AVAYA

IP Office Technical Bulletin

Bulletin No: **241**

Release Date: **17th April 2025**

Region: **Global**

Avaya is pleased to announce the availability of Service Pack 1 for IP Office Release 12.1 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 12.1 GA releases.

1 Overview

IP Office Release 12.1 Service Pack 1 incorporates new software for:

> IP Office Core Switch 12.1.0.1.0 Build 5
> IP Office Server Edition 12.1.0.1.0 Build 5
> IP Office Application Server 12.1.0.1.0 Build 5
> Preferred Edition (VoiceMail Pro) 12.1.0.1.0 Build 3
> one-X Portal 12.1.0.1.0 Build 17

The IP Office Administration and application software can be downloaded from the Avaya Support Website:

https://support.avaya.com

This software is for use with the IP Office IP500 V2 and Server Edition Systems and IP Office Subscription.

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.

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

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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)	12.1.0.1.0 build 5	Yes
IP Office Applications		
Manager	12.1.0.1.0 build 5	Yes
SSA	12.1.0.1.0 build 5	Yes
SysMonitor	12.1.0.1.0 build 5	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	4112.4112c	No
Java		
Java Run Time Environment	8.0 Update 15 (Zulu 8.84.0.15)	No
DCP Phone Firmware		
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
IP Phone Firmware		
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

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Delivered Software or Package	Version	Updated in this build
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
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
Wi-Fi Phone Firmware/Tools		
3641/3645	117.058	No
HAT	4.1.4	No
AVPP	17x.040	No
T3 Phone Firmware and Associated Applications		
T3 IP Phone Firmware	T247	No
T3 IP Phones Admin Tool	3.08	No
IP DECT Phone Firmware and Associated Applications		
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
DECT R4 Phone Firmware and Associated Tools		
3720 Phone Firmware	4.7.8	No
3725 Phone Firmware	4.7.8	No
3730 Phone Firmware	3.0.16	No
3735 Phone Firmware	3.0.16	No
3740 Phone Firmware	4.17.8	No
3745 Phone Firmware	4.17.8	No
3749 Phone Firmware	4.17.8	No
3755 Phone Firmware	1.5.13	No
3759 Phone Firmware	1.5.13	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	11.5.20	No
IPBS 1 Firmware	11.5.20	No
IPBS 1 Downgrade Firmware	11.5.11	No
IPBS 2 Boot Firmware	11.5.20	No
IPBS 2 Firmware	11.5.20	No
IPBS 2 Downgrade Firmware	11.5.11	No

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Delivered Software or Package	Version	Updated in this build
IPBS 3 Boot Firmware	11.5.20	No
IPBS 3 Firmware	11.5.20	No
IPBS 3 Downgrade Firmware	11.5.11	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.20	No
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.20	No
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.5.11	No
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40	No
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80	No
DECT R4 - GRBS-DB1-C3/DB1-C4 Firmware	7.0.14	No
AIWS Firmware	2.73	No
AIWS2 Firmware	4.12.0	No
WinPDM (Windows Portable Device Manager)	4.1.9	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	80	No
3730 Translation Tool	80	No
3735 Translation Tool	80	No
3755, 3759 Translation Tool	80	No
3720 Downloadable Languages	31	No
3725, 3740, 3749 Downloadable Languages	80	No
3730 Downloadable Languages	80	No
3735 Downloadable Languages	80	No
3755, 3759 Downloadable Languages	80	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
Avaya Nortel SIP Phones		
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
DECT D100 Phones		
D100_BS_MS	1.2.7	No
D100_BS_SL	0.9.6	No
B179		
B179	2.4.4.3	No
B199		
B199	1.0.8.3.2	No
E159		
E159	8.25.2	No
E169		
E169	8.25.2	No
E129 Phones		
E129	1.25.2.26	No
H175 Phones		
H175	1.0.2.3	No
Jxxx Phones		
J129	4.1.6.0.6	No
J139	4.1.6.0.6	No
J159	4.1.6.0.6	No

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Delivered Software or Package	Version	Updated in this build
J169	4.1.6.0.6	No
J179	4.1.6.0.6	No
JEM24	1.0.1.0.26	No
Kxxx Phones		
K155	2.2.0.4.7570	No
K165/K175	2.2.0.4.7070	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	12.1.0.1.0 build 5
ip500v2_se.bin	12.1.0.1.0 build 5
avdcpb2.bin	12.1.0.1.0 build 5
dvppots.bin	12.1.0.1.0 build 5
naatm16.bin	12.1.0.1.0 build 5
nadcpV2.bin	12.1.0.1.0 build 5
nadcpaV1.bin	12.1.0.1.0 build 5
nadcpaV2.bin	12.1.0.1.0 build 5
dsaupnV1.bin	12.1.0.1.0 build 5
nadcpv2.bin loader update version	3.2(999)

2 New Feature Support

2.1 Support for DECT R5 firmware. Scalability - 1500 users

The support for DECT R5 firmware is confirmed with this release although the firmware is not bundled with it as the release date for the DECT new firmware is at a later date than this release.
Support from 750 to 1500 DECT users is available with this release.
NOTE: DECT R5 firmware will be available on Avaya support site starting from 29th April 2025

2.2 Increased user limits when TLS is activated

With this release we do support a maximum of 3000 User with active TLS.

2.3 Upgraded Rocky Linux from version 9.3 to latest 9.5

Upgraded Rocky Linux from version 9.3 to latest 9.5 to ensure all operating systems and third-party software are up to date with the latest security patches at the time of code freeze.

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2.4 Support for Microsoft Hyper-V on Windows Server 2022 and Windows Server 2025

IP Office supports Microsoft Hyper-V on Windows Server 2022 and Windows Server 2025.

3 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.

3.1 IP Office 12.1.0.1.0 build 5 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-181639	A new SE Primary cannot receive Subscription License for version 12.1.0.1.0 build 4

3.2 IP Office 12.1.0.1.0 build 4 –Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-181083	Primary and Secondary Server show incorrect option IP Office Self Administration
IPOFFICE-181323	MTSMA update with new Docker Image, build and verification
IPOFFICE-181185	Sectigo CA certificate installation for Apple Push Notification
IPOFFICE-181259	Update Apache Tomcat for Platform

3.3 IP Office 12.1.0.1.0 build 3 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-181035	System Restart SE: IPO reboot related SIP Header
IPOFFICE-181009	SNMP is not installed on Rocky Linux
IPOFFICE-180910	Subscription based IPO: Unable to fetch/renew the licenses on admin.na1.avaya-sub.com; subscription error mode
IPOFFICE-180828	CP CLONE - LDAP directory services not working as showing Protocol Error after upgrade IPO to R12.0GA/12.1GA
IPOFFICE-180720	LDAP directory services not working as showing Protocol Error after upgrade IPO to R12.0GA/12.1GA

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JIRA Number	Description of Issue
IPOFFICE-180004	IP Office 12.1: SNMP traps from IPOL are sent with wrong values for Severity Level
IPOFFICE-179965	[+HOT] System Restart - IP Office 11.1.3.2.0 build 6 : aSoftMS service on Primary server crashing generating core-dump file
IPOFFICE-179822	System Restart SE: related to the number of actually bytes required by an UTF8 encoded
IPOFFICE-179764	System Restart IP500V2 - 11.1.3.1.3 build 10 - with <DSI Exception>
IPOFFICE-179579	EASG shows as Started but port 2222 is not opened in IPO v12.0
IPOFFICE-179570	System Restart - IP Office 11.1.2.3.54 build 5: IP Office service crashing generating core-dump file
IPOFFICE-179565	System Restart 500v2A-Memory leak running [11.1.3.2.1 build 1]
IPOFFICE-179516	OneX Portal client error after refresh browser or stand by for more than 4 or 5 min
IPOFFICE-179488	[+HOT] Unexpected result with the JSessionID when getting value from the IP Office 12 management API
IPOFFICE-179385	System Restart SE 11.1 FP3 SP2 apparently caused by a 3rd party phone set as internal twinning destination sending SIP 480 message
IPOFFICE-179381	AWS Disk Space for root volume boots with only 11GB instead of default-100GB
IPOFFICE-179377	SNMP not working for IPOL running Version R12.0
IPOFFICE-179375	Devlink3 SipRecExtn extension unexpectedly consumes an Avaya endpoint license
IPOFFICE-179374	System Restart SE 11.1 FP3 SP2 Caused by a timing problem as HG user becomes available to receive calls just a HG calls is returned from Overflow to Original HG, User is part of both HG's
IPOFFICE-179373	Call declined due to IX Workplace receiving same call twice
IPOFFICE-179336	Upgrade with migration of Hyper-V virtual machine from IP Office 11.1.3.2.0 to 12.0 does not work if the machine has started from IP Office 11.0
IPOFFICE-178688	[+HOT] Voicemail to email randomly not working
IPOFFICE-178553	IP Office 11.1FP3SP1: DNS query for SIP Trunk not working when DNS response is Truncated
IPOFFICE-177959	Cluster installer changes for Centralized Media Manager not playing the recording older than 30 days
IPOFFICE-177909	Memory leak on 500v2 with cp 11.1.3.1.3 build 4
IPOFFICE-175232	System Restart IP500V2A - 11.1.3.0.0 build 23 - with <OSMemPool::Allocate Out of Memory: 3276>
IPOFFICE-171292	IP Office R11.1FP2SP3GA : Security Vulnerabilities
IPOFFICE-171251	[+HOT] System Restart - IP Office 11.1.2.3.0 build 47: IP Office service on Primary server crashing generating core-dump file
IPOFFICE-171106	No voice path for DECT phones after transfer from Vantage K175
IPOFFICE-170772	Issue regarding the subscription of B169 on IP DECT R4
IPOFFICE-170462	IPOffice vulnerabilities - security consultation
IPOFFICE-166093	IP Office SE (11.1SP1) Security vulnerabilities

3.4 Voicemail Pro (Preferred Edition) 12.1.0.1.0 Build 3 – Resolved field issues

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

JIRA Number	Description of Issue
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IPOFFICE-180111	Combo CP request- CP for IPOFFICE-179005 based on 12.1GA release
IPOFFICE-179005	IPO R12: Voicemail Pro client Test FTP connection failed with error - "Test to Remote FTP Server Failed. Error: Password Encryption/decryption failed. Can not verify FTP/SFTP detail"

3.5 Manager/Web Manager 12.1.0.1.0 build 3 – Resolved field issues

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

JIRA Number	Description of Issue
IPOFFICE-179477	11.1 FP3 SP1 One-X WebClient User login returns blank page if Browser Reload button is pressed
IPOFFICE-178882	WebManager 12.0 cannot access Auto Attendant settings

3.6 Applications/Desktop Integration – Resolved field issues

There are no field issues resolved in this release.

4 Known Issues

4.1 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 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 -> nevigate to the local 46xxspecials.txt file.
- Access https://[IPO's IPv4 address]/46xxspecials.txt and check if the updated parameters are reflected correctly
- Reboot the phone to get the updated settings

4.2 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

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"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.

4.3 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

5 Technical Notes

5.1 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

5.2 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

6 Assistance

6.1 Software and Documentation

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

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- DVD media available with Avaya IP Office R12.1.0.1.0 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 Office -https://support.avaya.com

The Release 12.1.0.1.0 Documentation is available at GA:

- Go to support.avaya.com
- Select Product documents
- Enter 'IP Office' as your product
- Choose '12.1.x' as your release
- Enter "Technical Bulletin" as your keyword
- 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 (https://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 12.1.0.1.0 Offer Definition, which is a communication that summarizes "what's new" within the IP Office Release 12.1.0.1.0 product, can be found on the Avaya Partner Portal

6.2 Future Service Packs

No new service packs scheduled for 12.1. Next release will be 12.2.

6.3 Document Revision History

Issue Number	Date	Changes
Issue 1	07th April 2025	First published edition.
Issue 2	08th April 2025	Added details for the fixes delivered in build 4.
Issue 3	17th April 2025	Added details for the fixes delivered in build 5.

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