Avaya IP Office™ Platform Release 11.1 Feature Pack 1 –
Release Notes / Technical Bulletin
General Availability

Issue 001

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2 Document changes

Date	Description
Jan 9th, 2021	Document issued

3 Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office™
Platform Release 11.1 Feature Pack 1. Avaya's offer is referred to as "IP Office R11.1 FP1"
throughout this document.

For a full, detailed product description for Avaya IP Office 11.1 FP1 see the following URL.

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

4 Important Information – Avaya IP Office Upgrade

**Important note for fresh install or upgrade of Server Edition Primary and Application
Server to R11.1.1.0:**

After installation or upgrade of IP Office Server Edition or Application Server to R11.1.1,
please apply Media Manger (11.1.1.0.1 Build 1) and one- X Portal (11.1.1.0.1 build 109)
patch on Server Edition primary and Application Server, and then (re)start the Media
Manager and one-X portal service. These patches are mandatory for accessing the
previous recordings after upgrading to R11.1.1.0 and restore from previous backups. Please
see the readme file for more details.

The patches and readme are available at:

Avaya Support - Downloads - Avaya IP Office 11.1 Feature Pack 1 General Availability - IP
Office™ Platform

Look for '11.1FP1_CP.zip'

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

Avaya IP Office R11.1 FP1 Server Edition is based on the CENTOS 7 operating system. To
upgrade from an earlier release, pre 11.1, the system must first be upgraded to Avaya IP
Office 11.0.4 Service Pack 5 and the maintainer must follow the IP Office 11.1 Server Edition
Migration process. Avaya IP Office Server Edition 11.1 Upgrade Procedure

5   What's New

The communications industry has changed dramatically over the past five years, thanks to the proliferation of cloud-based applications, web conferencing and the Internet of Things. As the IT landscape has evolved, so has the underlying communications platform – and that is having an impact on customer service.

Like many Avaya customers, the communications platform rolled out several years ago continues to operate with the performance they rely on, while business and customers have changed dramatically over the past five years.

Now with the Avaya Workplace team engagement solution, users may truly collaborate anywhere from any device, across any channel. New Vantage 3 and J189 phones provide High End devices to drive new sales and migration opportunities.

Demand for instant communications and collaboration is no longer a nice-to-have, but a must-have for enabling employees and making fast business decisions. Winning business means serving customers in the way they want to be served – and faster than competitors can.   By modernizing the communications infrastructure, connecting any employee, anywhere, means improving customer service and reducing costs. Additional benefits can translate into increases in revenue and profits.

Ease of doing business

IP Office continues to evolve with Release 11.1 FP1. There have been significant advancements in security and resiliency, particularly for those that are interested in moving to cloud deployments. For Avaya partners, simplifying deployments with new configuration wizards ease installation complexity and technician time.   Avaya offers solutions from pure premises deployments, to pure cloud deployments. This offers flexibility for customers to start with a premises-based solution, move to cloud as a resiliency option, or start in cloud and still have resiliency on premises. As an added benefit, customers who are familiar and accustomed to analog line appearances, as with key system, may now deploy SIP trunks and program line appearance buttons on their phones. SIP Line Appearance will be supported on Essential Edition, Server Edition, Select and Powered By solutions. This makes it easier to migrate smaller businesses with analog line appearance to SIP trunked systems while preserving their user experience and business processes.

With R11.1 FP1, IP Office utilizes Product License and Delivery System (PLDS) licensing for new system deployments. 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 R11.1, same process used for R10/R10.1. This process supports both transactional/paid or support entitled upgrades. Avaya will continue to support aftermarket licensing for user and trunking for those customers who may need to expand their system but are not ready to upgrade.

IP Office R11.1 FP1

Avaya IP Office R11.1 FP1 software/binaries will be available through PLDS or the support site. Customers will be required to upgrade to R11 using paid or entitled R11 release upgrade licenses and apply the R11.1 software load using Manager.
If the system is running R10/10.1, which is all PLDS licensing; the PLDS upgrade processes would apply.
Only if you are on pre-R10 and upgrading to R10/10.1 or R11.0 would you need to use the .xml license migration file and processes for upgrades.

- Customers & Partners will still have to go through design / ordering process to able an upgrade from IPO R10 to R11.1
- However, they do NOT have to upload the XML file for license migration for R10 to R11.1 designs. Use the standard PLDS and A1S design process for upgrade/entitled upgrade and activation.

Note that with General Availability of IP Office R11.1 FP1, Service Packs will be issued per the target dates scheduled below.
Throughout this document, readers will learn much more about the extensive innovation being delivered in IP Office R11.1 FP1.

6   Summary of New Features Delivered in IP Office Release 11.1 FP1

IP Office Release 11.1 FP1 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.

IP Office Premises
Core Content:
Subscription CPE   **Partner Customization**   **Automatated Certificate Management**   **Admin Tools via Cloud**   **Diagnostics via Cloud**   **RSS**   **Backup and Restore**   **Upgrade**   **MTSMA**   **VMPro Data Encryption**   **IP Office WEBLM support**   **Server Edition to Subscription Mode**   **UCM EASG**   **Pager Group Increase**   **Meadia Manager Search and Replay**   **WebRTC DTLS 1. & Unified SDP**   **Group Timeout Destination**   **ACCS Subscription Licensing (April 2021 Target)**   **Aditional Hypervisor Support**

Clients and End points:

- **Avaya Workplace:**
    - **Conferencing Controls**
    - **Adhoc Conferencing**
    - **Apple Push Notification phase 2 – China**
- **J189 supported**
- **Feature Packs**
    - **Vantage 2.2 SP4**
    - **B199 FP**
    - **J1xx 4.0 FP7**
- **Vantage 3 Support**

Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.1 FP1 are supported on all Editions, platforms and phones - please see each feature's description for details.

Note 2: The R11.1 FP1 software will support planned HW components and parts upgrade planned for late CY21. Advanced notice to the business partner for cut over timeframe will be communicated through the IP Office Offer Document update.

For a detailed introduction to the new features in IP Office R11.1 FP1 please see the [Offer Definition here](https://sales.avaya.com/en/pss/ip-office) - (https://sales.avaya.com/en/pss/ip-office)

6.1   Subscription CPE:

Avaya IP Office Subscription CPE centers around OPEX licensing and making a simplified offer. Ordered through Avaya Channel Marketplace with global coverage there is a single mode of operation.

Licenses are simplified to:

4 user licenses: Telephony, Telephony Plus, UC User and Receptionist

4 system licenses: Media Manager, CTI, ACR & ACCS

Supported severs are as follows:

IP500 V2, IPOL (Server Edition – Bare Metal and Virtualized) - All CPE based. There is no cloud telephony. Migration from existing deployments is available including Powered By VM.

This release covers Phase 2 of the feature.

Unified Management, Maintenance and Service access:

- COM to support Disti, Reseller, Tier1 & Avaya services access via multi-tiered Role Based Access Control.
- Centralised CPE status, alarms, web management, SysMon logging & core dumps via COM
- Centralised access to CPE for SSA and SysMon
- New Remote Support Services (RSS): SSH/RDP/Web access to CPE and co-located servers via authenticated HTTPS proxy
- Local access still supported
- Secure and Private: no admin back doors
- All customer or user access still via CPE

Automated Certificate Management:

- Hosted CA automatically issues ID certificate to Subscription CPE systems. Automatic renewal
- Optional: Can be easily replaced with customer schemes if required

Backup and Restore from Cloud:

-
- Backup/Restore from cloud
- Automatic comprehensive backup and restore of all CPE configuration data. Day in last week, week in last month, month in last year
- Secure and Private
- Optional to assure data sovereignty, privacy and customer needs

Upgrades from Cloud

- Bulk, individual and scheduled upgraded via Customer Operations Manager (COM).
- Includes all supported platforms and endpoints
- Secure, central image distribution from Avaya
- High capacity & performant hosted storage

Partner customization and spin-up tools

- Phone and configuration customisation files
- Added via COM before or after initial CPE connection
- Multi-tiered: Individual systems, reseller, distributer.
  -

Change of System ID via COM UI

- Still have to enter initial System ID during order placement (till April 2021)

ACCS subscription support (due April 2021)

- Secured access to the hosted WebLM server
- Status via COM

6.2   IP Office WebLM Support

Using WebLM service within Avaya IP Office Server Edition the following Avaya applications can retrieve licenses.

- ACCS
- IPOCC/CIE
- AWFOS
- Avaya Messaging / Officelinx

6.3   Unified Communications Module - EASG

In Avaya IP Office 11.1 EASG was introduced to enable remote access to the IP Office services.

In 11.1 FP1 this has been extended to the Unified Communications Manager for 500V2 platform.

6.4   Pager Group size Increase

Avaya IP Office Select now supports increased Paging Group Sizes as follows:

512 with RTP

Or

256 with SRTP

This is supported in Select Mode solutions.

6.5   Media Manager Search and Replay

Avaya IP Office Media Manager now supports the functionality of Contact Recorder in regards to Search and Replay of recordings:

Media Manager self admin page will display more information about the recording. Previously Media Manager self admin page displayed only the Start date, Agent Extension and Agent Name information. Addition description about call routing information when a supervisor or quality assurance assessor running multiple searches will view the newly added information in a single page.

In this release Media Manager will provide this information on the self admin main page. The user can see additional detail on to the drill down of each individual record.

6.6   WebRTC

DTLS 1.2 Support

Coming versions of the Chrome browser will remove support for DTLS 1.0. With that, from IP Office 11.1 FP1 WebRTC is DTLS 1.2 compliant.

WebRTC Unified SDP

Google has transitioned Chrome's WebRTC implementation from the old SDP format (called "Plan B") to a standards conformant format ("Unified Plan", draft-ietf-rtcweb-jsep) and allowed SDK to use old SDP format with flag (as of May 2020, it is in Phase 3 of Phase 4)

Avaya IP Office 11.1 FP1 will support Unified SDP.

6.7   Group Timeout Destination

In Avaya IP Office 11.1 FP1 this feature simplifies the configuration of more versatile call handling than currently can be achieved with the standard Hunt Group configuration. The aim of the feature is to expand the Voicemail / Voicemail timer functionality to permit a generic fallback destination to be defined for calls that reach an in group time limit.

6.8   ACCS Subscription Licensing

For details of the ACCS Subscription licensing please refer to the Avaya IP Office Subscription Offer Document available from the sales portal.

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

6.9   Additional Hypervisor Support

Avaya IP Offiice 11.1 FP1 Support for additional Hypervisors and update of VMWare ESXi for IP Office deployments as virtual machines on virtual server platforms.

A virtualized machine may be configured for IP Office Subscription, Server Edition, IP Office Select or an IP Office application server.   Deployments in a customer datacenter or business partner datacenter (as managed service) will include:

- MS Hyper V
- Azure; for IP Office only deployments, in addition to currently supported IP Office + ACCS
- VMWare, Essentials and Plus
- Support for VMWare vSphere ESXi 7; includes Standard, Enterprise, and Enterprise plus

6.10   Avaya Workplace – Conferencing Controls

The conferencing features are based on the following solution components:

- IP Office 11.1 FP1.
- Avaya Workplace client.

Following Moderator controls are supported by user

Meet-Me Conference Moderator controls:

- To add a participant to a conference call
- To drop a conference participant out of a conference bridge
- To join the bridge owned by the user
- To lock/unlock the conference.
- To mute/unmute all the participants in the conference
- To mute/unmute a conference participant
- To turn on/off Lecture mode
- To tun on/off Continuation
- To turn on/off entry or exit tones
- To handle conference participant has changed the mute state notification
- To update the participant list based on participant entry/exit notifications
- To handle conference lock status changed notification

Restrictions:

- Video is not supported
- Active talker is not supported
- Cannot merge a call/conf to a meet- me conference
- Forbid transfer action on active conference call

6.11   Avaya Workplace – Ad-hoc Conferencing

Avaya IP Office 11.1 FP1 now supports the ability for an IPO user to use the New Conversation option at bottom of the Avaya Workplace client for more than one party only i.e. ability to include two or more parties in that New Conversation window, and have those parties included joined into a conference. A conference member can be muted or dropped.

Along with this, it also allows user to extend any P2P call or a conference by adding a contact. Drag and drop support is limited to desktop, while adding a contact to extend a call or conference is supported on desktops and Mobiles.

6.12   Avaya Workplace – Apple Push Notification 2 - China

APNS for China Market requires a different implementation as IP Office cannot use VoIP channel to send push notification for incoming calls. Therefore, the call notification needs to be sent using remote notification channel instead, which would present the call to the user. Consequently, the call invite won't be sent to the user until he clicks on the remote notification which triggers the registration following which call invite is sent to the user.

6.13   Avaya Workplace – Call Decline

Call decline support in Workplace allows a user to decline an incoming call. With this, he can stop the call ringing on all the devices from a single device. So far Workplace allowed only to accept or ignore the incoming calls.

This is useful when

- The user is in their workspace but is currently talking to someone in person, or on a mobile (PBX isn't aware of the call).
- The user away from their workspace and has their mobile client with them, but they cannot answer the call.

6.14   J189 Support

Avaya IP Office 11.1 FP1 supports the high end Avaya J189 phone as part of the J100 portfolio.

Display

- Primary - 5" color - (800x480) pixel
- Quick Dial Display - 2.3" color - (240x320) pixel

Button programming

- 10-line keys for programming
- 48 feature keys on primary screen
- Buttons 25-48 are directly accessible via the internal QDD

Call control keys: Speakerphone, headset, voicemail release

Feature keys: Menu, Home Contacts, History

Button Module

- supports two JEM24 modules

Connectivity

- Optional Wi-Fi/Bluetooth module
- Comes with dedicated End Call Hard key
- Hookswitch Hall Sensor

IP Office Release 11.1.1.0 integrates J189 4.0.7.0 release

- supports SIP Feature phone in IP Office deployment
- supports SIP Functional phone in Rainy-day Branch deployment
- support in mixed deployments
- supports in remote worker and ASBCE deployments
- SIP signalling over TCP or TLS
- Voice over RTP or SRTP
- Upgrade/Settings file auto-generated by IP Office
- Firmware integrated with IP Office AdminCD package
- Licensing – Avaya IP Endpoint License
- Platforms
  - IP Office Server Edition
  - IP Office Select
  - IP Office IP500 V2

6.15 Avaya SIP Phone Service / Feature Pack Support

New models of the K155 and K175 Vantage phones are now fully supported. These phones include a Vantage dialer application as part of their firmware. They do not use the same firmware as previous Vantage version (1.x, 2.x).

Refer to the Vantage 3 Sales Tools Chest and offer document found on the sale portal.

- Improved CPU
- Improved camera on the K175/K155
- Additional mics and new placement design for better acoustics
- Improved WiFi/BT across platform
- WiFi/BT - Integrated and non-integrated models
- NFC hardware support

- USB C port for power
- HDMI out

6.16   Avaya SIP Phone Service / Feature Pack Support

- Vantage 2.2 SP4
- B199 FP
- J1xx 4.0 FP7

7   Security

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.

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

8   Build Versions

8.1   IP Office 11.1 GA Software Versions

Component	Version
Admin CD	11.1.1.0 Build 207
VMPro (Linux)	11.1.1.0 Build 207
One-X Portal	11.1.1.0 build 107
Server Edition DVD	11.1.1.0 Build 207
Server Edition OVA	11.1.1.0 Build 207
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.1.1.0 Build 207
Unified Communication Module	11.1.1.0 Build 207
SoftConsole	11.1.1.0 build 12
Media Manager	11.1.1.0 Build 207
Avaya Communicator for Windows	2.1.4.0 build 326
Avaya Communicator for iPad	2.0.7
Avaya Communicator for Web	1.0.20.1722
Avaya Aura System Manager for IP Office	8.1.2
Avaya Contact Center Select (ACCS)	7.0 FP2
Radvision XT500 / 4300 / 7100	8.3.8.57

Avaya one-X Mobile Preferred for IP Office (Android version)	10.0.0.5.224
Avaya one-X® Mobile Preferred for IP Office (iOS version)	4.1.12.769
Avaya USB Creator Tool	11.1.0.0 build 89
Avaya Workplace (Windows/Mac/IOS/Android)	3.16
Customer Operations Manager	11.1.100 build 14-14

8.2   IP Office Module Firmware

Module	Version
IP500V2	11.1.1.0 Build 207
POTSV2 Module	11.1.1.0 Build 207
DCPV2 Module	11.1.1.0 Build 207
ATM Module	11.1.1.0 Build 207
DS30/16 V2 Module	11.1.1.0 Build 207
DS30A/16A BST Module	11.1.1.0 Build 207
DS30B/16B Module	11.1.1.0 Build 207

8.3   Phone Firmware Support

Phone Model	Version	Updated
1600 H.323 Phone Firmware (Separate Boot Code and App)		
1603 & 1608 & 1616 Boot Code	1.350B	NO
1603 & 1608 & 1616 App	1.350B	NO
1603-L & 1608-L & 1616-L Boot Code	1.3110A	NO
1603-L & 1608-L & 1616-L App	1.3110A	NO
1616 Button Module 32 App	1.1.0	NO
1600 Phone Language Files	502	NO
9600 H.323 Phone Firmware (Separate Boot Code and App)		
9620 & 9630 Boot Code	3.2.2	NO
9620 & 9630 App	3.2.2	NO
9640 & 9650 Boot Code	3.2.8	NO
9640 & 9650 App	3.2.8	NO
9620D01A & 9630D01A Boot Code	3.2.8	NO
9620D01A & 9630D01A App	3.2.8	NO
9600 Phone Language Files	76	NO
96x1 H.323 Phone Firmware (Separate Kernel and App)		
9608 & 9611 & 9621 & 9641 Kernel – Not capable for SHA2	S96x1_UKR_V25r10_V25r10	NO
9608 & 9611 & 9621 & 9641 Kernel – Capable for SHA2	S96x1_UKR_V29r36_V29r36	NO

9608 & 9611 Application – Not capable for SHA2	S9608_11HALBR6_6_1_15_V474	NO
9621 & 9641 Application – Not capable for SHA2	S9621_41HALBR6_6_1_15_V474	NO
9608 & 9611 Application	S9608_11HALBR6_5_0_06_V474	NO
9621 & 9641 Application	S9621_41HALBR6_5_0_06_V474	NO
96x1 Phone Language Files	148	NO
Sonic Firmware	S9608_11_HALKRR6_8_3_04	NO
11x0 & 12x0 SIP Phone Firmware		
1120	04.04.23	NO
1140	04.04.23	NO
12x0	04.04.23	NO
B179 Firmware		
B179	2.4.4.3	YES
DECT D100 Firmware		
D100_BS_MS	1.2.7	NO
D100_BS_SL	0.9.6	
J129 Firmware	R4_0_7_0_7	YES
J139 Firmware	R4_0_7_0_7	YES
J159 Firmware	R4_0_7_0_7	YES
J169 Firmware	R4_0_7_0_7	YES
J179 Firmware	R4_0_7_0_7	YES
J189 Firmware	R4_0_7_0_7	YES
DCP Phone Firmware		
1403	Application R07	NO
1403	Boot 03	NO
1408	Application R48	NO
1408	Boot 25	NO
1416	Application R48	NO
1416	Boot 25	NO
9500	Application R60	NO
9500	Boot R17	NO
9500	Zarlink R0_09	NO
DCP Phone Languages		
14xx	R10_v11_Pack01	NO
DCP Phone Font Files		
14xx Chinese (GB)	R02_v01	NO
14xx Korean (KSC)	R02_v01	NO
14xx Japanese (JIS)	R02_v01	NO
IP DECT Phone Firmware/Tools		

Avaya 3701	22.04.04	NO
Avaya 3711	91.24.31.04	NO
Avaya 3711 Global	91.24.36	NO
Avaya 3711 USB Driver	0.8	NO
IP DECT ADMM Firmware/Tools		
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/Tools		
Avaya 3720	4.7.8	YES
Avaya 3725	4.7.8	YES
Avaya 3730	2.10.6	YES
Avaya 3735	2.10.6	YES
Avaya 3740	4.12.4	YES
Avaya 3745	4.12.4	YES
Avaya 3749	4.12.4	YES
Avaya 3720 Template	0.5	NO
Avaya 3725 Template	0.5	NO
Avaya 3730 Template	0.1	NO
Avaya 3735 Template	0.1	YES
Avaya 3740 Template	0.2	NO
Avaya 3745 Template	0.1	NO
Avaya 3749 Template	0.2	NO
DECT R4 Firmware/Tools		
DECT R4 - IPBS1 Boot Firmware	11.2.10	YES
DECT R4 - IPBS1 Firmware	11.2.10	YES
DECT R4 - IPBS1 Downgrade Firmware	10.4.6	YES
DECT R4 - IPBS2 Boot Firmware	11.2.10	YES
DECT R4 - IPBS2 Firmware	11.2.10	YES
DECT R4 - IPBS2 Downgrade Firmware	10.4.6	YES
DECT R4 – IPBS3 Boot Firmware	11.2.10	NEW
DECT R4 – IPBS3 Firmware	11.2.10	NEW
DECT R4 – IPBS3 Downgrade Firmware	11.2.10	NEW
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.2.10	YES
DECT R4 - IPBL (DECT Gateway) Firmware	11.2.10	YES
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	10.4.6	NO
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40	NO
GRBS-DB1-C3/DB1-C4 Firmware	7.0.14	NEW

DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80	NO
DECT R4 - AIWS Firmware	2.73	NO
DECT R4 - AIWS2 Firmware	4.9.0	YES
DECT R4 - WinPDM (Windows Portable Device Manager)	4.0.0	YES
DECT R4 - Rack Charger Firmware	2.0.7	NO
DECT R4 - Advanced Charger Firmware	2.0.7	NO
DECT R4 - Avaya 3720 Translation Tool	31	YES
DECT R4 - Avaya 3725/3740/3749 Translation Tool	54	YES
DECT R4 - Avaya 3720 Downloadable Languages	31	YES
DECT R4 – Avaya 3730, 3735 Translation Tools	54	YES
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	54	YES
DECT R4 - Company Phonebook Tool	9	NO
DECT R4 - Avaya 3730/3735 Downloadable Languages	54	YES
DECT R4 - Local Phonebook Tool	1	NO
Wi-Fi Phone Firmware/Tools		
3641/3645	117.058	NO
HAT	4.1.4	NO
AVPP	17x.040	NO
H175 Phone Firmware		
H175	1.0.2.3	NO

9   Upgrading to IP Office R11.1

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 R11.0/10.1.

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

10   Supported Releases

IPOSS policy will continue as N-1 as it includes maintenance and configuration support if needed, and provide upgrade entitlement to R11.1. There are no additional Service Packs planned for R10.1 after April 2020.

11   Supported OS and Browsers

11.1   Windows (PC)

Operating System Editions and Service Packs

Note 1 – from IP Office 11.1 Microsoft Windows 7 is no longer supported

Operating System	Service Pack	Editions
Windows 8.1	N/A	Pro, Enterprise
Windows 10		Pro (SMB), Enterprise
Server 2012	N/A	Standard
Server 2012 R2	N/A	Standard
Server 2016	N/A	Standard and Essentials
Server 2019	N/A	Standard and Essentials

Server 2008R2 (64 Bit) is no longer supported

Operating System Support - Server Components

Application	Win 8.1		Win 10		Server 2012/2012R2		Server 2016	Server 2019
	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit	64 bit
TAPI – 1st Party	X	✓	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	X	✓	✓	✓	✓	✓	✓	✓
TAPI – WAV (1)	X	✓	X	✓	X	X	X	X

Note:

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

Operating System Support - Thick Client Apps

Application	Win 8.1		Win 10		Server 2012/2012R2	Server 2016	Server 2019
	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit	64 bit
Preferred Edition Client	✓	✓	✓	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓	X	X	X
Manager	✓	✓	✓	✓	✓	✓	✓
SysMon	✓	✓	✓	✓	✓	✓	✓
SSA	✓	✓	✓	✓	✓	✓	✓
TAPI 1st Party	✓	✓	✓	✓	✓	✓	✓
TAPI WAV	✓	X	✓	X	X	X	X
Avaya Windows Communicator (ACW)	✓	✓	✓	✓	X	X	X
Avaya Workplace for Windows	X	X	✓	✓	X	X	X
one-X® Portal Plug-In for Outlook	✓	✓	✓	✓	X	X	X
Call Assistant	✓	✓	✓	✓	X	X	X
Plug-In for MS Lync 2013 / Skype for Business	✓	✓	✓	✓	X	X	X
Web Conferencing	✓	✓	✓	✓	X	X	X

Notes:

(1) Legacy support only

Please note that IP Office Native Salesforce.com Plug-in is no longer supported and refer to Avaya Communicator for Web as an alternative solution.

Mac Thick Client Apps

Application	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 + High Sierra	OSX 11.0.x + Big Sur
Web Conferencing	✓	✓	✓	✓	✓
Avaya Workplace for Mac	X	✓	✓	✓	✓

Browsers

Application	IE11	Microsoft Edge	FFXX (1)	Chrome XX (1)	Safari 8	Safari 9	Safari 10(3) & Above
VMPro Campaigns Client	✓	✓	X	X	X	X	X
VMPro UMS WebMail	✓	✓	X	X	X	X	X
one-X® Portal for IP Office Client	✓	✓	✓	✓	✓	✓	X
Web Conferencing	✓	✓	✓	✓	✓	✓	X
Web Manager Web Control Page	✓	✓	✓	✓	✓	✓	✓
D100 DECT Admin	✓	✓	✓	✓	✓	✓	X
IP DECT R4 Admin	✓	✓	✓	✓	✓	✓	X
Avaya Communicator for Web	✓	X	X	✓	X	X	X
Media Manager	✓	✓	✓	✓	X	X	X
Cloud Operations Manager (COM) (Update at GA)							
IP Office Web Client	X	X	X	✓	X	X	X

Notes:

(1) These browsers update on a 6-week cycle with most users automatically updated within two weeks. IP Office will aim to support future versions of these fast release browsers to the extent possible as tested and verified.

(2) Only on Server 2012 (note Server2012R2 supports IE11)

Exchange

Application	Exchange 2010	Exchange 2013	Exchange 2016	Exchange 2019
VMPro UMS	✔	✔	✔	✔
one-X® Portal (IM Presence)	✔	✔	✔	X
one-X® Portal (Calendar)	✔	✔	X	X

Outlook

Application	Outlook 2010	Outlook 2013	Outlook 2016	Outlook 2019
VMPro IMS	X	X	X	X
TAPI (for dialing)	✔	✔	✔	✔
VMPro UMS IMAP	✔	✔	✔	✔
one-X® Portal Outlook Plugin	✔	✔(1)	✔(1)	X

(1) Currently for Outlook 2013 and higher, the contact screen popping feature is not supported

12 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R11.1 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select)
  - **NOTE: Upgrade to IP Office Server Edition 11.1 is supported only from 11.0.4 SP4 and MUST follow the 11.1 FP1 Server Edition Migration process.**

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R640 server and the Dell PowerEdge R240 server are the most current servers available.

Customers may migrate to IP Office R11.1 FP1 by purchasing an upgrade for Release 10 and applying the R11.1 FP1 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 R11.1 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 11.1 FP1 features are supported on all platforms. IP Office R11.1 FP1 Select features are supported with Select material codes.

IP400 Trunk and Station Modules supported in IP Office R11.1:

- Analog trunk 16
- 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.

13 Known Issues and Workarounds

13.1 General

Summary	Component/s	Release Note
VM Pro Restore	Server Edition /Application Server	**Problem**: Restore Fails for VM Pro Configuration Custom Prompts and Selective Mailboxes component if the selected users are not declared in Web Manager => VM Pro Preferences **Impact:** Restore fails for VM Pro Configuration Custom Prompts and Selective Mailboxes **Workaround:** Before taking Backup for VM Pro Configuration Custom Prompts and Selective Mailboxes, Please set the selected users in WebManager => VM Pro System preferences
Platform	IP 500 V2	**Problem:** Branch deployments of IP 500v2 system running 11.0.4.4 or earlier fail to upgrade to 11.1.1.0 due to SD card space exhaustion. This is caused by files being transferred unnecessarily. **Impact:**Upgrades fail. **Workaround:**Manual deletion of the large phone binaries in the system/primary and system/backup directories can be performed - or the system can first be upgraded to the PB mentioned in this JIRA before performing the standard upgrade to 11.1.1.0.

Customer Operations Manager		**Issue**: In rare scenario, Customer Operations Manager (COM) shows Upgrade failed for one of the Server Edition expansion and new Software available when actually system are updated **Impact**: Erroneous warning to the user about the failure **Workaround**: If System view for the customer is showing the correct version after upgrade then ignore the warning.
Customer Operations Manager		**Issue**: When accessed using RSS proxy ASBCE Administration login gets redirected to non-proxy address after login **Impact**: The user will not see the ASBCE Administration page after login as it redirects to the local IP Address **Workaround**: Refresh the page, it will open the post login page.
Administration		**Issue** Admin CD or Admin Lite installation sometimes could not detect the Java Runtime and warn user to download the JRE. **Impact**: While Installation of Admin CD or Admin Lite, the customer has to click the OK for this warning if they are having the JRE installed **Workaround**: Click 'Ok' to the warning if JRE is present on the Desktop or Laptop.

14 Technical Notes

14.1 Licensing

PLDS:
IP Office release 10 and higher 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.

Subscription Licensing:
Please refer to section <u>Subscription CPE:</u> in this document.

14.2 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 11.1.1.0 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 ensures 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.

14.3 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.

14.4 Upgrade Instructions for IP Office Server Edition and Application Server

IP Office Server Edition 11.1.x employs CENTOS7 as its core operating system.

Upgrading or *Migrating* to IP Office Server Edition requires the engineer to use the procedure detailed in the R11.1 Server Edition Migration document.

14.5 Upgrade Instructions for using WebLM Licensing

IP Office Server Edition customers who are upgrading to 11.1.x from a previous (not 11.x) release, and who will be using WebLM licensing, will need to obtain a WebLM Host ID *before* the upgrade for generating the licenses. The WebLM Host ID is the Mac address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual Mac address that starts with the letter "V". The WebLM Host ID must be used when generating a PLDS license file for the WebLM server in order to implement a centralized licensing scheme for multiple IP Office systems.

14.6 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.

14.7 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	11.0
9.0.0 9.0.1 9.0.2	USB Unetbootin Web Control ZIP	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin	USB Unetbootin
9.0.3 9.0.4		USB Unetbootin	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	Avaya USB Creator Web Management
10.0, +				Avaya USB Creator Web Management	Avaya USB Creator Web Management	Avaya USB Creator Web Management

14.8 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.

15 Languages Added

IP Office release 11.1.1.0 adds no new languages.

16 Documentation errata

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

- DVD media available with Avaya IP Office R11.1 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 11.1 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 '11.1' 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 https://downloads.avaya.com/css/P8/documents/101049083.

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 11.1 FP1 Offer Definition, which is a communication that summarizes "what's new" within the IP Office Release 11.1 product, can be found on the Avaya Partner Portal

17 Contacting support

17.1 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.

18 Contact Support Tasks

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