



IP Office Technical Bulletin

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General Availability (GA) of IP Office 2.0(18) Software

Avaya is pleased to announce the availability of IP Office 2.0(18) Software. This is a scheduled maintenance release including additional functionality and addressing a number of identified field issues found in the IP Office 2.0 release.

This maintenance release incorporates new software and CDs for Voicemail Pro 2.0(17), User applications 2.0(14), and CCC 4.0(25).

IP Office 2.0(18) should be used for all new installations and upgrades. The IP Office 2.0(18) software and associated applications can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office 403, IP406, IP412 and the IP Office Small Office Edition.

The Support Centre web site can be navigated in several ways. If you are unfamiliar with the site, try the following:

- Click on the link in the main screen labelled "Select Your Product"
- Scroll the screen to find the heading labelled "IP Office"

IP Office 2.0 Resolved Field Issues

The following field issues have been addressed in the IP Office 2.0(18) software:

Core Software:

- SNMP agent now no longer sends additional random traps when an ATM16 or DCP16 module is disconnected or reconnected.
- SNMP now generates a change event for a replaced module instead of a failure trap followed by an operational trap.
- Ad-hoc conference from SoftConsole now sets a valid failure route.

- TDMLink errors are no longer encountered when performing 2 consecutive page calls to a group of 180 users.
- The IP Office 412 could reset if a merge config was performed from another subnet, for example, across a WAN link. This has been resolved.
- Merge request could in rare circumstances initiate a reset. This has been resolved.
- The IP Office 412 could reset when a config request was made at the same time as a merge was being performed. This has been resolved.
- Monitoring the routing table on an IP Office Small Office Edition no longer eventually results in the IP stack not responding.
- When making consecutive page calls to a HuntGroup from the SoftConsole application the second page call is no longer incorrectly displayed as a held call.
- VoIP Quality degradation issues that could gradually occur over a 2-4 week period have been resolved.
- When calling another Extn via a configured DSS key, it is now possible to use the message function.
- The BLF updates in SoftConsole no longer occasionally freeze due to the application receiving an incomplete BLF status message from a remote IP Office linked via SCN.
- The System Monitor tool no longer incorrectly displays SNMP "Set Request" messages as "Trap PDU" messages.
- When SNMP "Set Request" messages were sent to the IP Office, instead of the message being silently ignored (as it is unsupported), authentication failure traps could be generated. This has been resolved.
- When pressing a DSS key configured for a user to check the status of a user, if the user was busy and VoiceMail was selected, the mailbox being routed to, was always the user configured for DSS key 1, regardless of the user being checking. This has been resolved.
- If IPHC was not set, PPP over Frame Relay would not fragment packets. This has been resolved.
- SNMP trap for trunk ports no longer report incorrect values.
- Incorrect spelling of "Disconnected" in Dutch on the display of 44xx series phones has been corrected.
- If an incoming call was answered by a user who then manually invoked the call record feature through a shortcode, and the supervisor then attempted to perform a "call listen" on that call, the speech path could be permanently cut off from the external caller.
- If an incoming call was answered by a user with Auto-Record configured, and the supervisor then attempted to perform a "call listen" on that call, the speech path could be cut off from the external caller for 5-6 seconds during the listen action and then re-established.
- A +2db Gain has now been set on E1R2 lines for Korea.
- If using an IP Office with a German locale set and 64xx series handsets, the Small Office Edition no longer resets when the "Dial by Name" feature on the handsets is used.
- The date and time fields that are obtained from the CLI of an incoming call on an Analogue Trunk are now correctly decoded.
- When using RIP, the RIP1 & RIP2 request messages are now responded to correctly.

- If an Incoming call Queuing for a HuntGroup timed out, the IP Office could reset because there was no ACD record after the call had timed out. This has been resolved.
- The IP Office could reset if a call steal was performed on a call in a HuntGroup Queue being played a Queued or Still Queued Message. This has been resolved.
- If a Call Steal was performed on an Internal call in a HuntGroup Queue being played a Queued or Still Queued Message, the user performing the call steal could be incorrectly connected to the wrong end of the call, i.e. they were connected to the Voicemail Server instead of the calling party. This has been resolved.
- If an IP Hard phone User performed a Call Steal on an External call in a HuntGroup Queue being played a Queued or Still Queued Message, the user performing the call steal could be incorrectly connected to the wrong end of the call, i.e. they were connected to the Voicemail Server instead of the calling party. This has been resolved.
- Internally calling a user who has DND set now results in NU being displayed on the calling terminal.
- Paging a user with DND set now results in a busy tone being returned.
- Auto recording to a different mailbox on an IP412 no longer causes modules to lose connectivity to the switch.
- Large volumes of invalid DTMF digits received on T1 lines could cause a system reset when T1 DSP option was selected on monitor. This has been resolved.
- System could reset on RAS Dial in from a remote user. This has been resolved.

Installation Wizard:

- When setting a VoIP line, on specifically selecting an Audio Codec, G.711 ALAW for example, when the wizard saved the config to the unit this setting was not saved and Automatic selection was being used.
- When creating a new configuration, on the Dial Plan screen, if there are no virtual users and the user had cleared out the starting Virtual Extension number, default short codes were not created. This has been resolved.

Delta Server:

- If an Agent answers an incoming call using Phone Manager Pro and the call is put on hold (again using PhoneManager), then the agent dials an external number which is answered, when the agent transfers these two calls together and then hangs up, the Agent is now in a Ready state. The next incoming call that agent answers could be incorrectly shown in CCV as an Outgoing Call.
- Real-Time Agent Status display showed incorrect information, with some Agents appearing to be in a "ready" state when they were in fact "Busy".

Installation Notes



PLEASE NOTE

IT IS ESSENTIAL THAT THE PC PERFORMING THE IP OFFICE UPGRADE HAS A STATIC IP ADDRESS ALLOCATED.

Upgrading IP Office Control Unit software must only be done from a Manager PC with a static IP address on the same LAN as the IP Office. Do NOT attempt an upgrade across WAN or RAS links. Once the existing software is erased, the IP Office loader cannot communicate over WAN/RAS links to complete the upgrade.

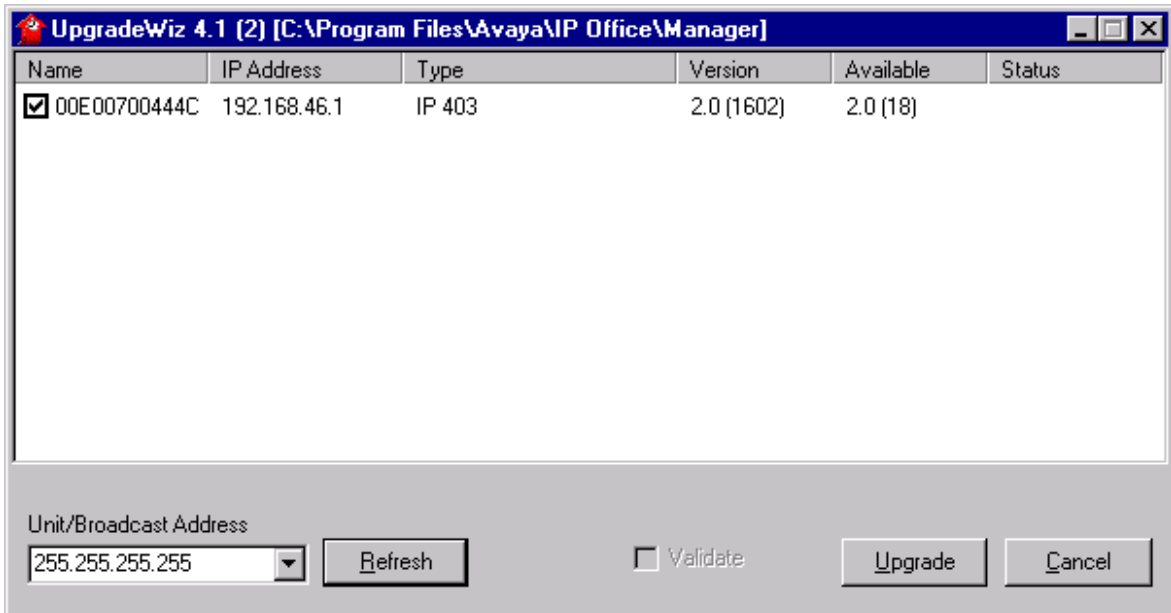
Upgrade Installation Notes for IP Office 403/406/412

If upgrading between software levels, for example from 1.4 to 2.0, you must also upgrade the IP Office Administration Suite first, using the new 2.0 GA Administration CD. The new level of .bin software will need the matching level of Manager Software to allow access to new configuration fields.

When upgrading an IP Administration suite from one software level to another, the recommended process is to uninstall the original IP Office Administration Suite and then reinstall the new IP Office Administration Suite of software.

To upgrade the Control and Expansion units

1. Ensure that you have received and made a copy of the IP Office's configuration. If the upgrade fails, the current configuration may be erased, so a backup copy is an essential precaution.
2. In Manager, select File | Advanced | Upgrade. This starts the UpgradeWiz application.
3. After a few seconds the wizard should list the Control Units and Expansion Modules found.
4. No Units Listed - If this occurs using the Broadcast Address of 255.255.255.255 it implies that the Manager PC is not on the same LAN as the IP Office. You should not continue if this is the case, until you identify a Manager on the same LAN as the IP Office.



5. The list shows the current software level of the units and the level of the appropriate .bin file it has available for each unit from those in the Manager's working folder.
6. Tick the boxes for those units that you want to upgrade.
7. In Manager select View | TFTP Log. This will allow you to see the file transfer processes. Arrange the windows so that you can see both the TFTP Log and the UpgradeWiz.
8. You will be asked to enter the System Password.
9. The process of erasing, download and installing will begin.
10. Following the upgrade the IP Office Control Unit should return to normal operation.

IP Office User CD 2.0(14)

PhoneManager 2.0(14)

New Features and Additional Functionality:

- This version of PhoneManager supports QoS in the form of Diffserv for both Windows XP and Windows 2000 when used in Softphone mode. Voice packets are marked with the DSCP value of 40 (0x28). Under Windows XP make sure the network card supports 802.1p and the QoS Scheduler is installed. Under Windows 2000 the QoS scheduler is not needed but the network card must support 802.1p. Also under Windows 2000 the following registry key must be added to enable DSCP marking:

```
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters\
DisableUserTosSetting
```

This is a DWORD value and must be set to 0. If this key is not created, or not set to 0, Windows will not mark the voice packet with the DSCP value.

To change the DSCP value of the voice packet under Windows 2000, create the following registry key:

```
HKEY_CURRENT_USER\Software\Avaya\IP400\PhoneManager\DSCP
```

This is a DWORD value and if this key is not set the default value of 40 (0x28) is used.

To change the DSCP value of the voice packet under Windows XP you need to use the management console plug-in 'gpedit.msc'. This is a supplied tool from Microsoft and can be started by picking 'Run' from the start menu and typing in 'gpedit.msc'. When the management console is open select Local Computer Policy ⇒ Computer Configuration ⇒ Administrative Templates ⇒ Network ⇒ QoS Packet Scheduler. Enter the desired DSCP value for the Guaranteed Service Type.

- PhoneManager allows a third-party application to be popped on an incoming call and this application is specified in the screen pop tab. Upon popping the application the following command line parameters are added to the command line:

```
app_name calling_number called_number tag account_code display
```

This version of PhoneManager checks the registry key:

```
HKEY_CURRENT_USER\Software\Avaya\IP400\PhoneManager\PopExtProgFullParam
```

If this key is found "" is used to fully enclose each parameter. For example when the above key is used the command line will look like:

```
app_name "calling_number" "called_number" "tag" "account code" "display"
```

Depending on the application/shell that receives the command line the application may or may not need to remove the beginning and ending ".

Resolved Field Issues:

The following field issues have been addressed in the PhoneManager 2.0(14) software:

- Copying a number from one of the list views, such as missed calls, did not work. The number was not placed into the Windows clipboard and so could not then be pasted.
- A Problem with disabling the “FollowMeTo” feature by using the tick box in the PhoneManager Preferences has now been resolved.
- When using iPhoneManager with Call Waiting set, if a second call was presented while you were on a call, and the Phone Manager has either been minimised, or is in the background, the Phone Manager did not pop to indicate the new inbound call.

SoftConsole 2.0(9)**New Features and Additional Functionality:**

- Translations for Danish and Norwegian are now available. However, for these two languages, help will be provided in U. S. English.
- The SoftConsole Directory feature has been enhanced to offer better performance when working with a large number of Directory entries. The Directory feature is now able to support several thousand entries with acceptable performance. The effect of these performance enhancements is to reduce the time that it takes to initialize the application, to perform a Directory search, and to open an IP Office SoftConsole Local Directory file.
- SoftConsole now displays the hourglass cursor while opening an IP Office SoftConsole Local Directory file.
- Previously, when opening an IP Office SoftConsole Local Directory file, SoftConsole would include entries that contained a Name but not a Number. SoftConsole will now ignore file entries where either the Name or Number is missing.
- SoftConsole now uses the “Skins” folder under the installation directory as the default folder when opening the “Browse for Skin File” dialog box from the Appearance tab of the Options form.
- Previously, while a custom skin was loaded, SoftConsole provided a “roll up” icon in the title bar of the main form. If the user exited the application while the main form was “rolled up”, the controls on the main form would not be properly sized the next time the user started the application. To fix this problem, the “roll up” icon has been removed.

Resolved Field Issues:

The following field issues have been addressed in the SoftConsole 2.0(9) software:

- If all the BLF groups are removed it was not possible to add any new BLF groups using the right click menu option. The BLF panel would be greyed out.
- The Directory search feature failed after making an exact match on the first two digits and then a third digit was then entered.
- The SoftConsole display would freeze if a TFTP status update packet was received while the application was displaying user details in right hand panel.

- It was not possible to display a group in the expanded view if the group contained more than 29 users.
- The inability to “Un-park” a Parked call if the Park Slot ID was greater than 9 characters has been resolved. This issue occurred because the IP Office supports a maximum of 9 characters for the Park Slot ID. The SoftConsole has been changed to enforce this limit.
- Restoring the application from minimised (popping) failed if the host PC had no audio capability.
- The call information for an incoming call was not displayed if your application was set to play a media file yet the host PC had no audio capability.
- The SoftConsole did not display the “absent text message” against a user if it was installed and running on a Swedish operating system.
- Previously, SoftConsole allowed the user to add entries to the IP Office SoftConsole Local Directory where either the Name or Number fields (or both) were not set.
- Previously, the label for the Short Cut drop-down menu on the Queue Properties form appeared as “Queue Name” instead of “Short Cut”.
- Previously, SoftConsole did not display the Absent Text in the User Entry details when the user’s Absent Message was “Back soon” or “Back tomorrow”.
- Previously, SoftConsole created a trace (SoftConsole.log) file, even if it was not started with the “-trace” command line option.
- Previously, SoftConsole could not locate any of the Language files if it was started in a different directory using a short cut.

VoiceMail Pro CD 2.0(17)

New Features and Additional Functionality:

- The ability to select between SMTP or MAPI for the forwarding of voicemails to emails has been added.

Resolved Field Issues:

The following field issues have been addressed in the Voicemail Pro 2.0(17) software:

VoiceMail Pro Client:

- The GUI interface for viewing modules has been corrected so that if the list of modules exceeds the visible area, the scroll bar will allow the additional areas to be brought into view.
- Administrators are no longer able to create a range of users against an unnamed/blank VPIM server.
- It is now possible to query a Text Field from an Access 2000 database, so that the results may be used by the conditions actions.
- The wave editor display no longer truncates the text.
- The VPIM client GUI now supports help.

VoiceMail Pro Server:

- If a conference delegate entered an incorrect PIN, the delegate resource could be locked out for two minutes.

Chinese prompt fixes:

- Added "minutes" to any time spoken out.
- Speak "phone number" when playing out the caller CLI as part of the received VM message info when in IP Office mode.

Compact Contact Centre 4.0(25)**New Features and Additional Functionality:**

- A new field has been introduced on the Preferences dialog of Report scheduler, enabling a query timeout value to be specified between 0 and 600 seconds. When this setting is set to 0, no timeout will occur. This value affects database queries executed by the scheduler application and is separate from any query timeout that may exist within the Business Objects reports run by scheduler.

Resolved Field Issues:

- Alarm trip points could be applied to group members, but not cancelled.
- Intermittently POT phones were shown in the Individual Agent screen as "ready" when they were actually in a busy NA state.
- An Agent could receive an incoming call then transfer it off switch. The next incoming call they received is no longer incorrectly shown as an outgoing call in the stats.
- When refreshing an Agents Individual Report, "Day" in list of values was not translated.
- Now able to connect the Delta Server via the LAN2 interface on an IP Office 412.
- The Longest Call Waiting variable now displays correctly on Spectrum Wallboards.
- Brazilian translation issues have been resolved. When scheduling a message from a Wallboard Client, at the Level of Priority screen, midway down in the Repeat Message section – the "Repeat" and "Date and Time" options are translated correctly.
- CCV incorrectly displayed a group status of "Ready", whilst the some members are either logged off or connected on a call. This has been resolved.
- Calls to a Busy Group that has Queuing enabled now register correctly in the CCV stats.
- SMDR is now able to log account codes of more than 12 digits.
- Performing a template distribution in the Wallboard Server caused an error dialog box to appear, although the actual distribute completed correctly.
- Now correctly displays Name changes in the real time/historic data stats.
- Using the wallboard with a Client PC set to Swedish regional settings, the PCA or GOS variable intermittently changed to the "call waiting" variable.
- The Delta Server could fail to find an IP Office Small Office Edition unit in the Select Unit form.
- Issue where the SMDR could not discover any IP Office units has been resolved.
- Selecting the Wall Board variables for Super Groups now functions correctly.
- If you had more than six groups displayed within the Group Monitor, the seventh and all subsequent groups would incorrectly display in reverse order.
- PCA settings are now preserved following a server reboot.
- A query timeout setting has been introduced which can be specified in the preferences dialog.
- If two reports were scheduled to be sent to portable document format (.pdf); for example, Agent Activity and Target graphical reports, the Target Graphical report is

sent and named correctly, but when the report was opened, it would be the wrong report, in this case an Agent Activity report.

- The Queue Monitor Display settings were not saved when they were changed from their default values.
- The Database did not get automatically pruned when the database reached the 2 Gb limit.
- The Archiver no longer incorrectly displays rejects for external incoming calls to an agent.

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