Product Support Notice

PSN #	PSN003780u

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Name of problem IP Office 8.1 and 9.0 Interoperability Compatibility with the Radvision Scopia 8.2 FP1

Products affected

IP Office 8.1 Q3 2012 Maintenance Release

IP Office Release 8.1 Feature Pack 1

IP Office Release 9.0

Small Radvision Scopia Deployment with **IP Office 8.1/9.0** and **Radvision Scopia 8.2 FP1**

Type of component	Radvision Scopia	Avaya
Infrastructure	Scopia XT Desktop	IP Office: Release 8.1 Feature Pack 1 or IP Office: Release 9.0
Endpoints	Scopia XT240 Scopia XT4200 Scopia XT5000 Scopia Mobile iOS Scopia Mobile Android Scopia Desktop for Windows/Mac	Avaya 96x1 H.323 series Avaya 95xx digital series Avaya 16xx series Avaya 1408 and 1416 series Avaya B179 SIP Conference Phone Avaya Flare – Windows and iPad

Large Radvision Scopia Deployment with **IP Office 8.1/ 9.0** and **Radvision Scopia 8.2 FP1**:

Type of component	Radvision Scopia	Avaya
Infrastructure	Scopia Desktop Server Scopia Management Scopia Elite MCU 5000 Scopia Elite MCU 6000 Scopia Pathfinder	IP Office: Release 8.1 Feature Pack 1 or IP Office: Release 9.0
Endpoints	Scopia XT240 Scopia XT4200 Scopia XT5000 Scopia Mobile iOS Scopia Mobile Android Scopia Desktop for Windows/Mac	Avaya 96x1 H.323 series Avaya 95xx digital series Avaya 16xx series Avaya 1408 and 1416 series Avaya B179 SIP Conference Phone Avaya Flare - Windows and iPad

* If using Scopia Desktop or Scopia Mobile clients, then Scopia Desktop Server / Scopia XT Desktop Server must be used.

Problem description

IP Office 8.1/9.0 Interoperability Compatibility with the Radvision Scopia 8.2

Resolution

IP Office 8.1/9.0 Compatibility with Radvision Scopia 8.2 FP1

The targeted use cases for Avaya Video with a Small and Large Radvision Scopia deployment enterprise environment:

- NAT Firewall traversal offered to enable "outside to/from inside" video calls. This enables Internet based endpoints/mobile devices and web clients to make calls to video endpoints or Meeting rooms in a company network.

- Use the Scopia Elite MCU to host high definition meetings and allow IP Office devices to join the meeting or being dialed out from those meetings.

- Use of Scopia Desktop Server to allow mobile devices and web client to participate in video conference calls on the Scopia Elite MCU.

- Video Point to Point calls to IP Office Video phones from Meeting Room devices (calls from Scopia Desktop clients, Mobile or Web, to the IP Office Video phones are not supported).

- Video Point to Point calls from IP Office Video phones to Meeting Room devices.

- Audio Point to Point calls from IP Office audio phones to Meeting Room devices.

- Audio Point to Point calls from Meeting room devices to IP Office audio phones.

Notes

The following items should be pointed out for the Avaya/Radvision-Scopia Interoperability Solution:
- Direct Media is required in IP Office / Scopia configurations.
- IP Office Short Code Dialing is not supported from the Scopia XT endpoints. This includes paging, call queue, call steal, etc.
- Mid Call Features are not supported with the Scopia devices at this time. (Hold, Transfer, etc.)
- Scopia devices are not supported as members of Hunt Groups.
- Scopia XT endpoints should not have G.729 configured for an audio codec. This can be changed in the IP Office Extension configured for the XT.
- External video calls coming in on SIP trunk are not supported.
- IP Office Releases 8.1 and 9.0 are the only supported software versions with Radvision Scopia 8.2 FP1 Earlier versions of IP Office are not supported with Radvision Scopia 8.2 FP1
    o   IP Office Release 8.1 with Feature Pack 1 or greater is the only supported software with Radvision Scopia 8.2 FP1, Earlier versions of IP Office are not supported with Radvision Scopia 8.2 FP1
- Scopia Elite MCU can be used with IP Office Server Edition only for Large Deployment Configurations.

Remarks

The following known issues apply to video functionality supported with **IP Office 8.1/9.0 and Radvision Scopia 8.2 FP1:**

Problem	Keyword	Workaround
XT4200 endpoint does not receive hunt group calls	31302	Hunt groups will look to be supported in a future release.
Logitech ClearChat™ Comfort USB headset not recognized after Desktop Server upgrade on Win XP system	31477	New installs on Windows XP systems do not experience this issue. Scopia Desktop Server upgrades via Windows 7 do not experience this issue. Other USB headset devices do not experience this issue.
One way talk path for the first DS phone who enters the conference, followed by another DS phone	39974	Impacts digital phones connected to an IP Office Expansion in Server Edition calling in as the first voice only participant to a Scopia video conference, followed by another digital phone. Workaround is to rejoin conference to correct talk path issue.

Issues Resolved since last issue of PSN:

Problem	Keyword
Cannot add another terminal to a conference with a Flare device	34899 / 35038
RADVISION: Account code is not working with RV endpoints.	31030
IP Office SSA monitor indicates 1 VCM in use even though the call is made on direct media	31269
IP Office SSA monitor indicates 2 VCM in use when the call is made on direct media	31621

Scopia Management Conference PIN number entered is not recognized when using XT devices and Direct Media from IP Office.	31650
Wrong participant is disconnected from conference on XT5000.	32377
Black screen on XT5000 after a mac Softphone (internal call) leaves the conference.	32878
Presentation will not work after a 96xx phone joins the conference	34973
Incoming video call from Radvision XT4200 received as audio in Flare	35084
Calls from XT endpoint to digital phone consume 2 VCM resources	36855
Lock meeting function is not working properly, does not unlock.	36856
2 VCM are used for a RTP relay call between XT5000 and 9641G	36940
No video on Windows Softphone when user presses record button from One-X Portal page	37677
Radvision Account and Authorization Code	42542

Avaya-Radvision Scopia Compatibility Matrix for IP Office 8.1/9.0 and Radvision Scopia 8.2 FP1:

These downloads are available at http://support.avaya.com and http://support.radvision.com.

Vendor	Product	Version
AVAYA	IP Office R8.1 Feature Pack 1 or IP Office 9.0	IP Office R8.1 Feature Pack 1 or IP Office 9.0 Editions: Essential, Preferred, Advanced, Server Platform: IP Office 500 v2 & IP Office Server Edition
	Avaya Flare Windows & iPad version	
	Avaya one-X® Deskphone 96x1 H.323 R6.3 (audio only)	96x1-IPT-H323-R6_3_0_37-072313 (6.3)
	9500 Digital sets	R41
	Avaya one-X® 1600 Series IP Deskphones R1.3	16xx-IPT-H323-R1_3_4-072513.zip (SP4)
	1416 and 1408 Digital Telephones R4.0	1400R32 (SP2)
	Avaya B179 SIP Conference Phone	B179-IPT-SIP-R2_3_2-050213 (2.3.2) B179-IPT-SIP-R2_3_3-050213 (2.3.3)
Radvision	Scopia XT240	3.2.1.9
	Scopia XT4200	3.2.1.9
	Scopia XT5000	3.2.1.9
	Scopia Management	8.2.0.0.122
	Scopia Elite MCU 5000	7.7.4.6.2
	Scopia Elite MCU 6000	8.2.0.17.1
	Scopia ECS	7.7.0.0.34
	Scopia Desktop	8.2.100.043
	Scopia XT Desktop	8.2.100.043
	Scopia Mobile iOS	3.2 (67)
	Scopia Mobile Android	3.2 (43.3)
	Pathfinder	8.2.1.0.32

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	No

Verification
n/a

Failure
n/a

Patch uninstall instructions
n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a

Avaya Security Vulnerability Classification
Not Susceptible

Mitigation
n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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