



Avaya IP Office™ Platform Release 10.1 – Release Notes / Technical Bulletin General Availability

1 Contents

1	Contents.....	1
2	Document changes	4
3	Introduction	5
4	What's New.....	5
5	Summary of New Features Delivered in IP Office Release 10.1	6
6	Feature Descriptions	7
6.1	IP Office Integrated Contact Reporter (ICR)	7
6.2	Media Manager.....	9
6.3	Centralized CTI Webservice API.....	11
6.4	Granular Access Service User.....	11
6.5	Additional Hypervisor Support.....	12
6.6	Voicemail Pro 3rd Party database access on Server Edition, IPOL	13
6.7	Multiple Appearance Directory Number (MADN)	13
6.8	MADN Single Call Arrangement (SCA):	14
6.9	Scopia Interop	14
6.10	Delayed HotLine.....	14
6.11	Ringtone on Transfer	14
6.12	Outlook plug-in and LDAP Contacts.....	14
6.13	SIP Trunk User-to-User Information	15
6.14	User Privacy, Privacy Override Group.....	15
6.15	Simplified Mobile Access	16
6.16	J129 Contacts	16
6.17	New DECT 3730 and 3735 Handsets.....	16
6.18	Digital Station Modules DS30B2 RJ45 and DS16B2 RJ45	18
6.19	Open APIs/SDKs	18

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6.20	SSI Over Web Services.....	18
6.21	SSA IP Extensions	19
6.22	EASG.....	19
6.23	Enhancement to PIN length.....	19
7	Build Versions.....	20
7.1	IP Office 10.1 GA Software Versions.....	20
7.2	IP Office Module Firmware	21
7.3	IP Office Firmware Support.....	21
8	Upgrading to IP Office R10.1.....	26
9	Supported OS and Browsers	26
10	Supported Hardware.....	26
10.1	Virtual Appliance Deployments	27
11	Known Issues and Workarounds.....	27
12	Technical Notes.....	38
12.1	Licensing.....	38
12.2	Upgrading IP Office IP500v2 core software	38
12.3	Upgrading IP Office Administration	39
12.4	Upgrade Instructions for IP Office Preferred Edition.....	39
12.5	Upgrade Instructions for IP Office one-X® Portal	40
12.6	Upgrade Instructions for IP Office Server Edition and Application Server	40
12.7	Web Manager Upgrade Instructions	41
12.7.1	Transfer the ISO image.....	41
12.7.2	Start an Upgrade of the Primary system.....	41
12.7.3	During the Upgrade, monitor the progress on Web Manager.	41
12.7.4	After the upgrade, Web Manager will trigger the post-upgrade step.....	41
12.7.5	Login to Web Manager.....	41
12.7.6	A warning will appear that a post-upgrade step is needed.	41
12.7.7	Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.....	41
12.7.8	If that link appears, click and trigger the post-upgrade.....	41
12.7.9	After the post-upgrade step, a reboot can be triggered automatically.....	41
12.7.10	Follow the same steps from 2 to 9 for the other systems from the solution.....	41
12.7.11	41

12.7.12	The following services will be added to IP Office Server Edition on completion of the process:	41
12.7.13	IP Office Web Collaboration.....	41
12.7.14	IP Office WebRTC	41
12.7.15	IP Office Contact Store.....	41
12.7.16	IP Office Web License Management.....	41
12.8	Upgrading an OVA.....	41
12.8.1	Start the Upgrade to 10.1	41
12.8.2	Download and execute the “UpgradeKernelFix.sh” script	42
12.8.3	Using SCP/WinSCP, copy the script onto the system using the Administrator user. ...	42
12.8.4	Using PuTTY, connect to the server using the Administrator account. At the root command line,	42
12.9	Upgrade Instructions for using WebLM Licensing	44
12.10	Avaya USB Creator Tool	45
12.11	Upgrade Instructions for IP Office Unified Communications Module (UCM).....	45
12.12	Upgrade Instructions for Avaya Communicator for Windows.....	46
12.13	Installation Instructions for Avaya Communicator for Microsoft Lync.....	46
12.14	Key Terms used in Branch Deployments	48
12.15	Branch Deployment Restrictions	48
12.16	Aura Load Line up	48
13	Languages Added	49
14	Documentation errata	49
15	<i>Contacting support</i>	50
15.1	Contact Support Checklist.....	50
16	Contact Support Tasks	50



2 Document changes

Date	Description
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June 19, 2017	Document issued for General Availability
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3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™ Platform Release 10.1. Avaya's offer is referred to as "IP Office R10.1" throughout this document.

Some key highlights about how Avaya partners and customers can benefit from IP Office R10.1 include:

4 What's New

R10.1 further solidifies IP Office as a cloud and premise/hybrid platform, expanding virtualization to support Hyper-V, attracting 'PoweredBy Partner' and introduces new reporting tools to manage and measure customer experience.

IP Office R10.1 software/binaries will be available through PLDS or support site for no charge to existing R10 customers. Customers from pre-R10 releases would be required to upgrade to R10 using available release upgrade licenses and apply the R10.1 software load using Manager. Customers already on R10 may apply the R10.1 software load without requiring additional upgrade licenses.

Throughout this document, readers will learn much more about the extensive innovation being delivered in IP Office R10.1. Some key highlights about how Avaya partners and customers will benefit from IP Office R10.1 include

Ease of doing business

As IP Office fully transitions to Product License and Delivery System (PLDS) licensing, partners will benefit from self-service licensing management and the utilization of a common licensing format across the Avaya solution stack. The Avaya One Source (A1S) upgrade configuration option will simplify and automate upgrades to IP Office R10.1, same process used for R10. This process supports both transactional/paid or support entitled upgrades.

Stronger resiliency and security

IP Office provides high-availability and secure communication without the high costs and complexities. Customer locations may have automatic backup, active calls stay connected, no idle hardware needed. R10.1 introduces Enhanced Access Security Gateway (EASG) and enhancements to password and PIN management.

Enhanced Collaboration



New Integrated Contact Reporter (ICR) provides a simple, informal voice contact solution in the 5 to 25 agent spaces. Successful businesses compete based on customer service. IP Office release 10.1 introduces intuitive tools enabling businesses to cost effectively measure and manage staff and customer interactions, improving customer experience. ICR in 10.1 reports on incoming, external calls only.

Media Manager is Avaya's new voice recorder for IP Office. The solution is a natively supported voice recording and archiving feature; integrated with Web Manager and able to interact with cloud based storage.

The new centralized CTI WebService API will provide a more open platform to allow third parties add value and build out solutions. Support is provided for distributed (SE / SCN) environment – not limited to nodal as per current TAPI.

Simplified Installation, Administration and Support

IP Office R10.1 will contain features aimed at making installation both faster and simpler, role base administration provides granularity to the user level, especially important for cloud deployments

5 Summary of New Features Delivered in IP Office Release 10.1

IP Office Release 10.1 includes a range of new features that will support Cloud market expansion, ease of doing business, openness and user client experience for the mid-market space. These are summarized in the table below.

Cloud Market Expansion and Mid Market
<ul style="list-style-type: none">• IP Office Integrated Contact Reporter (ICR)• Media Manager• WebServices API (CTI)• WebManager granular access• Hypervisors<ul style="list-style-type: none">○ Hyper-V○ AWS○ KVM (Cloud)• Multiple Appearance DN (MADN)• 3rd Party Database access (SE)• Digital Station module update and refresh (DS30B2 and DS16B2)• DECT 3730 and 3735 support• Scopia Interop – XT 4300 and 7100 support• J129 Personal Contacts• Security PIN enhancement and EASG• Open API/SDK enhancement• Service Monitoring API
GRIPs

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- **Ringtone on Transfer**
- **Simplified Mobile Access**
- **Delayed Hotline**
- **User button/pickup privacy**
- **SIP trunk Users to User information**
- **Ringback button for on call status (oneX portal)**
- **Transfer between two calls (oneX portal)**
- **Outlook Plug-In and LDAP Contacts**

Note: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 10.1 are supported on all Editions, platforms and phones - please see each feature's description for details. Cloud portal APIs, SDKs and Example applications will be available with the Powered By Avaya IP Office R2.0 Cloud release

6 Feature Descriptions

The following section provides details of the key innovations delivered in IP Office R10.1 to drive growth in the addressed market segments. Many of the feature developments reflect continued input that Avaya regularly receives and values, from distributors, business partners and end customers.

6.1 IP Office Integrated Contact Reporter (ICR)

IP Office Integrated Contact Reporter provides a fully integrated, Avaya developed, basic reporting solution targeting the 5 to 25 agent space. ICR is built in to the IP Office Application Linux image. It is installed with every IP Office Hosted or Server image, making it immediately available to IP Office customers on R10.1 with no additional hosting, server, or installation costs. It is easy to deploy and easy to sell with minimal extra training. A number of Power User licenses equal to the number of active ICR users (agents and supervisors) is required.

ICR fills a gap for businesses needing voice only reporting, while priming the customer to evolve to a full IP Office Contact Center solution as the customer grows their business. ICR will be available as part of the IP Office Server Edition and Application Server software image and runs on the standard Linux distribution supported by IP Office Server Edition and Application Server platforms. The software is installed as a standard Linux RPM only on the Server Edition Primary server or the Application Server in case of IP 500V2 deployments. The application is not supported on UCM or Windows platforms and requires Preferred Edition or greater.

ICR is a simple reporting tool for 5-25 agents and up to 5 supervisors. Operations, Administration and Maintenance (OAM) is integrated with the wider IP Office solution



(e.g. IPO Web Manager for OAM). ICR leverages the IPOCC Chrome client for agent and supervisor reporting and call control as well as existing hunt group capabilities on IP Office to "tag" specific hunt groups for reporting and analytics. The solution uses VMPro for queue announcements

With the R10.1 release, the capabilities of ICR will provide the following:

- Real time and historical reporting for IP Office hunt groups
- **Reports on incoming external calls only; there is no reporting on internal calls or outgoing calls**
- Agent desktop – call control of associated telephony device and real time reporting
- Supervisor desktop – call control of associated telephony device, real time and historical reporting
- Agent and supervisor user interface is a web based client that is supported on Google Chrome, Mozilla Firefox and Safari browsers– note that the user interface is available in **English only** in 10.1 time
- 8 Pre-configured summary and detailed historical reports – **note that reports cannot be customized, scheduled or exported** in this release; reports can be viewed and printed in PDF
 - Call summary by Agent
 - Call summary by Hunt Group
 - Call summary by Time
 - Call summary by CLI
 - Call Detail by HG
 - Call Detail by Agents
 - Call Detail by CLI
 - Agent summary
- Deployment options as follows – ICR co-resides with one-X Portal and has a dependency on same
 - Application Server in case of IP500V2
 - Standalone IP500V2 with Application Server
 - For SCN – all agents, supervisors, hunt groups, trunks, VMPro must be configured on the IP500V2 which is monitored by ICR
 - Primary Server on Server Edition
 - All agents, supervisors, hunt groups, trunks, VMPro on Primary Server
 - All agents, supervisors, hunt groups, VMPro on Primary Server; trunks (only) can be on Expansion
 - Preferred Edition, Server Edition or Select (and Cloud deployments)

Licenses required for ICR are as follows

- Standard endpoint licenses
- ICR Agent
- ICR Supervisor

The ICR Agent and ICR Supervisor licenses are \$0 licenses with IP Office 10.1 and are based on number of logged-in ICR users. The ICR Supervisor

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license is a “superset” of the ICR Agent capabilities – i.e. the ICR Supervisor can also operate as an ICR Agent if required. A number of Power User licenses equal to the number of active ICR users (agents and supervisors) is required. It will be required to order a number of ICR Agent and ICR Supervisor licenses (\$0) to enable ICR with IP Office 10.1.

ICR co-resides with one-X Portal. ICR is not resilient in 10.1. Also note that only one of ICR, ACCS or IPOCC can be configured on one IP Office.

6.2 Media Manager

The new Media Manager application in IP Office 10.1 is a native IP Office application for archiving, storage, search, playback and download of IPO call recordings – with all OAM integrated within the IPO solution (e.g. IPO Web Manager).

The application obtains the recordings from the IP Office Voicemail Pro application through a pre-configured hand-off directory in the same manner as the current Contact Recorder application. The Media Manager application moves the recordings from the hand-off location to an additional hard disk partition on the Server Edition Primary or Application Server and then archives the recordings to the storage location as configured by the Administrator. The archiving location can be a NAS store, local DVD drive or cloud storage (only Google Drive is supported in this release). The additional hard disk drive required can be ordered with Media Manager via Avaya order tools or can be customer provided

Note that the default VMPro hand-off directory is changed with IPO 10.1 software to support Media Manager. Any customer upgrading from an earlier software version that continues to use Contact Recorder on IPO 10.1 will need to change the handoff directory configuration under VMPro System Preferences to revert to the earlier Contact Recorder location.

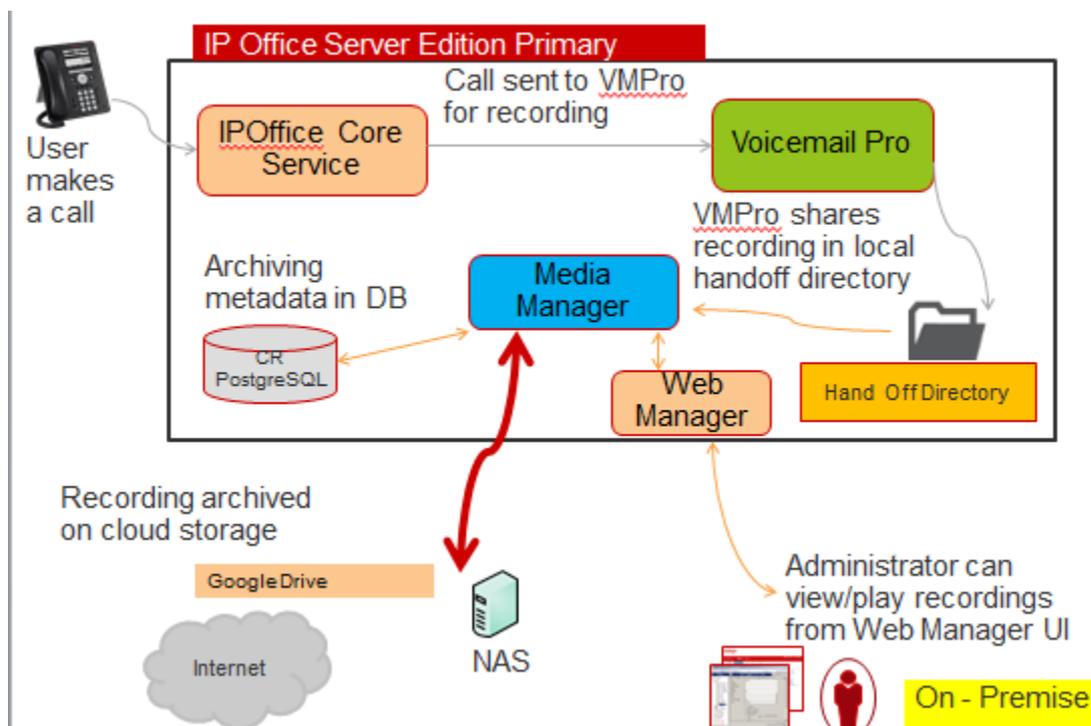
Media Manager is licensed on a system basis. As well as a new IPO 10.1 Media Manager license, the application will also work with an earlier Contact Recorder license, for a customer upgrading from an earlier IPO version. Media Manager allows a 90 day trial period before licensing is enforced.

Media Manager does not support migration of earlier Contact Recorder files in IPO 10.1. It is not supported to run both Media Manager and Contact Recorder at the same time, as this could cause issues with archiving of recording files.

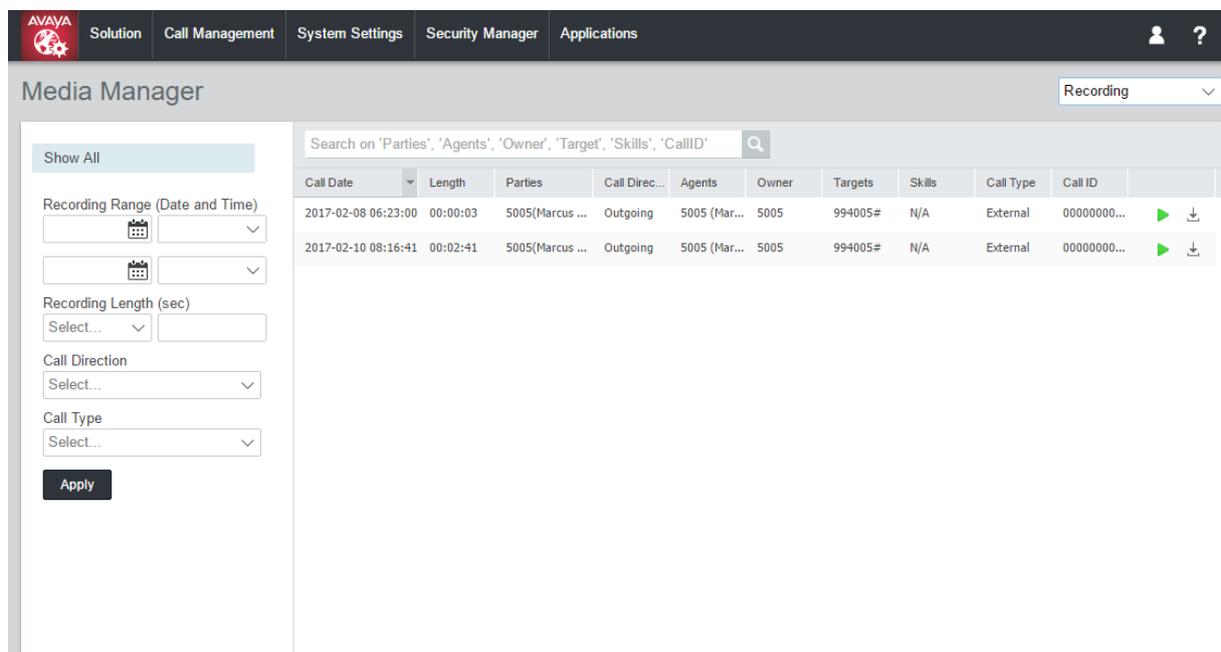
The management interface is web based and all popular browsers are supported i.e. Google Chrome, Firefox Mozilla and Microsoft Edge as well as Microsoft Internet Explorer.

The Media Manager application will be available as part of the IP Office Server Edition and Application Server software image. The application runs on the standard Linux distribution supported by IP Office Server Edition and Application Server platforms. The software is installed as a standard Linux RPM only on the Server Edition Primary server or the Application Server in case of IP 500V2 deployments. The application is not supported on UCM or Windows platforms. This application will be part of the IP Office Web Manager application's Tomcat instance.

A standard Server Edition deployment is shown below. While the Media Manager application is supported on the SE Primary only, resiliency is supported – call recordings can continue to be captured via a resilient VMPro on SE Secondary, and those recordings will be available for archiving / search once Media Manager is up again on SE Primary.



Search, playback and download of call recordings is done in similar manner to Contact Recorder today.



6.3 Centralized CTI WebService API

There has been consistent feedback from DevConnect partners that the current TAPI interface is not providing the required functionality in a distributed IPO environment. The new centralized CTI WebService API will provide a more open platform to allow third parties add value and build out solutions. Support is provided for distributed (SE / SCN) environment – not limited to nodal as per current TAPI.

Centralized CTI Web Service API does have a dependency on one-X Portal access for the users.

The existing material code for CTI Pro is used to enable the capability on R10.1.

With the new API, when creating a new user in IP Office, it will not require a reboot.

6.4 Granular Access Service User

In R10.1 the web manager provides the service user access to entire configuration objects if it is having the configuration access enabled. The larger customer which are having multiple service roles or in the cloud environment there is need to have granular configuration access to service user. Hosting partner will be able to build an account for customer/re-seller with limited permissions. Those permissions shall restrict the customer/re-seller from performing activities that will affect service of the system.

1. Customer/Re-seller account will not be able to edit/delete the Hosting Partners service user account
2. Hosting Partner should be able to block access to:
 - Web File Manager and Embedded File Manager
 - Web License Manager
 - Web Control (7071) and/or Platform View in Web Manager

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- Web Manager Actions (backup/restore/transfer iso/synchronize service user and system password)
- Web Manager Configure (Add System to Solution/Remove System from Solution, Set All Nodes to Select, Resiliency Administration, Set all Nodes License Source, Link Expansions)
- Web Manager three lines menu (Dashboard, Platform View, Backup, restore, On-boarding, Launch SSA, Service Commands, Initial Configuration, Download Configuration, view Upgrade report)
- Web Manager Solution Settings
- Web Manager Security Manager – Certificates and Service Users
- Web Manager System Settings
- Web Manager Call Management

3. Blocked Access in Web Manager should be based on permissions that will affect visibility. Permissions will be grouped as follows:

- Web Manager Call Management – Users, Extensions
- Web Manager Call Management – Groups, Auto Attendant (For standard edition only)
- Web Manager System Settings – Incoming Call Routes, Alternate Route Selection, Short Codes
- Web Manager System Settings – System, Locations, Time Profiles and Licensing
- Web Manager System Settings – Lines
- Web Manager System Settings – Directory, Authorization Codes, Account Codes
- Web Manager System Settings – IP Routes, WAN Ports, Firewall Profiles, RAS, Services, Tunnel (Applicable for IP500V2 only)
- Web Manager System Settings – User Rights
- Web Manager Actions, Solution Settings and Three-line menu
- Web Manager Configure menu

4. Blocked Access in Manager should be done as per existing permissions. The System tab can be explicitly blocked

6.5 Additional Hypervisor Support

With R10.1, hypervisor support will be extended to:

- Hyper V for (Microsoft Hyper-V) formally known as Windows Server Virtualization, is a native hypervisor; it can create virtual machines on x86-64 systems running Windows.
- AWS (for Amazon Web Services) An AMI (Amazon Machine Image) is provided that can perform Auto Ignition and ICU based on User Data set in AWS. The AMI will behave similarly to our existing Google Compute Image.
 - *Process for BP access to AMI is in development, as Amazon does not allow Avaya to host or directly distribute the SW. A link will be*
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provided to an Amazon Dashboard for community AMIs per an Avaya/IP Office search process. These processes steps will allow for a create and launch instance of AMI.

- KVM (for Kernel-based Virtual Machine) is a full virtualization solution for Linux on x86 hardware containing virtualization extensions (Intel VT or AMD-V). KVM is open source software and used for Cloud deployments The kernel component of KVM is included in mainline Linux, as of 2.6.20. The users pace component of KVM is included in mainline QEMU, as of 1.3.

Virtualization

Hypervisor	IP Office Sever Edition	IP Office Partner Hosted	IPOCC
VMware ESXi 5.5 U2+	✓	✓	✓   
VMware ESXi 6.0	✓	✓	✗
VMware ESXi 6.5	✓   	✓	✗
Microsoft HyperV on Server 2012R2	✓	✓	✗
Microsoft HyperV on Server 2016	✓	✓	✗
KVM	✗	✓	✗
Amazon AWS AMI	✓	✓	✗

Note: VMware ESXi 5.0 and 5.1 are end of support by VMWare in 2016. Refer to VMWare.com support site for additional information

(1) In planning for R10.1, will confirm when testing is completed

6.6 Voicemail Pro 3rd Party database access on Server Edition, IPOL

Adds support for 3rd party database lookup to VMPro in an SE environment, for PostgreSQL and MySQL databases only. Ability to connect to one of those two external databases, retrieve data from same and use that data within the VMPro call flow.

6.7 Multiple Appearance Directory Number (MADN)

MADN is a key and lamp style feature that permits a user to have multiple numbers. Two new Appearance features will be offered as button configuration options in Administration tools with R10.1.

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6.8 MADN Single Call Arrangement (SCA):

- The number may exist on 1 or more users
- Calls alert on all buttons configured with that number; any user may answer the call on that button
- User may make an outgoing call when Idle; call party details will be the name and number of the button selected
- When in use, others with the button appearance will see the number as busy. Users may bridge into the call with proper privacy settings

MADN Multiple Call Arrangement (MCA):

- The number may exist on 1 or more users
- Calls into the number alert on all buttons configured with that number; any users being alerted may answer the call on that button. When answered, all other Users will see the number go Idle
- When Idle, the User may select the button to make an outgoing call. The calling party details will be the User's name and the number of the button selected.

6.9 Scopia Interop

In 10.1, the XT7100 and XT4300 devices are able to use Avaya IP Endpoint licenses rather than 3rd Party Endpoint licenses.

Note that any Scopia XT7100 or XT4300 devices using 3rd Party Endpoint licenses on earlier software, will now require to purchase an Avaya IP Endpoint license for 10.1 and later.

6.10 Delayed HotLine

If the handset is lifted from the phone and nothing is dialed after a configurable time period (up to 30 seconds for example) - the call can be intercepted (configurable to a hunt group or to the attendant). The time period and the target destination can be different for various users, or the same default can be applied to multiple users via system templates.

6.11 Ringtone on Transfer

Currently when IPO does an announced transfer internally, the ring tone reflects the original calling party (e.g. the external party, for an incoming external call). With R10.1, there will be the ability to have the ring tone reflect an internal (consult transfer) call in such case; or external (blind transfer). This is a configurable option.

6.12 Outlook plug-in and LDAP Contacts

Prior to 10.1 it was not possible for users to access and dial LDAP contacts via the Outlook plug-in – that is now resolved in 10.1.

6.13 SIP Trunk User-to-User Information

The IP Office will simply pass on the received UUI information element back to the public network in case of a transit call. This is supported on SIP trunks only and the UUI information element is not passed internally to other elements in the solution (e.g. IPOCC, ACCS, SM etc.) nor is it mapped to any other trunks types (ISDN, H.323). IP Office carries the UUI information using a proprietary IPO field.

Two new parameters are added in the SIP Advanced tab, Identity group, called 'Add UUI header' and 'Add UUI header to redirected calls' (dependent on the Add UUI header, can be checked only when Add UUI header is checked). Default value is false. These configuration items are a mergeable feature and applicable to Standard and Server Edition mode, all supported IP Office platforms.

6.14 User Privacy, Privacy Override Group

Certain users need to be assured of confidential communication, while everyone else has normal operation. These users must be protected from other people being able to see who is calling them and must be able to prevent their calls being picked-up.

A new configurable item, called "Privacy Override Group", is added to the user record. Default value is blank.

It is a drop down menu containing the system huntgroups, very similar to Users->Telephony->Supervisor Settings->Monitor Group.

The feature is composed of 2 parts:

- User Button Privacy
- Pickup Protection

User Button Privacy:

When pressing a User button to see who is connected or to answer an alerting call, the Target User's "Privacy Override Group" configuration setting is checked. If the group is not configured or the user is in the list (Enabled/Disabled status is not checked), then DSS status will be shown, as in previous releases when DSS Status was active. **Pickup Protection:**

This feature is directed at calls targeted at the user and includes all variants of Pickup, Buttons, Shortcodes, along with Call Steal/Acquire Call.

SCN/SE and Tapi are supported.

It does not apply to Call Pickup Group/Group button.

Call pickup using the User Button is also regulated by the "Privacy Override Group" user field.

When a user tries to pickup/steal another user's call then the "Privacy Override Group" setting is checked on the targeted user. If the group is not configured or the user is in the list then the pickup is allowed (Enabled/Disabled status in group is not checked).

If it is in the list or the "Privacy Override Group" setting is blank then the pickup will be allowed, otherwise it will fail. If it fails it will print out a SysMonitor message with the appropriate error message. Calls alerting the user the pickup is targeted at.

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- SCN/SE supported
- Call Steal/Acquire Call pickup applies
- Does not apply to a call picked up through a group button
- Applies to the untargeted Pick-Up Any of the call to be picked up is targeting a protected user, then next call in the list will be checked.
- one-X portal and apps DSS also covered
- Applies to TAPI/CTI Pickup to targeted Users

6.15 Simplified Mobile Access

The standard behavior of the Mobile Call Control gives the Mobile Worker dial-tone if a call recipient clears their call. This is intended operation as it prevents the Mobile Worker having to dial in again to make any further calls.

A simpler set of FNEs is available based on customer requests to provide dialtone (not MDA) and clear on call completion, and as an added benefit not be listening for any DTMF like the MCC features (** hold, ## hangup) so will not interfere with DTMF dialing in to IVRs for example.

Current FNE	Description	New simplified FNE
31	Mobile Call Control	35
32	Mobile Direct Access (MEX)	36
33	Mobile Call Back	37

6.16 J129 Contacts

J129 R1.0 is supported with IPO 10.0 SP3 (Feb 2017). J129 software R1.1 (April 2017) will add support for personal contacts only, .i.e., no support for System Directory on IPO via REST API. Support for J129 with R1.1 will allow for downloading a list of personal contacts using the existing IPO interface.

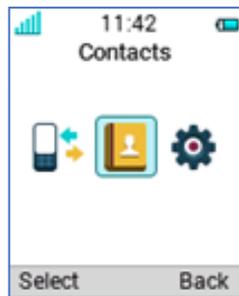
System Directory is not supported.

6.17 New DECT 3730 and 3735 Handsets

3730 is a durable DECT handset for enterprise-grade telephony.

KEY ENHANCEMENTS:

- Color TFT display (1,8" size, 128x160 pixels)
- 3,5 mm headset connector
- Mini messaging (12 characters)
- Easy deployment
- Future proof HW design
- DECT protocol detection
- Configurable Display Management Layout

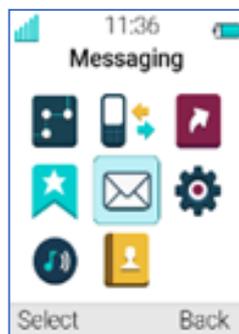


Display Illustration

3735* is a robust DECT handset suitable for medium to high demand environments such as hospitals, elderly care, retail & enterprise.

KEY ENHANCEMENTS:

- Sharper color TFT display (2,0" size, 240x320 pixels)
- Bluetooth for headset
- Push to talk (PTT)
- 3,5 mm headset connector
- Interactive messaging
- DECT Location for improved location capability
- Cleanable, IP 44



Display illustration

Refer to the 3730 and 3735 Offer Definition for more detail concerning these handsets IPO 10.1 will continue to use the same DECT Edition 5 as per IPO 10.0.

6.18 Digital Station Modules DS30B2 RJ45 and DS16B2 RJ45

An updated version of the digital station modules will be supported with R10.1 and R9.1 Releases.

The new modules will support either Avaya digital phones or heritage Nortel phones. You cannot have a mix of Avaya/Nortel phones on the same module. You may have a mix of modules with an IP Office system supporting either Avaya digital or heritage Nortel digital phones. The modules comply with the RoHs requirements globally; known as Lead-Free, RoHS stands for Restriction of Hazardous Substances. RoHS, also known as Directive 2002/95/EC, originated in the European Union and restricts the use of six hazardous materials found in electrical and electronic products.

IP500 Digital Station 16 and 30 RJ21 will continue to be available.

IP500 Digital Station 16B and 30B will transition over time to the new DS16B2 and DS30B2 modules

*check with distributors for availability. Target date is August 2017

6.19 Open APIs/SDKs

In R10.0 we introduced a Management SDK with the target of addressing the needs of 'Easy Button' setups. Enhancements to cover more areas and specifically cover all the areas that the legacy "XO" Configuration Web Services covers so that the legacy API can be made End Of Life. Management API provides a REST based API Interface to the Third Party Application developers for consuming IP Office configuration objects.

- Provides all capabilities of currently supported IP Office configuration services (XO services).
- Request and response are in XML and JSON format.
- Provide Read/Write access to privileged Service users only.
- No separate license is required for accessing the APIs

6.20 SSI Over Web Services

With the move to Mid-Market and cloud there is a greater interest in proactive monitoring. The feature already has several areas instrumented but the data is for SSA and delivered over the Proprietary SSI interface, and there is a small set of data available on SNMP.

IPO 10.1 makes available system monitoring information of SSI over a read only REST web service available over https only. Real time call data and / or call control are not available via this new interface, which will be made available via the DevConnect program. There is no license required

6.21 SSA IP Extensions

Current operation of SSA is to only show registered IP extensions on the Extensions Summary page.

There needs to be the ability to show IP Extensions that were registered but no longer are, and/or IP extensions that are configured but have not registered (since last re-boot), like SysMon does.

The use for this is to spot phones that have gone to sleep or got disconnected, or maybe are misconfigured.

This enhancement will also cover Quarantined phones and Blacklisted extensions and IP addresses in SSA.

Security

6.22 EASG

EASG is the "Enhanced" version of ASG used by Avaya Support Personnel to remotely authenticate with field-deployed IP Office systems in order to run system sanity and validation scripts.

ASG was first introduced in IP Office Server Edition (IPOL) in release 10.0. Then ASG for IPOL was upgraded to EASG in release 10.1. There are no plans to support ASG/EASG for the IP500 V2 platform.

6.23 Enhancement to PIN length

A user may be required to authenticate to the product using numeric PIN codes to receive access to a "privileged" service or to a device.

PIN length for administrators and users shall be enforceable through the following customer-administrable rules:

PINs shall have a configurable parameter for the PIN length and the range shall be from four (4) to twenty (20) digits. The system shall ensure that only numbers are allowed (i.e., no "#" or "*").

PIN length rules shall apply to stations that use numeric-only passwords (e.g. H323 phones) to authenticate a user.

Note: The recommended default PIN length is six (6).

For detailed information on implementing and maintaining IP Office Platform security, please refer to [Avaya IP Office Platform Security Guidelines](#) posted on the IP Office Knowledgebase link below.

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<http://marketingtools.avaya.com/knowledgebase/businesspartner/index.html>

7 Build Versions

7.1 IP Office 10.1 GA Software Versions

Component	Version
Admin CD	10.1.0.0 build 237
VMPPro (Linux)	10.1.0.0 build 241
VMPPro (Windows)	10.1.0.0 build 241
One-X Portal	10.1.0.0 build 305
Server Edition DVD	10.1.0.0 build 237
Server Edition OVA	10.1.0.0 build 237
Unified Communication Module	10.1.0.0 build 237
SoftConsole	10.1.0.0 build 12
Integrated Contact Reporter	10.1.0.0 build 237
Media Manager	10.1.0.0 build 237
Avaya Communicator for Windows	2.1.4.0
Avaya Communicator for iPad	2.0.6
Avaya Communicator for Web	1.0.16.2220
Avaya Aura System Manager for IP Office	7.1 Build 50 Patch 48
Contact Recorder	10.1.0.4
IP Office Contact Center (IPOCC)	10.1.0.0
Avaya Contact Center Select (ACCS)	7.0 FP1
Radvision XT500 / 4300 / 7100	8.3.8.57
Avaya one-X Mobile Preferred for IP Office (Android version)	10.0.0.3.201
Avaya one-X® Mobile Preferred for IP Office (iOS version)	4.1.8.763
WebLM Server	7.0
Avaya USB Creator Tool	10.0.0.1.0 build 1

7.2 IP Office Module Firmware

Module	Version
IP500V2	10.1.0.0 build 237
POTSV2 Module	10.1.0.0 build 237
DCPV2 Module	10.1.0.0 build 237
ATM Module	10.1.0.0 build 237
DS30/16 V2 Module	10.1.0.0 build 237
DS30A/16A BST Module	10.1.0.0 build 237
DS30B/16B Module	10.1.0.0 build 237

7.3 IP Office Firmware Support

Phone Model	Version
4600/5600 H.323 Phone Firmware (Common Boot Code and App)	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW	2.9.1 (2.9 SP1)
4625	2.9.1 (2.9 SP1)
4620 (Not 4620SW)	2.3
4601, 4602D, 4602SW, 5601, 5602D & 5602SW	2.3
4601+, 4602+, 5601+ & 5602+	2.9.1 (2.9 SP1)
4600/5600 VPN Phone Firmware (Separate Boot Code and App)	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW Boot Code	2.3.252
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW App	2.3.252
1600 H.323 Phone Firmware (Separate Boot Code and App)	
1603 & 1608 & 1616 Boot Code	1.350B
1603 & 1608 & 1616 App	1.350B
1603-L & 1608-L & 1616-L Boot Code	1.390B
1603-L & 1608-L & 1616-L App	1.390B
1616 Button Module 32 App	1.1.0
1600 Phone Language Files	502

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9600 H.323 Phone Firmware (Separate Boot Code and App)	
9620 & 9630 Boot Code	3.2.2
9620 & 9630 App	3.2.2
9640 & 9650 Boot Code	3.2.7
9640 & 9650 App	3.2.7
9620D01A & 9630D01A Boot Code	3.2.7
9620D01A & 9630D01A App	3.2.7
9600 Phone Language Files	76
96x1 H.323 Phone Firmware (Separate Kernel and App)	
9608 & 9611 & 9621 & 9641 Kernel	S96x1_UKR_V25r10_V25r10
9608 & 9611 Application	S9608_11_HALKRR6_6_4_01.bin
9621 & 9641 Application	S9621_41HALBR6_6_4_01_V474
96x1 Phone Language Files	148
Sonic Firmware	S9608_11_HALKRR6_6_2_27.bin
Sonic Phone Language Files	148
11x0 & 12x0 SIP Phone Firmware	
1120	04.04.23
1140	04.04.23
12x0	04.04.23
B179 Firmware	
B179	2.4.1.5
DECT D100 Firmware	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
E129 Firmware	
E129	1.25.2.26
E159 Firmware	



E159	8_25_5.bin
E169 Firmware	
E169	8_25_5.bin
J129 Firmware	R1.1.0.0.15
DCP Phone Firmware	
2410	R6
2420	R6
5410	R6
5420	R6
1403	Application R07
1403	Boot 03
1408	Application R46
1408	Boot 25
1416	Application R46
1416	Boot 25
9500	Application R60
9500	Boot R17
9500	Zarlink R0_09
DCP Phone Languages	
14xx	R10_v11_Pack01
DCP Phone Font Files	
14xx Chinese (GB)	R02_v01
14xx Korean (KSC)	R02_v01
14xx Japanese (JIS)	R02_v01
IP DECT Phone Firmware/Tools	
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04



Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
IP DECT ADMM Firmware/Tools	
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/Tools	
Avaya 3720	4.3.32
Avaya 3725	4.3.32
Avaya 3730	2.0.9
Avaya 3735	2.0.9
Avaya 3740	4.3.32
Avaya 3745	4.3.32
Avaya 3749	4.3.32
Avaya 3720 Template	0.5
Avaya 3725 Template	0.5
Avaya 3730 Template	0.1
Avaya 3735 Template	0.1
Avaya 3740 Template	0.2
Avaya 3745 Template	0.1
Avaya 3749 Template	0.2
DECT R4 Firmware/Tools	
DECT R4 - IPBS1 Boot Firmware	7.2.28
DECT R4 - IPBS1 Firmware	7.2.28
DECT R4 - IPBS1 Downgrade Firmware	7.1.2
DECT R4 - IPBS2 Boot Firmware	7.2.28
DECT R4 - IPBS2 Firmware	7.2.28



DECT R4 - IPBS2 Downgrade Firmware	7.1.2
DECT R4 - IPBL (DECT Gateway) Boot Firmware	7.2.28
DECT R4 - IPBL (DECT Gateway) Firmware	7.2.28
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R4 - AIWS Firmware	2.73
DECT R4 - AIWS2 Firmware	4.2.0
DECT R4 - WinPDM (Windows Portable Device Manager)	3.12.0
DECT R4 - Rack Charger Firmware	2.0.7
DECT R4 - Advanced Charger Firmware	2.0.7
DECT R4 - Avaya 3720 Translation Tool	29
DECT R4 - Avaya 3725/3740/3749 Translation Tool	40
DECT R4 - Avaya 3720 Downloadable Languages	29
DECT R4 – Avaya 3730, 3735 Translation Tools	49
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	40
DECT R4 - Company Phonebook Tool	9
DECT R4 - Avaya 3730/3735 Downloadable Languages	49
DECT R4 - Local Phonebook Tool	1
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
T3 IP Phone Firmware/Tools	
T3 IP Phone Firmware	T247
T3 IP Admin Tool	3.08
H175 Phone Firmware	



H175

1.0.2.3

8 Upgrading to IP Office R10.1

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.

Customers operating earlier releases of IP Office software without an IPOSS contract will need to purchase an upgrade to get to IP Office R10.0/10.1.

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>

9 Supported OS and Browsers

10 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R10.1 release. Supported platforms are:

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

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R630 server and the Dell PowerEdge R230 server are the most current servers available. The Dell PowerEdge R630 server support was introduced with IPO 9.1.4 SP (issued September 14, 2015).

The ETR Partner card **will be supported with IP Office R10.1**. Reference material code 700476039 IP OFFICE 500 VERSION 2 EXTENSION CARD ETR

Note: *IP OFFICE 500 VERSION 2 EXTENSION CARD ETR 6 will be targeted to end of sales in 2017. Please look forward to the End-of-Sales Notice for further details.*

Customers may migrate to IP Office R10.1 by purchasing an upgrade for Release 10 and applying the R10.1 software, or by acquiring an upgrade as part of their entitlement per the terms of their valid IP Office Support Services support contract, as applicable. Customers migrating to IP Office R10.1 will be required to have an IP500 V2 control unit or supported servers with Server Edition. IP500 base cards, trunk cards and expansion modules are supported with IP500 V2 control unit and may migrate to the V2 control unit. Licenses will require a dongle swap to move from the IP500 key card to the IP500 V2 SD card.

All other Release 10.1 features are supported on all platforms. IP Office R10.1 Select features are supported with Select material codes.

IP400 Trunk and Station Modules supported in IP Office R10.1:

- Analog trunk 16

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- Digital Station V2: 16 and 30 port variants
- Phone V2: 16 and 30 port variants

Refer to the *IP Office R9.1 Offer/Product Update* document for IP400 cards that are no longer supported.

10.1 Virtual Appliance Deployments

IP Office is also shipped on the Avaya Common Server platforms for the IP Office Server Edition and IP Office Contact Center. The Avaya common server models continue to be updated on a separate timeline following the evolving roadmaps of the hardware providers. The current shipping servers for IP Office are the Dell Power Edge R230 for smaller deployments and the Dell Power Edge R630 for larger deployments. IP Office R10.1 still supports all of the listed previous Common Servers although Avaya no longer ships them new.

11 Known Issues and Workarounds

Reference	Problem	Impact	Workaround
IPOFFICE-118827	When Avaya Communicator for Windows user joins the Scopia Elite MCU conference (via IP Office trunk) and blocks & then unblocks his video by clicking video button the video button. The video button is greyed out and camera does not unblock even when the video is unblocked(2-way video). 2> Similar is the case for hold and then unhold and video is seen again successfully. But the video block button is shown	Block/Unblock (or Hold/Unhold) of the video fails in Scopia conference. ACW user still think that his video is blocked at the other end, when the other end users in conference can see his video.	None

Reference	Problem	Impact	Workaround
IPOFFICE-121855	When IP Office and Scopia is in a call and SRTP is enabled for that call. There will be voice path issues when there is a re-invite from IP Office with new key. for e.g.: establishment of direct media , transfer scenarios ,hold/un hold etc.	One way speech path when conference is hosted on Scopia Elite. Issue exists in prior release	Scopia does not support dynamic change of the keys in SRTP calls. Hence SRTP should be disabled when Scopia Elite is involved in the call scenario.
IPOFFICE-122514	One X Portal going into a non-functional state results in ICR non-functioning.	Agent is not able to login to ICR client	One X Portal needs to be restarted and brought into functioning state.
IPOFFICE-118439	If the extension of the Agent is changed then updated Agent details are not reflected in the UI	The updated Agent details are not updated in the UI	Currently changing the extension for Agent is not supported in this manner. if the extension needs to be changed then 1) The Agent should be removed from the ICR Group(s) 2) Delete the Agent 3) Add the Agent with new extension 4) Add the Agent again to the ICR Group(s)
IPOFFICE-121027	The agent call control doesn't change to connected call; it remains in After Call Work screen only.		Once the ACW period expires, the agent's screen gets cleared.

Reference	Problem	Impact	Workaround
IPOFFICE-121560	The ICR HG Call disappears from the UI when the hold reminder notification comes on the UI. The problem is it is not possible to answer call that hold reminder from UI and the initial call also gets disappear from the UI	The UI goes into inconsistent state	It is advisable to operate all the Hold reminder operations from the Hard Phone. Once, out of hold state the ICR HG call get displayed on the UI and we can perform all the operations.
IPOFFICE-121562	When an Agent who is configured with ACW selects to go on Break while a call is in progress and then after when the call ends while the Agent is still in ACW state explicitly finishes the ACW before the expiry time of ACW the Break status also gets cleared.	The Agent goes off Break.	Agent should select to go on Break again after explicitly finishing the ACW

Reference	Problem	Impact	Workaround
IPOFFICE-121564	<p>Web ICR App stuck after pickup with shortcode*</p> <p>Agent A & Agent B are logged on to ICR Web App</p> <p>While Agent A phone is ringing with inbound hunt group call, Agent B picks up by dialing the Call Pickup short code against Agent A's extension.</p> <p>Call gets connected to Agent B</p> <p>Agent A's screen still shows call ringing, even though it is already answered by Agent B.</p> <p>Agent B web app shows the connected call control screen, but there are no details in the screen.</p> <p>Call cannot be controlled (put on hold, transfer OR drop) from the screen as well.</p>		<p>Agent B needs to use his phone for call control.</p> <p>At the next inbound hunt group call presented to the agent, the Web App will be cleared of the above error. It will correctly reflect the status as per the new call's current status. Agent can also successfully control the call from the web application</p>
IPOFFICE-122090	<p>When a user enters a password that doesn't meet complexity rules, the prompt doesn't mention the rule about the middle column digits</p>	<p>The user is not made aware about the middle column digits complexity rule</p>	<p>None</p>
IPOFFICE-122504	<p>Change propagation for "Privacy Override" field not present in SMA and Web Services.</p>	<p>Cannot see the change in privacy override field if associated HG name is changed.</p>	<p>Update the "Privacy Override" override field manually every time the associated HG name is changed.</p>

Reference	Problem	Impact	Workaround
IPOFFICE-122609	The date shown in the date picker is the last generated report date. The format is fixed to US date format (MM/dd/YYYY)	If the user is in ASIA region (dd/mm/yyyy) then the last generated report date (08/05/2017) shown in UI, may be perceived as 08-May-2017 instead of 05-August-2017	No workaround. It should be documented that the date shown is in the US date format so that when user looks at the date he understands that its a US date format and not the locale one.
IPOFFICE-122667	If the browser cache is not cleared from Beta2 build, then in call control areas we can see the "Waited Time" counter and which is not updating at all.	It gives misleading information about the waited time.	As we are not supporting this counter, it is removed in Beta2 build. So the browser cache may contain the older HTML files, in which the "Waited Time" has not been removed. So, if the browser cache is cleared, then the latest HTML files with the appropriate changes will be referred which will not show the "Waited Time" field in the UI. Please clear browser cache.
IPOFFICE-122698	The date shown in the date picker is the last generated report date. The format is fixed to US date format (mm/dd/yyyy).	If the user is in a region where the date format is dd/mm/yyyy then the last generated report date (example 08/05/2017) shown in the UI, may be perceived as 05-August-2017 instead of 08-May-2017 when clicking on the date picker.	No workaround. It should be documented that the date shown is in the US date format so that when user looks at the date he understands that its a US date format and not the locale one.

Reference	Problem	Impact	Workaround
IPOFFICE-122722	latest version of Chrome (57.0.2987.133) doesn't not allow iframe from webcontrol and fails to display within webmanager: Refused to display ... in a frame because an ancestor violates the following Content Security Policy directive: "frame-ancestors https://*.* /WebManagement".	Users will not be able to use webcontrol with this version of Chrome from the webmanager	Launch webcontrol in a new Tab using the redirect button next to Platform name
IPOFFICE-122746	If the ICR Agent puts an existing call on Hold and a Huntgroup call is presented to the Agent then the call cannot be answered through Web UI.	The Agent cannot answer the call through Web UI. The Held call also cannot be retrieved through Web UI.	The calls should be answered and retrieved through phone. This scenario wont occur if user is configured correctly as per documentation, with 2 call appearances and Reserve Last CA
IPOFFICE-123006	After Call Work Pop Up does not clear if Break is activated while the timer is running	Just visual. No impact on incoming calls	Wait for it to clear after the next call.
IPOFFICE-122618	Unable to load and search LDAP directory if the PageSize property can't be set on the LDAP server by the client (Outlook Plug-In)	User will not be able to load and search LDAP directory contacts through Avaya Outlook Plugin.	The LDAP server side configuration should allow PageSize property to be set when the client (Outlook Plug-In) connects to the server.

Reference	Problem	Impact	Workaround
IPOFFICE-122642	In thick manager, new Agent made as an ICR agent and part of ICR huntgroup and then Save. That new agent cannot logged in to ICR WebUI but agent can answered calls.	That new agent cannot logged in to ICR WebUI till agent not perform huntgroup enable/disable OR ICR service not get restart.	Disable and enabled agent for ICR huntgroup which send events to recover from above issue. Hunt Group Enable/Disable short codes for Avaya Communicator (*90*N# and *91*N#) and after invoking the short codes you can also use ICR client with Communicator.
IPOFFICE-122689	An external call is picked up by "Agent A" using Avaya Communicator. He does a consult transfer to the "Agent B". After the transfer is completed, the screen of "Agent B" shows the call connected with an external CLI but it also shows the "Agent A"'s name who transferred the call, which should not be shown.	Agent B is shown incorrect information about the caller name.	None

Reference	Problem	Impact	Workaround
IPOFFICE-122872	In case, Hard phone button programming configured for Auto-Answer with Action Data FF(Force Feed) then external huntgroup call Cannot drop from Web ICR App	Agent blocked with current sip call from WebUI.	To overcome this issue, the following settings needs to be done on IP Office Configuration from Manager. 1 - Ring delay is set on the appearance button receiving the call before the call is auto-connected in Button Programming. a - In User->Button Programming -> Edit the appearance on which the call is received -> Select Delayed Ringing under Ringing Options 2 - This Ring delay should be of 1 sec. a - In User -> Telephony -> Multi-line options -> Set Ring delay as 1 sec.
IPOFFICE-123015	The ICR service won't start after multiple attempts of starting the service from the Web Control Panel	ICR application is not usable.	The One X Portal service needs to be restarted. This would automatically restart the ICR service.
IPOFFICE-123186	When the Agent performs unsupervised transfer to the Huntgroup and goes to After Call Work, the UI gets stuck after the After Call Work is finished.	The UI is stuck and agent cannot logout.	When another call is disconnected by the Agent or the calling party the UI is restored.
IPOFFICE-123188	In case there is no full given to the user in the IP office configuration, the caller name is not displayed when he does a consultation call to another agent.	Caller name is not displayed on the Web UI.	Add the full name to the user in the IP Office configuration using web manager and re-login on web UI after few seconds.

Reference	Problem	Impact	Workaround
IPOFFICE-123199	When the Agent goes on Break while in a call and manually finishes the After Call Work from the UI the Agent comes out of the Break and UI shows the Agent is still on Break	The Agent cannot come out of the Break status from the UI.	Agent should avoid manually finishing the After Call Work or logout and login again to the UI.
IPOFFICE-122448	The DS16/30B2 expansion module may experience connection problems over the blue wire expansion link if installed in a system equipped with digital trunk interfaces that are not properly synchronized.		<p>If the DS30B2 module is experiencing issues please check the system monitor logs for SLIP messages related to the digital trunk interfaces (see example below). If errors are found, take corrective action to resolve the errors and restart the IP 500V2 system</p> <pre> 07:09:21 3049547mS PRN: Falc 6 slip 07:09:21 3049547mS PRN: WARNING: 07:09:21 3049547mS PRN: ****Reset Slip Store Falc 6 1 0 07:09:21 3049548mS PRN: 07:09:21 3049548mS PRN: WARNING: 07:09:21 3049548mS PRN: 11:09:21 07:09:21 3049548mS PRN: </pre>

Reference	Problem	Impact	Workaround
IPOFFICE-123273	A web services component of UCMv1/v2, Server Edition and Linux Application servers (native and virtualized) could potentially be compromised by a remote unauthorized user.	A remote unauthorized user could upload and download files to the server	Follow the instructions at: https://downloads.avaya.com/css/P8/documents/101040836
IPOFFICE-123412	Queued Call counter not decremented in WebUI when call get answered.	Cumulative Queued Call counter value will show in WebUI when call overflowed to standard huntgroup and then transferred to agent. This is not causing issue for call routing. Its impact is on real time queue call stat only.	When call overflowed to standard huntgroup and Non-ICR agent do transferred to huntgroup instead of transferred to agent then issue will not replicate.
IPOFFICE-123399	Queued Call counter not decremented in WebUI when call get answered	Cumulative Queued Call counter value will show in WebUI when call overflowed to standard huntgroup and then transferred to agent. This is not causing issue for call routing. Its impact is on real time queue call stat only.	When call overflowed to standard huntgroup and Non-ICR agent do transferred to huntgroup instead of transferred to agent then issue will not replicate.

Reference	Problem	Impact	Workaround
IPOFFICE-123349	When 10.1 Sysmon application connects to 10.1 IP Office with registered one-X SIP mobility client or Mac Softphone, Sysmon may in some circumstances display a message box with invalid access.	If the customer is troubleshooting 10.1 issues on a system with one-X mobility or Mac Softphone, Sysmon may create an exception error.	Use 10.0 Sysmon or temporarily unregister one-X mobility and Mac Softphone clients. A Critical patch is available from support.avaya.com Critical_Patch_Sysmon_10.1.0.0.3 build 1.zip for System Monitor 10.1.0.0.237 Download link: https://support.avaya.com/downloads/download-details.action?contentId=C20175151420281080_7&productId=P0160
IPOFFICE-123116	With an incorrectly configured VMPro SMTP Sender settings it is possible for the VM Pro t reset	This issue could occur in one of the below cases 1. misconfiguration of the SMTP sender settings (in Voicemail Pro - System Preferences tab) Remedy : Rectify the SMTP sender settings as per the instructions in the _Voicemail Pro Administration Guide_ 2. SMTP server rejecting the mail owing to mail size limitation, as configured on the SMTP server. Remedy : Configure the SMTP server to accept mails of size that may be expected. {1 MB per minute of recording} 3. If the mail domain is disconnected/unavailable. Remedy : Re-establish the connection	



12 Technical Notes

12.1 Licensing

IP Office release 10 and higher only supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous release, you must migrate all of your pre-R10 licenses (ADI, PLDS, mix of ADI/PLDS, virtual) to R10 PLDS licenses. For further information, the “Administering Avaya IP Office™ Platform with Web Manager” manual available from the IP Office Knowledgebase.

The Avaya R&D team have setup a forum to provide support for technical questions related to the new licensing content delivered in IP Office R10 and can be found here: <https://support.avaya.com/forums/forumdisplay.php?f=86>

12.2 Upgrading IP Office IP500v2 core software

For further information, please refer to the “Upgrading Systems” section of the IP500/IP500v2 Installation manual available from the IP Office Knowledgebase.

Warning:

- In all cases, always backup all application data to a separate location before upgrading.
- Check the PCS Level of the IP500V2 Control Unit. For PCS 14 and earlier, the boot loader may need to be upgraded to version 1.33 or higher. If the system is running 8.1 (65) or higher, 9.0, or 9.1, the boot loader has already been upgraded and it does not need repeating. The boot loader version can be checked on the systems details output when System Monitor connects:

```
09:16:46      54896mS PRN:
+++++
09:16:46      54896mS PRN: + loader: 1.35
09:16:46      54896mS PRN: + cpu: id 12 board 5 pld 25 type c10
options ae02
09:16:46      54896mS PRN: + cpu: sn 16WZ0440C18T
09:16:46      54896mS PRN: + fpga: id 1 issue 0 build 827
09:16:46      54896mS PRN:
+++++
```



```
09:16:46      54896mS PRN: ++++++ LIST OF
MODULES      ++++++

09:16:46      54896mS PRN: +-----
-----

09:16:46      54896mS PRN: + Slot 1: Base      COMBO6210
Board=0x02   PLD=0x04

09:16:46      54896mS PRN: +      Mezzanine ATM4
V2   Board=0x01   PLD=0x04

09:16:46      54896mS PRN: +-----
-----
```

The boot loader can be upgraded by installing either Release 8.1 (65) (or higher) or any IP Office Release 9.0, before upgrading to Release 10.1. If this has already been done, it does not need repeating.

12.3 Upgrading IP Office Administration

Earlier releases of IP Office Manager are not compatible with systems running this release. Before upgrading an IP Office system to the 10.1.0.0 Build 237 release, the Administration suite must also be upgraded.

The IP Office Administration installer will detect previous installed versions and upgrade automatically. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

Note: All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

Warning: In all cases, always backup all application data to a separate location before upgrading.

12.4 Upgrade Instructions for IP Office Preferred Edition

IP Office Preferred Edition (VoiceMail Pro) 10.1.0.0 build 405 installer will automatically detect the previous build and upgrade automatically. It is always

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advisable to back up the configuration, and any bespoke voice files prior to performing the upgrade. In addition, for a successful install or upgrade (from any 9.X to latest R10.1) of the Windows version of Voicemail Pro, please install all Windows updates first in order to obtain the latest WinTrust.dll on your machine. This is needed to verify the SHA256 certificate used by the Voicemail Pro installer. A backup of Voicemail Pro data should be done prior to any Major (first time 10.1) upgrade on Windows platform.

Prior to upgrading the Preferred Edition Server to 10.1.0.0 build 237, please ensure that all applications running on the PC are closed. The upgrade process will retain all the customer configuration, mailbox data and registry settings.

Warning: In all cases, always backup all application data to a separate location before upgrading.

12.5 Upgrade Instructions for IP Office one-X® Portal

For further information, please refer to the “Implementing one®-X Portal for IP Office” manual available from the IP Office Knowledgebase.

Warning: In all cases, always backup all application data to a separate location before upgrading.

12.6 Upgrade Instructions for IP Office Server Edition and Application Server

If using a DVD install of this release of IP Office Server Edition and Application Server, you can upgrade directly from the previous GA release (9.0 or 9.1). For further information, please refer to the “IP Office Application Server 10.1 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Server Edition Solution” manual available from the IP Office Knowledgebase.

Warning: In all cases, always backup all application data to a separate location before upgrading.

If you are upgrading IP Office Server Edition and Application Server and will be using Web Manager, please read the following guidelines. Note: If your system is already running IP Office 9.1 software, this section is NOT applicable. It is ONLY applicable for systems running either IP Office release 8.1 or 9.0 software.

12.7 Web Manager Upgrade Instructions

Introduction

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

- 12.7.1 Transfer the ISO image.
- 12.7.2 Start an Upgrade of the Primary system.
- 12.7.3 During the Upgrade, monitor the progress on Web Manager.
- 12.7.4 After the upgrade, Web Manager will trigger the post-upgrade step.
- 12.7.5 Login to Web Manager.
- 12.7.6 A warning will appear that a post-upgrade step is needed.
- 12.7.7 Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.
- 12.7.8 If that link appears, click and trigger the post-upgrade.
- 12.7.9 After the post-upgrade step, a reboot can be triggered automatically.
- 12.7.10 Follow the same steps from 2 to 9 for the other systems from the solution.
- 12.7.11
- 12.7.12 The following services will be added to IP Office Server Edition on completion of the process:
 - 12.7.13 IP Office Web Collaboration
 - 12.7.14 IP Office WebRTC
 - 12.7.15 IP Office Contact Store
 - 12.7.16 IP Office Web License Management.

12.8 Upgrading an OVA

If you are upgrading an OVA and your system has been through a number of previous upgrades that introduced new kernels, the upgrade report may indicate that the yum process died before completing its job. This is because the /boot partition is almost full. Please execute the following instructions to resolve this.

Note: This procedure is not required if the system was upgraded to version 9.1.7 or a later version of software.

- 12.8.1 Start the Upgrade to 10.1
If the upgrade fails, check the Upgrade Report in Web Manager. If it contains the error, yum process died before completing its job, please follow these instructions.

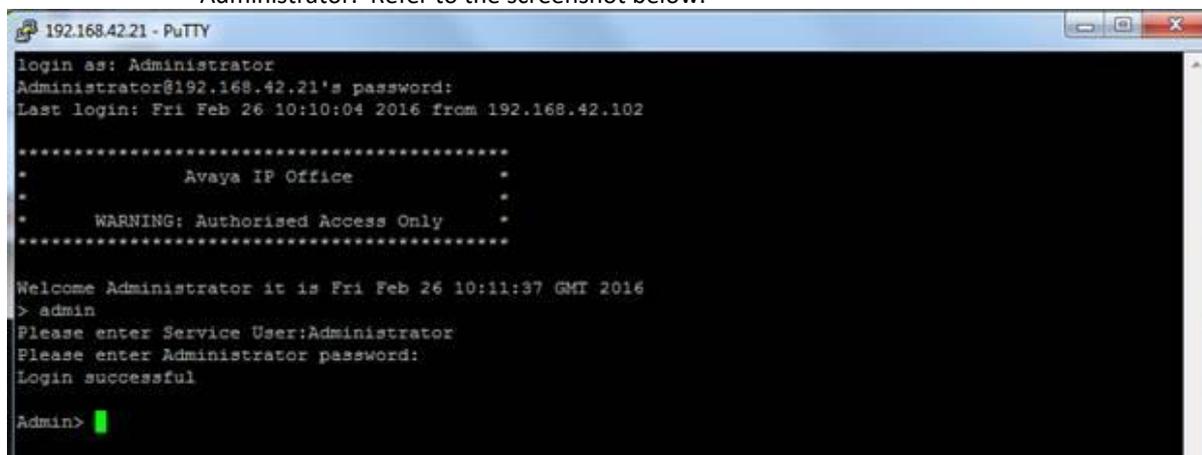
12.8.2 Download and execute the “UpgradeKernelFix.sh” script

From either the IP Office Admin User DVD or <https://support.avaya.com>, download the **UpgradeKernelFix.sh** file.

12.8.3 Using SCP/WinSCP, copy the script onto the system using the Administrator user.

12.8.4 Using PuTTY, connect to the server using the Administrator account. At the root command line,

- a. Execute the “*admin*” command, and enter the IP Office Service user credentials for Administrator. Refer to the screenshot below:

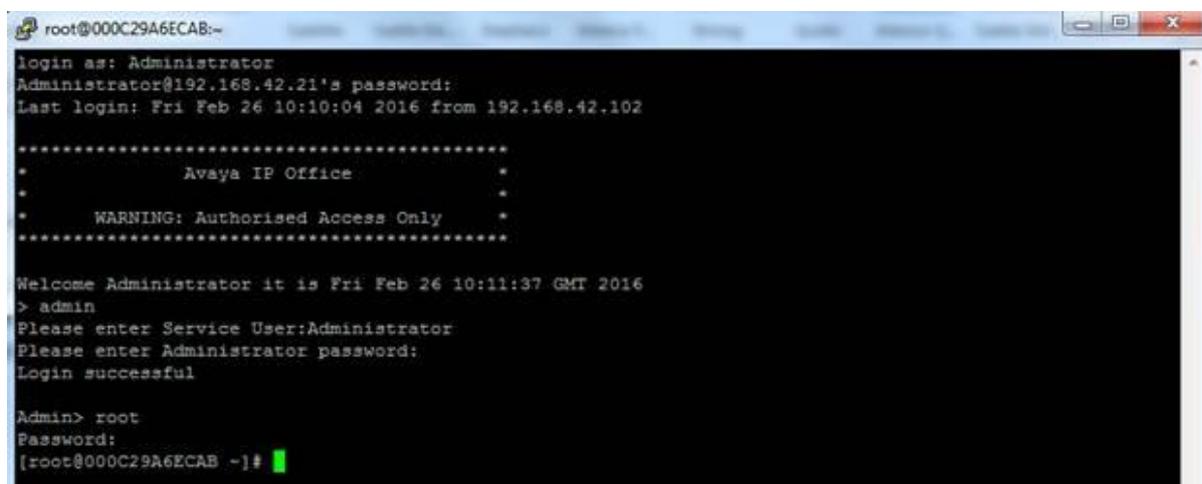


```
192.168.42.21 - PuTTY
login as: Administrator
Administrator@192.168.42.21's password:
Last login: Fri Feb 26 10:10:04 2016 from 192.168.42.102
*****
*           Avaya IP Office           *
*                                     *
*   WARNING: Authorised Access Only   *
*                                     *
*****

Welcome Administrator it is Fri Feb 26 10:11:37 GMT 2016
> admin
Please enter Service User:Administrator
Please enter Administrator password:
Login successful

Admin>
```

- b. Execute the “*root*” command and enter the root password. Refer to the screenshot below:



```
root@000C29A6ECAB:~
login as: Administrator
Administrator@192.168.42.21's password:
Last login: Fri Feb 26 10:10:04 2016 from 192.168.42.102
*****
*           Avaya IP Office           *
*                                     *
*   WARNING: Authorised Access Only   *
*                                     *
*****

Welcome Administrator it is Fri Feb 26 10:11:37 GMT 2016
> admin
Please enter Service User:Administrator
Please enter Administrator password:
Login successful

Admin> root
Password:
[root@000C29A6ECAB ~]#
```

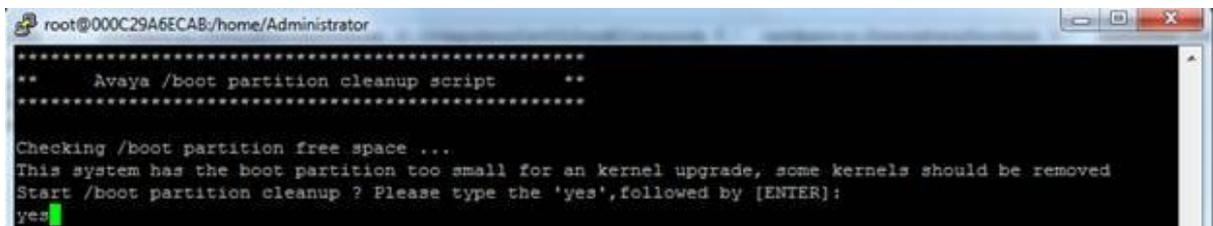
- c. Proceed to the folder where the script was copied, and give execution rights to the script using the following command:

```
chmod +x UpgradeKernelFix.sh
```

```
[root@000C29A6ECAB ~]# cd /home/Administrator
[root@000C29A6ECAB Administrator]# chmod +x UpgradeKernelFix.sh
```

- d. Execute the **UpgradeKernelFix.sh** script using this command:
`./UpgradeKernelFix.sh`

The /boot partition will be inspected to see if there is enough disk space. The script will prompt the user for a confirmation if some kernels need to be removed. Type “yes” followed by [ENTER]. Refer to the screenshot below:



```
root@000C29A6ECAB:/home/Administrator
*****
**   Avaya /boot partition cleanup script   **
*****

Checking /boot partition free space ...
This system has the boot partition too small for an kernel upgrade, some kernels should be removed
Start /boot partition cleanup ? Please type the 'yes', followed by [ENTER]:
yes
```

After the script is finished and the /boot partition has enough space for an upgrade, a **Success** message is displayed. Refer to the following screenshot:

```
root@000C29A6ECAB:/home/Administrator
*****
**      Avaya /boot partition cleanup script      **
*****

Checking /boot partition free space ...
This system has the boot partition too small for an kernel upgrade, some kernels should be removed
Start /boot partition cleanup ? Please type the 'yes', followed by [ENTER]:
yes
Loaded plugins: fastestmirror, refresh-packagekit
--> Running transaction check
--> Package kernel.x86_64 0:2.6.32-504.23.4.el6 will be erased
--> Finished Dependency Resolution

Dependencies Resolved

=====
Package           Arch           Version           Repository         Size
=====
Removing:
kernel            x86_64        2.6.32-504.23.4.el6 @system-sG        124 M

Transaction Summary
=====
Remove           1 Package(s)

Installed size: 124 M
Downloading Packages:
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Erasing      : kernel-2.6.32-504.23.4.el6.x86_64
Unable to send message to PackageKit
  Verifying    : kernel-2.6.32-504.23.4.el6.x86_64

Removed:
  kernel.x86_64 0:2.6.32-504.23.4.el6

Complete!
Success
[root@000C29A6ECAB Administrator]#
```

If an error appears please raise a ticket with the support team.

This script can be run safely, as it will not modify anything on the system if the /boot partition is large enough.

```
root@000C29A6ECAB:/home/Administrator
*****
**      Avaya /boot partition cleanup script      **
*****

Checking /boot partition free space ...
There is enough space on the /boot partition, if upgrade doesn't work please raise an issue.
[root@000C29A6ECAB Administrator]#
```

This process is now complete.

12.9 Upgrade Instructions for using WebLM Licensing

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IP Office Server Edition customers who are upgrading to 10.1 from a previous 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.

12.10 Avaya USB Creator Tool

The Avaya USB Creator Tool can be used to load an ISO image onto a USB memory key from which the server can boot and either install or upgrade. This software tool is downloadable from the same page as the ISO files. For further information on this tool, please refer to the “Installing and Maintaining the Avaya IP Office™ Platform Application Server” or the “Installing and Maintaining the Unified Communications Module” located on <https://support.avaya.com>.

12.11 Upgrade Instructions for IP Office Unified Communications Module (UCM)

When upgrading from previous releases, please refer to the following table to determine the upgrade scenario and the method to be used:

From:	To:				
	9.0.0/9.0.1/9.0.2	9.0.3/9.0.4	9.1	10.0	10.1
9.0.0 9.0.1 9.0.2	USB Unetbootin Web Control ZIP	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin
9.0.3 9.0.4		USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin
9.1			Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management
10.0				Avaya USB Creator Web Management	Avaya USB Creator Web Management



This release of UCM software also contains the Solid State Drive (SSD) firmware previously documented in IP Office Technical Tip 258.

Note: If upgrading to this release from 9.0.0.0.78 (9.0 GA) and earlier, the updated SSD firmware must be applied. Please follow section 3.8 of the UCM Installation and Maintenance manual. The manual can be downloaded from the Avaya Support web site:

<https://downloads.avaya.com/css/P8/documents/100173993>

If upgrading from 9.0.2.0.41 (9.0 Service Pack 2) or later to this release, it should not be necessary to re-apply the updated SSD firmware. The updated firmware should already have been applied.

Warning: In all cases, always backup all application data to a separate location before upgrading.

Warning: one-X[®] Portal logging MUST be disabled prior to upgrade. one-X[®] Portal admin will be very slow to respond if this is not done. one-X[®] Portal logging can be disabled using the one-X[®] Portal Administrator/Logging Configuration/Master Logging Level = OFF. This warning is applicable only when upgrading by using Web Manager from a release between 9.1 GA and 9.1.4. Starting with 9.1.5, the one-X[®] Portal service is stopped during upgrade using Web Manager

12.12 Upgrade Instructions for Avaya Communicator for Windows

The Avaya Communicator for Windows (ACW) installer can be downloaded from the Avaya Support site:

<https://support.avaya.com/products/P1572/avaya-communicator-for-windows/> :

Perform the following steps to install ACW:

- Install the ACW by double-clicking *Avaya-Communicator.msi*, and follow the installation wizard.
- When the installation is complete, a message will display to disable the diagnostics logs.
- Open Settings > Support, and uncheck *Enable Diagnostic Logging*.

12.13 Installation Instructions for Avaya Communicator for Microsoft Lync

The Avaya Communicator for Microsoft Lync plug-in is distributed as a ZIP file, which contains:

- lyncRuntime.msi
- AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi



The plug-in is installed as an add-in to Lync 2010, Lync 2013 or Skype for Business clients.

Perform the following steps to install the plug-in:

1. Install the prerequisite by double-clicking *lyncRuntime.msi*, and follow the installation wizard. This step only needs to be done once per computer.
2. Install the plug-in by double-clicking *AvayaCommunicatorForMicrosoft.X.IPO-X.6.X.X-SNAPSHOT.msi*, and follow the installation wizard.

12.14 Key Terms used in Branch Deployments

- ▶ **IP Office user** – a user who gets telephony features and services from the local IP Office. Previously referred to as distributed user, local user, or native user
- ▶ **Centralized user** – a user who normally (aka in **sunny-day**) registers and gets call processing service from the Avaya Aura servers in the enterprise core, and in case of WAN failure (aka in **rainy-day**) gets survivable service from the IP Office in the branch
- ▶ **IP Office phone** – a phone used by an IP Office user
- ▶ **Centralized phone** – a phone used by a centralized user (certain SIP phones only)
- ▶ **Distributed enterprise branch deployment** – a deployment where all users in a branch are IP Office users
- ▶ **Centralized enterprise branch deployment** – a deployment where all users in a branch are Centralized users
- ▶ **Mixed enterprise branch deployment** – a deployment where there are Centralized users and IP Office users in the same branch. The centralized users get their telephony services from the Avaya Aura servers in the core, and the IP Office users get their telephony services from the local IP Office.

12.15 Branch Deployment Restrictions

- ▶ The branch functionality is available in IP Office Standard mode, i.e. in Essential and Preferred Editions
 - IP Office Server Edition (SE) is not positioned as a branch product
 - SE supports interoperability with Aura SM, and with CM or CS1K through the SM, using SIP through an 'SM Line' interface
 - But SE does not support the branch functionality of SMGR management, Centralized Users or voicemail over 'SM Line'
- ▶ SCN is not supported in IP Office Branch Deployments
 - Not prevented by software, hence limited co-existence
 - An SCN can connect to Avaya Aura SM through 'SM Line' on one of the SCN IP Offices
 - The whole SCN operates as a single branch
 - SCN cannot coexist with Centralized Users or with centralized voicemail over 'SM Line'
 - SMGR management of SCN is not supported
- ▶ No IP Office User Rights when managed by SMGR
- ▶ No Auto-creation of users and of IP extensions when WebLM mode and when managed by SMGR

12.16 Aura Load Line up



Name	Avaya Aura "Standard" solution	Avaya Aura MidSize Enterprise Solution
AVP	latest needed for each platform	latest needed for each platform
System Manager	7.0.1.1	7.0.1.1
Session Manager	7.0.1.1	7.0.1.1
Communication Manager	7.0.1.1	7.0.1.1

13 Languages Added

IP Office release 10.1.0.0 adds no new languages.

14 Documentation errata

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

- DVD media available with Avaya IP Office R10.1 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Release 10.1 Documentation will be available by 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 '10.1' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

The latest version of the IP Office Documentation Catalogue, which describes the organization of all IP Office documents and indicates the type of information in each document, is found at [link to be provided by GIS team in coming days](#).

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 10.1 Product Update** document, which is a communication that summarizes “what’s new” within the IP Office Release 10.1 product, can be found on the Avaya Partner Portal at the following:

<https://sales.avaya.com/en/pss/ip-office-release-10.1-sales-toolkit>

15 Contacting support

15.1 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.