrator and user documentation for IP

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Office - <http://support.avaya.com>

The Release 12.1 Documentation is available at 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 '12.1' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

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 12.1 Offer Definition, which is a communication that summarizes “what’s new” within the IP Office Release 12.1 product, can be found on the Avaya Partner Portal

15 Contacting support

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.

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.

16 Contact Support Tasks

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

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